



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

***Issued: December 2013***



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

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

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

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

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

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## **INTRODUCTION**

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

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

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

## FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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## AIR TRAVEL CONSUMER REPORT

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

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	85.6	17	95.2
DELTA AIR LINES S/	29	91.2	132	91.4
ALASKA AIRLINES S/	20	90.0	54	89.7
ENDEAVOR AIR** S/	19	88.3	113	88.7
VIRGIN AMERICA S/	16	88.2	19	88.5
US AIRWAYS S/	27	87.4	78	87.6
JETBLUE AIRWAYS S/	23	86.5	57	86.9
UNITED AIRLINES S/	28	84.7	76	85.0
AIRTRAN AIRWAYS S/	16	84.4	38	84.7
SKYWEST AIRLINES S/	20	84.1	150	84.3
AMERICAN AIRLINES S/	28	83.9	79	82.7
MESA AIRLINES S/V/	11	82.4	78	81.9
AMERICAN EAGLE S/	19	80.8	128	80.9
FRONTIER AIRLINES S/	22	80.2	59	80.2
EXPRESSJET AIRLINES S/	20	80.3	155	79.7
SOUTHWEST AIRLINES S/	24	78.5	86	78.8
<b>TOTAL</b>		<b>84.5</b>		<b>84.1</b>

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

\* 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

## OCTOBER 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 03-09 2013		Aug-13		Sep-13		Oct-13		12 Months Ending Oct 2013		Database 9/87-10/13	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	86.2	3	83.8	5	76.7	7	77.9	9	80.5	7	86.8	6	84.7	9	81.1	6	(--)	(--)
ALASKA	85.8	4	87.5	3	88.0	2	85.7	2	85.1	2	87.6	5	89.7	3	86.9	2	76.5	5
AMERICAN	74.1	15	80.0	10	72.8	14	79.4	7	81.3	5	83.7	10	82.7	11	77.8	12	78.0	3
AMERICAN EAGLE	80.6	9	74.7	13	66.2	16	73.3	15	74.2	14	82.2	14	80.9	13	73.6	15	(--)	(--)
DELTA	87.2	2	86.2	4	82.5	3	83.1	3	85.0	3	90.3	2	91.4	2	85.2	3	77.6	4
ENDEAVOR**	(--)	(--)	78.9	12	78.2	6	81.4	4	83.7	4	88.8	3	88.7	4	80.4	7	(--)	(--)
EXPRESSJET	77.4	12	70.9	16	70.2	15	75.8	12	76.3	11	83.4	11	79.7	15	73.8	14	(--)	(--)
FRONTIER	74.3	14	71.3	15	73.4	12	74.3	14	75.2	13	76.9	15	80.2	14	73.6	16	(--)	(--)
HAWAIIAN	94.1	1	91.8	1	92.8	1	94.8	1	94.3	1	95.5	1	95.2	1	93.4	1	(--)	(--)
JETBLUE	75.3	13	73.3	14	73.9	11	72.6	16	72.6	16	83.1	13	86.9	7	74.8	13	(--)	(--)
MESA	84.8	5	80.7	9	73.3	13	76.7	11	75.4	12	84.6	9	81.9	12	78.5	11	(--)	(--)
SKYWEST	78.8	11	79.2	11	79.7	4	79.6	6	79.0	9	83.2	12	84.3	10	79.6	9	(--)	(--)
SOUTHWEST	80.8	8	83.1	6	76.7	8	75.4	13	73.8	15	76.3	16	78.8	16	78.6	10	81.9	1
UNITED	80.1	10	81.4	8	75.6	10	79.0	8	79.3	8	84.6	8	85.0	8	79.7	8	76.2	6
US AIRWAYS	84.7	6	82.4	7	78.7	5	80.9	5	81.1	6	88.3	4	87.6	6	82.0	4	78.3	2
VIRGIN AMERICA	82.6	7	89.7	2	76.3	9	77.1	10	78.5	10	84.9	7	88.5	5	81.6	5	(--)	(--)
Total	80.8		80.1		76.2		78.4		78.8		83.8		84.1		79.1		78.5	

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

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

\*\* Formerly Pinnacle Airlines

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# 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**	501	89.4	190	93.7	198	89.4	88	84.1	238	85.7	31	74.2	126	70.6	5256	92.6
AMERICAN	387	86.8	1003	85.2	235	85.1	178	69.7	934	88.3	408	77.9	13127	84.4	178	87.6
ALASKA	62	91.9	124	94.4	H/		H/		124	92.7	124	88.7	124	94.4	H/	
JETBLUE	H/		3214	88.9	166	89.2	120	94.2	544	87.7	87	86.2	89	74.2	H/	
DELTA	18560	92.0	965	91.0	673	93.0	505	88.9	795	91.8	617	88.2	453	92.7	4394	92.4
EXPRESSJET	7913	86.5	108	89.8	94	79.8	669	74.1	173	76.3	1608	76.6	1297	78.2	2148	85.5
FRONTIER	55	80.0	H/		8	75.0	H/		94	80.9	3191	80.9	150	76.7	43	74.4
AIRTRAN	4227	83.7	308	87.7	991	86.4	H/		332	88.9	75	89.3	H/		93	93.5
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
AMERICAN EAGLE	520	76.9	H/		178	85.4	440	76.1	514	75.3	182	64.8	7303	82.2	437	80.8
SKYWEST	201	82.6	76	85.5	H/		18	61.1	H/		4030	81.7	512	79.3	444	89.6
UNITED	31	80.6	1191	85.6	329	89.4	27	88.9	629	89.3	3705	85.2	277	85.6	31	90.3
US AIRWAYS	456	87.3	1641	87.8	394	88.6	7947	89.2	1647	88.9	402	87.1	583	81.8	346	89.9
VIRGIN AMERICA	H/		128	85.9	H/		H/		31	100.0	H/		174	93.1	H/	
SOUTHWEST	781	77.7	727	83.6	5195	82.9	186	74.7	155	92.3	4945	79.4	H/		502	81.7
MESA	116	87.1	27	77.8	H/		3139	80.6	H/		H/		23	65.2	36	94.4
<b>TOTAL</b>	<b>33810</b>	<b>88.8</b>	<b>9702</b>	<b>87.8</b>	<b>8461</b>	<b>85.0</b>	<b>13317</b>	<b>85.5</b>	<b>6210</b>	<b>87.6</b>	<b>19405</b>	<b>81.4</b>	<b>24238</b>	<b>83.4</b>	<b>13908</b>	<b>90.4</b>

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

\*\* Formerly Pinnacle Airlines

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ENDEAVOR**	146	79.5	H/		136	88.2	56	80.4	1086	77.3	H/		H/		478	77.2
AMERICAN	292	78.4	234	88.9	275	90.5	422	77.0	1089	89.1	891	73.5	2633	79.8	1334	84.4
ALASKA	62	83.9	31	100.0	H/		31	87.1	H/		416	87.0	540	92.2	H/	
JETBLUE	502	78.5	1203	86.0	223	87.9	H/		3364	86.7	327	85.3	289	80.6	493	78.5
DELTA	441	82.5	755	93.0	199	96.0	230	91.7	1835	87.8	1176	90.7	1833	89.8	1822	86.8
EXPRESSJET	3561	71.6	H/		2360	81.4	6786	81.6	124	70.2	H/		H/		1196	73.6
FRONTIER	H/		28	67.9	H/		75	73.3	H/		178	80.3	123	74.8	58	77.6
AIRTRAN	H/		507	88.6	H/		H/		H/		140	63.6	89	53.9	236	70.8
AMERICAN EAGLE	139	69.8	H/		H/		178	66.9	651	78.3	H/		554	78.7	1437	75.7
SKYWEST	H/		H/		146	89.7	1424	84.3	H/		404	80.0	5169	84.5	H/	
UNITED	3871	84.1	426	86.9	1977	89.7	5227	87.1	407	81.8	1281	83.9	2728	79.8	779	75.9
US AIRWAYS	366	79.0	445	91.0	H/		481	85.4	301	84.1	518	83.0	539	80.1	1181	82.0
VIRGIN AMERICA	170	88.8	86	90.7	126	89.7	H/		302	88.7	317	84.5	1236	89.5	H/	
SOUTHWEST	526	75.3	891	85.6	236	69.1	H/		H/		6428	77.7	3140	73.0	565	77.9
MESA	H/		H/		835	81.2	H/		H/		H/		H/		66	66.7
<b>TOTAL</b>	<b>10076</b>	<b>78.3</b>	<b>4606</b>	<b>88.1</b>	<b>6513</b>	<b>85.0</b>	<b>14910</b>	<b>83.7</b>	<b>9181</b>	<b>85.1</b>	<b>12151</b>	<b>80.2</b>	<b>18966</b>	<b>81.8</b>	<b>9645</b>	<b>79.7</b>

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

\*\* Formerly Pinnacle Airlines



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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ENDEAVOR**	27	85.2	181	87.3	H/		3630	89.1	153	81.7	H/		224	74.6	H/	
AMERICAN	827	87.8	H/		3780	90.4	321	83.2	4487	84.0	182	77.5	333	79.0	422	72.5
ALASKA	60	95.0	H/		H/		62	85.5	151	85.4	993	90.7	31	77.4	187	95.2
JETBLUE	1345	88.6	H/		H/		H/		176	84.7	112	88.4	144	74.3	62	67.7
DELTA	1337	91.5	202	95.0	692	93.4	4685	90.3	608	88.0	403	91.8	614	83.7	581	88.8
EXPRESSJET	4	75.0	4	100.0	H/		714	82.2	4927	76.8	H/		90	75.6	16	56.2
FRONTIER	74	75.7	117	83.8	H/		115	80.9	H/		130	86.9	8	100.0	141	72.3
AIRTRAN	1148	87.9	394	86.3	H/		130	76.2	H/		H/		210	79.0	H/	
HAWAIIAN	H/		H/		H/		H/		H/		31	80.6	H/		31	93.5
AMERICAN EAGLE	H/		H/		1458	91.2	139	65.5	6756	81.0	H/		85	74.1	H/	
SKYWEST	H/		32	90.6	31	64.5	1712	90.0	2301	81.0	1018	84.1	H/		1892	91.1
UNITED	968	89.0	H/		207	92.3	166	83.1	5370	84.7	632	89.4	335	80.9	498	81.3
US AIRWAYS	751	86.6	H/		304	85.5	357	90.8	614	84.4	179	86.0	3861	86.1	4856	89.9
VIRGIN AMERICA	31	96.8	H/		H/		H/		143	86.7	89	94.4	89	89.9	H/	
SOUTHWEST	2012	84.7	6804	80.5	H/		657	79.9	H/		971	83.2	542	73.2	4887	74.4
MESA	H/		H/		79	86.1	H/		853	80.1	H/		139	66.2	1080	92.5
<b>TOTAL</b>	<b>8584</b>	<b>87.8</b>	<b>7734</b>	<b>81.4</b>	<b>6551</b>	<b>90.6</b>	<b>12688</b>	<b>88.1</b>	<b>26539</b>	<b>81.8</b>	<b>4740</b>	<b>86.8</b>	<b>6705</b>	<b>82.7</b>	<b>14653</b>	<b>84.0</b>

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

\*\* Formerly Pinnacle Airlines

OCTOBER 2013

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ENDEAVOR**	H/		H/		H/		H/		31	74.2
AMERICAN	457	67.6	447	85.5	941	74.6	120	73.3	488	85.5
ALASKA	461	91.1	3816	89.9	363	84.3	62	93.5	H/	
JETBLUE	117	80.3	217	91.2	364	89.0	93	87.1	423	85.8
DELTA	496	88.9	830	92.5	745	90.7	2794	94.2	809	90.9
EXPRESSJET	H/		H/		H/		106	80.2	H/	
FRONTIER	122	80.3	120	85.8	141	73.8	146	83.6	18	88.9
AIRTRAN	H/		H/		93	82.8	H/		460	88.5
HAWAIIAN	31	93.5	62	66.1	31	87.1	H/		H/	
AMERICAN EAGLE	83	77.1	H/		H/		58	77.6	62	83.9
SKYWEST	726	85.1	671	78.2	3966	73.3	4729	92.1	H/	
UNITED	782	81.7	856	90.3	4410	80.9	28	96.4	548	88.5
US AIRWAYS	332	80.7	273	86.1	456	84.4	198	87.9	586	84.6
VIRGIN AMERICA	143	94.4	260	88.1	1453	85.8	H/		H/	
SOUTHWEST	2633	75.2	924	81.1	1332	67.6	930	71.3	1701	82.2
MESA	H/		H/		H/		H/		H/	
<b>TOTAL</b>	<b>6383</b>	<b>79.8</b>	<b>8476</b>	<b>87.7</b>	<b>14295</b>	<b>78.5</b>	<b>9264</b>	<b>89.9</b>	<b>5126</b>	<b>85.7</b>

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

\*\* Formerly Pinnacle Airlines

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## AIR TRAVEL CONSUMER REPORT

TABLE 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	94.0	94.6	81.3	93.4	96.3	92.3	91.8	96.9	94.4	83.8	97.2	93.5	93.2	95.7	88.4	J/	96.6	97.1
700 - 759 AM	95.8	94.3	92.0	98.1	91.0	90.3	91.4	94.8	92.8	91.7	91.5	88.1	92.2	93.8	90.1	91.9	100.0	83.8
800 - 859 AM	90.8	90.8	95.9	89.5	92.5	87.8	87.8	96.4	95.0	100.0	88.9	87.6	94.6	94.6	90.2	94.1	95.9	88.3
900 - 959 AM	92.0	94.0	90.6	84.8	91.3	83.9	87.1	94.0	93.1	93.9	96.2	86.2	92.5	91.1	90.0	93.4	91.3	93.0
1000 - 1059 AM	93.0	94.3	95.2	87.0	95.6	83.5	88.3	91.6	92.0	91.9	90.4	83.8	91.5	88.0	84.5	86.3	92.5	91.8
1100 - 1159 AM	90.9	91.5	93.1	84.3	88.3	85.4	90.8	91.5	83.2	94.4	87.3	88.0	88.8	80.7	84.8	84.2	93.8	92.7
1200 - 1259 PM	90.3	92.8	86.8	89.7	86.2	85.3	87.1	92.4	80.3	91.5	89.8	84.7	91.7	81.6	84.3	84.0	90.8	87.7
100 - 159 PM	91.5	89.4	85.0	84.8	86.9	81.3	85.1	93.4	76.8	88.2	90.1	85.8	85.4	77.7	83.7	83.6	90.5	82.6
200 - 259 PM	90.5	89.8	84.7	85.0	91.0	79.4	80.0	90.9	76.1	92.9	88.4	85.4	85.6	73.8	81.5	80.3	90.4	89.1
300 - 359 PM	86.3	89.1	81.6	86.1	85.6	80.9	82.1	90.4	73.1	92.5	84.7	81.6	81.7	78.2	81.4	75.8	85.3	82.5
400 - 459 PM	89.2	88.9	82.9	86.3	88.6	79.9	83.2	90.5	72.6	87.5	80.7	80.7	81.3	72.8	79.6	77.1	87.8	82.8
500 - 559 PM	89.9	82.0	87.2	82.5	86.5	77.1	79.7	80.5	69.2	84.7	83.4	81.0	81.6	70.8	82.8	74.6	84.2	78.0
600 - 659 PM	87.0	80.7	87.3	83.0	88.1	77.1	77.3	85.7	71.5	83.8	91.4	82.0	72.2	71.3	76.8	68.8	83.5	71.6
700 - 759 PM	85.0	84.3	78.0	84.1	84.2	78.4	76.5	83.9	68.3	84.6	80.6	76.6	80.2	77.3	74.8	73.7	84.3	63.9
800 - 859 PM	81.6	86.4	72.6	82.2	84.3	72.0	76.6	90.2	71.8	87.1	77.9	79.8	82.6	75.7	76.8	71.3	83.8	66.8
900 - 959 PM	85.3	84.4	78.7	80.8	82.4	76.2	80.8	88.1	76.1	81.8	81.2	78.7	80.9	75.7	76.4	71.4	82.3	77.2
1000 - 1059 PM	76.1	81.5	76.2	75.6	85.7	79.9	75.0	84.5	77.3	85.5	70.8	75.8	83.9	79.7	76.3	76.4	81.3	79.8
1100 - 559 AM	80.6	86.7	82.0	78.2	87.9	84.0	86.6	82.4	82.3	84.2	85.3	86.2	90.1	83.1	82.5	81.3	86.4	80.7
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>88.8</b>	<b>87.8</b>	<b>85.0</b>	<b>85.5</b>	<b>87.6</b>	<b>81.4</b>	<b>83.4</b>	<b>90.4</b>	<b>78.3</b>	<b>88.1</b>	<b>85.0</b>	<b>83.7</b>	<b>85.1</b>	<b>80.2</b>	<b>81.8</b>	<b>79.7</b>	<b>87.8</b>	<b>81.4</b>

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

OCTOBER 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	92.5	93.2	90.9	87.9	98.8	92.7	J/	96.8	90.7	J/	100.0	93.2
700 - 759 AM	96.7	94.5	88.7	95.7	94.1	94.6	90.9	86.7	91.1	96.0	100.0	91.8
800 - 859 AM	95.8	91.9	88.1	96.3	80.9	90.6	97.2	89.7	92.0	94.8	94.7	90.5
900 - 959 AM	94.7	90.8	89.1	93.5	81.1	89.4	90.0	89.9	78.6	94.1	95.6	89.6
1000 - 1059 AM	94.2	92.6	85.9	88.3	88.3	81.3	81.4	91.1	74.5	94.6	93.8	88.3
1100 - 1159 AM	91.9	82.6	87.3	89.0	83.2	87.4	84.2	86.5	78.0	88.4	94.5	87.9
1200 - 1259 PM	92.4	91.7	85.3	88.5	85.2	85.4	81.0	87.3	72.6	86.7	87.1	86.3
100 - 159 PM	90.7	91.7	84.3	84.6	81.3	84.2	82.0	89.7	76.9	90.7	90.4	85.9
200 - 259 PM	90.9	89.4	81.4	82.7	88.4	83.7	75.2	88.8	76.9	93.2	85.1	84.9
300 - 359 PM	88.8	89.4	79.9	80.5	83.9	78.8	81.1	91.9	77.8	91.0	89.3	83.0
400 - 459 PM	93.0	86.7	75.9	83.5	81.1	74.0	71.0	82.6	79.2	89.5	83.3	82.8
500 - 559 PM	91.0	85.4	74.0	89.6	78.2	77.7	81.2	86.1	77.2	70.3	85.6	80.4
600 - 659 PM	86.2	83.5	76.5	83.0	79.9	77.4	75.2	88.1	78.9	84.9	77.0	80.2
700 - 759 PM	89.2	72.8	75.4	83.4	76.7	77.5	71.4	82.5	79.0	87.6	83.3	79.3
800 - 859 PM	85.9	86.5	71.8	93.2	78.1	87.9	69.0	88.6	79.1	87.1	81.1	79.7
900 - 959 PM	87.0	79.0	76.9	84.6	82.4	81.0	76.7	86.6	74.7	87.9	82.2	80.4
1000 - 1059 PM	85.2	73.9	78.5	83.1	84.8	84.8	76.1	82.6	75.4	74.7	75.7	79.3
1100 - 559 AM	85.5	90.1	89.5	87.5	83.4	85.6	85.7	88.9	80.2	71.9	79.4	84.9
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>90.6</b>	<b>88.1</b>	<b>81.8</b>	<b>86.8</b>	<b>82.7</b>	<b>84.0</b>	<b>79.8</b>	<b>87.7</b>	<b>78.5</b>	<b>89.9</b>	<b>85.7</b>	<b>84.5</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	94.6	97.9	95.6	94.7	96.9	96.2	90.8	96.2	94.1	99.0	92.9	94.6	94.6	94.5	95.3	94.4	97.6	96.6
700 - 759 AM	94.1	93.6	93.3	90.4	93.7	93.4	91.0	91.6	91.8	96.0	90.0	93.2	94.8	92.8	93.1	95.7	98.3	92.9
800 - 859 AM	89.8	94.7	89.7	94.9	95.4	88.4	87.1	94.9	91.5	94.9	89.9	89.0	91.0	90.0	91.1	91.4	96.1	75.3
900 - 959 AM	90.2	93.3	85.3	89.7	92.5	81.1	85.0	95.1	91.0	95.8	93.5	88.1	95.5	88.2	87.5	93.9	93.5	85.2
1000 - 1059 AM	88.7	91.7	85.2	90.0	92.5	78.9	81.7	90.7	89.6	91.1	86.7	80.0	94.0	81.0	84.6	91.6	89.0	85.2
1100 - 1159 AM	88.9	89.1	86.2	86.3	92.7	79.5	83.4	87.9	89.3	92.7	86.6	81.5	93.5	77.8	79.3	85.8	90.1	84.0
1200 - 1259 PM	88.7	89.7	87.3	82.5	89.6	80.2	84.5	90.6	79.6	88.1	80.0	86.6	90.1	71.0	81.8	85.8	90.2	89.7
100 - 159 PM	87.8	86.8	68.0	88.8	87.9	78.1	82.1	88.3	84.9	75.7	91.9	83.2	89.8	69.7	78.6	79.9	85.6	70.3
200 - 259 PM	85.3	85.2	76.0	84.3	90.8	71.2	79.8	90.2	72.3	87.4	84.6	81.9	88.0	63.3	82.7	84.5	84.5	73.6
300 - 359 PM	86.9	85.5	67.5	75.1	87.1	72.5	77.6	88.4	77.0	83.5	80.6	80.9	80.4	66.8	78.2	78.8	81.0	74.0
400 - 459 PM	84.2	86.6	63.4	85.7	83.7	73.8	75.7	90.9	73.1	91.0	74.4	78.4	79.4	68.1	81.5	78.4	79.8	69.0
500 - 559 PM	85.7	84.9	74.8	81.2	85.9	68.9	79.0	88.3	70.7	80.5	78.8	78.1	82.2	66.4	76.6	77.1	82.9	63.5
600 - 659 PM	83.3	79.3	79.1	82.6	87.3	67.7	74.6	74.4	74.2	81.2	81.0	79.6	80.8	58.6	82.2	73.0	80.5	67.2
700 - 759 PM	86.7	77.8	74.6	82.5	85.8	77.1	72.9	84.6	70.6	80.6	84.8	81.6	75.2	74.5	73.5	75.3	72.7	48.6
800 - 859 PM	82.6	82.1	59.1	86.4	90.0	60.6	71.0	87.4	68.0	85.9	80.7	69.0	78.7	60.5	75.4	69.8	89.7	41.5
900 - 959 PM	80.3	100.0	56.2	87.5	81.2	72.1	71.7	90.9	68.7	80.0	72.2	82.9	83.8	71.0	79.1	73.6	50.0	60.1
1000 - 1059 PM	84.0	J/	J/	90.8	94.4	83.5	79.4	J/	J/	80.0	82.4	J/	90.2	93.5	89.0	J/	100.0	J/
1100 - 559 AM	98.1	96.5	100.0	91.7	98.3	89.6	93.8	88.5	95.0	100.0	89.7	93.3	96.8	90.7	87.1	96.3	96.5	83.9
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>86.8</b>	<b>88.8</b>	<b>78.0</b>	<b>86.7</b>	<b>90.3</b>	<b>77.3</b>	<b>80.2</b>	<b>89.7</b>	<b>81.3</b>	<b>88.8</b>	<b>82.6</b>	<b>83.4</b>	<b>86.5</b>	<b>76.1</b>	<b>83.7</b>	<b>84.0</b>	<b>87.1</b>	<b>72.3</b>

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

OCTOBER 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	90.6	94.6	89.7	94.9	92.4	95.6	96.6	97.2	94.7	95.9	97.4	95.0
700 - 759 AM	93.2	94.1	90.7	92.5	95.3	93.8	96.3	93.4	92.7	93.8	97.8	93.3
800 - 859 AM	90.2	91.5	89.1	89.3	94.0	92.5	87.6	94.7	87.7	94.1	95.7	90.5
900 - 959 AM	92.1	92.6	86.9	89.2	85.4	86.4	88.5	86.9	88.6	94.6	97.1	89.0
1000 - 1059 AM	92.3	89.7	83.6	91.2	87.0	84.0	86.2	89.4	77.6	87.5	92.6	85.8
1100 - 1159 AM	91.4	93.0	82.4	84.9	89.3	69.2	75.3	85.1	74.0	93.9	92.2	85.1
1200 - 1259 PM	89.5	82.5	81.5	83.9	81.3	84.5	74.9	88.5	71.0	78.4	88.0	84.1
100 - 159 PM	88.0	90.0	81.1	85.7	82.9	83.9	75.7	82.4	71.7	85.2	88.0	82.2
200 - 259 PM	87.4	86.8	78.5	87.0	83.7	70.4	74.7	88.0	75.2	78.8	85.8	80.8
300 - 359 PM	84.6	87.0	76.7	87.0	86.5	78.2	72.0	88.7	76.7	92.8	78.4	80.5
400 - 459 PM	90.1	84.5	73.8	86.4	80.7	77.9	71.9	89.2	81.4	90.0	84.2	79.4
500 - 559 PM	86.6	84.9	72.0	78.1	82.1	66.1	72.0	88.2	77.4	89.7	82.0	79.0
600 - 659 PM	85.4	76.8	72.0	84.5	83.3	74.3	78.1	85.9	74.7	80.2	74.6	77.1
700 - 759 PM	83.0	85.0	73.2	80.0	76.0	65.2	71.4	87.5	81.0	68.1	79.6	78.1
800 - 859 PM	87.7	64.8	72.0	92.9	85.8	81.8	63.7	87.2	77.4	91.7	71.2	76.2
900 - 959 PM	86.8	91.6	73.5	92.8	93.0	97.7	83.1	92.5	85.3	96.2	J/	80.0
1000 - 1059 PM	88.2	J/	79.6	93.2	87.0	91.2	95.4	94.1	87.3	91.7	J/	87.0
1100 - 559 AM	J/	90.7	90.7	96.6	96.6	93.2	J/	91.9	89.1	89.5	100.0	91.6
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>88.6</b>	<b>88.6</b>	<b>79.8</b>	<b>88.2</b>	<b>86.5</b>	<b>82.4</b>	<b>81.5</b>	<b>89.6</b>	<b>81.3</b>	<b>91.2</b>	<b>87.8</b>	<b>83.8</b>

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

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AIR TRAVEL CONSUMER REPORT

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

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

**CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE**

NONE
------

**CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS**

NONE
------

**CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS**

NONE
------

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

\*\*\* For flights late more than 30 minutes only. Excludes canceled and diverted flights  
 Chronically Delayed Flights for individual months can be found on the BTS website <http://www.bts.gov>

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
SOUTHWEST	3,190	37	1.2
MESA	409	1	0.2
EXPRESSJET	2,113	2	0.1
US AIRWAYS	1,185	1	0.1
DELTA	2,240	0	0.0
SKYWEST	1,718	0	0.0
AMERICAN	1,516	0	0.0
AMERICAN EAGLE	1,252	0	0.0
UNITED	1,229	0	0.0
ENDEAVOR*	873	0	0.0
JETBLUE	660	0	0.0
AIRTRAN	432	0	0.0
ALASKA	420	0	0.0
FRONTIER	220	0	0.0
HAWAIIAN	190	0	0.0
VIRGIN AMERICA	164	0	0.0
<b>TOTAL</b>	<b>17,811</b>	<b>41</b>	<b>0.2</b>

For simplicity, statistics are displayed to one decimal place.

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

\* Formerly Pinnacle Airlines



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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	94.3	95.7	70	70
ABILENE TX (ABI)	84.2	91.7	240	240
ADAK ISLAND AK (ADK)	100.0	66.7	9	9
AGUADILLA PR (BQN)	85.3	84.8	68	66
AKRON OH (CAK)	85.7	89.7	715	715
ALBANY GA (ABY)	90.7	93.0	86	86
ALBANY NY (ALB)	82.7	88.9	866	864
ALBUQUERQUE NM (ABQ)	77.4	80.9	2,456	2,457
ALEXANDRIA LA (AEX)	81.5	83.8	340	339
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	84.6	90.2	234	234
ALPENA MI (APN)	96.3	96.3	54	54
AMARILLO TX (AMA)	77.4	84.8	625	626
ANCHORAGE AK (ANC)	85.6	93.0	1,403	1,406
APPLETON WI (ATW)	82.8	87.0	447	445
ARCATA/EUREKA CA (ACV)	71.3	68.9	293	293
ARLINGTON VA (DCA)	87.6	90.3	6,210	6,209
ASHEVILLE NC (AVL)	82.9	86.5	387	385
ASPEN CO (ASE)	74.7	79.9	154	154
ATLANTA GA (ATL)	88.8	86.8	33,810	33,816
AUGUSTA GA (AGS)	87.5	87.1	255	255
AUSTIN TX (AUS)	78.6	80.5	4,007	4,004
BAKERSFIELD CA (BFL)	83.8	86.9	321	321
BALTIMORE MD (BWI)	85.0	78.0	8,461	8,459
BANGOR ME (BGR)	75.5	88.3	94	94
BARROW AK (BRW)	83.5	79.7	79	79
BATON ROUGE LA (BTR)	78.8	81.7	761	761
BEAUMONT/PORT ARTHUR TX (BPT)	85.8	89.6	106	106
BELLINGHAM WA (BLI)	88.6	84.1	44	44
BEMIDJI MN (BJI)	90.3	88.7	62	62
BEND/REDMOND OR (RDM)	85.3	89.3	300	300
BETHEL AK (BET)	88.2	92.9	85	85
BILLINGS MT (BIL)	93.8	92.4	290	290
BINGHAMTON NY (BGM)	90.0	92.5	80	80
BIRMINGHAM AL (BHM)	82.5	84.2	1,438	1,439
BISMARCK/MANDAN ND (BIS)	86.5	88.6	333	333
BLOOMINGTON/NORMAL IL (BMI)	81.5	89.3	281	280
BOISE ID (BOI)	85.5	85.7	867	868
BOSTON MA (BOS)	87.8	88.8	9,702	9,703
BOZEMAN MT (BZN)	92.6	95.2	270	270
BRAINERD MN (BRD)	94.8	97.4	77	77
BRANSON MO (BKG)	79.7	79.1	158	158
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	83.6	84.0	225	225
BROWNSVILLE TX (BRO)	73.9	86.9	199	199

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	84.1	92.0	88	88
BUFFALO NY (BUF)	85.7	88.5	2,152	2,155
BURBANK CA (BUR)	83.1	84.1	1,926	1,926
BURLINGTON VT (BTV)	87.1	88.3	495	495
BUTTE MT (BTM)	93.5	95.2	62	62
CARLSBAD CA (CLD)	82.0	84.4	205	205
CASPER WY (CPR)	83.6	87.1	201	201
CEDAR CITY UT (CDC)	88.9	88.9	54	54
CEDAR RAPIDS/IOWA CITY IA (CID)	85.6	85.8	727	727
CHAMPAIGN/URBANA IL (CMI)	79.9	88.5	209	209
CHANTILLY VA (IAD)	85.0	82.6	6,513	6,493
CHARLESTON SC (CHS)	83.6	84.7	1,466	1,466
CHARLESTON/DUNBAR WV (CRW)	78.3	84.1	314	314
CHARLOTTE AMALIE VI (STT)	89.2	93.4	213	213
CHARLOTTE NC (CLT)	85.5	86.7	13,317	13,321
CHARLOTTESVILLE VA (CHO)	86.8	89.5	151	152
CHATTANOOGA TN (CHA)	88.9	87.9	397	397
CHICAGO IL (MDW)	81.4	72.3	7,734	7,733
CHICAGO IL (ORD)	81.8	79.8	26,539	26,523
CHICO CA (CIC)	75.3	82.8	93	93
CHRISTIANSTED VI (STX)	93.5	95.2	62	62
CLEVELAND OH (CLE)	84.3	86.3	3,768	3,767
CODY WY (COD)	77.4	83.9	62	62
COLLEGE STATION/BRYAN TX (CLL)	83.1	88.9	225	225
COLORADO SPRINGS CO (COS)	76.9	86.2	722	723
COLUMBIA MO (COU)	82.0	78.7	89	89
COLUMBIA SC (CAE)	79.7	83.0	600	600
COLUMBUS GA (CSG)	83.8	85.5	117	117
COLUMBUS MS (GTR)	87.6	86.5	89	89
COLUMBUS OH (CMH)	82.3	84.7	2,514	2,515
CORDOVA AK (CDV)	85.5	88.7	62	62
CORPUS CHRISTI TX (CRP)	76.5	84.9	634	634
COVINGTON KY (CVG)	87.9	88.5	3,427	3,426
CRESCENT CITY CA (CEC)	57.6	61.2	85	85
DALLAS TX (DAL)	81.7	78.1	4,003	4,003
DALLAS/FORT WORTH TX (DFW)	83.4	80.2	24,238	24,238
DAYTON OH (DAY)	81.9	85.3	1,134	1,134
DAYTONA BEACH FL (DAB)	86.7	89.1	128	128
DEADHORSE AK (SCC)	88.6	91.1	79	79
DENVER CO (DEN)	81.4	77.3	19,405	19,408
DES MOINES IA (DSM)	82.3	88.2	1,466	1,466
DETROIT MI (DTW)	90.4	89.7	13,908	13,945
DICKINSON ND (DIK)	82.3	84.7	124	124

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DOTHAN AL (DHN)	88.0	88.9	117	117
DUBUQUE IA (DBQ)	83.9	87.1	31	31
DULUTH MN (DLH)	89.7	94.9	311	311
DURANGO CO (DRO)	82.5	88.2	160	161
EAU CLAIRE WI (EAU)	77.4	85.5	62	62
EL PASO TX (ELP)	76.1	83.0	1,662	1,662
ELKO NV (EKO)	95.3	97.6	85	85
ELMIRA/CORNING NY (ELM)	85.1	91.9	148	148
ERIE PA (ERI)	96.5	98.8	86	86
ESCANABA MI (ESC)	90.7	90.7	54	54
EUGENE OR (EUG)	82.3	82.2	485	484
EVANSVILLE IN (EVV)	81.6	88.7	408	408
FAIRBANKS AK (FAI)	92.3	93.2	337	337
FARGO ND (FAR)	84.4	88.7	591	593
FAYETTEVILLE AR (XNA)	79.8	86.0	1,130	1,131
FAYETTEVILLE NC (FAY)	85.2	90.6	203	203
FLAGSTAFF AZ (FLG)	89.7	94.8	155	155
FLINT MI (FNT)	86.7	93.3	390	390
FORT LAUDERDALE FL (FLL)	88.1	88.8	4,606	4,605
FORT MYERS FL (RSW)	87.8	89.7	1,678	1,675
FORT SMITH AR (FSM)	84.6	89.9	208	208
FORT WAYNE IN (FWA)	84.6	87.8	533	533
FRESNO CA (FAT)	82.6	83.1	948	949
GAINESVILLE FL (GNV)	88.2	89.3	272	272
GARDEN CITY KS (GCK)	93.5	90.3	62	62
GILLETTE WY (GCC)	75.8	87.9	124	124
GRAND FORKS ND (GFK)	88.6	91.5	210	211
GRAND ISLAND NE (GRI)	87.9	91.4	58	58
GRAND JUNCTION CO (GJT)	89.8	91.5	305	305
GRAND RAPIDS MI (GRR)	87.1	88.6	1,071	1,073
GREAT FALLS MT (GTF)	89.4	93.3	180	180
GREEN BAY WI (GRB)	84.1	88.5	508	497
GREENSBORO/HIGH POINT NC (GSO)	82.7	86.7	1,056	1,057
GREER SC (GSP)	86.2	89.1	901	901
GUAM TT (GUM)	64.5	83.9	31	31
GULFPORT/BILOXI MS (GPT)	80.2	86.6	440	440
GUNNISON CO (GUC)	64.5	74.2	31	31
HANCOCK/HOUGHTON MI (CMX)	69.4	79.0	62	62
HARLINGEN/SAN BENITO TX (HRL)	82.4	88.5	358	358
HARRISBURG PA (MDT)	86.9	89.9	574	573
HARTFORD CT (BDL)	84.4	88.0	1,848	1,847
HELENA MT (HLN)	92.1	96.4	139	139
HIBBING MN (HIB)	98.1	96.2	53	53

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HILO HI (ITO)	94.8	96.7	578	578
HOBBS NM (HOB)	64.6	83.3	48	48
HONOLULU HI (HNL)	90.1	93.8	4,174	4,175
HOUSTON TX (HOU)	78.3	68.9	5,130	5,131
HOUSTON TX (IAH)	83.7	83.4	14,910	14,908
HUNTSVILLE AL (HSV)	84.5	87.9	766	766
IDAHO FALLS ID (IDA)	89.9	95.2	248	248
INDIANAPOLIS IN (IND)	85.5	86.8	2,612	2,613
INTERNATIONAL FALLS MN (INL)	98.1	94.4	54	54
INYOKERN CA (IYK)	91.5	91.5	47	47
IRON MOUNTAIN/KINGSFD MI (IMT)	91.4	87.9	58	58
ISLIP NY (ISP)	72.0	72.8	364	364
ITHACA/CORTLAND NY (ITH)	92.5	100.0	80	80
JACKSON WY (JAC)	94.8	92.9	153	154
JACKSON/VICKSBURG MS (JAN)	80.7	87.6	766	766
JACKSONVILLE FL (JAX)	85.7	88.1	2,122	2,123
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	85.0	88.3	153	154
JOPLIN MO (JLN)	69.4	87.1	62	62
JUNEAU AK (JNU)	86.9	86.6	306	306
KAHULUI HI (OGG)	93.4	94.8	1,776	1,776
KALAMAZOO MI (AZO)	88.0	93.7	284	285
KALISPELL MT (FCA)	92.7	93.8	177	177
KANSAS CITY MO (MCI)	80.8	83.2	4,151	4,149
KETCHIKAN AK (KTN)	88.7	84.4	186	186
KEY WEST FL (EYW)	95.6	96.4	338	337
KILLEEN TX (GRK)	80.7	83.8	414	414
KLAMATH FALLS OR (LMT)	95.2	87.1	62	62
KNOXVILLE TN (TYS)	81.5	88.8	1,081	1,080
KODIAK AK (ADQ)	89.7	91.4	58	58
KONA HI (KOA)	91.2	93.7	1,021	1,021
KOTZEBUE AK (OTZ)	88.7	85.5	62	62
LA CROSSE WI (LSE)	90.8	95.4	109	109
LAFAYETTE LA (LFT)	83.3	85.1	557	558
LAKE CHARLES LA (LCH)	90.4	94.9	178	178
LANSING MI (LAN)	87.2	89.2	266	269
LARAMIE WY (LAR)	87.1	83.9	62	62
LAREDO TX (LRD)	85.4	93.2	205	205
LAS VEGAS NV (LAS)	80.2	76.1	12,151	12,143
LAWTON/FORT SILL OK (LAW)	78.7	86.5	155	155
LEWISTON ID (LWS)	94.7	96.5	57	57
LEXINGTON KY (LEX)	83.1	86.9	757	756
LIHUE HI (LIH)	91.3	95.2	931	930
LINCOLN NE (LNK)	74.6	88.9	280	280

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LITTLE ROCK AR (LIT)	81.4	84.3	1,326	1,326
LONG BEACH CA (LGB)	90.2	92.3	1,108	1,107
LONGVIEW TX (GGG)	84.5	86.2	58	58
LOS ANGELES CA (LAX)	81.8	83.7	18,966	18,971
LOUISVILLE KY (SDF)	80.4	80.7	1,671	1,672
LUBBOCK TX (LBB)	78.1	86.7	602	602
MADISON WI (MSN)	84.1	87.2	1,118	1,118
MANCHESTER NH (MHT)	79.7	84.4	878	878
MANHATTAN/FT. RILEY KS (MHK)	81.9	85.2	155	155
MARQUETTE MI (MQT)	83.5	90.4	115	115
MARTHA'S VINEYARD MA (MVY)	87.5	87.5	8	8
MEDFORD OR (MFR)	78.5	79.7	316	316
MELBOURNE FL (MLB)	90.8	90.0	120	120
MEMPHIS TN (MEM)	85.3	87.4	2,585	2,585
MIAMI FL (MIA)	90.6	88.6	6,551	6,551
MIDLAND/ODESSA TX (MAF)	80.2	87.7	848	848
MILWAUKEE WI (MKE)	82.7	85.7	2,924	2,925
MINNEAPOLIS MN (MSP)	88.1	88.6	12,688	12,696
MINOT ND (MOT)	89.3	91.4	243	243
MISSION/MCALLEN/EDINBURG TX (MFE)	78.2	87.9	372	372
MISSOULA MT (MSO)	93.4	90.9	197	197
MOBILE AL (MOB)	84.3	85.7	490	490
MODESTO CA (MOD)	79.6	77.4	93	93
MOLINE IL (MLI)	86.6	89.1	522	522
MONROE LA (MLU)	84.0	86.5	275	275
MONTEREY CA (MRY)	81.3	82.2	454	454
MONTGOMERY AL (MGM)	88.5	90.5	349	349
MONTROSE/DELTA CO (MTJ)	86.9	98.3	61	60
MOSINEE WI (CWA)	82.6	85.2	298	298
MUSKEGON MI (MKG)	88.7	87.1	62	62
MYRTLE BEACH SC (MYR)	80.7	88.3	368	368
NANTUCKET MA (ACK)	87.0	95.7	23	23
NASHVILLE TN (BNA)	82.5	82.9	5,188	5,189
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	78.5	88.6	79	79
NEW ORLEANS LA (MSY)	83.6	86.6	3,694	3,694
NEW YORK NY (JFK)	85.1	86.5	9,181	9,143
NEW YORK NY (LGA)	79.7	84.0	9,645	9,642
NEWARK NJ (EWR)	78.3	81.3	10,076	10,104
NEWBURGH/POUGHKEEPSIE NY (SWF)	87.2	94.0	149	149
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	84.6	89.6	182	182
NOME AK (OME)	79.0	90.3	62	62
NORFOLK VA (ORF)	81.5	84.1	1,339	1,340
NORTH BEND/COOS BAY OR (OTH)	61.3	61.3	62	62

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
OAKLAND CA (OAK)	82.3	79.1	3,680	3,682
OKLAHOMA CITY OK (OKC)	78.4	85.1	1,840	1,841
OMAHA NE (OMA)	80.0	85.6	1,941	1,941
ONTARIO CA (ONT)	78.6	80.4	1,754	1,754
ORLANDO FL (MCO)	87.8	87.1	8,584	8,582
PADUCAH KY (PAH)	80.6	88.7	62	62
PAGO PAGO TT (PPG)	62.5	100.0	8	8
PALM SPRINGS CA (PSP)	84.3	87.0	845	846
PANAMA CITY FL (ECP)	80.9	85.6	362	362
PASCO/KENNEWICK/RICHLAND WA (PSC)	87.9	92.5	306	305
PELLSTON MI (PLN)	83.9	91.9	62	62
PENSACOLA FL (PNS)	86.1	87.7	804	804
PEORIA IL (PIA)	81.0	87.2	494	494
PETERSBURG AK (PSG)	75.8	77.4	62	62
PHILADELPHIA PA (PHL)	82.7	86.5	6,705	6,716
PHOENIX AZ (PHX)	84.0	82.4	14,653	14,649
PITTSBURGH PA (PIT)	85.9	87.8	2,818	2,818
POCATELLO ID (PIH)	88.2	88.2	85	85
PONCE PR (PSE)	94.6	96.4	56	56
PORTLAND ME (PWM)	86.5	87.0	661	661
PORTLAND OR (PDX)	86.8	88.2	4,740	4,740
PROVIDENCE RI (PVD)	85.7	88.2	1,250	1,250
RALEIGH/DURHAM NC (RDU)	84.0	85.3	4,092	4,092
RAPID CITY SD (RAP)	77.4	76.3	332	333
REDDING CA (RDD)	79.6	84.9	93	93
RENO NV (RNO)	81.3	83.6	1,351	1,351
RHINELANDER WI (RHI)	88.8	87.6	89	89
RICHMOND VA (RIC)	85.5	88.7	1,685	1,686
ROANOKE VA (ROA)	87.4	89.4	151	151
ROCHESTER MN (RST)	86.5	91.8	171	171
ROCHESTER NY (ROC)	84.0	87.9	829	829
ROCK SPRINGS WY (RKS)	80.6	82.6	155	155
ROSWELL NM (ROW)	74.2	85.4	89	89
SACRAMENTO CA (SMF)	82.9	83.5	3,560	3,560
SAGINAW/BAY CITY/MIDLAND MI (MBS)	93.1	94.8	290	290
SALT LAKE CITY UT (SLC)	89.9	91.2	9,264	9,262
SAN ANGELO TX (SJT)	85.4	89.4	151	151
SAN ANTONIO TX (SAT)	78.7	83.6	3,447	3,444
SAN DIEGO CA (SAN)	79.8	81.5	6,383	6,384
SAN FRANCISCO CA (SFO)	78.5	81.3	14,295	14,303
SAN JOSE CA (SJC)	82.9	82.6	3,582	3,582
SAN JUAN PR (SJU)	87.2	91.0	1,805	1,802
SAN LUIS OBISPO CA (SBP)	82.8	83.1	402	402

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SANTA ANA CA (SNA)	84.6	83.2	3,373	3,373
SANTA BARBARA CA (SBA)	84.7	84.0	900	900
SANTA FE NM (SAF)	80.0	80.6	185	186
SANTA MARIA CA (SMX)	89.5	91.4	105	105
SARASOTA/BRADENTON FL (SRQ)	87.4	86.6	366	366
SAULT STE. MARIE MI (CIU)	89.7	98.3	58	58
SAVANNAH GA (SAV)	84.3	84.2	845	844
SCRANTON/WILKES-BARRE PA (AVP)	84.2	94.1	202	202
SEATTLE WA (SEA)	87.7	89.6	8,476	8,474
SHREVEPORT LA (SHV)	79.9	85.5	647	647
SIOUX CITY IA (SUX)	77.6	81.0	58	58
SIOUX FALLS SD (FSD)	80.4	85.8	664	664
SITKA AK (SIT)	87.1	88.2	93	93
SOUTH BEND IN (SBN)	86.3	87.9	483	479
SPOKANE WA (GEG)	86.7	90.6	708	709
SPRINGFIELD IL (SPI)	83.4	88.7	151	151
SPRINGFIELD MO (SGF)	76.6	82.2	580	580
ST. GEORGE UT (SGU)	89.4	91.4	151	151
ST. LOUIS MO (STL)	81.7	78.3	4,728	4,729
STATE COLLEGE PA (SCE)	97.7	97.7	87	87
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	95.2	97.6	124	124
SYRACUSE NY (SYR)	84.9	86.8	714	714
TALLAHASSEE FL (TLH)	84.7	87.4	380	380

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TAMPA FL (TPA)	85.7	87.8	5,126	5,126
TEXARKANA AR (TXK)	70.8	82.0	89	89
TRAVERSE CITY MI (TVC)	81.9	86.7	386	383
TUCSON AZ (TUS)	79.0	87.1	1,591	1,590
TULSA OK (TUL)	76.3	84.0	1,759	1,758
TWIN FALLS ID (TWF)	90.5	94.8	116	116
TYLER TX (TYR)	85.2	86.4	236	236
VALDOSTA GA (VLD)	84.1	89.8	88	88
VALPARAISO FL (VPS)	83.7	86.5	459	460
WACO TX (ACT)	89.8	89.8	147	147
WATERLOO IA (ALO)	81.0	86.2	58	58
WATERTOWN NY (ART)	85.2	88.9	54	54
WEST PALM BEACH/PALM BEACH FL (PBI)	87.0	85.2	1,475	1,474
WHITE PLAINS NY (HPN)	81.7	87.4	683	682
WICHITA FALLS TX (SPS)	81.5	84.7	124	124
WICHITA KS (ICT)	75.3	82.4	983	985
WILLISTON ND (ISN)	89.2	89.7	185	185
WILMINGTON DE (ILG)	93.9	95.9	49	49
WILMINGTON NC (ILM)	81.6	86.7	407	407
WRANGELL AK (WRG)	74.2	74.2	62	62
YAKUTAT AK (YAK)	88.7	91.9	62	62
YUMA AZ (YUM)	91.1	91.1	259	259

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
MESA	11	6,394	132	2.1	77	12,256	242	2.0
AMERICAN EAGLE	19	21,175	336	1.6	128	36,973	633	1.7
SKYWEST	20	29,499	314	1.1	151	51,241	670	1.3
EXPRESSJET	20	33,886	313	0.9	156	63,746	636	1.0
ENDEAVOR*	19	12,773	115	0.9	113	24,882	234	0.9
US AIRWAYS	27	30,018	148	0.5	78	35,232	174	0.5
UNITED	28	37,718	139	0.4	76	43,246	158	0.4
SOUTHWEST	24	47,670	193	0.4	86	94,475	342	0.4
AIRTRAN	16	9,434	19	0.2	38	13,177	29	0.2
ALASKA	20	7,822	4	0.1	54	12,638	22	0.2
AMERICAN	28	36,426	48	0.1	79	45,219	70	0.2
JETBLUE	23	13,680	9	0.1	57	19,382	23	0.1
VIRGIN AMERICA	16	4,778	4	0.1	19	4,931	4	0.1
HAWAIIAN	8	375	0	0.0	17	5,985	4	0.1
FRONTIER	22	5,132	1	0.0	59	6,517	4	0.1
DELTA	29	50,067	9	0.0	129	65,444	18	0.0
Total		346,847	1,784	0.5	Total	535,344	3,263	0.6

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

\* Formerly Pinnacle Airlines

OCTOBER 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	1,270	124	9.8
MESA	888	84	9.5
SKYWEST	2,467	166	6.7
EXPRESSJET	3,708	190	5.1
ENDEAVOR	1,518	74	4.9
UNITED	4,029	70	1.7
US AIRWAYS	2,426	33	1.4
SOUTHWEST	6,885	85	1.2
FRONTIER	356	2	0.6
ALASKA	462	2	0.4
JETBLUE	779	2	0.3
AMERICAN	1,526	3	0.2
DELTA	2,498	3	0.1
HAWAIIAN	214	0	0.0
AIRTRAN	591	0	0.0
VIRGIN AMERICA	192	0	0.0
<b>TOTAL</b>	<b>29,809</b>	<b>838</b>	<b>2.8</b>

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

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

\* Formerly Pinnacle Airlines

**OCTOBER 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**	24882	22081	88.74%	234	0.94%	39	0.16%	918	3.69%	47	0.19%	859	3.45%	7	0.03%	697	2.80%
AMERICAN	45219	37405	82.72%	70	0.15%	101	0.22%	2388	5.28%	150	0.33%	2372	5.25%	0	0.00%	2732	6.04%
ALASKA	12638	11339	89.72%	22	0.17%	31	0.25%	285	2.26%	39	0.31%	581	4.60%	6	0.05%	335	2.65%
JETBLUE	19382	16852	86.95%	23	0.12%	13	0.07%	739	3.81%	15	0.08%	1105	5.70%	8	0.04%	628	3.24%
DELTA	65444	59834	91.43%	18	0.03%	56	0.09%	2085	3.19%	55	0.08%	2113	3.23%	10	0.01%	1273	1.94%
EXPRESSJET	63746	50834	79.74%	636	1.00%	126	0.20%	3181	4.99%	107	0.17%	3841	6.03%	3	0.00%	5018	7.87%
FRONTIER	6517	5227	80.21%	4	0.06%	13	0.20%	272	4.17%	6	0.09%	645	9.89%	0	0.00%	351	5.38%
AIRTRAN	13177	11158	84.68%	29	0.22%	13	0.10%	693	5.26%	10	0.08%	620	4.71%	0	0.00%	653	4.96%
HAWAIIAN	5985	5695	95.15%	4	0.07%	3	0.05%	187	3.13%	2	0.03%	8	0.13%	0	0.01%	86	1.43%
AMERICAN EAGLE	36973	29922	80.93%	633	1.71%	53	0.14%	1330	3.60%	195	0.53%	2221	6.01%	2	0.01%	2617	7.08%
SKYWEST	51241	43219	84.34%	670	1.31%	117	0.23%	1797	3.51%	114	0.22%	2134	4.17%	4	0.01%	3186	6.22%
UNITED	43246	36751	84.98%	158	0.37%	59	0.14%	2084	4.82%	69	0.16%	2475	5.72%	10	0.02%	1639	3.79%
US AIRWAYS	35232	30865	87.61%	174	0.49%	25	0.07%	1378	3.91%	12	0.03%	1890	5.37%	15	0.04%	873	2.48%
VIRGIN AMERICA	4931	4365	88.52%	4	0.08%	0	0.00%	109	2.21%	55	1.12%	204	4.14%	3	0.05%	191	3.87%
SOUTHWEST	94475	74402	78.75%	342	0.36%	101	0.11%	5820	6.16%	252	0.27%	3517	3.72%	53	0.06%	9988	10.57%
MESA	12256	10034	81.87%	242	1.97%	10	0.08%	610	4.98%	43	0.35%	545	4.45%	11	0.09%	761	6.21%
TOTAL	535344	449983	84.05%	3263	0.61%	760	0.14%	23875	4.46%	1172	0.22%	25131	4.69%	132	0.02%	31027	5.80%

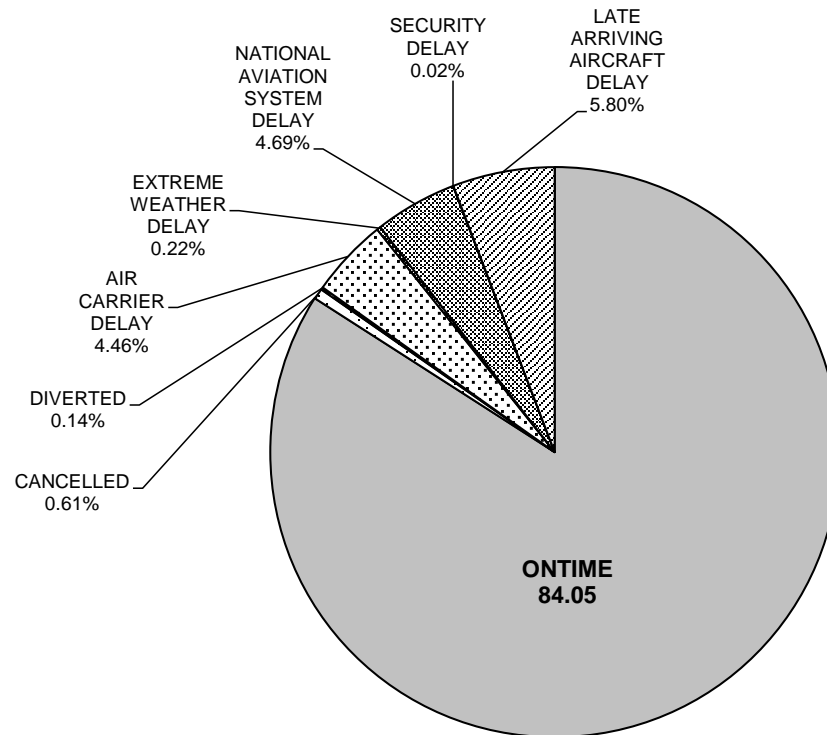
**\*Causes of Delay:**

- **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

OCTOBER 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>



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## AIR TRAVEL CONSUMER REPORT

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

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

**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).

OCTOBER 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
NONE						

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

OCTOBER 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
AMERICAN	45,219	12	0.0
US AIRWAYS	35,232	7	0.0
FRONTIER	6,517	1	0.0
AMERICAN EAGLE	36,973	5	0.0
EXPRESSJET	63,746	7	0.0
DELTA	65,444	7	0.0
JETBLUE	19,382	2	0.0
MESA	12,256	1	0.0
UNITED	43,246	3	0.0
ENDEAVOR	24,882	1	0.0
SOUTHWEST	94,475	3	0.0
ALASKA	12,638	0	0.0
AIRTRAN	13,177	0	0.0
SKYWEST	51,241	0	0.0
HAWAIIAN	5,985	0	0.0
VIRGIN AMERICA	4,931	0	0.0
<b>TOTAL</b>	<b>535,344</b>	<b>49</b>	<b>0.0</b>

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

\* Formerly Pinnacle Airlines

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

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

## APPENDIX

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

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

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

### Air Carriers Required to Report

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

FL	AirTran Airways
AS	Alaska Airlines
AA	American Airlines
MQ	American Eagle Airlines
EV	ExpressJet Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
9E	Endeavor Air (Eff. 8/1/2013) (Formerly Pinnacle Airlines)
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways
VX	Virgin America

### Air Carriers Voluntarily Reporting

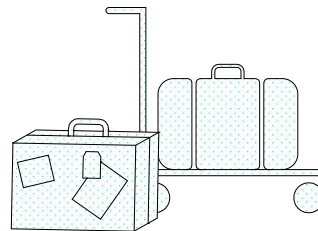
#### Data to DOT and to CRS Vendors

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

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	OCTOBER 2013			OCTOBER 2012		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	358	529,857	0.68	317	497,779	0.64
2	JETBLUE AIRWAYS	3,086	2,100,602	1.47	3,133	1,987,320	1.58
3	DELTA AIR LINES	13,555	8,749,947	1.55	16,675	8,613,724	1.94
4	ENDEAVOR AIR**	1,903	1,101,469	1.73	*	*	*
5	US AIRWAYS	8,610	4,389,122	1.96	8,121	4,134,256	1.96
6	FRONTIER AIRLINES	1,763	889,644	1.98	1,915	870,917	2.20
7	AMERICAN AIRLINES	12,378	5,757,908	2.15	15,181	5,542,353	2.74
8	ALASKA AIRLINES	3,177	1,473,446	2.16	3,822	1,390,094	2.75
9	HAWAIIAN AIRLINES	1,645	756,467	2.17	2,264	766,189	2.95
10	UNITED AIRLINES	14,972	5,785,247	2.59	19,078	5,770,110	3.31
11	MESA AIRLINES	2,102	725,424	2.90	3,240	642,911	5.04
12	SOUTHWEST AIRLINES	33,786	9,994,940	3.38	27,423	9,865,304	2.78
13	EXPRESSJET AIRLINES	9,313	2,719,651	3.42	12,550	2,677,439	4.69
14	SKYWEST AIRLINES	7,731	2,214,122	3.49	11,209	2,244,258	4.99
15	AIRTRAN AIRWAYS	5,156	1,427,887	3.61	2,680	1,651,707	1.62
16	AMERICAN EAGLE AIRLINES	6,485	1,484,388	4.37	8,840	1,589,490	5.56
TOTALS		126,020	50,100,121	2.52	136,448	48,243,851	2.83

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.

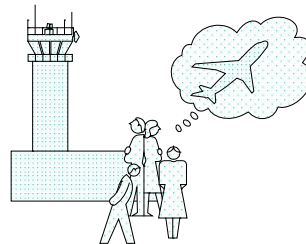
## OVERSALES

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.





Office of Aviation Enforcement and Proceedings  
U.S. Department of Transportation**PASSENGERS DENIED BOARDING  
BY U.S. AIRLINES\***

RANK	AIRLINE	JULY-SEPTEMBER 2013				JULY-SEPTEMBER 2012			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	61	2	7,381,669	<b>0.00</b>	77	10	7,138,623	<b>0.01</b>
2	<b>VIRGIN AMERICA</b>	60	2	1,661,469	<b>0.01</b>	2	11	1,663,716	<b>0.07</b>
3	<b>HAWAIIAN AIRLINES</b>	199	21	2,644,328	<b>0.08</b>	325	36	2,518,738	<b>0.14</b>
4	<b>DELTA AIR LINES</b>	18,240	1,060	28,644,455	<b>0.37</b>	33,809	1,254	28,164,144	<b>0.45</b>
5	<b>AMERICAN AIRLINES</b>	13,511	884	19,549,221	<b>0.45</b>	16,131	1,355	19,277,469	<b>0.70</b>
6	<b>ALASKA AIRLINES</b>	1,048	245	5,098,158	<b>0.48</b>	1,365	283	4,767,167	<b>0.59</b>
7	<b>US AIRWAYS</b>	6,816	756	14,851,237	<b>0.51</b>	7,100	989	14,000,602	<b>0.71</b>
8	<b>AIRTRAN AIRWAYS</b>	4,799	276	4,452,451	<b>0.62</b>	9,041	365	5,658,334	<b>0.65</b>
9	<b>AMERICAN EAGLE AIRLINES</b>	4,020	323	4,449,933	<b>0.73</b>	5,098	402	4,762,988	<b>0.84</b>
10	<b>ENDEAVOR AIR**</b>	4,104	240	3,291,022	<b>0.73</b>	*	*	*	*
11	<b>SOUTHWEST AIRLINES</b>	22,614	2,550	29,421,835	<b>0.87</b>	19,272	2,341	29,334,383	<b>0.80</b>
12	<b>UNITED AIRLINES</b>	13,768	1,966	20,156,960	<b>0.98</b>	22,443	4,014	21,082,126	<b>1.90</b>
13	<b>EXPRESSJET AIRLINES</b>	9,715	1,158	8,253,891	<b>1.40</b>	16,699	2,009	8,193,856	<b>2.45</b>
14	<b>FRONTIER AIRLINES</b>	1,169	416	2,842,615	<b>1.46</b>	1,059	333	2,779,046	<b>1.20</b>
15	<b>SKYWEST AIRLINES</b>	7,137	1,328	6,933,277	<b>1.92</b>	10,281	1,577	6,868,429	<b>2.30</b>
16	<b>MESA AIRLINES</b>	1,907	494	2,298,325	<b>2.15</b>	1,637	490	1,957,583	<b>2.50</b>
	<b>TOTALS</b>	109,168	11,721	161,930,846	<b>0.72</b>	144,339	15,469	158,167,204	<b>0.98</b>

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

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

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

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

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

\*\* Endeavor Air, formerly Pinnacle Airlines, was ranked for the first time in 1<sup>st</sup> 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

	OCTOBER 2013				OCTOBER 2012			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	593	80	0	50	724	40	0	88
FOREIGN AIRLINES	213	9	0	20	540	7	0	22
TRAVEL AGENTS	14	2	0	4	23	3	0	61
TOUR OPERATORS	27	0	0	1	1	0	0	0
MISCELLANEOUS	10	7	0	12	8	7	0	15
<b>INDUSTRY TOTALS</b>	<b>857</b>	<b>98</b>	<b>0</b>	<b>87</b>	<b>1,296</b>	<b>57</b>	<b>0</b>	<b>186</b>

NOTE: Due to the lapse of Federal funding from October 1 through October 16, 2013, U.S DOT was not able to accept complaints from the public via telephone.

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	OCTOBER 2013			OCTOBER 2012		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	232		2	266	
CANCELLATIONS			83			93
DELAYS			75			90
MISCONNECTI ONS			41			47
BAGGAGE	2	155		4	169	
RES/TKTG/BOARDI NG	3	133		1	288	
CUSTOMER SERVI CE	4	98		5	151	
REFUNDS	5	69		6	65	
DI SABIL ITY	6	49		7	58	
OTHER	7	44		8	41	
FREQUENT FLYER			11			25
FARES	8	35		3	209	
OVERSALES	9	24		9	33	
ADVERTISI NG	10	10		10	9	
DI SCRIMI NATION	11	8		11	7	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>857</b>			<b>1,296</b>	

NOTE: Due to the lapse of Federal funding from October 1 through October 16, 2013, U.S DOT was not able to accept complaints from the public via telephone.

\* 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\*

OCTOBER 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
AIRTRAN AIRWAYS	4	0	0	0	1	1	0	0	0	0	0	0	6
ALASKA AIRLINES	1	0	1	0	0	2	0	0	0	0	0	1	5
ALLEGiant AIR	4	0	1	2	1	0	2	2	1	1	0	1	15
AMERICAN AIRLINES	28	1	20	4	11	22	15	4	1	0	0	3	109
AMERICAN EAGLE AIRLINES	8	0	0	0	0	2	1	1	0	0	0	1	13
DELTA AIR LINES	8	0	7	2	0	6	8	7	0	0	0	2	40
EXPRESSJET AIRLINES	20	0	0	0	0	2	3	0	0	0	0	0	25
FRONTIER AIRLINES	4	1	2	0	2	2	3	1	0	0	0	1	16
HAWAIIAN AIRLINES	1	0	2	2	0	0	0	0	0	0	0	1	6
JETBLUE AIRWAYS	4	0	1	1	0	4	0	2	0	0	0	0	12
MESA AIRLINES	5	0	0	0	1	0	0	1	0	0	0	0	7
PIEDMONT AIRLINES	3	1	1	0	0	0	0	1	0	1	0	1	8
REPUBLIC AIRLINES	7	0	0	0	0	0	0	0	0	0	0	0	7
SHUTTLE AMERICA	2	0	0	0	0	2	0	0	0	0	0	1	5
SKYWEST AIRLINES	9	0	0	0	0	1	1	0	0	0	0	0	11
SOUTHWEST AIRLINES	9	0	3	4	2	6	4	3	0	1	0	0	32
SPIRIT AIRLINES	15	1	15	1	2	6	6	4	3	2	0	2	57
UNITED AIRLINES	36	8	20	5	9	19	13	8	2	0	0	4	124
US AIRWAYS	11	2	10	5	5	5	7	4	1	0	0	3	53
VIRGIN AMERICA	1	0	1	0	0	1	1	0	0	1	0	0	5
OTHER U. S. AIRLINES	14	4	2	1	0	10	4	2	0	0	0	0	37
<b>TOTAL OCTOBER 2013</b>	<b>194</b>	<b>18</b>	<b>86</b>	<b>27</b>	<b>34</b>	<b>91</b>	<b>68</b>	<b>40</b>	<b>8</b>	<b>6</b>	<b>0</b>	<b>21</b>	<b>593</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>32.7</b>	<b>3.0</b>	<b>14.5</b>	<b>4.6</b>	<b>5.7</b>	<b>15.3</b>	<b>11.5</b>	<b>6.7</b>	<b>1.3</b>	<b>1.0</b>	<b>0.0</b>	<b>3.5</b>	
<b>TOTAL OCTOBER 2012</b>	<b>214</b>	<b>24</b>	<b>93</b>	<b>36</b>	<b>40</b>	<b>102</b>	<b>121</b>	<b>49</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>35</b>	<b>724</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>29.6</b>	<b>3.3</b>	<b>12.8</b>	<b>5.0</b>	<b>5.5</b>	<b>14.1</b>	<b>16.7</b>	<b>6.8</b>	<b>0.8</b>	<b>0.6</b>	<b>0.0</b>	<b>4.8</b>	

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

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

Table 4

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

U. S. AIRLINES*	COMPS RECD IN OCT	INCI- DENTS IN OCT	PERCENT	INCI- DENTS IN SEP	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	6	4	66.7	1	16.7	0	0.0	1	16.7
ALASKA AIRLINES	5	2	40.0	0	0.0	1	20.0	2	40.0
ALLEGiant AIR	15	6	40.0	2	13.3	6	40.0	1	6.7
AMERICAN AIRLINES	109	38	34.9	20	18.3	35	32.1	16	14.7
AMERICAN EAGLE AIRLINES	13	8	61.5	4	30.8	1	7.7	0	0.0
DELTA AIR LINES	40	15	37.5	15	37.5	8	20.0	2	5.0
EXPRESSJET AIRLINES	25	12	48.0	4	16.0	7	28.0	2	8.0
FRONTIER AIRLINES	16	10	62.5	2	12.5	3	18.8	1	6.2
HAWAIIAN AIRLINES	6	3	50.0	0	0.0	2	33.3	1	16.7
JETBLUE AIRWAYS	12	5	41.7	3	25.0	4	33.3	0	0.0
MESA AIRLINES	7	3	42.9	0	0.0	4	57.1	0	0.0
PIEDMONT AIRLINES	8	6	75.0	0	0.0	2	25.0	0	0.0
REPUBLIC AIRLINES	7	4	57.1	1	14.3	2	28.6	0	0.0
SHUTTLE AMERICA	5	4	80.0	1	20.0	0	0.0	0	0.0
SKYWEST AIRLINES	11	6	54.5	3	27.3	2	18.2	0	0.0
SOUTHWEST AIRLINES	32	19	59.4	4	12.5	5	15.6	4	12.5
SPIRIT AIRLINES	57	34	59.6	9	15.8	6	10.5	8	14.0
UNITED AIRLINES	124	46	37.1	27	21.8	43	34.7	8	6.5
US AIRWAYS	53	29	54.7	5	9.4	15	28.3	4	7.5
VIRGIN AMERICA	5	3	60.0	1	20.0	1	20.0	0	0.0
OTHER U. S. AIRLINES	37	18	48.6	9	24.3	6	16.2	4	10.8
<b>TOTALS</b>	<b>593</b>	<b>275</b>	<b>46.4</b>	<b>111</b>	<b>18.7</b>	<b>153</b>	<b>25.8</b>	<b>54</b>	<b>9.1</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>724</b>	<b>308</b>	<b>42.5</b>	<b>147</b>	<b>20.3</b>	<b>197</b>	<b>27.2</b>	<b>72</b>	<b>9.9</b>

\*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\*\*

	OCTOBER 2013												
	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXICO	2	0	1	1	1	4	1	0	0	0	0	1	11
AIR BERLIN	0	0	0	0	0	6	1	0	0	0	0	0	7
AIR CANADA	7	2	2	0	1	1	8	0	0	0	0	1	22
AIR FRANCE	1	0	1	0	0	2	2	1	0	0	0	1	8
ALITALIA AIRLINES	0	0	0	0	1	3	0	1	0	0	0	0	5
BRITISH AIRWAYS	4	0	5	1	0	8	3	1	0	1	0	1	24
EMIRATES AIRLINES	1	0	2	1	0	2	2	0	0	0	0	0	8
KLM	0	1	2	0	0	4	0	1	0	0	0	0	8
LUFTHANSA	2	0	0	0	4	5	2	1	0	0	0	2	16
PHILIPPINE AIRLINES	2	0	1	0	1	1	0	0	0	0	0	0	5
QATAR AIRWAYS	1	0	3	1	0	0	1	0	1	0	0	0	7
SAS	0	0	0	0	2	3	0	1	0	0	0	1	7
TURKISH AIRLINES	1	0	1	0	0	1	0	0	1	0	0	1	5
OTHER FOREIGN AIRLINES	9	3	17	4	10	24	7	1	0	1	0	4	80
<b>TOTALS</b>	<b>30</b>	<b>6</b>	<b>35</b>	<b>8</b>	<b>20</b>	<b>64</b>	<b>27</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>12</b>	<b>213</b>
<b><u>TRAVEL AGENTS</u></b>													
CHEAPOAIR.COM	0	0	4	0	1	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	1	0	4	0	3	0	1	0	0	0	0	0	9
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14</b>
<b><u>TOUR OPERATORS</u></b>													
METJET CHARTERS	7	0	0	0	9	0	0	0	0	0	0	11	27
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>27</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	4	0	2	0	2	2	0	0	0	0	10
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>

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

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



TABLE 6

CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	OCTOBER 2013			OCTOBER 2012		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	5	1,562,978	0.32	8	1,469,373	0.54
2	SOUTHWEST AIRLINES	32	9,771,479	0.33	21	9,600,135	0.22
3	ENDEAVOR AIR**	4	1,123,351	0.36	*	*	*
4	DELTA AIR LINES	40	10,268,836	0.39	48	10,046,663	0.48
5	AIRTRAN AIRWAYS	6	1,407,834	0.43	5	1,675,255	0.30
6	SKYWEST AIRLINES	11	2,285,422	0.48	21	2,281,037	0.92
7	JETBLUE AIRWAYS	12	2,331,198	0.51	13	2,194,929	0.59
8	HAWAIIAN AIRLINES	6	822,281	0.73	16	810,201	1.97
9	AMERICAN EAGLE AIRLINES	13	1,547,813	0.84	16	1,629,953	0.98
10	EXPRESSJET AIRLINES	25	2,921,616	0.86	13	2,860,513	0.45
11	VIRGIN AMERICA	5	539,018	0.93	7	504,728	1.39
12	MESA AIRLINES	7	725,424	0.97	3	642,911	0.47
13	US AIRWAYS	53	4,702,694	1.13	51	4,463,011	1.14
14	AMERICAN AIRLINES	109	7,225,473	1.51	145	6,946,386	2.09
15	UNITED AIRLINES	124	7,438,341	1.67	202	7,355,607	2.75
16	FRONTIER AIRLINES	16	917,268	1.74	11	857,687	1.28
	<b>TOTAL</b>	<b>468</b>	<b>55,591,026</b>	<b>0.84</b>	<b>580</b>	<b>53,338,389</b>	<b>1.09</b>

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

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

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

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

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

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

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

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

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



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

The Transportation Security Administration (TSA) screened approximately 53 million airline passengers and their 42 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<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of October.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
294	.0006	31	.00006	83	.0002	406	.0008

**NOTES**

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

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

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

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.

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

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

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

A statistical summary of the reports appears in the table below. To see the actual 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.

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<i>Alaska</i>		<b>3</b>	
<i>United</i>	<b>1</b>		
<i>Total</i>	<b>1</b>	<b>3</b>	