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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]	September 2012 12 Months ending September 2012
Mishandled Baggage[1]	September 2012 January – September 2012
Oversales[1]	3rd Quarter 2012 January - September 2012
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	September 2012 January – September 2012
Customer Service Reports to the Dept. of Homeland Security[3]	September 2012
Airline Animal Incident Reports[4]	September 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://www.dot.gov/airconsumer
[3] Data provided by the Department of Homeland Security, Transportation Security Administration
[4] Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

Except for the flights listed in Tables 5, 11 and 11A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at
http://www.bts.gov/programs/airline_information/airline_ontime_statistics/
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.**

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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/
HAWAIIAN AIRLINES S/	8	84.8	16	96.4
AIRTRAN AIRWAYS S/	19	90.5	49	90.9
DELTA AIR LINES S/	29	89.4	131	89.7
ALASKA AIRLINES S/	19	90.4	53	89.6
US AIRWAYS S/	27	87.1	76	87.3
SOUTHWEST AIRLINES S/	23	86.2	77	86.5
AMERICAN EAGLE S/	19	86.5	135	86.5
MESA AIRLINES S/V/	11	87.0	72	85.5
VIRGIN AMERICA S/	15	85.3	15	85.3
FRONTIER AIRLINES S/	21	84.9	54	84.4
SKYWEST AIRLINES S/	19	83.5	149	83.6
JETBLUE AIRWAYS S/	22	82.0	53	82.8
UNITED AIRLINES S/	28	81.8	76	82.0
EXPRESSJET AIRLINES S/	21	81.1	161	81.0
AMERICAN AIRLINES S/	28	59.9	80	58.0
TOTAL		82.8		83.3

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.

* 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.

SEPTEMBER 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*	4th Quarter 10-12 2011		1st Quarter 01-03 2012		2nd Quarter 04-06 2012		3rd Quarter 07-09 2012		Jul-12		Aug-12		Sep-12		12 Months Ending Sep 2012		Database To Date 09 09/87-09/12	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	90.1	2	90.0	2	89.1	3	82.9	6	77.4	8	81.7	7	90.9	2	88.1	2	(--)	(--)
ALASKA	87.2	6	84.5	7	90.1	2	89.2	2	88.6	2	89.3	2	89.6	4	87.9	3	76.5	5
AMERICAN	82.5	11	83.1	8	80.5	12	70.0	15	76.4	11	74.7	12	58.0	15	79.0	12	78.0	3
AMERICAN EAGLE	83.5	8	82.8	9	83.0	10	80.0	11	75.4	13	78.6	11	86.5	7	82.3	9	(--)	(--)
ATLANTIC SOUTHEAST	83.2	9	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
CONTINENTAL	81.2	15	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
DELTA	88.9	3	87.3	3	87.5	4	84.4	3	80.0	5	83.9	3	89.7	3	87.0	4	77.6	4
EXPRESSJET	79.6	16	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET(COMBINED)	(--)	(--)	77.4	14	79.1	14	73.9	13	67.7	14	73.7	14	81.0	14	(--)	(--)	(--)	(--)
FRONTIER	82.0	14	77.1	15	79.4	13	80.7	10	76.5	10	81.6	8	84.4	10	79.9	11	(--)	(--)
HAWAIIAN	92.6	1	92.3	1	94.4	1	92.8	1	89.6	1	92.8	1	96.4	1	93.0	1	(--)	(--)
JETBLUE	82.3	13	81.8	11	82.4	11	77.2	12	75.5	12	74.0	13	82.8	12	80.8	10	(--)	(--)
MESA	88.0	4	86.3	6	87.1	6	81.5	8	79.8	6	79.5	10	85.5	8	85.8	6	(--)	(--)
SKYWEST	82.5	12	81.7	12	84.2	8	81.7	7	79.2	7	82.6	6	83.6	11	82.5	8	(--)	(--)
SOUTHWEST	87.5	5	87.2	4	83.7	9	81.0	9	77.4	9	79.6	9	86.5	6	84.8	7	81.9	1
UNITED	83.1	10	80.9	13	76.4	15	72.4	14	64.1	15	72.2	15	82.0	13	77.5	13	76.2	6
US AIRWAYS	86.9	7	87.2	5	87.4	5	84.2	4	82.0	3	83.5	4	87.3	5	86.4	5	78.3	2
VIRGIN AMERICA	(--)	(--)	82.6	10	85.2	7	83.3	5	81.7	4	83.1	5	85.3	9	(--)	(--)	(--)	(--)
Total	**85.1**		**84.0**		**83.4**		**79.4**		**76.0**		**79.1**		**83.3**		**83.6**		**78.5**	

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN	388	51.5	886	54.0	227	39.2	165	41.8	755	52.1	393	52.7	12360	64.6	170	61.8
ALASKA	44	95.5	90	97.8	H/		H/		118	90.7	118	93.2	89	91.0	H/	
JETBLUE	H/		2582	83.2	145	77.2	139	86.3	524	81.9	85	81.2	85	77.6	H/	
DELTA	16913	89.2	884	88.9	613	86.3	470	87.0	883	87.8	596	91.3	463	91.8	3857	92.2
EXPRESSJET	7109	84.0	172	87.8	188	75.0	440	78.0	240	62.1	1163	87.1	202	83.7	2169	87.7
FRONTIER	78	75.6	H/		1	100.0	H/		90	83.3	3015	87.7	117	83.8	80	85.0
AIRTRAN	4916	92.0	472	88.3	1294	86.9	184	90.2	346	92.2	64	89.1	H/		104	94.2
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
AMERICAN EAGLE	484	77.3	H/		169	81.1	419	79.7	648	80.1	175	80.6	7438	90.6	385	84.7
SKYWEST	131	83.2	H/		H/		40	87.5	24	91.7	4275	89.8	469	78.0	218	87.2
UNITED	132	72.7	1077	78.5	302	77.8	40	87.5	637	81.6	3821	85.6	326	80.7	82	90.2
US AIRWAYS	430	86.7	1503	84.2	368	78.3	6776	88.8	1529	85.3	382	86.6	522	87.4	272	87.9
VIRGIN AMERICA	H/		181	95.6	H/		H/		30	93.3	H/		168	86.9	H/	
SOUTHWEST	773	88.5	446	84.3	4965	80.9	H/		32	93.8	4708	88.9	H/		452	84.7
MESA	195	81.0	H/		H/		2149	87.3	H/		H/		80	87.5	143	82.5
TOTAL	31593	87.6	8293	81.1	8272	80.7	10822	86.9	5856	79.8	18795	87.3	22319	75.6	7932	89.0

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

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN	279	42.3	225	45.3	261	59.0	312	53.8	1057	64.2	780	57.3	2449	61.4	1287	62.1
ALASKA	60	78.3	30	90.0	H/		30	73.3	H/		373	92.5	506	94.3	H/	
JETBLUE	423	67.4	1089	83.8	194	88.1	H/		3474	82.3	360	84.2	261	81.2	468	73.1
DELTA	426	77.5	787	87.9	151	86.1	176	95.5	1823	84.6	909	92.2	1614	86.9	2155	81.2
EXPRESSJET	4242	67.6	24	62.5	2645	80.0	6094	85.3	120	70.8	H/		H/		331	68.6
FRONTIER	H/		28	100.0	H/		5	100.0	H/		197	87.3	139	75.5	82	64.6
AIRTRAN	H/		544	91.4	H/		H/		H/		163	96.3	102	88.2	389	81.2
HAWAIIAN	H/		H/		H/		H/		30	90.0	91	90.1	101	88.1	H/	
AMERICAN EAGLE	217	71.4	H/		H/		193	78.2	570	75.8	H/		1760	88.3	1369	81.0
SKYWEST	H/		H/		147	74.8	1611	85.4	H/		644	79.0	3977	81.2	H/	
UNITED	3553	79.8	365	84.7	1983	81.9	5417	86.8	358	81.8	1199	82.2	2498	79.0	746	73.6
US AIRWAYS	367	73.3	387	83.5	H/		444	86.7	222	79.7	581	88.0	484	84.3	1066	82.5
VIRGIN AMERICA	H/		113	86.7	184	87.0	H/		359	81.9	242	86.4	1069	92.1	H/	
SOUTHWEST	503	70.0	1099	88.0	223	84.3	H/		H/		6154	87.3	3102	84.0	410	79.0
MESA	H/		H/		789	83.9	H/		H/		7	57.1	H/		94	78.7
TOTAL	10070	72.1	4691	84.7	6577	80.8	14282	85.3	8013	79.7	11700	84.9	18062	81.0	8397	76.5

*** See Appendix at end of this section for list of airport 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
AMERICAN	797	50.9	H/		3464	61.1	300	56.0	4045	59.8	115	53.0	312	54.2	367	55.0
ALASKA	39	94.9	H/		H/		60	90.0	145	86.9	799	92.7	30	96.7	150	89.3
JETBLUE	1332	86.6	H/		H/		H/		176	82.4	153	82.4	H/		56	76.8
DELTA	1351	88.7	166	90.4	581	88.6	4654	93.8	567	86.6	403	95.0	508	88.0	527	93.9
EXPRESSJET	H/		1	0.0	H/		467	85.9	4980	81.7	H/		75	74.7	26	84.6
FRONTIER	104	85.6	110	90.0	H/		106	67.9	H/		143	85.3	31	77.4	105	84.8
AIRTRAN	1298	90.5	290	90.3	H/		230	96.1	H/		H/		243	87.2	87	93.1
HAWAIIAN	H/		H/		H/		H/		H/		30	73.3	H/		30	83.3
AMERICAN EAGLE	H/		H/		1153	84.1	212	77.8	6766	86.7	H/		133	89.5	119	92.4
SKYWEST	H/		H/		H/		2183	97.0	2315	84.1	853	91.2	1	100.0	1594	92.7
UNITED	792	79.5	H/		191	75.4	289	85.1	5230	83.5	606	85.1	381	78.7	482	84.9
US AIRWAYS	596	84.9	H/		225	86.2	336	87.8	567	83.1	197	89.8	3486	87.8	4598	91.7
VIRGIN AMERICA	57	89.5	H/		H/		H/		167	88.6	90	92.2	141	92.2	H/	
SOUTHWEST	2109	87.5	6409	90.1	H/		470	86.0	H/		1095	89.5	846	87.2	4769	87.8
MESA	H/		H/		61	85.2	H/		737	84.3	H/		29	89.7	1043	93.4
TOTAL	8475	83.7	6976	90.1	5675	70.3	9307	91.4	25695	80.4	4484	89.0	6216	85.4	13953	89.3

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

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SEPTEMBER 2012

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN	404	50.2	460	58.7	870	43.1	120	48.3	495	54.5
ALASKA	358	94.4	3710	90.9	326	67.2	H/		H/	
JETBLUE	110	81.8	167	85.0	330	77.0	94	84.0	421	78.9
DELTA	472	91.9	802	91.1	761	82.1	2571	94.5	728	87.1
EXPRESSJET	H/		H/		H/		25	96.0	1	0.0
FRONTIER	118	81.4	165	81.2	135	53.3	138	92.0	H/	
AIRTRAN	H/		3	100.0	122	84.4	H/		519	89.6
HAWAIIAN	30	86.7	60	75.0	30	83.3	H/		H/	
AMERICAN EAGLE	291	87.6	H/		H/		150	86.7	H/	
SKYWEST	629	83.0	526	92.0	4371	56.3	4567	93.7	H/	
UNITED	772	84.3	911	83.0	4140	74.7	80	82.5	449	81.5
US AIRWAYS	318	86.2	310	89.4	427	72.4	165	89.7	482	84.6
VIRGIN AMERICA	141	90.8	233	91.8	1454	75.7	H/		H/	
SOUTHWEST	2542	85.0	1162	88.3	1218	66.3	961	87.9	1735	88.5
MESA	H/		H/		H/		H/		H/	
TOTAL	6185	83.7	8509	87.6	14184	66.6	8871	92.3	4830	83.0

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

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

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AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*																	
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	94.5	81.4	75.0	93.2	92.3	97.8	89.6	98.4	87.1	84.4	79.2	91.6	85.8	98.2	93.4	J/	95.2	98.7
700 - 759 AM	95.7	89.6	92.2	94.8	95.6	95.8	91.0	95.5	90.6	80.8	92.0	91.4	89.9	95.9	93.6	93.5	80.7	92.4
800 - 859 AM	92.9	91.4	93.9	93.9	93.9	93.8	87.0	91.9	93.8	90.6	92.9	92.1	95.2	94.5	90.3	94.8	95.4	97.2
900 - 959 AM	92.6	91.5	86.8	89.7	89.5	92.6	85.0	90.2	90.8	96.9	97.7	92.3	92.7	91.3	89.6	92.1	91.0	97.3
1000 - 1059 AM	92.3	90.7	89.0	91.9	86.4	91.8	83.2	91.5	89.9	93.5	82.2	90.6	91.7	91.0	85.0	85.7	92.3	95.6
1100 - 1159 AM	91.5	86.6	91.8	91.5	89.5	93.5	79.8	91.5	86.7	88.6	89.2	87.4	91.4	89.2	83.9	84.3	90.3	94.8
1200 - 1259 PM	88.7	87.2	88.8	92.1	88.4	90.4	81.0	91.3	77.5	88.7	88.5	89.4	87.8	84.5	84.5	80.1	89.2	90.8
100 - 159 PM	88.3	85.9	85.5	91.3	88.5	89.3	77.4	93.8	73.4	86.7	87.3	87.0	84.2	85.3	76.8	82.5	85.0	93.7
200 - 259 PM	87.3	80.5	87.3	86.8	81.5	87.6	77.1	90.9	66.9	88.6	84.2	86.3	76.5	76.2	81.2	78.4	86.3	94.6
300 - 359 PM	83.4	80.4	83.9	88.4	79.8	84.9	76.4	91.0	63.1	76.3	79.3	79.5	80.7	85.9	79.4	77.1	79.3	92.3
400 - 459 PM	84.6	81.0	78.2	85.8	76.5	86.4	69.1	89.7	59.9	82.2	79.3	82.4	75.0	82.4	81.3	69.9	81.6	88.3
500 - 559 PM	86.2	76.9	79.8	80.5	79.3	84.8	68.3	88.0	62.5	84.8	73.5	79.7	80.5	83.0	76.9	73.3	82.5	91.5
600 - 659 PM	82.7	76.3	74.3	79.0	72.3	79.7	68.5	85.2	65.5	80.1	71.1	81.3	70.2	78.2	78.9	64.0	78.2	85.1
700 - 759 PM	83.0	80.3	69.4	77.6	76.8	77.0	67.9	85.0	61.9	80.9	76.7	80.3	69.2	80.0	77.6	67.7	79.3	85.6
800 - 859 PM	84.3	72.5	65.3	80.8	69.1	78.9	63.2	84.9	59.3	76.3	71.0	80.9	73.1	81.7	76.0	66.1	78.3	84.6
900 - 959 PM	85.7	75.6	67.4	82.4	76.9	84.6	60.3	84.7	65.6	85.1	74.4	78.3	72.1	80.1	73.1	67.0	76.8	78.3
1000 - 1059 PM	81.2	73.8	67.0	75.0	75.5	76.2	65.9	86.2	67.9	78.9	66.9	73.5	73.1	79.5	73.4	66.5	80.8	77.7
1100 - 559 AM	76.6	76.8	77.6	79.4	60.5	76.0	70.6	80.5	74.0	76.5	75.6	80.0	77.0	82.9	77.4	77.9	73.4	87.1
TOTAL, ALL ARRIVALS, BY AIRPORT	87.6	81.1	80.7	86.9	79.8	87.3	75.6	89.0	72.1	84.7	80.8	85.3	79.7	84.9	81.0	76.5	83.7	90.1

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

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AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*											
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	47.8	96.0	92.7	91.7	95.1	97.1	79.3	83.3	90.0	J/	25.0	91.3
700 - 759 AM	96.7	94.9	90.0	96.6	91.4	94.8	85.1	87.1	90.2	98.3	100.0	92.8
800 - 859 AM	83.5	96.2	89.1	95.0	97.2	94.7	88.4	96.2	75.0	96.7	95.5	91.7
900 - 959 AM	85.1	93.6	85.1	98.2	97.8	93.6	90.3	95.2	67.8	97.3	96.1	89.8
1000 - 1059 AM	77.8	94.9	87.6	94.7	93.2	89.3	86.6	92.6	54.4	95.0	91.2	88.8
1100 - 1159 AM	69.6	95.1	86.5	92.2	93.2	92.8	82.3	91.0	60.1	89.4	90.9	87.0
1200 - 1259 PM	77.8	92.5	83.9	95.0	91.5	91.1	86.5	92.9	55.1	92.9	78.6	85.6
100 - 159 PM	78.6	94.9	82.6	94.5	90.5	92.4	84.2	93.1	56.2	91.0	90.4	84.9
200 - 259 PM	64.6	95.7	79.8	78.7	90.1	89.3	82.3	89.8	63.9	94.1	85.9	83.4
300 - 359 PM	73.7	85.7	82.2	93.5	79.2	90.6	87.2	85.1	62.7	93.8	88.0	81.3
400 - 459 PM	67.3	92.8	78.5	90.2	84.2	83.3	79.2	91.6	67.1	93.9	80.4	81.1
500 - 559 PM	60.4	78.2	74.7	86.3	78.0	84.9	88.4	88.4	65.4	91.0	82.0	79.0
600 - 659 PM	67.7	91.6	73.5	84.5	82.2	82.5	79.0	85.5	67.7	85.1	78.3	78.1
700 - 759 PM	59.5	80.2	70.7	84.9	80.0	86.9	81.8	84.6	69.7	90.8	77.3	77.1
800 - 859 PM	65.7	88.3	70.0	85.2	73.4	85.4	78.6	82.7	67.0	90.1	76.0	76.2
900 - 959 PM	62.6	84.6	69.1	93.4	78.3	84.2	78.6	81.9	66.4	89.3	74.3	75.7
1000 - 1059 PM	52.4	75.1	64.9	83.9	78.1	81.3	81.7	82.7	70.7	70.3	72.6	74.6
1100 - 559 AM	62.7	77.0	74.5	80.8	80.0	88.8	79.4	79.1	77.4	79.2	70.1	76.8
TOTAL, ALL ARRIVALS, BY AIRPORT	70.3	91.4	80.4	89.0	85.4	89.3	83.7	87.6	66.6	92.3	83.0	82.8

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

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AIR TRAVEL CONSUMER REPORT

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

	DEPARTURE AIRPORT*																	
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	91.6	95.8	92.4	93.6	94.2	95.9	88.4	97.3	92.2	97.3	91.0	93.7	91.9	94.4	92.3	95.2	97.0	97.2
700 - 759 AM	97.2	94.8	95.3	93.5	92.7	94.1	86.7	91.6	92.4	96.2	94.6	91.1	92.9	94.0	89.5	92.0	96.2	95.1
800 - 859 AM	94.1	91.9	91.1	89.6	94.0	90.4	85.4	93.0	88.1	94.8	89.1	89.7	93.9	87.9	87.4	91.8	94.9	86.4
900 - 959 AM	91.3	90.5	89.5	92.1	94.2	86.5	80.5	95.2	87.0	84.0	89.6	92.1	92.5	88.8	83.5	91.3	93.6	92.0
1000 - 1059 AM	90.9	91.9	81.9	90.7	90.3	85.7	77.2	91.3	86.7	92.1	89.5	85.6	84.9	84.8	83.1	92.3	90.2	92.1
1100 - 1159 AM	90.4	89.0	88.9	91.4	89.2	87.5	71.3	89.3	87.8	90.2	75.5	86.2	89.2	82.8	80.3	87.6	93.3	88.9
1200 - 1259 PM	89.4	88.8	89.6	85.8	89.9	86.1	74.9	89.2	80.0	89.4	87.1	84.9	90.1	78.0	83.0	83.6	88.1	86.7
100 - 159 PM	85.3	88.1	76.5	89.5	84.9	86.9	72.1	86.9	76.4	84.4	92.9	84.5	88.3	79.7	79.3	80.9	85.0	84.2
200 - 259 PM	85.8	83.8	81.7	86.8	81.7	82.6	72.8	85.8	70.4	81.3	82.3	84.5	81.4	78.5	79.9	81.0	83.5	84.6
300 - 359 PM	85.3	76.4	81.7	66.7	82.8	82.7	67.4	87.4	67.0	81.0	75.6	81.9	75.5	72.6	78.0	80.1	81.2	84.7
400 - 459 PM	81.5	80.0	77.2	87.0	79.6	77.0	69.0	82.9	63.1	77.2	72.3	70.8	80.1	74.8	77.8	76.8	76.5	80.6
500 - 559 PM	83.2	75.8	75.0	76.4	73.8	78.6	61.2	85.1	58.6	81.6	70.9	75.9	74.8	72.3	78.9	73.3	81.2	83.5
600 - 659 PM	84.7	74.4	74.3	78.4	82.4	73.4	57.9	82.0	67.0	82.7	69.1	76.4	80.7	71.9	79.1	70.6	76.4	78.5
700 - 759 PM	84.5	75.6	60.7	78.6	71.7	76.7	65.0	85.2	61.1	78.5	68.1	79.2	73.4	77.4	83.6	70.3	75.2	71.9
800 - 859 PM	85.0	74.4	68.5	80.5	73.2	69.0	61.0	86.6	61.8	77.7	79.1	75.4	71.7	77.8	79.2	71.8	78.4	75.1
900 - 959 PM	87.1	80.6	62.4	77.8	78.6	81.1	61.5	84.7	56.5	93.8	69.0	80.9	78.1	79.0	82.4	76.5	71.8	64.0
1000 - 1059 PM	89.4	J/	J/	87.8	83.3	91.5	57.3	100.0	55.4	J/	72.1	88.2	77.2	73.3	85.3	62.7	75.0	J/
1100 - 559 AM	93.5	94.5	92.3	94.4	100.0	95.8	83.1	96.5	91.5	93.5	93.8	96.1	87.7	93.2	85.0	89.5	100.0	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	87.6	85.8	80.4	86.7	85.5	83.2	71.5	88.4	75.7	86.7	80.2	83.4	83.5	81.8	83.0	83.1	86.2	84.4

*** 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	96.4	89.4	95.1	92.1	94.2	97.1	95.0	91.3	93.8	96.2	93.7
700 - 759 AM	83.0	95.0	87.7	93.9	94.3	96.2	85.5	91.5	90.0	96.7	96.3	92.2
800 - 859 AM	80.9	93.2	85.2	86.7	92.8	92.6	91.5	93.4	90.1	93.7	94.3	90.3
900 - 959 AM	84.2	94.0	87.2	94.6	95.0	89.2	82.0	88.0	74.9	94.7	93.6	88.5
1000 - 1059 AM	76.6	93.8	80.3	91.0	93.8	90.2	84.4	90.8	66.4	90.0	88.5	85.8
1100 - 1159 AM	74.6	93.8	82.2	89.4	93.8	88.2	82.5	85.1	61.5	94.6	90.0	86.2
1200 - 1259 PM	72.7	80.7	82.1	85.2	90.6	90.1	86.1	88.8	60.7	89.8	84.8	83.9
100 - 159 PM	65.5	90.6	81.8	87.7	89.6	88.6	77.9	86.9	59.0	92.3	81.8	82.2
200 - 259 PM	75.8	91.7	75.2	83.3	86.5	84.0	85.5	88.2	57.8	79.0	87.2	80.7
300 - 359 PM	61.2	89.7	74.7	87.5	84.3	86.4	76.6	84.0	63.5	93.8	87.8	79.7
400 - 459 PM	69.4	87.4	77.2	91.5	80.7	89.5	88.0	85.4	64.8	93.5	76.9	78.0
500 - 559 PM	57.0	90.6	75.8	85.4	78.8	80.1	79.5	91.3	73.6	93.3	81.5	77.4
600 - 659 PM	54.5	77.9	71.8	90.6	83.9	80.0	87.5	86.5	72.5	87.9	78.8	75.5
700 - 759 PM	58.5	90.7	72.3	84.8	85.7	76.7	83.5	90.8	76.5	88.8	79.1	76.9
800 - 859 PM	54.8	75.0	71.6	94.3	89.2	90.1	85.7	89.4	70.1	93.1	83.1	76.4
900 - 959 PM	61.8	93.0	73.8	95.5	87.1	85.6	79.1	85.4	71.7	94.0	100.0	77.8
1000 - 1059 PM	56.8	97.1	75.8	94.4	84.8	89.6	95.1	86.1	80.7	66.7	J/	81.5
1100 - 559 AM	J/	97.5	85.6	93.5	95.2	89.4	J/	85.7	87.3	92.1	100.0	89.7
TOTAL, ALL DEPARTURES, BY AIRPORT	69.3	91.7	79.3	90.4	88.5	88.3	85.3	88.9	73.1	93.1	87.1	83.1

*** 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								
SKYWEST	6329	Jul	ACV-SFO	832	19	31	61.29	85.6
SKYWEST	6329	Aug	ACV-SFO	833	19	31	61.29	83.9
SKYWEST	6329	Sep	ACV-SFO	839	19	30	63.33	104.2
SKYWEST	6368	Jul	ACV-SFO	1240	19	31	61.29	80.1
SKYWEST	6368	Aug	ACV-SFO	1240	16	31	51.61	92.7
SKYWEST	6238	Sep	ACV-SFO	1240	20	30	66.67	80.2
SKYWEST	5320	Jul	CEC-SFO	903	20	31	64.52	108.8
SKYWEST	5435	Aug	CEC-SFO	851	22	31	70.97	101.5
SKYWEST	5333	Sep	CEC-SFO	852	19	30	63.33	133.3
SKYWEST	5295	Jul	CEC-SFO	1448	16	31	51.61	111.1
SKYWEST	5295	Aug	CEC-SFO	1448	18	31	58.06	95.2
SKYWEST	5323	Sep	CEC-SFO	1457	16	25	64.00	94.9
SOUTHWEST	3576	Jul	DEN-SFO	820	19	31	61.29	103.9
SOUTHWEST	1890	Aug	DEN-SFO	825	17	31	54.84	85.8
SOUTHWEST	1890	Sep	DEN-SFO	825	18	27	66.67	86.8
SKYWEST	6263	Jul	FAT-SFO	1109	20	31	64.52	106.2
SKYWEST	6263	Aug	FAT-SFO	1109	19	31	61.29	104.2
SKYWEST	6263	Sep	FAT-SFO	1107	21	29	72.41	94.4

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

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS (CONTINUED)								
SKYWEST	4771	Jul	LAX-SFO	750	15	23	65.22	85.1
SKYWEST	4771	Aug	LAX-SFO	749	14	27	51.85	50.6
SKYWEST	4771	Sep	LAX-SFO	748	11	19	57.89	46.4
VIRGIN AMERICA	935	Jul	LAX-SFO	910	17	31	54.84	99.8
VIRGIN AMERICA	935	Aug	LAX-SFO	910	16	31	51.61	87.5
VIRGIN AMERICA	935	Sep	LAX-SFO	910	18	29	62.07	83.2
SKYWEST	5595	Jul	MFR-SFO	815	20	30	66.67	87.7
SKYWEST	6307	Aug	MFR-SFO	803	18	31	58.06	65.9
SKYWEST	6370	Sep	MFR-SFO	757	18	30	60.00	72.1
SKYWEST	6279	Jul	MOD-SFO	1022	17	30	56.67	62.1
SKYWEST	5452	Aug	MOD-SFO	1027	18	31	58.06	71.8
SKYWEST	5452	Sep	MOD-SFO	1009	20	29	68.97	78.2
SKYWEST	6288	Jul	MRY-SFO	929	17	31	54.84	92.9
SKYWEST	6332	Aug	MRY-SFO	926	19	31	61.29	75.6
SKYWEST	5503	Sep	MRY-SFO	921	21	30	70.00	90.2
SKYWEST	5487	Jul	MRY-SFO	1146	16	31	51.61	105.6
SKYWEST	5544	Aug	MRY-SFO	1153	17	31	54.84	81.1
SKYWEST	5611	Sep	MRY-SFO	1159	22	30	73.33	118.3

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

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS (CONTINUED)								
SKYWEST	6314	Jul	ONT-SFO	835	18	31	58.06	90.7
SKYWEST	5314	Aug	ONT-SFO	838	17	31	54.84	89.8
SKYWEST	5374	Sep	ONT-SFO	834	17	29	58.62	93.9
ALASKA	234	Jul	PDX-SFO	810	21	31	67.74	86.3
ALASKA	234	Aug	PDX-SFO	810	17	31	54.84	95.1
ALASKA	244	Sep	PDX-SFO	810	18	30	60.00	82.5
SKYWEST	5622	Jul	RDD-SFO	1409	16	31	51.61	95.8
SKYWEST	5622	Aug	RDD-SFO	1409	18	31	58.06	84.0
SKYWEST	5296	Sep	RDD-SFO	1432	19	30	63.33	80.6
SOUTHWEST	2503	Jul	SAN-SFO	805	19	27	70.37	87.8
SOUTHWEST	130	Aug	SAN-SFO	740	18	29	62.07	76.5
SOUTHWEST	130	Sep	SAN-SFO	740	18	29	62.07	69.1
SKYWEST	5416	Jul	SBA-SFO	807	19	31	61.29	98.0
SKYWEST	6416	Aug	SBA-SFO	806	17	31	54.84	83.1
SKYWEST	6286	Sep	SBA-SFO	802	17	29	58.62	83.7
SKYWEST	5646	Sep	SBA-SFO	1209	18	30	60.00	78.0
SKYWEST	6225	Jul	SBA-SFO	1213	21	31	67.74	81.2
SKYWEST	6353	Aug	SBA-SFO	1215	20	31	64.52	80.7

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CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS (CONTINUED)								
ALASKA	220	Jul	SEA-SFO	720	18	31	58.06	104.6
ALASKA	220	Aug	SEA-SFO	720	20	31	64.52	86.2
ALASKA	220	Sep	SEA-SFO	715	16	30	53.33	81.6
SKYWEST	6452	Jul	SFO-CEC	1258	16	31	51.61	107.5
SKYWEST	5314	Aug	SFO-CEC	1252	19	31	61.29	90.9
SKYWEST	5293	Sep	SFO-CEC	1302	19	30	63.33	88.2
SKYWEST	6263	Jul	SFO-FAT	947	19	31	61.29	98.6
SKYWEST	6263	Aug	SFO-FAT	948	17	31	54.84	86.8
SKYWEST	6263	Sep	SFO-FAT	948	15	29	51.72	80.1
SOUTHWEST	3053	Jul	SFO-LAX	1100	14	27	51.85	102.9
SOUTHWEST	722	Aug	SFO-LAX	1145	11	20	55.00	71.9
SOUTHWEST	782	Sep	SFO-LAX	1125	13	25	52.00	52.3
SKYWEST	5452	Jul	SFO-MOD	919	17	30	56.67	69.7
SKYWEST	5452	Aug	SFO-MOD	924	16	31	51.61	75.1
SKYWEST	5452	Sep	SFO-MOD	906	15	29	51.72	69.7
SKYWEST	6361	Jul	SMF-SFO	1207	18	31	58.06	91.9
SKYWEST	5312	Aug	SMF-SFO	1156	17	30	56.67	69.2
SKYWEST	5454	Sep	SMF-SFO	1224	18	30	60.00	83.2

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
ALASKA	244	Sep	PDX-SFO	810	30	18	60.0	82.5
ALASKA	234	Aug	PDX-SFO	810	31	17	54.8	95.1
ALASKA	220	Sep	SEA-SFO	715	30	16	53.3	81.6
ALASKA	220	Aug	SEA-SFO	720	31	20	64.5	86.2
AMERICAN	1808	Sep	DFW-PBI	1805	25	13	52.0	72.2
AMERICAN	1808	Aug	DFW-PBI	1805	10	8	80.0	63.3
AMERICAN	890	Sep	DFW-TPA	1805	29	17	58.6	83.3
AMERICAN	890	Aug	DFW-TPA	1805	11	7	63.6	77.6
EXPRESSJET	4543	Sep	ALB-EWR	1736	30	17	56.7	86.8
EXPRESSJET	4195	Aug	ALB-EWR	1750	19	13	68.4	95.4
SKYWEST	6329	Sep	ACV-SFO	839	30	19	63.3	104.2
SKYWEST	6329	Aug	ACV-SFO	833	31	19	61.3	83.9
SKYWEST	6238	Sep	ACV-SFO	1240	30	20	66.7	80.2
SKYWEST	6368	Aug	ACV-SFO	1240	31	16	51.6	92.7
SKYWEST	5333	Sep	CEC-SFO	852	30	19	63.3	133.3
SKYWEST	5435	Aug	CEC-SFO	851	31	22	71.0	101.5
SKYWEST	5323	Sep	CEC-SFO	1457	25	16	64.0	94.9
SKYWEST	5295	Aug	CEC-SFO	1448	31	18	58.1	95.2
SKYWEST	6263	Sep	FAT-SFO	1107	29	21	72.4	94.4

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)								
SKYWEST	6263	Aug	FAT-SFO	1109	31	19	61.3	104.2
SKYWEST	4771	Sep	LAX-SFO	748	19	11	57.9	46.4
SKYWEST	4771	Aug	LAX-SFO	749	27	14	51.9	50.6
SKYWEST	6370	Sep	MFR-SFO	757	30	18	60.0	72.1
SKYWEST	6307	Aug	MFR-SFO	803	31	18	58.1	65.9
SKYWEST	5647	Sep	MFR-SFO	1558	24	13	54.2	79.2
SKYWEST	6326	Aug	MFR-SFO	1609	31	16	51.6	81.8
SKYWEST	5452	Sep	MOD-SFO	1009	29	20	69.0	78.2
SKYWEST	5452	Aug	MOD-SFO	1027	31	18	58.1	71.8
SKYWEST	5336	Sep	MOD-SFO	1532	30	19	63.3	104.7
SKYWEST	5337	Aug	MOD-SFO	1543	31	16	51.6	84.1
SKYWEST	5503	Sep	MRY-SFO	921	30	21	70.0	90.2
SKYWEST	6332	Aug	MRY-SFO	926	31	19	61.3	75.6
SKYWEST	5611	Sep	MRY-SFO	1159	30	22	73.3	118.3
SKYWEST	5544	Aug	MRY-SFO	1153	31	17	54.8	81.1
SKYWEST	5374	Sep	ONT-SFO	834	29	17	58.6	93.9
SKYWEST	5314	Aug	ONT-SFO	838	31	17	54.8	89.8
SKYWEST	5296	Sep	RDD-SFO	1432	30	19	63.3	80.6
SKYWEST	5622	Aug	RDD-SFO	1409	31	18	58.1	84.0

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CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)								
SKYWEST	6286	Sep	SBA-SFO	802	29	17	58.6	83.7
SKYWEST	6416	Aug	SBA-SFO	806	31	17	54.8	83.1
SKYWEST	5640	Sep	SBA-SFO	958	30	19	63.3	77.8
SKYWEST	5640	Aug	SBA-SFO	1000	31	16	51.6	84.1
SKYWEST	5646	Sep	SBA-SFO	1209	30	18	60.0	78.0
SKYWEST	6353	Aug	SBA-SFO	1215	31	20	64.5	80.7
SKYWEST	5293	Sep	SFO-CEC	1302	30	19	63.3	88.2
SKYWEST	5314	Aug	SFO-CEC	1252	31	19	61.3	90.9
SKYWEST	6263	Sep	SFO-FAT	948	29	15	51.7	80.1
SKYWEST	6263	Aug	SFO-FAT	948	31	17	54.8	86.8
SKYWEST	5452	Sep	SFO-MOD	906	29	15	51.7	69.7
SKYWEST	5452	Aug	SFO-MOD	924	31	16	51.6	75.1
SKYWEST	5338	Sep	SFO-RDD	1307	30	19	63.3	79.3
SKYWEST	5622	Aug	SFO-RDD	1243	31	16	51.6	88.8
SKYWEST	5470	Sep	SFO-SMF	1610	30	20	66.7	83.8
SKYWEST	6450	Aug	SFO-SMF	1542	31	16	51.6	78.0
SKYWEST	5454	Sep	SMF-SFO	1224	30	18	60.0	83.2
SKYWEST	5312	Aug	SMF-SFO	1156	30	17	56.7	69.2
SOUTHWEST	1890	Sep	DEN-SFO	825	27	18	66.7	86.8

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CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)								
SOUTHWEST	1890	Aug	DEN-SFO	825	31	17	54.8	85.8
SOUTHWEST	1890	Sep	LAS-MCI	1250	23	12	52.2	93.8
SOUTHWEST	1890	Aug	LAS-MCI	1250	18	10	55.6	101.4
SOUTHWEST	642	Sep	LAS-SFO	825	28	15	53.6	83.1
SOUTHWEST	642	Aug	LAS-SFO	825	21	15	71.4	82.7
SOUTHWEST	1890	Sep	MCI-BWI	1800	24	14	58.3	81.9
SOUTHWEST	1890	Aug	MCI-BWI	1800	18	13	72.2	92.9
SOUTHWEST	130	Sep	SAN-SFO	740	29	18	62.1	69.1
SOUTHWEST	130	Aug	SAN-SFO	740	29	18	62.1	76.5
SOUTHWEST	372	Sep	SAN-SFO	925	23	13	56.5	79.6
SOUTHWEST	372	Aug	SAN-SFO	925	29	15	51.7	91.4
SOUTHWEST	1890	Sep	SFO-LAS	1045	29	17	58.6	88.1
SOUTHWEST	1890	Aug	SFO-LAS	1045	20	13	65.0	87.2
SOUTHWEST	782	Sep	SFO-LAX	1125	25	13	52.0	52.3
SOUTHWEST	722	Aug	SFO-LAX	1145	20	11	55.0	71.9
SOUTHWEST	824	Sep	SFO-SAN	945	24	13	54.2	70.0
SOUTHWEST	824	Aug	SFO-SAN	945	27	16	59.3	81.7
VIRGIN AMERICA	935	Sep	LAX-SFO	910	29	18	62.1	83.2
VIRGIN AMERICA	935	Aug	LAX-SFO	910	31	16	51.6	87.5

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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
AMERICAN	1,474	91	6.2
SKYWEST	1,622	35	2.2
SOUTHWEST	3,245	12	0.4
UNITED	806	1	0.1
EXPRESSJET	1,844	1	0.1
DELTA	2,170	0	0.0
AMERICAN EAGLE	1,396	0	0.0
US AIRWAYS	1,139	0	0.0
JETBLUE	634	0	0.0
AIRTRAN	546	0	0.0
ALASKA	407	0	0.0
MESA	359	0	0.0
FRONTIER	212	0	0.0
HAWAIIAN	200	0	0.0
VIRGIN AMERICA	162	0	0.0
TOTAL	16,216	140	0.9

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

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

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	98.3	98.3	58	58
ABILENE TX (ABI)	90.3	91.8	196	196
ADAK ISLAND AK (ADK)	100.0	100.0	9	9
AGUADILLA PR (BQN)	92.8	88.6	69	88
AKRON OH (CAK)	87.8	90.3	641	640
ALBANY GA (ABY)	86.4	91.4	81	81
ALBANY NY (ALB)	80.9	84.4	902	901
ALBUQUERQUE NM (ABQ)	83.3	86.6	2,475	2,477
ALEXANDRIA LA (AEX)	83.6	87.8	336	336
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	81.3	86.2	240	239
ALPENA MI (APN)	90.9	90.9	44	44
AMARILLO TX (AMA)	89.0	92.0	625	625
ANCHORAGE AK (ANC)	81.9	85.7	1,425	1,429
APPLETON WI (ATW)	84.2	90.7	322	322
ARCATA/EUREKA CA (ACV)	52.3	45.7	300	300
ARLINGTON VA (DCA)	79.8	85.5	5,856	5,855
ASHEVILLE NC (AVL)	85.0	85.3	359	360
ASPEN CO (ASE)	85.0	92.7	246	246
ATLANTA GA (ATL)	87.6	87.6	31,593	31,577
AUGUSTA GA (AGS)	85.0	88.8	240	240
AUSTIN TX (AUS)	79.4	86.3	3,555	3,553
BAKERSFIELD CA (BFL)	77.8	77.2	338	338
BALTIMORE MD (BWI)	80.7	80.4	8,272	8,275
BANGOR ME (BGR)	83.3	84.0	48	50
BARROW AK (BRW)	85.5	85.5	69	69
BATON ROUGE LA (BTR)	82.3	83.8	702	702
BELLINGHAM WA (BLI)	87.3	88.9	63	63
BEMIDJI MN (BJI)	94.9	98.3	59	59
BEND/REDMOND OR (RDM)	81.4	81.8	264	264
BETHEL AK (BET)	82.3	82.3	79	79
BILLINGS MT (BIL)	91.9	95.6	297	296
BIRMINGHAM AL (BHM)	81.0	86.1	1,397	1,401
BISMARCK/MANDAN ND (BIS)	90.8	93.3	251	252
BLOOMINGTON/NORMAL IL (BMI)	87.1	88.0	124	125
BOISE ID (BOI)	85.1	86.1	894	893
BOSTON MA (BOS)	81.1	85.8	8,293	8,294
BOZEMAN MT (BZN)	91.9	91.6	298	299
BRANSON MO (BKG)	85.0	86.3	160	160
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	88.3	89.3	213	214
BROWNSVILLE TX (BRO)	81.0	87.5	168	168
BRUNSWICK GA (BQK)	81.6	84.2	76	76
BUFFALO NY (BUF)	83.4	87.1	1,989	1,989
BURBANK CA (BUR)	87.9	88.9	2,063	2,064

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BURLINGTON VT (BTV)	77.1	77.8	441	441
BUTTE MT (BTM)	92.5	94.3	53	53
CARLSBAD CA (CLD)	81.1	86.5	185	185
CASPER WY (CPR)	93.8	97.9	194	194
CEDAR CITY UT (CDC)	96.0	94.0	50	50
CEDAR RAPIDS/IOWA CITY IA (CID)	84.8	88.2	492	493
CHAMPAIGN/URBANA IL (CMI)	87.2	91.8	196	196
CHANTILLY VA (IAD)	80.8	80.2	6,577	6,574
CHARLESTON SC (CHS)	84.6	85.4	1,127	1,127
CHARLESTON/DUNBAR WV (CRW)	75.8	78.5	297	297
CHARLOTTE AMALIE VI (STT)	70.9	84.8	165	165
CHARLOTTE NC (CLT)	86.9	86.7	10,822	10,824
CHARLOTTESVILLE VA (CHO)	84.6	89.5	143	143
CHATTANOOGA TN (CHA)	83.9	87.1	404	404
CHICAGO IL (MDW)	90.1	84.4	6,976	6,981
CHICAGO IL (ORD)	80.4	79.3	25,695	25,699
CHICO CA (CIC)	51.8	60.0	85	85
CHRISTIANSTED VI (STX)	76.7	83.3	60	60
CLEVELAND OH (CLE)	84.3	87.6	3,651	3,657
CODY WY (COD)	89.7	88.5	87	87
COLLEGE STATION/BRYAN TX (CLL)	87.2	88.9	226	226
COLORADO SPRINGS CO (COS)	77.8	86.6	913	913
COLUMBIA MO (COU)	88.1	85.7	84	84
COLUMBIA SC (CAE)	82.4	83.6	506	505
COLUMBUS GA (CSG)	80.8	85.6	167	167
COLUMBUS MS (GTR)	87.7	90.1	81	81
COLUMBUS OH (CMH)	83.2	86.7	2,279	2,279
CORDOVA AK (CDV)	86.7	85.0	60	60
CORPUS CHRISTI TX (CRP)	86.7	90.2	570	569
COVINGTON KY (CVG)	85.8	86.5	2,328	2,326
CRESCENT CITY CA (CEC)	28.4	25.9	81	81
DALLAS TX (DAL)	88.9	87.4	3,654	3,656
DALLAS/FORT WORTH TX (DFW)	75.6	71.5	22,319	22,315
DAYTON OH (DAY)	81.7	85.3	1,079	1,078
DAYTONA BEACH FL (DAB)	93.6	94.4	125	125
DEADHORSE AK (SCC)	87.3	83.6	55	55
DEL RIO TX (DRT)	88.9	96.3	54	54
DENVER CO (DEN)	87.3	83.2	18,795	18,811
DES MOINES IA (DSM)	84.0	89.2	906	907
DETROIT MI (DTW)	89.0	88.4	7,932	7,930
DOTHAN AL (DHN)	87.6	83.2	113	113
DULUTH MN (DLH)	94.1	93.6	236	236
DURANGO CO (DRO)	91.1	91.2	146	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.
EAGLE CO (EGE)	42.4	73.5	33	34
EAU CLAIRE WI (EAU)	91.7	96.7	60	60
EL CENTRO CA (IPL)	90.0	93.3	60	60
EL PASO TX (ELP)	83.0	88.6	1,620	1,620
ELKO NV (EKO)	95.0	95.0	80	80
ELMIRA/CORNING NY (ELM)	85.7	91.1	112	112
EUGENE OR (EUG)	81.5	78.0	464	464
EVANSVILLE IN (EVV)	86.0	88.6	315	316
FAIRBANKS AK (FAI)	87.9	88.3	340	341
FARGO ND (FAR)	87.5	89.1	424	423
FAYETTEVILLE AR (XNA)	81.7	84.3	1,041	1,041
FAYETTEVILLE NC (FAY)	88.8	88.4	251	251
FLAGSTAFF AZ (FLG)	84.3	91.5	153	153
FLINT MI (FNT)	93.6	96.3	219	219
FORT LAUDERDALE FL (FLL)	84.7	86.7	4,691	4,690
FORT MYERS FL (RSW)	85.7	88.8	1,451	1,451
FORT SMITH AR (FSM)	89.9	89.9	198	198
FORT WAYNE IN (FWA)	85.8	90.6	310	310
FRESNO CA (FAT)	78.4	81.3	911	910
GAINESVILLE FL (GNV)	83.5	84.8	243	243
GARDEN CITY KS (GCK)	90.0	95.0	60	60
GILLETTE WY (GCC)	86.0	94.0	150	150
GRAND FORKS ND (GFK)	93.3	96.0	149	149
GRAND ISLAND NE (GRI)	96.4	98.2	55	55
GRAND JUNCTION CO (GJT)	91.1	94.2	394	395
GRAND RAPIDS MI (GRR)	87.8	89.6	780	778
GREAT FALLS MT (GTF)	93.0	96.8	158	158
GREEN BAY WI (GRB)	88.2	90.9	363	362
GREENSBORO/HIGH POINT NC (GSO)	82.1	85.8	894	892
GREER SC (GSP)	78.4	84.6	708	709
GUAM TT (GUM)	83.3	86.7	30	30
GULFPORT/BILOXI MS (GPT)	81.2	84.1	377	377
GUNNISON CO (GUC)	86.7	86.7	30	30
HANCOCK/HOUGHTON MI (CMX)	91.7	90.0	60	60
HARLINGEN/SAN BENITO TX (HRL)	81.8	88.1	319	320
HARRISBURG PA (MDT)	84.4	89.2	501	500
HARTFORD CT (BDL)	82.2	87.7	1,735	1,734
HAYDEN CO (HDN)	90.0	96.7	30	30
HELENA MT (HLN)	92.6	94.9	135	136
HILO HI (ITO)	94.8	95.5	580	580
HOBBS NM (HOB)	84.4	91.1	45	45
HONOLULU HI (HNL)	89.1	92.7	4,396	4,393
HOUSTON TX (HOU)	86.7	82.7	4,316	4,317

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HOUSTON TX (IAH)	85.3	83.4	14,282	14,260
HUNTSVILLE AL (HSV)	77.9	84.3	611	612
IDAHO FALLS ID (IDA)	90.5	92.4	263	263
INDIANAPOLIS IN (IND)	82.5	85.9	2,097	2,096
INYOKERN CA (IYK)	72.5	94.1	51	51
ISLIP NY (ISP)	81.8	87.9	455	454
JACKSON WY (JAC)	83.0	92.5	253	254
JACKSON/VICKSBURG MS (JAN)	87.9	90.0	709	708
JACKSONVILLE FL (JAX)	83.0	88.4	1,904	1,903
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	85.3	86.8	136	136
JOPLIN MO (JLN)	90.0	98.3	60	60
JUNEAU AK (JNU)	86.0	80.8	343	343
KAHULUI HI (OGG)	90.5	93.5	1,866	1,869
KALAMAZOO MI (AZO)	89.1	96.9	64	64
KALISPELL MT (FCA)	94.0	95.1	182	184
KANSAS CITY MO (MCI)	83.1	88.2	3,938	3,938
KETCHIKAN AK (KTN)	89.4	88.4	189	189
KEY WEST FL (EYW)	90.0	94.7	150	150
KILLEEN TX (GRK)	87.3	91.1	448	448
KLAMATH FALLS OR (LMT)	80.0	93.3	60	60
KNOXVILLE TN (TYS)	81.0	84.4	754	755
KODIAK AK (ADQ)	75.9	75.9	54	54
KONA HI (KOA)	91.6	93.9	944	944
KOTZEBUE AK (OTZ)	86.7	82.2	90	90
LA CROSSE WI (LSE)	95.7	95.7	69	70
LAFAYETTE LA (LFT)	80.2	85.7	470	469
LAKE CHARLES LA (LCH)	88.5	91.6	165	166
LANSING MI (LAN)	72.5	87.0	91	92
LAREDO TX (LRD)	87.2	92.9	196	196
LAS VEGAS NV (LAS)	84.9	81.8	11,700	11,700
LAWTON/FORT SILL OK (LAW)	88.6	89.1	175	175
LEWISTON ID (LWS)	98.1	100.0	54	54
LEXINGTON KY (LEX)	84.7	87.1	580	580
LIHUE HI (LIH)	89.6	93.1	1,038	1,038
LINCOLN NE (LNK)	83.3	91.1	258	258
LITTLE ROCK AR (LIT)	79.6	87.0	1,254	1,253
LONG BEACH CA (LGB)	91.7	88.9	1,141	1,140
LONGVIEW TX (GGG)	89.1	89.1	55	55
LOS ANGELES CA (LAX)	81.0	83.0	18,062	18,056
LOUISVILLE KY (SDF)	80.0	84.7	1,257	1,256
LUBBOCK TX (LBB)	85.7	89.3	628	628
MADISON WI (MSN)	84.7	89.6	765	766
MANCHESTER NH (MHT)	77.7	83.3	802	802

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MANHATTAN/FT. RILEY KS (MHK)	90.9	94.4	143	143
MARQUETTE MI (MQT)	76.0	92.0	25	25
MARTHA'S VINEYARD MA (MVY)	100.0	94.7	19	19
MEDFORD OR (MFR)	73.2	62.7	321	322
MELBOURNE FL (MLB)	87.4	89.1	119	119
MEMPHIS TN (MEM)	87.0	88.6	2,717	2,718
MERIDIAN MS (MEI)	81.8	87.3	55	55
MIAMI FL (MIA)	70.3	69.3	5,675	5,675
MIDLAND/ODESSA TX (MAF)	86.3	89.3	634	633
MILWAUKEE WI (MKE)	87.1	89.4	2,971	2,970
MINNEAPOLIS MN (MSP)	91.4	91.7	9,307	9,308
MINOT ND (MOT)	90.2	92.6	244	244
MISSION/MCALLEN/EDINBURG TX (MFE)	66.9	80.6	314	314
MISSOULA MT (MSO)	86.8	89.8	302	303
MOBILE AL (MOB)	85.3	86.7	436	436
MODESTO CA (MOD)	33.7	48.3	89	89
MOLINE IL (MLI)	86.3	87.1	293	295
MONROE LA (MLU)	77.9	82.5	263	263
MONTEREY CA (MRY)	70.7	68.8	495	494
MONTGOMERY AL (MGM)	84.9	88.0	351	351
MONTROSE/DELTA CO (MTJ)	90.0	92.0	100	100
MOSINEE WI (CWA)	86.3	87.1	139	139
MUSKEGON MI (MKG)	86.7	86.7	60	60
MYRTLE BEACH SC (MYR)	87.5	87.2	345	344
NANTUCKET MA (ACK)	88.9	80.0	45	45
NASHVILLE TN (BNA)	84.3	86.7	4,396	4,396
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	82.1	88.1	84	84
NEW ORLEANS LA (MSY)	84.0	87.7	2,847	2,844
NEW YORK NY (JFK)	79.7	83.5	8,013	8,016
NEW YORK NY (LGA)	76.5	83.1	8,397	8,398
NEWARK NJ (EWR)	72.1	75.7	10,070	10,002
NEWBURGH/POUGHKEEPSIE NY (SWF)	82.5	88.9	63	63
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	80.2	83.4	192	193
NOME AK (OME)	83.3	80.0	90	90
NORFOLK VA (ORF)	81.0	85.7	1,387	1,385
NORTH BEND/COOS BAY OR (OTH)	55.0	36.7	60	60
OAKLAND CA (OAK)	89.1	87.2	3,714	3,714
OKLAHOMA CITY OK (OKC)	78.9	87.7	1,859	1,860
OMAHA NE (OMA)	80.3	87.4	1,582	1,578
ONTARIO CA (ONT)	85.5	87.9	1,753	1,753
ORLANDO FL (MCO)	83.7	86.2	8,475	8,478
PADUCAH KY (PAH)	85.0	88.3	60	60
PALM SPRINGS CA (PSP)	79.2	81.8	684	685

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PANAMA CITY FL (ECP)	83.4	87.0	409	409
PASCO/KENNEWICK/RICHLAND WA (PSC)	88.4	94.2	207	206
PENSACOLA FL (PNS)	85.4	90.8	768	768
PEORIA IL (PIA)	82.2	90.4	269	270
PETERSBURG AK (PSG)	80.0	81.7	60	60
PHILADELPHIA PA (PHL)	85.4	88.5	6,216	6,214
PHOENIX AZ (PHX)	89.3	88.3	13,953	13,956
PITTSBURGH PA (PIT)	83.8	88.3	2,651	2,650
POCATELLO ID (PIH)	96.3	95.0	80	80
PONCE PR (PSE)	77.2	93.0	57	57
PORTLAND ME (PWM)	82.0	84.6	578	578
PORTLAND OR (PDX)	89.0	90.4	4,484	4,489
PROVIDENCE RI (PVD)	82.0	86.9	1,139	1,140
RALEIGH/DURHAM NC (RDU)	81.2	85.3	3,742	3,739
RAPID CITY SD (RAP)	92.0	95.2	412	413
REDDING CA (RDD)	40.4	48.3	89	89
RENO NV (RNO)	84.8	87.0	1,528	1,526
RICHMOND VA (RIC)	82.3	86.2	1,406	1,406
ROANOKE VA (ROA)	81.8	86.9	297	298
ROCHESTER MN (RST)	98.4	100.0	126	125
ROCHESTER NY (ROC)	85.7	88.2	888	888
ROCK SPRINGS WY (RKS)	89.4	95.0	180	180
ROSWELL NM (ROW)	92.9	95.2	84	84
SACRAMENTO CA (SMF)	84.6	86.3	3,515	3,517
SAGINAW/BAY CITY/MIDLAND MI (MBS)	88.4	87.4	112	111
SALT LAKE CITY UT (SLC)	92.3	93.1	8,871	8,872
SAN ANGELO TX (SJT)	85.8	89.4	113	113
SAN ANTONIO TX (SAT)	82.1	87.5	3,187	3,183
SAN DIEGO CA (SAN)	83.7	85.3	6,185	6,186
SAN FRANCISCO CA (SFO)	66.6	73.1	14,184	14,187
SAN JOSE CA (SJC)	86.9	88.3	3,152	3,153
SAN JUAN PR (SJU)	80.6	85.4	1,729	1,791
SAN LUIS OBISPO CA (SBP)	74.9	74.0	391	392
SANTA ANA CA (SNA)	85.6	84.6	3,213	3,212
SANTA BARBARA CA (SBA)	79.4	71.0	890	890
SANTA FE NM (SAF)	90.0	88.3	120	120
SANTA MARIA CA (SMX)	89.3	90.2	112	112
SARASOTA/BRADENTON FL (SRQ)	87.6	87.7	226	227
SAVANNAH GA (SAV)	84.6	85.0	806	806
SCRANTON/WILKES-BARRE PA (AVP)	71.7	84.8	99	99
SEATTLE WA (SEA)	87.6	88.9	8,509	8,501
SHREVEPORT LA (SHV)	88.0	88.5	624	624
SIOUX CITY IA (SUX)	83.6	85.5	55	55

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SIOUX FALLS SD (FSD)	87.8	91.9	410	408
SITKA AK (SIT)	85.3	89.2	102	102
SOUTH BEND IN (SBN)	86.4	88.8	332	331
SPOKANE WA (GEG)	91.2	94.0	866	866
SPRINGFIELD IL (SPI)	87.8	89.5	172	172
SPRINGFIELD MO (SGF)	87.0	88.2	576	576
ST. GEORGE UT (SGU)	90.9	93.3	165	165
ST. LOUIS MO (STL)	82.5	83.0	4,473	4,469
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	94.2	94.8	154	154
SYRACUSE NY (SYR)	85.2	88.1	629	628
TALLAHASSEE FL (TLH)	81.5	80.1	336	336
TAMPA FL (TPA)	83.0	87.1	4,830	4,831
TEXARKANA AR (TXK)	85.2	88.9	81	81
TRAVERSE CITY MI (TVC)	87.0	90.4	261	261
TUCSON AZ (TUS)	79.5	87.3	1,583	1,582
TULSA OK (TUL)	79.5	88.1	1,538	1,536
TWIN FALLS ID (TWF)	93.0	94.2	86	86
TYLER TX (TYR)	87.3	89.1	221	221
VALDOSTA GA (VLD)	78.3	79.5	83	83
VALPARAISO FL (VPS)	83.0	87.2	507	507
WACO TX (ACT)	88.1	92.3	143	143
WATERLOO IA (ALO)	90.9	92.7	55	55
WATERTOWN NY (ART)	88.0	92.0	50	50
WEST PALM BEACH/PALM BEACH FL (PBI)	82.2	86.2	1,442	1,445
WEST YELLOWSTONE MT (WYS)	98.6	97.1	70	70
WHITE PLAINS NY (HPN)	82.0	87.0	577	577
WICHITA FALLS TX (SPS)	90.5	87.9	116	116
WICHITA KS (ICT)	79.5	88.1	784	784
WILMINGTON NC (ILM)	85.8	89.7	302	302
WRANGELL AK (WRG)	85.0	85.0	60	60
YAKUTAT AK (YAK)	83.3	81.7	60	60
YUMA AZ (YUM)	92.6	95.6	229	229

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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
AMERICAN	28	33,742	1,053	3.1	80	41,825	1,304	3.1
EXPRESSJET	20	30,708	431	1.4	160	60,474	804	1.3
SKYWEST	19	28,571	243	0.9	149	50,086	498	1.0
MESA	11	5,326	49	0.9	72	10,193	92	0.9
ALASKA	19	7,070	18	0.3	53	11,986	79	0.7
AMERICAN EAGLE	19	22,651	145	0.6	135	38,870	236	0.6
UNITED	28	36,783	219	0.6	77	42,806	257	0.6
US AIRWAYS	27	27,044	127	0.5	76	31,495	141	0.4
SOUTHWEST	23	46,188	166	0.4	77	89,927	345	0.4
AIRTRAN	19	11,370	26	0.2	49	16,362	46	0.3
DELTA	29	46,816	93	0.2	131	61,038	115	0.2
JETBLUE	22	12,663	21	0.2	53	18,147	26	0.1
FRONTIER	22	4,991	4	0.1	55	6,356	7	0.1
VIRGIN AMERICA	15	4,629	3	0.1	15	4,629	3	0.1
HAWAIIAN	8	402	0	0.0	16	6,005	0	0.0
Total		318,954	2,598	0.8	Total	490,199	3,953	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.

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
AMERICAN	1,509	334	22.1
EXPRESSJET	7,098	453	6.4
ALASKA	458	23	5.0
MESA	771	34	4.4
SKYWEST	4,363	179	4.1
AMERICAN EAGLE	1,400	41	2.9
UNITED	9,732	214	2.2
US AIRWAYS	1,962	38	1.9
AIRTRAN	1,516	21	1.4
SOUTHWEST	15,368	150	1.0
DELTA	3,070	22	0.7
JETBLUE	742	2	0.3
FRONTIER	379	1	0.3
VIRGIN AMERICA	176	0	0.0
HAWAIIAN	228	0	0.0
TOTAL	48,772	1,512	3.1

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

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

								CAUSES OF DELAY									
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AMERICAN	41825	24252	57.98%	1304	3.12%	112	0.27%	5648	13.50%	300	0.72%	4809	11.50%	14	0.03%	5385	12.87%
ALASKA	11986	10745	89.65%	79	0.66%	38	0.32%	343	2.86%	31	0.26%	398	3.32%	9	0.07%	343	2.86%
JETBLUE	18147	15025	82.80%	26	0.14%	28	0.15%	921	5.07%	49	0.27%	1148	6.33%	3	0.02%	947	5.22%
DELTA	61038	54754	89.70%	115	0.19%	80	0.13%	1914	3.14%	78	0.13%	2351	3.85%	2	0.00%	1744	2.86%
EXPRESSJET	60474	48966	80.97%	804	1.33%	127	0.21%	3023	5.00%	130	0.22%	3147	5.20%	3	0.01%	4274	7.07%
FRONTIER	6356	5367	84.44%	7	0.11%	12	0.19%	252	3.97%	29	0.45%	372	5.85%	0	0.00%	317	4.99%
AIRTRAN	16362	14869	90.88%	46	0.28%	19	0.12%	311	1.90%	14	0.09%	645	3.94%	0	0.00%	458	2.80%
HAWAIIAN	6005	5788	96.39%	0	0.00%	1	0.02%	167	2.78%	0	0.00%	5	0.09%	3	0.06%	41	0.67%
AMERICAN EAGLE	38870	33605	86.45%	236	0.61%	62	0.16%	1413	3.63%	194	0.50%	1620	4.17%	8	0.02%	1731	4.45%
SKYWEST	50086	41894	83.64%	498	0.99%	70	0.14%	1649	3.29%	88	0.18%	2024	4.04%	4	0.01%	3860	7.71%
UNITED	42806	35100	82.00%	257	0.60%	93	0.22%	2396	5.60%	105	0.24%	2930	6.84%	14	0.03%	1912	4.47%
US AIRWAYS	31495	27496	87.30%	141	0.45%	43	0.14%	1115	3.54%	106	0.34%	1837	5.83%	18	0.06%	739	2.35%
VIRGIN AMERICA	4629	3947	85.27%	3	0.06%	4	0.09%	89	1.91%	76	1.64%	332	7.17%	1	0.01%	178	3.85%
SOUTHWEST	89927	77829	86.55%	345	0.38%	113	0.13%	3179	3.54%	385	0.43%	2424	2.70%	46	0.05%	5605	6.23%
MESA	10193	8718	85.53%	92	0.90%	14	0.14%	398	3.91%	64	0.63%	385	3.78%	9	0.09%	512	5.02%
TOTAL	490199	408355		3953		816		22817		1650		24427		135		28046	
			83.30%		0.81%		0.17%		4.65%		0.34%		4.98%		0.03%		5.72%

***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.

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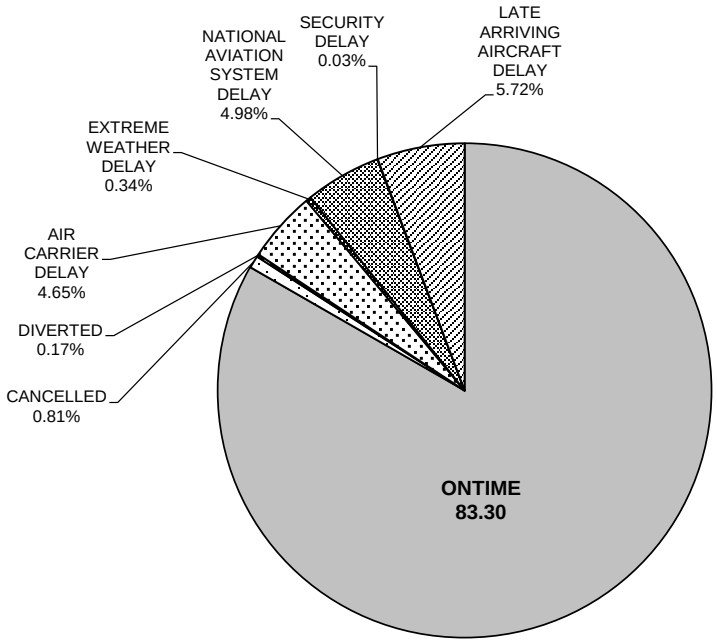
TABLE 10. OVERALL CAUSES OF DELAY*



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

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
US AIRWAYS	31,495	34	0.11
JETBLUE	18,147	13	0.07
DELTA	61,038	39	0.06
UNITED	42,806	24	0.06
AMERICAN	41,825	21	0.05
AMERICAN EAGLE	38,870	18	0.05
EXPRESSJET	60,474	27	0.04
VIRGIN AMERICA	4,629	1	0.02
AIRTRAN	16,362	3	0.02
FRONTIER	6,356	1	0.02
MESA	10,193	1	0.01
SKYWEST	50,086	4	0.01
SOUTHWEST	89,927	4	0.00
ALASKA	11,986	0	0.00
HAWAIIAN	6,005	0	0.00
TOTAL	490,199	190	0.04

Note: Tarmac delays of 2 hours or more on any scheduled domestic flight based on reports from carriers reporting Part 234 monthly on-time data.

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

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

A See Appendix for list of carrier codes.

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

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

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

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

F Incomplete data; percentage based on operations reported.

G Carrier did not report useable data.

H Carrier did not serve airport.

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

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

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

S Carrier reported data for entire domestic system.

V Carrier reported data voluntarily.

APPENDIX

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

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

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

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

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

Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

YV	Mesa Airlines

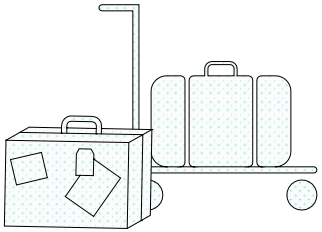
*** Based on the Bureau of Transportation Statistics' Technical Reporting Directive #21, issued December 1, 2011, effective January 1, 2012.**

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

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

MISHANDLED BAGGAGE

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



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

SEPTEMBER 2012

MISHANDLED BAGGAGE REPORTS

FILED BY PASSENGERS

U.S. AIRLINES*

		SEPTEMBER 2012			SEPTEMBER 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	388	507,926	**0.76**	*	*	*****
2	AIRTRAN AIRWAYS	2,248	1,515,121	**1.48**	2,542	1,774,535	**1.43**
3	DELTA AIR LINES	13,208	7,910,199	**1.67**	15,795	7,767,086	**2.03**
4	JETBLUE AIRWAYS	3,347	1,929,190	**1.73**	3,552	1,823,462	**1.95**
5	US AIRWAYS	7,008	3,820,818	**1.83**	9,974	3,754,135	**2.66**
6	FRONTIER AIRLINES	1,651	821,930	**2.01**	1,689	942,650	**1.79**
7	SOUTHWEST AIRLINES	23,146	8,950,544	**2.59**	28,446	8,986,224	**3.17**
8	HAWAIIAN AIRLINES	1,891	717,237	**2.64**	1,498	661,585	**2.26**
9	ALASKA AIRLINES	4,178	1,396,351	**2.99**	3,542	1,371,970	**2.58**
10	AMERICAN AIRLINES	15,515	5,156,619	**3.01**	15,269	5,540,220	**2.76**
11	UNITED AIRLINES**	17,279	5,503,825	**3.14**	9,763	3,335,443	**2.93**
12	MESA AIRLINES	2,318	605,387	**3.83**	3,228	700,996	**4.60**
13	EXPRESSJET AIRLINES**	10,862	2,493,677	**4.36**	5,266	1,163,919	**4.52**
14	SKYWEST AIRLINES	10,142	2,128,779	**4.76**	6,467	1,962,464	**3.30**
15	AMERICAN EAGLE AIRLINES	8,264	1,489,041	**5.55**	8,505	1,418,355	**6.00**
	TOTALS	121,445	44,946,644	**2.70**	115,536	41,203,044	**2.80**

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.

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

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

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

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

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MISHANDLED BAGGAGE REPORTS

FILED BY PASSENGERS

U.S. AIRLINES*

		JANUARY - SEPTEMBER 2012			JANUARY - SEPTEMBER 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	4,138	4,607,665	**0.90**	*	*	*****
2	AIRTRAN AIRWAYS	25,263	16,561,100	**1.53**	31,971	18,839,459	**1.70**
3	JETBLUE AIRWAYS	36,440	19,465,684	**1.87**	40,368	17,666,787	**2.28**
4	DELTA AIR LINES	155,859	73,852,423	**2.11**	206,647	72,076,856	**2.87**
5	US AIRWAYS	78,968	37,031,158	**2.13**	101,284	35,785,514	**2.83**
6	FRONTIER AIRLINES	16,446	7,686,281	**2.14**	17,279	7,779,120	**2.22**
7	AMERICAN AIRLINES	145,434	51,328,716	**2.83**	196,185	51,535,476	**3.81**
8	HAWAIIAN AIRLINES	19,547	6,758,735	**2.89**	16,721	6,373,451	**2.62**
9	ALASKA AIRLINES	38,427	13,148,085	**2.92**	37,225	12,592,042	**2.96**
10	SOUTHWEST AIRLINES	259,590	86,872,510	**2.99**	320,527	84,904,055	**3.78**
11	UNITED AIRLINES**	213,976	54,883,970	**3.90**	119,662	31,916,933	**3.75**
12	MESA AIRLINES	27,314	5,889,119	**4.64**	34,983	6,732,817	**5.20**
13	SKYWEST AIRLINES	98,267	19,342,235	**5.08**	75,757	17,895,618	**4.23**
14	EXPRESSJET AIRLINES**	130,223	23,091,746	**5.64**	63,932	10,882,430	**5.87**
15	AMERICAN EAGLE AIRLINES	78,297	13,787,318	**5.68**	98,121	12,490,964	**7.86**
	TOTALS	1,328,189	434,306,745	**3.06**	1,360,662	387,471,522	**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 (Mesa). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report. Virgin America was ranked in this table for the first time in January 2012.

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

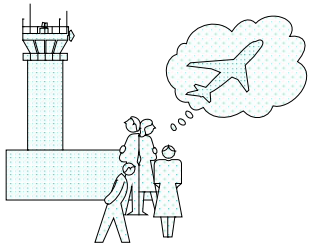
OVERSALES

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

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

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

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



JULY - SEPTEMBER

PASSENGERS DENIED BOARDING

BY U.S. AIRLINES*

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

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

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

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

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

JANUARY - SEPTEMBER

PASSENGERS DENIED BOARDING

BY U.S. AIRLINES*

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

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

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS

SUMMARY

	SEPTEMBER 2012				SEPTEMBER 2011			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	772	62	2	85	791	60	1	92
FOREIGN AIRLINES	260	5	1	29	137	6	0	12
TRAVEL AGENTS	26	3	0	8	15	0	0	2
TOUR OPERATORS	1	0	0	0	10	0	0	0
MISCELLANEOUS	16	8	0	16	20	3	0	14
INDUSTRY TOTALS	1,075	78	3	138	973	69	1	120

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

	SEPTEMBER 2012			SEPTEMBER 2011		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	310		1	326	
DELAYS			116			101
CANCELLATIONS			111			127
MISCONNECTIONS			45			49
BAGGAGE	2	194		2	162	
RES/TKTNG/BOARDING	3	150		3	109	
CUSTOMER SERVICE	4	122		5	80	
REFUNDS	5	115		4	90	
DISABILITY	6	73		7	54	
FARES	7	40		8	45	
OVERSALES	8	28		6	57	
OTHER	9	25		9	25	
FREQUENT FLYER			11			16
ADVERTISING	10	10		11	8	
DISCRIMINATION	11	7		10	16	
ANIMALS	12	1		12	1	
COMPLAINT TOTAL		1,075			973	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY*

SEPTEMBER 2012

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	3	0	0	0	0	1	0	1	0	0	0	0	5
AIRTRAN AIRWAYS	0	1	2	0	0	1	1	2	0	0	0	0	7
ALASKA AIRLINES	1	0	1	2	0	0	1	0	0	0	0	0	5
ALLEGIANT AIR	1	0	2	0	0	2	1	1	0	0	0	0	7
AMERICAN AIRLINES	66	3	14	1	20	28	17	8	0	2	0	3	162
AMERICAN EAGLE	4	1	4	0	0	4	3	2	0	0	0	0	18
COMMUTAIR	4	0	0	0	0	1	0	0	0	0	0	0	5
DELTA AIR LINES	18	2	11	6	4	2	9	3	2	0	0	1	58
EXPRESSJET AIRLINES	23	1	0	0	0	3	3	3	0	0	0	1	34
FRONTIER AIRLINES	2	0	1	0	0	1	2	2	0	0	0	0	8
GOJET AIRLINES	2	0	1	0	1	1	0	0	0	0	0	0	5
HAWAIIAN AIRLINES	3	0	0	0	3	0	2	0	0	0	0	0	8
JETBLUE AIRWAYS	4	0	3	0	1	8	3	3	1	0	0	1	24
PIEDMONT AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
PINNACLE AIRLINES	4	2	1	0	0	2	1	3	0	0	0	0	13
SHUTTLE AMERICA	6	0	0	0	0	1	1	0	0	0	0	0	8
SKYWEST AIRLINES	4	1	2	0	0	2	1	0	0	0	0	0	10
SOUTHWEST AIRLINES	4	0	1	0	0	4	4	7	1	0	0	0	21
SPIRIT AIRLINES	24	2	12	2	8	10	5	2	0	0	0	1	66
UNITED AIRLINES	60	6	32	6	29	29	27	10	1	4	1	6	211
UNITED EXPRESS	1	2	2	0	0	1	1	0	0	0	0	0	7
US AIRWAYS	13	1	8	5	4	3	5	3	1	0	0	2	45
VIRGIN AMERICA	2	0	1	1	0	2	1	0	1	0	0	0	8
OTHER U.S. AIRLINES	11	2	2	0	4	5	1	7	0	0	0	0	32
TOTAL SEPTEMBER 2012	265	24	100	23	74	111	89	57	7	6	1	15	772
% OF TOTAL COMPLAINTS	34.3	3.1	13.0	3.0	9.6	14.4	11.5	7.4	0.9	0.8	0.1	1.9	
TOTAL SEPTEMBER 2011	287	46	81	35	67	120	69	50	2	15	1	18	791
% OF TOTAL COMPLAINTS	36.3	5.8	10.2	4.4	8.5	15.2	8.7	6.3	0.3	1.9	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

SEPTEMBER 2012

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	2	40.0	1	20.0	0	0.0
AIRTRAN AIRWAYS	7	1	14.3	2	28.6	3	42.9	1	14.3
ALASKA AIRLINES	5	3	60.0	1	20.0	1	20.0	0	0.0
ALLEGIANT AIR	7	4	57.1	1	14.3	1	14.3	1	14.3
AMERICAN AIRLINES	162	83	51.2	22	13.6	35	21.6	22	13.6
AMERICAN EAGLE	18	10	55.6	5	27.8	3	16.7	0	0.0
COMMUTAIR	5	1	20.0	0	0.0	2	40.0	2	40.0
DELTA AIR LINES	58	17	29.3	13	22.4	19	32.8	9	15.5
EXPRESSJET AIRLINES	34	18	52.9	7	20.6	7	20.6	2	5.9
FRONTIER AIRLINES	8	5	62.5	1	12.5	1	12.5	1	12.5
GOJET AIRLINES	5	3	60.0	0	0.0	1	20.0	1	20.0
HAWAIIAN AIRLINES	8	5	62.5	1	12.5	2	25.0	0	0.0
JETBLUE AIRWAYS	24	12	50.0	2	8.3	9	37.5	1	4.2
PIEDMONT AIRLINES	5	3	60.0	1	20.0	0	0.0	1	20.0
PINNACLE AIRLINES	13	7	53.8	3	23.1	3	23.1	0	0.0
SHUTTLE AMERICA	8	2	25.0	4	50.0	1	12.5	1	12.5
SKYWEST AIRLINES	10	4	40.0	1	10.0	4	40.0	1	10.0
SOUTHWEST AIRLINES	21	8	38.1	8	38.1	4	19.0	1	4.8
SPIRIT AIRLINES	66	30	45.5	13	19.7	17	25.8	6	9.1
UNITED AIRLINES	211	62	29.4	66	31.3	65	30.8	18	8.5
UNITED EXPRESS	7	2	28.6	3	42.9	2	28.6	0	0.0
US AIRWAYS	45	13	28.9	13	28.9	13	28.9	6	13.3
VIRGIN AMERICA	8	2	25.0	3	37.5	2	25.0	1	12.5
OTHER U.S. AIRLINES	32	10	31.2	11	34.4	9	28.1	2	6.2
TOTALS	772	307	39.8	183	23.7	205	26.6	77	10.0
PREVIOUS YEAR'S TOTALS	791	302	38.2	199	25.2	221	27.9	69	8.7

*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

SEPTEMBER 2012

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

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR CANADA	14	0	4	1	3	4	11	3	0	0	0	3	43
AIR FRANCE	3	0	1	1	3	15	0	3	0	0	0	0	26
ALITALIA AIRLINES	0	0	1	2	1	1	1	0	0	0	0	0	6
BRITISH AIRWAYS	2	0	1	0	2	3	1	0	0	0	0	1	10
COPA	1	0	1	0	0	1	1	1	0	0	0	0	5
EMIRATES AIRLINES	1	0	3	0	1	1	2	0	0	0	0	0	8
ETHIOPIAN AIRLINES	0	0	1	0	0	3	1	0	0	0	0	0	5
LUFTHANSA	2	0	0	3	2	4	2	4	0	0	0	0	17
QATAR AIRWAYS	1	0	1	0	1	3	0	0	0	0	0	1	7
SINGAPORE AIRLINES	2	0	1	1	0	1	3	0	0	0	0	0	8
TURKISH AIRLINES	0	0	3	1	1	11	1	0	0	0	0	0	17
VIRGIN ATLANTIC AIRWAYS	1	0	3	1	0	0	0	0	0	0	0	0	5
VOLARIS AIRLINES	0	2	2	2	3	5	0	0	0	0	0	0	14
OTHER FOREIGN AIRLINES	10	2	17	0	14	27	10	5	1	1	0	2	89
TOTALS	37	4	39	12	31	79	33	16	1	1	0	7	260
TRAVEL AGENTS													
CHEAPOAIR.COM	0	0	2	1	1	0	0	0	1	0	0	0	5
EXPEDIA.COM	1	0	3	0	1	0	0	0	0	0	0	0	5
ORBITZ.COM	1	0	2	0	1	0	0	0	1	0	0	0	5
OTHER TRAVEL AGENTS	2	0	3	4	2	0	0	0	0	0	0	0	11
TOTALS	4	0	10	5	5	0	0	0	2	0	0	0	26
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	1	1
TOTALS	0	0	0	0	0	0	0	0	0	0	0	1	1
MISCELLANEOUS													
OTHER MISCELLANEOUS	4	0	1	0	5	4	0	0	0	0	0	2	16
TOTALS	4	0	1	0	5	4	0	0	0	0	0	2	16

* 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

SEPTEMBER 2012

CONSUMER COMPLAINTS: RANKINGS

U.S. AIRLINES *

		SEPTEMBER 2012			SEPTEMBER 2011		
RANK	***AIRLINE***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***
1	***SOUTHWEST AIRLINES***	21	8,717,370	**0.24**	33	8,755,576	**0.38**
2	***ALASKA AIRLINES***	5	1,460,396	**0.34**	5	1,445,549	**0.35**
3	***AIRTRAN AIRWAYS***	7	1,537,149	**0.45**	16	1,761,401	**0.91**
4	***SKYWEST AIRLINES***	10	2,154,832	**0.46**	11	2,033,670	**0.54**
5	***DELTA AIR LINES***	58	9,433,197	**0.61**	97	9,231,745	**1.05**
6	***MESA AIRLINES***	4	605,387	**0.66**	9	700,996	**1.28**
7	***FRONTIER AIRLINES***	8	834,815	**0.96**	5	932,343	**0.54**
8	***HAWAIIAN AIRLINES***	8	760,633	**1.05**	5	691,166	**0.72**
9	***US AIRWAYS***	45	4,162,879	**1.08**	90	4,107,272	**2.19**
10	***JETBLUE AIRWAYS***	24	2,158,152	**1.11**	23	2,015,194	**1.14**
11	***AMERICAN EAGLE AIRLINES***	18	1,527,806	**1.18**	19	1,476,861	**1.29**
12	***EXPRESSJET AIRLINES****	34	2,672,257	**1.27**	9	1,155,501	**0.78**
13	***VIRGIN AMERICA***	8	515,891	**1.55**	*	*	*****
14	***AMERICAN AIRLINES***	162	6,560,602	**2.47**	103	6,851,096	**1.50**
15	***UNITED AIRLINES****	211	7,185,243	**2.94**	98	4,102,709	**2.39**
	TOTAL	**623**	**50,286,609**	**1.24**	**526**	**45,261,079**	**1.16**

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

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

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

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS

	JANUARY - SEPTEMBER 2012				JANUARY - SEPTEMBER 2011			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	9,402	572	21	1,198	7,516	528	13	731
FOREIGN AIRLINES	2,038	38	4	183	1,271	28	1	132
TRAVEL AGENTS	280	18	1	38	147	7	0	17
TOUR OPERATORS	265	1	0	6	57	2	0	1
MISCELLANEOUS	160	104	3	129	105	70	0	142
INDUSTRY TOTALS	12,145	733	29	1,554	9,096	635	14	1,023

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

	JANUARY - SEPTEMBER 2012			JANUARY - SEPTEMBER 2011		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	3,493		1	2969	
CANCELLATIONS			1424			1301
DELAYS			1185			853
MISCONNECTIONS			530			427
RES/TKTG/BOARDING	2	1,887		3	1135	
BAGGAGE	3	1,710		2	1477	
CUSTOMER SERVICE	4	1,562		4	1020	
REFUNDS	5	991		5	763	
FARES	6	669		7	450	
DISABILITY	7	590		6	462	
OTHER	8	557		9	245	
FREQUENT FLYER			215			179
OVERSALES	9	423		8	413	
ADVERTISING	10	177		11	57	
DISCRIMINATION	11	82		10	97	
ANIMALS	12	4		12	8	
COMPLAINT TOTAL		12,145			9,096	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY
JANUARY - SEPTEMBER 2012

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	25	0	1	0	0	3	6	2	0	0	0	1	38
AIRTRAN AIRWAYS	19	11	15	0	4	16	22	6	2	2	0	0	97
ALASKA AIRLINES	11	2	18	3	1	10	18	5	3	2	0	2	75
ALLEGIANT AIR	61	1	24	7	16	19	29	17	13	1	0	1	189
AMERICAN AIRLINES	348	38	129	41	106	190	151	73	9	15	0	32	1,132
AMERICAN EAGLE	72	11	15	1	5	37	27	11	0	1	0	1	181
CHAUTAUQUA AIRLINES	16	1	2	0	2	1	2	2	0	0	0	0	26
COLGAN AIR	36	0	2	0	1	13	1	2	0	0	0	1	56
COMAIR	14	3	1	0	0	4	2	4	0	0	0	0	28
COMMUTAIR	30	0	0	0	0	4	1	1	0	0	0	0	36
COMPASS AIRLINES	8	0	0	0	1	1	2	5	0	0	0	0	17
DELTA AIR LINES	203	32	93	39	58	67	125	49	18	10	1	34	729
EXECUTIVE AIRLINES	6	0	1	0	1	2	0	1	0	0	0	0	11
EXPRESSJET AIRLINES	210	8	3	0	0	38	20	20	0	1	0	1	301
FRONTIER AIRLINES	18	1	11	3	3	15	13	7	0	0	0	3	74
GOJET AIRLINES	27	1	1	0	1	7	2	1	0	2	0	0	42
GREAT LAKES AVIATION	17	2	2	0	0	3	2	0	0	0	0	0	26
HAWAIIAN AIRLINES	8	0	3	3	4	6	10	4	0	1	0	5	44
HORIZON AIRLINES	2	2	4	0	3	1	3	0	0	0	0	0	15
JETBLUE AIRWAYS	43	0	22	5	10	38	26	24	7	1	0	5	181
MESA AIRLINES	18	0	1	0	2	0	3	2	0	0	0	1	27
PIEDMONT AIRLINES	58	20	14	0	1	9	9	17	0	1	0	0	129
PINNACLE AIRLINES	78	7	9	0	1	16	16	11	0	0	0	0	138
PSA AIRLINES	30	0	2	0	1	1	4	2	0	0	0	1	41
REPUBLIC AIRLINES	46	2	5	1	2	8	7	7	0	0	0	0	78
SHUTTLE AMERICA	35	1	2	0	1	7	5	1	0	1	0	0	53
SKYWEST AIRLINES	104	8	6	0	1	31	19	9	0	0	0	0	178
SOUTHWEST AIRLINES	57	5	29	13	9	29	42	35	3	1	0	8	231
SPIRIT AIRLINES	218	37	120	37	74	82	60	15	19	5	0	9	676
TRANS STATES	17	1	0	0	1	2	4	1	0	0	0	0	26
TSA	0	0	0	0	0	9	6	0	0	0	0	1	16
UNITED AIRLINES	951	107	707	183	314	324	538	124	24	21	3	118	3,414
UNITED EXPRESS	67	6	15	3	1	13	19	5	0	0	0	4	133
US AIRWAYS	201	32	112	50	81	106	106	54	19	5	0	20	786
US AIRWAYS EXPRESS	2	0	2	1	0	2	2	3	0	0	0	0	12
VIRGIN AMERICA	15	0	9	3	8	12	17	4	2	0	0	4	74
VISION AIRLINES	10	0	1	0	4	0	1	1	0	0	0	0	17
OTHER U.S. AIRLINES	26	5	7	3	11	8	3	7	3	1	0	1	75
TOTAL JAN - SEP 2012	3,107	344	1,388	396	728	1,134	1,323	532	122	71	4	253	9,402
% OF TOTAL COMPLAINTS	33.0	3.7	14.8	4.2	7.7	12.1	14.1	5.7	1.3	0.8	0.0	2.7	
TOTAL JAN - SEP 2011	2,702	357	833	372	531	1,072	903	413	39	81	7	206	7,516
% OF TOTAL COMPLAINTS	35.9	4.7	11.1	4.9	7.1	14.3	12.0	5.5	0.5	1.1	0.1	2.7	

**AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 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 (YTD)

COMPANIES* OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY/JANUARY – SEPTEMBER 2012

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AEROFLOT	0	0	2	0	3	3	1	0	1	0	0	0	10
AEROMEXICO	20	1	14	4	3	19	5	1	0	0	0	1	68
AIR BERLIN	5	0	4	1	2	7	0	0	0	0	0	0	19
AIR CANADA	75	9	35	8	9	32	54	4	0	2	0	6	234
AIR CHINA	5	1	1	0	1	6	1	1	0	0	0	0	16
AIR FRANCE	15	4	13	4	6	58	5	8	0	1	0	4	118
AIR INDIA	24	0	12	1	8	10	2	1	0	0	0	0	58
ALITALIA AIRLINES	2	2	10	3	9	24	7	0	2	0	0	1	60
ALL NIPPON AIRLINES	0	0	1	7	0	1	0	0	1	0	0	0	10
ASIANA AIRLINES	1	0	5	0	2	2	1	1	0	0	0	0	12
AVIANCA	5	2	3	2	5	8	3	1	0	0	0	0	29
BRITISH AIRWAYS	9	5	18	10	12	27	6	4	5	1	0	10	107
CARIBBEAN AIRLINES	5	0	5	0	3	4	0	1	0	0	0	0	18
CATHAY PACIFIC AIRWAYS	6	1	3	0	1	3	3	0	0	0	0	2	19
COPA	3	1	5	2	3	8	2	1	0	0	0	0	25
EMIRATES AIRLINES	6	3	12	4	6	17	14	0	0	1	0	1	64
ETHIOPIAN AIRLINES	2	0	2	1	2	10	3	0	0	0	0	1	21
ETIHAD AIRWAYS	0	1	6	1	3	8	3	2	0	0	0	0	24
GULF AIR	2	0	2	0	5	2	0	0	1	0	0	0	12
IBERIA AIRLINES	12	3	8	1	6	8	2	1	1	1	0	1	44
JET AIRWAYS	1	0	8	1	3	13	2	0	0	0	0	1	29
KLM	7	0	11	1	7	13	4	2	1	0	0	0	46
KOREAN AIR LINES	2	0	0	61	0	2	1	0	0	0	0	1	67
LAN AIRLINES	5	0	3	1	5	7	3	1	3	0	0	1	29
LAN CHILE AIRLINES	1	0	4	1	1	2	2	0	1	0	0	0	12
LOT POLISH AIRLINES	8	0	2	0	2	5	1	0	0	0	0	0	18
LUFTHANSA	17	2	22	8	6	29	9	9	1	0	0	3	106
PAKISTAN AIRLINES	6	1	2	0	1	4	5	1	0	0	0	0	20
PHILIPPINE AIRLINES	7	2	1	0	3	2	5	3	0	0	0	0	23
QATAR AIRWAYS	9	0	10	2	3	16	0	1	0	0	0	2	43
ROYAL AIR MAROC	1	1	3	0	0	8	0	0	0	0	0	1	14
ROYAL JORDANIAN AIRLINES	0	1	3	1	0	9	2	0	0	0	0	0	16
SINGAPORE AIRLINES	6	0	9	4	1	3	5	0	1	0	0	0	29
SOUTH AFRICAN AIRWAYS	4	0	3	0	2	5	0	0	0	0	0	1	15
SWISS AIR	4	0	3	2	3	3	5	1	0	0	0	1	22
TACA	1	1	6	1	3	7	5	0	0	1	0	0	25
TAM	3	0	4	0	0	2	2	0	0	0	0	0	11
TURKISH AIRLINES	12	2	18	4	9	50	5	1	1	1	0	3	106
VIRGIN ATLANTIC AIRWAYS	5	0	14	2	5	6	5	2	2	0	0	3	44
VOLARIS AIRLINES	9	22	46	14	21	44	13	1	5	0	0	1	176
OTHER FOREIGN AIRLINES	29	7	39	12	36	55	22	8	1	2	0	8	219
TOTALS	334	72	372	164	200	542	208	56	27	10	0	53	2,038

* 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,' 'OTHER TOUR OPERATORS,' ETC.

TABLE 4 (YTD) – Contd.

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

JANUARY – SEPTEMBER 2012

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
TRAVEL AGENTS													
CHEAPOAIR.COM	1	0	20	12	3	1	3	0	8	0	0	0	48
EXPEDIA.COM	2	1	15	2	5	0	1	0	2	0	0	1	29
ORBITZ.COM	7	0	19	9	10	3	4	1	4	0	0	0	57
PRICELINE.COM	1	0	4	1	3	0	1	0	1	0	0	0	11
TRAVELOCITY.COM	0	1	11	60	2	0	3	0	1	0	0	0	78
OTHER TRAVEL AGENTS	5	0	19	14	6	3	5	0	4	0	0	1	57
TOTALS	16	2	88	98	29	7	17	1	20	0	0	2	280
TOUR OPERATORS													
DIRECT AIR AND TOURS	5	0	13	1	11	0	4	0	1	0	0	230	265
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	5	0	13	1	11	0	4	0	1	0	0	230	265
MISCELLANEOUS													
OTHER MISCELLANEOUS	31	5	26	10	23	27	10	1	7	1	0	19	160
TOTALS	31	5	26	10	23	27	10	1	7	1	0	19	160

* 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,' 'OTHER TOUR OPERATORS,' ETC.

TABLE 5 (YTD)

JANUARY – SEPTEMBER

CONSUMER COMPLAINTS: RANKINGS

U.S. AIRLINES *

		JANUARY - SEPTEMBER 2012			JANUARY - SEPTEMBER 2011		
RANK	***AIRLINE***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***
1	***SOUTHWEST AIRLINES***	231	84,490,420	**0.27**	293	82,972,693	**0.35**
2	***MESA AIRLINES***	27	5,889,119	**0.46**	49	6,558,054	**0.75**
3	***ALASKA AIRLINES***	75	14,012,289	**0.54**	66	13,478,508	**0.49**
4	***AIRTRAN AIRWAYS***	97	16,850,015	**0.58**	137	18,743,760	**0.73**
5	***HAWAIIAN AIRLINES***	44	7,070,575	**0.62**	47	6,511,000	**0.72**
6	***DELTA AIR LINES***	729	88,458,692	**0.82**	1,131	86,543,781	**1.31**
7	***JETBLUE AIRWAYS***	181	21,925,470	**0.83**	218	19,675,671	**1.11**
8	***SKYWEST AIRLINES***	178	19,609,149	**0.91**	145	18,506,919	**0.78**
9	***FRONTIER AIRLINES***	74	7,908,719	**0.94**	85	10,307,482	**0.82**
10	***EXPRESSJET AIRLINES****	301	24,398,479	**1.23**	112	10,743,648	**1.04**
11	***AMERICAN EAGLE AIRLINES***	181	14,115,026	**1.28**	220	12,877,176	**1.71**
12	***VIRGIN AMERICA***	74	4,721,100	**1.57**	*	*	*
13	***AMERICAN AIRLINES***	1,132	65,301,089	**1.73**	1,033	64,989,536	**1.59**
14	***US AIRWAYS***	786	40,927,294	**1.92**	794	39,822,544	**1.99**
15	***UNITED AIRLINES****	3,414	70,947,122	**4.81**	881	38,650,678	**2.28**
	TOTAL	**7,524**	**486,624,558**	**1.55**	**5,231**	**430,381,450**	**1.22**

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

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

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

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

The Transportation Security Administration (TSA) screened approximately 50 million airline passengers and their 40 million checked bags in the month of September 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 September.

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
256	.0005	26	.00005	60	.0001	349	.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
177	.0004	480	.001

NOTES

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

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

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

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.

September 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://www.dot.gov/individuals/air-consumer/air-travel-consumer-reports).

Carrier	Death	Injury	Loss
American	**1**		
Delta		**1**	
Total	**1**	**1**	