



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

**Issued: October 2013**



<b>Flight Delays<sup>1</sup></b>	August 2013 12 Months ending August 2013
<b>Mishandled Baggage<sup>1</sup></b>	August 2013
<b>Oversales<sup>1</sup></b>	2nd Quarter 2013 January-June 2013
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	August 2013
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	August 2013
<b>Airline Animal Incident Reports<sup>4</sup></b>	August 2013

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

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

<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

<sup>4</sup> Data collected by the Aviation Consumer Protection Division

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## **INTRODUCTION**

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

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

The report normally is released by the end of the second week of each month. The report is available via the Internet at:

<http://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 Endeavor) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

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

Except for the flights listed in Tables 5, 11 and 11A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at [http://www.bts.gov/programs/airline\\_information/airline\\_ontime\\_statistics/](http://www.bts.gov/programs/airline_information/airline_ontime_statistics/). Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml>. CDs for earlier months can be purchased by sending an email to: [Orders@bts.gov](mailto:Orders@bts.gov). Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>. Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp).

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

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

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## AIR TRAVEL CONSUMER REPORT

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

	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	85.5	17	94.3
ALASKA AIRLINES S/	20	84.9	57	85.1
DELTA AIR LINES S/	29	84.9	133	85.0
ENDEAVOR AIR** S/	20	83.9	112	83.7
AMERICAN AIRLINES S/	28	81.9	82	81.3
US AIRWAYS S/	27	80.8	74	81.1
AIRTRAN AIRWAYS S/	16	79.9	39	80.5
UNITED AIRLINES S/	28	79.2	77	79.3
SKYWEST AIRLINES S/	24	78.9	160	79.0
VIRGIN AMERICA S/	16	78.1	19	78.5
EXPRESSJET AIRLINES S/	21	76.7	160	76.3
MESA AIRLINES S/V/	13	79.5	78	75.4
FRONTIER AIRLINES S/	23	74.7	71	75.2
AMERICAN EAGLE S/	19	75.3	130	74.2
SOUTHWEST AIRLINES S/	24	73.4	86	73.8
JETBLUE AIRWAYS S/	23	71.4	57	72.6
TOTAL		79.1		78.8

➤ 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. 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.

\*\* Formerly Pinnacle Airlines

## AUGUST 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*	3rd Quarter 07-09 2012		4th Quarter 10-12 2012		1st Quarter 01-03 2013		2nd Quarter 04-06 2013		Jun-13		Jul-13		Aug-13		12 Months Ending Aug 2013		Database 9/87-8/2013	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	82.9	6	86.2	3	83.8	5	76.7	7	65.9	15	68.6	13	80.5	7	81.7	4	(--)	(--)
ALASKA	89.2	2	85.8	4	87.5	3	88.0	2	87.5	2	84.5	2	85.1	2	86.9	2	76.5	5
AMERICAN	70.0	15	74.1	15	80.0	10	72.8	14	69.8	11	73.6	7	81.3	5	74.6	12	78.0	3
AMERICAN EAGLE	80.0	11	80.6	9	74.7	13	66.2	16	61.8	16	64.4	15	74.2	14	74.2	13	(--)	(--)
DELTA	84.4	3	87.2	2	86.2	4	82.5	3	76.1	5	74.6	5	85.0	3	84.6	3	77.6	4
ENDEAVOR**	(--)	(--)	(--)	(--)	78.9	12	78.2	6	73.8	6	72.7	9	83.7	4	78.5	11	(--)	(--)
EXPRESSJET	73.9	13	77.4	12	70.9	16	70.2	15	66.0	14	68.3	14	76.3	11	73.4	16	(--)	(--)
FRONTIER	80.7	10	74.3	14	71.3	15	73.4	12	77.9	3	70.9	11	75.2	13	74.0	14	(--)	(--)
HAWAIIAN	92.8	1	94.1	1	91.8	1	92.8	1	93.1	1	94.6	1	94.3	1	93.5	1	(--)	(--)
JETBLUE	77.2	12	75.3	13	73.3	14	73.9	11	69.6	12	63.9	16	72.6	16	73.7	15	(--)	(--)
MESA	81.5	8	84.8	5	80.7	9	73.3	13	69.0	13	71.0	10	75.4	12	78.6	10	(--)	(--)
SKYWEST	81.7	7	78.8	11	79.2	11	79.7	4	77.3	4	77.0	3	79.0	9	79.4	8	(--)	(--)
SOUTHWEST	81.0	9	80.8	8	83.1	6	76.7	8	72.5	8	76.0	4	73.8	15	79.7	7	81.9	1
UNITED	72.4	14	80.1	10	81.4	8	75.6	10	71.1	9	73.4	8	79.3	8	78.8	9	76.2	6
US AIRWAYS	84.2	4	84.7	6	82.4	7	78.7	5	73.0	7	74.0	6	81.1	6	81.5	5	78.3	2
VIRGIN AMERICA	83.3	5	82.6	7	89.7	2	76.3	9	70.6	10	68.9	12	78.5	10	81.0	6	(--)	(--)
Total	79.4		80.8		80.1		76.2		71.9		73.1		78.8		78.8		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).

\*\* Formerly Pinnacle Airlines

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## 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
ENDEAVOR**	584	74.5	180	83.9	228	82.0	138	79.7	204	80.9	15	93.3	162	83.3	6629	86.1
AMERICAN	411	80.8	1054	75.8	267	76.4	176	76.7	966	81.1	424	75.5	13532	84.3	227	74.9
ALASKA	61	90.2	147	87.8	H/		H/		123	94.3	178	87.6	93	86.0	H/	
JETBLUE	H/		3529	74.4	173	76.9	124	78.2	548	75.5	93	47.3	88	62.5	H/	
DELTA	18777	82.7	1038	84.4	683	90.6	499	79.8	832	87.7	683	83.3	529	88.8	4556	88.0
EXPRESSJET	8828	74.3	210	83.8	72	81.9	638	70.2	255	72.9	1523	77.5	1466	78.1	2079	80.3
FRONTIER	47	61.7	H/		5	80.0	H/		92	68.5	3233	76.6	123	76.4	54	66.7
AIRTRAN	4384	78.2	382	78.0	1080	84.9	H/		350	86.9	79	70.9	H/		120	80.0
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
AMERICAN EAGLE	517	67.7	H/		173	74.0	469	69.7	513	76.6	210	61.4	7441	77.4	440	73.6
SKYWEST	127	72.4	15	66.7	18	100.0	25	84.0	18	94.4	4331	80.3	383	73.1	179	83.2
UNITED	50	78.0	1226	80.1	355	82.0	24	87.5	603	81.1	3817	80.9	286	80.8	41	92.7
US AIRWAYS	458	77.9	1590	81.2	399	80.2	7610	83.0	1686	82.8	446	73.5	582	80.6	308	82.1
VIRGIN AMERICA	H/		171	78.4	H/		H/		31	87.1	H/		177	84.2	H/	
SOUTHWEST	760	77.1	728	66.5	5403	79.8	183	72.1	142	87.3	4995	73.6	H/		517	69.4
MESA	135	70.4	122	76.2	H/		3309	77.9	H/		H/		64	79.7	123	73.2
TOTAL	35139	79.4	10392	77.5	8856	81.2	13195	80.2	6363	81.8	20027	77.5	24926	81.5	15273	84.5

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

\*\* Formerly Pinnacle Airlines

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ENDEAVOR**	95	63.2	19	94.7	230	82.2	39	66.7	1255	72.0	H/		H/		108	74.1
AMERICAN	302	70.2	266	79.7	299	81.3	426	79.3	1187	79.8	851	77.8	2720	82.3	1365	80.7
ALASKA	62	79.0	31	93.5	H/		31	80.6	H/		423	83.9	637	79.9	H/	
JETBLUE	544	68.4	1353	69.4	238	77.3	H/		3917	70.8	332	71.4	324	56.8	496	65.1
DELTA	355	79.4	834	82.3	183	90.2	250	86.0	1935	82.2	1157	85.2	2107	84.6	2025	79.3
EXPRESSJET	3606	70.4	H/		2024	76.4	6754	85.3	124	59.7	H/		H/		803	64.5
FRONTIER	H/		42	69.0	H/		84	78.6	H/		154	74.0	118	59.3	56	75.0
AIRTRAN	H/		673	84.2	H/		H/		H/		171	81.9	108	71.3	263	65.0
HAWAIIAN	H/		H/		H/		H/		31	87.1	75	89.3	117	88.0	H/	
AMERICAN EAGLE	227	56.4	H/		H/		211	68.2	603	71.6	H/		630	72.2	1435	71.8
SKYWEST	H/		H/		210	84.3	1525	85.0	H/		374	68.4	5453	77.8	4	25.0
UNITED	4048	79.7	448	78.6	2022	81.7	5426	83.7	394	76.4	1125	82.0	3130	78.3	678	70.5
US AIRWAYS	384	75.5	488	79.9	H/		487	82.8	236	76.7	547	79.5	538	75.3	1158	75.0
VIRGIN AMERICA	180	82.8	90	73.3	152	87.5	H/		307	71.7	315	80.3	1283	83.1	H/	
SOUTHWEST	520	66.0	871	76.2	237	67.1	H/		H/		6518	76.9	3241	68.8	527	63.4
MESA	H/		H/		914	78.9	3	100.0	H/		H/		H/		65	67.7
TOTAL	10323	74.1	5115	77.3	6509	79.4	15236	84.1	9989	74.6	12042	78.4	20406	77.5	8983	73.4

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

\*\* Formerly Pinnacle Airlines



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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ENDEAVOR**	H/		179	79.9	H/		3175	88.9	314	76.8	H/		225	73.8	H/	
AMERICAN	824	81.6	H/		4056	86.5	322	76.1	4611	82.3	210	77.1	333	75.1	364	78.3
ALASKA	64	82.8	H/		H/		62	85.5	150	86.7	961	86.7	31	90.3	186	76.9
JETBLUE	1586	73.6	H/		H/		H/		186	66.1	181	74.0	150	72.7	61	59.0
DELTA	1467	85.0	198	87.9	703	83.2	5441	90.5	568	80.3	523	87.8	598	78.4	612	87.1
EXPRESSJET	3	100.0	7	42.9	H/		678	77.4	5305	75.1	H/		108	71.3	21	95.2
FRONTIER	101	74.3	135	81.5	H/		116	69.8	2	50.0	144	86.1	5	100.0	95	64.2
AIRTRAN	1422	82.8	449	81.5	H/		147	72.1	H/		H/		300	67.3	H/	
HAWAIIAN	H/		H/		H/		H/		H/		31	87.1	H/		31	80.6
AMERICAN EAGLE	H/		H/		1541	84.0	222	67.1	7395	75.3	H/		148	60.8	H/	
SKYWEST	H/		17	82.4	52	55.8	2419	90.4	2458	79.1	857	87.4	H/		2165	84.5
UNITED	937	82.9	H/		210	80.0	103	68.0	5059	79.5	709	80.1	356	72.2	381	81.9
US AIRWAYS	772	78.0	H/		278	78.1	363	81.0	628	69.4	231	80.5	4067	77.1	5025	86.7
VIRGIN AMERICA	31	67.7	H/		H/		H/		146	87.0	87	92.0	91	78.0	H/	
SOUTHWEST	2045	75.0	7097	74.6	H/		640	72.5	H/		1066	76.5	575	65.0	4986	73.7
MESA	H/		H/		35	71.4	H/		892	77.5	H/		123	62.6	1017	92.3
TOTAL	9252	79.2	8082	75.6	6875	84.7	13688	87.1	27714	77.7	5000	82.7	7110	74.7	14944	81.7

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

\*\* Formerly Pinnacle Airlines

AUGUST 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
ENDEAVOR**	H/		H/		H/		155	84.5	28	89.3
AMERICAN	463	78.8	518	78.6	947	65.2	149	71.8	542	82.5
ALASKA	543	84.7	4504	86.7	381	62.7	62	96.8	H/	
JETBLUE	124	65.3	310	83.5	390	63.8	93	84.9	485	66.6
DELTA	584	86.3	1115	87.9	899	79.9	3121	91.2	864	82.8
EXPRESSJET	H/		H/		H/		37	86.5	3	66.7
FRONTIER	120	68.3	145	78.6	123	43.1	150	72.0	34	79.4
AIRTRAN	H/		H/		92	71.7	H/		599	85.1
HAWAIIAN	31	87.1	61	82.0	31	74.2	H/		H/	
AMERICAN EAGLE	90	78.9	H/		H/		118	73.7	10	70.0
SKYWEST	830	81.3	567	81.3	4404	52.6	5225	90.6	18	77.8
UNITED	824	81.2	1066	82.6	4813	70.0	105	84.8	523	80.9
US AIRWAYS	379	78.9	409	79.0	477	67.1	209	84.7	588	81.6
VIRGIN AMERICA	144	84.7	288	87.8	1544	68.9	H/		H/	
SOUTHWEST	2718	71.4	1300	73.3	1377	47.4	976	64.9	1623	77.6
MESA	H/		H/		H/		2	100.0	H/	
TOTAL	6850	77.3	10283	83.5	15478	62.6	10402	87.4	5317	79.6

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

\*\* Formerly Pinnacle Airlines

AUGUST 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	90.4	68.9	86.0	91.0	92.5	92.5	90.7	94.1	82.2	62.4	81.1	90.9	80.6	98.3	89.4	J/	78.2	96.4
700 - 759 AM	93.4	83.3	95.1	96.6	93.9	92.3	87.3	90.6	88.3	65.5	86.6	92.8	84.5	96.9	91.4	91.0	80.6	85.5
800 - 859 AM	87.1	91.1	94.4	84.6	89.8	91.0	88.0	92.5	89.0	91.2	89.7	93.0	87.2	94.1	90.8	90.3	94.2	87.2
900 - 959 AM	86.3	94.3	92.7	80.3	84.9	89.1	88.7	89.5	87.8	86.3	93.2	89.8	86.7	94.0	86.0	88.2	95.4	92.2
1000 - 1059 AM	84.1	89.2	94.8	85.1	91.4	86.9	88.0	89.0	90.8	90.7	89.5	89.1	89.6	90.4	84.1	81.1	87.6	89.1
1100 - 1159 AM	86.3	86.5	92.3	81.7	92.1	84.7	89.0	87.8	87.4	88.5	85.1	88.6	86.5	85.4	81.1	81.9	90.6	85.1
1200 - 1259 PM	84.3	86.3	88.4	83.7	87.5	82.8	86.5	88.6	76.4	87.6	77.6	88.5	86.0	81.7	77.6	76.7	84.4	86.3
100 - 159 PM	84.1	84.1	85.1	82.0	86.5	79.5	84.9	87.8	74.4	83.4	89.2	86.4	77.2	77.1	80.7	74.6	85.3	80.5
200 - 259 PM	79.4	84.8	85.5	80.5	86.6	81.9	80.8	85.7	73.5	79.7	84.0	87.7	75.0	74.3	73.3	70.7	84.4	81.8
300 - 359 PM	76.1	79.0	85.5	81.2	86.0	81.8	81.2	88.3	72.2	77.6	77.3	87.2	74.6	71.0	75.3	69.0	76.6	74.4
400 - 459 PM	76.9	78.5	78.8	79.3	80.9	73.4	80.3	86.4	68.3	75.4	79.0	82.5	72.6	71.3	76.3	69.7	79.5	73.3
500 - 559 PM	74.3	73.9	74.5	73.2	79.3	67.2	77.5	81.2	67.6	71.8	75.8	81.1	74.2	69.0	76.6	66.7	73.5	74.0
600 - 659 PM	72.8	65.3	72.7	74.2	74.7	63.8	75.6	78.9	65.5	75.8	78.9	76.2	66.3	70.9	72.9	65.2	70.4	63.5
700 - 759 PM	69.5	73.6	71.2	73.8	73.8	57.8	71.8	77.5	63.3	74.7	78.7	73.4	61.4	70.4	74.3	67.6	74.0	59.6
800 - 859 PM	65.2	67.9	67.0	77.8	74.3	62.6	71.9	76.5	61.4	76.1	71.1	75.8	65.4	64.0	70.4	64.5	69.1	57.9
900 - 959 PM	72.4	69.7	66.0	74.5	71.2	64.5	75.5	79.6	67.0	63.5	73.8	74.6	66.3	71.7	65.8	66.1	68.2	63.9
1000 - 1059 PM	79.4	66.9	70.6	70.7	75.2	65.5	71.7	70.4	70.2	60.3	68.6	71.0	62.0	70.6	68.2	67.2	68.6	62.3
1100 - 559 AM	74.0	71.1	74.2	73.8	77.3	68.6	77.5	68.7	77.6	67.7	74.7	75.0	73.3	68.4	79.9	75.1	67.3	60.0
TOTAL, ALL ARRIVALS, BY AIRPORT	79.4	77.5	81.2	80.2	81.8	77.5	81.5	84.5	74.1	77.3	79.4	84.1	74.6	78.4	77.5	73.4	79.2	75.6

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

AUGUST 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	73.4	95.3	89.7	91.5	85.0	92.6	J/	91.2	85.1	J/	85.1	88.4
700 - 759 AM	94.4	93.2	84.8	98.4	91.0	93.2	92.5	92.3	90.1	96.9	J/	90.4
800 - 859 AM	93.5	91.8	83.7	94.3	79.7	95.4	94.5	92.9	84.5	94.9	92.8	89.0
900 - 959 AM	93.5	92.9	82.2	93.1	76.4	88.3	91.4	95.5	57.7	95.9	95.1	87.4
1000 - 1059 AM	92.5	90.7	82.9	89.1	83.5	87.7	83.2	91.1	54.0	90.8	91.5	86.3
1100 - 1159 AM	91.5	87.0	81.6	89.7	82.3	90.8	83.9	89.8	53.8	80.4	92.0	85.2
1200 - 1259 PM	83.5	93.1	81.0	83.4	85.5	85.4	90.3	87.5	41.2	91.7	86.0	82.7
100 - 159 PM	86.3	89.8	82.0	91.4	68.9	80.8	81.6	86.6	52.8	88.8	88.2	82.0
200 - 259 PM	83.0	87.8	80.6	79.8	74.6	82.0	74.6	82.3	59.5	89.1	85.8	80.3
300 - 359 PM	85.7	83.9	78.4	86.0	74.3	77.4	70.4	81.5	63.1	87.1	83.1	78.0
400 - 459 PM	83.2	87.7	73.1	80.8	69.5	67.4	71.0	84.7	75.3	88.2	76.8	78.0
500 - 559 PM	82.6	76.5	71.7	80.3	71.9	73.7	73.6	80.8	70.0	74.0	73.7	74.0
600 - 659 PM	81.9	84.8	71.7	77.6	67.8	76.0	73.6	76.1	65.3	75.9	69.1	72.7
700 - 759 PM	80.2	69.9	68.9	80.2	67.2	70.9	69.1	77.4	70.7	87.4	70.6	71.7
800 - 859 PM	76.4	81.7	65.9	79.4	72.6	75.5	67.5	79.9	62.0	76.0	68.9	70.1
900 - 959 PM	76.5	60.4	70.1	75.5	72.3	73.0	71.6	81.6	58.7	84.1	70.0	70.4
1000 - 1059 PM	82.2	65.4	75.7	76.1	71.9	76.0	63.8	72.9	52.7	58.6	64.5	68.5
1100 - 559 AM	79.2	84.0	79.1	76.0	72.2	79.1	75.3	79.0	67.4	71.1	68.1	74.2
TOTAL, ALL ARRIVALS, BY AIRPORT	84.7	87.1	77.7	82.7	74.7	81.7	77.3	83.5	62.6	87.4	79.6	79.1

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	92.0	94.4	94.0	94.8	92.8	94.0	89.3	92.9	91.2	94.7	96.3	93.0	91.3	94.3	91.6	93.7	94.5	95.2
700 - 759 AM	93.3	88.3	92.9	91.2	96.0	91.9	87.3	88.8	89.2	94.4	89.2	91.3	91.2	91.5	87.3	93.1	93.2	91.0
800 - 859 AM	89.6	83.5	89.2	91.1	93.0	87.0	86.5	90.4	87.4	93.8	85.4	91.5	89.0	87.2	87.4	90.8	92.4	69.8
900 - 959 AM	85.5	85.8	82.9	87.8	87.6	85.9	81.5	91.9	86.8	87.4	87.2	87.6	88.7	85.1	83.3	87.6	94.0	78.8
1000 - 1059 AM	83.0	90.3	83.8	80.5	88.5	80.6	80.8	87.0	85.1	88.1	95.9	84.7	83.5	81.6	79.0	81.1	87.4	82.2
1100 - 1159 AM	79.1	84.9	83.6	84.8	89.1	76.8	80.5	78.0	84.6	81.6	85.6	82.3	86.5	78.1	76.5	80.7	83.0	75.2
1200 - 1259 PM	82.0	81.7	82.0	76.8	90.7	74.2	80.6	85.3	77.8	86.3	81.3	85.2	84.6	73.1	74.9	79.5	78.7	68.7
100 - 159 PM	81.0	83.7	70.1	82.7	85.8	73.6	76.7	82.2	71.5	77.7	87.4	81.1	81.6	68.2	72.6	70.6	76.6	60.1
200 - 259 PM	77.9	79.0	75.2	80.2	82.6	72.9	73.8	82.8	64.2	79.4	76.4	78.9	70.3	61.3	71.0	74.3	73.0	52.4
300 - 359 PM	75.6	77.5	60.8	74.7	86.6	73.3	73.7	82.6	64.8	72.2	76.6	79.1	70.3	59.8	66.6	72.2	71.7	64.4
400 - 459 PM	71.8	72.1	64.2	79.9	81.4	69.3	71.5	82.0	64.7	76.9	69.5	76.1	70.2	62.1	75.3	64.8	71.3	55.2
500 - 559 PM	73.9	69.9	67.2	73.0	76.6	58.3	72.8	80.4	64.6	68.7	70.2	71.7	69.1	59.2	76.4	68.0	67.1	56.8
600 - 659 PM	71.6	66.5	61.1	72.7	76.9	50.4	69.7	75.0	64.6	66.4	72.1	69.3	65.6	58.0	74.8	67.1	62.3	47.6
700 - 759 PM	72.1	60.4	58.6	77.6	78.1	61.2	68.3	74.0	58.9	67.2	76.3	69.8	63.0	58.1	68.1	64.9	66.4	34.5
800 - 859 PM	65.9	65.1	53.6	76.8	80.7	51.5	61.7	80.6	59.7	68.2	63.0	70.3	57.2	53.5	72.3	62.9	71.9	38.8
900 - 959 PM	68.4	64.2	43.6	73.6	74.6	59.3	68.4	78.2	60.4	60.0	66.5	72.0	57.8	67.0	74.0	71.7	70.9	32.8
1000 - 1059 PM	67.9	J/	39.6	83.0	88.5	73.4	74.7	82.3	J/	61.3	74.8	100.0	69.8	76.3	77.8	57.8	71.0	J/
1100 - 559 AM	79.3	90.4	95.6	90.4	94.8	76.7	86.3	100.0	96.3	95.1	98.2	82.9	75.8	85.1	81.1	100.0	80.2	90.9
TOTAL, ALL DEPARTURES, BY AIRPORT	77.7	79.9	73.4	81.8	86.0	72.7	76.1	83.4	74.6	80.7	78.3	80.3	75.6	72.8	78.0	77.5	78.7	62.0

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	88.3	96.4	88.7	96.8	92.4	95.2	95.1	94.1	94.5	95.0	96.7	93.3
700 - 759 AM	90.8	92.1	84.6	86.8	88.2	93.2	91.7	91.8	90.5	93.7	95.4	90.4
800 - 859 AM	91.9	89.0	84.3	87.4	87.4	88.4	86.1	94.2	85.0	88.3	94.5	87.8
900 - 959 AM	89.0	90.5	79.3	88.2	83.9	82.4	84.0	83.9	78.2	93.5	92.3	85.2
1000 - 1059 AM	89.1	90.3	76.3	83.8	81.5	85.0	81.2	88.5	61.1	84.4	87.4	82.5
1100 - 1159 AM	86.3	89.6	76.4	81.8	83.5	73.6	78.4	83.2	56.9	90.6	87.9	81.1
1200 - 1259 PM	79.2	77.8	76.8	86.7	78.3	83.6	75.3	84.8	50.8	82.4	86.3	79.2
100 - 159 PM	76.4	86.9	74.4	84.1	77.2	79.9	79.1	80.4	48.3	85.6	77.7	76.3
200 - 259 PM	75.3	85.4	74.0	86.5	76.1	75.2	63.5	87.4	54.3	70.8	80.9	74.6
300 - 359 PM	76.8	85.5	69.3	79.8	70.3	76.5	70.7	78.4	61.2	87.5	75.5	73.9
400 - 459 PM	79.4	75.1	67.3	87.2	73.7	69.8	62.9	80.3	67.1	83.5	71.2	71.4
500 - 559 PM	77.9	85.0	65.1	74.7	67.7	66.9	67.0	80.5	70.0	86.4	67.1	71.6
600 - 659 PM	79.6	68.1	66.1	79.2	75.6	66.9	67.7	80.5	70.5	66.7	58.7	67.2
700 - 759 PM	75.6	83.7	67.3	75.2	66.4	55.4	68.4	79.0	68.1	67.7	64.3	68.4
800 - 859 PM	80.7	61.5	64.7	79.8	78.2	74.5	62.9	79.9	65.6	87.0	70.5	67.8
900 - 959 PM	78.8	84.6	66.1	92.1	86.7	76.1	67.4	82.2	66.0	93.8	100.0	68.4
1000 - 1059 PM	76.6	85.1	65.7	84.3	87.5	83.1	91.1	81.0	67.4	90.6	J/	76.6
1100 - 559 AM	100.0	88.1	87.4	94.8	90.8	87.4	94.4	83.8	74.0	78.2	84.2	83.5
TOTAL, ALL DEPARTURES, BY AIRPORT	82.0	86.6	73.7	85.4	79.3	79.6	78.0	85.1	68.5	87.6	81.0	77.8

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

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## AIR TRAVEL CONSUMER REPORT

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

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

NONE								
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CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

AMERICAN EAGLE	3535	Jun	JFK-CMH	1935	30	18	60.0	157.9
AMERICAN EAGLE	3535	Jul	JFK-CMH	1935	31	22	71.0	101.1
AMERICAN EAGLE	3535	Aug	JFK-CMH	1935	26	14	53.9	86.1
EXPRESSJET	4969	Jun	LGA-MHT	1955	17	11	64.7	77.4
EXPRESSJET	4969	Jul	LGA-MHT	1955	20	13	65.0	61.0
EXPRESSJET	5525	Aug	LGA-MHT	1955	20	11	55.0	55.4
EXPRESSJET	5268	Jun	LGA-CLT	1915	18	11	61.1	124.4
EXPRESSJET	5268	Jul	LGA-CLT	1915	24	17	70.8	89.1
EXPRESSJET	5268	Aug	LGA-CLT	1915	26	14	53.9	77.2
EXPRESSJET	4976	Jun	CLT-LGA	1745	18	12	66.7	114.6
EXPRESSJET	4976	Jul	CLT-LGA	1745	20	13	65.0	90.6
EXPRESSJET	4976	Aug	CLT-LGA	1745	23	12	52.2	73.0
JETBLUE	28	Jun	TPA-JFK	1835	30	18	60.0	128.5
JETBLUE	426	Jul	TPA-JFK	1809	31	19	61.3	94.7
JETBLUE	426	Aug	TPA-JFK	1809	31	16	51.6	76.4

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS (CONTINUED)

MESA	1005	Jun	OGG-HNL	1445	14	11	78.6	72.8
MESA	1005	Jul	OGG-HNL	1445	12	7	58.3	85.0
MESA	1005	Aug	OGG-HNL	1445	13	7	53.9	100.0
MESA	1007	Jun	HNL-KOA	2030	14	9	64.3	104.3
MESA	1007	Jul	HNL-KOA	2030	31	16	51.6	107.0
MESA	1007	Aug	HNL-KOA	2030	31	22	71.0	90.7
SKYWEST	6233	Jun	SFO-ACV	1235	26	14	53.9	87.5
SKYWEST	6233	Jul	SFO-ACV	1235	27	15	55.6	106.1
SKYWEST	6233	Aug	SFO-ACV	1235	27	16	59.3	91.3
SKYWEST	5646	Jun	SBA-SFO	1244	25	13	52.0	125.9
SKYWEST	5646	Jul	SBA-SFO	1248	31	21	67.7	94.2
SKYWEST	5646	Aug	SBA-SFO	1255	31	20	64.5	114.2
SKYWEST	6233	Jun	ACV-SFO	1424	22	12	54.6	114.0
SKYWEST	6233	Jul	ACV-SFO	1419	26	20	76.9	98.8
SKYWEST	6233	Aug	ACV-SFO	1419	27	17	63.0	97.1
SOUTHWEST	511	Jun	MDW-TUS	1955	25	13	52.0	66.8
SOUTHWEST	511	Jul	MDW-TUS	1955	26	15	57.7	85.8
SOUTHWEST	3298	Aug	MDW-TUS	1930	26	15	57.7	71.6

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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



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## AIR TRAVEL CONSUMER REPORT

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

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

AIRTRAN	488	Jul	RDU-ATL	1902	30	16	53.3	101.1
AIRTRAN	488	Aug	RDU-ATL	1902	10	7	70.0	51.3
ALASKA	312	Jul	SEA-SFO	955	27	18	66.7	81.9
ALASKA	312	Aug	SEA-SFO	955	27	16	59.3	97.9
ALASKA	307	Jul	SFO-SEA	1310	27	15	55.6	76.6
ALASKA	307	Aug	SFO-SEA	1310	27	15	55.6	91.5
AMERICAN	1524	Jul	SFO-DFW	1140	23	13	56.5	69.1
AMERICAN	1524	Aug	SFO-DFW	1140	22	12	54.6	152.5
AMERICAN EAGLE	3535	Jul	JFK-CMH	1935	31	22	71.0	101.1
AMERICAN EAGLE	3535	Aug	JFK-CMH	1935	26	14	53.9	86.1
ENDEAVOR****	3650	Jul	CVG-EWR	1600	19	11	57.9	113.0
ENDEAVOR****	3650	Aug	CVG-EWR	1600	14	9	64.3	52.0
EXPRESSJET	5212	Jul	ATL-CLE	1910	29	16	55.2	81.2
EXPRESSJET	5212	Aug	ATL-CLE	1910	19	11	57.9	70.3
EXPRESSJET	4976	Jul	CLT-LGA	1745	20	13	65.0	90.6
EXPRESSJET	4976	Aug	CLT-LGA	1745	23	12	52.2	73.0
EXPRESSJET	5509	Jul	EWR-DTW	1635	29	18	62.1	122.4
EXPRESSJET	5509	Aug	EWR-DTW	1635	18	10	55.6	85.6
EXPRESSJET	4558	Jul	IAD-MSY	1858	30	17	56.7	93.9
EXPRESSJET	6097	Aug	IAD-MSY	1858	11	7	63.6	107.2
EXPRESSJET	5268	Jul	LGA-CLT	1915	24	17	70.8	89.1
EXPRESSJET	5268	Aug	LGA-CLT	1915	26	14	53.9	77.2

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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\*\*\*\* Formerly Pinnacle Airlines

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

EXPRESSJET	4969	Jul	LGA-MHT	1955	20	13	65.0	61.0
EXPRESSJET	5525	Aug	LGA-MHT	1955	20	11	55.0	55.4
FRONTIER	419	Jul	DEN-LAX	2055	30	19	63.3	62.8
FRONTIER	419	Aug	DEN-LAX	2055	28	18	64.3	79.3
FRONTIER	830	Jul	SFO-DEN	1030	30	16	53.3	93.1
FRONTIER	654	Aug	SFO-DEN	1030	31	16	51.6	58.8
JETBLUE	487	Jul	BOS-LAX	1655	31	19	61.3	81.2
JETBLUE	487	Aug	BOS-LAX	1655	31	16	51.6	67.7
JETBLUE	321	Jul	BOS-PBI	1929	31	18	58.1	61.3
JETBLUE	321	Aug	BOS-PBI	1929	27	15	55.6	77.1
JETBLUE	1254	Jul	PBI-JFK	1640	31	19	61.3	94.6
JETBLUE	1254	Aug	PBI-JFK	1640	31	16	51.6	98.8
JETBLUE	1514	Jul	SFO-AUS	2333	26	14	53.9	96.6
JETBLUE	1514	Aug	SFO-AUS	2333	18	11	61.1	72.3
JETBLUE	704	Jul	SJU-JFK	1837	31	17	54.8	61.5
JETBLUE	704	Aug	SJU-JFK	1837	31	20	64.5	58.5
JETBLUE	426	Jul	TPA-JFK	1809	31	19	61.3	94.7
JETBLUE	426	Aug	TPA-JFK	1809	31	16	51.6	76.4
MESA	1007	Jul	HNL-KOA	2030	31	16	51.6	107.0
MESA	1007	Aug	HNL-KOA	2030	31	22	71.0	90.7
MESA	1005	Jul	HNL-LIH	1500	31	17	54.8	82.5
MESA	1005	Aug	HNL-LIH	1500	31	20	64.5	94.0

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

MESA	1028	Jul	LIH-HNL	1600	31	17	54.8	86.0
MESA	1028	Aug	LIH-HNL	1600	31	20	64.5	96.1
MESA	1005	Jul	OGG-HNL	1445	12	7	58.3	85.0
MESA	1005	Aug	OGG-HNL	1445	13	7	53.9	100.0
SKYWEST	6329	Jul	ACV-SFO	827	31	20	64.5	105.6
SKYWEST	6329	Aug	ACV-SFO	827	31	25	80.7	102.6
SKYWEST	5654	Jul	ACV-SFO	1020	31	19	61.3	125.3
SKYWEST	5654	Aug	ACV-SFO	1019	31	23	74.2	106.8
SKYWEST	6238	Jul	ACV-SFO	1250	31	20	64.5	113.3
SKYWEST	6238	Aug	ACV-SFO	1257	31	20	64.5	116.5
SKYWEST	6233	Jul	ACV-SFO	1419	26	20	76.9	98.8
SKYWEST	6233	Aug	ACV-SFO	1419	27	17	63.0	97.1
SKYWEST	5303	Jul	BFL-SFO	2005	31	17	54.8	70.0
SKYWEST	5303	Aug	BFL-SFO	2007	31	17	54.8	92.9
SKYWEST	5543	Jul	BOI-SFO	1115	31	22	71.0	102.3
SKYWEST	5543	Aug	BOI-SFO	1138	31	22	71.0	88.3
SKYWEST	5655	Jul	BUR-SFO	933	27	17	63.0	107.4
SKYWEST	5655	Aug	BUR-SFO	931	24	16	66.7	105.7
SKYWEST	6197	Jul	BUR-SFO	1040	31	19	61.3	86.9
SKYWEST	6197	Aug	BUR-SFO	1040	31	22	71.0	77.5
SKYWEST	6345	Jul	BZN-SFO	1146	31	16	51.6	90.9
SKYWEST	6345	Aug	BZN-SFO	1141	31	17	54.8	115.2

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SKYWEST	5335	Jul	CEC-SFO	856	31	19	61.3	116.4
SKYWEST	5335	Aug	CEC-SFO	904	26	22	84.6	95.8
SKYWEST	5323	Jul	CEC-SFO	1438	26	18	69.2	110.5
SKYWEST	5323	Aug	CEC-SFO	1438	22	15	68.2	99.6
SKYWEST	5307	Jul	CIC-SFO	1152	31	22	71.0	110.6
SKYWEST	5307	Aug	CIC-SFO	1152	31	22	71.0	99.2
SKYWEST	6464	Jul	COS-SFO	800	26	14	53.9	84.1
SKYWEST	6464	Aug	COS-SFO	800	29	20	69.0	95.3
SKYWEST	6404	Jul	EUG-SFO	925	26	15	57.7	118.5
SKYWEST	6404	Aug	EUG-SFO	925	10	8	80.0	121.0
SKYWEST	6406	Jul	EUG-SFO	1229	31	16	51.6	133.0
SKYWEST	6406	Aug	EUG-SFO	1229	30	16	53.3	55.7
SKYWEST	5386	Jul	FAT-LAS	1523	31	16	51.6	80.2
SKYWEST	5385	Aug	FAT-LAS	1508	27	14	51.9	112.3
SKYWEST	5341	Jul	FAT-LAS	1923	26	14	53.9	65.4
SKYWEST	5341	Aug	FAT-LAS	1923	27	15	55.6	85.9
SKYWEST	6263	Jul	FAT-SFO	940	31	20	64.5	136.3
SKYWEST	6263	Aug	FAT-SFO	943	31	21	67.7	103.2
SKYWEST	6264	Jul	FAT-SFO	1142	31	26	83.9	109.4
SKYWEST	6264	Aug	FAT-SFO	1123	29	22	75.9	77.5
SKYWEST	6222	Jul	LAS-LAX	1438	31	17	54.8	76.3
SKYWEST	6222	Aug	LAS-LAX	1438	30	21	70.0	80.2

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\*\* Includes canceled and diverted flights

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SKYWEST	4603	Jul	LAX-SFO	830	31	17	54.8	76.3
SKYWEST	4603	Aug	LAX-SFO	830	31	20	64.5	90.1
SKYWEST	4605	Jul	LAX-SFO	1130	26	15	57.7	83.1
SKYWEST	4605	Aug	LAX-SFO	1130	26	14	53.9	59.3
SKYWEST	5625	Jul	MFR-SFO	1026	31	24	77.4	111.8
SKYWEST	5625	Aug	MFR-SFO	1024	31	23	74.2	99.4
SKYWEST	5452	Jul	MOD-SFO	1028	31	17	54.8	118.4
SKYWEST	5452	Aug	MOD-SFO	1028	26	18	69.2	115.9
SKYWEST	5503	Jul	MRY-SFO	915	31	21	67.7	67.0
SKYWEST	5503	Aug	MRY-SFO	915	31	19	61.3	100.8
SKYWEST	5487	Jul	MRY-SFO	1146	31	21	67.7	128.9
SKYWEST	5487	Aug	MRY-SFO	1142	31	22	71.0	88.9
SKYWEST	6359	Jul	MRY-SFO	1417	30	22	73.3	121.3
SKYWEST	6359	Aug	MRY-SFO	1417	31	21	67.7	84.5
SKYWEST	6232	Jul	MRY-SFO	1755	24	13	54.2	50.3
SKYWEST	6232	Aug	MRY-SFO	1755	28	15	53.6	76.9
SKYWEST	6290	Jul	MSO-SFO	1151	30	21	70.0	146.7
SKYWEST	6290	Aug	MSO-SFO	1201	24	16	66.7	93.4
SKYWEST	6281	Jul	ONT-DEN	1436	29	19	65.5	91.9
SKYWEST	6281	Aug	ONT-DEN	1453	28	19	67.9	99.8
SKYWEST	5374	Jul	ONT-SFO	847	31	17	54.8	83.9
SKYWEST	5374	Aug	ONT-SFO	847	31	23	74.2	114.7

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SKYWEST	5309	Jul	OTH-SFO	1210	31	17	54.8	125.9
SKYWEST	5309	Aug	OTH-SFO	1210	31	17	54.8	87.2
SKYWEST	5342	Jul	OTH-SFO	1517	31	20	64.5	115.5
SKYWEST	5342	Aug	OTH-SFO	1512	31	17	54.8	86.1
SKYWEST	6211	Jul	PDX-SFO	1018	27	16	59.3	128.9
SKYWEST	6211	Aug	PDX-SFO	1025	28	15	53.6	74.1
SKYWEST	6313	Jul	PDX-SFO	1105	25	18	72.0	88.7
SKYWEST	6313	Aug	PDX-SFO	1115	27	17	63.0	70.6
SKYWEST	5603	Jul	PHX-SFO	948	31	16	51.6	70.8
SKYWEST	5603	Aug	PHX-SFO	939	27	16	59.3	72.8
SKYWEST	5426	Jul	RDD-SFO	1408	31	16	51.6	118.6
SKYWEST	5426	Aug	RDD-SFO	1408	31	17	54.8	115.0
SKYWEST	6336	Jul	RNO-SFO	1053	30	19	63.3	104.9
SKYWEST	6336	Aug	RNO-SFO	1053	12	10	83.3	99.1
SKYWEST	6454	Jul	RNO-SFO	1416	31	19	61.3	116.4
SKYWEST	6454	Aug	RNO-SFO	1416	31	18	58.1	84.2
SKYWEST	6487	Jul	SBA-SFO	836	30	22	73.3	93.8
SKYWEST	6487	Aug	SBA-SFO	836	17	14	82.4	104.1
SKYWEST	6286	Jul	SBA-SFO	927	27	20	74.1	99.2
SKYWEST	5497	Aug	SBA-SFO	910	24	18	75.0	126.9
SKYWEST	5640	Jul	SBA-SFO	1046	26	17	65.4	119.3
SKYWEST	5640	Aug	SBA-SFO	1046	22	19	86.4	102.9

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\*\* Includes canceled and diverted flights

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SKYWEST	5646	Jul	SBA-SFO	1248	31	21	67.7	94.2
SKYWEST	5646	Aug	SBA-SFO	1255	31	20	64.5	114.2
SKYWEST	5366	Jul	SBP-SFO	957	26	15	57.7	131.6
SKYWEST	5366	Aug	SBP-SFO	944	29	21	72.4	112.2
SKYWEST	5459	Jul	SBP-SFO	1308	26	17	65.4	103.9
SKYWEST	5459	Aug	SBP-SFO	1308	24	16	66.7	100.5
SKYWEST	6238	Jul	SFO-ACV	1111	31	17	54.8	121.2
SKYWEST	6238	Aug	SFO-ACV	1113	31	19	61.3	115.0
SKYWEST	6233	Jul	SFO-ACV	1235	27	15	55.6	106.1
SKYWEST	6233	Aug	SFO-ACV	1235	27	16	59.3	91.3
SKYWEST	6380	Jul	SFO-BOI	1135	27	16	59.3	89.2
SKYWEST	6380	Aug	SFO-BOI	1128	29	15	51.7	110.6
SKYWEST	5323	Jul	SFO-CEC	1240	26	18	69.2	100.3
SKYWEST	5323	Aug	SFO-CEC	1240	26	15	57.7	96.1
SKYWEST	5307	Jul	SFO-CIC	1030	31	18	58.1	83.4
SKYWEST	5307	Aug	SFO-CIC	1030	31	21	67.7	96.6
SKYWEST	6455	Jul	SFO-FAT	1020	30	17	56.7	105.4
SKYWEST	6455	Aug	SFO-FAT	1020	10	7	70.0	76.5
SKYWEST	6264	Jul	SFO-FAT	1351	31	16	51.6	96.3
SKYWEST	6264	Aug	SFO-FAT	1340	31	16	51.6	110.2
SKYWEST	6255	Jul	SFO-LAS	1230	31	16	51.6	80.1
SKYWEST	6255	Aug	SFO-LAS	1225	30	20	66.7	88.1

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## AIR TRAVEL CONSUMER REPORT

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

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## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SKYWEST	5487	Jul	SFO-MRY	1029	31	16	51.6	79.4
SKYWEST	5487	Aug	SFO-MRY	1028	31	18	58.1	96.4
SKYWEST	6359	Jul	SFO-MRY	1308	26	21	80.8	91.7
SKYWEST	6359	Aug	SFO-MRY	1256	31	22	71.0	77.1
SKYWEST	6232	Jul	SFO-MRY	1641	26	15	57.7	63.6
SKYWEST	6232	Aug	SFO-MRY	1641	22	12	54.6	84.1
SKYWEST	5336	Jul	SFO-ONT	1245	31	18	58.1	105.6
SKYWEST	5336	Aug	SFO-ONT	1302	31	17	54.8	82.2
SKYWEST	5342	Jul	SFO-OTH	1300	31	19	61.3	110.4
SKYWEST	5342	Aug	SFO-OTH	1255	31	18	58.1	80.3
SKYWEST	5426	Jul	SFO-RDD	1237	31	19	61.3	97.1
SKYWEST	5426	Aug	SFO-RDD	1237	31	19	61.3	94.6
SKYWEST	6286	Jul	SFO-RNO	1245	31	18	58.1	97.2
SKYWEST	6286	Aug	SFO-RNO	1245	31	16	51.6	96.7
SKYWEST	5646	Jul	SFO-SBA	1102	31	16	51.6	90.3
SKYWEST	5646	Aug	SFO-SBA	1104	26	19	73.1	112.4
SKYWEST	5459	Jul	SFO-SBP	1135	26	14	53.9	111.5
SKYWEST	5459	Aug	SFO-SBP	1135	24	16	66.7	92.9
SKYWEST	4620	Jul	SFO-SLC	1030	31	18	58.1	66.1
SKYWEST	4620	Aug	SFO-SLC	1030	31	16	51.6	104.3

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SKYWEST	5454	Jul	SFO-SMF	1121	31	16	51.6	96.3
SKYWEST	5454	Aug	SFO-SMF	1114	26	18	69.2	116.2
SKYWEST	5463	Jul	SFO-SMF	1322	31	22	71.0	67.4
SKYWEST	5463	Aug	SFO-SMF	1322	31	21	67.7	88.7
SKYWEST	5539	Jul	SLC-SFO	1053	31	19	61.3	101.4
SKYWEST	5539	Aug	SLC-SFO	1111	31	18	58.1	94.6
SKYWEST	5427	Jul	SMF-SFO	1054	31	23	74.2	141.4
SKYWEST	5427	Aug	SMF-SFO	1105	30	22	73.3	97.4
SKYWEST	5454	Jul	SMF-SFO	1233	31	19	61.3	94.3
SKYWEST	5454	Aug	SMF-SFO	1222	26	20	76.9	109.5
SKYWEST	5463	Jul	SMF-SFO	1435	31	20	64.5	75.6
SKYWEST	5463	Aug	SMF-SFO	1440	31	19	61.3	89.8
SOUTHWEST	511	Jul	MDW-TUS	1955	26	15	57.7	85.8
SOUTHWEST	3298	Aug	MDW-TUS	1930	26	15	57.7	71.6
SOUTHWEST	3856	Jul	PHX-SFO	2040	25	13	52.0	73.3
SOUTHWEST	160	Aug	PHX-SFO	2010	26	18	69.2	95.4
SOUTHWEST	804	Jul	SNA-SFO	1235	27	16	59.3	109.4
SOUTHWEST	804	Aug	SNA-SFO	1235	11	6	54.6	137.8
SOUTHWEST	1996	Jul	STL-DAL	2055	31	21	67.7	74.2
SOUTHWEST	1996	Aug	STL-DAL	2055	28	16	57.1	56.1

\* 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>

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

UNITED	258	Jul	LAS-SFO	1059	31	16	51.6	96.8
UNITED	258	Aug	LAS-SFO	1059	25	15	60.0	92.0
UNITED	731	Jul	LAX-SFO	2023	28	16	57.1	94.6
UNITED	731	Aug	LAX-SFO	2023	26	14	53.9	79.2
UNITED	526	Jul	SAN-SFO	1005	22	12	54.6	105.9
UNITED	526	Aug	SAN-SFO	1005	27	16	59.3	79.4
UNITED	1574	Jul	SEA-SFO	1002	23	14	60.9	93.4
UNITED	1548	Aug	SEA-SFO	1002	21	11	52.4	95.1
UNITED	644	Jul	SNA-SFO	1022	26	17	65.4	108.8
UNITED	644	Aug	SNA-SFO	1022	10	9	90.0	103.2
VIRGIN AMERICA	905	Jul	LAS-SFO	1110	30	18	60.0	106.3
VIRGIN AMERICA	905	Aug	LAS-SFO	1110	31	19	61.3	75.5
VIRGIN AMERICA	935	Jul	LAX-SFO	900	31	17	54.8	118.7
VIRGIN AMERICA	935	Aug	LAX-SFO	900	28	19	67.9	101.0
VIRGIN AMERICA	927	Jul	LAX-SFO	1105	31	18	58.1	110.4
VIRGIN AMERICA	927	Aug	LAX-SFO	1105	31	21	67.7	79.7
VIRGIN AMERICA	953	Jul	SAN-SFO	920	25	15	60.0	87.2
VIRGIN AMERICA	953	Aug	SAN-SFO	915	28	17	60.7	87.4
VIRGIN AMERICA	753	Jul	SEA-SFO	945	23	14	60.9	111.9
VIRGIN AMERICA	753	Aug	SEA-SFO	945	22	16	72.7	76.5

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

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## 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
SOUTHWEST	3,196	227	7.1
VIRGIN AMERICA	175	6	3.4
MESA	361	12	3.3
SKYWEST	1,609	48	3.0
FRONTIER	223	3	1.3
ALASKA	479	3	0.6
JETBLUE	719	4	0.6
ENDEAVOR*	897	1	0.1
AMERICAN	1,559	1	0.1
EXPRESSJET	1,685	1	0.1
DELTA	2,319	0	0.0
AMERICAN EAGLE	1,306	0	0.0
US AIRWAYS	1,181	0	0.0
UNITED	686	0	0.0
AIRTRAN	470	0	0.0
HAWAIIAN	208	0	0.0
TOTAL	17,073	306	1.8

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.

\* Formerly Pinnacle Airlines

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	91.9	91.9	62	62
ABILENE TX (ABI)	71.4	83.4	241	241
ADAK ISLAND AK (ADK)	100.0	100.0	9	9
AGUADILLA PR (BQN)	82.6	83.6	121	122
AKRON OH (CAK)	72.5	80.9	814	815
ALBANY GA (ABY)	76.9	84.6	91	91
ALBANY NY (ALB)	74.0	82.2	895	894
ALBUQUERQUE NM (ABQ)	76.4	80.8	2,594	2,593
ALEXANDRIA LA (AEX)	75.6	83.3	360	360
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	75.8	84.8	244	244
ALPENA MI (APN)	98.1	96.2	53	53
AMARILLO TX (AMA)	76.6	81.9	619	618
ANCHORAGE AK (ANC)	85.9	89.1	2,181	2,183
APPLETON WI (ATW)	80.5	84.8	466	466
ARCATA/EUREKA CA (ACV)	52.3	49.0	287	288
ARLINGTON VA (DCA)	81.8	86.0	6,363	6,364
ASHEVILLE NC (AVL)	76.5	80.8	422	422
ASPEN CO (ASE)	72.2	81.7	431	432
ATLANTA GA (ATL)	79.4	77.7	35,139	35,099
AUGUSTA GA (AGS)	70.9	78.0	254	254
AUSTIN TX (AUS)	76.3	82.3	4,091	4,095
BAKERSFIELD CA (BFL)	76.8	81.5	319	319
BALTIMORE MD (BWI)	81.2	73.4	8,856	8,861
BANGOR ME (BGR)	68.9	90.1	90	91
BARROW AK (BRW)	65.4	67.9	81	81
BATON ROUGE LA (BTR)	77.0	79.8	756	756
BEAUMONT/PORT ARTHUR TX (BPT)	74.1	78.4	116	116
BELLINGHAM WA (BLI)	84.4	93.4	77	76
BEMIDJI MN (BJI)	94.4	91.5	71	71
BEND/REDMOND OR (RDM)	74.8	84.1	314	314
BETHEL AK (BET)	92.9	91.7	84	84
BILLINGS MT (BIL)	85.3	94.5	252	256
BINGHAMTON NY (BGM)	78.4	85.2	88	88
BIRMINGHAM AL (BHM)	74.9	81.1	1,416	1,416
BISMARCK/MANDAN ND (BIS)	81.0	84.4	294	294
BLOOMINGTON/NORMAL IL (BMI)	81.7	87.1	279	280
BOISE ID (BOI)	76.8	78.1	913	914
BOSTON MA (BOS)	77.5	79.9	10,392	10,396
BOZEMAN MT (BZN)	88.5	86.9	529	528
BRAINERD MN (BRD)	92.6	91.4	81	81
BRANSON MO (BKG)	79.0	82.2	157	157
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	74.6	81.3	240	241
BROWNSVILLE TX (BRO)	79.1	88.1	201	201

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	86.8	86.8	91	91
BUFFALO NY (BUF)	74.8	82.4	2,134	2,140
BURBANK CA (BUR)	78.6	80.5	2,124	2,123
BURLINGTON VT (BTV)	78.2	78.6	556	560
BUTTE MT (BTM)	95.6	98.5	68	68
CARLSBAD CA (CLD)	76.4	80.8	229	229
CASPER WY (CPR)	78.2	84.2	202	202
CEDAR CITY UT (CDC)	96.2	98.1	53	53
CEDAR RAPIDS/IOWA CITY IA (CID)	77.0	81.9	758	758
CHAMPAIGN/URBANA IL (CMI)	65.2	78.7	210	211
CHANTILLY VA (IAD)	79.4	78.3	6,509	6,485
CHARLESTON SC (CHS)	76.2	80.3	1,473	1,474
CHARLESTON/DUNBAR WV (CRW)	75.0	80.1	340	341
CHARLOTTE AMALIE VI (STT)	81.5	87.1	286	286
CHARLOTTE NC (CLT)	80.2	81.8	13,195	13,200
CHARLOTTESVILLE VA (CHO)	74.7	83.3	150	150
CHATTANOOGA TN (CHA)	75.1	79.0	409	409
CHICAGO IL (MDW)	75.6	62.0	8,082	8,077
CHICAGO IL (ORD)	77.7	73.7	27,714	27,708
CHICO CA (CIC)	46.2	53.8	93	93
CHRISTIANSTED VI (STX)	81.7	86.5	104	104
CLEVELAND OH (CLE)	78.2	81.9	3,908	3,914
CODY WY (COD)	77.8	86.7	90	90
COLLEGE STATION/BRYAN TX (CLL)	77.1	84.3	236	236
COLORADO SPRINGS CO (COS)	71.8	82.1	767	766
COLUMBIA MO (COU)	73.9	79.5	88	88
COLUMBIA SC (CAE)	70.4	73.4	646	647
COLUMBUS GA (CSG)	80.7	79.0	119	119
COLUMBUS MS (GTR)	74.2	83.0	89	88
COLUMBUS OH (CMH)	76.6	82.4	2,464	2,462
CORDOVA AK (CDV)	85.5	87.1	62	62
CORPUS CHRISTI TX (CRP)	81.6	87.1	532	534
COVINGTON KY (CVG)	81.7	82.6	3,611	3,610
CRESCENT CITY CA (CEC)	50.0	38.6	84	83
DALLAS TX (DAL)	77.9	73.8	3,993	3,992
DALLAS/FORT WORTH TX (DFW)	81.5	76.1	24,926	24,900
DAYTON OH (DAY)	81.2	83.4	1,149	1,150
DAYTONA BEACH FL (DAB)	83.2	88.0	149	150
DEADHORSE AK (SCC)	68.8	73.8	80	80
DENVER CO (DEN)	77.5	72.7	20,027	20,023
DES MOINES IA (DSM)	75.8	83.5	1,372	1,376
DETROIT MI (DTW)	84.5	83.4	15,273	15,261
DICKINSON ND (DIK)	90.3	91.9	124	124

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DILLINGHAM AK (DLG)	75.0	83.3	24	24
DOTHAN AL (DHN)	77.1	84.7	118	118
DUBUQUE IA (DBQ)	80.0	60.0	5	5
DULUTH MN (DLH)	84.5	86.8	316	318
DURANGO CO (DRO)	76.1	79.8	163	163
EAGLE CO (EGE)	68.6	88.2	51	51
EAU CLAIRE WI (EAU)	80.6	85.5	62	62
EL PASO TX (ELP)	77.2	84.3	1,707	1,709
ELKO NV (EKO)	92.1	94.7	114	114
ELMIRA/CORNING NY (ELM)	77.2	90.6	127	127
ERIE PA (ERI)	86.7	90.5	105	105
ESCANABA MI (ESC)	79.2	90.6	53	53
EUGENE OR (EUG)	77.9	77.8	512	513
EVANSVILLE IN (EVV)	75.4	80.9	443	444
FAIRBANKS AK (FAI)	85.9	85.7	489	490
FARGO ND (FAR)	78.7	84.6	572	573
FAYETTEVILLE AR (XNA)	72.6	78.2	1,160	1,163
FAYETTEVILLE NC (FAY)	80.0	80.0	255	255
FLAGSTAFF AZ (FLG)	82.8	89.6	163	163
FLINT MI (FNT)	80.5	89.4	395	395
FORT LAUDERDALE FL (FLL)	77.3	80.7	5,115	5,109
FORT MYERS FL (RSW)	80.4	82.5	1,493	1,495
FORT SMITH AR (FSM)	73.9	88.2	211	211
FORT WAYNE IN (FWA)	79.7	83.7	566	566
FRESNO CA (FAT)	74.3	75.4	982	983
GAINESVILLE FL (GNV)	79.2	82.7	260	260
GARDEN CITY KS (GCK)	64.5	88.7	62	62
GILLETTE WY (GCC)	85.5	89.5	124	124
GRAND FORKS ND (GFK)	86.6	94.0	232	232
GRAND ISLAND NE (GRI)	71.9	87.7	57	57
GRAND JUNCTION CO (GJT)	77.7	85.3	332	333
GRAND RAPIDS MI (GRR)	78.4	83.0	1,165	1,163
GREAT FALLS MT (GTF)	83.5	91.5	248	248
GREEN BAY WI (GRB)	79.0	82.0	547	549
GREENSBORO/HIGH POINT NC (GSO)	74.2	79.6	893	893
GREER SC (GSP)	75.9	84.2	854	854
GUAM TT (GUM)	54.8	48.4	31	31
GULFPORT/BILOXI MS (GPT)	72.3	79.1	397	398
GUNNISON CO (GUC)	72.4	74.1	58	58
GUSTAVUS AK (GST)	91.7	75.0	24	24
HANCOCK/HOUGHTON MI (CMX)	69.0	77.4	84	84
HARLINGEN/SAN BENITO TX (HRL)	84.0	89.5	351	351
HARRISBURG PA (MDT)	78.0	86.2	623	625

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HARTFORD CT (BDL)	74.6	82.3	1,913	1,911
HELENA MT (HLN)	83.9	95.8	118	119
HIBBING MN (HIB)	90.6	94.3	53	53
HILO HI (ITO)	90.6	93.7	631	632
HOBBS NM (HOB)	70.6	92.2	51	51
HONOLULU HI (HNL)	84.9	88.0	4,735	4,734
HOUSTON TX (HOU)	78.9	73.0	5,099	5,100
HOUSTON TX (IAH)	84.1	80.3	15,236	15,243
HUNTSVILLE AL (HSV)	76.6	82.3	734	734
IDAHO FALLS ID (IDA)	89.3	96.2	290	291
INDIANAPOLIS IN (IND)	79.1	85.1	2,624	2,622
INTERNATIONAL FALLS MN (INL)	91.9	87.1	62	62
INYOKERN CA (IYK)	83.0	88.7	53	53
IRON MOUNTAIN/KINGSFID MI (IMT)	93.0	93.1	57	58
ISLIP NY (ISP)	58.4	69.6	380	381
ITHACA/CORTLAND NY (ITH)	83.0	87.5	88	88
JACKSON WY (JAC)	84.6	86.0	442	443
JACKSON/VICKSBURG MS (JAN)	78.4	83.4	813	813
JACKSONVILLE FL (JAX)	75.8	82.5	2,133	2,135
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	78.4	80.7	176	176
JOPLIN MO (JLN)	69.4	83.9	62	62
JUNEAU AK (JNU)	86.6	85.5	484	484
KAHULUI HI (OGG)	85.2	88.4	2,069	2,068
KALAMAZOO MI (AZO)	85.2	89.9	216	217
KALISPELL MT (FCA)	88.1	91.3	335	335
KANSAS CITY MO (MCI)	78.1	82.3	4,474	4,480
KETCHIKAN AK (KTN)	90.2	89.4	235	235
KEY WEST FL (EYW)	86.3	84.5	366	367
KILLEEN TX (GRK)	75.1	79.9	418	418
KING SALMON AK (AKN)	91.7	100.0	24	24
KLAMATH FALLS OR (LMT)	80.6	88.7	62	62
KNOXVILLE TN (TYS)	75.2	83.0	1,153	1,154
KODIAK AK (ADQ)	77.2	73.7	57	57
KONA HI (KOA)	82.5	87.4	1,126	1,126
KOTZEBUE AK (OTZ)	87.2	87.2	86	86
LA CROSSE WI (LSE)	88.3	95.8	120	120
LAFAYETTE LA (LFT)	77.0	80.1	562	563
LAKE CHARLES LA (LCH)	86.0	91.9	172	172
LANSING MI (LAN)	79.3	83.6	329	329
LARAMIE WY (LAR)	85.5	91.9	62	62
LAREDO TX (LRD)	70.9	85.7	203	203
LAS VEGAS NV (LAS)	78.4	72.8	12,042	12,033
LAWTON/FORT SILL OK (LAW)	72.3	82.4	159	159

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LEWISTON ID (LWS)	96.7	98.3	60	60
LEXINGTON KY (LEX)	78.5	82.3	745	746
LIHUE HI (LIH)	86.2	89.1	1,046	1,047
LINCOLN NE (LNK)	79.4	84.3	281	281
LITTLE ROCK AR (LIT)	74.5	82.2	1,349	1,347
LONG BEACH CA (LGB)	88.2	89.9	1,287	1,285
LONGVIEW TX (GGG)	67.2	73.8	61	61
LOS ANGELES CA (LAX)	77.5	78.0	20,406	20,395
LOUISVILLE KY (SDF)	78.3	81.9	1,674	1,671
LUBBOCK TX (LBB)	76.8	82.4	556	556
MADISON WI (MSN)	77.7	81.9	1,032	1,032
MANCHESTER NH (MHT)	71.8	83.5	901	901
MANHATTAN/FT. RILEY KS (MHK)	67.5	77.9	154	154
MARQUETTE MI (MQT)	77.5	89.2	111	111
MARTHA'S VINEYARD MA (MVY)	80.9	76.5	68	68
MEDFORD OR (MFR)	73.5	66.7	325	324
MELBOURNE FL (MLB)	83.9	89.5	124	124
MEMPHIS TN (MEM)	83.7	85.7	3,200	3,199
MIAMI FL (MIA)	84.7	82.0	6,875	6,875
MIDLAND/ODESSA TX (MAF)	78.5	85.4	822	824
MILWAUKEE WI (MKE)	78.7	80.9	3,073	3,074
MINNEAPOLIS MN (MSP)	87.1	86.6	13,688	13,673
MINOT ND (MOT)	82.0	86.6	283	284
MISSION/MCALLEEN/EDINBURG TX (MFE)	79.0	87.6	377	378
MISSOULA MT (MSO)	86.7	81.0	398	400
MOBILE AL (MOB)	76.4	82.7	509	508
MODESTO CA (MOD)	49.5	55.9	93	93
MOLINE IL (MLI)	74.0	83.7	551	551
MONROE LA (MLU)	74.2	86.0	306	308
MONTEREY CA (MRY)	65.2	68.9	486	486
MONTGOMERY AL (MGM)	73.4	78.4	346	347
MONTROSE/DELTA CO (MTJ)	73.9	73.3	46	45
MOSINEE WI (CWA)	76.6	83.8	290	291
MUSKEGON MI (MKG)	75.8	80.6	62	62
MYRTLE BEACH SC (MYR)	77.2	80.2	386	388
NANTUCKET MA (ACK)	83.7	81.6	98	98
NASHVILLE TN (BNA)	78.2	78.7	5,091	5,096
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	75.0	77.0	112	113
NEW ORLEANS LA (MSY)	79.6	83.3	3,488	3,487
NEW YORK NY (JFK)	74.6	75.6	9,989	9,983
NEW YORK NY (LGA)	73.4	77.5	8,983	8,985
NEWARK NJ (EWR)	74.1	74.6	10,323	10,359
NEWBURGH/POUGHKEEPSIE NY (SWF)	80.3	82.0	178	178

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	80.0	83.1	200	201
NOME AK (OME)	84.9	79.1	86	86
NORFOLK VA (ORF)	76.1	81.0	1,522	1,525
NORTH BEND/COOS BAY OR (OTH)	41.9	35.5	62	62
OAKLAND CA (OAK)	75.9	75.3	3,940	3,945
OKLAHOMA CITY OK (OKC)	74.0	83.2	2,055	2,058
OMAHA NE (OMA)	78.7	84.5	2,050	2,055
ONTARIO CA (ONT)	77.2	81.1	1,830	1,829
ORLANDO FL (MCO)	79.2	78.7	9,252	9,248
PADUCAH KY (PAH)	87.1	91.9	62	62
PAGO PAGO TT (PPG)	66.7	77.8	9	9
PALM SPRINGS CA (PSP)	80.5	82.0	658	660
PANAMA CITY FL (ECP)	76.7	80.8	447	449
PASCO/KENNEWICK/RICHLAND WA (PSC)	86.2	92.1	327	328
PELLSTON MI (PLN)	87.5	90.2	112	112
PENSACOLA FL (PNS)	77.4	81.1	862	863
PEORIA IL (PIA)	74.7	83.7	498	502
PETERSBURG AK (PSG)	75.8	72.6	62	62
PHILADELPHIA PA (PHL)	74.7	79.3	7,110	7,112
PHOENIX AZ (PHX)	81.7	79.6	14,944	14,944
PITTSBURGH PA (PIT)	79.0	84.8	3,035	3,038
POCATELLO ID (PIH)	89.2	89.3	83	84
PONCE PR (PSE)	62.1	71.6	66	67
PORTLAND ME (PWM)	78.7	83.4	708	710
PORTLAND OR (PDX)	82.7	85.4	5,000	4,991
PROVIDENCE RI (PVD)	73.7	84.5	1,353	1,352
RALEIGH/DURHAM NC (RDU)	78.8	82.8	4,139	4,142
RAPID CITY SD (RAP)	80.1	85.2	493	493
REDDING CA (RDD)	53.8	55.5	119	119
RENO NV (RNO)	75.9	77.5	1,579	1,576
RHINELANDER WI (RHI)	91.0	87.5	89	88
RICHMOND VA (RIC)	79.4	84.9	1,761	1,767
ROANOKE VA (ROA)	79.1	80.8	182	182
ROCHESTER MN (RST)	80.0	87.6	145	145
ROCHESTER NY (ROC)	72.1	76.3	877	878
ROCK SPRINGS WY (RKS)	83.9	84.5	155	155
ROCKFORD IL (RFD)	64.3	85.7	14	14
ROSWELL NM (ROW)	67.0	83.0	88	88
SACRAMENTO CA (SMF)	77.0	79.9	3,756	3,763
SAGINAW/BAY CITY/MIDLAND MI (MBS)	84.7	89.7	300	300
SALT LAKE CITY UT (SLC)	87.4	87.6	10,402	10,383
SAN ANGELO TX (SJT)	71.4	74.7	154	154
SAN ANTONIO TX (SAT)	78.2	83.7	3,405	3,408

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAN DIEGO CA (SAN)	77.3	78.0	6,850	6,853
SAN FRANCISCO CA (SFO)	62.6	68.5	15,478	15,464
SAN JOSE CA (SJC)	78.1	80.5	3,712	3,713
SAN JUAN PR (SJU)	72.0	74.1	2,265	2,272
SAN LUIS OBISPO CA (SBP)	70.6	67.4	402	402
SANTA ANA CA (SNA)	80.6	78.2	3,477	3,482
SANTA BARBARA CA (SBA)	73.0	71.0	928	926
SANTA FE NM (SAF)	77.4	79.2	212	212
SANTA MARIA CA (SMX)	82.1	81.2	117	117
SARASOTA/BRADENTON FL (SRQ)	80.9	84.5	329	329
SAULT STE. MARIE MI (CIU)	80.7	79.3	57	58
SAVANNAH GA (SAV)	79.2	81.7	849	853
SCRANTON/WILKES-BARRE PA (AVP)	74.3	86.9	214	214
SEATTLE WA (SEA)	83.5	85.1	10,283	10,273
SHREVEPORT LA (SHV)	76.9	82.1	681	682
SIOUX CITY IA (SUX)	73.7	80.7	57	57
SIOUX FALLS SD (FSD)	72.5	82.1	648	649
SITKA AK (SIT)	86.5	85.8	155	155
SOUTH BEND IN (SBN)	78.9	86.3	527	524
SPOKANE WA (GEG)	78.2	87.2	840	842
SPRINGFIELD IL (SPI)	78.8	82.1	179	179
SPRINGFIELD MO (SGF)	72.3	79.2	581	581
ST. GEORGE UT (SGU)	92.7	93.3	150	150
ST. LOUIS MO (STL)	79.2	78.5	4,956	4,960
STATE COLLEGE PA (SCE)	87.5	90.9	88	88
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	74.9	74.4	215	215

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SYRACUSE NY (SYR)	77.5	81.6	796	793
TALLAHASSEE FL (TLH)	74.4	78.5	383	382
TAMPA FL (TPA)	79.6	81.0	5,317	5,321
TEXARKANA AR (TXK)	79.3	84.8	92	92
TRAVERSE CITY MI (TVC)	78.2	80.7	610	610
TRENTON NJ (TTN)	81.5	86.8	151	151
TUCSON AZ (TUS)	74.9	84.1	1,501	1,503
TULSA OK (TUL)	76.5	83.3	1,798	1,799
TWIN FALLS ID (TWF)	81.6	95.1	114	122
TYLER TX (TYR)	78.8	89.2	231	231
VALDOSTA GA (VLD)	76.9	86.8	91	91
VALPARAISO FL (VPS)	75.3	77.9	611	611
WACO TX (ACT)	73.0	83.8	148	148
WATERLOO IA (ALO)	73.7	78.9	57	57
WATERTOWN NY (ART)	73.6	83.0	53	53
WEST PALM BEACH/PALM BEACH FL (PBI)	75.5	78.9	1,520	1,520
WEST YELLOWSTONE MT (WYS)	97.2	97.2	71	71
WHITE PLAINS NY (HPN)	76.7	81.8	716	716
WICHITA FALLS TX (SPS)	69.9	76.4	123	123
WICHITA KS (ICT)	74.3	82.7	1,083	1,084
WILLISTON ND (ISN)	89.0	90.6	181	181
WILMINGTON DE (ILG)	75.8	85.7	62	63
WILMINGTON NC (ILM)	82.4	83.2	404	404
WRANGELL AK (WRG)	77.4	79.0	62	62
YAKUTAT AK (YAK)	88.7	88.7	62	62
YUMA AZ (YUM)	80.1	84.5	251	251

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	19	22,378	531	2.4	131	38,711	894	2.3
EXPRESSJET	21	34,551	711	2.1	160	66,234	1,382	2.1
MESA	13	6,802	100	1.5	78	13,020	259	2.0
SKYWEST	24	31,654	465	1.5	160	55,378	940	1.7
ENDEAVOR*	20	13,950	208	1.5	112	27,095	396	1.5
AMERICAN	28	37,803	397	1.1	82	46,924	529	1.1
US AIRWAYS	27	30,333	196	0.6	74	35,337	225	0.6
UNITED	28	38,757	188	0.5	77	44,444	221	0.5
SOUTHWEST	24	49,026	228	0.5	86	96,559	458	0.5
ALASKA	20	8,728	15	0.2	57	14,544	66	0.5
AIRTRAN	16	10,604	46	0.4	39	14,817	66	0.4
JETBLUE	23	15,317	17	0.1	57	21,992	32	0.1
VIRGIN AMERICA	16	5,037	4	0.1	19	5,210	7	0.1
FRONTIER	23	5,175	3	0.1	70	6,921	6	0.1
HAWAIIAN	8	409	0	0.0	17	6,408	5	0.1
DELTA	29	53,094	36	0.1	132	69,327	51	0.1
Total		363,618	3,145	0.9	Total	562,921	5,537	1.0

For simplicity, statistics are displayed to one decimal place.

Actual ranking order is based on our computer carrying out the number of decimal places to nine.

\* Formerly Pinnacle Airlines



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AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1,624	245	15.1
MESA	1,149	122	10.6
EXPRESSJET	7,101	718	10.1
ENDEAVOR*	1,970	191	9.7
SKYWEST	4,205	335	8.0
US AIRWAYS	2,151	88	4.1
AMERICAN	2,828	109	3.9
AIRTRAN	1,175	37	3.1
SOUTHWEST	13,854	328	2.4
UNITED	10,843	171	1.6
ALASKA	585	9	1.5
FRONTIER	380	4	1.1
VIRGIN AMERICA	194	2	1.0
DELTA	2,941	12	0.4
JETBLUE	743	1	0.1
HAWAIIAN	236	0	0.0
TOTAL	51,979	2,372	4.6

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.

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

\* Formerly Pinnacle Airlines

**AUGUST 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
ENDEAVOR**	27095	22692	83.75%	396	1.46%	47	0.17%	1396	5.15%	105	0.39%	1157	4.27%	6	0.02%	1296	4.78%
AMERICAN	46924	38145	81.29%	529	1.13%	175	0.37%	2531	5.39%	262	0.56%	2343	4.99%	7	0.02%	2932	6.25%
ALASKA	14544	12378	85.11%	66	0.45%	23	0.16%	482	3.32%	52	0.36%	982	6.75%	19	0.13%	542	3.72%
JETBLUE	21992	15966	72.60%	32	0.15%	45	0.20%	1735	7.89%	65	0.30%	1817	8.26%	38	0.17%	2293	10.43%
DELTA	69327	58950	85.03%	51	0.07%	125	0.18%	3466	5.00%	243	0.35%	3608	5.20%	3	0.00%	2881	4.16%
EXPRESSJET	66234	50529	76.29%	1382	2.09%	213	0.32%	3783	5.71%	275	0.42%	3973	6.00%	7	0.01%	6072	9.17%
FRONTIER	6921	5208	75.25%	6	0.09%	7	0.10%	422	6.10%	31	0.44%	739	10.68%	0	0.00%	508	7.34%
AIRTRAN	14817	11924	80.48%	66	0.45%	32	0.22%	714	4.82%	54	0.36%	1039	7.01%	0	0.00%	989	6.67%
HAWAIIAN	6408	6044	94.32%	5	0.08%	6	0.09%	229	3.57%	1	0.01%	8	0.13%	0	0.00%	114	1.79%
AMERICAN EAGLE	38711	28711	74.17%	894	2.31%	105	0.27%	2402	6.21%	487	1.26%	2375	6.13%	1	0.00%	3736	9.65%
SKYWEST	55378	43733	78.97%	940	1.70%	125	0.23%	2383	4.30%	211	0.38%	2674	4.83%	11	0.02%	5302	9.57%
UNITED	44444	35260	79.34%	221	0.50%	139	0.31%	2733	6.15%	252	0.57%	3023	6.80%	11	0.02%	2805	6.31%
US AIRWAYS	35337	28666	81.12%	225	0.64%	46	0.13%	1918	5.43%	97	0.27%	2843	8.04%	34	0.10%	1508	4.27%
VIRGIN AMERICA	5210	4092	78.54%	7	0.13%	10	0.19%	218	4.19%	64	1.24%	458	8.79%	3	0.06%	357	6.85%
SOUTHWEST	96559	71304	73.85%	458	0.47%	195	0.20%	7377	7.64%	525	0.54%	4090	4.24%	64	0.07%	12546	12.99%
MESA	13020	9823	75.45%	259	1.99%	16	0.12%	795	6.11%	30	0.23%	741	5.69%	14	0.11%	1341	10.30%
TOTAL	562921	443425	78.77%	5537	0.98%	1309	0.23%	32587	5.79%	2755	0.49%	31869	5.66%	219	0.04%	45221	8.03%

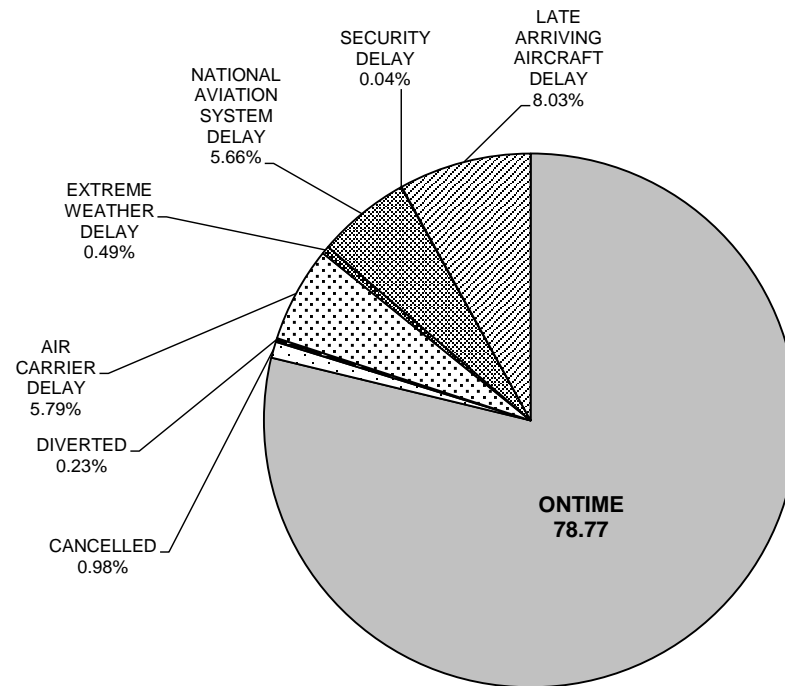
**\*Causes of Delay:**

- **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.

**\*\* Formerly Pinnacle Airlines**

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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>

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## AIR TRAVEL CONSUMER REPORT

TABLE 11. LIST OF 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
SKYWEST	5594	FCA	DEN	8/3/2013	Diversion Airport	221
SOUTHWEST	632	LAX	DEN	8/3/2013	Diversion 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).

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## AIR TRAVEL CONSUMER REPORT

TABLE 11A. LIST OF 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).

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
UNITED	44,444	38	0.1
US AIRWAYS	35,337	29	0.1
AMERICAN EAGLE	38,711	29	0.1
AMERICAN	46,924	32	0.1
ENDEAVOR*	27,095	18	0.1
DELTA	69,327	25	0.0
EXPRESSJET	66,234	22	0.0
MESA	13,020	4	0.0
FRONTIER	6,921	2	0.0
VIRGIN AMERICA	5,210	1	0.0
JETBLUE	21,992	4	0.0
SKYWEST	55,378	10	0.0
SOUTHWEST	96,559	8	0.0
AIRTRAN	14,817	1	0.0
ALASKA	14,544	0	0.0
HAWAIIAN	6,408	0	0.0
TOTAL	562,921	223	0.0

**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.

\* Formerly Pinnacle Airlines

**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	Endeavor Air (Eff. 8/1/2013) (Formerly 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**

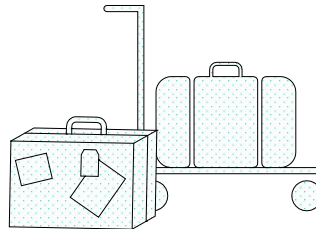
YV	Mesa Airlines
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\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #22, issued October 18, 2012, effective January 1, 2013.



## **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	AUGUST 2013			AUGUST 2012		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	610	575,061	1.06	617	584,054	1.06
2	JETBLUE AIRWAYS	5,033	2,513,048	2.00	5,099	2,432,097	2.10
3	DELTA AIR LINES	19,791	9,472,945	2.09	20,311	9,276,918	2.19
4	FRONTIER AIRLINES	2,084	949,597	2.19	2,098	955,066	2.20
5	HAWAIIAN AIRLINES	1,905	863,893	2.21	2,998	830,745	3.61
6	ENDEAVOR AIR**	2,825	1,199,835	2.35	*	*	*
7	US AIRWAYS	11,490	4,566,742	2.52	9,650	4,262,390	2.26
8	AMERICAN AIRLINES	16,813	6,004,032	2.80	16,971	5,925,490	2.86
9	ALASKA AIRLINES	5,422	1,797,747	3.02	5,278	1,678,014	3.15
10	UNITED AIRLINES	19,285	6,178,954	3.12	28,798	6,577,733	4.38
11	MESA AIRLINES	2,957	803,882	3.68	3,603	687,282	5.24
12	SOUTHWEST AIRLINES	39,303	10,184,894	3.86	36,444	10,406,228	3.50
13	SKYWEST AIRLINES	10,502	2,416,139	4.35	13,638	2,418,181	5.64
14	EXPRESSJET AIRLINES	12,654	2,812,927	4.50	18,004	2,812,146	6.40
15	AIRTRAN AIRWAYS	7,178	1,465,227	4.90	3,504	1,868,956	1.87
16	AMERICAN EAGLE AIRLINES	8,309	1,521,101	5.46	9,909	1,647,310	6.02
TOTALS		166,161	53,326,024	3.12	176,922	52,362,610	3.38

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.

\*\* Endeavor Air, formerly Pinnacle Airlines, was ranked for the first time in January 2013.

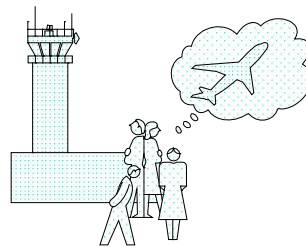
## **OVERSALES**

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	APRIL-JUNE 2013				APRIL-JUNE 2012			
		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>	126	15	7,188,445	<b>0.02</b>	114	12	6,832,293	<b>0.02</b>
2	<b>VIRGIN AMERICA</b>	68	12	1,708,688	<b>0.07</b>	3	4	1,600,351	<b>0.02</b>
3	<b>HAWAIIAN AIRLINES</b>	449	56	2,481,456	<b>0.23</b>	189	11	2,328,787	<b>0.05</b>
4	<b>ALASKA AIRLINES</b>	877	152	4,780,086	<b>0.32</b>	1,281	276	4,478,826	<b>0.62</b>
5	<b>AMERICAN AIRLINES</b>	13,609	647	19,581,262	<b>0.33</b>	15,263	1,349	19,749,730	<b>0.68</b>
6	<b>US AIRWAYS</b>	8,011	985	14,993,178	<b>0.66</b>	6,791	1,073	14,144,925	<b>0.76</b>
7	<b>PINNACLE AIRLINES</b>	5,144	281	3,350,594	<b>0.84</b>	*	*	*	*
8	<b>DELTA AIR LINES</b>	20,416	2,374	27,642,624	<b>0.86</b>	28,487	1,044	27,142,748	<b>0.38</b>
9	<b>UNITED AIRLINES</b>	12,781	1,856	19,942,776	<b>0.93</b>	22,500	4,450	21,099,463	<b>2.11</b>
10	<b>AMERICAN EAGLE AIRLINES</b>	5,301	509	4,420,134	<b>1.15</b>	6,767	528	4,820,334	<b>1.10</b>
11	<b>AIRTRAN AIRWAYS</b>	8,832	683	5,031,798	<b>1.36</b>	12,026	601	5,990,763	<b>1.00</b>
12	<b>FRONTIER AIRLINES</b>	908	357	2,589,674	<b>1.38</b>	798	261	2,597,591	<b>1.00</b>
13	<b>SOUTHWEST AIRLINES</b>	26,487	4,538	30,575,862	<b>1.48</b>	21,474	3,090	29,290,547	<b>1.05</b>
14	<b>EXPRESSJET AIRLINES</b>	11,602	1,593	8,226,123	<b>1.94</b>	14,476	1,577	7,989,888	<b>1.97</b>
15	<b>SKYWEST AIRLINES</b>	8,049	1,436	6,875,131	<b>2.09</b>	10,932	1,630	6,637,699	<b>2.46</b>
16	<b>MESA AIRLINES</b>	1,725	646	2,156,621	<b>3.00</b>	2,566	481	1,863,476	<b>2.58</b>
	<b>TOTALS</b>	124,385	16,140	161,544,452	<b>1.00</b>	143,667	16,387	156,567,421	<b>1.05</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," " Mishandled Baggage," and "Consumer Complaints" sections of this report.

Pinnacle Airlines was ranked for the first time in 1<sup>st</sup> Quarter 2013.

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

RANK	AIRLINE	JANUARY - JUNE 2013				JANUARY - JUNE 2012			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	296	16	13,953,731	<b>0.01</b>	114	16	13,204,145	<b>0.01</b>
2	<b>VIRGIN AMERICA</b>	187	23	3,027,898	<b>0.08</b>	17	16	3,002,597	<b>0.05</b>
3	<b>HAWAIIAN AIRLINES</b>	781	107	4,878,613	<b>0.22</b>	363	91	4,546,932	<b>0.20</b>
4	<b>ALASKA AIRLINES</b>	2,032	342	8,983,272	<b>0.38</b>	2,746	523	8,389,711	<b>0.62</b>
5	<b>AMERICAN AIRLINES</b>	26,431	1,672	37,848,823	<b>0.44</b>	29,852	2,827	38,069,741	<b>0.74</b>
6	<b>US AIRWAYS</b>	14,410	1,991	28,754,973	<b>0.69</b>	14,266	2,047	27,659,366	<b>0.74</b>
7	<b>DELTA AIR LINES</b>	42,861	3,651	51,773,001	<b>0.71</b>	56,695	2,067	50,296,150	<b>0.41</b>
8	<b>PINNACLE AIRLINES</b>	10,882	594	6,379,953	<b>0.93</b>	*	*	*	*
9	<b>FRONTIER AIRLINES</b>	1,400	537	4,853,788	<b>1.11</b>	1,197	370	5,007,129	<b>0.74</b>
10	<b>UNITED AIRLINES</b>	26,874	4,448	38,086,239	<b>1.17</b>	43,620	7,534	38,949,615	<b>1.93</b>
11	<b>AMERICAN EAGLE AIRLINES</b>	10,621	1,052	8,390,865	<b>1.25</b>	13,204	1,131	8,918,805	<b>1.27</b>
12	<b>SOUTHWEST AIRLINES</b>	43,794	7,723	56,845,104	<b>1.36</b>	36,229	5,054	55,320,054	<b>0.91</b>
13	<b>AIRTRAN AIRWAYS</b>	19,168	1,524	9,556,910	<b>1.59</b>	22,453	1,032	11,179,229	<b>0.92</b>
14	<b>EXPRESSJET AIRLINES</b>	24,702	3,356	15,333,388	<b>2.19</b>	28,438	2,878	14,930,575	<b>1.93</b>
15	<b>SKYWEST AIRLINES</b>	18,591	3,279	13,189,192	<b>2.49</b>	22,833	2,602	12,579,857	<b>2.07</b>
16	<b>MESA AIRLINES</b>	2,927	1,185	3,991,414	<b>2.97</b>	4,466	927	3,741,350	<b>2.48</b>
	<b>TOTALS</b>	245,957	31,500	305,847,164	<b>1.03</b>	276,493	29,115	295,795,256	<b>0.98</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," " Mishandled Baggage," and "Consumer Complaints" sections of this report.

Pinnacle Airlines was ranked for the first time in 1<sup>st</sup> Quarter 2013.

## **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**

	AUGUST 2013				AUGUST 2012			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	978	68	3	92	1, 410	67	2	121
FOREIGN AIRLINES	305	5	0	27	358	4	2	29
TRAVEL AGENTS	19	2	0	12	93	2	0	5
TOUR OPERATORS	2	0	0	0	1	0	0	0
MISCELLANEOUS	14	4	0	19	21	10	0	17
INDUSTRY TOTALS	1, 318	79	3	150	1, 883	83	4	172

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	AUGUST 2013			AUGUST 2012		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	435		1	653	
CANCELLATIONS			185			272
DELAYS			134			224
MISCONNECTIONS			68			108
BAGGAGE	2	214		3	251	
CUSTOMER SERVICE	3	191		4	222	
RES/TKTG/BOARDING	4	177		2	269	
REFUNDS	5	92		5	135	
DISABILITY	6	87		8	72	
OVERSALES	7	39		7	82	
OTHER	8	39		9	49	
FREQUENT FLYER			18			34
FARES	9	30		6	124	
DISCRIMINATION	10	7		11	10	
ADVERTISING	10	7		10	16	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1, 318			1, 883	

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\* 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\*

AUGUST 2013

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	2	1	0	0	0	0	2	2	0	0	0	0	7
AIRTRAN AIRWAYS	4	1	3	1	0	3	1	2	0	0	0	0	15
ALASKA AIRLINES	3	0	4	0	1	0	1	2	0	0	0	0	11
ALLEGiant AIR	15	0	2	1	0	1	5	1	0	0	0	0	25
AMERICAN AIRLINES	56	2	21	4	13	33	24	11	0	1	0	6	171
AMERICAN EAGLE AIRLINES	22	0	6	0	0	5	9	2	0	0	0	0	44
CHAUTAUQUA AIRLINES	3	0	0	0	0	1	1	0	0	0	0	0	5
DELTA AIR LINES	19	2	10	3	2	9	14	11	1	0	0	2	73
ENDEAVOR AIR***	11	0	0	0	0	1	2	0	0	0	0	1	15
EXPRESSJET AIRLINES	21	0	0	0	0	2	2	0	0	0	0	1	26
FRONTIER AIRLINES	3	1	3	1	0	4	7	2	0	0	0	1	22
GO!	11	0	0	0	2	0	0	0	0	0	0	0	13
GOJET AIRLINES	4	0	0	0	0	1	1	0	0	0	0	0	6
HAWAIIAN AIRLINES	1	0	3	0	0	2	1	1	0	0	0	2	10
JETBLUE AIRWAYS	4	0	3	0	2	5	3	2	0	0	0	0	19
MESA AIRLINES	5	0	0	0	2	0	3	0	0	0	0	0	10
PIEDMONT AIRLINES	4	1	1	0	0	0	0	0	0	0	0	0	6
REPUBLIC AIRLINES	14	0	1	0	0	1	0	0	0	0	0	0	16
SHUTTLE AMERICA	5	0	0	0	0	0	0	0	0	0	0	0	5
SKYWEST AIRLINES	17	0	3	0	0	4	0	1	0	1	0	0	26
SOUTHWEST AIRLINES	7	2	3	0	1	3	4	1	0	0	0	0	21
SPIRIT AIRLINES	38	6	20	3	6	14	9	4	1	1	0	1	103
TRANS STATES AIRLINES	3	0	0	0	1	1	0	0	0	0	0	0	5
UNITED AIRLINES	64	9	26	6	19	30	43	12	0	0	0	9	218
US AIRWAYS	25	2	6	2	10	10	6	14	0	0	0	5	80
VIRGIN AMERICA	2	0	0	0	0	0	1	1	2	0	0	0	6
OTHER U. S. AIRLINES	13	0	2	0	2	3	0	0	0	0	0	0	20
TOTAL AUGUST 2013	376	27	117	21	61	133	139	69	4	3	0	28	978
% OF TOTAL COMPLAINTS	38.4	2.8	12.0	2.1	6.2	13.6	14.2	7.1	0.4	0.3	0.0	2.9	
TOTAL AUGUST 2012	560	61	183	46	97	151	188	65	12	8	0	39	1,410
% OF TOTAL COMPLAINTS	39.7	4.3	13.0	3.3	6.9	10.7	13.3	4.6	0.9	0.6	0.0	2.8	

\* 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.'

\*\*\* ENDEAVOR AIR, FORMERLY PINNACLE AIRLINES.

Table 4

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

U. S. AIRLINES*	COMPS RECD IN AUG	INCI - DENTS IN AUG	PERCENT	INCI - DENTS IN JULY	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	7	2	28.6	3	42.9	2	28.6	0	0.0
AIRTRAN AIRWAYS	15	5	33.3	4	26.7	5	33.3	1	6.7
ALASKA AIRLINES	11	2	18.2	2	18.2	4	36.4	3	27.3
ALLEGiant AIR	25	13	52.0	3	12.0	6	24.0	3	12.0
AMERICAN AIRLINES	171	76	44.4	38	22.2	38	22.2	19	11.1
AMERICAN EAGLE AIRLINES	44	18	40.9	11	25.0	13	29.5	2	4.5
CHAUTAUQUA AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
DELTA AIR LINES	73	30	41.1	24	32.9	14	19.2	5	6.8
ENDEAVOR AIR**	15	3	20.0	12	80.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	26	18	69.2	6	23.1	2	7.7	0	0.0
FRONTIER AIRLINES	22	14	63.6	4	18.2	3	13.6	1	4.5
GO!	13	10	76.9	2	15.4	1	7.7	0	0.0
GOJET AIRLINES	6	2	33.3	2	33.3	2	33.3	0	0.0
HAWAIIAN AIRLINES	10	3	30.0	1	10.0	5	50.0	1	10.0
JETBLUE AIRWAYS	19	11	57.9	4	21.1	3	15.8	1	5.3
MESA AIRLINES	10	7	70.0	0	0.0	3	30.0	0	0.0
PIEDMONT AIRLINES	6	3	50.0	1	16.7	2	33.3	0	0.0
REPUBLIC AIRLINES	16	11	68.8	4	25.0	0	0.0	1	6.2
SHUTTLE AMERICA	5	2	40.0	2	40.0	1	20.0	0	0.0
SKYWEST AIRLINES	26	13	50.0	8	30.8	4	15.4	1	3.8
SOUTHWEST AIRLINES	21	10	47.6	5	23.8	2	9.5	4	19.0
SPIRIT AIRLINES	103	46	44.7	22	21.4	25	24.3	10	9.7
TRANS STATES AIRLINES	5	2	40.0	3	60.0	0	0.0	0	0.0
UNITED AIRLINES	218	82	37.6	72	33.0	51	23.4	13	6.0
US AIRWAYS	80	24	30.0	21	26.2	29	36.2	6	7.5
VIRGIN AMERICA	6	3	50.0	0	0.0	1	16.7	2	33.3
OTHER U. S. AIRLINES	20	9	45.0	7	35.0	2	10.0	2	10.0
<b>TOTALS</b>	<b>978</b>	<b>422</b>	<b>43.1</b>	<b>263</b>	<b>26.9</b>	<b>218</b>	<b>22.3</b>	<b>75</b>	<b>7.7</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>1,410</b>	<b>658</b>	<b>46.7</b>	<b>316</b>	<b>22.4</b>	<b>275</b>	<b>19.5</b>	<b>161</b>	<b>11.4</b>

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

\*\* ENDEAVOR AIR, FORMERLY PINNACLE AIRLINES.

Table 5

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

AUGUST 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	4	0	1	0	0	0	2	0	0	1	0	0	8
AIR BERLIN	1	0	2	0	0	8	1	1	0	0	0	0	13
AIR CANADA	18	1	7	0	1	7	14	4	0	0	0	0	52
AIR FRANCE	0	2	3	0	0	9	1	2	0	0	0	0	17
ALITALIA AIRLINES	1	1	5	0	2	5	0	0	0	0	0	0	14
BRITISH AIRWAYS	2	0	3	0	2	2	1	1	0	0	0	2	13
DUTCH ANTILLES EXPRESS	4	1	1	0	0	0	1	0	0	0	0	0	7
EMIRATES AIRLINES	0	0	3	2	0	1	2	0	0	0	0	0	8
ETHIOPIAN AIRLINES	0	0	1	0	0	4	1	1	0	1	0	0	8
ETIHAD AIRWAYS	2	0	1	0	1	2	0	0	0	0	0	0	6
KLM	3	1	1	0	0	3	4	0	0	0	0	2	14
LOT POLISH AIRLINES	2	0	1	0	0	1	0	2	1	0	0	1	8
LUFTHANSA	0	1	4	1	1	5	2	0	0	0	0	0	14
QATAR AIRWAYS	0	1	0	0	0	2	3	1	1	0	0	0	8
TURKISH AIRLINES	3	0	0	0	0	7	2	0	0	1	0	1	14
VIRGIN ATLANTIC AIRWAYS	0	0	0	0	1	3	1	1	0	0	0	0	6
VOLARIS AIRLINES	1	2	2	0	1	2	1	1	0	0	0	0	10
OTHER FOREIGN AIRLINES	17	2	12	3	11	19	14	4	0	1	0	2	85
<b>TOTALS</b>	<b>58</b>	<b>12</b>	<b>47</b>	<b>6</b>	<b>20</b>	<b>80</b>	<b>50</b>	<b>18</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>8</b>	<b>305</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	11	2	5	0	0	0	1	0	0	0	19
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>19</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	1	0	1	0	0	0	0	0	0	0	2
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>1</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>0</b>	<b>2</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	1	0	1	1	5	1	2	0	0	0	0	3	14
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>14</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	AUGUST 2013			AUGUST 2012		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	21	9,933,031	<b>0.21</b>	37	10,112,893	<b>0.37</b>
2	<b>ALASKA AIRLINES</b>	11	1,895,250	<b>0.58</b>	13	1,756,080	<b>0.74</b>
3	<b>DELTA AIR LINES</b>	73	11,534,570	<b>0.63</b>	129	11,192,037	<b>1.15</b>
4	<b>JETBLUE AIRWAYS</b>	19	2,924,648	<b>0.65</b>	25	2,792,731	<b>0.90</b>
5	<b>EXPRESSJET AIRLINES</b>	26	3,003,613	<b>0.87</b>	38	2,976,599	<b>1.28</b>
6	<b>AIRTRAN AIRWAYS</b>	15	1,529,603	<b>0.98</b>	15	1,917,267	<b>0.78</b>
7	<b>VIRGIN AMERICA</b>	6	587,621	<b>1.02</b>	15	601,307	<b>2.49</b>
8	<b>SKYWEST AIRLINES</b>	26	2,499,240	<b>1.04</b>	17	2,458,908	<b>0.69</b>
9	<b>HAWAIIAN AIRLINES</b>	10	928,616	<b>1.08</b>	4	877,362	<b>0.46</b>
10	<b>ENDEAVOR AIR**</b>	15	1,237,229	<b>1.21</b>	*	*	*
11	<b>MESA AIRLINES</b>	10	803,882	<b>1.24</b>	3	687,282	<b>0.44</b>
12	<b>US AIRWAYS</b>	80	5,090,546	<b>1.57</b>	98	4,770,172	<b>2.05</b>
13	<b>AMERICAN AIRLINES</b>	171	7,787,411	<b>2.20</b>	223	7,633,657	<b>2.92</b>
14	<b>FRONTIER AIRLINES</b>	22	942,466	<b>2.33</b>	9	984,514	<b>0.91</b>
15	<b>UNITED AIRLINES</b>	218	8,327,918	<b>2.62</b>	467	8,660,564	<b>5.39</b>
16	<b>AMERICAN EAGLE AIRLINES</b>	44	1,607,629	<b>2.74</b>	29	1,686,539	<b>1.72</b>
<b>TOTAL</b>		<b>767</b>	<b>60,633,273</b>	<b>1.26</b>	<b>1,122</b>	<b>59,107,912</b>	<b>1.96</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," "Mishandled Baggage," and "Oversales" sections of this report.

\*\* Endeavor Air, formerly 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.

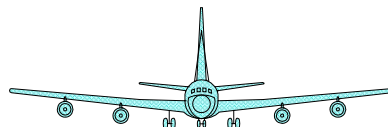
**Disability:** Civil rights complaints by air travelers with disabilities.

**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.



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

The Transportation Security Administration (TSA) screened approximately 58 million airline passengers and their 46 million checked bags in the month of August 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 August.

**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
390	.0006	32	.00006	86	.0001	427	.0007

**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 August.

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.

### **August 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>	<b>2</b>	
<i>American</i>	<b>1</b>		
<i>Total</i>	<b>2</b>	<b>2</b>	