



U.S. Department  
of Transportation



---

---

# ***Air Travel Consumer Report***

---

---

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

*Issued: June 2013*



<b>Flight Delays<sup>1</sup></b>	April 2013 12 Months ending April 2013
<b>Mishandled Baggage<sup>1</sup></b>	April 2013
<b>Oversales<sup>1</sup></b>	1 <sup>st</sup> Quarter 2013
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	April 2013
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	April 2013
<b>Airline Animal Incident Reports<sup>4</sup></b>	April 2013

---

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

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

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

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

## TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>	2	<i>Flight Delays (continued)</i>	
<i>Flight Delays</i>		<b>Table 11</b>	27
<b>Explanation</b>	3	List of Regularly Scheduled Flights with Tarmac Delays Over 3 Hours, By Carrier	
<b>Table 1</b>	4	<b>Table 11A</b>	28
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Carrier	
<b>Table 1A</b>	5	<b>Table 12</b>	29
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		Number and Percentage of Regularly Scheduled Flights With Tarmac Delays of 2 Hours or More, By Carrier	
<b>Table 2</b>	6	<b>Footnotes</b>	30
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		<b>Appendix</b>	31
<b>Table 3</b>	10	<i>Mishandled Baggage</i>	
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		<b>Explanation</b>	32
<b>Table 4</b>	12	<b>Ranking— April 2013</b>	33
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		<i>Oversales</i>	
<b>Table 5</b>	14	<b>Explanation</b>	34
List of Regularly Scheduled Flights with More than 50% Delayed Arrivals of More Than 30 Minutes		<b>Ranking — 1st Quarter 2013</b>	35
<b>Table 6</b>	18	<i>Consumer Complaints</i>	
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More		<b>Explanation</b>	36
<b>Table 7</b>	19	<b>Complaint Tables 1-5 (April)</b>	37
On-Time Arrival and Departure Percentage, by Airport		Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	
<b>Table 8</b>	23	<b>Ranking, Table 6 (April)</b>	42
Overall Number and Percentage of Flight Cancellations, by Carrier		<b>Complaint Categories</b>	43
<b>Table 8A</b>	24	<i>Customer Service Reports to the Department of Homeland Security</i> .....	44
Number and Percentage of Regularly Scheduled Flights Canceled 5% or More of the Time, By Carrier.		<i>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation (April)</i> .....	45
<b>Table 9</b>	25		
Flight Causation Data, By Airline and Category			
<b>Table 10</b>	26		
Flight Causation Data, Graphic Representation			

## **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 fifteen (15) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the one (1\*\*) carrier that currently reports flight delay data voluntarily.

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 16 reporting air carriers, 9 carriers (AirTran, American Eagle, ExpressJet, Frontier, Hawaiian, SkyWest, Southwest, US Airways and Virgin America) use ACARS exclusively; 2 carriers (American and United) use a combination of ACARS and DGS; and 5 carriers (Alaska, Delta, JetBlue, Mesa and Pinnacle) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

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

Except for the flights listed in Tables 5, 11 and 11A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at [http://www.bts.gov/programs/airline\\_information/airline\\_ontime\\_statistics/](http://www.bts.gov/programs/airline_information/airline_ontime_statistics/). Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml>. CDs for earlier months can be purchased by sending an email to: [Orders@bts.gov](mailto:Orders@bts.gov). Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>. Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp)

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

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

APRIL 2013

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	76.4	17	93.0
ALASKA AIRLINES S/	20	87.9	54	86.8
DELTA AIR LINES S/	29	85.2	130	85.6
AIRTRAN AIRWAYS S/	17	80.0	44	81.2
US AIRWAYS S/	27	80.6	79	81.0
VIRGIN AMERICA S/	16	80.7	17	80.7
SKYWEST AIRLINES S/	17	79.6	151	79.7
PINNACLE AIRLINES S/V/	20	80.2	120	79.7
SOUTHWEST AIRLINES S/	24	77.4	84	78.4
MESA AIRLINES S/	11	82.0	70	77.2
UNITED AIRLINES S/	28	75.7	80	76.1
AMERICAN AIRLINES S/	28	72.6	80	72.3
JETBLUE AIRWAYS S/	22	71.0	53	71.8
EXPRESSJET AIRLINES S/	23	71.1	165	71.0
FRONTIER AIRLINES S/	21	68.7	66	68.6
AMERICAN EAGLE S/	18	66.6	133	66.9
<b>TOTAL</b>		<b>77.2</b>		<b>77.3</b>

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

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

APRIL 2013

## 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	2nd Quarter 04-06 2012		3rd Quarter 07-09 2012		4th Quarter 10-12 2012		1st Quarter 01-03 2013		Feb-13		Mar-13		Apr-13		12 Months Ending Apr 2013		Database To Date 09/1987-04/2013	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	89.1	3	82.9	6	86.2	3	83.8	5	84.4	6	78.0	13	81.2	4	84.5	5	(--)	(--)
ALASKA	90.1	2	89.2	2	85.8	4	87.5	3	90.6	2	85.5	3	86.8	2	87.9	2	76.5	5
AMERICAN	80.5	12	70.0	15	74.1	15	80.0	10	78.8	11	81.8	6	72.3	12	75.4	15	78.0	3
AMERICAN EAGLE	83.0	10	80.0	11	80.6	9	74.7	13	70.3	13	78.1	12	66.9	16	78.3	11	(--)	(--)
DELTA	87.5	4	84.4	3	87.2	2	86.2	4	86.2	4	85.0	4	85.6	3	85.9	3	77.6	4
EXPRESSJET	79.1	14	73.9	13	77.4	12	70.9	16	69.2	14	71.6	16	71.0	14	74.4	16	(--)	(--)
FRONTIER	79.4	13	80.7	10	74.3	14	71.3	15	68.4	16	74.0	14	68.6	15	75.6	14	(--)	(--)
HAWAIIAN	94.4	1	92.8	1	94.1	1	91.8	1	91.8	1	91.0	1	93.0	1	93.1	1	(--)	(--)
JETBLUE	82.4	11	77.2	12	75.3	13	73.3	14	68.8	15	72.3	15	71.8	13	75.8	13	(--)	(--)
MESA	87.1	6	81.5	8	84.8	5	80.7	9	80.9	8	81.0	7	77.2	10	82.6	7	(--)	(--)
PINNACLE	(--)	(--)	(--)	(--)	(--)	(--)	78.9	12	78.3	12	80.3	9	79.7	8	79.1	10	(--)	(--)
SKYWEST	84.2	8	81.7	7	78.8	11	79.2	11	80.0	10	80.2	11	79.7	7	80.6	9	(--)	(--)
SOUTHWEST	83.7	9	81.0	9	80.8	8	83.1	6	84.5	5	80.3	10	78.4	9	81.4	8	81.9	1
UNITED	76.4	15	72.4	14	80.1	10	81.4	8	80.8	9	80.7	8	76.1	11	77.0	12	76.2	6
US AIRWAYS	87.4	5	84.2	4	84.7	6	82.4	7	82.0	7	82.1	5	81.0	5	83.9	6	78.3	2
VIRGIN AMERICA	85.2	7	83.3	5	82.6	7	89.7	2	88.5	3	87.3	2	80.7	6	84.5	4	(--)	(--)
<b>Total</b>	<b>83.4</b>		<b>79.4</b>		<b>80.8</b>		<b>80.1</b>		<b>79.6</b>		<b>79.8</b>		<b>77.3</b>		<b>80.2</b>		<b>78.5</b>	

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

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

APRIL 2013

## 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
PINNACLE	876	80.6	225	79.6	221	75.6	124	79.0	297	78.8	22	90.9	163	71.8	6161	83.5
AMERICAN	395	73.9	963	76.9	265	78.9	163	74.2	929	73.4	393	66.9	12679	75.9	202	70.3
ALASKA	60	91.7	113	85.8	H/		H/		120	81.7	120	85.0	60	88.3	H/	
JETBLUE	H/		3194	76.5	151	73.5	116	73.3	528	75.2	86	65.1	86	52.3	H/	
DELTA	17420	86.4	822	86.4	634	88.2	500	82.4	814	85.0	580	78.1	492	83.1	4173	86.1
EXPRESSJET	8229	81.4	292	89.4	120	85.8	575	62.3	198	59.1	1341	67.3	1667	63.1	1656	78.8
FRONTIER	39	53.8	H/		H/		H/		90	75.6	2728	71.5	112	66.1	42	57.1
AIRTRAN	4418	81.6	369	81.3	1042	78.7	67	77.6	350	87.7	60	75.0	H/		179	77.7
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
AMERICAN EAGLE	512	57.4	H/		171	64.9	458	64.8	532	65.0	210	50.5	7227	71.9	383	63.7
SKYWEST	256	71.5	H/		H/		29	75.9	H/		4245	75.9	417	76.7	247	77.3
UNITED	37	67.6	991	76.7	285	80.0	25	68.0	605	73.7	3547	78.0	317	72.6	34	76.5
US AIRWAYS	465	80.2	1584	82.3	384	87.0	7477	84.4	1728	78.3	367	73.0	545	73.8	287	80.1
VIRGIN AMERICA	H/		130	80.8	H/		H/		30	83.3	H/		163	82.8	H/	
SOUTHWEST	794	77.1	635	80.3	5375	83.4	102	70.6	90	84.4	4752	73.5	H/		531	72.9
MESA	153	73.9	H/		5	80.0	2406	83.4	H/		H/		88	71.6	66	80.3
<b>TOTAL</b>	<b>33654</b>	<b>83.3</b>	<b>9318</b>	<b>79.5</b>	<b>8653</b>	<b>82.4</b>	<b>12042</b>	<b>81.8</b>	<b>6311</b>	<b>76.7</b>	<b>18451</b>	<b>74.0</b>	<b>24016</b>	<b>73.8</b>	<b>13961</b>	<b>82.2</b>

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

APRIL 2013

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
PINNACLE	88	61.4	H/		217	81.6	17	58.8	1318	70.6	H/		H/		112	69.6
AMERICAN	288	65.6	295	69.8	291	82.8	410	64.4	1137	77.2	792	64.0	2497	71.9	1298	68.1
ALASKA	60	70.0	30	90.0	H/		30	90.0	H/		419	93.8	529	92.2	H/	
JETBLUE	567	66.0	1482	65.9	184	79.9	H/		3450	70.8	306	79.4	261	67.4	505	59.0
DELTA	366	73.0	869	76.9	135	91.9	231	81.0	1698	86.3	1081	85.5	1736	85.3	2030	77.0
EXPRESSJET	3875	58.4	27	51.9	1995	75.0	6920	73.8	120	58.3	H/		H/		571	65.1
FRONTIER	H/		44	77.3	H/		58	63.8	H/		145	63.4	115	62.6	57	49.1
AIRTRAN	H/		659	72.5	H/		H/		H/		97	83.5	60	80.0	311	70.7
HAWAIIAN	H/		H/		H/		H/		30	73.3	60	78.3	90	72.2	H/	
AMERICAN EAGLE	220	52.3	H/		H/		205	57.6	570	64.7	H/		419	64.2	1422	65.7
SKYWEST	H/		H/		192	81.2	1735	76.1	H/		568	81.7	5273	82.9	H/	
UNITED	4033	72.8	674	76.0	1905	80.3	5100	79.6	370	73.8	1074	79.6	2529	74.7	652	62.6
US AIRWAYS	361	61.2	603	72.8	H/		463	74.9	238	80.3	530	74.2	493	70.2	1128	69.3
VIRGIN AMERICA	174	66.7	140	82.1	149	81.9	H/		296	74.3	243	88.5	1103	85.8	H/	
SOUTHWEST	518	66.8	1325	71.2	203	76.4	H/		H/		6380	80.8	3150	74.5	462	67.7
MESA	H/		H/		889	80.5	H/		H/		H/		H/		38	47.4
<b>TOTAL</b>	<b>10550</b>	<b>65.6</b>	<b>6148</b>	<b>71.8</b>	<b>6160</b>	<b>79.0</b>	<b>15169</b>	<b>75.6</b>	<b>9227</b>	<b>74.4</b>	<b>11695</b>	<b>80.1</b>	<b>18255</b>	<b>78.3</b>	<b>8586</b>	<b>68.7</b>

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



APRIL 2013

## 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
PINNACLE	29	93.1	196	81.6	H/		2647	81.6	365	70.7	H/		283	72.8	H/	
AMERICAN	801	74.5	H/		3894	75.4	345	66.1	4411	68.3	116	56.9	318	70.4	409	63.3
ALASKA	59	96.6	H/		H/		60	78.3	146	76.7	891	87.5	30	80.0	238	95.4
JETBLUE	1551	69.5	H/		H/		H/		146	61.6	111	84.7	H/		60	66.7
DELTA	1437	84.5	174	82.8	732	77.9	4565	85.1	508	74.0	378	91.5	531	81.7	709	88.3
EXPRESSJET	51	80.4	2	0.0	24	70.8	624	72.8	4897	60.3	H/		99	71.7	25	68.0
FRONTIER	151	73.5	92	71.7	H/		104	65.4	4	50.0	111	60.4	H/		124	68.5
AIRTRAN	1624	78.4	319	80.9	H/		142	82.4	H/		H/		333	80.2	H/	
HAWAIIAN	H/		H/		H/		H/		H/		30	83.3	H/		30	83.3
AMERICAN EAGLE	H/		H/		1495	74.9	191	55.5	7156	63.1	H/		142	54.9	H/	
SKYWEST	H/		H/		H/		2338	81.4	2281	68.5	823	84.6	H/		1790	91.2
UNITED	1080	81.0	H/		290	75.9	157	72.6	4681	70.6	399	71.9	347	77.8	573	79.9
US AIRWAYS	775	75.1	H/		307	72.3	341	79.5	595	68.4	173	73.4	3899	81.8	4775	87.9
VIRGIN AMERICA	55	89.1	H/		H/		H/		108	75.0	86	95.3	114	86.8	H/	
SOUTHWEST	2608	79.5	6810	79.4	H/		633	72.4	H/		995	74.8	683	70.9	5021	78.6
MESA	H/		H/		131	67.9	H/		748	71.7	H/		52	57.7	1163	92.9
<b>TOTAL</b>	<b>10221</b>	<b>78.1</b>	<b>7593</b>	<b>79.5</b>	<b>6873</b>	<b>75.3</b>	<b>12147</b>	<b>80.8</b>	<b>26046</b>	<b>66.1</b>	<b>4113</b>	<b>80.6</b>	<b>6831</b>	<b>78.7</b>	<b>14917</b>	<b>84.4</b>

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

APRIL 2013

## 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
PINNACLE	H/		H/		H/		186	74.7	28	78.6
AMERICAN	415	65.3	440	66.6	884	61.0	117	56.4	506	70.4
ALASKA	430	91.6	3800	87.6	348	79.3	54	88.9	H/	
JETBLUE	86	69.8	122	80.3	323	66.9	90	83.3	538	64.5
DELTA	496	86.5	700	88.0	639	84.4	2545	90.9	914	83.4
EXPRESSJET	H/		H/		H/		53	67.9	21	81.0
FRONTIER	96	62.5	106	59.4	111	49.5	131	67.2	43	67.4
AIRTRAN	H/		H/		60	75.0	H/		714	82.1
HAWAIIAN	30	86.7	60	66.7	30	83.3	H/		H/	
AMERICAN EAGLE	84	61.9	H/		H/		62	40.3	H/	
SKYWEST	896	81.5	538	82.9	4356	70.3	4983	87.5	H/	
UNITED	675	75.9	776	78.1	3912	74.7	62	82.3	675	79.6
US AIRWAYS	334	75.4	260	71.2	417	66.9	180	78.9	608	78.0
VIRGIN AMERICA	144	86.8	218	83.0	1361	75.3	H/		H/	
SOUTHWEST	2707	77.2	992	68.3	1274	65.8	962	72.7	1984	80.2
MESA	H/		H/		H/		H/		H/	
<b>TOTAL</b>	<b>6393</b>	<b>78.2</b>	<b>8012</b>	<b>81.5</b>	<b>13715</b>	<b>71.6</b>	<b>9425</b>	<b>85.3</b>	<b>6031</b>	<b>78.3</b>

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

APRIL 2013

## 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	92.8	80.5	100.0	85.9	88.6	83.3	87.0	94.1	78.6	77.8	88.3	90.5	82.3	87.5	87.2	J/	78.3	93.6
700 - 759 AM	95.0	85.9	88.5	91.5	84.6	89.9	82.2	90.9	83.8	100.0	88.3	87.9	81.0	93.9	91.1	84.8	J/	89.5
800 - 859 AM	90.0	91.7	92.3	90.0	86.7	86.9	79.7	93.9	87.2	89.1	82.8	82.0	89.0	92.8	90.1	87.8	90.3	91.1
900 - 959 AM	87.8	91.9	90.7	80.5	79.7	85.5	80.5	90.5	91.6	83.8	91.5	81.5	90.9	90.5	88.6	85.9	87.2	86.6
1000 - 1059 AM	86.7	83.5	94.2	86.5	85.5	81.1	80.1	87.3	88.8	83.7	85.5	80.6	80.4	87.9	83.2	83.0	80.0	84.2
1100 - 1159 AM	87.9	90.2	91.4	79.3	82.8	74.5	80.4	88.5	80.4	77.1	83.7	80.2	88.9	81.3	81.4	75.7	82.7	90.2
1200 - 1259 PM	86.7	90.3	89.3	87.8	83.1	76.8	74.8	86.1	72.1	72.8	85.5	81.0	78.9	82.9	83.3	76.3	84.7	85.5
100 - 159 PM	86.3	84.5	88.6	88.2	82.8	78.1	74.3	83.6	69.8	72.6	87.9	78.4	82.2	79.3	79.6	73.8	83.5	82.2
200 - 259 PM	83.2	84.1	88.7	76.4	79.1	74.6	71.9	84.2	62.3	70.1	84.0	76.8	78.9	77.1	80.5	70.5	83.8	83.6
300 - 359 PM	82.2	85.3	87.1	81.5	76.1	73.7	70.8	84.1	64.9	77.8	83.9	74.7	77.8	74.9	78.4	67.9	78.9	78.1
400 - 459 PM	81.1	78.9	81.3	80.1	74.4	70.7	71.4	81.9	56.3	71.0	73.1	69.6	68.6	77.8	76.8	66.3	76.6	79.6
500 - 559 PM	77.4	73.4	80.0	73.3	70.7	67.5	69.0	71.1	54.3	65.9	73.8	71.5	72.1	72.9	80.3	64.5	75.6	81.3
600 - 659 PM	78.8	71.5	80.8	77.0	75.1	62.1	70.2	72.9	52.1	60.4	76.5	69.2	60.4	75.2	74.8	62.5	77.4	71.1
700 - 759 PM	76.1	74.4	76.2	73.5	73.9	64.4	67.4	71.0	50.6	63.6	72.0	64.8	61.0	78.1	74.3	59.0	69.3	72.5
800 - 859 PM	75.3	78.0	66.4	79.0	70.2	59.9	66.6	75.0	49.9	63.4	73.6	65.8	63.0	77.7	72.7	53.6	65.1	71.7
900 - 959 PM	76.7	71.0	72.1	77.0	68.7	58.1	68.8	75.7	52.0	66.3	71.6	72.9	65.3	74.8	64.1	55.3	73.0	64.4
1000 - 1059 PM	78.8	68.5	73.7	77.7	69.6	64.2	68.2	72.9	53.8	70.7	71.3	61.9	68.8	65.5	68.0	58.2	72.7	64.0
1100 - 559 AM	73.4	72.5	74.0	63.7	73.6	66.7	74.2	72.1	69.2	66.7	76.7	72.4	74.4	79.0	72.9	54.5	72.2	68.0
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>83.3</b>	<b>79.5</b>	<b>82.4</b>	<b>81.8</b>	<b>76.7</b>	<b>74.0</b>	<b>73.8</b>	<b>82.2</b>	<b>65.6</b>	<b>71.8</b>	<b>79.0</b>	<b>75.6</b>	<b>74.4</b>	<b>80.1</b>	<b>78.3</b>	<b>68.7</b>	<b>78.1</b>	<b>79.5</b>

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

APRIL 2013  
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	89.9	87.9	84.8	100.0	86.5	93.9	J/	98.5	91.2	J/	79.4	88.0
700 - 759 AM	90.6	86.3	80.0	92.9	85.0	95.4	90.4	100.0	91.0	95.4	95.8	88.6
800 - 859 AM	86.2	86.3	69.8	93.2	86.2	90.4	90.5	86.4	91.6	93.4	96.2	86.4
900 - 959 AM	84.0	87.5	65.6	85.9	87.9	92.0	89.0	87.5	78.2	91.1	86.4	85.5
1000 - 1059 AM	86.8	87.3	66.0	85.8	89.0	86.1	83.5	88.3	70.7	87.7	86.1	83.2
1100 - 1159 AM	79.4	86.0	69.5	85.3	80.3	89.6	80.8	84.4	76.5	83.7	83.0	82.0
1200 - 1259 PM	80.8	86.6	66.4	92.6	89.1	83.2	82.7	85.1	66.2	88.4	80.7	80.3
100 - 159 PM	78.7	82.2	64.2	78.5	84.1	83.8	82.9	81.1	67.5	89.5	83.9	79.7
200 - 259 PM	70.6	81.5	67.5	80.2	78.3	88.4	75.4	84.1	71.3	89.7	81.7	78.3
300 - 359 PM	79.3	79.9	64.4	90.0	75.6	82.4	82.2	76.3	68.8	87.9	79.6	77.0
400 - 459 PM	73.1	78.2	62.3	68.0	77.0	76.3	74.5	82.6	72.1	81.9	82.8	74.4
500 - 559 PM	70.4	71.5	64.1	81.6	72.9	79.2	76.7	78.3	74.4	74.5	77.5	72.4
600 - 659 PM	70.3	77.1	62.6	75.1	73.9	79.9	72.2	81.9	69.0	79.4	71.4	71.4
700 - 759 PM	65.0	70.2	56.4	77.1	70.6	78.5	76.0	79.9	66.2	83.5	68.9	70.5
800 - 859 PM	62.7	76.6	58.3	81.7	69.7	79.3	71.0	81.7	66.7	78.4	70.8	69.6
900 - 959 PM	66.0	64.8	59.1	71.6	76.8	80.0	67.2	77.0	64.4	77.1	69.2	68.8
1000 - 1059 PM	68.4	68.6	64.2	74.1	72.4	74.4	70.7	75.3	61.0	67.4	70.0	68.2
1100 - 559 AM	70.4	71.3	74.0	75.8	72.5	73.7	75.5	76.5	63.6	70.9	72.3	71.8
TOTAL, ALL ARRIVALS, BY AIRPORT	75.3	80.8	66.1	80.6	78.7	84.4	78.2	81.5	71.6	85.3	78.3	77.2

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

APRIL 2013

## 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	93.1	91.4	95.7	91.4	92.3	92.1	88.2	91.6	90.3	94.7	90.7	92.7	92.9	95.2	91.8	94.7	95.2	94.4
700 - 759 AM	91.7	89.0	91.8	89.9	91.1	87.4	85.3	88.5	90.7	92.5	92.9	89.6	90.9	90.5	90.8	93.7	95.4	90.6
800 - 859 AM	90.8	84.9	84.3	93.0	87.4	86.0	82.9	89.6	83.5	89.6	87.6	83.8	88.4	87.9	87.5	89.5	92.7	84.9
900 - 959 AM	86.9	89.2	90.0	89.5	86.4	84.6	79.9	90.6	86.6	84.9	86.0	83.9	84.6	85.3	85.5	85.8	86.3	81.7
1000 - 1059 AM	85.9	86.4	84.2	78.5	84.8	77.6	73.3	88.7	84.7	81.4	88.9	81.3	89.6	81.9	82.8	83.4	83.6	82.6
1100 - 1159 AM	83.3	84.1	87.5	85.4	84.5	74.4	71.2	82.0	78.8	81.7	86.4	77.0	77.0	83.4	78.2	81.0	77.3	79.6
1200 - 1259 PM	85.7	86.6	83.3	84.1	80.5	70.5	71.3	84.5	76.6	70.3	82.6	76.8	83.5	72.9	80.9	79.2	84.0	81.2
100 - 159 PM	82.4	84.4	79.1	83.5	81.4	68.5	68.2	81.2	72.7	67.0	78.0	73.8	76.3	76.6	80.3	75.3	79.0	71.7
200 - 259 PM	81.0	78.0	77.9	84.7	82.9	65.2	66.2	80.5	62.2	73.7	73.5	75.1	76.7	66.8	75.7	75.7	76.2	72.4
300 - 359 PM	78.0	76.5	80.7	69.4	77.9	72.6	67.1	79.3	64.3	64.4	77.7	75.0	74.9	64.0	75.4	73.9	77.7	69.6
400 - 459 PM	77.9	78.1	75.4	78.6	74.6	64.0	64.4	79.8	60.6	62.8	71.3	66.1	75.9	69.2	76.4	68.2	71.1	68.4
500 - 559 PM	75.8	72.0	73.2	78.0	72.5	65.6	63.5	74.4	55.2	62.3	69.9	66.6	71.0	66.9	76.2	65.2	75.9	65.0
600 - 659 PM	74.6	71.5	72.5	74.8	67.4	59.1	64.8	81.4	59.6	57.6	68.9	66.1	69.7	68.2	77.6	65.8	67.0	68.4
700 - 759 PM	76.3	68.8	70.0	77.0	74.2	65.5	63.7	72.3	53.4	56.8	68.3	68.6	66.0	68.1	74.7	60.2	67.5	53.1
800 - 859 PM	74.8	66.7	61.1	77.5	73.2	60.1	62.2	74.2	52.7	55.8	65.0	59.5	63.4	71.0	75.0	57.5	67.4	54.2
900 - 959 PM	74.0	74.7	51.7	86.1	65.1	54.5	61.1	75.6	46.8	62.8	69.9	70.9	63.2	61.2	71.9	61.2	67.2	57.2
1000 - 1059 PM	77.1	J/	J/	82.3	82.4	68.2	72.3	J/	J/	55.0	74.3	71.9	62.2	87.6	78.8	66.7	J/	J/
1100 - 559 AM	87.5	92.7	94.7	87.5	96.2	81.0	89.3	75.0	92.6	87.0	100.0	85.7	82.8	86.3	81.4	96.6	89.6	96.6
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>81.2</b>	<b>81.5</b>	<b>78.7</b>	<b>82.7</b>	<b>80.9</b>	<b>71.7</b>	<b>70.5</b>	<b>81.2</b>	<b>71.1</b>	<b>73.9</b>	<b>78.2</b>	<b>75.6</b>	<b>77.2</b>	<b>77.0</b>	<b>80.8</b>	<b>77.3</b>	<b>79.5</b>	<b>72.9</b>

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

APRIL 2013

## 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	92.5	91.2	86.4	95.5	93.8	94.8	95.2	94.3	92.1	94.8	96.9	92.8
700 - 759 AM	90.6	89.6	85.0	93.8	93.0	94.3	90.6	94.2	91.4	91.4	93.6	90.6
800 - 859 AM	87.0	80.2	75.0	90.5	88.3	90.2	89.9	88.2	88.3	93.6	93.1	86.7
900 - 959 AM	83.1	88.6	68.4	86.8	86.1	83.7	84.0	83.6	87.1	93.8	93.4	84.6
1000 - 1059 AM	86.2	87.3	63.1	80.1	88.4	87.0	83.9	85.1	76.2	80.6	81.9	81.6
1100 - 1159 AM	81.5	86.6	64.2	87.3	86.5	75.6	82.4	81.1	72.9	89.7	82.9	79.9
1200 - 1259 PM	77.1	73.8	64.2	83.0	84.6	82.3	73.1	86.9	70.6	77.9	83.6	78.1
100 - 159 PM	72.2	81.2	63.7	81.7	85.8	78.7	76.1	82.4	68.5	85.1	78.4	75.9
200 - 259 PM	69.4	80.0	61.6	74.3	79.4	74.7	75.3	80.2	63.3	77.7	78.0	73.9
300 - 359 PM	66.3	80.1	59.1	80.9	76.7	82.0	73.6	73.6	66.6	90.3	75.8	73.7
400 - 459 PM	68.5	72.1	59.3	74.8	77.0	81.7	72.6	87.2	71.9	78.3	72.9	71.8
500 - 559 PM	62.8	79.8	59.9	77.8	75.5	77.1	74.1	81.0	71.7	84.5	76.3	71.0
600 - 659 PM	58.4	60.9	60.2	81.5	75.5	74.2	70.6	82.8	73.7	74.8	71.1	68.6
700 - 759 PM	70.8	77.1	62.5	73.3	68.8	64.4	72.3	84.9	69.8	66.2	66.2	68.9
800 - 859 PM	64.8	63.0	58.0	85.6	81.0	78.2	74.3	76.6	75.2	86.9	72.6	68.6
900 - 959 PM	71.9	77.6	57.5	82.5	78.9	80.9	68.9	82.7	74.7	88.3	64.5	68.1
1000 - 1059 PM	70.0	J/	60.3	90.8	86.7	86.6	89.1	90.3	73.3	90.7	J/	77.0
1100 - 559 AM	96.7	95.8	88.2	96.3	88.9	94.2	J/	85.7	80.9	86.0	89.8	86.8
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>75.2</b>	<b>82.1</b>	<b>65.3</b>	<b>85.6</b>	<b>83.0</b>	<b>82.6</b>	<b>80.4</b>	<b>85.3</b>	<b>76.4</b>	<b>87.5</b>	<b>81.2</b>	<b>77.5</b>

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

APRIL 2013

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
---------	---------------	-------	-------------------------	--------------------------	--------------------------------	--	---	-----------------------------------

## CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

EXPRESSJET	4588	Feb	GRR-EWR	1846	13	8	61.5	140.9
EXPRESSJET	4588	Mar	GRR-EWR	1830	26	15	57.7	107.8
EXPRESSJET	4362	Apr	GRR-EWR	1833	26	14	53.9	88.5
EXPRESSJET	5720	Feb	ROC-ORD	1827	11	6	54.6	116.6
EXPRESSJET	4255	Mar	ROC-ORD	1831	26	15	57.7	88.3
EXPRESSJET	6023	Apr	ROC-ORD	1825	26	14	53.9	110.9

\* 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

APRIL 2013

## 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 TWO CONSECUTIVE MONTHS

DELTA	895	Mar	FLL-LGA	1835	31	18	58.1	104.1
DELTA	1514	Apr	FLL-LGA	1835	30	16	53.3	95.9
EXPRESSJET	3827	Mar	BNA-EWR	1504	26	15	57.7	85.3
EXPRESSJET	4537	Apr	BNA-EWR	1502	23	16	69.6	79.7
EXPRESSJET	4352	Mar	CVG-EWR	1813	26	15	57.7	86.0
EXPRESSJET	5661	Apr	CVG-EWR	1808	26	18	69.2	101.6
EXPRESSJET	4661	Mar	CVG-ORD	2010	26	14	53.9	99.1
EXPRESSJET	6035	Apr	CVG-ORD	2001	26	20	76.9	99.3
EXPRESSJET	4640	Mar	DAY-EWR	1452	21	12	57.1	96.8
EXPRESSJET	4640	Apr	DAY-EWR	1451	22	15	68.2	84.9
EXPRESSJET	5675	Mar	DCA-EWR	2118	26	14	53.9	101.4
EXPRESSJET	4505	Apr	DCA-EWR	2126	26	16	61.5	70.1
EXPRESSJET	4312	Mar	EWR-DCA	1943	26	16	61.5	94.4
EXPRESSJET	4312	Apr	EWR-DCA	1947	26	18	69.2	69.9

\* 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



APRIL 2013

## 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 TWO CONSECUTIVE MONTHS (CONTINUED)

EXPRESSJET	4119	Mar	EWR-RIC	2105	26	14	53.9	82.3
EXPRESSJET	4119	Apr	EWR-RIC	2110	26	16	61.5	83.5
EXPRESSJET	3817	Mar	EWR-SDF	2100	26	15	57.7	62.6
EXPRESSJET	4682	Apr	EWR-SDF	2115	22	15	68.2	71.3
EXPRESSJET	4588	Mar	GRR-EWR	1830	26	15	57.7	107.8
EXPRESSJET	4362	Apr	GRR-EWR	1833	26	14	53.9	88.5
EXPRESSJET	4323	Mar	RDU-EWR	1650	17	12	70.6	84.7
EXPRESSJET	4329	Apr	RDU-EWR	1659	24	17	70.8	80.7
EXPRESSJET	4255	Mar	ROC-ORD	1831	26	15	57.7	88.3
EXPRESSJET	6023	Apr	ROC-ORD	1825	26	14	53.9	110.9
EXPRESSJET	3822	Mar	STL-EWR	1719	25	13	52.0	64.2
EXPRESSJET	4596	Apr	STL-EWR	1656	26	14	53.9	94.8
MESA	1026	Mar	HNL-KOA	1345	31	19	61.3	63.3
MESA	1026	Apr	HNL-KOA	1345	30	19	63.3	69.4

\* 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

APRIL 2013

## 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 TWO CONSECUTIVE MONTHS (CONTINUED)

MESA	1036	Mar	HNL-KOA	1600	29	16	55.2	82.1
MESA	1036	Apr	HNL-KOA	1600	27	14	51.9	90.8
MESA	1025	Mar	KOA-HNL	1450	31	18	58.1	63.4
MESA	1025	Apr	KOA-HNL	1450	42	30	71.4	72.1
MESA	1037	Mar	KOA-HNL	1700	29	17	58.6	95.8
MESA	1037	Apr	KOA-HNL	1700	27	16	59.3	86.5
MESA	1059	Mar	KOA-HNL	1900	15	8	53.3	107.4
MESA	1059	Apr	KOA-HNL	1900	12	10	83.3	66.0
MESA	1051	Mar	LIH-HNL	1300	15	10	66.7	73.3
MESA	1051	Apr	LIH-HNL	1300	12	11	91.7	70.4
MESA	1017	Mar	OGG-HNL	1600	29	15	51.7	86.2
MESA	1017	Apr	OGG-HNL	1600	30	17	56.7	77.8

\* 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

APRIL 2013  
AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
MESA	374	16	4.3
EXPRESSJET	1,869	48	2.6
SOUTHWEST	1,834	43	2.3
JETBLUE	683	5	0.7
AIRTRAN	488	3	0.6
UNITED	723	4	0.6
FRONTIER	198	1	0.5
AMERICAN EAGLE	1,290	4	0.3
ALASKA	431	1	0.2
PINNACLE	919	1	0.1
US AIRWAYS	1,167	1	0.1
SKYWEST	1,673	1	0.1
DELTA	2,139	0	0.0
AMERICAN	1,520	0	0.0
HAWAIIAN	193	0	0.0
VIRGIN AMERICA	158	0	0.0
<b>TOTAL</b>	<b>15,659</b>	<b>128</b>	<b>0.8</b>

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

APRIL 2013

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	85.0	88.3	60	60
ABILENE TX (ABI)	71.2	78.5	219	219
ADAK ISLAND AK (ADK)	87.5	100.0	8	8
AGUADILLA PR (BQN)	63.9	76.5	97	98
AKRON OH (CAK)	74.7	83.4	778	779
ALBANY GA (ABY)	80.0	80.0	90	90
ALBANY NY (ALB)	78.7	86.7	933	935
ALBUQUERQUE NM (ABQ)	76.3	79.6	2,397	2,394
ALEXANDRIA LA (AEX)	75.5	80.8	359	359
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	75.5	79.9	322	323
ALPENA MI (APN)	84.6	84.6	52	52
AMARILLO TX (AMA)	67.1	76.5	629	629
ANCHORAGE AK (ANC)	71.9	89.5	1,262	1,262
APPLETON WI (ATW)	68.6	72.2	439	439
ARCATA/EUREKA CA (ACV)	69.8	66.7	258	258
ARLINGTON VA (DCA)	76.7	80.9	6,311	6,312
ASHEVILLE NC (AVL)	78.9	82.1	318	318
ASPEN CO (ASE)	79.3	80.3	237	239
ATLANTA GA (ATL)	83.3	81.2	33,654	33,634
AUGUSTA GA (AGS)	78.8	84.1	320	320
AUSTIN TX (AUS)	75.9	79.0	3,948	3,949
BAKERSFIELD CA (BFL)	81.0	84.1	315	315
BALTIMORE MD (BWI)	82.4	78.7	8,653	8,656
BANGOR ME (BGR)	61.0	79.3	59	58
BARROW AK (BRW)	83.8	85.3	68	68
BATON ROUGE LA (BTR)	73.6	73.9	812	811
BEAUMONT/PORT ARTHUR TX (BPT)	55.2	64.7	116	116
BELLINGHAM WA (BLI)	97.6	96.3	82	81
BEMIDJI MN (BJI)	76.7	80.0	60	60
BEND/REDMOND OR (RDM)	80.9	88.6	236	236
BETHEL AK (BET)	90.2	89.0	82	82
BILLINGS MT (BIL)	84.8	90.4	290	291
BINGHAMTON NY (BGM)	75.6	83.7	86	86
BIRMINGHAM AL (BHM)	74.3	78.4	1,446	1,447
BISMARCK/MANDAN ND (BIS)	78.1	80.8	311	312
BLOOMINGTON/NORMAL IL (BMI)	72.7	77.8	289	288
BOISE ID (BOI)	80.1	84.4	904	904
BOSTON MA (BOS)	79.5	81.5	9,318	9,317
BOZEMAN MT (BZN)	84.2	89.6	278	280
BRAINERD MN (BRD)	83.1	86.7	83	83
BRANSON MO (BKG)	88.1	87.2	109	109
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	84.3	82.4	204	204
BROWNSVILLE TX (BRO)	59.8	73.2	224	224

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	80.0	83.3	90	90
BUFFALO NY (BUF)	76.7	81.4	2,056	2,057
BURBANK CA (BUR)	84.3	85.8	2,070	2,070
BURLINGTON VT (BTV)	75.6	79.0	443	443
BUTTE MT (BTM)	90.0	93.3	60	60
CARLSBAD CA (CLD)	80.0	82.7	225	225
CASPER WY (CPR)	82.5	81.4	194	194
CEDAR CITY UT (CDC)	80.8	96.2	52	52
CEDAR RAPIDS/IOWA CITY IA (CID)	73.5	77.4	750	751
CHAMPAIGN/URBANA IL (CMI)	64.4	68.8	205	205
CHANTILLY VA (IAD)	79.0	78.2	6,160	6,131
CHARLESTON SC (CHS)	72.5	76.6	1,518	1,515
CHARLESTON/DUNBAR WV (CRW)	74.1	78.8	313	312
CHARLOTTE AMALIE VI (STT)	82.5	85.7	371	371
CHARLOTTE NC (CLT)	81.8	82.7	12,042	12,037
CHARLOTTESVILLE VA (CHO)	80.4	85.2	153	155
CHATTANOOGA TN (CHA)	80.8	82.7	412	411
CHICAGO IL (MDW)	79.5	72.9	7,593	7,593
CHICAGO IL (ORD)	66.1	65.3	26,046	26,063
CHICO CA (CIC)	71.1	74.4	90	90
CHRISTIANSTED VI (STX)	75.7	78.4	74	74
CLEVELAND OH (CLE)	76.6	80.8	3,949	3,951
CODY WY (COD)	75.0	88.3	60	60
COLLEGE STATION/BRYAN TX (CLL)	73.3	83.5	236	236
COLORADO SPRINGS CO (COS)	73.3	78.7	860	860
COLUMBIA MO (COU)	65.7	70.7	99	99
COLUMBIA SC (CAE)	72.7	75.3	590	590
COLUMBUS GA (CSG)	84.1	84.1	176	176
COLUMBUS MS (GTR)	82.6	87.2	86	86
COLUMBUS OH (CMH)	76.7	77.8	2,477	2,477
CORDOVA AK (CDV)	81.7	86.7	60	60
CORPUS CHRISTI TX (CRP)	66.1	74.3	626	626
COVINGTON KY (CVG)	81.2	79.5	3,858	3,855
CRESCENT CITY CA (CEC)	63.4	63.4	82	82
DALLAS TX (DAL)	80.6	77.1	3,996	3,997
DALLAS/FORT WORTH TX (DFW)	73.8	70.5	24,016	24,012
DAYTON OH (DAY)	74.7	78.4	1,141	1,141
DAYTONA BEACH FL (DAB)	88.7	92.0	150	150
DEADHORSE AK (SCC)	89.3	87.5	56	56
DEL RIO TX (DRT)	85.7	93.3	14	15
DENVER CO (DEN)	74.0	71.7	18,451	18,465
DES MOINES IA (DSM)	69.6	77.0	1,232	1,231
DETROIT MI (DTW)	82.2	81.2	13,961	13,964

APRIL 2013

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DOTHAN AL (DHN)	87.9	89.7	116	116
DULUTH MN (DLH)	77.8	75.0	284	284
DURANGO CO (DRO)	76.4	80.3	157	157
EAGLE CO (EGE)	100.0	95.2	19	21
EAU CLAIRE WI (EAU)	75.0	78.3	60	60
EL CENTRO CA (IPL)	82.1	80.4	56	56
EL PASO TX (ELP)	78.2	84.0	1,731	1,730
ELKO NV (EKO)	86.6	92.7	82	82
ELMIRA/CORNING NY (ELM)	81.5	85.6	146	146
ERIE PA (ERI)	74.7	87.4	87	87
ESCANABA MI (ESC)	78.8	90.4	52	52
EUGENE OR (EUG)	79.2	79.8	380	381
EVANSVILLE IN (EVV)	76.0	79.5	405	405
FAIRBANKS AK (FAI)	79.9	92.2	309	309
FARGO ND (FAR)	67.7	73.9	539	540
FAYETTEVILLE AR (XNA)	70.3	75.1	1,110	1,111
FAYETTEVILLE NC (FAY)	83.1	82.3	231	231
FLAGSTAFF AZ (FLG)	84.8	87.6	145	145
FLINT MI (FNT)	77.2	88.4	378	378
FORT LAUDERDALE FL (FLL)	71.8	73.9	6,148	6,159
FORT MYERS FL (RSW)	79.1	82.5	2,949	2,956
FORT SMITH AR (FSM)	75.2	80.6	202	201
FORT WAYNE IN (FWA)	75.8	79.2	487	486
FRESNO CA (FAT)	79.4	80.6	926	926
GAINESVILLE FL (GNV)	81.4	86.7	264	263
GARDEN CITY KS (GCK)	83.3	81.7	60	60
GILLETTE WY (GCC)	74.7	82.9	146	146
GRAND FORKS ND (GFK)	79.3	87.3	237	237
GRAND ISLAND NE (GRI)	73.2	75.0	56	56
GRAND JUNCTION CO (GJT)	76.4	87.1	403	403
GRAND RAPIDS MI (GRR)	75.3	80.7	1,053	1,054
GREAT FALLS MT (GTF)	82.2	90.4	146	146
GREEN BAY WI (GRB)	68.1	76.2	518	517
GREENSBORO/HIGH POINT NC (GSO)	73.3	79.6	816	814
GREER SC (GSP)	78.0	82.9	796	796
GUAM TT (GUM)	36.7	63.3	30	30
GULFPORT/BILOXI MS (GPT)	69.6	78.4	421	421
GUNNISON CO (GUC)	70.4	85.2	27	27
HANCOCK/HOUGHTON MI (CMX)	61.7	66.7	60	60
HARLINGEN/SAN BENITO TX (HRL)	79.9	82.5	349	349
HARRISBURG PA (MDT)	78.3	79.4	552	553
HARTFORD CT (BDL)	77.1	85.2	1,971	1,971
HAYDEN CO (HDN)	76.0	83.3	25	24

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HELENA MT (HLN)	84.5	88.8	116	116
HIBBING MN (HIB)	78.2	85.5	55	55
HILO HI (ITO)	89.0	90.5	599	599
HOBBS NM (HOB)	53.2	85.1	47	47
HONOLULU HI (HNL)	82.6	86.1	4,398	4,398
HOUSTON TX (HOU)	77.9	72.4	4,961	4,961
HOUSTON TX (IAH)	75.6	75.6	15,169	15,175
HUNTSVILLE AL (HSV)	75.3	80.9	661	659
IDAHO FALLS ID (IDA)	87.0	89.7	223	223
INDIANAPOLIS IN (IND)	77.8	82.6	2,627	2,628
INTERNATIONAL FALLS MN (INL)	81.8	87.3	55	55
INYOKERN CA (IYK)	86.0	91.2	57	57
IRON MOUNTAIN/KINGSFID MI (IMT)	85.7	87.5	56	56
ISLIP NY (ISP)	80.8	84.1	463	464
ITHACA/CORTLAND NY (ITH)	86.7	88.0	83	83
JACKSON WY (JAC)	89.5	87.5	95	96
JACKSON/VICKSBURG MS (JAN)	75.1	81.2	824	823
JACKSONVILLE FL (JAX)	76.9	81.2	2,111	2,108
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	81.5	80.8	146	146
JOPLIN MO (JLN)	73.3	76.7	60	60
JUNEAU AK (JNU)	80.8	82.7	297	295
KAHULUI HI (OGG)	85.0	87.5	1,903	1,901
KALAMAZOO MI (AZO)	77.3	86.2	225	224
KALISPELL MT (FCA)	87.1	96.6	116	116
KANSAS CITY MO (MCI)	76.8	80.8	4,360	4,356
KETCHIKAN AK (KTN)	80.6	83.3	180	180
KEY WEST FL (EYW)	83.3	79.2	371	371
KILLEEN TX (GRK)	72.9	79.0	414	414
KLAMATH FALLS OR (LMT)	80.0	83.3	60	60
KNOXVILLE TN (TYS)	68.9	74.4	1,035	1,033
KODIAK AK (ADQ)	94.6	98.2	56	56
KONA HI (KOA)	83.7	86.4	1,103	1,103
KOTZEBUE AK (OTZ)	87.8	84.4	90	90
LA CROSSE WI (LSE)	80.2	84.9	86	86
LAFAYETTE LA (LFT)	74.8	76.5	540	540
LAKE CHARLES LA (LCH)	77.4	80.8	177	177
LANSING MI (LAN)	64.8	76.5	298	298
LARAMIE WY (LAR)	81.7	80.0	60	60
LAREDO TX (LRD)	68.8	80.4	199	199
LAS VEGAS NV (LAS)	80.1	77.0	11,695	11,699
LAWTON/FORT SILL OK (LAW)	75.3	80.0	150	150
LEWISTON ID (LWS)	98.2	100.0	56	56
LEXINGTON KY (LEX)	71.8	78.4	696	698

APRIL 2013

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LIHUE HI (LIH)	84.1	87.5	992	992
LINCOLN NE (LNK)	66.2	77.8	275	275
LITTLE ROCK AR (LIT)	74.5	79.3	1,335	1,336
LONG BEACH CA (LGB)	88.7	90.4	1,071	1,069
LONGVIEW TX (GGG)	71.7	75.0	60	60
LOS ANGELES CA (LAX)	78.3	80.8	18,255	18,255
LOUISVILLE KY (SDF)	75.8	77.7	1,411	1,413
LUBBOCK TX (LBB)	74.3	82.4	666	666
MADISON WI (MSN)	69.6	75.0	1,013	1,012
MAMMOTH LAKES CA (MMH)	79.5	61.4	44	44
MANCHESTER NH (MHT)	79.2	84.7	921	920
MANHATTAN/FT. RILEY KS (MHK)	66.7	77.3	150	150
MARQUETTE MI (MQT)	62.5	74.1	112	112
MEDFORD OR (MFR)	76.7	72.5	258	258
MELBOURNE FL (MLB)	88.5	86.1	122	122
MEMPHIS TN (MEM)	81.6	81.3	3,083	3,083
MIAMI FL (MIA)	75.3	75.2	6,873	6,879
MIDLAND/ODESSA TX (MAF)	73.9	81.4	783	784
MILWAUKEE WI (MKE)	78.3	80.0	3,029	3,032
MINNEAPOLIS MN (MSP)	80.8	82.1	12,147	12,145
MINOT ND (MOT)	74.8	80.5	246	246
MISSION/MCALLEN/EDINBURG TX (MFE)	72.0	79.7	375	374
MISSOULA MT (MSO)	82.8	90.1	232	232
MOBILE AL (MOB)	73.9	81.9	471	470
MODESTO CA (MOD)	73.3	66.7	90	90
MOLINE IL (MLI)	71.0	76.5	520	519
MONROE LA (MLU)	76.7	77.4	270	270
MONTEREY CA (MRY)	76.7	77.9	467	467
MONTGOMERY AL (MGM)	77.9	83.6	330	330
MONTROSE/DELTA CO (MTJ)	79.6	84.9	93	93
MOSINEE WI (CWA)	65.7	70.1	289	288
MUSKEGON MI (MKG)	63.3	66.7	60	60
MYRTLE BEACH SC (MYR)	78.4	81.3	343	343
NASHVILLE TN (BNA)	76.7	76.2	5,082	5,083
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	87.2	90.7	86	86
NEW ORLEANS LA (MSY)	77.6	79.5	3,809	3,808
NEW YORK NY (JFK)	74.4	77.2	9,227	9,218
NEW YORK NY (LGA)	68.7	77.3	8,586	8,581
NEWARK NJ (EWR)	65.6	71.1	10,550	10,531
NEWBURGH/POUGHKEEPSIE NY (SWF)	63.0	82.9	146	146
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	74.6	81.7	201	202
NOME AK (OME)	78.9	91.1	90	90
NORFOLK VA (ORF)	79.3	82.6	1,413	1,415

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
NORTH BEND/COOS BAY OR (OTH)	63.5	53.8	52	52
OAKLAND CA (OAK)	83.1	83.0	3,693	3,694
OKLAHOMA CITY OK (OKC)	72.4	80.0	2,017	2,017
OMAHA NE (OMA)	73.3	79.5	1,897	1,898
ONTARIO CA (ONT)	81.9	84.4	1,747	1,748
ORLANDO FL (MCO)	78.1	79.5	10,221	10,228
PADUCAH KY (PAH)	78.3	80.0	60	60
PAGO PAGO TT (PPG)	77.8	55.6	9	9
PALM SPRINGS CA (PSP)	80.2	78.5	1,212	1,213
PANAMA CITY FL (ECP)	80.2	86.3	450	451
PASCO/KENNEWICK/RICHLAND WA (PSC)	80.7	87.9	305	305
PELLSTON MI (PLN)	83.9	87.5	56	56
PENSACOLA FL (PNS)	75.7	82.2	830	831
PEORIA IL (PIA)	70.6	80.1	428	428
PETERSBURG AK (PSG)	88.3	90.0	60	60
PHILADELPHIA PA (PHL)	78.7	83.0	6,831	6,835
PHOENIX AZ (AZA)	100.0	100.0	5	6
PHOENIX AZ (PHX)	84.4	82.6	14,917	14,925
PITTSBURGH PA (PIT)	79.6	84.1	2,908	2,910
POCATELLO ID (PIH)	89.0	90.2	82	82
PONCE PR (PSE)	75.0	90.0	60	60
PORTLAND ME (PWM)	75.1	83.3	558	557
PORTLAND OR (PDX)	80.6	85.6	4,113	4,114
PROVIDENCE RI (PVD)	81.6	86.5	1,371	1,373
RALEIGH/DURHAM NC (RDU)	78.1	80.6	4,033	4,034
RAPID CITY SD (RAP)	71.2	78.1	264	265
REDDING CA (RDD)	64.4	68.9	90	90
RENO NV (RNO)	79.5	81.6	1,451	1,450
RHINELANDER WI (RHI)	84.9	84.9	86	86
RICHMOND VA (RIC)	74.2	79.6	1,532	1,531
ROANOKE VA (ROA)	77.9	83.7	204	203
ROCHESTER MN (RST)	78.1	80.1	201	201
ROCHESTER NY (ROC)	73.3	76.5	898	898
ROCK SPRINGS WY (RKS)	79.4	82.2	180	180
ROCKFORD IL (RFD)	80.0	66.7	5	6
ROSWELL NM (ROW)	75.6	80.2	86	86
SACRAMENTO CA (SMF)	82.0	84.6	3,532	3,532
SAGINAW/BAY CITY/MIDLAND MI (MBS)	73.9	75.4	188	187
SALT LAKE CITY UT (SLC)	85.3	87.5	9,425	9,427
SAN ANGELO TX (SJT)	71.3	74.7	150	150
SAN ANTONIO TX (SAT)	76.4	81.5	3,410	3,411
SAN DIEGO CA (SAN)	78.2	80.4	6,393	6,392
SAN FRANCISCO CA (SFO)	71.6	76.4	13,715	13,703

APRIL 2013

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAN JOSE CA (SJC)	81.5	83.7	3,267	3,268
SAN JUAN PR (SJU)	80.9	82.4	2,240	2,246
SAN LUIS OBISPO CA (SBP)	81.2	79.9	389	389
SANTA ANA CA (SNA)	84.4	83.5	3,365	3,365
SANTA BARBARA CA (SBA)	79.0	77.8	866	866
SANTA FE NM (SAF)	69.2	63.0	120	119
SANTA MARIA CA (SMX)	88.3	84.5	103	103
SARASOTA/BRADENTON FL (SRQ)	79.5	77.6	438	438
SAULT STE. MARIE MI (CIU)	64.3	83.9	56	56
SAVANNAH GA (SAV)	72.0	72.8	872	871
SCRANTON/WILKES-BARRE PA (AVP)	72.8	82.2	202	202
SEATTLE WA (SEA)	81.5	85.3	8,012	8,007
SHREVEPORT LA (SHV)	73.0	77.2	651	649
SIOUX CITY IA (SUX)	53.6	62.5	56	56
SIOUX FALLS SD (FSD)	64.6	73.1	610	609
SITKA AK (SIT)	78.4	78.7	88	89
SOUTH BEND IN (SBN)	73.5	78.9	408	408
SPOKANE WA (GEG)	77.9	89.3	751	751
SPRINGFIELD IL (SPI)	75.9	76.7	145	146
SPRINGFIELD MO (SGF)	72.2	75.3	550	550
ST. GEORGE UT (SGU)	91.2	93.9	148	148
ST. LOUIS MO (STL)	79.8	78.3	4,918	4,917
STATE COLLEGE PA (SCE)	76.7	82.6	86	86
STAUNTON VA (SHD)	100.0	100.0	3	3
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	86.5	85.1	104	101

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SYRACUSE NY (SYR)	74.6	77.2	723	723
TALLAHASSEE FL (TLH)	76.8	80.0	423	424
TAMPA FL (TPA)	78.3	81.2	6,031	6,039
TEXARKANA AR (TXK)	72.4	81.9	116	116
TRAVERSE CITY MI (TVC)	59.7	61.6	159	159
TRENTON NJ (TTN)	71.9	83.9	139	137
TUCSON AZ (TUS)	79.3	83.8	1,761	1,762
TULSA OK (TUL)	66.9	75.8	1,626	1,626
TWIN FALLS ID (TWF)	89.5	88.4	86	86
TYLER TX (TYR)	77.9	82.7	226	226
VALDOSTA GA (VLD)	83.7	87.2	86	86
VALPARAISO FL (VPS)	74.1	79.6	564	564
WACO TX (ACT)	69.2	76.0	146	146
WATERLOO IA (ALO)	69.6	67.9	56	56
WATERTOWN NY (ART)	59.6	71.2	52	52
WEST PALM BEACH/PALM BEACH FL (PBI)	73.0	76.9	2,131	2,137
WHITE PLAINS NY (HPN)	72.5	74.2	756	755
WICHITA FALLS TX (SPS)	70.8	75.8	120	120
WICHITA KS (ICT)	70.2	75.8	875	875
WILLISTON ND (ISN)	72.2	76.7	180	180
WILMINGTON NC (ILM)	82.6	88.2	304	304
WRANGELL AK (WRG)	86.7	91.7	60	60
YAKUTAT AK (YAK)	81.7	85.0	60	60
YUMA AZ (YUM)	87.0	88.1	253	253

APRIL 2013

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	18	21,461	1,165	5.4	133	37,211	1,964	5.3
PINNACLE	20	13,572	485	3.6	120	26,125	862	3.3
EXPRESSJET	23	33,388	1,096	3.3	164	64,366	2,067	3.2
SKYWEST	17	30,972	777	2.5	149	53,069	1,521	2.9
MESA	11	5,740	125	2.2	69	11,263	284	2.5
AMERICAN	28	35,650	804	2.3	81	44,265	969	2.2
UNITED	28	35,796	412	1.2	80	41,430	465	1.1
US AIRWAYS	27	29,317	249	0.8	79	34,433	273	0.8
JETBLUE	22	13,937	97	0.7	53	20,036	155	0.8
FRONTIER	21	4,497	29	0.6	67	5,881	43	0.7
SOUTHWEST	24	48,991	362	0.7	84	97,198	624	0.6
AIRTRAN	17	10,792	60	0.6	44	15,911	96	0.6
ALASKA	20	7,597	19	0.3	54	12,571	38	0.3
HAWAIIAN	8	360	0	0.0	17	5,789	14	0.2
DELTA	29	47,912	55	0.1	130	62,291	84	0.1
VIRGIN AMERICA	16	4,514	0	0.0	17	4,554	0	0.0
Total		344,496	5,735	1.7	Total	536,393	9,459	1.8

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.



APRIL 2013

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1,760	519	29.5
PINNACLE	1,791	294	16.4
SKYWEST	4,684	620	13.2
EXPRESSJET	7,847	948	12.1
MESA	1,018	111	10.9
AMERICAN	2,158	175	8.1
FRONTIER	401	21	5.2
JETBLUE	733	35	4.8
AIRTRAN	1,198	51	4.3
US AIRWAYS	2,032	86	4.2
UNITED	9,270	368	4.0
SOUTHWEST	14,471	548	3.8
ALASKA	479	6	1.3
HAWAIIAN	220	1	0.5
DELTA	2,780	8	0.3
VIRGIN AMERICA	190	0	0.0
<b>TOTAL</b>	<b>51,032</b>	<b>3,791</b>	<b>7.4</b>

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

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

**APRIL 2013**  
**AIR TRAVEL CONSUMER REPORT**  
**TABLE 9. CAUSES OF DELAY\*, BY CARRIER\*\***

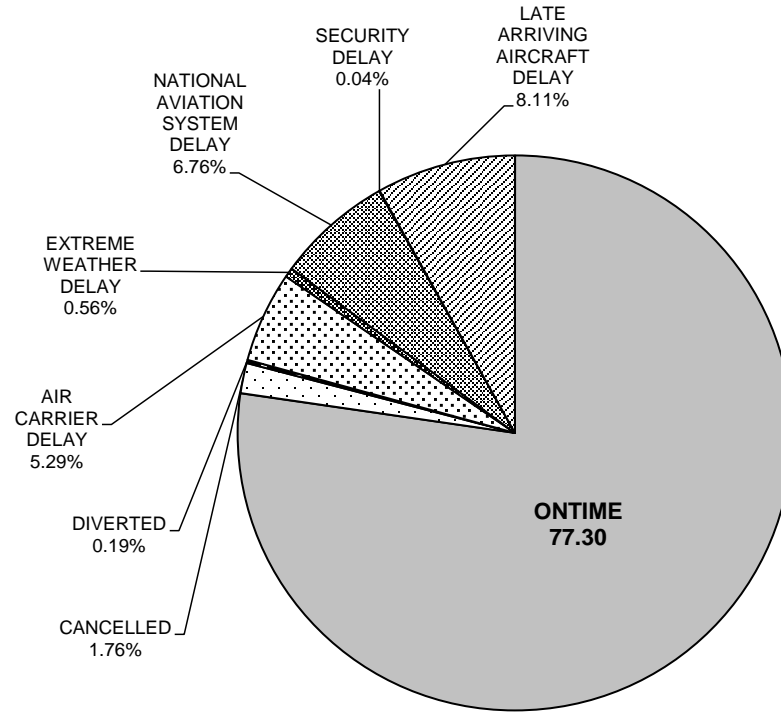
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
PINNACLE	26125	20823	79.71%	862	3.30%	45	0.17%	1395	5.34%	130	0.50%	1414	5.41%	5	0.02%	1450	5.55%
AMERICAN	44265	31997	72.29%	969	2.19%	129	0.29%	2928	6.61%	347	0.78%	3608	8.15%	2	0.00%	4285	9.68%
ALASKA	12571	10916	86.83%	38	0.30%	15	0.12%	362	2.88%	25	0.20%	817	6.50%	8	0.06%	389	3.10%
JETBLUE	20036	14382	71.78%	155	0.77%	52	0.26%	1535	7.66%	53	0.27%	2007	10.02%	20	0.10%	1832	9.14%
DELTA	62291	53299	85.56%	84	0.13%	73	0.12%	2959	4.75%	238	0.38%	3310	5.31%	8	0.01%	2320	3.72%
EXPRESSJET	64366	45679	70.97%	2067	3.21%	153	0.24%	4056	6.30%	256	0.40%	4676	7.26%	4	0.01%	7476	11.62%
FRONTIER	5881	4035	68.61%	43	0.73%	5	0.09%	300	5.10%	20	0.34%	1045	17.77%	0	0.00%	433	7.37%
AIRTRAN	15911	12921	81.21%	96	0.60%	23	0.14%	615	3.87%	25	0.16%	1154	7.25%	0	0.00%	1076	6.76%
HAWAIIAN	5789	5385	93.02%	14	0.24%	6	0.10%	250	4.31%	3	0.05%	8	0.14%	0	0.01%	123	2.12%
AMERICAN EAGLE	37211	24883	66.87%	1964	5.28%	68	0.18%	2023	5.44%	907	2.44%	3188	8.57%	4	0.01%	4174	11.22%
SKYWEST	53069	42303	79.71%	1521	2.87%	87	0.16%	1968	3.71%	152	0.29%	2897	5.46%	12	0.02%	4128	7.78%
UNITED	41430	31537	76.12%	465	1.12%	88	0.21%	2642	6.38%	189	0.46%	3830	9.24%	8	0.02%	2671	6.45%
US AIRWAYS	34433	27887	80.99%	273	0.79%	60	0.17%	1603	4.66%	54	0.16%	3126	9.08%	23	0.07%	1407	4.09%
VIRGIN AMERICA	4554	3674	80.68%	0	0.00%	5	0.11%	150	3.29%	98	2.15%	392	8.61%	2	0.05%	233	5.11%
SOUTHWEST	97198	76199	78.40%	624	0.64%	185	0.19%	5096	5.24%	497	0.51%	4229	4.35%	99	0.10%	10269	10.57%
MESA	11263	8699	77.24%	284	2.52%	15	0.13%	471	4.18%	21	0.19%	539	4.78%	5	0.04%	1229	10.91%
TOTAL	536393	414619	77.30%	9459	1.76%	1009	0.19%	28353	5.29%	3016	0.56%	36241	6.76%	200	0.04%	43496	8.11%

**\*Causes of Delay:**

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

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

APRIL 2013  
AIR TRAVEL CONSUMER REPORT  
TABLE 10. OVERALL CAUSES OF DELAY\*



**Causes of Delay:**

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

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

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

APRIL 2013

## AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
DELTA	1485	LGA	MCO	4/19/2013	Origin Airport	183
UNITED	1523	PIT	DEN	4/8/2013	Diversion Airport	182

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).

APRIL 2013

## 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).

APRIL 2013

## 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
AMERICAN	44,265	56	0.13
DELTA	62,291	53	0.09
UNITED	41,430	35	0.08
US AIRWAYS	34,433	27	0.08
AMERICAN EAGLE	37,211	29	0.08
JETBLUE	20,036	9	0.04
EXPRESSJET	64,366	28	0.04
PINNACLE	26,125	11	0.04
VIRGIN AMERICA	4,554	1	0.02
FRONTIER	5,881	1	0.02
AIRTRAN	15,911	2	0.01
SKYWEST	53,069	6	0.01
SOUTHWEST	97,198	9	0.01
MESA	11,263	1	0.01
HAWAIIAN	5,789	0	0.00
ALASKA	12,571	0	0.00
TOTAL	536,393	268	0.05

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.

**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
9E	Pinnacle Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways
VX	Virgin America

### Air Carriers Voluntarily Reporting

#### Data to DOT and to CRS Vendors

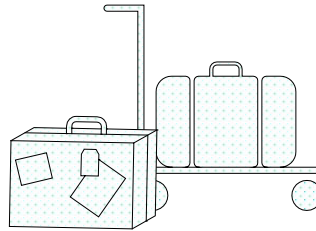
YV	Mesa Airlines
----	---------------

\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #22, issued October 18, 2012, effective January 1, 2013.



## **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.



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

RANK	AIRLINE	APRIL 2013			APRIL 2012		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	470	525,195	0.89	434	504,258	0.86
2	JETBLUE AIRWAYS	4,176	2,237,733	1.87	3,510	2,197,571	1.60
3	FRONTIER AIRLINES	1,361	723,218	1.88	1,503	786,789	1.91
4	HAWAIIAN AIRLINES	1,409	723,210	1.95	1,708	691,106	2.47
5	DELTA AIR LINES	16,825	8,321,457	2.02	14,159	8,154,906	1.74
6	US AIRWAYS	9,185	4,299,147	2.14	7,480	4,092,826	1.83
7	PINNACLE AIRLINES	2,888	1,114,038	2.59	*	*	*
8	AIRTRAN AIRWAYS	4,151	1,549,571	2.68	2,349	1,848,435	1.27
9	ALASKA AIRLINES	4,181	1,503,166	2.78	3,497	1,395,452	2.51
10	UNITED AIRLINES	17,848	5,512,193	3.24	19,441	6,026,840	3.23
11	AMERICAN AIRLINES	18,219	5,576,262	3.27	14,705	5,637,099	2.61
12	SOUTHWEST AIRLINES	35,451	9,899,264	3.58	24,991	9,622,225	2.60
13	MESA AIRLINES	2,824	661,243	4.27	3,116	681,158	4.57
14	SKYWEST AIRLINES	9,752	2,209,639	4.41	9,156	2,102,927	4.35
15	EXPRESSJET AIRLINES	12,361	2,630,831	4.70	11,822	2,503,215	4.72
16	AMERICAN EAGLE AIRLINES	9,300	1,368,706	6.79	7,884	1,547,230	5.10
TOTALS		150,401	48,854,873	3.08	125,755	47,792,037	2.63

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.

Pinnacle Airlines was ranked for the first time in January 2013.

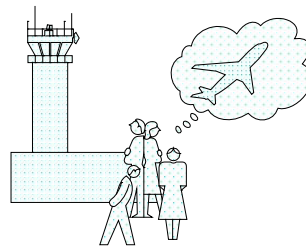
## OVERSALES

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.



**PASSENGERS DENIED BOARDING  
BY U.S. AIRLINES\***

RANK	AIRLINE	JANUARY-MARCH 2013				JANUARY-MARCH 2012			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	170	1	6,765,286	<b>0.00</b>	0	4	6,371,852	<b>0.01</b>
2	<b>VIRGIN AMERICA</b>	119	11	1,319,210	<b>0.08</b>	14	12	1,402,246	<b>0.09</b>
3	<b>HAWAIIAN AIRLINES</b>	332	51	2,397,157	<b>0.21</b>	174	80	2,218,145	<b>0.36</b>
4	<b>ALASKA AIRLINES</b>	1,155	190	4,203,186	<b>0.45</b>	1,465	247	3,910,885	<b>0.63</b>
5	<b>DELTA AIR LINES</b>	22,445	1,277	24,130,377	<b>0.53</b>	28,208	1,023	23,153,402	<b>0.44</b>
6	<b>AMERICAN AIRLINES</b>	12,822	1,025	18,267,561	<b>0.56</b>	14,589	1,478	18,320,011	<b>0.81</b>
7	<b>US AIRWAYS</b>	6,399	1,006	13,761,795	<b>0.73</b>	7,475	974	13,514,441	<b>0.72</b>
8	<b>FRONTIER AIRLINES</b>	492	180	2,264,114	<b>0.80</b>	399	109	2,409,538	<b>0.45</b>
9	<b>PINNACLE AIRLINES</b>	5,738	313	3,029,359	<b>1.03</b>	*	*	*	*
10	<b>SOUTHWEST AIRLINES</b>	17,307	3,185	26,269,242	<b>1.21</b>	14,755	1,964	26,029,507	<b>0.75</b>
11	<b>AMERICAN EAGLE AIRLINES</b>	5,320	543	3,970,731	<b>1.37</b>	6,437	603	4,098,471	<b>1.47</b>
12	<b>UNITED AIRLINES</b>	14,093	2,592	18,143,463	<b>1.43</b>	21,120	3,084	17,850,152	<b>1.73</b>
13	<b>AIRTRAN AIRWAYS</b>	10,336	841	4,525,112	<b>1.86</b>	10,427	431	5,188,466	<b>0.83</b>
14	<b>EXPRESSJET AIRLINES</b>	13,100	1,763	7,107,265	<b>2.48</b>	13,962	1,301	6,940,687	<b>1.87</b>
15	<b>SKYWEST AIRLINES</b>	10,542	1,843	6,314,061	<b>2.92</b>	11,901	972	5,942,158	<b>1.64</b>
16	<b>MESA AIRLINES</b>	1,202	539	1,834,793	<b>2.94</b>	1,900	446	1,877,874	<b>2.38</b>
	<b>TOTALS</b>	121,572	15,360	144,302,712	<b>1.06</b>	132,826	12,728	139,227,835	<b>0.91</b>

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

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

Pinnacle Airlines was ranked for the first time in 1<sup>st</sup> Quarter 2013.

## **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

	APRIL 2013				APRIL 2012			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	860	88	3	109	864	45	0	92
FOREIGN AIRLINES	191	4	0	23	146	1	0	7
TRAVEL AGENTS	12	2	0	6	22	0	0	2
TOUR OPERATORS	0	0	0	1	15	0	0	0
MISCELLANEOUS	23	33	0	18	20	12	0	8
<b>INDUSTRY TOTALS</b>	<b>1,086</b>	<b>127</b>	<b>3</b>	<b>157</b>	<b>1,067</b>	<b>58</b>	<b>0</b>	<b>109</b>

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	APRIL 2013			APRIL 2012		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	327		1	241	
DELAYS			127			94
CANCELLATIONS			119			80
MISCONNECTIONS			44			31
CUSTOMER SERVICE	2	182		3	143	
BAGGAGE	3	168		4	140	
RES/TKTG/BOARDING	4	153		2	170	
REFUNDS	5	71		5	126	
DISABILITY	6	61		6	65	
OVERSALES	7	45		9	39	
FARES	8	34		7	59	
OTHER	9	32		8	54	
FREQUENT FLYER			16			25
DISCRIMINATION	10	6		11	14	
ADVERTISING	10	6		10	15	
ANIMALS	12	1		12	1	
<b>COMPLAINT TOTAL</b>		<b>1,086</b>			<b>1,067</b>	

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

AIR TRAVEL CONSUMER REPORT  
 COMPLAINTS AGAINST U. S. AIRLINES  
 BY COMPLAINT CATEGORY\*  
 APRIL 2013

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVI CE	DIS- ABILI TY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	5	1	1	0	0	0	3	0	0	0	0	0	10
ALASKA AIRLINES	3	1	0	0	0	2	4	0	0	0	0	0	10
ALLEGIAN T AIR	11	0	15	1	2	5	6	4	0	0	0	1	45
AMERICAN AIRLINES	43	4	20	2	13	27	34	15	0	1	0	3	162
AMERICAN EAGLE AIRLINES	19	0	1	0	0	2	2	0	0	0	0	0	24
COMMUTAIR	4	0	1	0	0	1	0	0	0	0	0	0	6
DELTA AIR LINES	18	8	5	5	0	9	15	7	0	2	0	2	71
EXPRESSJET AIRLINES	24	0	0	0	0	7	2	1	0	0	0	0	34
FRONTIER AIRLINES	7	0	1	0	0	0	3	0	0	0	0	2	13
GO!	6	0	0	0	1	0	0	0	0	0	0	0	7
HAWAIIAN AIRLINES	2	0	3	0	1	0	3	0	0	0	0	0	9
JETBLUE AIRWAYS	5	0	4	1	0	2	2	2	0	0	0	1	17
PINNACLE AIRLINES	6	0	0	0	0	2	0	1	0	0	0	0	9
REPUBLIC AIRLINES	10	0	0	0	0	1	1	1	0	0	0	0	13
SHUTTLE AMERICA	5	0	0	0	0	1	2	0	0	0	0	0	8
SKYWEST AIRLINES	14	1	0	0	0	3	3	0	0	0	0	0	21
SOUTHWEST AIRLINES	7	2	2	0	2	4	3	8	1	1	0	0	30
SPIRIT AIRLINES	13	2	22	2	8	11	9	0	3	0	0	2	72
UNITED AIRLINES	41	12	25	10	13	26	41	8	0	1	1	7	185
US AIRWAYS	29	4	5	3	8	8	10	7	0	1	0	3	78
VIRGIN AMERICA	2	0	1	0	2	2	0	0	0	0	0	0	7
OTHER U. S. AIRLINES	12	0	3	0	3	3	7	1	0	0	0	0	29
<b>TOTAL APRIL 2013</b>	<b>286</b>	<b>35</b>	<b>109</b>	<b>24</b>	<b>53</b>	<b>116</b>	<b>150</b>	<b>55</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>21</b>	<b>860</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>33.3</b>	<b>4.1</b>	<b>12.7</b>	<b>2.8</b>	<b>6.2</b>	<b>13.5</b>	<b>17.4</b>	<b>6.4</b>	<b>0.5</b>	<b>0.7</b>	<b>0.1</b>	<b>2.4</b>	
<b>TOTAL APRIL 2012</b>	<b>210</b>	<b>36</b>	<b>125</b>	<b>47</b>	<b>98</b>	<b>104</b>	<b>126</b>	<b>60</b>	<b>11</b>	<b>12</b>	<b>1</b>	<b>34</b>	<b>864</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>24.3</b>	<b>4.2</b>	<b>14.5</b>	<b>5.4</b>	<b>11.3</b>	<b>12</b>	<b>14.6</b>	<b>6.9</b>	<b>1.3</b>	<b>1.4</b>	<b>0.1</b>	<b>3.9</b>	

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

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



Table 4

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

APRIL 2013

U. S. AIRLINES*	COMPS RECD IN APRIL	INCI- DENTS IN APRIL	PERCENT	INCI- DENTS IN MARCH	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	10	7	70.0	3	30.0	0	0.0	0	0.0
ALASKA AIRLINES	10	4	40.0	2	20.0	3	30.0	1	10.0
ALLEGiant AIR	45	16	35.6	6	13.3	19	42.2	4	8.9
AMERICAN AIRLINES	162	79	48.8	28	17.3	37	22.8	18	11.1
AMERICAN EAGLE AIRLINES	24	16	66.7	5	20.8	3	12.5	0	0.0
COMMUTAIR	6	2	33.3	4	66.7	0	0.0	0	0.0
DELTA AIR LINES	71	35	49.3	15	21.1	19	26.8	2	2.8
EXPRESSJET AIRLINES	34	22	64.7	7	20.6	4	11.8	1	2.9
FRONTIER AIRLINES	13	7	53.8	1	7.7	2	15.4	3	23.1
GO!	7	3	42.9	4	57.1	0	0.0	0	0.0
HAWAIIAN AIRLINES	9	1	11.1	2	22.2	5	55.6	1	11.1
JETBLUE AIRWAYS	17	8	47.1	1	5.9	7	41.2	1	5.9
PINNACLE AIRLINES	9	6	66.7	2	22.2	1	11.1	0	0.0
REPUBLIC AIRLINES	13	10	76.9	1	7.7	1	7.7	1	7.7
SHUTTLE AMERICA	8	5	62.5	2	25.0	1	12.5	0	0.0
SKYWEST AIRLINES	21	14	66.7	3	14.3	4	19.0	0	0.0
SOUTHWEST AIRLINES	30	16	53.3	6	20.0	5	16.7	3	10.0
SPIRIT AIRLINES	72	31	43.1	12	16.7	17	23.6	12	16.7
UNITED AIRLINES	185	75	40.5	42	22.7	49	26.5	19	10.3
US AIRWAYS	78	31	39.7	24	30.8	15	19.2	8	10.3
VIRGIN AMERICA	7	4	57.1	1	14.3	2	28.6	0	0.0
OTHER U. S. AIRLINES	29	15	51.7	4	13.8	9	31.0	1	3.4
<b>TOTALS</b>	<b>860</b>	<b>407</b>	<b>47.3</b>	<b>175</b>	<b>20.3</b>	<b>203</b>	<b>23.6</b>	<b>75</b>	<b>8.7</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>864</b>	<b>338</b>	<b>39.1</b>	<b>176</b>	<b>20.4</b>	<b>250</b>	<b>28.9</b>	<b>100</b>	<b>11.6</b>

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

Table 5

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

APRIL 2013

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXI CO	4	0	0	1	1	2	4	1	0	0	0	0	13
AIR CANADA	3	5	5	2	1	2	6	1	0	0	0	0	25
AIR FRANCE	0	0	1	0	1	6	1	2	0	0	0	0	11
ALITALIA AIRLINES	0	0	3	0	0	4	1	0	0	0	0	1	9
BRITISH AIRWAYS	2	0	2	0	2	2	3	0	0	0	0	0	11
EMI RATES AIRLINES	2	1	2	0	0	1	2	0	0	0	0	0	8
ETHIOPIAN AIRLINES	2	0	0	0	0	3	0	0	0	0	0	0	5
ETIHAD AIRWAYS	0	0	0	0	1	2	3	0	0	0	0	0	6
KLM	0	0	1	0	0	2	1	0	0	0	0	1	5
LUFTHANSA	3	0	2	0	1	4	0	0	0	0	0	0	10
QATAR AIRWAYS	1	0	3	1	0	0	1	0	0	0	0	0	6
SINGAPORE AIRLINES	0	0	1	0	1	2	1	1	0	0	0	0	6
TURKISH AIRLINES	1	0	0	0	0	7	1	0	0	0	0	1	10
VIRGIN ATLANTIC AIRWAYS	3	0	1	2	0	1	0	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	10	4	14	1	6	13	7	0	0	0	0	4	59
<b>TOTALS</b>	<b>31</b>	<b>10</b>	<b>35</b>	<b>7</b>	<b>14</b>	<b>51</b>	<b>31</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>191</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	1	0	5	2	3	0	0	1	0	0	0	0	12
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	9	0	4	1	1	1	1	0	2	0	0	4	23
<b>TOTALS</b>	<b>9</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>23</b>

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

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

TABLE 6

CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	APRIL 2013			APRIL 2012		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	30	9,649,709	<b>0.31</b>	20	9,373,555	<b>0.21</b>
2	<b>MESA AIRLINES</b>	4	661,243	<b>0.60</b>	0	681,158	<b>0.00</b>
3	<b>ALASKA AIRLINES</b>	10	1,614,554	<b>0.62</b>	4	1,514,229	<b>0.26</b>
4	<b>AIRTRAN AIRWAYS</b>	10	1,608,893	<b>0.62</b>	12	1,876,659	<b>0.64</b>
5	<b>JETBLUE AIRWAYS</b>	17	2,548,218	<b>0.67</b>	14	2,474,800	<b>0.57</b>
6	<b>DELTA AIR LINES</b>	71	9,798,261	<b>0.72</b>	88	9,644,826	<b>0.91</b>
7	<b>PINNACLE AIRLINES</b>	9	1,155,174	<b>0.78</b>	*	*	*
8	<b>SKYWEST AIRLINES</b>	21	2,253,268	<b>0.93</b>	17	2,125,730	<b>0.80</b>
9	<b>HAWAIIAN AIRLINES</b>	9	772,346	<b>1.17</b>	6	720,747	<b>0.83</b>
10	<b>EXPRESSJET AIRLINES</b>	34	2,776,727	<b>1.22</b>	22	2,627,142	<b>0.84</b>
11	<b>VIRGIN AMERICA</b>	7	538,485	<b>1.30</b>	7	519,430	<b>1.35</b>
12	<b>US AIRWAYS</b>	78	4,740,824	<b>1.65</b>	81	4,541,134	<b>1.78</b>
13	<b>AMERICAN EAGLE AIRLINES</b>	24	1,448,438	<b>1.66</b>	6	1,584,280	<b>0.38</b>
14	<b>FRONTIER AIRLINES</b>	13	730,332	<b>1.78</b>	11	802,543	<b>1.37</b>
15	<b>AMERICAN AIRLINES</b>	162	7,035,916	<b>2.30</b>	113	7,129,069	<b>1.59</b>
16	<b>UNITED AIRLINES</b>	185	7,315,673	<b>2.53</b>	290	7,869,517	<b>3.69</b>
	<b>TOTAL</b>	<b>684</b>	<b>54,648,061</b>	<b>1.25</b>	<b>691</b>	<b>53,484,819</b>	<b>1.29</b>

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

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

Pinnacle Airlines was ranked for the first time in January 2013.

## **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.



## April 2013 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<i>Alaska</i>	<b>1</b>	<b>1</b>	
<i>Hawaiian</i>	<b>1</b>		
<i>Total</i>	<b>2</b>	<b>1</b>	<b>0</b>

Hawaiian Airlines had an incident concerning a lost dog that occurred during March, which the carrier failed to report in time to appear in the table for March Animal Incidents. (*Air Travel Consumer Report* issued May, 2013). That table was updated on our website on May 31. See [http://www.dot.gov/sites/dot.dev/files/docs/2013MayATCR\\_0.pdf](http://www.dot.gov/sites/dot.dev/files/docs/2013MayATCR_0.pdf)

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of April 2013  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 53 million airline passengers and their 42 million checked bags in the month of April as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of April.

**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. TSA no longer reports claims data, as the number of claims received does not reflect the incidents for that month. However, the personal property data below includes complaints of mishandling of a passengers property in checked and carry-on luggage.

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
316	.0006	37	.00007	80	.0002	409	.0008

**NOTES**

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

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

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

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.