





































JANUARY 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
EXPRESSJET	1,844	17	0.9
MESA	356	3	0.8
FRONTIER	168	1	0.6
AMERICAN	1,479	1	0.1
SKYWEST	1,688	1	0.1
SOUTHWEST	3,044	1	0.0
DELTA	1,961	0	0.0
AMERICAN EAGLE	1,261	0	0.0
US AIRWAYS	1,134	0	0.0
UNITED	880	0	0.0
PINNACLE	844	0	0.0
JETBLUE	627	0	0.0
AIRTRAN	494	0	0.0
ALASKA	393	0	0.0
HAWAIIAN	188	0	0.0
VIRGIN AMERICA	143	0	0.0
<b>TOTAL</b>	<b>16,504</b>	<b>24</b>	<b>0.1</b>

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

JANUARY 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)	77.8	82.3	63	62
ABILENE TX (ABI)	80.8	87.3	213	213
ADAK ISLAND AK (ADK)	66.7	33.3	9	9
AGUADILLA PR (BQN)	72.4	85.1	134	134
AKRON OH (CAK)	84.2	88.6	751	752
ALBANY GA (ABY)	80.5	87.4	87	87
ALBANY NY (ALB)	79.0	84.9	823	822
ALBUQUERQUE NM (ABQ)	81.7	84.1	2,074	2,074
ALEXANDRIA LA (AEX)	80.0	84.5	305	304
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	76.3	79.7	299	300
ALPENA MI (APN)	83.3	90.7	54	54
AMARILLO TX (AMA)	81.1	86.2	610	609
ANCHORAGE AK (ANC)	75.9	86.4	1,231	1,228
APPLETON WI (ATW)	66.1	72.0	389	389
ARCATA/EUREKA CA (ACV)	69.4	71.6	265	264
ARLINGTON VA (DCA)	80.2	84.4	6,251	6,245
ASHEVILLE NC (AVL)	85.5	87.5	289	289
ASPEN CO (ASE)	68.6	72.5	637	633
ATLANTA GA (ATL)	84.9	85.6	32,355	32,362
AUGUSTA GA (AGS)	84.7	87.9	249	248
AUSTIN TX (AUS)	77.7	82.9	3,745	3,744
BAKERSFIELD CA (BFL)	84.1	85.3	308	307
BALTIMORE MD (BWI)	85.8	83.7	7,811	7,819
BANGOR ME (BGR)	83.9	96.7	31	30
BARROW AK (BRW)	84.5	85.9	71	71
BATON ROUGE LA (BTR)	73.8	76.1	671	674
BELLINGHAM WA (BLI)	86.3	92.5	80	80
BEMIDJI MN (BJI)	80.6	80.3	62	61
BEND/REDMOND OR (RDM)	78.3	81.3	240	241
BETHEL AK (BET)	68.7	79.5	83	83
BILLINGS MT (BIL)	76.8	85.6	194	195
BINGHAMTON NY (BGM)	76.8	89.3	56	56
BIRMINGHAM AL (BHM)	76.1	83.4	1,389	1,388
BISMARCK/MANDAN ND (BIS)	78.3	79.6	322	324
BLOOMINGTON/NORMAL IL (BMI)	73.7	77.6	255	254
BOISE ID (BOI)	77.1	84.5	926	924
BOSTON MA (BOS)	85.0	86.5	8,168	8,165
BOZEMAN MT (BZN)	73.1	87.2	264	266
BRAINERD MN (BRD)	78.9	82.9	76	76
BRANSON MO (BKG)	95.1	95.1	41	41
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	81.9	84.4	199	199
BROWNSVILLE TX (BRO)	72.4	79.3	203	203
BRUNSWICK GA (BQK)	87.0	92.2	77	77

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUFFALO NY (BUF)	79.5	82.7	1,896	1,898
BURBANK CA (BUR)	87.2	89.5	2,049	2,051
BURLINGTON VT (BTV)	76.3	76.0	410	412
BUTTE MT (BTM)	77.0	73.8	61	61
CARLSBAD CA (CLD)	76.9	79.0	229	229
CASPER WY (CPR)	77.4	85.4	199	199
CEDAR CITY UT (CDC)	77.8	83.3	54	54
CEDAR RAPIDS/IOWA CITY IA (CID)	70.1	73.2	693	691
CHAMPAIGN/URBANA IL (CMI)	61.8	72.5	178	178
CHANTILLY VA (IAD)	82.5	79.8	6,024	6,014
CHARLESTON SC (CHS)	80.5	84.2	1,072	1,074
CHARLESTON/DUNBAR WV (CRW)	71.1	77.5	284	284
CHARLOTTE AMALIE VI (STT)	80.4	87.8	377	377
CHARLOTTE NC (CLT)	82.8	85.3	11,437	11,433
CHARLOTTESVILLE VA (CHO)	73.8	80.5	149	149
CHATTANOOGA TN (CHA)	83.2	87.0	399	399
CHICAGO IL (MDW)	84.0	73.6	6,525	6,528
CHICAGO IL (ORD)	74.9	71.4	23,878	23,849
CHICO CA (CIC)	75.3	77.4	93	93
CHRISTIANSTED VI (STX)	73.4	78.5	79	79
CLEVELAND OH (CLE)	77.3	81.1	3,806	3,802
CODY WY (COD)	74.2	85.5	62	62
COLLEGE STATION/BRYAN TX (CLL)	80.1	83.9	211	211
COLORADO SPRINGS CO (COS)	70.8	84.3	802	803
COLUMBIA MO (COU)	84.3	77.5	70	71
COLUMBIA SC (CAE)	77.2	81.1	535	528
COLUMBUS GA (CSG)	80.1	84.9	166	166
COLUMBUS MS (GTR)	86.9	90.6	84	85
COLUMBUS OH (CMH)	80.6	83.9	2,206	2,208
CORDOVA AK (CDV)	81.7	88.3	60	60
CORPUS CHRISTI TX (CRP)	71.2	78.7	594	595
COVINGTON KY (CVG)	80.6	83.5	3,109	3,106
CRESCENT CITY CA (CEC)	64.3	62.4	84	85
DALLAS TX (DAL)	84.4	83.2	3,887	3,886
DALLAS/FORT WORTH TX (DFW)	78.5	75.8	23,477	23,475
DAYTON OH (DAY)	77.6	81.5	990	991
DAYTONA BEACH FL (DAB)	90.4	91.8	125	122
DEADHORSE AK (SCC)	87.9	86.2	58	58
DEL RIO TX (DRT)	79.6	84.9	54	53
DENVER CO (DEN)	78.7	74.2	17,809	17,850
DES MOINES IA (DSM)	74.1	78.4	1,177	1,176
DETROIT MI (DTW)	83.1	82.8	12,819	12,816
DOTHAN AL (DHN)	87.1	87.9	116	116

JANUARY 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.
DULUTH MN (DLH)	74.3	75.5	265	265
DURANGO CO (DRO)	80.4	82.6	148	149
EAGLE CO (EGE)	79.7	79.4	316	316
EAU CLAIRE WI (EAU)	74.2	80.6	62	62
EL CENTRO CA (IPL)	96.8	93.5	62	62
EL PASO TX (ELP)	78.6	84.0	1,650	1,647
ELKO NV (EKO)	74.1	83.3	85	84
ELMIRA/CORNING NY (ELM)	86.4	91.2	147	147
ERIE PA (ERI)	78.0	80.5	82	82
ESCANABA MI (ESC)	68.5	83.3	54	54
EUGENE OR (EUG)	80.7	86.6	383	381
EVANSVILLE IN (EVV)	76.4	82.9	351	351
FAIRBANKS AK (FAI)	81.4	88.2	322	322
FARGO ND (FAR)	68.1	76.2	533	533
FAYETTEVILLE AR (XNA)	68.4	73.3	995	990
FAYETTEVILLE NC (FAY)	82.2	84.0	225	225
FLAGSTAFF AZ (FLG)	89.9	89.9	149	149
FLINT MI (FNT)	86.9	91.2	329	328
FORT LAUDERDALE FL (FLL)	80.0	82.0	6,194	6,202
FORT MYERS FL (RSW)	83.4	86.5	2,774	2,780
FORT SMITH AR (FSM)	87.9	89.8	206	206
FORT WAYNE IN (FWA)	75.5	82.2	437	437
FRESNO CA (FAT)	84.6	86.5	928	928
GAINESVILLE FL (GNV)	84.8	87.0	270	269
GARDEN CITY KS (GCK)	85.5	80.6	62	62
GILLETTE WY (GCC)	58.6	82.8	152	151
GRAND FORKS ND (GFK)	84.4	87.6	225	226
GRAND ISLAND NE (GRI)	79.3	81.0	58	58
GRAND JUNCTION CO (GJT)	76.8	83.4	393	392
GRAND RAPIDS MI (GRR)	76.2	80.8	884	887
GREAT FALLS MT (GTF)	76.1	84.5	142	142
GREEN BAY WI (GRB)	69.1	75.1	469	470
GREENSBORO/HIGH POINT NC (GSO)	75.7	81.8	804	802
GREER SC (GSP)	74.4	83.4	819	821
GUAM TT (GUM)	80.6	83.9	31	31
GULFPORT/BILOXI MS (GPT)	79.4	82.0	383	383
GUNNISON CO (GUC)	63.9	70.3	36	37
HANCOCK/HOUGHTON MI (CMX)	51.6	59.7	62	62
HARLINGEN/SAN BENITO TX (HRL)	80.2	85.8	353	351
HARRISBURG PA (MDT)	80.0	85.3	504	504
HARTFORD CT (BDL)	80.5	86.0	1,754	1,753
HAYDEN CO (HDN)	78.5	79.5	195	195
HELENA MT (HLN)	76.1	89.9	138	138

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HIBBING MN (HIB)	77.4	90.6	53	53
HILO HI (ITO)	91.3	91.8	598	598
HOBBS NM (HOB)	71.4	79.6	49	49
HONOLULU HI (HNL)	84.6	88.5	4,389	4,388
HOUSTON TX (HOU)	83.3	75.9	4,779	4,780
HOUSTON TX (IAH)	75.7	75.7	15,004	15,004
HUNTSVILLE AL (HSV)	75.4	80.5	621	620
IDAHO FALLS ID (IDA)	77.0	80.2	213	212
INDIANAPOLIS IN (IND)	81.8	85.9	2,474	2,474
INTERNATIONAL FALLS MN (INL)	85.2	84.9	54	53
INYOKERN CA (IYK)	75.4	91.8	61	61
IRON MOUNTAIN/KINGSFORD MI (IMT)	81.0	74.1	58	58
ISLIP NY (ISP)	84.3	88.0	408	407
ITHACA/CORTLAND NY (ITH)	82.1	78.6	56	56
JACKSON WY (JAC)	76.6	76.6	273	273
JACKSON/VICKSBURG MS (JAN)	79.8	83.5	813	814
JACKSONVILLE FL (JAX)	80.0	83.9	1,917	1,921
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	84.3	83.7	140	141
JOPLIN MO (JLN)	79.0	87.1	62	62
JUNEAU AK (JNU)	79.1	82.5	302	303
KAHULUI HI (OGG)	87.2	89.6	1,982	1,981
KALAMAZOO MI (AZO)	72.1	78.9	226	227
KALISPELL MT (FCA)	66.4	85.5	116	117
KANSAS CITY MO (MCI)	79.4	82.3	4,032	4,036
KETCHIKAN AK (KTN)	81.7	84.9	186	186
KEY WEST FL (EYW)	88.0	86.4	376	375
KILLEEN TX (GRK)	78.2	84.7	431	430
KLAMATH FALLS OR (LMT)	77.4	80.6	62	62
KNOXVILLE TN (TYS)	72.2	80.9	896	901
KODIAK AK (ADQ)	75.0	75.0	56	56
KONA HI (KOA)	88.7	89.8	1,102	1,103
KOTZEBUE AK (OTZ)	83.5	86.8	91	91
LA CROSSE WI (LSE)	79.3	81.6	87	87
LAFAYETTE LA (LFT)	68.5	71.8	483	482
LAKE CHARLES LA (LCH)	81.4	81.9	177	177
LANSING MI (LAN)	69.5	80.9	298	298
LARAMIE WY (LAR)	79.0	83.9	62	62
LAREDO TX (LRD)	74.6	77.5	205	204
LAS VEGAS NV (LAS)	86.9	84.2	10,975	10,975
LAWTON/FORT SILL OK (LAW)	81.9	90.3	155	155
LEWISTON ID (LWS)	78.8	86.5	52	52
LEXINGTON KY (LEX)	77.2	83.2	600	600
LIHUE HI (LIH)	86.5	87.6	1,039	1,039

JANUARY 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.
LINCOLN NE (LNK)	68.3	84.1	252	251
LITTLE ROCK AR (LIT)	76.4	80.8	1,222	1,224
LONG BEACH CA (LGB)	84.8	88.5	1,082	1,083
LONGVIEW TX (GGG)	79.0	80.6	62	62
LOS ANGELES CA (LAX)	84.4	86.1	17,553	17,563
LOUISVILLE KY (SDF)	82.0	84.4	1,255	1,253
LUBBOCK TX (LBB)	77.5	84.6	587	586
MADISON WI (MSN)	73.2	78.5	893	893
MAMMOTH LAKES CA (MMH)	78.1	70.8	96	96
MANCHESTER NH (MHT)	77.3	83.4	794	793
MANHATTAN/FT. RILEY KS (MHK)	77.9	84.8	145	145
MARQUETTE MI (MQT)	65.9	78.0	82	82
MEDFORD OR (MFR)	70.0	72.7	260	260
MELBOURNE FL (MLB)	89.4	88.4	123	121
MEMPHIS TN (MEM)	82.3	85.6	2,955	2,949
MIAMI FL (MIA)	83.9	82.6	7,194	7,197
MIDLAND/ODESSA TX (MAF)	75.2	84.4	709	711
MILWAUKEE WI (MKE)	81.6	83.5	2,864	2,859
MINNEAPOLIS MN (MSP)	82.4	83.9	11,232	11,229
MINOT ND (MOT)	71.0	67.8	214	214
MISSION/MCALLEN/EDINBURG TX (MFE)	70.9	81.1	358	359
MISSOULA MT (MSO)	73.0	78.9	233	232
MOBILE AL (MOB)	73.6	80.3	451	451
MODESTO CA (MOD)	65.6	64.1	93	92
MOLINE IL (MLI)	76.2	80.9	446	446
MONROE LA (MLU)	79.8	82.3	282	282
MONTEREY CA (MRY)	81.3	83.6	481	481
MONTGOMERY AL (MGM)	82.1	84.9	312	312
MONTROSE/DELTA CO (MTJ)	72.6	75.5	208	208
MOSINEE WI (CWA)	67.7	73.0	257	256
MUSKEGON MI (MKG)	75.8	75.8	62	62
MYRTLE BEACH SC (MYR)	84.6	87.2	298	298
NASHVILLE TN (BNA)	79.6	80.9	4,668	4,668
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	77.2	89.5	57	57
NEW ORLEANS LA (MSY)	81.0	84.8	3,394	3,392
NEW YORK NY (JFK)	82.1	82.1	9,172	9,161
NEW YORK NY (LGA)	76.6	83.3	7,941	7,950
NEWARK NJ (EWR)	73.2	73.3	9,903	9,893
NEWBURGH/POUGHKEEPSIE NY (SWF)	77.5	89.1	138	138
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	82.0	84.0	194	194
NOME AK (OME)	83.5	85.7	91	91
NORFOLK VA (ORF)	82.3	85.9	1,325	1,325
NORTH BEND/COOS BAY OR (OTH)	54.8	48.4	31	31

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
OAKLAND CA (OAK)	87.2	85.5	3,566	3,562
OKLAHOMA CITY OK (OKC)	76.7	85.6	1,879	1,877
OMAHA NE (OMA)	75.6	83.4	1,690	1,688
ONTARIO CA (ONT)	87.0	88.3	1,772	1,773
ORLANDO FL (MCO)	83.4	84.7	9,484	9,495
PADUCAH KY (PAH)	72.6	85.5	62	62
PAGO PAGO TT (PPG)	88.9	88.9	9	9
PALM SPRINGS CA (PSP)	81.7	81.8	1,129	1,127
PANAMA CITY FL (ECP)	82.2	86.4	331	331
PASCO/KENNEWICK/RICHLAND WA (PSC)	74.5	93.6	251	251
PELLSTON MI (PLN)	61.5	76.9	52	52
PENSACOLA FL (PNS)	79.6	85.6	764	762
PEORIA IL (PIA)	71.8	78.6	422	421
PETERSBURG AK (PSG)	90.3	93.5	62	62
PHILADELPHIA PA (PHL)	80.3	85.2	6,723	6,721
PHOENIX AZ (AZA)	80.6	93.3	31	30
PHOENIX AZ (PHX)	86.7	86.2	14,685	14,689
PITTSBURGH PA (PIT)	83.5	86.0	2,713	2,710
POCATELLO ID (PIH)	66.7	72.9	84	85
PONCE PR (PSE)	72.0	92.1	75	76
PORTLAND ME (PWM)	72.9	78.2	487	486
PORTLAND OR (PDX)	84.6	88.2	3,960	3,961
PROVIDENCE RI (PVD)	82.0	87.9	1,146	1,144
RALEIGH/DURHAM NC (RDU)	78.2	81.0	3,929	3,926
RAPID CITY SD (RAP)	77.7	83.0	264	264
REDDING CA (RDD)	71.0	71.9	93	96
RENO NV (RNO)	84.7	84.7	1,441	1,445
RHINELANDER WI (RHI)	77.5	80.0	80	80
RICHMOND VA (RIC)	77.2	83.2	1,525	1,522
ROANOKE VA (ROA)	70.6	79.0	245	243
ROCHESTER MN (RST)	73.5	82.3	166	164
ROCHESTER NY (ROC)	80.2	82.0	875	879
ROCK SPRINGS WY (RKS)	64.0	66.7	186	186
ROCKFORD IL (RFD)	70.0	66.7	10	9
ROSWELL NM (ROW)	76.4	87.6	89	89
SACRAMENTO CA (SMF)	86.7	87.4	3,433	3,435
SAGINAW/BAY CITY/MIDLAND MI (MBS)	76.5	80.7	260	259
SALT LAKE CITY UT (SLC)	77.5	80.3	9,058	9,070
SAN ANGELO TX (SJT)	77.5	86.7	120	120
SAN ANTONIO TX (SAT)	79.4	84.3	3,338	3,335
SAN DIEGO CA (SAN)	84.7	87.5	6,120	6,123
SAN FRANCISCO CA (SFO)	82.2	84.9	13,214	13,218
SAN JOSE CA (SJC)	87.8	88.7	3,156	3,156

JANUARY 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 JUAN PR (SJU)	79.6	82.5	2,270	2,277
SAN LUIS OBISPO CA (SBP)	89.0	86.8	399	400
SANTA ANA CA (SNA)	87.8	87.4	3,359	3,355
SANTA BARBARA CA (SBA)	85.9	84.7	917	917
SANTA FE NM (SAF)	82.9	82.9	82	82
SANTA MARIA CA (SMX)	92.5	91.6	107	107
SARASOTA/BRADENTON FL (SRQ)	85.6	83.9	410	410
SAULT STE. MARIE MI (CIU)	77.2	80.7	57	57
SAVANNAH GA (SAV)	77.4	83.8	636	636
SCRANTON/WILKES-BARRE PA (AVP)	64.1	84.3	167	166
SEATTLE WA (SEA)	84.1	88.3	7,237	7,245
SHREVEPORT LA (SHV)	79.5	82.3	586	586
SIOUX CITY IA (SUX)	56.9	74.1	58	58
SIOUX FALLS SD (FSD)	69.6	75.9	526	527
SITKA AK (SIT)	80.6	87.0	93	92
SOUTH BEND IN (SBN)	69.1	75.1	392	389
SPOKANE WA (GEG)	79.0	86.7	732	732
SPRINGFIELD IL (SPI)	71.9	79.1	139	139
SPRINGFIELD MO (SGF)	73.2	80.8	478	478
ST. GEORGE UT (SGU)	61.3	83.1	173	172
ST. LOUIS MO (STL)	82.2	82.2	4,692	4,692
STATE COLLEGE PA (SCE)	76.7	80.0	60	60
STAUNTON VA (SHD)	100.0	100.0	13	13
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	54.2	54.6	131	130

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SYRACUSE NY (SYR)	78.2	81.5	651	655
TALLAHASSEE FL (TLH)	84.8	87.6	407	404
TAMPA FL (TPA)	83.4	87.4	5,411	5,410
TEXARKANA AR (TXK)	76.4	80.9	89	89
TRAVERSE CITY MI (TVC)	68.0	75.1	219	221
TRENTON NJ (TTN)	75.0	54.5	12	11
TUCSON AZ (TUS)	82.5	88.3	1,652	1,652
TULSA OK (TUL)	73.0	82.2	1,581	1,580
TWIN FALLS ID (TWF)	66.0	78.9	94	95
TYLER TX (TYR)	80.9	85.1	209	208
VALDOSTA GA (VLD)	89.5	91.9	86	86
VALPARAISO FL (VPS)	76.5	84.3	421	421
WACO TX (ACT)	83.3	88.3	120	120
WATERLOO IA (ALO)	55.2	72.4	58	58
WATERTOWN NY (ART)	64.8	68.5	54	54
WEST PALM BEACH/PALM BEACH FL (PBI)	78.9	80.3	2,155	2,158
WHITE PLAINS NY (HPN)	74.5	74.9	709	710
WICHITA FALLS TX (SPS)	79.6	89.2	93	93
WICHITA KS (ICT)	72.5	83.0	848	846
WILLISTON ND (ISN)	73.4	76.6	154	154
WILMINGTON NC (ILM)	77.6	85.6	272	270
WRANGELL AK (WRG)	85.5	93.5	62	62
YAKUTAT AK (YAK)	83.3	83.3	60	60
YUMA AZ (YUM)	88.0	92.0	249	249

JANUARY 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
PINNACLE	21	12,252	480	3.9	115	23,658	917	3.9
MESA	13	5,560	137	2.5	71	10,647	312	2.9
EXPRESSJET	21	30,338	840	2.8	162	57,934	1,656	2.9
SKYWEST	21	29,880	684	2.3	151	51,762	1,344	2.6
AMERICAN EAGLE	18	21,852	524	2.4	132	37,693	966	2.6
AMERICAN	28	35,829	663	1.9	82	44,848	863	1.9
US AIRWAYS	28	28,736	236	0.8	78	33,567	268	0.8
SOUTHWEST	23	44,730	196	0.4	78	89,169	512	0.6
ALASKA	19	6,897	15	0.2	53	12,020	69	0.6
UNITED	28	34,579	188	0.5	85	40,419	221	0.5
DELTA	29	44,267	222	0.5	131	57,182	293	0.5
AIRTRAN	18	10,324	45	0.4	46	15,313	63	0.4
JETBLUE	22	13,293	25	0.2	51	19,291	61	0.3
FRONTIER	22	4,565	8	0.2	65	5,804	12	0.2
HAWAIIAN	8	364	0	0.0	17	5,982	3	0.1
VIRGIN AMERICA	15	4,196	1	0.0	16	4,230	1	0.0
<b>Total</b>		<b>327,662</b>	<b>4,264</b>	<b>1.3</b>	<b>Total</b>	<b>509,519</b>	<b>7,561</b>	<b>1.5</b>

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

JANUARY 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	1,288	207	16.1
PINNACLE	2,103	317	15.1
MESA	927	132	14.2
AMERICAN	1,538	185	12.0
SKYWEST	4,004	458	11.4
EXPRESSJET	6,254	692	11.1
US AIRWAYS	2,114	95	4.5
ALASKA	443	16	3.6
FRONTIER	457	9	2.0
UNITED	8,321	162	1.9
AIRTRAN	729	13	1.8
SOUTHWEST	15,356	233	1.5
JETBLUE	761	9	1.2
DELTA	2,960	30	1.0
HAWAIIAN	225	0	0.0
VIRGIN AMERICA	193	0	0.0
<b>TOTAL</b>	<b>47,673</b>	<b>2,558</b>	<b>5.4</b>

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

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

**JANUARY 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	23658	18425	77.88%	917	3.88%	59	0.25%	1428	6.04%	129	0.55%	1446	6.11%	5	0.02%	1248	5.28%
AMERICAN	44848	35600	79.38%	863	1.92%	94	0.21%	2626	5.85%	331	0.74%	2569	5.73%	16	0.03%	2750	6.13%
ALASKA	12020	10425	86.73%	69	0.57%	37	0.31%	377	3.14%	45	0.38%	725	6.03%	5	0.04%	337	2.80%
JETBLUE	19291	15112	78.34%	61	0.32%	58	0.30%	1386	7.18%	40	0.21%	1365	7.08%	12	0.06%	1257	6.51%
DELTA	57182	50020	87.48%	293	0.51%	107	0.19%	2215	3.87%	270	0.47%	2813	4.92%	4	0.01%	1460	2.55%
EXPRESSJET	57934	41470	71.58%	1656	2.86%	221	0.38%	4019	6.94%	241	0.42%	4210	7.27%	6	0.01%	6111	10.55%
FRONTIER	5804	4140	71.33%	12	0.21%	6	0.10%	461	7.94%	12	0.21%	720	12.40%	0	0.00%	453	7.80%
AIRTRAN	15313	13712	89.54%	63	0.41%	12	0.08%	319	2.08%	11	0.07%	711	4.64%	0	0.00%	485	3.17%
HAWAIIAN	5982	5536	92.54%	3	0.05%	3	0.05%	285	4.76%	11	0.19%	6	0.09%	3	0.05%	135	2.26%
AMERICAN EAGLE	37693	28437	75.44%	966	2.56%	101	0.27%	1781	4.73%	785	2.08%	2666	7.07%	3	0.01%	2954	7.84%
SKYWEST	51762	40154	77.57%	1344	2.60%	218	0.42%	2279	4.40%	243	0.47%	3180	6.14%	18	0.03%	4326	8.36%
UNITED	40419	33485	82.84%	221	0.55%	79	0.20%	2145	5.31%	209	0.52%	2644	6.54%	9	0.02%	1626	4.02%
US AIRWAYS	33567	27863	83.01%	268	0.80%	40	0.12%	1462	4.36%	78	0.23%	2678	7.98%	29	0.09%	1149	3.42%
VIRGIN AMERICA	4230	3940	93.14%	1	0.02%	2	0.05%	60	1.43%	61	1.45%	104	2.46%	1	0.03%	60	1.42%
SOUTHWEST	89169	75743	84.94%	512	0.57%	87	0.10%	4090	4.59%	270	0.30%	2853	3.20%	71	0.08%	5542	6.22%
MESA	10647	8555	80.35%	312	2.93%	7	0.07%	446	4.19%	53	0.50%	485	4.55%	1	0.01%	788	7.40%
TOTAL	509519	412617		7561		1131		25380		2792		29176		183		30679	
			80.98%		1.48%		0.22%		4.98%		0.55%		5.73%		0.04%		6.02%

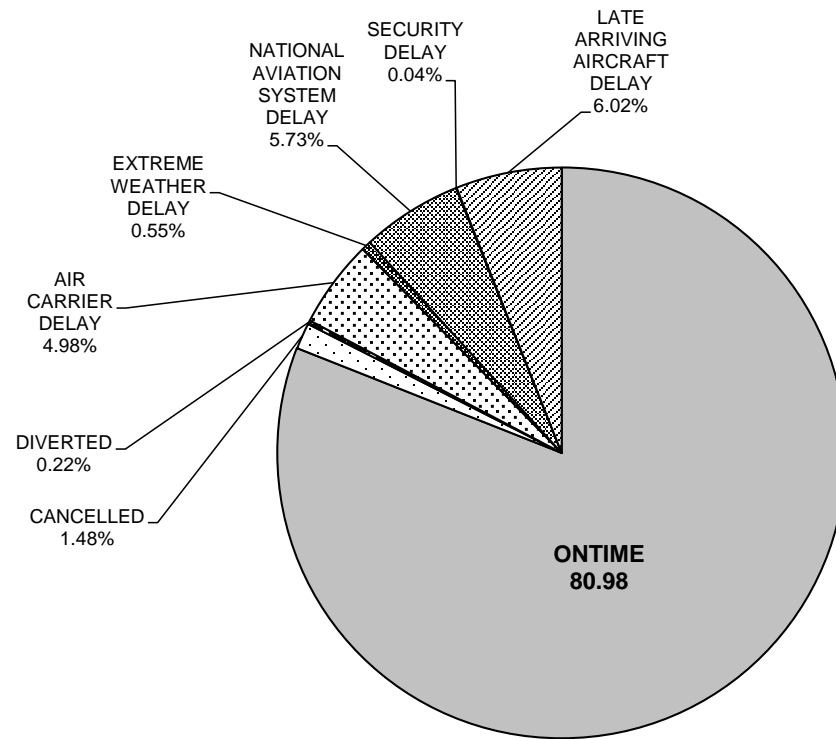
**\*Causes of Delay:**

- **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.



JANUARY 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>

JANUARY 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
SPIRIT AIRLINES	817	DFW	LAS	1/27/2013	Diversion Airport	216
CHAUTAUQUA	5070	ORD	LSE	1/27/2013	Origin Airport	184

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).

JANUARY 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).

JANUARY 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
US AIRWAYS	33,567	31	0.09
AMERICAN EAGLE	37,693	34	0.09
MESA	10,647	8	0.08
SKYWEST	51,762	32	0.06
PINNACLE	23,658	12	0.05
DELTA	57,182	23	0.04
UNITED	40,419	13	0.03
EXPRESSJET	57,934	18	0.03
JETBLUE	19,291	5	0.03
AMERICAN	44,848	8	0.02
FRONTIER	5,804	1	0.02
AIRTRAN	15,313	1	0.01
SOUTHWEST	89,169	2	0.00
ALASKA	12,020	0	0.00
HAWAIIAN	5,982	0	0.00
VIRGIN AMERICA	4,230	0	0.00
TOTAL	509,519	188	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 American

### Air Carriers Voluntarily Reporting

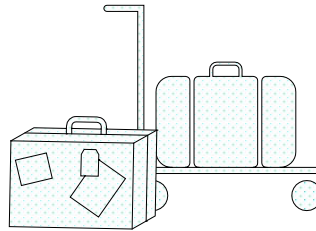
#### Data to DOT and to CRS Vendors

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	JANUARY 2013			JANUARY 2012		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	358	412,036	0.87	537	442,515	1.21
2	AIRTRAN AIRWAYS	2,367	1,335,065	1.77	2,414	1,583,890	1.52
3	JETBLUE AIRWAYS	4,252	2,109,332	2.02	3,756	1,931,766	1.94
4	DELTA AIR LINES	15,298	7,130,243	2.15	16,297	6,750,921	2.41
5	FRONTIER AIRLINES	1,879	741,294	2.53	1,912	771,955	2.48
6	HAWAIIAN AIRLINES	1,898	739,289	2.57	2,046	712,301	2.87
7	US AIRWAYS	10,634	4,007,069	2.65	9,781	3,930,519	2.49
8	PINNACLE AIRLINES	3,035	947,840	3.20	*	*	*
9	ALASKA AIRLINES	4,531	1,365,613	3.32	4,482	1,234,242	3.63
10	AMERICAN AIRLINES	18,645	5,399,458	3.45	16,433	5,247,815	3.13
11	SOUTHWEST AIRLINES	29,011	8,296,804	3.50	29,077	8,401,792	3.46
12	UNITED AIRLINES	20,283	5,203,806	3.90	20,306	5,250,245	3.87
13	MESA AIRLINES	2,455	604,228	4.06	2,375	606,801	3.91
14	EXPRESSJET AIRLINES	12,717	2,233,617	5.69	12,141	2,210,906	5.49
15	SKYWEST AIRLINES	13,020	2,053,989	6.34	8,634	1,848,922	4.67
16	AMERICAN EAGLE AIRLINES	9,332	1,320,245	7.07	8,927	1,289,193	6.92
TOTALS		149,715	43,899,928	3.41	139,118	42,213,783	3.30

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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



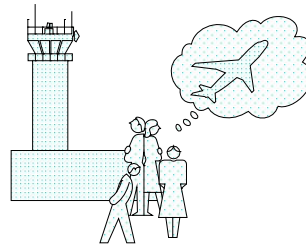
## OVERSALES

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

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

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

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

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

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

\*\* 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

	JANUARY 2013				JANUARY 2012			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	894	49	2	145	707	48	0	161
FOREIGN AIRLINES	283	4	0	22	174	4	0	13
TRAVEL AGENTS	28	1	0	4	25	1	0	0
TOUR OPERATORS	138	0	0	0	8	0	0	1
MISCELLANEOUS	25	4	1	14	21	42	0	20
<b>INDUSTRY TOTALS</b>	<b>1,368</b>	<b>58</b>	<b>3</b>	<b>185</b>	<b>935</b>	<b>95</b>	<b>0</b>	<b>195</b>

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY 2013			JANUARY 2012		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	327		1	221	
CANCELLATIONS			123			79
DELAYS			121			76
MISCONNECTIONS			63			40
OTHER	2	225		8	39	
FREQUENT FLYER			73			25
BAGGAGE	3	220		2	219	
RES/TKTNG/BOARDING	4	193		3	132	
CUSTOMER SERVICE	5	161		4	99	
REFUNDS	6	81		5	76	
DISABILITY	7	56		7	41	
FARES	8	44		6	43	
OVERSALES	9	43		9	38	
ADVERTISING	10	12		10	17	
DISCRIMINATION	11	6		11	10	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,368			935	

\* 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\*  
 JANUARY 2013

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
AIR WISCONSIN	1	2	0	0	0	0	3	0	0	0	0	0	6
AIRTRAN AIRWAYS	1	1	2	0	1	4	1	2	0	0	0	0	12
ALASKA AIRLINES	1	0	0	0	0	3	1	0	0	0	0	0	5
ALLEGiant AIR	11	0	8	1	3	0	3	2	2	0	0	0	30
AMERICAN AIRLINES	60	4	21	1	11	41	22	11	1	0	0	3	175
AMERICAN EAGLE	18	2	2	1	0	5	5	1	0	0	0	0	34
DELTA AIR LINES	11	5	10	6	1	7	11	4	1	2	0	6	64
EXPRESSJET AIRLINES	23	0	0	0	0	8	3	0	0	0	0	1	35
FRONTIER AIRLINES	5	1	1	0	1	2	1	0	0	1	0	49	61
GO!	7	0	0	0	0	1	2	0	0	0	0	0	10
GOJET AIRLINES	6	0	0	0	0	2	1	1	0	0	0	1	11
GREAT LAKES AVIATION	3	0	0	0	1	0	0	1	0	0	0	0	5
HAWAIIAN AIRLINES	3	0	6	0	1	0	4	1	0	0	0	0	15
JETBLUE AIRWAYS	2	0	5	1	1	4	2	1	0	0	0	0	16
MESA AIRLINES	2	1	0	0	1	0	2	0	0	0	0	0	6
PIEDMONT AIRLINES	1	2	1	0	0	1	0	0	0	0	0	0	5
PINNACLE AIRLINES	6	0	1	0	0	4	1	0	0	0	0	0	12
PSA AIRLINES	4	0	0	0	0	1	1	0	0	0	0	0	6
REPUBLIC AIRLINES	10	0	0	0	0	0	2	0	0	0	0	0	12
SKYWEST AIRLINES	12	2	1	0	0	1	4	1	0	0	0	0	21
SOUTHWEST AIRLINES	5	1	1	0	3	9	1	4	1	0	0	1	26
SPIRIT AIRLINES	18	3	16	0	7	11	3	2	0	0	0	4	64
UNITED AIRLINES	43	7	29	7	16	31	31	7	1	2	0	8	182
US AIRWAYS	18	0	6	1	4	8	9	10	0	0	0	2	58
OTHER U. S. AIRLINES	11	0	1	3	2	0	4	0	1	0	0	1	23
<b>TOTAL JANUARY 2013</b>	<b>282</b>	<b>31</b>	<b>111</b>	<b>21</b>	<b>53</b>	<b>143</b>	<b>117</b>	<b>48</b>	<b>7</b>	<b>5</b>	<b>0</b>	<b>76</b>	<b>894</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>31.5</b>	<b>3.5</b>	<b>12.4</b>	<b>2.3</b>	<b>5.9</b>	<b>16.0</b>	<b>13.1</b>	<b>5.4</b>	<b>0.8</b>	<b>0.6</b>	<b>0.0</b>	<b>8.5</b>	
<b>TOTAL JANUARY 2012</b>	<b>186</b>	<b>29</b>	<b>95</b>	<b>29</b>	<b>49</b>	<b>147</b>	<b>89</b>	<b>39</b>	<b>8</b>	<b>10</b>	<b>0</b>	<b>26</b>	<b>707</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>26.3</b>	<b>4.1</b>	<b>13.4</b>	<b>4.1</b>	<b>6.9</b>	<b>20.8</b>	<b>12.6</b>	<b>5.5</b>	<b>1.1</b>	<b>1.4</b>	<b>0.0</b>	<b>3.7</b>	

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

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

Table 4

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

U. S. AIRLINES*	COMPS RECD IN JAN	INCI- DENTS IN JAN	PERCENT	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	6	4	66.7	0	0.0	1	16.7	1	16.7
AIRTRAN AIRWAYS	12	5	41.7	4	33.3	3	25.0	0	0.0
ALASKA AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
ALLEGiant AIR	30	17	56.7	6	20.0	5	16.7	2	6.7
AMERICAN AIRLINES	175	57	32.6	65	37.1	39	22.3	14	8.0
AMERICAN EAGLE	34	13	38.2	19	55.9	2	5.9	0	0.0
DELTA AIR LINES	64	19	29.7	21	32.8	13	20.3	11	17.2
EXPRESSJET AIRLINES	35	23	65.7	9	25.7	1	2.9	2	5.7
FRONTIER AIRLINES	61	4	6.6	6	9.8	3	4.9	48	78.7
GO!	10	8	80.0	2	20.0	0	0.0	0	0.0
GOJET AIRLINES	11	5	45.5	5	45.5	0	0.0	1	9.1
GREAT LAKES AVIATION	5	0	0.0	2	40.0	3	60.0	0	0.0
HAWAIIAN AIRLINES	15	4	26.7	5	33.3	4	26.7	2	13.3
JETBLUE AIRWAYS	16	7	43.8	5	31.2	4	25.0	0	0.0
MESA AIRLINES	6	4	66.7	0	0.0	2	33.3	0	0.0
PIEDMONT AIRLINES	5	3	60.0	0	0.0	2	40.0	0	0.0
PINNACLE AIRLINES	12	8	66.7	3	25.0	1	8.3	0	0.0
PSA AIRLINES	6	4	66.7	0	0.0	1	16.7	1	16.7
REPUBLIC AIRLINES	12	4	33.3	5	41.7	1	8.3	2	16.7
SKYWEST AIRLINES	21	10	47.6	7	33.3	3	14.3	1	4.8
SOUTHWEST AIRLINES	26	7	26.9	8	30.8	6	23.1	5	19.2
SPIRIT AIRLINES	64	28	43.8	16	25.0	11	17.2	9	14.1
UNITED AIRLINES	182	57	31.3	56	30.8	50	27.5	19	10.4
US AIRWAYS	58	20	34.5	17	29.3	13	22.4	8	13.8
OTHER U. S. AIRLINES	23	13	56.5	6	26.1	2	8.7	2	8.7
<b>TOTALS</b>	<b>894</b>	<b>328</b>	<b>36.7</b>	<b>268</b>	<b>30.0</b>	<b>170</b>	<b>19.0</b>	<b>128</b>	<b>14.3</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>707</b>	<b>246</b>	<b>34.8</b>	<b>195</b>	<b>27.6</b>	<b>193</b>	<b>27.3</b>	<b>73</b>	<b>10.3</b>

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



Table 5

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

JANUARY 2013

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXICO	3	0	2	1	0	2	1	0	0	0	0	0	9
AIR CANADA	7	3	7	1	0	2	8	0	0	0	0	1	29
AIR FRANCE	4	0	2	1	0	9	1	0	0	0	0	0	17
AIR INDIA	0	0	3	0	1	5	0	0	0	0	0	0	9
ALITALIA AIRLINES	4	0	1	0	1	4	0	0	0	0	0	0	10
BRITISH AIRWAYS	2	1	2	2	1	2	1	2	0	0	0	1	14
EMIRATES AIRLINES	3	2	2	0	1	6	3	3	1	0	0	0	21
ETHIOPIAN AIRLINES	1	1	1	0	0	2	0	0	0	0	0	0	5
ETIHAD AIRWAYS	0	0	1	1	2	2	0	0	1	0	0	0	7
IBERIA AIRLINES	0	0	3	1	1	3	1	0	0	0	0	0	9
KLM	1	1	4	1	0	1	3	0	0	0	0	0	11
LUFTHANSA	2	1	1	0	2	10	3	0	0	0	0	2	21
PHILIPPINE AIRLINES	0	0	1	0	1	1	2	0	0	0	0	0	5
QATAR AIRWAYS	1	1	1	0	2	0	1	0	0	0	0	0	6
SOUTH AFRICAN AIRWAYS	1	0	3	0	2	1	0	0	0	0	0	0	7
TACA	0	1	2	0	1	0	1	0	0	0	0	0	5
TURKISH AIRLINES	1	0	2	2	0	6	0	0	0	0	0	2	13
VOLARIS AIRLINES	1	0	3	1	1	1	1	0	0	0	0	0	8
OTHER FOREIGN AIRLINES	9	1	22	4	5	19	12	1	0	1	0	3	77
<b>TOTALS</b>	<b>40</b>	<b>12</b>	<b>63</b>	<b>15</b>	<b>21</b>	<b>76</b>	<b>38</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>9</b>	<b>283</b>
<b><u>TRAVEL AGENTS</u></b>													
ORBITZ.COM	0	0	3	4	2	0	1	0	0	0	0	0	10
OTHER TRAVEL AGENTS	0	0	10	1	3	0	1	0	2	0	0	1	18
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>28</b>
<b><u>TOUR OPERATORS</u></b>													
C&T CHARTERS	0	0	0	0	0	0	0	0	0	0	0	112	112
EZJET	0	0	0	0	0	0	0	0	0	0	0	25	25
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	0	1
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>137</b>	<b>138</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	5	0	6	3	1	1	4	2	1	0	0	2	25
<b>TOTALS</b>	<b>5</b>	<b>0</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>25</b>

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

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

TABLE 6

CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	JANUARY 2013			JANUARY 2012		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	26	8,055,604	0.32	21	8,174,484	0.26
2	<i>ALASKA AIRLINES</i>	5	1,477,536	0.34	6	1,353,729	0.44
3	<i>VIRGIN AMERICA</i>	2	425,683	0.47	8	455,620	1.76
4	<i>JETBLUE AIRWAYS</i>	16	2,382,300	0.67	18	2,165,411	0.83
5	<i>DELTA AIR LINES</i>	64	8,542,755	0.75	64	8,147,221	0.79
6	<i>AIRTRAN AIRWAYS</i>	12	1,382,633	0.87	12	1,602,108	0.75
7	<i>MESA AIRLINES</i>	6	604,228	0.99	1	606,801	0.16
8	<i>SKYWEST AIRLINES</i>	21	2,090,263	1.00	18	1,874,684	0.96
9	<i>PINNACLE AIRLINES</i>	12	988,768	1.21	*	*	*
10	<i>US AIRWAYS</i>	58	4,375,671	1.33	77	4,292,158	1.79
11	<i>EXPRESSJET AIRLINES</i>	35	2,397,809	1.46	23	2,334,651	0.99
12	<i>HAWAIIAN AIRLINES</i>	15	792,009	1.89	5	738,981	0.68
13	<i>AMERICAN EAGLE AIRLINES</i>	34	1,398,956	2.43	15	1,322,029	1.13
14	<i>AMERICAN AIRLINES</i>	175	6,977,540	2.51	107	6,770,235	1.58
15	<i>UNITED AIRLINES</i>	182	6,923,388	2.63	182	6,970,068	2.61
16	<i>FRONTIER AIRLINES</i>	61	805,042	7.58	6	815,552	0.74
	<b>TOTAL</b>	<b>724</b>	<b>49,620,185</b>	<b>1.46</b>	<b>563</b>	<b>47,623,732</b>	<b>1.19</b>

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

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

Pinnacle Airlines is 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.



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

The Transportation Security Administration (TSA) screened approximately 48 million airline passengers and their 38 million checked bags in the month of January 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 January.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
317	.0007	35	.00007	62	.0001	375	.0008

**NOTES**

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

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

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

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.

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

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

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

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

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

Note: This report was updated on February 6, 2014 to delete a report submitted by Hawaiian Airlines of a deceased dog. The death occurred on December 17, 2012, and should have been included in the table for December 2012 Animal Incidents. (*Air Travel Consumer Report* issued February, 2013.) That table has been updated on our website.