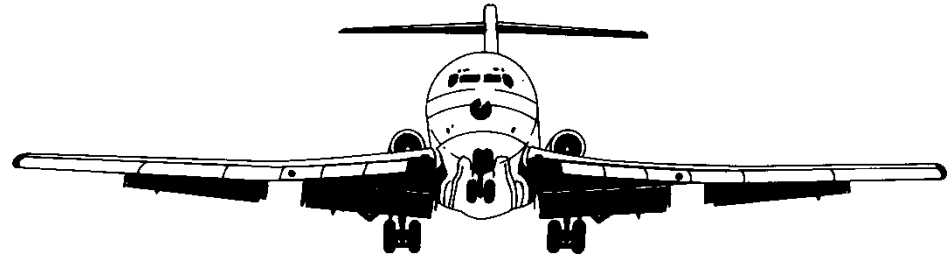




U.S. Department  
of Transportation



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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 2014**



<b>Flight Delays<sup>1</sup></b>	October 2014 12 Months ending October 2014
<b>Mishandled Baggage<sup>1</sup></b>	October 2014
<b>Oversales<sup>1</sup></b>	3 <sup>rd</sup> Quarter 2014 January – September 2014
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	October 2014
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	October 2014
<b>Airline Animal Incident Reports<sup>4</sup></b>	October 2014

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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 fourteen (14) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues.

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), the Docking Guidance System (DGS) or Airborne Flight Information System (AFIS). Based on the latest information available to DOT, of the 14 reporting air carriers, eight carriers (AirTran, Envoy, ExpressJet, Frontier, Hawaiian, Southwest, US Airways and Virgin America) use ACARS exclusively; SkyWest uses ACARS and AFIS; two carriers (American and United) use a combination of ACARS and DGS; and three carriers (Alaska, Delta and JetBlue) 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.

OCTOBER 2014

## AIR TRAVEL CONSUMER REPORT

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

	AT 29 REPORTABLE AIRPORTS B/		AT ALL U.S. AIRPORTS C/	
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	76.8	17	89.7
ALASKA AIRLINES S/	23	87.4	59	87.2
DELTA AIR LINES S/	29	86.5	141	86.8
JETBLUE AIRWAYS S/	24	82.5	59	83.7
VIRGIN AMERICA S/	17	83.3	20	83.6
FRONTIER AIRLINES S/	25	83.1	69	83.3
SKYWEST AIRLINES S/	22	80.7	164	80.9
SOUTHWEST AIRLINES S/***	24	80.7	86	80.6
-SOUTHWEST AIRLINES S/	24	80.3	86	80.3
-AIRTRAN AIRWAYS S/	15	86.1	28	87.0
AMERICAN AIRLINES S/ **	28	79.2	96	79.3
-AMERICAN AIRLINES S/	28	76.2	83	76.1
-US AIRWAYS S/	27	82.9	73	83.3
UNITED AIRLINES S/	28	77.2	72	77.4
EXPRESSJET AIRLINES S/	19	75.5	165	75.4
ENVOY AIR S/	11	64.8	122	66.2
TOTAL		79.9		80.0

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

\* 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.

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*Effective January 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines’ acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*\*Formerly American Eagle Airlines.

**NOTE:** The Federal Aviation Administration’s (FAA) Chicago En Route Center in Aurora, IL, suffered significant damage from a September 26 fire that was deliberately set. This incident impacted flight operations until October 13 when the FAA successfully restored full air traffic service.

OCTOBER 2014

## 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 2013		1st Quarter 01-03 2014		2nd Quarter 04-06 2014		3rd Quarter 07-09 2014		Aug-14		Sep-14		Oct-14		12 Months Ending Oct 2014	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	87.7	2	87.3	2	88.5	2	85.0	3	83.8	4	87.2	2	87.2	2	86.9	2
AMERICAN**	78.3	11	76.8	7	75.4	10	77.9	7	77.3	7	82.7	6	79.3	9	76.7	6
-AMERICAN	78.3	11	76.8	7	75.4	10	75.4	(--)	73.2	(--)	81.1	(--)	76.1	(--)	76.4	(--)
-US AIRWAYS	84.0	5	77.9	4	82.7	6	81.3	(--)	82.7	(--)	84.9	(--)	83.3	(--)	81.5	(--)
ENVOY*****	74.5	13	66.3	13	69.7	14	72.8	12	70.6	12	73.2	12	66.2	12	69.5	12
DELTA	86.5	4	77.6	6	83.4	4	85.6	2	84.8	2	85.6	4	86.8	3	83.1	4
ENDEAVOR	82.7	6	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET	74.0	14	62.2	14	69.8	13	74.1	11	74.6	11	74.4	11	75.4	11	69.7	11
FRONTIER	73.0	15	67.3	11	74.3	11	78.2	6	77.5	5	80.9	8	83.3	6	74.1	9
HAWAIIAN	93.8	1	91.6	1	94.2	1	92.8	1	94.0	1	90.8	1	89.7	1	92.6	1
JETBLUE	78.0	12	66.5	12	77.3	8	75.9	9	77.4	6	86.1	3	83.7	4	74.3	8
MESA****	79.2	10	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
SKYWEST	80.1	8	74.2	8	77.8	7	78.3	5	76.9	8	81.1	7	80.9	7	77.3	5
SOUTHWEST***	71.8	16	68.5	10	70.9	12	75.3	10	75.8	10	80.4	10	80.6	8	71.9	10
-SOUTHWEST	71.8	16	68.5	10	70.9	12	74.7	(--)	75.3	(--)	80.1	(--)	80.3	(--)	71.8	(--)
-AIRTRAN	79.4	9	77.8	5	84.3	3	84.1	(--)	83.7	(--)	86.0	(--)	87.0	(--)	79.6	(--)
UNITED	81.2	7	73.7	9	75.9	9	77.4	8	76.8	9	80.7	9	77.4	10	76.4	7
VIRGIN AMERICA	86.6	3	81.6	3	83.3	5	83.0	4	84.3	3	84.1	5	83.6	5	83.2	3
Total	78.8		72.2		76.0		78.0		77.7		81.1		80.0		75.9	

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.

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

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*Effective January 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*\*Endeavor and Mesa no longer submit flight performance data per BTS Technical Reporting Directive #23, issued October 22, 2013, effective January 1, 2014.

\*\*\*\*\*Formerly American Eagle Airlines.

**NOTE:** The Federal Aviation Administration's (FAA) Chicago En Route Center in Aurora, IL, suffered significant damage from a September 26 fire that was deliberately set. This incident impacted flight operations until October 13 when the FAA successfully restored full air traffic service.

OCTOBER 2014  
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
AMERICAN**	878	78.1	2667	75.9	602	78.6	8390	86.7	2524	81.3	836	77.3	13901	76.4	554	82.5
-AMERICAN	363	74.7	1010	72.8	208	74.5	360	82.8	868	74.9	437	73.7	13310	76.4	196	71.4
-US AIRWAYS	515	80.6	1657	77.8	394	80.7	8030	86.8	1656	84.6	399	81.2	591	77.5	358	88.5
ALASKA	31	83.9	147	91.2	31	77.4	H/		124	80.6	120	90.0	120	94.2	31	96.8
JETBLUE	H/		3301	81.6	162	86.4	118	90.7	701	89.3	88	73.9	58	91.4	89	94.4
DELTA	20283	87.1	1081	76.4	600	87.2	507	83.8	827	86.1	585	88.9	505	85.7	4404	87.9
EXPRESSJET	5414	77.9	216	79.2	28	78.6	472	71.6	209	87.6	1382	81.2	1295	70.3	2851	84.6
FRONTIER	173	76.3	H/		9	100.0	40	72.5	92	83.7	3124	87.5	171	80.7	75	86.7
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY****	126	65.1	H/		92	83.7	H/		213	64.8	2	0.0	6756	64.5	369	65.9
SKYWEST	254	72.0	115	56.5	H/		10	80.0	123	61.0	4423	84.5	297	72.4	643	84.4
UNITED	117	74.4	1083	68.3	275	73.8	27	81.5	536	73.5	3846	81.9	354	74.3	55	60.0
VIRGIN AMERICA	H/		128	76.6	H/		H/		84	90.5	H/		66	83.3	H/	
SOUTHWEST***	4337	84.4	935	71.4	5804	82.6	182	74.7	1078	85.0	5005	84.3	H/		570	69.6
-SOUTHWEST	2394	81.7	843	69.9	5622	82.5	182	74.7	921	84.9	5002	84.4	H/		508	67.3
-AIRTRAN	1943	87.9	92	85.9	182	87.9	H/		157	85.4	3	33.3	H/		62	88.7
TOTAL	31613	84.6	9673	76.7	7603	82.4	9746	85.5	6511	82.1	19411	84.0	23523	73.0	9641	84.4

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

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\*\*\*Effective January 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.

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OCTOBER 2014

## 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
AMERICAN**	651	77.4	683	83.5	243	81.9	896	80.4	1593	79.5	1368	78.9	3244	83.7	2402	76.9
-AMERICAN	257	71.6	234	79.1	243	81.9	421	77.9	1293	81.2	854	77.9	2695	84.7	1175	76.6
-US AIRWAYS	394	81.2	449	85.7	H/		475	82.5	300	72.3	514	80.5	549	78.7	1227	77.2
ALASKA	62	87.1	31	87.1	H/		31	87.1	H/		369	90.2	567	81.3	H/	
JETBLUE	526	86.7	1270	84.5	159	89.3	H/		3482	79.9	321	84.7	323	82.7	510	77.8
DELTA	492	82.1	784	86.2	259	89.6	237	81.9	2144	78.5	1046	88.5	1978	90.0	1821	79.1
EXPRESSJET	2489	78.2	H/		2003	76.7	7028	79.7	99	69.7	H/		H/		1226	72.1
FRONTIER	H/		82	75.6	320	62.8	63	85.7	H/		172	86.6	120	90.8	57	56.1
HAWAIIAN	H/		H/		H/		H/		23	65.2	76	77.6	124	77.4	H/	
ENVOY****	H/		H/		H/		H/		558	72.9	H/		H/		1245	67.0
SKYWEST	H/		H/		10	80.0	1133	79.7	H/		363	81.5	4614	85.2	42	50.0
UNITED	3742	79.7	399	83.0	1732	80.9	5369	83.2	401	78.8	1227	81.9	2729	78.9	728	69.0
VIRGIN AMERICA	170	84.7	76	88.2	126	79.4	H/		336	76.2	360	91.1	1098	87.2	16	100.0
SOUTHWEST***	499	72.1	1200	80.7	203	69.5	H/		H/		6480	85.7	3399	77.8	938	72.5
-SOUTHWEST	499	72.1	1107	80.7	203	69.5	H/		H/		6418	85.8	3368	77.8	938	72.5
-AIRTRAN	H/		93	80.6	H/		H/		H/		62	80.6	31	80.6	H/	
TOTAL	8631	79.4	4525	83.4	5055	78.3	14757	81.1	8636	78.7	11782	84.9	18196	83.0	8985	74.0

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

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\*\*\*Effective January 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.

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OCTOBER 2014

## 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
AMERICAN**	1590	80.3	H/		4257	87.7	711	75.2	5058	61.5	354	76.8	4084	79.8	5233	86.4
-AMERICAN	825	80.5	H/		3609	87.9	324	73.5	4419	62.0	171	66.7	306	75.2	518	77.6
-US AIRWAYS	765	80.0	H/		648	86.7	387	76.7	639	57.7	183	86.3	3778	80.1	4715	87.4
ALASKA	62	93.5	H/		H/		58	93.1	151	70.9	1079	90.6	31	48.4	221	91.4
JETBLUE	1425	86.6	H/		H/		H/		206	64.6	91	75.8	146	83.6	62	71.0
DELTA	1270	88.0	240	78.8	700	87.1	4978	89.0	613	67.0	401	85.0	623	79.5	589	88.1
EXPRESSJET	H/		137	66.4	H/		618	79.3	4826	59.0	H/		1	100.0	23	95.7
FRONTIER	201	79.1	104	63.5	H/		183	77.6	98	53.1	113	85.0	9	55.6	149	89.3
HAWAIIAN	H/		H/		H/		H/		H/		31	83.9	H/		31	64.5
ENVOY****	H/		H/		1185	87.4	33	48.5	6202	59.4	H/		H/		H/	
SKYWEST	H/		1	100.0	49	55.1	1623	85.8	3531	57.4	542	87.1	H/		1794	87.5
UNITED	989	82.4	H/		203	86.2	168	70.8	5486	67.2	572	69.6	381	68.8	541	76.3
VIRGIN AMERICA	31	87.1	H/		H/		H/		139	59.0	31	93.5	12	83.3	H/	
SOUTHWEST***	2833	83.3	7368	73.1	H/		732	73.9	H/		931	82.0	718	70.5	4703	83.8
-SOUTHWEST	2509	82.7	7125	73.1	H/		700	73.7	H/		931	82.0	687	69.9	4703	83.8
-AIRTRAN	324	87.7	243	73.3	H/		32	78.1	H/		H/		31	83.9	H/	
TOTAL	8401	83.9	7850	73.1	6394	87.3	9104	84.8	26310	61.3	4145	83.1	6005	77.8	13346	85.3

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

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*Effective January 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*\*Formerly American Eagle 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*										
	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
<b>AMERICAN**</b>	<b>739</b>	<b>77.4</b>	<b>711</b>	<b>71.9</b>	<b>1462</b>	<b>71.1</b>	<b>359</b>	<b>80.2</b>	<b>1067</b>	<b>83.3</b>
-AMERICAN	459	73.9	460	67.4	971	70.0	150	70.7	397	77.1
-US AIRWAYS	280	83.2	251	80.1	491	73.1	209	87.1	670	87.0
<b>ALASKA</b>	<b>461</b>	<b>86.6</b>	<b>4205</b>	<b>87.9</b>	<b>488</b>	<b>80.5</b>	<b>217</b>	<b>92.6</b>	<b>31</b>	<b>100.0</b>
<b>JETBLUE</b>	<b>118</b>	<b>89.8</b>	<b>170</b>	<b>80.0</b>	<b>326</b>	<b>80.1</b>	<b>105</b>	<b>78.1</b>	<b>463</b>	<b>84.4</b>
<b>DELTA</b>	<b>523</b>	<b>89.5</b>	<b>1116</b>	<b>86.9</b>	<b>802</b>	<b>82.2</b>	<b>3095</b>	<b>92.3</b>	<b>883</b>	<b>88.4</b>
<b>EXPRESSJET</b>	<b>H/</b>		<b>H/</b>		<b>H/</b>		<b>64</b>	<b>87.5</b>	<b>H/</b>	
<b>FRONTIER</b>	<b>127</b>	<b>93.7</b>	<b>116</b>	<b>84.5</b>	<b>125</b>	<b>77.6</b>	<b>161</b>	<b>87.6</b>	<b>91</b>	<b>76.9</b>
<b>HAWAIIAN</b>	<b>31</b>	<b>67.7</b>	<b>62</b>	<b>88.7</b>	<b>31</b>	<b>71.0</b>	<b>H/</b>		<b>H/</b>	
<b>ENVOY****</b>	<b>H/</b>		<b>H/</b>		<b>H/</b>		<b>H/</b>		<b>H/</b>	
<b>SKYWEST</b>	<b>886</b>	<b>84.8</b>	<b>684</b>	<b>84.8</b>	<b>3842</b>	<b>74.0</b>	<b>4358</b>	<b>92.4</b>	<b>H/</b>	
<b>UNITED</b>	<b>691</b>	<b>80.3</b>	<b>933</b>	<b>77.5</b>	<b>4589</b>	<b>75.6</b>	<b>49</b>	<b>77.6</b>	<b>544</b>	<b>82.9</b>
<b>VIRGIN AMERICA</b>	<b>142</b>	<b>82.4</b>	<b>227</b>	<b>89.0</b>	<b>1429</b>	<b>81.3</b>	<b>H/</b>		<b>H/</b>	
<b>SOUTHWEST***</b>	<b>2810</b>	<b>84.1</b>	<b>1008</b>	<b>81.5</b>	<b>1395</b>	<b>70.0</b>	<b>825</b>	<b>77.1</b>	<b>1922</b>	<b>84.2</b>
-SOUTHWEST	2810	84.1	1008	81.5	1364	69.9	825	77.1	1767	83.7
-AIRTRAN	<b>H/</b>		<b>H/</b>		<b>31</b>	<b>77.4</b>	<b>H/</b>		<b>155</b>	<b>90.3</b>
<b>TOTAL</b>	<b>6528</b>	<b>83.8</b>	<b>9232</b>	<b>84.4</b>	<b>14489</b>	<b>75.4</b>	<b>9233</b>	<b>90.2</b>	<b>5001</b>	<b>84.6</b>

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

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*Effective January 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*\*Formerly American Eagle 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	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	91.2	79.6	79.6	94.4	90.9	97.1	84.9	92.0	78.8	83.3	90.3	95.2	81.7	100.0	88.5	66.7	91.1	98.5
700 - 759 AM	95.6	87.8	97.9	98.1	94.7	92.5	81.6	91.4	94.3	91.7	91.0	89.0	84.7	95.4	90.5	91.8	100.0	89.4
800 - 859 AM	91.6	93.1	95.4	93.8	92.7	92.3	79.4	89.1	91.8	93.4	93.8	89.6	91.1	95.6	89.9	88.8	95.8	83.3
900 - 959 AM	87.4	90.7	93.8	79.0	87.0	92.7	79.7	93.0	92.0	95.1	91.8	92.1	90.6	92.6	90.8	82.8	93.9	84.5
1000 - 1059 AM	84.7	87.4	93.4	87.4	92.6	87.0	81.0	86.1	92.4	91.6	93.4	85.2	86.0	90.1	87.7	78.6	91.5	82.6
1100 - 1159 AM	87.4	87.2	95.7	88.9	89.3	88.6	80.3	86.1	89.9	91.1	83.4	84.1	86.9	89.4	86.2	76.4	88.9	84.9
1200 - 1259 PM	86.0	84.0	88.6	89.0	81.5	86.6	77.2	89.8	89.3	79.5	78.3	82.0	87.6	86.9	82.9	76.2	87.0	76.5
100 - 159 PM	87.5	83.9	80.8	88.2	82.5	88.0	74.9	85.4	79.7	86.9	83.3	78.7	84.2	80.8	81.1	73.3	88.1	73.3
200 - 259 PM	83.4	83.1	86.1	87.2	82.7	85.1	72.2	87.8	82.8	82.2	82.6	79.0	77.7	84.0	84.0	78.8	88.0	69.9
300 - 359 PM	83.2	80.8	84.6	86.5	84.7	87.0	70.9	82.8	78.7	85.7	81.8	75.1	81.8	81.3	83.3	71.2	84.2	74.3
400 - 459 PM	81.5	74.6	79.3	81.8	86.7	81.0	70.8	83.7	78.0	85.9	75.3	77.5	78.7	84.6	77.8	76.1	80.1	69.8
500 - 559 PM	82.3	77.4	82.2	85.2	80.2	72.2	66.3	75.0	72.9	79.3	80.5	76.6	79.3	82.0	79.2	71.8	84.3	68.6
600 - 659 PM	79.2	65.4	78.9	82.4	77.9	77.1	67.3	81.4	76.0	78.8	78.6	75.2	75.9	78.2	80.8	69.6	80.1	61.6
700 - 759 PM	79.7	67.1	70.9	80.2	78.0	79.5	63.0	77.0	76.6	85.4	71.2	74.7	73.9	80.5	79.7	66.0	75.8	62.7
800 - 859 PM	81.9	70.8	73.2	79.0	75.2	72.7	60.4	83.3	71.6	82.6	64.0	78.1	68.5	78.1	78.5	63.4	79.3	61.2
900 - 959 PM	81.5	66.1	65.9	76.8	74.5	73.8	65.8	71.6	66.8	80.0	66.5	67.4	66.4	79.4	80.4	68.0	75.1	64.5
1000 - 1059 PM	77.5	68.6	74.3	79.7	74.9	72.2	66.2	75.4	70.9	67.9	78.7	79.6	69.9	76.8	77.5	68.8	76.8	73.7
1100 - 559 AM	81.9	68.7	76.8	74.3	75.1	81.1	80.0	68.6	76.0	74.7	72.4	80.9	78.7	79.1	81.1	69.5	68.6	60.9
TOTAL, ALL ARRIVALS, BY AIRPORT	84.6	76.7	82.4	85.5	82.1	84.0	73.0	84.4	79.4	83.4	78.3	81.1	78.7	84.9	83.0	74.0	83.9	73.1

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

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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	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	94.6	94.7	87.5	100.0	87.1	90.8	J/	88.6	91.7	J/	95.2	89.6
700 - 759 AM	94.4	97.0	77.9	100.0	93.2	91.4	95.1	90.8	90.9	98.5	J/	89.7
800 - 859 AM	93.0	91.6	73.4	91.1	86.3	92.0	91.4	92.0	90.1	97.7	92.1	88.9
900 - 959 AM	90.6	90.0	72.1	93.4	88.1	91.2	92.2	88.4	77.2	96.1	94.6	87.5
1000 - 1059 AM	90.8	87.8	71.9	90.4	81.5	91.4	88.6	88.4	72.1	93.5	92.8	85.8
1100 - 1159 AM	89.7	85.8	71.6	87.2	80.7	89.4	85.8	84.4	71.5	81.7	88.9	84.7
1200 - 1259 PM	90.4	91.3	67.6	79.4	85.9	85.3	86.1	89.3	72.2	90.5	90.5	82.1
100 - 159 PM	86.3	86.7	63.4	85.2	79.6	86.9	84.1	84.4	70.2	92.0	85.7	81.2
200 - 259 PM	86.5	88.6	60.7	81.0	79.9	83.9	84.0	84.7	69.8	91.5	92.2	80.4
300 - 359 PM	85.4	78.4	54.5	83.1	74.1	84.4	86.7	83.8	69.2	89.4	90.1	78.8
400 - 459 PM	88.8	84.8	49.6	82.8	74.6	79.8	77.2	87.1	73.4	93.6	80.8	77.2
500 - 559 PM	87.3	77.2	50.7	83.8	72.4	84.0	85.4	83.6	73.5	73.6	84.8	75.4
600 - 659 PM	81.7	81.4	50.4	81.4	74.1	80.3	81.4	81.8	74.8	83.9	83.7	75.2
700 - 759 PM	89.6	64.3	40.7	83.0	74.6	80.2	80.3	87.0	77.1	91.8	74.4	73.6
800 - 859 PM	82.5	81.1	45.7	74.5	70.4	83.3	73.5	81.0	74.1	88.0	81.0	72.9
900 - 959 PM	73.6	72.2	51.7	74.8	72.2	76.2	79.9	80.5	78.5	82.6	75.4	73.0
1000 - 1059 PM	81.2	62.5	64.7	88.8	69.2	75.9	78.2	82.8	71.4	67.6	68.7	73.7
1100 - 559 AM	85.7	82.2	75.9	75.3	71.8	81.9	78.3	80.0	80.4	82.1	77.9	76.6
TOTAL, ALL ARRIVALS, BY AIRPORT	87.3	84.8	61.3	83.1	77.8	85.3	83.8	84.4	75.4	90.2	84.6	79.9

\* 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	93.5	95.6	97.6	95.6	95.4	95.4	88.3	97.8	93.9	99.0	90.6	91.9	93.1	94.9	94.8	93.8	96.1	95.5
700 - 759 AM	93.4	93.5	94.2	93.4	93.8	92.3	85.3	89.9	93.7	94.8	87.1	90.7	89.7	94.0	94.3	92.5	96.2	92.0
800 - 859 AM	93.1	90.2	92.5	90.2	91.8	93.1	82.6	91.1	91.7	97.5	86.8	91.6	91.1	91.2	89.5	89.7	94.8	89.7
900 - 959 AM	88.2	89.4	88.1	91.4	88.8	88.2	78.4	93.1	89.7	91.2	93.2	90.8	92.8	90.7	87.6	88.6	93.7	76.3
1000 - 1059 AM	85.7	89.7	89.1	84.5	90.1	86.3	79.2	91.4	90.7	89.4	82.1	86.5	83.6	84.2	85.5	85.6	91.4	80.3
1100 - 1159 AM	83.9	89.2	85.3	90.8	92.8	80.2	77.1	76.9	91.3	89.0	93.8	84.9	86.8	85.0	81.8	79.0	89.2	83.1
1200 - 1259 PM	85.6	80.8	88.2	86.3	82.6	83.0	79.6	83.8	88.1	84.0	80.7	80.0	88.8	81.1	80.9	76.4	85.6	72.7
100 - 159 PM	83.1	85.8	75.3	88.0	79.9	83.5	76.4	86.7	81.2	83.2	78.6	81.9	86.4	78.1	73.9	76.1	80.5	61.3
200 - 259 PM	83.8	81.7	67.3	84.4	82.7	81.8	74.4	81.1	73.3	80.8	77.4	80.1	81.6	70.1	72.9	75.8	84.2	62.3
300 - 359 PM	80.2	81.3	79.7	82.6	78.3	79.8	71.7	85.0	75.6	78.9	72.4	76.4	75.4	76.2	80.2	75.4	81.5	62.3
400 - 459 PM	78.8	77.3	66.6	82.5	77.8	73.0	70.5	65.2	73.7	81.7	68.5	75.1	78.4	72.6	79.8	73.2	79.2	63.8
500 - 559 PM	80.0	71.0	68.7	78.1	82.2	74.1	70.3	84.8	72.7	78.7	70.7	74.6	81.2	76.3	79.6	69.8	77.2	57.6
600 - 659 PM	78.6	67.4	69.1	79.8	82.6	73.2	68.8	74.4	68.5	74.6	73.3	74.0	78.6	75.6	81.0	68.4	77.6	57.8
700 - 759 PM	80.3	63.7	72.5	78.2	74.8	74.0	69.9	79.2	68.1	79.6	75.0	74.0	71.3	80.9	76.5	68.0	73.9	49.1
800 - 859 PM	80.7	68.9	52.0	81.6	81.1	75.1	64.3	83.2	67.8	79.7	78.8	75.3	73.9	73.1	78.1	65.9	70.2	61.7
900 - 959 PM	80.5	76.7	44.2	77.8	88.9	68.3	66.5	83.1	79.6	100.0	72.8	81.2	70.1	77.1	86.7	71.7	84.3	46.2
1000 - 1059 PM	84.7	72.7	49.0	84.4	79.2	82.3	67.2	J/	88.9	100.0	69.9	78.6	83.2	82.0	87.4	J/	J/	J/
1100 - 559 AM	87.6	93.2	96.2	96.1	92.0	89.0	96.0	100.0	96.9	100.0	86.7	96.4	92.1	86.7	89.9	82.6	97.2	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	83.7	82.8	77.4	85.9	85.5	81.5	74.8	85.4	82.0	85.8	78.3	81.7	83.5	82.0	83.5	79.0	85.2	69.1

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	93.8	92.2	87.9	96.1	96.7	97.0	96.5	95.5	91.3	97.4	97.2	94.3
700 - 759 AM	91.7	93.7	85.2	94.6	92.9	94.3	96.1	93.7	91.9	93.1	95.3	92.0
800 - 859 AM	97.7	88.4	79.7	95.9	93.5	92.2	90.3	88.5	89.2	92.5	95.9	90.0
900 - 959 AM	91.1	93.2	74.9	90.7	89.8	88.5	86.8	87.2	84.5	95.0	91.4	87.2
1000 - 1059 AM	93.0	89.2	75.5	87.1	89.5	89.7	85.3	86.8	75.4	90.7	89.3	85.3
1100 - 1159 AM	84.1	89.4	70.8	80.2	83.3	78.0	79.4	83.7	69.6	92.7	85.8	82.8
1200 - 1259 PM	86.5	73.9	74.5	89.2	68.3	85.2	84.8	79.5	69.4	76.9	88.9	81.5
100 - 159 PM	85.1	88.5	69.1	72.5	84.0	87.1	78.4	87.9	70.7	88.6	89.6	79.3
200 - 259 PM	83.9	88.9	64.4	80.3	86.0	80.0	80.4	82.4	70.0	89.1	82.2	77.8
300 - 359 PM	81.8	86.2	58.8	84.8	73.1	78.7	75.8	89.4	68.9	91.3	80.4	77.3
400 - 459 PM	80.7	75.9	56.3	83.8	76.6	81.6	82.5	86.7	68.1	89.1	83.6	74.6
500 - 559 PM	83.3	83.1	52.8	79.2	73.2	78.4	76.3	90.0	76.4	85.1	73.2	74.4
600 - 659 PM	79.9	70.7	54.5	83.5	73.3	77.2	84.5	85.6	76.3	72.8	79.0	73.4
700 - 759 PM	84.4	81.7	49.3	85.1	74.4	80.7	82.7	89.9	77.3	87.7	80.4	73.7
800 - 859 PM	86.4	69.2	49.4	93.9	79.8	76.2	84.0	90.4	85.3	94.1	62.2	73.0
900 - 959 PM	86.6	87.7	53.6	86.4	84.7	92.6	85.5	81.6	82.5	92.8	57.1	75.0
1000 - 1059 PM	J/	J/	53.3	85.1	83.0	79.2	95.1	83.2	86.0	97.6	J/	81.1
1100 - 559 AM	87.1	92.0	86.6	96.5	97.6	91.5	J/	90.8	87.6	85.5	100.0	91.0
TOTAL, ALL DEPARTURES, BY AIRPORT	86.4	87.0	65.8	87.4	82.7	85.4	85.0	87.9	78.5	90.8	85.9	81.1

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

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

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

NONE
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CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

SKYWEST	4988	Aug	ATL-ORD	1657	23	15	65.22	98.08
SKYWEST	4988	Sep	ATL-ORD	1653	26	14	53.85	81.08
SKYWEST	5180	Oct	ATL-ORD	1654	22	15	68.18	82.54

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

ENVOY	3412	Sep	TYS-ORD	1610	30	18	60.00	76.15
ENVOY	3412	Oct	TYS-ORD	1545	31	17	54.84	67.43
EXPRESSJET	3841	Sep	JAN-ORD	1450	24	13	54.17	117.00
EXPRESSJET	4206	Oct	JAN-ORD	1508	21	14	66.67	92.31
FRONTIER	1330	Sep	IAD-MCO	1650	16	11	68.75	69.30
FRONTIER	1330	Oct	IAD-MCO	1650	15	8	53.33	84.00
SKYWEST	4988	Sep	ATL-ORD	1653	26	14	53.85	81.08
SKYWEST	5180	Oct	ATL-ORD	1654	22	15	68.18	82.54

\* 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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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
ENVOY***	1,074	10	0.9
EXPRESSJET	1,901	17	0.9
SKYWEST	1,705	10	0.6
UNITED	1,096	5	0.5
FRONTIER	262	1	0.4
SOUTHWEST**	3,534	12	0.3
-SOUTHWEST	3,382	12	0.4
-AIRTRAN	152	0	0.0
AMERICAN*	2,700	5	0.2
-AMERICAN	1,502	5	0.3
-US AIRWAYS	1,198	0	0.0
DELTA	2,430	0	0.0
JETBLUE	662	0	0.0
ALASKA	443	0	0.0
HAWAIIAN	200	0	0.0
VIRGIN AMERICA	159	0	0.0
TOTAL	16,166	60	0.4

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.

\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*Effective January 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*Formerly American Eagle 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)	95.8	94.4	72	72
ABILENE TX (ABI)	67.5	77.1	240	240
ADAK ISLAND AK (ADK)	66.7	55.6	9	9
AGUADILLA PR (BQN)	87.0	90.5	77	74
AKRON OH (CAK)	77.0	84.6	543	544
ALBANY GA (ABY)	78.8	79.1	85	86
ALBANY NY (ALB)	76.8	83.7	677	676
ALBUQUERQUE NM (ABQ)	78.5	78.1	2,073	2,071
ALEXANDRIA LA (AEX)	76.9	83.3	294	294
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	84.8	87.2	171	172
ALPENA MI (APN)	74.1	75.9	54	54
AMARILLO TX (AMA)	72.9	79.4	620	620
ANCHORAGE AK (ANC)	88.4	91.0	1,220	1,222
APPLETON WI (ATW)	70.8	72.7	312	311
ARCATA/EUREKA CA (ACV)	74.6	74.1	287	286
ARLINGTON VA (DCA)	82.1	85.5	6,511	6,509
ASHEVILLE NC (AVL)	75.3	79.1	296	296
ASPEN CO (ASE)	84.0	90.4	144	146
ATLANTA GA (ATL)	84.6	83.7	31,613	31,618
ATLANTIC CITY NJ (ACY)	72.6	74.2	62	62
AUGUSTA GA (AGS)	80.0	81.5	205	205
AUSTIN TX (AUS)	81.5	85.0	3,779	3,778
BAKERSFIELD CA (BFL)	83.7	89.7	252	253
BALTIMORE MD (BWI)	82.4	77.4	7,603	7,605
BANGOR ME (BGR)	92.4	92.4	66	66
BARROW AK (BRW)	82.3	83.5	79	79
BATON ROUGE LA (BTR)	74.2	77.2	718	718
BEAUMONT/PORT ARTHUR TX (BPT)	64.5	78.5	93	93
BELLINGHAM WA (BLI)	88.9	93.3	45	45
BEMIDJI MN (BJI)	93.5	95.2	62	62
BEND/REDMOND OR (RDM)	76.4	88.7	178	177
BETHEL AK (BET)	87.1	89.4	85	85
BILLINGS MT (BIL)	92.2	97.9	232	233
BIRMINGHAM AL (BHM)	79.2	81.5	1,210	1,210
BISMARCK/MANDAN ND (BIS)	76.2	84.3	244	242
BLOOMINGTON/NORMAL IL (BMI)	70.7	79.6	280	280
BOISE ID (BOI)	81.5	88.2	967	968
BOSTON MA (BOS)	76.7	82.8	9,673	9,676
BOZEMAN MT (BZN)	87.9	93.2	265	265
BRAINERD MN (BRD)	88.3	89.6	77	77
BRANSON MO (BKG)	84.6	80.8	26	26
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	88.5	86.8	174	174
BROWNSVILLE TX (BRO)	78.5	81.5	205	205

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	76.5	80.0	85	85
BUFFALO NY (BUF)	79.6	83.8	1,556	1,557
BURBANK CA (BUR)	84.4	87.9	1,803	1,803
BURLINGTON VT (BTV)	76.8	78.8	392	392
BUTTE MT (BTM)	100.0	98.4	62	62
CARLSBAD CA (CLD)	86.6	89.5	209	209
CASPER WY (CPR)	83.3	87.2	227	227
CEDAR CITY UT (CDC)	92.6	98.1	54	54
CEDAR RAPIDS/IOWA CITY IA (CID)	59.8	67.5	652	652
CHAMPAIGN/URBANA IL (CMI)	53.6	72.7	209	209
CHANTILLY VA (IAD)	78.3	78.3	5,055	5,088
CHARLESTON SC (CHS)	81.1	83.0	1,273	1,273
CHARLESTON/DUNBAR WV (CRW)	66.2	71.0	213	214
CHARLOTTE AMALIE VI (STT)	90.3	89.9	238	238
CHARLOTTE NC (CLT)	85.5	85.9	9,746	9,755
CHARLOTTESVILLE VA (CHO)	67.9	77.0	209	209
CHATTANOOGA TN (CHA)	79.1	77.3	397	397
CHICAGO IL (MDW)	73.1	69.1	7,850	7,851
CHICAGO IL (ORD)	61.3	65.8	26,310	26,257
CHICO CA (CIC)	71.0	82.8	93	93
CHRISTIANSTED VI (STX)	87.1	88.7	62	62
CLEVELAND OH (CLE)	78.7	81.3	3,235	3,233
CODY WY (COD)	83.9	91.9	62	62
COLLEGE STATION/BRYAN TX (CLL)	79.2	80.1	231	231
COLORADO SPRINGS CO (COS)	73.8	81.5	793	793
COLUMBIA MO (COU)	67.7	80.6	124	124
COLUMBIA SC (CAE)	71.8	74.9	592	594
COLUMBUS GA (CSG)	78.2	77.3	119	119
COLUMBUS MS (GTR)	83.1	87.6	89	89
COLUMBUS OH (CMH)	74.1	78.5	2,265	2,264
CORDOVA AK (CDV)	88.7	91.9	62	62
CORPUS CHRISTI TX (CRP)	73.0	75.4	582	582
COVINGTON KY (CVG)	80.0	83.2	1,848	1,843
CRESCENT CITY CA (CEC)	60.0	64.7	85	85
DALLAS TX (DAL)	82.5	77.8	4,314	4,315
DALLAS/FORT WORTH TX (DFW)	73.0	74.8	23,523	23,519
DAYTON OH (DAY)	76.3	79.4	810	810
DAYTONA BEACH FL (DAB)	84.7	86.4	118	118
DEADHORSE AK (SCC)	81.0	84.8	79	79
DENVER CO (DEN)	84.0	81.5	19,411	19,416
DES MOINES IA (DSM)	72.7	75.8	803	803
DETROIT MI (DTW)	84.4	85.4	9,641	9,641
DEVILS LAKE ND (DVL)	86.3	86.3	51	51

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DICKINSON ND (DIK)	89.4	91.8	170	170
DOTHAN AL (DHN)	76.7	80.8	120	120
DUBUQUE IA (DBQ)	60.7	70.8	89	89
DULUTH MN (DLH)	69.1	63.1	149	149
DURANGO CO (DRO)	82.2	86.5	169	170
EAU CLAIRE WI (EAU)	61.3	67.7	62	62
EL PASO TX (ELP)	79.6	82.3	1,516	1,517
ELKO NV (EKO)	97.6	100.0	85	85
ELMIRA/CORNING NY (ELM)	76.9	81.8	182	181
ERIE PA (ERI)	65.5	70.7	58	58
EUGENE OR (EUG)	80.1	85.3	408	408
EVANSVILLE IN (EVV)	78.2	75.1	293	293
FAIRBANKS AK (FAI)	84.1	89.4	151	151
FARGO ND (FAR)	75.3	76.7	449	450
FAYETTEVILLE AR (XNA)	67.5	70.0	846	847
FAYETTEVILLE NC (FAY)	80.9	85.1	173	174
FLAGSTAFF AZ (FLG)	83.3	90.7	162	162
FLINT MI (FNT)	77.4	85.3	389	389
FORT LAUDERDALE FL (FLL)	83.4	85.8	4,525	4,520
FORT MYERS FL (RSW)	83.6	85.4	1,711	1,707
FORT SMITH AR (FSM)	70.9	74.0	227	227
FORT WAYNE IN (FWA)	69.6	74.5	404	404
FRESNO CA (FAT)	81.4	84.2	813	814
GAINESVILLE FL (GNV)	84.6	86.5	208	208
GARDEN CITY KS (GCK)	79.0	82.3	62	62
GILLETTE WY (GCC)	90.8	97.5	120	120
GRAND ISLAND NE (GRI)	75.9	86.2	58	58
GRAND JUNCTION CO (GJT)	82.9	88.6	334	334
GRAND RAPIDS MI (GRR)	74.3	79.3	922	924
GREAT FALLS MT (GTF)	86.6	93.3	164	164
GREEN BAY WI (GRB)	73.6	77.9	443	444
GREENSBORO/HIGH POINT NC (GSO)	79.1	83.4	750	749
GREER SC (GSP)	76.4	83.1	653	652
GUAM TT (GUM)	77.4	87.1	31	31
GULFPORT/BILOXI MS (GPT)	79.2	81.7	327	327
GUNNISON CO (GUC)	83.9	83.9	31	31
HANCOCK/HOUGHTON MI (CMX)	62.9	71.0	62	62
HARLINGEN/SAN BENITO TX (HRL)	73.7	84.8	289	289
HARRISBURG PA (MDT)	82.1	82.6	346	345
HARTFORD CT (BDL)	83.7	86.9	1,697	1,695
HAYS KS (HYS)	90.7	94.4	54	54
HELENA MT (HLN)	97.4	99.1	114	114
HIBBING MN (HIB)	94.4	94.4	54	54

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HILO HI (ITO)	90.5	92.6	516	516
HOBBS NM (HOB)	83.3	87.0	54	54
HONOLULU HI (HNL)	88.6	92.1	3,849	3,852
HOUSTON TX (HOU)	80.7	75.3	4,887	4,886
HOUSTON TX (IAH)	81.1	81.7	14,757	14,742
HUNTSVILLE AL (HSV)	79.1	83.4	494	494
IDAHO FALLS ID (IDA)	92.6	95.1	244	245
INDIANAPOLIS IN (IND)	80.6	82.9	2,260	2,259
INTERNATIONAL FALLS MN (INL)	94.4	94.4	54	54
IRON MOUNTAIN/KINGSFID MI (IMT)	86.2	84.5	58	58
ISLIP NY (ISP)	78.5	78.5	363	363
JACKSON WY (JAC)	91.5	97.4	153	155
JACKSON/VICKSBURG MS (JAN)	75.1	79.7	655	656
JACKSONVILLE FL (JAX)	83.5	84.9	1,740	1,740
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	76.1	82.3	113	113
JAMESTOWN ND (JMS)	85.9	92.3	78	78
JOPLIN MO (JLN)	72.4	77.6	58	58
JUNEAU AK (JNU)	86.6	85.0	306	306
KAHULUI HI (OGG)	90.2	90.4	1,794	1,794
KALAMAZOO MI (AZO)	81.2	81.7	207	208
KALISPELL MT (FCA)	84.5	94.2	103	104
KANSAS CITY MO (MCI)	78.4	80.7	3,873	3,874
KETCHIKAN AK (KTN)	82.8	81.2	186	186
KEY WEST FL (EYW)	83.8	90.0	259	259
KILLEEN TX (GRK)	72.9	80.7	373	373
KNOXVILLE TN (TYS)	70.3	74.0	802	801
KODIAK AK (ADQ)	87.1	83.9	31	31
KONA HI (KOA)	90.2	90.8	906	906
KOTZEBUE AK (OTZ)	82.3	75.8	62	62
LA CROSSE WI (LSE)	77.7	73.4	94	94
LAFAYETTE LA (LFT)	79.4	84.6	515	514
LAKE CHARLES LA (LCH)	79.7	85.9	177	177
LANSING MI (LAN)	66.4	71.2	131	132
LARAMIE WY (LAR)	90.3	95.2	62	62
LAREDO TX (LRD)	72.8	79.1	206	206
LAS VEGAS NV (LAS)	84.9	82.0	11,782	11,779
LAWTON/FORT SILL OK (LAW)	72.7	81.2	150	149
LEWISTON ID (LWS)	94.8	98.3	58	58
LEXINGTON KY (LEX)	74.5	75.4	612	613
LIHUE HI (LIH)	92.2	93.7	930	931
LINCOLN NE (LNK)	71.0	75.3	231	231
LITTLE ROCK AR (LIT)	71.5	76.2	1,109	1,108
LONG BEACH CA (LGB)	90.0	89.7	873	874

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LONGVIEW TX (GGG)	65.5	60.3	58	58
LOS ANGELES CA (LAX)	83.0	83.5	18,196	18,199
LOUISVILLE KY (SDF)	76.7	78.8	1,298	1,301
LUBBOCK TX (LBB)	78.1	82.1	598	598
MADISON WI (MSN)	67.5	76.2	973	974
MANCHESTER NH (MHT)	78.9	86.0	601	602
MANHATTAN/FT. RILEY KS (MHK)	63.6	75.3	154	154
MARQUETTE MI (MQT)	59.3	92.6	27	27
MARTHA'S VINEYARD MA (MVY)	90.9	81.8	11	11
MEDFORD OR (MFR)	80.5	82.4	272	272
MELBOURNE FL (MLB)	89.7	89.7	116	116
MEMPHIS TN (MEM)	75.8	80.7	1,247	1,247
MIAMI FL (MIA)	87.3	86.4	6,394	6,398
MIDLAND/ODESSA TX (MAF)	75.8	79.6	871	871
MILWAUKEE WI (MKE)	75.1	78.5	2,784	2,783
MINNEAPOLIS MN (MSP)	84.8	87.0	9,104	9,099
MINOT ND (MOT)	87.1	95.1	163	164
MISSION/MCALLEN/EDINBURG TX (MFE)	78.6	84.4	378	378
MISSOULA MT (MSO)	86.9	91.3	229	229
MOAB UT (CNY)	96.2	98.1	53	53
MOBILE AL (MOB)	76.4	81.8	479	479
MOLINE IL (MLI)	66.5	77.5	427	427
MONROE LA (MLU)	76.3	78.1	283	283
MONTEREY CA (MRY)	76.9	80.7	368	368
MONTGOMERY AL (MGM)	73.4	78.9	308	308
MONTROSE/DELTA CO (MTJ)	85.7	85.7	21	21
MOSINEE WI (CWA)	58.8	69.7	119	119
MUSKEGON MI (MKG)	62.9	54.8	62	62
MYRTLE BEACH SC (MYR)	85.0	86.1	173	173
NANTUCKET MA (ACK)	100.0	95.8	24	24
NASHVILLE TN (BNA)	79.4	80.3	4,685	4,686
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	82.7	85.2	81	81
NEW ORLEANS LA (MSY)	83.6	85.0	3,343	3,341
NEW YORK NY (JFK)	78.7	83.5	8,636	8,646
NEW YORK NY (LGA)	74.0	79.0	8,985	8,987
NEWARK NJ (EWR)	79.4	82.0	8,631	8,657
NEWBURGH/POUGHKEEPSIE NY (SWF)	88.7	85.5	62	62
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	81.7	85.1	175	175
NOME AK (OME)	77.4	87.1	62	62
NORFOLK VA (ORF)	78.5	80.5	1,024	1,022
NORTH BEND/COOS BAY OR (OTH)	65.6	68.8	32	32
OAKLAND CA (OAK)	82.3	81.7	3,724	3,723
OKLAHOMA CITY OK (OKC)	74.5	79.6	1,848	1,850

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
OMAHA NE (OMA)	77.8	82.0	1,701	1,701
ONTARIO CA (ONT)	81.8	84.4	1,784	1,783
ORLANDO FL (MCO)	83.9	85.2	8,401	8,395
PADUCAH KY (PAH)	64.5	72.6	62	62
PAGO PAGO TT (PPG)	77.8	55.6	9	9
PALM SPRINGS CA (PSP)	81.2	81.9	905	904
PANAMA CITY FL (ECP)	81.6	88.9	332	332
PASCO/KENNEWICK/RICHLAND WA (PSC)	81.2	91.9	260	260
PELLSTON MI (PLN)	90.2	90.0	51	50
PENSACOLA FL (PNS)	82.9	82.9	703	703
PEORIA IL (PIA)	71.4	76.3	384	384
PETERSBURG AK (PSG)	72.6	75.8	62	62
PHILADELPHIA PA (PHL)	77.8	82.7	6,005	6,006
PHOENIX AZ (PHX)	85.3	85.4	13,346	13,347
PITTSBURGH PA (PIT)	80.7	84.4	2,371	2,366
POCATELLO ID (PIH)	100.0	100.0	89	89
PONCE PR (PSE)	91.8	93.3	61	60
PORTLAND ME (PWM)	81.2	84.2	442	443
PORTLAND OR (PDX)	83.1	87.4	4,145	4,143
PROVIDENCE RI (PVD)	80.6	88.2	1,009	1,009
PUEBLO CO (PUB)	96.3	92.6	54	54
RALEIGH/DURHAM NC (RDU)	82.4	84.5	3,236	3,236
RAPID CITY SD (RAP)	84.5	85.7	258	258
REDDING CA (RDD)	79.6	83.9	93	93
RENO NV (RNO)	82.8	85.8	1,173	1,173
RHINELANDER WI (RHI)	89.9	86.5	89	89
RICHMOND VA (RIC)	79.2	82.4	1,365	1,366
ROANOKE VA (ROA)	77.5	76.3	213	211
ROCHESTER MN (RST)	75.9	75.4	187	187
ROCHESTER NY (ROC)	76.6	77.7	633	633
ROCK SPRINGS WY (RKS)	95.8	94.2	120	120
ROSWELL NM (ROW)	77.5	80.9	89	89
SACRAMENTO CA (SMF)	82.6	84.4	3,610	3,611
SAGINAW/BAY CITY/MIDLAND MI (MBS)	61.7	56.7	120	120
SALT LAKE CITY UT (SLC)	90.2	90.8	9,233	9,226
SAN ANGELO TX (SJT)	73.5	78.1	151	151
SAN ANTONIO TX (SAT)	81.3	85.4	2,840	2,838
SAN DIEGO CA (SAN)	83.8	85.0	6,528	6,526
SAN FRANCISCO CA (SFO)	75.4	78.5	14,489	14,499
SAN JOSE CA (SJC)	84.7	86.1	3,643	3,643
SAN JUAN PR (SJU)	85.1	86.7	1,756	1,753
SAN LUIS OBISPO CA (SBP)	83.6	82.5	434	434
SANTA ANA CA (SNA)	84.9	84.4	3,376	3,376

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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 BARBARA CA (SBA)	83.5	86.0	693	694
SANTA FE NM (SAF)	75.7	81.8	185	187
SANTA MARIA CA (SMX)	91.0	93.0	100	100
SARASOTA/BRADENTON FL (SRQ)	80.9	77.6	282	281
SAULT STE. MARIE MI (CIU)	86.2	89.5	58	57
SAVANNAH GA (SAV)	77.2	81.2	887	887
SCRANTON/WILKES-BARRE PA (AVP)	75.8	81.8	165	165
SEATTLE WA (SEA)	84.4	87.9	9,232	9,234
SHREVEPORT LA (SHV)	75.0	77.2	583	583
SIOUX CITY IA (SUX)	67.6	69.6	68	69
SIOUX FALLS SD (FSD)	73.0	77.5	555	556
SITKA AK (SIT)	84.9	92.5	93	93
SOUTH BEND IN (SBN)	73.3	78.7	475	475
SPOKANE WA (GEG)	87.1	90.5	715	714
SPRINGFIELD IL (SPI)	59.6	71.5	151	151
SPRINGFIELD MO (SGF)	72.6	75.3	547	546
ST. AUGUSTINE FL (UST)	75.0	69.4	36	36
ST. CLOUD MN (STC)	56.9	65.5	58	58
ST. GEORGE UT (SGU)	94.7	94.7	151	151
ST. LOUIS MO (STL)	81.3	79.2	4,573	4,573
STATE COLLEGE PA (SCE)	50.8	68.3	63	63
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	98.4	100.0	62	62
SYRACUSE NY (SYR)	79.0	81.4	605	606
TALLAHASSEE FL (TLH)	81.7	85.0	334	334
TAMPA FL (TPA)	84.6	85.9	5,001	4,999

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TEXARKANA AR (TXK)	67.4	76.4	89	89
TOLEDO OH (TOL)	78.7	71.9	89	89
TRAVERSE CITY MI (TVC)	53.6	61.4	196	197
TRENTON NJ (TTN)	81.4	88.4	311	310
TUCSON AZ (TUS)	80.0	83.9	1,432	1,431
TULSA OK (TUL)	72.2	80.2	1,495	1,495
TWIN FALLS ID (TWF)	95.2	96.8	62	62
TYLER TX (TYR)	74.9	78.3	235	235
VALDOSTA GA (VLD)	78.7	82.0	89	89
VALPARAISO FL (VPS)	80.6	81.4	392	392
VERNAL UT (VEL)	94.2	94.2	52	52
WACO TX (ACT)	70.2	76.2	151	151
WATERLOO IA (ALO)	63.8	72.4	58	58
WEST PALM BEACH/PALM BEACH FL (PBI)	81.1	81.7	1,562	1,558
WHITE PLAINS NY (HPN)	80.5	81.1	737	737
WICHITA FALLS TX (SPS)	73.4	79.8	124	124
WICHITA KS (ICT)	76.6	81.5	939	941
WILLISTON ND (ISN)	86.4	87.7	265	261
WILMINGTON DE (ILG)	81.8	89.4	66	66
WILMINGTON NC (ILM)	84.2	85.6	202	202
WORCESTER MA (ORH)	82.3	87.3	62	63
WRANGELL AK (WRG)	72.6	82.3	62	62
YAKUTAT AK (YAK)	85.5	91.9	62	62
YUMA AZ (YUM)	87.8	90.7	270	270

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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
ENVOY***	11	16,783	769	4.6	122	32,010	1,512	4.7
EXPRESSJET	19	30,381	519	1.7	163	56,533	1,038	1.8
SKYWEST	22	29,336	465	1.6	165	51,019	860	1.7
AMERICAN*	28	67,062	497	0.7	97	80,747	621	0.8
-AMERICAN	28	36,531	296	0.8	84	45,113	391	0.9
-US AIRWAYS	27	30,531	201	0.7	73	35,634	230	0.6
SOUTHWEST**	24	55,875	429	0.8	86	103,918	722	0.7
-SOUTHWEST	24	52,433	421	0.8	86	99,257	709	0.7
-AIRTRAN	15	3,442	8	0.2	28	4,661	13	0.3
UNITED	28	37,766	243	0.6	72	43,335	276	0.6
JETBLUE	24	14,229	43	0.3	59	20,113	74	0.4
FRONTIER	25	5,971	17	0.3	70	8,211	27	0.3
ALASKA	23	8,666	9	0.1	59	13,398	40	0.3
HAWAIIAN	8	408	0	0.0	17	6,329	17	0.3
VIRGIN AMERICA	17	4,471	2	0.0	20	4,722	2	0.0
DELTA	29	53,389	9	0.0	141	70,676	17	0.0
Total		324,337	3,002	0.9	Total	491,011	5,206	1.1

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.

\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*Effective January 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*Formerly American Eagle Airlines.

OCTOBER 2014  
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
ENVOY***	1,214	442	36.4
SKYWEST	3,027	274	9.0
EXPRESSJET	3,985	325	8.1
ALASKA	486	12	2.4
AMERICAN*	3,702	84	2.3
-AMERICAN	1,628	39	2.3
-US AIRWAYS	2,074	45	2.1
UNITED	7,683	172	2.2
FRONTIER	448	9	2.0
SOUTHWEST**	8,317	105	1.3
-SOUTHWEST	8,135	102	1.2
-AIRTRAN	182	3	1.6
HAWAIIAN	222	2	0.9
VIRGIN AMERICA	216	1	0.4
JETBLUE	826	2	0.2
DELTA	2,681	3	0.1
TOTAL	32,807	1,431	4.4

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>

\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*Effective January 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*Formerly American Eagle Airlines.

**OCTOBER 2014**  
**AIR TRAVEL CONSUMER REPORT**  
**TABLE 9. CAUSES OF DELAY\*, BY CARRIER**

								CAUSES OF DELAY									
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	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
AMERICAN**	80747	64011	79.27%	621	0.77%	172	0.21%	4498	5.57%	380	0.47%	6413	7.94%	30	0.04%	4623	5.72%
-AMERICAN	45113	34318	76.07%	391	0.87%	116	0.26%	2726	6.04%	296	0.66%	3823	8.47%	18	0.04%	3425	7.59%
-US AIRWAYS	35634	29693	83.33%	230	0.65%	56	0.16%	1772	4.97%	83	0.23%	2590	7.27%	12	0.03%	1198	3.36%
ALASKA	13398	11683	87.20%	40	0.30%	29	0.22%	395	2.95%	36	0.27%	808	6.03%	10	0.07%	398	2.97%
JETBLUE	20113	16835	83.70%	74	0.37%	35	0.17%	820	4.08%	64	0.32%	1426	7.09%	10	0.05%	848	4.22%
DELTA	70676	61363	86.82%	17	0.02%	60	0.08%	2720	3.85%	207	0.29%	3704	5.24%	2	0.00%	2603	3.68%
EXPRESSJET	56533	42607	75.37%	1038	1.84%	141	0.25%	3242	5.74%	109	0.19%	4301	7.61%	0	0.00%	5094	9.01%
FRONTIER	8211	6837	83.27%	27	0.33%	10	0.12%	262	3.19%	4	0.05%	624	7.60%	0	0.00%	446	5.44%
HAWAIIAN	6329	5680	89.75%	17	0.27%	6	0.09%	370	5.85%	2	0.03%	13	0.20%	1	0.01%	240	3.79%
ENVOY****	32010	21202	66.24%	1512	4.72%	66	0.21%	1798	5.62%	256	0.80%	3803	11.88%	16	0.05%	3357	10.49%
SKYWEST	51019	41299	80.95%	860	1.69%	65	0.13%	2023	3.97%	97	0.19%	2927	5.74%	13	0.02%	3735	7.32%
UNITED	43335	33526	77.36%	276	0.64%	77	0.18%	3074	7.09%	150	0.35%	3596	8.30%	0	0.00%	2636	6.08%
VIRGIN AMERICA	4722	3948	83.61%	2	0.04%	3	0.06%	162	3.42%	84	1.79%	307	6.49%	2	0.05%	214	4.53%
SOUTHWEST***	103918	83737	80.58%	722	0.69%	128	0.12%	5642	5.43%	265	0.26%	3889	3.74%	10	0.01%	9525	9.17%
-SOUTHWEST	99257	79680	80.28%	709	0.71%	127	0.13%	5496	5.54%	264	0.27%	3676	3.70%	10	0.01%	9295	9.36%
-AIRTRAN	4661	4057	87.04%	13	0.28%	1	0.02%	146	3.12%	1	0.03%	213	4.57%	0	0.00%	230	4.94%
TOTAL	491011	392728	79.98%	5206	1.06%	792	0.16%	25005	5.09%	1654	0.34%	31810	6.48%	95	0.02%	33721	6.87%

**\*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.

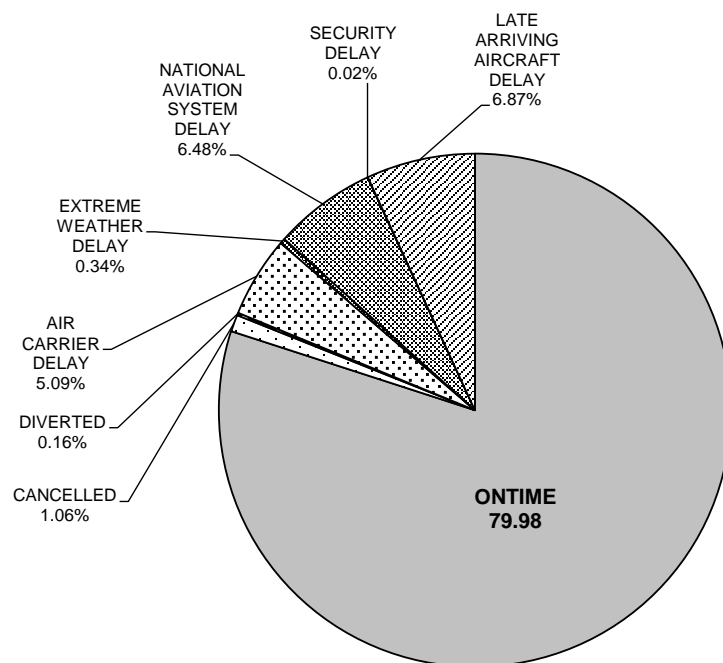
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*Effective January 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*\*Formerly American Eagle Airlines.

OCTOBER 2014  
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).

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

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## AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport*	Destination Airport*	Date of Flight	Location of Longest Tarmac Time*	Minutes of Tarmac Delay
AMERICAN	81	LHR	DFW	10/2/2014	Diversion Airport(IAH)	241

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).

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

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## 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
<b>AMERICAN*</b>	<b>80,747</b>	<b>39</b>	<b>0.05</b>
-AMERICAN	45,113	28	0.06
-US AIRWAYS	35,634	11	0.03
<b>EXPRESSJET</b>	<b>56,533</b>	<b>22</b>	<b>0.04</b>
<b>UNITED</b>	<b>43,335</b>	<b>16</b>	<b>0.04</b>
<b>ENVOY***</b>	<b>32,010</b>	<b>9</b>	<b>0.03</b>
<b>DELTA</b>	<b>70,676</b>	<b>18</b>	<b>0.03</b>
<b>JETBLUE</b>	<b>20,113</b>	<b>3</b>	<b>0.01</b>
<b>FRONTIER</b>	<b>8,211</b>	<b>1</b>	<b>0.01</b>
<b>ALASKA</b>	<b>13,398</b>	<b>1</b>	<b>0.01</b>
<b>SOUTHWEST**</b>	<b>103,918</b>	<b>6</b>	<b>0.01</b>
-SOUTHWEST	99,257	6	0.01
-AIRTRAN	4,661	0	0.00
<b>SKYWEST</b>	<b>51,019</b>	<b>3</b>	<b>0.01</b>
<b>HAWAIIAN</b>	<b>6,329</b>	<b>0</b>	<b>0.00</b>
<b>VIRGIN AMERICA</b>	<b>4,722</b>	<b>0</b>	<b>0.00</b>
<b>TOTAL</b>	<b>491,011</b>	<b>118</b>	<b>0.02</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.

\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

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\*\*\*Formerly American Eagle 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 ****	Envoy Air
EV	ExpressJet Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
OO	SkyWest Airlines
WN ***	Southwest Airlines
UA	United Airlines
US **	US Airways
VX	Virgin America

\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #23, issued October 22, 2013, effective January 1, 2014.

\*\*Effective January 2014, data of the merged operations of American Airlines and US Airways are combined for ranking purposes in this report to reflect the company merger, and appears as AA, American, or American Airlines.

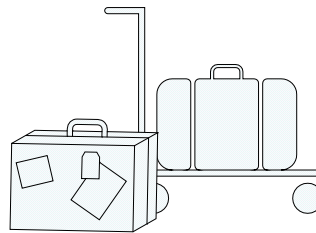
\*\*\* Effective January 2014, data of the merged operations of Southwest Airlines and AirTran Airways are combined for ranking purposes in this report to reflect Southwest's acquisition of AirTran, and appears as WN, Southwest, or Southwest Airlines.

The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*\*Formerly American Eagle Airlines.

## **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 2014			OCTOBER 2013		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	367	513,814	0.71	358	529,857	0.68
2	FRONTIER AIRLINES	1,647	1,068,185	1.54	1,763	889,644	1.98
3	JETBLUE AIRWAYS	3,846	2,268,983	1.70	3,086	2,100,602	1.47
4	DELTA AIR LINES	17,678	9,674,593	1.83	13,555	8,749,947	1.55
5	HAWAIIAN AIRLINES	1,641	791,789	2.07	1,645	756,467	2.17
6	ALASKA AIRLINES	3,778	1,632,278	2.31	3,177	1,473,446	2.16
7	UNITED AIRLINES	16,718	5,860,354	2.85	14,972	5,785,247	2.59
8	SOUTHWEST AIRLINES***	34,213	11,608,335	2.95	***	***	***
	-SOUTHWEST AIRLINES	32,865	11,163,293	2.94	33,786	9,994,940	3.38
	-AIRTRAN AIRWAYS	1,348	445,042	3.03	5,156	1,427,887	3.61
9	AMERICAN AIRLINES**	32,987	10,379,886	3.18	**	**	**
	-AMERICAN	19,300	5,825,307	3.31	12,378	5,757,908	2.15
	-US AIRWAYS	13,687	4,554,579	3.01	8,610	4,389,122	1.96
10	SKYWEST AIRLINES	8,541	2,349,360	3.64	7,731	2,214,122	3.49
11	EXPRESSJET AIRLINES	11,012	2,462,074	4.47	9,313	2,719,651	3.42
12	ENVOY AIR****	10,814	1,290,624	8.38	6,485	1,484,388	4.37
TOTALS****		143,242	49,900,275	2.87	122,015	48,273,228	2.53

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. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Oversales," and "Consumer Complaints" sections of this report.

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\* Effective January 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*\* Mesa Airlines' and Endeavor Air's ranking in this table ceased effective January 2014. Totals for October 2013 reflect the deletion of Mesa's and Endeavor's data for that month.

\*\*\*\*\* Formerly American Eagle Airlines.

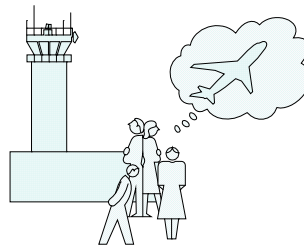
## **OVERSALES**

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 inbound international service, since the rule does not apply to these flights.





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

RANK	AIRLINE	JULY - SEPTEMBER 2014				JULY - SEPTEMBER 2013			
		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>VIRGIN AMERICA</b>	235	5	1,677,222	<b>0.03</b>	60	2	1,661,469	<b>0.01</b>
2	<b>DELTA AIR LINES</b>	26,777	564	31,309,829	<b>0.18</b>	18,240	1,060	28,644,455	<b>0.37</b>
3	<b>HAWAIIAN AIRLINES</b>	92	81	2,671,867	<b>0.30</b>	199	21	2,644,328	<b>0.08</b>
4	<b>AMERICAN AIRLINES**</b>	13,114	1,303	34,859,552	<b>0.37</b>	**	**	**	**
	-AMERICAN	7,614	508	19,864,696	0.26	13,511	884	19,549,221	0.45
	-US AIRWAYS	5,500	795	14,994,856	0.53	6,816	756	14,851,237	0.51
5	<b>ALASKA AIRLINES</b>	1,305	283	5,517,702	<b>0.51</b>	1,048	245	5,098,158	<b>0.48</b>
6	<b>JETBLUE AIRWAYS</b>	851	526	7,727,979	<b>0.68</b>	61	2	7,381,669	<b>0.00</b>
7	<b>UNITED AIRLINES</b>	14,419	1,530	20,332,343	<b>0.75</b>	13,768	1,966	20,156,960	<b>0.98</b>
8	<b>SOUTHWEST AIRLINES***</b>	26,337	3,582	35,298,922	<b>1.01</b>	***	***	***	***
	-SOUTHWEST	24,822	3,197	33,271,343	0.96	22,614	2,550	29,421,835	0.87
	-AIRTRAN	1,515	385	2,027,579	1.90	4,799	276	4,452,451	0.62
9	<b>ENVOY AIR****</b>	3,340	422	3,940,167	<b>1.07</b>	4,020	323	4,449,933	<b>0.73</b>
10	<b>EXPRESSJET AIRLINES</b>	10,615	1,120	7,834,239	<b>1.43</b>	9,715	1,158	8,253,891	<b>1.40</b>
11	<b>FRONTIER AIRLINES</b>	1,069	540	3,323,385	<b>1.62</b>	1,169	416	2,842,615	<b>1.46</b>
12	<b>SKYWEST AIRLINES</b>	8,493	1,373	6,752,821	<b>2.03</b>	7,137	1,328	6,933,277	<b>1.92</b>
	<b>TOTALS*****</b>	106,647	11,329	161,246,028	<b>0.70</b>	103,157	10,987	156,341,499	<b>0.70</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.

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*Effective January 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*\* Mesa Airlines' and Endeavor Air's ranking in this table ceased effective January 2014. Totals for July - September 2013 reflect the deletion of Mesa's and Endeavor's data for that quarter.

\*\*\*\*\* Formerly American Eagle Airlines.

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2014				JANUARY - SEPTEMBER 2013			
		<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>VIRGIN AMERICA</b>	608	41	4,839,965	<b>0.08</b>	247	25	4,689,367	<b>0.05</b>
2	<b>HAWAIIAN AIRLINES</b>	288	116	7,577,435	<b>0.15</b>	980	128	7,522,941	<b>0.17</b>
3	<b>JETBLUE AIRWAYS</b>	1,599	620	21,914,305	<b>0.28</b>	357	18	21,335,400	<b>0.01</b>
4	<b>DELTA AIR LINES</b>	80,557	3,847	87,029,470	<b>0.44</b>	61,101	4,711	80,417,456	<b>0.59</b>
5	<b>ALASKA AIRLINES</b>	3,358	727	14,901,382	<b>0.49</b>	3,080	587	14,081,430	<b>0.42</b>
6	<b>AMERICAN AIRLINES**</b>	47,750	5,996	102,735,068	<b>0.58</b>	**	**	**	**
	-AMERICAN	26,603	2,468	58,239,415	0.42	39,942	2,556	57,398,044	0.45
	-US AIRWAYS	21,147	3,528	44,495,653	0.79	21,226	2,747	43,606,210	0.63
7	<b>SOUTHWEST AIRLINES***</b>	75,401	11,953	91,386,612	<b>1.31</b>	***	***	***	***
	-SOUTHWEST	68,913	10,177	83,905,827	1.21	66,408	10,273	86,266,939	1.19
	-AIRTRAN	6,488	1,776	7,480,785	2.37	23,967	1,800	14,009,361	1.28
8	<b>FRONTIER AIRLINES</b>	2,658	1,175	8,662,498	<b>1.36</b>	2,569	953	7,696,403	<b>1.24</b>
9	<b>UNITED AIRLINES</b>	52,386	8,096	58,370,933	<b>1.39</b>	40,642	6,414	58,243,199	<b>1.10</b>
10	<b>ENVOY AIR****</b>	13,866	1,890	11,798,341	<b>1.60</b>	14,641	1,375	12,840,798	<b>1.07</b>
11	<b>SKYWEST AIRLINES</b>	31,166	5,838	19,763,750	<b>2.95</b>	25,728	4,607	20,122,469	<b>2.29</b>
12	<b>EXPRESSJET AIRLINES</b>	43,669	6,714	22,376,009	<b>3.00</b>	34,417	4,514	23,587,279	<b>1.91</b>
	<b>TOTALS*****</b>	353,306	47,013	451,355,768	<b>1.04</b>	335,305	40,708	451,817,296	<b>0.90</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.

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*Effective January 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*\* Mesa Airlines' and Endeavor Air's ranking in this table ceased effective January 2014. Totals for January - June 2013 reflect the deletion of Mesa's and Endeavor's data for that time period.

\*\*\*\*\* Formerly American Eagle Airlines.

## **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 2014				OCTOBER 2013			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	856	60	2	84	591	80	0	51
FOREIGN AIRLINES	318	2	0	41	217	9	0	21
TRAVEL AGENTS	23	1	0	12	13	2	0	5
TOUR OPERATORS	0	0	0	0	27	0	0	1
MISCELLANEOUS	16	25	0	14	9	7	0	12
INDUSTRY TOTALS	1,213	88	2	151	857	98	0	90

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 2014			OCTOBER 2013		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	320		1	232	
CANCELLATIONS			123			83
DELAYS			100			75
MISCONNECTIONS			56			41
BAGGAGE	2	194		2	155	
RES/TKTG/BOARDING	3	180		3	132	
CUSTOMER SERVICE	4	135		4	98	
REFUNDS	5	115		5	70	
FARES	6	104		8	35	
DISABILITY	7	65		6	49	
OVERSALES	8	48		9	24	
OTHER	9	29		7	44	
FREQUENT FLYER			17			11
ADVERTISING	10	14		10	10	
DISCRIMINATION	11	9		11	8	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1, 213			857	

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\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB- CATEGORIES.

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 3

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY COMPLAINT CATEGORY\*

OCTOBER 2014

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	1	0	2	0	0	0	2	0	0	1	0	2	8
ALLEGiant AIR	6	0	6	4	6	1	2	3	0	1	0	0	29
AMERICAN AIRLINES	41	6	18	15	31	21	18	11	2	0	0	4	167
DELTA AIR LINES	18	1	9	8	2	6	7	7	1	1	0	1	61
ENDEAVOR AIR	5	0	0	0	0	0	0	0	0	0	0	0	5
ENVOY AIR***	11	0	1	0	0	0	1	0	0	0	0	0	13
EXPRESSJET AIRLINES	12	0	0	0	0	0	1	0	0	1	0	0	14
FRONTIER AIRLINES	23	1	10	5	0	8	5	0	2	0	0	1	55
HAWAIIAN AIRLINES	4	1	2	2	1	1	2	0	0	0	0	1	14
JETBLUE AIRWAYS	2	0	4	2	0	3	2	2	0	1	0	2	18
MESA AIRLINES	5	0	1	0	0	0	1	0	0	0	0	0	7
PSA AIRLINES	3	0	0	0	0	1	2	0	0	0	0	0	6
REPUBLIC AIRLINES	3	0	0	0	0	1	1	0	0	0	0	0	5
SKYWEST AIRLINES	13	0	0	0	0	3	0	1	0	0	0	0	17
SOUTHWEST AIRLINES	11	2	6	3	2	12	6	2	0	1	0	2	47
SPIRIT AIRLINES	18	3	24	17	5	8	6	2	1	1	0	1	86
UNITED AIRLINES	44	14	20	18	13	21	20	10	2	0	0	6	168
US AIRWAYS	14	2	15	10	7	14	14	10	1	0	0	1	88
VIRGIN AMERICA	1	0	0	1	0	2	2	2	0	1	0	0	9
OTHER U. S. AIRLINES	19	1	3	3	4	4	3	2	0	0	0	0	39
TOTAL OCTOBER 2014	254	31	121	88	71	106	95	52	9	8	0	21	856
% OF TOTAL COMPLAINTS	29.7	3.6	14.1	10.3	8.3	12.4	11.1	6.1	1.1	0.9	0.0	2.5	
TOTAL OCTOBER 2013	194	18	86	27	34	90	68	39	8	6	0	21	591
% OF TOTAL COMPLAINTS	32.8	3.0	14.6	4.6	5.8	15.2	11.5	6.6	1.4	1.0	0.0	3.6	

\* 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.'

\*\*\* FORMERLY AMERICAN EAGLE AIRLINES

Table 4

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

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

OCTOBER 2014

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	8	4	50.0	0	0.0	1	12.5	3	37.5
ALLEGiant AIR	29	10	34.5	4	13.8	8	27.6	7	24.1
AMERICAN AIRLINES	167	66	39.5	23	13.8	56	33.5	22	13.2
DELTA AIR LINES	61	21	34.4	10	16.4	19	31.1	11	18.0
ENDEAVOR AIR	5	2	40.0	2	40.0	1	20.0	0	0.0
ENVOY AIR**	13	11	84.6	2	15.4	0	0.0	0	0.0
EXPRESSJET AIRLINES	14	9	64.3	4	28.6	1	7.1	0	0.0
FRONTIER AIRLINES	55	31	56.4	7	12.7	14	25.5	3	5.5
HAWAIIAN AIRLINES	14	4	28.6	4	28.6	5	35.7	1	7.1
JETBLUE AIRWAYS	18	10	55.6	5	27.8	2	11.1	1	5.6
MESA AIRLINES	7	4	57.1	1	14.3	2	28.6	0	0.0
PSA AIRLINES	6	1	16.7	5	83.3	0	0.0	0	0.0
REPUBLIC AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
SKYWEST AIRLINES	17	12	70.6	3	17.6	2	11.8	0	0.0
SOUTHWEST AIRLINES	47	25	53.2	7	14.9	6	12.8	9	19.1
SPIRIT AIRLINES	86	40	46.5	16	18.6	20	23.3	10	11.6
UNITED AIRLINES	168	64	38.1	46	27.4	40	23.8	18	10.7
US AIRWAYS	88	35	39.8	21	23.9	21	23.9	11	12.5
VIRGIN AMERICA	9	5	55.6	1	11.1	3	33.3	0	0.0
OTHER U. S. AIRLINES	39	14	35.9	12	30.8	5	12.8	8	20.5
<b>TOTALS</b>	<b>856</b>	<b>372</b>	<b>43.5</b>	<b>173</b>	<b>20.2</b>	<b>207</b>	<b>24.2</b>	<b>104</b>	<b>12.1</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>591</b>	<b>274</b>	<b>46.4</b>	<b>111</b>	<b>18.8</b>	<b>152</b>	<b>25.7</b>	<b>54</b>	<b>9.1</b>

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

\*\* FORMERLY AMERICAN EAGLE AIRLINES

Table 5

Office of Aviation Enforcement and Proceedings  
U.S. Department of TransportationAIR TRAVEL CONSUMER REPORT  
COMPANIES OTHER THAN U. S. AIRLINES\*  
BY COMPLAINT CATEGORY\*\*

OCTOBER 2014

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXICO	3	2	4	0	4	3	1	0	0	0	0	0	17
AIR BERLIN	0	0	1	2	1	0	1	0	0	0	0	0	5
AIR CANADA	16	6	6	1	1	8	12	2	0	0	0	1	53
AIR FRANCE	7	0	2	0	3	9	0	0	0	0	0	0	21
ALITALIA AIRLINES	4	7	0	0	2	16	1	0	0	0	0	0	30
AVIANCA	0	0	1	0	0	1	1	1	0	0	0	1	5
BRITISH AIRWAYS	4	0	2	1	3	5	5	1	0	0	0	1	22
EMIRATES AIRLINES	0	0	4	0	3	1	0	0	0	0	0	1	9
ETHIOPIAN AIRLINES	0	0	0	0	0	4	0	1	0	0	0	0	5
ETIHAD AIRWAYS	0	0	1	0	4	2	1	1	0	0	0	0	9
KLM	1	1	1	0	0	6	1	0	0	0	0	0	10
LOT POLISH AIRLINES	1	0	1	2	0	1	0	0	0	0	0	0	5
LUFTHANSA	2	1	8	1	3	3	2	1	0	0	0	0	21
QATAR AIRWAYS	1	0	2	0	1	2	0	1	0	0	0	1	8
TURKISH AIRLINES	0	0	1	0	0	7	3	0	0	0	0	1	12
VOLARIS AIRLINES	1	0	2	0	3	0	0	0	2	0	0	0	8
OTHER FOREIGN AIRLINES	21	0	13	3	6	18	10	5	1	0	0	1	78
TOTALS	61	17	49	10	34	86	38	13	3	0	0	7	318
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	2	0	6	5	8	0	0	0	1	0	0	1	23
TOTALS	2	0	6	5	8	0	0	0	1	0	0	1	23
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	3	0	4	1	2	2	2	0	1	1	0	0	16
TOTALS	3	0	4	1	2	2	2	0	1	1	0	0	16

\* 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 2014			OCTOBER 2013		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	1	1,671,040	0.06	5	1,562,978	0.32
2	SOUTHWEST AIRLINES***	55	11,508,724	0.48	***	***	***
	-SOUTHWEST	47	11,020,587	0.43	33	9,771,479	0.34
	-AIRTRAN	8	488,137	1.64	6	1,407,834	0.43
3	EXPRESSJET AIRLINES	14	2,607,045	0.54	25	2,921,616	0.86
4	DELTA AIR LINES	61	11,237,840	0.54	39	10,268,836	0.38
5	JETBLUE AIRWAYS	18	2,586,552	0.70	12	2,331,198	0.51
6	SKYWEST AIRLINES	17	2,410,871	0.71	11	2,285,422	0.48
7	ENVOY AIR****	13	1,354,573	0.96	13	1,547,813	0.84
8	HAWAIIAN AIRLINES	14	845,232	1.66	6	822,281	0.73
9	VIRGIN AMERICA	9	523,234	1.72	5	539,018	0.93
10	AMERICAN AIRLINES**	255	12,044,590	2.12	**	**	**
	-AMERICAN	167	7,202,120	2.32	109	7,225,473	1.51
	-US AIRWAYS	88	4,842,470	1.82	53	4,702,694	1.13
11	UNITED AIRLINES	168	7,528,276	2.23	123	7,438,341	1.65
12	FRONTIER AIRLINES	55	1,092,398	5.03	16	917,268	1.74
	TOTAL ****	680	55,410,375	1.23	456	53,742,251	0.85

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.

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\* Effective January 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*\* Mesa Airlines' and Endeavor Air's ranking in this table ceased effective January 2014. Totals for October 2013 reflect the deletion of Mesa's and Endeavor's data for that month.

\*\*\*\*\* Formerly American Eagle Airlines.

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.

## **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 2014  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 54 million airline passengers and their 43 million checked bags in the month of October 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 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
639	.0011	41	.0001	55	.0001	419	.0008

**NOTES**

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

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

<sup>c</sup> The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of 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 2014 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>Delta</i>			<b>1</b>
<i>Hawaiian</i>	<b>1</b>		
<i>Total</i>	<b>1</b>	<b>0</b>	<b>1</b>