



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: May 2012**



<b>Flight Delays<sup>1</sup></b>	March 2012 12 Months Ending March 2012
<b>Mishandled Baggage<sup>1</sup></b>	March 2012 January - March 2012
<b>Oversales<sup>1</sup></b>	1st Quarter 2012
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	March 2012 January - March 2012
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	March 2012
<b>Airline Animal Incident Reports<sup>4</sup></b>	March 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 first week of each month. The report is available via the Internet at <http://airconsumer.dot.gov/>

## FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

MARCH 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	70	15	92.5
AIRTRAN AIRWAYS S/	21	90.1	59	90.9
US AIRWAYS S/	27	87.0	80	87.3
MESA AIRLINES S//	14	86.5	84	86.5
DELTA AIR LINES S/	29	85.4	124	85.7
ALASKA AIRLINES S/	18	85.7	51	85.4
SOUTHWEST AIRLINES S/	22	85.5	73	85.1
AMERICAN EAGLE S/	19	83.2	138	82.3
FRONTIER AIRLINES S/	22	81.8	50	80.8
SKYWEST AIRLINES S/	18	80.3	147	80.2
JETBLUE AIRWAYS S/	21	79.9	49	80.1
AMERICAN AIRLINES S/	28	80.5	81	79.9
UNITED AIRLINES S/	28	77.1	86	77.4
VIRGIN AMERICA S/	12	75.0	13	74.9
EXPRESSJET AIRLINES S/	22	74.9	154	74.1
TOTAL		82.3		82.2

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.

\* 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.

## MARCH 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		Jan-12		Feb-12		Mar-12		12 Months Ending Mar 2012		Database To Date 09/87-03/12	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	82.6	3	84.1	3	90.1	2	90.0	2	87.8	2	91.2	2	90.9	2	86.5	3	(--)	(--)
ALASKA	90.6	2	91.1	2	87.2	6	84.5	7	79.0	14	89.5	5	85.4	6	88.5	2	76.5	5
AMERICAN	72.9	12	78.5	10	82.5	11	83.1	8	83.6	6	86.1	9	79.9	12	79.2	11	78.0	3
AMERICAN EAGLE	70.2	15	78.7	9	83.5	8	82.8	9	81.7	10	84.5	10	82.3	8	78.7	12	(--)	(--)
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	86.4	4	90.0	4	85.7	5	84.7	4	77.6	4
EXPRESSJET	70.5	14	75.5	14	79.6	16	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET(COMBINED)	(--)	(--)	(--)	(--)	(--)	(--)	77.4	14	79.0	13	79.3	14	74.1	15	(--)	(--)	(--)	(--)
FRONTIER	77.1	9	80.9	7	82.0	14	77.1	15	77.6	15	72.5	15	80.8	9	79.4	10	(--)	(--)
HAWAIIAN	92.9	1	95.2	1	92.6	1	92.3	1	93.1	1	91.2	3	92.5	1	93.2	1	(--)	(--)
JETBLUE	72.7	13	70.9	16	82.3	13	81.8	11	81.2	12	84.4	11	80.1	11	76.9	13	(--)	(--)
MESA	81.6	4	83.1	6	88.0	4	86.3	6	83.4	7	89.3	7	86.5	4	84.6	5	(--)	(--)
SKYWEST	79.9	5	80.1	8	82.5	12	81.7	12	81.3	11	83.8	12	80.2	10	81.0	8	(--)	(--)
SOUTHWEST	77.6	8	83.8	4	87.5	5	87.2	4	87.6	3	89.1	8	85.1	7	83.9	6	81.9	1
UNITED	77.8	7	77.4	11	83.1	10	80.9	13	82.2	9	83.7	13	77.4	13	79.9	9	76.2	6
US AIRWAYS	75.1	10	76.7	12	86.9	7	87.2	5	85.0	5	89.3	6	87.3	3	81.4	7	78.3	2
VIRGIN AMERICA	(--)	(--)	(--)	(--)	(--)	(--)	82.6	10	82.4	8	91.7	1	74.9	14	(--)	(--)	(--)	(--)
Total	76.5		80.2		85.1		84.0		83.7		86.2		82.2		82.3		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.

MARCH 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	485	77.5	880	72.2	212	71.2	146	76.0	778	72.4	429	82.8	13450	84.1	207	76.3
AS	31	77.4	62	91.9	H/		H/		93	83.9	93	88.2	62	83.9	H/	
B6	H/		2896	79.7	155	82.6	147	81.6	270	83.3	88	87.5	H/		H/	
DL	16723	84.9	1103	86.8	596	86.7	403	79.4	815	87.1	594	89.1	371	85.7	3852	86.7
EV	9534	78.7	71	80.3	212	74.1	387	63.3	211	57.3	1858	86.9	291	78.7	1587	81.7
F9	86	67.4	31	74.2	H/		H/		119	73.9	3172	85.6	133	76.7	62	62.9
FL	4931	90.4	478	87.7	1194	92.0	181	90.1	368	90.5	84	95.2	H/		166	86.1
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	438	81.1	H/		146	86.3	447	83.2	737	79.0	209	79.9	7137	81.8	353	83.9
OO	191	68.1	H/		H/		48	75.0	2	100.0	4249	86.0	358	76.8	304	84.5
UA	60	65.0	1036	73.9	341	78.6	49	69.4	569	72.2	4362	84.9	352	74.1	76	60.5
US	469	82.7	1608	86.6	403	83.9	7440	88.5	1867	86.5	400	88.5	544	86.4	278	87.1
VX	H/		155	78.7	H/		H/		H/		H/		185	69.7	H/	
WN	499	82.6	549	82.1	5500	87.0	H/		H/		4809	88.0	H/		508	81.1
YV	222	82.9	H/		H/		2605	86.4	H/		H/		115	79.1	122	82.8
TOTAL	33669	83.5	8869	81.0	8759	86.4	11853	86.4	5829	81.1	20347	86.3	22998	83.0	7515	84.3

\* 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.

MARCH 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	300	59.7	465	74.0	305	73.1	335	77.6	1204	80.6	774	80.4	2512	81.7	1336	80.6
AS	62	74.2	H/		H/		31	74.2	H/		380	87.6	493	78.5	H/	
B6	554	64.4	1513	81.1	326	79.4	H/		3793	79.6	339	87.0	207	94.7	310	74.8
DL	402	70.1	1028	84.4	183	89.1	154	77.9	1608	84.4	1047	87.7	1645	83.8	2164	82.5
EV	3286	57.6	26	73.1	1968	77.2	6075	71.4	124	73.4	H/		H/		142	64.1
F9	H/		62	62.9	H/		H/		H/		198	81.3	142	78.9	73	61.6
FL	H/		477	91.6	86	96.5	H/		H/		140	91.4	146	80.8	572	80.1
HA	H/		H/		H/		H/		H/		84	75.0	80	70.0	H/	
MQ	243	71.2	H/		H/		212	71.7	589	84.2	H/		1896	89.2	1416	83.8
OO	H/		H/		163	58.9	1626	78.5	H/		717	76.3	4577	77.8	H/	
UA	4041	73.4	613	81.1	2024	75.0	5700	79.0	377	83.6	1114	79.4	2627	78.3	766	71.9
US	336	74.4	637	82.7	H/		468	84.0	186	79.0	641	89.7	473	89.2	1140	85.1
VX	H/		181	69.6	190	77.9	H/		371	71.2	267	79.8	976	81.9	H/	
WN	540	64.3	1577	85.1	240	77.1	H/		H/		6492	88.8	3206	83.2	243	64.2
YV	58	74.1	H/		982	83.9	H/		H/		18	88.9	2	50.0	45	80.0
TOTAL	9822	66.6	6579	82.5	6467	77.6	14601	75.8	8252	80.7	12211	86.2	18982	81.6	8207	80.3

\* 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.



MARCH 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	869	73.2	H/		4035	82.4	296	79.1	4428	80.4	124	72.6	331	69.5	496	81.7
AS	47	85.1	H/		31	74.2	49	95.9	144	85.4	838	88.3	H/		276	88.0
B6	1537	82.4	H/		H/		H/		155	74.2	77	76.6	H/		88	89.8
DL	1537	85.0	214	81.8	730	88.1	4404	88.9	480	79.4	399	84.2	508	80.7	718	89.0
EV	120	83.3	H/		86	93.0	441	79.4	4472	76.9	H/		88	76.1	27	81.5
F9	92	71.7	81	88.9	H/		101	79.2	5	0.0	118	83.1	31	64.5	163	77.9
FL	1916	91.6	344	91.3	31	83.9	247	94.7	H/		H/		236	84.3	91	93.4
HA	H/		H/		H/		H/		H/		31	87.1	H/		31	71.0
MQ	H/		H/		1298	88.4	274	80.3	6542	83.3	H/		151	66.9	124	87.9
OO	H/		H/		H/		2291	91.4	2278	78.9	902	86.4	H/		1804	87.5
UA	1130	76.5	H/		419	78.5	216	69.9	5537	76.6	493	76.3	373	74.8	704	79.3
US	779	87.3	H/		340	86.2	319	85.6	616	77.6	170	86.5	3913	84.1	5398	92.0
VX	66	69.7	H/		H/		H/		186	71.5	H/		H/		H/	
WN	3214	84.3	6866	86.0	H/		495	85.3	H/		1122	88.4	1012	75.2	5351	88.7
YV	H/		H/		66	81.8	H/		775	82.7	H/		9	100.0	1322	93.2
TOTAL	11307	83.8	7505	86.2	7036	84.2	9133	87.8	25618	79.5	4274	85.3	6652	80.7	16593	89.3

\* 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.

MARCH 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	429	79.5	331	79.8	883	64.9	155	77.4	527	77.8
AS	373	83.6	3657	87.9	319	67.1	H/		H/	
B6	88	89.8	155	80.0	331	70.1	124	83.9	434	80.6
DL	498	86.5	720	81.1	663	75.0	2505	89.8	948	86.9
EV	H/		H/		H/		31	77.4	40	85.0
F9	120	84.2	138	85.5	153	62.7	118	81.4	31	71.0
FL	H/		31	90.3	87	82.8	H/		704	91.3
HA	31	64.5	62	71.0	31	41.9	H/		H/	
MQ	315	90.8	H/		H/		212	85.8	H/	
OO	652	72.5	540	87.2	4688	61.0	5283	89.8	H/	
UA	806	83.5	881	70.7	3811	72.3	123	79.7	688	78.5
US	325	85.5	260	85.8	399	76.9	183	91.3	685	84.2
VX	119	78.2	233	78.1	1416	70.8	H/		H/	
WN	2768	86.1	964	84.8	1286	67.3	1099	85.6	2304	86.4
YV	3	100.0	H/		H/		H/		H/	
TOTAL	6527	83.9	7972	83.9	14067	67.5	9833	88.8	6361	84.8

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

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

MARCH 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	84.0	71.7	59.1	81.7	95.0	92.9	83.3	83.1	74.4	70.0	64.8	86.9	85.6	92.1	85.0	95.5	89.3	96.2
700 - 759 AM	93.7	85.7	94.7	90.8	89.1	94.9	88.9	95.7	83.4	100.0	85.6	83.5	78.8	96.4	87.6	89.8	80.6	90.7
800 - 859 AM	89.9	91.3	94.8	91.9	89.1	93.7	89.2	96.8	88.7	91.3	90.2	84.8	84.8	95.7	89.5	86.9	92.8	93.0
900 - 959 AM	89.6	91.3	93.4	82.4	87.6	91.2	89.0	93.1	91.2	94.7	97.7	84.3	89.5	93.4	90.4	85.9	92.3	93.1
1000 - 1059 AM	88.9	90.3	94.2	90.6	84.6	90.8	85.8	89.6	88.9	91.9	86.6	82.2	88.4	93.9	86.2	84.5	91.7	94.4
1100 - 1159 AM	87.2	89.3	92.5	86.7	87.4	91.3	88.4	88.6	82.8	84.9	82.9	77.9	88.8	89.5	84.2	83.1	88.9	94.4
1200 - 1259 PM	87.6	85.4	91.4	89.1	83.1	91.2	84.2	90.9	80.1	87.2	89.3	75.7	89.4	85.7	84.3	84.9	87.7	88.8
100 - 159 PM	84.1	88.4	91.1	88.0	84.3	89.2	84.7	88.2	74.1	86.4	85.5	77.1	80.1	87.4	83.2	82.5	87.8	92.4
200 - 259 PM	84.3	87.9	88.7	79.3	79.8	87.3	84.1	85.5	67.7	87.1	83.3	74.8	84.6	83.3	81.8	84.9	83.5	89.3
300 - 359 PM	82.2	84.4	84.6	89.3	85.0	85.2	82.2	85.9	59.1	81.6	75.6	74.1	81.9	84.5	82.1	79.5	84.9	82.8
400 - 459 PM	79.8	81.5	82.5	86.4	75.0	83.3	83.5	86.0	51.0	83.6	76.1	70.4	82.2	83.4	75.2	83.0	81.1	85.3
500 - 559 PM	83.2	76.3	82.1	84.1	77.1	82.7	79.3	85.3	54.1	81.8	75.4	70.1	80.1	81.0	79.4	78.2	80.5	87.2
600 - 659 PM	74.9	73.4	80.8	83.6	82.4	78.5	78.4	76.3	49.9	84.2	72.3	71.0	78.8	85.3	80.0	77.5	78.9	82.8
700 - 759 PM	75.7	79.5	82.7	84.6	77.5	78.9	77.6	81.7	48.3	70.1	88.2	68.9	76.7	81.9	80.4	76.0	79.6	78.4
800 - 859 PM	77.9	75.4	82.1	84.5	76.1	79.0	78.5	78.9	48.7	76.5	67.0	67.3	78.8	82.6	78.1	70.2	78.2	78.8
900 - 959 PM	85.1	72.5	79.5	81.1	77.6	78.0	78.5	75.3	56.2	78.0	74.5	75.2	75.4	80.3	75.1	73.4	81.6	76.3
1000 - 1059 PM	79.4	70.9	78.2	72.8	78.8	79.3	72.2	77.7	63.9	78.2	73.6	74.2	76.8	78.1	73.2	76.9	78.3	84.2
1100 - 559 AM	69.9	71.5	80.3	76.5	78.1	82.5	73.9	74.8	71.0	72.3	66.1	74.7	73.7	82.6	82.3	74.7	75.5	77.7
TOTAL, ALL ARRIVALS, BY AIRPORT	83.5	81.0	86.4	86.4	81.1	86.3	83.0	84.3	66.6	82.5	77.6	75.8	80.7	86.2	81.6	80.3	83.8	86.2

\* 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	58.9	91.6	90.2	86.4	76.5	96.8	J/	84.7	92.1	77.8	78.6	84.6
700 - 759 AM	78.1	91.2	88.2	100.0	92.6	94.0	85.3	87.0	84.5	93.4	82.4	89.6
800 - 859 AM	96.0	89.6	86.5	94.7	81.3	92.3	94.2	94.1	74.7	92.9	95.2	89.4
900 - 959 AM	92.5	93.0	85.2	88.1	77.8	89.4	91.0	91.7	74.4	94.2	93.2	89.4
1000 - 1059 AM	91.7	93.5	84.7	91.3	83.2	90.1	87.0	88.7	66.1	92.8	89.8	88.2
1100 - 1159 AM	88.4	86.3	84.1	87.6	81.0	91.9	89.8	90.4	68.9	91.7	91.5	86.4
1200 - 1259 PM	90.4	93.1	82.8	92.1	86.3	91.9	84.3	86.3	62.6	93.6	86.9	85.3
100 - 159 PM	85.7	90.7	82.7	86.4	77.6	88.6	84.1	89.0	62.0	88.6	90.9	84.5
200 - 259 PM	83.7	89.6	80.4	82.9	79.0	88.5	80.6	84.7	63.4	89.5	85.9	83.3
300 - 359 PM	85.7	85.3	76.7	89.9	77.6	89.4	82.7	80.9	61.9	91.4	84.1	81.0
400 - 459 PM	86.2	85.3	75.3	89.3	85.5	87.4	79.3	83.6	62.6	89.7	89.7	80.0
500 - 559 PM	83.5	85.1	75.4	80.2	82.1	88.4	79.3	79.1	61.3	81.6	83.3	79.1
600 - 659 PM	81.3	85.2	71.5	85.7	82.1	85.7	81.8	78.3	66.8	91.6	83.0	77.6
700 - 759 PM	79.8	78.2	72.0	86.6	81.9	89.8	82.7	79.1	65.9	84.8	78.9	77.6
800 - 859 PM	79.8	83.9	70.7	79.2	73.5	86.1	84.6	83.3	65.4	83.5	78.5	76.8
900 - 959 PM	77.9	84.0	72.7	79.6	80.5	90.4	80.5	81.0	64.3	81.5	77.3	77.4
1000 - 1059 PM	79.0	80.7	73.8	81.2	82.2	84.6	74.4	78.8	65.0	76.6	77.3	76.4
1100 - 559 AM	67.7	83.1	77.5	79.2	74.0	85.5	85.9	81.9	71.0	79.2	76.2	76.4
TOTAL, ALL ARRIVALS, BY AIRPORT	84.2	87.8	79.5	85.3	80.7	89.3	83.9	83.9	67.5	88.8	84.8	82.3

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

MARCH 2012

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	93.8	95.4	94.9	97.1	92.2	96.3	89.7	96.6	90.6	94.9	92.3	88.5	90.9	95.8	92.9	96.3	93.6	96.4
700 - 759 AM	93.8	91.0	92.7	92.4	92.5	92.8	87.8	92.0	88.9	93.8	91.2	84.8	91.7	92.3	88.6	95.0	95.1	92.9
800 - 859 AM	90.4	87.8	92.8	92.2	90.8	91.3	88.0	92.4	85.7	90.8	83.6	77.7	89.4	92.3	86.3	93.4	92.6	83.3
900 - 959 AM	87.5	89.9	91.0	89.8	89.5	86.6	83.6	89.9	86.3	90.9	84.4	78.8	84.2	88.0	80.7	92.1	91.3	90.1
1000 - 1059 AM	87.9	88.9	91.9	83.9	88.4	84.7	82.3	90.8	84.3	92.4	84.9	74.6	82.3	88.4	84.8	89.5	91.9	85.4
1100 - 1159 AM	84.0	88.5	89.2	89.1	88.0	83.8	82.9	88.4	82.6	87.0	95.2	73.3	85.3	87.6	79.5	88.7	91.0	87.5
1200 - 1259 PM	80.9	87.7	87.5	86.3	89.3	85.5	81.9	86.3	79.3	82.0	79.6	74.1	85.6	84.8	79.0	87.4	84.1	85.0
100 - 159 PM	81.5	85.3	77.8	87.5	86.2	80.2	79.6	86.0	71.4	76.8	81.6	69.1	88.0	79.6	82.9	85.5	83.3	75.5
200 - 259 PM	80.0	81.4	77.2	86.0	80.9	84.7	80.8	85.2	68.2	82.8	76.6	67.1	81.2	82.0	76.9	85.7	81.7	82.0
300 - 359 PM	80.0	81.8	83.7	75.7	81.1	76.8	79.2	76.8	61.5	79.1	73.4	68.0	81.4	74.6	74.5	85.7	79.7	75.4
400 - 459 PM	77.8	76.7	75.3	88.4	85.9	75.0	73.7	82.6	57.1	74.5	69.9	69.1	78.5	80.1	77.0	83.8	78.7	73.1
500 - 559 PM	78.0	76.1	78.0	82.2	78.6	78.4	76.9	78.9	55.7	72.9	70.0	65.3	78.3	75.4	73.7	83.6	73.5	74.7
600 - 659 PM	78.4	69.2	73.1	83.1	80.4	74.7	73.4	78.5	65.6	78.0	67.3	63.8	79.6	72.9	74.9	81.7	76.4	75.0
700 - 759 PM	75.1	75.1	75.2	80.4	82.0	75.0	72.3	71.6	53.3	80.8	67.6	60.6	80.1	80.6	73.2	81.8	76.1	70.3
800 - 859 PM	78.1	78.9	81.2	84.7	82.1	73.1	73.6	77.2	46.9	71.1	80.0	61.0	74.1	74.3	82.5	79.6	76.3	54.7
900 - 959 PM	80.5	78.9	69.8	77.4	82.9	71.0	76.2	80.5	44.4	81.0	63.7	66.5	77.1	80.3	78.0	82.7	73.3	69.4
1000 - 1059 PM	86.4	100.0	100.0	89.7	100.0	79.1	78.8	100.0	38.7	100.0	69.3	83.3	75.7	88.2	81.3	J/	100.0	J/
1100 - 559 AM	83.7	93.8	97.1	92.9	92.6	90.8	89.3	96.7	96.0	94.6	100.0	82.8	85.1	88.0	78.8	90.3	95.0	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	82.5	84.2	83.7	87.4	86.2	81.4	79.9	83.7	70.8	83.7	76.6	70.8	82.9	84.0	81.1	87.8	84.4	79.2

\* 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	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	90.5	95.1	89.7	95.0	93.9	95.6	96.5	92.8	88.7	94.0	97.4	93.6
700 - 759 AM	91.2	93.2	86.1	96.2	92.4	94.2	89.1	92.6	87.1	95.5	97.7	91.1
800 - 859 AM	85.7	89.3	85.3	87.0	90.9	91.2	92.0	92.3	79.0	92.9	95.3	88.6
900 - 959 AM	91.4	90.5	82.9	96.7	84.1	89.1	89.7	89.1	70.8	93.5	89.8	86.5
1000 - 1059 AM	86.5	92.4	83.7	91.1	83.9	87.2	84.2	92.8	68.0	86.7	92.5	85.6
1100 - 1159 AM	91.8	89.0	81.6	88.1	82.8	88.2	81.9	85.0	66.1	91.3	88.8	84.9
1200 - 1259 PM	82.9	93.1	77.8	89.3	84.2	86.3	87.6	85.2	67.8	88.3	90.1	82.3
100 - 159 PM	83.7	90.0	77.0	89.8	87.0	87.2	78.0	81.4	61.2	87.4	83.6	80.3
200 - 259 PM	76.8	84.0	73.6	84.3	77.6	85.2	84.3	82.6	60.6	85.9	86.7	79.5
300 - 359 PM	76.1	87.5	74.0	82.5	79.3	83.3	78.6	81.2	59.5	87.6	81.8	77.6
400 - 459 PM	74.4	76.9	70.7	89.9	77.2	83.4	81.0	83.0	63.4	87.8	82.8	76.5
500 - 559 PM	80.8	83.8	70.9	86.5	81.8	82.7	78.3	83.2	62.4	85.9	80.3	76.3
600 - 659 PM	79.5	79.7	68.7	82.4	83.7	82.8	76.7	85.3	64.8	72.3	84.5	75.4
700 - 759 PM	77.8	87.5	69.2	85.9	79.6	83.7	81.1	81.3	67.8	84.4	77.0	74.6
800 - 859 PM	74.7	76.7	69.9	82.5	89.1	87.5	83.1	84.6	67.9	88.1	77.6	75.6
900 - 959 PM	69.8	85.5	70.6	88.3	87.1	83.9	84.8	82.2	65.0	91.1	75.8	75.7
1000 - 1059 PM	78.0	J/	74.8	90.1	89.5	86.4	94.0	88.0	70.9	57.1	J/	81.7
1100 - 559 AM	83.9	96.5	92.5	89.9	91.2	93.9	J/	84.6	73.0	88.3	98.2	86.9
TOTAL, ALL DEPARTURES, BY AIRPORT	81.7	88.2	76.9	89.3	85.3	87.3	85.3	86.8	69.7	89.4	87.4	81.8

\* 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

NONE

\* 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
EXPRESSJET	2,016	26	1.3
SKYWEST	1,660	8	0.5
UNITED	1,306	5	0.4
JETBLUE	650	2	0.3
SOUTHWEST	3,364	4	0.1
DELTA	2,046	0	0.0
AMERICAN	1,512	0	0.0
AMERICAN EAGLE	1,320	0	0.0
US AIRWAYS	1,203	0	0.0
AIRTRAN	651	0	0.0
ALASKA	406	0	0.0
MESA	393	0	0.0
FRONTIER	225	0	0.0
HAWAIIAN	200	0	0.0
VIRGIN AMERICA	144	0	0.0
TOTAL	17,096	45	0.3

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

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



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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	92.2	94.0	51	50
ABILENE TX (ABI)	76.5	84.8	204	204
ADAK ISLAND AK (ADK)	88.9	66.7	9	9
AGUADILLA PR (BQN)	83.9	89.5	124	124
AKRON OH (CAK)	86.7	89.8	685	683
ALBANY GA (ABY)	75.9	79.5	83	83
ALBANY NY (ALB)	81.3	88.8	679	678
ALBUQUERQUE NM (ABQ)	81.0	81.3	2,693	2,693
ALEXANDRIA LA (AEX)	74.8	81.4	270	269
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	80.5	87.5	215	216
AMARILLO TX (AMA)	80.1	83.9	534	535
ANCHORAGE AK (ANC)	82.1	89.7	1,305	1,307
APPLETON WI (ATW)	77.2	83.0	329	330
ARCATA/EUREKA CA (ACV)	62.7	61.7	260	261
ARLINGTON VA (DCA)	81.1	86.2	5,829	5,828
ASHEVILLE NC (AVL)	72.1	76.8	394	393
ASPEN CO (ASE)	75.2	73.9	786	786
ATLANTA GA (ATL)	83.5	82.5	33,669	33,691
AUGUSTA GA (AGS)	76.4	78.0	254	254
AUSTIN TX (AUS)	78.8	82.5	3,577	3,577
BAKERSFIELD CA (BFL)	77.3	77.1	326	327
BALTIMORE MD (BWI)	86.4	83.7	8,759	8,755
BANGOR ME (BGR)	100.0	85.7	7	7
BARROW AK (BRW)	84.7	83.3	72	72
BATON ROUGE LA (BTR)	71.8	74.3	635	634
BELLINGHAM WA (BLI)	81.1	89.2	74	74
BEMIDJI MN (BJI)	92.2	92.0	51	50
BEND/REDMOND OR (RDM)	88.5	88.1	243	243
BETHEL AK (BET)	88.1	89.3	84	84
BILLINGS MT (BIL)	88.7	91.8	266	267
BIRMINGHAM AL (BHM)	79.3	84.0	1,580	1,578
BISMARCK/MANDAN ND (BIS)	86.8	89.9	295	297
BLOOMINGTON/NORMAL IL (BMI)	84.1	89.1	276	275
BOISE ID (BOI)	84.6	88.4	910	908
BOSTON MA (BOS)	81.0	84.2	8,869	8,864
BOZEMAN MT (BZN)	89.3	88.6	271	273
BRANSON MO (BKG)	91.0	88.1	67	67
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	75.7	80.7	255	254
BROWNSVILLE TX (BRO)	67.3	77.5	208	209
BRUNSWICK GA (BQK)	79.8	86.9	84	84
BUFFALO NY (BUF)	82.9	86.5	1,839	1,841
BURBANK CA (BUR)	87.5	89.1	2,228	2,228
BURLINGTON VT (BTV)	74.9	78.7	283	282

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUTTE MT (BTM)	85.7	85.7	63	63
CARLSBAD CA (CLD)	77.3	78.8	198	198
CASPER WY (CPR)	88.4	90.8	173	173
CEDAR CITY UT (CDC)	82.5	91.4	57	58
CEDAR RAPIDS/IOWA CITY IA (CID)	81.0	85.8	536	537
CHAMPAIGN/URBANA IL (CMI)	83.9	89.9	168	168
CHANTILLY VA (IAD)	77.6	76.6	6,467	6,419
CHARLESTON SC (CHS)	79.4	82.3	1,169	1,172
CHARLESTON/DUNBAR WV (CRW)	70.8	75.5	322	323
CHARLOTTE AMALIE VI (STT)	81.4	84.8	414	414
CHARLOTTE NC (CLT)	86.4	87.4	11,853	11,849
CHARLOTTESVILLE VA (CHO)	81.9	87.7	155	155
CHATTANOOGA TN (CHA)	75.0	80.2	392	393
CHEYENNE WY (CYS)	96.8	96.8	31	31
CHICAGO IL (MDW)	86.2	79.2	7,505	7,502
CHICAGO IL (ORD)	79.5	76.9	25,618	25,667
CHICO CA (CIC)	56.3	58.0	119	119
CHRISTIANSTED VI (STX)	78.6	82.5	103	103
CLEVELAND OH (CLE)	80.8	82.8	4,214	4,218
CODY WY (COD)	84.1	82.5	63	63
COLLEGE STATION/BRYAN TX (CLL)	84.1	88.6	88	88
COLORADO SPRINGS CO (COS)	79.4	85.0	958	960
COLUMBIA SC (CAE)	73.4	76.6	576	576
COLUMBUS GA (CSG)	74.6	77.8	193	194
COLUMBUS MS (GTR)	81.8	79.8	88	89
COLUMBUS OH (CMH)	82.3	87.0	2,295	2,295
CORDOVA AK (CDV)	74.2	79.0	62	62
CORPUS CHRISTI TX (CRP)	73.5	81.6	638	640
COVINGTON KY (CVG)	80.2	84.5	2,247	2,247
CRESCENT CITY CA (CEC)	55.3	51.2	85	84
DALLAS TX (DAL)	83.3	79.3	3,847	3,849
DALLAS/FORT WORTH TX (DFW)	83.0	79.9	22,998	22,990
DAYTON OH (DAY)	80.7	85.4	1,055	1,054
DAYTONA BEACH FL (DAB)	82.3	86.6	215	216
DEADHORSE AK (SCC)	91.0	91.0	67	67
DENVER CO (DEN)	86.3	81.4	20,347	20,342
DES MOINES IA (DSM)	79.5	86.8	953	953
DETROIT MI (DTW)	84.3	83.7	7,515	7,507
DOTHAN AL (DHN)	75.7	75.7	115	115
DUBUQUE IA (DBQ)	84.6	88.5	26	26
DULUTH MN (DLH)	86.5	88.2	170	170
DURANGO CO (DRO)	80.6	83.9	278	280
EAGLE CO (EGE)	82.1	85.6	458	457

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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)	79.0	85.5	62	62
EL CENTRO CA (IPL)	74.2	75.8	62	62
EL PASO TX (ELP)	81.0	84.3	1,773	1,774
ELKO NV (EKO)	84.5	92.9	84	84
ELMIRA/CORNING NY (ELM)	88.5	84.0	26	25
EUGENE OR (EUG)	78.3	78.1	420	421
EVANSVILLE IN (EVV)	81.3	81.7	267	268
FAIRBANKS AK (FAI)	86.5	88.2	363	363
FARGO ND (FAR)	80.4	85.6	450	450
FAYETTEVILLE AR (XNA)	78.1	84.2	1,044	1,045
FAYETTEVILLE NC (FAY)	69.3	76.0	254	254
FLAGSTAFF AZ (FLG)	89.9	91.6	227	227
FLINT MI (FNT)	92.2	93.4	396	395
FORT LAUDERDALE FL (FLL)	82.5	83.7	6,579	6,580
FORT MYERS FL (RSW)	86.2	88.7	3,405	3,402
FORT SMITH AR (FSM)	84.1	92.1	126	127
FORT WAYNE IN (FWA)	76.9	82.5	308	308
FRESNO CA (FAT)	81.0	84.0	942	941
GAINESVILLE FL (GNV)	76.8	83.4	271	271
GILLETTE WY (GCC)	85.8	89.2	148	148
GRAND FORKS ND (GFK)	92.8	93.5	138	139
GRAND ISLAND NE (GRI)	80.7	91.2	57	57
GRAND JUNCTION CO (GJT)	81.3	85.5	432	434
GRAND RAPIDS MI (GRR)	80.5	82.3	899	902
GREAT FALLS MT (GTF)	88.7	93.0	142	142
GREEN BAY WI (GRB)	80.3	86.7	406	406
GREENSBORO/HIGH POINT NC (GSO)	73.2	76.3	706	706
GREER SC (GSP)	78.0	82.3	815	815
GUAM TT (GUM)	41.9	71.0	31	31
GULFPORT/BILOXI MS (GPT)	66.5	68.0	394	394
GUNNISON CO (GUC)	81.6	84.8	98	99
HANCOCK/HOUGHTON MI (CMX)	73.0	79.0	63	62
HARLINGEN/SAN BENITO TX (HRL)	72.1	84.2	380	380
HARRISBURG PA (MDT)	81.4	86.8	479	478
HARTFORD CT (BDL)	81.6	87.0	1,776	1,774
HAYDEN CO (HDN)	83.7	89.8	264	264
HELENA MT (HLN)	95.5	98.2	111	111
HILO HI (ITO)	93.4	94.9	606	606
HOBBS NM (HOB)	50.0	74.0	50	50
HONOLULU HI (HNL)	89.3	91.7	4,510	4,510
HOUSTON TX (HOU)	81.0	74.4	4,406	4,405
HOUSTON TX (IAH)	75.8	70.8	14,601	14,589
HUNTSVILLE AL (HSV)	78.7	82.6	773	771

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
IDAHO FALLS ID (IDA)	86.6	91.3	253	253
INDIANAPOLIS IN (IND)	83.4	87.2	2,530	2,527
INYOKERN CA (IYK)	83.5	88.6	79	79
ISLIP NY (ISP)	79.4	84.4	588	589
JACKSON WY (JAC)	84.0	84.3	268	268
JACKSON/VICKSBURG MS (JAN)	78.6	84.3	751	752
JACKSONVILLE FL (JAX)	82.6	83.6	2,219	2,217
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	82.7	87.3	156	157
JOPLIN MO (JLN)	82.3	83.9	62	62
JUNEAU AK (JNU)	83.6	86.6	305	305
KAHULUI HI (OGG)	90.9	90.5	2,043	2,044
KALAMAZOO MI (AZO)	86.2	91.4	58	58
KALISPELL MT (FCA)	88.2	97.9	93	94
KANSAS CITY MO (MCI)	82.3	84.9	4,189	4,186
KETCHIKAN AK (KTN)	87.1	82.8	186	186
KEY WEST FL (EYW)	91.9	91.4	186	186
KILLEEN TX (GRK)	78.0	78.9	327	327
KLAMATH FALLS OR (LMT)	77.7	80.6	94	93
KNOXVILLE TN (TYS)	74.8	77.7	909	907
KODIAK AK (ADQ)	82.5	78.9	57	57
KONA HI (KOA)	90.4	92.4	1,141	1,141
KOTZEBUE AK (OTZ)	90.3	88.2	93	93
LA CROSSE WI (LSE)	96.1	92.1	76	76
LAFAYETTE LA (LFT)	68.0	78.5	459	460
LAKE CHARLES LA (LCH)	83.9	83.9	62	62
LANSING MI (LAN)	70.8	79.2	106	106
LAREDO TX (LRD)	71.5	77.6	214	214
LAS VEGAS NV (LAS)	86.2	84.0	12,211	12,208
LAWTON/FORT SILL OK (LAW)	82.6	87.7	155	155
LEWISBURG WV (LWB)	68.9	77.8	45	45
LEWISTON ID (LWS)	93.0	98.2	57	57
LEXINGTON KY (LEX)	74.6	77.5	539	537
LIHUE HI (LIH)	91.0	92.5	1,073	1,073
LINCOLN NE (LNK)	77.8	80.9	194	194
LITTLE ROCK AR (LIT)	77.4	82.4	1,302	1,303
LONG BEACH CA (LGB)	86.1	82.4	1,215	1,217
LONGVIEW TX (GGG)	75.9	77.8	54	54
LOS ANGELES CA (LAX)	81.6	81.1	18,982	18,978
LOUISVILLE KY (SDF)	78.4	84.7	1,314	1,314
LUBBOCK TX (LBB)	75.8	83.5	645	644
MADISON WI (MSN)	81.5	84.0	777	777
MAMMOTH LAKES CA (MMH)	61.2	56.1	98	98
MANCHESTER NH (MHT)	82.7	88.4	695	696

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MANHATTAN/FT. RILEY KS (MHK)	81.6	88.4	147	147
MARQUETTE MI (MQT)	76.9	76.9	26	26
MEDFORD OR (MFR)	68.1	70.0	273	273
MELBOURNE FL (MLB)	89.5	89.5	124	124
MEMPHIS TN (MEM)	85.5	85.9	3,170	3,170
MERIDIAN MS (MEI)	82.3	82.3	62	62
MIAMI FL (MIA)	84.2	81.7	7,036	7,035
MIDLAND/ODESSA TX (MAF)	77.8	85.3	668	668
MILWAUKEE WI (MKE)	84.7	87.1	3,403	3,411
MINNEAPOLIS MN (MSP)	87.8	88.2	9,133	9,136
MINOT ND (MOT)	88.9	93.7	190	191
MISSION/MCALLEEN/EDINBURG TX (MFE)	78.3	86.9	249	251
MISSOULA MT (MSO)	94.5	97.7	219	219
MOBILE AL (MOB)	69.5	76.9	442	442
MODESTO CA (MOD)	52.1	63.0	119	119
MOLINE IL (MLI)	79.6	82.2	432	433
MONROE LA (MLU)	73.4	78.2	188	188
MONTEREY CA (MRY)	75.1	77.8	485	483
MONTGOMERY AL (MGM)	72.5	77.5	342	342
MONTROSE/DELTA CO (MTJ)	81.2	81.2	260	260
MOSINEE WI (CWA)	77.1	81.7	131	131
MUSKEGON MI (MKG)	72.6	74.2	62	62
MYRTLE BEACH SC (MYR)	81.0	82.8	348	348
NASHVILLE TN (BNA)	83.5	82.9	4,765	4,766
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	71.3	77.0	87	87
NEW ORLEANS LA (MSY)	80.1	84.8	3,260	3,259
NEW YORK NY (JFK)	80.7	82.9	8,252	8,256
NEW YORK NY (LGA)	80.3	87.8	8,207	8,204
NEWARK NJ (EWR)	66.6	70.8	9,822	9,814
NEWBURGH/POUGHKEEPSIE NY (SWF)	74.7	86.7	150	150
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	80.2	83.8	257	260
NOME AK (OME)	88.2	87.1	93	93
NORFOLK VA (ORF)	79.9	83.6	1,110	1,112
NORTH BEND/COOS BAY OR (OTH)	44.4	49.2	63	63
OAKLAND CA (OAK)	87.1	82.5	3,880	3,880
OKLAHOMA CITY OK (OKC)	80.1	86.5	1,727	1,730
OMAHA NE (OMA)	82.0	86.0	1,669	1,669
ONTARIO CA (ONT)	87.4	89.3	1,925	1,926
ORLANDO FL (MCO)	83.8	84.4	11,307	11,299
PADUCAH KY (PAH)	83.9	85.5	62	62
PALM SPRINGS CA (PSP)	79.0	76.8	1,383	1,385
PANAMA CITY FL (ECP)	76.1	78.6	519	518
PASCO/KENNEWICK/RICHLAND WA (PSC)	88.4	91.3	276	276

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PENSACOLA FL (PNS)	78.5	84.5	783	783
PEORIA IL (PIA)	70.3	77.1	229	231
PETERSBURG AK (PSG)	82.3	88.7	62	62
PHILADELPHIA PA (PHL)	80.7	85.3	6,652	6,641
PHOENIX AZ (PHX)	89.3	87.3	16,593	16,598
PITTSBURGH PA (PIT)	82.6	88.6	2,397	2,396
POCATELLO ID (PIH)	94.0	94.0	84	84
PONCE PR (PSE)	82.3	90.3	62	62
PORTLAND ME (PWM)	76.0	81.2	437	437
PORTLAND OR (PDX)	85.3	89.3	4,274	4,274
PROVIDENCE RI (PVD)	83.3	90.0	1,267	1,271
RALEIGH/DURHAM NC (RDU)	82.7	85.3	3,575	3,578
RAPID CITY SD (RAP)	88.7	88.5	354	355
REDDING CA (RDD)	59.3	67.3	150	150
RENO NV (RNO)	85.5	87.4	1,716	1,716
RICHMOND VA (RIC)	78.1	83.6	1,385	1,388
ROANOKE VA (ROA)	71.4	77.6	294	295
ROCHESTER MN (RST)	81.4	90.0	70	70
ROCHESTER NY (ROC)	85.3	87.5	703	703
ROCK SPRINGS WY (RKS)	84.9	83.3	186	186
ROCKFORD IL (RFD)	84.6	100.0	13	12
ROSWELL NM (ROW)	78.4	83.0	88	88
SACRAMENTO CA (SMF)	86.0	86.2	3,748	3,750
SAGINAW/BAY CITY/MIDLAND MI (MBS)	79.6	77.4	93	93
SALT LAKE CITY UT (SLC)	88.8	89.4	9,833	9,829
SAN ANGELO TX (SJT)	80.7	85.7	119	119
SAN ANTONIO TX (SAT)	79.7	83.7	3,331	3,333
SAN DIEGO CA (SAN)	83.9	85.3	6,527	6,532
SAN FRANCISCO CA (SFO)	67.5	69.7	14,067	14,062
SAN JOSE CA (SJC)	89.9	90.0	3,289	3,289
SAN JUAN PR (SJU)	80.1	82.7	2,224	2,220
SAN LUIS OBISPO CA (SBP)	77.3	78.0	418	419
SANTA ANA CA (SNA)	87.5	85.8	3,337	3,342
SANTA BARBARA CA (SBA)	76.5	77.5	876	877
SANTA FE NM (SAF)	82.4	84.7	85	85
SANTA MARIA CA (SMX)	71.1	76.3	114	114
SARASOTA/BRADENTON FL (SRQ)	87.1	88.5	665	663
SAVANNAH GA (SAV)	79.1	81.3	819	818
SCRANTON/WILKES-BARRE PA (AVP)	80.9	87.7	115	114
SEATTLE WA (SEA)	83.9	86.8	7,972	7,978
SHREVEPORT LA (SHV)	78.9	85.5	488	488
SIOUX FALLS SD (FSD)	83.2	84.4	590	590
SITKA AK (SIT)	80.6	84.9	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)	73.6	81.0	276	274
SPOKANE WA (GEG)	83.8	90.2	871	870
SPRINGFIELD IL (SPI)	85.1	85.8	175	176
SPRINGFIELD MO (SGF)	81.9	86.6	640	641
ST. GEORGE UT (SGU)	83.1	86.0	172	172
ST. LOUIS MO (STL)	81.9	81.7	4,765	4,767
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	69.9	71.1	156	152
SYRACUSE NY (SYR)	80.4	85.7	500	503
TALLAHASSEE FL (TLH)	77.8	79.8	396	396
TAMPA FL (TPA)	84.8	87.4	6,361	6,356
TEXARKANA AR (TXK)	73.9	87.5	88	88
TOLEDO OH (TOL)	84.6	76.9	26	26
TRAVERSE CITY MI (TVC)	78.9	78.9	142	142
TUCSON AZ (TUS)	83.2	89.3	2,120	2,122
TULSA OK (TUL)	77.4	83.9	1,555	1,557
TWIN FALLS ID (TWF)	88.2	91.9	93	99
TYLER TX (TYR)	78.4	84.5	116	116
VALDOSTA GA (VLD)	80.7	78.4	88	88
VALPARAISO FL (VPS)	68.8	79.1	484	484
WACO TX (ACT)	75.5	84.9	106	106
WATERTOWN NY (ART)	83.0	88.7	53	53
WEST PALM BEACH/PALM BEACH FL (PBI)	83.1	86.4	2,670	2,667
WHITE PLAINS NY (HPN)	80.1	82.0	789	788
WICHITA FALLS TX (SPS)	81.8	85.2	88	88
WICHITA KS (ICT)	80.8	85.3	860	860
WILMINGTON NC (ILM)	82.8	86.8	379	379
WRANGELL AK (WRG)	83.9	80.6	62	62
YAKUTAT AK (YAK)	74.2	79.0	62	62
YUMA AZ (YUM)	88.2	89.5	305	305

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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
SKYWEST	18	30,662	735	2.4	147	53,806	1,436	2.7
AMERICAN EAGLE	19	22,734	344	1.5	138	38,667	660	1.7
EXPRESSJET	22	31,073	523	1.7	154	61,273	1,036	1.7
AMERICAN	28	36,720	571	1.6	81	46,109	721	1.6
MESA	14	6,346	86	1.4	84	11,975	158	1.3
UNITED	28	39,275	234	0.6	86	46,254	277	0.6
VIRGIN AMERICA	12	4,345	26	0.6	13	4,376	26	0.6
US AIRWAYS	27	30,261	181	0.6	80	35,778	210	0.6
ALASKA	18	7,043	18	0.3	51	12,064	70	0.6
SOUTHWEST	22	50,641	268	0.5	73	98,554	538	0.5
JETBLUE	21	13,587	34	0.3	49	19,733	72	0.4
AIRTRAN	21	12,503	33	0.3	59	19,624	56	0.3
DELTA	29	47,012	110	0.2	124	60,458	138	0.2
HAWAIIAN	7	350	0	0.0	15	6,208	11	0.2
FRONTIER	22	5,231	0	0.0	50	6,749	1	0.0
Total		337,783	3,163	0.9	Total	521,628	5,410	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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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
SKYWEST	4,906	552	11.3
AMERICAN EAGLE	1,335	119	8.9
EXPRESSJET	5,754	461	8.0
AMERICAN	1,575	114	7.2
MESA	1,060	68	6.4
VIRGIN AMERICA	160	7	4.4
UNITED	5,449	156	2.9
SOUTHWEST	14,113	391	2.8
US AIRWAYS	1,918	49	2.6
ALASKA	470	10	2.1
JETBLUE	668	11	1.6
HAWAIIAN	241	3	1.2
AIRTRAN	841	8	1.0
DELTA	2,556	13	0.5
FRONTIER	312	0	0.0
TOTAL	41,358	1,962	4.7

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

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	46109	36849	79.92%	721	1.56%	155	0.34%	2389	5.18%	377	0.82%	2951	6.40%	9	0.02%	2658	5.76%
AS	12064	10297	85.35%	70	0.58%	36	0.30%	383	3.18%	29	0.24%	753	6.24%	8	0.07%	488	4.04%
B6	19733	15813	80.13%	72	0.36%	22	0.11%	1344	6.81%	18	0.09%	1211	6.14%	3	0.02%	1249	6.33%
DL	60458	51806	85.69%	138	0.23%	82	0.14%	2544	4.21%	144	0.24%	3265	5.40%	2	0.00%	2477	4.10%
EV	61273	45404	74.10%	1036	1.69%	161	0.26%	4937	8.06%	665	1.09%	2566	4.19%	4	0.01%	6500	10.61%
F9	6749	5450	80.75%	1	0.01%	7	0.10%	349	5.18%	6	0.09%	520	7.70%	0	0.00%	416	6.16%
FL	19624	17836	90.89%	56	0.29%	26	0.13%	394	2.01%	11	0.06%	783	3.99%	0	0.00%	517	2.63%
HA	6208	5740	92.46%	11	0.18%	5	0.08%	290	4.66%	8	0.14%	4	0.07%	1	0.02%	149	2.39%
MQ	38667	31829	82.32%	660	1.71%	93	0.24%	1491	3.86%	438	1.13%	2072	5.36%	4	0.01%	2081	5.38%
OO	53806	43166	80.23%	1436	2.67%	140	0.26%	2164	4.02%	132	0.24%	2608	4.85%	11	0.02%	4149	7.71%
UA	46254	35816	77.43%	277	0.60%	81	0.18%	3355	7.25%	156	0.34%	3711	8.02%	0	0.00%	2857	6.18%
US	35778	31218	87.25%	210	0.59%	35	0.10%	1262	3.53%	39	0.11%	2045	5.72%	19	0.05%	950	2.65%
VX	4376	3277	74.89%	26	0.59%	4	0.09%	182	4.15%	178	4.06%	381	8.70%	3	0.06%	326	7.46%
WN	98554	83860	85.09%	538	0.55%	158	0.16%	4066	4.13%	394	0.40%	2806	2.85%	52	0.05%	6680	6.78%
YV	11975	10357	86.49%	158	1.32%	19	0.16%	413	3.45%	61	0.51%	345	2.88%	7	0.06%	614	5.13%
TOTAL	521628	428718		5410		1024		25564		2657		26021		124		32110	
			82.19%		1.04%		0.20%		4.90%		0.51%		4.99%		0.02%		6.16%

**\*Causes of Delay:**

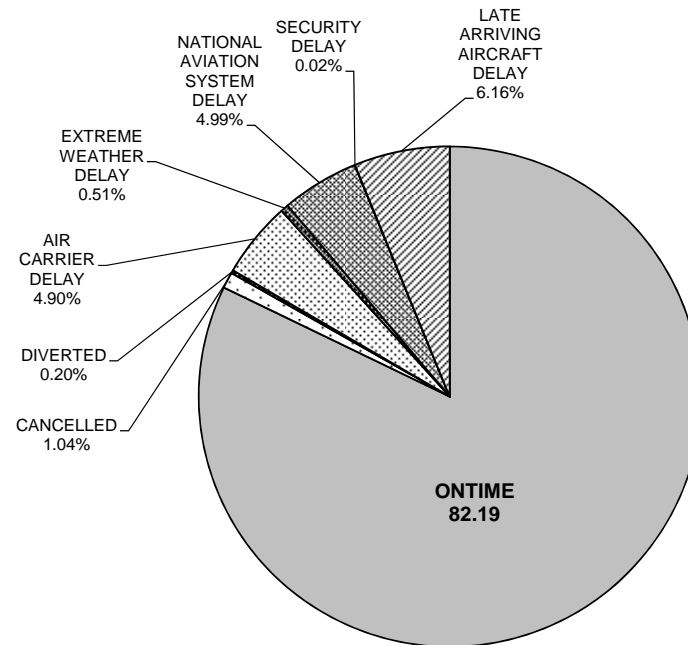
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

MARCH 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>



MARCH 2012

## AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
AMERICAN	2040	DFW	STL	3/17/2012	Destination Airport	219
SHUTTLE AMERICA	5884	LGA	STL	3/17/2012	Destination Airport	187
EXPRESSJET	5157	MSP	STL	3/17/2012	Destination Airport	183

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).

MARCH 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).

MARCH 2012

## AIR TRAVEL CONSUMER REPORT

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

CARRIER*	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
AA	46,109	15	0.03
FL	19,624	6	0.03
DL	60,458	16	0.03
B6	19,733	5	0.03
EV	61,273	12	0.02
US	35,778	6	0.02
F9	6,749	1	0.01
WN	98,554	14	0.01
OO	53,806	7	0.01
UA	46,254	5	0.01
MQ	38,667	4	0.01
YV	11,975	0	0.00
VX	4,376	0	0.00
AS	12,064	0	0.00
HA	6,208	0	0.00
TOTAL	521,628	91	0.02

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

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

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

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

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

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

## APPENDIX

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

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

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

### Air Carriers Required to Report

#### Data to DOT and to CRS Vendors \*

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

### Air Carriers Voluntarily Reporting

#### Data to DOT and to CRS Vendors

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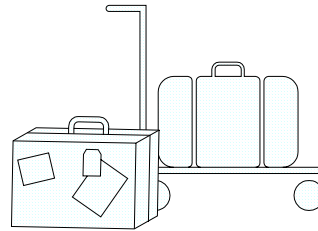
\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #21, issued December 1, 2011, effective January 1, 2012.

\*\* 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

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

RANK	AIRLINE	MARCH 2012			MARCH 2011		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	480	531,809	0.90	*	*	*
2	AIRTRAN AIRWAYS	2,571	1,953,688	1.32	3,503	2,220,634	1.58
3	JETBLUE AIRWAYS	4,022	2,292,645	1.75	4,828	2,090,586	2.31
4	FRONTIER AIRLINES	1,735	844,660	2.05	1,726	804,443	2.15
5	US AIRWAYS	9,567	4,401,414	2.17	10,294	4,245,750	2.42
6	DELTA AIR LINES	19,017	8,397,727	2.26	24,103	8,225,015	2.93
7	ALASKA AIRLINES	3,749	1,445,664	2.59	4,246	1,408,205	3.02
8	SOUTHWEST AIRLINES	27,545	10,002,337	2.75	34,829	9,917,498	3.51
9	HAWAIIAN AIRLINES	2,087	750,967	2.78	2,412	725,391	3.33
10	AMERICAN AIRLINES	17,309	6,047,337	2.86	20,334	5,927,425	3.43
11	UNITED AIRLINES**	24,587	6,200,662	3.97	11,763	3,627,915	3.24
12	MESA AIRLINES	3,307	681,753	4.85	3,456	764,796	4.52
13	SKYWEST AIRLINES	11,934	2,188,230	5.45	8,690	1,996,737	4.35
14	AMERICAN EAGLE AIRLINES	9,022	1,516,824	5.95	9,740	1,391,477	7.00
15	EXPRESSJET AIRLINES**	17,099	2,591,835	6.60	8,255	1,276,407	6.47
TOTALS		154,031	49,847,552	3.09	148,179	44,622,279	3.32

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

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

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

RANK	AIRLINE	JANUARY - MARCH 2012			JANUARY - MARCH 2011		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	1,321	1,410,517	0.94	*	*	*
2	AIRTRAN AIRWAYS	7,067	5,112,040	1.38	9,570	5,597,011	1.71
3	JETBLUE AIRWAYS	11,003	6,119,983	1.80	12,813	5,456,605	2.35
4	US AIRWAYS	26,402	12,152,544	2.17	29,976	11,314,736	2.65
5	DELTA AIR LINES	48,113	21,795,646	2.21	67,398	21,119,611	3.19
6	FRONTIER AIRLINES	5,325	2,349,423	2.27	5,104	2,071,351	2.46
7	HAWAIIAN AIRLINES	5,884	2,143,430	2.75	6,562	2,062,492	3.18
8	ALASKA AIRLINES	11,015	3,909,630	2.82	11,529	3,759,030	3.07
9	AMERICAN AIRLINES	47,096	16,399,761	2.87	63,527	15,898,135	4.00
10	SOUTHWEST AIRLINES	78,446	26,684,956	2.94	104,525	26,212,128	3.99
11	UNITED AIRLINES**	62,846	17,441,314	3.60	37,545	9,777,276	3.84
12	MESA AIRLINES	7,765	1,877,874	4.13	10,320	2,078,542	4.97
13	SKYWEST AIRLINES	27,959	5,854,516	4.78	27,583	5,473,896	5.04
14	EXPRESSJET AIRLINES**	39,178	6,998,045	5.60	22,250	3,263,135	6.82
15	AMERICAN EAGLE AIRLINES	25,449	4,124,975	6.17	30,631	3,647,512	8.40
TOTALS		404,869	134,374,654	3.01	439,333	117,731,460	3.73

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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



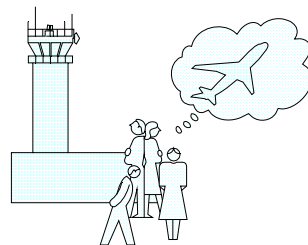
## **OVERSALES**

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

	MARCH 2012				MARCH 2011			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	759	58	0	168	655	46	1	70
FOREIGN AIRLINES	121	2	0	27	119	4	0	16
TRAVEL AGENTS	12	4	0	3	11	1	0	1
TOUR OPERATORS	213	0	0	3	5	0	0	0
MISCELLANEOUS	12	10	0	13	13	6	0	21
INDUSTRY TOTALS	1,117	74	0	214	803	57	1	108

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	MARCH 2012			MARCH 2011		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
OTHER	1	245		9	25	
FREQUENT FLYER			30			20
FLIGHT PROBLEMS	2	218		1	207	
CANCELLATIONS			84			85
DELAYS			73			65
DISCONNECTIONS			37			34
RES/TKTNG/BOARDING	3	157		3	111	
BAGGAGE	4	126		2	136	
CUSTOMER SERVICE	5	117		4	84	
REFUNDS	6	99		5	82	
DISABILITY	7	48		6	50	
OVERSALES	8	42		7	50	
FARES	9	35		8	40	
ADVERTISING	10	26		11	8	
DISCRIMINATION	11	4		10	10	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,117			803	

\* 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\*  
MARCH 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	2	0	3	0	0	3	3	0	0	0	0	0	11
ALASKA AIRLINES	2	0	2	0	0	0	0	0	0	0	0	1	5
ALLEGiant AIR	5	0	2	0	2	2	2	0	3	0	0	0	16
AMERICAN AIRLINES	18	2	8	2	6	19	9	4	0	0	0	3	71
AMERICAN EAGLE AIRLINES	3	2	0	0	1	6	3	0	0	0	0	0	15
DELTA AIRLINES	10	4	11	4	7	3	8	6	5	1	0	6	65
EXPRESSJET AIRLINES	13	1	0	0	0	3	0	3	0	0	0	0	20
FRONTIER AIRLINES	3	0	1	1	0	3	0	0	0	0	0	1	9
GOJET AIRLINES	4	0	0	0	0	0	2	0	0	1	0	0	7
HAWAIIAN AIRLINES	2	0	0	2	0	0	1	0	0	0	0	0	5
JETBLUE AIRWAYS	3	0	0	0	1	5	4	2	0	1	0	1	17
PIEDMONT AIRLINES	5	4	0	0	0	1	1	0	0	0	0	0	11
PINNACLE AIRLINES	3	2	1	0	0	1	2	0	0	0	0	0	9
PSA AIRLINES	5	0	0	0	0	0	0	1	0	0	0	1	7
REPUBLIC AIRLINES	6	1	0	0	0	1	0	1	0	0	0	0	9
SHUTTLE AMERICA	2	0	1	0	1	1	0	0	0	0	0	0	5
SKYWEST AIRLINES	8	1	0	0	1	2	0	4	0	0	0	0	16
SOUTHWEST AIRLINES	6	1	6	0	2	4	2	4	0	0	0	3	28
SPIRIT AIRLINES	10	4	9	4	10	11	4	1	5	1	0	1	60
UNITED AIRLINES	55	9	64	9	29	15	47	12	3	0	0	17	260
UNITED EXPRESS	3	0	0	0	0	1	0	0	0	0	0	1	5
US AIRWAYS	18	6	11	2	5	9	9	8	2	0	0	3	73
VIRGIN AMERICA	1	0	0	0	2	0	3	0	0	0	0	0	6
OTHER U. S. AIRLINES	10	1	1	0	5	5	4	2	1	0	0	0	29
TOTAL MARCH 2012	197	38	120	24	72	95	104	48	19	4	0	38	759
% OF TOTAL COMPLAINTS	26.0	5.0	15.8	3.2	9.5	12.5	13.7	6.3	2.5	0.5	0.0	5.0	
TOTAL MARCH 2011	194	46	76	34	49	100	78	45	6	8	0	19	655
% OF TOTAL COMPLAINTS	29.6	7.0	11.6	5.2	7.5	15.3	11.9	6.9	0.9	1.2	0.0	2.9	

\* 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

MARCH 2012

U. S. AIRLINES*	COMPS RECD IN MAR	INCI - DENTS IN MAR	PERCENT	INCI - DENTS IN FEB	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	11	8	72.7	1	9.1	1	9.1	1	9.1
ALASKA AIRLINES	5	3	60.0	0	0.0	1	20.0	1	20.0
ALLEGiant AIR	16	9	56.2	0	0.0	2	12.5	5	31.2
AMERICAN AIRLINES	71	31	43.7	7	9.9	20	28.2	13	18.3
AMERICAN EAGLE AIRLINES	15	12	80.0	2	13.3	1	6.7	0	0.0
DELTA AIR LINES	65	23	35.4	8	12.3	23	35.4	11	16.9
EXPRESSJET AIRLINES	20	16	80.0	2	10.0	2	10.0	0	0.0
FRONTIER AIRLINES	9	5	55.6	0	0.0	2	22.2	2	22.2
GOJET AIRLINES	7	4	57.1	2	28.6	0	0.0	1	14.3
HAWAIIAN AIRLINES	5	3	60.0	0	0.0	2	40.0	0	0.0
JETBLUE AIRWAYS	17	6	35.3	7	41.2	4	23.5	0	0.0
PIEDMONT AIRLINES	11	5	45.5	4	36.4	2	18.2	0	0.0
PINNACLE AIRLINES	9	7	77.8	1	11.1	1	11.1	0	0.0
PSA AIRLINES	7	5	71.4	1	14.3	0	0.0	1	14.3
REPUBLIC AIRLINES	9	7	77.8	1	11.1	1	11.1	0	0.0
SHUTTLE AMERICA	5	3	60.0	2	40.0	0	0.0	0	0.0
SKYWEST AIRLINES	16	11	68.8	0	0.0	5	31.2	0	0.0
SOUTHWEST AIRLINES	28	17	60.7	5	17.9	2	7.1	4	14.3
SPIRIT AIRLINES	60	30	50.0	5	8.3	16	26.7	9	15.0
UNITED AIRLINES	260	110	42.3	31	11.9	84	32.3	35	13.5
UNITED EXPRESS	5	4	80.0	1	20.0	0	0.0	0	0.0
US AIRWAYS	73	31	42.5	19	26.0	13	17.8	10	13.7
VIRGIN AMERICA	6	3	50.0	1	16.7	2	33.3	0	0.0
OTHER U. S. AIRLINES	29	14	48.3	3	10.3	8	27.6	4	13.8
<b>TOTALS</b>	<b>759</b>	<b>367</b>	<b>48.4</b>	<b>103</b>	<b>13.6</b>	<b>192</b>	<b>25.3</b>	<b>97</b>	<b>12.8</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>655</b>	<b>270</b>	<b>41.2</b>	<b>127</b>	<b>19.4</b>	<b>203</b>	<b>31.0</b>	<b>55</b>	<b>8.4</b>

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

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\*\*

MARCH 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>													
BRITISH AIRWAYS	1	0	0	1	2	0	1	0	1	0	0	1	7
EMIRATES AIRLINES	0	0	1	0	1	4	1	0	0	0	0	0	7
LUFTHANSA	1	0	2	0	0	3	1	0	0	0	0	0	7
PHILIPPINE AIRLINES	2	2	1	0	1	0	1	0	0	0	0	0	7
QATAR AIRWAYS	3	0	1	1	1	1	0	0	0	0	0	0	7
TURKISH AIRLINES	0	0	2	0	0	3	0	0	1	0	0	0	6
VOLARIS AIRLINES	0	0	4	2	1	0	0	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	9	2	11	6	17	19	5	0	2	0	0	2	73
TOTALS	16	4	22	10	23	30	9	0	4	0	0	3	121
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	6	1	2	0	1	0	2	0	0	0	12
TOTALS	0	0	6	1	2	0	1	0	2	0	0	0	12
<b><u>TOUR OPERATORS</u></b>													
DIRECT AIR AND TOURS	2	0	6	0	1	0	1	0	0	0	0	203	213
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	2	0	6	0	1	0	1	0	0	0	0	203	213
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	3	0	3	0	1	1	2	0	1	0	0	1	12
TOTALS	3	0	3	0	1	1	2	0	1	0	0	1	12

\* 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

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

RANK	AIRLINE	MARCH 2012			MARCH 2011		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	1	681,753	0.15	10	735,570	1.36
2	SOUTHWEST AIRLINES	28	9,752,141	0.29	28	9,697,091	0.29
3	ALASKA AIRLINES	5	1,579,535	0.32	6	1,541,292	0.39
4	AIRTRAN AIRWAYS	11	1,992,115	0.55	13	2,199,745	0.59
5	HAWAIIAN AIRLINES	5	776,659	0.64	8	732,066	1.09
6	DELTA AIR LINES	65	10,081,399	0.64	109	9,787,572	1.11
7	JETBLUE AIRWAYS	17	2,563,875	0.66	19	2,306,294	0.82
8	SKYWEST AIRLINES	16	2,220,353	0.72	12	2,077,443	0.58
9	EXPRESSJET AIRLINES	20	2,755,189	0.73	15	1,261,365	1.19
10	AMERICAN AIRLINES	71	7,605,557	0.93	88	7,422,002	1.19
11	AMERICAN EAGLE AIRLINES	15	1,564,001	0.96	20	1,425,481	1.40
12	FRONTIER AIRLINES	9	930,065	0.97	11	1,268,966	0.87
13	VIRGIN AMERICA	6	527,832	1.14	*	*	*
14	US AIRWAYS	73	4,846,544	1.51	54	4,691,190	1.15
15	UNITED AIRLINES**	260	8,145,575	3.19	79	4,338,233	1.82
TOTAL		602	56,022,593	1.07	472	49,484,310	0.96

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

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS

	JANUARY - MARCH 2012				JANUARY - MARCH 2011			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	2,014	141	2	472	1,893	113	4	202
FOREIGN AIRLINES	399	9	0	63	375	12	0	45
TRAVEL AGENTS	52	6	1	5	35	3	0	3
TOUR OPERATORS	237	0	0	5	10	2	0	0
MISCELLANEOUS	41	59	1	52	35	21	0	43
INDUSTRY TOTALS	2,743	215	4	597	2,348	151	4	293

TABLE 2 (YTD)

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - MARCH 2012			JANUARY - MARCH 2011		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	592		1	624	
CANCELLATIONS			234			304
DELAYS			196			162
MISSCONNECTIONS			98			86
BAGGAGE	2	452		2	456	
RES/TKTG/BOARDING	3	406		3	314	
CUSTOMER SERVICE	4	315		4	258	
OTHER	5	305		9	65	
FREQUENT FLYER			71			52
REFUNDS	6	230		5	206	
DISABILITY	7	127		6	130	
OVERSALES	8	117		8	116	
FARES	9	113		7	121	
ADVERTISING	10	68		11	21	
DISCRIMINATION	11	18		10	32	
ANIMALS	12	0		12	5	
COMPLAINT TOTAL		2,743			2,348	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3 (YTD)

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY COMPLAINT CATEGORY\*  
JANUARY - MARCH 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	6	3	5	0	1	7	7	2	0	1	0	0	32
ALASKA AIRLINES	5	0	4	0	1	1	3	1	0	0	0	2	17
ALLEGiant AIR	13	0	10	3	2	10	6	4	7	0	0	0	55
AMERICAN AIRLINES	57	9	29	9	21	50	28	17	2	2	0	8	232
AMERICAN EAGLE AIRLINES	10	3	4	1	3	17	5	3	0	0	0	0	46
COLGAN AIR	8	0	0	0	1	4	0	0	0	0	0	0	13
DELTA AIRLINES	35	10	29	13	16	17	27	13	9	5	0	15	189
EXPRESSJET AIRLINES	40	2	0	0	0	10	1	5	0	0	0	0	58
FRONTIER AIRLINES	7	0	4	2	1	5	3	1	0	0	0	1	24
HAWAIIAN AIRLINES	2	0	1	2	1	1	2	1	0	1	0	1	12
JETBLUE AIRWAYS	11	0	7	1	4	13	11	6	2	1	0	1	57
PIEDMONT AIRLINES	15	10	5	0	0	3	2	0	0	0	0	0	35
PINNACLE AIRLINES	5	2	1	0	0	4	3	0	0	0	0	0	15
PSA AIRLINES	10	0	0	0	0	0	1	1	0	0	0	1	13
REPUBLIC AIRLINES	11	1	0	0	0	1	1	1	0	0	0	0	15
SHUTTLE AMERICA	5	0	1	0	1	2	2	0	0	1	0	0	12
SKYWEST AIRLINES	20	3	0	0	1	9	4	6	0	0	0	0	43
SOUTHWEST AIRLINES	13	2	10	3	3	10	14	7	0	0	0	5	67
SPIRIT AIRLINES	31	13	37	12	21	26	16	3	13	1	0	4	177
UNITED AIRLINES	134	25	118	19	51	70	94	23	6	1	0	33	574
UNITED EXPRESS	7	0	0	2	0	3	3	0	0	0	0	1	16
US AIRWAYS	42	12	26	9	19	40	23	18	5	3	0	8	205
VIRGIN AMERICA	5	0	3	1	4	1	6	3	0	0	0	2	25
OTHER U. S. AIRLINES	30	5	3	0	7	13	14	8	1	1	0	0	82
TOTAL JAN - MAR 2012	522	100	297	77	158	317	276	123	45	17	0	82	2,014
% OF TOTAL COMPLAINTS	25.9	5.0	14.7	3.8	7.8	15.7	13.7	6.1	2.2	0.8	0.0	4.1	
TOTAL JAN - MAR 2011	563	99	228	102	138	315	236	116	15	26	4	51	1,893
% OF TOTAL COMPLAINTS	29.7	5.2	12.0	5.4	7.3	16.6	12.5	6.1	0.8	1.4	0.2	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 (YTD)

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

JANUARY - MARCH 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	6	0	2	1	3	4	0	1	0	0	0	0	17
AIR FRANCE	1	1	3	1	1	5	1	0	0	1	0	0	14
ALITALIA AIRLINES	1	0	1	1	2	9	1	0	1	0	0	0	16
BRITISH AIRWAYS	5	1	3	4	4	6	3	1	2	0	0	2	31
EMIRATES AIRLINES	0	1	1	3	1	5	4	0	0	0	0	0	15
ETIHAD AIRWAYS	0	1	3	0	1	5	0	1	0	0	0	0	11
IBERIA AIRLINES	4	1	2	0	2	4	0	0	0	0	0	0	13
JET AIRWAYS	0	0	2	1	1	6	1	0	0	0	0	0	11
KLM	1	0	2	0	2	5	0	0	0	0	0	0	10
LAN AIRLINES	3	0	2	0	3	3	2	0	1	0	0	0	14
LUFTHANSA	2	1	5	2	1	8	2	0	0	0	0	0	21
QATAR AIRWAYS	4	0	3	2	2	3	0	0	0	0	0	0	14
TACA	0	0	2	1	0	4	3	0	0	0	0	0	10
TURKISH AIRLINES	1	2	4	1	0	8	0	0	1	0	0	0	17
VOLARIS AIRLINES	3	0	6	2	2	2	0	0	1	0	0	1	17
OTHER FOREIGN AIRLINES	27	7	28	7	26	52	13	1	4	0	0	3	168
TOTALS	58	15	69	26	51	129	30	4	10	1	0	6	399
<b><u>TRAVEL AGENTS</u></b>													
CHEAPOAIR.COM	0	0	4	3	0	1	0	0	4	0	0	0	12
ORBITZ.COM	0	0	5	1	6	0	0	0	2	0	0	0	14
OTHER TRAVEL AGENTS	0	0	11	3	6	0	3	0	3	0	0	0	26
TOTALS	0	0	20	7	12	1	3	0	9	0	0	0	52
<b><u>TOUR OPERATORS</u></b>													
DIRECT AIR AND TOURS	5	0	13	1	6	0	4	0	1	0	0	207	237
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	5	0	13	1	6	0	4	0	1	0	0	207	237
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	7	2	7	2	3	5	2	0	3	0	0	10	41
TOTALS	7	2	7	2	3	5	2	0	3	0	0	10	41

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER TOUR OPERATORS,' ETC.

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

Office of Aviation Enforcement and Proceedings  
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TABLE 5 (YTD)

JANUARY – MARCH  
CONSUMER COMPLAINTS: RANKINGS/ U.S. AIRLINES\*

RANK	AIRLINE	JANUARY-MARCH 2012			JANUARY-MARCH 2011		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>MESA AIRLINES</b>	4	1,877,874	<b>0.21</b>	16	2,008,404	<b>0.80</b>
2	<b>SOUTHWEST AIRLINES</b>	67	25,979,709	<b>0.26</b>	63	25,617,315	<b>0.25</b>
3	<b>ALASKA AIRLINES</b>	17	4,274,942	<b>0.40</b>	19	4,107,393	<b>0.46</b>
4	<b>HAWAIIAN AIRLINES</b>	12	2,218,530	<b>0.54</b>	13	2,089,551	<b>0.62</b>
5	<b>AIRTRAN AIRWAYS</b>	32	5,191,268	<b>0.62</b>	35	5,524,863	<b>0.63</b>
6	<b>DELTA AIR LINES</b>	189	26,135,605	<b>0.72</b>	374	25,377,747	<b>1.47</b>
7	<b>SKYWEST AIRLINES</b>	43	5,937,967	<b>0.72</b>	47	5,658,882	<b>0.83</b>
8	<b>EXPRESSJET AIRLINES**</b>	58	7,411,710	<b>0.78</b>	25	3,225,906	<b>0.78</b>
9	<b>JETBLUE AIRWAYS</b>	57	6,850,197	<b>0.83</b>	60	6,038,178	<b>0.99</b>
10	<b>FRONTIER AIRLINES</b>	24	2,541,104	<b>0.94</b>	24	3,291,266	<b>0.73</b>
11	<b>AMERICAN EAGLE AIRLINES</b>	46	4,239,317	<b>1.09</b>	46	3,716,358	<b>1.24</b>
12	<b>AMERICAN AIRLINES</b>	232	20,791,244	<b>1.12</b>	249	20,108,121	<b>1.24</b>
13	<b>US AIRWAYS</b>	205	13,286,273	<b>1.54</b>	175	12,504,119	<b>1.40</b>
14	<b>VIRGIN AMERICA</b>	25	1,432,523	<b>1.75</b>	*	*	*
16	<b>UNITED AIRLINES**</b>	574	21,778,759	<b>2.64</b>	207	11,745,809	<b>1.76</b>
	<b>TOTAL</b>	<b>1,585</b>	<b>149,947,022</b>	<b>1.06</b>	<b>1,353</b>	<b>131,013,912</b>	<b>1.04</b>

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

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

\*\* 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.

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

## **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.

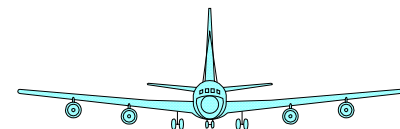
**Disability:** Civil rights complaints by air travelers with disabilities.

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

The Transportation Security Administration (TSA) screened approximately 56 million airline passengers and their 44.8 million checked bags in the month of March 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 March.

**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
310	.0005	32	.00006	148	.0002	376	.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
119	.0002	309	.0006

### 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 9:00AM to 5:00PM EST.

<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 March.

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.



### March 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>Alaska</i>		<b>2</b>	
<i>Delta</i>	<b>2</b>	<b>4</b>	
<i>United</i>	<b>1</b>		
<i>Total</i>	<b>3</b>	<b>6</b>	