



U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: September 2014



Flight Delays¹	July 2014 12 Months Ending July 2014
Mishandled Baggage¹	July 2014
Oversales¹	2 nd Quarter 2014 January – June 2014
Consumer Complaints² (Includes Disability and Discrimination Complaints)	July 2014
Customer Service Reports to the Dept. of Homeland Security³	July 2014
Airline Animal Incident Reports⁴	July 2014

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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

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

JULY 2014

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	AT 29 REPORTABLE AIRPORTS B/		AT ALL U.S. AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	89.1	17	93.3
DELTA AIR LINES S/	29	85.9	137	86.3
ALASKA AIRLINES S/	21	83.9	59	84.1
VIRGIN AMERICA S/	16	80.8	17	80.8
SKYWEST AIRLINES S/	22	77.7	169	77.2
FRONTIER AIRLINES S/	21	77.5	68	76.1
UNITED AIRLINES S/	28	75.0	74	74.9
ENVOY S/****	14	74.1	127	74.5
AMERICAN AIRLINES S/ **	28	74.6	94	74.2
-AMERICAN AIRLINES S/	28	73.1	84	72.3
-US AIRWAYS S/	27	76.5	69	76.7
EXPRESSJET AIRLINES S/	21	74.6	165	73.4
SOUTHWEST AIRLINES S/***	24	71.4	86	70.2
-SOUTHWEST AIRLINES S/	24	70.4	86	69.4
-AIRTRAN AIRWAYS S/	16	82.7	35	83.1
JETBLUE AIRWAYS S/	24	65.0	61	65.8
TOTAL		76.1		75.6

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

* 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.

JULY 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*	3rd Quarter 07-09 2013		4th Quarter 10-12 2013		1st Quarter 01-03 2014		2nd Quarter 04-06 2014		May-14		Jun-14		Jul-14		12 Months Ending Jul 2014	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	85.7	2	87.7	2	87.3	2	88.5	2	89.7	2	86.0	2	84.1	3	87.2	2
AMERICAN**	79.4	7	78.3	11	77.6	5	77.0	7	79.1	5	72.1	7	74.2	9	77.3	7
-AMERICAN	79.4	7	78.3	11	76.6	(--)	76.8	(--)	76.8	(--)	67.6	(--)	72.3	(--)	77.3	(--)
-US AIRWAYS	80.9	5	84.0	5	77.8	(--)	80.6	(--)	82.1	(--)	78.0	(--)	76.7	(--)	81.5	(--)
ENVOY*****	73.3	15	74.5	13	66.3	11	69.7	12	71.4	11	62.2	12	74.5	8	72.0	10
DELTA	83.1	3	86.5	4	77.6	4	83.4	3	84.4	3	80.7	4	86.3	2	83.8	3
ENDEAVOR****	81.4	4	82.7	6	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET	75.8	12	74.0	14	62.2	12	69.8	11	70.3	12	65.1	11	73.4	10	71.1	12
FRONTIER	74.3	14	73.0	15	67.3	9	74.3	9	73.4	9	70.9	8	76.1	6	72.9	9
HAWAIIAN	94.8	1	93.8	1	91.6	1	94.2	1	93.2	1	95.3	1	93.3	1	93.5	1
JETBLUE	72.6	16	78.0	12	66.5	10	77.3	6	77.3	7	77.2	5	65.8	12	73.8	8
MESA	76.7	11	79.2	10	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
SKYWEST	79.6	6	80.1	8	74.2	6	77.8	5	78.7	6	73.9	6	77.2	5	78.0	5
SOUTHWEST***	75.4	13	71.8	16	69.0	8	71.4	10	71.8	10	67.6	10	70.2	11	71.1	11
-SOUTHWEST	75.4	13	71.8	16	68.6	(--)	71.2	(--)	71.8	(--)	66.8	(--)	69.4	(--)	71.1	(--)
-AIRTRAN	77.9	9	79.4	9	73.6	(--)	82.8	(--)	83.9	(--)	80.6	(--)	83.1	(--)	81.1	(--)
UNITED	79.0	8	81.2	7	73.7	7	75.9	8	76.4	8	70.1	9	74.9	7	77.7	6
VIRGIN AMERICA	77.1	10	86.6	3	81.6	3	83.3	4	81.8	4	81.6	3	80.8	4	83.2	4
Total	78.4		78.8		72.2		76.1		76.8		71.8		75.6		76.6	

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

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

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****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.

JULY 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*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	891	73.3	2686	72.9	657	65.1	7818	78.7	2518	71.6	886	67.4	14579	75.2	548	74.8
-AMERICAN	417	70.3	1033	69.0	243	63.0	274	66.8	927	65.3	424	70.8	13969	75.0	212	66.5
-US AIRWAYS	474	75.9	1653	75.3	414	66.4	7544	79.2	1591	75.3	462	64.3	610	78.5	336	80.1
ALASKA	62	91.9	155	88.4	H/		H/		124	81.5	155	86.5	124	87.1	H/	
JETBLUE	H/		3613	68.5	168	72.0	124	64.5	700	70.4	93	49.5	89	66.3	93	75.3
DELTA	19956	87.9	1005	80.1	614	83.6	526	83.8	774	83.2	615	79.8	505	85.5	4625	89.8
EXPRESSJET	5923	79.8	172	75.0	12	83.3	490	67.3	335	69.3	1791	74.2	1480	60.6	2680	82.2
FRONTIER	129	82.9	H/		H/		18	33.3	93	75.3	3432	78.5	168	76.8	93	83.9
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY****	81	66.7	H/		88	68.2	H/		300	74.0	155	63.9	6745	75.1	346	76.3
SKYWEST	198	72.2	77	71.4	H/		3	66.7	153	70.6	4547	73.6	332	67.2	643	83.0
UNITED	61	37.7	1143	71.7	309	75.7	26	65.4	445	73.7	3842	76.5	267	68.2	43	60.5
VIRGIN AMERICA	H/		203	82.3	H/		H/		31	96.8	H/		177	82.5	H/	
SOUTHWEST***	4497	79.3	1044	67.8	6325	74.4	208	59.1	523	80.7	5257	73.8	H/		622	69.3
-SOUTHWEST	1685	73.2	982	66.3	6161	74.2	208	59.1	310	80.0	5160	73.8	H/		533	66.6
-AIRTRAN	2812	83.0	62	91.9	164	81.1	H/		213	81.7	97	77.3	H/		89	85.4
TOTAL	31798	84.5	10098	71.8	8173	74.3	9213	77.7	5996	74.3	20773	74.9	24466	74.4	9693	84.3

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

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JULY 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*																
CARRIER	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
	# OF ARR.	% ON TIME														
AMERICAN**	643	65.0	675	69.2	272	70.6	912	70.0	1622	69.9	1384	75.9	3458	75.1	2407	71.7
-AMERICAN	302	65.6	242	70.7	272	70.6	422	63.0	1351	71.1	831	75.0	2878	76.4	1234	72.2
-US AIRWAYS	341	64.5	433	68.4	H/		490	75.9	271	63.8	553	77.4	580	68.3	1173	71.1
ALASKA	61	72.1	31	77.4	H/		31	61.3	H/		395	81.5	688	84.7	H/	
JETBLUE	584	57.7	1360	57.7	208	73.1	H/		3873	63.2	327	69.4	310	66.5	496	63.1
DELTA	429	71.3	858	80.1	196	81.6	347	87.0	2105	71.7	964	85.6	1979	86.2	1944	77.8
EXPRESSJET	3443	66.2	H/		2084	70.8	7497	78.1	124	62.9	H/		H/		1226	67.2
FRONTIER	H/		57	66.7	H/		53	75.5	H/		168	80.4	116	84.5	61	67.2
HAWAIIAN	H/		H/		H/		H/		31	80.6	75	92.0	186	93.0	H/	
ENVOY****	H/		H/		H/		93	66.7	558	72.6	H/		553	72.7	1529	64.7
SKYWEST	H/		H/		167	65.9	1278	70.8	H/		639	82.2	4993	82.6	44	81.8
UNITED	3977	73.1	424	70.3	1831	79.2	5400	77.5	409	68.7	1070	78.0	3232	76.3	674	66.9
VIRGIN AMERICA	184	79.3	93	90.3	158	89.9	H/		363	74.1	360	88.6	1239	83.1	H/	
SOUTHWEST***	526	56.8	1707	70.0	212	67.0	H/		H/		6682	74.0	3616	66.0	995	66.1
-SOUTHWEST	526	56.8	1583	68.7	212	67.0	H/		H/		6562	73.8	3585	65.9	871	65.1
-AIRTRAN	H/		124	87.1	H/		H/		H/		120	83.3	31	74.2	124	73.4
TOTAL	9847	68.4	5205	68.7	5128	74.6	15611	76.9	9085	67.7	12064	76.7	20370	77.4	9376	69.9

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ARRIVAL AIRPORT*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER	# OF ARR.	% ON TIME														
AMERICAN**	1631	70.7	H/		4657	73.3	582	72.5	5001	74.0	459	74.3	4312	76.4	5825	81.7
-AMERICAN	836	69.7	H/		4046	73.8	210	65.2	4360	75.0	214	75.2	274	66.4	483	73.5
-US AIRWAYS	795	71.7	H/		611	69.9	372	76.6	641	67.6	245	73.5	4038	77.0	5342	82.5
ALASKA	60	70.0	H/		H/		62	80.6	182	80.8	1111	87.9	31	74.2	181	75.7
JETBLUE	1674	67.2	H/		H/		H/		248	59.3	182	63.7	151	74.8	62	48.4
DELTA	1395	79.3	199	86.9	724	77.5	5762	88.1	569	85.4	562	90.4	610	79.7	602	86.4
EXPRESSJET	24	83.3	126	84.9	H/		717	78.9	4809	72.9	H/		1	100.0	32	84.4
FRONTIER	146	77.4	165	70.3	H/		151	72.2	H/		138	76.8	H/		147	81.6
HAWAIIAN	H/		31	96.8	H/		31	77.4								
ENVOY****	H/		H/		1369	77.6	27	37.0	6113	75.5	H/		H/		H/	
SKYWEST	H/		H/		53	34.0	1975	84.1	3709	71.0	797	87.1	H/		2057	79.1
UNITED	1105	74.6	H/		153	62.7	82	73.2	5105	75.2	588	74.1	359	65.2	345	68.1
VIRGIN AMERICA	34	91.2	H/		H/		H/		149	79.9	31	90.3	93	74.2	H/	
SOUTHWEST***	3712	71.6	7714	77.8	H/		762	64.3	H/		1154	67.9	800	63.5	4988	67.7
-SOUTHWEST	3313	70.4	7411	77.4	H/		669	60.4	H/		1154	67.9	711	60.8	4988	67.7
-AIRTRAN	399	81.0	303	87.8	H/		93	92.5	H/		H/		89	85.4	H/	
TOTAL	9781	72.3	8204	78.0	6956	74.1	10120	83.4	25885	74.2	5053	79.6	6357	74.4	14270	76.1

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
CARRIER	SAN		SEA		SFO		SLC		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	856	72.0	979	73.2	1497	67.1	369	68.3	1069	72.1
-AMERICAN	518	70.5	579	71.2	975	66.2	153	54.9	427	70.5
-US AIRWAYS	338	74.3	400	76.2	522	69.0	216	77.8	642	73.2
ALASKA	535	88.0	4672	84.6	492	68.3	217	88.5	31	93.5
JETBLUE	123	66.7	274	69.7	337	54.0	124	75.0	516	63.6
DELTA	634	88.8	1209	87.1	894	85.9	3239	90.7	834	81.9
EXPRESSJET	H/		H/		H/		58	82.8	5	100.0
FRONTIER	120	87.5	138	68.1	137	67.2	151	77.5	76	68.4
HAWAIIAN	31	80.6	62	90.3	31	77.4	H/		H/	
ENVOY****	H/		H/		H/		62	74.2	H/	
SKYWEST	904	84.0	695	87.5	3714	61.4	4821	89.7	1	100.0
UNITED	820	76.3	1077	73.1	4891	75.7	56	71.4	506	73.5
VIRGIN AMERICA	146	89.0	233	90.6	1536	74.4	H/		H/	
SOUTHWEST***	3024	68.7	1408	65.5	1422	44.9	934	62.0	2344	72.9
-SOUTHWEST	3024	68.7	1408	65.5	1391	44.3	934	62.0	2066	72.3
-AIRTRAN	H/		H/		31	71.0	H/		278	77.3
TOTAL	7193	75.8	10747	79.9	14951	68.0	10031	86.0	5382	73.4

* 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	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	93.4	68.9	81.8	85.7	100.0	89.7	89.7	90.3	75.7	74.2	84.8	87.9	77.1	94.2	91.9	70.0	74.7	93.7
700 - 759 AM	94.8	83.5	95.9	96.8	88.9	91.8	87.2	92.5	90.5	64.2	89.3	89.8	79.1	95.8	91.4	87.5	88.9	90.8
800 - 859 AM	92.9	87.9	94.4	87.1	91.9	89.1	84.6	86.9	90.6	92.7	97.4	84.4	81.4	93.3	92.2	89.2	92.5	91.1
900 - 959 AM	92.2	89.5	93.5	83.3	88.1	87.5	84.3	91.6	87.9	90.0	83.1	86.4	85.6	91.6	89.2	87.2	90.6	90.3
1000 - 1059 AM	91.3	88.3	93.7	84.1	84.9	83.2	80.8	92.3	87.9	84.7	83.3	87.2	90.2	88.5	84.9	85.1	85.5	92.1
1100 - 1159 AM	92.3	89.4	91.8	80.5	89.1	86.8	81.7	89.2	84.3	79.3	83.7	84.9	86.1	83.5	82.4	86.4	85.3	89.3
1200 - 1259 PM	90.1	83.0	90.0	82.6	87.0	85.3	79.8	87.5	76.2	73.9	82.8	80.5	74.8	82.8	80.7	80.2	78.5	90.0
100 - 159 PM	89.8	82.7	87.0	84.7	81.3	86.1	78.9	94.1	72.6	61.7	85.8	77.3	80.2	82.7	80.0	81.8	78.6	88.6
200 - 259 PM	84.3	82.0	79.2	83.2	81.7	80.3	77.1	88.9	72.5	70.4	89.1	79.2	72.5	77.7	74.3	71.9	75.8	79.1
300 - 359 PM	81.9	81.9	77.3	81.5	74.1	77.3	71.7	90.2	66.6	60.4	74.4	78.9	76.9	71.1	76.9	72.4	71.2	83.3
400 - 459 PM	83.6	68.7	69.1	70.5	74.8	68.7	67.8	88.6	61.0	66.3	68.8	69.1	65.9	67.8	71.4	65.1	67.5	74.9
500 - 559 PM	76.4	67.8	66.0	71.4	68.8	60.3	67.5	70.6	54.9	57.0	71.0	70.5	71.5	65.6	71.2	62.7	64.7	80.9
600 - 659 PM	77.8	61.9	64.4	68.5	65.4	59.7	66.9	77.9	60.0	69.7	61.2	69.9	54.4	65.9	72.3	54.9	62.8	62.1
700 - 759 PM	75.1	60.6	59.0	65.5	59.9	56.5	64.4	75.4	52.1	58.0	67.6	66.5	55.3	66.7	71.7	52.5	57.2	62.8
800 - 859 PM	75.4	56.9	58.9	65.8	60.7	58.9	60.7	79.8	52.2	64.8	51.1	64.2	52.3	66.6	69.5	51.0	59.3	66.6
900 - 959 PM	74.6	66.4	51.6	66.8	60.7	57.0	60.9	69.5	54.5	57.9	64.9	64.0	46.3	62.9	69.0	52.4	59.6	65.2
1000 - 1059 PM	80.5	55.4	52.1	69.1	64.3	63.1	62.3	65.9	54.4	51.4	78.7	72.9	47.5	66.0	65.7	54.3	63.8	57.9
1100 - 559 AM	64.9	60.5	56.3	71.0	61.2	62.9	74.8	59.2	68.5	62.5	72.3	73.8	65.4	63.8	70.0	63.8	62.2	53.9
TOTAL, ALL ARRIVALS, BY AIRPORT	84.5	71.8	74.3	77.7	74.3	74.9	74.4	84.3	68.4	68.7	74.6	76.9	67.7	76.7	77.4	69.9	72.3	78.0

* 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	86.0	92.4	85.9	90.0	81.4	90.1	J/	90.1	91.9	100.0	62.1	86.9
700 - 759 AM	94.9	94.6	83.2	93.0	80.7	92.9	91.5	86.9	87.5	96.5	100.0	89.9
800 - 859 AM	89.6	89.0	79.6	98.4	87.6	91.7	94.9	94.2	80.7	97.3	96.7	89.0
900 - 959 AM	88.4	89.3	82.0	92.4	91.6	88.8	89.7	91.6	73.7	93.9	89.2	88.0
1000 - 1059 AM	84.7	89.5	81.0	87.1	92.6	88.8	82.2	88.8	68.0	92.3	87.1	85.7
1100 - 1159 AM	80.6	85.0	83.2	91.9	89.2	84.0	82.9	85.5	67.1	88.6	87.4	85.0
1200 - 1259 PM	77.9	91.8	78.4	91.8	88.0	82.0	80.7	80.5	59.4	89.8	74.7	81.5
100 - 159 PM	75.9	89.9	76.6	86.3	88.6	81.8	86.1	86.4	59.0	89.7	77.6	81.9
200 - 259 PM	64.1	86.8	75.9	85.3	85.6	77.7	76.6	76.3	59.9	89.8	71.7	78.4
300 - 359 PM	61.2	78.2	73.6	74.4	75.3	74.0	73.9	79.2	62.5	87.0	77.6	75.8
400 - 459 PM	63.9	84.9	70.2	82.4	68.1	66.8	70.7	75.4	72.2	87.2	71.3	72.5
500 - 559 PM	71.3	78.5	67.7	74.2	64.2	69.8	67.4	78.8	72.2	62.7	74.9	68.9
600 - 659 PM	64.8	76.5	67.0	63.2	60.6	65.9	62.9	74.6	68.7	85.2	63.4	68.0
700 - 759 PM	68.3	66.5	63.3	81.9	59.6	67.5	74.6	76.6	65.4	84.5	60.9	66.6
800 - 859 PM	63.7	75.7	60.8	68.0	65.6	55.4	60.1	75.7	72.7	77.7	71.0	65.3
900 - 959 PM	69.5	72.3	61.8	84.5	60.5	66.1	66.0	74.9	61.2	78.7	59.2	64.1
1000 - 1059 PM	65.8	50.9	71.7	63.5	60.0	58.5	59.5	69.1	65.9	58.5	52.5	61.6
1100 - 559 AM	74.4	79.4	73.5	65.3	65.3	76.1	70.8	73.3	63.8	57.7	67.5	67.0
TOTAL, ALL ARRIVALS, BY AIRPORT	74.1	83.4	74.2	79.6	74.4	76.1	75.8	79.9	68.0	86.0	73.4	76.1

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	92.4	92.6	93.5	92.9	94.1	93.2	90.1	91.4	91.2	95.2	91.7	91.3	88.2	96.1	92.6	91.0	91.0	90.3
700 - 759 AM	94.9	89.6	87.7	91.0	92.9	91.3	88.3	92.4	87.1	95.6	89.2	90.7	88.8	89.9	89.6	89.4	90.9	88.4
800 - 859 AM	92.8	83.2	87.1	89.8	89.1	88.6	84.3	91.1	85.4	87.3	83.2	85.1	88.2	86.8	87.1	86.2	92.1	84.2
900 - 959 AM	89.8	83.5	83.0	85.7	89.9	84.8	83.2	87.9	81.6	89.0	87.0	85.2	85.0	89.4	81.9	87.1	86.7	82.6
1000 - 1059 AM	88.5	86.8	80.1	79.7	86.9	81.5	78.1	89.9	83.6	81.9	86.6	80.6	80.7	86.0	79.9	84.3	85.6	82.1
1100 - 1159 AM	87.7	83.8	82.1	82.3	84.8	76.2	74.4	87.2	82.9	76.6	84.4	81.6	85.0	77.1	77.6	85.2	81.7	79.8
1200 - 1259 PM	86.9	82.6	83.0	76.0	84.8	76.9	74.5	88.7	74.5	66.9	77.3	76.9	82.3	69.0	77.3	84.1	73.0	73.7
100 - 159 PM	82.8	81.6	77.1	79.0	83.7	74.8	74.0	82.7	69.5	55.1	79.7	72.9	68.1	72.0	70.9	79.8	62.0	68.0
200 - 259 PM	78.5	73.2	64.9	73.1	78.9	76.1	72.4	78.9	65.7	51.0	73.0	73.9	65.7	62.8	64.5	77.1	67.7	58.1
300 - 359 PM	80.0	70.5	55.6	77.3	74.1	69.5	68.8	84.1	60.4	64.3	74.6	71.7	69.2	61.5	73.4	66.6	62.1	59.7
400 - 459 PM	75.6	69.6	62.6	72.7	69.3	65.4	65.2	77.9	56.1	58.0	61.6	66.4	68.8	55.9	73.7	61.0	49.8	62.2
500 - 559 PM	74.5	56.2	46.0	63.4	70.4	56.7	62.8	77.7	54.8	49.3	60.5	63.9	65.6	49.3	73.1	62.2	48.6	56.1
600 - 659 PM	64.7	57.1	55.4	62.0	66.2	49.8	60.0	71.5	49.9	51.8	57.9	61.8	60.4	56.4	72.1	59.0	54.3	56.3
700 - 759 PM	74.5	54.9	47.5	55.6	61.9	56.7	60.3	78.9	51.1	51.8	52.8	63.4	54.3	58.5	64.2	53.8	52.1	39.2
800 - 859 PM	73.1	49.2	42.8	65.1	62.8	55.6	60.6	78.2	47.3	47.1	54.1	61.2	53.7	50.1	69.9	55.1	50.6	35.8
900 - 959 PM	70.0	63.1	30.0	36.8	64.0	60.1	62.5	72.9	48.0	45.8	60.2	65.2	42.0	52.5	79.2	47.8	51.0	44.6
1000 - 1059 PM	76.3	J/	21.8	70.2	68.5	52.2	66.4	88.0	55.2	46.9	60.2	86.2	39.0	62.6	77.7	J/	56.5	34.0
1100 - 559 AM	79.1	92.2	93.2	85.5	85.2	77.0	87.0	96.3	87.9	97.7	J/	84.8	68.8	86.7	83.2	76.9	69.2	94.8
TOTAL, ALL DEPARTURES, BY AIRPORT	81.0	76.0	66.8	75.2	79.9	71.5	72.1	84.1	69.2	68.3	71.0	74.7	71.9	71.2	77.9	75.0	69.5	65.8

* 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	90.9	97.6	86.0	96.4	93.6	93.6	95.8	94.7	90.9	91.8	96.3	92.3
700 - 759 AM	94.1	93.5	84.6	89.7	87.8	90.4	91.3	90.3	90.0	90.6	92.5	90.2
800 - 859 AM	88.9	88.6	80.6	90.8	85.9	84.5	90.5	87.0	83.6	88.9	90.0	86.8
900 - 959 AM	88.5	86.5	76.4	93.4	86.6	81.0	79.2	84.9	79.7	92.7	93.7	85.1
1000 - 1059 AM	87.3	88.5	78.2	85.6	87.0	83.6	78.7	80.6	71.2	88.1	85.5	82.9
1100 - 1159 AM	83.5	87.7	77.1	83.7	86.9	69.9	77.0	80.6	66.5	89.7	79.6	80.5
1200 - 1259 PM	79.4	90.1	77.9	86.8	85.2	76.7	72.6	75.4	64.4	86.1	77.6	78.3
100 - 159 PM	70.1	86.0	72.2	83.0	82.3	75.3	72.1	77.8	59.2	85.7	79.9	74.8
200 - 259 PM	61.8	83.9	73.9	85.6	82.0	67.3	76.0	76.7	57.5	82.3	64.1	71.4
300 - 359 PM	62.1	83.1	70.6	81.1	74.8	65.8	67.5	74.4	61.4	87.1	62.6	71.6
400 - 459 PM	69.6	67.3	70.3	71.4	68.9	73.7	70.6	74.7	66.4	80.5	76.0	68.3
500 - 559 PM	62.2	80.7	67.7	75.2	63.4	50.7	60.6	76.2	73.0	79.5	63.7	65.0
600 - 659 PM	60.7	57.1	64.4	62.4	61.3	64.3	58.6	80.7	70.4	71.6	61.0	61.2
700 - 759 PM	72.9	75.5	68.1	85.4	51.4	41.5	61.9	73.2	69.8	84.1	52.6	62.8
800 - 859 PM	75.1	66.1	63.1	79.4	62.8	66.6	73.9	75.9	69.1	82.0	51.5	63.1
900 - 959 PM	72.1	78.8	67.3	70.5	75.3	40.4	62.8	81.6	75.7	90.2	60.6	63.6
1000 - 1059 PM	65.3	J/	66.7	93.1	68.1	73.4	89.3	79.0	72.7	90.0	50.0	68.6
1100 - 559 AM	J/	94.8	88.1	85.1	93.4	81.0	J/	86.4	77.7	85.7	83.7	83.4
TOTAL, ALL DEPARTURES, BY AIRPORT	75.7	83.7	73.6	84.3	76.7	72.9	77.0	81.6	72.4	86.7	75.5	75.3

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

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AIR TRAVEL CONSUMER REPORT

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

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

None

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

SOUTHWEST	48	May	HOU-DAL	1800	30	16	53.3	68.0
SOUTHWEST	48	Jun	HOU-DAL	1800	30	17	56.7	77.3
SOUTHWEST	48	Jul	HOU-DAL	1800	30	20	66.7	96.9
SOUTHWEST	1449	May	LAS-PHX	2110	29	15	51.7	68.6
SOUTHWEST	102	Jun	LAS-PHX	2055	29	15	51.7	70.3
SOUTHWEST	102	Jul	LAS-PHX	2055	30	17	56.7	89.3
SOUTHWEST	374	May	LAX-SFO	1955	30	20	66.7	59.5
SOUTHWEST	2034	Jun	LAX-SFO	1945	30	21	70.0	91.3
SOUTHWEST	2034	Jul	LAX-SFO	1945	30	20	66.7	70.7

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

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AIR TRAVEL CONSUMER REPORT

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

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

AIRTRAN	186	Jun	LGA-CAK	1705	23	12	52.2	81.5
AIRTRAN	186	Jul	LGA-CAK	1705	31	16	51.6	134.5
ENVOY	3664	Jun	ORF-LGA	1810	26	17	65.4	71.6
ENVOY	3664	Jul	ORF-LGA	1810	26	15	57.7	66.6
ENVOY	3608	Jun	SDF-LGA	1815	26	15	57.7	79.3
ENVOY	3608	Jul	SDF-LGA	1815	26	15	57.7	61.9
EXPRESSJET	2500	Jun	ACT-DFW	1955	17	12	70.6	75.1
EXPRESSJET	2500	Jul	ACT-DFW	1955	26	16	61.5	50.1
EXPRESSJET	5758	Jun	ATL-IAD	1911	30	16	53.3	91.9
EXPRESSJET	5758	Jul	ATL-IAD	1916	24	15	62.5	121.2
EXPRESSJET	2500	Jun	DFW-ACT	1855	17	12	70.6	80.5
EXPRESSJET	2500	Jul	DFW-ACT	1855	26	17	65.4	50.9
EXPRESSJET	2541	Jun	DFW-RAP	1845	30	18	60.0	92.3
EXPRESSJET	2541	Jul	DFW-RAP	1845	31	20	64.5	82.1
EXPRESSJET	2524	Jun	DFW-SHV	1910	30	16	53.3	112.3
EXPRESSJET	2524	Jul	DFW-SHV	1910	26	14	53.9	82.3
EXPRESSJET	2538	Jun	MAF-DFW	1705	20	11	55.0	107.3
EXPRESSJET	2538	Jul	MAF-DFW	1705	30	19	63.3	80.1
FRONTIER	930	Jun	CLT-TTN	2155	10	6	60.0	65.2
FRONTIER	930	Jul	CLT-TTN	2159	18	12	66.7	82.8

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

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

FRONTIER	303	Jun	DEN-GEG	2120	22	12	54.6	97.1
FRONTIER	303	Jul	DEN-GEG	2120	17	10	58.8	92.6
FRONTIER	364	Jun	DEN-MKE	1935	25	13	52.0	99.5
FRONTIER	364	Jul	DEN-MKE	1935	31	19	61.3	75.2
FRONTIER	507	Jun	LGA-DEN	1645	26	16	61.5	69.6
FRONTIER	507	Jul	LGA-DEN	1630	31	18	58.1	98.8
FRONTIER	915	Jun	TTN-MDW	1715	18	10	55.6	116.9
FRONTIER	915	Jul	TTN-MDW	1715	31	17	54.8	146.8
JETBLUE	672	Jun	FLL-LGA	1735	12	7	58.3	86.8
JETBLUE	672	Jul	FLL-LGA	1735	31	19	61.3	84.9
SKYWEST	6220	Jun	DFW-SFO	1945	26	16	61.5	54.9
SKYWEST	6220	Jul	DFW-SFO	1944	26	14	53.9	74.1
SKYWEST	6359	Jun	MRY-SFO	1422	30	17	56.7	82.5
SKYWEST	6359	Jul	MRY-SFO	1425	31	18	58.1	70.2
SKYWEST	6359	Jun	SFO-MRY	1305	26	16	61.5	71.0
SKYWEST	6359	Jul	SFO-MRY	1255	31	17	54.8	77.8
SKYWEST	5470	Jun	SFO-SMF	1555	30	17	56.7	47.2
SKYWEST	5470	Jul	SFO-SMF	1554	31	18	58.1	61.9
SKYWEST	5470	Jun	SMF-SFO	1711	30	17	56.7	38.3
SKYWEST	5470	Jul	SMF-SFO	1708	31	17	54.8	58.6

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SOUTHWEST	1774	Jun	ATL-LGA	1730	21	15	71.4	75.7
SOUTHWEST	4520	Jul	ATL-LGA	1730	27	15	55.6	106.8
SOUTHWEST	4855	Jun	AUS-LAS	2025	26	16	61.5	93.7
SOUTHWEST	2245	Jul	AUS-LAS	2030	26	14	53.9	85.7
SOUTHWEST	341	Jun	BHM-DAL	1800	20	13	65.0	77.4
SOUTHWEST	341	Jul	BHM-DAL	1805	26	14	53.9	75.7
SOUTHWEST	4842	Jun	BUR-LAS	1725	24	13	54.2	59.9
SOUTHWEST	235	Jul	BUR-LAS	1725	31	17	54.8	50.2
SOUTHWEST	455	Jun	BWI-ALB	2055	23	14	60.9	106.5
SOUTHWEST	455	Jul	BWI-ALB	2105	30	20	66.7	70.7
SOUTHWEST	2240	Jun	BWI-BDL	2155	26	14	53.9	74.3
SOUTHWEST	1188	Jul	BWI-BDL	2155	26	17	65.4	74.7
SOUTHWEST	1411	Jun	BWI-BOS	2155	29	15	51.7	86.6
SOUTHWEST	1411	Jul	BWI-BOS	2155	30	18	60.0	75.9
SOUTHWEST	4168	Jun	BWI-HOU	2215	20	11	55.0	65.4
SOUTHWEST	4168	Jul	BWI-HOU	2220	26	18	69.2	83.6
SOUTHWEST	4456	Jun	BWI-ISP	2200	26	16	61.5	63.9
SOUTHWEST	4456	Jul	BWI-ISP	2200	26	15	57.7	81.9
SOUTHWEST	1167	Jun	DAL-ABQ	2025	27	15	55.6	76.5
SOUTHWEST	1167	Jul	DAL-ABQ	2020	30	16	53.3	82.0

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SOUTHWEST	1988	Jun	DEN-CAK	1900	20	13	65.0	90.5
SOUTHWEST	1185	Jul	DEN-CAK	1850	26	19	73.1	89.8
SOUTHWEST	1809	Jun	DEN-LAS	2215	20	16	80.0	64.8
SOUTHWEST	1809	Jul	DEN-LAS	2215	26	14	53.9	75.9
SOUTHWEST	679	Jun	DEN-PHX	1930	24	13	54.2	100.7
SOUTHWEST	210	Jul	DEN-PHX	1925	30	18	60.0	82.2
SOUTHWEST	35	Jun	ECP-BNA	1835	29	17	58.6	78.9
SOUTHWEST	35	Jul	ECP-BNA	1835	30	18	60.0	72.4
SOUTHWEST	1696	Jun	ELP-PHX	2100	26	14	53.9	51.1
SOUTHWEST	1696	Jul	ELP-PHX	2105	26	15	57.7	57.8
SOUTHWEST	1715	Jun	FLL-BWI	2005	29	17	58.6	113.5
SOUTHWEST	1715	Jul	FLL-BWI	2005	30	16	53.3	72.3
SOUTHWEST	4272	Jun	HOU-AUS	1900	20	11	55.0	120.1
SOUTHWEST	4272	Jul	HOU-AUS	1900	26	14	53.9	88.3
SOUTHWEST	48	Jun	HOU-DAL	1800	30	17	56.7	77.3
SOUTHWEST	48	Jul	HOU-DAL	1800	30	20	66.7	96.9
SOUTHWEST	60	Jun	HOU-DAL	2100	26	16	61.5	77.7
SOUTHWEST	62	Jul	HOU-DAL	2130	26	14	53.9	61.1
SOUTHWEST	35	Jun	HOU-ECP	1635	21	16	76.2	82.6
SOUTHWEST	35	Jul	HOU-ECP	1630	26	18	69.2	72.4

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SOUTHWEST	39	Jun	HOU-LGA	1755	26	15	57.7	62.2
SOUTHWEST	39	Jul	HOU-LGA	1755	27	14	51.9	100.4
SOUTHWEST	530	Jun	HOU-MEM	2030	20	14	70.0	95.5
SOUTHWEST	530	Jul	HOU-MEM	2040	26	20	76.9	75.1
SOUTHWEST	1954	Jun	HOU-PHX	2000	20	12	60.0	119.0
SOUTHWEST	204	Jul	HOU-PHX	2000	26	14	53.9	67.7
SOUTHWEST	678	Jun	ISP-BWI	1825	29	16	55.2	77.1
SOUTHWEST	1661	Jul	ISP-BWI	1825	30	17	56.7	94.2
SOUTHWEST	653	Jun	LAS-CLE	1730	23	15	65.2	72.2
SOUTHWEST	653	Jul	LAS-CLE	1730	31	19	61.3	64.8
SOUTHWEST	714	Jun	LAS-LBB	1535	20	14	70.0	69.2
SOUTHWEST	714	Jul	LAS-LBB	1540	27	22	81.5	78.2
SOUTHWEST	4842	Jun	LAS-PHX	1855	30	21	70.0	68.8
SOUTHWEST	235	Jul	LAS-PHX	1855	29	17	58.6	69.2
SOUTHWEST	102	Jun	LAS-PHX	2055	29	15	51.7	70.3
SOUTHWEST	102	Jul	LAS-PHX	2055	30	17	56.7	89.3
SOUTHWEST	2214	Jun	LAS-SFO	1140	27	14	51.9	66.5
SOUTHWEST	2214	Jul	LAS-SFO	1145	27	15	55.6	83.7
SOUTHWEST	1895	Jun	LAS-SFO	2000	23	13	56.52	79.54
SOUTHWEST	1895	Jul	LAS-SFO	2005	30	19	63.3	53.3

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SOUTHWEST	714	Jun	LAX-LAS	1400	24	15	62.5	67.3
SOUTHWEST	714	Jul	LAX-LAS	1410	31	18	58.1	59.8
SOUTHWEST	1028	Jun	LAX-MCI	1725	20	11	55.0	98.8
SOUTHWEST	1028	Jul	LAX-MCI	1725	26	17	65.4	89.5
SOUTHWEST	1950	Jun	LAX-MCI	1950	26	14	53.9	60.6
SOUTHWEST	1950	Jul	LAX-MCI	1950	26	14	53.9	81.4
SOUTHWEST	4322	Jun	LAX-OAK	2205	26	15	57.7	61.6
SOUTHWEST	4322	Jul	LAX-OAK	2210	26	14	53.9	47.5
SOUTHWEST	2045	Jun	LAX-SFO	1205	20	15	75.0	103.0
SOUTHWEST	2045	Jul	LAX-SFO	1205	27	14	51.9	78.9
SOUTHWEST	1930	Jun	LAX-SFO	1440	29	16	55.2	64.0
SOUTHWEST	1930	Jul	LAX-SFO	1440	31	18	58.1	74.3
SOUTHWEST	1932	Jun	LAX-SFO	1815	21	17	81.0	98.3
SOUTHWEST	1932	Jul	LAX-SFO	1815	28	21	75.0	88.9
SOUTHWEST	2034	Jun	LAX-SFO	1945	30	21	70.0	91.3
SOUTHWEST	2034	Jul	LAX-SFO	1945	30	20	66.7	70.7
SOUTHWEST	502	Jun	LAX-SLC	1920	20	15	75.0	90.1
SOUTHWEST	502	Jul	LAX-SLC	1930	26	14	53.9	61.6
SOUTHWEST	714	Jun	LBB-DAL	2000	20	14	70.0	63.2
SOUTHWEST	714	Jul	LBB-DAL	2010	27	18	66.7	75.7

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SOUTHWEST	2246	Jun	LGA-CAK	1905	20	16	80.0	125.8
SOUTHWEST	2288	Jul	LGA-CAK	1905	27	16	59.3	149.4
SOUTHWEST	2300	Jun	LGA-HOU	1655	20	11	55.0	86.8
SOUTHWEST	271	Jul	LGA-HOU	1655	27	17	63.0	94.2
SOUTHWEST	1809	Jun	MCI-DEN	2045	20	15	75.0	79.9
SOUTHWEST	1809	Jul	MCI-DEN	2045	26	16	61.5	108.3
SOUTHWEST	3371	Jun	MCO-BDL	1905	23	15	65.2	115.1
SOUTHWEST	3371	Jul	MCO-BDL	1910	31	21	67.7	115.6
SOUTHWEST	341	Jun	MCO-BHM	1705	21	12	57.1	79.1
SOUTHWEST	341	Jul	MCO-BHM	1705	26	15	57.7	80.5
SOUTHWEST	873	Jun	MCO-BUF	2040	29	15	51.7	112.2
SOUTHWEST	671	Jul	MCO-BUF	2100	30	16	53.3	92.1
SOUTHWEST	1809	Jun	MCO-MCI	1830	23	18	78.3	65.5
SOUTHWEST	1809	Jul	MCO-MCI	1830	30	18	60.0	100.2
SOUTHWEST	549	Jun	MCO-PHL	1825	30	16	53.3	110.3
SOUTHWEST	4773	Jul	MCO-PHL	1855	30	20	66.7	87.7
SOUTHWEST	828	Jun	MCO-PHX	1915	20	14	70.0	87.1
SOUTHWEST	828	Jul	MCO-PHX	1915	26	16	61.5	56.3
SOUTHWEST	1216	Jun	MCO-PIT	1830	24	16	66.7	106.6
SOUTHWEST	159	Jul	MCO-PIT	1850	30	16	53.3	112.1

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SOUTHWEST	1579	Jun	MDW-BHM	2025	20	13	65.0	86.9
SOUTHWEST	1579	Jul	MDW-BHM	2025	26	14	53.9	69.9
SOUTHWEST	1882	Jun	MDW-CMH	2145	20	13	65.0	76.4
SOUTHWEST	1882	Jul	MDW-CMH	2145	26	14	53.9	72.2
SOUTHWEST	1404	Jun	MDW-EWR	1940	30	19	63.3	86.5
SOUTHWEST	1404	Jul	MDW-EWR	1935	31	19	61.3	84.6
SOUTHWEST	136	Jun	MDW-ORF	2155	20	12	60.0	95.8
SOUTHWEST	136	Jul	MDW-ORF	2155	26	14	53.9	73.5
SOUTHWEST	641	Jun	MDW-PHX	2050	20	12	60.0	68.1
SOUTHWEST	641	Jul	MDW-PHX	2045	26	14	53.9	57.4
SOUTHWEST	4826	Jun	MKE-SFO	2020	20	14	70.0	88.2
SOUTHWEST	4826	Jul	MKE-SFO	2025	26	16	61.5	84.9
SOUTHWEST	529	Jun	MSY-DAL	1550	20	11	55.0	128.9
SOUTHWEST	529	Jul	MSY-DAL	1555	26	14	53.9	66.5
SOUTHWEST	2162	Jun	OAK-GEG	1925	26	17	65.4	56.4
SOUTHWEST	2162	Jul	OAK-GEG	1925	26	16	61.5	57.8
SOUTHWEST	1370	Jun	OAK-LAX	2050	26	14	53.9	59.9
SOUTHWEST	1370	Jul	OAK-LAX	2050	26	17	65.4	76.9
SOUTHWEST	1495	Jun	OAK-PDX	1925	26	19	73.1	68.0
SOUTHWEST	1495	Jul	OAK-PDX	1925	26	15	57.7	60.9

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SOUTHWEST	653	Jun	ONT-LAS	1605	20	12	60.0	66.5
SOUTHWEST	358	Jul	ONT-LAS	1540	27	14	51.9	58.8
SOUTHWEST	1370	Jun	PDX-OAK	1830	26	16	61.5	56.2
SOUTHWEST	1370	Jul	PDX-OAK	1830	26	19	73.1	70.4
SOUTHWEST	686	Jun	PHX-BUR	1545	20	15	75.0	55.8
SOUTHWEST	2163	Jul	PHX-BUR	1545	26	16	61.5	50.4
SOUTHWEST	146	Jun	PHX-BUR	1925	20	12	60.0	57.4
SOUTHWEST	146	Jul	PHX-BUR	1925	27	17	63.0	77.4
SOUTHWEST	1927	Jun	PHX-BWI	1450	23	14	60.9	84.6
SOUTHWEST	1927	Jul	PHX-BWI	1450	31	20	64.5	129.6
SOUTHWEST	1498	Jun	PHX-DEN	2110	20	12	60.0	69.6
SOUTHWEST	1498	Jul	PHX-DEN	2110	26	15	57.7	72.1
SOUTHWEST	679	Jun	PHX-LAS	2050	26	18	69.2	86.3
SOUTHWEST	210	Jul	PHX-LAS	2045	25	15	60.0	80.7
SOUTHWEST	1696	Jun	PHX-LAS	2140	26	17	65.4	57.7
SOUTHWEST	1696	Jul	PHX-LAS	2150	25	17	68.0	72.4
SOUTHWEST	3801	Jun	PHX-LAX	1940	24	14	58.3	100.0
SOUTHWEST	3801	Jul	PHX-LAX	1945	30	16	53.3	69.5
SOUTHWEST	2016	Jun	PHX-LAX	2110	20	11	55.0	69.6
SOUTHWEST	2016	Jul	PHX-LAX	2110	26	21	80.8	63.9

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SOUTHWEST	3002	Jun	PHX-OMA	1800	23	12	52.2	56.0
SOUTHWEST	1572	Jul	PHX-OMA	1820	31	18	58.1	100.1
SOUTHWEST	2339	Jun	PHX-ONT	2120	20	13	65.0	70.5
SOUTHWEST	2339	Jul	PHX-ONT	2120	26	16	61.5	68.7
SOUTHWEST	338	Jun	PHX-PDX	2110	20	15	75.0	68.0
SOUTHWEST	338	Jul	PHX-PDX	2110	26	21	80.8	85.3
SOUTHWEST	4618	Jun	PHX-RNO	2140	20	17	85.0	97.4
SOUTHWEST	4445	Jul	PHX-RNO	2140	26	16	61.5	68.6
SOUTHWEST	828	Jun	PHX-SAN	2110	20	18	90.0	82.2
SOUTHWEST	828	Jul	PHX-SAN	2110	26	21	80.8	70.3
SOUTHWEST	1015	Jun	PHX-SEA	1545	20	13	65.0	56.7
SOUTHWEST	1015	Jul	PHX-SEA	1555	27	17	63.0	59.7
SOUTHWEST	1588	Jun	PHX-SEA	2110	20	18	90.0	66.0
SOUTHWEST	204	Jul	PHX-SEA	2110	26	20	76.9	76.0
SOUTHWEST	1210	Jun	PHX-SFO	1805	26	19	73.1	71.7
SOUTHWEST	1210	Jul	PHX-SFO	1805	27	15	55.6	91.2
SOUTHWEST	3421	Jun	PHX-SFO	2110	26	17	65.4	65.8
SOUTHWEST	3421	Jul	PHX-SFO	2110	26	16	61.5	98.5
SOUTHWEST	3768	Jun	PHX-SJC	1905	21	12	57.1	65.8
SOUTHWEST	3768	Jul	PHX-SJC	1905	26	14	53.9	68.2

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AIR TRAVEL CONSUMER REPORT

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

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

SOUTHWEST	1954	Jun	PHX-SLC	2110	26	18	69.2	102.4
SOUTHWEST	133	Jul	PHX-SLC	2110	25	18	72.0	79.9
SOUTHWEST	4272	Jun	PHX-SMF	2110	20	17	85.0	95.5
SOUTHWEST	4272	Jul	PHX-SMF	2110	26	21	80.8	81.5
SOUTHWEST	1498	Jun	SAN-PHX	1920	23	12	52.2	74.2
SOUTHWEST	1498	Jul	SAN-PHX	1920	30	20	66.7	61.0
SOUTHWEST	2117	Jun	SAN-PHX	2105	26	15	57.7	62.2
SOUTHWEST	2117	Jul	SAN-PHX	2115	26	16	61.5	62.1
SOUTHWEST	2032	Jun	SAN-SFO	1525	20	15	75.0	74.7
SOUTHWEST	2032	Jul	SAN-SFO	1535	27	16	59.3	69.5
SOUTHWEST	2049	Jun	SAN-SFO	1935	26	19	73.1	79.8
SOUTHWEST	2049	Jul	SAN-SFO	1935	26	19	73.1	101.1
SOUTHWEST	530	Jun	SAT-HOU	1910	20	13	65.0	92.9
SOUTHWEST	530	Jul	SAT-HOU	1915	26	18	69.2	66.4
SOUTHWEST	1204	Jun	SEA-OAK	2050	20	14	70.0	60.5
SOUTHWEST	1204	Jul	SEA-OAK	2050	26	14	53.9	76.1
SOUTHWEST	1988	Jun	SFO-DEN	1440	20	16	80.0	86.4
SOUTHWEST	1185	Jul	SFO-DEN	1450	27	16	59.3	81.0
SOUTHWEST	1211	Jun	SFO-DEN	2025	26	15	57.7	83.2
SOUTHWEST	1211	Jul	SFO-DEN	2025	26	17	65.4	91.6

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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AIR TRAVEL CONSUMER REPORT

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

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

SOUTHWEST	4614	Jun	SFO-LAS	1950	20	13	65.0	80.8
SOUTHWEST	4614	Jul	SFO-LAS	1950	26	14	53.9	70.6
SOUTHWEST	4537	Jun	SFO-LAS	2155	20	14	70.0	76.0
SOUTHWEST	4537	Jul	SFO-LAS	2205	26	16	61.5	67.6
SOUTHWEST	1929	Jun	SFO-LAX	1245	29	15	51.7	54.7
SOUTHWEST	1929	Jul	SFO-LAX	1250	31	17	54.8	60.8
SOUTHWEST	1108	Jun	SFO-LAX	1455	23	12	52.2	70.9
SOUTHWEST	1108	Jul	SFO-LAX	1510	27	21	77.8	96.2
SOUTHWEST	1931	Jun	SFO-LAX	1620	24	20	83.3	71.0
SOUTHWEST	1931	Jul	SFO-LAX	1620	31	22	71.0	81.0
SOUTHWEST	2033	Jun	SFO-LAX	1745	29	16	55.2	72.1
SOUTHWEST	2033	Jul	SFO-LAX	1745	31	16	51.6	62.7
SOUTHWEST	1933	Jun	SFO-LAX	1955	20	17	85.0	98.2
SOUTHWEST	1933	Jul	SFO-LAX	2000	27	22	81.5	88.6
SOUTHWEST	2215	Jun	SFO-MKE	1345	20	13	65.0	72.1
SOUTHWEST	2214	Jul	SFO-MKE	1350	27	19	70.4	97.9
SOUTHWEST	146	Jun	SFO-PHX	1650	20	12	60.0	51.7
SOUTHWEST	146	Jul	SFO-PHX	1650	27	18	66.7	70.2
SOUTHWEST	2048	Jun	SFO-SAN	1730	21	14	66.7	86.3
SOUTHWEST	2048	Jul	SFO-SAN	1735	27	18	66.7	95.2

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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AIR TRAVEL CONSUMER REPORT

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

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

SOUTHWEST	2046	Jun	SFO-SNA	1345	20	17	85.0	93.1
SOUTHWEST	2046	Jul	SFO-SNA	1350	27	14	51.9	86.6
SOUTHWEST	4654	Jun	SJC-SEA	2140	20	13	65.0	71.0
SOUTHWEST	4654	Jul	SJC-SEA	2145	26	14	53.9	61.1
SOUTHWEST	4144	Jun	SLC-PDX	2005	20	11	55.0	86.3
SOUTHWEST	4144	Jul	SLC-PDX	2005	26	14	53.9	97.1
SOUTHWEST	2047	Jun	SNA-SFO	1540	21	18	85.7	94.9
SOUTHWEST	2047	Jul	SNA-SFO	1545	27	14	51.9	91.6
SOUTHWEST	127	Jun	STL-DAL	2100	29	16	55.2	81.1
SOUTHWEST	126	Jul	STL-DAL	2100	30	17	56.7	73.1
SOUTHWEST	44	Jun	STL-MKE	2035	26	19	73.1	74.3
SOUTHWEST	44	Jul	STL-MKE	2035	26	20	76.9	63.2
SOUTHWEST	4787	Jun	STL-OKC	2105	20	11	55.0	64.8
SOUTHWEST	4143	Jul	STL-OKC	2115	26	16	61.5	70.4
SOUTHWEST	27	Jun	TPA-BDL	1810	21	14	66.7	137.2
SOUTHWEST	27	Jul	TPA-BDL	1805	26	18	69.2	70.3
UNITED	693	Jun	LGA-ORD	1901	22	14	63.6	136.5
UNITED	1299	Jul	LGA-ORD	1855	24	13	54.2	115.6
UNITED	692	Jun	ORD-LGA	1805	30	18	60.0	92.1
UNITED	692	Jul	ORD-LGA	1807	26	15	57.7	115.8

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
SOUTHWEST**	3,755	229	6.1
-SOUTHWEST	3,532	229	6.5
-AIRTRAN	223	0	0.0
JETBLUE	734	17	2.3
UNITED	923	8	0.9
FRONTIER	245	2	0.8
SKYWEST	1,814	11	0.6
VIRGIN AMERICA	169	1	0.6
EXPRESSJET	2,043	6	0.3
ENVOY***	1,146	3	0.3
AMERICAN*	2,785	3	0.1
-AMERICAN	1,570	2	0.1
-US AIRWAYS	1,215	1	0.1
DELTA	2,501	1	0.0
ALASKA	495	0	0.0
HAWAIIAN	216	0	0.0
TOTAL	16,826	281	1.7

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)	91.9	93.5	62	62
ABILENE TX (ABI)	79.0	80.3	238	238
ADAK ISLAND AK (ADK)	66.7	55.6	9	9
AGUADILLA PR (BQN)	66.5	74.2	155	155
AKRON OH (CAK)	70.5	87.2	616	616
ALBANY GA (ABY)	82.6	86.0	86	86
ALBANY NY (ALB)	67.5	77.2	766	767
ALBUQUERQUE NM (ABQ)	68.1	72.3	2,458	2,459
ALEXANDRIA LA (AEX)	79.8	81.8	302	302
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	78.8	83.8	80	80
ALPENA MI (APN)	90.7	98.1	54	54
AMARILLO TX (AMA)	63.6	72.9	632	632
ANCHORAGE AK (ANC)	81.2	85.4	1,917	1,916
APPLETON WI (ATW)	74.7	81.8	182	181
ARCATA/EUREKA CA (ACV)	62.3	60.0	260	260
ARLINGTON VA (DCA)	74.3	79.9	5,996	5,998
ASHEVILLE NC (AVL)	78.1	78.0	370	369
ASPEN CO (ASE)	59.8	70.6	378	378
ATLANTA GA (ATL)	84.5	81.0	31,798	31,808
ATLANTIC CITY NJ (ACY)	77.4	85.5	62	62
AUGUSTA GA (AGS)	82.0	84.1	228	227
AUSTIN TX (AUS)	73.1	76.4	3,924	3,923
BAKERSFIELD CA (BFL)	76.0	84.7	321	321
BALTIMORE MD (BWI)	74.3	66.8	8,173	8,175
BANGOR ME (BGR)	70.5	84.7	112	111
BARROW AK (BRW)	62.0	67.1	79	79
BATON ROUGE LA (BTR)	72.1	75.6	709	708
BEAUMONT/PORT ARTHUR TX (BPT)	53.8	62.4	93	93
BELLINGHAM WA (BLI)	91.5	84.5	59	58
BEMIDJI MN (BJI)	88.7	88.7	62	62
BEND/REDMOND OR (RDM)	74.9	77.3	335	335
BETHEL AK (BET)	82.4	88.2	85	85
BILLINGS MT (BIL)	83.4	94.6	295	294
BIRMINGHAM AL (BHM)	72.3	77.5	1,237	1,237
BISMARCK/MANDAN ND (BIS)	77.0	81.1	243	243
BLOOMINGTON/NORMAL IL (BMI)	78.3	85.0	253	253
BOISE ID (BOI)	75.5	81.9	1,043	1,043
BOSTON MA (BOS)	71.8	76.0	10,098	10,097
BOZEMAN MT (BZN)	82.0	85.7	555	553
BRAINERD MN (BRD)	84.7	80.0	85	85
BRANSON MO (BKG)	80.6	74.2	31	31
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	83.6	85.9	177	177
BROWNSVILLE TX (BRO)	70.7	76.9	208	208

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	84.9	84.9	86	86
BUFFALO NY (BUF)	71.4	80.4	1,564	1,563
BURBANK CA (BUR)	75.1	79.8	1,886	1,886
BURLINGTON VT (BTV)	69.6	72.1	381	384
BUTTE MT (BTM)	97.6	94.0	83	83
CARLSBAD CA (CLD)	85.8	89.3	233	233
CASPER WY (GPR)	72.9	78.4	203	204
CEDAR CITY UT (CDC)	85.2	92.6	54	54
CEDAR RAPIDS/IOWA CITY IA (CID)	73.6	78.5	557	558
CHAMPAIGN/URBANA IL (CMI)	81.5	83.9	211	211
CHANTILLY VA (IAD)	74.6	71.0	5,128	5,101
CHARLESTON SC (CHS)	71.8	75.4	1,300	1,301
CHARLESTON/DUNBAR WV (CRW)	75.6	77.2	311	311
CHARLOTTE AMALIE VI (STT)	79.5	83.0	376	376
CHARLOTTE NC (CLT)	77.7	75.2	9,213	9,210
CHARLOTTESVILLE VA (CHO)	78.0	84.7	177	177
CHATTANOOGA TN (CHA)	81.9	83.1	288	290
CHICAGO IL (MDW)	78.0	65.8	8,204	8,203
CHICAGO IL (ORD)	74.2	73.6	25,885	25,838
CHICO CA (CIC)	51.1	56.5	92	92
CHRISTIANSTED VI (STX)	69.6	81.0	79	79
CLEVELAND OH (CLE)	74.7	79.5	2,996	2,997
CODY WY (COD)	74.5	80.4	102	102
COLLEGE STATION/BRYAN TX (CLL)	73.0	75.5	237	237
COLORADO SPRINGS CO (COS)	68.6	77.5	842	844
COLUMBIA MO (COU)	83.1	85.5	124	124
COLUMBIA SC (CAE)	75.0	78.7	615	616
COLUMBUS GA (CSG)	75.9	79.3	116	116
COLUMBUS MS (GTR)	89.4	88.2	85	85
COLUMBUS OH (CMH)	70.6	78.1	2,437	2,439
CORDOVA AK (CDV)	83.9	90.3	62	62
CORPUS CHRISTI TX (CRP)	66.6	74.2	601	601
COVINGTON KY (CVG)	78.2	80.5	1,859	1,858
CRESCENT CITY CA (CEC)	47.1	44.0	85	84
DALLAS TX (DAL)	68.9	62.9	3,930	3,931
DALLAS/FORT WORTH TX (DFW)	74.4	72.1	24,466	24,464
DAYTON OH (DAY)	72.6	79.7	911	910
DAYTONA BEACH FL (DAB)	82.9	88.8	152	152
DEADHORSE AK (SCC)	72.2	74.7	79	79
DENVER CO (DEN)	74.9	71.5	20,773	20,788
DES MOINES IA (DSM)	70.0	80.4	861	861
DETROIT MI (DTW)	84.3	84.1	9,693	9,697
DEVILS LAKE ND (DVL)	75.5	87.8	49	49

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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)	74.8	83.6	159	159
DILLINGHAM AK (DLG)	80.6	77.4	31	31
DOTHAN AL (DHN)	85.3	85.3	116	116
DUBUQUE IA (DBQ)	86.9	88.1	84	84
DULUTH MN (DLH)	69.1	74.5	165	165
DURANGO CO (DRO)	74.0	80.5	227	226
EAGLE CO (EGE)	58.3	89.4	48	47
EAU CLAIRE WI (EAU)	51.6	69.4	62	62
EL PASO TX (ELP)	69.0	77.7	1,636	1,636
ELKO NV (EKO)	97.6	93.9	82	82
ELMIRA/CORNING NY (ELM)	83.6	80.9	177	178
ERIE PA (ERI)	74.2	80.6	62	62
EUGENE OR (EUG)	79.4	82.6	499	499
EVANSVILLE IN (EVV)	81.6	82.3	293	293
FAIRBANKS AK (FAI)	82.4	82.7	301	300
FARGO ND (FAR)	72.0	78.6	425	426
FAYETTEVILLE AR (XNA)	73.6	80.3	970	970
FAYETTEVILLE NC (FAY)	79.9	82.2	169	169
FLAGSTAFF AZ (FLG)	74.4	82.2	180	180
FLINT MI (FNT)	78.3	86.2	369	369
FORT LAUDERDALE FL (FLL)	68.7	68.3	5,205	5,205
FORT MYERS FL (RSW)	77.2	78.2	1,602	1,602
FORT SMITH AR (FSM)	79.2	84.6	207	208
FORT WAYNE IN (FWA)	76.3	80.4	321	321
FRESNO CA (FAT)	76.6	79.2	971	971
GAINESVILLE FL (GNV)	80.4	85.2	209	209
GARDEN CITY KS (GCK)	71.0	75.8	62	62
GILLETTE WY (GCC)	84.7	93.5	124	124
GRAND FORKS ND (GFK)	91.5	93.1	117	116
GRAND ISLAND NE (GRI)	79.3	82.8	58	58
GRAND JUNCTION CO (GJT)	77.8	87.0	329	330
GRAND RAPIDS MI (GRR)	76.5	84.1	1,041	1,041
GREAT FALLS MT (GTF)	82.1	89.2	195	194
GREEN BAY WI (GRB)	76.0	84.7	483	484
GREENSBORO/HIGH POINT NC (GSO)	76.5	80.8	827	827
GREER SC (GSP)	75.8	79.3	619	618
GUAM TT (GUM)	51.6	45.2	31	31
GULFPORT/BILOXI MS (GPT)	81.0	84.6	416	416
GUNNISON CO (GUC)	63.0	67.1	73	73
GUSTAVUS AK (GST)	67.7	64.5	31	31
HANCOCK/HOUGHTON MI (CMX)	48.4	71.0	62	62
HARLINGEN/SAN BENITO TX (HRL)	74.1	81.6	293	293
HARRISBURG PA (MDT)	77.8	82.6	329	328

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HARTFORD CT (BDL)	71.7	80.6	1,939	1,939
HAYDEN CO (HDN)	71.4	85.7	21	21
HELENA MT (HLN)	89.3	93.3	150	150
HIBBING MN (HIB)	90.6	90.6	53	53
HILO HI (ITO)	92.6	92.9	524	524
HOBBS NM (HOB)	63.2	86.0	57	57
HONOLULU HI (HNL)	88.1	92.4	4,212	4,212
HOUSTON TX (HOU)	70.6	61.6	5,334	5,334
HOUSTON TX (IAH)	76.9	74.7	15,611	15,609
HUNTSVILLE AL (HSV)	76.1	83.2	523	523
HYANNIS MA (HYA)	77.4	67.7	31	31
IDAHO FALLS ID (IDA)	86.1	91.8	331	328
INDIANAPOLIS IN (IND)	73.9	80.7	2,629	2,628
INTERNATIONAL FALLS MN (INL)	85.5	83.9	62	62
IRON MOUNTAIN/KINGSFORD MI (IMT)	91.4	84.5	58	58
ISLIP NY (ISP)	62.8	75.7	403	403
JACKSON WY (JAC)	77.4	88.4	478	475
JACKSON/VICKSBURG MS (JAN)	78.2	81.2	674	674
JACKSONVILLE FL (JAX)	72.4	78.7	1,877	1,877
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	76.5	84.3	115	115
JAMESTOWN ND (JMS)	82.9	84.2	76	76
JOPLIN MO (JLN)	74.2	83.9	62	62
JUNEAU AK (JNU)	84.3	88.7	521	521
KAHULUI HI (OGG)	90.3	93.8	2,059	2,059
KALAMAZOO MI (AZO)	87.9	91.8	281	279
KALISPELL MT (FCA)	81.8	88.4	379	378
KANSAS CITY MO (MCI)	72.3	76.6	4,107	4,108
KETCHIKAN AK (KTN)	87.4	88.2	246	246
KEY WEST FL (EYW)	90.4	92.0	251	251
KILLEEN TX (GRK)	77.4	82.0	412	412
KING SALMON AK (AKN)	87.1	54.8	31	31
KNOXVILLE TN (TYS)	68.8	74.7	798	799
KODIAK AK (ADQ)	84.5	89.7	58	58
KONA HI (KOA)	92.8	94.2	1,045	1,045
KOTZEBUE AK (OTZ)	91.9	91.9	62	62
LA CROSSE WI (LSE)	87.1	89.8	147	147
LAFAYETTE LA (LFT)	77.1	81.3	559	560
LAKE CHARLES LA (LCH)	68.2	81.6	179	179
LANSING MI (LAN)	68.1	78.4	116	116
LARAMIE WY (LAR)	77.4	79.0	62	62
LAREDO TX (LRD)	81.3	80.3	203	203
LAS VEGAS NV (LAS)	76.7	71.2	12,064	12,063
LAWTON/FORT SILL OK (LAW)	79.2	84.2	120	120

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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.
LEWISTON ID (LWS)	96.9	93.8	32	32
LEXINGTON KY (LEX)	76.0	81.3	467	466
LIHUE HI (LIH)	92.4	93.6	1,039	1,039
LINCOLN NE (LNK)	63.2	74.5	204	204
LITTLE ROCK AR (LIT)	69.3	71.7	1,287	1,289
LONG BEACH CA (LGB)	80.9	80.9	1,195	1,195
LONGVIEW TX (GGG)	73.8	75.4	61	61
LOS ANGELES CA (LAX)	77.4	77.9	20,370	20,363
LOUISVILLE KY (SDF)	67.9	72.9	1,271	1,271
LUBBOCK TX (LBB)	65.8	73.9	567	568
MADISON WI (MSN)	74.7	83.3	871	870
MANCHESTER NH (MHT)	71.0	80.9	634	635
MANHATTAN/FT. RILEY KS (MHK)	72.4	82.2	152	152
MARQUETTE MI (MQT)	74.1	81.5	27	27
MARTHA'S VINEYARD MA (MVY)	61.4	47.7	44	44
MEDFORD OR (MFR)	79.4	80.2	248	248
MELBOURNE FL (MLB)	88.2	90.8	119	119
MEMPHIS TN (MEM)	73.3	79.1	1,283	1,280
MIAMI FL (MIA)	74.1	75.7	6,956	6,955
MIDLAND/ODESSA TX (MAF)	66.1	75.2	884	884
MILWAUKEE WI (MKE)	72.6	78.1	3,118	3,118
MINNEAPOLIS MN (MSP)	83.4	83.7	10,120	10,130
MINOT ND (MOT)	66.7	78.3	129	129
MISSION/MCALLEN/EDINBURG TX (MFE)	66.8	80.6	391	391
MISSOULA MT (MSO)	79.8	80.7	481	483
MOAB UT (CNY)	94.2	96.2	52	52
MOBILE AL (MOB)	79.0	86.2	491	491
MOLINE IL (MLI)	72.1	83.5	387	388
MONROE LA (MLU)	78.6	81.0	294	294
MONTEREY CA (MRY)	75.8	77.3	400	400
MONTGOMERY AL (MGM)	76.8	84.9	285	285
MONTROSE/DELTA CO (MTJ)	81.7	85.2	60	61
MOSINEE WI (CWA)	70.0	85.8	120	120
MUSKEGON MI (MKG)	74.2	72.6	62	62
MYRTLE BEACH SC (MYR)	89.4	88.2	161	161
NANTUCKET MA (ACK)	80.0	81.9	105	105
NASHVILLE TN (BNA)	73.4	74.7	4,862	4,862
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	79.3	83.5	92	91
NEW ORLEANS LA (MSY)	73.5	75.7	3,418	3,417
NEW YORK NY (JFK)	67.7	71.9	9,085	9,087
NEW YORK NY (LGA)	69.9	75.0	9,376	9,377
NEWARK NJ (EWR)	68.4	69.2	9,847	9,904
NEWBURGH/POUGHKEEPSIE NY (SWF)	75.8	75.8	62	62

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	82.1	85.3	184	184
NOME AK (OME)	83.9	82.3	62	62
NORFOLK VA (ORF)	69.3	76.6	995	994
NORTH BEND/COOS BAY OR (OTH)	58.3	46.7	60	60
OAKLAND CA (OAK)	71.3	71.8	3,965	3,965
OKLAHOMA CITY OK (OKC)	70.6	78.8	1,994	1,991
OMAHA NE (OMA)	71.6	82.1	1,795	1,796
ONTARIO CA (ONT)	72.2	80.6	1,803	1,803
ORLANDO FL (MCO)	72.3	69.5	9,781	9,783
PADUCAH KY (PAH)	72.6	80.6	62	62
PAGO PAGO TT (PPG)	54.5	81.8	11	11
PALM SPRINGS CA (PSP)	76.4	84.7	609	609
PANAMA CITY FL (ECP)	73.5	77.6	411	411
PASCO/KENNEWICK/RICHLAND WA (PSC)	78.9	92.3	299	299
PELLSTON MI (PLN)	91.5	89.7	117	117
PENSACOLA FL (PNS)	78.7	82.5	738	738
PEORIA IL (PIA)	75.4	82.0	345	344
PETERSBURG AK (PSG)	90.3	88.7	62	62
PHILADELPHIA PA (PHL)	74.4	76.7	6,357	6,355
PHOENIX AZ (PHX)	76.1	72.9	14,270	14,272
PITTSBURGH PA (PIT)	74.2	80.9	2,511	2,510
POCATELLO ID (PIH)	92.2	96.6	116	116
PONCE PR (PSE)	54.8	69.9	93	93
PORTLAND ME (PWM)	70.8	76.2	558	559
PORTLAND OR (PDX)	79.6	84.3	5,053	5,057
PROVIDENCE RI (PVD)	70.8	79.0	1,136	1,137
PUEBLO CO (PUB)	81.1	74.1	53	54
RALEIGH/DURHAM NC (RDU)	73.6	76.6	3,534	3,534
RAPID CITY SD (RAP)	70.1	77.3	562	560
REDDING CA (RDD)	66.7	69.9	93	93
RENO NV (RNO)	72.3	78.9	1,546	1,546
RHINELANDER WI (RHI)	87.6	91.0	89	89
RICHMOND VA (RIC)	75.5	80.9	1,642	1,640
ROANOKE VA (ROA)	75.9	75.1	278	277
ROCHESTER MN (RST)	77.7	86.8	121	121
ROCHESTER NY (ROC)	69.5	79.5	705	704
ROCK SPRINGS WY (RKS)	89.7	91.0	155	155
ROSWELL NM (ROW)	75.0	77.3	88	88
SACRAMENTO CA (SMF)	75.2	79.9	3,826	3,825
SAGINAW/BAY CITY/MIDLAND MI (MBS)	71.4	76.5	119	119
SALT LAKE CITY UT (SLC)	86.0	86.7	10,031	10,036
SAN ANGELO TX (SJT)	70.3	73.0	148	148
SAN ANTONIO TX (SAT)	70.3	77.3	3,056	3,057

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAN DIEGO CA (SAN)	75.8	77.0	7,193	7,191
SAN FRANCISCO CA (SFO)	68.0	72.4	14,951	14,954
SAN JOSE CA (SJC)	77.0	80.5	3,909	3,909
SAN JUAN PR (SJU)	70.1	74.2	2,468	2,467
SAN LUIS OBISPO CA (SBP)	75.1	69.8	410	410
SANTA ANA CA (SNA)	81.3	81.0	3,430	3,430
SANTA BARBARA CA (SBA)	75.1	74.1	622	622
SANTA FE NM (SAF)	73.2	83.6	213	213
SANTA MARIA CA (SMX)	85.3	87.9	116	116
SARASOTA/BRADENTON FL (SRQ)	83.6	84.0	269	269
SAULT STE. MARIE MI (CIU)	87.9	81.0	58	58
SAVANNAH GA (SAV)	78.1	76.6	757	758
SCRANTON/WILKES-BARRE PA (AVP)	75.8	83.0	165	165
SEATTLE WA (SEA)	79.9	81.6	10,747	10,746
SHREVEPORT LA (SHV)	73.1	74.9	588	589
SIOUX CITY IA (SUX)	65.3	85.9	72	71
SIOUX FALLS SD (FSD)	67.9	78.8	623	623
SITKA AK (SIT)	82.6	91.6	155	155
SOUTH BEND IN (SBN)	75.7	80.3	494	493
SPOKANE WA (GEG)	79.7	86.5	872	872
SPRINGFIELD IL (SPI)	73.5	80.0	155	155
SPRINGFIELD MO (SGF)	72.4	79.0	562	562
ST. AUGUSTINE FL (UST)	53.8	23.1	13	13
ST. CLOUD MN (STC)	59.7	77.4	62	62
ST. GEORGE UT (SGU)	91.8	92.5	146	146
ST. LOUIS MO (STL)	75.1	73.3	5,028	5,029
STATE COLLEGE PA (SCE)	73.7	82.5	57	57
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	78.4	76.7	148	146
SYRACUSE NY (SYR)	70.9	75.1	550	550

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TALLAHASSEE FL (TLH)	78.9	83.9	355	355
TAMPA FL (TPA)	73.4	75.5	5,382	5,378
TEXARKANA AR (TXK)	76.9	79.1	91	91
TOLEDO OH (TOL)	77.0	89.7	87	87
TOPEKA KS (FOE)	87.5	91.1	56	56
TRAVERSE CITY MI (TVC)	78.9	83.1	369	367
TRENTON NJ (TTN)	61.7	68.4	324	323
TUCSON AZ (TUS)	70.3	81.7	1,287	1,287
TULSA OK (TUL)	67.6	76.4	1,671	1,671
TWIN FALLS ID (TWF)	93.5	96.8	62	62
TYLER TX (TYR)	74.7	81.1	233	233
VALDOSTA GA (VLD)	91.8	90.6	85	85
VALPARAISO FL (VPS)	82.9	86.7	503	503
VERNAL UT (VEL)	96.3	96.3	54	54
WACO TX (ACT)	66.4	74.7	146	146
WATERLOO IA (ALO)	84.2	89.5	57	57
WEST PALM BEACH/PALM BEACH FL (PBI)	66.9	70.9	1,490	1,490
WEST YELLOWSTONE MT (WYS)	97.1	95.7	70	70
WHITE PLAINS NY (HPN)	65.9	71.3	622	623
WICHITA FALLS TX (SPS)	80.7	85.7	119	119
WICHITA KS (ICT)	70.6	76.2	703	705
WILLISTON ND (ISN)	76.0	86.7	225	225
WILMINGTON DE (ILG)	66.3	72.5	80	80
WILMINGTON NC (ILM)	75.6	78.6	217	215
WORCESTER MA (ORH)	51.6	69.4	62	62
WRANGELL AK (WRG)	91.9	93.5	62	62
YAKUTAT AK (YAK)	82.3	88.7	62	62
YUMA AZ (YUM)	83.3	87.4	239	239

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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***	14	18,018	653	3.6	127	34,024	1,262	3.7
EXPRESSJET	21	33,029	1,096	3.3	166	61,210	2,016	3.3
JETBLUE	24	15,729	489	3.1	61	22,575	672	3.0
SKYWEST	22	31,800	695	2.2	169	55,556	1,369	2.5
AMERICAN*	28	69,191	1,066	1.5	94	83,459	1,260	1.5
-AMERICAN	28	38,106	466	1.2	84	47,450	596	1.3
-US AIRWAYS	27	31,085	600	1.9	69	36,009	664	1.8
UNITED	28	38,241	490	1.3	74	43,996	567	1.3
SOUTHWEST**	24	60,476	561	0.9	86	112,407	1,026	0.9
-SOUTHWEST	24	55,447	547	1.0	86	105,427	1,006	1.0
-AIRTRAN	16	5,029	14	0.3	35	6,980	20	0.3
ALASKA	21	9,402	17	0.2	59	15,009	55	0.4
DELTA	29	54,691	123	0.2	137	72,714	139	0.2
FRONTIER	21	5,758	8	0.1	68	8,037	13	0.2
VIRGIN AMERICA	16	5,031	6	0.1	17	5,085	6	0.1
HAWAIIAN	8	478		0.0	17	6,808	5	0.1
Total		341,844	5,204	1.5	Total	520,880	8,390	1.6

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

* 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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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***	1,174	281	23.9
JETBLUE	756	174	23.0
EXPRESSJET	5,388	667	12.3
SKYWEST	3,752	450	11.9
AMERICAN*	3,716	269	7.2
-AMERICAN	1,602	99	6.1
-US AIRWAYS	2,114	170	8.0
UNITED	7,755	370	4.7
SOUTHWEST**	9,435	290	3.1
-SOUTHWEST	9,159	288	3.1
-AIRTRAN	276	2	0.7
ALASKA	527	14	2.6
VIRGIN AMERICA	181	2	1.1
FRONTIER	372	4	1.0
DELTA	3,241	13	0.4
HAWAIIAN	242	0	0.0
TOTAL	36,539	2,534	6.9

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.

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

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TABLE 9. CAUSES OF DELAY*, BY CARRIER

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AMERICAN**	83459	61932	74.21%	1260	1.51%	332	0.40%	5876	7.04%	830	0.99%	6667	7.99%	47	0.06%	6514	7.80%
-AMERICAN	47450	34314	72.32%	596	1.26%	234	0.49%	3371	7.10%	464	0.98%	3800	8.01%	11	0.02%	4660	9.82%
-US AIRWAYS	36009	27618	76.70%	664	1.84%	98	0.27%	2505	6.96%	366	1.02%	2867	7.96%	36	0.10%	1854	5.15%
ALASKA	15009	12629	84.14%	55	0.37%	35	0.23%	498	3.32%	75	0.50%	895	5.97%	17	0.11%	805	5.36%
JETBLUE	22575	14865	65.85%	672	2.98%	63	0.28%	1885	8.35%	226	1.00%	2291	10.15%	23	0.10%	2550	11.30%
DELTA	72714	62745	86.29%	139	0.19%	195	0.27%	3374	4.64%	431	0.59%	3319	4.57%	2	0.00%	2509	3.45%
EXPRESSJET	61210	44950	73.44%	2016	3.29%	201	0.33%	3995	6.53%	196	0.32%	4023	6.57%	0	0.00%	5830	9.52%
FRONTIER	8037	6118	76.12%	13	0.16%	15	0.19%	326	4.06%	32	0.40%	1058	13.16%	0	0.00%	475	5.91%
HAWAIIAN	6808	6354	93.33%	5	0.07%	8	0.12%	273	4.01%	3	0.05%	11	0.16%	1	0.02%	153	2.25%
ENVOY****	34024	25360	74.54%	1262	3.71%	75	0.22%	1840	5.41%	244	0.72%	2574	7.57%	14	0.04%	2654	7.80%
SKYWEST	55556	42869	77.16%	1369	2.46%	128	0.23%	2872	5.17%	175	0.31%	2862	5.15%	18	0.03%	5263	9.47%
UNITED	43996	32968	74.93%	567	1.29%	163	0.37%	3277	7.45%	423	0.96%	3211	7.30%	2	0.00%	3385	7.69%
VIRGIN AMERICA	5085	4107	80.77%	6	0.12%	10	0.20%	158	3.10%	94	1.86%	443	8.70%	7	0.14%	260	5.12%
SOUTHWEST***	112407	78955	70.24%	1026	0.91%	262	0.23%	9949	8.85%	935	0.83%	4718	4.20%	24	0.02%	16538	14.71%
-SOUTHWEST	105427	73152	69.39%	1006	0.95%	249	0.24%	9622	9.13%	888	0.84%	4366	4.14%	24	0.02%	16120	15.29%
-AIRTRAN	6980	5803	83.14%	20	0.29%	13	0.19%	327	4.69%	47	0.67%	352	5.05%	0	0.00%	418	5.99%
TOTAL	520880	393852	75.61%	8390	1.61%	1487	0.29%	34324	6.59%	3663	0.70%	32073	6.16%	155	0.03%	46936	9.01%

*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.

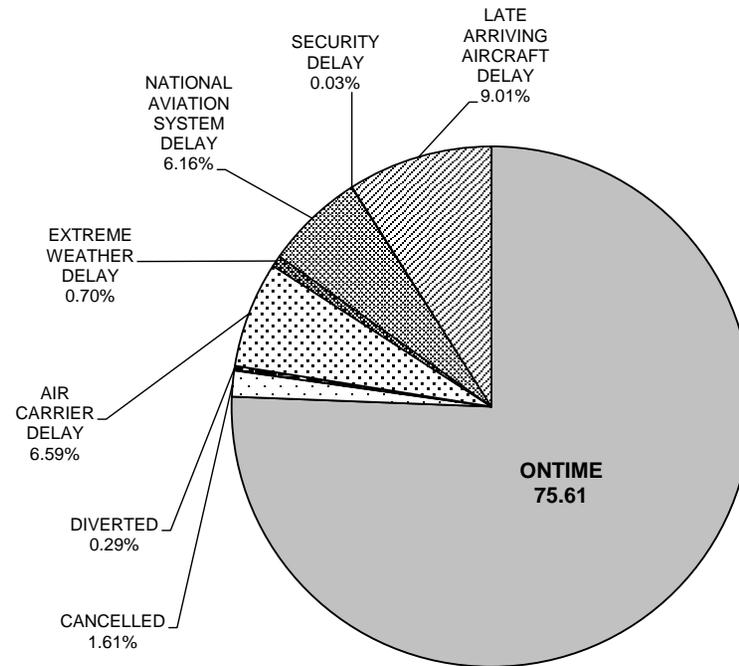
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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

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 TABLE 10. OVERALL CAUSES OF DELAY*



Causes of Delay:

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

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

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

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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
SPIRIT AIRLINES	667	BWI	DFW	7/17/2014	Diversion Airport (IAH)	218
US AIRWAYS	671	CLT	JFK	7/3/2014	Origin Airport	186

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

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

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

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
JETBLUE	22,575	40	0.18
UNITED	43,996	73	0.17
VIRGIN AMERICA	5,085	5	0.10
AMERICAN*	83,459	98	0.12
-AMERICAN	47,450	46	0.10
-US AIRWAYS	36,009	52	0.14
EXPRESSJET	61,210	57	0.09
ENVOY***	34,024	30	0.09
DELTA	72,714	62	0.09
FRONTIER	8,037	6	0.07
ALASKA	15,009	5	0.03
SKYWEST	55,556	8	0.01
SOUTHWEST**	112,407	20	0.02
-SOUTHWEST	105,427	15	0.01
-AIRTRAN	6,980	5	0.07
HAWAIIAN	6,808	0	0.00
TOTAL	520,880	404	0.08

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.

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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.

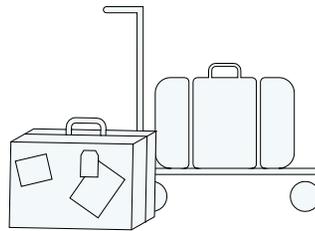
*** Effective January 2014, data of the merged operations of Southwest Airlines and AirTran Airways are combined for ranking purposes in this report to reflect Southwest's acquisition of AirTran, and appears as WN, Southwest, or Southwest Airlines.

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	JULY 2014			JULY 2013		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	687	567,655	1.21	764	581,310	1.31
2	FRONTIER AIRLINES	1,819	1,129,357	1.61	2,210	1,022,878	2.16
3	DELTA AIR LINES	20,840	10,331,666	2.02	26,662	9,581,928	2.78
4	JETBLUE AIRWAYS	5,578	2,553,498	2.18	5,830	2,529,100	2.31
5	HAWAIIAN AIRLINES	1,977	903,232	2.19	2,148	877,336	2.45
6	ALASKA AIRLINES	5,907	1,951,446	3.03	6,724	1,820,076	3.69
7	UNITED AIRLINES	21,530	6,216,950	3.46	23,091	6,191,287	3.73
8	AMERICAN AIRLINES**	44,316	11,123,914	3.98	**	**	**
	-AMERICAN	25,061	6,413,759	3.91	19,904	6,194,653	3.21
	-US AIRWAYS	19,255	4,710,155	4.09	14,746	4,611,924	3.20
9	SKYWEST AIRLINES	10,653	2,552,687	4.17	12,004	2,405,012	4.99
10	SOUTHWEST AIRLINES***	54,477	12,883,594	4.23	***	***	***
	-SOUTHWEST AIRLINES	51,224	12,166,494	4.21	45,078	10,822,332	4.17
	-AIRTRAN AIRWAYS	3,253	717,100	4.54	8,698	1,626,817	5.35
11	EXPRESSJET AIRLINES	12,962	2,677,582	4.84	15,935	2,842,783	5.61
12	ENVOY AIR****	12,039	1,391,186	8.65	8,676	1,560,354	5.56
TOTALS****		192,785	54,282,767	3.55	192,470	52,667,790	3.65

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 July 2013 reflect the deletion of Mesa's and Endeavor's data for that month.

***** Formerly American Eagle Airlines.

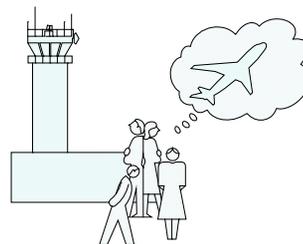
OVERSALES

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	APRIL - JUNE 2014				APRIL - JUNE 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	HAWAIIAN AIRLINES	102	10	2,505,196	0.04	449	56	2,481,456	0.23
2	VIRGIN AMERICA	137	11	1,703,282	0.06	68	12	1,708,688	0.07
3	JETBLUE AIRWAYS	279	70	7,489,539	0.09	126	15	7,188,445	0.02
4	ALASKA AIRLINES	1,027	196	4,999,049	0.39	877	152	4,780,086	0.32
5	DELTA AIR LINES	29,451	1,405	30,361,746	0.46	20,416	2,374	27,642,624	0.86
6	AMERICAN AIRLINES**	17,824	2,304	35,406,731	0.65	**	**	**	**
	-AMERICAN	9,014	696	19,957,730	0.35	13,609	647	19,581,262	0.33
	-US AIRWAYS	8,810	1,608	15,449,001	1.04	8,011	985	14,993,178	0.66
7	UNITED AIRLINES	16,498	2,171	20,144,390	1.08	12,781	1,856	19,942,776	0.93
8	FRONTIER AIRLINES	934	349	2,937,116	1.19	908	357	2,589,674	1.38
9	SOUTHWEST AIRLINES***	28,592	4,186	25,307,042	1.65	***	***	***	***
	-SOUTHWEST	26,341	3,605	22,614,856	1.59	26,487	4,538	30,575,862	1.48
	-AIRTRAN	2,251	581	2,692,186	2.16	8,832	683	5,031,798	1.36
10	ENVOY AIR****	5,351	702	4,146,074	1.69	5,301	509	4,420,134	1.15
11	SKYWEST AIRLINES	10,717	1,836	6,861,891	2.68	8,049	1,436	6,875,131	2.09
12	EXPRESSJET AIRLINES	16,961	2,784	7,735,969	3.60	11,602	1,593	8,226,123	1.94
	TOTALS****	127,873	16,024	149,598,025	1.07	117,516	15,213	156,037,237	0.97

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.

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

***** Formerly American Eagle Airlines.

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

RANK	AIRLINE	JANUARY - JUNE 2014				JANUARY - JUNE 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	JETBLUE AIRWAYS	748	94	14,186,326	0.07	296	16	13,953,731	0.01
2	HAWAIIAN AIRLINES	196	35	4,905,568	0.07	781	107	4,878,613	0.22
3	VIRGIN AMERICA	373	36	3,162,743	0.11	187	23	3,027,898	0.08
4	ALASKA AIRLINES	2,053	444	9,383,680	0.47	2,032	342	8,983,272	0.38
5	DELTA AIR LINES	53,780	3,283	55,719,641	0.59	42,861	3,651	51,773,001	0.71
6	AMERICAN AIRLINES**	34,636	4,693	67,875,516	0.69	**	**	**	**
	-AMERICAN	18,989	1,960	38,374,719	0.51	26,431	1,672	37,848,823	0.44
	-US AIRWAYS	15,647	2,733	29,500,797	0.93	14,410	1,991	28,754,973	0.69
7	FRONTIER AIRLINES	1,589	635	5,339,113	1.19	1,400	537	4,853,788	1.11
8	SOUTHWEST AIRLINES***	49,064	8,371	56,087,690	1.49	***	***	***	***
	-SOUTHWEST	44,091	6,980	50,634,484	1.38	43,794	7,723	56,845,104	1.36
	-AIRTRAN	4,973	1,391	5,453,206	2.55	19,168	1,524	9,556,910	1.59
9	UNITED AIRLINES	37,967	6,566	38,038,590	1.73	26,874	4,448	38,086,239	1.17
10	ENVOY AIR****	10,526	1,468	7,858,174	1.87	10,621	1,052	8,390,865	1.25
11	SKYWEST AIRLINES	22,673	4,465	13,010,929	3.43	18,591	3,279	13,189,192	2.49
12	EXPRESSJET AIRLINES	33,054	5,594	14,541,770	3.85	24,702	3,356	15,333,388	2.19
	TOTALS****	246,659	35,684	290,109,740	1.23	232,148	29,721	295,475,797	1.01

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.

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**** 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 month.

***** 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

	JULY 2014				JULY 2013			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,237	52	3	132	1,292	66	0	152
FOREIGN AIRLINES	371	3	1	37	288	3	1	25
TRAVEL AGENTS	24	0	0	13	13	4	0	5
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	21	37	0	18	12	5	0	23
INDUSTRY TOTALS	1,653	92	4	200	1,605	78	1	205

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JULY 2014			JULY 2013		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	576		1	637	
CANCELLATIONS			255			254
DELAYS			180			230
MISCONNECTIONS			75			93
BAGGAGE	2	289		2	208	
RES/TKTG/BOARDING	3	195		2	208	
CUSTOMER SERVICE	4	172		4	200	
FARES	5	125		9	30	
REFUNDS	6	116		5	105	
DISABILITY	7	71		6	88	
OTHER	8	46		8	40	
FREQUENT FLYER			21			20
OVERSALES	9	41		7	65	
ADVERTISING	10	15		11	12	
DISCRIMINATION	11	7		10	12	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,653			1,605	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

JULY 2014

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	5	0	0	0	0	0	0	0	0	0	0	0	5
AIRTRAN AIRWAYS	3	0	1	0	0	1	2	1	0	1	0	0	9
ALASKA AIRLINES	1	0	1	1	0	2	2	2	0	0	0	0	9
ALLEGiant AIR	14	0	6	4	7	3	7	4	1	0	0	0	46
AMERICAN AIRLINES	54	4	16	19	19	37	17	7	3	1	0	5	182
COMMUTAIR	6	0	0	0	0	0	0	0	0	0	0	0	6
DELTA AIR LINES	35	5	7	1	2	11	12	5	2	1	0	2	83
ENDEAVOR AIR	7	0	1	0	0	0	0	0	0	0	0	0	8
ENVOY AIR***	12	4	0	0	0	4	1	0	0	0	0	0	21
EXPRESSJET AIRLINES	25	0	0	0	0	0	0	0	0	0	0	0	25
FRONTIER AIRLINES	21	0	11	7	1	3	1	5	1	0	0	0	50
HAWAIIAN AIRLINES	1	0	0	0	0	2	1	2	0	0	0	1	7
JETBLUE AIRWAYS	26	0	1	4	1	4	2	1	0	0	0	1	40
MESA AIRLINES	6	0	0	0	0	0	3	0	0	0	0	1	10
PIEDMONT AIRLINES	10	2	0	0	0	1	0	0	0	0	0	0	13
REPUBLIC AIRLINES	9	0	0	0	0	1	0	0	0	0	0	2	12
SHUTTLE AMERICA	4	0	0	0	0	0	1	0	0	0	0	0	5
SKYWEST AIRLINES	22	0	1	0	0	1	1	0	0	0	0	0	25
SOUTHWEST AIRLINES	25	1	7	3	5	14	10	4	0	0	0	2	71
SPIRIT AIRLINES	26	6	18	22	10	12	8	0	1	1	0	2	106
TRANS STATES AIRLINES	10	0	0	0	0	0	0	0	0	0	0	1	11
UNITED AIRLINES	105	7	30	24	20	45	32	14	4	1	0	9	291
US AIRWAYS	68	4	19	11	11	24	9	12	0	1	0	6	165
VIRGIN AMERICA	4	0	2	0	0	0	4	0	0	0	0	1	11
OTHER U. S. AIRLINES	17	0	3	1	0	2	2	1	0	0	0	0	26
TOTAL JULY 2014	516	33	124	97	76	167	115	58	12	6	0	33	1,237
% OF TOTAL COMPLAINTS	41.7	2.7	10.0	7.8	6.1	13.5	9.3	4.7	1.0	0.5	0.0	2.7	
TOTAL JULY 2013	587	54	137	21	73	143	158	73	8	10	0	28	1,292
% OF TOTAL COMPLAINTS	45.4	4.2	10.6	1.6	5.7	11.1	12.2	5.7	0.6	0.8	0.0	2.2	

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

JULY 2014

U. S. AIRLINES*	COMPS RECD IN JUL	INCI - DENTS IN JUL	PERCENT	INCI - DENTS IN JUN	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	5	2	40.0	1	20.0	2	40.0	0	0.0
AIRTRAN AIRWAYS	9	5	55.6	4	44.4	0	0.0	0	0.0
ALASKA AIRLINES	9	5	55.6	1	11.1	2	22.2	1	11.1
ALLEGIAN AIR	46	27	58.7	7	15.2	7	15.2	5	10.9
AMERICAN AIRLINES	182	81	44.5	48	26.4	40	22.0	13	7.1
COMMUTAIR	6	4	66.7	2	33.3	0	0.0	0	0.0
DELTA AIR LINES	83	39	47.0	20	24.1	18	21.7	6	7.2
ENDEAVOR AIR	8	3	37.5	3	37.5	0	0.0	2	25.0
ENVOY AIR**	21	12	57.1	5	23.8	3	14.3	1	4.8
EXPRESSJET AIRLINES	25	14	56.0	4	16.0	6	24.0	1	4.0
FRONTIER AIRLINES	50	25	50.0	9	18.0	10	20.0	6	12.0
HAWAIIAN AIRLINES	7	1	14.3	0	0.0	4	57.1	2	28.6
JETBLUE AIRWAYS	40	25	62.5	7	17.5	6	15.0	2	5.0
MESA AIRLINES	10	7	70.0	1	10.0	2	20.0	0	0.0
PIEDMONT AIRLINES	13	8	61.5	3	23.1	1	7.7	1	7.7
REPUBLIC AIRLINES	12	6	50.0	5	41.7	1	8.3	0	0.0
SHUTTLE AMERICA	5	5	100.0	0	0.0	0	0.0	0	0.0
SKYWEST AIRLINES	25	15	60.0	6	24.0	3	12.0	1	4.0
SOUTHWEST AIRLINES	71	42	59.2	15	21.1	10	14.1	4	5.6
SPIRIT AIRLINES	106	61	57.5	19	17.9	16	15.1	10	9.4
TRANS STATES AIRLINES	11	6	54.5	5	45.5	0	0.0	0	0.0
UNITED AIRLINES	291	149	51.2	68	23.4	58	19.9	16	5.5
US AIRWAYS	165	68	41.2	45	27.3	43	26.1	9	5.5
VIRGIN AMERICA	11	5	45.5	3	27.3	2	18.2	1	9.1
OTHER U. S. AIRLINES	26	11	42.3	6	23.1	7	26.9	2	7.7
TOTALS	1,237	626	50.6	287	23.2	241	19.5	83	6.7
PREVIOUS YEAR'S TOTALS	1,292	611	47.3	392	30.3	184	14.2	105	8.1

*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 Transportation

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U.S. AIRLINES*/ BY COMPLAINT CATEGORY**
JULY 2014

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	2	0	0	0	0	3	2	0	0	0	0	0	7
AEROMEXICO	2	0	5	1	1	2	4	0	0	0	0	0	15
AIR BERLIN	0	0	0	0	0	9	0	0	0	0	0	0	9
AIR CANADA	8	3	9	2	2	15	17	0	0	1	0	1	58
AIR FRANCE	4	1	3	0	1	2	1	2	0	0	0	1	15
AIR INDIA	2	0	0	1	0	1	1	0	0	0	0	0	5
ALITALIA AIRLINES	1	0	1	3	2	2	1	0	0	0	0	0	10
AVIANCA	1	0	1	1	1	1	0	0	0	0	0	0	5
BRITISH AIRWAYS	5	1	5	1	3	16	1	3	0	0	0	1	36
EL AL	0	0	0	1	4	1	0	0	0	0	0	0	6
EMIRATES AIRLINES	0	0	2	1	1	5	2	1	0	0	0	0	12
ETHIOPIAN AIRLINES	0	0	1	1	0	3	0	0	0	0	0	0	5
ETIHAD AIRWAYS	3	0	2	0	1	6	0	1	0	0	0	0	13
IBERIA AIRLINES	0	0	1	2	0	1	1	0	0	0	0	0	5
LUFTHANSA	1	0	5	0	1	7	1	1	0	0	0	1	17
NORWEGIAN AIR SHUTTLE	3	0	0	0	1	1	0	0	0	0	0	0	5
PAKISTAN AIRLINES	2	0	0	0	0	3	0	0	0	0	0	0	5
QATAR AIRWAYS	0	1	0	0	1	3	1	1	0	0	0	0	7
ROYAL AIR MAROC	1	0	1	0	1	2	0	0	0	0	0	0	5
SAS	2	0	1	0	2	4	1	0	0	0	0	1	11
SWISS AIR	1	1	1	1	1	0	0	0	0	0	0	0	5
TURKISH AIRLINES	1	0	3	1	1	1	5	0	1	0	0	0	13
VIRGIN ATLANTIC	1	0	2	1	0	1	1	1	0	0	0	0	7
VOLARIS AIRLINES	0	0	5	2	1	3	0	0	1	0	0	0	12
OTHER FOREIGN AIRLINES	16	1	13	2	7	27	11	3	0	0	0	3	83
TOTALS	56	8	61	21	32	119	50	13	2	1	0	8	371
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	0	0	1	2	1	0	1	0	0	0	0	0	5
OTHER TRAVEL AGENTS	1	0	6	3	4	0	4	0	0	0	0	1	19
TOTALS	1	0	7	5	5	0	5	0	0	0	0	1	24
<u>TOUR OPERATORS</u>													
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
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	21
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	21

* 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	JULY 2014			JULY 2013		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	9	2,055,698	0.44	9	1,924,398	0.47
2	SOUTHWEST AIRLINES***	80	12,815,201	0.62	***	***	***
	-SOUTHWEST	71	11,971,733	0.59	55	10,520,209	0.52
	-AIRTRAN	9	843,468	1.07	26	1,697,108	1.53
3	DELTA AIR LINES	83	12,439,328	0.67	106	11,628,727	0.91
4	HAWAIIAN AIRLINES	7	945,665	0.74	11	936,297	1.17
5	EXPRESSJET AIRLINES	25	2,885,810	0.87	42	3,029,758	1.39
6	SKYWEST AIRLINES	25	2,588,316	0.97	25	2,480,311	1.01
7	JETBLUE AIRWAYS	40	3,087,283	1.30	31	2,945,689	1.05
8	ENVOY AIR****	21	1,462,666	1.44	45	1,641,000	2.74
9	VIRGIN AMERICA	11	598,817	1.84	20	600,867	3.33
10	AMERICAN AIRLINES**	347	13,522,395	2.57	**	**	**
	-AMERICAN	182	8,260,283	2.20	213	8,074,039	2.64
	-US AIRWAYS	165	5,262,112	3.14	106	5,164,743	2.05
11	UNITED AIRLINES	291	8,572,956	3.39	285	8,430,529	3.38
12	FRONTIER AIRLINES	50	1,183,511	4.22	22	1,007,399	2.18
	TOTAL	989	62,157,646	1.59	996	60,081,074	1.66

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 July 2013 reflect the deletion of Mesa's and Endeavor's data for that month.

***** Formerly American Eagle Airlines.

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 July 2014
as provided by the Transportation Security Administration^a**

The Transportation Security Administration (TSA) screened approximately 61 million airline passengers and their 49 million checked bags in the month of June as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of July.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
465	.0007	39	.00006	89	.0001	363	.0006

NOTES

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

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

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

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.

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

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

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

Carrier	Death	Injury	Loss
<i>Alaska</i>	3	2	
<i>Delta</i>	1		
<i>United</i>	2	2	
<i>Total</i>	6	4	