



U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: November 2013



Flight Delays¹	September 2013 12 Months ending September 2013
Mishandled Baggage¹	September 2013 January – September 2013
Oversales¹	3rd Quarter 2013 January – September 2013
Consumer Complaints² (Includes Disability and Discrimination Complaints)	September 2013 January – September 2013
Customer Service Reports to the Dept. of Homeland Security³	September 2013
Airline Animal Incident Reports⁴	September 2013

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>	2	<i>Flight Delays (continued)</i>	
<i>Flight Delays</i>		Table 11	24
Explanation	3	List of Regularly Scheduled Flights with Tarmac Delays Over 3 Hours, By Carrier	
Table 1	4	Table 11A	25
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Carrier	
Table 1A	5	Table 12	26
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		Number and Percentage of Regularly Scheduled Flights With Tarmac Delays of 2 Hours or More, By Carrier	
Table 2	6	Footnotes	27
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		Appendix	28
Table 3	10	<i>Mishandled Baggage</i>	
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		Explanation	29
Table 4	12	Ranking— September 2013	30
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		Ranking— January - September 2013	31
Table 5	14	<i>Oversales</i>	
List of Regularly Scheduled Flights with More than 50% Delayed Arrivals of More Than 30 Minutes		Explanation	32
Table 6	15	Ranking — 3rd Quarter 2013	33
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More		Ranking — January - September 2013	34
Table 7	16	<i>Consumer Complaints</i>	
On-Time Arrival and Departure Percentage, by Airport		Explanation	35
Table 8	20	Complaint Tables 1-5 (September)	36
Overall Number and Percentage of Flight Cancellations, by Carrier		Summary, Complaint Categories, U.S. Airlines, Incident Date and Companies Other Than U.S. Airlines	
Table 8A	21	Ranking, Table 6 (September)	41
Number and Percentage of Regularly Scheduled Flights Canceled 5% or More of the Time, By Carrier.		Complaint Tables 1-4 (January – September 2013)	42
Table 9	22	Summary, Complaint Categories, U.S. Airlines, and Companies Other Than U.S. Airlines	
Flight Causation Data, By Airline and Category		Ranking, Table 5 (January – September 2013)	47
Table 10	23	Complaint Categories	48
Flight Causation Data, Graphic Representation		<i>Customer Service Reports to the Department of Homeland Security (August)</i>	49
		<i>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation (August)</i>	50

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/. Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml>. CDs for earlier months can be purchased by sending an email to: Orders@bts.gov. Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>. Cause of delay data for airports and airlines can be found at: http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp

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

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

SEPTEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	85.8	17	95.5
DELTA AIR LINES S/	29	90.1	135	90.3
ENDEAVOR AIR** S/	20	88.7	114	88.8
US AIRWAYS S/	27	88.1	76	88.3
ALASKA AIRLINES S/	20	86.9	54	87.6
AIRTRAN AIRWAYS S/	16	86.3	38	86.8
VIRGIN AMERICA S/	16	84.5	19	84.9
UNITED AIRLINES S/	28	84.6	79	84.6
MESA AIRLINES S/V/	11	85.1	74	84.6
AMERICAN AIRLINES S/	28	84.3	82	83.7
EXPRESSJET AIRLINES S/	20	83.9	159	83.4
SKYWEST AIRLINES S/	23	82.9	158	83.2
JETBLUE AIRWAYS S/	23	83.0	57	83.1
AMERICAN EAGLE S/	19	82.3	128	82.2
FRONTIER AIRLINES S/	22	76.7	70	76.9
SOUTHWEST AIRLINES S/	24	76.1	86	76.3
TOTAL		84.2		83.8

➤ 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

SEPTEMBER 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*	4th Quarter 10-12 2012		1st Quarter 01-03 2013		2nd Quarter 04-06 2013		3rd Quarter 07-09 2013		Jul-13		Aug-13		Sep-13		12 Months Ending Sep 2013		Database 9/87-9/2013	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	86.2	3	83.8	5	76.7	7	77.9	9	68.6	13	80.5	7	86.8	6	81.2	5	(--)	(--)
ALASKA	85.8	4	87.5	3	88.0	2	85.7	2	84.5	2	85.1	2	87.6	5	86.7	2	76.5	5
AMERICAN	74.1	15	80.0	10	72.8	14	79.4	7	73.6	7	81.3	5	83.7	10	76.6	12	78.0	3
AMERICAN EAGLE	80.6	9	74.7	13	66.2	16	73.3	15	64.4	15	74.2	14	82.2	14	73.7	14	(--)	(--)
DELTA	87.2	2	86.2	4	82.5	3	83.1	3	74.6	5	85.0	3	90.3	2	84.6	3	77.6	4
ENDEAVOR**	(--)	(--)	78.9	12	78.2	6	81.4	4	72.7	9	83.7	4	88.8	3	79.5	7	(--)	(--)
EXPRESSJET	77.4	12	70.9	16	70.2	15	75.8	12	68.3	14	76.3	11	83.4	11	73.6	15	(--)	(--)
FRONTIER	74.3	14	71.3	15	73.4	12	74.3	14	70.9	11	75.2	13	76.9	15	73.4	16	(--)	(--)
HAWAIIAN	94.1	1	91.8	1	92.8	1	94.8	1	94.6	1	94.3	1	95.5	1	93.4	1	(--)	(--)
JETBLUE	75.3	13	73.3	14	73.9	11	72.6	16	63.9	16	72.6	16	83.1	13	73.7	13	(--)	(--)
MESA	84.8	5	80.7	9	73.3	13	76.7	11	71.0	10	75.4	12	84.6	9	78.6	11	(--)	(--)
SKYWEST	78.8	11	79.2	11	79.7	4	79.6	6	77.0	3	79.0	9	83.2	12	79.3	8	(--)	(--)
SOUTHWEST	80.8	8	83.1	6	76.7	8	75.4	13	76.0	4	73.8	15	76.3	16	78.9	10	81.9	1
UNITED	80.1	10	81.4	8	75.6	10	79.0	8	73.4	8	79.3	8	84.6	8	79.0	9	76.2	6
US AIRWAYS	84.7	6	82.4	7	78.7	5	80.9	5	74.0	6	81.1	6	88.3	4	81.6	4	78.3	2
VIRGIN AMERICA	82.6	7	89.7	2	76.3	9	77.1	10	68.9	12	78.5	10	84.9	7	81.0	6	(--)	(--)
Total	80.8		80.1		76.2		78.4		73.1		78.8		83.8		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

SEPTEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ENDEAVOR**	536	80.2	134	82.1	218	89.4	66	81.8	246	86.2	28	78.6	141	85.1	4994	91.9
AMERICAN	370	79.2	964	78.0	226	76.1	170	68.2	867	81.1	389	77.6	12623	86.9	171	82.5
ALASKA	60	90.0	120	87.5	H/		H/		120	88.3	123	78.9	105	96.2	H/	
JETBLUE	H/		3024	84.5	163	92.0	116	93.1	513	84.4	85	81.2	86	87.2	H/	
DELTA	17454	89.7	934	88.8	648	90.6	451	86.9	776	91.2	589	86.9	436	94.3	4138	92.4
EXPRESSJET	7646	85.9	197	87.3	96	88.5	649	80.9	181	79.0	1553	78.2	1278	87.9	2172	86.5
FRONTIER	52	65.4	H/		9	88.9	H/		88	76.1	3139	77.9	134	73.1	49	69.4
AIRTRAN	4133	85.1	307	84.4	846	87.1	H/		330	87.0	72	94.4	H/		90	87.8
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
AMERICAN EAGLE	498	72.7	H/		171	83.6	423	78.0	485	77.7	176	63.6	6910	86.4	414	78.3
SKYWEST	89	76.4	64	85.9	H/		8	87.5	31	87.1	3972	80.2	469	77.4	228	86.4
UNITED	30	76.7	1099	83.3	323	81.1	25	92.0	590	83.7	3619	84.6	264	87.5	47	87.2
US AIRWAYS	427	86.9	1535	85.7	365	87.4	7322	89.8	1518	85.4	377	86.7	548	90.3	325	89.2
VIRGIN AMERICA	H/		131	84.7	H/		H/		30	96.7	H/		165	89.7	H/	
SOUTHWEST	658	79.6	685	75.0	4918	81.5	176	80.7	150	82.0	4701	75.1	H/		484	76.2
MESA	93	91.4	96	84.4	H/		2835	83.3	H/		H/		52	96.2	82	84.1
TOTAL	32046	87.3	9290	83.7	7983	83.5	12241	86.8	5925	84.5	18823	79.4	23211	86.9	13194	89.7

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

** Formerly Pinnacle Airlines

SEPTEMBER 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*																
	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**	88	84.1	4	75.0	164	87.2	75	77.3	1067	79.0	H/		H/		418	82.1
AMERICAN	282	72.3	196	75.0	264	77.3	404	81.4	1055	82.5	836	81.5	2516	82.8	1278	82.1
ALASKA	60	96.7	29	93.1	H/		30	93.3	H/		403	88.1	551	83.7	H/	
JETBLUE	478	77.8	1109	84.7	215	82.3	H/		3341	81.4	302	78.1	273	86.1	473	73.8
DELTA	422	85.1	694	91.5	190	88.4	198	87.9	1770	86.3	1093	90.5	1739	89.7	1689	85.5
EXPRESSJET	3400	80.1	H/		2165	82.4	6434	85.6	120	72.5	H/		H/		1178	78.9
FRONTIER	H/		26	84.6	H/		91	79.1	H/		159	80.5	114	65.8	56	76.8
AIRTRAN	H/		497	89.3	H/		H/		H/		141	78.7	91	73.6	255	78.4
HAWAIIAN	H/		H/		H/		H/		24	95.8	73	93.2	90	88.9	H/	
AMERICAN EAGLE	214	60.7	H/		H/		197	67.5	630	77.3	H/		534	83.9	1362	77.5
SKYWEST	H/		H/		147	87.8	1348	84.9	H/		392	74.0	5049	83.2	20	80.0
UNITED	3569	84.1	356	86.0	1832	84.2	5032	87.2	391	79.3	1115	87.0	2696	87.8	734	76.6
US AIRWAYS	340	78.2	385	89.6	H/		449	86.9	251	80.9	480	88.3	495	89.5	1106	80.9
VIRGIN AMERICA	163	92.6	81	91.4	117	88.0	H/		291	83.5	315	80.0	1188	88.7	H/	
SOUTHWEST	506	70.0	741	81.8	220	73.2	H/		H/		6109	75.9	3054	70.2	504	76.6
MESA	H/		H/		804	81.2	H/		H/		H/		H/		42	69.0
TOTAL	9522	80.8	4118	86.2	6118	82.8	14258	85.8	8940	81.8	11418	80.0	18390	82.7	9115	80.1

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

** Formerly Pinnacle Airlines

SEPTEMBER 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*																
	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/		172	91.3	H/		3022	91.0	163	82.8	H/		305	85.2	H/	
AMERICAN	744	79.8	H/		3594	87.1	306	83.7	4187	86.3	176	80.1	318	79.6	402	86.1
ALASKA	59	84.7	H/		H/		60	90.0	147	87.1	915	89.6	30	93.3	180	75.0
JETBLUE	1264	87.2	H/		H/		H/		174	82.2	124	82.3	141	80.9	52	76.9
DELTA	1230	90.6	194	86.6	662	91.4	4672	92.8	589	88.5	405	85.2	575	88.3	520	90.4
EXPRESSJET	H/		3	66.7	H/		636	83.6	4704	83.6	H/		40	85.0	4	75.0
FRONTIER	79	82.3	121	82.6	H/		113	79.6	H/		129	77.5	9	88.9	122	65.6
AIRTRAN	1095	91.7	399	87.7	H/		119	81.5	H/		H/		226	83.2	H/	
HAWAIIAN	H/		H/		H/		H/		H/		30	76.7	H/		30	90.0
AMERICAN EAGLE	H/		H/		1382	89.7	156	69.2	6681	81.6	H/		131	62.6	H/	
SKYWEST	H/		21	90.5	30	66.7	1758	92.9	2150	83.9	929	85.3	H/		1780	89.0
UNITED	757	87.5	H/		176	83.0	177	83.6	4953	84.5	656	86.1	325	80.3	455	87.3
US AIRWAYS	648	90.0	H/		284	88.4	332	87.0	579	85.0	200	85.5	3642	86.3	4427	92.1
VIRGIN AMERICA	30	93.3	H/		H/		H/		137	89.1	85	90.6	86	88.4	H/	
SOUTHWEST	1794	83.4	6536	80.2	H/		619	78.0	H/		974	74.3	529	73.3	4658	75.2
MESA	H/		H/		37	91.9	H/		821	84.8	H/		110	77.3	1065	93.2
TOTAL	7700	87.0	7446	81.1	6165	88.0	11970	90.0	25285	83.9	4623	83.5	6467	83.9	13695	85.1

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

** Formerly Pinnacle Airlines

SEPTEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
CARRIER	SAN		SEA		SFO		SLC		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ENDEAVOR**	H/		H/		H/		11	90.9	29	100.0
AMERICAN	440	83.2	464	85.1	906	73.7	116	84.5	468	85.9
ALASKA	456	87.5	3932	87.9	352	72.4	60	93.3	H/	
JETBLUE	111	86.5	240	79.6	349	79.7	90	81.1	401	85.3
DELTA	473	90.5	897	90.1	721	85.6	2735	92.9	764	90.1
EXPRESSJET	H/		H/		H/		45	82.2	1	0.0
FRONTIER	120	71.7	129	79.1	132	58.3	141	76.6	18	88.9
AIRTRAN	H/		H/		89	75.3	H/		415	92.3
HAWAIIAN	30	93.3	60	68.3	30	83.3	H/		H/	
AMERICAN EAGLE	81	88.9	H/		H/		86	76.7	60	83.3
SKYWEST	699	83.7	635	78.4	3846	67.2	4642	92.1	21	95.2
UNITED	760	86.8	884	86.9	4346	80.3	89	83.1	452	88.1
US AIRWAYS	310	91.6	315	91.4	421	78.1	190	89.5	497	86.9
VIRGIN AMERICA	132	90.2	254	88.6	1408	77.3	H/		H/	
SOUTHWEST	2554	70.8	1154	74.4	1303	55.3	932	66.8	1487	83.3
MESA	H/		H/		H/		H/		H/	
TOTAL	6166	80.0	8964	85.1	13903	73.4	9137	89.0	4613	86.7

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

** Formerly Pinnacle Airlines

SEPTEMBER 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	92.2	85.1	91.5	93.7	95.0	88.0	89.2	97.0	87.5	89.2	84.2	94.2	84.5	100.0	90.7	J/	90.9	93.6
700 - 759 AM	95.9	87.1	96.5	97.9	95.5	95.0	92.0	94.2	93.7	92.3	89.3	93.7	91.9	93.0	94.2	91.3	93.3	90.3
800 - 859 AM	91.5	90.8	95.1	91.5	94.5	92.2	94.0	94.0	90.6	96.7	97.0	93.3	91.7	94.6	90.8	92.9	94.4	92.6
900 - 959 AM	92.3	92.8	96.4	92.3	89.3	89.2	94.1	92.9	90.2	96.4	90.6	91.0	88.7	94.4	90.0	91.1	96.0	93.7
1000 - 1059 AM	93.3	92.7	95.3	91.1	94.3	87.4	92.6	89.5	93.5	92.1	89.7	90.0	90.5	92.9	87.5	87.3	95.1	92.3
1100 - 1159 AM	92.6	90.9	95.3	87.0	90.0	85.9	93.3	89.9	90.5	88.1	89.9	89.9	88.4	87.2	87.7	88.2	94.2	87.8
1200 - 1259 PM	91.5	90.5	92.2	90.6	89.0	85.8	91.8	92.1	85.0	89.9	80.0	89.8	88.4	83.6	83.9	87.2	93.7	90.8
100 - 159 PM	91.1	89.7	89.7	89.3	87.7	80.9	88.4	93.7	82.7	89.6	94.2	87.8	86.2	78.2	83.2	83.9	92.1	84.5
200 - 259 PM	86.3	86.5	85.2	84.0	87.0	81.6	86.4	92.5	81.0	89.0	89.8	86.0	84.8	73.3	80.7	79.8	91.6	82.8
300 - 359 PM	85.2	87.0	81.3	88.4	82.2	79.1	85.6	88.1	82.5	94.5	82.6	84.2	77.9	73.6	80.8	80.5	87.9	85.1
400 - 459 PM	85.4	83.6	77.9	81.2	84.5	72.3	84.0	91.3	75.0	85.8	78.4	82.4	76.8	74.3	80.7	77.3	83.9	78.9
500 - 559 PM	83.4	79.8	79.1	81.7	81.9	69.1	79.9	86.4	80.0	84.6	79.7	80.5	76.8	66.7	82.2	74.1	81.8	75.7
600 - 659 PM	83.8	77.3	80.3	84.0	75.8	63.4	80.7	86.2	78.1	81.8	81.6	80.3	73.5	70.9	76.1	71.9	80.2	74.0
700 - 759 PM	80.9	84.9	75.3	83.7	80.4	68.6	81.1	79.7	70.0	80.4	84.5	76.9	78.4	71.3	77.6	76.0	80.6	63.7
800 - 859 PM	80.2	79.9	71.7	82.8	79.9	71.2	80.4	86.6	77.1	85.8	77.9	81.7	74.8	69.5	77.4	70.9	85.8	68.6
900 - 959 PM	83.5	78.3	72.9	81.0	77.9	67.4	81.6	85.0	73.1	76.7	78.0	76.3	76.8	72.3	77.6	72.3	81.9	72.1
1000 - 1059 PM	80.7	72.1	64.6	72.0	79.7	69.7	80.1	83.7	75.0	81.9	66.4	83.7	76.9	82.1	73.7	74.9	74.8	68.0
1100 - 559 AM	75.0	75.5	74.5	79.8	81.5	77.4	83.4	76.3	78.4	77.6	77.9	82.2	83.6	83.0	88.7	72.6	78.0	58.4
TOTAL, ALL ARRIVALS, BY AIRPORT	87.3	83.7	83.5	86.8	84.5	79.4	86.9	89.7	80.8	86.2	82.8	85.8	81.8	80.0	82.7	80.1	87.0	81.1

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

SEPTEMBER 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	86.0	98.9	89.1	89.1	91.5	97.0	J/	90.0	91.9	J/	77.8	91.7
700 - 759 AM	98.3	94.2	89.1	98.8	96.4	94.5	91.9	100.0	92.7	97.7	100.0	93.2
800 - 859 AM	95.9	92.5	87.7	100.0	89.7	95.2	94.4	94.0	90.1	95.5	97.5	92.2
900 - 959 AM	94.9	94.8	89.6	93.1	93.2	92.4	89.9	93.2	75.6	95.9	96.6	91.4
1000 - 1059 AM	94.6	94.0	88.6	90.2	89.8	92.6	88.3	92.5	71.9	94.1	96.8	90.7
1100 - 1159 AM	91.5	92.4	89.8	88.7	89.7	89.8	88.4	88.9	71.1	86.9	95.6	89.2
1200 - 1259 PM	88.3	92.1	88.9	86.0	87.4	88.8	87.5	89.8	65.1	92.7	94.0	88.0
100 - 159 PM	89.8	92.7	88.9	86.4	81.7	82.8	82.7	85.2	71.5	88.2	92.0	86.8
200 - 259 PM	91.0	89.0	86.2	77.2	88.0	83.8	72.2	85.9	70.6	90.7	90.1	84.9
300 - 359 PM	88.0	87.4	83.9	80.6	87.0	82.9	72.6	85.1	69.3	88.2	91.8	83.0
400 - 459 PM	86.6	89.8	81.8	86.4	81.3	71.3	75.9	82.5	77.3	89.0	89.6	82.2
500 - 559 PM	83.7	78.5	78.2	78.6	82.8	78.2	71.1	84.7	73.0	61.5	82.3	78.7
600 - 659 PM	85.1	87.2	78.5	72.9	79.1	75.0	76.6	76.3	72.4	77.2	78.2	78.4
700 - 759 PM	82.4	84.1	76.5	85.1	80.0	79.2	74.2	79.7	73.3	88.2	87.5	78.8
800 - 859 PM	84.6	88.8	73.0	80.2	82.0	81.0	74.5	82.9	72.3	85.1	75.9	78.4
900 - 959 PM	81.0	78.3	74.1	75.8	79.8	75.2	73.0	82.1	69.3	85.3	74.5	77.0
1000 - 1059 PM	81.3	73.2	78.5	75.2	79.6	81.3	70.3	76.3	62.8	66.1	73.2	74.7
1100 - 559 AM	83.2	92.9	88.3	85.1	73.1	78.2	85.3	84.5	78.1	71.2	75.8	80.4
TOTAL, ALL ARRIVALS, BY AIRPORT	88.0	90.0	83.9	83.5	83.9	85.1	80.0	85.1	73.4	89.0	86.7	84.2

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

SEPTEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	92.9	96.1	95.5	95.2	95.6	95.0	92.9	92.6	93.1	95.3	93.7	91.4	94.7	93.8	94.2	93.3	95.4	97.2
700 - 759 AM	93.3	95.5	94.7	93.6	93.7	92.4	90.6	91.2	92.0	96.1	88.2	94.5	93.4	91.4	91.7	95.3	95.8	95.1
800 - 859 AM	91.5	91.5	91.4	94.3	93.8	91.1	90.3	93.9	92.4	94.5	90.2	92.7	92.2	89.6	90.0	88.7	96.1	85.8
900 - 959 AM	91.0	92.1	92.9	92.2	94.0	85.7	89.4	93.9	91.8	95.5	90.7	91.0	92.1	89.2	86.2	92.7	94.9	86.8
1000 - 1059 AM	90.3	90.6	87.0	90.0	91.6	84.3	88.0	91.3	89.2	89.0	91.2	87.5	88.4	85.8	84.7	89.1	91.4	87.0
1100 - 1159 AM	90.4	89.9	91.7	91.2	93.8	82.9	86.0	85.2	91.7	90.2	87.6	87.8	88.1	83.2	82.0	88.9	92.9	81.9
1200 - 1259 PM	91.3	85.7	86.6	84.5	88.0	78.6	85.0	91.6	84.8	87.3	85.3	88.1	91.5	72.1	80.9	88.2	90.8	78.9
100 - 159 PM	89.4	91.5	76.9	88.1	89.2	75.6	83.4	90.8	84.8	84.4	88.3	86.0	88.9	72.6	80.1	82.5	86.5	74.4
200 - 259 PM	86.5	82.2	77.6	85.9	88.6	73.3	80.1	91.4	81.4	85.9	84.1	83.3	86.6	68.6	76.9	84.0	85.2	68.3
300 - 359 PM	83.7	84.6	65.4	81.9	86.8	76.4	80.6	88.1	77.4	80.6	84.1	83.5	78.6	61.4	74.8	79.9	83.5	73.5
400 - 459 PM	80.8	83.7	65.3	86.5	82.1	65.6	78.1	88.2	78.5	82.7	75.2	79.7	75.3	69.0	81.8	79.3	73.7	67.7
500 - 559 PM	83.8	77.6	68.1	79.5	81.7	57.2	75.8	86.2	75.4	81.1	75.3	78.6	78.9	58.6	78.9	76.7	75.5	69.6
600 - 659 PM	82.6	73.3	71.4	83.2	81.6	57.8	74.1	76.4	76.8	77.1	77.5	78.5	77.4	60.4	76.3	76.1	66.9	62.5
700 - 759 PM	85.1	75.5	68.5	85.5	78.1	68.2	72.5	84.8	77.1	79.4	78.5	80.9	76.1	59.4	73.5	74.7	72.6	49.0
800 - 859 PM	78.4	78.7	60.5	82.9	86.2	53.6	74.9	88.6	70.4	85.7	81.8	74.9	77.7	53.6	76.6	71.1	87.1	51.4
900 - 959 PM	83.0	71.4	60.3	81.6	79.5	65.5	74.9	83.2	73.2	80.6	75.8	84.2	70.8	79.3	77.1	68.8	50.0	47.5
1000 - 1059 PM	84.0	J/	J/	88.2	92.6	81.0	80.5	100.0	J/	J/	84.5	80.0	85.5	90.8	87.7	66.7	100.0	J/
1100 - 559 AM	89.0	95.5	92.3	92.9	98.1	81.5	94.5	J/	96.4	96.8	96.4	95.2	92.8	88.4	90.0	90.9	97.6	86.7
TOTAL, ALL DEPARTURES, BY AIRPORT	86.5	86.7	78.7	87.6	88.5	75.7	82.0	89.2	83.9	87.8	83.1	85.4	84.5	75.6	83.0	84.0	85.5	73.2

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

SEPTEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	90.9	94.3	90.2	96.5	90.5	96.0	95.8	92.9	93.5	96.1	96.5	94.1
700 - 759 AM	93.5	94.0	87.7	91.8	93.7	95.6	93.8	89.7	92.8	95.0	96.1	92.9
800 - 859 AM	93.7	94.7	88.6	92.5	92.0	90.7	89.7	92.3	91.2	94.4	96.5	91.4
900 - 959 AM	89.3	93.9	86.2	91.5	90.9	89.0	85.7	86.3	86.2	94.0	96.6	89.9
1000 - 1059 AM	95.1	93.3	85.2	85.3	88.0	88.0	85.2	88.3	75.4	91.7	94.9	87.8
1100 - 1159 AM	87.5	93.4	85.4	84.4	89.3	77.3	79.1	85.5	73.2	93.0	94.4	87.2
1200 - 1259 PM	84.1	87.8	85.3	88.2	87.1	85.3	81.6	86.5	69.9	87.6	93.5	85.1
100 - 159 PM	83.2	90.4	83.5	81.4	87.6	82.6	82.5	83.3	65.6	86.8	88.1	83.3
200 - 259 PM	81.4	91.5	81.4	81.7	89.9	75.9	58.1	88.1	68.9	73.5	86.9	81.5
300 - 359 PM	80.7	88.7	78.4	81.7	81.7	78.2	72.3	79.6	68.4	90.3	89.4	80.1
400 - 459 PM	87.4	85.7	78.8	89.3	85.0	74.9	69.4	86.7	72.7	83.8	82.4	78.1
500 - 559 PM	86.0	87.1	76.5	75.7	80.6	73.6	61.9	84.9	76.7	87.0	81.9	77.5
600 - 659 PM	87.2	74.0	73.9	74.3	80.0	73.0	69.9	79.1	72.8	67.1	74.6	74.1
700 - 759 PM	82.4	88.8	75.6	79.1	75.4	56.4	71.0	81.3	70.9	74.1	74.6	76.6
800 - 859 PM	84.4	80.0	73.0	83.8	83.6	81.9	66.5	85.1	72.3	88.2	82.1	75.7
900 - 959 PM	84.6	92.3	72.7	87.9	93.5	83.7	73.8	85.5	76.6	95.1	J/	78.1
1000 - 1059 PM	81.1	70.0	78.9	90.1	86.3	88.5	95.0	91.6	79.6	96.9	J/	84.8
1100 - 559 AM	J/	96.3	95.4	96.9	97.0	94.7	J/	90.7	86.7	92.6	100.0	91.5
TOTAL, ALL DEPARTURES, BY AIRPORT	86.7	90.5	81.4	86.6	86.6	83.0	80.1	86.8	77.7	90.2	89.0	83.7

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

SEPTEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

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

CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

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	5487	Sep	MRY-SFO	1140	30	17	56.7	90.8

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

SKYWEST	5487	Aug	MRY-SFO	1142	31	22	71.0	88.9
SKYWEST	5487	Sep	MRY-SFO	1140	30	17	56.7	90.8
SOUTHWEST	4373	Aug	LAX-SFO	2150	26	14	53.9	99.0
SOUTHWEST	4412	Sep	LAX-SFO	2150	25	13	52.0	56.9
SOUTHWEST	160	Aug	PHX-SFO	2010	26	18	69.2	95.4
SOUTHWEST	160	Sep	PHX-SFO	2010	20	12	60.0	79.6
SOUTHWEST	1366	Aug	SNA-SFO	1900	26	15	57.7	91.1
SOUTHWEST	1366	Sep	SNA-SFO	1900	24	13	54.2	82.7

* 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>

SEPTEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
SOUTHWEST	3,199	88	2.8
SKYWEST	1,636	1	0.1
DELTA	2,196	0	0.0
EXPRESSJET	2,027	0	0.0
AMERICAN	1,506	0	0.0
AMERICAN EAGLE	1,266	0	0.0
US AIRWAYS	1,165	0	0.0
UNITED	993	0	0.0
ENDEAVOR	846	0	0.0
JETBLUE	656	0	0.0
ALASKA	438	0	0.0
AIRTRAN	424	0	0.0
MESA	388	0	0.0
FRONTIER	219	0	0.0
HAWAIIAN	192	0	0.0
VIRGIN AMERICA	164	0	0.0
TOTAL	17,315	89	0.5

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.

* Formerly Pinnacle Airlines

SEPTEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	95.0	98.3	60	60
ABILENE TX (ABI)	85.2	90.4	229	229
ADAK ISLAND AK (ADK)	88.9	88.9	9	9
AGUADILLA PR (BQN)	87.1	83.3	70	72
AKRON OH (CAK)	85.9	89.9	731	730
ALBANY GA (ABY)	88.0	89.2	83	83
ALBANY NY (ALB)	79.0	88.0	778	778
ALBUQUERQUE NM (ABQ)	78.4	82.0	2,410	2,407
ALEXANDRIA LA (AEX)	84.5	86.1	329	330
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	82.0	84.4	205	205
ALPENA MI (APN)	92.2	92.2	51	51
AMARILLO TX (AMA)	78.3	84.6	585	584
ANCHORAGE AK (ANC)	89.3	92.4	1,591	1,598
APPLETON WI (ATW)	85.1	87.5	416	415
ARCATA/EUREKA CA (ACV)	68.5	64.5	279	279
ARLINGTON VA (DCA)	84.5	88.5	5,925	5,922
ASHEVILLE NC (AVL)	85.8	87.6	379	379
ASPEN CO (ASE)	73.6	84.7	254	255
ATLANTA GA (ATL)	87.3	86.5	32,046	32,059
AUGUSTA GA (AGS)	89.6	90.8	240	240
AUSTIN TX (AUS)	81.6	84.2	3,771	3,772
BAKERSFIELD CA (BFL)	77.8	83.0	306	306
BALTIMORE MD (BWI)	83.5	78.7	7,983	7,981
BANGOR ME (BGR)	76.8	88.3	95	94
BARROW AK (BRW)	77.9	83.1	77	77
BATON ROUGE LA (BTR)	83.2	85.4	731	731
BEAUMONT/PORT ARTHUR TX (BPT)	87.5	91.3	104	104
BELLINGHAM WA (BLI)	87.5	85.7	56	56
BEMIDJI MN (BJI)	100.0	98.3	60	60
BEND/REDMOND OR (RDM)	83.4	86.1	296	296
BETHEL AK (BET)	86.3	92.5	80	80
BILLINGS MT (BIL)	93.3	96.6	268	265
BINGHAMTON NY (BGM)	88.2	96.1	76	76
BIRMINGHAM AL (BHM)	81.3	85.2	1,323	1,322
BISMARCK/MANDAN ND (BIS)	86.1	90.6	310	309
BLOOMINGTON/NORMAL IL (BMI)	87.2	91.4	243	244
BOISE ID (BOI)	79.9	83.4	865	863
BOSTON MA (BOS)	83.7	86.7	9,290	9,293
BOZEMAN MT (BZN)	89.2	91.1	380	381
BRAINERD MN (BRD)	95.8	98.6	72	72
BRANSON MO (BKG)	84.7	86.6	157	157
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	89.0	88.4	173	173
BROWNSVILLE TX (BRO)	85.5	91.2	193	193

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	85.4	95.1	82	82
BUFFALO NY (BUF)	82.2	87.4	1,997	1,992
BURBANK CA (BUR)	78.8	80.1	2,003	2,004
BURLINGTON VT (BTV)	82.4	85.5	381	379
BUTTE MT (BTM)	98.3	95.0	60	60
CARLSBAD CA (CLD)	81.2	81.2	202	202
CASPER WY (CPR)	85.3	86.2	197	196
CEDAR CITY UT (CDC)	90.2	94.1	51	51
CEDAR RAPIDS/IOWA CITY IA (CID)	85.8	89.4	691	691
CHAMPAIGN/URBANA IL (CMI)	77.8	87.3	198	197
CHANTILLY VA (IAD)	82.8	83.1	6,118	6,139
CHARLESTON SC (CHS)	82.9	85.1	1,359	1,356
CHARLESTON/DUNBAR WV (CRW)	81.3	84.2	305	304
CHARLOTTE AMALIE VI (STT)	85.5	90.7	172	172
CHARLOTTE NC (CLT)	86.8	87.6	12,241	12,234
CHARLOTTESVILLE VA (CHO)	78.3	86.6	166	164
CHATTANOOGA TN (CHA)	82.5	89.3	383	384
CHICAGO IL (MDW)	81.1	73.2	7,446	7,452
CHICAGO IL (ORD)	83.9	81.4	25,285	25,235
CHICO CA (CIC)	66.7	70.0	90	90
CHRISTIANSTED VI (STX)	76.2	85.7	63	63
CLEVELAND OH (CLE)	82.8	85.7	3,730	3,722
CODY WY (COD)	81.7	90.0	60	60
COLLEGE STATION/BRYAN TX (CLL)	87.4	92.8	223	223
COLORADO SPRINGS CO (COS)	79.7	86.8	699	699
COLUMBIA MO (COU)	81.4	87.2	86	86
COLUMBIA SC (CAE)	80.4	85.0	567	568
COLUMBUS GA (CSG)	88.5	86.7	113	113
COLUMBUS MS (GTR)	84.7	88.2	85	85
COLUMBUS OH (CMH)	80.1	84.1	2,436	2,436
CORDOVA AK (CDV)	88.3	88.3	60	60
CORPUS CHRISTI TX (CRP)	81.8	83.7	572	570
COVINGTON KY (CVG)	87.1	88.6	3,254	3,257
CRESCENT CITY CA (CEC)	54.9	62.2	82	82
DALLAS TX (DAL)	81.1	76.6	3,779	3,784
DALLAS/FORT WORTH TX (DFW)	86.9	82.0	23,211	23,220
DAYTON OH (DAY)	84.9	88.1	1,043	1,043
DAYTONA BEACH FL (DAB)	89.5	93.5	124	124
DEADHORSE AK (SCC)	81.8	80.5	77	77
DENVER CO (DEN)	79.4	75.7	18,823	18,849
DES MOINES IA (DSM)	83.8	87.9	1,297	1,293
DETROIT MI (DTW)	89.7	89.2	13,194	13,242
DICKINSON ND (DIK)	89.0	89.0	118	118

SEPTEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DOTHAN AL (DHN)	86.7	85.8	113	113
DUBUQUE IA (DBQ)	86.2	86.2	29	29
DULUTH MN (DLH)	89.7	90.3	281	279
DURANGO CO (DRO)	85.6	90.3	146	145
EAGLE CO (EGE)	62.1	96.7	29	30
EAU CLAIRE WI (EAU)	91.7	90.0	60	60
EL PASO TX (ELP)	79.7	84.8	1,606	1,606
ELKO NV (EKO)	94.0	94.0	83	83
ELMIRA/CORNING NY (ELM)	85.6	91.8	146	146
ERIE PA (ERI)	86.7	95.2	83	83
ESCANABA MI (ESC)	94.1	98.0	51	51
EUGENE OR (EUG)	82.6	82.1	471	470
EVANSVILLE IN (EVV)	88.8	90.5	403	402
FAIRBANKS AK (FAI)	92.0	91.1	349	350
FARGO ND (FAR)	84.1	89.0	566	564
FAYETTEVILLE AR (XNA)	83.6	87.7	1,049	1,046
FAYETTEVILLE NC (FAY)	84.8	88.0	198	200
FLAGSTAFF AZ (FLG)	93.1	96.6	145	145
FLINT MI (FNT)	84.9	92.9	378	378
FORT LAUDERDALE FL (FLL)	86.2	87.8	4,118	4,125
FORT MYERS FL (RSW)	88.7	90.3	1,233	1,232
FORT SMITH AR (FSM)	90.4	91.9	198	198
FORT WAYNE IN (FWA)	88.0	90.1	524	524
FRESNO CA (FAT)	81.7	83.9	917	917
GAINESVILLE FL (GNV)	92.0	92.9	226	225
GARDEN CITY KS (GCK)	78.3	86.7	60	60
GILLETTE WY (GCC)	88.3	89.2	120	120
GRAND FORKS ND (GFK)	86.2	93.8	210	210
GRAND ISLAND NE (GRI)	78.6	85.7	56	56
GRAND JUNCTION CO (GJT)	91.8	92.8	291	291
GRAND RAPIDS MI (GRR)	84.3	90.2	1,026	1,027
GREAT FALLS MT (GTF)	91.8	95.4	196	196
GREEN BAY WI (GRB)	85.8	88.8	431	430
GREENSBORO/HIGH POINT NC (GSO)	80.7	85.6	1,013	1,009
GREER SC (GSP)	82.1	85.4	808	809
GUAM TT (GUM)	46.7	56.7	30	30
GULFPORT/BILOXI MS (GPT)	82.4	86.6	404	403
GUNNISON CO (GUC)	78.8	78.8	33	33
HANCOCK/HOUGHTON MI (CMX)	73.3	86.7	60	60
HARLINGEN/SAN BENITO TX (HRL)	82.8	92.2	332	332
HARRISBURG PA (MDT)	84.0	88.2	545	544
HARTFORD CT (BDL)	80.1	87.1	1,736	1,739
HELENA MT (HLN)	92.9	96.8	127	125

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HIBBING MN (HIB)	94.2	96.2	52	52
HILO HI (ITO)	96.3	97.6	573	573
HOBBS NM (HOB)	87.8	89.8	49	49
HONOLULU HI (HNL)	91.8	94.5	4,137	4,138
HOUSTON TX (HOU)	82.5	74.6	4,801	4,801
HOUSTON TX (IAH)	85.8	85.4	14,258	14,258
HUNTSVILLE AL (HSV)	81.6	87.3	733	732
IDAHO FALLS ID (IDA)	86.0	93.2	264	264
INDIANAPOLIS IN (IND)	83.2	86.4	2,417	2,416
INTERNATIONAL FALLS MN (INL)	94.1	94.1	51	51
INYOKERN CA (IYK)	88.9	87.0	54	54
IRON MOUNTAIN/KINGSFID MI (IMT)	92.9	85.5	56	55
ISLIP NY (ISP)	67.7	79.9	350	349
ITHACA/CORTLAND NY (ITH)	94.7	97.3	75	75
JACKSON WY (JAC)	88.5	93.4	287	290
JACKSON/VICKSBURG MS (JAN)	86.8	91.8	729	728
JACKSONVILLE FL (JAX)	84.0	88.7	1,995	1,998
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	91.2	93.2	148	148
JOPLIN MO (JLN)	83.1	94.9	59	59
JUNEAU AK (JNU)	87.4	84.6	342	344
KAHULUI HI (OGG)	92.4	95.1	1,760	1,760
KALAMAZOO MI (AZO)	87.1	94.5	295	293
KALISPELL MT (FCA)	89.4	91.5	198	200
KANSAS CITY MO (MCI)	81.7	85.1	3,912	3,901
KETCHIKAN AK (KTN)	82.7	81.7	202	202
KEY WEST FL (EYW)	90.6	89.9	297	297
KILLEEN TX (GRK)	80.7	87.3	394	394
KLAMATH FALLS OR (LMT)	81.7	95.0	60	60
KNOXVILLE TN (TYS)	80.9	86.6	996	996
KODIAK AK (ADQ)	94.6	89.3	56	56
KONA HI (KOA)	92.9	95.4	948	948
KOTZEBUE AK (OTZ)	90.0	78.3	60	60
LA CROSSE WI (LSE)	83.7	92.3	104	104
LAFAYETTE LA (LFT)	85.5	89.7	532	532
LAKE CHARLES LA (LCH)	86.3	87.5	168	168
LANSING MI (LAN)	89.2	92.1	279	279
LARAMIE WY (LAR)	86.7	81.7	60	60
LAREDO TX (LRD)	85.4	90.5	199	199
LAS VEGAS NV (LAS)	80.0	75.6	11,418	11,426
LAWTON/FORT SILL OK (LAW)	84.7	86.0	150	150
LEWISTON ID (LWS)	100.0	98.2	55	55
LEXINGTON KY (LEX)	86.2	88.4	701	700
LIHUE HI (LIH)	91.9	95.4	910	911

SEPTEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LINCOLN NE (LNK)	81.0	86.9	268	268
LITTLE ROCK AR (LIT)	80.9	83.8	1,243	1,245
LONG BEACH CA (LGB)	85.2	83.2	1,088	1,090
LONGVIEW TX (GGG)	83.9	85.7	56	56
LOS ANGELES CA (LAX)	82.7	83.0	18,390	18,402
LOUISVILLE KY (SDF)	84.2	87.5	1,460	1,459
LUBBOCK TX (LBB)	77.6	85.8	550	550
MADISON WI (MSN)	83.2	89.2	1,047	1,045
MANCHESTER NH (MHT)	71.3	79.6	800	800
MANHATTAN/FT. RILEY KS (MHK)	84.5	90.5	148	148
MARQUETTE MI (MQT)	83.8	85.6	111	111
MARTHA'S VINEYARD MA (MVY)	87.0	82.6	23	23
MEDFORD OR (MFR)	69.7	72.6	314	314
MELBOURNE FL (MLB)	90.4	90.4	114	114
MEMPHIS TN (MEM)	87.7	87.1	2,317	2,312
MIAMI FL (MIA)	88.0	86.7	6,165	6,171
MIDLAND/ODESSA TX (MAF)	81.4	86.7	797	795
MILWAUKEE WI (MKE)	84.3	86.6	2,814	2,811
MINNEAPOLIS MN (MSP)	90.0	90.5	11,970	11,974
MINOT ND (MOT)	83.3	89.9	239	238
MISSION/MCALLEN/EDINBURG TX (MFE)	82.7	87.7	359	358
MISSOULA MT (MSO)	89.3	92.5	270	268
MOBILE AL (MOB)	86.4	88.9	469	470
MODESTO CA (MOD)	63.3	66.7	90	90
MOLINE IL (MLI)	86.1	90.2	488	488
MONROE LA (MLU)	85.4	88.4	268	267
MONTEREY CA (MRY)	74.8	78.8	453	453
MONTGOMERY AL (MGM)	86.6	89.5	306	305
MONTROSE/DELTA CO (MTJ)	87.5	77.8	8	9
MOSINEE WI (CWA)	86.4	87.4	286	285
MUSKOGON MI (MKG)	88.3	88.3	60	60
MYRTLE BEACH SC (MYR)	82.0	84.6	338	338
NANTUCKET MA (ACK)	84.2	87.7	57	57
NASHVILLE TN (BNA)	83.7	83.5	4,833	4,824
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	92.1	96.1	76	76
NEW ORLEANS LA (MSY)	86.0	87.6	3,322	3,315
NEW YORK NY (JFK)	81.8	84.5	8,940	8,908
NEW YORK NY (LGA)	80.1	84.0	9,115	9,116
NEWARK NJ (EWR)	80.8	83.9	9,522	9,550
NEWBURGH/POUGHKEEPSIE NY (SWF)	76.7	89.0	146	146
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	87.6	90.4	177	177
NOME AK (OME)	76.7	73.3	60	60
NORFOLK VA (ORF)	81.2	84.9	1,333	1,333

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
NORTH BEND/COOS BAY OR (OTH)	58.3	53.3	60	60
OAKLAND CA (OAK)	74.7	74.9	3,703	3,699
OKLAHOMA CITY OK (OKC)	80.9	85.8	1,833	1,833
OMAHA NE (OMA)	82.8	86.6	1,800	1,796
ONTARIO CA (ONT)	77.1	81.8	1,702	1,701
ORLANDO FL (MCO)	87.0	85.5	7,700	7,711
PADUCAH KY (PAH)	88.3	90.0	60	60
PAGO PAGO TT (PPG)	77.8	88.9	9	9
PALM SPRINGS CA (PSP)	80.7	80.4	731	729
PANAMA CITY FL (ECP)	82.8	87.0	354	353
PASCO/KENNEWICK/RICHLAND WA (PSC)	87.0	91.0	277	277
PELLSTON MI (PLN)	94.4	96.3	54	54
PENSACOLA FL (PNS)	86.0	89.5	755	754
PEORIA IL (PIA)	83.2	88.2	470	466
PETERSBURG AK (PSG)	75.0	78.3	60	60
PHILADELPHIA PA (PHL)	83.9	86.6	6,467	6,460
PHOENIX AZ (PHX)	85.1	83.0	13,695	13,699
PITTSBURGH PA (PIT)	83.0	87.7	2,719	2,718
POCATELLO ID (PIH)	92.6	92.5	81	80
PONCE PR (PSE)	83.7	85.7	49	49
PORTLAND ME (PWM)	82.3	84.0	627	625
PORTLAND OR (PDX)	83.5	86.6	4,623	4,629
PROVIDENCE RI (PVD)	78.2	85.7	1,232	1,232
RALEIGH/DURHAM NC (RDU)	83.7	85.9	3,915	3,913
RAPID CITY SD (RAP)	88.7	89.0	353	355
REDDING CA (RDD)	63.3	72.2	90	90
RENO NV (RNO)	76.3	78.5	1,410	1,411
RHINELANDER WI (RHI)	88.2	87.2	85	86
RICHMOND VA (RIC)	85.0	88.8	1,555	1,549
ROANOKE VA (ROA)	86.9	86.2	122	123
ROCHESTER MN (RST)	86.7	94.3	158	158
ROCHESTER NY (ROC)	81.2	86.8	786	785
ROCK SPRINGS WY (RKS)	82.0	82.7	150	150
ROCKFORD IL (RFD)	66.7	100.0	3	3
ROSWELL NM (ROW)	89.4	95.3	85	85
SACRAMENTO CA (SMF)	77.5	78.8	3,495	3,490
SAGINAW/BAY CITY/MIDLAND MI (MBS)	90.9	92.7	275	275
SALT LAKE CITY UT (SLC)	89.0	90.2	9,137	9,143
SAN ANGELO TX (SJT)	84.7	91.0	144	144
SAN ANTONIO TX (SAT)	81.6	86.9	3,227	3,226
SAN DIEGO CA (SAN)	80.0	80.1	6,166	6,166
SAN FRANCISCO CA (SFO)	73.4	77.7	13,903	13,908
SAN JOSE CA (SJC)	79.2	80.7	3,463	3,458

SEPTEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAN JUAN PR (SJU)	84.3	83.9	1,633	1,635
SAN LUIS OBISPO CA (SBP)	81.3	79.0	390	390
SANTA ANA CA (SNA)	84.0	81.5	3,250	3,246
SANTA BARBARA CA (SBA)	81.5	79.8	876	878
SANTA FE NM (SAF)	83.3	83.9	180	180
SANTA MARIA CA (SMX)	77.4	84.0	106	106
SARASOTA/BRADENTON FL (SRQ)	90.0	87.3	291	292
SAULT STE. MARIE MI (CIU)	92.9	96.4	56	55
SAVANNAH GA (SAV)	85.6	86.7	757	754
SCRANTON/WILKES-BARRE PA (AVP)	81.9	93.5	199	199
SEATTLE WA (SEA)	85.1	86.8	8,964	8,963
SHREVEPORT LA (SHV)	86.4	87.0	616	615
SIOUX CITY IA (SUX)	80.4	80.4	56	56
SIOUX FALLS SD (FSD)	83.4	88.1	614	612
SITKA AK (SIT)	84.9	88.2	93	93
SOUTH BEND IN (SBN)	84.7	88.2	472	466
SPOKANE WA (GEG)	80.9	88.4	726	725
SPRINGFIELD IL (SPI)	81.7	86.4	169	169
SPRINGFIELD MO (SGF)	84.2	85.6	569	569
ST. GEORGE UT (SGU)	93.1	94.5	145	145
ST. LOUIS MO (STL)	83.6	82.8	4,546	4,542
STATE COLLEGE PA (SCE)	88.1	94.0	84	84
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	92.3	91.7	156	156
SYRACUSE NY (SYR)	80.1	84.6	770	773
TALLAHASSEE FL (TLH)	87.9	91.0	356	356

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TAMPA FL (TPA)	86.7	89.0	4,613	4,611
TEXARKANA AR (TXK)	81.9	88.0	83	83
TRAVERSE CITY MI (TVC)	86.3	90.5	400	400
TRENTON NJ (TTN)	91.4	89.2	35	37
TUCSON AZ (TUS)	81.1	87.8	1,456	1,455
TULSA OK (TUL)	78.7	85.5	1,672	1,669
TWIN FALLS ID (TWF)	92.5	96.2	106	105
TYLER TX (TYR)	87.1	89.7	224	224
VALDOSTA GA (VLD)	95.3	92.9	85	85
VALPARAISO FL (VPS)	83.2	86.2	464	464
WACO TX (ACT)	84.2	89.9	139	139
WATERLOO IA (ALO)	78.6	89.3	56	56
WATERTOWN NY (ART)	88.2	84.3	51	51
WEST PALM BEACH/PALM BEACH FL (PBI)	85.5	86.1	1,306	1,306
WEST YELLOWSTONE MT (WYS)	92.3	95.4	65	65
WHITE PLAINS NY (HPN)	75.7	84.3	655	656
WICHITA FALLS TX (SPS)	85.6	88.1	118	118
WICHITA KS (ICT)	81.0	87.9	995	996
WILLISTON ND (ISN)	88.4	90.7	172	172
WILMINGTON DE (ILG)	82.0	88.3	61	60
WILMINGTON NC (ILM)	84.3	87.2	383	382
WRANGELL AK (WRG)	78.3	70.0	60	60
YAKUTAT AK (YAK)	88.3	88.3	60	60
YUMA AZ (YUM)	84.6	87.6	234	234

SEPTEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	19	20,604	547	2.7	128	35,621	928	2.6
EXPRESSJET	19	32,516	508	1.6	158	61,327	977	1.6
MESA	11	6,037	86	1.4	75	11,655	177	1.5
SKYWEST	23	28,326	279	1.0	158	49,585	583	1.2
ENDEAVOR*	20	11,892	153	1.3	114	23,253	256	1.1
US AIRWAYS	27	27,778	208	0.7	76	32,512	234	0.7
SOUTHWEST	24	45,476	317	0.7	86	89,994	578	0.6
AMERICAN	28	34,739	216	0.6	82	43,110	266	0.6
UNITED	28	35,759	190	0.5	79	40,682	212	0.5
AIRTRAN	16	9,108	44	0.5	38	12,556	62	0.5
JETBLUE	23	13,123	29	0.2	57	18,582	47	0.3
ALASKA	20	7,787	9	0.1	54	12,631	30	0.2
FRONTIER	22	5,030	6	0.1	71	6,517	8	0.1
DELTA	29	47,691	39	0.1	134	62,191	49	0.1
HAWAIIAN	8	368	0	0.0	17	5,831	4	0.1
VIRGIN AMERICA	16	4,612	1	0.0	19	4,759	1	0.0
Total		330,846	2,632	0.8	Total	510,806	4,412	0.9

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

SEPTEMBER 2013
AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1,279	235	18.4
MESA	951	73	7.7
EXPRESSJET	5,493	401	7.3
SKYWEST	3,332	189	5.7
ENDEAVOR*	1,909	96	5.0
US AIRWAYS	2,163	72	3.3
UNITED	6,319	119	1.9
ALASKA	503	9	1.8
SOUTHWEST	12,308	201	1.6
FRONTIER	412	6	1.5
AMERICAN	2,787	37	1.3
AIRTRAN	820	9	1.1
JETBLUE	764	4	0.5
DELTA	3,066	3	0.1
HAWAIIAN	220	0	0.0
VIRGIN AMERICA	202	0	0.0
TOTAL	42,528	1,454	3.4

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

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

**SEPTEMBER 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**	23253	20639	88.76%	256	1.10%	30	0.13%	828	3.56%	66	0.28%	795	3.42%	5	0.02%	635	2.73%
AMERICAN	43110	36083	83.70%	266	0.62%	148	0.34%	2173	5.04%	262	0.61%	1875	4.35%	3	0.01%	2300	5.33%
ALASKA	12631	11067	87.62%	30	0.24%	24	0.19%	369	2.92%	47	0.37%	685	5.43%	13	0.11%	395	3.13%
JETBLUE	18582	15448	83.13%	47	0.25%	50	0.27%	953	5.13%	57	0.31%	1061	5.71%	13	0.07%	953	5.13%
DELTA	62191	56145	90.28%	49	0.08%	75	0.12%	2176	3.50%	110	0.18%	2302	3.70%	2	0.00%	1332	2.14%
EXPRESSJET	61327	51166	83.43%	977	1.59%	168	0.27%	2513	4.10%	160	0.26%	2887	4.71%	6	0.01%	3450	5.63%
FRONTIER	6517	5010	76.88%	8	0.12%	20	0.31%	309	4.74%	32	0.49%	695	10.66%	0	0.00%	444	6.81%
AIRTRAN	12556	10894	86.76%	62	0.49%	17	0.14%	549	4.38%	35	0.28%	468	3.73%	0	0.00%	530	4.22%
HAWAIIAN	5831	5567	95.47%	4	0.07%	3	0.05%	158	2.72%	3	0.05%	15	0.26%	0	0.00%	81	1.38%
AMERICAN EAGLE	35621	29263	82.15%	928	2.61%	81	0.23%	1315	3.69%	292	0.82%	1490	4.18%	2	0.01%	2250	6.32%
SKYWEST	49585	41242	83.17%	583	1.18%	101	0.20%	1804	3.64%	151	0.30%	2211	4.46%	11	0.02%	3482	7.02%
UNITED	40682	34436	84.65%	212	0.52%	115	0.28%	1767	4.34%	194	0.48%	2271	5.58%	6	0.01%	1681	4.13%
US AIRWAYS	32512	28701	88.28%	234	0.72%	33	0.10%	1172	3.61%	62	0.19%	1571	4.83%	16	0.05%	723	2.22%
VIRGIN AMERICA	4759	4039	84.87%	1	0.02%	7	0.15%	119	2.50%	76	1.60%	288	6.05%	1	0.02%	228	4.79%
SOUTHWEST	89994	68647	76.28%	578	0.64%	171	0.19%	6012	6.68%	459	0.51%	3490	3.88%	50	0.06%	10587	11.76%
MESA	11655	9859	84.59%	177	1.52%	11	0.09%	514	4.41%	58	0.50%	439	3.76%	16	0.13%	582	4.99%
TOTAL	510806	428206	83.83%	4412	0.86%	1054	0.21%	22732	4.45%	2064	0.40%	22541	4.41%	144	0.03%	29652	5.81%

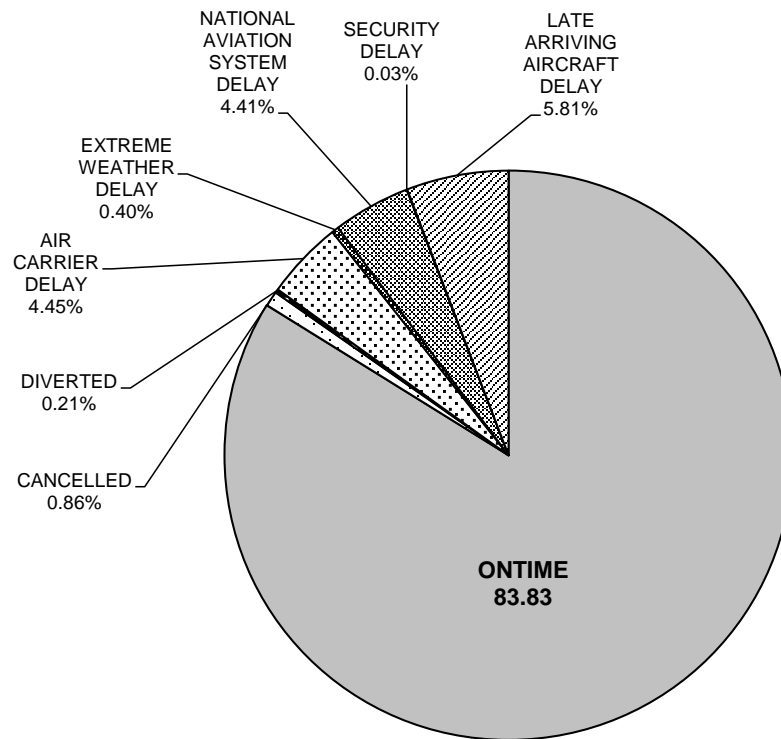
***Causes of Delay:**

- **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

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



Causes of Delay:

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

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

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

SEPTEMBER 2013

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
UNITED	509	LGA	DEN	9/12/2013	Origin Airport	185
SPIRIT	630	DEN	ORD	9/18/2013	Destination Airport	194

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).

SEPTEMBER 2013

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
UNITED	150	NGO	GUM	9/19/2013	Diversion Airport	263

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).

SEPTEMBER 2013

AIR TRAVEL CONSUMER REPORT

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
FRONTIER	6,517	7	0.1
UNITED	40,682	38	0.1
AMERICAN	43,110	33	0.1
AMERICAN EAGLE	35,621	26	0.1
US AIRWAYS	32,512	20	0.1
JETBLUE	18,582	11	0.1
DELTA	62,191	35	0.1
ENDEAVOR*	23,253	10	0.0
EXPRESSJET	61,327	26	0.0
VIRGIN AMERICA	4,759	2	0.0
MESA	11,655	2	0.0
SOUTHWEST	89,994	13	0.0
SKYWEST	49,585	7	0.0
AIRTRAN	12,556	1	0.0
ALASKA	12,631	0	0.0
HAWAIIAN	5,831	0	0.0
TOTAL	510,806	231	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

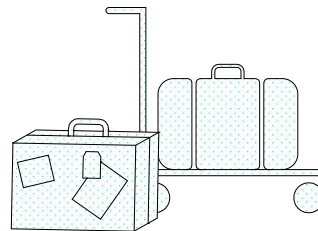
Data to DOT and to CRS Vendors

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

* 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	SEPTEMBER 2013			SEPTEMBER 2012		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	344	483,968	0.71	388	507,926	0.76
2	JETBLUE AIRWAYS	3,249	1,939,883	1.67	3,347	1,929,190	1.73
3	DELTA AIR LINES	13,691	8,138,819	1.68	13,208	7,910,199	1.67
4	ENDEAVOR AIR**	1,834	1,001,277	1.83	*	*	*
5	FRONTIER AIRLINES	1,659	880,458	1.88	1,651	821,930	2.01
6	US AIRWAYS	8,413	3,975,406	2.12	7,008	3,820,818	1.83
7	AMERICAN AIRLINES	12,677	5,216,538	2.43	15,515	5,156,619	3.01
8	HAWAIIAN AIRLINES	1,751	719,993	2.43	1,891	717,237	2.64
9	ALASKA AIRLINES	3,801	1,472,626	2.58	4,178	1,396,351	2.99
10	UNITED AIRLINES	14,429	5,342,060	2.70	17,279	5,503,825	3.14
11	MESA AIRLINES	2,247	691,246	3.25	2,318	605,387	3.83
12	SOUTHWEST AIRLINES	30,007	9,106,391	3.30	23,146	8,950,544	2.59
13	EXPRESSJET AIRLINES	9,581	2,552,031	3.75	10,862	2,493,677	4.36
14	AIRTRAN AIRWAYS	4,787	1,196,576	4.00	2,248	1,515,121	1.48
15	AMERICAN EAGLE AIRLINES	5,980	1,360,368	4.40	8,264	1,489,041	5.55
16	SKYWEST AIRLINES	10,323	2,108,405	4.90	10,142	2,128,779	4.76
TOTALS		124,773	46,186,045	2.70	121,445	44,946,644	2.70

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.

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2013			JANUARY - SEPTEMBER 2012		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	4,488	4,639,971	0.97	4,138	4,607,665	0.90
2	JETBLUE AIRWAYS	39,560	20,274,479	1.95	36,440	19,465,684	1.87
3	FRONTIER AIRLINES	16,105	7,580,630	2.12	16,446	7,686,281	2.14
4	DELTA AIR LINES	169,838	76,210,875	2.23	155,859	73,852,423	2.11
5	HAWAIIAN AIRLINES	15,943	7,025,450	2.27	19,547	6,758,735	2.89
6	US AIRWAYS	96,691	38,763,155	2.49	78,968	37,031,158	2.13
7	ENDEAVOR AIR**	27,226	9,802,981	2.78	*	*	*
8	ALASKA AIRLINES	42,726	14,059,158	3.04	38,427	13,148,085	2.92
9	AMERICAN AIRLINES	156,712	51,211,013	3.06	145,434	51,328,716	2.83
10	UNITED AIRLINES	175,175	51,298,071	3.41	213,976	54,883,970	3.90
11	AIRTRAN AIRWAYS	48,145	13,506,107	3.56	25,263	16,561,100	1.53
12	SOUTHWEST AIRLINES	319,104	88,315,499	3.61	259,590	86,872,510	2.99
13	MESA AIRLINES	27,667	6,289,779	4.40	27,314	5,889,119	4.64
14	EXPRESSJET AIRLINES	116,254	23,484,736	4.95	130,223	23,091,746	5.64
15	SKYWEST AIRLINES	100,953	20,210,405	5.00	98,267	19,342,235	5.08
16	AMERICAN EAGLE AIRLINES	75,707	12,772,855	5.93	78,297	13,787,318	5.68
TOTALS		1,432,294	445,445,164	3.22	1,328,189	434,306,745	3.06

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.

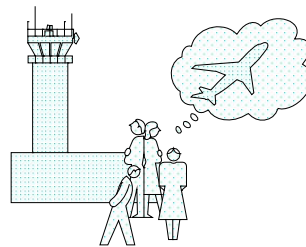
OVERSALES

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	JULY-SEPTEMBER 2013				JULY-SEPTEMBER 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	JETBLUE AIRWAYS	61	2	7,381,669	0.00	77	10	7,138,623	0.01
2	VIRGIN AMERICA	60	2	1,661,469	0.01	2	11	1,663,716	0.07
3	HAWAIIAN AIRLINES	199	21	2,644,328	0.08	325	36	2,518,738	0.14
4	DELTA AIR LINES	18,240	1,060	28,644,455	0.37	33,809	1,254	28,164,144	0.45
5	AMERICAN AIRLINES	13,511	884	19,549,221	0.45	16,131	1,355	19,277,469	0.70
6	ALASKA AIRLINES	1,048	245	5,098,158	0.48	1,365	283	4,767,167	0.59
7	US AIRWAYS	6,816	756	14,851,237	0.51	7,100	989	14,000,602	0.71
8	AIRTRAN AIRWAYS	4,799	276	4,452,451	0.62	9,041	365	5,658,334	0.65
9	AMERICAN EAGLE AIRLINES	4,020	323	4,449,933	0.73	5,098	402	4,762,988	0.84
10	ENDEAVOR AIR**	4,104	240	3,291,022	0.73	*	*	*	*
11	SOUTHWEST AIRLINES	22,614	2,550	29,421,835	0.87	19,272	2,341	29,334,383	0.80
12	UNITED AIRLINES	13,768	1,966	20,156,960	0.98	22,443	4,014	21,082,126	1.90
13	EXPRESSJET AIRLINES	9,715	1,158	8,253,891	1.40	16,699	2,009	8,193,856	2.45
14	FRONTIER AIRLINES	1,169	416	2,842,615	1.46	1,059	333	2,779,046	1.20
15	SKYWEST AIRLINES	7,137	1,328	6,933,277	1.92	10,281	1,577	6,868,429	2.30
16	MESA AIRLINES	1,907	494	2,298,325	2.15	1,637	490	1,957,583	2.50
	TOTALS	109,168	11,721	161,930,846	0.72	144,339	15,469	158,167,204	0.98

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.

** Endeavor Air, formerly Pinnacle Airlines, was ranked for the first time in 1st Quarter of 2013.

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

RANK	AIRLINE	JANUARY-SEPTEMBER 2013				JANUARY-SEPTEMBER 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	JETBLUE AIRWAYS	357	18	21,335,400	0.01	191	26	20,342,768	0.01
2	VIRGIN AMERICA	247	25	4,689,367	0.05	19	27	4,666,313	0.06
3	HAWAIIAN AIRLINES	980	128	7,522,941	0.17	688	127	7,065,670	0.18
4	ALASKA AIRLINES	3,080	587	14,081,430	0.42	4,111	806	13,156,878	0.61
5	AMERICAN AIRLINES	39,942	2,556	57,398,044	0.45	45,983	4,182	57,347,210	0.73
6	DELTA AIR LINES	61,101	4,711	80,417,456	0.59	90,504	3,321	78,460,294	0.42
7	US AIRWAYS	21,226	2,747	43,606,210	0.63	21,366	3,036	41,659,968	0.73
8	ENDEAVOR AIR**	14,986	834	9,670,975	0.86	*	*	*	*
9	AMERICAN EAGLE AIRLINES	14,641	1,375	12,840,798	1.07	18,302	1,533	13,681,793	1.12
10	UNITED AIRLINES	40,642	6,414	58,243,199	1.10	66,063	11,548	60,031,741	1.92
11	SOUTHWEST AIRLINES	66,408	10,273	86,266,939	1.19	55,501	7,395	84,654,437	0.87
12	FRONTIER AIRLINES	2,569	953	7,696,403	1.24	2,256	703	7,786,175	0.90
13	AIRTRAN AIRWAYS	23,967	1,800	14,009,361	1.28	31,494	1,397	16,837,563	0.83
14	EXPRESSJET AIRLINES	34,417	4,514	23,587,279	1.91	45,137	4,887	23,124,431	2.11
15	SKYWEST AIRLINES	25,728	4,607	20,122,469	2.29	33,114	4,179	19,448,286	2.15
16	MESA AIRLINES	4,834	1,679	6,289,739	2.67	6,103	1,417	5,698,933	2.49
	TOTALS	355,125	43,221	467,778,010	0.92	420,832	44,584	453,962,460	0.98

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.

** Endeavor Air, formerly Pinnacle Airlines, was ranked for the first time in 1st Quarter of 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

	SEPTEMBER 2013				SEPTEMBER 2012			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	693	65	1	83	773	63	2	84
FOREIGN AIRLINES	275	6	1	25	263	5	1	28
TRAVEL AGENTS	19	4	0	6	28	2	0	7
TOUR OPERATORS	1	0	0	0	1	0	0	0
MISCELLANEOUS	20	3	0	14	16	8	0	17
INDUSTRY TOTALS	1,008	78	2	128	1,081	78	3	136

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	SEPTEMBER 2013			SEPTEMBER 2012		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	302		1	310	
CANCELLATIONS			120			111
DELAYS			89			116
MISCONNECTIONS			64			45
BAGGAGE	2	178		2	194	
RES/TKTG/BOARDING	3	148		3	151	
CUSTOMER SERVICE	4	143		4	122	
REFUNDS	5	81		5	116	
DISABILITY	6	49		6	75	
OVERSALES	7	40		8	28	
FARES	8	32		7	41	
OTHER	9	21		9	26	
FREQUENT FLYER			11			11
ADVERTISING	10	9		10	10	
DISCRIMINATION	11	5		11	7	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		1,008			1,081	

* 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*

SEPTEMBER 2013

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	5	0	0	0	0	0	0	0	0	0	0	0	5
AIRTRAN AIRWAYS	3	0	0	1	0	1	2	1	0	0	0	0	8
ALASKA AIRLINES	2	0	2	1	0	1	1	0	0	0	0	0	7
ALLEGiant AIR	8	0	3	0	2	3	2	3	0	0	0	0	21
AMERICAN AIRLINES	28	3	19	4	11	25	15	8	2	0	0	0	115
AMERICAN EAGLE AIRLINES	9	0	1	0	0	3	1	2	0	0	0	0	16
DELTA AIR LINES	11	3	9	1	1	5	9	4	0	1	0	2	46
ENDEAVOR AIR***	6	0	0	0	0	0	0	0	0	0	0	0	6
EXPRESSJET AIRLINES	5	1	0	0	0	1	3	0	0	0	0	1	11
FRONTIER AIRLINES	7	2	7	0	0	2	4	1	0	0	0	1	24
HAWAIIAN AIRLINES	1	1	0	0	2	0	0	1	0	0	0	1	6
JETBLUE AIRWAYS	2	0	2	0	2	7	2	1	0	0	0	1	17
PIEDMONT AIRLINES	6	0	0	0	0	0	0	0	0	0	0	0	6
REPUBLIC AIRLINES	16	0	0	0	0	1	2	0	0	0	0	0	19
SILVER AIRWAYS	3	0	1	0	0	2	0	0	0	0	0	0	6
SKYWEST AIRLINES	12	1	1	0	0	8	1	1	0	0	0	1	25
SOUTHWEST AIRLINES	9	0	5	0	3	6	9	2	0	1	0	0	35
SPIRIT AIRLINES	24	8	26	3	7	6	13	0	2	1	0	1	91
UNITED AIRLINES	41	6	8	2	13	15	20	11	3	1	0	4	124
US AIRWAYS	19	3	9	3	5	8	8	5	0	0	0	3	63
VIRGIN AMERICA	2	0	0	0	1	1	2	0	0	0	0	0	6
OTHER U. S. AIRLINES	23	0	3	0	1	5	3	1	0	0	0	0	36
TOTAL SEPTEMBER 2013	242	28	96	15	48	100	97	41	7	4	0	15	693
% OF TOTAL COMPLAINTS	34.9	4.0	13.9	2.2	6.9	14.4	14.0	5.9	1.0	0.6	0.0	2.2	
TOTAL SEPTEMBER 2012	265	24	101	23	74	109	88	59	7	6	1	16	773
% OF TOTAL COMPLAINTS	34.3	3.1	13.1	3.0	9.6	14.1	11.4	7.6	0.9	0.8	0.1	2.1	

* 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
SEPTEMBER 2013

U. S. AIRLINES*	COMPS RECD IN SEP	INCI- DENTS IN SEP	PERCENT	INCI- DENTS IN AUG	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	5	1	20.0	2	40.0	2	40.0	0	0.0
AIRTRAN AIRWAYS	8	3	37.5	2	25.0	2	25.0	1	12.5
ALASKA AIRLINES	7	3	42.9	1	14.3	2	28.6	1	14.3
ALLEGiant AIR	21	10	47.6	3	14.3	6	28.6	2	9.5
AMERICAN AIRLINES	115	36	31.3	26	22.6	40	34.8	13	11.3
AMERICAN EAGLE AIRLINES	16	10	62.5	3	18.8	2	12.5	1	6.2
DELTA AIR LINES	46	10	21.7	16	34.8	14	30.4	6	13.0
ENDEAVOR AIR***	6	2	33.3	1	16.7	3	50.0	0	0.0
EXPRESSJET AIRLINES	11	8	72.7	1	9.1	0	0.0	2	18.2
FRONTIER AIRLINES	24	15	62.5	2	8.3	6	25.0	1	4.2
HAWAIIAN AIRLINES	6	2	33.3	2	33.3	2	33.3	0	0.0
JETBLUE AIRWAYS	17	5	29.4	4	23.5	8	47.1	0	0.0
PIEDMONT AIRLINES	6	1	16.7	2	33.3	3	50.0	0	0.0
REPUBLIC AIRLINES	19	12	63.2	3	15.8	4	21.1	0	0.0
SILVER AIRWAYS	6	3	50.0	1	16.7	1	16.7	1	16.7
SKYWEST AIRLINES	25	11	44.0	4	16.0	9	36.0	1	4.0
SOUTHWEST AIRLINES	35	20	57.1	7	20.0	5	14.3	3	8.6
SPIRIT AIRLINES	91	47	51.6	12	13.2	22	24.2	10	11.0
UNITED AIRLINES	124	41	33.1	26	21.0	44	35.5	13	10.5
US AIRWAYS	63	22	34.9	11	17.5	24	38.1	6	9.5
VIRGIN AMERICA	6	4	66.7	1	16.7	1	16.7	0	0.0
OTHER U. S. AIRLINES	36	16	44.4	7	19.4	12	33.3	1	2.8
TOTALS	693	282	40.7	137	19.8	212	30.6	62	8.9
PREVIOUS YEAR'S TOTALS	773	306	39.6	185	23.9	204	26.4	78	10.1

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

Table 5

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

	SEPTEMBER 2013												
	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXICO	2	1	2	0	1	0	1	0	0	0	0	0	7
AIR BERLIN	2	0	0	0	1	6	2	0	0	0	0	0	11
AIR CANADA	14	0	8	0	0	5	9	1	0	0	0	0	37
AIR FRANCE	4	0	2	0	2	13	1	1	0	0	0	1	24
AIR INDIA	0	0	0	0	1	2	3	0	0	0	0	0	6
ALITALIA AIRLINES	0	3	0	1	5	3	0	0	0	0	0	0	12
BRITISH AIRWAYS	4	0	1	1	0	6	0	2	0	0	0	1	15
CARIBBEAN AIRLINES	4	0	1	0	0	0	0	0	0	0	0	0	5
EL AL ISRAEL	3	0	0	0	1	0	1	0	0	0	0	0	5
EMIRATES AIRLINES	1	0	0	1	2	0	2	0	0	0	0	0	6
ETHIOPIAN AIRLINES	3	1	1	0	0	1	2	0	0	0	0	0	8
ETIHAD AIRWAYS	0	0	0	0	1	2	2	0	0	0	0	1	6
KLM	2	1	4	0	0	2	2	0	0	0	0	0	11
LUFTHANSA	0	1	6	2	0	6	1	0	0	0	0	0	16
QATAR AIRWAYS	1	0	2	1	2	1	0	0	0	0	0	0	7
SAS	0	0	3	1	1	1	1	0	0	0	0	1	8
SWISS AIR	1	1	0	1	0	1	0	0	1	0	0	0	5
VIRGIN ATLANTIC AIRWAYS	1	0	0	0	2	1	4	0	0	0	0	0	8
OTHER FOREIGN AIRLINES	14	1	10	3	10	22	11	4	0	1	0	2	78
TOTALS	56	9	40	11	29	72	42	8	1	1	0	6	275
<u>TRAVEL AGENTS</u>													
ORBITZ.COM	1	0	2	1	2	1	1	0	0	0	0	0	8
OTHER TRAVEL AGENTS	0	0	6	2	2	0	1	0	0	0	0	0	11
TOTALS	1	0	8	3	4	1	2	0	0	0	0	0	19
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	1	0	0	0	0	0	0	1
TOTALS	0	0	0	0	0	1	0	0	0	0	0	0	1
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	3	3	4	3	0	4	2	0	1	0	0	0	20
TOTALS	3	3	4	3	0	4	2	0	1	0	0	0	20

* 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	SEPTEMBER 2013			SEPTEMBER 2012		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	35	8,900,642	0.39	21	8,717,370	0.24
2	<i>EXPRESSJET AIRLINES</i>	11	2,728,403	0.40	36	2,672,257	1.35
3	<i>ALASKA AIRLINES</i>	7	1,546,055	0.45	5	1,460,396	0.34
4	<i>DELTA AIR LINES</i>	46	9,745,628	0.47	58	9,433,197	0.61
5	<i>MESA AIRLINES</i>	4	691,246	0.58	4	605,387	0.66
6	<i>ENDEAVOR AIR**</i>	6	1,024,435	0.59	*	*	*
7	<i>AIRTRAN AIRWAYS</i>	8	1,230,600	0.65	7	1,537,149	0.46
8	<i>HAWAIIAN AIRLINES</i>	6	782,120	0.77	8	760,633	1.05
9	<i>JETBLUE AIRWAYS</i>	17	2,177,218	0.78	24	2,158,152	1.11
10	<i>AMERICAN EAGLE AIRLINES</i>	16	1,422,396	1.12	18	1,527,806	1.18
11	<i>SKYWEST AIRLINES</i>	25	2,164,215	1.16	10	2,154,832	0.46
12	<i>VIRGIN AMERICA</i>	6	491,947	1.22	8	515,891	1.55
13	<i>US AIRWAYS</i>	63	4,287,749	1.47	46	4,162,879	1.11
14	<i>AMERICAN AIRLINES</i>	115	6,638,535	1.73	163	6,560,602	2.48
15	<i>UNITED AIRLINES</i>	124	7,050,267	1.76	211	7,185,243	2.94
16	<i>FRONTIER AIRLINES</i>	24	870,085	2.76	8	834,815	0.96
	TOTAL	513	51,751,541	0.99	627	50,286,609	1.27

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.

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS

	JANUARY - SEPTEMBER 2013				JANUARY - SEPTEMBER 2012			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	7,769	570	18	976	9,391	573	21	1,195
FOREIGN AIRLINES	2,216	45	2	216	2,053	39	4	188
TRAVEL AGENTS	159	16	0	46	282	17	1	37
TOUR OPERATORS	154	0	0	1	267	1	0	6
MISCELLANEOUS	141	74	1	145	160	104	3	132
INDUSTRY TOTALS	10,439	705	21	1,384	12,153	734	29	1,558

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - SEPTEMBER 2013			JANUARY - SEPTEMBER 2012		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS	1	3,245		1	3,492	
CANCELLATIONS			1,244			1,423
DELAYS			1,197			1,185
MISCONNECTIONS			506			530
BAGGAGE	2	1,654		3	1,710	
RES/TKTG/BOARDING	3	1,501		2	1,887	
CUSTOMER SERVICE	4	1,497		4	1,561	
REFUNDS	5	716		5	994	
DISABILITY	6	529		7	593	
OTHER	7	512		8	558	
FREQUENT FLYER			218			215
OVERSALES	8	336		9	424	
FARES	9	312		6	670	
ADVERTISING	10	74		10	178	
DISCRIMINATION	11	59		11	82	
ANIMALS	12	4		12	4	
COMPLAINT TOTAL		10,439			12,153	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

AIR TRAVEL CONSUMER REPORT
 COMPLAINTS AGAINST U. S. AIRLINES
 BY COMPLAINT CATEGORY*
 JANUARY - SEPTEMBER 2013

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABI LITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	25	5	0	0	2	0	9	3	0	1	0	0	45
AIRTRAN AIRWAYS	38	8	9	2	2	12	19	11	0	2	0	2	105
ALASKA AIRLINES	15	2	13	2	4	9	15	6	0	0	0	0	66
ALLEGiant AIR	102	1	53	9	29	14	47	22	6	1	0	5	289
AMERICAN AIRLINES	406	25	184	32	102	273	225	75	5	9	1	29	1,366
AMERICAN EAGLE AIRLINES	151	7	23	1	1	27	27	10	0	0	0	2	249
CHAUTAUQUA AIRLINES	26	0	3	1	0	4	3	1	0	0	0	0	38
COMMUTAIR	30	0	1	0	0	4	0	0	0	0	0	0	35
COMPASS AIRLINES	9	0	1	0	0	3	3	0	0	0	0	0	16
DELTA AIR LINES	147	35	80	38	6	65	116	49	5	5	0	36	582
ENDEAVOR AIR**	66	0	3	0	1	17	9	2	0	0	0	1	99
EXPRESSJET AIRLINES	201	1	1	0	0	28	14	1	0	1	0	6	253
FRONTIER AIRLINES	55	9	33	2	6	19	32	5	0	1	0	78	240
GO!	44	0	0	0	3	2	3	0	0	0	0	0	52
GOJET AIRLINES	34	0	0	0	0	6	7	1	0	0	0	1	49
GREAT LAKES AVIATION	12	0	0	0	3	1	0	1	0	0	0	0	17
HAWAIIAN AIRLINES	14	2	18	5	9	10	17	7	3	0	0	6	91
HORIZON AIRLINES	8	1	0	0	0	2	2	1	0	0	0	0	14
ISLAND AIRLINES	6	0	1	0	2	0	1	0	0	0	0	0	10
JETBLUE AIRWAYS	37	3	27	3	7	34	25	15	0	0	0	3	154
MESA AIRLINES	39	1	1	0	5	1	9	0	0	0	0	0	56
PIEDMONT AIRLINES	36	7	6	0	0	2	5	0	0	0	0	0	56
PSA AIRLINES	20	0	0	0	0	2	3	1	0	0	0	0	26
REPUBLIC AIRLINES	101	2	3	0	0	8	8	2	0	1	0	0	125
SHUTTLE AMERICA	37	0	0	0	0	3	6	0	0	0	0	0	46
SILVER AIRWAYS	7	1	1	0	2	10	3	1	0	0	0	0	25
SKYWEST AIRLINES	115	7	8	0	0	24	13	5	0	1	0	2	175
SOUTHWEST AIRLINES	83	7	34	4	14	50	55	33	5	6	0	1	292
SPIRIT AIRLINES	282	36	161	21	91	117	89	11	12	2	1	23	846
TRANS STATES AIRLINES	11	0	0	0	1	4	1	0	0	0	0	0	17
UNITED AIRLINES	429	68	217	53	128	224	287	85	4	13	2	61	1,571
US AIRWAYS	240	26	73	20	46	56	76	82	1	2	0	19	641
VIRGIN AMERICA	18	1	6	4	5	14	12	2	4	0	0	5	71
OTHER U. S. AIRLINES	16	0	8	0	9	10	6	0	2	0	0	1	52
TOTAL JAN-SEP 2013	2,860	255	968	197	478	1,055	1,147	432	47	45	4	281	7,769
% OF TOTAL COMPLAINTS	36.8	3.3	12.5	2.5	6.2	13.6	14.8	5.6	0.6	0.6	0.1	3.6	
TOTAL JAN-SEP 2012	3,107	345	1,389	396	729	1,125	1,316	534	122	71	4	253	9,391
% OF TOTAL COMPLAINTS	33.1	3.7	14.8	4.2	7.8	12.0	14.0	5.7	1.3	0.8	0.0	2.7	

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

**AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) 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 (YTD)

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

JANUARY - SEPTEMBER 2013

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANI MALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	3	0	2	2	1	2	1	1	0	0	0	1	13
AEROFLOT	3	0	3	2	2	7	0	0	0	0	0	1	18
AEROMEXICO	18	4	34	4	8	12	12	2	0	2	0	0	96
AIR BERLIN	5	0	3	0	1	25	5	2	0	0	0	0	41
AIR CANADA	85	14	52	4	5	39	79	13	1	3	0	5	300
AIR FRANCE	19	10	19	2	10	58	16	9	0	0	0	2	145
AIR INDIA	3	0	6	0	5	8	7	0	0	0	0	1	30
AIR NEW ZEALAND	0	1	2	0	3	2	3	0	0	0	0	0	11
ALITALIA AIRLINES	9	7	21	3	14	35	3	1	0	0	0	3	96
ASIANA AIRLINES	4	0	4	0	1	0	1	0	0	0	0	0	10
AUSTRIAN AIRLINES	0	0	5	0	1	3	3	1	0	0	0	0	13
AVIANCA	3	1	6	3	1	5	3	0	1	0	0	1	24
BRITISH AIRWAYS	28	2	19	5	13	27	12	12	0	2	0	8	128
CARIBBEAN AIRLINES	7	0	8	2	3	1	2	1	0	0	0	0	24
CATHAY PACIFIC AIRWAYS	5	1	0	1	0	3	0	1	0	0	0	2	13
CHINA EASTERN AIRLINES	2	1	7	4	1	5	1	1	0	0	0	1	23
CONDOR	2	0	4	0	1	1	2	0	0	0	0	0	10
COPA	4	2	4	0	8	6	4	1	0	0	0	0	29
DUTCH ANTILLES EXPRESS	10	2	3	0	5	0	1	0	1	0	0	0	22
EGYPTAIR	0	1	5	0	2	0	4	0	0	0	0	0	12
EL AL	7	2	2	0	3	2	4	1	0	0	0	2	23
EMIRATES AIRLINES	9	4	21	5	4	20	19	6	2	0	0	2	92
ETHIOPIAN AIRLINES	9	2	6	0	2	18	6	2	0	1	0	1	47
ETIHAD AIRWAYS	4	0	6	1	9	12	7	1	1	0	0	1	42
IBERIA AIRLINES	2	0	6	1	2	15	2	2	0	0	0	0	30
JET AIRWAYS	1	0	4	1	1	7	2	0	0	0	0	1	17
KLM	8	3	15	2	1	12	14	1	0	0	0	3	59
KOREAN AIR LINES	2	0	3	2	3	0	6	2	0	0	0	1	19
LAN AIRLINES	2	0	3	1	3	1	1	1	0	0	0	1	13
LOT POLISH AIRLINES	6	0	1	0	0	5	4	2	2	0	0	1	21
LUFTHANSA	13	3	28	5	11	58	13	5	0	2	0	3	141
PAKISTAN AIRLINES	5	0	2	0	6	5	7	2	0	0	0	0	27
PHILIPPINE AIRLINES	3	0	6	3	4	4	8	0	0	0	0	1	29
QATAR AIRWAYS	6	4	10	4	5	12	10	2	1	0	0	0	54
ROYAL AIR MAROC	4	0	4	0	0	5	2	1	0	0	0	2	18

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

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

TABLE 4 (YTD, continued)

AIR TRAVEL CONSUMER REPORT													
COMPANIES OTHER THAN U. S. AIRLINES*													
BY COMPLAINT CATEGORY**													
JANUARY - SEPTEMBER 2013													
	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES (Cont.)</u>													
ROYAL JORDANIAN AIRLINES	0	0	1	1	0	9	1	1	0	0	0	1	14
SAS	3	0	4	1	1	5	1	1	0	0	0	1	17
SINGAPORE AIRLINES	2	0	6	0	1	6	4	1	0	1	0	2	23
SOUTH AFRICAN AIRWAYS	2	1	3	0	2	6	3	0	0	0	0	0	17
SWISS AIR	6	1	4	4	3	6	2	1	2	0	0	2	31
SWISSAIR	1	0	2	0	2	3	2	0	0	1	0	0	11
TACA	3	3	7	3	2	5	3	0	0	0	0	2	28
TAM	3	0	1	0	3	5	2	0	0	0	0	2	16
TURKISH AIRLINES	14	0	14	5	6	38	5	2	1	1	0	5	91
VIRGIN ATLANTIC AIRWAYS	7	1	8	2	5	7	13	4	1	1	0	0	49
VOLARIS AIRLINES	2	5	24	4	10	9	2	2	0	0	0	0	58
OTHER FOREIGN AIRLINES	25	3	38	9	13	55	18	6	2	0	0	2	171
TOTALS	359	78	436	86	187	569	320	91	15	14	0	61	2,216
<u>TRAVEL AGENTS</u>													
CHEAPOAIR.COM	0	0	7	1	4	0	1	0	0	0	0	1	14
EXPEDIA.COM	0	0	10	1	4	0	0	0	1	0	0	0	16
ORBITZ.COM	4	0	17	7	9	1	9	0	0	0	0	1	48
PRI CELINE.COM	0	0	6	4	0	0	0	0	0	0	0	0	10
TRAVELOCITY.COM	0	0	12	2	2	1	1	0	1	0	0	0	19
OTHER TRAVEL AGENTS	2	0	23	6	14	0	1	1	3	0	0	2	52
TOTALS	6	0	75	21	33	2	12	1	5	0	0	4	159
<u>TOUR OPERATORS</u>													
C&T CHARTERS	0	0	0	0	0	0	0	0	0	0	0	118	118
EZJET	0	0	0	0	1	1	0	0	0	0	0	29	31
OTHER TOUR OPERATORS	0	0	1	0	2	0	0	0	1	0	0	1	5
TOTALS	0	0	1	0	3	1	0	0	1	0	0	148	154
<u>MISCELLANEOUS</u>													
TSA	0	0	0	0	0	5	7	0	0	0	0	0	12
OTHER MISCELLANEOUS	20	3	21	8	15	22	11	5	6	0	0	18	129
TOTALS	20	3	21	8	15	27	18	5	6	0	0	18	141

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

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

TABLE 5 (YTD)

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JANUARY - SEPTEMBER 2013			JANUARY - SEPTEMBER 2013		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	292	86,084,632	0.34	231	84,490,420	0.27
2	<i>ALASKA AIRLINES</i>	66	14,973,369	0.44	76	14,012,289	0.54
3	<i>DELTA AIR LINES</i>	582	91,320,527	0.64	729	88,458,692	0.82
4	<i>JETBLUE AIRWAYS</i>	154	23,076,142	0.67	181	21,925,470	0.83
5	<i>AIRTRAN AIRWAYS</i>	105	14,026,028	0.75	94	16,850,015	0.56
6	<i>SKYWEST AIRLINES</i>	175	20,689,604	0.85	178	19,609,149	0.91
7	<i>MESA AIRLINES</i>	56	6,289,739	0.89	27	5,889,119	0.46
8	<i>ENDEAVOR AIR**</i>	99	10,070,211	0.98	*	*	*
9	<i>EXPRESSJET AIRLINES</i>	253	24,997,951	1.01	302	24,398,479	1.24
10	<i>HAWAIIAN AIRLINES</i>	91	7,528,212	1.21	44	7,070,575	0.62
11	<i>VIRGIN AMERICA</i>	71	4,758,257	1.49	74	4,721,100	1.57
12	<i>US AIRWAYS</i>	641	42,780,919	1.50	787	40,927,294	1.92
13	<i>AMERICAN EAGLE AIRLINES</i>	249	13,554,089	1.84	181	14,115,026	1.28
14	<i>AMERICAN AIRLINES</i>	1,366	65,597,007	2.08	1,131	65,301,089	1.73
15	<i>UNITED AIRLINES</i>	1,571	68,321,770	2.30	3,416	70,947,122	4.81
16	<i>FRONTIER AIRLINES</i>	240	7,602,689	3.16	74	7,908,719	0.94
	TOTAL	6,011	501,671,146	1.20	7,525	486,624,558	1.57

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Mishandled Baggage" sections of this report. Pinnacle Airlines was ranked for the first time in January 2013.

** 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.

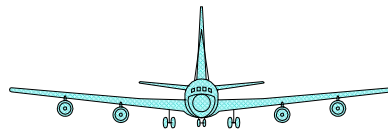
Disability: Civil rights complaints by air travelers with disabilities.

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 September 2013
as provided by the Transportation Security Administration^a**

The Transportation Security Administration (TSA) screened approximately 50 million airline passengers and their 40 million checked bags in the month of September as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of September.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
303	.0006	24	.00005	74	.0001	400	.0008

NOTES

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

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

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

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.

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

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

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

A statistical summary of the reports appears in the table below. To see the actual reports filed by these airlines (with the name of the pet owner redacted), choose this report at <http://www.dot.gov/individuals/air-consumer/air-travel-consumer-reports> and on the resulting web page click the airline’s name in the “Redacted Animal Incident Reports” section near the bottom of that page.

Carrier	Death	Injury	Loss
<i>United</i>	2		
<i>Total</i>	2		