



U.S. Department
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 Delays¹	May 2012 12 Months Ending May 2012
Mishandled Baggage¹	May 2012
Oversales¹	1st Quarter 2012
Consumer Complaints² (Includes Disability and Discrimination Complaints)	May 2012
Customer Service Reports to the Dept. of Homeland Security³	May 2012
Airline Animal Incident Reports⁴	May 2012

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

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

³ Data provided by the Department of Homeland Security, Transportation Security Administration

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

Table 11 lists the regularly scheduled domestic 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 domestic 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.**

MAY 2012

AIR TRAVEL CONSUMER REPORT

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

	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
CARRIER	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	72.0	15	94.7
ALASKA AIRLINES S/	18	91.7	51	91.5
AIRTRAN AIRWAYS S/	21	87.4	59	88.0
VIRGIN AMERICA S/	13	86.9	13	86.9
DELTA AIR LINES S/	29	86.4	124	86.4
US AIRWAYS S/	27	85.4	78	85.5
SKYWEST AIRLINES S/	18	85.6	144	85.4
MESA AIRLINES S/V/	15	86.0	81	85.4
SOUTHWEST AIRLINES S/	22	84.3	73	84.2
JETBLUE AIRWAYS S/	22	82.5	53	83.0
AMERICAN EAGLE S/	19	82.6	135	82.1
FRONTIER AIRLINES S/	21	81.9	59	81.7
AMERICAN AIRLINES S/	28	80.8	78	80.3
EXPRESSJET AIRLINES S/	19	78.7	150	78.8
UNITED AIRLINES S/	28	77.2	78	77.8
TOTAL		83.2		83.4

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

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

MAY 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	2nd Quarter 04-06 2011		3rd Quarter 07-09 2011		4th Quarter 10-12 2011		1st Quarter 01-03 2012		Mar-12		Apr-12		May-12		12 Months Ending May 2012		Database To Date 09 1987-05 2012	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	82.6	3	84.1	3	90.1	2	90	2	90.9	2	94	2	88	3	87.7	3	(--)	(--)
ALASKA	90.6	2	91.1	2	87.2	6	84.5	7	85.4	6	90.6	4	91.5	2	88.6	2	76.5	5
AMERICAN	72.9	12	78.5	10	82.5	11	83.1	8	79.9	12	81.4	15	80.3	13	80.9	10	78	3
AMERICAN EAGLE	70.2	15	78.7	9	83.5	8	82.8	9	82.3	8	84.8	11	82.1	11	81.4	9	(--)	(--)
ATLANTIC SOUTHEAST	69.3	16	75.3	15	83.2	9	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
CONTINENTAL	74.2	11	76.5	13	81.2	15	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
DELTA	79.8	6	83.3	5	88.9	3	87.3	3	85.7	5	90.9	3	86.4	5	86.1	4	77.6	4
EXPRESSJET	70.5	14	75.5	14	79.6	16	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET(COMBINED)	(--)	(--)	(--)	(--)	(--)	(--)	77.4	14	74.1	15	82.6	13	78.8	14	(--)	(--)	(--)	(--)
FRONTIER	77.1	9	80.9	7	82	14	77.1	15	80.8	9	82.7	12	81.7	12	80.2	11	(--)	(--)
HAWAIIAN	92.9	1	95.2	1	92.6	1	92.3	1	92.5	1	94.4	1	94.7	1	93.5	1	(--)	(--)
JETBLUE	72.7	13	70.9	16	82.3	13	81.8	11	80.1	11	86.8	8	83	10	79	13	(--)	(--)
MESA	81.6	4	83.1	6	88	4	86.3	6	86.5	4	89.2	6	85.4	8	85.3	6	(--)	(--)
SKYWEST	79.9	5	80.1	8	82.5	12	81.7	12	80.2	10	85	10	85.4	7	81.7	8	(--)	(--)
SOUTHWEST	77.6	8	83.8	4	87.5	5	87.2	4	85.1	7	87	7	84.2	9	85.5	5	81.9	1
UNITED	77.8	7	77.4	11	83.1	10	80.9	13	77.4	13	81.6	14	77.8	15	79.9	12	76.2	6
US AIRWAYS	75.1	10	76.7	12	86.9	7	87.2	5	87.3	3	90.6	5	85.5	6	83.4	7	78.3	2
VIRGIN AMERICA	(--)	(--)	(--)	(--)	(--)	(--)	82.6	10	74.9	14	86.7	9	86.9	4	(--)	(--)	(--)	(--)
Total	76.5		80.2		85.1		84.0		82.2		86.3		83.4		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.

MAY 2012

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	409	75.1	929	68.1	268	67.2	171	71.9	807	70.5	447	79.0	13115	85.7	179	67.0
AS	31	83.9	93	93.5	H/		H/		92	77.2	93	94.6	89	96.6	H/	
B6	H/		2710	83.5	155	83.2	151	81.5	273	84.6	89	88.8	93	74.2	H/	
DL	17133	86.4	1103	86.1	596	87.6	447	81.7	899	86.9	559	91.6	403	90.8	3804	89.4
EV	8810	83.8	107	76.6	201	73.1	524	74.2	327	55.4	1621	85.3	266	83.8	1537	82.8
F9	88	71.6	14	85.7	H/		H/		120	78.3	3287	84.3	146	80.8	75	62.7
FL	5311	89.2	519	83.8	1215	89.0	185	82.7	361	88.1	94	91.5	H/		182	88.5
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	523	74.8	H/		177	84.2	471	70.7	687	83.3	186	81.7	7839	84.6	404	77.7
OO	163	74.8	H/		H/		46	82.6	9	88.9	3907	90.3	385	78.2	210	86.2
UA	144	78.5	1179	71.7	380	73.4	57	70.2	655	72.2	4136	83.6	358	75.4	107	78.5
US	439	82.5	1619	84.7	394	85.0	7570	87.5	1725	84.7	431	88.2	534	83.7	268	85.4
VX	H/		181	84.5	H/		H/		H/		H/		185	85.9	H/	
WN	632	77.2	528	77.5	5751	80.6	H/		H/		4757	87.3	H/		526	79.1
YV	199	85.9	5	60.0	H/		2471	85.6	H/		H/		95	89.5	159	86.2
TOTAL	33882	85.5	8987	80.6	9137	81.6	12093	85.2	5955	79.9	19607	86.4	23508	85.0	7451	85.4

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

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

MAY 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*																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	296	60.8	308	78.9	300	73.0	335	76.7	1199	83.5	773	81.6	2511	83.1	1380	71.2
AS	62	82.3	H/		H/		31	83.9	H/		419	95.9	518	91.9	H/	
B6	464	65.9	1165	80.3	378	77.5	H/		3552	85.2	368	84.8	208	88.9	279	67.0
DL	411	64.7	858	82.5	211	83.9	180	78.3	1610	86.4	1021	91.7	1645	87.2	2273	76.2
EV	3555	56.9	22	54.5	2192	79.2	5791	85.9	124	69.4	H/		H/		194	59.8
F9	H/		28	96.4	H/		H/		H/		191	88.5	138	84.8	112	50.0
FL	H/		512	86.1	89	92.1	H/		H/		173	95.4	155	91.0	569	71.0
HA	H/		H/		H/		H/		H/		84	86.9	73	67.1	H/	
MQ	229	62.9	H/		H/		211	80.6	558	84.8	H/		1840	90.5	1458	72.8
OO	H/		H/		176	64.8	1664	84.7	H/		759	80.2	4207	86.0	H/	
UA	3964	68.4	451	74.7	2059	74.7	5791	83.8	405	84.2	1116	79.6	2666	80.1	722	65.0
US	353	67.1	521	76.8	H/		484	87.0	185	79.5	598	89.5	517	87.8	1138	79.9
VX	H/		124	93.5	198	84.8	H/		371	81.4	271	91.5	1084	91.1	H/	
WN	540	57.6	1439	82.3	237	72.2	H/		H/		6707	89.3	3198	85.1	245	59.2
YV	43	60.5	H/		856	86.0	H/		H/		42	83.3	1	100.0	62	79.0
TOTAL	9917	63.1	5428	81.2	6696	78.2	14487	84.6	8004	84.6	12522	87.8	18761	85.7	8432	72.5

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

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MAY 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*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	806	79.2	H/		3895	80.7	317	74.1	4514	80.8	120	81.7	329	72.3	420	80.5
AS	39	94.9	H/		31	93.5	58	96.6	150	89.3	851	92.4	H/		217	96.3
B6	1471	82.3	H/		H/		H/		170	81.2	116	82.8	H/		62	77.4
DL	1476	83.9	207	85.0	626	82.6	4507	88.7	514	77.2	390	86.7	546	78.9	638	91.5
EV	1	100.0	2	100.0	H/		416	72.8	4974	77.0	H/		69	69.6	H/	
F9	70	71.4	122	87.7	H/		97	73.2	H/		157	80.3	31	58.1	91	84.6
FL	1733	86.2	281	91.5	31	87.1	267	87.3	H/		H/		240	75.0	93	86.0
HA	H/		H/		H/		H/		H/		31	80.6	H/		31	58.1
MQ	H/		H/		1239	78.0	232	77.2	7468	83.4	H/		140	60.0	114	93.9
OO	H/		H/		H/		2177	90.4	2190	81.8	882	92.2	H/		1777	91.1
UA	963	76.2	H/		264	75.8	270	70.4	5213	75.8	562	74.9	447	67.6	665	79.4
US	706	84.8	H/		280	75.0	303	78.5	608	77.6	218	82.1	3778	81.4	4970	91.3
VX	62	88.7	H/		H/		H/		186	78.0	H/		154	90.3	H/	
WN	3072	83.6	6980	84.5	H/		498	79.7	H/		1154	86.6	952	73.1	5301	87.8
YV	H/		H/		96	75.0	H/		759	81.4	H/		26	69.2	1374	91.1
TOTAL	10399	82.9	7592	84.8	6462	79.9	9142	86.1	26746	79.8	4481	86.6	6712	77.9	15753	89.2

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

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MAY 2012

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	428	78.7	422	82.5	984	71.4	149	81.2	519	78.4
AS	379	94.2	3860	92.1	329	78.7	H/		H/	
B6	88	92.0	179	89.4	336	83.3	124	89.5	358	79.9
DL	513	92.4	704	86.8	715	83.8	2435	93.1	865	84.4
EV	H/		H/		H/		H/		H/	
F9	111	82.9	167	74.9	147	75.5	150	87.3	31	64.5
FL	H/		62	95.2	154	91.6	H/		592	90.4
HA	31	61.3	62	77.4	31	48.4	H/		H/	
MQ	304	88.2	H/		H/		155	85.2	H/	
OO	669	82.8	526	94.7	4529	71.2	4682	93.5	H/	
UA	786	82.8	933	74.7	3977	76.1	88	92.0	574	79.3
US	338	87.9	346	86.7	463	83.2	177	94.9	587	80.6
VX	147	90.5	271	87.8	1482	84.6	H/		H/	
WN	2781	87.2	1092	85.1	1301	74.5	1089	85.8	2223	85.1
YV	H/		H/		H/		1	100.0	H/	
TOTAL	6575	86.5	8624	87.8	14448	75.9	9050	92.0	5749	83.5

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

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

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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	92.6	79.8	93.0	86.7	95.5	88.5	88.4	89.0	61.6	95.2	81.4	90.4	86.2	100.0	92.2	100.0	100.0	96.8
700 - 759 AM	95.0	84.9	95.6	96.3	90.0	94.2	91.4	92.8	90.0	85.7	87.9	91.4	86.5	95.1	93.2	80.6	95.9	95.0
800 - 859 AM	92.8	91.0	93.5	93.3	91.0	94.2	90.1	93.8	86.9	94.1	89.7	91.0	92.2	94.6	91.4	91.8	94.1	95.7
900 - 959 AM	92.8	91.5	89.6	92.9	89.5	92.4	89.7	93.8	90.8	93.5	81.3	91.9	92.5	94.5	91.8	85.4	91.5	95.1
1000 - 1059 AM	91.9	91.3	89.5	88.6	84.9	92.1	88.7	85.7	90.6	88.9	91.8	88.8	95.8	92.8	88.5	80.8	89.7	93.3
1100 - 1159 AM	90.9	89.9	94.2	85.1	89.8	92.2	90.0	88.3	79.7	91.9	88.1	88.0	92.4	89.4	87.4	82.8	89.1	93.3
1200 - 1259 PM	92.2	88.5	89.1	91.9	82.4	90.5	86.7	90.0	68.7	88.1	86.7	88.2	91.6	90.7	91.6	75.1	89.0	89.4
100 - 159 PM	90.1	89.8	89.0	88.4	88.9	88.9	86.5	92.3	68.6	86.1	87.5	86.1	88.4	87.0	88.6	75.7	88.5	87.4
200 - 259 PM	85.5	84.6	85.5	74.6	85.8	86.8	86.9	88.7	59.0	84.0	84.4	86.6	84.4	83.4	86.1	78.1	85.1	84.9
300 - 359 PM	87.9	85.8	83.7	87.8	78.0	84.1	82.4	81.0	56.1	86.7	80.7	84.4	86.2	88.6	85.7	72.6	82.9	83.7
400 - 459 PM	84.0	78.2	75.8	82.1	75.5	83.6	84.4	89.0	46.9	75.2	74.4	84.3	79.3	84.6	84.0	71.2	83.0	81.3
500 - 559 PM	83.2	73.5	83.1	83.6	78.4	84.0	83.1	81.8	49.1	75.1	76.5	79.7	82.8	87.0	84.9	68.5	78.4	83.2
600 - 659 PM	77.0	74.0	74.9	80.6	71.9	77.5	83.3	81.2	50.1	71.9	71.1	80.8	80.1	86.6	83.1	66.4	74.0	77.4
700 - 759 PM	75.5	74.0	74.2	82.1	82.2	81.2	80.5	78.4	45.8	74.8	69.9	78.0	80.4	86.6	84.2	66.2	76.4	79.8
800 - 859 PM	74.0	68.7	73.1	79.5	72.7	78.7	79.7	83.1	45.3	77.3	67.1	76.9	82.2	81.2	80.2	60.8	78.7	78.8
900 - 959 PM	76.5	72.7	72.2	76.1	65.7	79.4	79.7	74.4	51.3	72.1	70.0	77.7	82.8	84.4	78.9	60.5	77.6	74.4
1000 - 1059 PM	75.9	73.8	63.3	70.5	75.8	78.6	74.8	71.0	58.3	74.1	70.0	73.5	81.6	82.3	79.5	64.7	69.2	71.0
1100 - 559 AM	79.3	75.1	69.1	75.1	72.4	76.8	77.0	75.3	72.7	69.6	73.3	75.3	79.2	81.6	80.8	69.3	80.2	70.8
TOTAL, ALL ARRIVALS, BY AIRPORT	85.5	80.6	81.6	85.2	79.9	86.4	85.0	85.4	63.1	81.2	78.2	84.6	84.6	87.8	85.7	72.5	82.9	84.8

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

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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	84.9	89.9	90.7	96.8	79.6	93.0	J/	96.8	93.7	J/	80.0	88.7
700 - 759 AM	92.5	91.4	87.4	98.0	86.4	94.4	83.3	96.6	90.5	95.4	98.2	91.6
800 - 859 AM	92.7	92.1	86.8	93.8	82.0	94.5	94.3	97.4	84.0	96.6	97.3	91.5
900 - 959 AM	89.0	93.9	89.3	95.9	73.3	89.6	91.1	96.3	74.9	95.5	91.9	90.5
1000 - 1059 AM	88.1	89.2	89.9	93.1	84.2	93.1	90.6	92.8	71.2	94.7	92.6	89.7
1100 - 1159 AM	87.0	90.2	87.1	93.5	74.9	93.8	89.5	90.4	73.6	93.0	91.1	88.6
1200 - 1259 PM	85.3	92.8	83.1	86.5	87.0	90.6	90.9	87.2	68.1	96.3	90.7	86.9
100 - 159 PM	85.5	88.7	81.6	88.8	79.0	89.6	89.7	89.7	76.0	92.3	83.7	86.3
200 - 259 PM	82.1	89.4	84.1	84.8	80.3	90.9	88.9	91.1	79.8	93.8	85.1	85.1
300 - 359 PM	79.5	77.6	80.3	91.8	75.5	91.6	87.6	86.4	73.3	95.0	81.2	83.1
400 - 459 PM	75.5	85.4	77.4	91.7	78.0	88.1	84.6	91.4	78.4	91.4	85.2	80.8
500 - 559 PM	77.7	82.2	74.6	85.8	79.6	88.0	84.3	91.4	73.5	86.1	82.4	80.5
600 - 659 PM	72.1	85.9	73.0	83.6	77.0	85.6	83.7	86.2	79.4	95.1	77.1	78.1
700 - 759 PM	71.0	74.7	68.3	79.8	74.2	84.0	81.9	86.6	74.1	90.4	79.5	77.7
800 - 859 PM	70.6	79.9	65.5	83.0	62.9	88.2	81.8	79.8	75.5	87.3	71.4	75.6
900 - 959 PM	69.5	74.8	66.9	84.5	76.9	83.2	85.3	81.8	71.7	82.0	77.2	74.9
1000 - 1059 PM	64.6	68.9	67.3	79.8	76.3	76.7	78.7	82.9	69.7	87.8	76.8	74.4
1100 - 559 AM	75.4	78.7	79.6	78.2	73.6	83.6	86.3	82.8	77.1	77.8	74.8	76.9
TOTAL, ALL ARRIVALS, BY AIRPORT	79.9	86.1	79.8	86.6	77.9	89.2	86.5	87.8	75.9	92.0	83.5	83.2

* 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	97.1	96.4	92.3	95.7	93.8	94.6	87.2	95.3	90.8	98.0	91.9	90.7	93.4	95.4	94.4	93.7	94.8	94.7
700 - 759 AM	94.0	93.3	92.6	91.5	91.9	94.1	88.0	91.0	86.3	96.2	88.6	90.7	92.4	92.3	92.9	91.6	96.9	90.7
800 - 859 AM	93.0	93.2	88.2	93.5	91.1	91.5	87.8	90.4	85.4	94.2	88.0	89.6	92.8	86.9	88.8	90.0	96.8	91.3
900 - 959 AM	91.4	91.0	80.1	92.0	88.3	89.7	87.1	98.2	86.6	90.8	88.2	89.9	88.3	87.4	84.1	88.8	91.3	90.6
1000 - 1059 AM	89.2	91.3	79.5	91.7	89.5	84.6	81.7	88.5	88.2	92.7	87.7	88.6	90.1	85.7	84.7	86.1	90.5	84.4
1100 - 1159 AM	85.5	88.2	76.8	86.8	88.8	87.9	83.3	87.3	88.7	83.8	95.1	82.7	90.7	84.1	81.6	82.7	86.2	81.6
1200 - 1259 PM	86.6	85.8	79.0	87.5	87.2	87.3	82.8	85.9	76.6	87.4	81.0	87.9	88.4	86.6	83.4	86.0	83.2	83.9
100 - 159 PM	86.9	85.8	77.2	86.8	84.7	86.4	79.1	87.0	67.5	76.4	85.6	83.5	85.0	80.9	87.1	75.6	83.2	71.3
200 - 259 PM	84.5	86.7	69.9	85.5	91.0	82.9	82.3	87.4	64.0	77.9	75.7	77.9	83.7	82.8	83.9	79.0	81.0	77.4
300 - 359 PM	82.1	77.5	69.1	66.7	83.9	78.5	78.8	83.1	60.9	79.4	78.2	81.5	83.2	74.3	80.2	79.7	79.8	70.5
400 - 459 PM	81.6	81.6	70.2	83.9	75.6	77.2	79.8	83.0	56.1	72.8	71.3	79.4	83.4	79.8	82.5	75.0	76.5	67.1
500 - 559 PM	78.1	77.3	68.0	80.0	71.2	78.2	77.7	83.3	52.9	66.1	66.4	75.6	77.0	76.4	83.6	75.6	76.5	58.6
600 - 659 PM	77.5	66.6	71.7	80.8	76.8	80.3	77.2	79.5	60.3	69.0	72.5	77.8	82.9	79.1	83.8	72.4	71.0	61.8
700 - 759 PM	76.4	73.6	60.2	80.1	76.3	76.9	77.5	75.6	47.6	76.9	72.9	77.3	81.2	80.5	77.6	67.2	73.5	65.0
800 - 859 PM	77.6	71.5	69.5	84.1	76.6	74.9	77.4	77.8	48.1	72.5	79.8	76.3	74.8	75.1	83.5	71.1	68.0	60.0
900 - 959 PM	75.9	83.9	55.4	65.5	81.4	68.0	78.7	78.6	47.6	73.5	68.3	81.2	75.7	71.1	81.1	73.9	80.5	63.1
1000 - 1059 PM	82.1	J/	85.2	83.5	85.2	75.2	78.1	J/	72.2	J/	72.4	76.7	82.3	90.0	88.6	J/	J/	J/
1100 - 559 AM	89.8	96.5	95.3	96.8	100.0	91.5	84.7	100.0	95.5	100.0	90.2	92.0	96.2	91.1	85.8	96.8	90.6	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	84.1	85.1	75.9	85.8	84.9	82.9	81.5	85.1	70.0	82.7	78.5	82.9	85.5	83.4	85.3	81.6	83.3	76.1

* 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	96.2	93.5	89.0	97.5	91.4	94.4	95.0	97.3	94.1	97.1	96.8	94.0
700 - 759 AM	91.5	94.5	89.1	97.1	89.3	94.9	90.9	92.9	91.9	96.8	96.3	92.1
800 - 859 AM	89.7	90.0	87.4	92.3	90.0	90.5	90.0	93.8	90.4	97.1	93.3	90.6
900 - 959 AM	84.1	91.5	85.3	90.4	84.5	88.5	90.3	90.1	79.3	93.0	90.9	88.3
1000 - 1059 AM	87.1	89.2	84.8	92.2	88.1	90.1	84.5	94.5	71.9	93.3	88.4	86.5
1100 - 1159 AM	85.7	89.8	85.2	94.8	84.6	86.2	86.2	89.2	69.2	94.5	91.2	85.8
1200 - 1259 PM	81.4	95.3	79.9	89.4	79.5	90.9	86.5	92.3	69.7	88.6	88.6	84.2
100 - 159 PM	76.3	85.6	75.0	87.7	85.0	88.9	88.3	89.5	68.8	91.2	80.1	82.1
200 - 259 PM	76.1	83.8	75.5	92.9	75.7	81.6	90.4	87.5	72.5	88.6	83.9	81.1
300 - 359 PM	69.6	85.6	76.7	86.4	76.1	80.2	87.3	84.3	73.4	93.0	74.7	79.1
400 - 459 PM	72.3	75.7	73.7	88.3	79.3	84.7	85.5	93.2	75.7	92.8	77.0	78.5
500 - 559 PM	68.8	84.4	71.5	94.6	75.8	79.6	84.8	93.4	80.4	91.3	79.3	76.5
600 - 659 PM	67.6	76.4	67.2	88.2	79.9	83.7	80.8	88.3	80.1	84.2	77.2	76.1
700 - 759 PM	71.0	85.5	70.0	83.1	68.3	79.0	81.1	92.2	74.7	82.2	85.3	75.3
800 - 859 PM	66.0	59.1	66.3	82.2	78.3	83.9	81.1	87.0	74.0	92.0	66.8	75.0
900 - 959 PM	67.7	82.6	66.2	88.3	85.1	80.1	88.3	86.8	80.2	92.0	73.1	74.8
1000 - 1059 PM	74.2	85.0	76.0	90.7	91.2	89.1	94.3	90.6	77.4	92.1	J/	82.2
1100 - 559 AM	J/	96.0	92.8	86.7	98.1	91.5	J/	88.2	80.0	96.0	94.9	89.8
TOTAL, ALL DEPARTURES, BY AIRPORT	77.6	87.0	77.6	91.3	82.4	87.1	87.7	90.9	78.2	92.8	85.5	82.9

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

NONE

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

EXPRESSJET	4523	May	DCA-EWR	1745	23	16	69.57	91.4
EXPRESSJET	4561	Apr	DCA-EWR	1745	30	17	56.67	84.5

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
EXPRESSJET	1,898	17	0.9
UNITED	1,300	5	0.4
ALASKA	420	1	0.2
SOUTHWEST	3,368	7	0.2
DELTA	2,081	0	0.0
SKYWEST	1,602	0	0.0
AMERICAN	1,496	0	0.0
AMERICAN EAGLE	1,404	0	0.0
US AIRWAYS	1,156	0	0.0
AIRTRAN	620	0	0.0
JETBLUE	616	0	0.0
MESA	370	0	0.0
FRONTIER	234	0	0.0
HAWAIIAN	198	0	0.0
VIRGIN AMERICA	154	0	0.0
TOTAL	16,917	30	0.2

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

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)	90.3	88.7	62	62
ABILENE TX (ABI)	82.6	90.8	207	207
ADAK ISLAND AK (ADK)	88.9	100.0	9	9
AGUADILLA PR (BQN)	94.1	90.8	101	131
AKRON OH (CAK)	81.2	88.6	693	693
ALBANY GA (ABY)	79.0	80.2	81	81
ALBANY NY (ALB)	76.3	86.0	684	684
ALBUQUERQUE NM (ABQ)	86.7	87.0	2,734	2,735
ALEXANDRIA LA (AEX)	82.4	86.1	273	273
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	80.8	86.2	240	239
AMARILLO TX (AMA)	83.8	86.3	667	666
ANCHORAGE AK (ANC)	87.6	91.8	1,560	1,557
APPLETON WI (ATW)	82.0	86.5	327	327
ARCATA/EUREKA CA (ACV)	68.2	70.3	292	293
ARLINGTON VA (DCA)	79.9	84.9	5,955	5,955
ASHEVILLE NC (AVL)	79.0	81.5	390	390
ASPEN CO (ASE)	88.2	91.0	144	145
ATLANTA GA (ATL)	85.5	84.1	33,882	33,885
AUGUSTA GA (AGS)	81.6	84.3	255	255
AUSTIN TX (AUS)	83.8	87.7	3,652	3,652
BAKERSFIELD CA (BFL)	83.0	87.5	311	311
BALTIMORE MD (BWI)	81.6	75.9	9,137	9,132
BARROW AK (BRW)	81.7	83.1	71	71
BATON ROUGE LA (BTR)	79.3	80.0	711	710
BELLINGHAM WA (BLI)	90.8	92.0	87	87
BEMIDJI MN (BJI)	88.7	95.2	62	62
BEND/REDMOND OR (RDM)	88.2	89.7	271	271
BETHEL AK (BET)	92.9	91.8	85	85
BILLINGS MT (BIL)	93.0	92.6	299	299
BIRMINGHAM AL (BHM)	80.3	85.5	1,555	1,555
BISMARCK/MANDAN ND (BIS)	86.3	91.4	336	336
BLOOMINGTON/NORMAL IL (BMI)	85.5	90.3	310	310
BOISE ID (BOI)	83.7	88.6	867	867
BOSTON MA (BOS)	80.6	85.1	8,987	8,992
BOZEMAN MT (BZN)	97.0	97.4	232	232
BRANSON MO (BKG)	92.5	92.5	161	161
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	86.5	90.4	251	251
BROWNSVILLE TX (BRO)	85.1	91.6	202	202
BRUNSWICK GA (BQK)	86.7	94.0	83	83
BUFFALO NY (BUF)	81.4	86.3	1,840	1,841
BURBANK CA (BUR)	88.9	90.2	2,217	2,217
BURLINGTON VT (BTV)	78.9	82.7	265	266
BUTTE MT (BTM)	95.2	96.8	62	62

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	87.3	86.8	197	197
CASPER WY (CPR)	94.6	95.8	168	168
CEDAR CITY UT (CDC)	93.1	98.3	58	58
CEDAR RAPIDS/IOWA CITY IA (CID)	84.3	85.7	654	652
CHAMPAIGN/URBANA IL (CMI)	82.0	85.0	206	206
CHANTILLY VA (IAD)	78.2	78.5	6,696	6,686
CHARLESTON SC (CHS)	79.8	82.0	1,250	1,251
CHARLESTON/DUNBAR WV (CRW)	75.7	77.8	329	329
CHARLOTTE AMALIE VI (STT)	80.4	89.1	311	311
CHARLOTTE NC (CLT)	85.2	85.8	12,093	12,088
CHARLOTTESVILLE VA (CHO)	86.7	89.4	150	151
CHATTANOOGA TN (CHA)	77.8	81.3	465	465
CHICAGO IL (MDW)	84.8	76.1	7,592	7,591
CHICAGO IL (ORD)	79.8	77.6	26,746	26,746
CHICO CA (CIC)	64.4	64.4	118	118
CHRISTIANSTED VI (STX)	77.4	81.7	93	93
CLEVELAND OH (CLE)	80.7	83.4	4,320	4,321
CODY WY (COD)	88.9	91.9	63	62
COLLEGE STATION/BRYAN TX (CLL)	82.1	82.1	95	95
COLORADO SPRINGS CO (COS)	83.0	88.2	977	974
COLUMBIA SC (CAE)	77.4	83.4	614	614
COLUMBUS GA (CSG)	77.0	85.7	196	196
COLUMBUS MS (GTR)	78.8	87.1	85	85
COLUMBUS OH (CMH)	79.2	83.9	2,501	2,502
CORDOVA AK (CDV)	93.5	98.4	62	62
CORPUS CHRISTI TX (CRP)	81.9	86.6	625	625
COVINGTON KY (CVG)	81.3	84.0	2,395	2,396
CRESCENT CITY CA (CEC)	58.3	51.2	84	84
DALLAS TX (DAL)	84.1	80.7	3,879	3,879
DALLAS/FORT WORTH TX (DFW)	85.0	81.5	23,508	23,508
DAYTON OH (DAY)	81.2	87.3	1,029	1,029
DAYTONA BEACH FL (DAB)	85.8	90.1	190	191
DEADHORSE AK (SCC)	87.9	91.4	58	58
DENVER CO (DEN)	86.4	82.9	19,607	19,607
DES MOINES IA (DSM)	81.4	86.3	870	869
DETROIT MI (DTW)	85.4	85.1	7,451	7,451
DOTHAN AL (DHN)	83.0	87.5	112	112
DUBUQUE IA (DBQ)	85.2	88.9	27	27
DULUTH MN (DLH)	80.1	91.2	171	170
DURANGO CO (DRO)	83.6	88.0	275	274
EAGLE CO (EGE)	96.8	100.0	31	32
EAU CLAIRE WI (EAU)	82.3	87.1	62	62
EL CENTRO CA (IPL)	93.4	96.7	61	61

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EL PASO TX (ELP)	83.1	87.5	1,826	1,826
ELKO NV (EKO)	94.1	96.5	85	85
ELMIRA/CORNING NY (ELM)	87.7	82.5	57	57
EUGENE OR (EUG)	89.7	90.2	417	418
EVANSVILLE IN (EVV)	82.6	85.8	317	317
FAIRBANKS AK (FAI)	89.8	89.5	403	401
FARGO ND (FAR)	83.3	86.7	430	430
FAYETTEVILLE AR (XNA)	80.1	85.3	1,074	1,074
FAYETTEVILLE NC (FAY)	81.7	87.8	263	263
FLAGSTAFF AZ (FLG)	90.7	90.2	214	215
FLINT MI (FNT)	88.7	91.7	302	302
FORT LAUDERDALE FL (FLL)	81.2	82.7	5,428	5,432
FORT MYERS FL (RSW)	84.4	87.3	1,900	1,902
FORT SMITH AR (FSM)	86.3	88.7	124	124
FORT WAYNE IN (FWA)	87.0	86.4	323	323
FRESNO CA (FAT)	81.2	85.0	961	962
GAINESVILLE FL (GNV)	84.6	86.0	272	272
GARDEN CITY KS (GCK)	90.3	90.3	62	62
GILLETTE WY (GCC)	89.7	95.5	155	155
GRAND FORKS ND (GFK)	89.2	94.2	120	120
GRAND ISLAND NE (GRI)	79.3	87.9	58	58
GRAND JUNCTION CO (GJT)	87.0	92.1	430	429
GRAND RAPIDS MI (GRR)	82.1	86.0	780	778
GREAT FALLS MT (GTF)	87.6	93.4	137	137
GREEN BAY WI (GRB)	81.8	85.5	406	407
GREENSBORO/HIGH POINT NC (GSO)	74.6	79.8	802	802
GREER SC (GSP)	77.0	83.2	792	793
GUAM TT (GUM)	87.1	87.1	31	31
GULFPORT/BILOXI MS (GPT)	77.8	82.0	428	428
GUNNISON CO (GUC)	96.8	93.5	31	31
HANCOCK/HOUGHTON MI (CMX)	75.8	85.5	62	62
HARLINGEN/SAN BENITO TX (HRL)	83.4	90.3	362	362
HARRISBURG PA (MDT)	82.7	87.0	583	583
HARTFORD CT (BDL)	80.8	86.2	1,855	1,857
HAYDEN CO (HDN)	91.9	98.4	62	62
HELENA MT (HLN)	95.3	96.3	107	108
HILO HI (ITO)	96.1	96.7	633	633
HOBBS NM (HOB)	69.4	87.8	49	49
HONOLULU HI (HNL)	92.1	93.6	4,528	4,528
HOUSTON TX (HOU)	84.9	77.3	4,517	4,516
HOUSTON TX (IAH)	84.6	82.9	14,487	14,455
HUNTSVILLE AL (HSV)	80.8	85.7	769	768
IDAHO FALLS ID (IDA)	93.7	96.6	237	237

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
INDIANAPOLIS IN (IND)	81.0	84.7	2,527	2,526
INYOKERN CA (IYK)	89.5	87.7	57	57
ISLIP NY (ISP)	75.7	79.6	539	539
JACKSON WY (JAC)	94.1	95.7	186	186
JACKSON/VICKSBURG MS (JAN)	83.2	85.7	817	817
JACKSONVILLE FL (JAX)	79.9	82.5	2,133	2,133
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	82.0	85.3	150	150
JOPLIN MO (JLN)	80.6	80.6	62	62
JUNEAU AK (JNU)	91.9	92.4	356	356
KAHULUI HI (OGG)	93.7	94.6	2,033	2,033
KALAMAZOO MI (AZO)	86.9	91.8	61	61
KALISPELL MT (FCA)	89.1	98.3	119	119
KANSAS CITY MO (MCI)	83.2	85.0	4,216	4,215
KETCHIKAN AK (KTN)	90.3	92.3	196	196
KEY WEST FL (EYW)	88.5	89.7	156	156
KILLEEN TX (GRK)	80.4	85.4	363	362
KLAMATH FALLS OR (LMT)	82.3	91.9	62	62
KNOXVILLE TN (TYS)	75.3	80.5	811	812
KODIAK AK (ADQ)	75.9	81.0	58	58
KONA HI (KOA)	95.1	94.3	1,050	1,050
KOTZEBUE AK (OTZ)	88.0	85.9	92	92
LA CROSSE WI (LSE)	88.0	88.9	108	108
LAFAYETTE LA (LFT)	77.8	85.6	423	423
LAKE CHARLES LA (LCH)	86.6	89.6	134	134
LANSING MI (LAN)	69.3	74.3	101	101
LAREDO TX (LRD)	82.4	85.4	199	198
LAS VEGAS NV (LAS)	87.8	83.4	12,522	12,520
LAWTON/FORT SILL OK (LAW)	81.9	89.9	149	149
LEWISBURG WV (LWB)	86.8	90.4	53	52
LEWISTON ID (LWS)	98.2	100.0	57	57
LEXINGTON KY (LEX)	81.3	85.5	587	587
LIHUE HI (LIH)	93.9	94.6	1,072	1,072
LINCOLN NE (LNK)	81.6	86.3	277	277
LITTLE ROCK AR (LIT)	84.0	86.0	1,467	1,467
LONG BEACH CA (LGB)	90.6	89.2	1,301	1,302
LONGVIEW TX (GGG)	83.9	85.5	62	62
LOS ANGELES CA (LAX)	85.7	85.3	18,761	18,761
LOUISVILLE KY (SDF)	79.5	84.7	1,324	1,323
LUBBOCK TX (LBB)	83.3	88.4	657	656
MADISON WI (MSN)	80.0	83.4	841	842
MANCHESTER NH (MHT)	78.2	85.6	664	665
MANHATTAN/FT. RILEY KS (MHK)	77.3	84.4	154	154
MARQUETTE MI (MQT)	63.0	96.3	27	27

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MARTHA'S VINEYARD MA (MVY)	83.3	83.3	12	12
MEDFORD OR (MFR)	75.8	78.1	297	297
MELBOURNE FL (MLB)	79.8	91.2	114	114
MEMPHIS TN (MEM)	88.6	89.0	3,076	3,077
MERIDIAN MS (MEI)	82.8	91.4	58	58
MIAMI FL (MIA)	79.9	77.6	6,462	6,463
MIDLAND/ODESSA TX (MAF)	83.3	86.5	658	657
MILWAUKEE WI (MKE)	85.6	86.1	3,267	3,266
MINNEAPOLIS MN (MSP)	86.1	87.0	9,142	9,147
MINOT ND (MOT)	90.8	93.1	131	131
MISSION/MCALLEN/EDINBURG TX (MFE)	84.5	92.0	238	238
MISSOULA MT (MSO)	94.2	96.9	226	226
MOBILE AL (MOB)	76.7	84.1	434	434
MODESTO CA (MOD)	68.6	74.6	118	118
MOLINE IL (MLI)	82.1	83.5	491	492
MONROE LA (MLU)	79.4	87.6	233	233
MONTEREY CA (MRY)	80.4	81.2	489	489
MONTGOMERY AL (MGM)	77.9	81.9	349	349
MONTROSE/DELTA CO (MTJ)	73.0	88.9	63	63
MOSINEE WI (CWA)	81.4	80.0	140	140
MUSKEGON MI (MKG)	79.0	75.8	62	62
MYRTLE BEACH SC (MYR)	81.3	82.4	283	284
NANTUCKET MA (ACK)	75.0	78.1	32	32
NASHVILLE TN (BNA)	83.0	82.9	4,857	4,858
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	78.7	83.1	89	89
NEW ORLEANS LA (MSY)	82.3	84.0	3,456	3,456
NEW YORK NY (JFK)	84.6	85.5	8,004	8,003
NEW YORK NY (LGA)	72.5	81.6	8,432	8,431
NEWARK NJ (EWR)	63.1	70.0	9,917	9,869
NEWBURGH/POUGHKEEPSIE NY (SWF)	81.7	89.2	120	120
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	80.2	82.3	192	192
NOME AK (OME)	89.1	91.3	92	92
NORFOLK VA (ORF)	77.4	81.2	1,129	1,128
NORTH BEND/COOS BAY OR (OTH)	82.3	71.0	62	62
OAKLAND CA (OAK)	86.5	85.6	3,999	4,001
OKLAHOMA CITY OK (OKC)	83.7	88.7	1,889	1,888
OMAHA NE (OMA)	83.1	87.5	1,606	1,604
ONTARIO CA (ONT)	85.2	89.4	1,876	1,875
ORLANDO FL (MCO)	82.9	83.3	10,399	10,402
PADUCAH KY (PAH)	80.6	90.3	62	62
PALM SPRINGS CA (PSP)	85.0	85.4	1,011	1,013
PANAMA CITY FL (ECP)	81.3	85.1	498	498
PASCO/KENNEWICK/RICHLAND WA (PSC)	91.1	95.4	259	259

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PENSACOLA FL (PNS)	81.2	87.9	866	866
PEORIA IL (PIA)	75.7	81.5	313	313
PETERSBURG AK (PSG)	90.3	88.7	62	62
PHILADELPHIA PA (PHL)	77.9	82.4	6,712	6,714
PHOENIX AZ (PHX)	89.2	87.1	15,753	15,753
PITTSBURGH PA (PIT)	80.3	86.8	2,461	2,459
POCATELLO ID (PIH)	100.0	100.0	85	85
PONCE PR (PSE)	91.5	100.0	71	70
PORTLAND ME (PWM)	78.7	84.2	492	493
PORTLAND OR (PDX)	86.6	91.3	4,481	4,480
PROVIDENCE RI (PVD)	75.8	84.6	1,186	1,185
RALEIGH/DURHAM NC (RDU)	82.3	84.7	3,720	3,718
RAPID CITY SD (RAP)	87.3	91.5	425	425
REDDING CA (RDD)	67.1	67.8	149	149
RENO NV (RNO)	88.3	89.2	1,593	1,594
RICHMOND VA (RIC)	76.0	83.9	1,428	1,428
ROANOKE VA (ROA)	78.0	79.7	364	365
ROCHESTER MN (RST)	89.1	93.8	64	64
ROCHESTER NY (ROC)	81.7	87.1	908	907
ROCK SPRINGS WY (RKS)	92.4	93.0	185	185
ROSWELL NM (ROW)	86.5	86.5	89	89
SACRAMENTO CA (SMF)	87.1	87.5	3,856	3,855
SAGINAW/BAY CITY/MIDLAND MI (MBS)	80.6	77.7	93	94
SALT LAKE CITY UT (SLC)	92.0	92.8	9,050	9,046
SAN ANGELO TX (SJT)	80.3	80.3	122	122
SAN ANTONIO TX (SAT)	83.3	86.2	3,205	3,206
SAN DIEGO CA (SAN)	86.5	87.7	6,575	6,576
SAN FRANCISCO CA (SFO)	75.9	78.2	14,448	14,442
SAN JOSE CA (SJC)	88.9	90.5	3,388	3,385
SAN JUAN PR (SJU)	83.6	87.3	2,036	2,102
SAN LUIS OBISPO CA (SBP)	82.1	85.0	408	408
SANTA ANA CA (SNA)	88.3	87.1	3,310	3,310
SANTA BARBARA CA (SBA)	83.1	84.1	875	875
SANTA FE NM (SAF)	84.7	87.9	124	124
SANTA MARIA CA (SMX)	84.2	83.3	114	114
SARASOTA/BRADENTON FL (SRQ)	87.7	91.2	488	488
SAVANNAH GA (SAV)	74.7	77.1	851	852
SCRANTON/WILKES-BARRE PA (AVP)	74.8	80.7	119	119
SEATTLE WA (SEA)	87.8	90.9	8,624	8,626
SHREVEPORT LA (SHV)	81.9	87.0	547	548
SIOUX CITY IA (SUX)	82.8	86.2	58	58
SIOUX FALLS SD (FSD)	81.0	86.4	559	560
SITKA AK (SIT)	90.3	93.5	93	93

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SOUTH BEND IN (SBN)	69.6	75.5	227	229
SPOKANE WA (GEG)	85.3	89.7	880	880
SPRINGFIELD IL (SPI)	83.7	87.1	178	178
SPRINGFIELD MO (SGF)	81.6	86.4	656	656
ST. GEORGE UT (SGU)	85.6	88.5	174	174
ST. LOUIS MO (STL)	84.1	82.8	4,836	4,835
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	94.6	93.5	93	93
SYRACUSE NY (SYR)	79.5	84.2	533	533
TALLAHASSEE FL (TLH)	80.9	83.6	392	391
TAMPA FL (TPA)	83.5	85.5	5,749	5,750
TEXARKANA AR (TXK)	83.7	91.3	92	92
TRAVERSE CITY MI (TVC)	71.1	76.1	142	142
TUCSON AZ (TUS)	86.0	91.0	1,792	1,793
TULSA OK (TUL)	80.8	87.0	1,626	1,625
TWIN FALLS ID (TWF)	86.0	98.9	93	93
TYLER TX (TYR)	79.8	87.9	124	124
VALDOSTA GA (VLD)	81.8	83.0	88	88
VALPARAISO FL (VPS)	80.7	85.2	560	560
WACO TX (ACT)	85.7	80.7	119	119
WATERLOO IA (ALO)	77.6	89.7	58	58
WATERTOWN NY (ART)	81.5	79.6	54	54
WEST PALM BEACH/PALM BEACH FL (PBI)	77.0	82.4	1,820	1,819
WHITE PLAINS NY (HPN)	80.3	82.2	732	732
WICHITA FALLS TX (SPS)	80.3	83.6	122	122
WICHITA KS (ICT)	84.8	88.9	896	894
WILMINGTON NC (ILM)	88.6	90.0	341	341
WRANGELL AK (WRG)	85.5	88.7	62	62
YAKUTAT AK (YAK)	96.8	100.0	62	62
YUMA AZ (YUM)	90.0	91.7	301	301

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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 EAGLE	19	24,235	693	2.9	135	41,684	1,195	2.9
EXPRESSJET	19	30,732	435	1.4	151	61,101	836	1.4
SKYWEST	18	28,958	272	0.9	145	50,702	565	1.1
MESA	15	6,190	77	1.2	81	11,582	128	1.1
UNITED	28	38,834	346	0.9	79	45,224	389	0.9
AMERICAN	28	36,330	236	0.6	78	45,129	288	0.6
SOUTHWEST	22	51,003	296	0.6	73	98,987	619	0.6
US AIRWAYS	27	29,547	137	0.5	78	34,661	169	0.5
ALASKA	18	7,346	11	0.1	51	12,642	53	0.4
AIRTRAN	21	12,821	39	0.3	59	19,046	55	0.3
DELTA	29	47,293	124	0.3	124	61,208	149	0.2
JETBLUE	22	12,789	13	0.1	53	18,691	24	0.1
FRONTIER	21	5,374	4	0.1	59	6,804	5	0.1
HAWAIIAN	7	343	0	0.0	15	6,246	3	0.0
VIRGIN AMERICA	13	4,716	1	0.0	13	4,716	1	0.0
Total		336,511	2,684	0.8	Total	518,423	4,479	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 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	1,406	290	20.6
EXPRESSJET	5,777	356	6.2
MESA	906	49	5.4
SKYWEST	3,750	201	5.4
UNITED	4,970	189	3.8
ALASKA	460	11	2.4
US AIRWAYS	2,073	44	2.1
AMERICAN	1,528	27	1.8
SOUTHWEST	13,514	180	1.3
DELTA	2,416	23	1.0
HAWAIIAN	218	2	0.9
FRONTIER	400	3	0.8
AIRTRAN	1,170	5	0.4
JETBLUE	659	1	0.2
VIRGIN AMERICA	164	0	0.0
TOTAL	39,411	1,381	3.5

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

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

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

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**

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
AA	45129	36233	80.29%	288	0.64%	235	0.52%	2221	4.92%	658	1.46%	2830	6.27%	5	0.01%	2659	5.89%
AS	12642	11562	91.46%	53	0.42%	28	0.22%	313	2.48%	20	0.16%	375	2.96%	5	0.04%	287	2.27%
B6	18691	15511	82.99%	24	0.13%	42	0.22%	956	5.11%	73	0.39%	1149	6.15%	13	0.07%	924	4.94%
DL	61208	52862	86.36%	149	0.24%	126	0.21%	2373	3.88%	207	0.34%	3112	5.08%	5	0.01%	2373	3.88%
EV	61101	48120	78.75%	836	1.37%	173	0.28%	4044	6.62%	581	0.95%	2408	3.94%	4	0.01%	4935	8.08%
F9	6804	5557	81.67%	5	0.07%	12	0.18%	374	5.49%	15	0.22%	557	8.19%	0	0.00%	284	4.17%
FL	19046	16769	88.04%	55	0.29%	45	0.24%	428	2.25%	23	0.12%	922	4.84%	0	0.00%	803	4.22%
HA	6246	5917	94.73%	3	0.05%	1	0.02%	246	3.93%	1	0.02%	4	0.06%	1	0.02%	74	1.18%
MQ	41684	34215	82.08%	1195	2.87%	132	0.32%	1447	3.47%	523	1.26%	2136	5.13%	6	0.01%	2030	4.87%
OO	50702	43293	85.39%	565	1.11%	85	0.17%	1616	3.19%	105	0.21%	2014	3.97%	11	0.02%	3011	5.94%
UA	45224	35196	77.83%	389	0.86%	114	0.25%	2983	6.60%	166	0.37%	3794	8.39%	19	0.04%	2563	5.67%
US	34661	29640	85.51%	169	0.49%	64	0.18%	1335	3.85%	80	0.23%	2317	6.68%	17	0.05%	1039	3.00%
VX	4716	4097	86.87%	1	0.02%	2	0.04%	118	2.49%	149	3.15%	178	3.77%	1	0.02%	171	3.62%
WN	98987	83385	84.24%	619	0.63%	162	0.16%	4880	4.93%	347	0.35%	2347	2.37%	80	0.08%	7166	7.24%
YV	11582	9887	85.37%	128	1.11%	26	0.22%	450	3.88%	71	0.61%	486	4.19%	8	0.07%	526	4.54%
TOTAL	518423	432244		4479		1247		23783		3020		24629		176		28845	
			83.38%		0.86%		0.24%		4.59%		0.58%		4.75%		0.03%		5.56%

***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.

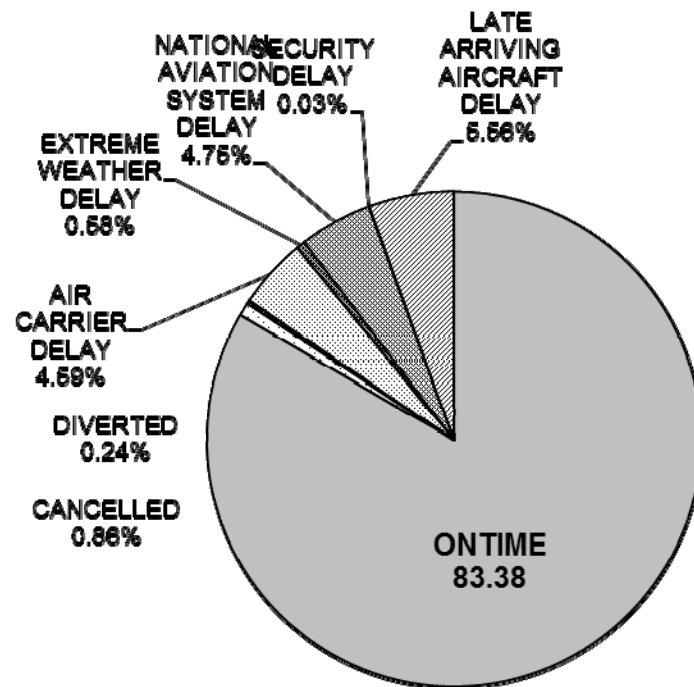
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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

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

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

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

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



Causes of Delay:

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

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

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

MAY 2012

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
UNITED	260	SEA	IAD	5/27/2012	Diversion Airport	188

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).

MAY 2012

AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
UNITED	881	ORD	NRT	5/7/2012	Origin Airport	284

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).

MAY 2012

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
UA	45,224	53	0.12
AA	45,129	36	0.08
MQ	41,684	28	0.07
US	34,661	19	0.05
B6	18,691	8	0.04
EV	61,101	23	0.04
DL	61,208	18	0.03
VX	4,716	1	0.02
OO	50,702	5	0.01
YV	11,582	1	0.01
FL	19,046	1	0.01
WN	98,987	4	0.00
AS	12,642	0	0.00
HA	6,246	0	0.00
F9	6,804	0	0.00
TOTAL	518,423	197	0.04

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

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

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

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 29 airports for which data must be reported. Data include all reported domestic flight operations to the 29 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 29 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- K** Flights listed arrived at the scheduled destination gate more than 30 minutes after the published arrival time more than 50 percent of the time in each month. Some flights on the list are a combination of flights operated by the same carrier between the same origin and destination with a change in scheduled departure time of 30 minutes or less.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

APPENDIX

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

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

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors *

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

Air Carriers Voluntarily Reporting

Data to DOT and to CRS Vendors

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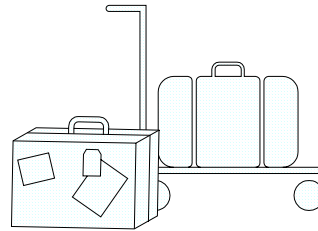
* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #21, issued December 1, 2011, effective January 1, 2012.

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

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

MISHANDLED BAGGAGE

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



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

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

RANK	AIRLINE	MAY 2012			MAY 2011		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	393	516,341	0.76	*	*	*
2	AIRTRAN AIRWAYS	2,896	1,947,769	1.49	3,756	2,251,939	1.67
3	JETBLUE AIRWAYS	3,576	2,137,140	1.67	4,122	1,993,074	2.07
4	FRONTIER AIRLINES	1,598	865,945	1.85	1,841	908,689	2.03
5	DELTA AIR LINES	16,196	8,401,870	1.93	24,014	8,444,542	2.84
6	US AIRWAYS	8,549	4,238,309	2.02	11,932	4,223,202	2.83
7	ALASKA AIRLINES	3,736	1,480,286	2.52	4,091	1,391,818	2.94
8	AMERICAN AIRLINES	15,773	6,065,133	2.60	24,999	5,858,794	4.27
9	HAWAIIAN AIRLINES	1,957	744,257	2.63	1,804	725,548	2.49
10	SOUTHWEST AIRLINES	27,428	10,018,657	2.74	37,360	9,706,504	3.85
11	UNITED AIRLINES**	21,660	6,194,447	3.50	12,227	3,565,530	3.43
12	AMERICAN EAGLE AIRLINES	7,382	1,651,064	4.47	12,896	1,487,868	8.67
13	SKYWEST AIRLINES	9,777	2,163,992	4.52	8,087	2,012,544	4.02
14	MESA AIRLINES	3,376	682,663	4.95	3,958	774,909	5.11
15	EXPRESSJET AIRLINES**	13,527	2,635,710	5.13	7,044	1,288,659	5.47
TOTALS		137,824	49,743,583	2.77	158,131	44,633,620	3.54

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

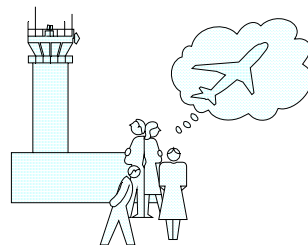
OVERSALES

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.



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

RANK	AIRLINE	JANUARY - MARCH 2012				JANUARY - MARCH 2011			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	0	4	6,371,852	0.01	14	12	6,038,693	0.02
2	VIRGIN AMERICA	14	12	1,402,246	0.09	*	*	*	*
3	HAWAIIAN AIRLINES	174	80	2,218,145	0.36	83	25	2,089,095	0.12
4	DELTA AIR LINES	28,208	1,023	23,153,402	0.44	23,802	656	22,640,522	0.29
5	FRONTIER AIRLINES	399	109	2,409,538	0.45	837	233	2,090,355	1.11
6	ALASKA AIRLINES	1,465	247	3,910,885	0.63	1,798	439	3,759,030	1.17
7	US AIRWAYS	7,475	974	13,514,441	0.72	11,360	1,177	12,705,868	0.93
8	SOUTHWEST AIRLINES	14,755	1,964	26,029,507	0.75	16,228	2,167	25,637,423	0.85
9	AMERICAN AIRLINES	14,589	1,478	18,320,011	0.81	11,820	2,191	17,751,646	1.23
10	AIRTRAN AIRWAYS	10,427	431	5,188,466	0.83	9,648	246	5,604,721	0.44
11	AMERICAN EAGLE AIRLINES	6,437	603	4,098,471	1.47	6,107	994	3,627,278	2.74
12	SKYWEST AIRLINES	11,901	972	5,942,158	1.64	14,697	453	5,714,175	0.79
13	UNITED AIRLINES**/***	21,120	3,084	17,850,152	1.73	19,147	1,310	10,557,367	1.24
14	EXPRESSJET AIRLINES**	13,962	1,301	6,940,687	1.87	7,702	179	3,185,462	0.56
15	MESA AIRLINES	1,900	446	1,877,874	2.38	2,897	352	2,080,943	1.69
	TOTALS	132,826	12,728	139,227,835	0.91	125,896	10,317	123,429,438	0.84

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

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

** 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 – March 2011 reflect the deletion of Continental's and Atlantic Southeast's data for that quarter.

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

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

	MAY 2012					MAY 2011			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS		COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	935	58	1	113		904	58	0	73
FOREIGN AIRLINES	268	4	1	22		125	2	1	10
TRAVEL AGENTS	27	2	0	7		21	0	0	1
TOUR OPERATORS	9	0	0	0		10	0	0	1
MISCELLANEOUS	21	3	1	18		5	12	0	12
INDUSTRY TOTALS	1,260	67	3	160		1,065	72	1	97

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	MAY 2012			MAY 2011		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	317		1	383	
CANCELLATIONS			127			155
DELAYS			101			111
MISCONNECTIONS			47			54
RES/TKTNG/BOARDING	2	176		4	116	
BAGGAGE	3	174		2	144	
CUSTOMER SERVICE	4	164		3	120	
FARES	5	132		6	61	
REFUNDS	6	117		5	95	
DISABILITY	7	68		7	58	
OTHER	8	46		9	30	
FREQUENT FLYER			27			27
OVERSALES	9	36		8	44	
ADVERTISING	10	24		11	4	
DISCRIMINATION	11	5		10	10	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		1,260			1,065	

* 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*
MAY 2012

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	4	0	0	0	0	1	1	0	0	0	0	0	6
ALASKA AIRLINES	1	0	2	1	0	1	5	0	2	0	0	0	12
ALLEGiant AIR	6	0	1	0	3	1	1	0	1	0	0	0	13
AMERICAN AIRLINES	29	5	16	0	5	18	17	6	3	1	0	2	102
AMERICAN EAGLE AIRLINES	5	1	1	0	0	4	2	1	0	0	0	0	14
COLGAN AIR	3	0	0	0	0	2	1	0	0	0	0	0	6
DELTA AIRLINES	19	6	10	8	3	13	17	9	3	0	0	3	91
EXPRESSJET AIRLINES	9	1	1	0	0	6	2	3	0	0	0	0	22
FRONTIER AIRLINES	1	0	2	0	1	1	2	0	0	0	0	0	7
GREAT LAKES AVIATION	3	1	0	0	0	1	0	0	0	0	0	0	5
HAWAIIAN AIRLINES	1	0	0	1	0	1	2	1	0	0	0	1	7
JETBLUE AIRWAYS	2	0	1	0	3	2	2	2	2	0	0	1	15
MESA AIRLINES	4	0	0	0	0	0	0	0	0	0	0	1	5
PIEDMONT AIRLINES	5	1	3	0	1	2	0	5	0	0	0	0	17
PINNACLE AIRLINES	11	0	1	0	1	1	1	2	0	0	0	0	17
PSA AIRLINES	4	0	1	0	0	1	0	0	0	0	0	0	6
REPUBLIC AIRLINES	7	0	1	1	0	0	1	1	0	0	0	0	11
SKYWEST AIRLINES	11	1	0	0	0	3	2	0	0	0	0	0	17
SOUTHWEST AIRLINES	15	0	5	0	3	1	4	5	0	0	0	1	34
SPIRIT AIRLINES	29	2	17	10	6	6	6	1	0	0	0	2	79
UNITED AIRLINES	73	9	44	10	44	29	51	9	4	1	1	16	291
UNITED EXPRESS	4	1	3	0	1	1	1	1	0	0	0	1	13
US AIRWAYS	29	3	8	8	10	17	18	11	3	1	0	1	109
VIRGIN AMERICA	0	0	0	0	2	1	1	1	0	0	0	0	5
OTHER U. S. AIRLINES	18	0	3	1	1	3	3	0	0	0	0	2	31
TOTAL MAY 2012	293	31	120	40	84	116	140	58	18	3	1	31	935
% OF TOTAL COMPLAINTS	31.3	3.3	12.8	4.3	9.0	12.4	15.0	6.2	1.9	0.3	0.1	3.3	
TOTAL MAY 2011	351	38	87	50	62	119	106	50	3	9	0	29	904
% OF TOTAL COMPLAINTS	38.8	4.2	9.6	5.5	6.9	13.2	11.7	5.5	0.3	1.0	0.0	3.2	

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

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

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

Table 4

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

MAY 2012

U. S. AIRLINES*	COMPS RECD IN MAY	INCI - DENTS IN MAY	PERCENT	INCI - DENTS IN APRIL	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	6	4	66.7	1	16.7	1	16.7	0	0.0
ALASKA AIRLINES	12	6	50.0	2	16.7	2	16.7	2	16.7
ALLEGiant AIR	13	6	46.2	0	0.0	6	46.2	1	7.7
AMERICAN AIRLINES	102	43	42.2	18	17.6	31	30.4	10	9.8
AMERICAN EAGLE AIRLINES	14	7	50.0	4	28.6	3	21.4	0	0.0
COLGAN AIR	6	4	66.7	1	16.7	0	0.0	1	16.7
DELTA AIRLINES	91	33	36.3	18	19.8	32	35.2	8	8.8
EXPRESSJET AIRLINES	22	12	54.5	3	13.6	5	22.7	2	9.1
FRONTIER AIRLINES	7	4	57.1	1	14.3	2	28.6	0	0.0
GREAT LAKES AVIATION	5	3	60.0	1	20.0	1	20.0	0	0.0
HAWAIIAN AIRLINES	7	2	28.6	1	14.3	2	28.6	2	28.6
JETBLUE AIRWAYS	15	6	40.0	2	13.3	4	26.7	3	20.0
MESA AIRLINES	5	3	60.0	0	0.0	2	40.0	0	0.0
PIEDMONT AIRLINES	17	10	58.8	3	17.6	2	11.8	2	11.8
PINNACLE AIRLINES	17	10	58.8	2	11.8	4	23.5	1	5.9
PSA AIRLINES	6	4	66.7	2	33.3	0	0.0	0	0.0
REPUBLIC AIRLINES	11	3	27.3	2	18.2	4	36.4	2	18.2
SKYWEST AIRLINES	17	10	58.8	5	29.4	1	5.9	1	5.9
SOUTHWEST AIRLINES	34	22	64.7	4	11.8	4	11.8	4	11.8
SPIRIT AIRLINES	79	39	49.4	14	17.7	22	27.8	4	5.1
UNITED AIRLINES	291	116	39.9	56	19.2	86	29.6	33	11.3
UNITED EXPRESS	13	9	69.2	3	23.1	1	7.7	0	0.0
US AIRWAYS	109	39	35.8	23	21.1	29	26.6	18	16.5
VIRGIN AMERICA	5	2	40.0	1	20.0	2	40.0	0	0.0
OTHER U. S. AIRLINES	31	13	41.9	6	19.4	8	25.8	4	12.9
TOTALS	935	410	43.9	173	18.5	254	27.2	98	10.5
PREVIOUS YEAR'S TOTALS	904	389	43.0	222	24.6	198	21.9	95	10.5

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

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

Table 5

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

MAY 2012

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR CANADA	4	1	5	3	0	5	3	0	0	0	0	1	22
AIR FRANCE	1	0	1	1	1	6	0	1	0	0	0	1	12
AIR INDIA	8	0	3	1	1	2	0	0	0	0	0	0	15
ALITALIA AIRLINES	0	0	0	0	0	3	3	0	1	0	0	0	7
ALL NIPPON AIRLINES	0	0	0	7	0	0	0	0	0	0	0	0	7
AVIANCA	0	1	0	1	2	3	0	1	0	0	0	0	8
BRI TISH AIRWAYS	0	0	0	1	1	2	2	2	3	0	0	1	12
KLM	0	0	0	0	1	4	0	1	1	0	0	0	7
KOREAN AIR LINES	0	0	0	54	0	0	0	0	0	0	0	0	54
LUFTHANSA	2	0	4	2	2	3	1	0	0	0	0	1	15
PAKISTAN AIRLINES	1	1	0	0	0	3	4	1	0	0	0	0	10
TURKISH AIRLINES	1	0	1	0	2	3	0	0	0	0	0	0	7
VOLARIS AIRLINES	0	0	2	0	1	2	1	0	1	0	0	0	7
OTHER FOREIGN AIRLINES	4	2	25	9	10	20	6	4	0	2	0	3	85
TOTALS	21	5	41	79	21	56	20	10	6	2	0	7	268
<u>TRAVEL AGENTS</u>													
CHEAPOAIR.COM	0	0	2	2	1	0	1	0	0	0	0	0	6
ORBITZ.COM	0	0	2	1	1	0	1	0	0	0	0	0	5
OTHER TRAVEL AGENTS	0	0	7	5	2	0	1	0	0	0	0	1	16
TOTALS	0	0	11	8	4	0	3	0	0	0	0	1	27
<u>TOUR OPERATORS</u>													
DIRECT AIR AND TOURS	0	0	0	0	3	0	0	0	0	0	0	6	9
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	3	0	0	0	0	0	0	6	9
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	3	0	4	5	5	2	1	0	0	0	0	1	21
TOTALS	3	0	4	5	5	2	1	0	0	0	0	1	21

* 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

MAY 2012
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	MAY 2012			MAY 2011		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	AIRTRAN AIRWAYS	6	1,969,376	0.30	14	2,247,364	0.62
2	SOUTHWEST AIRLINES	34	9,754,078	0.35	48	9,710,047	0.49
3	JETBLUE AIRWAYS	15	2,372,976	0.63	26	2,196,297	1.18
4	MESA AIRLINES	5	682,663	0.73	1	774,909	0.13
5	FRONTIER AIRLINES	7	918,115	0.76	9	1,340,210	0.67
6	ALASKA AIRLINES	12	1,566,223	0.77	10	1,483,037	0.67
7	SKYWEST AIRLINES	17	2,188,513	0.78	12	2,089,982	0.57
8	EXPRESSJET AIRLINES**	22	2,771,173	0.79	12	1,275,250	0.94
9	AMERICAN EAGLE AIRLINES	14	1,686,784	0.83	34	1,542,978	2.20
10	HAWAIIAN AIRLINES	7	782,093	0.90	3	737,533	0.41
11	DELTA AIR LINES	91	9,971,385	0.91	108	9,991,250	1.08
12	VIRGIN AMERICA	5	531,333	0.94	*	*	*
13	AMERICAN AIRLINES	102	7,563,763	1.35	147	7,359,397	2.00
14	US AIRWAYS	109	4,686,559	2.33	95	4,711,418	2.02
15	UNITED AIRLINES**	291	8,079,964	3.60	102	4,348,551	2.35
TOTAL		737	55,524,998	1.33	623	49,808,223	1.25

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



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

The Transportation Security Administration (TSA) screened approximately 55 million airline passengers and their 44 million checked bags in the month of May 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 May.

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
313	.0005	26	.00005	109	.0002	443	.0008

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
186	.0003	473	.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 May.

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.

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

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

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

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

Carrier	Death	Injury	Loss
<i>Alaska</i>	1	1	
<i>American</i>	1		
<i>Delta</i>	1		
<i>Total</i>	3	1	