



U.S. Department
of Transportation



Air Travel Consumer Report

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

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Flight Delays¹	December 2013 12 Months Ending December 2013
Mishandled Baggage¹	December 2013 January-December 2013
Oversales¹	4 th Quarter 2013 January – December 2013
Consumer Complaints² (Includes Disability and Discrimination Complaints)	December 2013 January – December 2013
Customer Service Reports to the Dept. of Homeland Security³	December 2013
Airline Animal Incident Reports⁴	December 2013 January – December 2013

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>	2	<i>Flight Delays (continued)</i>	
<i>Flight Delays</i>		Table 11	25
Explanation	3	List of Regularly Scheduled Flights with Tarmac Delays Over 3 Hours, By Carrier	
Table 1	4	Table 11A	26
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Carrier	
Table 1A	5	Table 12	27
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		Number and Percentage of Regularly Scheduled Flights With Tarmac Delays of 2 Hours or More, By Carrier	
Table 2	6	Footnotes	28
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		Appendix	29
Table 3	10	<i>Mishandled Baggage</i>	
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		Explanation	30
Table 4	12	Ranking— December 2013	31
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		Ranking—January – December 2013	32
Table 5	14	<i>Oversales</i>	
List of Regularly Scheduled Flights with More than 50% Delayed Arrivals of More Than 30 Minutes		Explanation	33
Table 6	16	Ranking — 4th Quarter 2013	34
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More		Ranking — January – December 2013	35
Table 7	17	<i>Consumer Complaints</i>	
On-Time Arrival and Departure Percentage, by Airport		Explanation	36
Table 8	21	Complaint Tables 1-5 (December 2013)	37
Overall Number and Percentage of Flight Cancellations, by Carrier		Summary, Complaint Categories, U.S. Airlines, Incident Date and Companies Other Than U.S. Airlines	
Table 8A	22	Ranking, Table 6 (December 2013)	42
Number and Percentage of Regularly Scheduled Flights Canceled 5% or More of the Time, By Carrier.		Complaint Tables 1-4 (January – December 2013)	43
Table 9	23	Summary, Complaint Categories, U.S. Airlines, and Companies Other Than U.S. Airlines	
Flight Causation Data, By Airline and Category		Ranking, Table 5 (January – December 2013)	48
Table 10	24	Complaint Categories	49
Flight Causation Data, Graphic Representation		<i>Customer Service Reports to the Department of Homeland Security (December)</i>	50
		<i>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation (December/Jan-Dec)</i>	51/52

INTRODUCTION

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

DECEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	81.1	17	92.4
VIRGIN AMERICA S/	16	85.5	19	85.6
ALASKA AIRLINES S/	20	87.8	54	85.5
DELTA AIR LINES S/	29	79.4	136	79.5
US AIRWAYS S/	27	78.2	77	78.3
MESA AIRLINES S/V/	12	75.5	79	75.2
UNITED AIRLINES S/	28	73.4	83	73.5
SKYWEST AIRLINES S/	22	71.8	160	70.7
AMERICAN AIRLINES S/	28	72.0	84	70.5
ENDEAVOR AIR** S/	19	71.0	113	70.4
AIRTRAN AIRWAYS S/	16	68.1	40	68.9
JETBLUE AIRWAYS S/	23	62.8	55	63.6
EXPRESSJET AIRLINES S/	21	63.9	163	62.9
AMERICAN EAGLE S/	19	61.8	131	60.5
FRONTIER AIRLINES S/	22	61.3	61	60.2
SOUTHWEST AIRLINES S/	24	58.0	89	57.7
TOTAL		70.2		68.9

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaints" sections of this report.

** Formerly Pinnacle Airlines

DECEMBER 2013

AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME AND CARRIER RANK, BY MONTH, QUARTER, AND DATABASE TO DATE

Carrier*	1st Quarter 01-03 2013		2nd Quarter 04-06 2013		3rd Quarter 07-09 2013		4th Quarter 10-12 2013		Oct-13		Nov-13		Dec-13		12 Months Ending Dec 2013		Database 9/87-12/13	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	83.8	5	76.7	7	77.9	9	79.4	10	84.7	9	83.9	10	68.9	11	79.4	8	(--)	(--)
ALASKA	87.5	3	88.0	2	85.7	2	87.7	2	89.7	3	87.9	4	85.5	3	87.2	2	76.5	5
AMERICAN	80.0	10	72.8	14	79.4	7	79.9	9	82.7	11	81.9	11	70.5	9	77.6	10	78.0	3
AMERICAN EAGLE	74.7	13	66.2	16	73.3	15	74.5	13	80.9	13	81.5	12	60.5	14	72.1	16	(--)	(--)
DELTA	86.2	4	82.5	3	83.1	3	86.5	4	91.4	2	88.3	3	79.5	4	84.5	3	77.6	4
ENDEAVOR**	78.9	12	78.2	6	81.4	4	82.7	6	88.7	4	88.3	2	70.4	10	80.3	6	(--)	(--)
EXPRESSJET	70.9	16	70.2	15	75.8	12	74.0	14	79.7	15	79.0	15	62.9	13	72.8	15	(--)	(--)
FRONTIER	71.3	15	73.4	12	74.3	14	73.0	15	80.2	14	78.6	16	60.2	15	73.1	14	(--)	(--)
HAWAIIAN	91.8	1	92.8	1	94.8	1	93.8	1	95.2	1	93.9	1	92.4	1	93.3	1	(--)	(--)
JETBLUE	73.3	14	73.9	11	72.6	16	78.0	12	86.9	7	84.8	9	63.6	12	74.4	13	(--)	(--)
MESA	80.7	9	73.3	13	76.7	11	79.2	11	81.9	12	80.6	13	75.2	6	77.4	11	(--)	(--)
SKYWEST	79.2	11	79.7	4	79.6	6	80.1	8	84.3	10	85.4	7	70.7	8	79.7	7	(--)	(--)
SOUTHWEST	83.1	6	76.7	8	75.4	13	71.8	16	78.8	16	79.5	14	57.7	16	76.7	12	81.9	1
UNITED	81.4	8	75.6	10	79.0	8	81.2	7	85.0	8	85.0	8	73.5	7	79.3	9	76.2	6
US AIRWAYS	82.4	7	78.7	5	80.9	5	83.0	5	87.6	6	86.1	5	78.3	5	81.5	5	78.3	2
VIRGIN AMERICA	89.7	2	76.3	9	77.1	10	86.6	3	88.5	5	85.7	6	85.6	2	82.1	4	(--)	(--)
Total	80.1		76.2		78.4		78.8		84.1		83.5		68.9		78.3		78.5	

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

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

** Formerly Pinnacle Airlines

DECEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ENDEAVOR**	818	67.7	236	70.3	132	75.0	114	72.8	259	69.9	41	61.0	176	55.1	4471	77.9
AMERICAN	405	69.4	894	75.7	244	72.5	175	61.1	835	74.5	398	65.3	13032	69.8	204	67.6
ALASKA	62	91.9	113	88.5	H/		H/		123	87.0	124	90.3	102	87.3	H/	
JETBLUE	H/		3248	68.5	127	61.4	120	65.0	560	68.6	87	33.3	86	39.5	H/	
DELTA	17084	80.3	758	77.8	563	78.5	364	70.1	698	78.7	627	74.3	385	79.2	3940	83.2
EXPRESSJET	7454	72.3	174	67.2	99	69.7	588	55.4	130	55.4	1786	54.4	1567	53.9	1442	71.9
FRONTIER	66	47.0	H/		1	100.0	H/		92	73.9	3040	64.3	138	59.4	48	45.8
AIRTRAN	3818	66.2	246	72.0	648	78.4	H/		332	77.4	81	74.1	H/		118	68.6
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
AMERICAN EAGLE	374	62.8	H/		148	54.7	413	59.1	615	65.2	186	48.9	6820	64.6	399	60.7
SKYWEST	182	62.6	20	70.0	H/		37	70.3	16	50.0	3856	64.8	368	58.4	406	74.4
UNITED	46	45.7	979	72.8	247	75.7	27	74.1	484	79.3	3601	74.1	243	62.6	39	82.1
US AIRWAYS	436	77.8	1302	76.3	393	80.2	7843	80.2	1449	80.9	421	78.6	573	70.2	323	80.2
VIRGIN AMERICA	H/		120	89.2	H/		H/		31	90.3	H/		176	86.9	H/	
SOUTHWEST	1012	62.6	735	63.5	5300	62.5	185	49.2	155	78.1	4780	56.9	H/		509	56.0
MESA	137	68.6	65	80.0	H/		2971	75.2	H/		H/		97	64.9	28	82.1
TOTAL	31894	75.2	8890	72.0	7902	66.7	12837	76.0	5779	75.3	19028	64.0	23763	67.1	11927	77.0

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

** Formerly Pinnacle Airlines

DECEMBER 2013
AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ENDEAVOR**	165	59.4	H/		85	71.8	57	66.7	1027	60.6	H/		H/		448	62.1
AMERICAN	294	65.6	375	56.5	275	77.8	408	69.9	1133	77.9	861	67.9	2703	76.0	1278	73.6
ALASKA	54	68.5	31	90.3	H/		31	71.0	H/		351	91.7	500	90.4	H/	
JETBLUE	636	60.7	1594	53.5	205	70.7	H/		3574	64.2	248	69.0	314	49.7	527	57.7
DELTA	432	65.5	891	77.3	147	88.4	165	78.2	1685	81.4	1079	77.8	1795	80.8	1980	76.0
EXPRESSJET	3260	55.0	H/		2134	64.0	6677	70.0	96	55.2	H/		H/		943	64.6
FRONTIER	H/		49	57.1	H/		67	53.7	H/		143	53.8	116	55.2	61	59.0
AIRTRAN	H/		471	60.7	H/		H/		H/		119	74.8	32	53.1	213	59.6
HAWAIIAN	H/		H/		H/		H/		28	85.7	75	84.0	113	83.2	H/	
AMERICAN EAGLE	73	47.9	H/		H/		202	52.5	648	69.3	H/		636	57.1	1418	63.3
SKYWEST	H/		H/		150	72.0	1461	64.8	H/		406	80.3	5150	78.1	H/	
UNITED	3933	73.9	574	66.6	1826	78.3	5314	77.3	380	79.5	943	71.6	2776	73.4	614	69.1
US AIRWAYS	372	71.2	527	66.8	H/		470	80.2	279	77.8	449	73.5	545	71.0	953	72.5
VIRGIN AMERICA	174	83.3	131	87.8	137	89.8	H/		301	82.7	320	95.3	1244	82.8	H/	
SOUTHWEST	520	52.9	1238	51.7	210	54.8	H/		H/		6117	61.0	3136	56.4	579	56.3
MESA	H/		H/		620	73.4	H/		H/		H/		H/		50	54.0
TOTAL	9913	64.7	5881	60.9	5789	71.6	14852	72.2	9151	70.7	11111	67.6	19060	72.9	9064	68.0

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

** Formerly Pinnacle Airlines

DECEMBER 2013
AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ENDEAVOR**	42	78.6	176	68.8	H/		3100	69.4	201	59.2	H/		139	62.6	H/	
AMERICAN	847	72.3	H/		4358	79.0	293	61.1	4199	75.5	185	50.3	318	68.2	505	59.4
ALASKA	61	91.8	H/		H/		62	91.9	121	86.0	1036	88.6	31	74.2	206	91.3
JETBLUE	1623	64.9	H/		H/		H/		171	40.4	124	62.1	119	55.5	60	63.3
DELTA	1380	81.5	178	84.3	721	81.0	4529	81.1	518	73.9	414	66.9	525	70.1	542	76.6
EXPRESSJET	14	92.9	H/		5	60.0	640	61.2	4083	52.5	H/		62	64.5	6	50.0
FRONTIER	132	56.1	129	65.1	H/		114	61.4	H/		119	48.7	1	100.0	135	58.5
AIRTRAN	673	70.1	278	72.7	H/		120	57.5	H/		H/		163	74.2	H/	
HAWAIIAN	H/		H/		H/		H/		H/		31	83.9	H/		31	58.1
AMERICAN EAGLE	H/		H/		1668	79.5	106	55.7	5521	53.8	H/		51	45.1	H/	
SKYWEST	2	100.0	1	100.0	26	34.6	1524	66.4	2111	55.1	1074	73.6	H/		1945	86.1
UNITED	1095	71.9	H/		298	70.5	105	64.8	4608	69.1	522	67.4	296	73.3	495	64.2
US AIRWAYS	756	72.0	H/		316	74.1	351	77.2	599	71.6	176	70.5	3725	78.5	4848	81.7
VIRGIN AMERICA	31	90.3	H/		H/		H/		146	91.8	91	86.8	91	78.0	H/	
SOUTHWEST	2974	59.6	6490	57.5	H/		616	45.8	H/		954	48.5	725	52.3	4713	58.3
MESA	H/		H/		97	60.8	7	85.7	808	65.5	H/		128	59.4	1195	89.3
TOTAL	9630	68.2	7252	59.1	7489	78.3	11567	71.7	23086	62.4	4726	68.9	6374	72.4	14681	73.6

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

** Formerly Pinnacle Airlines

DECEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ENDEAVOR**	H/		H/		H/		H/		15	86.7
AMERICAN	448	61.6	395	62.3	894	73.5	155	52.3	488	70.5
ALASKA	434	88.0	3745	86.8	339	89.1	62	88.7	H/	
JETBLUE	110	50.0	141	62.4	367	63.5	94	68.1	529	60.9
DELTA	450	78.9	804	71.1	686	78.4	2485	77.9	890	78.2
EXPRESSJET	H/		H/		H/		80	41.2	22	68.2
FRONTIER	115	65.2	123	45.5	113	57.5	142	53.5	52	53.8
AIRTRAN	H/		H/		31	71.0	H/		413	65.1
HAWAIIAN	31	77.4	62	83.9	31	80.6	H/		H/	
AMERICAN EAGLE	115	53.9	H/		H/		66	45.5	62	59.7
SKYWEST	741	77.6	694	74.1	3970	76.2	4499	71.7	H/	
UNITED	715	75.4	909	65.2	4187	76.2	44	72.7	587	70.5
US AIRWAYS	315	80.3	291	68.0	457	79.9	200	76.5	613	76.0
VIRGIN AMERICA	145	93.8	235	87.2	1474	83.9	H/		H/	
SOUTHWEST	2624	62.1	952	49.5	1260	58.3	910	46.0	1992	55.7
MESA	H/		H/		H/		H/		H/	
TOTAL	6243	69.9	8351	74.8	13809	75.3	8737	69.9	5663	65.6

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

** Formerly Pinnacle Airlines

DECEMBER 2013

AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	87.1	85.2	76.5	85.9	90.9	75.5	77.8	84.5	90.5	J/	79.6	83.7	67.2	89.0	89.8	100.0	86.8	86.5
700 - 759 AM	85.9	81.4	85.4	76.9	83.1	74.7	74.9	83.4	75.4	70.6	76.4	81.0	81.4	89.3	84.7	83.1	90.9	78.8
800 - 859 AM	79.7	84.2	85.3	80.6	78.9	76.6	71.5	86.1	81.7	78.6	77.1	77.1	83.8	84.2	81.6	81.2	80.3	75.9
900 - 959 AM	79.2	82.5	86.7	71.1	79.8	77.5	72.2	83.6	82.6	86.2	78.4	82.2	82.9	82.3	81.8	74.3	78.6	81.8
1000 - 1059 AM	80.0	82.5	83.1	78.1	85.6	71.8	71.6	79.2	83.2	74.9	87.5	75.0	81.5	79.7	79.5	78.5	77.2	82.6
1100 - 1159 AM	81.7	79.9	84.0	72.3	79.4	71.2	72.3	81.3	75.3	62.4	73.0	82.4	79.1	74.9	75.6	74.8	75.4	76.0
1200 - 1259 PM	79.4	81.3	77.7	79.9	76.3	66.9	72.3	79.9	72.4	54.6	72.0	73.2	75.5	76.3	71.2	70.0	69.8	71.4
100 - 159 PM	79.6	79.2	78.4	80.1	72.9	63.4	70.6	79.0	71.9	58.6	78.1	75.4	73.9	67.0	70.3	71.6	68.5	70.9
200 - 259 PM	74.4	77.1	69.6	74.9	76.9	62.0	68.5	76.0	66.3	63.5	64.6	70.5	76.3	65.5	72.3	69.2	68.4	64.4
300 - 359 PM	74.0	75.6	61.3	74.4	73.2	56.8	65.5	75.5	64.8	67.7	74.2	71.0	68.9	59.6	73.9	63.1	70.6	58.5
400 - 459 PM	76.3	69.4	62.8	72.4	77.6	60.6	66.9	77.5	57.3	62.4	70.6	68.0	71.3	63.0	72.3	64.3	69.2	62.7
500 - 559 PM	72.2	66.6	64.3	71.3	74.5	57.4	60.7	70.1	55.3	56.9	81.0	71.7	65.2	58.4	67.3	62.9	64.6	57.4
600 - 659 PM	70.4	61.5	57.0	75.4	77.9	57.6	59.1	70.4	52.7	55.8	57.9	67.8	59.3	52.3	69.2	62.1	59.9	43.3
700 - 759 PM	66.7	61.5	47.2	72.7	72.3	52.4	61.1	68.9	52.6	55.9	64.2	66.7	58.6	57.7	69.4	63.3	59.4	37.9
800 - 859 PM	66.4	67.6	51.0	72.8	71.7	47.3	59.0	78.4	50.1	56.7	62.3	60.7	58.2	55.6	66.7	62.3	62.3	30.2
900 - 959 PM	64.8	64.5	47.6	75.4	76.2	55.4	62.4	71.3	55.2	48.5	68.2	68.3	60.6	59.0	67.2	58.2	60.7	33.1
1000 - 1059 PM	64.8	63.2	53.6	68.5	64.9	55.8	61.4	60.4	52.4	51.6	59.3	66.3	62.0	51.5	61.2	63.3	60.3	44.3
1100 - 559 AM	69.5	65.2	58.7	61.1	68.3	57.3	66.8	67.3	69.7	57.6	72.3	69.2	73.9	68.6	73.5	67.2	64.0	44.7
TOTAL, ALL ARRIVALS, BY AIRPORT	75.2	72.0	66.7	76.0	75.3	64.0	67.1	77.0	64.7	60.9	71.6	72.2	70.7	67.6	72.9	68.0	68.2	59.1

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

DECEMBER 2013

AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	86.2	81.7	71.5	50.0	88.3	73.1	100.0	94.9	84.6	J/	60.0	82.9
700 - 759 AM	87.1	78.6	74.1	89.4	84.5	84.3	93.4	86.0	79.5	76.2	95.2	80.4
800 - 859 AM	87.3	73.6	70.2	86.1	85.1	88.0	88.7	81.7	88.8	83.3	85.1	79.0
900 - 959 AM	83.8	78.5	66.0	84.7	79.3	85.6	86.0	85.1	78.8	74.9	81.6	79.3
1000 - 1059 AM	85.7	76.7	69.3	75.6	82.3	82.9	80.3	78.1	80.1	79.3	76.1	78.0
1100 - 1159 AM	79.2	76.3	70.6	71.3	82.7	76.6	76.0	75.3	77.2	65.4	77.0	75.9
1200 - 1259 PM	79.1	80.4	67.4	76.8	83.8	84.9	72.2	73.0	78.8	76.9	71.9	74.6
100 - 159 PM	80.9	73.1	62.9	63.6	65.3	73.1	70.6	76.0	77.1	73.6	73.3	72.8
200 - 259 PM	81.2	71.8	65.2	65.5	73.2	75.6	68.5	76.7	78.8	71.3	66.5	71.1
300 - 359 PM	77.6	68.4	62.0	67.7	62.6	74.4	62.1	68.6	75.2	66.0	66.3	68.7
400 - 459 PM	77.0	68.1	56.6	61.3	70.5	67.1	66.4	80.3	74.5	73.9	65.4	68.5
500 - 559 PM	78.6	52.8	53.4	67.5	64.7	54.9	61.0	70.5	76.0	60.4	56.7	64.1
600 - 659 PM	75.4	67.1	53.7	59.9	61.6	67.3	61.0	73.9	74.6	50.0	55.9	63.2
700 - 759 PM	77.9	63.7	51.1	71.7	65.5	62.4	62.0	69.4	74.0	65.5	52.1	62.6
800 - 859 PM	72.4	71.1	50.8	68.7	61.2	68.2	54.2	73.1	70.3	59.1	61.9	61.7
900 - 959 PM	67.8	61.2	54.3	63.6	68.0	72.3	69.8	72.7	68.3	60.0	58.3	63.6
1000 - 1059 PM	71.8	54.1	64.6	61.7	70.5	63.9	54.3	69.2	56.7	41.4	61.4	60.3
1100 - 559 AM	68.6	73.9	72.9	57.2	67.8	66.6	76.6	75.4	71.6	55.4	51.2	67.4
TOTAL, ALL ARRIVALS, BY AIRPORT	78.3	71.7	62.4	68.9	72.4	73.6	69.9	74.8	75.3	69.9	65.6	70.2

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

DECEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	87.3	86.5	92.1	88.1	90.8	91.5	81.2	89.5	81.2	95.6	83.5	88.5	89.9	93.9	91.9	90.1	93.2	89.5
700 - 759 AM	87.0	85.3	89.0	89.5	87.9	80.3	76.8	84.7	76.8	92.2	79.7	84.2	88.5	90.3	88.0	90.8	93.1	80.9
800 - 859 AM	83.2	84.8	80.5	83.3	84.1	70.6	70.4	82.8	71.6	86.2	70.2	79.1	82.0	80.4	84.0	85.7	94.2	51.8
900 - 959 AM	75.3	81.5	71.5	81.3	81.3	65.5	65.6	83.9	72.1	82.5	78.0	77.4	80.2	73.3	80.2	77.5	84.1	56.4
1000 - 1059 AM	75.4	80.9	75.9	76.9	75.8	67.2	63.6	81.8	73.6	75.1	88.9	74.8	82.7	71.3	74.8	76.5	74.0	60.2
1100 - 1159 AM	76.3	81.0	68.0	81.1	82.7	58.7	62.9	75.8	72.2	70.4	80.8	70.7	79.4	70.0	73.1	70.5	75.5	54.6
1200 - 1259 PM	75.5	75.9	67.4	69.0	72.3	58.2	63.9	81.8	63.5	53.9	65.7	75.3	76.8	63.9	70.1	68.9	71.1	50.9
100 - 159 PM	77.6	73.7	50.9	77.3	70.9	53.9	63.0	76.0	61.2	48.1	68.4	71.6	78.1	59.8	64.1	73.0	67.2	31.1
200 - 259 PM	70.3	73.1	50.7	74.2	78.0	56.0	61.5	75.3	61.2	61.8	69.6	71.3	68.6	48.8	63.7	72.9	55.4	45.4
300 - 359 PM	73.1	71.3	43.5	59.7	72.4	52.1	59.4	76.8	55.7	60.5	67.1	65.6	65.7	50.0	66.3	66.5	52.2	36.5
400 - 459 PM	70.3	72.5	46.4	75.9	74.6	49.4	59.5	66.8	55.4	60.7	60.0	65.2	64.9	39.6	68.7	54.5	60.0	33.0
500 - 559 PM	73.4	63.4	45.0	60.3	76.8	42.2	56.1	72.5	48.5	58.8	57.7	65.4	71.8	51.9	72.4	64.4	60.6	40.0
600 - 659 PM	62.3	62.5	43.9	76.2	73.2	47.8	53.7	58.1	50.4	51.2	58.9	64.9	64.2	39.6	65.5	62.4	59.9	33.4
700 - 759 PM	66.8	59.9	40.5	70.4	71.4	51.8	52.2	66.3	45.5	45.8	57.1	65.9	61.2	35.3	67.1	60.9	50.4	11.4
800 - 859 PM	65.9	59.1	21.0	78.2	73.1	36.3	50.1	75.9	47.7	45.5	60.3	60.1	55.7	39.3	67.8	58.9	53.9	15.6
900 - 959 PM	63.5	55.4	22.5	71.4	70.6	34.4	50.3	80.4	43.8	40.5	57.4	59.2	60.6	45.8	66.5	60.4	56.5	7.8
1000 - 1059 PM	72.3	44.4	22.9	84.2	88.9	52.3	54.7	J/	40.5	45.0	62.3	71.4	55.7	46.4	78.0	J/	37.5	11.8
1100 - 559 AM	90.4	84.4	95.3	81.2	81.8	74.6	85.9	80.8	82.3	98.6	76.8	78.9	79.9	82.8	80.8	100.0	82.1	80.0
TOTAL, ALL DEPARTURES, BY AIRPORT	73.1	75.6	57.0	78.1	78.4	57.2	61.2	77.4	62.4	66.1	65.5	70.9	72.5	62.2	74.3	72.1	69.3	41.4

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

DECEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	91.4	85.7	78.6	90.1	86.0	94.4	94.9	90.9	89.2	83.7	95.9	88.9
700 - 759 AM	90.9	85.5	75.5	90.7	85.2	94.0	93.3	88.3	87.1	85.2	95.3	86.2
800 - 859 AM	85.9	83.9	68.4	89.2	84.5	91.4	82.2	85.3	85.8	83.4	94.7	79.8
900 - 959 AM	89.1	74.5	64.5	86.9	85.0	84.9	89.7	80.8	81.6	82.5	85.6	76.0
1000 - 1059 AM	81.7	80.3	60.4	82.9	83.6	75.4	76.9	83.3	76.8	66.6	72.7	74.0
1100 - 1159 AM	80.8	76.2	63.1	72.5	84.1	73.3	72.5	69.6	73.6	78.9	70.3	71.9
1200 - 1259 PM	77.8	71.4	62.0	66.5	75.1	58.6	64.7	72.2	73.9	73.6	69.0	68.9
100 - 159 PM	77.9	76.7	59.7	76.6	69.4	73.6	62.8	68.0	71.9	72.7	65.6	67.0
200 - 259 PM	75.6	68.8	59.7	44.9	69.7	69.9	55.6	75.6	70.5	56.8	62.8	65.5
300 - 359 PM	77.3	71.5	54.8	76.3	62.8	63.1	61.9	61.5	73.7	77.4	53.0	64.1
400 - 459 PM	71.2	64.5	50.5	54.5	66.3	64.0	61.1	70.1	75.3	64.1	55.2	61.7
500 - 559 PM	69.6	67.6	49.4	69.9	66.8	65.1	60.2	71.2	76.0	76.7	53.7	62.4
600 - 659 PM	68.8	47.5	43.6	62.5	65.0	37.2	53.5	80.3	72.3	49.1	49.1	57.0
700 - 759 PM	74.5	69.1	47.5	72.8	60.9	69.0	61.2	69.7	74.9	43.4	55.8	58.5
800 - 859 PM	77.0	47.7	44.0	60.8	71.3	41.5	54.5	80.1	71.3	72.5	53.6	58.1
900 - 959 PM	70.3	72.8	45.5	61.3	71.7	71.5	48.8	73.8	68.2	74.5	34.4	56.6
1000 - 1059 PM	69.4	85.7	48.9	79.4	70.2	81.5	86.4	65.9	76.1	71.1	14.3	70.5
1100 - 559 AM	100.0	89.6	85.9	90.3	89.7	82.9	100.0	79.4	82.6	77.3	100.0	82.6
TOTAL, ALL DEPARTURES, BY AIRPORT	78.5	73.7	57.7	76.7	74.6	72.0	72.7	77.7	77.4	74.8	69.4	69.0

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

DECEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

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

NONE

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

NONE

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

DECEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

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

EXPRESSJET	2509	Nov	DFW-HOU	1650	10	6	60.0	101.0
EXPRESSJET	2509	Dec	DFW-HOU	1650	31	17	54.8	110.6
SOUTHWEST	4033	Nov	ATL-HOU	1910	21	12	57.1	42.3
SOUTHWEST	294	Dec	ATL-HOU	1910	21	14	66.7	61.9
SOUTHWEST	2098	Nov	BWI-STL	1935	23	15	65.2	63.0
SOUTHWEST	2098	Dec	BWI-STL	1935	26	20	76.9	78.8
SOUTHWEST	2098	Nov	CLT-BWI	1745	21	12	57.1	58.7
SOUTHWEST	2098	Dec	CLT-BWI	1745	21	16	76.2	58.9
SOUTHWEST	112	Nov	IAD-DEN	1900	19	10	52.6	54.0
SOUTHWEST	112	Dec	IAD-DEN	1900	20	17	85.0	77.9
SOUTHWEST	112	Nov	MDW-IAD	1600	20	12	60.0	50.3
SOUTHWEST	112	Dec	MDW-IAD	1600	21	17	81.0	68.5
SOUTHWEST	2542	Nov	TPA-BHM	1830	20	11	55.0	80.8
SOUTHWEST	2542	Dec	TPA-BHM	1830	20	12	60.0	60.3

* 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>

DECEMBER 2013

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
SOUTHWEST	3,200	547	17.1
EXPRESSJET	1,653	48	2.9
FRONTIER	212	6	2.8
JETBLUE	700	18	2.6
AMERICAN EAGLE	1,172	21	1.8
AIRTRAN	356	6	1.7
SKYWEST	1,498	13	0.9
MESA	347	3	0.9
UNITED	847	7	0.8
ALASKA	428	1	0.2
ENDEAVOR*	497	1	0.2
AMERICAN	1,527	2	0.1
DELTA	1,941	2	0.1
US AIRWAYS	1,035	0	0.0
HAWAIIAN	192	0	0.0
VIRGIN AMERICA	171	0	0.0
TOTAL	15,776	675	4.3

For simplicity, statistics are displayed to one decimal place.

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

* Formerly Pinnacle Airlines

DECEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	61.3	72.6	62	62
ABILENE TX (ABI)	57.3	66.7	239	240
ADAK ISLAND AK (ADK)	66.7	66.7	9	9
AGUADILLA PR (BQN)	62.1	84.5	116	116
AKRON OH (CAK)	71.0	76.4	639	639
ALBANY GA (ABY)	77.3	80.7	88	88
ALBANY NY (ALB)	67.2	72.7	920	922
ALBUQUERQUE NM (ABQ)	57.0	62.6	2,246	2,249
ALEXANDRIA LA (AEX)	70.0	76.8	297	298
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	74.4	80.1	176	176
ALPENA MI (APN)	84.2	82.5	57	57
AMARILLO TX (AMA)	55.6	60.8	620	620
ANCHORAGE AK (ANC)	69.2	79.9	1,336	1,334
APPLETON WI (ATW)	58.3	73.0	367	367
ARCATA/EUREKA CA (ACV)	77.3	77.9	295	294
ARLINGTON VA (DCA)	75.3	78.4	5,779	5,786
ASHEVILLE NC (AVL)	67.3	76.8	330	332
ASPEN CO (ASE)	48.6	62.7	486	483
ATLANTA GA (ATL)	75.2	73.1	31,894	31,887
AUGUSTA GA (AGS)	80.7	86.3	233	234
AUSTIN TX (AUS)	64.7	69.4	3,979	3,977
BAKERSFIELD CA (BFL)	76.9	83.9	303	305
BALTIMORE MD (BWI)	66.7	57.0	7,902	7,903
BANGOR ME (BGR)	59.3	72.4	86	87
BARROW AK (BRW)	52.6	50.0	76	76
BATON ROUGE LA (BTR)	67.6	72.1	688	688
BEAUMONT/PORT ARTHUR TX (BPT)	55.1	66.3	89	89
BELLINGHAM WA (BLI)	92.2	92.2	77	77
BEMIDJI MN (BJI)	62.9	71.0	62	62
BEND/REDMOND OR (RDM)	72.2	81.2	313	314
BETHEL AK (BET)	79.5	79.5	78	78
BILLINGS MT (BIL)	65.2	74.4	282	281
BINGHAMTON NY (BGM)	70.9	83.6	55	55
BIRMINGHAM AL (BHM)	64.5	72.5	1,313	1,316
BISMARCK/MANDAN ND (BIS)	61.4	70.7	295	297
BLOOMINGTON/NORMAL IL (BMI)	61.3	68.6	274	274
BOISE ID (BOI)	64.5	75.0	938	940
BOSTON MA (BOS)	72.0	75.6	8,890	8,902
BOZEMAN MT (BZN)	63.7	68.5	278	279
BRAINERD MN (BRD)	75.3	76.6	77	77
BRANSON MO (BKG)	67.4	60.3	141	141
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	82.8	87.2	186	187
BROWNSVILLE TX (BRO)	56.3	63.0	208	208

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	75.9	86.7	83	83
BUFFALO NY (BUF)	62.2	70.8	1,773	1,776
BURBANK CA (BUR)	69.5	71.5	1,877	1,877
BURLINGTON VT (BTV)	63.6	68.6	371	370
BUTTE MT (BTM)	77.4	79.0	62	62
CARLSBAD CA (CLD)	87.1	88.1	201	201
CASPER WY (CPR)	63.5	72.0	189	189
CEDAR CITY UT (CDC)	69.2	75.0	52	52
CEDAR RAPIDS/IOWA CITY IA (CID)	59.3	63.2	562	562
CHAMPAIGN/URBANA IL (CMI)	49.7	70.9	179	179
CHANTILLY VA (IAD)	71.6	65.5	5,789	5,766
CHARLESTON SC (CHS)	68.6	73.0	1,359	1,361
CHARLESTON/DUNBAR WV (CRW)	62.6	72.2	289	291
CHARLOTTE AMALIE VI (STT)	75.3	81.4	376	376
CHARLOTTE NC (CLT)	76.0	78.1	12,837	12,851
CHARLOTTESVILLE VA (CHO)	66.4	74.8	143	143
CHATTANOOGA TN (CHA)	71.8	75.5	372	372
CHICAGO IL (MDW)	59.1	41.4	7,252	7,250
CHICAGO IL (ORD)	62.4	57.7	23,086	23,120
CHICO CA (CIC)	86.7	88.9	90	90
CHRISTIANSTED VI (STX)	59.6	68.4	94	95
CLEVELAND OH (CLE)	67.8	73.2	3,614	3,618
CODY WY (COD)	56.5	67.7	62	62
COLLEGE STATION/BRYAN TX (CLL)	66.7	71.0	213	214
COLORADO SPRINGS CO (COS)	59.5	75.4	812	812
COLUMBIA MO (COU)	59.6	60.7	89	89
COLUMBIA SC (CAE)	68.1	77.5	561	561
COLUMBUS GA (CSG)	71.1	81.4	97	97
COLUMBUS MS (GTR)	75.6	85.4	82	82
COLUMBUS OH (CMH)	63.8	70.0	2,368	2,367
CORDOVA AK (CDV)	71.7	80.0	60	60
CORPUS CHRISTI TX (CRP)	63.9	69.9	563	564
COVINGTON KY (CVG)	70.8	75.9	2,854	2,853
CRESCENT CITY CA (CEC)	76.5	80.0	85	85
DALLAS TX (DAL)	60.4	51.8	3,768	3,766
DALLAS/FORT WORTH TX (DFW)	67.1	61.2	23,763	23,752
DAYTON OH (DAY)	63.0	72.0	913	915
DAYTONA BEACH FL (DAB)	75.6	82.9	123	123
DEADHORSE AK (SCC)	59.2	57.9	76	76
DENVER CO (DEN)	64.0	57.2	19,028	19,006
DES MOINES IA (DSM)	59.6	66.1	1,267	1,269
DETROIT MI (DTW)	77.0	77.4	11,927	11,929
DICKINSON ND (DIK)	48.3	38.3	120	120

DECEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DOTHAN AL (DHN)	72.6	78.1	113	114
DULUTH MN (DLH)	58.8	70.2	250	252
DURANGO CO (DRO)	59.4	65.4	160	162
EAGLE CO (EGE)	50.9	61.0	161	159
EAU CLAIRE WI (EAU)	59.7	75.8	62	62
EL PASO TX (ELP)	59.2	67.8	1,611	1,611
ELKO NV (EKO)	72.8	76.5	81	81
ELMIRA/CORNING NY (ELM)	74.0	86.8	146	144
ERIE PA (ERI)	76.4	85.7	55	56
ESCANABA MI (ESC)	76.8	89.3	56	56
EUGENE OR (EUG)	68.8	77.6	494	495
EVANSVILLE IN (EVV)	61.4	69.2	342	341
FAIRBANKS AK (FAI)	74.9	83.1	319	319
FARGO ND (FAR)	53.0	63.4	576	576
FAYETTEVILLE AR (XNA)	52.6	62.0	980	978
FAYETTEVILLE NC (FAY)	74.0	77.0	192	191
FLAGSTAFF AZ (FLG)	85.7	86.4	154	154
FLINT MI (FNT)	72.9	80.4	362	363
FORT LAUDERDALE FL (FLL)	60.9	66.1	5,881	5,874
FORT MYERS FL (RSW)	67.5	74.9	2,613	2,611
FORT SMITH AR (FSM)	62.2	70.4	196	196
FORT WAYNE IN (FWA)	60.6	69.8	464	464
FRESNO CA (FAT)	76.1	81.3	941	941
GAINESVILLE FL (GNV)	82.7	83.3	255	258
GARDEN CITY KS (GCK)	56.5	64.5	62	62
GILLETTE WY (GCC)	60.5	72.6	124	124
GRAND FORKS ND (GFK)	63.6	73.3	165	165
GRAND ISLAND NE (GRI)	58.6	70.7	58	58
GRAND JUNCTION CO (GJT)	75.0	83.8	296	296
GRAND RAPIDS MI (GRR)	59.8	65.6	890	890
GREAT FALLS MT (GTF)	62.0	77.1	166	166
GREEN BAY WI (GRB)	54.4	67.2	454	454
GREENSBORO/HIGH POINT NC (GSO)	65.5	77.0	837	836
GREER SC (GSP)	63.0	76.6	835	838
GUAM TT (GUM)	64.5	93.8	31	32
GULFPORT/BILOXI MS (GPT)	70.4	72.5	368	364
GUNNISON CO (GUC)	60.3	63.9	73	72
HANCOCK/HOUGHTON MI (CMX)	37.1	58.1	62	62
HARLINGEN/SAN BENITO TX (HRL)	54.4	60.7	355	356
HARRISBURG PA (MDT)	69.7	81.3	561	560
HARTFORD CT (BDL)	69.1	76.0	1,987	1,989
HAYDEN CO (HDN)	61.5	67.8	91	90
HELENA MT (HLN)	65.5	79.6	142	142

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HIBBING MN (HIB)	73.7	80.7	57	57
HILO HI (ITO)	91.8	93.1	582	582
HOBBS NM (HOB)	56.9	72.5	51	51
HONOLULU HI (HNL)	88.1	91.5	4,405	4,405
HOUSTON TX (HOU)	59.7	47.5	5,161	5,160
HOUSTON TX (IAH)	72.2	70.9	14,852	14,843
HUNTSVILLE AL (HSV)	67.0	75.3	639	643
IDAHO FALLS ID (IDA)	61.2	74.7	227	229
INDIANAPOLIS IN (IND)	64.8	72.1	2,582	2,580
INTERNATIONAL FALLS MN (INL)	71.7	77.4	53	53
IRON MOUNTAIN/KINGSFD MI (IMT)	66.7	74.6	60	59
ISLIP NY (ISP)	50.1	62.0	429	429
ITHACA/CORTLAND NY (ITH)	69.0	75.9	58	58
JACKSON WY (JAC)	57.8	67.2	251	250
JACKSON/VICKSBURG MS (JAN)	68.9	72.3	726	726
JACKSONVILLE FL (JAX)	67.3	76.2	2,017	2,018
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	81.9	82.5	138	137
JOPLIN MO (JLN)	66.1	71.0	62	62
JUNEAU AK (JNU)	72.6	74.9	296	295
KAHULUI HI (OGG)	91.3	91.5	1,945	1,946
KALAMAZOO MI (AZO)	58.4	83.2	154	155
KALISPELL MT (FCA)	59.0	78.5	144	144
KANSAS CITY MO (MCI)	60.0	63.2	3,972	3,975
KETCHIKAN AK (KTN)	71.2	77.7	184	184
KEY WEST FL (EYW)	78.1	77.5	406	404
KILLEEN TX (GRK)	59.3	68.9	418	418
KLAMATH FALLS OR (LMT)	74.2	74.2	62	62
KNOXVILLE TN (TYS)	59.7	75.2	927	928
KODIAK AK (ADQ)	76.9	76.9	52	52
KONA HI (KOA)	88.6	90.7	1,042	1,044
KOTZEBUE AK (OTZ)	82.8	70.7	58	58
LA CROSSE WI (LSE)	53.6	55.3	84	85
LAFAYETTE LA (LFT)	76.6	79.1	492	493
LAKE CHARLES LA (LCH)	72.5	79.1	171	172
LANSING MI (LAN)	61.4	68.6	241	239
LARAMIE WY (LAR)	64.5	72.6	62	62
LAREDO TX (LRD)	63.5	72.2	197	198
LAS VEGAS NV (LAS)	67.6	62.2	11,111	11,111
LAWTON/FORT SILL OK (LAW)	62.8	67.8	121	121
LEWISTON ID (LWS)	83.9	87.5	56	56
LEXINGTON KY (LEX)	66.5	74.4	571	574
LIHUE HI (LIH)	89.8	91.9	1,005	1,005
LINCOLN NE (LNK)	55.5	69.4	265	265

DECEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LITTLE ROCK AR (LIT)	57.7	62.6	1,184	1,184
LONG BEACH CA (LGB)	81.5	84.9	1,076	1,076
LONGVIEW TX (GGG)	58.1	61.3	62	62
LOS ANGELES CA (LAX)	72.9	74.3	19,060	19,052
LOUISVILLE KY (SDF)	64.5	71.7	1,469	1,467
LUBBOCK TX (LBB)	62.9	67.2	563	564
MADISON WI (MSN)	59.3	69.0	953	955
MAMMOTH LAKES CA (MMH)	65.5	69.0	29	29
MANCHESTER NH (MHT)	59.1	73.5	655	654
MANHATTAN/FT. RILEY KS (MHK)	56.6	72.7	143	143
MARQUETTE MI (MQT)	56.3	70.0	80	80
MEDFORD OR (MFR)	56.6	58.6	274	273
MELBOURNE FL (MLB)	80.7	82.9	119	117
MEMPHIS TN (MEM)	67.6	73.4	1,967	1,969
MIAMI FL (MIA)	78.3	78.5	7,489	7,478
MIDLAND/ODESSA TX (MAF)	58.1	63.0	797	799
MILWAUKEE WI (MKE)	62.2	64.2	2,858	2,857
MINNEAPOLIS MN (MSP)	71.7	73.7	11,567	11,553
MINOT ND (MOT)	60.4	74.5	270	271
MISSION/MCALLEN/EDINBURG TX (MFE)	58.3	68.4	348	348
MISSOULA MT (MSO)	62.0	74.4	255	254
MOBILE AL (MOB)	70.3	76.1	474	477
MODESTO CA (MOD)	84.9	81.7	93	93
MOLINE IL (MLI)	54.6	68.5	458	460
MONROE LA (MLU)	70.4	73.1	270	268
MONTEREY CA (MRY)	82.9	87.2	397	398
MONTGOMERY AL (MGM)	77.1	81.9	297	298
MONTROSE/DELTA CO (MTJ)	62.9	69.4	97	98
MOSINEE WI (CWA)	59.0	71.9	249	249
MUSKEGON MI (MKG)	53.2	56.5	62	62
MYRTLE BEACH SC (MYR)	76.2	84.4	315	315
NASHVILLE TN (BNA)	62.1	63.1	4,954	4,954
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	81.9	87.3	72	71
NEW ORLEANS LA (MSY)	68.2	71.6	3,456	3,459
NEW YORK NY (JFK)	70.7	72.5	9,151	9,146
NEW YORK NY (LGA)	68.0	72.1	9,064	9,067
NEWARK NJ (EWR)	64.7	62.4	9,913	9,922
NEWBURGH/POUGHKEEPSIE NY (SWF)	80.4	85.3	143	143
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	75.0	79.9	188	189
NOME AK (OME)	67.2	75.9	58	58
NORFOLK VA (ORF)	67.1	74.3	1,312	1,312
NORTH BEND/COOS BAY OR (OTH)	77.4	83.9	31	31
OAKLAND CA (OAK)	66.0	63.8	3,646	3,645

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
OKLAHOMA CITY OK (OKC)	54.9	64.0	1,877	1,880
OMAHA NE (OMA)	60.6	69.8	1,831	1,835
ONTARIO CA (ONT)	67.3	71.9	1,726	1,729
ORLANDO FL (MCO)	68.2	69.3	9,630	9,618
PADUCAH KY (PAH)	51.6	77.4	62	62
PAGO PAGO TT (PPG)	81.8	81.8	11	11
PALM SPRINGS CA (PSP)	76.9	79.7	1,090	1,090
PANAMA CITY FL (ECP)	75.4	74.9	301	303
PASCO/KENNEWICK/RICHLAND WA (PSC)	61.1	76.4	216	216
PELLSTON MI (PLN)	62.5	71.4	56	56
PENSACOLA FL (PNS)	68.4	74.6	768	768
PEORIA IL (PIA)	60.0	69.1	390	392
PETERSBURG AK (PSG)	70.0	76.7	60	60
PHILADELPHIA PA (PHL)	72.4	74.6	6,374	6,382
PHOENIX AZ (PHX)	73.6	72.0	14,681	14,689
PITTSBURGH PA (PIT)	70.9	76.6	2,678	2,679
POCATELLO ID (PIH)	63.8	71.6	80	81
PONCE PR (PSE)	63.4	82.7	82	81
PORTLAND ME (PWM)	66.7	72.5	471	469
PORTLAND OR (PDX)	68.9	76.7	4,726	4,726
PROVIDENCE RI (PVD)	68.1	74.6	1,142	1,142
RALEIGH/DURHAM NC (RDU)	69.7	73.2	3,963	3,965
RAPID CITY SD (RAP)	54.9	67.6	295	293
REDDING CA (RDD)	76.1	77.5	88	89
RENO NV (RNO)	61.7	68.6	1,338	1,337
RHINELANDER WI (RHI)	62.2	63.7	90	91
RICHMOND VA (RIC)	67.1	75.9	1,579	1,578
ROANOKE VA (ROA)	75.2	77.4	145	146
ROCHESTER MN (RST)	61.6	78.9	146	147
ROCHESTER NY (ROC)	59.1	66.0	856	860
ROCK SPRINGS WY (RKS)	66.5	64.1	155	156
ROSWELL NM (ROW)	65.2	75.3	89	89
SACRAMENTO CA (SMF)	67.2	69.4	3,476	3,478
SAGINAW/BAY CITY/MIDLAND MI (MBS)	66.8	73.8	247	248
SALT LAKE CITY UT (SLC)	69.9	74.8	8,737	8,735
SAN ANGELO TX (SJT)	64.2	66.9	151	151
SAN ANTONIO TX (SAT)	63.5	69.9	3,261	3,265
SAN DIEGO CA (SAN)	69.9	72.7	6,243	6,240
SAN FRANCISCO CA (SFO)	75.3	77.4	13,809	13,800
SAN JOSE CA (SJC)	67.6	69.3	3,403	3,404
SAN JUAN PR (SJU)	65.0	71.9	2,438	2,429
SAN LUIS OBISPO CA (SBP)	87.6	88.1	411	411
SANTA ANA CA (SNA)	73.8	74.6	3,196	3,195

DECEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SANTA BARBARA CA (SBA)	83.8	85.9	881	882
SANTA FE NM (SAF)	58.1	67.1	155	155
SANTA MARIA CA (SMX)	89.5	89.5	86	86
SARASOTA/BRADENTON FL (SRQ)	73.8	76.7	390	390
SAULT STE. MARIE MI (CIU)	71.9	82.5	57	57
SAVANNAH GA (SAV)	69.9	75.9	734	733
SCRANTON/WILKES-BARRE PA (AVP)	65.8	81.5	158	157
SEATTLE WA (SEA)	74.8	77.7	8,351	8,346
SHREVEPORT LA (SHV)	63.1	69.6	602	602
SIOUX CITY IA (SUX)	48.3	70.7	58	58
SIOUX FALLS SD (FSD)	56.4	68.9	653	653
SITKA AK (SIT)	72.2	80.2	90	91
SOUTH BEND IN (SBN)	63.5	72.2	395	395
SPOKANE WA (GEG)	64.3	76.7	743	743
SPRINGFIELD IL (SPI)	56.5	68.0	147	147
SPRINGFIELD MO (SGF)	58.7	64.0	545	547
ST. GEORGE UT (SGU)	68.3	79.3	145	145
ST. LOUIS MO (STL)	63.5	60.9	4,571	4,571
STATE COLLEGE PA (SCE)	82.6	88.4	69	69
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	49.4	54.1	158	157
SYRACUSE NY (SYR)	66.0	75.4	754	753
TALLAHASSEE FL (TLH)	74.4	79.1	407	407
TAMPA FL (TPA)	65.6	69.4	5,663	5,653

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TEXARKANA AR (TXK)	65.1	70.9	86	86
TRAVERSE CITY MI (TVC)	57.1	73.6	238	239
TRENTON NJ (TTN)	37.7	59.4	138	138
TUCSON AZ (TUS)	66.9	77.8	1,678	1,679
TULSA OK (TUL)	56.2	67.5	1,583	1,585
TWIN FALLS ID (TWF)	61.7	74.8	115	115
TYLER TX (TYR)	70.0	79.2	230	231
VALDOSTA GA (VLD)	73.6	86.2	87	87
VALPARAISO FL (VPS)	66.8	74.4	434	433
WACO TX (ACT)	60.1	72.3	148	148
WATERLOO IA (ALO)	46.6	56.9	58	58
WATERTOWN NY (ART)	31.0	55.2	58	58
WEST PALM BEACH/PALM BEACH FL (PBI)	64.4	66.3	2,268	2,262
WHITE PLAINS NY (HPN)	62.0	69.8	679	679
WICHITA FALLS TX (SPS)	62.7	68.1	118	119
WICHITA KS (ICT)	56.0	63.9	930	931
WILLISTON ND (ISN)	55.4	60.5	224	223
WILMINGTON DE (ILG)	50.0	74.2	62	62
WILMINGTON NC (ILM)	75.9	81.8	374	374
WORCESTER MA (ORH)	56.5	64.5	62	62
WRANGELL AK (WRG)	73.3	80.0	60	60
YAKUTAT AK (YAK)	73.3	75.0	60	60
YUMA AZ (YUM)	88.7	92.2	283	283

DECEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	19	19,519	1,720	8.8	131	34,195	3,208	9.4
AMERICAN	28	36,598	2,226	6.1	84	45,737	2,982	6.5
EXPRESSJET	21	31,262	1,684	5.4	164	58,638	3,165	5.4
SKYWEST	22	28,638	863	3.0	160	49,886	1,738	3.5
ENDEAVOR*	19	11,700	346	3.0	113	22,244	631	2.8
MESA	12	6,207	178	2.9	79	11,899	325	2.7
JETBLUE	23	14,672	220	1.5	55	21,235	327	1.5
US AIRWAYS	27	28,976	451	1.6	77	34,139	500	1.5
UNITED	28	35,880	483	1.3	82	41,423	559	1.3
VIRGIN AMERICA	16	4,847	55	1.1	19	5,018	56	1.1
AIRTRAN	16	7,758	68	0.9	40	11,705	101	0.9
SOUTHWEST	24	48,669	363	0.7	89	94,903	777	0.8
ALASKA	20	7,588	11	0.1	54	12,554	72	0.6
FRONTIER	22	4,990	21	0.4	61	6,508	34	0.5
DELTA	29	46,682	202	0.4	136	60,623	261	0.4
HAWAIIAN	8	401	0	0.0	17	6,032	11	0.2
Total		334,387	8,891	2.7	Total	516,739	14,747	2.9

For simplicity, statistics are displayed to one decimal place.

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

* Formerly Pinnacle Airlines

DECEMBER 2013
AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1,198	861	71.9
AMERICAN	1,585	847	53.4
EXPRESSJET	6,265	1,450	23.1
SKYWEST	3,832	686	17.9
MESA	1,170	162	13.8
ENDEAVOR*	3,291	372	11.3
JETBLUE	835	86	10.3
US AIRWAYS	2,875	225	7.8
VIRGIN AMERICA	191	11	5.8
UNITED	7,557	419	5.5
ALASKA	491	20	4.1
AIRTRAN	1,352	52	3.8
SOUTHWEST	19,833	609	3.1
FRONTIER	430	13	3.0
DELTA	4,429	104	2.3
HAWAIIAN	216	0	0.0
TOTAL	55,550	5,917	10.7

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.

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

* Formerly Pinnacle Airlines

**DECEMBER 2013
AIR TRAVEL CONSUMER REPORT
TABLE 9. CAUSES OF DELAY*, BY CARRIER**

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ENDEAVOR**	22244	15653	70.37%	631	2.84%	38	0.17%	1475	6.63%	212	0.95%	2333	10.49%	11	0.05%	1892	8.51%
AMERICAN	45737	32246	70.50%	2982	6.52%	91	0.20%	2941	6.43%	776	1.70%	2906	6.35%	4	0.01%	3790	8.29%
ALASKA	12554	10738	85.53%	72	0.57%	39	0.31%	420	3.35%	100	0.80%	705	5.62%	7	0.06%	472	3.76%
JETBLUE	21235	13498	63.56%	327	1.54%	75	0.35%	2156	10.15%	83	0.39%	2550	12.01%	28	0.13%	2518	11.86%
DELTA	60623	48199	79.51%	261	0.43%	98	0.16%	3883	6.40%	507	0.84%	4395	7.25%	1	0.00%	3279	5.41%
EXPRESSJET	58638	36858	62.86%	3165	5.40%	197	0.34%	4805	8.20%	375	0.64%	5460	9.31%	14	0.02%	7763	13.24%
FRONTIER	6508	3921	60.25%	34	0.52%	7	0.11%	542	8.32%	29	0.45%	1062	16.32%	0	0.00%	913	14.02%
AIRTRAN	11705	8066	68.91%	101	0.86%	17	0.15%	1001	8.55%	38	0.33%	991	8.47%	0	0.00%	1491	12.73%
HAWAIIAN	6032	5575	92.42%	11	0.18%	4	0.07%	249	4.12%	25	0.41%	4	0.07%	0	0.00%	164	2.71%
AMERICAN EAGLE	34195	20703	60.54%	3208	9.38%	77	0.23%	1735	5.07%	1179	3.45%	3284	9.60%	1	0.00%	4008	11.72%
SKYWEST	49886	35247	70.66%	1738	3.48%	210	0.42%	2968	5.95%	367	0.74%	3711	7.44%	14	0.03%	5631	11.29%
UNITED	41423	30427	73.45%	559	1.35%	75	0.18%	3974	9.59%	367	0.89%	3295	7.96%	0	0.00%	2726	6.58%
US AIRWAYS	34139	26731	78.30%	500	1.46%	61	0.18%	2175	6.37%	87	0.25%	2995	8.77%	26	0.08%	1564	4.58%
VIRGIN AMERICA	5018	4296	85.61%	56	1.12%	14	0.28%	161	3.20%	208	4.14%	136	2.71%	2	0.05%	146	2.90%
SOUTHWEST	94903	54775	57.72%	777	0.82%	146	0.15%	12209	12.86%	438	0.46%	5534	5.83%	143	0.15%	20880	22.00%
MESA	11899	8945	75.17%	325	2.73%	7	0.06%	796	6.69%	123	1.04%	772	6.49%	10	0.08%	921	7.74%
TOTAL	516739	355878	68.87%	14747	2.85%	1156	0.22%	41488	8.03%	4915	0.95%	40135	7.77%	262	0.05%	58158	11.25%

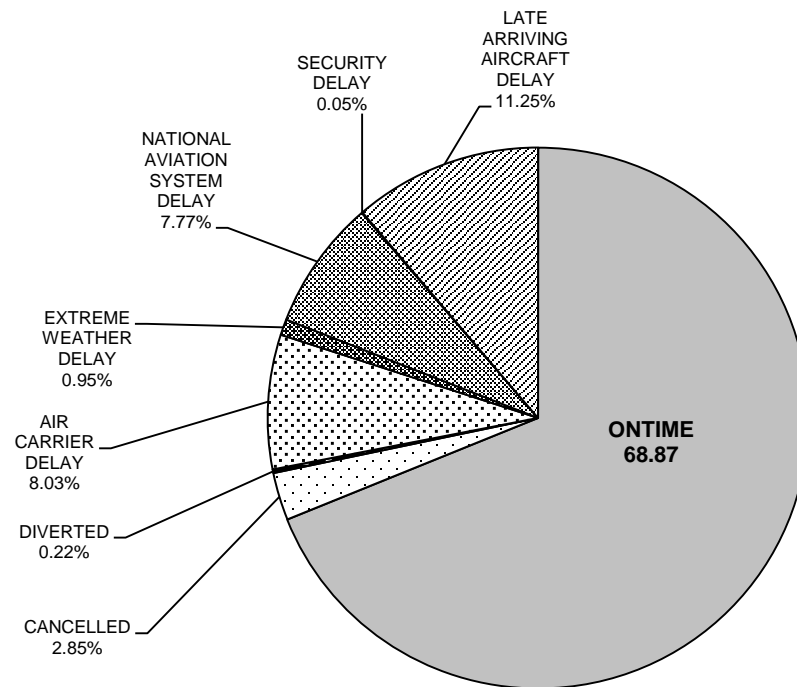
***Causes of Delay:**

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

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

** Formerly Pinnacle Airlines

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



Causes of Delay:

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

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

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

DECEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
UNITED	691	ORD	IAH	12/8/2013	Origin Airport	244
GOJET	3640	TVC	ORD	12/8/2013	Destination Airport	239
UNITED	1138	ORD	IAD	12/8/2013	Origin Airport	228
UNITED	780	DCA	ORD	12/8/2013	Destination Airport	217
CHAUTAUQUA	4717	CLE	ORD	12/8/2013	Destination Airport	215
UNITED	1633	IAD	ORD	12/8/2013	Destination Airport	207
TRANS STATES	3422	ORD	MEM	12/8/2013	Origin Airport	201
UNITED	651	TPA	ORD	12/8/2013	Destination Airport	196
UNITED	698	BOS	EWR	12/17/2013	Origin Airport	192
UNITED	780	ORD	SEA	12/8/2013	Origin Airport	181

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).

DECEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
UNITED	987	ORD	CDG	12/8/2013	Origin Airport	270
BRITISH AIRWAYS	212	BOS	LHR	12/17/2013	Origin Airport	259
UNITED	928	ORD	LHR	12/8/2013	Origin Airport	256
UNITED	952	ORD	MUC	12/8/2013	Origin Airport	245

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).

DECEMBER 2013

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
AMERICAN EAGLE	34,195	74	0.2
ENDEAVOR*	22,244	29	0.1
JETBLUE	21,235	22	0.1
UNITED	41,423	33	0.1
SKYWEST	49,886	32	0.1
US AIRWAYS	34,139	21	0.1
FRONTIER	6,508	4	0.1
AMERICAN	45,737	23	0.1
DELTA	60,623	31	0.1
EXPRESSJET	58,638	19	0.0
MESA	11,899	3	0.0
VIRGIN AMERICA	5,018	1	0.0
ALASKA	12,554	2	0.0
SOUTHWEST	94,903	14	0.0
AIRTRAN	11,705	1	0.0
HAWAIIAN	6,032	0	0.0
TOTAL	516,739	309	0.1

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

* Formerly Pinnacle Airlines

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

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

APPENDIX

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

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

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors *

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

Air Carriers Voluntarily Reporting

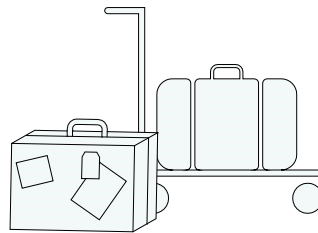
Data to DOT and to CRS Vendors

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

MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	DECEMBER 2013			DECEMBER 2012		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	734	549,916	1.33	565	487,898	1.16
2	HAWAIIAN AIRLINES	1,725	763,478	2.26	2,311	765,146	3.02
3	JETBLUE AIRWAYS	5,362	2,327,284	2.30	4,954	2,191,590	2.26
4	FRONTIER AIRLINES	2,452	890,913	2.75	2,635	805,538	3.27
5	DELTA AIR LINES	24,633	8,267,254	2.98	19,339	7,505,960	2.58
6	ENDEAVOR AIR**	3,401	1,006,495	3.38	**	**	**
7	US AIRWAYS	15,210	4,415,404	3.44	10,951	4,024,717	2.72
8	ALASKA AIRLINES	5,372	1,545,424	3.48	5,151	1,428,830	3.61
9	AMERICAN AIRLINES	23,020	5,587,553	4.12	23,419	5,569,647	4.20
10	SOUTHWEST AIRLINES	55,793	10,426,297	5.35	41,299	9,278,390	4.45
11	MESA AIRLINES	3,835	712,287	5.38	3,546	623,271	5.69
12	UNITED AIRLINES	31,304	5,716,452	5.48	28,156	5,476,274	5.14
13	AIRTRAN AIRWAYS	6,114	1,078,249	5.67	3,445	1,572,001	2.19
14	EXPRESSJET AIRLINES	17,804	2,477,607	7.19	16,460	2,447,375	6.73
15	SKYWEST AIRLINES	15,595	2,155,121	7.24	16,717	2,135,752	7.83
16	AMERICAN EAGLE AIRLINES	11,400	1,292,003	8.82	10,764	1,390,929	7.74
TOTALS		223,754	49,211,737	4.55	189,712	45,703,318	4.15

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

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS—For the domestic system only.

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

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

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

RANK	AIRLINE	JANUARY - DECEMBER 2013			JANUARY - DECEMBER 2012		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	6,031	6,185,894	0.97	5,313	6,073,451	0.87
2	JETBLUE AIRWAYS	51,040	26,746,981	1.91	48,346	25,731,611	1.88
3	FRONTIER AIRLINES	21,921	10,210,546	2.15	22,618	10,177,635	2.22
4	DELTA AIR LINES	221,724	101,128,623	2.19	205,943	98,072,571	2.10
5	HAWAIIAN AIRLINES	20,791	9,256,661	2.25	26,021	9,032,567	2.88
6	US AIRWAYS	130,138	51,715,215	2.52	105,730	49,350,915	2.14
7	ENDEAVOR AIR**	34,238	12,876,818	2.66	**	**	**
8	ALASKA AIRLINES	54,318	18,491,517	2.94	50,906	17,363,123	2.93
9	AMERICAN AIRLINES	205,060	67,810,516	3.02	198,501	67,869,244	2.92
10	UNITED AIRLINES	236,326	68,151,609	3.47	276,875	71,569,901	3.87
11	AIRTRAN AIRWAYS	63,302	17,060,737	3.71	33,844	21,384,197	1.58
12	SOUTHWEST AIRLINES	439,323	118,201,815	3.72	355,149	115,413,258	3.08
13	MESA AIRLINES	35,645	8,401,733	4.24	36,416	7,788,981	4.68
14	EXPRESSJET AIRLINES	152,287	31,133,001	4.89	169,566	30,743,315	5.52
15	SKYWEST AIRLINES	130,946	26,587,930	4.93	135,863	25,830,946	5.26
16	AMERICAN EAGLE AIRLINES	99,412	16,847,529	5.90	105,564	18,211,607	5.80
TOTALS		1,902,502	590,807,125	3.22	1,776,655	574,613,322	3.09

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

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS—For the domestic system only.

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

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

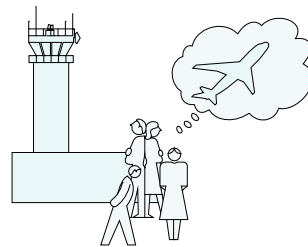
OVERSALES

This section furnishes data on the number of passengers who hold confirmed reservations and are denied boarding ("bumped") from a flight because it is oversold. These figures include only passengers whose oversold flight departs without them; they do not include passengers affected by cancelled, delayed or diverted flights.

The report includes U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues *and* operate aircraft with a passenger capacity of 30 or more seats (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 CFR 250.10.

These tables give information by carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boardings per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boardings include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the oversales rule. There are four exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; 3) aircraft of smaller capacity is substituted; and (4) passenger is denied boarding due to safety-related weight restrictions on an aircraft with 60 or fewer seats. Totals appear at the end of each table.

The enplanements figures that are used to calculate the involuntary denied boarding rate do not include "shuttle" service on which reservations are not offered, nor do they include inbound international service, since the rule does not apply to these flights.



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

RANK	AIRLINE	OCTOBER - DECEMBER 2013				OCTOBER - DECEMBER 2012			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	145	1	6,831,371	0.00	54	13	6,573,215	0.02
2	VIRGIN AMERICA	104	1	1,555,207	0.01	30	18	1,499,063	0.12
3	HAWAIIAN AIRLINES	167	44	2,405,889	0.18	219	41	2,410,581	0.17
4	ALASKA AIRLINES	754	127	4,436,523	0.29	1,162	297	4,218,458	0.70
5	AMERICAN AIRLINES	12,864	677	18,664,581	0.36	14,442	1,389	18,536,509	0.75
6	DELTA AIR LINES	19,924	1,359	26,365,699	0.52	31,031	2,021	25,496,756	0.79
7	US AIRWAYS	6,045	784	14,228,483	0.55	6,398	719	13,577,101	0.53
8	SOUTHWEST AIRLINES	14,512	1,948	29,378,897	0.66	13,851	2,095	27,876,734	0.75
9	ENDEAVOR AIR**	4,958	249	3,036,170	0.82	**	**	**	**
10	FRONTIER AIRLINES	924	319	2,665,493	1.20	426	105	2,537,924	0.41
11	AIRTRAN AIRWAYS	3,507	502	3,822,884	1.31	7,000	663	4,906,630	1.35
12	AMERICAN EAGLE AIRLINES	5,018	548	4,098,294	1.34	4,265	412	4,433,663	0.93
13	UNITED AIRLINES	17,074	2,601	18,969,272	1.37	13,198	2,846	18,696,707	1.52
14	MESA AIRLINES	1,915	518	2,111,954	2.45	1,510	512	1,899,862	2.69
15	EXPRESSJET AIRLINES	13,427	1,908	7,769,435	2.46	13,374	1,677	7,729,179	2.17
16	SKYWEST AIRLINES	10,214	2,161	6,395,843	3.38	11,119	1,811	6,419,001	2.82
	TOTALS	111,552	13,747	152,735,995	0.90	118,079	14,619	146,811,383	1.00

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

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

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

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

RANK	AIRLINE	JANUARY - DECEMBER 2013				JANUARY - DECEMBER 2012			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	502	19	28,166,771	0.01	245	39	26,915,983	0.01
2	VIRGIN AMERICA	351	26	6,244,574	0.04	49	45	6,165,376	0.07
3	HAWAIIAN AIRLINES	1,147	172	9,928,830	0.17	907	168	9,476,251	0.18
4	ALASKA AIRLINES	3,834	714	18,517,953	0.39	5,273	1,103	17,375,336	0.63
5	AMERICAN AIRLINES	52,806	3,233	76,062,625	0.43	60,425	5,571	75,883,719	0.73
6	DELTA AIR LINES	81,025	6,070	106,783,155	0.57	121,535	5,342	103,957,050	0.51
7	US AIRWAYS	27,271	3,531	57,834,693	0.61	27,764	3,755	55,237,069	0.68
8	ENDEAVOR AIR**	19,944	1,083	12,707,145	0.85	**	**	**	**
9	SOUTHWEST AIRLINES	80,920	12,221	115,645,836	1.06	69,352	9,490	112,531,171	0.84
10	AMERICAN EAGLE AIRLINES	19,659	1,923	16,939,092	1.14	22,567	1,945	18,115,456	1.07
11	UNITED AIRLINES	57,716	9,015	77,212,471	1.17	79,261	14,394	78,728,448	1.83
12	FRONTIER AIRLINES	3,493	1,272	10,361,896	1.23	2,682	808	10,324,099	0.78
13	AIRTRAN AIRWAYS	27,474	2,302	17,832,245	1.29	38,494	2,060	21,744,193	0.95
14	EXPRESSJET AIRLINES	47,844	6,422	31,356,714	2.05	58,511	6,564	30,853,610	2.13
15	SKYWEST AIRLINES	35,942	6,768	26,518,312	2.55	44,233	5,990	25,867,287	2.32
16	MESA AIRLINES	6,749	2,197	8,401,693	2.61	7,613	1,929	7,598,795	2.54
	TOTALS	466,677	56,968	620,514,005	0.92	538,911	59,203	600,773,843	0.99

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

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

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

CONSUMER COMPLAINTS

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints (which are handled by the Federal Aviation Administration) or security complaints (which are handled by the Transportation Security Administration). An explanation of each section of the report appears below:

Summary - Table 1 gives the total number of complaints, and also breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

Complaint Categories - Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

U.S. Airlines - Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

Incident Date - Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods (Incident Date data is not included in YTD section).

Companies Other Than U.S. Airlines - Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc.

Airline Rankings - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	DECEMBER 2013				DECEMBER 2012			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	775	59	3	188	641	48	1	91
FOREIGN AIRLINES	217	5	0	29	208	6	0	11
TRAVEL AGENTS	94	1	0	12	19	2	0	5
TOUR OPERATORS	1	0	0	0	23	1	0	1
MISCELLANEOUS	27	29	0	12	11	10	0	10
INDUSTRY TOTALS	1,114	94	3	241	902	67	1	118

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	DECEMBER 2013			DECEMBER 2012		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	313		1	248	
CANCELLATIONS			125			103
DELAYS			100			87
MISCONNECTIONS			43			33
BAGGAGE	2	207		2	150	
RES/TKTG/BOARDING	3	147		4	129	
CUSTOMER SERVICE	4	124		3	136	
FARES	5	114		7	42	
REFUNDS	6	78		5	58	
DISABILITY	7	47		8	35	
OVERSALES	8	43		9	34	
OTHER	9	23		6	58	
FREQUENT FLYER			9			21
DISCRIMINATION	10	9		11	3	
ADVERTISING	10	9		10	8	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		1,114			902	

* 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*

DECEMBER 2013

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	3	1	0	0	0	4	1	2	0	0	0	0	11
ALASKA AIRLINES	3	0	2	0	0	1	2	0	1	0	0	1	10
ALLEGiant AIR	29	1	17	3	2	4	3	1	1	1	0	1	63
AMERICAN AIRLINES	38	3	21	3	11	42	13	8	3	1	0	3	146
AMERICAN EAGLE AIRLINES	16	0	2	0	0	4	2	1	0	0	0	0	25
DELTA AIR LINES	11	5	4	5	1	5	11	7	0	1	0	2	52
ENDEAVOR AIR***	5	0	0	0	0	1	0	0	0	0	0	1	7
EXPRESSJET AIRLINES	20	0	0	0	0	4	5	0	0	0	0	0	29
FRONTIER AIRLINES	9	1	3	0	3	8	5	0	0	0	0	0	29
GREAT LAKES AVIATION	5	0	0	0	0	0	0	1	0	0	0	0	6
HAWAIIAN AIRLINES	0	0	0	0	1	1	2	1	0	0	0	0	5
JETBLUE AIRWAYS	5	0	2	1	0	7	1	0	0	0	0	1	17
REPUBLIC AIRLINES	5	1	0	0	0	1	3	0	0	0	0	0	10
SHUTTLE AMERICA	3	1	0	0	0	1	0	0	0	0	0	0	5
SILVER AIRWAYS	4	0	0	0	0	1	0	0	0	0	0	0	5
SKYWEST AIRLINES	10	0	2	0	0	3	3	0	0	1	0	0	19
SOUTHWEST AIRLINES	7	1	5	2	5	8	6	2	0	0	0	1	37
SPIRIT AIRLINES	12	3	12	1	9	15	4	0	2	0	0	0	58
TRANS STATES AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
UNITED AIRLINES	34	15	15	6	10	29	19	11	0	1	0	3	143
US AIRWAYS	16	4	11	2	5	6	11	4	1	0	0	1	61
OTHER U. S. AIRLINES	23	2	2	0	1	2	1	0	0	1	0	0	32
TOTAL DECEMBER 2013	263	38	98	23	48	147	92	38	8	6	0	14	775
% OF TOTAL COMPLAINTS	33.9	4.9	12.6	3.0	6.2	19	11.9	4.9	1.0	0.8	0.0	1.8	
TOTAL DECEMBER 2012	219	27	83	21	39	92	98	30	2	3	0	27	641
% OF TOTAL COMPLAINTS	34.2	4.2	12.9	3.3	6.1	14.4	15.3	4.7	0.3	0.5	0.0	4.2	

* 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 Pinnacle Airlines

Table 4

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

U. S. AIRLINES*	COMPS RECD IN DEC	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN NOV	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	11	8	72.7	1	9.1	1	9.1	1	9.1
ALASKA AIRLINES	10	6	60.0	1	10.0	2	20.0	1	10.0
ALLEGiant AIR	63	45	71.4	9	14.3	5	7.9	4	6.3
AMERICAN AIRLINES	146	90	61.6	20	13.7	18	12.3	18	12.3
AMERICAN EAGLE AIRLINES	25	19	76.0	6	24.0	0	0.0	0	0.0
DELTA AIR LINES	52	25	48.1	10	19.2	10	19.2	7	13.5
ENDEAVOR AIR**	7	5	71.4	0	0.0	1	14.3	1	14.3
EXPRESSJET AIRLINES	29	22	75.9	4	13.8	3	10.3	0	0.0
FRONTIER AIRLINES	29	18	62.1	5	17.2	5	17.2	1	3.4
GREAT LAKES AVIATION	6	5	83.3	1	16.7	0	0.0	0	0.0
HAWAIIAN AIRLINES	5	3	60.0	1	20.0	0	0.0	1	20.0
JETBLUE AIRWAYS	17	13	76.5	3	17.6	1	5.9	0	0.0
REPUBLIC AIRLINES	10	9	90.0	1	10.0	0	0.0	0	0.0
SHUTTLE AMERICA	5	3	60.0	0	0.0	1	20.0	1	20.0
SILVER AIRWAYS	5	4	80.0	1	20.0	0	0.0	0	0.0
SKYWEST AIRLINES	19	12	63.2	5	26.3	2	10.5	0	0.0
SOUTHWEST AIRLINES	37	27	73.0	4	10.8	3	8.1	3	8.1
SPIRIT AIRLINES	58	29	50.0	5	8.6	15	25.9	9	15.5
TRANS STATES AIRLINES	5	5	100.0	0	0.0	0	0.0	0	0.0
UNITED AIRLINES	143	84	58.7	28	19.6	24	16.8	7	4.9
US AIRWAYS	61	23	37.7	14	23.0	18	29.5	6	9.8
OTHER U. S. AIRLINES	32	20	62.5	10	31.2	2	6.2	0	0.0
TOTALS	775	475	61.3	129	16.6	111	14.3	60	7.7
PREVIOUS YEAR'S TOTALS	641	371	57.9	98	15.3	119	18.6	53	8.3

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

**Formerly Pinnacle Airlines

Table 5

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

	DECEMBER 2013												
	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXI CO	3	0	4	0	2	2	0	0	0	1	0	0	12
AIR BERLIN	0	1	1	0	1	2	1	0	0	0	0	0	6
AIR CANADA	8	1	7	0	1	3	9	0	0	0	0	0	29
AIR FRANCE	2	0	0	0	0	2	1	2	0	0	0	0	7
AIR INDIA	2	0	0	0	0	6	1	0	0	0	0	0	9
ALITALIA AIRLINES	1	0	1	0	1	5	0	1	0	0	0	0	9
BRITISH AIRWAYS	1	1	7	0	5	3	2	1	0	0	0	2	22
EMIRATES AIRLINES	0	0	5	0	0	0	0	1	0	0	0	0	6
LUFTHANSA	0	1	1	0	0	2	2	1	0	0	0	0	7
PHILIPPINE AIRLINES	0	0	1	0	1	0	3	0	0	0	0	0	5
QATAR AIRWAYS	3	0	0	1	1	3	1	1	0	0	0	0	10
TAM	0	0	0	0	1	4	1	0	0	0	0	0	6
VIRGIN ATLANTIC AIRWAYS	1	0	1	0	0	1	2	0	0	0	0	0	5
VOLARIS AIRLINES	5	1	2	0	2	1	1	0	0	0	0	0	12
OTHER FOREIGN AIRLINES	15	0	11	3	9	22	6	1	0	2	0	3	72
TOTALS	41	5	41	4	24	56	30	8	0	3	0	5	217
<u>TRAVEL AGENTS</u>													
ORBITZ.COM	0	0	1	5	1	0	0	0	1	0	0	0	8
PRI CELINE.COM	0	0	0	76	0	0	0	0	0	0	0	0	76
OTHER TRAVEL AGENTS	2	0	4	1	3	0	0	0	0	0	0	0	10
TOTALS	2	0	5	82	4	0	0	0	1	0	0	0	94
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	1	0	0	0	0	0	1
TOTALS	0	0	0	0	0	0	1	0	0	0	0	0	1
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	7	0	3	5	2	4	1	1	0	0	0	4	27
TOTALS	7	0	3	5	2	4	1	1	0	0	0	4	27

* 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	DECEMBER 2013			DECEMBER 2012		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	37	10,257,056	0.36	18	9,044,103	0.20
2	<i>DELTA AIR LINES</i>	52	9,903,708	0.53	39	9,026,670	0.43
3	<i>VIRGIN AMERICA</i>	3	558,554	0.54	5	505,753	0.99
4	<i>MESA AIRLINES</i>	4	712,287	0.56	0	623,271	0
5	<i>ALASKA AIRLINES</i>	10	1,672,181	0.60	6	1,548,564	0.39
6	<i>HAWAIIAN AIRLINES</i>	5	818,998	0.61	13	812,395	1.60
7	<i>JETBLUE AIRWAYS</i>	17	2,705,808	0.63	14	2,479,585	0.56
8	<i>ENDEAVOR AIR**</i>	7	1,021,084	0.69	**	**	**
9	<i>SKYWEST AIRLINES</i>	19	2,229,018	0.85	11	2,170,720	0.51
10	<i>AIRTRAN AIRWAYS</i>	11	1,240,649	0.89	4	1,606,242	0.25
11	<i>EXPRESSJET AIRLINES</i>	29	2,674,964	1.08	26	2,608,370	1.00
12	<i>US AIRWAYS</i>	61	4,797,900	1.27	40	4,400,918	0.91
13	<i>AMERICAN EAGLE AIRLINES</i>	25	1,368,018	1.83	28	1,476,961	1.90
14	<i>UNITED AIRLINES</i>	143	7,559,692	1.89	140	7,238,583	1.93
15	<i>AMERICAN AIRLINES</i>	146	7,329,871	1.99	134	7,206,357	1.86
16	<i>FRONTIER AIRLINES</i>	29	882,383	3.29	10	869,644	1.15
	TOTAL	598	55,732,171	1.07	488	51,618,136	0.96

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

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

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

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS

	JANUARY - DECEMBER 2013				JANUARY - DECEMBER 2012			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	9,684	773	23	1,294	11,447	719	22	1,457
FOREIGN AIRLINES	2,842	66	2	292	3,036	58	4	240
TRAVEL AGENTS	279	21	0	74	345	23	1	124
TOUR OPERATORS	196	0	0	2	315	2	0	7
MISCELLANEOUS	167	176	1	189	195	128	3	171
INDUSTRY TOTALS	13,168	1,036	26	1,851	15,338	930	30	1,999

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - DECEMBER 2013			JANUARY - DECEMBER 2012		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS	1	3,979		1	4,249	
CANCELLATIONS			1,520			1,717
DELAYS			1,437			1,446
MISCONNECTIONS			624			644
BAGGAGE	2	2,133		3	2,182	
RES/TKTG/BOARDING	3	1,900		2	2,456	
CUSTOMER SERVICE	4	1,835		4	1,988	
REFUNDS	5	920		5	1,185	
DISABILITY	6	679		7	741	
OTHER	7	612		8	717	
FREQUENT FLYER			254			289
FARES	8	503		6	1,010	
OVERSALES	9	426		9	503	
ADVERTISING	10	96		10	203	
DISCRIMINATION	11	79		11	99	
ANIMALS	12	6		12	5	
COMPLAINT TOTAL		13,168			15,338	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

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

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	30	7	0	0	2	0	10	4	0	1	0	0	54
AIRTRAN AIRWAYS	47	10	10	2	3	18	22	14	0	2	0	2	130
ALASKA AIRLINES	22	2	17	2	4	13	17	6	1	0	0	2	86
ALLEGIAN AIR	139	2	73	14	33	21	57	28	8	3	0	7	385
AMERICAN AIRLINES	495	33	241	43	133	358	275	94	9	11	1	37	1,730
AMERICAN EAGLE AIRLINES	180	7	30	1	1	34	34	12	0	1	0	3	303
CHAUTAUQUA AIRLINES	30	0	3	1	0	4	3	1	0	0	0	0	42
COMMUTAIR	36	2	1	0	0	4	0	0	0	0	0	0	43
COMPASS AIRLINES	11	0	1	0	0	3	3	1	0	0	0	0	19
DELTA AIR LINES	178	41	100	48	8	79	137	68	5	6	0	43	713
ENDEAVOR AIR***	75	1	3	0	1	20	9	2	0	0	0	2	113
EXPRESSJET AIRLINES	251	1	1	0	0	36	22	1	0	1	0	6	319
FRONTIER AIRLINES	75	11	47	5	13	33	42	9	1	1	0	79	316
GO!	45	0	0	0	3	3	3	0	0	0	0	0	54
GOJET AIRLINES	36	0	0	0	0	7	7	1	0	0	0	1	52
GREAT LAKES AVIATION	24	0	0	0	3	1	1	2	0	0	0	0	31
HAWAIIAN AIRLINES	15	2	21	7	10	11	20	9	3	0	0	7	105
HORIZON AIRLINES	9	1	2	0	0	3	2	1	0	0	0	0	18
ISLAND AIRLINES	7	0	1	0	2	0	1	0	0	0	0	0	11
JETBLUE AIRWAYS	47	3	30	5	8	48	28	18	0	0	0	5	192
MESA AIRLINES	52	1	1	0	6	1	9	1	0	0	0	0	71
PIEDMONT AIRLINES	44	9	8	0	0	2	6	1	0	2	0	1	73
PSA AIRLINES	24	0	0	0	0	2	3	2	0	0	0	0	31
REPUBLIC AIRLINES	116	3	3	0	0	9	11	2	0	1	0	0	145
SHUTTLE AMERICA	44	1	0	0	0	6	6	0	0	0	0	1	58
SILVER AIRWAYS	17	1	1	1	3	14	3	2	0	0	0	0	42
SKYWEST AIRLINES	142	7	10	0	0	30	18	5	0	2	0	3	217
SOUTHWEST AIRLINES	104	9	47	12	22	70	76	42	5	7	0	3	397
SPIRIT AIRLINES	318	45	199	29	104	148	109	19	18	4	1	25	1,019
SUN COUNTRY AIRLINES	3	0	1	0	0	4	2	0	1	0	0	0	11
TRANS STATES AIRLINES	19	0	0	0	1	5	1	0	0	0	0	0	26
UNITED AIRLINES	521	93	265	68	157	287	337	110	7	14	3	73	1,935
US AIRWAYS	277	35	105	31	59	75	99	94	3	3	0	25	806
VIRGIN AMERICA	19	1	8	4	5	17	15	2	4	1	0	5	81
OTHER U. S. AIRLINES	21	1	7	1	8	6	8	0	1	0	0	3	56
TOTAL JAN-DEC 2013	3,473	329	1,236	274	589	1,372	1,396	551	66	60	5	333	9,684
% OF TOTAL COMPLAINTS	35.9	3.4	12.8	2.8	6.1	14.2	14.4	5.7	0.7	0.6	0.1	3.4	
TOTAL JAN-DEC 2012	3,742	403	1,669	501	858	1,416	1,634	661	134	81	4	344	11,447
% OF TOTAL COMPLAINTS	32.7	3.5	14.6	4.4	7.5	12.4	14.3	5.8	1.2	0.7	0.0	3.0	

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

**AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES.'

*** ENDEAVOR AIR, FORMERLY PINNACLE AIRLINES.

TABLE 4 (YTD)

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U. S. AIRLINES*
BY COMPLAINT CATEGORY**/JANUARY - DECEMBER 2013

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	4	0	2	4	1	4	2	1	0	0	0	1	19
AEROFLOT	4	0	6	2	2	9	1	0	0	0	0	1	25
AEROLINEAS ARGENTINAS	2	1	1	1	0	3	0	2	0	0	0	0	10
AEROMEXICO	23	5	40	6	11	19	13	2	0	2	0	1	122
AIR BERLIN	5	1	5	0	2	35	8	2	0	0	0	0	58
AIR CANADA	109	19	65	5	7	46	104	15	1	3	0	6	380
AIR CHINA	3	0	0	1	4	2	0	2	0	0	0	0	12
AIR EUROPA	0	0	4	0	0	7	0	0	0	0	0	0	11
AIR FRANCE	24	10	20	2	10	63	20	13	0	0	0	5	167
AIR INDIA	5	0	7	0	7	15	8	0	0	0	0	1	43
AIR NEW ZEALAND	1	1	3	0	3	2	3	0	0	0	0	0	13
ALITALIA AIRLINES	10	8	23	4	17	46	3	3	0	0	0	3	117
ALL NIPPON AIRLINES	1	0	1	0	0	3	1	3	0	1	0	0	10
ASIANA AIRLINES	4	0	5	1	1	0	2	0	0	0	0	1	14
AUSTRIAN AIRLINES	0	0	5	0	3	3	4	1	0	0	0	1	17
AVIANCA	6	1	8	5	3	7	3	1	1	0	0	1	36
BRITISH AIRWAYS	34	3	32	6	20	41	17	15	0	5	0	12	185
BRUSSELS AIRLINES	0	0	3	0	3	6	1	0	0	0	0	0	13
CARIBBEAN AIRLINES	8	0	8	2	3	1	3	2	0	0	0	0	27
CATHAY PACIFIC AIRWAYS	6	1	1	1	0	5	0	1	0	0	0	3	18
CHINA EASTERN AIRLINES	3	1	8	4	1	6	2	1	0	0	0	1	27
CONDOR	2	0	7	0	2	2	2	0	0	0	0	0	15
COPA	5	3	5	0	9	7	4	2	0	0	0	0	35
DUTCH ANTILLES EXPRESS	10	2	3	0	6	0	1	0	1	0	0	0	23
EGYPTAIR	0	1	5	0	3	0	5	0	0	0	0	0	14
EL AL	7	2	2	0	3	2	5	1	0	0	0	2	24
EMIRATES AIRLINES	10	4	32	6	4	25	23	8	2	0	0	2	116
ETHIOPIAN AIRLINES	11	3	6	0	3	18	8	2	0	1	0	3	55
ETIHAD AIRWAYS	4	0	7	1	11	15	9	1	1	0	0	1	50
FIJI AIRWAYS	4	0	1	0	2	4	0	0	0	0	0	0	11
IBERIA AIRLINES	3	1	7	1	3	16	3	4	0	0	0	0	38
ICELANDAIR	2	0	4	2	0	1	1	0	0	0	0	0	10
JET AIRWAYS	1	0	4	1	1	11	2	0	0	0	0	1	21
KLM	9	4	19	3	2	17	14	2	0	0	0	3	73
LAN AIRLINES	3	0	4	1	4	1	1	1	0	0	0	2	17
LAN CHILE AIRLINES	1	0	3	0	0	8	1	0	0	0	0	0	13
LOT POLISH AIRLINES	8	0	1	1	0	5	4	1	2	0	0	1	23
LUFTHANSA	17	4	30	6	15	65	18	7	0	2	0	6	170

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

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

TABLE 4 (YTD, cont'd)

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

BY COMPLAINT CATEGORY**/JANUARY - DECEMBER 2013

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES (cont'd)</u>													
PAKISTAN AIRLINES	5	0	3	0	6	6	7	2	0	0	1	0	30
PHILIPPINE AIRLINES	5	0	8	3	6	5	11	0	0	0	0	1	39
QATAR AIRWAYS	10	4	15	7	7	17	12	3	2	0	0	0	77
ROYAL AIR MAROC	4	0	4	0	0	6	2	1	0	0	0	2	19
ROYAL JORDANIAN AIRLINES	1	0	2	1	0	9	1	1	0	0	0	1	16
SAS	5	0	4	1	3	9	2	2	0	0	0	3	29
SINGAPORE AIRLINES	2	0	9	0	2	7	6	1	0	1	0	2	30
SOUTH AFRICAN AIRWAYS	2	1	4	0	3	8	3	0	0	1	0	0	22
SWISS AIR	7	1	5	4	4	6	3	2	2	0	0	3	37
SWISSAIR	1	0	2	0	2	3	2	0	0	1	0	0	11
TACA	4	3	7	4	2	7	3	0	0	0	0	2	32
TAM	3	0	1	0	5	9	3	0	0	0	0	2	23
TAP	3	0	1	0	0	5	1	0	0	0	0	0	10
TURKISH AIRLINES	16	0	18	6	6	41	5	2	2	0	0	5	101
VIRGIN ATLANTIC AIRWAYS	8	1	10	3	6	10	16	5	1	1	0	1	62
VOLARIS AIRLINES	7	7	29	4	13	10	3	2	0	0	0	0	75
OTHER FOREIGN AIRLINES	26	2	39	6	13	53	22	5	2	1	0	7	176
TOTALS	460	94	552	108	247	731	404	121	17	19	1	88	2,842
<u>TRAVEL AGENTS</u>													
CHEAPOAIR.COM	0	0	10	3	5	0	1	0	0	0	0	1	20
EXPEDIA.COM	0	0	12	2	6	0	2	0	1	0	0	0	23
ORBITZ.COM	4	0	20	13	11	1	10	0	1	0	0	1	61
PRICELINE.COM	0	0	7	80	1	0	0	0	0	0	0	0	88
TRAVELOCITY.COM	0	0	12	2	3	1	1	0	1	0	0	0	20
OTHER TRAVEL AGENTS	6	0	28	7	18	0	1	1	3	0	0	1	67
TOTALS	10	0	89	107	44	2	15	1	6	0	0	5	279
<u>TOUR OPERATORS</u>													
C&T CHARTERS	0	0	0	0	0	0	0	0	0	0	0	118	118
EZJET	0	0	0	0	1	1	1	0	0	0	0	29	32
METJET CHARTERS	7	0	0	0	19	0	0	0	0	0	0	15	41
OTHER TOUR OPERATORS	0	0	1	0	2	0	0	0	1	0	0	1	5
TOTALS	7	0	1	0	22	1	1	0	1	0	0	163	196
<u>MISCELLANEOUS</u>													
TSA	0	0	0	0	0	7	10	0	0	0	0	0	17
OTHER MISCELLANEOUS	29	3	22	14	18	20	9	6	6	0	0	23	150
TOTALS	29	3	22	14	18	27	19	6	6	0	0	23	167

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

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

TABLE 5 (YTD)

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JANUARY - DECEMBER 2013			JANUARY - DECEMBER 2012		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	397	115,402,708	0.34	285	112,424,199	0.25
2	<i>ALASKA AIRLINES</i>	86	19,737,293	0.44	95	18,525,730	0.51
3	<i>DELTA AIR LINES</i>	713	120,718,462	0.59	860	116,910,335	0.74
4	<i>JETBLUE AIRWAYS</i>	192	30,427,058	0.63	229	28,938,268	0.79
5	<i>AIRTRAN AIRWAYS</i>	130	17,854,253	0.73	110	21,762,145	0.51
6	<i>SKYWEST AIRLINES</i>	217	27,279,016	0.80	231	26,200,177	0.88
7	<i>MESA AIRLINES</i>	71	8,401,693	0.85	32	7,788,981	0.41
8	<i>ENDEAVOR AIR**</i>	113	13,195,141	0.86	**	**	**
9	<i>EXPRESSJET AIRLINES</i>	319	33,222,929	0.96	348	32,534,512	1.07
10	<i>HAWAIIAN AIRLINES</i>	105	9,935,743	1.06	84	9,484,204	0.89
11	<i>VIRGIN AMERICA</i>	81	6,330,272	1.28	92	6,220,832	1.48
12	<i>US AIRWAYS</i>	806	56,745,432	1.42	945	54,276,800	1.74
13	<i>AMERICAN EAGLE AIRLINES</i>	303	17,825,933	1.70	237	18,730,932	1.27
14	<i>AMERICAN AIRLINES</i>	1,730	86,822,555	1.99	1,556	86,335,102	1.80
15	<i>UNITED AIRLINES</i>	1,935	90,239,851	2.14	3,920	92,503,346	4.24
16	<i>FRONTIER AIRLINES</i>	316	10,237,264	3.09	110	10,488,106	1.05
	TOTAL	7,514	664,375,603	1.13	9,134	643,123,669	1.45

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," "Oversales," and "Mishandled Baggage" sections of this report.

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

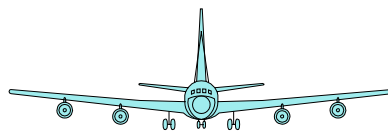
Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



**Customer Service Reports to the U.S. Department of Homeland Security for the Month of December 2013
as provided by the Transportation Security Administration^a**

The Transportation Security Administration (TSA) screened approximately 54 million airline passengers and their 43 million checked bags in the month of December 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 December.

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
343	.0006	44	.00008	90	.0002	387	.0007

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 December.

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.

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

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

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

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

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

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

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Carrier	Death	Injury	Loss	Total
<i>Alaska</i>	8	11	0	19
<i>American</i>	1	0	1	2
<i>Delta</i>	2	3	0	5
<i>Hawaiian</i>	1	0	1	2
<i>Horizon</i>	0	1	0	1
<i>United</i>	9	0	4	13
Total	21	15	6	42