



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

**Issued: June 2012**



<b>Flight Delays<sup>1</sup></b>	April 2012 12 Months Ending April 2012
<b>Mishandled Baggage<sup>1</sup></b>	April 2012
<b>Oversales<sup>1</sup></b>	1st Quarter 2012
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	April 2012
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	April 2012
<b>Airline Animal Incident Reports<sup>4</sup></b>	April 2012

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<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://airconsumer.ost.dot.gov/>

<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

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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/](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.

**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.**

APRIL 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	73.3	15	94.4
AIRTRAN AIRWAYS S/	21	93.6	58	94.0
DELTA AIR LINES S/	29	90.5	123	90.9
ALASKA AIRLINES S/	18	90.5	51	90.6
US AIRWAYS S/	27	90.6	78	90.6
MESA AIRLINES S/V/	12	90.7	74	89.2
SOUTHWEST AIRLINES S/	22	87.4	73	87.0
JETBLUE AIRWAYS S/	21	86.6	49	86.8
VIRGIN AMERICA S/	13	86.7	14	86.7
SKYWEST AIRLINES S/	18	84.7	146	85.0
AMERICAN EAGLE S/	19	86.0	141	84.8
FRONTIER AIRLINES S/	22	83.0	50	82.7
EXPRESSJET AIRLINES S/	22	83.0	153	82.6
UNITED AIRLINES S/	28	81.5	81	81.6
AMERICAN AIRLINES S/	28	82.3	82	81.4
TOTAL		86.4		86.3

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

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

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

## APRIL 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		Feb-12		Mar-12		Apr-12		12 Months Ending Apr 2012		Database To Date 09/87-04/12	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	82.6	3	84.1	3	90.1	2	90.0	2	91.2	2	90.9	2	94.0	2	87.5	3	(--)	(--)
ALASKA	90.6	2	91.1	2	87.2	6	84.5	7	89.5	5	85.4	6	90.6	4	88.6	2	76.5	5
AMERICAN	72.9	12	78.5	10	82.5	11	83.1	8	86.1	9	79.9	12	81.4	15	80.0	11	78.0	3
AMERICAN EAGLE	70.2	15	78.7	9	83.5	8	82.8	9	84.5	10	82.3	8	84.8	11	80.1	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	90.0	4	85.7	5	90.9	3	85.7	4	77.6	4
EXPRESSJET	70.5	14	75.5	14	79.6	16	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET(COMBINED)	(--)	(--)	(--)	(--)	(--)	(--)	77.4	14	79.3	14	74.1	15	82.6	13	(--)	(--)	(--)	(--)
FRONTIER	77.1	9	80.9	7	82.0	14	77.1	15	72.5	15	80.8	9	82.7	12	79.5	12	(--)	(--)
HAWAIIAN	92.9	1	95.2	1	92.6	1	92.3	1	91.2	3	92.5	1	94.4	1	93.3	1	(--)	(--)
JETBLUE	72.7	13	70.9	16	82.3	13	81.8	11	84.4	11	80.1	11	86.8	8	78.4	13	(--)	(--)
MESA	81.6	4	83.1	6	88.0	4	86.3	6	89.3	7	86.5	4	89.2	6	85.3	5	(--)	(--)
SKYWEST	79.9	5	80.1	8	82.5	12	81.7	12	83.8	12	80.2	10	85.0	10	81.4	8	(--)	(--)
SOUTHWEST	77.6	8	83.8	4	87.5	5	87.2	4	89.1	8	85.1	7	87.0	7	84.9	6	81.9	1
UNITED	77.8	7	77.4	11	83.1	10	80.9	13	83.7	13	77.4	13	81.6	14	80.0	10	76.2	6
US AIRWAYS	75.1	10	76.7	12	86.9	7	87.2	5	89.3	6	87.3	3	90.6	5	82.5	7	78.3	2
VIRGIN AMERICA	(--)	(--)	(--)	(--)	(--)	(--)	82.6	10	91.7	1	74.9	14	86.7	9	(--)	(--)	(--)	(--)
Total	76.5		80.2		85.1		84.0		86.2		82.2		86.3		83.1		78.5	

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

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

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

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

APRIL 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	404	78.0	896	79.2	258	79.1	165	70.3	782	78.9	436	76.4	12738	81.9	178	77.0
AS	30	80.0	81	97.5	H/		H/		90	91.1	90	92.2	79	94.9	H/	
B6	H/		2811	86.9	149	87.9	146	84.9	266	88.3	86	95.3	H/		H/	
DL	16508	90.6	1082	90.4	590	91.2	440	87.0	840	90.1	548	92.0	402	89.6	3716	90.4
EV	8679	88.8	56	75.0	183	88.5	475	73.3	259	67.2	1842	85.8	239	82.4	1784	87.9
F9	83	77.1	30	83.3	H/		H/		116	87.1	2972	85.3	133	83.5	60	78.3
FL	5028	94.0	488	91.0	1187	94.9	178	91.0	350	95.7	90	96.7	H/		169	91.1
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	504	82.3	H/		169	88.8	452	85.4	672	90.0	182	80.2	7594	80.6	392	86.5
OO	163	78.5	H/		H/		3	100.0	20	90.0	3830	88.1	326	80.1	222	92.8
UA	118	80.5	1092	79.6	316	82.9	56	75.0	567	84.0	4033	85.0	345	80.3	102	79.4
US	439	87.7	1583	90.2	382	92.4	7215	92.4	1813	91.8	385	92.7	514	88.1	255	89.4
VX	H/		155	92.9	H/		H/		H/		H/		178	83.1	H/	
WN	520	83.3	519	86.5	5547	89.9	H/		H/		4664	88.0	H/		518	84.9
YV	177	89.8	H/		H/		2402	90.1	H/		H/		89	88.8	127	89.0
TOTAL	32653	90.1	8793	86.6	8781	90.1	11532	90.1	5775	87.7	19158	86.7	22637	81.8	7523	88.7

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

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

APRIL 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	287	63.4	308	78.6	292	81.2	330	81.5	1163	90.5	750	81.1	2433	82.3	1338	87.1
AS	60	78.3	H/		H/		30	80.0	H/		398	92.7	487	84.2	H/	
B6	540	72.4	1415	83.9	316	84.8	H/		3683	89.7	331	87.0	202	91.1	284	82.7
DL	396	80.8	914	89.1	209	91.4	192	89.1	1548	90.2	988	91.4	1599	88.0	2226	86.8
EV	3439	65.8	26	80.8	1904	87.1	5884	80.3	120	85.8	H/		H/		92	82.6
F9	H/		58	81.0	H/		H/		H/		183	84.2	106	67.9	111	64.0
FL	H/		476	93.5	83	92.8	H/		H/		160	97.5	147	89.8	550	90.2
HA	H/		H/		H/		H/		H/		82	84.1	60	68.3	H/	
MQ	224	72.8	H/		H/		206	77.7	541	91.5	H/		1786	88.3	1406	90.5
OO	H/		H/		163	76.7	1326	84.1	H/		708	73.6	4159	81.7	H/	
UA	4168	78.1	576	80.9	2018	82.4	5380	83.6	369	89.7	1100	78.7	2603	80.5	693	83.5
US	326	75.5	585	85.6	H/		454	89.9	180	88.9	591	91.0	456	89.9	1113	89.9
VX	H/		178	76.4	185	87.6	H/		360	83.1	267	89.1	1012	91.4	H/	
WN	521	68.7	1441	88.5	233	87.6	H/		H/		6510	90.4	3138	83.3	238	78.2
YV	55	61.8	H/		818	94.9	H/		H/		39	87.2	H/		37	91.9
TOTAL	10016	72.5	5977	85.9	6221	86.2	13802	82.4	7964	89.7	12107	87.8	18188	83.9	8088	87.2

\* 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.



APRIL 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	784	80.6	H/		3782	86.0	307	73.6	4369	86.7	116	67.2	322	75.5	410	78.0
AS	38	81.6	H/		30	76.7	56	94.6	146	91.8	829	93.4	H/		247	89.1
B6	1484	86.9	H/		H/		H/		150	88.7	86	90.7	H/		86	84.9
DL	1484	91.2	207	90.8	676	91.0	4317	92.6	471	87.7	374	91.2	514	88.3	665	92.9
EV	14	92.9	7	100.0	37	89.2	427	79.2	4451	85.6	H/		66	81.8	1	100.0
F9	85	82.4	100	86.0	H/		82	81.7	2	50.0	129	80.6	30	76.7	119	73.1
FL	1745	94.8	298	94.0	30	93.3	260	92.3	H/		H/		231	83.5	111	90.1
HA	H/		H/		H/		H/		H/		30	73.3	H/		30	56.7
MQ	H/		H/		1203	87.8	226	87.6	7195	90.2	H/		137	75.2	112	86.6
OO	H/		H/		H/		2217	93.5	2548	86.6	861	89.8	H/		1786	91.1
UA	1124	82.7	H/		328	80.5	224	80.4	4919	82.2	489	78.3	429	77.2	666	83.5
US	721	87.8	H/		316	85.8	288	88.5	582	86.8	162	88.9	3732	89.3	4860	93.1
VX	64	81.2	H/		H/		H/		180	89.4	H/		76	86.8	H/	
WN	3030	87.5	6817	88.8	H/		485	83.5	H/		1130	89.2	947	82.7	5186	88.3
YV	H/		H/		124	93.5	H/		797	87.5	H/		30	86.7	1247	92.6
TOTAL	10573	88.0	7429	89.1	6526	86.7	8889	90.3	25810	86.7	4206	88.1	6514	86.1	15526	90.0

\* 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.

APRIL 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	416	77.9	401	83.8	950	71.5	146	78.8	502	80.9
AS	368	88.9	3586	91.9	317	77.9	H/		H/	
B6	86	90.7	150	92.0	322	83.5	120	84.2	413	81.1
DL	481	92.9	686	90.1	682	85.2	2411	94.4	853	91.0
EV	H/		H/		H/		H/		15	100.0
F9	98	91.8	139	82.0	142	69.7	129	85.3	30	70.0
FL	H/		51	94.1	132	87.1	H/		610	96.7
HA	30	63.3	60	76.7	30	73.3	H/		H/	
MQ	298	87.2	H/		H/		152	83.6	H/	
OO	655	80.0	510	92.2	4488	69.4	4753	92.8	H/	
UA	760	80.3	849	77.7	3810	79.5	89	79.8	641	82.2
US	305	91.1	258	86.4	399	82.0	180	91.7	632	89.6
VX	116	87.9	232	94.0	1408	83.3	H/		H/	
WN	2716	86.0	1033	87.8	1272	76.7	1072	83.6	2210	89.3
YV	H/		H/		H/		H/		H/	
TOTAL	6329	85.3	7955	88.9	13952	76.2	9052	91.3	5906	88.2

\* 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.

APRIL 2012

## 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	91.5	87.5	76.6	91.2	100.0	93.0	82.6	90.6	73.3	73.5	67.5	91.0	91.5	93.1	90.3	90.5	85.3	100.0
700 - 759 AM	96.0	89.6	97.8	97.7	94.6	94.5	89.5	97.1	87.2	90.5	91.6	90.4	86.8	95.5	91.7	93.0	91.3	96.2
800 - 859 AM	94.2	90.5	95.5	95.1	94.8	93.1	86.9	96.6	87.0	96.8	93.0	86.1	92.3	92.6	91.4	93.1	95.4	94.8
900 - 959 AM	94.8	90.5	96.8	92.0	87.7	91.1	86.2	94.6	92.6	94.2	93.3	88.8	94.1	93.2	91.1	92.7	93.1	95.6
1000 - 1059 AM	93.4	92.1	95.5	91.6	91.9	91.1	87.4	91.4	90.9	91.9	96.3	86.3	95.8	92.2	87.7	88.3	93.2	97.1
1100 - 1159 AM	92.6	92.6	95.7	86.8	91.2	91.1	87.3	91.3	80.4	90.4	89.3	85.5	94.8	89.2	84.0	90.2	94.0	92.0
1200 - 1259 PM	92.6	88.7	94.4	92.5	89.6	90.5	85.8	91.4	79.4	89.7	88.8	85.2	91.3	88.7	88.1	90.3	89.7	92.2
100 - 159 PM	92.2	91.9	93.8	90.6	93.2	89.4	81.5	92.0	74.7	87.2	92.2	82.6	87.1	86.6	85.5	92.1	93.0	92.3
200 - 259 PM	89.9	86.8	91.9	88.2	89.9	87.8	78.6	91.3	72.4	86.6	90.6	82.9	90.9	86.8	84.4	91.5	90.6	90.5
300 - 359 PM	89.3	89.5	92.2	91.3	90.1	83.1	79.1	85.9	66.9	86.5	87.4	83.1	92.9	90.9	84.0	90.6	86.2	87.8
400 - 459 PM	90.3	87.3	86.9	88.2	86.4	88.1	79.3	88.8	64.0	84.1	83.9	81.2	90.3	86.8	81.4	86.5	86.1	85.4
500 - 559 PM	88.1	83.3	89.9	88.2	82.5	80.7	78.5	87.7	64.0	82.8	85.0	77.2	88.0	87.3	83.5	86.7	82.2	86.8
600 - 659 PM	83.3	86.1	86.5	87.1	87.8	81.3	79.8	81.5	61.3	84.9	86.3	74.2	88.2	84.7	82.5	84.6	80.7	86.1
700 - 759 PM	85.4	85.5	87.1	87.0	87.3	80.2	75.9	80.1	57.7	80.1	79.1	76.1	89.5	85.9	78.0	81.9	86.4	84.1
800 - 859 PM	86.4	83.3	84.1	90.1	82.5	79.8	78.4	89.7	55.5	82.3	85.2	76.0	87.9	81.8	79.1	81.0	86.8	85.4
900 - 959 PM	89.8	79.2	84.4	87.5	82.1	81.6	77.8	83.8	67.0	84.9	83.3	83.1	87.0	85.5	78.1	80.4	85.4	80.5
1000 - 1059 PM	84.6	77.1	82.1	76.7	85.6	80.5	77.6	86.6	73.8	82.7	82.6	78.8	89.4	83.5	77.1	84.4	81.7	80.7
1100 - 559 AM	81.5	83.9	83.2	86.8	82.8	82.0	82.7	83.9	77.8	80.3	84.0	80.2	86.2	80.9	84.5	81.3	84.4	81.3
TOTAL, ALL ARRIVALS, BY AIRPORT	90.1	86.6	90.1	90.1	87.7	86.7	81.8	88.7	72.5	85.9	86.2	82.4	89.7	87.8	83.9	87.2	88.0	89.1

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	76.5	95.3	94.2	92.3	83.8	95.1	100.0	93.6	91.5	J/	75.0	89.6
700 - 759 AM	84.4	90.7	91.7	98.7	90.5	93.3	87.9	97.4	87.7	95.8	98.5	92.6
800 - 859 AM	90.8	95.0	89.5	96.5	92.4	93.2	90.3	93.5	85.1	95.4	96.6	91.8
900 - 959 AM	89.4	92.7	89.6	91.9	95.4	91.8	89.5	96.9	79.6	94.4	98.0	91.4
1000 - 1059 AM	91.0	94.0	90.5	91.0	91.0	92.7	90.0	94.2	73.0	93.1	93.9	90.7
1100 - 1159 AM	92.4	86.1	90.9	86.2	86.8	93.5	89.3	91.2	78.2	89.8	92.1	89.3
1200 - 1259 PM	88.3	94.0	87.6	91.6	92.8	91.5	88.4	89.4	74.2	95.2	91.4	88.9
100 - 159 PM	86.7	92.1	85.7	89.2	84.2	89.3	89.0	93.8	72.6	92.1	94.2	87.7
200 - 259 PM	88.3	92.9	88.8	85.4	86.7	90.6	82.4	89.8	76.7	92.6	87.9	87.3
300 - 359 PM	87.2	83.9	86.0	94.3	82.1	89.4	84.0	82.0	75.5	91.9	84.2	85.6
400 - 459 PM	86.0	90.2	86.2	89.9	87.1	90.2	81.0	92.1	75.0	92.7	85.0	85.5
500 - 559 PM	88.6	88.1	85.9	92.0	83.3	90.0	82.5	87.4	72.5	83.2	88.1	83.8
600 - 659 PM	86.0	88.0	85.9	89.4	83.0	86.0	82.8	86.0	81.5	93.6	85.8	83.2
700 - 759 PM	84.4	86.9	82.1	85.3	81.9	89.5	81.6	88.1	72.8	91.5	83.8	82.5
800 - 859 PM	83.8	90.2	79.5	83.2	78.1	86.7	82.4	86.0	71.8	87.1	82.4	81.9
900 - 959 PM	86.0	87.3	82.3	89.2	83.7	84.5	86.4	86.5	70.0	84.5	84.3	82.4
1000 - 1059 PM	84.4	83.1	80.9	88.3	90.1	78.9	78.1	84.0	68.9	81.7	86.3	81.0
1100 - 559 AM	73.6	79.4	81.7	78.7	80.3	87.0	84.2	85.3	79.5	77.1	81.6	82.1
TOTAL, ALL ARRIVALS, BY AIRPORT	86.7	90.3	86.7	88.1	86.1	90.0	85.3	88.9	76.2	91.3	88.2	86.4

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	94.6	94.8	96.3	97.0	95.9	95.9	88.5	96.4	91.4	94.9	96.7	94.1	94.7	95.7	92.6	97.1	97.1	96.4
700 - 759 AM	96.1	94.5	94.0	92.9	94.6	94.9	89.8	94.3	88.7	95.1	91.0	90.7	94.4	93.3	90.4	95.7	95.5	94.1
800 - 859 AM	93.8	91.9	92.3	94.9	95.9	93.9	84.8	93.1	87.0	93.5	88.7	86.8	93.6	87.2	90.6	96.0	94.6	91.8
900 - 959 AM	93.2	92.8	90.5	94.4	92.0	89.7	84.1	93.3	87.4	93.2	86.3	87.3	88.9	89.3	88.6	93.6	93.7	91.1
1000 - 1059 AM	93.5	90.2	92.9	88.6	90.9	88.1	82.9	91.2	86.4	93.9	87.9	85.9	89.3	86.2	86.0	93.4	92.1	92.2
1100 - 1159 AM	91.1	92.2	87.0	90.8	92.3	87.0	81.4	93.4	86.8	91.7	92.5	81.7	89.2	87.8	80.4	89.8	91.5	89.2
1200 - 1259 PM	89.5	91.4	87.5	91.6	90.5	86.2	80.6	93.2	79.4	87.4	87.7	82.6	91.1	85.3	82.3	89.9	90.5	86.6
100 - 159 PM	90.2	89.1	86.5	89.6	87.8	85.0	76.5	88.2	75.1	78.8	81.3	79.8	87.6	81.7	84.2	90.3	88.5	80.1
200 - 259 PM	88.3	88.6	85.5	90.3	89.3	85.0	75.4	90.6	71.8	83.2	83.5	75.5	84.5	82.4	82.4	89.9	86.3	80.3
300 - 359 PM	87.7	85.8	84.3	80.1	85.0	82.9	74.5	86.6	65.6	86.8	83.3	73.1	87.1	78.6	79.5	90.4	85.9	82.6
400 - 459 PM	86.4	84.7	79.8	88.1	86.4	76.1	75.0	84.7	63.8	77.1	75.8	78.3	87.7	82.5	79.7	88.2	79.5	77.1
500 - 559 PM	85.7	83.6	82.6	85.6	82.0	81.7	75.6	84.7	59.5	79.6	77.7	73.8	84.6	79.8	82.4	86.0	81.5	72.7
600 - 659 PM	85.9	82.2	86.1	88.2	85.4	78.6	76.2	86.5	69.3	79.1	75.2	74.9	86.5	81.9	80.2	88.0	80.5	74.0
700 - 759 PM	83.8	82.2	73.3	87.8	89.0	81.2	75.0	79.5	62.9	83.1	76.5	67.9	86.4	80.5	75.0	85.5	81.1	78.3
800 - 859 PM	88.6	81.9	81.1	88.0	87.0	76.4	75.0	87.6	56.8	74.3	79.5	68.9	81.8	79.6	77.4	85.4	82.1	72.0
900 - 959 PM	88.6	84.3	76.2	73.0	91.0	73.2	78.5	87.1	55.7	76.7	76.3	78.1	84.7	78.3	82.3	87.4	82.5	75.0
1000 - 1059 PM	91.7	100.0	94.3	91.7	94.2	71.9	80.1	J/	50.0	84.6	84.0	83.3	79.6	86.7	83.3	J/	100.0	J/
1100 - 559 AM	92.3	89.2	94.0	94.1	100.0	94.0	87.7	96.3	95.7	95.9	93.3	91.4	92.4	93.9	84.8	93.3	96.6	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	89.6	88.7	86.4	90.3	89.8	84.4	79.3	88.5	74.8	86.6	83.7	79.4	88.3	85.4	84.1	91.0	88.0	83.4

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	97.0	95.8	89.2	96.6	92.8	95.2	97.1	96.3	93.5	96.2	97.1	94.7
700 - 759 AM	90.9	93.8	91.4	93.9	90.9	93.9	89.2	93.1	90.2	95.1	96.0	92.7
800 - 859 AM	87.7	92.5	89.3	90.9	91.4	90.8	90.2	94.3	85.3	94.1	95.4	91.0
900 - 959 AM	88.1	93.6	87.6	94.3	93.5	89.0	83.0	90.6	80.8	92.8	96.2	90.0
1000 - 1059 AM	89.1	94.1	86.8	92.0	94.6	91.1	86.5	93.4	75.6	85.0	95.9	88.7
1100 - 1159 AM	89.7	91.5	87.8	90.5	89.5	86.6	87.3	89.0	71.1	94.2	91.7	87.9
1200 - 1259 PM	87.4	95.1	87.0	84.1	89.7	90.2	86.6	90.9	73.8	85.6	88.0	86.2
100 - 159 PM	85.1	92.1	84.4	91.3	93.4	86.7	84.9	88.4	72.5	92.2	90.0	85.1
200 - 259 PM	79.9	90.0	82.2	91.9	82.3	81.6	89.2	88.9	69.7	88.7	89.0	83.3
300 - 359 PM	78.6	92.6	82.9	90.2	83.1	82.3	77.8	86.3	70.0	93.0	81.0	82.4
400 - 459 PM	79.8	82.6	82.4	92.4	81.0	84.9	85.3	89.5	76.3	90.4	82.3	81.6
500 - 559 PM	78.1	89.5	81.3	89.9	85.5	79.0	84.4	91.4	75.7	89.1	84.0	81.4
600 - 659 PM	79.3	83.6	81.5	88.1	85.9	84.5	82.7	88.8	76.8	84.1	87.1	81.7
700 - 759 PM	83.3	92.6	81.2	88.3	76.3	83.0	80.4	85.4	80.1	79.8	87.3	80.5
800 - 859 PM	78.7	88.9	77.0	85.2	88.2	87.3	81.3	91.1	77.0	93.1	78.8	80.6
900 - 959 PM	81.8	91.0	78.9	86.5	88.4	84.6	84.4	92.5	72.6	94.1	82.3	81.2
1000 - 1059 PM	84.3	J/	82.8	95.4	89.3	93.8	91.8	94.9	74.5	86.7	J/	85.9
1100 - 559 AM	100.0	99.0	96.7	94.0	100.0	94.3	J/	86.4	77.2	92.4	98.0	90.2
TOTAL, ALL DEPARTURES, BY AIRPORT	84.5	91.8	84.5	91.3	88.3	87.8	86.7	90.9	77.9	91.7	89.8	85.8

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

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## AIR TRAVEL CONSUMER REPORT

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

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

## CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE
------

## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

NONE
------

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

EXPRESSJET	4491	Mar	DAY-EWR	1832	26	15	57.7	62.5
EXPRESSJET	4532	Apr	DAY-EWR	1834	26	14	53.9	85.9
EXPRESSJET	4599	Mar	DCA-EWR	1702	31	18	58.1	74.8
EXPRESSJET	4205	Apr	DCA-EWR	1659	13	7	53.9	64.0
EXPRESSJET	4234	Mar	EWR-SDF	2100	26	14	53.9	76.1
EXPRESSJET	4327	Apr	EWR-SDF	2112	26	14	53.9	68.5
EXPRESSJET	4525	Mar	GSO-EWR	1837	26	15	57.7	84.9
EXPRESSJET	4229	Apr	GSO-EWR	1823	22	13	59.1	85.8
SKYWEST	5615	Mar	SBA-SFO	1930	26	18	69.2	86.3
SKYWEST	5615	Apr	SBA-SFO	1924	26	15	57.7	117.8
SKYWEST	5639	Mar	SFO-FAT	2108	26	14	53.9	86.4
SKYWEST	5457	Apr	SFO-FAT	2111	26	17	65.4	94.3

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
FRONTIER	214	1	0.5
EXPRESSJET	1,939	3	0.2
SOUTHWEST	2,271	3	0.1
DELTA	2,054	0	0.0
SKYWEST	1,603	0	0.0
AMERICAN	1,494	0	0.0
AMERICAN EAGLE	1,404	0	0.0
UNITED	1,400	0	0.0
US AIRWAYS	1,119	0	0.0
JETBLUE	656	0	0.0
AIRTRAN	603	0	0.0
ALASKA	408	0	0.0
MESA	369	0	0.0
HAWAIIAN	198	0	0.0
VIRGIN AMERICA	150	0	0.0
TOTAL	15,882	7	0.0

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

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



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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	96.7	96.7	60	60
ABILENE TX (ABI)	79.1	86.9	206	206
ADAK ISLAND AK (ADK)	55.6	55.6	9	9
AGUADILLA PR (BQN)	95.5	90.0	89	120
AKRON OH (CAK)	89.3	91.1	674	674
ALBANY GA (ABY)	88.9	87.7	81	81
ALBANY NY (ALB)	85.3	89.4	746	746
ALBUQUERQUE NM (ABQ)	85.9	87.4	2,704	2,705
ALEXANDRIA LA (AEX)	83.3	86.9	275	275
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	86.4	91.3	220	219
AMARILLO TX (AMA)	80.3	84.8	636	637
ANCHORAGE AK (ANC)	91.5	94.2	1,234	1,233
APPLETON WI (ATW)	88.0	92.0	325	324
ARCATA/EUREKA CA (ACV)	60.1	60.6	283	282
ARLINGTON VA (DCA)	87.7	89.8	5,775	5,770
ASHEVILLE NC (AVL)	84.9	86.2	385	385
ASPEN CO (ASE)	78.9	77.5	246	244
ATLANTA GA (ATL)	90.1	89.6	32,653	32,628
AUGUSTA GA (AGS)	87.2	88.0	257	258
AUSTIN TX (AUS)	84.4	86.8	3,612	3,609
BAKERSFIELD CA (BFL)	80.0	82.3	300	299
BALTIMORE MD (BWI)	90.1	86.4	8,781	8,783
BANGOR ME (BGR)	86.2	96.6	29	29
BARROW AK (BRW)	88.2	86.8	68	68
BATON ROUGE LA (BTR)	80.0	81.9	701	700
BELLINGHAM WA (BLI)	92.3	97.4	78	78
BEMIDJI MN (BJI)	91.7	91.7	60	60
BEND/REDMOND OR (RDM)	86.8	87.2	266	266
BETHEL AK (BET)	95.1	96.3	81	81
BILLINGS MT (BIL)	91.6	93.8	274	274
BIRMINGHAM AL (BHM)	83.8	87.4	1,528	1,528
BISMARCK/MANDAN ND (BIS)	89.4	91.2	321	319
BLOOMINGTON/NORMAL IL (BMI)	90.4	93.8	260	259
BOISE ID (BOI)	87.0	90.2	851	851
BOSTON MA (BOS)	86.6	88.7	8,793	8,790
BOZEMAN MT (BZN)	91.5	93.9	200	198
BRANSON MO (BKG)	93.0	95.7	115	115
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	87.8	91.1	237	237
BROWNSVILLE TX (BRO)	75.8	85.3	198	197
BRUNSWICK GA (BQK)	86.6	89.0	82	82
BUFFALO NY (BUF)	86.7	88.9	1,780	1,782
BURBANK CA (BUR)	88.9	89.3	2,173	2,171
BURLINGTON VT (BTV)	74.7	82.4	312	312

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUTTE MT (BTM)	87.9	94.8	58	58
CARLSBAD CA (CLD)	84.5	87.0	193	193
CASPER WY (CPR)	89.0	92.6	163	163
CEDAR CITY UT (CDC)	85.7	92.7	56	55
CEDAR RAPIDS/IOWA CITY IA (CID)	83.1	87.2	610	610
CHAMPAIGN/URBANA IL (CMI)	85.0	91.5	200	200
CHANTILLY VA (IAD)	86.2	83.7	6,221	6,226
CHARLESTON SC (CHS)	82.6	85.6	1,181	1,177
CHARLESTON/DUNBAR WV (CRW)	86.1	87.5	337	335
CHARLOTTE NC (CLT)	90.1	90.3	11,532	11,533
CHARLOTTE AMALIE VI (STT)	88.3	91.6	368	368
CHARLOTTESVILLE VA (CHO)	89.7	92.5	146	146
CHATTANOOGA TN (CHA)	86.3	88.8	438	437
CHEYENNE WY (CYS)	100.0	50.0	2	2
CHICAGO IL (MDW)	89.1	83.4	7,429	7,435
CHICAGO IL (ORD)	86.7	84.5	25,810	25,817
CHICO CA (CIC)	67.2	69.0	116	116
CHRISTIANSTED VI (STX)	88.8	89.8	98	98
CLEVELAND OH (CLE)	85.2	88.6	4,066	4,060
CODY WY (COD)	88.5	95.0	61	60
COLLEGE STATION/BRYAN TX (CLL)	81.1	84.4	90	90
COLORADO SPRINGS CO (COS)	83.0	88.4	880	881
COLUMBIA SC (CAE)	81.7	86.1	601	598
COLUMBUS OH (CMH)	87.3	91.2	2,330	2,331
COLUMBUS GA (CSG)	84.3	84.7	191	190
COLUMBUS MS (GTR)	94.0	89.3	84	84
CORDOVA AK (CDV)	95.0	95.0	60	60
CORPUS CHRISTI TX (CRP)	78.3	81.7	612	611
COVINGTON KY (CVG)	86.4	89.8	2,161	2,160
CRESCENT CITY CA (CEC)	48.1	45.1	81	82
DALLAS TX (DAL)	83.4	78.6	3,741	3,737
DALLAS/FORT WORTH TX (DFW)	81.8	79.3	22,637	22,640
DAYTON OH (DAY)	85.0	88.4	933	933
DAYTONA BEACH FL (DAB)	90.9	92.8	208	207
DEADHORSE AK (SCC)	95.1	95.1	61	61
DENVER CO (DEN)	86.7	84.4	19,158	19,156
DES MOINES IA (DSM)	85.8	88.9	906	907
DETROIT MI (DTW)	88.7	88.5	7,523	7,540
DOTHAN AL (DHN)	87.3	90.9	110	110
DUBUQUE IA (DBQ)	92.3	100.0	26	26
DULUTH MN (DLH)	93.2	96.0	176	175
DURANGO CO (DRO)	79.4	85.7	267	266
EAGLE CO (EGE)	90.1	94.6	71	74

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EAU CLAIRE WI (EAU)	90.0	91.7	60	60
EL CENTRO CA (IPL)	86.7	86.7	60	60
EL PASO TX (ELP)	82.5	86.6	1,781	1,781
ELKO NV (EKO)	93.8	96.3	81	81
ELMIRA/CORNING NY (ELM)	92.8	97.3	111	111
EUGENE OR (EUG)	87.2	86.7	407	405
EVANSVILLE IN (EVV)	83.6	85.9	305	305
FAIRBANKS AK (FAI)	91.7	93.8	339	339
FARGO ND (FAR)	88.7	91.4	406	406
FAYETTEVILLE NC (FAY)	87.3	90.1	252	252
FAYETTEVILLE AR (XNA)	82.0	84.6	1,020	1,018
FLAGSTAFF AZ (FLG)	91.4	93.3	210	210
FLINT MI (FNT)	93.4	96.2	316	316
FORT LAUDERDALE FL (FLL)	85.9	86.6	5,977	5,981
FORT MYERS FL (RSW)	88.8	90.3	2,660	2,666
FORT SMITH AR (FSM)	77.5	86.7	120	120
FORT WAYNE IN (FWA)	85.5	91.4	304	304
FRESNO CA (FAT)	81.4	84.9	924	925
GAINESVILLE FL (GNV)	86.2	89.6	261	260
GARDEN CITY KS (GCK)	89.3	90.9	56	55
GILLETTE WY (GCC)	90.7	94.7	150	150
GRAND FORKS ND (GFK)	97.1	97.1	138	137
GRAND ISLAND NE (GRI)	73.2	78.6	56	56
GRAND JUNCTION CO (GJT)	84.8	90.0	401	401
GRAND RAPIDS MI (GRR)	86.9	87.7	659	660
GREAT FALLS MT (GTF)	91.2	92.0	137	137
GREEN BAY WI (GRB)	85.0	90.0	380	379
GREENSBORO/HIGH POINT NC (GSO)	80.6	84.9	764	764
GREER SC (GSP)	81.6	86.2	806	805
GUAM TT (GUM)	46.7	87.5	30	32
GULFPORT/BILOXI MS (GPT)	80.0	83.2	416	416
GUNNISON CO (GUC)	84.4	81.2	32	32
HANCOCK/HOUGHTON MI (CMX)	88.5	90.0	61	60
HARLINGEN/SAN BENITO TX (HRL)	77.7	87.0	354	354
HARRISBURG PA (MDT)	86.4	90.0	552	552
HARTFORD CT (BDL)	87.5	92.0	1,720	1,720
HAYDEN CO (HDN)	92.2	96.9	64	64
HELENA MT (HLN)	90.7	95.3	107	107
HILO HI (ITO)	94.5	94.8	615	615
HOBBS NM (HOB)	75.0	93.8	48	48
HONOLULU HI (HNL)	90.7	91.9	4,412	4,411
HOUSTON TX (HOU)	85.2	77.0	4,363	4,363
HOUSTON TX (IAH)	82.4	79.4	13,802	13,775

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HUNTSVILLE AL (HSV)	86.5	90.1	758	758
IDAHO FALLS ID (IDA)	93.0	96.7	243	243
INDIANAPOLIS IN (IND)	85.2	88.0	2,428	2,428
INYOKERN CA (IYK)	75.0	89.3	56	56
ISLIP NY (ISP)	85.8	89.0	537	536
JACKSON WY (JAC)	92.1	95.7	140	141
JACKSON/VICKSBURG MS (JAN)	84.0	84.7	771	771
JACKSONVILLE FL (JAX)	87.7	89.5	2,104	2,106
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	88.0	88.7	150	150
JOPLIN MO (JLN)	78.3	81.7	60	60
JUNEAU AK (JNU)	91.2	91.9	297	296
KAHULUI HI (OGG)	91.4	93.7	2,011	2,010
KALAMAZOO MI (AZO)	87.3	94.5	55	55
KALISPELL MT (FCA)	98.1	99.1	108	107
KANSAS CITY MO (MCI)	84.4	87.6	4,087	4,087
KETCHIKAN AK (KTN)	92.2	91.7	180	180
KEY WEST FL (EYW)	93.7	96.9	159	159
KILLEEN TX (GRK)	79.7	80.6	345	345
KLAMATH FALLS OR (LMT)	80.0	91.7	60	60
KNOXVILLE TN (TYS)	86.3	88.9	844	845
KODIAK AK (ADQ)	96.4	94.6	56	56
KONA HI (KOA)	92.5	94.0	1,079	1,079
KOTZEBUE AK (OTZ)	96.7	96.7	90	90
LA CROSSE WI (LSE)	85.1	90.1	101	101
LAFAYETTE LA (LFT)	75.7	80.0	420	419
LAKE CHARLES LA (LCH)	77.9	82.4	86	85
LANSING MI (LAN)	87.0	90.0	100	100
LAREDO TX (LRD)	80.8	86.6	193	194
LAS VEGAS NV (LAS)	87.8	85.4	12,107	12,109
LAWTON/FORT SILL OK (LAW)	75.3	79.5	146	146
LEWISBURG WV (LWB)	93.0	83.7	43	43
LEWISTON ID (LWS)	98.2	98.2	55	55
LEXINGTON KY (LEX)	84.2	85.6	550	550
LIHUE HI (LIH)	91.0	94.3	1,050	1,050
LINCOLN NE (LNK)	84.3	87.4	254	253
LITTLE ROCK AR (LIT)	85.0	88.0	1,329	1,330
LONG BEACH CA (LGB)	90.5	90.3	1,213	1,212
LONGVIEW TX (GGG)	81.7	81.7	60	60
LOS ANGELES CA (LAX)	83.9	84.1	18,188	18,191
LOUISVILLE KY (SDF)	82.6	85.7	1,191	1,192
LUBBOCK TX (LBB)	75.9	82.7	640	641
MADISON WI (MSN)	83.3	88.5	819	817
MAMMOTH LAKES CA (MMH)	75.0	65.3	48	49

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MANCHESTER NH (MHT)	83.6	89.8	737	738
MANHATTAN/FT. RILEY KS (MHK)	84.7	88.7	150	150
MARQUETTE MI (MQT)	84.6	88.5	26	26
MEDFORD OR (MFR)	74.4	77.8	266	266
MELBOURNE FL (MLB)	93.0	94.7	114	114
MEMPHIS TN (MEM)	90.6	90.0	2,969	2,970
MERIDIAN MS (MEI)	90.0	95.0	60	60
MIAMI FL (MIA)	86.7	84.5	6,526	6,532
MIDLAND/ODESSA TX (MAF)	79.9	83.9	662	663
MILWAUKEE WI (MKE)	88.2	90.3	3,202	3,211
MINNEAPOLIS MN (MSP)	90.3	91.8	8,889	8,896
MINOT ND (MOT)	91.1	91.6	203	203
MISSION/MCALLEN/EDINBURG TX (MFE)	77.7	88.2	256	255
MISSOULA MT (MSO)	93.8	95.3	193	193
MOBILE AL (MOB)	80.9	87.4	429	429
MODESTO CA (MOD)	61.2	68.1	116	116
MOLINE IL (MLI)	86.7	90.8	520	519
MONROE LA (MLU)	83.1	87.6	225	225
MONTEREY CA (MRY)	80.3	82.4	477	476
MONTGOMERY AL (MGM)	85.4	88.9	343	343
MONTROSE/DELTA CO (MTJ)	92.2	93.8	64	64
MOSINEE WI (CWA)	88.3	87.7	137	138
MUSKEGON MI (MKG)	85.0	86.7	60	60
MYRTLE BEACH SC (MYR)	87.4	87.0	309	308
NASHVILLE TN (BNA)	87.7	87.1	4,726	4,723
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	90.6	94.1	85	85
NEW ORLEANS LA (MSY)	85.3	85.7	3,280	3,278
NEW YORK NY (JFK)	89.7	88.3	7,964	7,964
NEW YORK NY (LGA)	87.2	91.0	8,088	8,086
NEWARK NJ (EWR)	72.5	74.8	10,016	9,902
NEWBURGH/POUGHKEEPSIE NY (SWF)	81.4	90.7	129	129
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	87.0	93.0	185	185
NOME AK (OME)	96.7	96.7	90	90
NORFOLK VA (ORF)	82.6	86.9	1,043	1,042
NORTH BEND/COOS BAY OR (OTH)	73.3	60.0	60	60
OAKLAND CA (OAK)	86.9	85.7	3,854	3,851
OKLAHOMA CITY OK (OKC)	81.2	86.8	1,808	1,807
OMAHA NE (OMA)	85.6	90.9	1,554	1,554
ONTARIO CA (ONT)	86.3	89.8	1,821	1,821
ORLANDO FL (MCO)	88.0	88.0	10,573	10,581
PADUCAH KY (PAH)	83.3	88.3	60	60
PALM SPRINGS CA (PSP)	84.7	85.2	1,232	1,234
PANAMA CITY FL (ECP)	85.4	90.8	478	479

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PASCO/KENNEWICK/RICHLAND WA (PSC)	89.6	95.2	250	250
PENSACOLA FL (PNS)	83.4	88.7	823	822
PEORIA IL (PIA)	77.2	84.2	294	291
PETERSBURG AK (PSG)	83.3	83.3	60	60
PHILADELPHIA PA (PHL)	86.1	88.3	6,514	6,518
PHOENIX AZ (PHX)	90.0	87.8	15,526	15,531
PITTSBURGH PA (PIT)	87.5	92.4	2,359	2,364
POCATELLO ID (PIH)	95.1	97.5	81	81
PONCE PR (PSE)	88.3	93.3	60	60
PORTLAND OR (PDX)	88.1	91.3	4,206	4,206
PORTLAND ME (PWM)	79.5	86.5	443	443
PROVIDENCE RI (PVD)	88.5	93.8	1,153	1,151
RALEIGH/DURHAM NC (RDU)	87.9	89.8	3,506	3,505
RAPID CITY SD (RAP)	87.1	89.2	380	378
REDDING CA (RDD)	63.7	67.8	146	146
RENO NV (RNO)	88.3	89.8	1,592	1,592
RICHMOND VA (RIC)	84.1	87.8	1,394	1,390
ROANOKE VA (ROA)	82.7	88.6	347	341
ROCHESTER NY (ROC)	87.0	89.1	754	755
ROCHESTER MN (RST)	95.2	98.4	63	63
ROCK SPRINGS WY (RKS)	92.8	92.8	180	180
ROCKFORD IL (RFD)	50.0	85.7	6	7
ROSWELL NM (ROW)	83.7	84.9	86	86
SACRAMENTO CA (SMF)	87.8	88.2	3,648	3,647
SAGINAW/BAY CITY/MIDLAND MI (MBS)	90.0	93.3	90	90
SALT LAKE CITY UT (SLC)	91.3	91.7	9,052	9,058
SAN ANGELO TX (SJT)	80.8	83.3	120	120
SAN ANTONIO TX (SAT)	84.1	86.0	3,161	3,158
SAN DIEGO CA (SAN)	85.3	86.7	6,329	6,324
SAN FRANCISCO CA (SFO)	76.2	77.9	13,952	13,944
SAN JOSE CA (SJC)	88.5	88.9	3,271	3,269
SAN JUAN PR (SJU)	87.8	88.2	2,011	2,144
SAN LUIS OBISPO CA (SBP)	78.5	80.5	405	405
SANTA ANA CA (SNA)	88.1	87.5	3,274	3,268
SANTA BARBARA CA (SBA)	79.1	78.9	855	855
SANTA FE NM (SAF)	82.2	84.6	118	117
SANTA MARIA CA (SMX)	83.9	83.0	112	112
SARASOTA/BRADENTON FL (SRQ)	93.4	94.8	559	559
SAVANNAH GA (SAV)	82.9	82.8	911	911
SCRANTON/WILKES-BARRE PA (AVP)	87.9	94.0	116	116
SEATTLE WA (SEA)	88.9	90.9	7,955	7,952
SHREVEPORT LA (SHV)	81.0	85.2	520	520
SIoux CITY IA (SUX)	87.5	87.3	56	55

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SIoux FALLS SD (FSD)	86.7	89.9	547	547
SITKA AK (SIT)	94.4	97.8	90	90
SOUTH BEND IN (SBN)	84.6	89.4	312	312
SPOKANE WA (GEG)	89.3	92.2	838	838
SPRINGFIELD MO (SGF)	86.8	88.4	612	611
SPRINGFIELD IL (SPI)	83.1	87.7	172	171
ST. GEORGE UT (SGU)	86.2	88.6	167	167
ST. LOUIS MO (STL)	86.6	86.8	4,653	4,656
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	93.3	94.4	90	90
SYRACUSE NY (SYR)	87.8	90.1	534	534
TALLAHASSEE FL (TLH)	89.9	89.6	396	396
TAMPA FL (TPA)	88.2	89.8	5,906	5,907
TEXARKANA AR (TXK)	78.9	83.3	90	90
TOLEDO OH (TOL)	50.0	50.0	2	2
TRAVERSE CITY MI (TVC)	81.0	82.6	137	138
TUCSON AZ (TUS)	87.0	90.7	1,826	1,827
TULSA OK (TUL)	81.4	86.8	1,448	1,445
TWIN FALLS ID (TWF)	88.9	96.7	90	90
TYLER TX (TYR)	84.2	86.7	120	120
VALDOSTA GA (VLD)	90.7	89.5	86	86
VALPARAISO FL (VPS)	83.4	86.4	529	529
WACO TX (ACT)	81.9	81.0	116	116
WATERLOO IA (ALO)	91.1	92.7	56	55
WATERTOWN NY (ART)	92.2	98.0	51	51
WEST PALM BEACH/PALM BEACH FL (PBI)	86.6	88.6	2,282	2,288
WHITE PLAINS NY (HPN)	83.6	88.7	788	789
WICHITA KS (ICT)	84.2	89.2	853	852
WICHITA FALLS TX (SPS)	79.7	81.4	118	118
WILMINGTON NC (ILM)	89.9	93.6	296	297
WRANGELL AK (WRG)	86.7	86.7	60	60
YAKUTAT AK (YAK)	95.0	95.0	60	60
YUMA AZ (YUM)	88.5	92.9	296	296

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## 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	28	35,260	1,198	3.4	82	43,817	1,623	3.7
AMERICAN EAGLE	19	23,459	477	2.0	141	40,316	951	2.4
SKYWEST	18	28,750	335	1.2	146	50,279	665	1.3
MESA	12	5,942	58	1.0	74	11,266	125	1.1
SOUTHWEST	22	49,753	272	0.5	73	96,675	692	0.7
EXPRESSJET	22	30,015	212	0.7	153	59,089	399	0.7
UNITED	28	37,714	168	0.4	81	44,098	210	0.5
US AIRWAYS	27	28,734	85	0.3	78	33,884	105	0.3
DELTA	29	46,038	85	0.2	123	59,388	107	0.2
VIRGIN AMERICA	13	4,411	8	0.2	14	4,443	8	0.2
ALASKA	18	6,966	5	0.1	51	11,899	19	0.2
FRONTIER	22	4,929	5	0.1	50	6,248	8	0.1
JETBLUE	21	13,123	14	0.1	49	19,134	24	0.1
AIRTRAN	21	12,358	15	0.1	58	18,645	23	0.1
HAWAIIAN	7	323	0	0.0	15	6,037	2	0.0
Total		327,775	2,937	0.9	Total	505,218	4,961	1.0

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	2,395	478	20.0
AMERICAN EAGLE	1,877	267	14.2
SKYWEST	4,282	253	5.9
MESA	789	35	4.4
EXPRESSJET	5,035	163	3.2
SOUTHWEST	16,667	519	3.1
UNITED	3,866	92	2.4
VIRGIN AMERICA	162	2	1.2
US AIRWAYS	1,727	18	1.0
AIRTRAN	1,934	20	1.0
DELTA	2,839	24	0.8
ALASKA	465	3	0.6
FRONTIER	356	2	0.6
HAWAIIAN	217	0	0.0
JETBLUE	680	0	0.0
TOTAL	43,291	1,876	4.3

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

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>

**APRIL 2012**  
**AIR TRAVEL CONSUMER REPORT**  
**TABLE 9. CAUSES OF DELAY\*, BY CARRIER\*\***

								CAUSES OF DELAY									
CARRIER**	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	43817	35653	81.37%	1623	3.70%	175	0.40%	1876	4.28%	471	1.07%	1970	4.50%	5	0.01%	2043	4.66%
AS	11899	10783	90.62%	19	0.16%	21	0.18%	312	2.63%	9	0.08%	458	3.85%	3	0.02%	294	2.47%
B6	19134	16604	86.78%	24	0.13%	22	0.11%	994	5.20%	22	0.12%	698	3.65%	6	0.03%	764	3.99%
DL	59388	53999	90.93%	107	0.18%	63	0.11%	1796	3.02%	60	0.10%	1945	3.28%	1	0.00%	1417	2.39%
EV	59089	48794	82.58%	399	0.68%	113	0.19%	3566	6.04%	317	0.54%	1984	3.36%	12	0.02%	3904	6.61%
F9	6248	5164	82.65%	8	0.13%	10	0.16%	317	5.07%	12	0.20%	465	7.44%	0	0.00%	272	4.35%
FL	18645	17533	94.04%	23	0.12%	27	0.14%	279	1.50%	2	0.01%	463	2.48%	0	0.00%	318	1.70%
HA	6037	5701	94.43%	2	0.03%	4	0.07%	240	3.98%	0	0.00%	0	0.01%	0	0.00%	89	1.48%
MQ	40316	34182	84.79%	951	2.36%	122	0.30%	1454	3.61%	447	1.11%	1386	3.44%	1	0.00%	1774	4.40%
OO	50279	42713	84.95%	665	1.32%	68	0.14%	1598	3.18%	108	0.22%	1983	3.94%	12	0.02%	3131	6.23%
UA	44098	35975	81.58%	210	0.48%	53	0.12%	2585	5.86%	74	0.17%	2931	6.65%	13	0.03%	2256	5.12%
US	33884	30700	90.60%	105	0.31%	29	0.09%	990	2.92%	30	0.09%	1381	4.07%	10	0.03%	640	1.89%
VX	4443	3853	86.72%	8	0.18%	9	0.20%	100	2.26%	112	2.53%	196	4.40%	1	0.02%	164	3.68%
WN	96675	84090	86.98%	692	0.72%	108	0.11%	3937	4.07%	278	0.29%	1838	1.90%	49	0.05%	5683	5.88%
YV	11266	10047	89.18%	125	1.11%	3	0.03%	355	3.15%	16	0.15%	282	2.51%	7	0.06%	430	3.82%
TOTAL	505218	435791		4961		827		20400		1961		17981		120		23178	
			86.26%		0.98%		0.16%		4.04%		0.39%		3.56%		0.02%		4.59%

**\*Causes of Delay:**

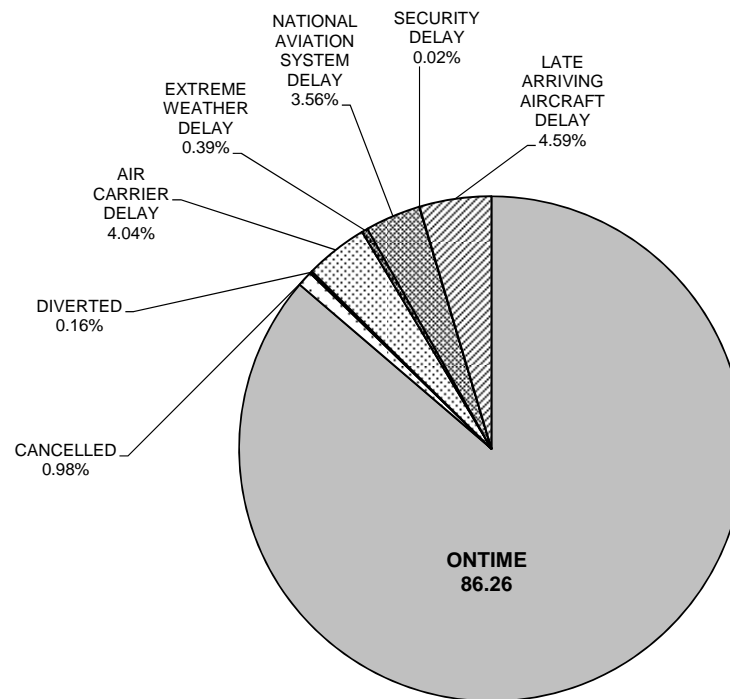
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents 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.

APRIL 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>



APRIL 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
None						

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

APRIL 2012

## AIR TRAVEL CONSUMER REPORT

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

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

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

APRIL 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
AA	43,817	11	0.03
VX	4,443	1	0.02
MQ	40,316	7	0.02
UA	44,098	7	0.02
US	33,884	5	0.01
OO	50,279	3	0.01
FL	18,645	1	0.01
B6	19,134	1	0.01
EV	59,089	3	0.01
DL	59,388	3	0.01
WN	96,675	0	0.00
YV	11,266	0	0.00
AS	11,899	0	0.00
HA	6,037	0	0.00
F9	6,248	0	0.00
TOTAL	505,218	42	0.01

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

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

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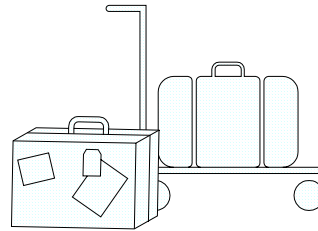
\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #21, issued December 1, 2011, effective January 1, 2012.

\*\* 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

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

RANK	AIRLINE	APRIL 2012			APRIL 2011		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	434	504,258	0.86	*	*	*
2	AIRTRAN AIRWAYS	2,349	1,848,435	1.27	3,222	2,121,780	1.52
3	JETBLUE AIRWAYS	3,510	2,197,571	1.60	4,350	1,969,045	2.21
4	DELTA AIR LINES	14,159	8,154,906	1.74	21,033	7,909,343	2.66
5	US AIRWAYS	7,480	4,092,826	1.83	9,308	3,938,637	2.36
6	FRONTIER AIRLINES	1,503	786,789	1.91	1,520	762,414	1.99
7	HAWAIIAN AIRLINES	1,708	691,106	2.47	1,669	669,224	2.49
8	ALASKA AIRLINES	3,497	1,395,452	2.51	3,888	1,345,128	2.89
9	SOUTHWEST AIRLINES	24,991	9,622,225	2.60	32,825	9,454,122	3.47
10	AMERICAN AIRLINES	14,705	5,637,099	2.61	23,456	5,690,501	4.12
11	UNITED AIRLINES**	19,441	6,026,840	3.23	10,019	3,406,081	2.94
12	SKYWEST AIRLINES	9,156	2,102,927	4.35	6,842	1,880,358	3.64
13	MESA AIRLINES	3,116	681,158	4.57	3,686	725,579	5.08
14	EXPRESSJET AIRLINES**	11,822	2,503,215	4.72	6,974	1,185,029	5.89
15	AMERICAN EAGLE AIRLINES	7,884	1,547,230	5.10	11,167	1,373,830	8.13
TOTALS		125,755	47,792,037	2.63	139,959	42,431,071	3.30

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

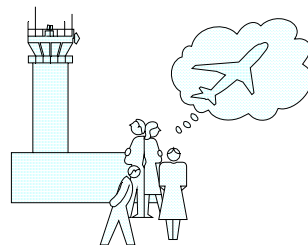
## **OVERSALES**

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

	APRIL 2012				APRIL 2011			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	865	46	0	93	745	51	2	81
FOREIGN AIRLINES	141	1	0	7	101	1	0	14
TRAVEL AGENTS	22	0	0	2	13	0	0	1
TOUR OPERATORS	15	0	0	0	13	0	0	0
MISCELLANEOUS	25	11	0	6	8	12	0	15
INDUSTRY TOTALS	1,068	58	0	108	880	64	2	111

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	APRIL 2012			APRIL 2011		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	241		1	294	
DELAYS			94			87
CANCELLATIONS			80			122
MISCONNECTIONS			31			38
RES/TKTNG/BOARDING	2	170		2	116	
CUSTOMER SERVICE	3	144		4	106	
BAGGAGE	4	140		3	113	
REFUNDS	5	126		5	69	
DISABILITY	6	65		7	48	
FARES	7	59		8	40	
OTHER	8	54		9	21	
FREQUENT FLYER			25			14
OVERSALES	9	39		6	54	
ADVERTISING	10	15		11	8	
DISCRIMINATION	11	14		10	10	
ANIMALS	12	1		12	1	
COMPLAINT TOTAL		1,068			880	

\* 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 2012

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	1	2	3	0	1	2	3	0	0	1	0	0	13
ALLEGiant AIR	13	0	3	2	0	2	0	5	2	0	0	0	27
AMERICAN AIRLINES	30	7	9	7	11	16	15	9	2	2	0	5	113
AMERICAN EAGLE AIRLINES	2	1	0	0	0	2	1	0	0	0	0	0	6
COLGAN AIR	4	0	1	0	0	1	0	0	0	0	0	0	6
COMMUTAIR	5	0	0	0	0	0	0	0	0	0	0	0	5
DELTA AIRLINES	23	3	12	5	7	6	19	7	0	2	1	3	88
EXPRESSJET AIRLINES	13	1	1	0	0	3	1	3	0	0	0	0	22
FRONTIER AIRLINES	2	0	1	1	0	3	3	0	0	0	0	1	11
HAWAIIAN AIRLINES	2	0	0	0	0	1	1	1	0	0	0	1	6
JETBLUE AIRWAYS	1	0	2	1	0	3	1	5	0	0	0	1	14
PIEDMONT AIRLINES	2	2	2	0	0	4	0	0	0	0	0	0	10
PINNACLE AIRLINES	4	0	3	0	0	2	3	3	0	0	0	0	15
REPUBLIC AIRLINES	3	0	0	0	1	0	1	1	0	0	0	0	6
SKYWEST AIRLINES	8	1	0	0	0	5	2	2	0	0	0	0	18
SOUTHWEST AIRLINES	6	0	1	1	1	6	4	0	0	0	0	1	20
SPIRIT AIRLINES	17	4	16	3	7	9	10	0	0	3	0	0	69
UNITED AIRLINES	46	10	51	19	55	27	46	12	3	3	0	17	289
UNITED EXPRESS	6	0	2	1	0	2	4	0	0	0	0	0	15
US AIRWAYS	15	4	13	5	11	7	9	8	3	1	0	5	81
VIRGIN AMERICA	1	0	3	1	2	0	0	0	0	0	0	0	7
OTHER U. S. AIRLINES	5	1	2	1	2	4	4	4	1	0	0	0	24
TOTAL APRIL 2012	209	36	125	47	98	105	127	60	11	12	1	34	865
% OF TOTAL COMPLAINTS	24.2	4.2	14.5	5.4	11.3	12.1	14.7	6.9	1.3	1.4	0.1	3.9	
TOTAL APRIL 2011	267	52	86	32	48	91	93	43	5	7	1	20	745
% OF TOTAL COMPLAINTS	35.8	7.0	11.5	4.3	6.4	12.2	12.5	5.8	0.7	0.9	0.1	2.7	

\* 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

APRIL 2012

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	13	4	30.8	2	15.4	5	38.5	2	15.4
ALLEGiant AIR	27	11	40.7	3	11.1	8	29.6	5	18.5
AMERICAN AIRLINES	113	43	38.1	20	17.7	36	31.9	14	12.4
AMERICAN EAGLE AIRLINES	6	2	33.3	1	16.7	3	50.0	0	0.0
COLGAN AIR	6	4	66.7	1	16.7	1	16.7	0	0.0
COMMUTAIR	5	1	20.0	2	40.0	1	20.0	1	20.0
DELTA AIRLINES	88	35	39.8	20	22.7	22	25.0	11	12.5
EXPRESSJET AIRLINES	22	14	63.6	2	9.1	5	22.7	1	4.5
FRONTIER AIRLINES	11	5	45.5	1	9.1	3	27.3	2	18.2
HAWAIIAN AIRLINES	6	1	16.7	3	50.0	0	0.0	2	33.3
JETBLUE AIRWAYS	14	7	50.0	2	14.3	4	28.6	1	7.1
PIEDMONT AIRLINES	10	8	80.0	2	20.0	0	0.0	0	0.0
PINNACLE AIRLINES	15	12	80.0	0	0.0	3	20.0	0	0.0
REPUBLIC AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
SKYWEST AIRLINES	18	8	44.4	4	22.2	5	27.8	1	5.6
SOUTHWEST AIRLINES	20	9	45.0	4	20.0	3	15.0	4	20.0
SPIRIT AIRLINES	69	25	36.2	19	27.5	20	29.0	5	7.2
UNITED AIRLINES	289	89	30.8	70	24.2	96	33.2	34	11.8
UNITED EXPRESS	15	10	66.7	3	20.0	2	13.3	0	0.0
US AIRWAYS	81	34	42.0	10	12.3	22	27.2	15	18.5
VIRGIN AMERICA	7	1	14.3	2	28.6	3	42.9	1	14.3
OTHER U. S. AIRLINES	24	13	54.2	4	16.7	6	25.0	1	4.2
<b>TOTALS</b>	865	340	39.3	176	20.3	249	28.8	100	11.6
<b>PREVIOUS YEAR'S TOTALS</b>	745	331	44.4	161	21.6	190	25.5	63	8.5

\*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\*\*

APRIL 2012

	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>													
AEROMEXICO	2	0	2	1	0	2	0	0	0	0	0	0	7
AIR FRANCE	0	0	2	0	1	5	1	1	0	0	0	0	10
ALITALIA	1	0	0	0	2	2	0	0	0	0	0	0	5
BRITISH AIRWAYS	0	0	3	2	1	3	0	0	0	1	0	0	10
EMIRATES	1	0	0	0	1	2	4	0	0	1	0	0	9
IBERIA	3	0	1	0	2	1	1	0	1	0	0	0	9
LUFTHANSA	4	0	3	1	0	3	0	1	0	0	0	1	13
TURKISH AIRLINES	4	0	1	0	1	4	0	0	0	0	0	0	10
OTHER FOREIGN AIRLINES	12	2	18	2	12	8	10	2	0	0	0	2	68
TOTALS	27	2	30	6	20	30	16	4	1	2	0	3	141
<b><u>TRAVEL AGENTS</u></b>													
ORBITZ.COM	0	0	4	2	2	0	0	1	1	0	0	0	10
OTHER TRAVEL AGENTS	0	0	7	2	2	0	0	0	1	0	0	0	12
TOTALS	0	0	11	4	4	0	0	1	2	0	0	0	22
<b><u>TOUR OPERATORS</u></b>													
DIRECT AIR AND TOURS	0	0	0	0	0	0	0	0	0	0	0	15	15
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	15	15
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	5	1	4	2	4	5	1	0	1	0	0	2	25
TOTALS	5	1	4	2	4	5	1	0	1	0	0	2	25

\* 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

APRIL 2012  
CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	APRIL 2012			APRIL 2011		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	0	681,158	0.00	4	701,895	0.57
2	SOUTHWEST AIRLINES	20	9,373,555	0.21	37	9,227,522	0.40
3	ALASKA AIRLINES	4	1,514,229	0.26	9	1,469,776	0.61
4	AMERICAN EAGLE AIRLINES	6	1,584,280	0.38	17	1,419,508	1.20
5	JETBLUE AIRWAYS	14	2,474,800	0.57	21	2,185,644	0.96
6	AIRTRAN AIRWAYS	13	1,876,659	0.69	16	2,112,035	0.76
7	HAWAIIAN AIRLINES	6	720,747	0.83	9	678,556	1.33
8	EXPRESSJET AIRLINES**	22	2,627,142	0.84	12	1,169,278	1.03
9	SKYWEST AIRLINES	18	2,125,730	0.85	9	1,946,185	0.46
10	DELTA AIR LINES	88	9,644,826	0.91	111	9,386,887	1.18
11	VIRGIN AMERICA	7	519,430	1.35	*	*	*
12	FRONTIER AIRLINES	11	802,543	1.37	6	1,195,611	0.50
13	AMERICAN AIRLINES	113	7,129,069	1.59	110	7,121,256	1.54
14	US AIRWAYS	81	4,541,134	1.78	67	4,402,748	1.52
15	UNITED AIRLINES**	289	7,869,517	3.67	74	4,125,311	1.79
TOTAL		692	53,484,819	1.29	505	47,142,212	1.07

**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 April 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 April 2012 as provided by the Transportation Security Administration<sup>a</sup>

The Transportation Security Administration (TSA) screened approximately 53 million airline passengers and their 42.4 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.

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
304	.0005	40	.00007	174	.0003	365	.0006

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
211	.0003	566	.001

### 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 Federal 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.

### April 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 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://airconsumer.ost.dot.gov/reports/index.htm>).

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<i>American</i>	<b>1</b>		
<i>Delta</i>	<b>2</b>		
<i>Total</i>	<b>3</b>		