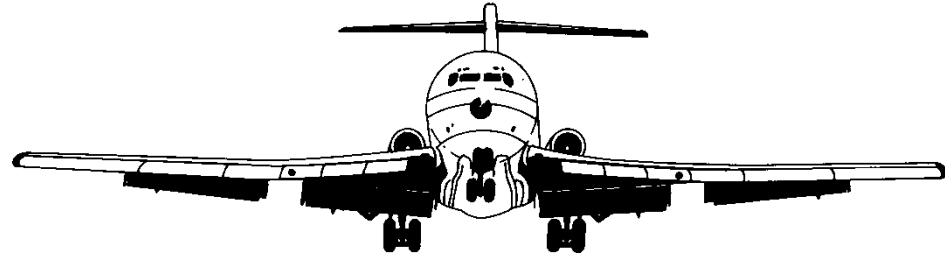U.S. Department
of Transportation

Air Travel Consumer Report

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

Issued: January 2015

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

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[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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<u>INTRODUCTION</u>

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.

NOVEMBER 2014

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	AT 29 REPORTABLE AIRPORTS B/		AT ALL U.S. AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	88.0	17	89.4
DELTA AIR LINES S/	29	85.9	142	86.6
ALASKA AIRLINES S/	23	84.7	59	84.7
VIRGIN AMERICA S/	15	83.0	18	82.7
SOUTHWEST AIRLINES S/***	24	82.2	86	81.4
-SOUTHWEST AIRLINES S/	24	81.7	86	81.0
-AIRTRAN AIRWAYS S/	13	90.2	26	90.4
JETBLUE AIRWAYS S/	24	81.0	57	81.1
EXPRESSJET AIRLINES S/	17	80.8	164	80.7
UNITED AIRLINES S/	28	81.0	71	80.6
AMERICAN AIRLINES S/ **	28	80.8	94	80.3
-AMERICAN AIRLINES S/	28	79.1	80	78.2
-US AIRWAYS S/	27	83.0	73	83.0
SKYWEST AIRLINES S/	20	77.0	166	76.4
FRONTIER AIRLINES /	25	72.1	66	72.3
ENVOY AIR**** S/	10	69.6	119	69.3
TOTAL		81.0		80.6

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

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

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

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

****Formerly American Eagle Airlines.

NOVEMBER 2014

AIR TRAVEL CONSUMER REPORT

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

Carrier*	4th Quarter 10-12 2013		1st Quarter 01-03 2014		2nd Quarter 04-06 2014		3rd Quarter 07-09 2014		Sep-14		Oct-14		Nov-14		12 Months Ending Nov 2014	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	87.7	2	87.3	2	88.5	2	85.0	3	87.2	2	87.2	2	84.7	3	86.6	2
AMERICAN**	78.3	11	76.8	7	75.4	10	77.9	7	82.7	6	79.3	9	80.3	9	76.4	6
-AMERICAN	*78.3*	*11*	*76.8*	*7*	*75.4*	*10*	*75.4*	*(--)*	*81.1*	*(--)*	*76.1*	*(--)*	*78.2*	*(--)*	*76.1*	*(--)*
-US AIRWAYS	*84.0*	*5*	*77.9*	*4*	*82.7*	*6*	*81.3*	*(--)*	*84.9*	*(--)*	*83.3*	*(--)*	*83.0*	*(--)*	*81.3*	*(--)*
ENVOY*****	74.5	13	66.3	13	69.7	14	72.8	12	73.2	12	66.2	12	69.3	12	68.5	12
DELTA	86.5	4	77.6	6	83.4	4	85.6	2	85.6	4	86.8	3	86.6	2	83.0	4
ENDEAVOR	82.7	6	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET	74.0	14	62.2	14	69.8	13	74.1	11	74.4	11	75.4	11	80.7	7	69.7	11
FRONTIER	73.0	15	67.3	11	74.3	11	78.2	6	80.9	8	83.3	6	72.3	11	73.6	9
HAWAIIAN	93.8	1	91.6	1	94.2	1	92.8	1	90.8	1	89.7	1	89.4	1	92.3	1
JETBLUE	78.0	12	66.5	12	77.3	8	75.9	9	86.1	3	83.7	4	81.1	6	74.0	8
MESA****	79.2	10	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
SKYWEST	80.1	8	74.2	8	77.8	7	78.3	5	81.1	7	80.9	7	76.4	10	76.6	5
SOUTHWEST***	71.8	16	68.5	10	70.9	12	75.3	10	80.4	10	80.6	8	81.4	5	72.0	10
-SOUTHWEST	*71.8*	*16*	*68.5*	*10*	*70.9*	*12*	*74.7*	*(--)*	*80.1*	*(--)*	*80.3*	*(--)*	*81.0*	*(--)*	*72.0*	*(--)*
-AIRTRAN	*79.4*	*9*	*77.8*	*5*	*84.3*	*3*	*84.1*	*(--)*	*86.0*	*(--)*	*87.0*	*(--)*	*90.4*	*(--)*	*80.0*	*(--)*
UNITED	81.2	7	73.7	9	75.9	9	77.4	8	80.7	9	77.4	10	80.6	8	76.1	7
VIRGIN AMERICA	86.6	3	81.6	3	83.3	5	83.0	4	84.1	5	83.6	5	82.7	4	83.1	3
Total	78.8		72.2		76.0		78.0		81.1		80.0		80.6		75.7	

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

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

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

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

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

*****Formerly American Eagle Airlines.

NOVEMBER 2014

AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*															
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	**865**	**82.2**	**2368**	**79.6**	**544**	**81.8**	**7918**	**84.9**	**2417**	**81.4**	**769**	**77.6**	**12599**	**78.8**	**534**	**83.5**
-AMERICAN	*363*	*76.3*	*924*	*78.4*	*220*	*78.6*	*338*	*84.3*	*837*	*82.1*	*405*	*73.1*	*12050*	*78.7*	*209*	*79.4*
-US AIRWAYS	*502*	*86.5*	*1444*	*80.4*	*324*	*84.0*	*7580*	*84.9*	*1580*	*81.0*	*364*	*82.7*	*549*	*82.0*	*325*	*86.2*
ALASKA	**30**	**90.0**	**107**	**85.0**	**30**	**93.3**	H/		**115**	**88.7**	**118**	**84.7**	**98**	**91.8**	**30**	**90.0**
JETBLUE	H/		**3138**	**84.4**	**114**	**89.5**	**104**	**77.9**	**669**	**85.4**	**78**	**88.5**	**54**	**81.5**	**86**	**89.5**
DELTA	**19241**	**89.6**	**1328**	**80.9**	**551**	**88.7**	**483**	**84.1**	**754**	**81.0**	**546**	**80.8**	**445**	**89.0**	**4207**	**85.0**
EXPRESSJET	**4779**	**86.4**	**225**	**76.4**	**35**	**74.3**	**428**	**72.0**	**235**	**77.4**	**1145**	**78.4**	**1401**	**70.6**	**2583**	**83.3**
FRONTIER	**148**	**69.6**	H/		**8**	**87.5**	**36**	**52.8**	**90**	**81.1**	**2714**	**75.6**	**176**	**70.5**	**67**	**80.6**
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY****	**46**	**73.9**	H/		**63**	**74.6**	H/		**201**	**70.6**	H/		**6194**	**67.7**	**277**	**69.7**
SKYWEST	**235**	**68.1**	**31**	**71.0**	H/		**41**	**82.9**	**53**	**64.2**	**3924**	**74.9**	**391**	**70.3**	**601**	**78.7**
UNITED	**201**	**81.6**	**886**	**80.1**	**237**	**82.7**	**22**	**68.2**	**489**	**80.6**	**3362**	**81.5**	**313**	**79.2**	**54**	**75.9**
VIRGIN AMERICA	H/		**104**	**93.3**	H/		H/		**109**	**89.9**	H/		H/		H/	
SOUTHWEST***	**3751**	**86.4**	**833**	**80.0**	**5514**	**84.7**	**148**	**80.4**	**1256**	**84.8**	**4640**	**84.5**	H/		**533**	**80.7**
-SOUTHWEST	*1994*	*82.6*	*743*	*78.1*	*5340*	*84.5*	*148*	*80.4*	*1253*	*84.8*	*4640*	*84.5*	*H/*		*477*	*79.2*
-AIRTRAN	*1757*	*90.7*	*90*	*95.6*	*174*	*92.5*	*H/*		*3*	*100.0*	*H/*		*H/*		*56*	*92.9*
TOTAL	**29296**	**88.1**	**9020**	**81.6**	**7096**	**84.7**	**9180**	**83.9**	**6388**	**82.0**	**17296**	**79.6**	**21671**	**75.2**	**8972**	**83.3**

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

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****Formerly American Eagle Airlines.

NOVEMBER 2014

AIR TRAVEL CONSUMER REPORT

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

| | ARRIVAL AIRPORT* | | | | | | | | | | | | | | | |
| | EWR | | FLL | | IAD | | IAH | | JFK | | LAS | | LAX | | LGA | |
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	600	74.8	719	80.5	204	84.3	855	80.1	1560	82.2	1297	78.1	3134	80.8	2184	77.8
-AMERICAN	*280*	*72.1*	*250*	*79.6*	*204*	*84.3*	*415*	*77.6*	*1277*	*83.5*	*818*	*74.7*	*2580*	*80.9*	*1168*	*79.3*
-US AIRWAYS	*320*	*77.2*	*469*	*81.0*	*H/*		*440*	*82.5*	*283*	*76.3*	*479*	*83.9*	*554*	*80.7*	*1016*	*76.2*
ALASKA	57	82.5	30	90.0	H/		30	90.0	H/		363	88.4	537	84.2	H/	
JETBLUE	542	77.5	1542	78.0	132	83.3	H/		3309	81.8	267	84.6	307	87.6	564	73.2
DELTA	467	77.5	832	82.7	218	94.0	259	87.6	2020	86.0	847	87.2	1856	87.0	2164	77.7
EXPRESSJET	2802	76.7	H/		1757	81.3	6562	84.2	H/		H/		H/		995	70.2
FRONTIER	H/		93	66.7	303	61.4	79	70.9	H/		202	71.3	110	76.4	55	80.0
HAWAIIAN	H/		H/		H/		H/		26	80.8	73	94.5	130	85.4	H/	
ENVOY****	H/		H/		H/		H/		509	69.2	H/		H/		1150	66.3
SKYWEST	H/		H/		32	75.0	1124	81.8	H/		396	82.3	4159	79.7	H/	
UNITED	3810	82.5	467	78.6	1444	86.1	5137	83.6	345	83.8	1026	83.3	2503	78.5	710	72.3
VIRGIN AMERICA	164	83.5	117	86.3	128	92.2	H/		298	89.6	309	88.7	1042	86.1	105	67.6
SOUTHWEST***	483	75.6	1548	80.7	194	89.2	H/		H/		5909	83.7	3267	77.7	894	73.9
-SOUTHWEST	*483*	*75.6*	*1431*	*80.2*	*194*	*89.2*	*H/*		*H/*		*5835*	*83.6*	*3267*	*77.7*	*894*	*73.9*
-AIRTRAN	*H/*		*117*	*87.2*	*H/*		*H/*		*H/*		*74*	*91.9*	*H/*		*H/*	
TOTAL	8925	79.2	5348	80.0	4412	82.9	14046	83.5	8067	82.5	10689	83.4	17045	80.8	8821	74.2

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	ARRIVAL AIRPORT*															
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	1524	78.1	H/		4361	80.7	675	77.6	4733	82.3	284	71.5	3832	80.8	4873	87.5
-AMERICAN	*806*	*78.0*	*H/*		*3849*	*80.6*	*327*	*73.7*	*4136*	*82.5*	*125*	*60.8*	*286*	*78.7*	*513*	*81.5*
-US AIRWAYS	*718*	*78.3*	*H/*		*512*	*81.4*	*348*	*81.3*	*597*	*80.7*	*159*	*79.9*	*3546*	*81.0*	*4360*	*88.2*
ALASKA	61	88.5	H/		H/		29	89.7	143	83.9	1123	85.6	30	83.3	228	87.3
JETBLUE	1530	76.0	H/		H/		H/		168	86.3	81	75.3	117	72.6	56	91.1
DELTA	1276	81.6	224	88.8	681	83.1	4566	82.9	620	83.7	353	84.1	585	79.8	556	84.7
EXPRESSJET	H/		174	77.6	H/		631	76.7	3653	78.2	H/		H/		H/	
FRONTIER	226	64.6	85	77.6	H/		168	64.9	134	61.9	83	71.1	8	25.0	174	70.1
HAWAIIAN	H/		H/		H/		H/		H/		30	96.7	H/		30	86.7
ENVOY****	H/		H/		948	84.1	6	50.0	5733	69.7	H/		H/		H/	
SKYWEST	H/		H/		1	100.0	1500	73.6	3416	67.8	525	79.6	H/		1538	92.1
UNITED	961	81.8	H/		253	77.5	73	60.3	4829	82.4	445	72.8	326	74.8	565	81.6
VIRGIN AMERICA	30	96.7	H/		H/		H/		135	80.0	29	79.3	H/		H/	
SOUTHWEST***	3286	81.7	6532	85.2	H/		632	79.3	H/		868	75.5	770	75.5	4561	84.2
-SOUTHWEST	*2979*	*81.2*	*6364*	*85.1*	*H/*		*549*	*77.0*	*H/*		*868*	*75.5*	*712*	*75.0*	*4561*	*84.2*
-AIRTRAN	*307*	*87.3*	*168*	*87.5*	*H/*		*83*	*94.0*	*H/*		*H/*		*58*	*81.0*	*H/*	
TOTAL	**8894**	**79.8**	**7015**	**85.0**	**6244**	**81.4**	**8280**	**79.4**	**23564**	**76.5**	**3821**	**79.3**	**5668**	**79.4**	**12581**	**86.2**

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

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

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

****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**	**690**	**79.4**	**624**	**74.7**	**1340**	**67.8**	**307**	**79.8**	**1053**	**80.2**
-AMERICAN	*430*	*75.1*	*403*	*73.2*	*899*	*65.6*	*122*	*73.0*	*427*	*79.9*
-US AIRWAYS	*260*	*86.5*	*221*	*77.4*	*441*	*72.1*	*185*	*84.3*	*626*	*80.5*
ALASKA	**424**	**87.3**	**4026**	**84.0**	**464**	**75.9**	**209**	**87.6**	**30**	**93.3**
JETBLUE	**105**	**92.4**	**135**	**80.7**	**329**	**73.6**	**108**	**86.1**	**517**	**78.1**
DELTA	**464**	**87.1**	**951**	**83.6**	**708**	**75.4**	**2680**	**86.8**	**897**	**80.4**
EXPRESSJET	H/		H/		H/		**94**	**81.9**	**1**	**100.0**
FRONTIER	**110**	**76.4**	**86**	**72.1**	**134**	**61.9**	**180**	**70.6**	**83**	**63.9**
HAWAIIAN	**30**	**80.0**	**60**	**85.0**	**38**	**94.7**	H/		H/	
ENVOY****	H/		H/		H/		H/		H/	
SKYWEST	**702**	**80.6**	**788**	**84.4**	**3531**	**64.9**	**4096**	**87.0**	H/	
UNITED	**665**	**87.1**	**794**	**80.0**	**4089**	**76.0**	**25**	**72.0**	**543**	**81.2**
VIRGIN AMERICA	**140**	**85.0**	**219**	**86.3**	**1357**	**76.0**	H/		H/	
SOUTHWEST***	**2738**	**81.0**	**903**	**74.2**	**1253**	**63.1**	**758**	**81.1**	**2245**	**81.1**
-SOUTHWEST	*2738*	*81.0*	*903*	*74.2*	*1252*	*63.1*	*758*	*81.1*	*2044*	*80.3*
-AIRTRAN	H/		H/		*1*	*100.0*	H/		*201*	*89.6*
TOTAL	**6068**	**82.5**	**8586**	**81.8**	**13243**	**70.8**	**8457**	**85.7**	**5369**	**80.4**

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

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

****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	95.1	89.2	100.0	92.2	83.3	78.4	87.8	85.0	87.4	81.4	88.1	95.2	88.2	98.7	92.2	J/	91.3	100.0
700 - 759 AM	91.1	91.3	94.8	82.0	89.6	87.3	86.4	89.0	90.1	87.1	86.7	87.7	86.4	93.6	93.6	86.3	100.0	92.2
800 - 859 AM	90.3	91.1	94.6	89.5	83.6	87.1	82.0	89.7	93.2	91.7	84.2	86.3	91.2	93.7	89.8	86.7	91.8	94.6
900 - 959 AM	90.0	89.9	94.0	93.3	89.0	89.9	81.7	90.1	93.8	84.5	82.5	91.8	92.7	93.1	83.6	90.3	90.6	93.3
1000 - 1059 AM	90.1	89.2	95.3	82.5	90.5	80.2	80.9	77.0	93.8	84.4	89.5	84.9	91.7	88.2	83.8	79.6	86.7	92.3
1100 - 1159 AM	92.1	89.9	90.8	87.5	88.5	83.1	83.7	85.1	85.2	87.0	89.7	87.4	85.7	86.3	85.2	79.7	84.7	91.4
1200 - 1259 PM	89.9	88.3	87.8	88.7	84.1	82.4	79.4	89.5	84.7	81.2	84.0	86.4	91.2	85.1	83.5	74.4	79.5	90.7
100 - 159 PM	90.8	86.0	87.4	85.6	83.1	79.1	79.0	87.8	80.6	84.1	85.3	85.6	87.2	82.2	79.3	75.8	81.2	88.5
200 - 259 PM	87.1	84.8	90.2	84.8	83.0	76.2	72.4	83.6	75.7	79.8	86.4	85.3	83.2	81.0	80.3	74.7	82.1	91.7
300 - 359 PM	88.6	83.8	85.5	84.6	83.1	80.1	74.4	79.8	79.0	85.7	85.3	85.6	86.3	77.0	78.8	67.7	83.0	85.3
400 - 459 PM	88.8	80.7	88.4	83.4	84.5	74.7	70.8	87.3	75.1	77.5	82.6	80.8	80.1	78.6	76.4	76.4	75.7	83.5
500 - 559 PM	85.0	76.6	82.0	85.7	81.8	76.7	65.5	90.9	75.8	80.6	86.5	78.5	83.5	79.6	75.6	68.0	77.2	80.4
600 - 659 PM	85.7	72.0	81.6	78.9	74.8	73.1	70.2	78.0	72.5	81.3	80.4	79.7	74.3	82.3	72.7	65.7	77.7	77.6
700 - 759 PM	86.1	73.6	78.5	76.3	78.3	73.6	66.6	73.3	71.1	72.9	80.0	77.5	71.6	79.4	77.9	70.4	75.7	74.7
800 - 859 PM	83.4	75.6	67.2	80.1	79.5	70.6	65.5	83.6	72.6	73.0	74.6	78.4	73.0	79.3	77.5	66.4	76.6	77.5
900 - 959 PM	82.9	73.7	72.9	79.0	75.6	81.3	67.9	77.5	69.7	78.2	74.7	74.9	76.1	79.8	76.3	65.1	68.1	78.1
1000 - 1059 PM	81.8	77.9	72.5	82.1	77.0	72.0	71.6	76.7	74.4	67.3	81.1	71.3	75.9	75.4	78.8	70.9	70.5	72.8
1100 - 559 AM	79.0	78.5	77.8	76.0	77.3	74.7	77.3	80.6	79.2	72.8	79.9	83.4	83.7	82.4	83.0	76.3	76.8	71.5
TOTAL, ALL ARRIVALS, BY AIRPORT	**88.1**	**81.6**	**84.7**	**83.9**	**82.0**	**79.6**	**75.2**	**83.3**	**79.2**	**80.0**	**82.9**	**83.5**	**82.5**	**83.4**	**80.8**	**74.2**	**79.8**	**85.0**

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

NOVEMBER 2014

AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*											
SCHEDULED ARRIVAL TIME	**MIA**	**MSP**	**ORD**	**PDX**	**PHL**	**PHX**	**SAN**	**SEA**	**SFO**	**SLC**	**TPA**	**TOTAL**
600 - 659 AM	92.6	87.0	81.9	87.5	87.6	100.0	100.0	90.8	82.8	100.0	90.2	89.0
700 - 759 AM	90.7	86.1	82.8	97.1	86.2	89.7	97.8	84.2	87.6	89.1	100.0	88.5
800 - 859 AM	85.7	80.7	84.0	87.9	85.2	95.0	92.3	88.6	89.3	93.1	88.4	88.2
900 - 959 AM	81.7	82.5	85.3	84.0	84.4	92.2	91.4	92.1	70.9	93.0	90.3	87.8
1000 - 1059 AM	83.0	85.6	83.9	89.7	82.4	90.8	92.6	86.9	68.0	90.1	89.6	85.4
1100 - 1159 AM	84.3	81.5	84.0	83.9	80.0	89.9	86.5	83.4	69.1	88.8	88.0	85.5
1200 - 1259 PM	78.6	86.3	79.7	83.7	87.2	92.4	85.5	86.1	67.2	92.3	83.3	84.0
100 - 159 PM	86.5	82.1	80.4	76.0	84.0	88.7	81.4	84.6	64.4	88.0	81.8	82.8
200 - 259 PM	76.9	77.3	76.6	66.5	83.5	84.8	87.5	82.2	68.2	85.7	80.5	80.9
300 - 359 PM	82.6	77.8	72.6	85.0	75.5	86.4	76.5	78.1	62.8	85.2	83.9	80.4
400 - 459 PM	83.0	75.8	72.4	82.0	74.2	81.5	77.1	80.3	69.7	84.8	80.9	79.2
500 - 559 PM	78.8	69.3	72.4	70.4	73.3	79.4	74.1	80.0	68.1	79.1	77.6	76.7
600 - 659 PM	84.6	75.4	69.6	77.0	80.1	86.6	73.9	77.8	69.9	76.2	75.3	76.5
700 - 759 PM	79.4	72.1	65.3	77.4	72.7	77.6	76.0	76.6	69.5	85.1	81.2	75.5
800 - 859 PM	77.4	77.5	65.2	80.4	60.8	83.9	78.6	78.2	71.3	78.6	75.3	75.4
900 - 959 PM	71.8	72.6	70.9	71.7	80.1	83.1	76.3	77.9	71.3	82.2	71.8	75.6
1000 - 1059 PM	73.0	73.7	76.0	78.4	72.6	74.5	78.7	77.6	66.5	69.4	67.5	74.5
1100 - 559 AM	80.3	83.8	78.8	71.0	79.9	79.8	79.0	80.4	75.9	73.9	76.4	78.9
TOTAL, ALL ARRIVALS, BY AIRPORT	**81.4**	**79.4**	**76.5**	**79.3**	**79.4**	**86.2**	**82.5**	**81.8**	**70.8**	**85.7**	**80.4**	**81.0**

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

NOVEMBER 2014

AIR TRAVEL CONSUMER REPORT

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

	DEPARTURE AIRPORT*																	
SCHEDULED DEPARTURE TIME	**ATL**	**BOS**	**BWI**	**CLT**	**DCA**	**DEN**	**DFW**	**DTW**	**EWR**	**FLL**	**IAD**	**IAH**	**JFK**	**LAS**	**LAX**	**LGA**	**MCO**	**MDW**
600 - 659 AM	94.6	95.1	94.1	95.6	95.1	94.2	92.4	91.1	92.2	97.5	93.1	91.4	96.4	95.4	93.6	93.0	96.0	93.8
700 - 759 AM	94.7	94.4	93.6	93.9	93.5	90.8	88.2	87.9	90.3	98.1	90.6	93.4	95.3	95.0	94.7	93.9	96.3	91.6
800 - 859 AM	92.6	92.1	94.0	90.3	91.5	89.9	85.1	88.9	89.6	95.8	86.1	91.9	93.0	91.5	90.2	87.2	94.2	89.5
900 - 959 AM	89.9	93.6	90.0	88.9	90.3	81.4	80.3	85.5	88.1	91.1	90.4	89.4	92.1	91.8	85.0	89.9	89.5	88.6
1000 - 1059 AM	89.3	88.9	91.5	85.3	90.1	83.9	78.1	88.6	87.1	82.5	84.1	88.4	89.4	85.9	79.8	88.2	87.7	86.4
1100 - 1159 AM	90.3	87.6	85.6	86.7	91.1	75.0	74.4	80.7	86.3	80.8	95.0	85.7	88.9	83.6	78.4	84.1	85.2	80.3
1200 - 1259 PM	87.6	86.8	89.6	81.0	83.4	75.6	76.9	82.1	81.2	82.0	81.7	86.8	89.1	80.3	79.4	79.1	83.8	81.3
100 - 159 PM	87.4	85.1	78.1	90.3	81.2	77.0	74.8	85.9	79.4	73.1	85.5	81.7	84.0	79.1	76.5	77.3	77.0	80.8
200 - 259 PM	86.7	81.4	79.0	84.9	82.7	74.1	73.3	81.9	75.2	76.1	74.8	86.7	85.1	73.9	74.2	74.9	79.5	77.0
300 - 359 PM	84.0	78.9	81.1	81.7	82.1	67.9	69.4	81.0	74.2	77.1	80.0	83.0	78.4	72.2	76.4	72.4	76.9	81.2
400 - 459 PM	85.6	83.9	74.6	82.6	80.5	74.3	71.7	69.1	71.8	80.2	76.7	79.1	80.7	71.3	78.9	75.0	72.5	80.9
500 - 559 PM	84.5	76.9	77.3	81.3	80.9	72.6	70.0	83.1	68.5	70.8	75.1	78.6	83.4	70.4	77.9	74.8	73.6	67.2
600 - 659 PM	81.6	68.9	69.6	81.5	79.2	66.9	66.8	75.9	66.6	75.4	75.9	74.2	81.9	75.9	73.6	67.2	75.1	74.6
700 - 759 PM	84.4	72.6	67.8	74.3	74.1	70.5	71.3	74.0	63.4	75.1	78.6	78.5	72.3	74.8	74.3	67.4	70.3	64.5
800 - 859 PM	85.1	76.0	68.4	78.0	78.1	70.0	67.1	81.0	64.9	69.6	78.9	77.8	74.8	69.4	74.6	70.8	72.0	67.7
900 - 959 PM	81.6	80.2	53.0	69.2	79.7	71.4	64.0	80.2	72.4	73.3	78.8	83.0	74.8	75.0	83.7	65.2	71.1	66.4
1000 - 1059 PM	88.5	25.0	43.9	84.6	80.9	73.4	69.9	J/	75.5	77.1	79.4	78.9	81.6	78.0	79.3	100.0	39.4	37.0
1100 - 559 AM	91.4	94.8	85.7	74.6	92.2	86.2	91.8	93.1	96.4	100.0	95.7	91.2	89.9	87.6	87.0	91.7	93.1	92.3
TOTAL, ALL DEPARTURES, BY AIRPORT	**87.0**	**85.6**	**80.6**	**85.1**	**85.5**	**76.7**	**74.6**	**82.8**	**79.0**	**82.0**	**81.4**	**84.8**	**85.6**	**81.4**	**81.3**	**80.0**	**81.9**	**79.0**

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

NOVEMBER 2014

AIR TRAVEL CONSUMER REPORT

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

	DEPARTURE AIRPORT*											
SCHEDULED DEPARTURE TIME	**MIA**	**MSP**	**ORD**	**PDX**	**PHL**	**PHX**	**SAN**	**SEA**	**SFO**	**SLC**	**TPA**	**TOTAL**
600 - 659 AM	95.7	94.0	86.1	96.4	93.9	95.9	95.1	95.0	92.3	93.1	96.6	93.9
700 - 759 AM	90.1	90.2	84.2	94.9	93.6	95.4	96.3	92.1	92.0	92.8	94.2	92.4
800 - 859 AM	93.6	85.3	81.8	94.4	91.6	92.8	87.9	85.5	88.0	89.0	95.0	89.6
900 - 959 AM	88.8	87.6	80.7	90.2	85.1	91.6	84.2	83.9	83.1	92.5	90.4	87.3
1000 - 1059 AM	85.8	84.1	81.1	81.6	85.1	88.2	85.5	86.7	70.7	92.6	89.7	84.9
1100 - 1159 AM	81.9	85.1	77.2	85.1	84.3	88.6	84.0	82.2	68.1	91.5	84.7	82.7
1200 - 1259 PM	84.6	82.5	77.0	81.2	83.8	80.6	82.7	84.9	67.2	86.0	82.2	81.4
100 - 159 PM	79.0	81.2	74.5	78.3	80.7	85.7	74.3	81.7	66.5	88.3	79.9	79.6
200 - 259 PM	77.0	81.1	69.5	70.7	83.2	84.3	78.7	76.8	68.9	80.8	76.5	78.6
300 - 359 PM	74.9	81.6	65.5	74.5	76.6	77.7	76.3	78.2	67.0	86.7	77.2	76.4
400 - 459 PM	84.0	66.2	67.2	88.5	79.0	82.6	73.7	84.4	67.0	85.7	70.8	77.1
500 - 559 PM	78.9	78.2	64.0	76.2	70.3	78.8	69.0	83.6	66.8	84.4	79.9	75.6
600 - 659 PM	76.9	52.0	65.9	73.6	76.4	68.0	77.6	74.1	70.8	74.2	69.6	72.6
700 - 759 PM	83.6	79.6	62.4	79.7	76.3	83.7	73.2	79.6	70.6	77.7	73.7	74.4
800 - 859 PM	82.5	88.6	57.9	82.4	76.6	74.0	77.7	77.7	75.5	86.7	56.0	73.8
900 - 959 PM	83.1	83.0	64.8	67.9	80.7	82.8	82.7	81.8	81.2	89.7	72.2	76.3
1000 - 1059 PM	100.0	J/	64.6	86.0	76.6	83.7	84.5	81.7	80.4	95.2	43.8	79.3
1100 - 559 AM	86.7	95.3	88.1	94.2	95.9	85.6	100.0	87.9	83.3	87.2	98.1	88.9
TOTAL, ALL DEPARTURES, BY AIRPORT	**83.4**	**82.8**	**72.4**	**85.6**	**82.5**	**84.9**	**82.3**	**84.0**	**75.3**	**88.2**	**82.3**	**81.3**

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

NOVEMBER 2014
AIR TRAVEL CONSUMER REPORT

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

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

CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME	PERCENT	AVERAGE MINUTES LATE
FRONTIER	1330	Sep	IAD-MCO	1650	16	11	68.75	69.30
FRONTIER	1330	Oct	IAD-MCO	1650	15	8	53.33	84.00
FRONTIER	1330	Nov	IAD-MCO	1650	10	8	80.00	56.63

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME	PERCENT	AVERAGE MINUTES LATE
ENVOY	2951	Oct	DSM-ORD	1825	26	16	61.54	73.17
ENVOY	2951	Nov	DSM-ORD	1815	24	13	54.17	56.60
FRONTIER	1330	Oct	IAD-MCO	1650	15	8	53.33	84.00
FRONTIER	1330	Nov	IAD-MCO	1650	10	8	80.00	56.63
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	2636	Oct	MKE-ORD	1835	28	17	60.71	60.46
SKYWEST	2636	Nov	MKE-ORD	1835	26	17	65.38	90.00
SKYWEST	2644	Oct	ORD-CHO	2010	31	16	51.61	91.67
SKYWEST	2644	Nov	ORD-CHO	2010	28	16	57.14	86.19

* 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 I/ ARRIVING LATE 70% OF THE TIME OR MORE

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
ENVOY*	**1,041**	**5**	**0.5**
FRONTIER	**266**	**1**	**0.4**
SOUTHWEST**	**3,509**	**11**	**0.3**
-SOUTHWEST	*3,376*	*11*	*0.3*
-AIRTRAN	*133*	*0*	*0.0*
SKYWEST	**1,630**	**5**	**0.3**
EXPRESSJET	**1,778**	**1**	**0.1**
AMERICAN*	**2,673**	**0**	**0.0**
-AMERICAN	*1,511*	*0*	*0.0*
-US AIRWAYS	*1,162*	*0*	*0.0*
DELTA	**2,446**	**0**	**0.0**
UNITED	**815**	**0**	**0.0**
JETBLUE	**680**	**0**	**0.0**
ALASKA	**448**	**0**	**0.0**
HAWAIIAN	**201**	**0**	**0.0**
VIRGIN AMERICA	**167**	**0**	**0.0**
TOTAL	**15,654**	**23**	**0.1**

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

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

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

***Formerly American Eagle Airlines.

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AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	79.2	83.3	72	72	BUFFALO NY (BUF)	79.5	82.7	1,411	1,415
ABILENE TX (ABI)	69.6	76.8	224	224	BURBANK CA (BUR)	82.1	83.2	1,689	1,689
ADAK ISLAND AK (ADK)	88.9	66.7	9	9	BURLINGTON VT (BTV)	82.4	87.4	261	262
AGUADILLA PR (BQN)	82.3	89.6	96	96	BUTTE MT (BTM)	88.3	88.3	60	60
AKRON OH (CAK)	82.8	88.1	580	579	CARLSBAD CA (CLD)	82.9	87.6	193	193
ALBANY GA (ABY)	87.3	92.4	79	79	CASPER WY (CPR)	76.2	85.9	206	206
ALBANY NY (ALB)	83.1	87.4	658	657	CEDAR CITY UT (CDC)	83.3	91.7	48	48
ALBUQUERQUE NM (ABQ)	81.2	84.2	1,741	1,742	CEDAR RAPIDS/IOWA CITY IA (CID)	67.5	72.1	563	562
ALEXANDRIA LA (AEX)	83.3	87.0	270	270	CHAMPAIGN/URBANA IL (CMI)	63.4	81.2	202	202
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	85.9	88.5	149	148	CHANTILLY VA (IAD)	82.9	81.4	4,412	4,437
ALPENA MI (APN)	79.2	85.4	48	48	CHARLESTON SC (CHS)	82.3	84.8	1,068	1,071
AMARILLO TX (AMA)	71.7	79.2	547	548	CHARLESTON/DUNBAR WV (CRW)	82.7	84.3	197	197
ANCHORAGE AK (ANC)	84.7	87.9	1,136	1,138	CHARLOTTE AMALIE VI (STT)	81.2	87.0	330	331
APPLETON WI (ATW)	74.4	81.7	223	224	CHARLOTTE NC (CLT)	83.9	85.1	9,180	9,156
ARCATA/EUREKA CA (ACV)	71.8	71.4	248	248	CHARLOTTESVILLE VA (CHO)	67.3	78.2	199	197
ARLINGTON VA (DCA)	82.0	85.5	6,388	6,387	CHATTANOOGA TN (CHA)	84.8	86.4	369	369
ASHEVILLE NC (AVL)	86.7	91.2	226	226	CHICAGO IL (MDW)	85.0	79.0	7,015	7,020
ASPEN CO (ASE)	60.2	79.3	93	92	CHICAGO IL (ORD)	76.5	72.4	23,564	23,512
ATLANTA GA (ATL)	88.1	87.0	29,296	29,319	CHICO CA (CIC)	59.6	62.9	89	89
ATLANTIC CITY NJ (ACY)	90.0	91.7	60	60	CHRISTIANSTED VI (STX)	86.8	85.3	76	75
AUGUSTA GA (AGS)	85.3	86.3	190	190	CLEVELAND OH (CLE)	80.1	84.0	2,989	2,984
AUSTIN TX (AUS)	79.5	83.3	3,425	3,425	CODY WY (COD)	71.2	74.6	59	59
BAKERSFIELD CA (BFL)	71.5	87.7	235	235	COLLEGE STATION/BRYAN TX (CLL)	80.6	85.6	216	216
BALTIMORE MD (BWI)	84.7	80.6	7,096	7,101	COLORADO SPRINGS CO (COS)	74.2	82.5	643	644
BANGOR ME (BGR)	77.2	86.0	57	57	COLUMBIA MO (COU)	72.0	84.0	125	125
BARROW AK (BRW)	77.3	82.7	75	75	COLUMBIA SC (CAE)	81.0	83.9	517	517
BATON ROUGE LA (BTR)	81.0	82.7	689	689	COLUMBUS GA (CSG)	91.1	87.5	112	112
BEAUMONT/PORT ARTHUR TX (BPT)	64.8	72.7	88	88	COLUMBUS MS (GTR)	91.5	91.5	82	82
BELLINGHAM WA (BLI)	86.5	92.1	89	89	COLUMBUS OH (CMH)	77.2	80.9	2,157	2,157
BEMIDJI MN (BJI)	86.7	88.3	60	60	CORDOVA AK (CDV)	81.0	86.2	58	58
BEND/REDMOND OR (RDM)	71.7	78.0	173	173	CORPUS CHRISTI TX (CRP)	73.8	77.8	541	541
BETHEL AK (BET)	82.9	89.5	76	76	COVINGTON KY (CVG)	78.3	82.3	1,903	1,904
BILLINGS MT (BIL)	79.5	86.2	224	224	CRESCENT CITY CA (CEC)	63.8	65.0	80	80
BIRMINGHAM AL (BHM)	80.8	83.9	1,117	1,115	DALLAS TX (DAL)	81.5	77.1	4,793	4,793
BISMARCK/MANDAN ND (BIS)	68.4	79.9	244	244	DALLAS/FORT WORTH TX (DFW)	75.2	74.6	21,671	21,674
BLOOMINGTON/NORMAL IL (BMI)	77.3	80.5	282	282	DAYTON OH (DAY)	74.2	78.8	713	713
BOISE ID (BOI)	72.6	78.8	887	888	DAYTONA BEACH FL (DAB)	92.2	91.4	116	116
BOSTON MA (BOS)	81.6	85.6	9,020	9,023	DEADHORSE AK (SCC)	84.2	85.5	76	76
BOZEMAN MT (BZN)	79.4	88.1	141	143	DENVER CO (DEN)	79.6	76.7	17,296	17,266
BRAINERD MN (BRD)	77.1	82.9	70	70	DES MOINES IA (DSM)	72.4	78.1	842	843
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	90.2	86.6	164	164	DETROIT MI (DTW)	83.3	82.8	8,972	8,980
BROWNSVILLE TX (BRO)	80.1	86.9	191	191	DEVILS LAKE ND (DVL)	59.6	75.0	52	52
BRUNSWICK GA (BQK)	88.8	93.8	80	80	DICKINSON ND (DIK)	82.2	87.5	152	152

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
DOTHAN AL (DHN)	87.4	90.1	111	111	HELENA MT (HLN)	86.1	94.4	108	108
DUBUQUE IA (DBQ)	78.3	73.5	83	83	HIBBING MN (HIB)	84.3	88.2	51	51
DULUTH MN (DLH)	74.7	83.9	170	168	HILO HI (ITO)	90.8	93.9	490	490
DURANGO CO (DRO)	68.6	71.1	121	121	HOBBS NM (HOB)	82.0	96.0	50	50
EAGLE CO (EGE)	45.5	54.5	11	11	HONOLULU HI (HNL)	84.8	92.7	3,706	3,705
EAU CLAIRE WI (EAU)	66.7	80.0	60	60	HOUSTON TX (HOU)	82.4	79.5	4,621	4,620
EL PASO TX (ELP)	79.1	82.8	1,141	1,142	HOUSTON TX (IAH)	83.5	84.8	14,046	14,050
ELKO NV (EKO)	98.6	95.8	72	72	HUNTSVILLE AL (HSV)	83.6	87.6	477	477
ELMIRA/CORNING NY (ELM)	78.0	89.3	168	169	IDAHO FALLS ID (IDA)	80.7	87.3	238	237
ERIE PA (ERI)	71.4	78.9	56	57	INDIANAPOLIS IN (IND)	82.4	85.6	2,265	2,263
EUGENE OR (EUG)	68.8	76.9	384	385	INTERNATIONAL FALLS MN (INL)	68.0	80.0	50	50
EVANSVILLE IN (EVV)	77.7	81.8	274	274	IRON MOUNTAIN/KINGSFD MI (IMT)	65.5	67.3	55	55
FAIRBANKS AK (FAI)	86.3	87.7	139	138	ISLIP NY (ISP)	72.7	74.8	384	385
FARGO ND (FAR)	71.4	78.1	391	393	JACKSON WY (JAC)	69.3	75.0	137	136
FAYETTEVILLE AR (XNA)	74.6	80.3	794	795	JACKSON/VICKSBURG MS (JAN)	78.2	82.8	610	610
FAYETTEVILLE NC (FAY)	90.6	91.3	160	160	JACKSONVILLE FL (JAX)	82.1	86.4	1,695	1,696
FLAGSTAFF AZ (FLG)	88.8	94.7	152	152	JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	86.4	90.9	110	110
FLINT MI (FNT)	82.2	85.5	398	400	JAMESTOWN ND (JMS)	69.2	70.5	78	78
FORT LAUDERDALE FL (FLL)	80.0	82.0	5,348	5,345	JOPLIN MO (JLN)	64.8	85.2	54	54
FORT MYERS FL (RSW)	78.7	81.7	2,136	2,135	JUNEAU AK (JNU)	76.2	74.5	286	286
FORT SMITH AR (FSM)	82.9	88.3	205	205	KAHULUI HI (OGG)	88.4	91.8	1,784	1,786
FORT WAYNE IN (FWA)	71.5	77.4	376	376	KALAMAZOO MI (AZO)	73.3	78.3	176	175
FRESNO CA (FAT)	76.3	76.4	734	732	KALISPELL MT (FCA)	80.2	93.8	81	81
GAINESVILLE FL (GNV)	90.2	90.2	215	214	KANSAS CITY MO (MCI)	81.8	84.5	3,502	3,500
GARDEN CITY KS (GCK)	68.3	76.7	60	60	KETCHIKAN AK (KTN)	67.4	69.7	178	178
GILLETTE WY (GCC)	73.9	76.5	115	115	KEY WEST FL (EYW)	92.5	94.1	254	254
GRAND FORKS ND (GFK)	84.3	84.3	51	51	KILLEEN TX (GRK)	77.5	81.8	374	374
GRAND ISLAND NE (GRI)	77.8	92.6	54	54	KNOXVILLE TN (TYS)	74.8	80.8	746	746
GRAND JUNCTION CO (GJT)	84.9	91.9	259	260	KODIAK AK (ADQ)	78.6	71.4	28	28
GRAND RAPIDS MI (GRR)	72.3	79.6	938	936	KONA HI (KOA)	88.6	90.8	896	896
GREAT FALLS MT (GTF)	78.1	88.3	137	137	KOTZEBUE AK (OTZ)	77.6	69.0	58	58
GREEN BAY WI (GRB)	74.6	81.4	390	388	LA CROSSE WI (LSE)	76.6	77.7	94	94
GREENSBORO/HIGH POINT NC (GSO)	82.3	84.7	725	727	LAFAYETTE LA (LFT)	81.3	88.1	529	529
GREER SC (GSP)	86.1	88.9	613	615	LAKE CHARLES LA (LCH)	83.4	89.3	169	169
GUAM TT (GUM)	87.1	77.4	31	31	LANSING MI (LAN)	74.5	83.0	200	200
GULFPORT/BILOXI MS (GPT)	83.9	88.3	316	316	LARAMIE WY (LAR)	69.5	79.7	59	59
GUNNISON CO (GUC)	60.0	73.3	30	30	LAREDO TX (LRD)	82.0	85.1	194	194
HANCOCK/HOUGHTON MI (CMX)	66.7	75.0	60	60	LAS VEGAS NV (LAS)	83.4	81.4	10,689	10,693
HARLINGEN/SAN BENITO TX (HRL)	86.2	92.8	276	277	LAWTON/FORT SILL OK (LAW)	69.5	76.8	141	142
HARRISBURG PA (MDT)	78.2	85.0	326	327	LEWISTON ID (LWS)	96.4	100.0	55	55
HARTFORD CT (BDL)	81.2	87.7	1,833	1,834	LEXINGTON KY (LEX)	76.9	83.1	562	562
HATTIESBURG/LAUREL MS (PIB)	82.9	75.0	41	40	LIHUE HI (LIH)	90.3	94.1	931	931
HAYS KS (HYS)	76.9	86.5	52	52	LINCOLN NE (LNK)	70.6	84.1	218	220

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LITTLE ROCK AR (LIT)	73.5	80.7	1,046	1,047	OMAHA NE (OMA)	78.9	85.2	1,512	1,510
LONG BEACH CA (LGB)	83.8	83.1	788	789	ONTARIO CA (ONT)	78.8	82.7	1,671	1,673
LONGVIEW TX (GGG)	68.5	68.5	54	54	ORLANDO FL (MCO)	79.8	81.9	8,894	8,898
LOS ANGELES CA (LAX)	80.8	81.3	17,045	17,056	PADUCAH KY (PAH)	66.1	79.7	59	59
LOUISVILLE KY (SDF)	78.3	80.4	1,061	1,064	PAGO PAGO TT (PPG)	87.5	62.5	8	8
LUBBOCK TX (LBB)	76.5	83.1	567	567	PALM SPRINGS CA (PSP)	79.1	81.6	999	999
MADISON WI (MSN)	72.5	80.2	971	971	PANAMA CITY FL (ECP)	85.7	90.9	286	286
MANCHESTER NH (MHT)	81.2	89.4	522	519	PASCO/KENNEWICK/RICHLAND WA (PSC)	74.3	89.9	148	149
MANHATTAN/FT. RILEY KS (MHK)	69.5	83.4	151	151	PELLSTON MI (PLN)	78.4	80.0	51	50
MARQUETTE MI (MQT)	53.8	69.2	26	26	PENSACOLA FL (PNS)	85.3	86.3	662	662
MEDFORD OR (MFR)	73.9	76.3	249	249	PEORIA IL (PIA)	78.5	83.1	349	349
MELBOURNE FL (MLB)	84.4	87.2	109	109	PETERSBURG AK (PSG)	82.8	84.5	58	58
MEMPHIS TN (MEM)	78.5	83.8	1,234	1,236	PHILADELPHIA PA (PHL)	79.4	82.5	5,668	5,675
MERIDIAN MS (MEI)	86.2	83.1	65	65	PHOENIX AZ (PHX)	86.2	84.9	12,581	12,568
MIAMI FL (MIA)	81.4	83.4	6,244	6,238	PITTSBURGH PA (PIT)	81.4	85.4	2,307	2,313
MIDLAND/ODESSA TX (MAF)	73.1	80.2	798	798	POCATELLO ID (PIH)	89.9	92.4	79	79
MILWAUKEE WI (MKE)	77.8	82.7	2,594	2,592	PONCE PR (PSE)	85.9	93.7	64	63
MINNEAPOLIS MN (MSP)	79.4	82.8	8,280	8,292	PORTLAND ME (PWM)	79.1	81.3	359	359
MINOT ND (MOT)	73.0	80.8	126	125	PORTLAND OR (PDX)	79.3	85.6	3,821	3,822
MISSION/MCALLEN/EDINBURG TX (MFE)	84.8	88.9	361	361	PROVIDENCE RI (PVD)	82.4	89.1	995	995
MISSOULA MT (MSO)	75.8	86.5	124	126	PUEBLO CO (PUB)	72.0	74.0	50	50
MOAB UT (CNY)	98.1	96.2	52	52	RALEIGH/DURHAM NC (RDU)	81.0	84.3	3,022	3,020
MOBILE AL (MOB)	85.4	89.8	431	431	RAPID CITY SD (RAP)	73.2	73.1	198	197
MOLINE IL (MLI)	71.8	81.6	316	316	REDDING CA (RDD)	73.0	69.7	89	89
MONROE LA (MLU)	81.0	86.4	258	258	RENO NV (RNO)	79.6	83.2	993	994
MONTEREY CA (MRY)	76.3	78.2	316	316	RHINELANDER WI (RHI)	67.1	69.4	85	85
MONTGOMERY AL (MGM)	82.1	86.3	291	291	RICHMOND VA (RIC)	80.3	83.4	1,364	1,366
MOSINEE WI (CWA)	59.6	71.9	114	114	ROANOKE VA (ROA)	85.6	85.1	160	161
MUSKEGON MI (MKG)	74.6	79.7	59	59	ROCHESTER MN (RST)	72.2	79.5	176	176
MYRTLE BEACH SC (MYR)	87.5	88.3	120	120	ROCHESTER NY (ROC)	77.5	82.6	614	615
NASHVILLE TN (BNA)	81.0	82.7	4,303	4,306	ROCK SPRINGS WY (RKS)	75.7	76.5	115	115
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	93.2	81.0	59	58	ROSWELL NM (ROW)	69.9	75.9	83	83
NEW ORLEANS LA (MSY)	82.1	84.8	3,377	3,374	SACRAMENTO CA (SMF)	78.7	81.4	3,434	3,434
NEW YORK NY (JFK)	82.5	85.6	8,067	8,076	SAGINAW/BAY CITY/MIDLAND MI (MBS)	74.7	82.5	154	154
NEW YORK NY (LGA)	74.2	80.0	8,821	8,823	SAIPAN TT (SPN)	100.0	100.0	1	1
NEWARK NJ (EWR)	79.2	79.0	8,925	8,932	SALT LAKE CITY UT (SLC)	85.7	88.2	8,457	8,456
NEWBURGH/POUGHKEEPSIE NY (SWF)	80.0	80.0	60	60	SAN ANGELO TX (SJT)	70.1	77.1	144	144
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	87.4	86.2	167	167	SAN ANTONIO TX (SAT)	76.7	82.6	2,669	2,667
NOME AK (OME)	69.0	72.4	58	58	SAN DIEGO CA (SAN)	82.5	82.3	6,068	6,071
NORFOLK VA (ORF)	81.8	86.7	845	845	SAN FRANCISCO CA (SFO)	70.8	75.3	13,243	13,236
NORTH BEND/COOS BAY OR (OTH)	55.6	50.0	18	18	SAN JOSE CA (SJC)	82.1	81.6	3,425	3,425
OAKLAND CA (OAK)	78.8	77.5	3,514	3,513	SAN JUAN PR (SJU)	79.2	82.5	2,002	1,997
OKLAHOMA CITY OK (OKC)	78.3	84.3	1,546	1,546	SAN LUIS OBISPO CA (SBP)	79.5	76.3	409	409

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SANTA ANA CA (SNA)	83.5	82.2	3,156	3,156
SANTA BARBARA CA (SBA)	78.8	78.0	618	618
SANTA FE NM (SAF)	73.8	77.9	172	172
SANTA MARIA CA (SMX)	80.7	85.2	88	88
SARASOTA/BRADENTON FL (SRQ)	84.9	84.9	292	292
SAULT STE. MARIE MI (CIU)	69.1	70.9	55	55
SAVANNAH GA (SAV)	82.4	82.1	788	787
SCRANTON/WILKES-BARRE PA (AVP)	76.5	84.3	183	185
SEATTLE WA (SEA)	81.8	84.0	8,586	8,584
SHREVEPORT LA (SHV)	80.1	83.3	552	552
SIOUX CITY IA (SUX)	59.3	72.2	54	54
SIOUX FALLS SD (FSD)	72.3	75.0	520	521
SITKA AK (SIT)	67.0	65.9	88	88
SOUTH BEND IN (SBN)	73.9	81.3	425	427
SPOKANE WA (GEG)	81.1	88.3	842	843
SPRINGFIELD IL (SPI)	73.8	80.1	141	141
SPRINGFIELD MO (SGF)	72.3	81.4	538	539
ST. AUGUSTINE FL (UST)	77.4	77.4	31	31
ST. CLOUD MN (STC)	61.8	80.0	55	55
ST. GEORGE UT (SGU)	84.4	87.2	141	141
ST. LOUIS MO (STL)	80.7	80.7	4,137	4,137
STATE COLLEGE PA (SCE)	67.8	78.0	59	59
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	83.1	84.7	59	59
SYRACUSE NY (SYR)	78.7	83.6	572	572
TALLAHASSEE FL (TLH)	81.3	86.0	364	364

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TAMPA FL (TPA)	80.4	82.3	5,369	5,364
TEXARKANA AR (TXK)	74.1	80.2	81	81
TOLEDO OH (TOL)	80.7	84.3	83	83
TRAVERSE CITY MI (TVC)	72.8	84.6	254	253
TRENTON NJ (TTN)	70.8	75.6	295	295
TUCSON AZ (TUS)	77.0	82.9	1,400	1,400
TULSA OK (TUL)	79.4	85.0	1,403	1,404
TWIN FALLS ID (TWF)	87.7	91.2	57	57
TYLER TX (TYR)	81.5	87.2	211	211
VALDOSTA GA (VLD)	90.0	92.5	80	80
VALPARAISO FL (VPS)	85.1	86.7	369	369
VERNAL UT (VEL)	94.0	96.0	50	50
WACO TX (ACT)	66.7	73.8	141	141
WATERLOO IA (ALO)	55.6	83.3	54	54
WEST PALM BEACH/PALM BEACH FL (PBI)	76.7	78.9	1,960	1,956
WHITE PLAINS NY (HPN)	78.8	82.0	683	683
WICHITA FALLS TX (SPS)	73.7	83.1	118	118
WICHITA KS (ICT)	74.2	80.4	852	852
WILLISTON ND (ISN)	75.3	79.1	243	239
WILMINGTON DE (ILG)	76.5	76.5	17	17
WILMINGTON NC (ILM)	86.0	88.7	186	186
WORCESTER MA (ORH)	90.0	88.3	60	60
WRANGELL AK (WRG)	81.0	86.2	58	58
YAKUTAT AK (YAK)	79.3	79.3	58	58
YUMA AZ (YUM)	86.0	92.0	250	250

NOVEMBER 2014

AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ENVOY***	10	15,121	483	3.2	119	29,169	1,022	3.5
SKYWEST	20	27,085	509	1.9	165	47,513	1,053	2.2
EXPRESSJET	16	27,488	294	1.1	164	51,569	552	1.1
JETBLUE	24	14,057	94	0.7	57	20,050	153	0.8
UNITED	28	34,569	202	0.6	71	39,798	258	0.6
SOUTHWEST**	24	53,524	352	0.7	86	99,579	639	0.6
-SOUTHWEST	24	50,440	340	0.7	86	95,628	627	0.7
-AIRTRAN	13	3,084	12	0.4	27	3,951	12	0.3
AMERICAN*	28	62,852	370	0.6	94	75,718	472	0.6
-AMERICAN	28	34,661	197	0.6	80	42,541	255	0.6
-US AIRWAYS	27	28,191	173	0.6	73	33,177	217	0.7
FRONTIER	25	5,551	27	0.5	66	7,729	38	0.5
ALASKA	23	8,310	3	0.0	59	13,074	56	0.4
HAWAIIAN	8	415		0.0	17	6,137	16	0.3
VIRGIN AMERICA	15	4,286	6	0.1	18	4,723	7	0.1
DELTA	29	50,796	30	0.1	143	66,995	35	0.1
Total		304,054	2,370	0.8	Total	462,054	4,301	0.9

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.

* 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.

NOVEMBER 2014
AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
ENVOY*	1,215	279	22.9
SKYWEST	3,732	352	9.4
FRONTIER	410	20	4.8
EXPRESSJET	4,854	205	4.2
JETBLUE	794	29	3.6
ALASKA	579	18	3.1
AMERICAN*	4,703	149	3.2
-AMERICAN	*1,750*	*47*	*2.6*
-US AIRWAYS	*2,953*	*102*	*3.4*
UNITED	8,875	189	2.1
SOUTHWEST**	19,508	348	1.8
-SOUTHWEST	*19,219*	*347*	*1.8*
-AIRTRAN	*289*	*1*	*0.3*
DELTA	3,705	2	0.0
VIRGIN AMERICA	197	0	0.0
HAWAIIAN	244	0	0.0
TOTAL	48,816	1,591	3.3

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.

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

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

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

***Formerly American Eagle Airlines.

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AMERICAN**	75718	60817	80.32%	472	0.62%	122	0.16%	4399	5.81%	323	0.43%	4964	6.56%	25	0.03%	4597	6.07%
-AMERICAN	42541	33288	78.25%	255	0.60%	95	0.22%	2622	6.16%	286	0.67%	2598	6.11%	11	0.03%	3385	7.96%
-US AIRWAYS	33177	27529	82.98%	217	0.65%	27	0.08%	1776	5.35%	36	0.11%	2367	7.13%	13	0.04%	1211	3.65%
ALASKA	13074	11075	84.71%	56	0.43%	37	0.28%	446	3.41%	72	0.55%	783	5.99%	5	0.04%	600	4.59%
JETBLUE	20050	16259	81.09%	153	0.76%	31	0.15%	986	4.92%	49	0.24%	1574	7.85%	9	0.05%	989	4.93%
DELTA	66995	57993	86.56%	35	0.05%	68	0.10%	2681	4.00%	244	0.36%	3639	5.43%	7	0.01%	2327	3.47%
EXPRESSJET	51569	41624	80.72%	552	1.07%	118	0.23%	2528	4.90%	73	0.14%	3378	6.55%	0	0.00%	3297	6.39%
FRONTIER	7729	5587	72.29%	38	0.49%	7	0.09%	332	4.29%	13	0.17%	1138	14.73%	0	0.00%	614	7.94%
HAWAIIAN	6137	5488	89.42%	16	0.26%	5	0.08%	353	5.76%	7	0.11%	26	0.42%	0	0.00%	242	3.95%
ENVOY****	29169	20225	69.34%	1022	3.50%	48	0.16%	1775	6.09%	518	1.78%	2753	9.44%	12	0.04%	2815	9.65%
SKYWEST	47513	36277	76.35%	1053	2.22%	114	0.24%	2320	4.88%	174	0.37%	3161	6.65%	18	0.04%	4396	9.25%
UNITED	39798	32087	80.62%	258	0.65%	51	0.13%	2689	6.76%	273	0.69%	2291	5.76%	0	0.00%	2149	5.40%
VIRGIN AMERICA	4723	3907	82.72%	7	0.15%	6	0.13%	132	2.80%	114	2.41%	322	6.81%	2	0.04%	234	4.95%
SOUTHWEST***	99579	81050	81.39%	639	0.64%	100	0.10%	5341	5.36%	270	0.27%	3363	3.38%	26	0.03%	8789	8.83%
-SOUTHWEST	95628	77479	81.02%	627	0.66%	99	0.10%	5232	5.47%	268	0.28%	3234	3.38%	26	0.03%	8662	9.06%
-AIRTRAN	3951	3571	90.38%	12	0.30%	1	0.03%	108	2.74%	2	0.05%	129	3.27%	0	0.00%	128	3.23%
TOTAL	462054	372389	80.59%	4301	0.93%	707	0.15%	23982	5.19%	2130	0.46%	27393	5.93%	104	0.02%	31049	6.72%

*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 breech, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.

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

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

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

SECURITY
DELAY
0.02%

LATE
ARRIVING
AIRCRAFT
DELAY
6.72%

NATIONAL
AVIATION
SYSTEM
DELAY
5.93%

EXTREME
WEATHER
DELAY
0.46%

AIR
CARRIER
DELAY
5.19%

DIVERTED
0.15%

CANCELLED
0.93%

ONTIME
80.59

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 breech, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.**
- **Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.**
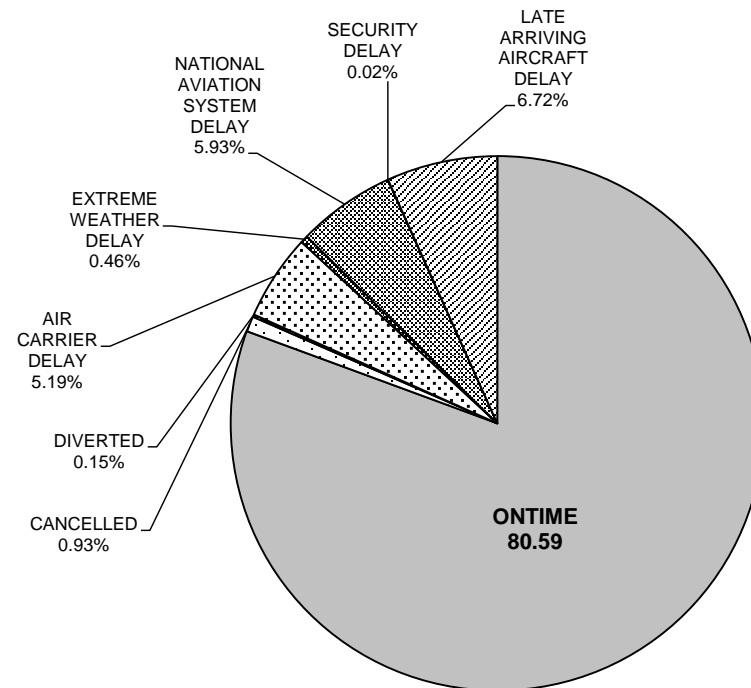
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

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

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AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport*	Destination Airport*	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
US AIRWAYS	1743	DTW	MIA	11/22/2014	Origin Airport	228
AMERICAN	1125	DTW	DFW	11/22/2014	Origin Airport	214
JETBLUE	1836	DTW	BOS	11/22/2014	Origin Airport	206
SOUTHWEST	1614	PHX	DEN	11/30/2014	Diversion Airport (COS)	186

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

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

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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.

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
ENVOY***	**29,169**	**20**	**0.07**
SKYWEST	**47,513**	**14**	**0.03**
AMERICAN*	**75,718**	**11**	**0.01**
-AMERICAN	*42,541*	*8*	*0.02*
-US AIRWAYS	*33,177*	*3*	*0.01*
EXPRESSJET	**51,569**	**9**	**0.02**
ALASKA	**13,074**	**2**	**0.02**
FRONTIER	**7,729**	**1**	**0.01**
UNITED	**39,798**	**5**	**0.01**
DELTA	**66,995**	**8**	**0.01**
SOUTHWEST**	**99,579**	**6**	**0.01**
-SOUTHWEST	*95,628*	*6*	*0.01*
-AIRTRAN	*3,951*	*0*	*0.00*
JETBLUE	**20,050**	**1**	**0.00**
HAWAIIAN	**6,137**	**0**	**0.00**
VIRGIN AMERICA	**4,723**	**0**	**0.00**
TOTAL	**462,054**	**77**	**0.02**

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

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

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***Formerly American Eagle Airlines.

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

A   See Appendix for list of carrier codes.

B   See Appendix for list of 29 airports for which data must be reported. Data include all reported domestic flight operations to the 29 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).

C   All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 29 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).

D   "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.

E   "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.

F   Incomplete data; percentage based on operations reported.

G   Carrier did not report useable data.

H   Carrier did not serve airport.

I   Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.

J   Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.

K   Flights listed arrived at the scheduled destination gate more than 30 minutes after the published arrival time more than 50 percent of the time in each month. Some flights on the list are a combination of flights operated by the same carrier between the same origin and destination with a change in scheduled departure time of 30 minutes or less.

S   Carrier reported data for entire domestic system.

V   Carrier reported data voluntarily.

APPENDIX

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

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

Airport	Code
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 *

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

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

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

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

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

****Formerly American Eagle Airlines.

MISHANDLED BAGGAGE

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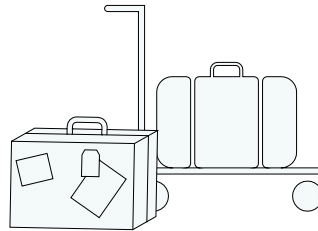
MISHANDLED BAGGAGE REPORTS

FILED BY PASSENGERS

U.S. AIRLINES[*]

RANK	AIRLINE	NOVEMBER 2014			NOVEMBER 2013		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	364	507,096	0.72	451	466,150	0.97
2	JETBLUE AIRWAYS	3,576	2,196,794	1.63	3,032	2,044,616	1.48
3	FRONTIER AIRLINES	1,785	995,560	1.79	1,601	849,359	1.88
4	DELTA AIR LINES	15,952	8,779,748	1.82	13,698	7,900,547	1.73
5	HAWAIIAN AIRLINES	1,458	754,455	1.93	1,478	711,266	2.08
6	ALASKA AIRLINES	4,121	1,583,522	2.60	3,043	1,413,489	2.15
7	UNITED AIRLINES	15,284	5,292,197	2.89	14,875	5,351,839	2.78
8	SOUTHWEST AIRLINES***	33,366	10,939,184	3.05	***	***	***
	-SOUTHWEST AIRLINES	31,999	10,593,746	3.02	30,640	9,465,079	3.24
	-AIRTRAN AIRWAYS	1,367	345,438	3.96	3,887	1,048,494	3.71
9	SKYWEST AIRLINES	6,824	2,163,862	3.15	6,667	2,008,282	3.32
10	AMERICAN AIRLINES**	32,665	9,447,975	3.46	**	**	**
	-AMERICAN	19,106	5,330,394	3.58	12,950	5,254,042	2.46
	-US AIRWAYS	13,559	4,117,581	3.29	9,627	4,147,534	2.32
11	EXPRESSJET AIRLINES	9,336	2,179,341	4.28	8,916	2,451,007	3.64
12	ENVOY AIR*****	9,492	1,128,623	8.41	5,820	1,298,283	4.48
	TOTALS****	134,223	45,968,357	2.92	116,685	44,409,987	2.63

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.

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*   All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Oversales," and "Consumer Complaints" sections of this report.
** Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.
***Effective January 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.
**** Mesa Airlines' and Endeavor Air's ranking in this table ceased effective January 2014. Totals for November 2013 reflect the deletion of Mesa's and Endeavor's data for that month.
******* Formerly American Eagle Airlines.**

OVERSALES

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

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

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

The enplanements figures that are used to calculate the involuntary denied boarding rate do not include inbound international service, since the rule does not apply to these flights.
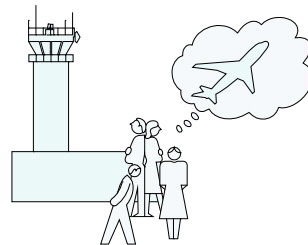
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES[*]

RANK	AIRLINE	JULY - SEPTEMBER 2014				JULY - SEPTEMBER 2013			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	VIRGIN AMERICA	235	5	1,677,222	**0.03**	60	2	1,661,469	**0.01**
2	DELTA AIR LINES	26,777	564	31,309,829	**0.18**	18,240	1,060	28,644,455	**0.37**
3	HAWAIIAN AIRLINES	92	81	2,671,867	**0.30**	199	21	2,644,328	**0.08**
4	AMERICAN AIRLINES**	13,114	1,303	34,859,552	**0.37**	**	**	**	**
	-AMERICAN	*7,614*	*508*	*19,864,696*	*0.26*	*13,511*	*884*	*19,549,221*	*0.45*
	-US AIRWAYS	*5,500*	*795*	*14,994,856*	*0.53*	*6,816*	*756*	*14,851,237*	*0.51*
5	ALASKA AIRLINES	1,305	283	5,517,702	**0.51**	1,048	245	5,098,158	**0.48**
6	JETBLUE AIRWAYS	851	526	7,727,979	**0.68**	61	2	7,381,669	**0.00**
7	UNITED AIRLINES	14,419	1,530	20,332,343	**0.75**	13,768	1,966	20,156,960	**0.98**
8	SOUTHWEST AIRLINES***	26,337	3,582	35,298,922	**1.01**	***	***	***	***
	-SOUTHWEST	*24,822*	*3,197*	*33,271,343*	*0.96*	*22,614*	*2,550*	*29,421,835*	*0.87*
	-AIRTRAN	*1,515*	*385*	*2,027,579*	*1.90*	*4,799*	*276*	*4,452,451*	*0.62*
9	ENVOY AIR*****	3,340	422	3,940,167	**1.07**	4,020	323	4,449,933	**0.73**
10	EXPRESSJET AIRLINES	10,615	1,120	7,834,239	**1.43**	9,715	1,158	8,253,891	**1.40**
11	FRONTIER AIRLINES	1,069	540	3,323,385	**1.62**	1,169	416	2,842,615	**1.46**
12	SKYWEST AIRLINES	8,493	1,373	6,752,821	**2.03**	7,137	1,328	6,933,277	**1.92**
	TOTALS****	106,647	11,329	161,246,028	**0.70**	103,157	10,987	156,341,499	**0.70**

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.

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

** Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.
***Effective January 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.
**** Mesa Airlines' and Endeavor Air's ranking in this table ceased effective January 2014. Totals for July - September 2013 reflect the deletion of Mesa's and Endeavor's data for that quarter.
***** Formerly American Eagle Airlines.

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

| | | JANUARY - SEPTEMBER 2014 | | | | JANUARY - SEPTEMBER 2013 | | | |
| | | DENIED BOARDINGS (DB'S) | | Enplaned Passengers | Involuntary DB's per 10,000 psgrs | DENIED BOARDINGS (DB'S) | | Enplaned Passengers | Involuntary DB's per 10,000 psgrs |
RANK	AIRLINE	Voluntary	Involuntary			Voluntary	Involuntary		
1	**VIRGIN AMERICA**	608	41	4,839,965	**0.08**	247	25	4,689,367	**0.05**
2	**HAWAIIAN AIRLINES**	288	116	7,577,435	**0.15**	980	128	7,522,941	**0.17**
3	**JETBLUE AIRWAYS**	1,599	620	21,914,305	**0.28**	357	18	21,335,400	**0.01**
4	**DELTA AIR LINES**	80,557	3,847	87,029,470	**0.44**	61,101	4,711	80,417,456	**0.59**
5	**ALASKA AIRLINES**	3,358	727	14,901,382	**0.49**	3,080	587	14,081,430	**0.42**
6	**AMERICAN AIRLINES**	47,750	5,996	102,735,068	**0.58**	**	**	**	**
	-AMERICAN	*26,603*	*2,468*	*58,239,415*	*0.42*	*39,942*	*2,556*	*57,398,044*	*0.45*
	-US AIRWAYS	*21,147*	*3,528*	*44,495,653*	*0.79*	*21,226*	*2,747*	*43,606,210*	*0.63*
7	**SOUTHWEST AIRLINES***	75,401	11,953	91,386,612	**1.31**	***	***	***	***
	-SOUTHWEST	*68,913*	*10,177*	*83,905,827*	*1.21*	*66,408*	*10,273*	*86,266,939*	*1.19*
	-AIRTRAN	*6,488*	*1,776*	*7,480,785*	*2.37*	*23,967*	*1,800*	*14,009,361*	*1.28*
8	**FRONTIER AIRLINES**	2,658	1,175	8,662,498	**1.36**	2,569	953	7,696,403	**1.24**
9	**UNITED AIRLINES**	52,386	8,096	58,370,933	**1.39**	40,642	6,414	58,243,199	**1.10**
10	**ENVOY AIR*****	13,866	1,890	11,798,341	**1.60**	14,641	1,375	12,840,798	**1.07**
11	**SKYWEST AIRLINES**	31,166	5,838	19,763,750	**2.95**	25,728	4,607	20,122,469	**2.29**
12	**EXPRESSJET AIRLINES**	43,669	6,714	22,376,009	**3.00**	34,417	4,514	23,587,279	**1.91**
	TOTALS****	353,306	47,013	451,355,768	**1.04**	335,305	40,708	451,817,296	**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.

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

** Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.
***Effective January 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.
**** Mesa Airlines' and Endeavor Air's ranking in this table ceased effective January 2014. Totals for January - June 2013 reflect the deletion of Mesa's and Endeavor's data for that time period.
***** Formerly American Eagle Airlines.

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS

SUMMARY

	NOVEMBER 2014				NOVEMBER 2013			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	635	37	1	66	547	63	2	81
FOREIGN AIRLINES	241	2	1	20	167	4	0	23
TRAVEL AGENTS	19	3	0	3	13	2	0	8
TOUR OPERATORS	0	0	0	0	14	0	0	0
MISCELLANEOUS	15	8	0	11	16	67	0	21
INDUSTRY TOTALS	910	50	2	100	757	136	2	133

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES[*]

COMPLAINT CATEGORY	NOVEMBER 2014			NOVEMBER 2013		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	253		1	189	
CANCELLATIONS			94			68
DELAYS			82			65
MISCONNECTIONS			52			34
BAGGAGE	2	162		4	114	
CUSTOMER SERVICE	3	119		3	116	
RES/TKTG/BOARDING	4	116		2	122	
FARES	5	78		7	41	
REFUNDS	6	73		5	57	
DISABILITY	7	43		6	52	
OVERSALES	8	39		9	23	
OTHER	9	16		8	33	
FREQUENT FLYER			9			16
ADVERTISING	10	9		11	3	
DISCRIMINATION	11	2		10	5	
ANIMALS	12	0		12	2	
COMPLAINT TOTAL		910			757	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

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

Table 3

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY*

NOVEMBER 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
ALASKA AIRLINES	1	1	1	0	0	0	1	1	0	0	0	2	7
ALLEGIANT AIR	4	0	2	2	1	0	1	1	0	0	0	0	11
AMERICAN AIRLINES	21	7	11	9	13	24	16	8	1	0	0	2	112
DELTA AIR LINES	18	2	5	7	0	12	7	9	1	0	0	0	61
ENVOY AIR***	11	1	1	0	0	1	0	0	0	0	0	0	14
EXPRESSJET AIRLINES	11	0	0	0	0	0	0	0	0	0	0	0	11
FRONTIER AIRLINES	15	1	3	2	1	8	2	1	1	0	0	0	34
HAWAIIAN AIRLINES	0	1	1	0	0	2	0	0	0	0	0	1	5
JETBLUE AIRWAYS	4	1	1	0	1	3	7	0	0	0	0	1	18
MESA AIRLINES	5	0	1	0	0	0	0	0	0	0	0	0	6
PIEDMONT AIRLINES	5	1	2	0	0	1	2	1	0	0	0	0	12
SILVER AIRWAYS	4	1	0	0	0	2	0	1	0	0	0	0	8
SKYWEST AIRLINES	9	0	0	0	0	1	2	0	0	0	0	1	13
SOUTHWEST AIRLINES	7	1	9	2	6	6	4	2	0	0	0	2	39
SPIRIT AIRLINES	14	4	9	19	6	12	5	4	0	0	0	2	75
UNITED AIRLINES	35	4	18	11	12	15	20	4	0	1	0	1	121
US AIRWAYS	24	5	3	3	4	2	7	4	0	1	0	1	54
VIRGIN AMERICA	1	0	0	0	2	1	2	0	0	0	0	0	6
OTHER U.S. AIRLINES	17	1	2	1	0	4	3	0	0	0	0	0	28
TOTAL NOVEMBER 2014	206	31	69	56	46	94	79	36	3	2	0	13	635
% OF TOTAL COMPLAINTS	32.4	4.9	10.9	8.8	7.2	14.8	12.4	5.7	0.5	0.3	0.0	2.0	
TOTAL NOVEMBER 2013	155	18	84	26	30	80	89	41	3	3	1	17	547
% OF TOTAL COMPLAINTS	28.3	3.3	15.4	4.8	5.5	14.6	16.3	7.5	0.5	0.5	0.2	3.1	

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

** AIRLINES ARE LISTED INDIVIDUALY 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

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY INCIDENT DATE

NOVEMBER 2014

U.S. AIRLINES[*] ALPHABETICAL	COMPS RECD IN NOV	INCI- DENTS IN NOV	PERCENT	INCI- DENTS IN OCT	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	7	5	71.4	1	14.3	0	0.0	1	14.3
ALLEGIANT AIR	11	6	54.5	2	18.2	3	27.3	0	0.0
AMERICAN AIRLINES	112	42	37.5	19	17.0	43	38.4	8	7.1
DELTA AIR LINES	61	31	50.8	10	16.4	17	27.9	3	4.9
ENVOY AIR**	14	8	57.1	4	28.6	1	7.1	1	7.1
EXPRESSJET AIRLINES	11	6	54.5	1	9.1	3	27.3	1	9.1
FRONTIER AIRLINES	34	21	61.8	5	14.7	6	17.6	2	5.9
HAWAIIAN AIRLINES	5	3	60.0	0	0.0	2	40.0	0	0.0
JETBLUE AIRWAYS	18	9	50.0	1	5.6	6	33.3	2	11.1
MESA AIRLINES	6	5	83.3	1	16.7	0	0.0	0	0.0
PIEDMONT AIRLINES	12	6	50.0	4	33.3	1	8.3	1	8.3
SILVER AIRWAYS	8	3	37.5	2	25.0	2	25.0	1	12.5
SKYWEST AIRLINES	13	9	69.2	0	0.0	0	0.0	4	30.8
SOUTHWEST AIRLINES	39	15	38.5	8	20.5	8	20.5	8	20.5
SPIRIT AIRLINES	75	39	52.0	17	22.7	16	21.3	3	4.0
UNITED AIRLINES	121	48	39.7	29	24.0	33	27.3	11	9.1
US AIRWAYS	54	17	31.5	17	31.5	18	33.3	2	3.7
VIRGIN AMERICA	6	4	66.7	0	0.0	0	0.0	2	33.3
OTHER U.S. AIRLINES	28	14	50.0	4	14.3	7	25.0	3	10.7
TOTALS	635	291	45.8	125	19.7	166	26.1	53	8.3
PREVIOUS YEAR'S TOTALS	547	252	46.1	101	18.5	142	26.0	52	9.5

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[*]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

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

NOVEMBER 2014

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AEROMEXICO	2	0	5	1	1	4	2	0	0	0	0	0	15
AIR BERLIN	1	0	0	1	0	3	0	0	0	0	0	0	5
AIR CANADA	11	0	6	3	2	4	14	1	0	0	0	0	41
AIR FRANCE	3	1	2	0	1	2	2	0	0	0	0	0	11
ALITALIA AIRLINES	1	0	1	0	0	6	1	0	0	0	0	0	9
BRITISH AIRWAYS	4	0	2	0	1	6	2	2	1	0	0	0	18
EMIRATES AIRLINES	3	1	1	3	1	1	2	0	0	0	0	0	12
ETHIOPIAN AIRLINES	0	0	0	0	1	3	1	0	0	0	0	0	5
ETIHAD AIRWAYS	0	1	1	1	1	2	0	0	1	0	0	0	7
KLM	3	1	0	0	0	2	0	0	2	0	0	0	8
LUFTHANSA	1	0	1	0	2	6	0	1	0	0	0	0	11
QATAR AIRWAYS	0	1	0	2	2	2	1	0	0	0	0	0	8
TURKISH AIRLINES	0	0	1	1	0	5	2	0	0	0	0	1	10
OTHER FOREIGN AIRLINES	14	3	20	7	7	19	7	3	0	0	0	1	81
TOTALS	43	8	40	19	19	65	34	7	4	0	0	2	241
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	1	0	7	3	5	0	1	0	2	0	0	0	19
TOTALS	1	0	7	3	5	0	1	0	2	0	0	0	19
TOUR OPERATORS													
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
MISCELLANEOUS													
OTHER MISCELLANEOUS	3	0	0	0	3	3	5	0	0	0	0	1	15
TOTALS	3	0	0	0	3	3	5	0	0	0	0	1	15

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*   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	NOVEMBER 2014			NOVEMBER 2013		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES***	40	10,904,382	0.37	***	***	***
	-SOUTHWEST	39	10,557,709	0.37	35	9,289,541	0.38
	-AIRTRAN	1	346,673	0.29	8	1,179,742	0.68
2	ALASKA AIRLINES	7	1,675,120	0.42	5	1,528,765	0.33
3	EXPRESSJET AIRLINES	11	2,320,586	0.47	12	2,628,398	0.46
4	SKYWEST AIRLINES	13	2,214,084	0.59	12	2,074,972	0.58
5	DELTA AIR LINES	61	10,130,129	0.60	39	9,225,391	0.42
6	HAWAIIAN AIRLINES	5	802,511	0.62	3	766,252	0.39
7	JETBLUE AIRWAYS	18	2,544,423	0.71	9	2,313,910	0.39
8	VIRGIN AMERICA	6	519,444	1.16	2	474,443	0.42
9	ENVOY AIR*****	14	1,189,676	1.18	16	1,356,013	1.18
10	AMERICAN AIRLINES**	166	11,094,729	1.50	**	**	**
	-AMERICAN	112	6,708,716	1.67	108	6,670,204	1.62
	-US AIRWAYS	54	4,386,013	1.23	51	4,463,919	1.14
11	UNITED AIRLINES	121	6,918,426	1.75	97	6,920,048	1.40
12	FRONTIER AIRLINES	34	1,031,537	3.30	30	834,924	3.59
	TOTAL****	496	51,345,047	0.97	427	49,726,522	0.86

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 November 2013 reflect the deletion of Mesa's and Endeavor's data for that month.
***** Formerly American Eagle Airlines.

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

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

The Transportation Security Administration (TSA) screened approximately 51 million airline passengers and their 41 million checked bags in the month of November 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 November.

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	27	.0001	33	.0001	325	.0006

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

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

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

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.

**November 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
Delta	1		
United		1	
Total	1	1	