



U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: April 2013



Flight Delays¹	February 2013 12 Months ending February 2013
Mishandled Baggage¹	February 2013
Oversales¹	4 th Quarter 2012 January – December 2012
Consumer Complaints² (Includes Disability and Discrimination Complaints)	February 2013
Customer Service Reports to the Dept. of Homeland Security³	February 2013
Airline Animal Incident Reports⁴	February 2013

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>	2	<i>Flight Delays (continued)</i>	
<i>Flight Delays</i>		Table 11	25
Explanation	3	List of Regularly Scheduled Flights with Tarmac Delays Over 3 Hours, By Carrier	
Table 1	4	Table 11A	27
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Carrier	
Table 1A	5	Table 12	28
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		Number and Percentage of Regularly Scheduled Flights With Tarmac Delays of 2 Hours or More, By Carrier	
Table 2	6	Footnotes	29
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		Appendix	30
Table 3	10	<i>Mishandled Baggage</i>	
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		Explanation	31
Table 4	12	Ranking— February 2013	32
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		<i>Oversales</i>	
Table 5	14	Explanation	33
List of Regularly Scheduled Flights with More than 50% Delayed Arrivals of More Than 30 Minutes		Ranking — 4th Quarter 2012	34
Table 6	16	Ranking—January – December 2012	35
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More		<i>Consumer Complaints</i>	
Table 7	17	Explanation	36
On-Time Arrival and Departure Percentage, by Airport		Complaint Tables 1-5 (February)	37
Table 8	21	Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	
Overall Number and Percentage of Flight Cancellations, by Carrier		Ranking, Table 6 (February)	42
Table 8A	22	Complaint Categories	43
Number and Percentage of Regularly Scheduled Flights Canceled 5% or More of the Time, By Carrier.		<i>Customer Service Reports to the Department of Homeland Security</i>	44
Table 9	23	<i>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation (February)</i>	45
Flight Causation Data, By Airline and Category			
Table 10	24		
Flight Causation Data, Graphic Representation			

INTRODUCTION

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

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the fifteen (15) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the one (1**) carrier that currently reports flight delay data voluntarily.

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

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

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

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

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

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

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

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

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

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

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

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

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

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	70.4	17	91.8
ALASKA AIRLINES S/	19	90.1	53	90.6
VIRGIN AMERICA S/	15	88.4	16	88.5
DELTA AIR LINES S/	29	85.7	128	86.2
SOUTHWEST AIRLINES S/	23	84.2	78	84.5
AIRTRAN AIRWAYS S/	17	83.2	45	84.4
US AIRWAYS S/	27	81.7	80	82.0
MESA AIRLINES S/V	11	83.2	71	80.9
UNITED AIRLINES S/	28	80.6	85	80.8
SKYWEST AIRLINES S/	19	80.8	152	80.0
AMERICAN AIRLINES S/	28	79.1	82	78.8
PINNACLE AIRLINES S/	19	78.5	106	78.3
AMERICAN EAGLE S/	18	70.8	134	70.3
EXPRESSJET AIRLINES S/	21	70.0	166	69.2
JETBLUE AIRWAYS S/	22	68.5	52	68.8
FRONTIER AIRLINES S/	21	68.8	61	68.4
TOTAL		79.8		79.6

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.

FEBRUARY 2013
AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME AND CARRIER RANK, BY MONTH, QUARTER, AND DATABASE TO DATE

Carrier	1st Quarter 01-03 2012		2nd Quarter 04-06 2012		3rd Quarter 07-09 2012		4th Quarter 10-12 2012		Dec -12		Jan-13		Feb-13		12 Months Ending Feb 2013		Database To Date 09/1987-02/2013	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	90.0	2	89.1	3	82.9	6	86.2	3	81.4	6	89.5	3	84.4	6	86.7	3	(--)	(--)
ALASKA	84.5	7	90.1	2	89.2	2	85.8	4	83.3	3	86.7	5	90.6	2	88.2	2	76.5	5
AMERICAN	83.1	8	80.5	12	70.0	15	74.1	15	75.2	9	79.4	10	78.8	11	76.0	15	78.0	3
AMERICAN EAGLE	82.8	9	83.0	10	80.0	11	80.6	9	73.9	11	75.4	14	70.3	13	80.1	10	(--)	(--)
DELTA	87.3	3	87.5	4	84.4	3	87.2	2	85.4	2	87.5	4	86.2	4	86.4	4	77.6	4
EXPRESSJET	77.4	14	79.1	14	73.9	13	77.4	12	71.2	13	71.6	15	69.2	14	75.6	16	(--)	(--)
FRONTIER	77.1	15	79.4	13	80.7	10	74.3	14	62.7	15	71.3	16	68.4	16	77.2	13	(--)	(--)
HAWAIIAN	92.3	1	94.4	1	92.8	1	94.1	1	93.3	1	92.5	2	91.8	1	93.4	1	(--)	(--)
JETBLUE	81.8	11	82.4	11	77.2	12	75.3	13	70.2	14	78.3	11	68.8	15	77.7	12	(--)	(--)
MESA	86.3	6	87.1	6	81.5	8	84.8	5	81.9	5	80.4	9	80.9	8	84.1	6	(--)	(--)
PINNACLE	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	77.9	12	78.3	12	78.1	11	(--)	(--)
SKYWEST	81.7	12	84.2	8	81.7	7	78.8	11	72.9	12	77.6	13	80.0	10	81.0	9	(--)	(--)
SOUTHWEST	87.2	4	83.7	9	81.0	9	80.8	8	73.9	10	84.9	6	84.5	5	82.6	8	81.9	1
UNITED	80.9	13	76.4	15	72.4	14	80.1	10	78.4	8	82.8	8	80.8	9	77.2	14	76.2	6
US AIRWAYS	87.2	5	87.4	5	84.2	4	84.7	6	82.9	4	83.0	7	82.0	7	85.1	5	78.3	2
VIRGIN AMERICA	82.6	10	85.2	7	83.3	5	82.6	7	80.5	7	93.1	1	88.5	3	84.0	7	(--)	(--)
Total	84.0		83.4		79.4		80.8		76.6		81.0		79.6		81.1		78.5	

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

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

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
PINNACLE	865	82.7	216	76.4	219	74.0	128	79.7	152	77.6	33	75.8	116	73.3	4679	81.1
AMERICAN	396	83.3	788	75.9	220	85.0	156	74.4	759	80.8	388	72.7	11874	80.6	175	88.0
ALASKA	56	89.3	56	85.7	H/		H/		112	92.9	80	86.2	56	94.6	H/	
JETBLUE	H/		2656	70.8	118	65.3	108	59.3	492	68.9	72	65.3	80	52.5	H/	
DELTA	15089	86.3	661	79.7	503	87.7	394	85.0	766	85.1	460	83.0	417	82.5	3412	85.4
EXPRESSJET	6866	80.6	183	81.4	203	57.6	450	61.1	279	57.3	1280	62.1	787	65.8	1764	77.3
FRONTIER	24	70.8	H/		H/		H/		83	73.5	2410	72.2	107	62.6	42	59.5
AIRTRAN	4118	84.5	237	78.5	926	83.0	140	84.3	326	82.8	54	74.1	H/		162	90.7
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
AMERICAN EAGLE	472	62.3	H/		132	65.9	404	66.1	560	65.4	177	59.9	6704	78.7	368	62.2
SKYWEST	123	75.6	H/		H/		11	81.8	22	77.3	3709	75.6	455	74.1	186	69.9
UNITED	54	87.0	833	75.0	242	81.4	24	58.3	533	83.5	3478	82.0	323	78.6	61	73.8
US AIRWAYS	419	82.6	1430	79.2	357	87.7	6679	82.4	1638	80.1	335	82.7	509	80.0	257	85.6
VIRGIN AMERICA	H/		102	85.3	H/		H/		28	96.4	H/		146	92.5	H/	
SOUTHWEST	780	84.1	552	73.2	4384	84.9	H/		84	85.7	4140	84.1	H/		434	77.4
MESA	185	76.8	H/		1	100.0	2086	82.5	H/		H/		76	75.0	47	68.1
TOTAL	29447	84.0	7714	75.2	7305	83.1	10580	80.6	5834	78.1	16616	77.6	21650	79.2	11587	81.1

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

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
PINNACLE	76	68.4	H/		214	76.2	33	72.7	1315	67.9	H/		H/		69	71.0
AMERICAN	268	78.4	412	79.9	235	86.8	324	82.1	1115	77.3	720	77.8	2235	80.1	1133	75.6
ALASKA	56	87.5	28	96.4	H/		28	89.3	H/		292	92.5	399	91.2	H/	
JETBLUE	532	67.3	1362	64.2	159	70.4	H/		3089	68.9	276	77.2	243	73.7	476	66.8
DELTA	249	81.1	867	79.2	135	91.9	186	84.4	1397	84.6	926	90.4	1425	87.9	1800	77.4
EXPRESSJET	3485	61.5	24	70.8	1704	68.4	6143	75.8	106	64.2	H/		H/		241	63.5
FRONTIER	H/		37	59.5	H/		43	74.4	H/		121	66.9	131	58.0	49	57.1
AIRTRAN	H/		562	76.7	H/		H/		H/		83	86.7	56	76.8	296	73.3
HAWAIIAN	H/		H/		H/		H/		28	75.0	68	82.4	84	79.8	H/	
AMERICAN EAGLE	197	58.9	H/		H/		188	68.1	532	64.1	H/		520	67.3	1316	71.3
SKYWEST	H/		H/		144	84.7	1602	77.3	H/		529	84.7	4711	86.2	H/	
UNITED	3430	80.9	550	77.5	1650	83.8	4965	84.4	344	83.4	963	83.2	2129	79.0	570	72.3
US AIRWAYS	328	76.8	545	74.7	H/		421	82.2	216	74.1	489	83.4	436	81.0	1008	78.2
VIRGIN AMERICA	H/		128	98.4	132	92.4	H/		271	80.1	219	91.8	882	90.2	H/	
SOUTHWEST	490	70.0	1258	76.0	181	74.0	H/		H/		5345	88.5	2755	86.1	421	70.5
MESA	H/		H/		812	85.1	H/		H/		H/		H/		48	58.3
TOTAL	9111	71.3	5773	74.5	5366	78.7	13933	79.4	8413	73.2	10031	86.5	16006	83.6	7427	73.8

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

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
PINNACLE	27	92.6	174	80.5	H/		2175	81.9	303	68.3	H/		263	69.6	H/	
AMERICAN	740	83.1	H/		3740	82.1	240	82.5	3644	73.5	112	71.4	287	77.4	464	71.3
ALASKA	56	92.9	H/		H/		56	89.3	84	70.2	796	89.3	28	75.0	192	94.8
JETBLUE	1433	68.7	H/		H/		H/		111	54.1	67	80.6	H/		52	61.5
DELTA	1311	86.9	165	86.7	646	86.2	3683	86.0	404	78.5	280	86.1	477	77.4	576	89.6
EXPRESSJET	13	84.6	H/		19	63.2	494	74.3	4034	53.5	H/		64	53.1	12	66.7
FRONTIER	193	63.2	67	70.1	H/		79	54.4	4	50.0	91	59.3	H/		150	70.7
AIRTRAN	1225	82.6	273	86.4	H/		112	91.1	H/		H/		208	79.3	H/	
HAWAIIAN	H/		H/		H/		H/		H/		28	57.1	H/		28	71.4
AMERICAN EAGLE	H/		H/		1484	80.7	264	56.4	5932	64.2	H/		120	50.8	H/	
SKYWEST	H/		2	100.0	H/		2027	81.1	2072	62.1	768	89.8	H/		1619	89.6
UNITED	955	80.5	H/		323	81.1	245	77.6	4300	75.9	375	80.3	333	73.9	517	77.6
US AIRWAYS	716	74.7	H/		304	73.0	312	82.1	548	71.0	141	82.3	3569	80.8	4327	88.2
VIRGIN AMERICA	52	100.0	H/		H/		H/		100	72.0	82	92.7	106	88.7	H/	
SOUTHWEST	2307	82.9	5377	82.6	H/		554	76.9	H/		826	89.7	773	74.5	4422	88.8
MESA	H/		H/		84	72.6	H/		643	71.7	H/		37	54.1	1065	95.3
TOTAL	9028	80.1	6058	82.7	6600	81.6	10241	81.8	22179	66.6	3566	86.4	6265	77.8	13424	87.9

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

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
PINNACLE	H/		H/		H/		114	72.8	H/	
AMERICAN	367	74.4	347	76.4	807	78.4	140	70.0	476	79.4
ALASKA	340	95.0	3236	90.3	292	85.3	H/		H/	
JETBLUE	72	66.7	106	79.2	289	76.8	84	76.2	436	58.0
DELTA	403	90.1	572	88.5	545	87.5	2256	90.9	829	84.3
EXPRESSJET	H/		H/		H/		36	66.7	H/	
FRONTIER	115	71.3	88	60.2	95	61.1	117	59.0	39	59.0
AIRTRAN	H/		H/		56	89.3	H/		567	84.3
HAWAIIAN	28	85.7	56	37.5	28	71.4	H/		H/	
AMERICAN EAGLE	56	73.2	H/		H/		112	63.4	H/	
SKYWEST	840	85.0	429	87.2	3890	79.5	4313	85.3	H/	
UNITED	656	80.0	660	81.4	3326	82.7	80	82.5	551	78.8
US AIRWAYS	305	81.6	210	89.0	365	78.9	165	80.6	570	77.0
VIRGIN AMERICA	113	85.8	193	92.7	1169	86.5	H/		H/	
SOUTHWEST	2314	87.7	757	87.8	1164	81.3	845	83.1	1697	81.6
MESA	H/		H/		H/		H/		H/	
TOTAL	5609	85.0	6654	87.1	12026	81.5	8262	85.2	5165	79.1

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

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	93.6	79.8	93.8	91.0	90.0	83.6	93.5	90.9	83.6	85.7	93.2	94.9	81.2	92.7	89.2	J/	91.5	90.5
700 - 759 AM	94.6	85.3	83.8	92.6	78.4	83.6	87.5	85.1	76.5	100.0	81.4	89.7	82.4	96.1	91.7	82.7	100.0	91.4
800 - 859 AM	85.8	89.2	87.2	85.2	80.5	84.6	79.2	91.1	85.5	93.1	84.4	81.4	83.6	95.3	88.8	86.7	92.5	94.7
900 - 959 AM	84.6	85.1	91.2	74.2	82.3	86.1	78.8	85.7	81.9	80.9	82.6	85.3	82.7	89.8	88.6	82.9	85.7	89.2
1000 - 1059 AM	86.4	83.1	93.1	80.9	82.3	80.5	82.0	84.5	85.1	76.2	90.2	82.4	78.7	87.9	88.0	81.9	83.2	92.0
1100 - 1159 AM	88.0	81.5	87.0	81.7	78.6	81.4	85.1	82.8	78.8	76.3	80.8	86.2	79.5	87.0	85.4	82.5	78.1	86.8
1200 - 1259 PM	85.2	80.3	86.7	84.4	83.3	79.5	83.3	86.5	75.4	78.0	77.6	81.4	73.0	84.8	84.5	80.9	82.5	82.0
100 - 159 PM	86.4	77.5	84.9	84.4	78.7	77.6	82.8	83.9	75.9	77.1	89.6	80.7	75.3	86.3	84.1	76.0	81.3	85.1
200 - 259 PM	83.6	81.3	83.1	76.4	72.1	75.0	79.3	79.9	72.0	75.5	81.0	81.2	74.5	87.0	81.7	75.8	83.1	83.3
300 - 359 PM	82.1	75.3	86.6	79.6	70.0	76.4	76.4	75.8	66.0	71.4	78.6	77.3	73.6	88.2	81.8	75.0	84.3	83.2
400 - 459 PM	86.0	73.3	83.6	79.3	83.4	77.6	79.3	80.6	63.4	77.0	73.1	74.4	70.0	85.5	83.6	72.5	84.0	83.7
500 - 559 PM	82.1	71.4	78.4	75.9	76.3	75.0	76.2	82.3	67.7	65.3	88.4	77.4	71.1	83.9	82.0	68.9	78.9	79.7
600 - 659 PM	82.9	69.3	77.7	77.3	76.5	70.3	76.8	75.1	66.8	71.7	81.7	74.1	60.9	85.7	81.2	67.3	78.4	75.9
700 - 759 PM	76.3	64.7	80.7	79.0	78.1	74.3	74.7	73.7	59.2	63.8	59.3	69.7	63.0	84.5	80.7	68.8	79.7	72.6
800 - 859 PM	77.1	69.3	81.1	79.1	71.9	69.0	74.3	80.4	63.5	74.4	71.9	73.4	67.6	86.0	83.2	65.5	69.9	77.1
900 - 959 PM	84.0	70.3	77.4	75.0	77.2	69.7	74.5	77.1	66.4	70.7	76.8	77.4	66.9	79.6	77.3	62.8	73.8	75.6
1000 - 1059 PM	83.4	73.6	71.1	76.9	77.2	76.1	73.6	75.3	60.8	75.5	87.5	78.2	69.7	83.1	78.7	65.4	73.6	80.1
1100 - 559 AM	82.2	69.8	80.8	75.0	83.1	74.9	79.5	78.8	79.5	72.4	76.6	80.5	76.2	83.3	82.8	73.4	75.2	77.8
TOTAL, ALL ARRIVALS, BY AIRPORT	84.0	75.2	83.1	80.6	78.1	77.6	79.2	81.1	71.3	74.5	78.7	79.4	73.2	86.5	83.6	73.8	80.1	82.7

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

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	88.9	86.1	76.5	87.2	87.7	81.8	90.9	95.2	91.8	J/	85.2	88.4
700 - 759 AM	92.9	86.1	77.5	92.1	100.0	90.0	89.5	92.9	92.2	88.7	100.0	86.6
800 - 859 AM	87.5	84.8	71.9	95.3	81.8	92.1	92.9	93.1	91.9	86.5	94.2	84.6
900 - 959 AM	85.6	84.5	72.4	87.6	78.4	93.4	92.4	92.8	82.5	92.5	77.9	84.7
1000 - 1059 AM	87.5	83.0	70.6	92.4	85.0	88.9	85.0	89.8	77.2	86.8	83.9	83.7
1100 - 1159 AM	81.9	71.8	68.2	88.5	77.1	87.7	83.3	87.6	81.6	84.5	82.5	82.4
1200 - 1259 PM	82.3	89.1	66.9	93.5	84.7	91.9	89.2	89.7	77.6	86.6	78.9	82.0
100 - 159 PM	84.1	82.3	67.2	84.3	74.1	85.2	88.0	88.1	79.0	87.0	82.5	81.7
200 - 259 PM	84.9	81.9	64.9	83.7	78.6	90.3	84.3	90.2	80.9	86.6	81.8	79.7
300 - 359 PM	82.0	81.4	64.1	91.7	79.5	89.2	84.0	87.9	80.3	87.1	84.7	78.8
400 - 459 PM	79.2	81.6	62.7	84.1	76.7	90.1	82.9	87.8	81.1	85.5	84.9	78.7
500 - 559 PM	80.3	69.9	59.7	91.7	73.7	85.2	83.3	92.3	84.0	82.8	74.9	76.5
600 - 659 PM	73.2	79.6	62.7	82.7	71.1	87.5	82.9	82.6	79.7	83.1	81.1	76.1
700 - 759 PM	78.4	79.2	59.1	85.2	74.3	85.7	87.1	87.0	80.2	83.9	70.1	75.1
800 - 859 PM	74.5	79.7	58.5	82.9	70.1	82.1	79.0	83.4	82.2	80.8	69.2	75.0
900 - 959 PM	75.9	71.5	60.9	80.7	76.7	87.0	80.2	85.1	77.3	83.2	80.7	75.9
1000 - 1059 PM	82.1	80.9	75.5	75.1	79.0	83.5	83.8	81.3	78.0	60.1	76.3	76.4
1100 - 559 AM	78.2	78.2	80.4	86.9	74.9	83.7	86.6	82.6	81.2	73.6	69.2	78.4
TOTAL, ALL ARRIVALS, BY AIRPORT	81.6	81.8	66.6	86.4	77.8	87.9	85.0	87.1	81.5	85.2	79.1	79.8

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

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	94.8	87.5	91.6	93.8	93.9	88.5	91.9	93.8	86.1	95.4	89.9	91.8	87.0	94.4	93.6	90.4	95.6	90.5
700 - 759 AM	93.2	85.4	93.1	90.0	91.1	90.9	88.6	87.7	83.3	94.8	91.1	90.3	89.0	94.1	93.0	88.2	94.3	91.0
800 - 859 AM	91.1	81.6	89.2	88.8	88.5	85.6	86.1	89.4	79.2	92.6	84.9	85.4	81.9	92.6	91.6	85.1	93.7	85.0
900 - 959 AM	85.3	83.4	85.9	88.9	89.6	79.2	78.5	87.2	79.5	90.8	84.0	83.8	81.4	88.9	86.3	85.4	90.8	86.3
1000 - 1059 AM	86.9	79.2	89.3	78.4	86.6	79.2	76.2	87.1	75.3	83.1	88.6	84.7	82.8	85.9	83.7	82.0	85.0	82.2
1100 - 1159 AM	84.7	78.9	90.6	85.2	83.5	76.2	75.9	78.0	78.8	75.6	93.5	79.9	81.9	86.9	83.7	82.1	80.4	82.7
1200 - 1259 PM	85.8	81.1	84.2	81.5	79.8	76.3	77.3	83.1	73.5	72.0	76.0	80.9	76.0	76.9	85.3	84.0	79.0	80.6
100 - 159 PM	83.4	76.6	80.3	83.5	80.5	75.4	76.9	82.8	71.7	72.5	84.8	77.9	71.4	82.8	82.8	76.4	79.9	66.2
200 - 259 PM	84.1	72.8	76.5	81.8	69.3	70.0	75.7	80.1	68.2	75.8	77.9	79.3	69.4	79.1	79.4	72.8	78.1	74.0
300 - 359 PM	81.7	76.9	79.0	62.2	79.1	72.9	73.6	79.1	64.1	72.6	78.5	79.7	66.4	78.9	78.5	78.2	80.6	73.2
400 - 459 PM	79.9	70.8	81.9	83.2	72.3	67.5	73.3	62.4	62.6	67.6	70.9	71.0	72.2	82.4	83.7	73.8	79.1	71.2
500 - 559 PM	82.5	70.4	76.6	78.0	80.6	69.4	73.1	76.8	65.5	68.8	71.9	74.2	73.3	78.8	80.8	73.3	84.3	71.7
600 - 659 PM	81.0	68.9	72.7	81.6	76.7	66.8	70.9	65.9	70.9	61.1	79.8	73.3	67.0	81.1	80.1	71.4	73.5	61.4
700 - 759 PM	79.7	69.8	74.9	80.6	76.4	70.2	70.9	73.3	52.3	62.9	77.4	77.3	69.4	82.6	82.0	68.0	74.1	51.8
800 - 859 PM	76.9	64.9	76.2	82.3	75.6	58.5	70.0	78.8	64.6	64.0	39.5	69.9	66.8	84.6	85.6	72.9	75.4	54.1
900 - 959 PM	82.0	50.0	60.9	78.3	66.0	70.1	71.0	76.3	59.5	63.3	68.8	75.7	60.8	77.6	84.1	72.3	66.4	68.4
1000 - 1059 PM	83.6	J/	J/	85.9	87.5	73.2	75.2	J/	50.0	J/	72.5	80.0	63.6	81.3	86.0	J/	73.3	J/
1100 - 559 AM	94.3	89.5	88.7	95.3	100.0	78.4	85.5	J/	90.2	98.6	86.7	89.8	85.4	94.3	90.9	88.5	93.0	91.7
TOTAL, ALL DEPARTURES, BY AIRPORT	83.8	77.6	81.9	84.3	82.3	74.7	76.3	81.1	71.8	77.5	77.5	79.7	74.7	84.8	85.5	79.3	82.9	73.4

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

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	91.1	90.7	82.0	95.9	90.5	96.4	94.3	96.7	95.3	91.7	96.1	91.7
700 - 759 AM	87.8	87.7	78.1	94.5	90.0	96.8	93.6	94.7	94.0	92.0	97.5	90.3
800 - 859 AM	89.9	97.1	71.4	89.5	90.8	93.9	90.5	94.1	91.8	88.1	93.8	87.2
900 - 959 AM	83.9	88.4	69.0	90.6	89.5	91.6	88.5	90.6	90.7	90.6	95.2	84.6
1000 - 1059 AM	83.9	83.8	68.2	86.1	84.5	88.5	85.2	88.8	81.2	79.2	81.1	82.6
1100 - 1159 AM	81.7	85.1	64.8	90.2	85.6	87.3	83.3	87.4	78.6	87.7	80.6	81.7
1200 - 1259 PM	79.8	74.2	63.2	88.1	83.1	82.8	80.2	89.7	79.6	82.7	82.6	79.5
100 - 159 PM	78.3	80.4	61.3	89.9	84.5	87.4	88.3	87.2	78.7	82.5	76.6	78.2
200 - 259 PM	85.6	84.2	62.6	83.6	81.1	87.3	84.1	86.6	76.2	74.3	82.7	77.7
300 - 359 PM	76.6	79.0	58.9	88.4	78.1	88.3	80.0	92.0	75.4	88.9	77.2	76.9
400 - 459 PM	78.9	82.3	58.8	86.0	77.5	86.0	81.3	88.0	83.3	80.4	76.5	75.6
500 - 559 PM	72.4	81.8	54.1	89.4	79.0	88.6	78.3	92.6	84.0	86.3	78.7	75.9
600 - 659 PM	71.7	62.9	56.5	91.0	78.5	76.8	83.3	89.8	81.3	64.2	69.0	72.6
700 - 759 PM	74.2	79.9	58.1	82.5	66.9	87.5	82.6	88.1	80.9	81.3	70.9	74.0
800 - 859 PM	73.2	75.0	55.0	89.2	80.4	70.6	87.0	91.3	81.9	85.8	57.4	72.7
900 - 959 PM	74.6	82.7	51.5	89.7	80.0	86.5	80.1	85.3	72.7	90.3	60.0	74.2
1000 - 1059 PM	70.7	91.7	58.0	92.3	78.9	89.7	94.2	90.4	87.3	95.6	J/	82.0
1100 - 559 AM	73.3	93.5	85.0	95.2	87.8	89.8	100.0	90.7	89.4	87.8	96.6	89.9
TOTAL, ALL DEPARTURES, BY AIRPORT	79.9	82.9	63.1	90.3	83.3	87.7	86.2	90.7	83.8	86.5	82.5	80.0

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

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

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

CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

NONE

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

EXPRESSJET	5729	Jan	BTV-ORD	1726	27	14	51.9	88.8
EXPRESSJET	5729	Feb	BTV-ORD	1726	11	6	54.6	122.0
EXPRESSJET	4412	Jan	EWR-BUF	1947	31	17	54.8	87.7
EXPRESSJET	4412	Feb	EWR-BUF	1947	13	8	61.5	60.0
EXPRESSJET	4133	Jan	EWR-GSP	2005	25	15	60.0	79.3
EXPRESSJET	4133	Feb	EWR-GSP	2005	24	14	58.3	79.0
EXPRESSJET	4397	Jan	EWR-MCI	1800	29	18	62.1	112.8
EXPRESSJET	4397	Feb	EWR-MCI	1759	13	7	53.9	79.4
EXPRESSJET	3274	Jan	LGA-CLE	1930	25	13	52.0	83.0
EXPRESSJET	3274	Feb	LGA-CLE	1930	24	13	54.2	91.1

* 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>

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

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

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

EXPRESSJET	6057	Jan	ORD-BNA	2025	21	11	52.4	77.5
EXPRESSJET	6057	Feb	ORD-BNA	2025	11	6	54.6	73.8
EXPRESSJET	5998	Jan	ORD-LIT	1623	27	15	55.6	80.9
EXPRESSJET	4674	Feb	ORD-LIT	1635	24	15	62.5	68.3
EXPRESSJET	5845	Jan	SYR-ORD	1731	25	13	52.0	125.8
EXPRESSJET	5845	Feb	SYR-ORD	1731	11	6	54.6	162.8
EXPRESSJET	5981	Jan	TVC-ORD	1540	27	16	59.3	83.7
EXPRESSJET	5981	Feb	TVC-ORD	1540	26	17	65.4	86.5

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
JETBLUE	661	6	0.9
EXPRESSJET	1,079	9	0.8
FRONTIER	190	1	0.5
AMERICAN EAGLE	1,235	1	0.1
AMERICAN	1,498	0	0.0
DELTA	1,456	0	0.0
SKYWEST	1,160	0	0.0
US AIRWAYS	1,084	0	0.0
AIRTRAN	479	0	0.0
PINNACLE	410	0	0.0
ALASKA	401	0	0.0
UNITED	376	0	0.0
MESA	277	0	0.0
HAWAIIAN	192	0	0.0
VIRGIN AMERICA	137	0	0.0
SOUTHWEST	122	0	0.0
TOTAL	10,757	17	0.2

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

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	67.9	73.2	56	56
ABILENE TX (ABI)	85.0	87.0	207	207
ADAK ISLAND AK (ADK)	75.0	75.0	8	8
AGUADILLA PR (BQN)	68.2	84.5	110	110
AKRON OH (CAK)	80.6	84.2	689	690
ALBANY GA (ABY)	74.7	78.7	75	75
ALBANY NY (ALB)	74.0	81.6	832	831
ALBUQUERQUE NM (ABQ)	84.4	86.1	1,952	1,950
ALEXANDRIA LA (AEX)	80.6	83.8	278	278
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	65.4	74.8	283	282
ALPENA MI (APN)	77.1	83.3	48	48
AMARILLO TX (AMA)	74.0	77.4	569	570
ANCHORAGE AK (ANC)	85.5	91.9	1,110	1,110
APPLETON WI (ATW)	69.1	72.6	369	368
ARCATA/EUREKA CA (ACV)	82.6	85.2	236	236
ARLINGTON VA (DCA)	78.1	82.3	5,834	5,835
ASHEVILLE NC (AVL)	76.6	83.0	265	265
ASPEN CO (ASE)	63.4	67.8	628	628
ATLANTA GA (ATL)	84.0	83.8	29,447	29,453
AUGUSTA GA (AGS)	79.6	88.7	221	221
AUSTIN TX (AUS)	80.9	85.5	3,421	3,419
BAKERSFIELD CA (BFL)	80.1	85.8	282	282
BALTIMORE MD (BWI)	83.1	81.9	7,305	7,301
BANGOR ME (BGR)	60.7	85.7	28	28
BARROW AK (BRW)	92.2	87.5	64	64
BATON ROUGE LA (BTR)	78.6	79.3	639	642
BEAUMONT/PORT ARTHUR TX (BPT)	65.5	80.7	58	57
BELLINGHAM WA (BLI)	93.1	94.4	72	72
BEMIDJI MN (BJI)	75.0	85.7	56	56
BEND/REDMOND OR (RDM)	87.9	93.0	215	215
BETHEL AK (BET)	97.4	96.1	76	76
BILLINGS MT (BIL)	81.4	87.6	194	194
BINGHAMTON NY (BGM)	74.0	82.0	50	50
BIRMINGHAM AL (BHM)	78.7	84.6	1,270	1,270
BISMARCK/MANDAN ND (BIS)	76.9	81.3	299	299
BLOOMINGTON/NORMAL IL (BMI)	74.1	75.9	232	232
BOISE ID (BOI)	79.9	86.0	835	837
BOSTON MA (BOS)	75.2	77.6	7,714	7,712
BOZEMAN MT (BZN)	87.2	90.5	266	264
BRAINERD MN (BRD)	79.4	86.8	68	68
BRANSON MO (BKG)	91.7	91.7	36	36
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	84.2	84.2	177	177
BROWNSVILLE TX (BRO)	76.8	87.1	203	202

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	76.5	88.2	68	68
BUFFALO NY (BUF)	73.4	76.6	1,796	1,796
BURBANK CA (BUR)	90.2	89.4	1,853	1,853
BURLINGTON VT (BTV)	65.4	69.7	347	346
BUTTE MT (BTM)	91.1	91.1	56	56
CARLSBAD CA (CLD)	88.5	88.9	208	208
CASPER WY (CPR)	80.6	82.2	180	180
CEDAR CITY UT (CDC)	93.8	91.7	48	48
CEDAR RAPIDS/IOWA CITY IA (CID)	70.6	76.4	632	632
CHAMPAIGN/URBANA IL (CMI)	55.0	68.8	160	160
CHANTILLY VA (IAD)	78.7	77.5	5,366	5,336
CHARLESTON SC (CHS)	75.5	79.6	981	979
CHARLESTON/DUNBAR WV (CRW)	71.8	78.8	255	255
CHARLOTTE AMALIE VI (STT)	79.2	85.3	361	361
CHARLOTTE NC (CLT)	80.6	84.3	10,580	10,581
CHARLOTTESVILLE VA (CHO)	69.9	76.5	136	136
CHATTANOOGA TN (CHA)	77.5	81.7	360	360
CHICAGO IL (MDW)	82.7	73.4	6,058	6,057
CHICAGO IL (ORD)	66.6	63.1	22,179	22,191
CHICO CA (CIC)	81.0	86.9	84	84
CHRISTIANSTED VI (STX)	83.3	83.3	72	72
CLEVELAND OH (CLE)	72.9	78.6	3,648	3,653
CODY WY (COD)	71.4	87.5	56	56
COLLEGE STATION/BRYAN TX (CLL)	81.4	87.6	210	209
COLORADO SPRINGS CO (COS)	70.9	79.2	745	746
COLUMBIA MO (COU)	68.8	54.7	64	64
COLUMBIA SC (CAE)	75.6	78.3	484	480
COLUMBUS GA (CSG)	86.1	86.1	151	151
COLUMBUS MS (GTR)	84.6	86.1	78	79
COLUMBUS OH (CMH)	76.5	80.3	2,116	2,115
CORDOVA AK (CDV)	91.1	91.1	56	56
CORPUS CHRISTI TX (CRP)	77.5	82.2	538	538
COVINGTON KY (CVG)	80.9	82.1	2,835	2,838
CRESCENT CITY CA (CEC)	71.1	71.1	76	76
DALLAS TX (DAL)	85.9	83.6	3,527	3,528
DALLAS/FORT WORTH TX (DFW)	79.2	76.3	21,650	21,659
DAYTON OH (DAY)	75.6	79.8	904	903
DAYTONA BEACH FL (DAB)	86.1	90.6	173	170
DEADHORSE AK (SCC)	92.3	92.3	52	52
DEL RIO TX (DRT)	90.0	94.0	50	50
DENVER CO (DEN)	77.6	74.7	16,616	16,646
DES MOINES IA (DSM)	69.2	73.3	1,099	1,097
DETROIT MI (DTW)	81.1	81.1	11,587	11,592

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DOTHAN AL (DHN)	80.2	84.9	106	106
DULUTH MN (DLH)	73.0	78.3	230	230
DURANGO CO (DRO)	75.3	76.2	190	189
EAGLE CO (EGE)	78.0	80.1	277	277
EAU CLAIRE WI (EAU)	67.9	67.9	56	56
EL CENTRO CA (IPL)	92.9	91.1	56	56
EL PASO TX (ELP)	78.8	85.0	1,498	1,499
ELKO NV (EKO)	81.6	85.5	76	76
ELMIRA/CORNING NY (ELM)	70.5	84.8	132	132
ERIE PA (ERI)	67.5	77.9	77	77
ESCANABA MI (ESC)	70.8	81.3	48	48
EUGENE OR (EUG)	84.1	87.0	346	346
EVANSVILLE IN (EVV)	72.2	81.9	331	331
FAIRBANKS AK (FAI)	89.3	93.5	291	291
FARGO ND (FAR)	63.8	67.9	505	504
FAYETTEVILLE AR (XNA)	68.4	73.9	911	912
FAYETTEVILLE NC (FAY)	83.4	82.9	193	193
FLAGSTAFF AZ (FLG)	82.9	85.3	129	129
FLINT MI (FNT)	82.3	91.9	310	309
FORT LAUDERDALE FL (FLL)	74.5	77.5	5,773	5,773
FORT MYERS FL (RSW)	79.0	84.0	2,827	2,819
FORT SMITH AR (FSM)	81.7	85.5	186	186
FORT WAYNE IN (FWA)	69.5	77.1	393	393
FRESNO CA (FAT)	83.1	84.4	836	836
GAINESVILLE FL (GNV)	78.9	84.3	247	242
GARDEN CITY KS (GCK)	78.6	76.8	56	56
GILLETTE WY (GCC)	68.4	85.3	136	136
GRAND FORKS ND (GFK)	75.2	84.0	206	206
GRAND ISLAND NE (GRI)	84.6	86.5	52	52
GRAND JUNCTION CO (GJT)	75.6	84.9	357	357
GRAND RAPIDS MI (GRR)	72.3	76.4	853	853
GREAT FALLS MT (GTF)	73.0	87.3	126	126
GREEN BAY WI (GRB)	67.0	71.8	415	415
GREENSBORO/HIGH POINT NC (GSO)	75.8	82.9	707	709
GREER SC (GSP)	76.1	82.8	769	769
GUAM TT (GUM)	60.7	71.4	28	28
GULFPORT/BILOXI MS (GPT)	78.1	82.1	347	347
GUNNISON CO (GUC)	65.6	64.5	32	31
HANCOCK/HOUGHTON MI (CMX)	53.6	64.3	56	56
HARLINGEN/SAN BENITO TX (HRL)	85.0	92.2	321	322
HARRISBURG PA (MDT)	77.2	84.2	448	448
HARTFORD CT (BDL)	74.0	78.6	1,605	1,604
HAYDEN CO (HDN)	81.7	82.7	191	191

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HELENA MT (HLN)	81.2	91.5	117	117
HIBBING MN (HIB)	78.3	91.3	46	46
HILO HI (ITO)	92.5	94.5	530	530
HOBBS NM (HOB)	60.0	75.6	45	45
HONOLULU HI (HNL)	87.5	90.3	3,938	3,939
HOUSTON TX (HOU)	82.9	78.2	4,347	4,348
HOUSTON TX (IAH)	79.4	79.7	13,933	13,930
HUNTSVILLE AL (HSV)	74.9	79.2	566	566
IDAHO FALLS ID (IDA)	80.3	89.1	193	193
INDIANAPOLIS IN (IND)	79.1	83.5	2,278	2,276
INTERNATIONAL FALLS MN (INL)	75.0	83.3	48	48
INYOKERN CA (IYK)	79.6	90.7	54	54
IRON MOUNTAIN/KINGSFID MI (IMT)	76.9	86.5	52	52
ISLIP NY (ISP)	74.8	81.1	432	433
ITHACA/CORTLAND NY (ITH)	72.5	80.4	51	51
JACKSON WY (JAC)	73.1	81.7	268	268
JACKSON/VICKSBURG MS (JAN)	79.6	83.4	745	745
JACKSONVILLE FL (JAX)	77.0	81.8	1,811	1,809
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	87.6	90.7	129	129
JOPLIN MO (JLN)	76.8	76.8	56	56
JUNEAU AK (JNU)	94.2	94.6	276	276
KAHULUI HI (OGG)	88.2	90.3	1,770	1,770
KALAMAZOO MI (AZO)	63.8	78.9	160	161
KALISPELL MT (FCA)	82.4	97.1	102	102
KANSAS CITY MO (MCI)	75.0	77.1	3,654	3,655
KETCHIKAN AK (KTN)	92.3	95.2	168	168
KEY WEST FL (EYW)	85.8	87.0	331	331
KILLEEN TX (GRK)	80.7	86.3	393	393
KLAMATH FALLS OR (LMT)	82.1	91.1	56	56
KNOXVILLE TN (TYS)	73.0	83.0	806	806
KODIAK AK (ADQ)	76.9	78.8	52	52
KONA HI (KOA)	90.1	92.5	1,010	1,010
KOTZEBUE AK (OTZ)	91.6	89.2	83	83
LA CROSSE WI (LSE)	71.8	83.3	78	78
LAFAYETTE LA (LFT)	76.8	84.1	452	452
LAKE CHARLES LA (LCH)	84.6	90.1	162	162
LANSING MI (LAN)	62.0	74.4	245	246
LARAMIE WY (LAR)	83.9	87.5	56	56
LAREDO TX (LRD)	80.2	86.3	182	182
LAS VEGAS NV (LAS)	86.5	84.8	10,031	10,031
LAWTON/FORT SILL OK (LAW)	76.4	83.6	140	140
LEWISTON ID (LWS)	80.9	85.1	47	47
LEXINGTON KY (LEX)	72.2	76.4	557	559

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LIHUE HI (LIH)	87.0	89.2	918	918
LINCOLN NE (LNK)	59.0	67.1	239	240
LITTLE ROCK AR (LIT)	73.4	77.4	1,132	1,132
LONG BEACH CA (LGB)	85.2	85.5	983	983
LONGVIEW TX (GGG)	83.9	85.7	56	56
LOS ANGELES CA (LAX)	83.6	85.5	16,006	16,010
LOUISVILLE KY (SDF)	77.4	80.4	1,170	1,171
LUBBOCK TX (LBB)	75.4	80.9	557	555
MADISON WI (MSN)	67.5	73.2	865	863
MAMMOTH LAKES CA (MMH)	85.2	65.9	88	88
MANCHESTER NH (MHT)	71.6	80.7	781	781
MANHATTAN/FT. RILEY KS (MHK)	66.7	77.3	132	132
MARQUETTE MI (MQT)	70.7	78.7	75	75
MEDFORD OR (MFR)	80.9	81.7	235	235
MELBOURNE FL (MLB)	86.6	87.5	112	112
MEMPHIS TN (MEM)	82.4	83.8	2,694	2,695
MIAMI FL (MIA)	81.6	79.9	6,600	6,596
MIDLAND/ODESSA TX (MAF)	79.8	84.7	659	659
MILWAUKEE WI (MKE)	77.3	79.2	2,620	2,622
MINNEAPOLIS MN (MSP)	81.8	82.9	10,241	10,242
MINOT ND (MOT)	72.9	67.8	203	202
MISSION/MCALLEN/EDINBURG TX (MFE)	74.3	81.0	327	327
MISSOULA MT (MSO)	86.7	90.5	211	211
MOBILE AL (MOB)	75.6	81.0	410	410
MODESTO CA (MOD)	77.4	79.8	84	84
MOLINE IL (MLI)	74.5	81.4	415	415
MONROE LA (MLU)	76.4	83.1	254	254
MONTEREY CA (MRY)	84.6	87.0	447	447
MONTGOMERY AL (MGM)	77.2	81.2	276	276
MONTROSE/DELTA CO (MTJ)	64.8	68.5	216	216
MOSINEE WI (CWA)	60.5	70.6	248	248
MUSKEGON MI (MKG)	53.6	51.8	56	56
MYRTLE BEACH SC (MYR)	78.7	81.1	249	249
NASHVILLE TN (BNA)	78.1	80.2	4,273	4,277
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	84.6	92.3	52	52
NEW ORLEANS LA (MSY)	81.4	84.3	3,308	3,315
NEW YORK NY (JFK)	73.2	74.7	8,413	8,421
NEW YORK NY (LGA)	73.8	79.3	7,427	7,423
NEWARK NJ (EWR)	71.3	71.8	9,111	9,107
NEWBURGH/POUGHKEEPSIE NY (SWF)	67.2	81.7	131	131
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	80.7	87.5	176	176
NOME AK (OME)	90.4	91.6	83	83
NORFOLK VA (ORF)	81.3	84.6	1,214	1,213

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
NORTH BEND/COOS BAY OR (OTH)	64.3	64.3	28	28
OAKLAND CA (OAK)	89.1	88.7	3,253	3,253
OKLAHOMA CITY OK (OKC)	77.5	82.1	1,765	1,763
OMAHA NE (OMA)	74.7	81.1	1,532	1,534
ONTARIO CA (ONT)	87.7	89.2	1,645	1,644
ORLANDO FL (MCO)	80.1	82.9	9,028	9,028
PADUCAH KY (PAH)	71.4	80.4	56	56
PAGO PAGO TT (PPG)	62.5	75.0	8	8
PALM SPRINGS CA (PSP)	81.7	79.3	1,090	1,090
PANAMA CITY FL (ECP)	81.8	87.5	296	296
PASCO/KENNEWICK/RICHLAND WA (PSC)	82.4	91.6	227	227
PELLSTON MI (PLN)	59.2	61.2	49	49
PENSACOLA FL (PNS)	80.7	85.8	696	697
PEORIA IL (PIA)	69.1	73.1	391	391
PETERSBURG AK (PSG)	94.6	94.6	56	56
PHILADELPHIA PA (PHL)	77.8	83.3	6,265	6,266
PHOENIX AZ (AZA)	60.0	88.0	25	25
PHOENIX AZ (PHX)	87.9	87.7	13,424	13,419
PITTSBURGH PA (PIT)	79.8	83.0	2,523	2,523
POCATELLO ID (PIH)	84.2	89.5	76	76
PONCE PR (PSE)	80.4	94.6	56	56
PORTLAND ME (PWM)	68.8	73.8	446	447
PORTLAND OR (PDX)	86.4	90.3	3,566	3,566
PROVIDENCE RI (PVD)	75.2	81.5	1,169	1,168
RALEIGH/DURHAM NC (RDU)	79.0	80.5	3,498	3,496
RAPID CITY SD (RAP)	76.0	79.7	271	271
REDDING CA (RDD)	75.0	75.0	84	84
RENO NV (RNO)	86.5	86.4	1,312	1,313
RHINELANDER WI (RHI)	83.8	82.5	80	80
RICHMOND VA (RIC)	77.5	83.6	1,399	1,398
ROANOKE VA (ROA)	73.1	74.7	186	186
ROCHESTER MN (RST)	73.7	87.5	152	152
ROCHESTER NY (ROC)	71.7	77.8	791	790
ROCK SPRINGS WY (RKS)	77.1	83.7	166	166
ROCKFORD IL (RFD)	62.5	87.5	8	8
ROSWELL NM (ROW)	75.0	81.3	80	80
SACRAMENTO CA (SMF)	87.4	90.4	3,114	3,112
SAGINAW/BAY CITY/MIDLAND MI (MBS)	72.4	78.7	221	221
SALT LAKE CITY UT (SLC)	85.2	86.5	8,262	8,261
SAN ANGELO TX (SJT)	76.4	83.7	123	123
SAN ANTONIO TX (SAT)	82.1	86.7	3,016	3,017
SAN DIEGO CA (SAN)	85.0	86.2	5,609	5,609
SAN FRANCISCO CA (SFO)	81.5	83.8	12,026	12,026

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAN JOSE CA (SJC)	88.7	89.2	2,841	2,840
SAN JUAN PR (SJU)	78.5	81.7	2,036	2,032
SAN LUIS OBISPO CA (SBP)	88.3	85.8	360	360
SANTA ANA CA (SNA)	88.5	88.4	3,042	3,042
SANTA BARBARA CA (SBA)	88.1	86.9	826	826
SANTA FE NM (SAF)	79.5	80.8	78	78
SANTA MARIA CA (SMX)	91.8	88.7	97	97
SARASOTA/BRADENTON FL (SRQ)	79.6	80.9	397	397
SAULT STE. MARIE MI (CIU)	72.0	76.0	50	50
SAVANNAH GA (SAV)	75.2	80.0	612	614
SCRANTON/WILKES-BARRE PA (AVP)	60.1	80.4	158	158
SEATTLE WA (SEA)	87.1	90.7	6,654	6,654
SHREVEPORT LA (SHV)	78.8	82.9	543	543
SIOUX CITY IA (SUX)	53.8	63.5	52	52
SIOUX FALLS SD (FSD)	64.2	72.8	505	503
SITKA AK (SIT)	94.0	92.9	84	84
SOUTH BEND IN (SBN)	71.6	72.1	349	351
SPOKANE WA (GEG)	84.9	91.4	647	648
SPRINGFIELD IL (SPI)	63.1	71.5	130	130
SPRINGFIELD MO (SGF)	68.0	77.0	469	469
ST. GEORGE UT (SGU)	78.8	86.5	156	156
ST. LOUIS MO (STL)	81.3	80.3	4,284	4,285
STATE COLLEGE PA (SCE)	65.5	85.5	55	55
STAUNTON VA (SHD)	91.7	41.7	12	12
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	68.5	65.4	127	127

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SYRACUSE NY (SYR)	71.0	76.8	641	639
TALLAHASSEE FL (TLH)	79.9	82.8	379	378
TAMPA FL (TPA)	79.1	82.5	5,165	5,166
TEXARKANA AR (TXK)	77.9	89.5	95	95
TRAVERSE CITY MI (TVC)	55.0	67.3	171	171
TRENTON NJ (TTN)	37.0	50.0	54	54
TUCSON AZ (TUS)	81.4	83.6	1,567	1,565
TULSA OK (TUL)	69.3	79.2	1,445	1,444
TWIN FALLS ID (TWF)	78.0	80.5	82	82
TYLER TX (TYR)	82.8	88.2	203	203
VALDOSTA GA (VLD)	82.1	87.2	78	78
VALPARAISO FL (VPS)	78.1	85.5	407	407
WACO TX (ACT)	74.8	84.6	123	123
WATERLOO IA (ALO)	48.1	61.5	52	52
WATERTOWN NY (ART)	47.9	64.6	48	48
WEST PALM BEACH/PALM BEACH FL (PBI)	72.7	77.3	2,153	2,151
WHITE PLAINS NY (HPN)	68.3	71.5	638	638
WICHITA FALLS TX (SPS)	69.7	82.8	99	99
WICHITA KS (ICT)	67.4	72.8	778	777
WILLISTON ND (ISN)	73.6	76.4	140	140
WILMINGTON NC (ILM)	80.3	88.2	254	254
WRANGELL AK (WRG)	94.6	94.6	56	56
YAKUTAT AK (YAK)	94.6	96.4	56	56
YUMA AZ (YUM)	88.4	91.4	232	232

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	18	19,538	977	5.0	134	33,627	1,614	4.8
EXPRESSJET	21	28,193	1,108	3.9	164	54,106	2,190	4.0
JETBLUE	22	12,322	500	4.1	52	17,767	699	3.9
PINNACLE	19	11,169	381	3.4	106	21,309	682	3.2
MESA	11	5,086	143	2.8	71	9,704	283	2.9
SKYWEST	19	27,456	598	2.2	149	47,758	1,244	2.6
UNITED	28	32,467	694	2.1	85	38,116	803	2.1
AMERICAN	28	32,565	664	2.0	82	40,792	829	2.0
SOUTHWEST	23	41,860	812	1.9	78	83,115	1,591	1.9
US AIRWAYS	27	26,597	455	1.7	80	31,177	516	1.7
FRONTIER	21	4,084	48	1.2	61	5,261	71	1.3
AIRTRAN	17	9,402	128	1.4	45	14,069	183	1.3
DELTA	29	40,837	434	1.1	128	52,862	536	1.0
VIRGIN AMERICA	15	3,723	33	0.9	16	3,758	33	0.9
ALASKA	19	6,244	23	0.4	53	10,895	48	0.4
HAWAIIAN	8	348	0	0.0	17	5,430	7	0.1
Total		301,891	6,998	2.3	Total	469,746	11,329	2.4

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

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1,304	482	37.0
JETBLUE	812	243	29.9
PINNACLE	2,064	382	18.5
EXPRESSJET	7,480	1,334	17.8
MESA	1,016	176	17.3
SKYWEST	4,734	659	13.9
AMERICAN	1,544	213	13.8
FRONTIER	315	36	11.4
AIRTRAN	745	76	10.2
US AIRWAYS	2,118	207	9.8
SOUTHWEST	13,236	1,292	9.8
DELTA	2,855	189	6.6
UNITED	10,873	683	6.3
VIRGIN AMERICA	184	6	3.3
ALASKA	425	11	2.6
HAWAIIAN	220	0	0.0
TOTAL	49,925	5,989	12.0

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.

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

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

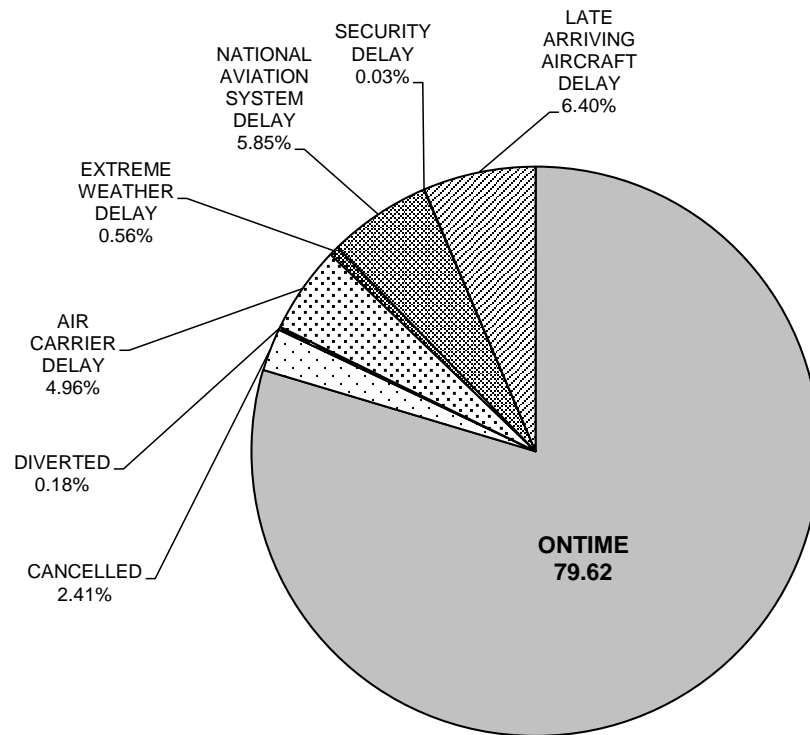
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY*									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
PINNACLE	21309	16676	78.26%	682	3.20%	52	0.24%	1092	5.12%	104	0.49%	1578	7.41%	8	0.04%	1117	5.24%
AMERICAN	40792	32142	78.79%	829	2.03%	86	0.21%	2270	5.56%	403	0.99%	2316	5.68%	2	0.01%	2743	6.73%
ALASKA	10895	9869	90.58%	48	0.44%	8	0.07%	285	2.62%	33	0.30%	409	3.76%	11	0.10%	232	2.13%
JETBLUE	17767	12227	68.82%	699	3.93%	42	0.24%	1537	8.65%	35	0.20%	1606	9.04%	9	0.05%	1613	9.08%
DELTA	52862	45556	86.18%	536	1.01%	61	0.12%	2204	4.17%	194	0.37%	2704	5.12%	2	0.00%	1605	3.04%
EXPRESSJET	54106	37437	69.19%	2190	4.05%	133	0.25%	3943	7.29%	152	0.28%	4105	7.59%	8	0.01%	6138	11.35%
FRONTIER	5261	3597	68.37%	71	1.35%	5	0.10%	377	7.17%	19	0.37%	724	13.76%	0	0.00%	468	8.89%
AIRTRAN	14069	11881	84.45%	183	1.30%	18	0.13%	415	2.95%	10	0.07%	911	6.47%	0	0.00%	650	4.62%
HAWAIIAN	5430	4984	91.79%	7	0.13%	5	0.09%	271	4.98%	3	0.05%	4	0.07%	0	0.00%	157	2.88%
AMERICAN EAGLE	33627	23629	70.27%	1614	4.80%	78	0.23%	1669	4.96%	780	2.32%	2719	8.09%	3	0.01%	3136	9.33%
SKYWEST	47758	38199	79.98%	1244	2.60%	137	0.29%	1876	3.93%	172	0.36%	2513	5.26%	10	0.02%	3607	7.55%
UNITED	38116	30795	80.79%	803	2.11%	43	0.11%	2053	5.39%	254	0.67%	2432	6.38%	4	0.01%	1732	4.54%
US AIRWAYS	31177	25562	81.99%	516	1.66%	30	0.10%	1362	4.37%	54	0.17%	2523	8.09%	17	0.05%	1112	3.57%
VIRGIN AMERICA	3758	3324	88.45%	33	0.88%	2	0.05%	106	2.83%	54	1.44%	137	3.64%	0	0.00%	102	2.70%
SOUTHWEST	83115	70265	84.54%	1591	1.91%	143	0.17%	3368	4.05%	301	0.36%	2417	2.91%	38	0.05%	4992	6.01%
MESA	9704	7852	80.92%	283	2.92%	14	0.14%	463	4.77%	49	0.50%	371	3.82%	14	0.14%	659	6.79%
TOTAL	469746	373995		11329		857		23290		2619		27469		123		30064	
			79.62%		2.41%		0.18%		4.96%		0.56%		5.85%		0.03%		6.40%

***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.

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



Causes of Delay:

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

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

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

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
CHAUTAUQUA AIRLINES	3093	IND	CLT	2/16/2013	Destination Airport	291
PIEDMONT AIRLINES	4160	CRW	CLT	2/16/2013	Destination Airport	281
US AIRWAYS	1203	CLT	IAH	2/16/2013	Origin Airport	270
MESA	2604	SRQ	CLT	2/16/2013	Destination Airport	269
AIR WISCONSIN AIRLINES	3877	CLE	CLT	2/16/2013	Destination Airport	265
CHAUTAUQUA AIRLINES	3024	SDF	CLT	2/16/2013	Destination Airport	264
PSA AIRLINES	2290	DAB	CLT	2/16/2013	Destination Airport	256
PSA AIRLINES	2382	MEM	CLT	2/16/2013	Destination Airport	255
US AIRWAYS	198	CLT	SAN	2/16/2013	Origin Airport	237
MESA	2698	SAT	CLT	2/16/2013	Destination Airport	227
MESA	2659	BDL	CLT	2/16/2013	Destination Airport	225
MESA	2661	CLT	MEM	2/16/2013	Origin Airport	224
PIEDMONT AIRLINES	4153	AGS	CLT	2/16/2013	Destination Airport	217
PSA AIRLINES	2578	VPS	CLT	2/16/2013	Destination Airport	216
PIEDMONT AIRLINES	4127	TRI	CLT	2/16/2013	Destination Airport	215
PIEDMONT AIRLINES	4309	PGV	CLT	2/16/2013	Destination Airport	207
US AIRWAYS	1840	CLT	PIT	2/16/2013	Origin Airport	205

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).

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

TABLE 11. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS
BY CARRIER (CONTINUED)

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
MESA	2653	CLT	AUS	2/16/2013	Origin Airport	204
US AIRWAYS	381	CLT	LAS	2/16/2013	Origin Airport	201
PIEDMONT AIRLINES	4235	AVL	CLT	2/16/2013	Destination Airport	201
AIR WISCONSIN AIRLINES	3684	BNA	CLT	2/16/2013	Destination Airport	199
AIR WISCONSIN AIRLINES	3705	CHA	CLT	2/16/2013	Destination Airport	197
PSA AIRLINES	2597	IAD	CLT	2/16/2013	Destination Airport	196
CHAUTAUQUA AIRLINES	3022	SDF	CLT	2/16/2013	Destination Airport	195
PSA AIRLINES	2370	MOB	CLT	2/16/2013	Destination Airport	195
AIR WISCONSIN AIRLINES	3598	BNA	CLT	2/16/2013	Destination Airport	193
PSA AIRLINES	2468	TLH	CLT	2/16/2013	Destination Airport	192
AIR WISCONSIN AIRLINES	4065	MKE	CLT	2/16/2013	Destination Airport	191
PIEDMONT AIRLINES	4332	LYH	CLT	2/16/2013	Destination Airport	190
MESA	2849	PIT	CLT	2/16/2013	Destination Airport	185
PSA AIRLINES	2418	DAB	CLT	2/16/2013	Destination Airport	185
US AIRWAYS	1048	CLT	DTW	2/16/2013	Origin Airport	182
US AIRWAYS	1486	LAX	CLT	2/16/2013	Destination Airport	181
PSA AIRLINES	2511	CLT	TLH	2/16/2013	Origin Airport	181

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).

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

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

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

FEBRUARY 2013

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
MESA	9,704	22	0.23
US AIRWAYS	31,177	65	0.21
AMERICAN EAGLE	33,627	19	0.06
PINNACLE	21,309	12	0.06
AMERICAN	40,792	19	0.05
DELTA	52,862	22	0.04
EXPRESSJET	54,106	15	0.03
SKYWEST	47,758	11	0.02
HAWAIIAN	5,430	1	0.02
UNITED	38,116	6	0.02
JETBLUE	17,767	2	0.01
SOUTHWEST	83,115	1	0.00
ALASKA	10,895	0	0.00
AIRTRAN	14,069	0	0.00
FRONTIER	5,261	0	0.00
VIRGIN AMERICA	3,758	0	0.00
TOTAL	469,746	195	0.04

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

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

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

APPENDIX

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

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

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors *

FL	AirTran Airways
AS	Alaska Airlines
AA	American Airlines
MQ	American Eagle Airlines
EV	ExpressJet Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
9E	Pinnacle Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways
VX	Virgin America

Air Carriers Voluntarily Reporting

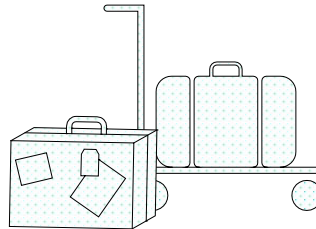
Data to DOT and to CRS Vendors

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

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

MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	FEBRUARY 2013			FEBRUARY 2012		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	302	398,075	0.76	304	436,193	0.70
2	JETBLUE AIRWAYS	3,391	1,910,784	1.77	3,225	1,895,572	1.70
3	AIRTRAN AIRWAYS	2,469	1,307,185	1.89	2,082	1,574,462	1.32
4	DELTA AIR LINES	13,947	6,814,523	2.05	12,799	6,646,998	1.93
5	HAWAIIAN AIRLINES	1,494	702,095	2.13	1,751	680,162	2.57
6	US AIRWAYS	8,606	3,763,663	2.29	7,054	3,820,611	1.85
7	FRONTIER AIRLINES	1,717	705,188	2.43	1,678	732,808	2.29
8	ALASKA AIRLINES	3,298	1,275,600	2.59	2,784	1,229,724	2.26
9	PINNACLE AIRLINES	2,579	897,101	2.87	*	*	*
10	SOUTHWEST AIRLINES	23,605	8,124,284	2.91	21,824	8,280,827	2.64
11	AMERICAN AIRLINES	15,458	5,006,207	3.09	13,354	5,104,609	2.62
12	UNITED AIRLINES	16,688	4,915,889	3.39	17,953	5,990,407	3.00
13	MESA AIRLINES	2,275	560,884	4.06	2,083	589,320	3.53
14	EXPRESSJET AIRLINES	10,686	2,121,158	5.04	9,938	2,195,304	4.53
15	SKYWEST AIRLINES	11,056	1,958,578	5.64	7,391	1,817,364	4.07
16	AMERICAN EAGLE AIRLINES	7,312	1,203,462	6.08	7,500	1,318,958	5.69
TOTALS		124,883	41,664,676	3.00	111,720	42,313,319	2.64

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

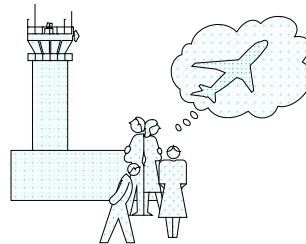
OVERSALES

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

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

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

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



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

RANK	AIRLINE	OCTOBER-DECEMBER 2012				OCTOBER-DECEMBER 2011			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	54	13	6,573,215	0.02	56	11	6,291,058	0.02
2	VIRGIN AMERICA	30	18	1,499,063	0.12	*	*	*	*
3	HAWAIIAN AIRLINES	219	41	2,410,581	0.17	225	55	2,152,144	0.26
4	FRONTIER AIRLINES	426	105	2,537,924	0.41	1,108	212	2,721,582	0.78
5	US AIRWAYS	6,398	719	13,577,101	0.53	8,325	1,156	13,334,767	0.87
6	ALASKA AIRLINES	1,162	297	4,218,458	0.70	1,226	275	4,008,655	0.69
7	AMERICAN AIRLINES	14,442	1,389	18,536,509	0.74	17,326	1,458	18,720,802	0.78
8	SOUTHWEST AIRLINES	13,851	2,095	27,876,734	0.75	11,201	1,364	27,712,179	0.49
9	DELTA AIR LINES	31,031	2,021	25,496,756	0.79	20,145	730	24,550,823	0.30
10	AMERICAN EAGLE AIRLINES	4,265	412	4,433,663	0.93	7,561	593	4,293,651	1.38
11	AIRTRAN AIRWAYS****	7,000	663	4,906,630	1.35	10,556	404	5,855,058	0.69
12	UNITED AIRLINES**/***	13,198	2,846	18,696,707	1.52	13,474	999	10,617,629	0.94
13	EXPRESSJET AIRLINES**	13,374	1,677	7,729,179	2.17	7,463	366	3,426,978	1.07
14	MESA AIRLINES	1,510	512	1,899,862	2.69	2,226	495	1,844,739	2.68
15	SKYWEST AIRLINES	11,119	1,811	6,419,001	2.82	10,520	406	6,009,979	0.68
	TOTALS**	118,079	14,619	146,811,383	1.00	111,412	8,524	131,540,044	0.65

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

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

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

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

**** AirTran Airways revised its Denied Boarding quarterly report for October 2011 to December 2011, after the submissions were published in the *ATCR*. This table reflects this revision.

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

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

RANK	AIRLINE	JANUARY-DECEMBER 2012				JANUARY-DECEMBER 2011			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	245	39	26,915,983	0.01	95	31	25,968,059	0.01
2	VIRGIN AMERICA	49	45	6,165,376	0.07	*	*	*	*
3	HAWAIIAN AIRLINES	907	168	9,476,251	0.18	625	92	8,659,405	0.11
4	DELTA AIR LINES	121,535	5,342	103,957,050	0.51	102,750	3,185	101,467,593	0.31
5	ALASKA AIRLINES	5,273	1,103	17,375,336	0.63	6,040	1,367	16,600,697	0.82
6	US AIRWAYS	27,764	3,755	55,237,069	0.68	39,976	5,043	53,795,312	0.94
7	AMERICAN AIRLINES	60,425	5,571	75,883,719	0.73	62,830	6,986	76,013,090	0.92
8	FRONTIER AIRLINES	2,682	808	10,324,099	0.78	4,443	1,023	10,496,096	0.97
9	SOUTHWEST AIRLINES	69,352	9,490	112,531,171	0.84	57,155	7,216	110,808,709	0.65
10	AIRTRAN AIRWAYS****	38,494	2,060	21,744,193	0.95	45,350	1,303	24,697,236	0.53
11	AMERICAN EAGLE AIRLINES	22,567	1,945	18,115,456	1.07	28,871	3,759	16,747,364	2.24
12	UNITED AIRLINES**/****	79,261	14,394	78,728,448	1.83	73,711	5,049	45,310,656	1.11
13	EXPRESSJET AIRLINES**	58,511	6,564	30,853,610	2.13	27,975	2,964	16,288,079	1.82
14	SKYWEST AIRLINES	44,233	5,990	25,867,287	2.32	49,018	1,677	24,559,435	0.68
15	MESA AIRLINES	7,613	1,929	7,598,795	2.54	10,201	1,775	7,818,489	2.27
	TOTALS**	538,911	59,203	600,773,843	0.99	509,040	41,470	539,230,220	0.77

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

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

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

*** United Airlines revised its Denied Boarding quarterly reports for January 2011 to March 2011, April 2011 to June 2011, July 2011 to September 2011 and October 2011 to December 2011, after the submissions were published in the *ATCR*. This table reflects these revisions.

**** AirTran Airways revised its Denied Boarding quarterly report for October 2011 to December 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

	FEBRUARY 2013				FEBRUARY 2012			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	701	40	2	93	545	34	2	144
FOREIGN AIRLINES	165	2	0	15	104	2	0	21
TRAVEL AGENTS	12	1	0	2	17	2	1	2
TOUR OPERATORS	11	0	0	0	16	0	0	1
MISCELLANEOUS	10	7	0	10	11	8	1	19
INDUSTRY TOTALS	899	50	2	120	693	46	4	187

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	FEBRUARY 2013			FEBRUARY 2012		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	235		1	151	
CANCELLATIONS			101			70
DELAYS			79			46
MISCONNECTIONS			35			21
CUSTOMER SERVICE	2	148		4	99	
RES/TKTNG/BOARDING	3	145		2	117	
BAGGAGE	4	133		3	107	
OTHER	5	65		10	21	
FREQUENT FLYER			37			16
REFUNDS	6	64		5	55	
DISABILITY	7	38		6	41	
FARES	8	35		8	36	
OVERSALES	9	23		7	37	
ADVERTISING	10	8		9	25	
DISCRIMINATION	11	5		11	4	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		899			693	

* 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*

FEBRUARY 2013

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	3	0	0	0	1	0	1	0	0	0	0	0	5
AIRTRAN AIRWAYS	2	2	1	0	0	0	0	0	0	0	0	1	6
ALASKA AIRLINES	0	0	2	1	0	0	3	1	0	0	0	0	7
ALLEGiant AIR	10	0	9	1	3	1	4	0	1	0	0	3	32
AMERICAN AIRLINES	28	1	19	2	9	25	21	5	0	1	0	7	118
AMERICAN EAGLE AIRLINES	7	1	2	0	0	3	2	0	0	0	0	2	17
DELTA AIR LINES	8	1	8	4	1	4	12	4	0	0	0	7	49
EXPRESSJET AIRLINES	14	0	0	0	0	1	2	0	0	0	0	1	18
FRONTIER AIRLINES	11	1	7	0	3	1	4	0	0	0	0	17	44
GOJET AIRLINE	4	0	0	0	0	1	1	0	0	0	0	0	6
HAWAIIAN AIRLINES	1	0	1	3	1	3	4	1	1	0	0	1	16
JETBLUE AIRWAYS	1	0	3	0	1	3	6	2	0	0	0	0	16
PIEDMONT AIRLINES	8	1	1	0	0	0	2	0	0	0	0	0	12
PINNACLE AIRLINES	3	0	0	0	0	2	1	0	0	0	0	0	6
REPUBLIC AIRLINES	5	0	0	0	0	3	0	0	0	0	0	0	8
SHUTTLE AMERICA	5	0	0	0	0	1	0	0	0	0	0	0	6
SKYWEST AIRLINES	9	1	1	0	0	1	1	0	0	0	0	0	13
SOUTHWEST AIRLINES	5	0	4	2	1	6	3	2	1	1	0	0	25
SPIRIT AIRLINES	17	2	21	3	8	9	12	1	3	0	0	2	78
UNITED AIRLINES	26	3	22	8	13	15	26	9	0	1	0	3	126
US AIRWAYS	25	2	5	2	4	3	4	7	0	0	0	1	53
VIRGIN AMERICA	2	0	1	1	0	2	5	0	1	0	0	1	13
OTHER U. S. AIRLINES	11	1	2	0	3	6	3	0	0	0	0	1	27
TOTAL FEBRUARY 2013	205	16	109	27	48	90	117	32	7	3	0	47	701
% OF TOTAL COMPLAINTS	29.2	2.3	15.5	3.9	6.8	12.8	16.7	4.6	1.0	0.4	0.0	6.7	
TOTAL FEBRUARY 2012	138	33	83	24	37	73	81	37	18	3	0	18	545
% OF TOTAL COMPLAINTS	25.3	6.1	15.2	4.4	6.8	13.4	14.9	6.8	3.3	0.6	0.0	3.3	

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

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

Table 4

AIR TRAVEL CONSUMER REPORT
 COMPLAINTS AGAINST U. S. AIRLINES
 BY INCIDENT DATE
 FEBRUARY 2013

U. S. AIRLINES*	COMPS RECD IN FEB	INCI- DENTS IN FEB	PERCENT	INCI- DENTS IN JAN	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	5	2	40.0	2	40.0	0	0.0	1	20.0
AIRTRAN AIRWAYS	6	3	50.0	0	0.0	0	0.0	3	50.0
ALASKA AIRLINES	7	1	14.3	0	0.0	5	71.4	1	14.3
ALLEGiant AIR	32	14	43.8	3	9.4	9	28.1	6	18.8
AMERICAN AIRLINES	118	38	32.2	21	17.8	41	34.7	18	15.3
AMERICAN EAGLE AIRLINES	17	8	47.1	0	0.0	8	47.1	1	5.9
DELTA AIR LINES	49	17	34.7	10	20.4	14	28.6	8	16.3
EXPRESSJET AIRLINES	18	10	55.6	4	22.2	4	22.2	0	0.0
FRONTIER AIRLINES	44	10	22.7	3	6.8	12	27.3	19	43.2
GOJET AIRLINES	6	1	16.7	0	0.0	5	83.3	0	0.0
HAWAIIAN AIRLINES	16	5	31.2	4	25.0	4	25.0	3	18.8
JETBLUE AIRWAYS	16	6	37.5	4	25.0	5	31.2	1	6.2
PIEDMONT AIRLINES	12	5	41.7	4	33.3	2	16.7	1	8.3
PINNACLE AIRLINES	6	6	100.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRLINES	8	4	50.0	2	25.0	1	12.5	1	12.5
SHUTTLE AMERICA	6	3	50.0	0	0.0	2	33.3	1	16.7
SKYWEST AIRLINES	13	7	53.8	5	38.5	1	7.7	0	0.0
SOUTHWEST AIRLINES	25	13	52.0	1	4.0	8	32.0	3	12.0
SPIRIT AIRLINES	78	35	44.9	16	20.5	18	23.1	9	11.5
UNITED AIRLINES	126	48	38.1	25	19.8	38	30.2	15	11.9
US AIRWAYS	53	15	28.3	14	26.4	16	30.2	8	15.1
VIRGIN AMERICA	13	5	38.5	2	15.4	5	38.5	1	7.7
OTHER U. S. AIRLINES	27	9	33.3	6	22.2	9	33.3	3	11.1
TOTALS	701	265	37.8	126	18.0	207	29.5	103	14.7
PREVIOUS YEAR' S TOTALS	545	208	38.2	87	16.0	188	34.5	62	11.4

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

Table 5

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

FEBRUARY 2013

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXICO	1	1	3	0	0	0	2	0	0	0	0	0	7
AIR CANADA	11	0	2	0	1	1	5	0	0	0	0	0	20
AIR FRANCE	0	0	2	0	2	3	2	0	0	0	0	0	9
ALITALIA AIRLINES	0	0	2	0	1	1	1	0	0	0	0	1	6
BRITISH AIRWAYS	2	1	0	1	0	3	0	2	0	1	0	2	12
EMIRATES AIRLINES	0	1	3	0	1	2	4	1	0	0	0	0	12
ETHIOPIAN AIRLINES	3	0	0	0	0	4	0	0	0	0	0	0	7
LUFTHANSA	0	0	1	0	2	4	0	2	0	1	0	0	10
TACA INTERNATIONAL AIRLINES	0	0	2	1	0	1	1	0	0	0	0	0	5
TURKISH AIRLINES	2	0	1	0	0	4	0	0	0	0	0	1	8
VOLARIS AIRLINES	0	1	2	1	1	1	0	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	9	3	9	4	5	15	14	1	0	0	0	3	63
TOTALS	28	7	27	7	13	39	29	6	0	2	0	7	165
<u>TRAVEL AGENTS</u>													
ORBITZ.COM	0	0	3	1	1	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	1	0	5	0	1	0	0	0	0	0	0	0	7
TOTALS	1	0	8	1	2	0	0	0	0	0	0	0	12
<u>TOUR OPERATORS</u>													
C&T CHARTERS	0	0	0	0	0	0	0	0	0	0	0	6	6
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	1	0	0	4	5
TOTALS	0	0	0	0	0	0	0	0	1	0	0	10	11
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	1	0	1	0	1	4	2	0	0	0	0	1	10
TOTALS	1	0	1	0	1	4	2	0	0	0	0	1	10

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

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

TABLE 6

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	FEBRUARY 2013			FEBRUARY 2012		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	25	7,903,454	0.32	18	8,053,084	0.22
2	<i>AIRTRAN AIRWAYS</i>	6	1,355,574	0.44	8	1,597,045	0.50
3	<i>ALASKA AIRLINES</i>	7	1,376,102	0.51	6	1,341,678	0.45
4	<i>DELTA AIR LINES</i>	49	8,089,034	0.61	60	7,906,985	0.76
5	<i>PINNACLE AIRLINES</i>	6	932,962	0.64	*	*	*
6	<i>SKYWEST AIRLINES</i>	13	1,994,118	0.65	9	1,842,930	0.49
7	<i>MESA AIRLINES</i>	4	560,844	0.71	2	589,320	0.34
8	<i>JETBLUE AIRWAYS</i>	16	2,162,354	0.74	22	2,120,911	1.04
9	<i>EXPRESSJET AIRLINES</i>	18	2,272,399	0.79	15	2,321,870	0.65
10	<i>AMERICAN EAGLE AIRLINES</i>	17	1,353,287	1.26	16	1,353,287	1.18
11	<i>US AIRWAYS</i>	53	4,100,841	1.29	55	4,147,571	1.33
12	<i>AMERICAN AIRLINES</i>	118	6,359,713	1.86	54	6,415,452	0.84
13	<i>UNITED AIRLINES</i>	126	6,368,100	1.98	132	6,663,116	1.98
14	<i>HAWAIIAN AIRLINES</i>	16	751,091	2.13	2	702,890	0.28
15	<i>VIRGIN AMERICA</i>	13	407,509	3.19	11	449,071	2.45
16	<i>FRONTIER AIRLINES</i>	44	732,464	6.01	9	795,487	1.13
	TOTAL	531	46,719,846	1.14	419	46,300,697	0.91

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

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



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

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

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

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

Carrier	Death	Injury	Loss
<i>Alaska</i>	1		
<i>Delta</i>		1	
<i>Horizon</i>		1	
<i>United</i>	1		
Total	2	2	

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of February 2013
as provided by the Transportation Security Administration^a**

The Transportation Security Administration (TSA) screened approximately 45 million airline passengers and their 36 million checked bags in the month of February as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of February.

Note: Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. Complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the U.S. Department of Transportation to complain about an airline. Airlines themselves receive thousands of complaints and inquiries directly from passengers that are not recorded in this report. TSA no longer reports claims data, as the number of claims received does not reflect the incidents for that month. However, the personal property data below includes complaints of mishandling of a passengers property in checked and carry-on luggage.

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
268	.0006	28	.00006	76	.0002	321	.0007

NOTES

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

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

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

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.