



U.S. Department
of Transportation



Air Travel Consumer Report

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

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Flight Delays¹	December 2014 12 Months ending December 2014
Mishandled Baggage¹	December 2014 January – December 2014
Oversales¹	4 th Quarter 2014 January – December 2014
Consumer Complaints² (Includes Disability and Discrimination Complaints)	December 2014 January – December 2014
Customer Service Reports to the Dept. of Homeland Security³	December 2014
Airline Animal Incident Reports⁴	December 2014 January – December 2014

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER*	AT 29 REPORTABLE AIRPORTS B/		AT ALL U.S. AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
DELTA AIR LINES S/	29	88.5	145	88.9
HAWAIIAN AIRLINES S/	8	86.7	17	87.9
ALASKA AIRLINES S/	23	79.8	59	80.4
JETBLUE AIRWAYS S/	24	79.2	57	80.4
AMERICAN AIRLINES S/ **	28	77.5	99	76.7
-AMERICAN AIRLINES S/	28	74.6	85	73.3
-US AIRWAYS S/	27	81.2	74	81.3
EXPRESSJET AIRLINES S/	20	76.3	173	76.0
UNITED AIRLINES S/	28	72.6	75	72.4
SOUTHWEST AIRLINES S/***	24	73.3	86	72.0
-SOUTHWEST AIRLINES S/	24	72.7	86	71.5
-AIRTRAN AIRWAYS S/	10	87.7	20	87.3
VIRGIN AMERICA S/	15	67.7	18	68.2
FRONTIER AIRLINES S/	25	66.3	63	67.8
SKYWEST AIRLINES S/	21	68.1	169	67.2
ENVOY AIR**** S/	11	64.5	122	63.1
TOTAL		76.2		75.3

➤ 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.

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

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

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

****Formerly American Eagle Airlines.

DECEMBER 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 2014		2nd Quarter 04-06 2014		3rd Quarter 07-09 2014		4th Quarter 10-12 2014		Oct-14		Nov-14		Dec-14		12 Months Ending Dec 2014	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	87.3	2	88.5	2	85.0	3	84.1	3	87.2	2	84.7	3	80.4	3	86.2	2
AMERICAN**	77.1	5	77.9	8	77.9	7	78.8	8	79.3	9	80.3	9	76.7	5	77.9	6
-AMERICAN	76.6	(--)	75.4	(--)	75.4	(--)	75.8	(--)	76.1	(--)	78.2	(--)	73.3	(--)	75.8	(--)
-US AIRWAYS	77.8	(--)	81.1	(--)	81.3	(--)	82.5	(--)	83.3	(--)	83.0	(--)	81.3	(--)	80.7	(--)
ENVOY****	66.3	11	69.7	12	72.8	12	66.2	12	66.2	12	69.3	12	63.1	12	68.8	12
DELTA	77.6	4	83.4	3	85.6	2	87.4	2	86.8	3	86.6	2	88.9	1	83.7	3
EXPRESSJET	62.2	12	69.8	11	74.2	11	77.3	6	75.4	11	80.7	7	76.0	6	70.8	11
FRONTIER	67.3	9	74.3	9	78.2	6	74.6	11	83.3	6	72.3	11	67.8	10	74.1	9
HAWAIIAN	91.6	1	94.2	1	92.8	1	89.0	1	89.7	1	89.4	1	87.9	2	91.9	1
JETBLUE	66.5	10	77.3	6	75.9	9	81.7	4	83.7	4	81.1	6	80.4	4	75.4	8
SKYWEST	74.2	6	77.8	5	78.3	5	74.9	10	80.9	7	76.4	10	67.2	11	76.4	5
SOUTHWEST***	69.1	8	71.8	10	75.3	10	77.9	7	80.6	8	81.4	5	72.0	8	73.5	10
-SOUTHWEST	68.6	(--)	70.9	(--)	74.7	(--)	77.5	(--)	80.3	(--)	81.0	(--)	71.5	(--)	73.0	(--)
-AIRTRAN	73.6	(--)	83.2	(--)	84.1	(--)	88.2	(--)	87.0	(--)	90.4	(--)	87.3	(--)	80.9	(--)
UNITED	73.7	7	75.9	7	77.4	8	76.8	9	77.4	10	80.6	8	72.4	7	76.0	7
VIRGIN AMERICA	81.6	3	83.3	4	83.0	4	78.0	5	83.6	5	82.7	4	68.2	9	81.5	4
Total	72.2		76.0		78.0		78.6		80.0		80.6		75.3		76.2	

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).

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	903	77.6	2203	77.1	585	78.3	8259	85.6	2432	81.3	869	73.8	13461	75.7	567	84.8
-AMERICAN	391	69.6	954	74.6	250	72.8	350	88.9	894	80.4	477	67.3	12878	75.4	212	75.0
-US AIRWAYS	512	83.8	1249	79.0	335	82.4	7909	85.4	1538	81.9	392	81.6	583	83.4	355	90.7
ALASKA	31	74.2	113	76.1	31	100.0	H/		121	87.6	124	77.4	108	85.2	31	87.1
JETBLUE	H/		3317	82.3	114	86.0	108	81.5	800	91.8	84	78.6	46	89.1	91	92.3
DELTA	18775	91.5	1204	75.8	521	91.0	424	88.9	722	88.9	604	87.1	449	91.8	4157	91.2
EXPRESSJET	5655	81.8	189	84.1	92	66.3	488	73.0	204	81.9	1354	73.6	1528	53.5	2173	86.7
FRONTIER	180	68.3	H/		H/		36	72.2	93	74.2	2541	71.9	159	64.2	56	71.4
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY****	43	62.8	H/		76	63.2	H/		179	72.6	H/		6626	55.1	349	61.6
SKYWEST	314	67.2	35	62.9	H/		14	71.4	83	75.9	4152	66.4	377	62.9	660	78.8
UNITED	209	71.8	850	71.2	233	70.8	24	75.0	399	76.9	3608	75.4	304	71.1	52	65.4
VIRGIN AMERICA	H/		108	69.4	H/		H/		117	87.2	H/		H/		H/	
SOUTHWEST***	3890	78.3	853	72.3	5731	82.5	153	68.0	1310	82.4	4870	78.2	H/		560	70.9
-SOUTHWEST	2529	73.5	777	70.3	5648	82.4	153	68.0	1310	82.4	4870	78.2	H/		508	69.5
-AIRTRAN	1361	87.1	76	93.4	83	88.0	H/		H/		H/		H/		52	84.6
TOTAL	30000	87.0	8872	77.8	7383	82.1	9506	84.7	6460	83.2	18206	73.8	23058	68.4	8696	85.9

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	658	68.8	889	81.0	221	67.0	907	72.8	1604	73.7	1246	72.2	3318	70.4	2177	74.0
-AMERICAN	320	62.8	333	80.2	221	67.0	450	70.7	1313	73.2	804	67.9	2741	70.6	1256	75.9
-US AIRWAYS	338	74.6	556	81.5	H/		457	74.8	291	75.9	442	80.1	577	69.5	921	71.6
ALASKA	57	63.2	31	93.5	H/		31	77.4	H/		387	77.0	543	76.8	H/	
JETBLUE	598	68.4	1748	78.5	159	80.5	H/		3672	76.6	283	75.3	349	75.1	589	71.0
DELTA	417	70.0	990	90.1	186	89.8	249	90.4	2060	79.5	824	88.7	1888	85.9	2346	79.0
EXPRESSJET	2807	65.0	H/		1566	81.9	6341	74.9	H/		1	0.0	H/		1076	66.8
FRONTIER	H/		85	80.0	289	60.6	123	77.2	H/		206	63.6	91	59.3	60	55.0
HAWAIIAN	H/		H/		H/		H/		29	86.2	75	93.3	146	84.2	H/	
ENVOY****	H/		H/		H/		H/		522	65.7	H/		14	7.1	1195	62.6
SKYWEST	H/		H/		6	83.3	1310	69.9	H/		389	64.8	4322	65.8	2	50.0
UNITED	3913	71.0	561	75.9	1552	75.9	5182	76.5	381	76.4	803	71.0	2653	67.6	711	69.3
VIRGIN AMERICA	170	72.4	145	83.4	135	71.1	H/		322	75.2	321	71.3	1090	72.6	112	70.5
SOUTHWEST***	520	60.6	1585	78.6	206	80.1	H/		H/		6215	68.5	3408	59.9	949	67.7
-SOUTHWEST	520	60.6	1494	78.0	206	80.1	H/		H/		6215	68.5	3408	59.9	949	67.7
-AIRTRAN	H/		91	87.9	H/		H/		H/		H/		H/		H/	
TOTAL	9140	68.2	6034	80.8	4320	77.4	14143	75.2	8590	76.0	10750	71.2	17822	68.9	9217	71.6

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

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ARRIVAL AIRPORT*																
CARRIER	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	1721	76.1	H/		4779	77.9	652	77.9	4900	81.8	293	72.7	3856	77.8	5248	81.3
-AMERICAN	926	72.7	<i>H/</i>		4258	77.1	304	69.1	4258	81.4	123	65.9	337	71.2	549	78.1
-US AIRWAYS	795	80.0	<i>H/</i>		521	84.8	348	85.6	642	84.1	170	77.6	3519	78.4	4699	81.7
ALASKA	56	91.1	H/		H/		46	87.0	134	79.9	1122	79.8	31	64.5	214	83.6
JETBLUE	1694	82.7	H/		H/		H/		169	88.2	88	76.1	113	78.8	60	73.3
DELTA	1419	88.2	218	90.8	754	90.1	4641	90.0	593	91.6	410	87.8	554	80.1	590	89.3
EXPRESSJET	8	87.5	106	76.4	H/		625	77.6	3602	84.6	H/		16	75.0	1	100.0
FRONTIER	324	62.0	69	75.4	71	43.7	144	68.1	189	45.5	66	68.2	47	40.4	235	63.0
HAWAIIAN	H/		H/		H/		H/		H/		31	87.1	H/		31	80.6
ENVOY****	H/		H/		940	82.4	85	69.4	5915	72.5	H/		H/		H/	
SKYWEST	H/		H/		2	100.0	1532	73.3	3321	71.6	505	76.4	H/		1595	80.1
UNITED	1105	76.7	H/		342	70.2	37	62.2	4520	79.9	451	72.7	308	64.9	530	72.8
VIRGIN AMERICA	31	93.5	H/		H/		H/		141	75.9	29	48.3	H/		H/	
SOUTHWEST***	3399	79.4	6796	81.9	H/		662	75.7	H/		901	59.8	804	66.8	4794	70.4
-SOUTHWEST	3233	79.2	6695	81.7	<i>H/</i>		590	73.2	<i>H/</i>		901	59.8	748	65.8	4794	70.4
-AIRTRAN	166	84.3	101	90.1	<i>H/</i>		72	95.8	<i>H/</i>		<i>H/</i>		56	80.4	<i>H/</i>	
TOTAL	9757	79.9	7189	82.0	6888	79.1	8424	83.3	23484	78.0	3896	73.8	5729	75.4	13298	76.9

* 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.

****Formerly American Eagle Airlines.

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	738	76.4	667	77.1	1374	50.5	361	68.4	1138	77.7
-AMERICAN	462	72.3	414	75.6	917	49.0	165	52.1	489	71.4
-US AIRWAYS	276	83.3	253	79.4	457	53.6	196	82.1	649	82.4
ALASKA	451	83.6	4256	81.5	437	54.9	213	90.1	31	96.8
JETBLUE	113	80.5	143	83.2	337	54.6	124	79.0	560	83.2
DELTA	512	87.7	927	90.3	714	67.8	2730	90.1	984	87.4
EXPRESSJET	H/		H/		H/		71	40.8	H/	
FRONTIER	102	64.7	72	73.6	166	48.2	186	52.2	130	56.2
HAWAIIAN	31	77.4	62	95.2	54	83.3	H/		H/	
ENVOY****	H/		H/		H/		H/		H/	
SKYWEST	775	65.2	857	76.4	3791	41.6	4286	82.6	H/	
UNITED	634	71.1	831	70.4	4224	61.0	47	74.5	599	75.1
VIRGIN AMERICA	145	69.0	229	74.7	1428	55.0	H/		H/	
SOUTHWEST***	2838	65.6	947	60.1	1302	40.6	807	59.6	2334	78.4
-SOUTHWEST	2838	65.6	947	60.1	1302	40.6	807	59.6	2170	77.4
-AIRTRAN	<i>H/</i>		<i>H/</i>		<i>H/</i>		<i>H/</i>		164	91.5
TOTAL	6339	70.8	8991	78.2	13827	52.0	8825	81.3	5776	79.5

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

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

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

****Formerly American Eagle Airlines.

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	90.9	71.0	69.2	89.9	100.0	83.6	79.5	89.3	72.3	82.5	76.9	87.9	80.1	91.8	84.9	J/	86.7	94.4
700 - 759 AM	94.1	79.8	96.8	85.2	91.5	85.3	78.9	89.6	86.5	76.4	83.8	85.0	81.9	91.4	87.4	90.5	100.0	90.3
800 - 859 AM	90.1	90.9	94.3	91.1	90.5	81.8	79.0	89.5	88.5	95.4	97.8	78.6	95.0	89.1	79.0	87.0	89.3	91.9
900 - 959 AM	88.8	92.8	95.8	95.5	90.8	84.3	79.9	92.5	91.7	91.0	89.0	80.9	91.9	89.1	74.3	86.1	92.2	91.8
1000 - 1059 AM	90.2	89.4	95.4	85.8	92.5	75.7	77.5	87.0	91.9	91.7	88.9	75.9	90.4	83.6	74.1	81.9	90.5	95.1
1100 - 1159 AM	91.5	88.1	92.5	88.8	92.3	81.5	79.1	87.7	85.8	88.6	89.8	79.6	87.7	77.5	75.1	76.9	88.2	91.9
1200 - 1259 PM	88.7	86.4	90.4	89.1	87.6	80.4	72.3	92.0	80.7	84.0	77.8	78.5	87.1	72.9	71.6	72.3	83.0	91.8
100 - 159 PM	87.0	86.4	90.4	85.6	86.3	78.3	71.5	90.9	76.3	82.9	86.6	79.1	83.7	67.8	69.7	75.0	81.8	89.4
200 - 259 PM	88.4	86.1	86.3	81.5	82.5	73.3	69.7	88.3	72.4	82.7	85.5	74.4	74.4	68.4	69.4	75.9	81.1	87.4
300 - 359 PM	86.2	85.8	84.2	82.9	86.1	66.0	67.0	82.2	67.1	80.4	78.0	83.3	76.9	63.8	67.6	69.5	83.3	86.6
400 - 459 PM	88.1	75.8	79.6	81.8	84.2	66.9	62.2	88.5	63.6	82.3	78.0	73.4	75.0	66.9	61.7	67.8	81.6	83.3
500 - 559 PM	83.1	70.6	71.7	84.3	80.5	69.8	58.8	76.1	56.0	79.9	72.4	66.2	78.7	59.7	64.8	65.5	76.8	78.0
600 - 659 PM	85.4	60.6	76.4	83.5	80.2	64.9	56.5	83.1	51.6	78.5	68.1	70.2	70.8	68.5	59.2	62.4	72.1	78.7
700 - 759 PM	83.8	65.8	79.2	74.9	78.0	64.3	56.8	83.8	48.3	77.2	67.4	71.2	62.1	63.0	60.0	59.8	74.9	65.0
800 - 859 PM	80.0	71.1	58.9	82.6	77.0	68.2	55.4	84.4	53.0	75.8	69.8	70.4	65.7	59.6	64.8	61.9	70.9	70.4
900 - 959 PM	85.7	73.6	70.3	82.3	77.5	69.0	56.3	78.1	51.7	78.3	77.5	59.6	66.7	61.9	60.6	58.8	73.1	69.7
1000 - 1059 PM	79.0	74.5	65.0	80.7	70.6	62.5	69.3	70.0	58.1	67.2	63.9	70.2	66.6	60.8	63.2	66.0	70.9	60.4
1100 - 559 AM	72.2	72.0	68.9	76.8	78.2	64.4	73.9	69.6	67.9	66.7	60.4	67.1	72.3	66.3	70.8	74.6	69.9	49.3
TOTAL, ALL ARRIVALS, BY AIRPORT	87.0	77.8	82.1	84.7	83.2	73.8	68.4	85.9	68.2	80.8	77.4	75.2	76.0	71.2	68.9	71.6	79.9	82.0

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	96.6	86.1	86.3	87.5	79.1	88.5	100.0	85.4	75.1	100.0	78.7	84.7
700 - 759 AM	80.0	95.6	84.0	95.5	94.6	86.2	95.9	88.5	80.7	87.5	50.0	86.4
800 - 859 AM	88.0	89.1	81.5	86.8	85.4	88.0	87.1	89.1	74.0	90.2	95.8	85.9
900 - 959 AM	87.8	91.5	88.3	83.6	84.6	86.2	87.7	89.7	57.6	90.0	93.8	85.3
1000 - 1059 AM	83.0	91.5	85.2	79.9	80.5	85.0	84.5	84.6	52.9	91.5	88.7	83.3
1100 - 1159 AM	83.2	82.6	85.9	82.0	78.9	82.5	78.6	88.2	50.9	73.4	90.9	82.6
1200 - 1259 PM	82.7	90.7	81.1	81.2	82.7	84.1	68.0	80.0	43.4	82.9	82.9	79.2
100 - 159 PM	78.7	87.9	83.0	78.0	75.2	79.7	70.4	82.2	42.4	83.6	83.6	78.9
200 - 259 PM	77.1	84.4	79.9	61.8	77.3	76.9	75.2	77.7	47.9	78.9	83.7	77.6
300 - 359 PM	82.2	78.6	77.9	64.1	77.6	75.2	63.0	75.2	40.1	74.4	78.3	74.9
400 - 459 PM	80.3	77.7	75.6	81.7	70.4	72.1	63.2	79.6	49.4	85.0	83.5	74.8
500 - 559 PM	74.3	79.9	74.6	59.4	66.3	65.2	58.5	72.1	47.0	63.2	78.0	69.7
600 - 659 PM	77.3	76.7	74.6	62.9	74.7	79.8	59.9	76.3	48.1	64.0	74.2	71.1
700 - 759 PM	76.6	68.5	64.6	74.3	68.8	65.3	61.4	70.8	50.2	83.7	71.6	68.5
800 - 859 PM	67.4	88.8	67.7	74.9	67.5	71.6	66.4	73.8	51.3	77.3	79.9	68.6
900 - 959 PM	74.0	77.9	67.2	69.2	74.2	73.2	58.2	72.1	51.0	77.8	64.6	68.3
1000 - 1059 PM	72.5	63.9	71.8	68.2	74.3	67.9	70.4	72.8	48.7	61.4	63.5	67.2
1100 - 559 AM	77.8	79.3	73.2	69.3	68.7	64.2	63.5	74.6	59.4	61.6	67.5	69.6
TOTAL, ALL ARRIVALS, BY AIRPORT	79.1	83.3	78.0	73.8	75.4	76.9	70.8	78.2	52.0	81.3	79.5	76.2

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	94.4	93.8	92.1	92.6	94.8	93.2	87.6	95.6	90.6	97.7	90.7	88.4	92.9	93.9	93.1	91.1	95.3	92.2
700 - 759 AM	95.2	94.0	94.0	94.9	94.6	83.7	80.6	89.6	87.2	95.5	87.3	88.7	93.9	92.6	89.6	88.9	95.0	91.4
800 - 859 AM	91.0	87.6	90.8	92.7	91.7	83.1	77.9	90.8	84.4	92.6	80.1	85.7	90.3	82.1	86.4	90.9	94.1	84.8
900 - 959 AM	87.4	88.8	90.6	89.6	89.7	75.5	74.0	86.0	83.5	91.2	86.1	79.9	88.6	87.2	73.1	83.8	88.7	85.9
1000 - 1059 AM	85.5	85.6	88.6	86.9	88.7	71.7	72.5	88.9	79.5	84.4	64.3	75.0	81.2	77.4	69.8	84.3	90.5	85.0
1100 - 1159 AM	84.7	87.9	83.6	88.9	91.0	59.7	71.2	87.1	80.4	86.8	86.3	69.2	89.7	76.1	65.5	80.8	85.2	81.4
1200 - 1259 PM	87.3	88.0	80.3	85.8	86.9	68.4	70.4	84.7	77.8	82.7	83.3	75.7	86.3	61.5	67.7	80.0	79.6	77.3
100 - 159 PM	84.8	80.6	74.4	88.4	82.7	70.1	62.9	85.6	71.9	77.3	78.6	77.5	81.3	65.9	63.8	75.1	76.9	77.2
200 - 259 PM	82.7	81.2	76.0	85.4	84.0	67.1	61.0	86.5	62.2	73.8	81.5	74.4	83.5	55.9	58.5	73.2	75.3	72.6
300 - 359 PM	81.5	74.6	76.1	80.0	83.8	60.3	61.9	79.3	61.8	75.4	80.8	70.0	66.7	55.3	61.5	73.5	75.3	75.1
400 - 459 PM	83.4	78.0	69.7	83.7	81.2	57.9	61.4	72.8	59.8	78.0	72.0	74.5	71.6	55.9	65.7	71.5	72.8	78.6
500 - 559 PM	83.8	70.8	65.9	81.2	82.0	59.5	57.5	80.1	57.1	69.4	74.5	69.2	76.3	53.3	67.4	65.8	73.3	60.6
600 - 659 PM	70.5	61.3	61.5	81.3	79.3	56.9	54.0	85.3	51.4	70.4	58.3	57.6	73.5	51.8	57.8	66.4	73.2	64.5
700 - 759 PM	80.9	65.5	68.6	74.8	82.4	52.4	56.4	80.5	49.9	66.4	62.6	70.3	70.7	50.3	59.9	64.5	67.8	58.9
800 - 859 PM	82.8	68.8	58.1	81.0	78.0	59.2	52.6	82.7	43.8	74.5	71.4	63.1	69.6	52.3	57.1	58.1	71.6	57.8
900 - 959 PM	76.2	78.8	41.4	80.0	81.6	60.4	51.6	87.7	50.9	66.7	73.7	70.5	62.8	45.6	65.2	64.0	63.9	51.0
1000 - 1059 PM	89.0	J/	42.7	87.4	77.1	42.8	65.5	76.9	56.5	84.8	70.4	77.2	74.7	84.5	69.5	100.0	64.8	60.0
1100 - 559 AM	85.7	94.9	100.0	92.4	91.1	74.8	92.8	90.9	83.9	98.6	89.3	81.6	87.6	85.5	76.4	93.1	96.4	94.1
TOTAL, ALL DEPARTURES, BY AIRPORT	84.0	82.3	75.9	86.3	86.5	65.7	65.2	84.8	69.5	81.4	77.1	74.7	80.5	68.8	70.1	77.2	81.1	74.1

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	89.2	92.7	86.7	96.8	94.4	96.7	94.6	92.8	92.0	91.6	95.7	92.8
700 - 759 AM	84.4	91.4	87.0	89.8	90.9	93.6	92.0	89.9	84.3	88.6	96.8	89.9
800 - 859 AM	90.9	91.7	81.7	92.3	93.9	90.9	85.2	87.1	79.0	83.9	92.2	86.5
900 - 959 AM	83.8	88.6	78.5	85.3	85.3	86.8	74.3	79.9	70.6	88.2	94.3	82.8
1000 - 1059 AM	82.8	88.4	79.8	78.2	84.0	77.7	81.8	85.3	52.4	85.6	88.2	79.3
1100 - 1159 AM	78.4	87.7	81.1	73.0	82.8	79.2	72.7	78.2	51.2	86.8	84.9	77.1
1200 - 1259 PM	77.5	90.0	76.8	73.4	78.0	70.7	67.6	79.0	48.0	72.4	81.0	76.0
100 - 159 PM	78.6	84.5	76.5	70.0	77.3	76.1	53.9	75.3	47.4	80.1	74.0	73.7
200 - 259 PM	76.0	83.7	73.9	73.8	80.3	73.6	62.8	76.6	47.5	63.3	77.7	72.3
300 - 359 PM	72.8	81.2	69.9	68.7	74.5	68.2	58.7	71.8	49.9	82.4	77.5	70.4
400 - 459 PM	82.2	69.2	72.4	69.1	73.3	74.5	58.9	74.4	45.7	75.4	66.1	71.0
500 - 559 PM	68.5	79.5	68.6	69.0	64.8	63.8	52.5	72.5	44.7	79.7	78.4	69.1
600 - 659 PM	74.4	66.7	68.6	47.2	72.7	50.1	58.0	70.7	54.4	56.0	72.4	64.2
700 - 759 PM	75.5	78.6	70.6	70.8	78.6	72.4	54.9	72.4	53.1	65.8	66.7	67.7
800 - 859 PM	71.9	80.0	61.9	69.3	77.6	49.4	52.2	63.8	53.4	88.9	65.7	66.0
900 - 959 PM	77.7	85.7	65.7	65.1	81.8	69.1	64.9	77.8	65.3	84.5	73.3	67.4
1000 - 1059 PM	J/	J/	65.5	92.3	87.5	79.3	89.8	75.7	63.9	87.4	60.0	73.4
1100 - 559 AM	80.6	93.3	82.8	92.1	88.6	85.8	100.0	83.9	71.0	82.6	96.5	84.0
TOTAL, ALL DEPARTURES, BY AIRPORT	78.8	84.2	74.9	79.5	80.3	75.5	70.8	79.9	59.5	82.4	81.6	75.7

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

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AIR TRAVEL CONSUMER REPORT

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

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

NONE

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

SKYWEST	2640	Oct	ICT-ORD	1835	29	16	55.17	74.50
SKYWEST	2640	Nov	ICT-ORD	1820	27	17	62.96	81.63
SKYWEST	2640	Dec	ICT-ORD	1820	34	19	55.88	75.56

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

SKYWEST	6326	Nov	BOI-SFO	1436	27	14	51.85	78.55
SKYWEST	6326	Dec	BOI-SFO	1445	17	9	52.94	99.83
SKYWEST	2640	Nov	ICT-ORD	1820	27	17	62.96	81.63
SKYWEST	2640	Dec	ICT-ORD	1820	34	19	55.88	75.56
SKYWEST	6389	Nov	MSP-SFO	1710	23	12	52.17	82.18
SKYWEST	6389	Dec	MSP-SFO	1717	15	9	60.00	101.11
SKYWEST	6380	Nov	SFO-BOI	1135	29	15	51.72	71.17
SKYWEST	6380	Dec	SFO-BOI	1134	17	9	52.94	90.86
SOUTHWEST	2256	Nov	LAX-SFO	1950	26	15	57.69	99.00
SOUTHWEST	2256	Dec	LAX-SFO	1950	26	19	73.08	155.33
SOUTHWEST	3591	Nov	SAN-SFO	1930	28	15	53.57	90.67
SOUTHWEST	3591	Dec	SAN-SFO	1930	29	17	58.62	121.65

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
SOUTHWEST**	3,514	210	6.0
-SOUTHWEST	3,405	210	6.2
-AIRTRAN	109	0	0.0
SKYWEST	1,418	66	4.7
ENVOY***	999	31	3.1
VIRGIN AMERICA	172	5	2.9
FRONTIER	248	4	1.6
EXPRESSJET	1,474	20	1.4
UNITED	645	8	1.2
ALASKA	451	1	0.2
DELTA	2,255	3	0.1
AMERICAN*	2,525	3	0.1
-AMERICAN	1,485	3	0.2
-US AIRWAYS	1,040	0	0.0
JETBLUE	735	0	0.0
HAWAIIAN	203	0	0.0
TOTAL	14,639	351	2.4

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

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

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

***Formerly American Eagle Airlines

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	87.1	88.7	62	62
ABILENE TX (ABI)	58.1	70.1	241	241
ADAK ISLAND AK (ADK)	87.5	50.0	8	8
AGUADILLA PR (BQN)	79.5	84.7	132	131
AKRON OH (CAK)	80.7	88.3	596	596
ALBANY GA (ABY)	78.2	82.1	78	78
ALBANY NY (ALB)	77.1	84.2	663	664
ALBUQUERQUE NM (ABQ)	67.5	70.7	1,762	1,764
ALEXANDRIA LA (AEX)	74.7	81.4	273	274
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	80.0	87.5	120	120
ALPENA MI (APN)	81.5	85.2	54	54
AMARILLO TX (AMA)	57.9	65.2	573	572
ANCHORAGE AK (ANC)	82.7	86.4	1,254	1,253
APPLETON WI (ATW)	75.1	84.6	201	201
ARCATA/EUREKA CA (ACV)	41.4	45.9	169	170
ARLINGTON VA (DCA)	83.2	86.5	6,460	6,464
ASHEVILLE NC (AVL)	81.9	82.8	237	238
ASPEN CO (ASE)	32.8	41.4	439	435
ATLANTA GA (ATL)	87.0	84.0	30,000	29,951
ATLANTIC CITY NJ (ACY)	66.7	100.0	3	4
AUGUSTA GA (AGS)	83.2	84.7	208	209
AUSTIN TX (AUS)	74.0	79.3	3,540	3,544
BAKERSFIELD CA (BFL)	63.2	80.4	239	240
BALTIMORE MD (BWI)	82.1	75.9	7,383	7,381
BANGOR ME (BGR)	100.0	100.0	2	3
BARROW AK (BRW)	78.2	69.2	78	78
BATON ROUGE LA (BTR)	71.2	73.4	690	689
BEAUMONT/PORT ARTHUR TX (BPT)	42.4	57.6	92	92
BELLINGHAM WA (BLI)	77.2	91.1	101	101
BEMIDJI MN (BJI)	85.5	83.9	62	62
BEND/REDMOND OR (RDM)	52.8	64.4	176	177
BETHEL AK (BET)	89.9	88.6	79	79
BILLINGS MT (BIL)	74.1	85.4	224	226
BIRMINGHAM AL (BHM)	76.5	81.9	1,120	1,122
BISMARCK/MANDAN ND (BIS)	67.4	78.8	264	264
BLOOMINGTON/NORMAL IL (BMI)	65.4	77.5	228	231
BOISE ID (BOI)	64.0	67.4	982	981
BOSTON MA (BOS)	77.8	82.3	8,872	8,887
BOZEMAN MT (BZN)	68.8	68.3	292	290
BRAINERD MN (BRD)	66.2	75.3	77	77
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	91.4	91.5	163	165
BROWNSVILLE TX (BRO)	68.4	78.2	206	206
BRUNSWICK GA (BQK)	83.1	86.7	83	83

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUFFALO NY (BUF)	81.6	87.6	1,420	1,420
BURBANK CA (BUR)	66.9	69.2	1,715	1,715
BURLINGTON VT (BTV)	73.6	75.1	387	386
BUTTE MT (BTM)	79.0	85.5	62	62
CARLSBAD CA (CLD)	67.0	73.9	203	203
CASPER WY (CPR)	70.1	78.2	201	202
CEDAR CITY UT (CDC)	86.8	86.8	53	53
CEDAR RAPIDS/IOWA CITY IA (CID)	65.5	73.9	618	618
CHAMPAIGN/URBANA IL (CMI)	62.0	76.4	208	208
CHANTILLY VA (IAD)	77.4	77.1	4,320	4,354
CHARLESTON SC (CHS)	80.3	84.0	1,019	1,020
CHARLESTON/DUNBAR WV (CRW)	73.1	74.5	208	208
CHARLOTTE AMALIE VI (STT)	81.3	84.6	411	410
CHARLOTTE NC (CLT)	84.7	86.3	9,506	9,531
CHARLOTTESVILLE VA (CHO)	64.3	77.4	185	186
CHATTANOOGA TN (CHA)	76.7	82.6	344	345
CHICAGO IL (MDW)	82.0	74.1	7,189	7,187
CHICAGO IL (ORD)	78.0	74.9	23,484	23,481
CHICO CA (CIC)	20.0	33.3	5	6
CHRISTIANSTED VI (STX)	79.8	79.8	89	89
CLEVELAND OH (CLE)	79.1	82.6	3,038	3,041
CODY WY (COD)	74.2	87.1	62	62
COLLEGE STATION/BRYAN TX (CLL)	69.3	76.6	205	205
COLORADO SPRINGS CO (COS)	66.8	79.6	686	686
COLUMBIA MO (COU)	63.7	77.4	124	124
COLUMBIA SC (CAE)	76.4	84.1	554	554
COLUMBUS GA (CSG)	79.7	89.9	79	79
COLUMBUS MS (GTR)	87.0	91.0	77	78
COLUMBUS OH (CMH)	76.0	80.6	2,119	2,122
CORDOVA AK (CDV)	81.7	85.0	60	60
CORPUS CHRISTI TX (CRP)	58.9	66.1	547	549
COVINGTON KY (CVG)	75.6	81.0	1,857	1,857
CRESCENT CITY CA (CEC)	37.3	25.4	59	59
DALLAS TX (DAL)	73.4	65.6	5,045	5,046
DALLAS/FORT WORTH TX (DFW)	68.4	65.2	23,058	23,059
DAYTON OH (DAY)	71.6	81.1	737	736
DAYTONA BEACH FL (DAB)	91.9	91.1	124	123
DEADHORSE AK (SCC)	81.0	83.5	79	79
DENVER CO (DEN)	73.8	65.7	18,206	18,232
DES MOINES IA (DSM)	67.0	75.5	778	781
DETROIT MI (DTW)	85.9	84.8	8,696	8,689
DEVILS LAKE ND (DVL)	48.0	62.0	50	50
DICKINSON ND (DIK)	79.2	89.3	130	131

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DOTHAN AL (DHN)	82.8	87.9	116	116
DUBUQUE IA (DBQ)	71.6	83.8	74	74
DULUTH MN (DLH)	73.6	81.4	144	145
DURANGO CO (DRO)	69.7	73.7	152	152
EAGLE CO (EGE)	57.8	55.8	166	165
EAU CLAIRE WI (EAU)	77.4	80.6	62	62
EL PASO TX (ELP)	66.5	74.0	1,136	1,141
ELKO NV (EKO)	88.8	92.5	80	80
ELMIRA/CORNING NY (ELM)	88.3	89.0	145	146
ERIE PA (ERI)	82.5	83.9	63	62
ESCANABA MI (ESC)	65.4	74.5	52	51
EUGENE OR (EUG)	52.9	60.6	393	393
EVANSVILLE IN (EVV)	77.1	82.9	292	293
FAIRBANKS AK (FAI)	78.6	82.5	154	154
FARGO ND (FAR)	69.8	77.3	451	450
FAYETTEVILLE AR (XNA)	70.5	79.0	772	772
FAYETTEVILLE NC (FAY)	89.5	89.6	153	154
FLAGSTAFF AZ (FLG)	72.7	81.3	128	128
FLINT MI (FNT)	81.0	85.0	420	419
FORT LAUDERDALE FL (FLL)	80.8	81.4	6,034	6,022
FORT MYERS FL (RSW)	80.0	81.7	2,492	2,485
FORT SMITH AR (FSM)	64.3	75.0	196	196
FORT WAYNE IN (FWA)	71.1	83.0	357	358
FRESNO CA (FAT)	64.7	69.3	739	739
GAINESVILLE FL (GNV)	78.6	82.0	220	222
GARDEN CITY KS (GCK)	51.6	67.7	62	62
GILLETTE WY (GCC)	64.2	72.5	120	120
GRAND FORKS ND (GFK)	75.0	77.4	32	31
GRAND ISLAND NE (GRI)	53.4	69.0	58	58
GRAND JUNCTION CO (GJT)	70.1	84.3	331	331
GRAND RAPIDS MI (GRR)	74.5	83.7	956	955
GREAT FALLS MT (GTF)	69.6	83.0	171	171
GREEN BAY WI (GRB)	72.2	80.5	399	399
GREENSBORO/HIGH POINT NC (GSO)	74.5	80.4	766	769
GREER SC (GSP)	74.9	79.9	590	592
GUAM TT (GUM)	67.7	71.0	31	31
GULFPORT/BILOXI MS (GPT)	74.1	80.7	347	347
GUNNISON CO (GUC)	57.1	68.7	84	83
HANCOCK/HOUGHTON MI (CMX)	71.0	79.0	62	62
HARLINGEN/SAN BENITO TX (HRL)	69.0	79.6	284	285
HARRISBURG PA (MDT)	84.9	88.1	251	253
HARTFORD CT (BDL)	80.8	88.1	1,854	1,856
HATTIESBURG/LAUREL MS (PIB)	59.3	75.9	54	54

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HAYDEN CO (HDN)	59.0	60.3	78	78
HAYS KS (HYS)	73.6	75.5	53	53
HELENA MT (HLN)	86.4	93.2	103	103
HIBBING MN (HIB)	90.9	92.7	55	55
HILO HI (ITO)	91.1	92.3	517	517
HOBBS NM (HOB)	62.3	63.5	53	52
HONOLULU HI (HNL)	79.2	90.6	3,993	3,993
HOUSTON TX (HOU)	73.3	67.4	4,849	4,850
HOUSTON TX (IAH)	75.2	74.7	14,143	14,129
HUNTSVILLE AL (HSV)	78.3	82.9	471	473
IDAHO FALLS ID (IDA)	71.0	81.3	224	224
INDIANAPOLIS IN (IND)	78.8	83.6	2,306	2,308
INTERNATIONAL FALLS MN (INL)	63.0	85.2	54	54
IRON MOUNTAIN/KINGSFID MI (IMT)	82.8	86.2	58	58
ISLIP NY (ISP)	70.0	70.6	397	398
JACKSON WY (JAC)	61.9	63.7	318	317
JACKSON/VICKSBURG MS (JAN)	67.7	72.5	628	628
JACKSONVILLE FL (JAX)	79.6	84.6	1,793	1,789
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	89.8	90.8	98	98
JAMESTOWN ND (JMS)	48.1	54.5	79	77
JOPLIN MO (JLN)	44.1	54.2	59	59
JUNEAU AK (JNU)	82.1	80.3	296	295
KAHULUI HI (OGG)	81.5	86.5	1,932	1,931
KALAMAZOO MI (AZO)	77.3	85.8	154	155
KALISPELL MT (FCA)	64.0	71.6	89	88
KANSAS CITY MO (MCI)	76.4	79.3	3,431	3,432
KETCHIKAN AK (KTN)	81.0	79.9	184	184
KEY WEST FL (EYW)	87.4	90.4	301	302
KILLEEN TX (GRK)	60.8	68.4	398	399
KNOXVILLE TN (TYS)	69.7	76.2	725	726
KODIAK AK (ADQ)	79.3	86.2	29	29
KONA HI (KOA)	85.5	89.8	967	967
KOTZEBUE AK (OTZ)	86.4	72.9	59	59
LA CROSSE WI (LSE)	81.5	82.4	108	108
LAFAYETTE LA (LFT)	72.3	77.2	505	508
LAKE CHARLES LA (LCH)	65.6	78.9	151	152
LANSING MI (LAN)	80.1	84.5	156	155
LARAMIE WY (LAR)	52.5	67.2	61	61
LAREDO TX (LRD)	68.4	73.9	206	207
LAS VEGAS NV (LAS)	71.2	68.8	10,750	10,742
LAWTON/FORT SILL OK (LAW)	41.3	55.8	138	138
LEWISTON ID (LWS)	86.4	88.1	59	59
LEXINGTON KY (LEX)	69.0	78.0	509	509

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LIHUE HI (LIH)	85.4	91.8	988	988
LINCOLN NE (LNK)	73.4	84.4	199	199
LITTLE ROCK AR (LIT)	66.7	75.3	984	984
LONG BEACH CA (LGB)	79.6	78.6	830	830
LONGVIEW TX (GGG)	50.8	49.2	59	59
LOS ANGELES CA (LAX)	68.9	70.1	17,822	17,802
LOUISVILLE KY (SDF)	74.5	79.8	1,016	1,010
LUBBOCK TX (LBB)	62.3	73.0	507	507
MADISON WI (MSN)	77.3	82.1	860	857
MAMMOTH LAKES CA (MMH)	40.9	33.3	22	21
MANCHESTER NH (MHT)	72.7	87.2	521	524
MANHATTAN/FT. RILEY KS (MHK)	57.4	76.1	155	155
MARQUETTE MI (MQT)	70.4	74.1	27	27
MEDFORD OR (MFR)	49.4	55.1	265	265
MELBOURNE FL (MLB)	89.9	94.1	119	119
MEMPHIS TN (MEM)	77.7	83.2	1,297	1,295
MERIDIAN MS (MEI)	65.9	64.7	85	85
MIAMI FL (MIA)	79.1	78.8	6,888	6,878
MIDLAND/ODESSA TX (MAF)	59.8	67.4	816	817
MILWAUKEE WI (MKE)	76.1	80.1	2,700	2,703
MINNEAPOLIS MN (MSP)	83.3	84.2	8,424	8,421
MINOT ND (MOT)	67.2	76.8	137	138
MISSION/MCALLEN/EDINBURG TX (MFE)	68.6	80.8	370	370
MISSOULA MT (MSO)	65.3	78.5	176	172
MOAB UT (CNY)	84.3	92.2	51	51
MOBILE AL (MOB)	75.1	80.5	450	451
MOLINE IL (MLI)	69.4	79.9	369	369
MONROE LA (MLU)	74.6	78.4	268	268
MONTEREY CA (MRY)	56.3	65.0	309	309
MONTGOMERY AL (MGM)	72.8	79.7	290	291
MONTROSE/DELTA CO (MTJ)	70.9	81.9	117	116
MOSINEE WI (CWA)	64.1	75.2	117	117
MUSKOGON MI (MKG)	75.8	80.6	62	62
MYRTLE BEACH SC (MYR)	79.8	80.9	114	115
NASHVILLE TN (BNA)	77.4	79.2	4,428	4,430
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	81.7	83.1	60	59
NEW ORLEANS LA (MSY)	79.7	81.6	3,307	3,307
NEW YORK NY (JFK)	76.0	80.5	8,590	8,589
NEW YORK NY (LGA)	71.6	77.2	9,217	9,221
NEWARK NJ (EWR)	68.2	69.5	9,140	9,155
NEWBURGH/POUGHKEEPSIE NY (SWF)	77.5	85.2	80	81
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	81.3	83.1	160	160
NOME AK (OME)	74.6	76.3	59	59

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
NORFOLK VA (ORF)	76.5	84.1	818	820
NORTH BEND/COOS BAY OR (OTH)	43.8	37.5	16	16
OAKLAND CA (OAK)	63.6	60.8	3,637	3,638
OKLAHOMA CITY OK (OKC)	71.4	79.9	1,549	1,550
OMAHA NE (OMA)	76.9	82.7	1,543	1,544
ONTARIO CA (ONT)	62.9	68.5	1,678	1,681
ORLANDO FL (MCO)	79.9	81.1	9,757	9,739
PADUCAH KY (PAH)	77.0	85.2	61	61
PAGO PAGO TT (PPG)	63.6	72.7	11	11
PALM SPRINGS CA (PSP)	66.2	70.2	1,064	1,062
PANAMA CITY FL (ECP)	84.1	89.6	239	241
PASCO/KENNEWICK/RICHLAND WA (PSC)	68.2	87.2	195	196
PELLSTON MI (PLN)	81.5	90.7	54	54
PENSACOLA FL (PNS)	78.5	81.3	687	686
PEORIA IL (PIA)	71.7	78.5	378	376
PETERSBURG AK (PSG)	80.0	76.7	60	60
PHILADELPHIA PA (PHL)	75.4	80.3	5,729	5,733
PHOENIX AZ (PHX)	76.9	75.5	13,298	13,299
PITTSBURGH PA (PIT)	78.6	88.1	2,174	2,179
POCATELLO ID (PIH)	89.3	91.7	84	84
PONCE PR (PSE)	92.7	96.3	82	82
PORTLAND ME (PWM)	78.2	87.4	284	286
PORTLAND OR (PDX)	73.8	79.5	3,896	3,899
PROVIDENCE RI (PVD)	79.6	88.6	1,022	1,023
PUEBLO CO (PUB)	61.1	63.0	54	54
RALEIGH/DURHAM NC (RDU)	79.7	82.9	2,996	2,994
RAPID CITY SD (RAP)	69.7	76.6	261	261
REDDING CA (RDD)	31.5	42.4	92	92
RENO NV (RNO)	64.7	69.1	1,172	1,172
RHINELANDER WI (RHI)	77.5	78.7	89	89
RICHMOND VA (RIC)	77.9	84.1	1,420	1,418
ROANOKE VA (ROA)	78.7	80.9	141	141
ROCHESTER MN (RST)	73.7	76.0	175	175
ROCHESTER NY (ROC)	75.7	82.5	659	656
ROCK SPRINGS WY (RKS)	70.6	73.9	119	119
ROSWELL NM (ROW)	44.4	64.4	90	90
SACRAMENTO CA (SMF)	66.4	70.6	3,408	3,411
SAGINAW/BAY CITY/MIDLAND MI (MBS)	78.6	88.3	145	145
SALT LAKE CITY UT (SLC)	81.3	82.4	8,825	8,820
SAN ANGELO TX (SJT)	55.3	54.6	152	152
SAN ANTONIO TX (SAT)	68.1	75.3	2,805	2,806
SAN DIEGO CA (SAN)	70.8	70.8	6,339	6,333
SAN FRANCISCO CA (SFO)	52.0	59.5	13,827	13,816

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAN JOSE CA (SJC)	67.6	68.6	3,430	3,433
SAN JUAN PR (SJU)	80.5	82.6	2,405	2,397
SAN LUIS OBISPO CA (SBP)	58.0	58.3	412	412
SANTA ANA CA (SNA)	73.4	72.0	3,257	3,258
SANTA BARBARA CA (SBA)	61.7	65.7	627	626
SANTA FE NM (SAF)	55.6	64.3	144	143
SANTA MARIA CA (SMX)	65.8	65.8	76	76
SARASOTA/BRADENTON FL (SRQ)	88.7	85.6	326	327
SAULT STE. MARIE MI (CIU)	70.7	75.9	58	58
SAVANNAH GA (SAV)	81.2	81.9	759	759
SCRANTON/WILKES-BARRE PA (AVP)	75.2	84.2	113	114
SEATTLE WA (SEA)	78.2	79.9	8,991	8,985
SHREVEPORT LA (SHV)	64.1	74.5	568	568
SIOUX CITY IA (SUX)	75.0	78.3	60	60
SIOUX FALLS SD (FSD)	62.8	74.2	549	551
SITKA AK (SIT)	74.7	84.8	91	92
SOUTH BEND IN (SBN)	78.8	85.8	372	372
SPOKANE WA (GEG)	76.0	82.2	847	849
SPRINGFIELD IL (SPI)	66.7	75.3	150	150
SPRINGFIELD MO (SGF)	62.1	77.0	564	564
ST. AUGUSTINE FL (UST)	63.0	59.3	27	27
ST. CLOUD MN (STC)	65.6	75.4	61	61
ST. GEORGE UT (SGU)	80.6	85.0	139	140
ST. LOUIS MO (STL)	76.0	75.2	4,218	4,216
STATE COLLEGE PA (SCE)	77.0	86.3	74	73
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	51.6	54.3	95	94
SYRACUSE NY (SYR)	78.8	83.8	472	474

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TALLAHASSEE FL (TLH)	75.6	84.3	360	362
TAMPA FL (TPA)	79.5	81.6	5,776	5,770
TEXARKANA AR (TXK)	48.9	66.7	90	90
TOLEDO OH (TOL)	75.0	84.1	88	88
TRAVERSE CITY MI (TVC)	77.6	84.2	214	215
TRENTON NJ (TTN)	71.3	78.1	279	279
TUCSON AZ (TUS)	65.4	75.9	1,460	1,464
TULSA OK (TUL)	70.5	79.9	1,334	1,335
TWIN FALLS ID (TWF)	73.3	90.0	60	60
TYLER TX (TYR)	65.4	67.3	208	208
VALDOSTA GA (VLD)	80.5	85.1	87	87
VALPARAISO FL (VPS)	75.5	80.1	413	412
VERNAL UT (VEL)	85.2	92.6	54	54
WACO TX (ACT)	56.9	64.1	153	153
WATERLOO IA (ALO)	65.0	81.7	60	60
WEST PALM BEACH/PALM BEACH FL (PBI)	78.4	78.3	2,327	2,321
WHITE PLAINS NY (HPN)	79.7	85.0	698	700
WICHITA FALLS TX (SPS)	56.5	64.5	124	124
WICHITA KS (ICT)	70.1	74.8	715	718
WILLISTON ND (ISN)	74.5	78.0	259	254
WILMINGTON DE (ILG)	76.2	76.2	21	21
WILMINGTON NC (ILM)	83.6	86.4	152	154
WORCESTER MA (ORH)	82.3	79.0	62	62
WRANGELL AK (WRG)	78.3	81.7	60	60
YAKUTAT AK (YAK)	80.0	80.0	60	60
YUMA AZ (YUM)	85.1	89.6	181	182

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
SKYWEST	21	28,332	1,256	4.4	168	49,397	2,438	4.9
ENVOY***	11	15,945	697	4.4	122	30,484	1,431	4.7
EXPRESSJET	19	27,917	434	1.6	173	52,156	836	1.6
VIRGIN AMERICA	15	4,524	57	1.3	18	4,993	59	1.2
SOUTHWEST**	24	55,803	478	0.9	86	103,818	832	0.8
-SOUTHWEST	24	53,581	469	0.9	86	100,878	819	0.8
-AIRTRAN	10	2,222	9	0.4	20	2,940	13	0.4
UNITED	28	35,059	259	0.7	76	40,439	322	0.8
AMERICAN*	28	66,030	415	0.6	99	79,565	521	0.7
-AMERICAN	28	37,041	270	0.7	85	45,390	358	0.8
-US AIRWAYS	27	28,989	145	0.5	74	34,175	163	0.5
FRONTIER	26	5,722	39	0.7	65	7,801	46	0.6
JETBLUE	24	15,362	67	0.4	57	21,971	116	0.5
ALASKA	23	8,602	31	0.4	59	13,611	68	0.5
HAWAIIAN	8	460		0.0	17	6,426	21	0.3
DELTA	29	50,813	40	0.1	146	66,522	45	0.1
Total		314,569	3,773	1.2	Total	477,183	6,735	1.4

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

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

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

***Formerly American Eagle Airlines.

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
ENVOY***	1,462	495	33.8
SKYWEST	5,092	911	17.8
VIRGIN AMERICA	198	15	7.5
EXPRESSJET	6,501	429	6.5
FRONTIER	478	23	4.8
AMERICAN*	4,922	152	3.1
-AMERICAN	2,096	82	3.9
-US AIRWAYS	2,826	70	2.4
ALASKA	519	17	3.2
JETBLUE	855	25	2.9
UNITED	9,845	244	2.4
SOUTHWEST**	19,873	343	1.7
-SOUTHWEST	19,728	339	1.7
-AIRTRAN	145	4	2.7
HAWAIIAN	231	3	1.2
DELTA	4,722	23	0.4
TOTAL	54,698	2,680	4.9

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

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

* 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.

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AMERICAN**	79565	61062	76.74%	521	0.65%	143	0.18%	5452	6.85%	125	0.16%	6506	8.18%	45	0.06%	5712	7.18%
-AMERICAN	45390	33282	73.32%	358	0.79%	100	0.22%	3563	7.85%	95	0.21%	3542	7.80%	13	0.03%	4436	9.77%
-US AIRWAYS	34175	27780	81.29%	163	0.48%	43	0.13%	1889	5.53%	30	0.09%	2964	8.67%	31	0.09%	1276	3.73%
ALASKA	13611	10938	80.36%	68	0.50%	57	0.42%	571	4.20%	45	0.33%	1159	8.52%	7	0.05%	766	5.63%
JETBLUE	21971	17654	80.35%	116	0.53%	69	0.31%	1264	5.75%	24	0.11%	1623	7.39%	19	0.09%	1203	5.47%
DELTA	66522	59169	88.95%	45	0.07%	71	0.11%	2435	3.66%	263	0.40%	2845	4.28%	1	0.00%	1693	2.54%
EXPRESSJET	52156	39649	76.02%	836	1.60%	171	0.33%	3236	6.20%	91	0.17%	3881	7.44%	0	0.00%	4292	8.23%
FRONTIER	7801	5288	67.79%	46	0.59%	10	0.13%	474	6.07%	11	0.15%	1218	15.61%	0	0.00%	754	9.66%
HAWAIIAN	6426	5648	87.89%	21	0.33%	9	0.14%	437	6.81%	18	0.28%	14	0.23%	0	0.01%	278	4.32%
ENVOY****	30484	19243	63.12%	1431	4.69%	93	0.31%	2454	8.05%	446	1.46%	3168	10.39%	31	0.10%	3617	11.87%
SKYWEST	49397	33218	67.25%	2438	4.94%	185	0.37%	3200	6.48%	191	0.39%	4053	8.20%	23	0.05%	6090	12.33%
UNITED	40439	29264	72.37%	322	0.80%	66	0.16%	3999	9.89%	156	0.39%	3673	9.08%	1	0.00%	2957	7.31%
VIRGIN AMERICA	4993	3404	68.18%	59	1.18%	39	0.78%	243	4.87%	172	3.45%	625	12.53%	8	0.15%	443	8.86%
SOUTHWEST***	103818	74700	71.95%	832	0.80%	135	0.13%	8776	8.45%	399	0.38%	4612	4.44%	57	0.06%	14306	13.78%
-SOUTHWEST	100878	72134	71.51%	819	0.81%	133	0.13%	8656	8.58%	398	0.39%	4521	4.48%	57	0.06%	14160	14.04%
-AIRTRAN	2940	2566	87.28%	13	0.44%	2	0.07%	120	4.09%	2	0.06%	91	3.09%	0	0.00%	146	4.97%
TOTAL	477183	359237	75.28%	6735	1.41%	1048	0.22%	32541	6.82%	1942	0.41%	33378	6.99%	192	0.04%	42110	8.82%

***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.

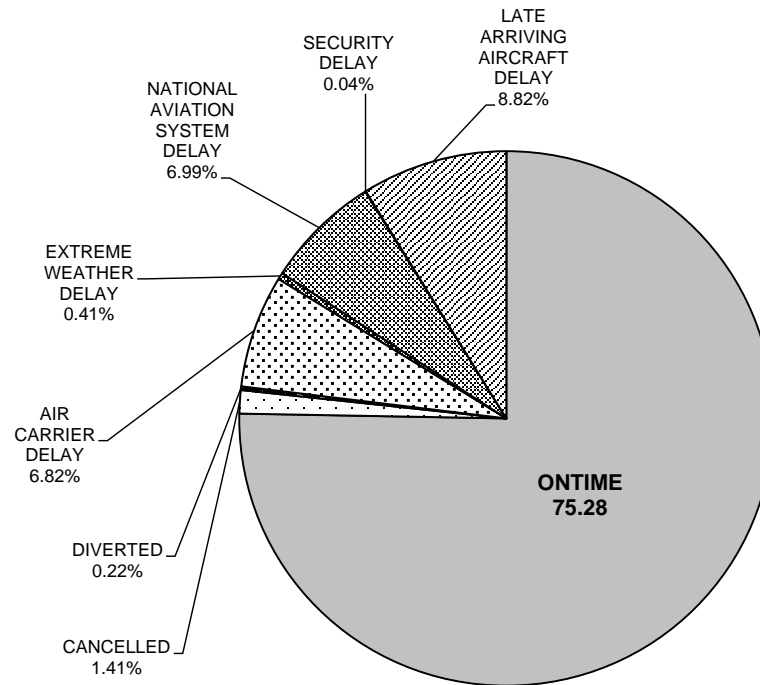
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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

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****Formerly American Eagle Airlines.

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



Causes of Delay:

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

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

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

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

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

Note: Tarmac delays of more than 3 hours on any domestic flight based on reports from all carriers operating domestic flights within the U.S. (Part 234 and 244).

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

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AIR TRAVEL CONSUMER REPORT

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

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

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

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

DECEMBER 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
ENVOY***	30,484	13	0.04
SKYWEST	49,397	11	0.02
UNITED	40,439	8	0.02
AMERICAN*	79,565	13	0.02
-AMERICAN	45,390	4	0.01
-US AIRWAYS	34,175	9	0.03
FRONTIER	7,801	1	0.01
DELTA	66,522	7	0.01
EXPRESSJET	52,156	3	0.01
VIRGIN AMERICA	4,993	0	0.00
ALASKA	13,611	0	0.00
HAWAIIAN	6,426	0	0.00
JETBLUE	21,971	0	0.00
SOUTHWEST**	103,818	0	0.00
-SOUTHWEST	100,878	0	0.00
-AIRTRAN	2,940	0	0.00
TOTAL	477,183	56	0.01

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.

***Formerly American Eagle Airlines.

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

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

APPENDIX

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

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

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors *

FL***	AirTran Airways
AS	Alaska Airlines
AA**	American Airlines
MQ****	Envoy Air
EV	ExpressJet Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
OO	SkyWest Airlines
WN***	Southwest Airlines
UA	United Airlines
US**	US Airways
VX	Virgin America

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

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

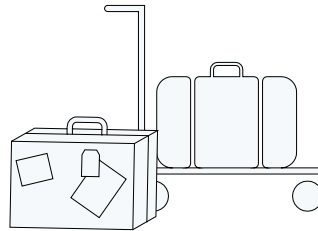
*** Effective January 2014, data of the merged operations of Southwest Airlines and AirTran Airways are combined for ranking purposes in this report to reflect Southwest's acquisition of AirTran, and appears as WN, Southwest, or Southwest Airlines.

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****Formerly American Eagle Airlines.

MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	DECEMBER 2014			DECEMBER 2013		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	660	557,434	1.18	734	549,916	1.33
2	JETBLUE AIRWAYS	4,777	2,405,545	1.99	5,362	2,327,284	2.30
3	DELTA AIR LINES	17,746	8,748,469	2.03	24,633	8,267,254	2.98
4	FRONTIER AIRLINES	1,899	801,282	2.37	2,452	890,913	2.75
5	HAWAIIAN AIRLINES	2,094	812,769	2.58	1,725	763,478	2.26
6	ALASKA AIRLINES	6,404	1,716,167	3.73	5,372	1,545,424	3.48
7	SOUTHWEST AIRLINES***	50,883	11,679,409	4.36	***	***	***
	-SOUTHWEST AIRLINES	49,825	11,423,231	4.36	55,793	10,426,297	5.35
	-AIRTRAN AIRWAYS	1,058	256,178	4.13	6,114	1,078,249	5.67
8	AMERICAN AIRLINES**	48,457	10,173,055	4.76	**	**	**
	-AMERICAN	30,267	5,804,343	5.21	23,020	5,587,553	4.12
	-US AIRWAYS	18,190	4,368,712	4.16	15,210	4,415,404	3.44
9	UNITED AIRLINES	28,928	5,563,338	5.20	31,304	5,716,452	5.48
10	EXPRESSJET AIRLINES	13,671	2,249,515	6.08	17,804	2,477,607	7.19
11	SKYWEST AIRLINES	14,799	2,307,940	6.41	15,595	2,155,121	7.24
12	ENVOY AIR*****	14,660	1,194,045	12.28	11,400	1,292,003	8.82
TOTALS****		204,978	48,208,968	4.25	216,518	47,492,955	4.56

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.

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

***** Formerly American Eagle Airlines.

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

RANK	AIRLINE	JANUARY - DECEMBER 2014			JANUARY - DECEMBER 2013		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	5,973	6,312,344	0.95	6,031	6,185,894	0.97
2	FRONTIER AIRLINES	20,416	11,323,177	1.80	21,921	10,210,546	2.15
3	JETBLUE AIRWAYS	54,878	27,400,149	2.00	51,040	26,746,981	1.91
4	HAWAIIAN AIRLINES	20,875	9,493,537	2.20	20,791	9,256,661	2.25
5	DELTA AIR LINES	250,230	108,668,163	2.30	221,724	101,128,623	2.19
6	ALASKA AIRLINES	53,931	19,821,204	2.72	54,318	18,491,517	2.94
7	UNITED AIRLINES	248,098	67,602,164	3.67	236,326	68,151,609	3.47
8	AMERICAN AIRLINES**	459,719	121,961,953	3.77	**	**	**
	-AMERICAN	269,372	69,230,371	3.89	205,060	67,810,516	3.02
	-US AIRWAYS	190,347	52,731,582	3.61	130,138	51,715,215	2.52
9	SOUTHWEST AIRLINES***	558,232	136,335,826	4.09	***	***	***
	-SOUTHWEST AIRLINES	524,437	129,051,340	4.06	439,323	118,201,815	3.72
	-AIRTRAN AIRWAYS	33,795	7,284,486	4.64	63,302	17,060,737	3.71
10	SKYWEST AIRLINES	127,931	27,257,086	4.69	130,946	26,587,930	4.93
11	EXPRESSJET AIRLINES	161,295	28,752,921	5.61	152,287	31,133,001	4.89
12	ENVOY AIR****	138,667	15,366,591	9.02	99,412	16,847,529	5.90
	TOTALS****	2,100,245	580,295,115	3.62	1,832,619	569,528,574	3.22

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.

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***** Formerly American Eagle Airlines.

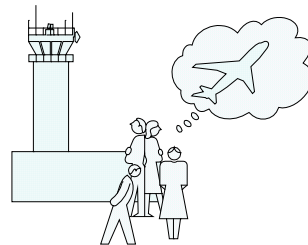
OVERSALES

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

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

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

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



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

RANK	AIRLINE	OCTOBER - DECEMBER 2014				OCTOBER - DECEMBER 2013			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
Voluntary	Involuntary	Voluntary	Involuntary						
1	HAWAIIAN AIRLINES	78	0	2,507,376	0.00	167	44	2,405,889	0.18
2	JETBLUE AIRWAYS	407	30	7,350,027	0.04	145	1	6,831,371	0.00
3	DELTA AIR LINES	27,149	205	28,707,710	0.07	19,924	1,359	26,365,699	0.52
4	VIRGIN AMERICA	302	16	1,598,058	0.10	104	1	1,555,207	0.01
5	ALASKA AIRLINES	818	137	4,937,496	0.28	754	127	4,436,523	0.29
6	AMERICAN AIRLINES**	13,174	1,475	33,013,513	0.45	**	**	**	**
	-AMERICAN	8,549	720	18,826,185	0.38	12,864	677	18,664,581	0.36
	-US AIRWAYS	4,625	755	14,187,328	0.53	6,045	784	14,228,483	0.55
7	UNITED AIRLINES	12,582	982	18,946,348	0.52	17,074	2,601	18,969,272	1.37
8	SOUTHWEST AIRLINES***	13,520	1,946	33,994,762	0.57	***	***	***	***
	-SOUTHWEST	13,126	1,864	32,903,774	0.57	14,512	1,948	29,378,897	0.66
	-AIRTRAN	394	82	1,090,988	0.75	3,507	502	3,822,884	1.31
9	FRONTIER AIRLINES	1,206	441	3,125,104	1.41	924	319	2,665,493	1.20
10	ENVOY AIR****	4,749	611	3,643,382	1.68	5,018	548	4,098,294	1.34
11	EXPRESSJET AIRLINES	11,856	1,247	6,968,965	1.79	13,427	1,908	7,769,435	2.46
12	SKYWEST AIRLINES	11,280	1,332	6,656,843	2.00	10,214	2,161	6,395,843	3.38
	TOTALS****	97,121	8,422	151,449,584	0.56	104,679	12,980	147,587,871	0.88

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

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

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

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

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

***** Formerly American Eagle Airlines.

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

RANK	AIRLINE	JANUARY - DECEMBER 2014				JANUARY - DECEMBER 2013			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	VIRGIN AMERICA	910	57	6,438,023	0.09	351	26	6,244,574	0.04
2	HAWAIIAN AIRLINES	366	116	10,084,811	0.12	1,147	172	9,928,830	0.17
3	JETBLUE AIRWAYS	2,006	650	29,264,332	0.22	502	19	28,166,771	0.01
4	DELTA AIR LINES	107,706	4,052	115,737,180	0.35	81,025	6,070	106,783,155	0.57
5	AMERICAN AIRLINES**	60,924	7,471	135,748,581	0.55	**	**	**	**
	-AMERICAN	35,152	3,188	77,065,600	0.41	52,806	3,233	76,062,625	0.43
	-US AIRWAYS	25,772	4,283	58,682,981	0.73	27,271	3,531	57,834,693	0.61
6	ALASKA AIRLINES	4,176	864	19,838,878	0.44	3,834	714	18,517,953	0.39
7	SOUTHWEST AIRLINES***	88,921	13,899	125,381,374	1.11	***	***	***	***
	-SOUTHWEST	82,039	12,041	116,809,601	1.03	80,920	12,221	115,645,836	1.06
	-AIRTRAN	6,882	1,858	8,571,773	2.17	27,474	2,302	17,832,245	1.29
8	UNITED AIRLINES	64,968	9,078	77,317,281	1.17	57,716	9,015	77,212,471	1.17
9	FRONTIER AIRLINES	3,864	1,616	11,787,602	1.37	3,493	1,272	10,361,896	1.23
10	ENVOY AIR****	18,615	2,501	15,441,723	1.62	19,659	1,923	16,939,092	1.14
11	EXPRESSJET AIRLINES	55,525	7,961	29,344,974	2.71	47,844	6,422	31,356,714	2.05
12	SKYWEST AIRLINES	42,446	7,170	26,420,593	2.71	35,942	6,768	26,518,312	2.55
	TOTALS*****	450,427	55,435	602,805,352	0.92	439,984	53,688	599,405,167	0.90

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

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

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

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

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

***** Formerly American Eagle Airlines.

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	DECEMBER 2014				DECEMBER 2013			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	742	27	1	86	778	60	3	187
FOREIGN AIRLINES	275	3	0	39	219	5	0	30
TRAVEL AGENTS	31	0	0	8	94	1	0	12
TOUR OPERATORS	0	0	0	0	1	0	0	0
MISCELLANEOUS	13	7	0	14	26	29	0	12
INDUSTRY TOTALS	1,061	37	1	147	1,118	95	3	241

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	DECEMBER 2014			DECEMBER 2013		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	288		1	314	
CANCELLATIONS			119			125
DELAYS			107			101
MISCONNECTIONS			32			43
BAGGAGE	2	191		2	207	
RES/TKTG/BOARDING	3	152		3	147	
CUSTOMER SERVICE	4	125		4	125	
FARES	5	107		5	114	
REFUNDS	6	76		6	78	
DISABILITY	7	60		7	49	
OVERSALES	8	30		8	43	
OTHER	9	21		9	23	
FREQUENT FLYER			10			9
ADVERTISING	10	6		10	9	
DISCRIMINATION	11	5		10	9	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,061			1,118	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

DECEMBER 2014

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	1	1	2	1	0	1	1	0	0	0	0	0	7
ALLEGiant AIR	5	0	2	2	2	3	2	1	0	0	0	0	17
AMERICAN AIRLINES	37	5	22	16	12	25	21	7	1	0	0	3	149
DELTA AIR LINES	16	1	5	5	0	13	12	3	3	2	0	4	64
ENDEAVOR AIR	5	0	0	0	0	1	0	0	0	0	0	0	6
ENVOY AIR***	4	0	0	0	0	0	1	0	0	0	0	0	5
EXPRESSJET AIRLINES	7	0	0	0	0	0	1	0	0	0	0	0	8
FRONTIER AIRLINES	19	2	7	3	4	6	2	2	0	0	0	0	45
HAWAIIAN AIRLINES	2	0	1	2	0	4	0	1	0	0	0	1	11
JETBLUE AIRWAYS	4	0	0	0	0	4	1	2	0	0	0	0	11
PIEDMONT AIRLINES	6	4	1	0	0	0	0	3	0	0	0	0	14
REPUBLIC AIRLINES	4	0	0	0	0	0	1	1	0	0	0	1	7
SILVER AIRWAYS	4	0	0	0	1	0	0	0	0	0	0	2	7
SKYWEST AIRLINES	16	0	1	0	0	0	2	0	0	0	0	0	19
SOUTHWEST AIRLINES	13	1	2	0	2	12	3	5	0	1	0	2	41
SPIRIT AIRLINES	13	3	19	16	10	9	15	2	1	0	0	1	89
UNITED AIRLINES	39	4	14	20	14	33	15	8	0	0	0	2	149
US AIRWAYS	18	5	5	7	3	11	7	6	0	1	0	2	65
VIRGIN AMERICA	1	0	1	0	0	1	2	0	0	0	0	0	5
OTHER U. S. AIRLINES	20	0	1	0	1	1	0	0	0	0	0	0	23
TOTAL DECEMBER 2014	234	26	83	72	49	124	86	41	5	4	0	18	742
% OF TOTAL COMPLAINTS	31.5	3.5	11.2	9.7	6.6	16.7	11.6	5.5	0.7	0.5	0.0	2.4	
TOTAL DECEMBER 2013	264	38	98	23	48	147	93	39	8	6	0	14	778
% OF TOTAL COMPLAINTS	33.9	4.9	12.6	3.0	6.2	18.9	12.0	5.0	1.0	0.8	0.0	1.8	

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

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

*** FORMERLY AMERICAN EAGLE AIRLINES

Table 4

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

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY INCIDENT DATE
DECEMBER 2014

U. S. AIRLINES*	COMPS RECD IN DEC	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN NOV	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
ALASKA AIRLINES	7	2	28.6	2	28.6	2	28.6	1	14.3
ALLEGIAN AIR	17	9	52.9	6	35.3	0	0.0	2	11.8
AMERICAN AIRLINES	149	62	41.6	34	22.8	38	25.5	15	10.1
DELTA AIR LINES	64	23	35.9	13	20.3	22	34.4	6	9.4
ENDEAVOR AIR	6	2	33.3	1	16.7	2	33.3	1	16.7
ENVOY AIR**	5	2	40.0	3	60.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	8	4	50.0	2	25.0	0	0.0	2	25.0
FRONTIER AIRLINES	45	27	60.0	6	13.3	9	20.0	3	6.7
HAWAIIAN AIRLINES	11	5	45.5	0	0.0	3	27.3	3	27.3
JETBLUE AIRWAYS	11	6	54.5	2	18.2	3	27.3	0	0.0
PIEDMONT AIRLINES	14	8	57.1	4	28.6	1	7.1	1	7.1
REPUBLIC AIRLINES	7	3	42.9	2	28.6	2	28.6	0	0.0
SILVER AIRWAYS	7	2	28.6	5	71.4	0	0.0	0	0.0
SKYWEST AIRLINES	19	14	73.7	3	15.8	2	10.5	0	0.0
SOUTHWEST AIRLINES	41	25	61.0	6	14.6	4	9.8	6	14.6
SPIRIT AIRLINES	89	58	65.2	12	13.5	10	11.2	9	10.1
UNITED AIRLINES	149	80	53.7	27	18.1	32	21.5	10	6.7
US AIRWAYS	65	36	55.4	5	7.7	20	30.8	4	6.2
VIRGIN AMERICA	5	3	60.0	1	20.0	0	0.0	1	20.0
OTHER U. S. AIRLINES	23	18	78.3	1	4.3	4	17.4	0	0.0
TOTALS	742	389	52.4	135	18.2	154	20.8	64	8.6
PREVIOUS YEAR'S TOTALS	778	478	61.4	128	16.5	112	14.4	60	7.7

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

** FORMERLY AMERICAN EAGLE AIRLINES

Table 5

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

DECEMBER 2014

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXICO	2	0	2	0	0	2	3	0	0	0	0	0	9
AIR CANADA	8	0	11	2	0	13	9	1	0	0	0	0	44
AIR FRANCE	4	0	0	2	1	5	3	2	0	0	0	0	17
ALITALIA AIRLINES	0	0	1	2	0	7	0	0	0	0	0	0	10
BRITISH AIRWAYS	1	0	1	1	1	3	1	4	0	0	0	0	12
CARIBBEAN AIRLINES	1	0	2	0	0	2	0	0	0	0	0	0	5
COPA	0	0	2	1	2	0	0	1	0	0	0	0	6
EMIRATES AIRLINES	2	0	1	2	0	1	0	0	0	0	0	0	6
ETHIOPIAN AIRLINES	1	0	1	0	0	4	0	0	0	0	0	0	6
ETIHAD AIRWAYS	3	0	2	4	2	2	0	0	0	1	0	0	14
LUFTHANSA	5	0	5	1	2	2	2	1	0	0	0	0	18
PHILIPPINE AIRLINES	0	0	1	2	0	1	0	1	0	0	0	1	6
QATAR AIRWAYS	2	1	2	1	3	2	2	3	0	0	0	0	16
SWISS AIR	0	0	1	1	0	1	1	1	0	0	0	0	5
TURKISH AIRLINES	2	0	1	1	1	7	0	0	0	0	0	1	13
VOLARIS AIRLINES	0	0	2	2	2	1	1	0	1	0	0	0	9
OTHER FOREIGN AIRLINES	20	2	16	8	5	12	11	5	0	0	0	0	79
TOTALS	51	3	51	30	19	65	33	19	1	1	0	2	275
<u>TRAVEL AGENTS</u>													
CHEAPOAIR.COM	0	0	2	0	2	0	2	0	0	0	0	0	6
OTHER TRAVEL AGENTS	1	1	11	5	6	0	1	0	0	0	0	0	25
TOTALS	1	1	13	5	8	0	3	0	0	0	0	0	31
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	2	0	5	0	0	2	3	0	0	0	0	1	13
TOTALS	2	0	5	0	0	2	3	0	0	0	0	1	13

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

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

TABLE 6

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	DECEMBER 2014			DECEMBER 2013		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	8	2,405,332	0.33	29	2,674,964	1.08
2	SOUTHWEST AIRLINES***	41	11,673,872	0.35	***	***	***
	-SOUTHWEST	41	11,417,694	0.36	38	10,257,056	0.37
	-AIRTRAN	0	256,178	0.00	11	1,240,649	0.89
3	ALASKA AIRLINES	7	1,830,450	0.38	10	1,672,181	0.60
4	JETBLUE AIRWAYS	11	2,855,830	0.39	17	2,705,808	0.63
5	ENVOY AIR****	5	1,255,710	0.40	25	1,368,018	1.83
6	DELTA AIR LINES	64	10,389,918	0.62	52	9,903,708	0.53
7	SKYWEST AIRLINES	19	2,334,590	0.81	19	2,229,018	0.85
8	VIRGIN AMERICA	5	569,688	0.88	3	558,554	0.54
9	HAWAIIAN AIRLINES	11	860,426	1.28	5	818,998	0.61
10	AMERICAN AIRLINES**	214	12,165,444	1.76	**	**	**
	-AMERICAN	149	7,461,479	2.00	145	7,329,871	1.98
	-US AIRWAYS	65	4,703,965	1.38	62	4,797,900	1.29
11	UNITED AIRLINES	149	7,453,065	2.00	143	7,559,692	1.89
12	FRONTIER AIRLINES	45	1,085,380	4.15	29	882,383	3.29
	TOTAL ****	580	54,879,705	1.06	588	53,998,800	1.09

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

***** Formerly American Eagle Airlines.

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS

	JANUARY - DECEMBER 2014				JANUARY - DECEMBER 2013			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	11,364	587	24	1,385	9,690	773	23	1,292
FOREIGN AIRLINES	3,732	43	2	460	2,844	66	2	295
TRAVEL AGENTS	275	9	0	143	281	22	0	74
TOUR OPERATORS	4	0	0	0	195	0	0	2
MISCELLANEOUS	157	146	0	186	166	176	1	189
INDUSTRY TOTALS	15,532	785	26	2,174	13,176	1,037	26	1,852

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - DECEMBER 2014			JANUARY - DECEMBER 2013		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	4,973		1	3,980	
CANCELLATIONS			2,143			1,520
DELAYS			1,542			1,438
MISCONNECTIONS			753			624
BAGGAGE	2	2,667		2	2,134	
RES/TKTG/BOARDING	3	2,258		3	1,900	
CUSTOMER SERVICE	4	1,708		4	1,836	
REFUNDS	5	1,157		5	920	
FARES	6	916		8	503	
DISABILITY	7	774		6	683	
OVERSALES	8	515		9	426	
OTHER	9	364		7	612	
FREQUENT FLYER			187			254
ADVERTISING	10	130		10	96	
DISCRIMINATION	11	68		11	80	
ANIMALS	12	2		12	6	
COMPLAINT TOTAL		15,532			13,176	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY COMPLAINT CATEGORY*
JANUARY - DECEMBER 2014

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	35	1	1	0	0	0	7	0	0	0	0	1	45
AIRTRAN AIRWAYS	23	7	5	4	3	14	12	6	0	2	0	2	78
ALASKA AIRLINES	13	7	14	7	3	11	14	15	0	1	0	4	89
ALLEGiant AIR	147	5	68	28	56	26	45	27	5	1	0	4	412
AMERICAN AIRLINES	483	44	221	127	223	338	188	89	18	5	0	57	1,793
CAPE AIR	12	0	1	0	1	0	2	1	0	0	0	0	17
COMMUTAIR	43	0	0	0	0	0	1	0	0	0	0	0	44
COMPASS AIRLINES	16	0	1	0	0	1	2	0	0	0	0	0	20
DELTA AIR LINES	301	49	116	65	17	122	126	87	9	9	0	25	926
DYNAMIC AIRWAYS	7	0	1	0	2	0	0	0	0	0	0	0	10
ENDEAVOR AIR	49	3	2	0	0	14	1	0	0	0	0	0	69
ENVOY AIR	160	18	14	0	2	43	13	5	0	1	0	0	256
EXPRESSJET AIRLINES	288	0	0	0	0	3	16	0	0	3	0	3	313
FRONTIER AIRLINES	168	20	88	28	21	54	45	26	9	1	0	5	465
GO!	6	0	0	0	2	3	9	0	0	0	0	0	20
GOJET AIRLINES	30	0	0	0	0	1	2	0	0	0	0	0	33
GREAT LAKES AVIATION	29	1	5	0	7	0	4	0	0	0	0	0	46
HAWAIIAN AIRLINES	18	3	11	6	5	14	13	9	0	0	0	11	90
HORIZON AIRLINES	5	1	6	1	0	5	3	1	0	0	0	0	22
JETBLUE AIRWAYS	176	4	29	17	18	55	43	17	3	3	0	9	374
MESA AIRLINES	62	0	2	0	0	0	9	0	0	0	0	1	74
PIEDMONT AIRLINES	69	17	4	1	0	9	9	13	0	1	0	1	124
PSA AIRLINES	30	0	0	0	0	2	4	0	0	0	0	1	37
REPUBLIC AIRLINES	127	0	4	0	1	10	7	1	0	0	0	4	154
SHUTTLE AMERICA	40	0	0	0	0	2	2	1	0	0	0	0	45
SILVER AIRWAYS	38	2	7	0	6	13	1	2	0	0	0	3	72
SKYWEST AIRLINES	187	5	4	0	0	19	16	2	0	0	0	1	234
SOUTHWEST AIRLINES	217	15	56	25	36	136	70	55	7	5	0	14	636
SPIRIT AIRLINES	232	37	154	141	88	120	94	25	15	6	0	23	935
SUN COUNTRY AIRLINES	3	0	0	1	0	3	3	2	0	0	0	0	12
TRANS STATES AIRLINES	42	1	1	0	0	2	3	0	0	0	0	1	50
UNITED AIRLINES	745	127	284	140	202	430	286	141	14	14	2	67	2,452
US AIRWAYS	457	45	165	104	91	157	132	91	6	6	0	36	1,290
VIRGIN AMERICA	22	0	5	3	4	15	16	7	0	1	0	1	74
VISION AIRLINES	9	0	0	0	1	1	0	1	0	0	0	0	12
OTHER U. S. AIRLINES	13	1	10	1	3	8	2	1	1	1	0	0	41
TOTAL JAN-DEC 2014	4,302	413	1,279	699	792	1,631	1,200	625	87	60	2	274	11,364
% OF TOTAL COMPLAINTS	37.8	3.6	11.3	6.1	7.0	14.3	10.6	5.5	0.8	0.5	0.0	2.4	
TOTAL JAN-DEC 2013	3,474	329	1,236	274	589	1,373	1,397	555	65	60	5	333	9,690
% OF TOTAL COMPLAINTS	35.9	3.4	12.8	2.8	6.1	14.2	14.4	5.7	0.7	0.6	0.1	3.4	

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

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

*** FORMERLY AMERICAN EAGLE AIRLINES

TABLE 4 (YTD)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	5	2	7	2	1	9	4	1	0	0	0	0	31
AEROFLOT	4	0	7	1	7	11	2	1	0	0	0	0	33
AEROLINEAS ARGENTINAS	6	0	3	0	3	3	1	1	0	0	0	0	17
AEROMEXICO	29	8	49	6	15	29	16	1	1	1	0	1	156
AIR BERLIN	5	0	10	4	4	31	3	0	0	0	0	0	57
AIR CANADA	166	19	85	19	17	104	142	18	1	3	0	4	578
AIR CHINA	5	0	8	2	3	7	2	1	1	0	0	0	29
AIR EUROPA	2	0	1	0	0	7	0	0	0	0	0	0	10
AIR FRANCE	44	5	26	3	19	50	20	12	1	0	0	3	183
AIR INDIA	12	0	5	1	4	10	7	2	0	0	0	0	41
ALITALIA AIRLINES	15	13	13	10	7	91	9	1	0	0	0	0	159
ASIANA AIRLINES	1	0	1	1	2	4	2	0	0	0	0	1	12
AUSTRIAN AIRLINES	1	0	3	0	0	2	4	0	1	0	0	0	11
AVIANCA	5	1	16	5	7	9	8	2	0	0	0	4	57
BRITISH AIRWAYS	33	6	46	15	27	76	28	25	2	0	0	8	266
BRUSSELS AIRLINES	3	0	0	0	2	12	0	1	0	0	0	0	18
CARIBBEAN AIRLINES	8	0	6	2	1	11	0	1	0	0	0	0	29
CATHAY PACIFIC AIRWAYS	4	0	8	1	2	4	0	4	2	0	0	1	26
CHINA EASTERN AIRLINES	3	0	4	0	0	8	3	0	0	0	0	0	18
CHINA SOUTHERN AIRLINES	1	0	3	0	4	4	1	0	0	0	0	0	13
COPA	3	2	18	7	10	14	7	1	0	0	0	1	63
EGYPTAIR	5	0	4	0	1	7	6	1	0	0	0	1	25
EL AL ISRAEL	3	0	5	3	6	6	1	0	1	0	0	1	26
EMIRATES AIRLINES	17	4	21	8	11	37	22	5	0	0	0	2	127
ETHIOPIAN AIRLINES	4	2	6	2	4	24	4	2	0	0	0	0	48
ETIHAD AIRWAYS	20	1	54	13	10	36	11	6	3	1	0	3	158
EVA AIRWAYS	1	1	1	1	2	2	2	0	0	0	0	0	10
FLY JAMAICA	7	1	0	0	2	2	0	0	0	0	0	0	12
IBERIA AIRLINES	5	0	9	4	1	12	4	5	1	0	0	1	42
ICELANDAIR	3	0	2	0	2	7	2	2	0	0	0	0	18
JAPAN AIR LINES	1	1	4	0	0	2	2	0	1	0	0	1	12
JET AIRWAYS	1	0	2	1	2	8	1	2	0	0	0	1	18
KLM	8	3	13	3	5	22	8	5	2	0	0	0	69
KOREAN AIR LINES	2	0	1	0	1	5	1	1	0	0	0	1	12
KUWAIT AIRWAYS	8	0	2	2	1	0	2	0	0	0	0	0	15
LAN AIRLINES	5	0	9	1	5	8	3	4	1	0	0	0	36
LAN CHILE AIRLINES	1	1	4	0	2	1	1	0	1	0	0	0	11
LOT POLISH AIRLINES	4	0	2	2	0	4	2	1	0	0	0	0	15
LUFTHANSA	21	2	41	4	15	57	17	8	0	1	0	3	169

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

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

TABLE 4 (YTD, contd.)

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

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES, contd.</u>													
MALAYSIA AIRLINES	1	1	53	0	2	0	1	0	0	0	0	0	58
NORWEGIAN AIR SHUTTLE	11	2	1	0	3	8	3	1	0	0	0	2	31
PAKISTAN INTERNATIONAL	4	1	4	0	1	7	4	1	0	0	0	0	22
PHILIPPINE AIRLINES	6	0	9	3	12	5	6	2	1	0	0	3	47
QANTAS AIRWAYS	4	1	1	0	0	4	2	1	0	0	0	0	13
QATAR AIRWAYS	13	5	19	8	10	21	10	6	0	0	0	3	95
ROYAL AIR MAROC	6	0	1	1	1	14	3	0	0	0	0	0	26
ROYAL JORDANIAN AIRLINES	7	1	1	0	1	12	1	0	0	0	0	0	23
SAS	12	1	8	0	4	22	3	2	1	0	0	2	55
SATA INTERNACIONAL	8	0	0	1	1	1	2	0	0	0	0	0	13
SAUDI ARABIAN AIRLINES	0	1	4	0	1	5	1	1	0	0	0	0	13
SINGAPORE AIRLINES	1	0	5	4	2	7	2	0	1	0	0	0	22
SOUTH AFRICAN AIRWAYS	0	1	3	1	1	7	6	1	0	0	0	0	20
SWISS AIR	1	1	4	4	3	3	6	2	2	0	0	0	26
TAM	3	1	2	0	5	7	3	0	0	0	0	0	21
TAME	8	0	0	0	2	11	2	1	0	0	0	0	24
TAP	4	0	1	0	1	4	0	0	0	0	0	0	10
TURKISH AIRLINES	9	0	14	4	8	53	15	2	1	0	0	5	111
VIRGIN ATLANTIC AIRWAYS	8	0	11	1	1	12	7	5	0	1	0	0	46
VOLARIS AIRLINES	12	8	20	9	11	14	7	1	5	0	0	0	87
WEST JET	0	1	4	1	2	2	0	0	0	0	0	0	10
WIDEROE	1	0	122	0	0	0	0	0	0	0	0	0	123
XL AIRWAYS	8	1	2	2	1	0	1	0	0	0	0	0	15
OTHER FOREIGN AIRLINES	42	2	37	14	13	43	23	7	1	1	0	8	191
TOTALS	640	100	825	176	291	998	456	147	31	8	0	60	3,732
<u>TRAVEL AGENTS</u>													
AIRFARE.COM	1	0	0	2	6	0	1	0	0	0	0	1	11
CHEAP TICKETS	2	0	32	0	1	0	3	0	0	0	0	0	38
CHEAPOAIR.COM	0	0	8	3	4	0	3	0	1	0	0	0	19
EXPEDIA.COM	1	0	15	6	5	0	3	0	1	0	0	1	32
ORBITZ.COM	1	0	9	6	3	2	5	0	1	0	0	0	27
PRICELINE.COM	2	0	6	6	6	1	0	0	2	0	0	0	23
TRAVELOCITY.COM	0	0	7	1	3	0	2	0	0	0	0	1	14
VAYAMA	2	0	13	2	4	0	1	0	0	0	0	0	22
OTHER TRAVEL AGENTS	2	1	41	9	23	0	9	0	3	0	0	1	89
TOTALS	11	1	131	35	55	3	27	0	8	0	0	4	275

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

TABLE 4 (YTD, contd.)

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

JANUARY - DECEMBER 2014

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	1	3	0	0	0	0	0	0	0	4
TOTALS	0	0	0	1	3	0	0	0	0	0	0	0	4
<u>MISCELLANEOUS</u>													
TSA	0	0	0	0	0	19	14	0	0	0	0	4	37
OTHER MISCELLANEOUS	20	1	23	5	16	16	11	2	4	0	0	22	120
TOTALS	20	1	23	5	16	35	25	2	4	0	0	26	157

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

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

TABLE 5 (YTD)

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JANUARY - DECEMBER 2014			JANUARY - DECEMBER 2013		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	89	20,972,229	0.42	87	19,737,293	0.44
2	SOUTHWEST AIRLINES***	714	135,769,098	0.53	***	***	***
	-SOUTHWEST	636	127,205,137	0.50	398	115,402,708	0.34
	-AIRTRAN	78	8,563,961	0.91	130	17,854,253	0.73
3	DELTA AIR LINES	926	129,518,774	0.72	713	120,718,462	0.59
4	SKYWEST AIRLINES	234	27,855,176	0.84	217	27,279,016	0.80
5	HAWAIIAN AIRLINES	90	10,088,018	0.89	105	9,935,743	1.06
6	EXPRESSJET AIRLINES	313	30,932,431	1.01	319	33,222,929	0.96
7	VIRGIN AMERICA	74	6,498,798	1.14	81	6,330,272	1.28
8	JETBLUE AIRWAYS	374	32,064,157	1.17	192	30,427,058	0.63
9	ENVOY AIR *****	256	16,125,422	1.59	303	17,825,933	1.70
10	AMERICAN AIRLINES**	3,083	145,547,755	2.12	**	**	**
	-AMERICAN	1,793	87,994,158	2.04	1,730	86,822,555	1.99
	-US AIRWAYS	1,290	57,553,597	2.24	807	56,745,432	1.42
11	UNITED AIRLINES	2,452	90,520,319	2.71	1,935	90,239,851	2.14
12	FRONTIER AIRLINES	465	11,884,941	3.91	317	10,237,264	3.10
	TOTAL****	9,070	657,777,118	1.38	7,334	642,778,769	1.14

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 - December 2014 reflect the deletion of Mesa's and Endeavor's data for that time period.

***** Formerly American Eagle Airlines.

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



**Customer Service Reports to the U.S. Department of Homeland Security for the Month of December 2014
as provided by the Transportation Security Administration^a**

The Transportation Security Administration (TSA) screened approximately 55 million airline passengers and their 44 million checked bags in the month of December as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of December.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
278	.0005	24	.0001	20	.0001	366	.0007

NOTES

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

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

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

As of October 2007, TSA calculates the number of checked bags screened. In the past, TSA used data provided by the Air Transport Association to calculate the number of checked bags screened.

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

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

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

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

Carrier	Death	Injury	Loss
<i>United</i>		1	1
<i>Total</i>		1	1

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

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

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

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

Carrier	Death	Injury	Loss	Total
<i>Alaska</i>	3	11	0	14
<i>American</i>	3	0	0	3
<i>Delta</i>	4	0	1	5
<i>Hawaiian</i>	2	0	0	2
<i>SkyWest</i>	0	2	0	2
<i>United</i>	5	13	1	19
<i>Total</i>	17	26	2	45