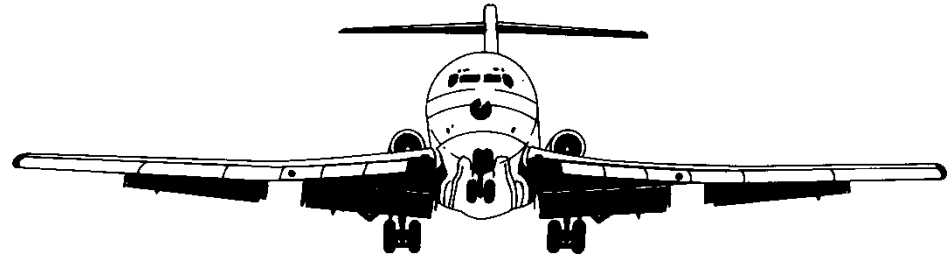




U.S. Department  
of Transportation



---

# ***Air Travel Consumer Report***

---

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

**Issued: March 2014**



Flight Delays <sup>1</sup>	January 2014 12 Months Ending January 2014
Mishandled Baggage <sup>1</sup>	January 2014
Oversales <sup>1</sup>	4 <sup>th</sup> Quarter 2013 January – December 2013
Consumer Complaints <sup>2</sup> (Includes Disability and Discrimination Complaints)	January 2014
Customer Service Reports to the Dept. of Homeland Security <sup>3</sup>	January 2014
Airline Animal Incident Reports <sup>4</sup>	January 2014

---

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

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

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

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

## TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>		<i>Flight Delays (continued)</i>	
	2	<b>Table 11</b>	39
<i>Flight Delays</i>		List of Regularly Scheduled Flights with Tarmac Delays Over 3 Hours, By Carrier	
<b>Explanation</b>	3	<b>Table 11A</b>	40
<b>Table 1</b>	4	List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Carrier	
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		<b>Table 12</b>	41
<b>Table 1A</b>	5	Number and Percentage of Regularly Scheduled Flights With Tarmac Delays of 2 Hours or More, By Carrier	
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		<b>Footnotes</b>	42
<b>Table 2</b>	6	<b>Appendix</b>	43
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		<i>Mishandled Baggage</i>	
<b>Table 3</b>	10	<b>Explanation</b>	44
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		<b>Ranking— January 2014</b>	45
<b>Table 4</b>	12	<i>Oversales</i>	
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		<b>Explanation</b>	46
<b>Table 5</b>	14	<b>Ranking — 4<sup>th</sup> Quarter 2013</b>	47
List of Regularly Scheduled Flights with More than 50% Delayed Arrivals of More Than 30 Minutes		<b>Ranking — January – December 2013</b>	48
<b>Table 6</b>	30	<i>Consumer Complaints</i>	
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More		<b>Explanation</b>	49
<b>Table 7</b>	31	<b>Complaint Tables 1-5 (January 2014)</b>	50
On-Time Arrival and Departure Percentage, by Airport		Summary, Complaint Categories, U.S. Airlines, Incident Date and Companies Other Than U.S. Airlines	
<b>Table 8</b>	35	<b>Ranking, Table 6 (January 2014)</b>	55
Overall Number and Percentage of Flight Cancellations, by Carrier		<b>Complaint Categories</b>	56
<b>Table 8A</b>	36	<i>Customer Service Reports to the Department of Homeland Security (January 2014).....</i>	57
Number and Percentage of Regularly Scheduled Flights Canceled 5% or More of the Time, By Carrier.		<i>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation (January 2014) .....</i>	58
<b>Table 9</b>	37		
Flight Causation Data, By Airline and Category			
<b>Table 10</b>	38		
Flight Causation Data, Graphic Representation			

## **INTRODUCTION**

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

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

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

## FLIGHT DELAYS

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

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS), the Docking Guidance System (DGS) or Airborne Flight Information System (AFIS). Based on the latest information available to DOT, of the 14 reporting air carriers, eight carriers (AirTran, American Eagle, ExpressJet, Frontier, Hawaiian, Southwest, US Airways and Virgin America) use ACARS exclusively; SkyWest uses ACARS and AFIS; two carriers (American and United) use a combination of ACARS and DGS; and three carriers (Alaska, Delta and JetBlue) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

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

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

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

JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	93.2	17	92.8
ALASKA AIRLINES S/	20	89.3	54	87.8
VIRGIN AMERICA S/	16	84.1	19	84.3
AMERICAN AIRLINES S/**	28	76.7	103	76.5
--AMERICAN AIRLINES S/	28	76.1	84	75.6
--US AIRWAYS S/	27	77.5	81	77.6
SKYWEST AIRLINES S/	21	73.1	159	72.3
UNITED AIRLINES S/	28	71.5	81	71.1
DELTA AIR LINES S/	29	70.8	134	70.2
SOUTHWEST AIRLINES S/***	24	62.3	89	63.3
--SOUTHWEST AIRLINES S/	24	61.9	89	63.0
--AIRTRAN AIRWAYS S/	16	65.3	40	65.9
FRONTIER AIRLINES S/V/	21	63.5	59	61.8
AMERICAN EAGLE S/	19	59.2	134	59.1
JETBLUE AIRWAYS S/	23	56.6	55	56.9
EXPRESSJET AIRLINES S/	22	57.4	165	56.0
TOTAL		68.7		67.7

➤ 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.

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

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

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

JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

Carrier*	1st Quarter 01-03 2013		2nd Quarter 04-06 2013		3rd Quarter 07-09 2013		4th Quarter 10-12 2013		Nov-13		Dec-13		Jan-14		12 Months Ending Jan 2014	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	87.5	3	88.0	2	85.7	2	87.7	2	87.9	4	85.5	3	87.8	2	87.2	2
AMERICAN**	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	76.5	4	(--)	(--)
--AMERICAN	80.0	10	72.8	14	79.4	7	78.3	11	81.9	11	70.5	9	75.6	(--)	77.3	9
--US AIRWAYS	82.4	7	78.7	5	80.9	5	84.0	5	86.1	5	78.3	5	77.6	(--)	81.0	5
AMERICAN EAGLE	74.7	13	66.2	16	73.3	15	74.5	13	81.5	12	60.5	14	59.1	10	70.8	14
DELTA	86.2	4	82.5	3	83.1	3	86.5	4	88.3	3	79.5	4	70.2	7	83.2	3
ENDEAVOR****	78.9	12	78.2	6	81.4	4	82.7	6	88.3	2	70.4	10	(--)	(--)	(--)	(--)
EXPRESSJET	70.9	16	70.2	15	75.8	12	74.0	14	79.0	15	62.9	13	56.0	12	71.5	13
FRONTIER	71.3	15	73.4	12	74.3	14	73.0	15	78.6	16	60.2	15	61.8	9	72.4	12
HAWAIIAN	91.8	1	92.8	1	94.8	1	93.8	1	93.9	1	92.4	1	92.8	1	93.3	1
JETBLUE	73.3	14	73.9	11	72.6	16	78.0	12	84.8	9	63.6	12	56.9	11	72.7	11
MESA****	80.7	9	73.3	13	76.7	11	79.2	10	80.6	13	75.2	6	(--)	(--)	(--)	(--)
SKYWEST	79.2	11	79.7	4	79.6	6	80.1	8	85.4	7	70.7	8	72.3	5	79.2	6
SOUTHWEST***	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	63.3	8	(--)	(--)
--SOUTHWEST	83.1	6	76.7	8	75.4	13	71.8	16	79.5	14	57.7	16	63.0	(--)	74.9	10
--AIRTRAN	83.8	5	76.7	7	77.9	9	79.4	9	83.9	10	68.9	11	65.9	(--)	77.8	8
UNITED	81.4	8	75.6	10	79.0	8	81.2	7	85.0	8	73.5	7	71.1	6	78.3	7
VIRGIN AMERICA	89.7	2	76.3	9	77.1	10	86.6	3	85.7	6	85.6	2	84.3	3	81.4	4
Total	80.1		76.2		78.4		78.8		83.5		68.9		67.7		77.2	

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

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

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

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

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

JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	853	77.6	2299	75.9	625	77.1	8064	79.4	2513	78.5	780	71.4	13696	80.8	534	77.2
--AMERICAN	413	80.1	861	71.2	244	78.7	178	78.1	807	76.1	399	66.7	13135	81.0	205	78.0
--US AIRWAYS	440	75.2	1438	78.7	381	76.1	7886	79.4	1706	79.6	381	76.4	561	77.2	329	76.6
ALASKA	62	90.3	109	83.5	H/		H/		123	88.6	124	88.7	96	96.9	H/	
JETBLUE	H/		3137	63.5	125	68.0	120	60.0	538	62.8	83	44.6	81	61.7	H/	
DELTA	17071	69.3	740	71.8	564	70.7	395	64.3	730	70.1	549	65.0	394	70.6	3782	73.3
EXPRESSJET	7559	64.1	42	57.1	77	49.4	541	50.5	158	40.5	1633	54.0	1476	66.8	1656	59.5
FRONTIER	57	49.1	H/		H/		H/		90	58.9	2655	66.6	123	70.7	42	52.4
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
AMERICAN EAGLE	372	54.3	H/		151	43.0	421	55.3	632	45.9	186	50.0	6943	77.3	379	48.5
SKYWEST	251	57.0	42	54.8	H/		30	56.7	15	33.3	3927	67.1	307	61.9	435	64.1
UNITED	31	38.7	963	73.4	232	72.4	27	63.0	421	73.4	3500	73.9	189	68.3	105	66.7
VIRGIN AMERICA	H/		118	78.8	H/		H/		31	93.5	H/		177	92.1	H/	
SOUTHWEST***	4528	63.8	833	61.1	5402	63.4	179	55.9	488	75.0	4518	64.4	H/		617	55.6
--SOUTHWEST	1190	58.4	623	58.1	4861	62.2	179	55.9	155	81.3	4458	64.4	H/		465	54.6
--AIRTRAN	3338	65.8	210	70.0	541	73.9	H/		333	72.1	60	60.0	H/		152	58.6
TOTAL	30784	67.2	8283	69.0	7176	65.0	9777	75.4	5739	70.5	17955	66.5	23482	78.4	7550	67.2

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

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

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

JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	673	73.3	939	60.2	250	82.8	819	76.9	1409	71.7	1350	74.5	3124	79.9	2332	74.8
--AMERICAN	298	75.5	334	58.4	250	82.8	364	76.9	1139	71.9	866	73.1	2595	80.1	1289	73.1
--US AIRWAYS	375	71.5	605	61.2	H/		455	76.9	270	70.7	484	77.1	529	79.0	1043	76.9
ALASKA	51	86.3	31	80.6	H/		31	83.9	H/		343	92.1	467	88.9	H/	
JETBLUE	622	55.9	1500	44.4	174	66.7	H/		3342	55.8	254	66.5	266	48.9	527	48.4
DELTA	327	63.3	953	64.2	165	67.3	171	63.7	1637	67.6	980	74.5	1696	77.4	1870	61.9
EXPRESSJET	3312	48.5	H/		1981	53.2	7006	65.4	104	49.0	H/		H/		979	48.9
FRONTIER	H/		45	57.8	H/		64	64.1	H/		167	68.3	112	65.2	33	54.5
HAWAIIAN	H/		H/		H/		H/		29	86.2	76	93.4	93	94.6	H/	
AMERICAN EAGLE	56	28.6	H/		H/		208	40.9	650	59.4	H/		592	54.6	1441	55.9
SKYWEST	H/		H/		143	56.6	1102	68.3	H/		584	76.4	5384	78.9	H/	
UNITED	3550	72.3	547	65.6	1656	75.6	5168	74.9	410	72.2	996	76.3	2522	73.8	583	70.7
VIRGIN AMERICA	149	81.9	138	82.6	120	89.2	H/		301	74.8	315	91.7	1187	86.3	H/	
SOUTHWEST***	515	57.3	1723	52.1	199	52.3	H/		H/		5987	68.9	3031	65.3	770	50.5
--SOUTHWEST	515	57.3	1487	52.3	199	52.3	H/		H/		5867	68.9	3000	65.4	564	46.8
--AIRTRAN	H/		236	50.8	H/		H/		H/		120	67.5	31	58.1	206	60.7
TOTAL	9255	61.6	5876	55.6	4688	64.7	14569	69.3	7882	63.0	11052	72.6	18474	75.5	8535	61.6

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

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

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

JANUARY 2014



## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	1628	73.9	H/		4670	77.4	628	73.1	4613	65.7	359	71.3	4091	72.5	5279	83.7
--AMERICAN	842	79.2	H/		4360	78.1	298	65.1	4019	65.9	186	59.7	299	70.6	510	72.2
--US AIRWAYS	786	68.2	H/		310	67.4	330	80.3	594	64.6	173	83.8	3792	72.6	4769	85.0
ALASKA	62	87.1	H/		H/		62	93.5	101	72.3	1015	91.4	31	77.4	226	94.2
JETBLUE	1512	51.4	H/		H/		H/		174	62.6	88	68.2	134	66.4	59	54.2
DELTA	1354	69.7	193	65.8	723	64.6	4138	76.1	462	61.7	379	69.7	548	62.6	584	75.2
EXPRESSJET	55	72.7	91	51.6	5	100.0	712	51.8	4001	42.2	H/		17	29.4	2	0.0
FRONTIER	134	53.0	91	52.7	H/		96	62.5	1	0.0	112	43.8	H/		134	67.9
HAWAIIAN	H/		H/		H/		H/		H/		31	100.0	H/		31	93.5
AMERICAN EAGLE	H/		H/		1677	75.1	111	60.4	5478	37.8	H/		30	30.0	H/	
SKYWEST	H/		22	68.2	6	33.3	1431	72.0	2276	50.0	1017	76.5	H/		1874	90.7
UNITED	1009	66.5	H/		345	67.5	177	73.4	4303	65.7	460	64.3	284	65.5	505	70.7
VIRGIN AMERICA	34	88.2	H/		H/		H/		120	72.5	87	92.0	68	79.4	H/	
SOUTHWEST***	3401	61.0	6180	53.5	H/		730	58.2	H/		824	65.2	821	54.2	4641	69.8
--SOUTHWEST	2815	60.4	5863	53.1	H/		610	56.1	H/		824	65.2	728	55.5	4641	69.8
--AIRTRAN	586	63.8	317	62.1	H/		120	69.2	H/		H/		93	44.1	H/	
TOTAL	9189	63.8	6577	53.9	7426	75.1	8085	71.1	21529	52.5	4372	75.0	6024	68.4	13335	78.9

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

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

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

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
<b>AMERICAN**</b>	791	71.0	642	68.5	1300	70.8	364	80.5	1115	73.0
--AMERICAN	453	66.4	395	65.1	879	70.9	155	71.0	485	74.4
--US AIRWAYS	338	77.2	247	74.1	421	70.8	209	87.6	630	71.9
<b>ALASKA</b>	425	86.1	3673	89.6	353	85.8	62	91.9	H/	
<b>JETBLUE</b>	100	62.0	141	68.1	359	64.3	93	67.7	500	49.0
<b>DELTA</b>	437	74.4	697	73.5	626	73.2	2525	80.8	913	69.7
<b>EXPRESSJET</b>	H/		H/		H/		33	42.4	51	52.9
<b>FRONTIER</b>	117	63.2	104	49.0	111	57.7	139	61.2	52	42.3
<b>HAWAIIAN</b>	31	93.5	62	90.3	31	93.5	H/		H/	
<b>AMERICAN EAGLE</b>	140	60.7	H/		H/		63	49.2	62	37.1
<b>SKYWEST</b>	702	75.9	749	73.0	4099	71.3	4409	81.0	H/	
<b>UNITED</b>	739	69.3	715	64.1	4018	71.9	99	79.8	506	66.6
<b>VIRGIN AMERICA</b>	143	89.5	208	92.8	1433	80.7	H/		H/	
<b>SOUTHWEST***</b>	2461	65.4	785	57.3	1209	56.7	889	64.2	2233	59.7
--SOUTHWEST	2461	65.4	785	57.3	1178	56.5	889	64.2	1937	59.1
--AIRTRAN	H/		H/		31	67.7	H/		296	63.9
<b>TOTAL</b>	6086	70.4	7776	78.4	13539	71.3	8676	78.4	5432	63.3

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

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

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

JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	77.3	65.9	72.9	88.7	70.0	78.6	84.8	77.4	74.5	94.1	71.3	74.1	66.3	93.3	84.6	J/	68.1	81.8
700 - 759 AM	77.8	76.7	78.6	68.8	76.1	75.8	86.3	73.0	56.6	70.6	61.7	70.3	70.0	90.8	83.7	72.7	60.0	64.4
800 - 859 AM	70.7	80.6	73.4	80.6	80.9	78.6	83.0	61.8	70.0	75.0	70.8	69.6	66.5	87.2	82.1	70.8	80.0	66.3
900 - 959 AM	70.8	72.4	77.2	61.8	78.3	77.8	81.3	69.5	67.8	71.1	59.4	76.7	69.3	84.4	80.0	66.3	71.0	73.3
1000 - 1059 AM	71.2	77.0	74.3	77.5	80.6	74.2	80.8	72.6	74.4	69.2	66.1	70.6	68.2	80.6	80.2	69.3	68.3	75.2
1100 - 1159 AM	72.4	70.3	79.5	73.1	71.0	70.9	83.3	74.9	71.0	50.7	62.3	79.6	71.0	76.6	75.6	68.6	62.7	62.9
1200 - 1259 PM	71.7	76.3	73.3	77.6	72.6	65.4	81.8	64.9	64.5	49.2	66.7	70.9	60.1	76.8	76.1	63.2	68.5	65.4
100 - 159 PM	71.5	71.1	71.0	80.5	69.7	67.6	82.9	71.2	61.4	58.3	77.7	73.5	61.4	71.7	75.6	64.6	70.6	56.8
200 - 259 PM	67.0	75.6	61.8	75.6	70.8	63.5	79.5	71.0	59.8	62.1	65.1	73.1	63.9	71.4	75.8	65.4	64.8	57.7
300 - 359 PM	65.8	66.1	63.7	74.7	69.4	62.5	77.0	66.1	63.5	61.7	73.1	69.5	64.2	67.3	79.2	55.6	67.0	50.3
400 - 459 PM	69.0	68.2	67.6	73.2	77.3	66.1	76.2	69.5	59.4	53.5	61.0	67.6	67.2	71.4	73.5	62.4	66.0	50.4
500 - 559 PM	63.3	69.8	58.7	68.9	67.8	64.7	75.4	53.5	57.7	50.3	79.1	67.6	60.5	65.8	72.9	57.9	58.1	48.7
600 - 659 PM	62.5	66.5	56.2	72.6	70.0	58.7	73.5	62.6	59.8	53.4	65.2	68.6	62.0	63.6	72.7	57.4	55.7	42.1
700 - 759 PM	58.8	66.4	47.5	73.8	62.9	53.4	73.2	59.2	51.5	37.9	63.3	63.8	55.8	66.2	73.6	59.8	55.9	37.8
800 - 859 PM	56.0	71.6	57.7	72.8	65.9	51.4	71.1	61.7	59.4	55.1	60.3	61.8	57.3	64.4	70.7	54.1	54.3	30.6
900 - 959 PM	63.7	59.9	47.1	70.1	68.2	54.4	76.2	62.5	59.1	56.2	57.6	65.1	55.2	63.5	70.0	53.2	60.5	42.3
1000 - 1059 PM	61.7	65.6	55.2	64.9	63.7	57.3	67.6	60.7	55.1	51.2	70.7	64.5	56.6	60.3	69.0	58.4	59.1	47.7
1100 - 559 AM	68.2	62.6	64.1	65.1	62.8	63.7	78.9	61.0	61.0	49.1	64.7	63.2	63.2	69.0	73.1	57.1	64.7	46.2
TOTAL, ALL ARRIVALS, BY AIRPORT	67.2	69.0	65.0	75.4	70.5	66.5	78.4	67.2	61.6	55.6	64.7	69.3	63.0	72.6	75.5	61.6	63.8	53.9

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

JANUARY 2014

## 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	88.7	76.4	53.7	69.2	81.6	95.0	66.7	87.3	88.7	J/	83.3	76.0
700 - 759 AM	90.3	71.1	58.9	81.7	77.5	88.3	77.1	90.3	80.6	87.4	100.0	76.0
800 - 859 AM	83.0	68.1	62.4	94.1	76.8	93.8	79.7	85.9	87.6	87.5	87.7	76.1
900 - 959 AM	79.7	75.0	56.3	83.7	72.9	92.6	77.6	85.0	72.6	80.3	74.1	75.1
1000 - 1059 AM	79.3	74.9	59.9	80.7	81.9	83.7	77.0	78.3	65.1	80.5	69.9	75.2
1100 - 1159 AM	80.2	79.2	61.6	73.9	77.6	75.1	74.1	75.3	72.0	77.0	69.0	72.3
1200 - 1259 PM	70.8	81.4	54.0	80.9	68.2	88.1	77.8	82.7	69.7	81.6	66.5	71.7
100 - 159 PM	77.3	76.1	53.3	65.0	67.3	78.9	78.0	75.4	67.8	77.3	69.0	71.4
200 - 259 PM	76.4	73.8	53.5	70.1	72.4	78.1	74.9	83.9	70.2	80.8	65.1	69.5
300 - 359 PM	73.2	75.1	51.3	75.7	62.0	77.2	69.7	74.0	72.7	78.4	66.3	68.0
400 - 459 PM	80.5	68.0	45.2	81.7	62.1	75.2	65.0	81.2	69.2	82.4	59.5	67.2
500 - 559 PM	72.9	67.0	45.5	75.2	64.6	71.3	70.8	80.8	72.6	71.1	54.5	64.3
600 - 659 PM	74.6	68.2	46.8	61.1	66.2	72.7	69.7	72.0	73.4	71.6	56.0	63.5
700 - 759 PM	72.5	49.5	43.1	76.0	64.6	70.4	61.2	72.7	70.4	80.5	55.7	62.4
800 - 859 PM	65.5	69.3	46.3	74.2	58.8	76.0	59.0	77.0	71.4	69.5	61.7	63.1
900 - 959 PM	66.6	55.5	47.1	69.3	61.1	76.4	68.7	78.5	67.9	66.7	59.6	63.7
1000 - 1059 PM	66.5	63.4	61.2	72.2	63.2	66.2	57.9	75.2	58.7	56.9	52.9	62.1
1100 - 559 AM	71.3	78.4	62.9	65.0	68.9	69.6	68.9	78.6	71.2	62.7	59.6	65.8
TOTAL, ALL ARRIVALS, BY AIRPORT	75.1	71.1	52.5	75.0	68.4	78.9	70.4	78.4	71.3	78.4	63.3	68.7

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

JANUARY 2014

## 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	76.5	80.6	82.8	77.2	78.9	88.9	87.3	73.9	72.8	91.4	74.7	78.3	76.8	93.1	91.5	79.8	85.0	73.8
700 - 759 AM	82.8	79.2	83.4	83.5	82.7	82.3	85.7	77.9	70.4	84.7	58.0	77.4	66.5	89.7	85.8	79.0	87.8	68.8
800 - 859 AM	74.2	74.1	71.6	79.8	83.0	74.1	83.2	74.5	62.8	85.1	60.6	73.1	72.2	84.5	84.3	72.3	89.8	53.6
900 - 959 AM	68.1	78.1	54.7	83.1	76.8	70.6	78.5	65.7	69.6	73.1	75.9	71.5	66.4	81.6	78.9	70.6	79.4	65.5
1000 - 1059 AM	68.4	70.0	67.0	74.8	81.7	67.1	75.5	68.5	62.4	66.8	82.1	69.6	65.8	75.2	75.4	67.6	69.8	59.4
1100 - 1159 AM	63.2	74.6	58.4	79.5	82.9	63.8	73.4	70.7	65.1	66.7	62.5	69.3	63.1	73.1	71.9	63.8	63.8	59.3
1200 - 1259 PM	65.4	71.4	65.2	60.6	69.7	61.8	76.9	64.4	61.9	47.4	56.1	70.9	68.6	68.4	76.0	66.9	65.4	54.3
100 - 159 PM	66.1	66.2	51.6	75.3	69.0	58.5	75.2	64.7	60.1	49.5	74.4	67.2	61.1	65.7	68.9	56.4	63.2	47.2
200 - 259 PM	61.6	69.9	46.2	73.4	72.5	60.1	75.1	62.1	52.6	54.6	68.8	65.1	56.6	59.6	69.2	57.3	59.2	47.4
300 - 359 PM	62.4	69.7	44.8	70.1	72.4	56.8	75.0	67.0	49.7	48.0	68.8	67.1	57.1	58.2	74.1	62.5	57.6	41.9
400 - 459 PM	59.0	63.2	42.2	74.3	67.5	53.1	73.8	59.1	51.9	48.5	54.3	65.1	59.6	59.5	72.5	49.6	55.5	37.5
500 - 559 PM	63.3	65.0	56.2	64.5	75.4	52.0	69.5	62.9	50.6	47.2	49.9	60.1	60.5	61.8	76.7	55.1	58.0	35.6
600 - 659 PM	57.0	64.0	35.8	72.6	68.1	53.7	68.9	45.1	50.2	46.4	57.0	59.6	54.6	51.2	70.6	55.8	51.1	28.8
700 - 759 PM	58.6	60.9	38.3	74.8	66.4	57.0	67.2	56.1	47.1	38.3	63.1	61.7	51.3	60.3	68.8	54.4	49.7	25.5
800 - 859 PM	54.7	62.0	29.9	75.0	65.9	39.2	65.9	59.0	50.5	36.7	50.0	54.7	55.2	50.6	72.9	53.9	53.8	24.1
900 - 959 PM	57.3	15.4	45.8	42.9	50.6	46.9	67.5	50.4	43.6	23.4	47.6	59.3	47.9	53.3	74.6	51.2	48.0	14.6
1000 - 1059 PM	62.4	71.4	40.0	81.7	87.0	44.5	68.0	J/	69.2	27.0	55.3	J/	58.7	79.1	80.9	J/	18.2	J/
1100 - 559 AM	77.8	77.3	86.1	76.4	90.7	64.5	87.0	73.1	71.6	88.7	50.0	81.6	57.4	73.9	82.0	85.7	67.5	80.0
TOTAL, ALL DEPARTURES, BY AIRPORT	63.8	71.2	55.5	76.5	74.9	61.1	74.4	65.2	58.3	59.2	57.7	66.9	62.2	69.4	76.7	63.5	65.7	45.8

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

JANUARY 2014

## 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	95.0	83.7	66.1	94.2	79.5	92.5	87.8	92.0	91.0	83.2	90.3	83.5
700 - 759 AM	86.4	84.4	62.1	91.8	78.7	93.2	86.9	92.5	89.9	88.3	90.2	82.1
800 - 859 AM	87.7	71.4	56.2	88.0	72.1	91.3	78.2	88.2	86.4	87.9	91.7	77.0
900 - 959 AM	85.6	72.1	54.7	85.4	77.2	87.9	80.0	86.6	82.3	85.9	83.8	74.3
1000 - 1059 AM	78.1	74.1	51.6	85.7	75.2	82.1	75.8	82.0	73.3	76.1	68.9	71.0
1100 - 1159 AM	76.7	73.5	51.0	78.6	77.3	76.9	69.4	75.7	69.9	84.3	67.3	70.4
1200 - 1259 PM	73.9	81.2	55.1	73.9	72.2	73.2	69.4	73.3	73.0	69.4	66.5	67.2
100 - 159 PM	75.0	76.4	48.6	80.5	66.6	77.1	67.2	79.4	71.1	78.0	68.3	65.8
200 - 259 PM	70.3	69.2	44.3	55.5	60.6	75.5	72.8	79.1	72.1	65.9	58.3	63.9
300 - 359 PM	68.8	75.1	45.1	79.9	65.2	68.1	67.8	75.7	68.8	83.3	61.2	64.0
400 - 459 PM	71.9	65.9	38.4	76.1	58.6	70.5	61.0	74.9	72.0	74.7	46.2	60.3
500 - 559 PM	69.0	69.8	40.9	77.9	61.9	73.8	66.1	76.9	71.8	82.8	53.7	62.0
600 - 659 PM	75.1	54.3	38.2	78.3	63.7	53.9	60.7	84.8	70.4	52.8	46.9	57.7
700 - 759 PM	70.1	64.6	39.2	76.7	65.0	70.2	60.9	74.9	73.2	68.3	56.7	58.3
800 - 859 PM	74.4	62.6	36.5	76.8	64.2	55.5	59.1	87.4	77.4	79.6	43.2	57.3
900 - 959 PM	67.9	64.6	36.6	70.8	76.4	78.8	51.7	82.8	69.9	84.2	85.7	59.2
1000 - 1059 PM	72.9	J/	43.3	80.6	65.8	88.1	84.0	72.6	75.0	82.4	J/	72.2
1100 - 559 AM	50.0	79.3	75.5	78.9	73.7	79.6	83.3	81.5	81.1	68.8	88.7	77.8
TOTAL, ALL DEPARTURES, BY AIRPORT	75.8	72.2	47.6	82.4	69.6	77.4	72.7	82.7	76.6	81.3	67.3	67.6

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

JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

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

## CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

NONE

\* 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>

JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

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

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

AIRTRAN	1516	Jan	LGA-ATL	1729	31	19	61.3	78.3
AIRTRAN	400	Dec	LGA-ATL	1729	31	22	71.0	67.1
AMERICAN EAGLE	3177	Jan	ASE-LAX	1800	31	18	58.1	114.9
AMERICAN EAGLE	3177	Dec	ASE-LAX	1800	13	10	76.9	211.0
AMERICAN EAGLE	3538	Jan	BNA-ORD	1830	31	17	54.8	88.5
AMERICAN EAGLE	3538	Dec	BNA-ORD	1830	30	18	60.0	77.9
AMERICAN EAGLE	2849	Jan	BUF-ORD	2020	27	16	59.3	91.0
AMERICAN EAGLE	2849	Dec	BUF-ORD	2020	27	15	55.6	139.2
AMERICAN EAGLE	3073	Jan	CLE-ORD	1820	27	18	66.7	70.5
AMERICAN EAGLE	3073	Dec	CLE-ORD	1820	27	17	63.0	109.2

\* 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>



JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

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

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

AMERICAN EAGLE	2934	Jan	CLT-ORD	2035	27	19	70.4	75.2
AMERICAN EAGLE	2934	Dec	CLT-ORD	2035	25	13	52.0	78.3
AMERICAN EAGLE	2941	Jan	DAY-ORD	1550	31	20	64.5	105.8
AMERICAN EAGLE	2941	Dec	DAY-ORD	1550	31	16	51.6	66.1
AMERICAN EAGLE	3017	Jan	DEN-ORD	940	31	17	54.8	108.7
AMERICAN EAGLE	3017	Dec	DEN-ORD	940	31	16	51.6	83.1
AMERICAN EAGLE	2906	Jan	EVV-ORD	1530	27	16	59.3	83.3
AMERICAN EAGLE	2906	Dec	EVV-ORD	1530	27	14	51.9	92.4
AMERICAN EAGLE	3748	Jan	EWV-ORD	1625	27	16	59.3	114.7
AMERICAN EAGLE	3748	Dec	EWV-ORD	1625	26	14	53.9	87.3
AMERICAN EAGLE	3291	Jan	IAH-ORD	1840	27	19	70.4	111.2
AMERICAN EAGLE	3291	Dec	IAH-ORD	1840	26	15	57.7	85.9
AMERICAN EAGLE	3130	Jan	LAX-ABQ	1620	27	16	59.3	73.5
AMERICAN EAGLE	3130	Dec	LAX-ABQ	1620	24	14	58.3	88.2
AMERICAN EAGLE	2929	Jan	LIT-ORD	1910	27	16	59.3	86.7
AMERICAN EAGLE	2929	Dec	LIT-ORD	1910	27	16	59.3	53.2
AMERICAN EAGLE	2863	Jan	ORD-ALO	1940	27	19	70.4	97.9
AMERICAN EAGLE	2863	Dec	ORD-ALO	1940	27	16	59.3	95.0
AMERICAN EAGLE	3228	Jan	ORD-ART	1415	27	20	74.1	74.4
AMERICAN EAGLE	2866	Dec	ORD-ART	1845	27	14	51.9	89.8
AMERICAN EAGLE	2866	Jan	ORD-ART	1845	27	18	66.7	89.7
AMERICAN EAGLE	3228	Dec	ORD-ART	1415	27	14	51.9	57.0

\* 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>

JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

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

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

AMERICAN EAGLE	3143	Jan	ORD-ATL	1725	31	25	80.7	97.3
AMERICAN EAGLE	3143	Dec	ORD-ATL	1725	29	18	62.1	69.5
AMERICAN EAGLE	3154	Jan	ORD-BUF	1355	31	21	67.7	102.3
AMERICAN EAGLE	3154	Dec	ORD-BUF	1355	31	16	51.6	79.8
AMERICAN EAGLE	2901	Jan	ORD-BUF	2135	27	21	77.8	110.0
AMERICAN EAGLE	2901	Dec	ORD-BUF	2135	27	14	51.9	113.7
AMERICAN EAGLE	2910	Jan	ORD-BWI	2025	27	20	74.1	107.9
AMERICAN EAGLE	2910	Dec	ORD-BWI	2025	27	17	63.0	88.8
AMERICAN EAGLE	3073	Jan	ORD-CLE	1525	27	14	51.9	69.9
AMERICAN EAGLE	3073	Dec	ORD-CLE	1525	27	15	55.6	149.4
AMERICAN EAGLE	2934	Jan	ORD-CLT	1710	27	21	77.8	75.8
AMERICAN EAGLE	2934	Dec	ORD-CLT	1710	25	16	64.0	78.3
AMERICAN EAGLE	3192	Jan	ORD-CMH	1810	27	16	59.3	137.6
AMERICAN EAGLE	3192	Dec	ORD-CMH	1810	27	16	59.3	90.6
AMERICAN EAGLE	3094	Jan	ORD-CMH	1940	31	20	64.5	118.2
AMERICAN EAGLE	3094	Dec	ORD-CMH	1940	29	16	55.2	86.1
AMERICAN EAGLE	2762	Jan	ORD-CMI	2040	27	16	59.3	114.8
AMERICAN EAGLE	2762	Dec	ORD-CMI	2040	27	16	59.3	165.0
AMERICAN EAGLE	2779	Jan	ORD-CVG	1845	31	18	58.1	131.2
AMERICAN EAGLE	2779	Dec	ORD-CVG	1845	31	18	58.1	106.7
AMERICAN EAGLE	2945	Jan	ORD-CVG	1955	31	23	74.2	102.8
AMERICAN EAGLE	2945	Dec	ORD-CVG	1955	31	19	61.3	84.1

\* 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>

JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

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

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

AMERICAN EAGLE	3013	Jan	ORD-CVG	2045	27	17	63.0	94.4
AMERICAN EAGLE	3013	Dec	ORD-CVG	2045	27	14	51.9	117.0
AMERICAN EAGLE	3681	Jan	ORD-DAY	2215	27	16	59.3	78.3
AMERICAN EAGLE	3681	Dec	ORD-DAY	2215	27	14	51.9	90.0
AMERICAN EAGLE	2752	Jan	ORD-DEN	2010	31	23	74.2	90.2
AMERICAN EAGLE	2752	Dec	ORD-DEN	2010	31	16	51.6	87.9
AMERICAN EAGLE	2796	Jan	ORD-DSM	1345	31	19	61.3	80.2
AMERICAN EAGLE	2796	Dec	ORD-DSM	1345	31	16	51.6	101.8
AMERICAN EAGLE	3161	Jan	ORD-DSM	1740	31	21	67.7	111.8
AMERICAN EAGLE	3161	Dec	ORD-DSM	1740	28	15	53.6	77.9
AMERICAN EAGLE	3043	Jan	ORD-DSM	2155	27	17	63.0	93.8
AMERICAN EAGLE	3043	Dec	ORD-DSM	2155	27	14	51.9	91.1
AMERICAN EAGLE	3185	Jan	ORD-FAR	2005	27	18	66.7	132.9
AMERICAN EAGLE	3185	Dec	ORD-FAR	2005	27	16	59.3	113.1
AMERICAN EAGLE	3167	Jan	ORD-GRB	1345	31	20	64.5	106.6
AMERICAN EAGLE	3167	Dec	ORD-GRB	1345	31	18	58.1	63.1
AMERICAN EAGLE	3291	Jan	ORD-IAH	1515	31	17	54.8	113.2
AMERICAN EAGLE	3291	Dec	ORD-IAH	1515	31	16	51.6	108.8
AMERICAN EAGLE	3099	Jan	ORD-LIT	2140	27	16	59.3	67.6
AMERICAN EAGLE	3099	Dec	ORD-LIT	2140	27	16	59.3	64.6
AMERICAN EAGLE	2857	Jan	ORD-MEM	2135	27	20	74.1	94.1
AMERICAN EAGLE	2857	Dec	ORD-MEM	2135	27	19	70.4	89.1

\* 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>

JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

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

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

AMERICAN EAGLE	2895	Jan	ORD-MHK	1900	31	18	58.1	109.2
AMERICAN EAGLE	2895	Dec	ORD-MHK	1900	31	16	51.6	92.5
AMERICAN EAGLE	3059	Jan	ORD-MKE	1410	31	22	71.0	97.8
AMERICAN EAGLE	3059	Dec	ORD-MKE	1410	31	17	54.8	45.9
AMERICAN EAGLE	3173	Jan	ORD-OKC	2155	31	21	67.7	79.6
AMERICAN EAGLE	3173	Dec	ORD-OKC	2155	31	22	71.0	92.4
AMERICAN EAGLE	3402	Jan	ORD-PIT	1350	31	24	77.4	95.5
AMERICAN EAGLE	3402	Dec	ORD-PIT	1350	31	16	51.6	63.2
AMERICAN EAGLE	3227	Jan	ORD-SGF	1635	27	17	63.0	116.5
AMERICAN EAGLE	3227	Dec	ORD-SGF	1635	27	16	59.3	106.5
AMERICAN EAGLE	2837	Jan	ORD-SLC	1245	31	20	64.5	94.4
AMERICAN EAGLE	2837	Dec	ORD-SLC	1245	31	17	54.8	75.1
AMERICAN EAGLE	2731	Jan	ORD-STL	1400	31	19	61.3	109.7
AMERICAN EAGLE	2731	Dec	ORD-STL	1400	31	18	58.1	92.6
AMERICAN EAGLE	3339	Jan	ORD-XNA	850	27	17	63.0	66.0
AMERICAN EAGLE	3339	Dec	ORD-XNA	850	23	12	52.2	51.0
AMERICAN EAGLE	2811	Jan	ORD-XNA	1005	27	15	55.6	60.6
AMERICAN EAGLE	2811	Dec	ORD-XNA	1005	27	15	55.6	65.2
AMERICAN EAGLE	3383	Jan	ORD-XNA	1735	31	19	61.3	120.6
AMERICAN EAGLE	3383	Dec	ORD-XNA	1735	31	19	61.3	115.4
AMERICAN EAGLE	3139	Jan	ORD-XNA	2010	27	19	70.4	95.9
AMERICAN EAGLE	3139	Dec	ORD-XNA	2010	27	15	55.6	89.1

\* 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>

## JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

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

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

AMERICAN EAGLE	3402	Jan	PIT-ORD	1650	31	23	74.2	108.4
AMERICAN EAGLE	3402	Dec	PIT-ORD	1650	31	18	58.1	76.8
AMERICAN EAGLE	3039	Jan	SGF-ORD	1530	31	18	58.1	56.7
AMERICAN EAGLE	3039	Dec	SGF-ORD	1530	29	15	51.7	112.7
AMERICAN EAGLE	2750	Jan	STL-ORD	1200	31	18	58.1	83.4
AMERICAN EAGLE	2750	Dec	STL-ORD	1200	31	17	54.8	92.6
AMERICAN EAGLE	2737	Jan	STL-ORD	1545	31	22	71.0	117.7
AMERICAN EAGLE	2737	Dec	STL-ORD	1545	31	20	64.5	105.0
EXPRESSJET	4141	Jan	ATL-EWR	1524	25	13	52.0	124.0
EXPRESSJET	4141	Dec	ATL-EWR	1544	26	14	53.9	82.9
EXPRESSJET	5891	Jan	ATW-ORD	1830	27	16	59.3	69.9
EXPRESSJET	4261	Dec	ATW-ORD	1822	26	15	57.7	95.4
EXPRESSJET	6175	Jan	BNA-ORD	1821	22	16	72.7	79.6
EXPRESSJET	5825	Dec	BNA-ORD	1844	24	16	66.7	71.4
EXPRESSJET	3816	Jan	BTV-EWR	1900	22	12	54.6	79.3
EXPRESSJET	3845	Dec	BTV-EWR	1852	16	11	68.8	71.8
EXPRESSJET	5932	Jan	CAK-ORD	1859	22	13	59.1	101.1
EXPRESSJET	3823	Dec	CAK-ORD	1851	16	10	62.5	81.4
EXPRESSJET	4230	Jan	CHS-ORD	1646	21	17	81.0	117.5
EXPRESSJET	5693	Dec	CHS-ORD	1650	10	7	70.0	114.3
EXPRESSJET	3833	Jan	DCA-EWR	1800	23	12	52.2	62.9
EXPRESSJET	4299	Dec	DCA-EWR	1800	15	9	60.0	115.6

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

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

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

EXPRESSJET	2552	Jan	DFW-HOU	1755	27	14	51.9	84.6
EXPRESSJET	2552	Dec	DFW-HOU	1755	25	18	72.0	98.9
EXPRESSJET	2500	Jan	DFW-HOU	2105	27	15	55.6	57.0
EXPRESSJET	2500	Dec	DFW-HOU	2105	25	14	56.0	69.3
EXPRESSJET	6130	Jan	DIK-DEN	1157	26	14	53.9	108.8
EXPRESSJET	6130	Dec	DIK-DEN	1204	21	15	71.4	78.4
EXPRESSJET	3810	Jan	EWR-ATL	1705	28	15	53.6	75.9
EXPRESSJET	4705	Dec	EWR-ATL	1644	25	15	60.0	92.3
EXPRESSJET	4682	Jan	EWR-CLT	1915	31	19	61.3	98.9
EXPRESSJET	4397	Dec	EWR-CLT	1905	17	10	58.8	112.4
EXPRESSJET	4572	Jan	EWR-GSP	1531	28	15	53.6	87.4
EXPRESSJET	4572	Dec	EWR-GSP	1506	29	15	51.7	87.8
EXPRESSJET	4224	Jan	EWR-MKE	2005	27	17	63.0	71.5
EXPRESSJET	4224	Dec	EWR-MKE	2010	23	16	69.6	92.1
EXPRESSJET	4204	Jan	EWR-OKC	2027	28	16	57.1	85.1
EXPRESSJET	4204	Dec	EWR-OKC	2009	24	15	62.5	86.7
EXPRESSJET	4119	Jan	EWR-RIC	2116	27	20	74.1	69.8
EXPRESSJET	4119	Dec	EWR-RIC	2104	25	15	60.0	76.3
EXPRESSJET	4361	Jan	EWR-TYS	1940	28	16	57.1	114.8
EXPRESSJET	4361	Dec	EWR-TYS	1930	28	15	53.6	116.6
EXPRESSJET	6084	Jan	FAR-DEN	1742	12	8	66.7	104.4
EXPRESSJET	6084	Dec	FAR-DEN	1734	15	8	53.3	92.7

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

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

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

EXPRESSJET	5877	Jan	GRB-ORD	1823	27	21	77.8	73.0
EXPRESSJET	5877	Dec	GRB-ORD	1831	25	13	52.0	99.0
EXPRESSJET	2520	Jan	GRR-DFW	1530	31	16	51.6	78.5
EXPRESSJET	2520	Dec	GRR-DFW	1530	31	19	61.3	101.6
EXPRESSJET	2552	Jan	HOU-DFW	1930	27	14	51.9	69.3
EXPRESSJET	2552	Dec	HOU-DFW	1930	25	17	68.0	80.1
EXPRESSJET	4501	Jan	HPN-ORD	1707	27	15	55.6	104.3
EXPRESSJET	4501	Dec	HPN-ORD	1722	24	14	58.3	78.2
EXPRESSJET	6066	Jan	ISN-DEN	1333	31	16	51.6	129.1
EXPRESSJET	6066	Dec	ISN-DEN	1333	16	9	56.3	153.1
EXPRESSJET	5931	Jan	JAN-ORD	1435	27	20	74.1	88.1
EXPRESSJET	5931	Dec	JAN-ORD	1433	25	14	56.0	69.0
EXPRESSJET	5905	Jan	LIT-ORD	1825	18	16	88.9	57.8
EXPRESSJET	3831	Dec	LIT-ORD	1836	17	14	82.4	69.7
EXPRESSJET	4612	Jan	MHT-EWR	1541	25	13	52.0	104.5
EXPRESSJET	4612	Dec	MHT-EWR	1514	30	16	53.3	103.7
EXPRESSJET	4667	Jan	MSP-EWR	1850	25	15	60.0	124.2
EXPRESSJET	4667	Dec	MSP-EWR	1822	15	9	60.0	87.8
EXPRESSJET	6079	Jan	ORD-ATW	1657	27	18	66.7	75.1
EXPRESSJET	4261	Dec	ORD-ATW	1658	26	15	57.7	81.6
EXPRESSJET	6057	Jan	ORD-BNA	2107	28	19	67.9	50.9
EXPRESSJET	6057	Dec	ORD-BNA	2111	27	16	59.3	95.1

\* 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>

## JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

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

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

EXPRESSJET	4390	Jan	ORD-CLE	1919	30	20	66.7	91.9
EXPRESSJET	5973	Dec	ORD-CLE	1911	26	16	61.5	119.0
EXPRESSJET	6170	Jan	ORD-CLE	2107	27	23	85.2	63.9
EXPRESSJET	4433	Dec	ORD-CLE	2110	25	16	64.0	67.7
EXPRESSJET	6129	Jan	ORD-CWA	1815	25	18	72.0	79.9
EXPRESSJET	6033	Dec	ORD-CWA	1825	17	10	58.8	88.5
EXPRESSJET	5872	Jan	ORD-GRB	2138	27	18	66.7	53.3
EXPRESSJET	5872	Dec	ORD-GRB	2115	17	11	64.7	60.9
EXPRESSJET	5679	Jan	ORD-HPN	1825	31	21	67.7	72.2
EXPRESSJET	5679	Dec	ORD-HPN	1819	28	15	53.6	94.1
EXPRESSJET	6114	Jan	ORD-ICT	1550	11	9	81.8	130.0
EXPRESSJET	5851	Dec	ORD-ICT	1550	25	16	64.0	78.8
EXPRESSJET	5862	Jan	ORD-LAN	2103	22	14	63.6	68.4
EXPRESSJET	6064	Dec	ORD-LAN	2110	16	10	62.5	83.6
EXPRESSJET	5998	Jan	ORD-LIT	1607	27	18	66.7	65.2
EXPRESSJET	3831	Dec	ORD-LIT	1616	31	19	61.3	82.2
EXPRESSJET	5810	Jan	ORD-MCI	1227	11	6	54.6	121.7
EXPRESSJET	5810	Dec	ORD-MCI	1227	28	15	53.6	97.6
EXPRESSJET	6159	Jan	ORD-MCI	1933	28	20	71.4	106.6
EXPRESSJET	6008	Dec	ORD-MCI	1931	29	19	65.5	106.6
EXPRESSJET	4335	Jan	ORD-MLI	1507	20	12	60.0	66.6
EXPRESSJET	4335	Dec	ORD-MLI	1500	16	9	56.3	73.9

\* 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>



## JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

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

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

EXPRESSJET	6149	Jan	ORD-MLI	1730	14	10	71.4	119.7
EXPRESSJET	6149	Dec	ORD-MLI	1716	16	9	56.3	96.4
EXPRESSJET	6119	Jan	ORD-OKC	1745	17	11	64.7	95.7
EXPRESSJET	6119	Dec	ORD-OKC	1800	17	9	52.9	74.6
EXPRESSJET	4372	Jan	ORD-SYR	1948	25	16	64.0	117.8
EXPRESSJET	5815	Dec	ORD-SYR	2000	26	15	57.7	80.1
EXPRESSJET	3827	Jan	ORD-TUL	1546	26	20	76.9	100.3
EXPRESSJET	3827	Dec	ORD-TUL	1525	21	12	57.1	75.1
EXPRESSJET	6045	Jan	ORD-TUL	2015	11	7	63.6	91.4
EXPRESSJET	5928	Dec	ORD-TUL	2020	13	7	53.9	90.3
EXPRESSJET	5978	Jan	ORD-TYS	1649	29	15	51.7	66.3
EXPRESSJET	4341	Dec	ORD-TYS	1634	27	16	59.3	96.1
EXPRESSJET	5973	Jan	ORD-TYS	1850	22	16	72.7	104.0
EXPRESSJET	5894	Dec	ORD-TYS	1906	15	9	60.0	142.8
EXPRESSJET	5950	Jan	ORD-XNA	1700	28	19	67.9	119.8
EXPRESSJET	5950	Dec	ORD-XNA	1704	26	15	57.7	83.6
EXPRESSJET	5911	Jan	PIA-ORD	1821	28	17	60.7	102.0
EXPRESSJET	5879	Dec	PIA-ORD	1828	26	17	65.4	83.4
EXPRESSJET	5957	Jan	SDF-ORD	1538	15	10	66.7	151.9
EXPRESSJET	5957	Dec	SDF-ORD	1509	27	14	51.9	129.7
EXPRESSJET	5862	Jan	SDF-ORD	1910	22	15	68.2	72.8
EXPRESSJET	5806	Dec	SDF-ORD	1856	17	13	76.5	78.1

\* 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>

JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

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

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

FRONTIER	915	Jan	MDW-DEN	1755	14	9	64.3	147.0
FRONTIER	915	Dec	MDW-DEN	1755	15	13	86.7	101.2
FRONTIER	795	Jan	MKE-DEN	1846	20	12	60.0	105.2
FRONTIER	361	Dec	MKE-DEN	1851	24	13	54.2	91.4
JETBLUE	305	Jan	EWR-FLL	1730	31	17	54.8	114.1
JETBLUE	305	Dec	EWR-FLL	1705	29	15	51.7	62.2
JETBLUE	814	Jan	FLL-HPN	1905	31	16	51.6	89.7
JETBLUE	814	Dec	FLL-HPN	1840	15	8	53.3	92.0
JETBLUE	1272	Jan	FLL-LGA	1255	31	16	51.6	144.1
JETBLUE	1272	Dec	FLL-LGA	1255	31	16	51.6	68.4
JETBLUE	672	Jan	FLL-LGA	1835	31	17	54.8	72.0
JETBLUE	672	Dec	FLL-LGA	1835	31	17	54.8	75.8
JETBLUE	1161	Jan	LGA-PBI	1629	31	21	67.7	88.7
JETBLUE	1161	Dec	LGA-PBI	1629	31	17	54.8	84.3
JETBLUE	1884	Jan	MCO-JFK	1625	31	18	58.1	112.5
JETBLUE	1884	Dec	MCO-JFK	1625	31	17	54.8	83.8
JETBLUE	122	Jan	PBI-BOS	2020	22	12	54.6	108.7
JETBLUE	122	Dec	PBI-BOS	2020	22	14	63.6	77.1
JETBLUE	1972	Jan	PBI-HPN	1740	31	17	54.8	102.6
JETBLUE	1972	Dec	PBI-HPN	1740	31	17	54.8	60.9
SKYWEST	6220	Jan	DFW-SFO	1915	23	14	60.9	55.0
SKYWEST	6220	Dec	DFW-SFO	1928	20	11	55.0	91.6

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

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

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SKYWEST	5447	Jan	MKE-ORD	1039	31	16	51.6	118.3
SKYWEST	5447	Dec	MKE-ORD	1039	31	16	51.6	100.7
SKYWEST	5364	Jan	MKE-ORD	1319	19	15	79.0	104.4
SKYWEST	5364	Dec	MKE-ORD	1319	31	16	51.6	101.1
SKYWEST	5298	Jan	MKE-ORD	1627	30	17	56.7	80.7
SKYWEST	5298	Dec	MKE-ORD	1638	24	13	54.2	76.1
SKYWEST	5409	Jan	MKE-ORD	1735	23	15	65.2	66.6
SKYWEST	5409	Dec	MKE-ORD	1719	28	15	53.6	87.5
SKYWEST	5164	Jan	ORD-BOI	1706	14	8	57.1	63.6
SKYWEST	5493	Dec	ORD-BOI	1704	15	8	53.3	96.1
SKYWEST	5351	Jan	ORD-CMX	2122	28	17	60.7	96.6
SKYWEST	5351	Dec	ORD-CMX	2115	27	19	70.4	69.4
SKYWEST	6411	Jan	ORD-COS	1814	31	19	61.3	88.1
SKYWEST	5494	Dec	ORD-COS	1811	31	16	51.6	82.6
SKYWEST	6381	Jan	ORD-DFW	1700	18	10	55.6	69.7
SKYWEST	6381	Dec	ORD-DFW	1703	16	9	56.3	86.4
SKYWEST	5409	Jan	ORD-MKE	1620	23	13	56.5	57.7
SKYWEST	5409	Dec	ORD-MKE	1600	31	17	54.8	86.0
SOUTHWEST	592	Jan	ABQ-MDW	1645	27	16	59.3	130.4
SOUTHWEST	592	Dec	ABQ-MDW	1645	28	18	64.3	57.3

\* 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>

JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

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

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SOUTHWEST	1287	Jan	BHM-DAL	1840	27	14	51.9	124.3
SOUTHWEST	1287	Dec	BHM-DAL	1840	20	15	75.0	68.1
SOUTHWEST	473	Jan	BNA-HOU	1815	27	16	59.3	78.4
SOUTHWEST	473	Dec	BNA-HOU	1815	27	18	66.7	75.9
SOUTHWEST	462	Jan	BNA-MDW	1910	27	16	59.3	101.6
SOUTHWEST	2252	Dec	BNA-MDW	1930	27	14	51.9	68.9
SOUTHWEST	433	Jan	BWI-BHM	1650	27	19	70.4	95.2
SOUTHWEST	1287	Dec	BWI-BHM	1710	20	12	60.0	64.8
SOUTHWEST	147	Jan	BWI-MCI	2000	27	16	59.3	83.5
SOUTHWEST	147	Dec	BWI-MCI	2000	21	18	85.7	70.6
SOUTHWEST	145	Jan	DAL-SAT	2100	25	15	60.0	80.6
SOUTHWEST	1287	Dec	DAL-SAT	2100	20	13	65.0	64.2
SOUTHWEST	3655	Jan	DEN-EWR	1610	31	16	51.6	80.6
SOUTHWEST	3655	Dec	DEN-EWR	1610	30	18	60.0	70.2
SOUTHWEST	279	Jan	DEN-MDW	1845	27	15	55.6	117.9
SOUTHWEST	279	Dec	DEN-MDW	1845	28	23	82.1	67.7
SOUTHWEST	1710	Jan	EWR-MDW	1805	31	18	58.1	161.3
SOUTHWEST	1710	Dec	EWR-MDW	1805	31	17	54.8	96.2
SOUTHWEST	354	Jan	LGA-DEN	1645	27	19	70.4	57.7
SOUTHWEST	356	Dec	LGA-DEN	1650	29	16	55.2	70.7

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

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

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SOUTHWEST	363	Jan	MDW-ABQ	1855	27	18	66.7	82.0
SOUTHWEST	3215	Dec	MDW-ABQ	1925	29	21	72.4	83.9
SOUTHWEST	3427	Jan	MDW-ALB	2105	27	15	55.6	82.9
SOUTHWEST	774	Dec	MDW-ALB	2130	29	15	51.7	67.8
SOUTHWEST	3049	Jan	MDW-BDL	2030	27	18	66.7	99.1
SOUTHWEST	289	Dec	MDW-BDL	2100	27	17	63.0	75.1
SOUTHWEST	3433	Jan	MDW-CLE	2045	27	15	55.6	89.6
SOUTHWEST	3433	Dec	MDW-CLE	2100	27	23	85.2	65.0
SOUTHWEST	4900	Jan	MDW-EWR	1925	31	21	67.7	120.2
SOUTHWEST	1876	Dec	MDW-EWR	1925	28	18	64.3	82.0
SOUTHWEST	1879	Jan	MDW-HOU	2000	26	17	65.4	148.7
SOUTHWEST	1632	Dec	MDW-HOU	2020	26	17	65.4	73.9
SOUTHWEST	478	Jan	MDW-IAD	2100	27	15	55.6	85.8
SOUTHWEST	478	Dec	MDW-IAD	2100	27	18	66.7	63.2
SOUTHWEST	2162	Jan	MDW-LAS	1635	12	9	75.0	163.4
SOUTHWEST	2162	Dec	MDW-LAS	1635	30	16	53.3	61.9
SOUTHWEST	2156	Jan	MDW-LAS	1845	24	13	54.2	81.3
SOUTHWEST	2156	Dec	MDW-LAS	1845	27	18	66.7	87.6
SOUTHWEST	1193	Jan	MDW-LGA	2005	31	16	51.6	137.6
SOUTHWEST	1193	Dec	MDW-LGA	2005	29	15	51.7	84.3

\* 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>

## JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

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

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SOUTHWEST	3406	Jan	MDW-MEM	2120	28	15	53.6	98.0
SOUTHWEST	3406	Dec	MDW-MEM	2120	30	16	53.3	74.7
SOUTHWEST	2408	Jan	MDW-MSP	2025	27	14	51.9	94.0
SOUTHWEST	2408	Dec	MDW-MSP	2025	21	15	71.4	84.9
SOUTHWEST	246	Jan	MDW-OAK	1855	27	19	70.4	95.9
SOUTHWEST	1800	Dec	MDW-OAK	1925	29	20	69.0	61.2
SOUTHWEST	592	Jan	MDW-PHL	2100	27	15	55.6	100.0
SOUTHWEST	592	Dec	MDW-PHL	2100	27	16	59.3	59.7
SOUTHWEST	540	Jan	MDW-SFO	1925	27	15	55.6	139.0
SOUTHWEST	540	Dec	MDW-SFO	1925	27	18	66.7	70.2
SOUTHWEST	3685	Jan	PHL-MCO	1520	28	16	57.1	90.0
SOUTHWEST	3685	Dec	PHL-MCO	1520	24	15	62.5	67.7
SOUTHWEST	399	Jan	PHX-MDW	1855	28	15	53.6	108.5
SOUTHWEST	399	Dec	PHX-MDW	1855	23	12	52.2	61.0
SOUTHWEST	289	Jan	SLC-MDW	1620	27	15	55.6	126.0
SOUTHWEST	4067	Dec	SLC-MDW	1620	28	16	57.1	67.3
UNITED	1562	Jan	ANC-ORD	2027	19	11	57.9	133.1
UNITED	1562	Dec	ANC-ORD	2018	31	21	67.7	121.8
UNITED	1175	Jan	ORD-ANC	1539	19	16	84.2	82.7
UNITED	1072	Dec	ORD-ANC	1545	31	24	77.4	64.7

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

JANUARY 2014

## 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
AMERICAN EAGLE	1,152	132	11.5
EXPRESSJET	1,868	107	5.7
FRONTIER	187	7	3.7
JETBLUE	671	23	3.4
SOUTHWEST**	3,411	66	1.9
--SOUTHWEST	3,120	62	2.0
--AIRTRAN	292	4	1.4
SKYWEST	1,591	20	1.3
AMERICAN*	2,668	3	0.1
--AMERICAN	1,497	1	0.1
--US AIRWAYS	1,171	2	0.2
DELTA	2,017	2	0.1
UNITED	1,032	0	0.0
ALASKA	410	0	0.0
HAWAIIAN	190	0	0.0
VIRGIN AMERICA	160	0	0.0
TOTAL	15,357	360	2.3

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.

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

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

JANUARY 2014

## 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)	71.0	83.9	62	62
ABILENE TX (ABI)	79.1	83.1	244	243
ADAK ISLAND AK (ADK)	88.9	55.6	9	9
AGUADILLA PR (BQN)	55.4	71.4	112	112
AKRON OH (CAK)	67.0	70.8	533	534
ALBANY GA (ABY)	73.0	78.7	89	89
ALBANY NY (ALB)	58.0	65.4	595	593
ALBUQUERQUE NM (ABQ)	66.9	71.8	1,909	1,910
ALEXANDRIA LA (AEX)	64.4	69.1	303	304
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	59.9	67.4	137	135
ALPENA MI (APN)	66.1	73.2	56	56
AMARILLO TX (AMA)	64.6	72.5	642	641
ANCHORAGE AK (ANC)	80.0	86.1	1,285	1,284
APPLETON WI (ATW)	36.1	50.0	183	182
ARCATA/EUREKA CA (ACV)	76.6	76.2	269	269
ARLINGTON VA (DCA)	70.5	74.9	5,739	5,735
ASHEVILLE NC (AVL)	65.1	71.0	232	231
ASPEN CO (ASE)	50.1	56.0	719	720
ATLANTA GA (ATL)	67.2	63.8	30,784	30,796
AUGUSTA GA (AGS)	68.5	72.9	248	247
AUSTIN TX (AUS)	70.1	73.0	3,337	3,337
BAKERSFIELD CA (BFL)	79.4	83.9	301	299
BALTIMORE MD (BWI)	65.0	55.5	7,176	7,177
BANGOR ME (BGR)	34.4	60.0	61	60
BARROW AK (BRW)	82.1	82.1	78	78
BATON ROUGE LA (BTR)	65.9	71.3	710	712
BEAUMONT/PORT ARTHUR TX (BPT)	68.5	77.5	89	89
BELLINGHAM WA (BLI)	89.3	90.8	75	76
BEMIDJI MN (BJI)	66.1	64.5	62	62
BEND/REDMOND OR (RDM)	75.5	80.9	278	278
BETHEL AK (BET)	81.9	83.1	83	83
BILLINGS MT (BIL)	75.7	83.0	276	276
BIRMINGHAM AL (BHM)	56.9	63.9	1,099	1,094
BISMARCK/MANDAN ND (BIS)	55.0	70.6	180	180
BLOOMINGTON/NORMAL IL (BMI)	52.2	58.2	226	225
BOISE ID (BOI)	69.6	80.7	830	830
BOSTON MA (BOS)	69.0	71.2	8,283	8,274
BOZEMAN MT (BZN)	71.0	77.7	276	274
BRAINERD MN (BRD)	68.4	70.9	79	79
BRANSON MO (BKG)	62.9	60.8	97	97
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	74.9	76.0	171	171
BROWNSVILLE TX (BRO)	70.4	80.1	206	206
BRUNSWICK GA (BQK)	64.0	73.3	86	86

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUFFALO NY (BUF)	55.3	61.4	1,348	1,348
BURBANK CA (BUR)	72.1	75.5	1,730	1,730
BURLINGTON VT (BTV)	53.9	55.6	293	293
BUTTE MT (BTM)	79.0	85.5	62	62
CARLSBAD CA (CLD)	80.2	79.7	207	207
CASPER WY (CPR)	71.5	82.0	179	178
CEDAR CITY UT (CDC)	81.5	88.9	54	54
CEDAR RAPIDS/IOWA CITY IA (CID)	58.1	60.6	439	436
CHAMPAIGN/URBANA IL (CMI)	36.3	50.5	182	182
CHANTILLY VA (IAD)	64.7	57.7	4,688	4,686
CHARLESTON SC (CHS)	55.0	62.5	944	945
CHARLESTON/DUNBAR WV (CRW)	53.1	56.5	256	255
CHARLOTTE AMALIE VI (STT)	65.2	68.6	417	417
CHARLOTTE NC (CLT)	75.4	76.5	9,777	9,768
CHARLOTTESVILLE VA (CHO)	65.0	74.5	103	102
CHATTANOOGA TN (CHA)	67.5	74.6	277	276
CHICAGO IL (MDW)	53.9	45.8	6,577	6,584
CHICAGO IL (ORD)	52.5	47.6	21,529	21,497
CHICO CA (CIC)	72.8	76.1	92	92
CHRISTIANSTED VI (STX)	67.8	73.0	90	89
CLEVELAND OH (CLE)	57.5	62.2	3,345	3,339
CODY WY (COD)	56.5	71.0	62	62
COLLEGE STATION/BRYAN TX (CLL)	73.5	80.4	226	225
COLORADO SPRINGS CO (COS)	61.3	76.8	755	755
COLUMBIA MO (COU)	58.4	61.8	89	89
COLUMBIA SC (CAE)	59.2	65.5	574	571
COLUMBUS GA (CSG)	65.5	67.3	110	110
COLUMBUS MS (GTR)	64.7	74.1	85	85
COLUMBUS OH (CMH)	59.0	64.3	2,157	2,158
CORDOVA AK (CDV)	83.3	88.3	60	60
CORPUS CHRISTI TX (CRP)	67.1	73.2	517	518
COVINGTON KY (CVG)	62.1	66.9	1,513	1,511
CRESCENT CITY CA (CEC)	74.1	78.8	85	85
DALLAS TX (DAL)	67.9	63.3	3,861	3,863
DALLAS/FORT WORTH TX (DFW)	78.4	74.4	23,482	23,488
DAYTON OH (DAY)	54.9	64.8	769	769
DAYTONA BEACH FL (DAB)	63.0	68.9	119	119
DEADHORSE AK (SCC)	85.9	87.2	78	78
DENVER CO (DEN)	66.5	61.1	17,955	17,977
DES MOINES IA (DSM)	52.5	59.6	886	883
DETROIT MI (DTW)	67.2	65.2	7,550	7,542
DICKINSON ND (DIK)	48.7	65.8	117	117
DOTHAN AL (DHN)	63.8	64.7	116	116



JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DUBUQUE IA (DBQ)	46.7	61.4	45	44
DULUTH MN (DLH)	45.2	58.9	124	124
DURANGO CO (DRO)	75.8	84.2	223	222
EAGLE CO (EGE)	65.9	70.9	302	302
EAU CLAIRE WI (EAU)	48.4	56.5	62	62
EL PASO TX (ELP)	69.1	75.7	1,444	1,443
ELKO NV (EKO)	89.7	93.1	87	87
ELMIRA/CORNING NY (ELM)	56.7	80.0	104	105
EUGENE OR (EUG)	72.0	77.9	440	439
EVANSVILLE IN (EVV)	50.6	58.4	237	238
FAIRBANKS AK (FAI)	89.9	89.3	326	326
FARGO ND (FAR)	45.6	56.8	432	431
FAYETTEVILLE AR (XNA)	55.4	65.1	831	826
FAYETTEVILLE NC (FAY)	69.1	72.3	191	191
FLAGSTAFF AZ (FLG)	93.0	93.0	129	129
FLINT MI (FNT)	67.0	73.6	315	314
FORT LAUDERDALE FL (FLL)	55.6	59.2	5,876	5,884
FORT MYERS FL (RSW)	61.6	66.7	2,798	2,801
FORT SMITH AR (FSM)	66.2	83.1	207	207
FORT WAYNE IN (FWA)	53.0	54.8	304	303
FRESNO CA (FAT)	80.0	82.6	933	932
GAINESVILLE FL (GNV)	74.5	79.0	267	262
GARDEN CITY KS (GCK)	79.0	88.7	62	62
GILLETTE WY (GCC)	59.7	77.4	124	124
GRAND FORKS ND (GFK)	66.7	100.0	3	3
GRAND ISLAND NE (GRI)	74.1	77.6	58	58
GRAND JUNCTION CO (GJT)	82.7	85.4	266	267
GRAND RAPIDS MI (GRR)	55.4	59.8	809	808
GREAT FALLS MT (GTF)	71.7	82.9	152	152
GREEN BAY WI (GRB)	38.9	51.1	350	350
GREENSBORO/HIGH POINT NC (GSO)	60.2	68.9	590	589
GREER SC (GSP)	55.3	66.7	609	609
GUAM TT (GUM)	77.4	74.2	31	31
GULFPORT/BILOXI MS (GPT)	63.2	64.3	356	356
GUNNISON CO (GUC)	56.8	65.3	74	75
HANCOCK/HOUGHTON MI (CMX)	40.3	53.2	62	62
HARLINGEN/SAN BENITO TX (HRL)	67.1	69.5	368	367
HARRISBURG PA (MDT)	54.3	61.9	339	339
HARTFORD CT (BDL)	65.0	70.0	1,806	1,800
HAYDEN CO (HDN)	73.4	78.0	173	173
HELENA MT (HLN)	78.0	87.3	118	118
HIBBING MN (HIB)	70.9	78.2	55	55
HILO HI (ITO)	93.6	95.6	518	518

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HOBBS NM (HOB)	54.0	66.0	50	50
HONOLULU HI (HNL)	84.8	92.2	3,772	3,771
HOUSTON TX (HOU)	67.0	59.4	5,067	5,068
HOUSTON TX (IAH)	69.3	66.9	14,569	14,581
HUNTSVILLE AL (HSV)	61.3	65.4	535	535
IDAHO FALLS ID (IDA)	74.4	79.2	223	221
INDIANAPOLIS IN (IND)	59.5	62.0	2,253	2,251
INTERNATIONAL FALLS MN (INL)	70.4	77.8	54	54
IRON MOUNTAIN/KINGSFORD MI (IMT)	74.6	66.1	59	59
ISLIP NY (ISP)	52.3	55.5	398	398
JACKSON WY (JAC)	65.0	73.0	337	337
JACKSON/VICKSBURG MS (JAN)	65.6	73.1	732	733
JACKSONVILLE FL (JAX)	60.8	68.2	1,832	1,832
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	59.7	67.6	139	139
JOPLIN MO (JLN)	79.0	77.4	62	62
JUNEAU AK (JNU)	67.0	70.7	303	304
KAHULUI HI (OGG)	90.6	91.1	1,747	1,746
KALAMAZOO MI (AZO)	0.0	14.3	13	14
KALISPELL MT (FCA)	73.5	79.2	155	154
KANSAS CITY MO (MCI)	63.2	65.9	3,615	3,613
KETCHIKAN AK (KTN)	75.8	73.1	186	186
KEY WEST FL (EYW)	73.1	72.2	424	424
KILLEEN TX (GRK)	67.9	75.0	421	420
KLAMATH FALLS OR (LMT)	79.0	85.5	62	62
KNOXVILLE TN (TYS)	57.2	67.2	685	682
KODIAK AK (ADQ)	77.4	81.1	53	53
KONA HI (KOA)	89.3	92.3	905	905
KOTZEBUE AK (OTZ)	86.7	83.3	60	60
LA CROSSE WI (LSE)	66.0	37.7	53	53
LAFAYETTE LA (LFT)	68.4	71.8	503	503
LAKE CHARLES LA (LCH)	73.7	80.5	175	174
LANSING MI (LAN)	44.8	45.7	116	116
LARAMIE WY (LAR)	50.0	79.0	62	62
LAREDO TX (LRD)	75.7	79.1	202	201
LAS VEGAS NV (LAS)	72.6	69.4	11,052	11,050
LAWTON/FORT SILL OK (LAW)	76.8	88.8	125	125
LEWISTON ID (LWS)	85.2	92.6	54	54
LEXINGTON KY (LEX)	61.3	66.7	411	409
LIHUE HI (LIH)	91.1	93.0	869	869
LINCOLN NE (LNK)	37.3	58.0	177	176
LITTLE ROCK AR (LIT)	62.7	67.8	1,151	1,151
LONG BEACH CA (LGB)	79.6	81.7	972	972
LONGVIEW TX (GGG)	72.6	77.4	62	62

JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LOS ANGELES CA (LAX)	75.5	76.7	18,474	18,481
LOUISVILLE KY (SDF)	63.1	68.8	1,151	1,153
LUBBOCK TX (LBB)	66.4	77.1	521	520
MADISON WI (MSN)	59.0	65.8	785	784
MAMMOTH LAKES CA (MMH)	76.1	79.1	67	67
MANCHESTER NH (MHT)	53.6	63.9	552	554
MANHATTAN/FT. RILEY KS (MHK)	61.0	72.6	146	146
MARQUETTE MI (MQT)	22.2	51.9	27	27
MEDFORD OR (MFR)	60.1	65.2	276	276
MELBOURNE FL (MLB)	67.5	71.2	120	118
MEMPHIS TN (MEM)	61.8	68.4	1,317	1,318
MIAMI FL (MIA)	75.1	75.8	7,426	7,436
MIDLAND/ODESSA TX (MAF)	73.3	80.2	825	824
MILWAUKEE WI (MKE)	60.1	63.2	2,652	2,650
MINNEAPOLIS MN (MSP)	71.1	72.2	8,085	8,085
MINOT ND (MOT)	47.7	60.8	130	130
MISSION/MCALLEEN/EDINBURG TX (MFE)	65.5	74.7	348	348
MISSOULA MT (MSO)	70.2	80.4	228	230
MOBILE AL (MOB)	62.7	68.8	480	480
MODESTO CA (MOD)	75.3	72.0	93	93
MOLINE IL (MLI)	48.2	58.4	340	339
MONROE LA (MLU)	72.8	78.2	276	275
MONTEREY CA (MRY)	81.6	83.1	414	413
MONTGOMERY AL (MGM)	71.5	74.6	295	295
MONTROSE/DELTA CO (MTJ)	54.5	64.0	165	164
MOSINEE WI (CWA)	25.2	51.7	119	118
MUSKEGON MI (MKG)	43.5	46.8	62	62
MYRTLE BEACH SC (MYR)	68.1	75.0	116	116
NASHVILLE TN (BNA)	59.7	61.3	4,663	4,662
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	64.5	73.0	62	63
NEW ORLEANS LA (MSY)	65.5	67.1	3,399	3,397
NEW YORK NY (JFK)	63.0	62.2	7,882	7,878
NEW YORK NY (LGA)	61.6	63.5	8,535	8,530
NEWARK NJ (EWR)	61.6	58.3	9,255	9,267
NEWBURGH/POUGHKEEPSIE NY (SWF)	64.5	71.0	62	62
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	69.4	71.5	180	179
NOME AK (OME)	76.7	83.3	60	60
NORFOLK VA (ORF)	62.4	68.4	990	990
NORTH BEND/COOS BAY OR (OTH)	58.1	64.5	31	31
OAKLAND CA (OAK)	71.0	71.1	3,410	3,408
OKLAHOMA CITY OK (OKC)	61.0	70.9	1,697	1,695
OMAHA NE (OMA)	61.2	68.8	1,685	1,677
ONTARIO CA (ONT)	71.0	75.7	1,683	1,682

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ORLANDO FL (MCO)	63.8	65.7	9,189	9,206
PADUCAH KY (PAH)	50.0	66.1	62	62
PAGO PAGO TT (PPG)	100.0	80.0	10	10
PALM SPRINGS CA (PSP)	80.6	78.3	1,154	1,152
PANAMA CITY FL (ECP)	63.3	72.5	278	276
PASCO/KENNEWICK/RICHLAND WA (PSC)	71.4	87.5	199	200
PENSACOLA FL (PNS)	63.0	70.5	678	677
PEORIA IL (PIA)	58.0	63.9	293	291
PETERSBURG AK (PSG)	74.2	69.4	62	62
PHILADELPHIA PA (PHL)	68.4	69.6	6,024	6,022
PHOENIX AZ (PHX)	78.9	77.4	13,335	13,343
PITTSBURGH PA (PIT)	68.8	74.4	2,321	2,321
POCATELLO ID (PIH)	77.4	80.7	84	83
PONCE PR (PSE)	54.1	64.0	74	75
PORTLAND ME (PWM)	59.1	67.0	337	336
PORTLAND OR (PDX)	75.0	82.4	4,372	4,375
PROVIDENCE RI (PVD)	64.0	69.4	902	901
RALEIGH/DURHAM NC (RDU)	63.3	68.9	3,251	3,251
RAPID CITY SD (RAP)	61.9	70.8	270	271
REDDING CA (RDD)	84.9	86.0	93	93
RENO NV (RNO)	74.3	79.0	1,235	1,236
RHINELANDER WI (RHI)	67.8	73.3	90	90
RICHMOND VA (RIC)	59.6	69.6	1,256	1,257
ROANOKE VA (ROA)	49.7	61.4	159	158
ROCHESTER MN (RST)	43.6	51.3	39	39
ROCHESTER NY (ROC)	50.5	54.9	675	676
ROCK SPRINGS WY (RKS)	76.1	78.7	155	155
ROSWELL NM (ROW)	84.3	89.9	89	89
SACRAMENTO CA (SMF)	72.1	75.4	3,381	3,381
SAGINAW/BAY CITY/MIDLAND MI (MBS)	53.0	63.2	117	117
SALT LAKE CITY UT (SLC)	78.4	81.3	8,676	8,685
SAN ANGELO TX (SJT)	78.1	83.4	151	151
SAN ANTONIO TX (SAT)	68.6	72.2	2,728	2,734
SAN DIEGO CA (SAN)	70.4	72.7	6,086	6,088
SAN FRANCISCO CA (SFO)	71.3	76.6	13,539	13,550
SAN JOSE CA (SJC)	75.1	77.4	3,328	3,330
SAN JUAN PR (SJU)	58.4	61.9	2,302	2,312
SAN LUIS OBISPO CA (SBP)	78.8	78.3	368	368
SANTA ANA CA (SNA)	78.1	78.5	3,221	3,219
SANTA BARBARA CA (SBA)	80.0	81.5	789	791
SANTA FE NM (SAF)	68.3	79.3	145	145
SANTA MARIA CA (SMX)	87.3	86.3	102	102
SARASOTA/BRADENTON FL (SRQ)	62.1	64.1	343	343

JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAVANNAH GA (SAV)	58.5	63.9	525	526
SCRANTON/WILKES-BARRE PA (AVP)	40.9	58.8	66	68
SEATTLE WA (SEA)	78.4	82.7	7,776	7,780
SHREVEPORT LA (SHV)	68.5	72.8	596	595
SIOUX CITY IA (SUX)	36.2	55.2	58	58
SIOUX FALLS SD (FSD)	49.6	62.5	593	590
SITKA AK (SIT)	67.7	72.8	93	92
SOUTH BEND IN (SBN)	50.6	56.5	308	308
SPOKANE WA (GEG)	70.9	80.3	709	710
SPRINGFIELD IL (SPI)	57.9	65.1	152	152
SPRINGFIELD MO (SGF)	60.5	61.9	559	559
ST. GEORGE UT (SGU)	80.0	86.7	150	150
ST. LOUIS MO (STL)	61.5	58.7	4,142	4,141
STATE COLLEGE PA (SCE)	40.0	61.2	50	49
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	69.6	68.8	112	112
SYRACUSE NY (SYR)	49.6	55.4	550	554
TALLAHASSEE FL (TLH)	70.0	72.5	414	408
TAMPA FL (TPA)	63.3	67.3	5,432	5,442
TEXARKANA AR (TXK)	82.0	91.0	89	89
TOLEDO OH (TOL)	44.3	63.8	70	69
TOPEKA KS (FOE)	28.0	59.2	50	49
TRAVERSE CITY MI (TVC)	32.3	40.8	130	130

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TRENTON NJ (TTN)	39.0	57.9	136	133
TUCSON AZ (TUS)	72.4	78.8	1,451	1,450
TULSA OK (TUL)	57.6	68.7	1,612	1,609
TWIN FALLS ID (TWF)	73.3	83.6	116	116
TYLER TX (TYR)	73.7	83.1	232	231
VALDOSTA GA (VLD)	66.7	71.3	87	87
VALPARAISO FL (VPS)	58.4	66.4	401	402
WACO TX (ACT)	76.8	87.4	151	151
WATERLOO IA (ALO)	27.6	43.1	58	58
WATERTOWN NY (ART)	24.1	27.6	58	58
WEST PALM BEACH/PALM BEACH FL (PBI)	56.1	60.7	2,259	2,265
WHITE PLAINS NY (HPN)	54.0	55.3	615	615
WICHITA FALLS TX (SPS)	77.4	82.9	124	123
WICHITA KS (ICT)	57.3	65.7	801	801
WILLISTON ND (ISN)	49.1	65.5	226	226
WILMINGTON DE (ILG)	23.2	45.5	56	55
WILMINGTON NC (ILM)	63.0	72.0	189	189
WORCESTER MA (ORH)	71.0	64.5	62	62
WRANGELL AK (WRG)	79.0	79.0	62	62
YAKUTAT AK (YAK)	85.0	85.0	60	60
YUMA AZ (YUM)	89.8	90.5	264	264

JANUARY 2014

## 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
EXPRESSJET	22	31,521	4,667	14.8	164	58,508	8,987	15.4
AMERICAN EAGLE	19	19,594	2,485	12.7	134	34,382	4,205	12.2
JETBLUE	23	13,922	1,502	10.8	55	20,219	2,164	10.7
SKYWEST	21	28,804	1,318	4.6	160	50,484	2,663	5.3
DELTA	29	45,621	2,189	4.8	134	59,030	2,997	5.1
SOUTHWEST	24	52,980	2,955	5.6	89	100,969	5,027	5.0
--SOUTHWEST	24	46,314	2,548	5.5	89	91,564	4,439	4.8
--AIRTRAN	16	6,666	407	6.1	40	9,405	588	6.3
UNITED	28	34,069	1,614	4.7	81	39,225	1,888	4.8
AMERICAN	28	65,748	2,242	3.4	103	80,164	2,626	3.3
--AMERICAN	28	36,259	1,314	3.6	84	45,401	1,574	3.5
--US AIRWAYS	27	29,489	928	3.1	81	34,763	1,052	3.0
FRONTIER	21	4,487	56	1.2	59	5,736	84	1.5
ALASKA	20	7,447	29	0.4	54	12,403	152	1.2
VIRGIN AMERICA	16	4,629	57	1.2	19	4,810	58	1.2
HAWAIIAN	8	385	0	0.0	17	6,019	1	0.0
Total		309,207	19,114	6.2	Total	471,949	30,852	6.5

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.

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

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

JANUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
JETBLUE	813	635	78.1
AMERICAN EAGLE	1,250	822	65.7
EXPRESSJET	5,237	3,146	60.0
DELTA	3,849	1,085	28.1
AMERICAN*	4,149	866	20.9
--AMERICAN	1,569	440	28.0
--US AIRWAYS	2,580	426	16.5
SKYWEST	3,636	940	25.8
UNITED	5,349	1,169	21.8
SOUTHWEST**	15,315	2,615	17.1
--SOUTHWEST	14,008	2,340	16.7
--AIRTRAN	1,307	275	21.0
FRONTIER	442	62	14.0
ALASKA	478	34	7.1
VIRGIN AMERICA	210	14	6.6
HAWAIIAN	215	0	0.0
TOTAL	60,407	14,869	24.6

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

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

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

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

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

								CAUSES OF DELAY									
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AMERICAN**	80164	61291	76.46%	2626	3.28%	176	0.22%	5128	6.40%	884	1.10%	5097	6.36%	23	0.03%	4939	6.16%
- AMERICAN	45401	34330	75.62%	1574	3.47%	116	0.26%	2973	6.55%	722	1.59%	2368	5.22%	2	0.00%	3315	7.30%
-US AIRWAYS	34763	26961	77.56%	1052	3.03%	60	0.17%	2155	6.20%	162	0.47%	2729	7.85%	21	0.06%	1624	4.67%
ALASKA	12403	10890	87.80%	152	1.23%	82	0.66%	355	2.86%	45	0.37%	524	4.22%	1	0.01%	354	2.85%
JETBLUE	20219	11504	56.90%	2164	10.70%	89	0.44%	2164	10.70%	325	1.61%	1780	8.80%	22	0.11%	2170	10.73%
DELTA	59030	41430	70.18%	2997	5.08%	105	0.18%	4731	8.01%	1388	2.35%	4050	6.86%	2	0.00%	4327	7.33%
EXPRESSJET	58508	32754	55.98%	8987	15.36%	156	0.27%	4753	8.12%	518	0.89%	4441	7.59%	3	0.00%	6897	11.79%
FRONTIER	5736	3547	61.84%	84	1.46%	5	0.09%	421	7.34%	32	0.56%	1034	18.03%	0	0.00%	612	10.67%
HAWAIIAN	6019	5585	92.79%	1	0.02%	11	0.18%	237	3.93%	24	0.40%	12	0.20%	0	0.00%	150	2.49%
AMERICAN EAGLE	34382	20308	59.07%	4205	12.23%	86	0.25%	2172	6.32%	1036	3.01%	3092	8.99%	3	0.01%	3480	10.12%
SKYWEST	50484	36484	72.27%	2663	5.27%	243	0.48%	2523	5.00%	316	0.63%	3206	6.35%	14	0.03%	5036	9.97%
UNITED	39225	27901	71.13%	1888	4.81%	46	0.12%	3480	8.87%	683	1.74%	2689	6.86%	0	0.00%	2538	6.47%
VIRGIN AMERICA	4810	4056	84.32%	58	1.21%	10	0.21%	148	3.09%	138	2.86%	206	4.27%	1	0.02%	193	4.02%
SOUTHWEST***	100969	63876	63.26%	5027	4.98%	468	0.46%	10038	9.94%	570	0.56%	5013	4.96%	75	0.07%	15903	15.75%
-SOUTHWEST	91564	57681	63.00%	4439	4.85%	427	0.47%	9341	10.20%	516	0.56%	4284	4.68%	75	0.08%	14802	16.17%
-AIRTRAN	9405	6195	65.87%	588	6.25%	41	0.44%	697	7.41%	54	0.57%	729	7.75%	0	0.00%	1102	11.71%
TOTAL	471949	319626	67.72%	30852	6.54%	1477	0.31%	36148	7.66%	5959	1.26%	31143	6.60%	144	0.03%	46599	9.87%

**\*Causes of Delay:**

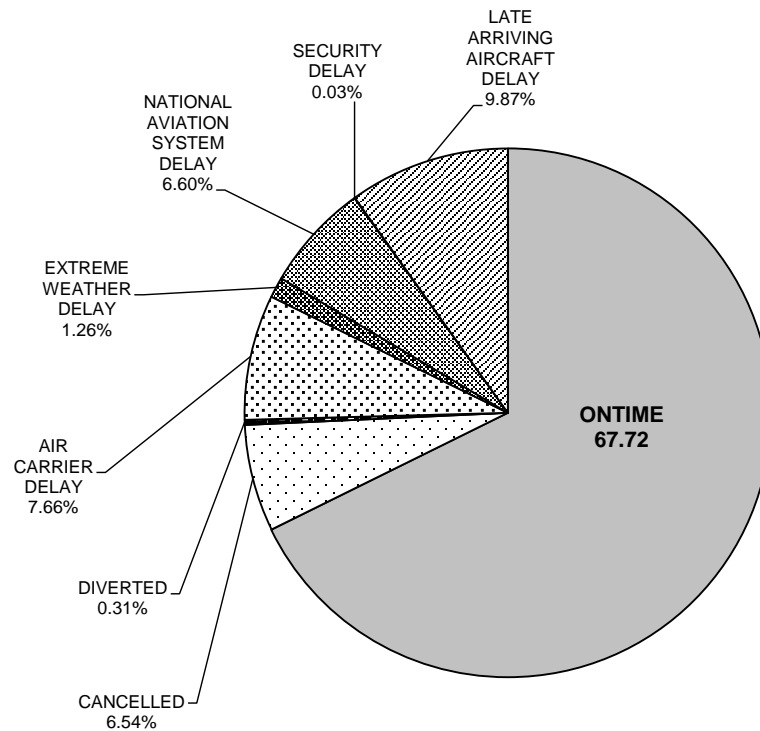
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

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

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

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

**JANUARY 2014  
AIR TRAVEL CONSUMER REPORT  
TABLE 10. OVERALL CAUSES OF DELAY\***



**Causes of Delay:**

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

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

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

JANUARY 2014

## 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
REPUBLIC	3291	PHL	CHS	1/2/2014	Origin Airport	247
SOUTHWEST	289	SLC	MDW	1/2/2014	Destination Airport	246
SOUTHWEST	3160	PHX	MDW	1/2/2014	Destination Airport	241
SOUTHWEST	1377	SJC	MDW	1/2/2014	Destination Airport	237
SOUTHWEST	3433	DEN	MDW	1/2/2014	Destination Airport	230
SOUTHWEST	421	EWR	MDW	1/2/2014	Destination Airport	227
SOUTHWEST	159	RDU	MDW	1/2/2014	Destination Airport	224
SOUTHWEST	2338	BDL	MDW	1/2/2014	Destination Airport	223
SOUTHWEST	491	SFO	MDW	1/2/2014	Destination Airport	216
SOUTHWEST	502	SAN	MDW	1/2/2014	Destination Airport	216
SOUTHWEST	279	DEN	MDW	1/2/2014	Destination Airport	215
SOUTHWEST	2968	MEM	MDW	1/2/2014	Destination Airport	213
SOUTHWEST	592	ABQ	MDW	1/2/2014	Destination Airport	211
SOUTHWEST	1982	STL	MDW	1/2/2014	Destination Airport	210
SOUTHWEST	2898	MCI	MDW	1/2/2014	Destination Airport	210
AMERICAN	1277	BWI	DFW	1/21/2014	Origin Airport	209
SOUTHWEST	1884	BWI	MDW	1/2/2014	Destination Airport	196
SOUTHWEST	4045	MHT	MDW	1/2/2014	Destination Airport	196

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).



JANUARY 2014

## 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
BRITISH AIRWAYS	66	PHL	LHR	1/2/2014	Origin Airport	283
AIR CANADA	1861	MCO	YYZ	1/11/2014	Diversion Airport	271
JAZZ AVIATION	7873	EWR	YYZ	1/11/2014	Diversion Airport	244

**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).

JANUARY 2014

## 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	34382	63	0.18
DELTA	59030	73	0.12
JETBLUE	20219	19	0.09
AMERICAN*	80164	57	0.07
--AMERICAN	45,401	27	0.06
--US AIRWAYS	34,763	30	0.09
EXPRESSJET	58508	36	0.06
SOUTHWEST**	100969	50	0.05
--SOUTHWEST	91,564	48	0.05
--AIRTRAN	9,405	2	0.02
UNITED	39225	10	0.03
ALASKA	12403	3	0.02
VIRGIN AMERICA	4810	1	0.02
SKYWEST	50484	6	0.01
FRONTIER	5736	0	0.00
HAWAIIAN	6019	0	0.00
TOTAL	471,949	318	0.07

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

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

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

## **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
OO	SkyWest Airlines
WN **	Southwest Airlines
UA	United Airlines
US **	US Airways
VX	Virgin America

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

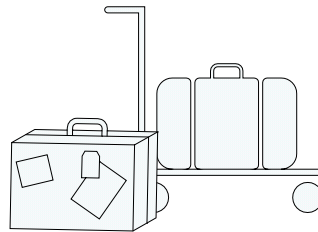
\*\* Effective January 2014, data of the merged operations of American Airlines and US Airways are combined for ranking purposes in this report to reflect the company merger, and appears as AA, American, or American Airlines.

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

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

## **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	JANUARY 2014			JANUARY 2013		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	574	479,932	1.20	358	412,036	0.87
2	HAWAIIAN AIRLINES	1,845	766,998	2.41	1,898	739,289	2.57
3	FRONTIER AIRLINES	2,019	768,554	2.63	1,879	741,294	2.53
4	ALASKA AIRLINES	4,534	1,417,036	3.20	4,531	1,365,613	3.32
5	JETBLUE AIRWAYS	7,014	1,985,900	3.53	4,252	2,109,332	2.02
6	AMERICAN AIRLINES**	42,442	9,712,821	4.37	**	**	**
	-US AIRWAYS	17,907	4,265,536	4.20	10,634	4,007,069	2.65
	-AMERICAN AIRLINES	24,535	5,447,285	4.50	18,645	5,399,458	3.45
7	DELTA AIR LINES	34,008	7,258,323	4.69	15,298	7,130,243	2.15
8	UNITED AIRLINES	26,695	5,012,633	5.33	20,283	5,203,806	3.90
9	SOUTHWEST AIRLINES***	65,788	9,515,235	6.91	***	***	***
	-SOUTHWEST AIRLINES	60,523	8,774,099	6.90	29,011	8,296,804	3.50
	-AIRTRAN AIRWAYS	5,265	741,136	7.10	2,367	1,335,065	1.77
10	SKYWEST AIRLINES	14,526	1,995,711	7.28	13,020	2,053,989	6.34
11	EXPRESSJET AIRLINES	21,195	2,055,213	10.31	12,717	2,233,617	5.69
12	AMERICAN EAGLE AIRLINES	12,698	1,165,617	10.89	9,332	1,320,245	7.07
TOTALS****		233,338	42,133,973	5.54	144,225	42,347,860	3.41

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

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

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

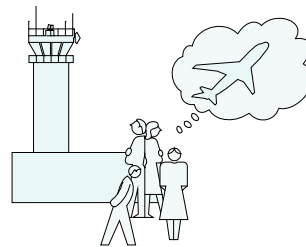
## **OVERSALES**

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

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

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

The enplanements figures that are used to calculate the involuntary denied boarding rate do not include inbound international service, since the rule does not apply to these flights.



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

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

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

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

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



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

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

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

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

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

TABLE 1

**AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY**

	JANUARY 2014				JANUARY 2013			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1, 292	76	5	113	896	52	2	145
FOREIGN AIRLINES	385	4	0	33	290	5	0	25
TRAVEL AGENTS	27	1	0	13	28	1	0	4
TOUR OPERATORS	0	0	0	0	138	0	0	0
MISCELLANEOUS	9	17	0	19	20	4	1	15
INDUSTRY TOTALS	1, 713	98	5	178	1, 372	62	3	189

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY 2014			JANUARY 2013		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	586		1	329	
CANCELLATIONS			290			123
DELAYS			163			121
MISCONNECTIONS			68			64
BAGGAGE	2	366		3	221	
RES/TKTG/BOARDING	3	229		4	193	
CUSTOMER SERVICE	4	190		5	160	
REFUNDS	5	113		6	82	
DISABILITY	6	76		7	55	
OVERSALES	7	54		9	43	
FARES	8	46		8	47	
OTHER	9	34		2	224	
FREQUENT FLYER			18			72
ADVERTISING	10	11		10	12	
DISCRIMINATION	11	8		11	6	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1, 713			1, 372	

---

\* 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\*  
JANUARY 2014

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABI LI TY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	3	1	0	0	0	0	2	0	0	0	0	0	6
AIRTRAN AIRWAYS	5	2	1	0	1	5	0	1	0	0	0	0	15
ALASKA AIRLINES	2	0	2	2	0	1	2	1	0	0	0	1	11
ALLEGiant AIR	31	0	18	4	5	2	5	5	2	0	0	0	72
AMERICAN AIRLINES	53	3	22	4	25	48	28	5	1	1	0	10	200
AMERICAN EAGLE AIRLINES	36	2	2	0	0	4	3	0	0	1	0	0	48
DELTA AIR LINES	34	5	15	6	2	33	9	8	0	2	0	2	116
ENDEAVOR AIR	4	0	0	0	0	5	1	0	0	0	0	0	10
EXPRESSJET AIRLINES	30	0	0	0	0	2	3	0	0	0	0	0	35
FRONTIER AIRLINES	9	1	5	0	1	4	9	2	1	0	0	0	32
GOJET AIRLINES	5	0	0	0	0	0	2	0	0	0	0	0	7
GREAT LAKES AVIATION	7	0	1	0	1	0	0	0	0	0	0	0	9
HAWAIIAN AIRLINES	1	0	0	0	0	0	3	2	0	0	0	2	8
JETBLUE AIRWAYS	47	0	5	0	7	6	6	1	1	0	0	0	73
MESA AIRLINES	4	0	0	0	0	0	2	0	0	0	0	0	6
PIEDMONT AIRLINES	7	2	0	0	0	1	1	1	0	0	0	1	13
PSA AIRLINES	4	0	0	0	0	1	0	0	0	0	0	0	5
REPUBLIC AIRLINES	15	0	0	0	0	3	1	0	0	0	0	0	19
SHUTTLE AMERICA	7	0	0	0	0	1	0	0	0	0	0	0	8
SILVER AIRWAYS	5	0	1	0	1	2	0	0	0	0	0	0	9
SKYWEST AIRLINES	16	0	0	0	0	4	2	1	0	0	0	0	23
SOUTHWEST AIRLINES	45	0	4	0	4	22	6	2	0	1	0	1	85
SPIRIT AIRLINES	9	4	6	1	3	14	7	1	0	1	0	2	48
UNITED AIRLINES	94	17	44	2	23	77	28	22	0	0	0	4	311
US AIRWAYS	28	2	19	8	10	16	9	9	0	0	0	4	105
OTHER U. S. AIRLINES	8	0	3	0	0	3	1	3	0	0	0	0	18
TOTAL JANUARY 2014	509	39	148	27	83	254	130	64	5	6	0	27	1,292
% OF TOTAL COMPLAINTS	39.4	3.0	11.5	2.1	6.4	19.7	10.1	5.0	0.4	0.5	0.0	2.1	
TOTAL JANUARY 2013	284	31	111	21	53	144	116	49	7	5	0	75	896
% OF TOTAL COMPLAINTS	31.7	3.5	12.4	2.3	5.9	16.1	12.9	5.5	0.8	0.6	0.0	8.4	

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

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

Table 4

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

AIR TRAVEL CONSUMER REPORT									
COMPLAINTS AGAINST U. S. AIRLINES									
BY INCIDENT DATE									
JANUARY 2014									
U. S. AIRLINES*	COMPS RECD IN JAN	INCI- DENTS IN JAN	PERCENT	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	6	2	33.3	3	50.0	0	0.0	1	16.7
AIRTRAN AIRWAYS	15	5	33.3	5	33.3	2	13.3	3	20.0
ALASKA AIRLINES	11	7	63.6	2	18.2	1	9.1	1	9.1
ALLEGiant AIR	72	45	62.5	7	9.7	13	18.1	7	9.7
AMERICAN AIRLINES	200	72	36.0	67	33.5	45	22.5	16	8.0
AMERICAN EAGLE AIRLINES	48	24	50.0	18	37.5	4	8.3	2	4.2
DELTA AIR LINES	116	72	62.1	13	11.2	25	21.6	6	5.2
ENDEAVOR AIR	10	7	70.0	1	10.0	2	20.0	0	0.0
EXPRESSJET AIRLINES	35	22	62.9	7	20.0	4	11.4	2	5.7
FRONTIER AIRLINES	32	16	50.0	13	40.6	1	3.1	2	6.2
GOJET AIRLINES	7	7	100.0	0	0.0	0	0.0	0	0.0
GREAT LAKES AVIATION	9	5	55.6	0	0.0	1	11.1	3	33.3
HAWAIIAN AIRLINES	8	4	50.0	2	25.0	1	12.5	1	12.5
JETBLUE AIRWAYS	73	60	82.2	4	5.5	5	6.8	4	5.5
MESA AIRLINES	6	3	50.0	2	33.3	1	16.7	0	0.0
PIEDMONT AIRLINES	13	6	46.2	6	46.2	1	7.7	0	0.0
PSA AIRLINES	5	3	60.0	1	20.0	0	0.0	1	20.0
REPUBLIC AIRLINES	19	15	78.9	2	10.5	1	5.3	1	5.3
SHUTTLE AMERICA	8	6	75.0	1	12.5	1	12.5	0	0.0
SILVER AIRWAYS	9	8	88.9	1	11.1	0	0.0	0	0.0
SKYWEST AIRLINES	23	11	47.8	7	30.4	3	13.0	2	8.7
SOUTHWEST AIRLINES	85	64	75.3	8	9.4	9	10.6	4	4.7
SPIRIT AIRLINES	48	23	47.9	16	33.3	7	14.6	2	4.2
UNITED AIRLINES	311	177	56.9	62	19.9	42	13.5	30	9.6
US AIRWAYS	105	49	46.7	23	21.9	24	22.9	9	8.6
OTHER U. S. AIRLINES	18	7	38.9	6	33.3	4	22.2	1	5.6
<b>TOTALS</b>	<b>1,292</b>	<b>720</b>	<b>55.7</b>	<b>277</b>	<b>21.4</b>	<b>197</b>	<b>15.2</b>	<b>98</b>	<b>7.6</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>896</b>	<b>329</b>	<b>36.7</b>	<b>268</b>	<b>29.9</b>	<b>171</b>	<b>19.1</b>	<b>128</b>	<b>14.3</b>

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

Table 5

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

JANUARY 2014													
	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXICO	3	1	3	1	2	2	0	0	0	0	0	0	12
AIR CANADA	25	4	10	0	1	13	13	3	1	2	0	1	73
AIR FRANCE	6	0	0	0	2	5	4	0	0	0	0	0	17
AIR INDIA	1	0	0	0	0	2	1	1	0	0	0	0	5
ALITALIA AIRLINES	1	1	2	0	0	6	2	0	0	0	0	0	12
AVIANCA	1	0	3	0	0	3	2	1	0	0	0	0	10
BRITISH AIRWAYS	2	1	7	3	5	7	4	4	0	0	0	2	35
COPA	0	1	2	1	1	5	2	0	0	0	0	0	12
EMIRATES AIRLINES	2	1	1	2	2	3	7	0	0	0	0	0	18
ETHIOPIAN AIRLINES	2	0	1	0	2	1	0	0	0	0	0	0	6
ETIHAD AIRWAYS	2	0	1	0	0	4	1	0	1	0	0	0	9
KLM	1	0	5	2	3	1	0	0	0	0	0	0	12
LUFTHANSA	0	1	1	1	0	4	3	0	0	0	0	0	10
PAKISTAN AIRLINES	0	0	2	0	0	1	1	1	0	0	0	0	5
QATAR AIRWAYS	0	0	2	1	1	2	1	0	0	0	0	0	7
SAS	3	0	1	0	0	2	0	0	0	0	0	0	6
TAM	0	0	0	0	1	3	1	0	0	0	0	0	5
TAME	5	0	0	0	1	3	0	0	0	0	0	0	9
TURKISH AIRLINES	1	0	2	0	0	7	1	0	0	0	0	0	11
VIRGIN ATLANTIC	0	0	1	0	0	4	2	0	0	0	0	0	7
VOLARIS AIRLINES	5	3	2	1	0	3	0	0	0	0	0	0	14
OTHER FOREIGN AIRLINES	15	1	19	1	7	29	11	2	3	0	0	2	90
<b>TOTALS</b>	<b>75</b>	<b>14</b>	<b>65</b>	<b>13</b>	<b>28</b>	<b>110</b>	<b>56</b>	<b>12</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>385</b>
<b><u>TRAVEL AGENTS</u></b>													
PRICELINE.COM	0	0	1	4	0	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	0	0	15	1	2	1	3	0	0	0	0	0	22
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>16</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>27</b>
<b><u>TOUR OPERATORS</u></b>													
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	2	1	0	1	0	1	1	0	1	0	0	2	9
<b>TOTALS</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>9</b>

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

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

TABLE 6

CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	JANUARY 2014			JANUARY 2013		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>ALASKA AIRLINES</b>	11	1,537,266	<b>0.72</b>	5	1,477,536	<b>0.34</b>
2	<b>VIRGIN AMERICA</b>	4	491,084	<b>0.81</b>	2	425,683	<b>0.47</b>
3	<b>HAWAIIAN AIRLINES</b>	8	824,824	<b>0.97</b>	15	792,009	<b>1.89</b>
4	<b>SOUTHWEST AIRLINES***</b>	100	9,479,302	<b>1.05</b>	***	***	***
	- SOUTHWEST AIRLINES	85	8,579,344	0.99	25	8,055,604	0.31
	- AIRTRAN AIRWAYS	15	899,958	1.67	12	1,382,633	0.87
5	<b>SKYWEST AIRLINES</b>	23	2,049,342	<b>1.12</b>	21	2,090,263	<b>1.00</b>
6	<b>DELTA AIR LINES</b>	116	8,878,880	<b>1.31</b>	63	8,542,755	<b>0.74</b>
7	<b>EXPRESSJET AIRLINES</b>	35	2,231,428	<b>1.57</b>	35	2,397,809	<b>1.46</b>
8	<b>AMERICAN AIRLINES**</b>	305	11,716,627	<b>2.60</b>	**	**	**
	-AMERICAN AIRLINES	200	7,104,491	2.82	177	6,977,540	2.54
	-US AIRWAYS	105	4,612,136	2.28	58	4,375,671	1.33
9	<b>JETBLUE AIRWAYS</b>	73	2,341,217	<b>3.12</b>	16	2,382,300	<b>0.67</b>
10	<b>AMERICAN EAGLE AIRLINES</b>	48	1,226,781	<b>3.91</b>	34	1,398,956	<b>2.43</b>
11	<b>FRONTIER AIRLINES</b>	32	759,946	<b>4.21</b>	62	805,042	<b>7.70</b>
12	<b>UNITED AIRLINES</b>	311	6,763,036	<b>4.60</b>	182	6,923,388	<b>2.63</b>
	<b>TOTAL ****</b>	<b>1,066</b>	<b>48,299,733</b>	<b>2.21</b>	<b>707</b>	<b>48,027,189</b>	<b>1.47</b>

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

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

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

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

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



## ***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 January 2013  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 49 million airline passengers and their 39 million checked bags in the month of January as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of January.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
317	.0006	40	.00008	96	.0002	333	.0007

**NOTES**

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

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

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

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.

### January 2014 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

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