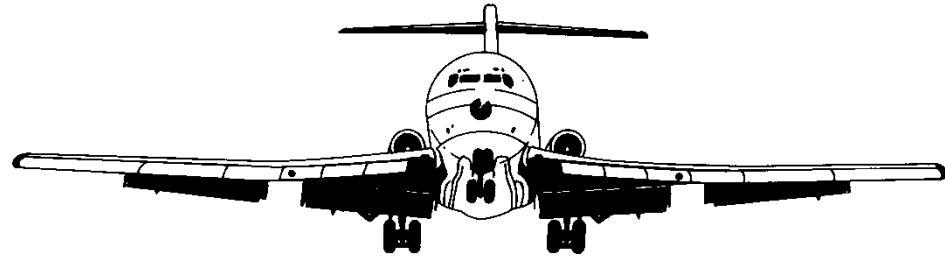




U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

**Issued: April 2014**



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

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

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

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

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

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## **INTRODUCTION**

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

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

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

## FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

FEBRUARY 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 REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	91.6	17	90.1
ALASKA AIRLINES S/	20	85.6	54	85.7
DELTA AIR LINES S/	29	77.5	127	77.5
AMERICAN AIRLINES** S/	28	74.2	103	73.9
-AMERICAN AIRLINES S/	28	74.7	84	74.0
-US AIRWAYS S/	27	73.5	81	73.8
VIRGIN AMERICA S/	16	72.9	19	73.2
SKYWEST AIRLINES S/	20	71.7	156	71.1
SOUTHWEST AIRLINES *** S/	24	69.8	89	70.8
-SOUTHWEST AIRLINES S/	24	69.2	89	70.4
-AIRTRAN AIRWAYS S/	16	74.0	38	75.0
UNITED AIRLINES S/	28	70.0	80	70.0
AMERICAN EAGLE S/	19	66.6	131	66.5
JETBLUE AIRWAYS S/	23	64.3	56	64.6
FRONTIER AIRLINES S/	21	64.6	54	64.2
EXPRESSJET AIRLINES S/	21	60.3	162	59.0
<b>TOTAL</b>		<b>71.0</b>		<b>70.7</b>

➤ 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.

## FEBRUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

Carrier*	1st Quarter 01-03 2012		2nd Quarter 04-06 2013		3rd Quarter 07-09 2013		4th Quarter 10-12 2013		Dec-13		Jan-14		Feb-14		12 Months Ending Feb 2014	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
<b>ALASKA</b>	87.5	3	88.0	2	85.7	2	87.7	2	85.5	3	87.8	2	85.7	2	86.9	2
<b>AMERICAN**</b>	80.0	10	72.8	14	79.4	7	78.3	11	70.5	9	76.5	4	73.9	4	76.8	7
-AMERICAN	80.0	10	72.8	14	79.4	7	78.3	11	70.5	9	75.6	(--)	74.0	(--)	76.9	(--)
-US AIRWAYS	82.4	7	78.7	5	80.9	5	84.0	5	78.3	5	77.6	(--)	73.8	(--)	80.9	(--)
<b>AMERICAN EAGLE</b>	74.7	13	66.2	16	73.3	15	74.5	13	60.5	14	59.1	10	66.5	9	70.5	12
<b>DELTA</b>	86.2	4	82.5	3	83.1	3	86.5	4	79.5	4	70.2	7	77.5	3	82.5	3
<b>ENDEAVOR****</b>	78.9	12	78.2	6	81.4	4	82.7	6	70.4	10	(--)	(--)	(--)	(--)	(--)	(--)
<b>EXPRESSJET</b>	70.9	16	70.2	15	75.8	12	74.0	14	62.9	13	56.0	12	59.0	12	70.8	11
<b>FRONTIER</b>	71.3	15	73.4	12	74.3	14	73.0	15	60.2	15	61.8	9	64.2	11	72.1	10
<b>HAWAIIAN</b>	91.8	1	92.8	1	94.8	1	93.8	1	92.4	1	92.8	1	90.1	1	93.2	1
<b>JETBLUE</b>	73.3	14	73.9	11	72.6	16	78.0	12	63.6	12	56.9	11	64.6	10	72.3	9
<b>MESA****</b>	80.7	9	73.3	13	76.7	11	79.2	10	75.2	6	(--)	(--)	(--)	(--)	(--)	(--)
<b>SKYWEST</b>	79.2	11	79.7	4	79.6	6	80.1	8	70.7	8	72.3	5	71.1	6	78.6	5
<b>SOUTHWEST***</b>	83.1	6	76.7	8	75.4	13	71.8	16	57.7	16	63.3	8	70.8	7	73.9	8
-SOUTHWEST	83.1	6	76.7	8	75.4	13	71.8	16	57.7	16	63.0	(--)	70.4	(--)	73.9	(--)
-AIRTRAN	83.8	5	76.7	7	77.9	9	79.4	9	68.9	11	65.9	(--)	75.0	(--)	77.2	(--)
<b>UNITED</b>	81.4	8	75.6	10	79.0	8	81.2	7	73.5	7	71.1	6	70.0	8	77.6	6
<b>VIRGIN AMERICA</b>	89.7	2	76.3	9	77.1	10	86.6	3	85.6	2	84.3	3	73.2	5	80.4	4
<b>Total</b>	80.1		76.2		78.4		78.8		68.9		67.7		70.7		76.5	

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

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

\*\* 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.

FEBRUARY 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
<b>AMERICAN**</b>	768	73.8	2192	71.3	564	77.8	7233	73.9	2332	73.8	673	68.8	12404	75.8	473	77.0
-AMERICAN	372	73.4	764	73.0	220	77.3	160	62.5	696	77.0	343	66.2	11898	75.9	184	75.5
-US AIRWAYS	396	74.2	1428	70.4	344	78.2	7073	74.2	1636	72.4	330	71.5	506	72.7	289	77.9
<b>ALASKA</b>	56	92.9	95	81.1	H/		H/		112	90.2	112	92.0	84	94.0	H/	
<b>JETBLUE</b>	H/		2903	69.5	113	73.5	108	63.0	488	63.3	78	46.2	75	52.0	H/	
<b>DELTA</b>	15689	77.6	676	79.4	504	81.0	368	73.6	677	79.2	469	73.6	391	83.4	3442	82.8
<b>EXPRESSJET</b>	6687	67.1	43	62.8	119	53.8	547	54.1	182	44.5	1436	57.4	1244	56.2	1494	65.9
<b>FRONTIER</b>	53	67.9	H/		H/		10	70.0	80	73.8	2362	68.6	107	68.2	38	55.3
<b>HAWAIIAN</b>	H/		H/		H/		H/		H/		H/		H/		H/	
<b>AMERICAN EAGLE</b>	370	60.3	H/		134	61.2	380	64.5	564	58.0	133	63.9	6287	72.3	338	64.2
<b>SKYWEST</b>	220	69.5	16	68.8	H/		16	62.5	7	42.9	3481	67.0	306	65.7	411	80.8
<b>UNITED</b>	40	40.0	920	72.5	207	77.3	23	69.6	422	73.9	3301	71.7	185	70.3	105	76.2
<b>VIRGIN AMERICA</b>	H/		100	82.0	H/		H/		28	92.9	H/		156	82.7	H/	
<b>SOUTHWEST***</b>	4099	74.6	810	73.7	4929	72.8	162	61.1	468	81.6	4134	72.6	H/		575	71.0
-SOUTHWEST	1176	72.8	582	72.5	4501	72.1	162	61.1	169	82.8	4068	72.8	H/		416	70.4
-AIRTRAN	2923	75.4	228	76.8	428	79.4	H/		299	80.9	66	60.6	H/		159	72.3
<b>TOTAL</b>	27982	74.2	7755	71.9	6570	73.4	8847	71.9	5360	72.0	16179	69.1	21239	73.5	6876	76.4

\* 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.

FEBRUARY 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
<b>AMERICAN**</b>	602	73.8	874	67.8	220	79.1	756	77.4	1309	73.0	1232	65.7	2851	72.0	2189	69.4
-AMERICAN	268	74.6	330	68.2	220	79.1	333	76.6	1049	72.8	772	66.7	2385	73.5	1156	72.2
-US AIRWAYS	334	73.1	544	67.6	H/		423	78.0	260	73.8	460	63.9	466	64.2	1033	66.2
<b>ALASKA</b>	46	84.8	28	100.0	H/		28	92.9	H/		329	88.1	428	83.2	H/	
<b>JETBLUE</b>	559	69.1	1384	56.9	139	66.2	H/		3117	67.0	240	58.8	216	50.9	476	59.0
<b>DELTA</b>	301	72.1	877	69.2	146	79.5	183	83.6	1481	74.5	824	74.0	1489	75.6	1745	68.4
<b>EXPRESSJET</b>	3105	48.0	H/		1875	59.9	6372	66.5	104	60.6	H/		H/		931	52.3
<b>FRONTIER</b>	H/		46	71.7	H/		55	54.5	H/		158	65.2	99	64.6	30	70.0
<b>HAWAIIAN</b>	H/		H/		H/		H/		22	90.9	71	90.1	84	86.9	H/	
<b>AMERICAN EAGLE</b>	44	50.0	H/		H/		188	52.7	588	62.8	H/		516	58.1	1299	60.2
<b>SKYWEST</b>	H/		H/		116	65.5	1019	66.8	H/		563	74.4	4891	73.0	H/	
<b>UNITED</b>	3263	72.4	504	70.6	1450	78.1	4798	76.3	372	71.0	990	69.9	2227	64.9	551	67.2
<b>VIRGIN AMERICA</b>	146	76.7	121	76.0	100	79.0	H/		268	76.5	281	74.0	1047	77.1	H/	
<b>SOUTHWEST***</b>	464	63.4	1688	67.7	176	73.3	H/		H/		5405	71.0	2712	63.3	694	61.5
-SOUTHWEST	464	63.4	1518	67.8	176	73.3	H/		H/		5297	71.1	2684	63.4	508	60.4
-AIRTRAN	H/		170	67.1	H/		H/		H/		108	63.0	28	50.0	186	64.5
<b>TOTAL</b>	8530	62.9	5522	65.9	4222	69.2	13399	70.7	7261	69.8	10093	71.1	16560	70.2	7915	64.2

\* 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.



FEBRUARY 2014

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
<b>AMERICAN**</b>	1479	75.6	H/		4258	81.2	563	73.7	4120	76.0	320	60.9	3756	70.5	4722	81.0
-AMERICAN	765	79.0	H/		3966	82.1	253	67.2	3577	77.0	168	48.2	253	65.6	460	67.6
-US AIRWAYS	714	72.0	H/		292	68.8	310	79.0	543	69.2	152	75.0	3503	70.9	4262	82.4
<b>ALASKA</b>	56	96.4	H/		H/		55	92.7	84	85.7	916	84.9	28	89.3	218	91.3
<b>JETBLUE</b>	1409	64.9	H/		H/		H/		148	67.6	72	65.3	120	60.0	54	57.4
<b>DELTA</b>	1257	75.7	183	79.2	669	73.5	3733	81.8	395	71.1	318	69.8	503	72.4	545	79.8
<b>EXPRESSJET</b>	44	63.6	100	65.0	18	72.2	615	58.9	3816	52.4	H/		33	54.5	H/	
<b>FRONTIER</b>	131	59.5	81	55.6	H/		88	68.2	H/		96	46.9	H/		127	62.2
<b>HAWAIIAN</b>	H/		H/		H/		H/		H/		28	100.0	H/		28	75.0
<b>AMERICAN EAGLE</b>	H/		H/		1517	80.7	115	52.2	4894	61.4	H/		20	50.0	H/	
<b>SKYWEST</b>	H/		19	78.9	H/		1319	79.6	2194	62.6	920	72.6	H/		1688	87.0
<b>UNITED</b>	968	70.2	H/		309	74.8	167	70.7	4061	70.7	381	60.6	261	67.4	479	68.1
<b>VIRGIN AMERICA</b>	32	96.9	H/		H/		H/		100	82.0	76	77.6	56	91.1	H/	
<b>SOUTHWEST***</b>	3266	69.5	5676	69.1	H/		661	72.6	H/		735	61.0	774	61.6	4210	75.2
-SOUTHWEST	2767	69.4	5367	68.8	H/		553	72.5	H/		735	61.0	698	60.9	4210	75.2
-AIRTRAN	499	70.5	309	74.1	H/		108	73.1	H/		H/		76	68.4	H/	
<b>TOTAL</b>	8642	70.9	6059	69.2	6771	80.0	7316	77.2	19812	65.2	3862	70.5	5551	69.2	12071	79.1

\* 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.

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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
<b>AMERICAN**</b>	<b>692</b>	<b>68.9</b>	<b>571</b>	<b>65.5</b>	<b>1166</b>	<b>53.9</b>	<b>332</b>	<b>70.2</b>	<b>1004</b>	<b>74.8</b>
-AMERICAN	408	67.9	356	62.1	788	54.9	140	59.3	440	77.7
-US AIRWAYS	284	70.4	215	71.2	378	51.9	192	78.1	564	72.5
<b>ALASKA</b>	<b>380</b>	<b>83.4</b>	<b>3375</b>	<b>86.0</b>	<b>312</b>	<b>67.9</b>	<b>56</b>	<b>96.4</b>	<b>H/</b>	
<b>JETBLUE</b>	<b>98</b>	<b>38.8</b>	<b>131</b>	<b>67.9</b>	<b>318</b>	<b>54.1</b>	<b>95</b>	<b>76.8</b>	<b>469</b>	<b>55.9</b>
<b>DELTA</b>	<b>399</b>	<b>78.9</b>	<b>614</b>	<b>75.6</b>	<b>544</b>	<b>61.6</b>	<b>2327</b>	<b>84.1</b>	<b>851</b>	<b>76.6</b>
<b>EXPRESSJET</b>	<b>H/</b>		<b>H/</b>		<b>H/</b>		<b>38</b>	<b>55.3</b>	<b>25</b>	<b>56.0</b>
<b>FRONTIER</b>	<b>105</b>	<b>53.3</b>	<b>90</b>	<b>38.9</b>	<b>100</b>	<b>35.0</b>	<b>116</b>	<b>56.0</b>	<b>51</b>	<b>64.7</b>
<b>HAWAIIAN</b>	<b>28</b>	<b>100.0</b>	<b>56</b>	<b>98.2</b>	<b>28</b>	<b>96.4</b>	<b>H/</b>		<b>H/</b>	
<b>AMERICAN EAGLE</b>	<b>132</b>	<b>68.2</b>	<b>H/</b>		<b>H/</b>		<b>56</b>	<b>53.6</b>	<b>56</b>	<b>44.6</b>
<b>SKYWEST</b>	<b>625</b>	<b>75.7</b>	<b>701</b>	<b>71.8</b>	<b>3692</b>	<b>55.3</b>	<b>3853</b>	<b>85.8</b>	<b>H/</b>	
<b>UNITED</b>	<b>635</b>	<b>65.4</b>	<b>627</b>	<b>66.3</b>	<b>3578</b>	<b>58.4</b>	<b>104</b>	<b>71.2</b>	<b>499</b>	<b>71.5</b>
<b>VIRGIN AMERICA</b>	<b>124</b>	<b>78.2</b>	<b>176</b>	<b>76.7</b>	<b>1266</b>	<b>61.3</b>	<b>H/</b>		<b>H/</b>	
<b>SOUTHWEST***</b>	<b>2267</b>	<b>66.3</b>	<b>686</b>	<b>60.2</b>	<b>1077</b>	<b>45.2</b>	<b>830</b>	<b>69.5</b>	<b>2189</b>	<b>70.9</b>
-SOUTHWEST	2267	66.3	686	60.2	1049	45.1	830	69.5	1919	70.5
-AIRTRAN	<b>H/</b>		<b>H/</b>		<b>28</b>	<b>50.0</b>	<b>H/</b>		<b>270</b>	<b>74.1</b>
<b>TOTAL</b>	<b>5485</b>	<b>69.5</b>	<b>7027</b>	<b>76.7</b>	<b>12081</b>	<b>56.3</b>	<b>7807</b>	<b>81.8</b>	<b>5144</b>	<b>70.9</b>

\* 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.

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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	82.1	71.7	81.3	85.1	72.5	83.3	86.6	92.0	72.0	62.5	75.8	79.9	75.7	94.5	86.8	J/	85.9	87.5
700 - 759 AM	82.1	71.8	82.3	66.7	68.2	78.2	81.0	81.2	53.6	78.6	67.5	78.4	73.8	94.7	82.2	63.5	81.3	82.7
800 - 859 AM	74.7	76.8	76.7	75.5	72.4	79.7	77.1	77.6	67.0	83.3	71.9	71.1	83.3	91.6	82.7	66.9	85.8	79.0
900 - 959 AM	75.2	80.1	83.3	66.7	74.5	81.7	77.2	74.8	71.8	80.1	58.3	77.9	79.3	85.6	78.2	69.2	81.8	78.6
1000 - 1059 AM	77.4	77.1	85.0	71.4	76.7	73.1	74.9	76.2	72.4	76.9	92.0	71.1	72.5	78.7	75.0	69.1	75.5	81.9
1100 - 1159 AM	77.1	77.7	84.4	71.2	73.8	75.2	77.3	80.2	67.3	67.4	65.1	77.1	77.0	77.1	72.7	68.1	72.1	78.0
1200 - 1259 PM	77.6	77.7	76.3	71.2	75.2	71.9	76.9	81.0	66.2	63.9	68.2	73.2	71.7	71.2	70.8	69.4	69.9	82.9
100 - 159 PM	78.7	77.2	76.6	73.3	74.9	65.5	77.4	77.7	68.2	63.9	84.0	74.0	68.7	70.2	71.5	66.1	75.3	65.7
200 - 259 PM	75.9	78.2	71.3	66.5	71.6	64.1	72.9	77.2	65.0	68.4	67.0	70.8	68.9	69.0	69.4	65.3	70.9	74.4
300 - 359 PM	75.4	70.9	70.8	73.5	73.3	66.2	72.1	74.6	64.4	69.8	75.2	70.6	72.0	66.7	70.4	64.6	74.1	67.7
400 - 459 PM	74.9	72.0	77.5	67.6	76.3	68.0	74.7	80.8	68.1	65.6	68.3	67.6	74.3	62.8	68.9	64.5	74.9	62.7
500 - 559 PM	73.9	71.1	70.3	67.2	73.8	64.7	70.9	70.3	64.3	59.9	73.6	66.2	67.6	66.9	66.6	63.4	66.1	61.0
600 - 659 PM	69.4	65.3	63.5	70.0	71.7	63.1	66.2	71.2	54.9	58.8	70.9	68.9	64.8	63.3	61.9	62.5	65.6	59.0
700 - 759 PM	66.0	59.4	59.4	70.9	63.2	55.7	70.3	74.8	56.1	54.2	71.1	64.9	65.5	64.0	66.0	60.7	62.8	56.4
800 - 859 PM	68.7	68.7	70.1	71.9	68.0	58.1	66.7	76.8	56.6	63.0	61.1	63.0	59.9	62.6	65.1	55.1	64.7	61.5
900 - 959 PM	72.5	68.1	63.1	72.5	67.9	62.4	68.9	75.4	56.8	67.5	66.1	70.7	60.2	60.2	61.8	53.8	63.2	58.3
1000 - 1059 PM	67.8	71.9	63.2	64.8	69.3	62.4	65.8	65.5	54.2	60.8	65.9	66.0	64.0	57.7	63.6	66.3	65.1	59.6
1100 - 559 AM	74.8	69.7	75.7	70.8	72.5	68.0	77.2	70.9	62.8	64.1	71.1	73.2	69.8	64.8	68.1	66.7	70.2	60.2
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>74.2</b>	<b>71.9</b>	<b>73.4</b>	<b>71.9</b>	<b>72.0</b>	<b>69.1</b>	<b>73.5</b>	<b>76.4</b>	<b>62.9</b>	<b>65.9</b>	<b>69.2</b>	<b>70.7</b>	<b>69.8</b>	<b>71.1</b>	<b>70.2</b>	<b>64.2</b>	<b>70.9</b>	<b>69.2</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	87.5	90.7	65.5	70.8	80.1	100.0	91.7	91.7	89.4	J/	100.0	81.0
700 - 759 AM	92.9	82.0	71.9	80.0	52.9	84.0	91.0	89.5	83.2	93.0	90.0	78.7
800 - 859 AM	84.3	76.2	69.0	90.3	71.4	93.9	82.2	91.4	82.5	91.5	93.1	77.7
900 - 959 AM	83.6	79.1	69.0	82.4	68.1	92.2	83.1	82.0	63.1	89.2	79.9	77.9
1000 - 1059 AM	83.4	78.9	67.1	76.9	73.8	84.3	74.4	80.9	50.8	86.3	76.7	75.6
1100 - 1159 AM	79.5	80.4	68.5	67.8	74.6	81.2	71.4	78.3	52.6	74.4	73.1	73.4
1200 - 1259 PM	75.8	86.8	67.3	75.7	70.6	88.1	73.4	81.2	51.3	86.7	70.2	73.6
100 - 159 PM	82.8	80.2	66.3	72.3	65.7	77.8	72.1	76.2	47.3	82.5	75.0	72.5
200 - 259 PM	81.1	75.9	66.1	61.8	73.0	78.1	72.0	76.5	47.7	84.0	73.5	71.3
300 - 359 PM	76.1	74.2	63.1	76.6	62.3	78.9	65.0	68.6	50.7	79.6	73.4	70.4
400 - 459 PM	82.6	76.5	62.0	75.5	71.4	78.4	62.1	77.8	53.8	83.7	70.1	71.1
500 - 559 PM	81.5	68.4	59.8	66.1	67.8	69.6	67.9	76.1	54.5	65.3	64.1	67.1
600 - 659 PM	75.3	77.7	62.3	58.5	60.1	73.0	68.4	66.8	49.6	73.8	64.9	65.9
700 - 759 PM	80.0	68.6	60.0	70.3	68.1	69.9	60.8	75.7	54.1	80.3	66.1	65.4
800 - 859 PM	77.0	74.8	58.4	67.7	53.8	72.8	55.9	73.4	53.3	73.8	66.7	65.4
900 - 959 PM	76.0	69.7	62.3	59.3	68.6	76.9	67.0	75.9	54.8	72.9	67.4	65.6
1000 - 1059 PM	74.7	63.9	73.0	67.9	65.2	69.1	60.2	69.8	46.7	58.9	67.6	64.3
1100 - 559 AM	77.7	78.7	75.9	66.2	68.8	66.7	75.6	79.4	59.8	61.4	69.0	70.0
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>80.0</b>	<b>77.2</b>	<b>65.2</b>	<b>70.5</b>	<b>69.2</b>	<b>79.1</b>	<b>69.5</b>	<b>76.7</b>	<b>56.3</b>	<b>81.8</b>	<b>70.9</b>	<b>71.0</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	78.9	85.0	84.5	74.3	82.9	92.3	86.8	82.3	70.0	89.3	79.7	88.4	83.5	92.9	91.2	78.9	89.5	84.8
700 - 759 AM	82.2	81.4	83.8	81.4	82.4	83.4	87.5	83.8	69.0	88.6	72.5	80.1	76.9	94.0	87.4	79.9	91.9	78.8
800 - 859 AM	79.8	76.7	78.0	77.8	79.8	79.8	78.8	81.5	58.0	86.9	68.8	78.2	73.2	89.5	83.1	67.8	90.0	73.5
900 - 959 AM	72.7	75.4	67.9	77.3	72.3	71.7	73.7	65.9	64.5	79.1	73.2	72.8	73.3	85.5	78.7	68.0	85.0	72.0
1000 - 1059 AM	73.0	76.6	75.8	69.1	73.5	71.7	72.0	72.7	62.7	78.8	81.4	73.6	67.3	79.1	74.1	65.5	76.5	70.8
1100 - 1159 AM	71.6	77.8	77.0	73.3	74.4	67.6	68.4	77.1	65.1	72.7	67.9	71.3	64.9	70.7	69.0	67.1	69.2	67.8
1200 - 1259 PM	74.2	79.1	73.1	64.1	73.6	66.9	71.5	73.5	57.9	61.7	61.1	71.0	72.7	69.3	73.3	69.0	66.9	66.9
100 - 159 PM	72.7	76.7	60.6	72.3	77.6	62.5	71.0	72.9	64.6	64.0	69.4	69.6	70.9	65.2	64.6	66.9	64.1	64.8
200 - 259 PM	69.8	71.0	59.5	71.3	75.7	60.7	72.5	72.0	57.8	61.3	73.3	66.3	64.8	64.2	67.4	64.6	62.7	65.8
300 - 359 PM	69.7	70.9	57.6	68.3	75.0	58.3	69.3	73.8	55.7	61.7	73.0	65.5	61.1	58.9	66.2	66.7	64.8	54.9
400 - 459 PM	68.1	65.6	51.5	72.2	73.9	57.3	69.0	62.6	52.2	58.8	61.4	60.0	66.5	56.8	66.5	59.2	61.2	56.8
500 - 559 PM	72.7	68.4	66.3	60.7	70.5	55.5	70.4	75.4	51.8	54.2	61.3	65.1	63.6	58.2	75.5	63.9	61.0	45.9
600 - 659 PM	64.4	63.7	49.1	72.6	70.3	54.0	67.5	68.8	57.0	54.2	64.0	61.1	62.2	57.9	66.2	61.0	60.1	41.9
700 - 759 PM	65.0	59.7	48.6	68.7	70.8	58.6	64.1	69.8	46.2	48.1	70.7	62.0	60.2	58.6	61.3	62.9	60.8	40.2
800 - 859 PM	62.2	51.2	40.4	73.4	58.3	47.8	66.1	71.8	48.1	47.6	57.1	54.6	57.8	47.5	68.0	58.5	56.6	39.6
900 - 959 PM	70.3	51.1	45.6	100.0	55.2	45.3	66.6	74.6	48.9	43.4	59.4	61.4	63.3	59.1	66.6	55.7	58.0	49.4
1000 - 1059 PM	77.7	100.0	J/	78.2	79.2	65.1	71.3	J/	42.2	75.0	62.1	66.7	63.5	73.1	72.7	J/	J/	J/
1100 - 559 AM	67.4	80.9	86.8	74.5	85.4	68.0	84.2	72.7	80.6	92.3	35.7	84.1	74.1	76.8	79.1	63.6	79.4	100.0
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>71.1</b>	<b>73.5</b>	<b>64.4</b>	<b>73.4</b>	<b>74.7</b>	<b>64.3</b>	<b>71.6</b>	<b>74.4</b>	<b>58.6</b>	<b>67.5</b>	<b>64.8</b>	<b>68.8</b>	<b>68.2</b>	<b>70.5</b>	<b>73.6</b>	<b>66.7</b>	<b>70.6</b>	<b>60.4</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	89.9	82.7	78.8	92.8	79.4	93.1	93.7	93.3	91.1	92.2	91.8	86.1
700 - 759 AM	90.7	85.0	73.5	86.6	79.8	95.4	90.9	91.3	88.4	88.7	93.0	84.3
800 - 859 AM	87.2	72.7	68.2	86.0	76.5	88.9	82.4	89.9	78.6	91.6	88.9	79.3
900 - 959 AM	87.8	75.7	63.4	90.0	73.1	91.2	80.2	82.2	79.9	92.2	88.4	75.9
1000 - 1059 AM	83.8	79.9	66.3	81.5	68.1	84.6	79.3	83.6	64.4	82.2	78.9	73.8
1100 - 1159 AM	82.6	82.3	63.4	71.4	72.8	81.3	67.6	77.1	63.2	89.2	72.4	72.8
1200 - 1259 PM	77.0	69.8	65.0	68.9	62.9	75.0	65.3	78.0	59.1	71.3	69.0	69.6
100 - 159 PM	81.0	83.5	60.3	76.4	71.4	80.7	60.8	75.2	58.2	84.7	69.2	69.2
200 - 259 PM	78.0	73.3	56.0	50.5	67.9	76.7	69.2	75.7	51.1	74.4	67.5	66.8
300 - 359 PM	75.8	76.5	59.0	66.5	67.3	71.4	66.0	71.8	50.1	83.5	61.9	66.0
400 - 459 PM	78.3	66.1	57.6	83.3	62.0	72.0	57.7	66.1	56.8	74.2	60.4	64.0
500 - 559 PM	76.4	76.0	53.0	74.9	65.0	72.2	62.4	83.1	56.1	80.8	59.3	65.7
600 - 659 PM	78.0	59.4	50.3	69.8	64.2	55.0	66.7	79.2	54.8	61.0	58.3	61.3
700 - 759 PM	74.1	73.4	54.2	64.9	46.2	68.4	56.5	78.7	59.3	75.2	65.3	61.8
800 - 859 PM	77.8	75.7	53.0	55.0	72.8	52.1	56.1	81.7	64.6	83.0	47.3	60.8
900 - 959 PM	75.9	78.8	55.3	62.5	76.4	75.2	41.1	76.3	59.6	85.2	66.7	63.9
1000 - 1059 PM	75.7	J/	69.2	78.6	73.3	88.6	86.2	83.2	66.7	88.9	J/	73.5
1100 - 559 AM	J/	83.7	81.4	91.8	77.3	83.0	J/	82.0	68.8	82.4	91.8	78.6
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>80.6</b>	<b>77.6</b>	<b>60.7</b>	<b>78.0</b>	<b>70.2</b>	<b>78.3</b>	<b>72.4</b>	<b>82.0</b>	<b>65.8</b>	<b>84.7</b>	<b>72.7</b>	<b>70.4</b>

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

FEBRUARY 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***
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## CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

JETBLUE	672	Dec	FLL-LGA	1835	17	31	54.8	75.8
JETBLUE	672	Jan	FLL-LGA	1835	17	31	54.8	72.0
JETBLUE	672	Feb	FLL-LGA	1845	15	27	55.6	89.2
EXPRESSJET	5825	Dec	BNA-ORD	1844	16	24	66.7	71.4
EXPRESSJET	6175	Jan	BNA-ORD	1821	16	22	72.7	79.6
EXPRESSJET	6175	Feb	BNA-ORD	1821	11	21	52.4	78.1
EXPRESSJET	4299	Dec	DCA-EWR	1800	9	15	60.0	115.6
EXPRESSJET	3833	Jan	DCA-EWR	1800	12	23	52.2	62.9
EXPRESSJET	4299	Feb	DCA-EWR	1803	12	23	52.2	43.6
EXPRESSJET	4501	Dec	HPN-ORD	1722	14	24	58.3	78.2
EXPRESSJET	4501	Jan	HPN-ORD	1709	15	27	55.6	104.3
EXPRESSJET	4501	Feb	HPN-ORD	1729	12	23	52.2	80.1
EXPRESSJET	5973	Dec	ORD-CLE	1911	16	26	61.5	119.0
EXPRESSJET	4390	Jan	ORD-CLE	1919	20	30	66.7	91.9
EXPRESSJET	4147	Feb	ORD-CLE	1911	16	26	61.5	76.4

\* 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>

## FEBRUARY 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***
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## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS (CONTINUED)

EXPRESSJET	6008	Dec	ORD-MCI	1931	19	29	65.5	106.6
EXPRESSJET	6159	Jan	ORD-MCI	1933	20	28	71.4	106.6
EXPRESSJET	5947	Feb	ORD-MCI	2001	16	25	64.0	65.5
EXPRESSJET	3827	Dec	ORD-TUL	1525	12	21	57.1	75.1
EXPRESSJET	3827	Jan	ORD-TUL	1546	20	26	76.9	100.3
EXPRESSJET	5973	Feb	ORD-TUL	1528	13	24	54.2	56.6
FRONTIER	915	Dec	MDW-DEN	1755	13	15	86.7	101.2
FRONTIER	915	Jan	MDW-DEN	1755	9	14	64.3	147.0
FRONTIER	915	Feb	MDW-DEN	1755	13	17	76.5	106.0
AMERICAN EAGLE	3177	Dec	ASE-LAX	1800	10	13	76.9	211.0
AMERICAN EAGLE	3177	Jan	ASE-LAX	1800	18	31	58.1	114.9
AMERICAN EAGLE	3177	Feb	ASE-LAX	1800	18	28	64.3	91.3
AMERICAN EAGLE	2934	Dec	CLT-ORD	2035	13	25	52.0	78.3
AMERICAN EAGLE	2934	Jan	CLT-ORD	2035	19	27	70.4	75.2
AMERICAN EAGLE	2934	Feb	CLT-ORD	2035	13	24	54.2	47.2
AMERICAN EAGLE	3291	Dec	IAH-ORD	1840	15	26	57.7	85.9
AMERICAN EAGLE	3291	Jan	IAH-ORD	1840	19	27	70.4	111.2
AMERICAN EAGLE	3291	Feb	IAH-ORD	1840	14	24	58.3	79.7

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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FEBRUARY 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***
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## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS (CONTINUED)

AMERICAN EAGLE	3143	Dec	ORD-ATL	1725	18	29	62.1	69.5
AMERICAN EAGLE	3143	Jan	ORD-ATL	1725	25	31	80.7	97.3
AMERICAN EAGLE	3143	Feb	ORD-ATL	1725	15	28	53.6	94.9
AMERICAN EAGLE	2934	Dec	ORD-CLT	1710	16	25	64.0	78.3
AMERICAN EAGLE	2934	Jan	ORD-CLT	1710	21	27	77.8	75.8
AMERICAN EAGLE	2934	Feb	ORD-CLT	1710	13	24	54.2	63.0
AMERICAN EAGLE	3094	Dec	ORD-CMH	1940	16	29	55.2	86.1
AMERICAN EAGLE	3094	Jan	ORD-CMH	1940	20	31	64.5	118.2
AMERICAN EAGLE	3094	Feb	ORD-CMH	1925	16	26	61.5	89.0
AMERICAN EAGLE	3291	Dec	ORD-IAH	1515	16	31	51.6	108.8
AMERICAN EAGLE	3291	Jan	ORD-IAH	1515	17	31	54.8	113.2
AMERICAN EAGLE	3291	Feb	ORD-IAH	1515	15	28	53.6	100.5
AMERICAN EAGLE	2731	Dec	ORD-STL	1400	18	31	58.1	92.6
AMERICAN EAGLE	2731	Jan	ORD-STL	1400	19	31	61.3	109.7
AMERICAN EAGLE	2731	Feb	ORD-STL	1400	10	11	90.9	92.9
AMERICAN EAGLE	3383	Dec	ORD-XNA	1735	19	31	61.3	115.4
AMERICAN EAGLE	3383	Jan	ORD-XNA	1735	19	31	61.3	120.6
AMERICAN EAGLE	3383	Feb	ORD-XNA	1735	8	11	72.7	117.4

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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FEBRUARY 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***
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## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS (CONTINUED)

AMERICAN EAGLE	3139	Dec	ORD-XNA	2010	15	27	55.6	89.1
AMERICAN EAGLE	3139	Jan	ORD-XNA	2010	19	27	70.4	95.9
AMERICAN EAGLE	3139	Feb	ORD-XNA	2010	13	24	54.2	87.3
AMERICAN EAGLE	2750	Dec	STL-ORD	1200	17	31	54.8	92.6
AMERICAN EAGLE	2750	Jan	STL-ORD	1200	18	31	58.1	83.4
AMERICAN EAGLE	2750	Feb	STL-ORD	1200	8	11	72.7	89.4
AMERICAN EAGLE	2737	Dec	STL-ORD	1545	20	31	64.5	105.0
AMERICAN EAGLE	2737	Jan	STL-ORD	1545	22	31	71.0	117.7
AMERICAN EAGLE	2737	Feb	STL-ORD	1545	9	11	81.8	102.3
SKYWEST	6220	Dec	DFW-SFO	1928	11	20	55.0	91.6
SKYWEST	6220	Jan	DFW-SFO	1915	14	23	60.9	55.0
SKYWEST	6220	Feb	DFW-SFO	1915	11	21	52.4	90.4
SOUTHWEST	1800	Dec	MDW-OAK	1925	20	29	69.0	61.2
SOUTHWEST	246	Jan	MDW-OAK	1855	19	27	70.4	95.9
SOUTHWEST	530	Feb	MDW-OAK	1905	15	24	62.5	60.7

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\*\* Includes canceled and diverted flights

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## AIR TRAVEL CONSUMER REPORT

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

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

AMERICAN	349	Jan	ORD-DEN	1430	31	16	51.6	90.9
AMERICAN	349	Feb	ORD-DEN	1430	11	7	63.6	96.9
AMERICAN EAGLE	3177	Jan	ASE-LAX	1800	31	18	58.1	114.9
AMERICAN EAGLE	3177	Feb	ASE-LAX	1800	28	18	64.3	91.3
AMERICAN EAGLE	3644	Jan	ATL-LGA	1305	26	14	53.9	71.9
AMERICAN EAGLE	3644	Feb	ATL-LGA	1305	24	13	54.2	88.6
AMERICAN EAGLE	3403	Jan	BNA-DCA	1730	27	18	66.7	81.6
AMERICAN EAGLE	3403	Feb	BNA-DCA	1725	24	13	54.2	68.6
AMERICAN EAGLE	2934	Jan	CLT-ORD	2035	27	19	70.4	75.2
AMERICAN EAGLE	2934	Feb	CLT-ORD	2035	24	13	54.2	47.2
AMERICAN EAGLE	3541	Jan	DCA-BNA	2035	27	16	59.3	79.3
AMERICAN EAGLE	3541	Feb	DCA-BNA	2030	24	18	75.0	78.6
AMERICAN EAGLE	3494	Jan	DCA-RDU	2120	22	14	63.6	80.7
AMERICAN EAGLE	3494	Feb	DCA-RDU	2120	20	11	55.0	57.6
AMERICAN EAGLE	3051	Jan	DCA-STL	2010	27	15	55.6	84.4
AMERICAN EAGLE	3051	Feb	DCA-STL	2010	24	15	62.5	69.2
AMERICAN EAGLE	3799	Jan	DTW-ORD	1740	31	22	71.0	99.6
AMERICAN EAGLE	3799	Feb	DTW-ORD	1740	11	6	54.6	72.8
AMERICAN EAGLE	3291	Jan	IAH-ORD	1840	27	19	70.4	111.2
AMERICAN EAGLE	3291	Feb	IAH-ORD	1840	24	14	58.3	79.7
AMERICAN EAGLE	3650	Jan	LAX-IAH	1950	31	16	51.6	98.2
AMERICAN EAGLE	3650	Feb	LAX-IAH	1950	28	15	53.6	68.4

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

AMERICAN EAGLE	3143	Jan	ORD-ATL	1725	31	25	80.7	97.3
AMERICAN EAGLE	3143	Feb	ORD-ATL	1725	28	15	53.6	94.9
AMERICAN EAGLE	2934	Jan	ORD-CLT	1710	27	21	77.8	75.8
AMERICAN EAGLE	2934	Feb	ORD-CLT	1710	24	13	54.2	63.0
AMERICAN EAGLE	3094	Jan	ORD-CMH	1940	31	20	64.5	118.2
AMERICAN EAGLE	3094	Feb	ORD-CMH	1925	26	16	61.5	89.0
AMERICAN EAGLE	3017	Jan	ORD-DEN	725	31	17	54.8	86.3
AMERICAN EAGLE	3017	Feb	ORD-DEN	725	11	6	54.6	118.8
AMERICAN EAGLE	3291	Jan	ORD-IAH	1515	31	17	54.8	113.2
AMERICAN EAGLE	3291	Feb	ORD-IAH	1515	28	15	53.6	100.5
AMERICAN EAGLE	3125	Jan	ORD-OKC	1435	27	17	63.0	100.3
AMERICAN EAGLE	3125	Feb	ORD-OKC	1435	24	14	58.3	68.1
AMERICAN EAGLE	2748	Jan	ORD-STL	1010	31	16	51.6	84.5
AMERICAN EAGLE	2748	Feb	ORD-STL	1010	11	8	72.7	88.9
AMERICAN EAGLE	2731	Jan	ORD-STL	1400	31	19	61.3	109.7
AMERICAN EAGLE	2731	Feb	ORD-STL	1400	11	10	90.9	92.9
AMERICAN EAGLE	3383	Jan	ORD-XNA	1735	31	19	61.3	120.6
AMERICAN EAGLE	3383	Feb	ORD-XNA	1735	11	8	72.7	117.4
AMERICAN EAGLE	3139	Jan	ORD-XNA	2010	27	19	70.4	95.9
AMERICAN EAGLE	3139	Feb	ORD-XNA	2010	24	13	54.2	87.3
AMERICAN EAGLE	2750	Jan	STL-ORD	1200	31	18	58.1	83.4
AMERICAN EAGLE	2750	Feb	STL-ORD	1200	11	8	72.7	89.4

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

AMERICAN EAGLE	2737	Jan	STL-ORD	1545	31	22	71.0	117.7
AMERICAN EAGLE	2737	Feb	STL-ORD	1545	11	9	81.8	102.3
EXPRESSJET	5418	Jan	ATL-ATW	2010	23	13	56.5	68.5
EXPRESSJET	5418	Feb	ATL-ATW	2010	23	12	52.2	59.7
EXPRESSJET	6175	Jan	BNA-ORD	1821	22	16	72.7	79.6
EXPRESSJET	6175	Feb	BNA-ORD	1821	21	11	52.4	78.1
EXPRESSJET	5456	Jan	CMH-LGA	1851	22	12	54.6	89.3
EXPRESSJET	5456	Feb	CMH-LGA	1851	22	12	54.6	98.2
EXPRESSJET	6167	Jan	CWA-ORD	1441	25	17	68.0	85.5
EXPRESSJET	5811	Feb	CWA-ORD	1457	28	15	53.6	76.7
EXPRESSJET	3833	Jan	DCA-EWR	1800	23	12	52.2	62.9
EXPRESSJET	4299	Feb	DCA-EWR	1803	23	12	52.2	43.6
EXPRESSJET	6018	Jan	DEN-BNA	1941	18	10	55.6	77.0
EXPRESSJET	6018	Feb	DEN-BNA	1935	19	10	52.6	97.5
EXPRESSJET	5912	Jan	DEN-DIK	2010	22	15	68.2	55.8
EXPRESSJET	5912	Feb	DEN-DIK	2010	23	14	60.9	54.4
EXPRESSJET	5519	Jan	DTW-EWR	1420	23	15	65.2	112.1
EXPRESSJET	5519	Feb	DTW-EWR	1350	14	8	57.1	79.0
EXPRESSJET	5391	Jan	DTW-IAH	850	27	14	51.9	137.1
EXPRESSJET	5391	Feb	DTW-IAH	850	11	7	63.6	60.0
EXPRESSJET	4225	Jan	EWR-ATL	1440	27	14	51.9	63.9
EXPRESSJET	4705	Feb	EWR-ATL	1440	12	7	58.3	65.3

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

EXPRESSJET	4152	Jan	EWR-ATL	1937	27	16	59.3	74.0
EXPRESSJET	4152	Feb	EWR-ATL	1937	26	14	53.9	64.5
EXPRESSJET	4191	Jan	EWR-BNA	1900	30	18	60.0	101.3
EXPRESSJET	4191	Feb	EWR-BNA	1900	27	18	66.7	85.0
EXPRESSJET	4249	Jan	EWR-BWI	801	23	12	52.2	83.6
EXPRESSJET	3821	Feb	EWR-BWI	830	21	13	61.9	57.2
EXPRESSJET	3848	Jan	EWR-CLT	1511	26	16	61.5	85.9
EXPRESSJET	3848	Feb	EWR-CLT	1511	24	16	66.7	63.2
EXPRESSJET	4166	Jan	EWR-GSP	2059	27	16	59.3	96.9
EXPRESSJET	4166	Feb	EWR-GSP	2059	23	14	60.9	60.2
EXPRESSJET	4181	Jan	EWR-MCI	1505	28	18	64.3	98.5
EXPRESSJET	4181	Feb	EWR-MCI	1457	21	13	61.9	148.2
EXPRESSJET	4100	Jan	EWR-MEM	1405	24	16	66.7	92.0
EXPRESSJET	4100	Feb	EWR-MEM	1405	19	10	52.6	64.0
EXPRESSJET	4411	Jan	EWR-MEM	1718	26	17	65.4	102.1
EXPRESSJET	4411	Feb	EWR-MEM	1710	26	20	76.9	66.7
EXPRESSJET	4535	Jan	EWR-MSP	1430	19	11	57.9	118.8
EXPRESSJET	4535	Feb	EWR-MSP	1430	11	6	54.6	112.4
EXPRESSJET	5796	Jan	EWR-MSY	2043	21	13	61.9	55.8
EXPRESSJET	6030	Feb	EWR-MSY	2043	20	11	55.0	89.8
EXPRESSJET	3267	Jan	EWR-ORF	2129	22	12	54.6	76.3
EXPRESSJET	3267	Feb	EWR-ORF	2159	23	12	52.2	57.3

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FEBRUARY 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***
<b>CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)</b>								
EXPRESSJET	4131	Jan	EWR-RIC	1844	31	20	64.5	94.9
EXPRESSJET	4131	Feb	EWR-RIC	1844	28	17	60.7	98.7
EXPRESSJET	3844	Jan	EWR-SDF	1619	25	14	56.0	81.9
EXPRESSJET	3844	Feb	EWR-SDF	1601	26	16	61.5	105.5
EXPRESSJET	4419	Jan	EWR-XNA	817	24	14	58.3	77.3
EXPRESSJET	4419	Feb	EWR-XNA	817	20	11	55.0	116.8
EXPRESSJET	4501	Jan	HPN-ORD	1707	27	15	55.6	104.3
EXPRESSJET	4501	Feb	HPN-ORD	1719	23	12	52.2	80.1
EXPRESSJET	5727	Jan	IAD-HSV	1648	27	16	59.3	71.4
EXPRESSJET	5727	Feb	IAD-HSV	1648	24	14	58.3	86.8
EXPRESSJET	5337	Jan	LGA-ROC	1120	25	14	56.0	162.8
EXPRESSJET	5337	Feb	LGA-ROC	1120	12	7	58.3	44.0
EXPRESSJET	4100	Jan	MEM-EWR	1641	24	14	58.3	103.8
EXPRESSJET	4100	Feb	MEM-EWR	1625	21	14	66.7	113.6
EXPRESSJET	4411	Jan	MEM-EWR	1954	25	15	60.0	101.6
EXPRESSJET	4411	Feb	MEM-EWR	1946	23	18	78.3	68.7
EXPRESSJET	4376	Jan	ORD-BNA	1320	13	9	69.2	103.8
EXPRESSJET	5953	Feb	ORD-BNA	1340	18	10	55.6	80.4
EXPRESSJET	6175	Jan	ORD-BNA	1624	29	19	65.5	128.4
EXPRESSJET	6175	Feb	ORD-BNA	1624	26	14	53.9	71.8

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

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## AIR TRAVEL CONSUMER REPORT

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

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

EXPRESSJET	6017	Jan	ORD-BNA	1820	28	16	57.1	62.3
EXPRESSJET	6017	Feb	ORD-BNA	1810	23	15	65.2	88.4
EXPRESSJET	5703	Jan	ORD-CAE	1635	28	22	78.6	90.7
EXPRESSJET	5703	Feb	ORD-CAE	1615	23	14	60.9	61.1
EXPRESSJET	5702	Jan	ORD-CAE	1815	22	15	68.2	111.8
EXPRESSJET	5702	Feb	ORD-CAE	1825	23	16	69.6	123.4
EXPRESSJET	5995	Jan	ORD-CAK	1912	22	17	77.3	68.4
EXPRESSJET	5995	Feb	ORD-CAK	1912	24	14	58.3	68.7
EXPRESSJET	4390	Jan	ORD-CLE	1919	30	20	66.7	91.9
EXPRESSJET	4147	Feb	ORD-CLE	1911	26	16	61.5	76.4
EXPRESSJET	5864	Jan	ORD-CLE	2000	19	13	68.4	85.9
EXPRESSJET	5864	Feb	ORD-CLE	2006	21	13	61.9	86.8
EXPRESSJET	4309	Jan	ORD-DSM	1508	22	13	59.1	72.9
EXPRESSJET	4309	Feb	ORD-DSM	1508	10	7	70.0	78.8
EXPRESSJET	6008	Jan	ORD-FAR	1750	25	15	60.0	104.5
EXPRESSJET	6117	Feb	ORD-FAR	1805	11	7	63.6	45.8
EXPRESSJET	6048	Jan	ORD-FOE	2035	22	13	59.1	99.0
EXPRESSJET	6048	Feb	ORD-FOE	2035	23	12	52.2	90.3
EXPRESSJET	5835	Jan	ORD-FSD	1200	29	15	51.7	61.6
EXPRESSJET	5835	Feb	ORD-FSD	1202	28	15	53.6	64.9
EXPRESSJET	5853	Jan	ORD-GRB	1310	16	10	62.5	66.8
EXPRESSJET	5853	Feb	ORD-GRB	1257	20	11	55.0	65.9

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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## AIR TRAVEL CONSUMER REPORT

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

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

EXPRESSJET	5974	Jan	ORD-LIT	2030	22	13	59.1	108.3
EXPRESSJET	5974	Feb	ORD-LIT	2030	23	12	52.2	47.6
EXPRESSJET	5673	Jan	ORD-LNK	1759	31	21	67.7	74.5
EXPRESSJET	5673	Feb	ORD-LNK	1759	13	9	69.2	77.7
EXPRESSJET	6159	Jan	ORD-MCI	1933	28	20	71.4	106.6
EXPRESSJET	5947	Feb	ORD-MCI	2001	25	16	64.0	65.5
EXPRESSJET	5883	Jan	ORD-MCI	2030	31	20	64.5	70.6
EXPRESSJET	6008	Feb	ORD-MCI	2055	17	11	64.7	72.6
EXPRESSJET	3827	Jan	ORD-TUL	1546	26	20	76.9	100.3
EXPRESSJET	5973	Feb	ORD-TUL	1528	24	13	54.2	56.6
EXPRESSJET	3267	Jan	ORF-EWR	1510	30	18	60.0	91.2
EXPRESSJET	3267	Feb	ORF-EWR	1510	12	7	58.3	126.0
EXPRESSJET	4583	Jan	PWM-EWR	1727	22	12	54.6	76.7
EXPRESSJET	4583	Feb	PWM-EWR	1727	12	7	58.3	68.0
EXPRESSJET	3844	Jan	ROC-EWR	1403	24	13	54.2	83.9
EXPRESSJET	3839	Feb	ROC-EWR	1404	22	14	63.6	102.4
EXPRESSJET	5985	Jan	SBN-ORD	1727	23	17	73.9	72.1
EXPRESSJET	6123	Feb	SBN-ORD	1727	11	6	54.6	71.0
EXPRESSJET	5934	Jan	SCE-ORD	1720	22	12	54.6	71.2
EXPRESSJET	5934	Feb	SCE-ORD	1720	23	12	52.2	140.0

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## FEBRUARY 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***
<b>CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)</b>								
EXPRESSJET	5260	Jan	SYR-LGA	1318	22	12	54.6	48.8
EXPRESSJET	5131	Feb	SYR-LGA	1335	13	7	53.9	100.0
FRONTIER	795	Jan	DEN-PDX	2104	20	11	55.0	100.4
FRONTIER	795	Feb	DEN-PDX	2104	20	12	60.0	61.3
FRONTIER	667	Jan	DEN-SFO	2105	19	10	52.6	96.4
FRONTIER	667	Feb	DEN-SFO	2105	20	11	55.0	87.8
FRONTIER	915	Jan	MDW-DEN	1755	14	9	64.3	147.0
FRONTIER	915	Feb	MDW-DEN	1755	17	13	76.5	106.0
JETBLUE	672	Jan	FLL-LGA	1835	31	17	54.8	72.0
JETBLUE	672	Feb	FLL-LGA	1845	27	15	55.6	89.2
JETBLUE	392	Jan	TPA-BOS	1611	31	16	51.6	116.0
JETBLUE	392	Feb	TPA-BOS	1610	28	15	53.6	82.6
SKYWEST	5170	Jan	DEN-ASE	1203	28	15	53.6	61.6
SKYWEST	5605	Feb	DEN-ASE	1216	28	19	67.9	115.7
SKYWEST	6220	Jan	DFW-SFO	1915	23	14	60.9	55.0
SKYWEST	6220	Feb	DFW-SFO	1915	21	11	52.4	90.4
SKYWEST	5211	Jan	ORD-ASE	1201	31	16	51.6	67.0
SKYWEST	5211	Feb	ORD-ASE	1159	28	16	57.1	102.3
SKYWEST	5199	Jan	ORD-ASE	1511	12	8	66.7	62.8
SKYWEST	5199	Feb	ORD-ASE	1520	20	12	60.0	58.8

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## AIR TRAVEL CONSUMER REPORT

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

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

SOUTHWEST	225	Jan	BWI-BOS	1945	28	17	60.7	104.6
SOUTHWEST	1430	Feb	BWI-BOS	1955	13	7	53.9	48.3
SOUTHWEST	4912	Jan	BWI-BUF	1845	23	16	69.6	70.1
SOUTHWEST	4912	Feb	BWI-BUF	1845	10	6	60.0	50.5
SOUTHWEST	667	Jan	DEN-AMA	1830	26	16	61.5	70.6
SOUTHWEST	667	Feb	DEN-AMA	1830	10	7	70.0	53.7
SOUTHWEST	4047	Jan	DEN-SFO	1145	28	15	53.6	66.2
SOUTHWEST	415	Feb	DEN-SFO	1155	28	15	53.6	103.1
SOUTHWEST	1197	Jan	HOU-ATL	1600	28	16	57.1	65.9
SOUTHWEST	35	Feb	HOU-ATL	1625	10	8	80.0	72.9
SOUTHWEST	116	Jan	ISP-FLL	1440	22	12	54.6	55.7
SOUTHWEST	116	Feb	ISP-FLL	1440	10	6	60.0	81.3
SOUTHWEST	678	Jan	JAX-BNA	1810	22	14	63.6	52.0
SOUTHWEST	678	Feb	JAX-BNA	1810	10	6	60.0	81.2
SOUTHWEST	3308	Jan	LAX-SJC	1825	31	17	54.8	109.1
SOUTHWEST	613	Feb	LAX-SJC	1815	11	7	63.6	75.1
SOUTHWEST	479	Jan	MDW-LGA	1555	27	15	55.6	84.1
SOUTHWEST	4727	Feb	MDW-LGA	1550	24	14	58.3	74.6
SOUTHWEST	246	Jan	MDW-OAK	1855	27	19	70.4	95.9
SOUTHWEST	530	Feb	MDW-OAK	1905	24	15	62.5	60.7

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
FRONTIER	178	7	3.9
EXPRESSJET	1,426	44	3.1
SKYWEST	1,408	27	1.9
UNITED	724	11	1.5
JETBLUE	681	8	1.2
AMERICAN EAGLE	1,156	11	1.0
AMERICAN*	2,520	0	0.0
-AMERICAN	1,509	0	0.0
-US AIRWAYS	1,011	0	0.0
DELTA	1,820	0	0.0
ALASKA	420	0	0.0
SOUTHWEST**	212	0	0.0
-SOUTHWEST	119	0	0.0
-AIRTRAN	91	0	0.0
HAWAIIAN	192	0	0.0
VIRGIN AMERICA	161	0	0.0
<b>TOTAL</b>	<b>10,898</b>	<b>108</b>	<b>1.0</b>

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.

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	82.1	91.1	56	56
ABILENE TX (ABI)	66.8	70.0	220	220
ADAK ISLAND AK (ADK)	87.5	87.5	8	8
AGUADILLA PR (BQN)	61.9	71.4	105	105
AKRON OH (CAK)	72.4	77.9	500	498
ALBANY GA (ABY)	76.0	76.0	75	75
ALBANY NY (ALB)	68.4	74.1	598	598
ALBUQUERQUE NM (ABQ)	72.1	76.6	1,710	1,711
ALEXANDRIA LA (AEX)	66.2	72.9	269	269
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	59.2	62.6	125	123
ALPENA MI (APN)	83.3	85.4	48	48
AMARILLO TX (AMA)	62.0	70.6	587	588
ANCHORAGE AK (ANC)	87.8	88.5	1,131	1,131
APPLETON WI (ATW)	54.7	67.9	161	162
ARCATA/EUREKA CA (ACV)	61.0	61.3	236	235
ARLINGTON VA (DCA)	72.0	74.7	5,360	5,357
ASHEVILLE NC (AVL)	71.4	76.1	213	213
ASPEN CO (ASE)	41.1	47.7	722	719
ATLANTA GA (ATL)	74.2	71.1	27,982	27,994
AUGUSTA GA (AGS)	73.0	77.4	226	226
AUSTIN TX (AUS)	73.6	77.8	3,028	3,026
BAKERSFIELD CA (BFL)	66.5	80.5	266	266
BALTIMORE MD (BWI)	73.4	64.4	6,570	6,570
BANGOR ME (BGR)	53.7	56.4	54	55
BARROW AK (BRW)	74.6	73.2	71	71
BATON ROUGE LA (BTR)	67.1	71.7	660	657
BEAUMONT/PORT ARTHUR TX (BPT)	63.8	70.0	80	80
BELLINGHAM WA (BLI)	89.7	82.4	68	68
BEMIDJI MN (BJI)	80.4	87.5	56	56
BEND/REDMOND OR (RDM)	68.5	74.4	241	242
BETHEL AK (BET)	90.8	90.8	76	76
BILLINGS MT (BIL)	80.8	89.3	224	225
BIRMINGHAM AL (BHM)	67.0	73.3	993	995
BISMARCK/MANDAN ND (BIS)	62.8	78.3	137	138
BLOOMINGTON/NORMAL IL (BMI)	58.9	66.8	207	208
BOISE ID (BOI)	69.5	79.8	735	736
BOSTON MA (BOS)	71.9	73.5	7,755	7,751
BOZEMAN MT (BZN)	72.8	72.3	268	267
BRAINERD MN (BRD)	76.5	77.9	68	68
BRANSON MO (BKG)	76.2	81.0	84	84
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	69.5	77.6	164	165
BROWNSVILLE TX (BRO)	59.8	73.3	189	187
BRUNSWICK GA (BQK)	60.0	60.0	75	75

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUFFALO NY (BUF)	67.5	71.9	1,363	1,360
BURBANK CA (BUR)	74.0	78.0	1,575	1,575
BURLINGTON VT (BTV)	61.4	66.0	254	253
BUTTE MT (BTM)	82.1	80.4	56	56
CARLSBAD CA (CLD)	75.0	77.7	188	188
CASPER WY (CPR)	76.6	86.6	171	172
CEDAR CITY UT (CDC)	89.6	91.7	48	48
CEDAR RAPIDS/IOWA CITY IA (CID)	60.5	62.6	380	382
CHAMPAIGN/URBANA IL (CMI)	61.6	71.3	164	164
CHANTILLY VA (IAD)	69.2	64.8	4,222	4,215
CHARLESTON SC (CHS)	67.1	71.6	823	824
CHARLESTON/DUNBAR WV (CRW)	64.1	69.2	237	237
CHARLOTTE AMALIE VI (STT)	73.0	75.3	393	393
CHARLOTTE NC (CLT)	71.9	73.4	8,847	8,843
CHARLOTTESVILLE VA (CHO)	64.2	65.8	81	79
CHATTANOOGA TN (CHA)	73.5	79.2	279	279
CHICAGO IL (MDW)	69.2	60.4	6,059	6,057
CHICAGO IL (ORD)	65.2	60.7	19,812	19,815
CHICO CA (CIC)	59.5	66.7	84	84
CHRISTIANSTED VI (STX)	75.0	80.3	76	76
CLEVELAND OH (CLE)	66.1	69.1	3,081	3,077
CODY WY (COD)	63.2	70.9	57	55
COLLEGE STATION/BRYAN TX (CLL)	70.1	76.8	211	211
COLORADO SPRINGS CO (COS)	58.4	71.4	658	658
COLUMBIA MO (COU)	68.8	75.0	80	80
COLUMBIA SC (CAE)	60.9	67.6	517	515
COLUMBUS GA (CSG)	71.6	75.5	102	102
COLUMBUS MS (GTR)	71.4	67.5	77	77
COLUMBUS OH (CMH)	65.0	68.8	2,021	2,021
CORDOVA AK (CDV)	83.9	85.7	56	56
CORPUS CHRISTI TX (CRP)	69.2	75.3	478	478
COVINGTON KY (CVG)	68.9	74.2	1,374	1,374
CRESCENT CITY CA (CEC)	58.7	60.5	75	76
DALLAS TX (DAL)	75.2	70.4	3,499	3,502
DALLAS/FORT WORTH TX (DFW)	73.5	71.6	21,239	21,237
DAYTON OH (DAY)	67.8	72.4	702	703
DAYTONA BEACH FL (DAB)	78.4	82.3	125	124
DEADHORSE AK (SCC)	84.5	81.7	71	71
DENVER CO (DEN)	69.1	64.3	16,179	16,181
DES MOINES IA (DSM)	60.9	68.8	822	824
DETROIT MI (DTW)	76.4	74.4	6,876	6,881
DICKINSON ND (DIK)	52.4	68.6	105	105
DOTHAN AL (DHN)	73.1	79.8	104	104

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DUBUQUE IA (DBQ)	61.8	71.4	34	35
DULUTH MN (DLH)	64.8	75.2	125	125
DURANGO CO (DRO)	61.8	68.2	170	170
EAGLE CO (EGE)	67.9	67.9	268	268
EAU CLAIRE WI (EAU)	62.5	67.9	56	56
EL PASO TX (ELP)	71.2	78.3	1,282	1,283
ELKO NV (EKO)	89.2	93.2	74	74
ELMIRA/CORNING NY (ELM)	64.9	73.7	134	133
EUGENE OR (EUG)	58.6	67.2	377	378
EVANSVILLE IN (EVV)	63.8	74.2	221	221
FAIRBANKS AK (FAI)	89.2	92.9	296	296
FARGO ND (FAR)	59.3	71.3	388	387
FAYETTEVILLE AR (XNA)	63.7	70.5	799	800
FAYETTEVILLE NC (FAY)	70.5	73.3	176	176
FLAGSTAFF AZ (FLG)	86.5	93.7	126	126
FLINT MI (FNT)	77.4	75.7	301	301
FORT LAUDERDALE FL (FLL)	65.9	67.5	5,522	5,521
FORT MYERS FL (RSW)	69.9	71.8	2,844	2,844
FORT SMITH AR (FSM)	73.5	80.5	185	185
FORT WAYNE IN (FWA)	66.8	72.1	283	283
FRESNO CA (FAT)	72.1	77.2	821	821
GAINESVILLE FL (GNV)	72.0	75.9	243	241
GARDEN CITY KS (GCK)	69.6	76.8	56	56
GILLETTE WY (GCC)	73.2	83.0	112	112
GRAND ISLAND NE (GRI)	59.6	71.2	52	52
GRAND JUNCTION CO (GJT)	79.8	83.5	248	249
GRAND RAPIDS MI (GRR)	62.6	67.2	773	772
GREAT FALLS MT (GTF)	72.4	82.7	127	127
GREEN BAY WI (GRB)	59.8	72.8	331	331
GREENSBORO/HIGH POINT NC (GSO)	61.4	69.5	554	554
GREER SC (GSP)	60.9	68.8	558	557
GUAM TT (GUM)	17.9	78.6	28	28
GULFPORT/BILOXI MS (GPT)	59.2	59.5	331	331
GUNNISON CO (GUC)	48.6	54.9	72	71
HANCOCK/HOUGHTON MI (CMX)	58.6	69.0	58	58
HARLINGEN/SAN BENITO TX (HRL)	74.0	77.1	335	336
HARRISBURG PA (MDT)	64.0	69.1	328	327
HARTFORD CT (BDL)	70.2	73.6	1,667	1,668
HAYDEN CO (HDN)	66.9	80.7	166	166
HELENA MT (HLN)	81.6	94.9	98	98
HIBBING MN (HIB)	83.3	89.6	48	48
HILO HI (ITO)	93.5	95.9	464	464
HOBBS NM (HOB)	46.8	66.0	47	47

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HONOLULU HI (HNL)	79.1	90.2	3,382	3,383
HOUSTON TX (HOU)	75.1	69.1	4,550	4,551
HOUSTON TX (IAH)	70.7	68.8	13,399	13,411
HUNTSVILLE AL (HSV)	62.8	71.0	486	486
IDAHO FALLS ID (IDA)	80.9	90.0	199	200
INDIANAPOLIS IN (IND)	69.0	69.0	2,080	2,077
INTERNATIONAL FALLS MN (INL)	72.9	79.2	48	48
IRON MOUNTAIN/KINGSFD MI (IMT)	86.5	82.7	52	52
ISLIP NY (ISP)	60.4	64.4	437	436
JACKSON WY (JAC)	64.7	65.9	320	320
JACKSON/VICKSBURG MS (JAN)	70.5	75.5	660	661
JACKSONVILLE FL (JAX)	70.8	75.2	1,713	1,712
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	60.9	65.6	128	128
JOPLIN MO (JLN)	67.9	78.6	56	56
JUNEAU AK (JNU)	86.6	88.4	276	276
KAHULUI HI (OGG)	82.9	88.9	1,583	1,583
KALAMAZOO MI (AZO)	64.7	70.6	17	17
KALISPELL MT (FCA)	72.3	83.8	130	130
KANSAS CITY MO (MCI)	68.9	71.4	3,333	3,333
KETCHIKAN AK (KTN)	85.1	86.9	168	168
KEY WEST FL (EYW)	81.4	81.6	387	385
KILLEEN TX (GRK)	67.5	75.5	381	380
KLAMATH FALLS OR (LMT)	75.0	85.7	56	56
KNOXVILLE TN (TYS)	59.5	70.9	625	622
KODIAK AK (ADQ)	83.3	85.4	48	48
KONA HI (KOA)	86.3	89.4	824	824
KOTZEBUE AK (OTZ)	94.5	92.7	55	55
LA CROSSE WI (LSE)	69.2	64.1	39	39
LAFAYETTE LA (LFT)	69.6	76.2	470	470
LAKE CHARLES LA (LCH)	69.4	84.4	160	160
LANSING MI (LAN)	52.8	67.6	108	108
LARAMIE WY (LAR)	50.0	82.1	56	56
LAREDO TX (LRD)	73.6	80.2	182	182
LAS VEGAS NV (LAS)	71.1	70.5	10,093	10,097
LAWTON/FORT SILL OK (LAW)	68.8	77.7	112	112
LEWISTON ID (LWS)	89.6	89.6	48	48
LEXINGTON KY (LEX)	64.3	66.3	347	347
LIHUE HI (LIH)	84.7	92.1	783	783
LINCOLN NE (LNK)	52.4	69.2	168	169
LITTLE ROCK AR (LIT)	68.4	75.2	1,044	1,044
LONG BEACH CA (LGB)	81.3	83.0	851	851
LONGVIEW TX (GGG)	75.0	75.0	56	56
LOS ANGELES CA (LAX)	70.2	73.6	16,560	16,564

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LOUISVILLE KY (SDF)	65.4	70.5	1,044	1,046
LUBBOCK TX (LBB)	67.2	77.5	470	471
MADISON WI (MSN)	67.6	73.2	780	777
MAMMOTH LAKES CA (MMH)	41.7	31.7	60	60
MANCHESTER NH (MHT)	60.4	68.2	493	493
MANHATTAN/FT. RILEY KS (MHK)	70.5	78.8	132	132
MARQUETTE MI (MQT)	66.7	75.0	24	24
MEDFORD OR (MFR)	68.5	69.3	241	241
MELBOURNE FL (MLB)	71.7	76.4	106	106
MEMPHIS TN (MEM)	70.6	73.6	1,142	1,139
MIAMI FL (MIA)	80.0	80.6	6,771	6,773
MIDLAND/ODESSA TX (MAF)	69.5	74.2	757	757
MILWAUKEE WI (MKE)	70.1	72.9	2,411	2,409
MINNEAPOLIS MN (MSP)	77.2	77.6	7,316	7,318
MINOT ND (MOT)	71.5	81.4	130	129
MISSION/MCALLEN/EDINBURG TX (MFE)	60.3	67.9	315	315
MISSOULA MT (MSO)	67.7	81.5	195	195
MOBILE AL (MOB)	68.1	71.3	442	443
MODESTO CA (MOD)	60.7	70.2	84	84
MOLINE IL (MLI)	59.1	66.3	320	320
MONROE LA (MLU)	75.1	78.7	253	253
MONTEREY CA (MRY)	73.6	75.7	379	379
MONTGOMERY AL (MGM)	71.6	76.0	282	283
MONTROSE/DELTA CO (MTJ)	53.8	66.3	184	184
MOSINEE WI (CWA)	54.6	72.2	108	108
MUSKOGON MI (MKG)	62.5	64.3	56	56
MYRTLE BEACH SC (MYR)	68.6	73.3	105	105
NASHVILLE TN (BNA)	68.2	69.4	4,204	4,208
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	72.5	82.4	51	51
NEW ORLEANS LA (MSY)	74.7	77.1	3,163	3,159
NEW YORK NY (JFK)	69.8	68.2	7,261	7,265
NEW YORK NY (LGA)	64.2	66.7	7,915	7,914
NEWARK NJ (EWR)	62.9	58.6	8,530	8,541
NEWBURGH/POUGHKEEPSIE NY (SWF)	71.4	80.4	56	56
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	63.1	72.9	157	155
NOME AK (OME)	87.3	89.1	55	55
NORFOLK VA (ORF)	70.0	73.7	878	879
NORTH BEND/COOS BAY OR (OTH)	64.3	46.4	28	28
OAKLAND CA (OAK)	67.1	67.0	3,105	3,105
OKLAHOMA CITY OK (OKC)	66.3	74.1	1,503	1,500
OMAHA NE (OMA)	69.1	77.4	1,519	1,521
ONTARIO CA (ONT)	73.5	77.2	1,498	1,499
ORLANDO FL (MCO)	70.9	70.5	8,642	8,643

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PADUCAH KY (PAH)	58.9	76.8	56	56
PAGO PAGO TT (PPG)	100.0	75.0	8	8
PALM SPRINGS CA (PSP)	70.2	69.3	1,131	1,130
PANAMA CITY FL (ECP)	76.0	82.0	250	250
PASCO/KENNEWICK/RICHLAND WA (PSC)	68.9	86.8	167	167
PENSACOLA FL (PNS)	70.3	74.8	600	600
PEORIA IL (PIA)	66.1	55.8	233	233
PETERSBURG AK (PSG)	83.9	87.5	56	56
PHILADELPHIA PA (PHL)	69.2	70.2	5,551	5,549
PHOENIX AZ (PHX)	79.1	78.3	12,071	12,076
PITTSBURGH PA (PIT)	73.5	77.7	2,104	2,103
POCATELLO ID (PIH)	86.7	94.7	75	75
PONCE PR (PSE)	58.9	85.7	56	56
PORTLAND ME (PWM)	61.2	69.4	358	356
PORTLAND OR (PDX)	70.5	78.0	3,862	3,861
PROVIDENCE RI (PVD)	68.0	75.0	879	880
RALEIGH/DURHAM NC (RDU)	67.4	72.3	2,869	2,867
RAPID CITY SD (RAP)	66.7	74.5	216	216
REDDING CA (RDD)	57.1	66.7	84	84
RENO NV (RNO)	71.6	77.4	1,116	1,116
RHINELANDER WI (RHI)	85.0	88.8	80	80
RICHMOND VA (RIC)	65.3	71.1	1,118	1,118
ROANOKE VA (ROA)	60.8	68.1	143	144
ROCHESTER MN (RST)	73.2	82.9	41	41
ROCHESTER NY (ROC)	64.2	68.3	674	672
ROCK SPRINGS WY (RKS)	82.9	87.9	140	140
ROSWELL NM (ROW)	78.8	78.8	80	80
SACRAMENTO CA (SMF)	71.6	75.1	3,032	3,032
SAGINAW/BAY CITY/MIDLAND MI (MBS)	67.9	73.4	109	109
SALT LAKE CITY UT (SLC)	81.8	84.7	7,807	7,807
SAN ANGELO TX (SJT)	66.9	72.8	136	136
SAN ANTONIO TX (SAT)	74.1	78.6	2,487	2,482
SAN DIEGO CA (SAN)	69.5	72.4	5,485	5,484
SAN FRANCISCO CA (SFO)	56.3	65.8	12,081	12,088
SAN JOSE CA (SJC)	72.4	74.7	3,006	3,005
SAN JUAN PR (SJU)	70.5	75.2	2,056	2,051
SAN LUIS OBISPO CA (SBP)	75.0	73.3	348	348
SANTA ANA CA (SNA)	75.9	74.4	2,912	2,912
SANTA BARBARA CA (SBA)	72.5	72.8	727	727
SANTA FE NM (SAF)	64.1	69.5	128	128
SANTA MARIA CA (SMX)	76.0	77.1	96	96
SARASOTA/BRADENTON FL (SRQ)	70.6	71.2	361	361
SAVANNAH GA (SAV)	62.0	68.8	574	573

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SCRANTON/WILKES-BARRE PA (AVP)	47.4	58.9	57	56
SEATTLE WA (SEA)	76.7	82.0	7,027	7,028
SHREVEPORT LA (SHV)	60.2	65.8	512	511
SIOUX CITY IA (SUX)	69.2	88.5	52	52
SIOUX FALLS SD (FSD)	59.5	73.2	570	570
SITKA AK (SIT)	85.7	85.7	84	84
SOUTH BEND IN (SBN)	70.9	70.2	302	302
SPOKANE WA (GEG)	71.6	83.1	627	627
SPRINGFIELD IL (SPI)	63.2	71.3	136	136
SPRINGFIELD MO (SGF)	66.7	71.3	523	523
ST. GEORGE UT (SGU)	88.2	91.9	136	136
ST. LOUIS MO (STL)	70.7	69.2	3,706	3,706
STATE COLLEGE PA (SCE)	48.2	51.8	56	56
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	67.7	63.4	93	93
SYRACUSE NY (SYR)	60.1	68.0	481	481
TALLAHASSEE FL (TLH)	68.9	75.1	357	354
TAMPA FL (TPA)	70.9	72.7	5,144	5,139
TEXARKANA AR (TXK)	75.0	80.0	80	80
TOLEDO OH (TOL)	63.8	78.8	80	80
TOPEKA KS (FOE)	39.3	66.1	56	56
TRAVERSE CITY MI (TVC)	55.2	72.0	125	125

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TRENTON NJ (TTN)	49.1	59.0	167	166
TUCSON AZ (TUS)	69.6	78.8	1,336	1,335
TULSA OK (TUL)	66.7	74.7	1,449	1,451
TWIN FALLS ID (TWF)	84.6	94.2	104	104
TYLER TX (TYR)	71.2	83.2	208	208
VALDOSTA GA (VLD)	71.8	73.1	78	78
VALPARAISO FL (VPS)	63.7	73.8	347	347
WACO TX (ACT)	72.1	82.4	136	136
WATERLOO IA (ALO)	59.6	67.3	52	52
WATERTOWN NY (ART)	65.4	67.3	52	52
WEST PALM BEACH/PALM BEACH FL (PBI)	64.7	68.8	2,157	2,155
WHITE PLAINS NY (HPN)	61.1	64.1	542	543
WICHITA FALLS TX (SPS)	69.6	69.6	112	112
WICHITA KS (ICT)	62.8	68.7	666	667
WILLISTON ND (ISN)	57.9	73.7	209	209
WILMINGTON DE (ILG)	44.0	72.0	50	50
WILMINGTON NC (ILM)	75.0	76.6	140	141
WORCESTER MA (ORH)	58.9	67.9	56	56
WRANGELL AK (WRG)	87.5	89.3	56	56
YAKUTAT AK (YAK)	87.5	92.9	56	56
YUMA AZ (YUM)	88.5	90.3	227	227



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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
EXPRESSJET	21	28,850	3,399	11.8	162	53,434	6,263	11.7
AMERICAN EAGLE	19	17,632	1,606	9.1	131	30,938	2,716	8.8
AMERICAN*	28	59,658	3,408	5.7	103	72,721	4,060	5.6
-AMERICAN	28	32,727	1,582	4.8	84	41,036	1,960	4.8
-US AIRWAYS	27	26,931	1,826	6.8	81	31,685	2,100	6.6
JETBLUE	23	12,814	726	5.7	56	18,485	1,025	5.5
SKYWEST	20	26,054	1,094	4.2	156	45,555	2,188	4.8
DELTA	29	41,613	1,892	4.5	127	54,101	2,556	4.7
UNITED	28	31,431	1,236	3.9	80	36,379	1,353	3.7
SOUTHWEST**	24	48,683	2,071	4.3	89	92,807	3,265	3.5
-SOUTHWEST	24	42,798	1,657	3.9	89	84,581	2,698	3.2
-AIRTRAN	16	5,885	414	7.0	38	8,226	567	6.9
VIRGIN AMERICA	16	4,077	130	3.2	19	4,237	131	3.1
ALASKA	20	6,798	78	1.1	54	11,332	134	1.2
FRONTIER	21	4,025	14	0.3	54	5,195	24	0.5
HAWAIIAN	8	345		0.0	17	5,418	4	0.1
Total		281,980	15,654	5.6	Total	430,602	23,719	5.5

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

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

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1439	925	64.2
JETBLUE	786	359	45.6
EXPRESSJET	5708	2555	44.7
AMERICAN*	4053	1537	37.9
-AMERICAN	1614	615	38.1
-US AIRWAYS	2439	922	37.8
DELTA	3111	1103	35.4
VIRGIN AMERICA	194	47	24.2
SKYWEST	3758	849	22.5
SOUTHWEST**	17561	2678	15.2
-SOUTHWEST	16477	2235	13.5
-AIRTRAN	1084	443	40.8
UNITED	6525	910	13.9
ALASKA	460	31	6.7
FRONTIER	410	18	4.3
HAWAIIAN	212	0	0
<b>TOTAL</b>	<b>65831</b>	<b>15227</b>	<b>23.1</b>

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

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

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TABLE 9. CAUSES OF DELAY\*, BY CARRIER**

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AMERICAN**	72721	53737	73.89%	4060	5.58%	228	0.31%	4316	5.94%	616	0.85%	5293	7.28%	22	0.03%	4449	6.12%
-AMERICAN	41036	30357	73.98%	1960	4.78%	112	0.27%	2478	6.04%	444	1.08%	2771	6.75%	1	0.00%	2913	7.10%
-US AIRWAYS	31685	23380	73.79%	2100	6.63%	116	0.37%	1839	5.80%	172	0.54%	2522	7.96%	21	0.07%	1536	4.85%
ALASKA	11332	9708	85.67%	134	1.18%	40	0.35%	326	2.88%	54	0.48%	696	6.14%	9	0.08%	365	3.22%
JETBLUE	18485	11943	64.61%	1025	5.55%	85	0.46%	1632	8.83%	117	0.63%	1817	9.83%	23	0.13%	1842	9.97%
DELTA	54101	41915	77.48%	2556	4.72%	84	0.16%	3144	5.81%	467	0.86%	3391	6.27%	3	0.01%	2541	4.70%
EXPRESSJET	53434	31514	58.98%	6263	11.72%	153	0.29%	4532	8.48%	303	0.57%	3894	7.29%	7	0.01%	6768	12.67%
FRONTIER	5195	3337	64.23%	24	0.46%	9	0.17%	314	6.05%	23	0.45%	955	18.38%	0	0.00%	533	10.25%
HAWAIIAN	5418	4884	90.14%	4	0.07%	4	0.07%	337	6.23%	8	0.14%	10	0.19%	0	0.00%	171	3.15%
AMERICAN EAGLE	30938	20583	66.53%	2716	8.78%	98	0.32%	1754	5.67%	471	1.52%	2678	8.66%	1	0.00%	2637	8.52%
SKYWEST	45555	32404	71.13%	2188	4.80%	178	0.39%	2388	5.24%	228	0.50%	3198	7.02%	14	0.03%	4958	10.88%
UNITED	36379	25452	69.96%	1353	3.72%	60	0.16%	3324	9.14%	390	1.07%	3241	8.91%	0	0.00%	2559	7.03%
VIRGIN AMERICA	4237	3103	73.24%	131	3.09%	16	0.38%	162	3.82%	86	2.03%	388	9.15%	8	0.19%	343	8.10%
SOUTHWEST***	92807	65721	70.81%	3265	3.52%	187	0.20%	6964	7.50%	423	0.46%	4252	4.58%	18	0.02%	11977	12.91%
-SOUTHWEST	84581	59551	70.41%	2698	3.19%	177	0.21%	6536	7.73%	406	0.48%	3782	4.47%	18	0.02%	11413	13.49%
-AIRTRAN	8226	6170	75.01%	567	6.89%	10	0.12%	428	5.20%	17	0.21%	470	5.72%	0	0.00%	564	6.85%
TOTAL	430602	304301	70.67%	23719	5.51%	1142	0.27%	29194	6.78%	3186	0.74%	29815	6.92%	106	0.02%	39140	9.09%

**\*Causes of Delay:**

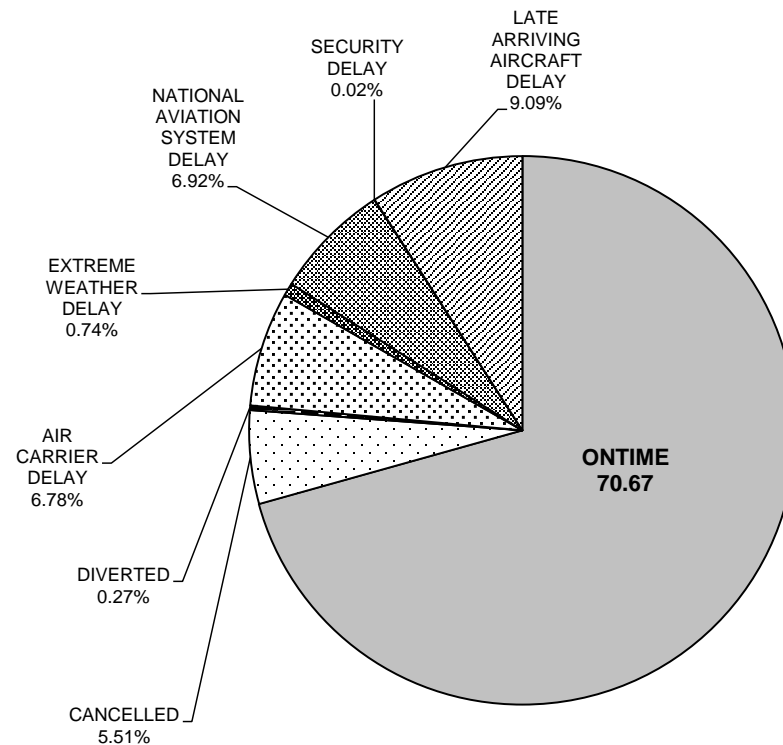
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

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

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

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TABLE 10. OVERALL CAUSES OF DELAY\*



**Causes of Delay:**

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

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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
NONE						

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

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
CHINA EASTERN AIRLINES*	587	PVG	JFK	2/21/2014	Diversion Airport	250

\*This report was updated to reflect filing of the tarmac delay by China Eastern Airlines on April 30, 2014.

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).

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
AMERICAN EAGLE	30,938	39	0.1
JETBLUE	18,485	22	0.1
AMERICAN*	72,721	88	0.1
-AMERICAN	41,036	44	0.1
-US AIRWAYS	31,685	44	0.1
DELTA	54,101	41	0.1
UNITED	36,379	18	0.0
VIRGIN AMERICA	4,237	2	0.0
ALASKA	11,332	3	0.0
EXPRESSJET	53,434	12	0.0
SKYWEST	45,555	10	0.0
HAWAIIAN	5,418	1	0.0
SOUTHWEST**	92,807	8	0.0
-SOUTHWEST	84,581	8	0.0
-AIRTRAN	8,226	0	0.0
FRONTIER	5,195	0	0.0
<b>TOTAL</b>	<b>430,602</b>	<b>244</b>	<b>0.1</b>

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

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

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

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

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



## APPENDIX

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

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

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

### Air Carriers Required to Report Data to DOT and to CRS Vendors \*

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

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

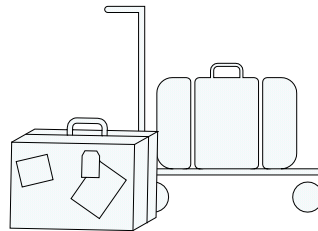
\*\* Effective January 2014, data of the merged operations of American Airlines and US Airways are combined for ranking purposes in this report to reflect the company merger, and appears as AA, American, or American Airlines.

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

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

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	FEBRUARY 2014			FEBRUARY 2013		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	398	437,298	0.91	302	398,075	0.76
2	JETBLUE AIRWAYS	3,629	1,917,090	1.89	3,391	1,910,784	1.77
3	FRONTIER AIRLINES	1,495	694,747	2.15	1,717	705,188	2.43
4	DELTA AIR LINES	19,411	6,953,499	2.79	13,947	6,814,523	2.05
5	ALASKA AIRLINES	3,780	1,347,649	2.80	3,298	1,275,600	2.59
6	HAWAIIAN AIRLINES	1,991	699,485	2.85	1,494	702,095	2.13
7	AMERICAN AIRLINES**	33,683	8,721,183	3.86	**	**	**
	- AMERICAN	20,517	5,011,473	4.09	15,458	5,006,207	3.09
	- US AIRWAYS	13,166	3,709,710	3.55	8,606	3,763,663	2.29
8	SOUTHWEST AIRLINES***	41,227	9,213,567	4.47	***	***	***
	- SOUTHWEST	38,301	8,553,932	4.48	23,605	8,124,284	2.91
	- AIRTRAN	2,926	659,635	4.44	2,469	1,307,185	1.89
9	UNITED AIRLINES	21,728	4,774,575	4.55	16,688	4,915,889	3.39
10	SKYWEST AIRLINES	11,816	1,895,399	6.23	11,056	1,958,578	5.64
11	EXPRESSJET AIRLINES	18,211	2,015,308	9.04	10,686	2,121,158	5.04
12	AMERICAN EAGLE AIRLINES	10,446	1,148,280	9.10	7,312	1,203,462	6.08
TOTALS****		167,815	39,818,080	4.21	120,029	40,206,691	2.99

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

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

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

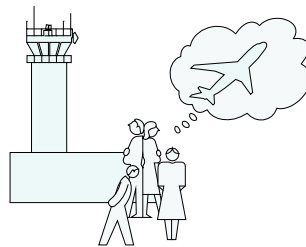
## OVERSALES

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

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

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

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



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

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

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

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

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

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

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

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

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

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	FEBRUARY 2014				FEBRUARY 2013			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	864	52	7	106	704	40	2	91
FOREIGN AIRLINES	279	5	0	27	166	3	0	15
TRAVEL AGENTS	14	0	0	9	12	1	0	2
TOUR OPERATORS	2	0	0	0	11	0	0	0
MISCELLANEOUS	12	5	0	10	8	7	0	10
<b>INDUSTRY TOTALS</b>	<b>1, 171</b>	<b>62</b>	<b>7</b>	<b>152</b>	<b>901</b>	<b>51</b>	<b>2</b>	<b>118</b>



Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	FEBRUARY 2014			FEBRUARY 2013		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	383		1	234	
CANCELLATIONS			185			100
DELAYS			103			79
MISCONNECTIONS			49			35
RES/TKTG/BOARDING	2	233		3	144	
BAGGAGE	3	203		4	133	
CUSTOMER SERVICE	4	115		2	148	
REFUNDS	5	98		6	64	
OVERSALES	6	40		9	23	
FARES	7	35		8	35	
DISABILITY	8	33		7	42	
OTHER	9	22		5	65	
FREQUENT FLYER			10			37
DISCRIMINATION	10	5		11	5	
ADVERTISING	11	4		10	8	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>1,171</b>			<b>901</b>	

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

FEBRUARY 2014

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABI LITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	3	0	0	0	0	4	1	1	0	0	0	0	9
ALLEGiant AIR	21	1	15	1	7	3	5	1	0	0	0	1	55
AMERICAN AIRLINES	39	2	22	4	17	31	12	2	0	0	0	4	133
AMERICAN EAGLE AIRLINES	15	1	3	0	0	5	0	0	0	0	0	0	24
COMMUTAIR	5	0	0	0	0	0	0	0	0	0	0	0	5
DELTA AIR LINES	30	6	13	6	3	7	13	5	0	0	0	1	84
ENDEAVOR AIR	4	0	0	0	0	1	0	0	0	0	0	0	5
EXPRESSJET AIRLINES	26	0	0	0	0	0	1	0	0	1	0	0	28
FRONTIER AIRLINES	5	1	10	0	1	3	1	1	0	0	0	0	22
GREAT LAKES AVIATION	4	0	0	0	3	0	0	0	0	0	0	0	7
HORIZON AIRLINES	2	1	2	0	0	0	0	0	0	0	0	0	5
JETBLUE AIRWAYS	16	0	4	1	1	5	3	1	0	0	0	0	31
REPUBLIC AIRLINES	12	0	1	0	0	2	1	0	0	0	0	0	16
SILVER AIRWAYS	3	0	1	0	0	1	1	0	0	0	0	0	6
SKYWEST AIRLINES	11	2	0	0	0	1	2	0	0	0	0	0	16
SOUTHWEST AIRLINES	11	1	2	2	3	11	3	4	1	0	0	0	38
SPIRIT AIRLINES	13	3	9	1	7	5	6	0	1	1	0	4	50
UNITED AIRLINES	43	13	31	8	20	34	17	10	0	2	0	4	182
US AIRWAYS	36	1	20	4	5	16	11	3	1	0	0	3	100
VIRGIN AMERICA	2	0	0	0	1	2	1	0	0	0	0	0	6
OTHER U. S. AIRLINES	26	1	2	0	3	5	3	1	0	1	0	0	42
<b>TOTAL FEBRUARY 2014</b>	<b>327</b>	<b>33</b>	<b>135</b>	<b>27</b>	<b>71</b>	<b>136</b>	<b>81</b>	<b>29</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>17</b>	<b>864</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>37.8</b>	<b>3.8</b>	<b>15.6</b>	<b>3.1</b>	<b>8.2</b>	<b>15.7</b>	<b>9.4</b>	<b>3.4</b>	<b>0.3</b>	<b>0.6</b>	<b>0.0</b>	<b>2.0</b>	
<b>TOTAL FEBRUARY 2013</b>	<b>204</b>	<b>16</b>	<b>108</b>	<b>27</b>	<b>48</b>	<b>90</b>	<b>117</b>	<b>37</b>	<b>7</b>	<b>3</b>	<b>0</b>	<b>47</b>	<b>704</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>29.0</b>	<b>2.3</b>	<b>15.3</b>	<b>3.8</b>	<b>6.8</b>	<b>12.8</b>	<b>16.6</b>	<b>5.3</b>	<b>1.0</b>	<b>0.4</b>	<b>0.0</b>	<b>6.7</b>	

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

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

Table 4

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

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

U. S. AIRLINES*	COMPS RECD IN FEB	INCI- DENTS IN FEB	PERCENT	INCI- DENTS IN JAN	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	9	4	44.4	4	44.4	1	11.1	0	0.0
ALLEGiant AIR	55	28	50.9	8	14.5	15	27.3	4	7.3
AMERICAN AIRLINES	133	51	38.3	33	24.8	36	27.1	13	9.8
AMERICAN EAGLE AIRLINES	24	17	70.8	3	12.5	3	12.5	1	4.2
COMMUTAIR	5	3	60.0	1	20.0	1	20.0	0	0.0
DELTA AIR LINES	84	38	45.2	17	20.2	21	25.0	8	9.5
ENDEAVOR AIR	5	4	80.0	0	0.0	0	0.0	1	20.0
EXPRESSJET AIRLINES	28	22	78.6	4	14.3	2	7.1	0	0.0
FRONTIER AIRLINES	22	16	72.7	5	22.7	1	4.5	0	0.0
GREAT LAKES AVIATION	7	3	42.9	0	0.0	3	42.9	1	14.3
HORIZON AIRLINES	5	3	60.0	0	0.0	2	40.0	0	0.0
JETBLUE AIRWAYS	31	9	29.0	14	45.2	6	19.4	2	6.5
REPUBLIC AIRLINES	16	10	62.5	2	12.5	4	25.0	0	0.0
SILVER AIRWAYS	6	3	50.0	1	16.7	2	33.3	0	0.0
SKYWEST AIRLINES	16	13	81.2	0	0.0	2	12.5	1	6.2
SOUTHWEST AIRLINES	38	18	47.4	9	23.7	9	23.7	2	5.3
SPIRIT AIRLINES	50	22	44.0	7	14.0	12	24.0	9	18.0
UNITED AIRLINES	182	81	44.5	29	15.9	52	28.6	20	11.0
US AIRWAYS	100	55	55.0	15	15.0	20	20.0	10	10.0
VIRGIN AMERICA	6	4	66.7	0	0.0	2	33.3	0	0.0
OTHER U. S. AIRLINES	42	25	59.5	7	16.7	9	21.4	1	2.4
<b>TOTALS</b>	<b>864</b>	<b>429</b>	<b>49.7</b>	<b>159</b>	<b>18.4</b>	<b>203</b>	<b>23.5</b>	<b>73</b>	<b>8.4</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>704</b>	<b>265</b>	<b>37.6</b>	<b>126</b>	<b>17.9</b>	<b>209</b>	<b>29.7</b>	<b>104</b>	<b>14.8</b>

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

Table 5

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

FEBRUARY 2014

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXICO	4	1	6	1	2	4	1	0	0	0	0	0	19
AIR CANADA	10	1	5	0	0	4	11	0	0	0	0	0	31
AIR CHINA	0	0	2	0	0	2	0	1	1	0	0	0	6
AIR FRANCE	9	1	2	0	1	2	0	1	0	0	0	0	16
AVIANCA	0	0	3	0	2	1	1	0	0	0	0	0	7
BRITISH AIRWAYS	3	0	7	0	0	2	1	0	0	0	0	0	13
COPA	0	0	4	0	1	1	0	0	0	0	0	0	6
EMIRATES	2	0	6	0	1	8	3	0	0	0	0	0	20
ETIHAD AIRWAYS	1	0	23	2	0	4	0	1	0	0	0	0	31
LUFTHANSA	1	0	6	0	0	3	0	0	0	0	0	0	10
PHILIPPINE AIRLINES	0	0	2	1	5	2	2	0	0	0	0	1	13
QATAR AIRWAYS	1	0	2	0	0	3	0	0	0	0	0	1	7
ROYAL JORDANIAN AIRLINES	1	0	0	0	0	6	0	0	0	0	0	0	7
TURKISH AIRLINES	3	0	0	0	1	3	0	0	0	0	0	0	7
VOLARIS AIRLINES	1	1	2	0	2	0	1	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	18	3	13	1	9	21	11	1	0	0	0	2	79
<b>TOTALS</b>	<b>54</b>	<b>7</b>	<b>83</b>	<b>5</b>	<b>24</b>	<b>66</b>	<b>31</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>279</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	11	1	1	0	1	0	0	0	0	0	14
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	1	1	0	0	0	0	0	0	0	2
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	2	0	4	1	1	1	2	0	0	0	0	1	12
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>12</b>

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

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

TABLE 6

CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	FEBRUARY 2014			FEBRUARY 2013		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	2	1,456,741	0.14	9	1,376,102	0.65
2	SOUTHWEST AIRLINES***	47	9,193,812	0.51	***	***	***
	-SOUTHWEST AIRLINES	38	8,387,021	0.45	25	7,903,454	0.32
	-AIRTRAN AIRWAYS	9	806,791	1.12	5	1,355,574	0.37
3	HAWAIIAN AIRLINES	4	750,889	0.53	16	751,091	2.13
4	SKYWEST AIRLINES	16	1,944,471	0.82	13	1,994,118	0.65
5	DELTA AIR LINES	84	8,358,208	1.01	50	8,089,034	0.62
6	EXPRESSJET AIRLINES	28	2,189,882	1.28	18	2,272,399	0.79
7	VIRGIN AMERICA	6	447,628	1.34	13	407,509	3.19
8	JETBLUE AIRWAYS	31	2,230,774	1.39	16	2,162,354	0.74
9	AMERICAN EAGLE AIRLINES	24	1,203,730	1.99	17	1,353,287	1.26
10	AMERICAN AIRLINES**	233	10,393,276	2.24	**	**	**
	-AMERICAN AIRLINES	133	6,375,187	2.09	117	6,359,713	1.84
	-US AIRWAYS	100	4,018,089	2.49	54	4,100,841	1.32
11	UNITED AIRLINES	182	6,297,447	2.89	126	6,368,100	1.98
12	FRONTIER AIRLINES	22	685,661	3.21	44	732,464	6.01
	<b>TOTAL ****</b>	<b>679</b>	<b>45,152,519</b>	<b>1.50</b>	<b>523</b>	<b>45,226,040</b>	<b>1.16</b>

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

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

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

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

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

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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



**Customer Service Reports to the U.S. Department of Homeland Security for the Month of February 2014  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 45 million airline passengers and their 36 million checked bags in the month of February as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of February.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
295	.0006	30	.00006	109	.0002	302	.0006

**NOTES**

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

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

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

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.

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

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<i>Total</i>	<b>0</b>	<b>0</b>	<b>0</b>