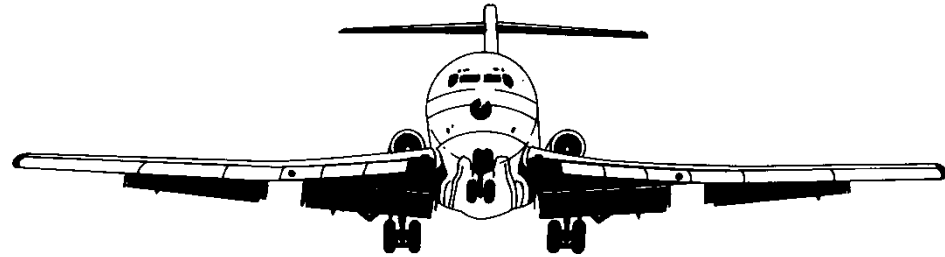




U.S. Department  
of Transportation



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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: August 2014**



<b>Flight Delays<sup>1</sup></b>	June 2014 12 Months Ending June 2014
<b>Mishandled Baggage<sup>1</sup></b>	June 2014 January – June 2014
<b>Oversales<sup>1</sup></b>	2 <sup>nd</sup> Quarter 2014 January – June 2014
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	June 2014 January – June 2014
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	June 2014
<b>Airline Animal Incident Reports<sup>4</sup></b>	June 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, Envoy, ExpressJet, Frontier, Hawaiian, Southwest, US Airways and Virgin America) use ACARS exclusively; SkyWest uses ACARS and AFIS; two carriers (American and United) use a combination of ACARS and DGS; and three carriers (Alaska, Delta and JetBlue) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

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

Except for the flights listed in Tables 5, 11 and 11A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at [http://www.bts.gov/programs/airline\\_information/airline\\_ontime\\_statistics/](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.

JUNE 2014

## AIR TRAVEL CONSUMER REPORT

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

CARRIER*	AT 29 REPORTABLE AIRPORTS B/		AT ALL U.S. AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	89.7	17	95.3
ALASKA AIRLINES S/	21	86.1	59	86.0
VIRGIN AMERICA S/	16	81.5	17	81.6
DELTA AIR LINES S/	29	80.9	138	80.7
JETBLUE AIRWAYS S/	24	76.1	61	77.2
SKYWEST AIRLINES S/	23	74.6	170	73.9
AMERICAN AIRLINES S/ **	28	72.8	96	72.1
-AMERICAN AIRLINES S/	28	68.8	84	67.6
-US AIRWAYS S/	27	77.8	71	78.0
FRONTIER AIRLINES S/	21	72.2	69	70.9
UNITED AIRLINES S/	28	70.1	76	70.1
SOUTHWEST AIRLINES S/***	24	68.6	89	67.6
-SOUTHWEST AIRLINES S/	24	67.6	89	66.8
-AIRTRAN AIRWAYS S/	16	80.1	37	80.6
EXPRESSJET AIRLINES S/	21	65.8	165	65.1
ENVOY S/****	15	61.3	129	62.2
<b>TOTAL</b>		<b>72.6</b>		<b>71.8</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.

\*\*\*\*Formerly American Eagle Airlines.

JUNE 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*	3rd Quarter 07-09 2013		4th Quarter 10-12 2013		1st Quarter 01-03 2014		2nd Quarter 04-06 2014		Apr-14		May-14		Jun-14		12 Months Ending Jun 2014	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
<b>ALASKA</b>	<b>85.7</b>	<b>2</b>	<b>87.7</b>	<b>2</b>	<b>87.3</b>	<b>2</b>	<b>88.5</b>	<b>2</b>	<b>90.3</b>	<b>2</b>	<b>89.7</b>	<b>2</b>	<b>86.0</b>	<b>2</b>	<b>87.3</b>	<b>2</b>
<b>AMERICAN**</b>	<b>79.4</b>	<b>7</b>	<b>78.3</b>	<b>11</b>	<b>77.6</b>	<b>5</b>	<b>77.0</b>	<b>7</b>	<b>82.7</b>	<b>5</b>	<b>79.1</b>	<b>5</b>	<b>72.1</b>	<b>7</b>	<b>77.7</b>	<b>6</b>
-AMERICAN	79.4	7	78.3	11	76.6	(-)	76.8	(-)	82.3	(-)	76.8	(-)	67.6	(-)	77.7	(-)
-US AIRWAYS	80.9	5	84.0	5	77.8	(-)	80.6	(-)	83.3	(-)	82.1	(-)	78.0	(-)	81.2	(-)
<b>ENVOY*****</b>	<b>73.3</b>	<b>15</b>	<b>74.5</b>	<b>13</b>	<b>66.3</b>	<b>11</b>	<b>69.7</b>	<b>12</b>	<b>75.2</b>	<b>10</b>	<b>71.4</b>	<b>11</b>	<b>62.2</b>	<b>12</b>	<b>71.1</b>	<b>11</b>
<b>DELTA</b>	<b>83.1</b>	<b>3</b>	<b>86.5</b>	<b>4</b>	<b>77.6</b>	<b>4</b>	<b>83.4</b>	<b>3</b>	<b>85.2</b>	<b>4</b>	<b>84.4</b>	<b>3</b>	<b>80.7</b>	<b>4</b>	<b>82.7</b>	<b>3</b>
<b>ENDEAVOR****</b>	<b>81.4</b>	<b>4</b>	<b>82.7</b>	<b>6</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>
<b>EXPRESSJET</b>	<b>75.8</b>	<b>12</b>	<b>74.0</b>	<b>14</b>	<b>62.2</b>	<b>12</b>	<b>69.8</b>	<b>11</b>	<b>74.2</b>	<b>12</b>	<b>70.3</b>	<b>12</b>	<b>65.1</b>	<b>11</b>	<b>70.7</b>	<b>12</b>
<b>FRONTIER</b>	<b>74.3</b>	<b>14</b>	<b>73.0</b>	<b>15</b>	<b>67.3</b>	<b>9</b>	<b>74.3</b>	<b>9</b>	<b>79.7</b>	<b>8</b>	<b>73.4</b>	<b>9</b>	<b>70.9</b>	<b>8</b>	<b>72.4</b>	<b>9</b>
<b>HAWAIIAN</b>	<b>94.8</b>	<b>1</b>	<b>93.8</b>	<b>1</b>	<b>91.6</b>	<b>1</b>	<b>94.2</b>	<b>1</b>	<b>94.0</b>	<b>1</b>	<b>93.2</b>	<b>1</b>	<b>95.3</b>	<b>1</b>	<b>93.6</b>	<b>1</b>
<b>JETBLUE</b>	<b>72.6</b>	<b>16</b>	<b>78.0</b>	<b>12</b>	<b>66.5</b>	<b>10</b>	<b>77.3</b>	<b>6</b>	<b>77.4</b>	<b>9</b>	<b>77.3</b>	<b>7</b>	<b>77.2</b>	<b>5</b>	<b>73.6</b>	<b>8</b>
<b>MESA</b>	<b>76.7</b>	<b>11</b>	<b>79.2</b>	<b>10</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>	<b>(-)</b>
<b>SKYWEST</b>	<b>79.6</b>	<b>6</b>	<b>80.1</b>	<b>8</b>	<b>74.2</b>	<b>6</b>	<b>77.8</b>	<b>5</b>	<b>80.9</b>	<b>7</b>	<b>78.7</b>	<b>6</b>	<b>73.9</b>	<b>6</b>	<b>78.0</b>	<b>5</b>
<b>SOUTHWEST***</b>	<b>75.4</b>	<b>13</b>	<b>71.8</b>	<b>16</b>	<b>69.0</b>	<b>8</b>	<b>71.4</b>	<b>10</b>	<b>75.0</b>	<b>11</b>	<b>71.8</b>	<b>10</b>	<b>67.6</b>	<b>10</b>	<b>71.8</b>	<b>10</b>
-SOUTHWEST	75.4	13	71.8	16	68.6	(-)	71.2	(-)	74.2	(-)	71.8	(-)	66.8	(-)	71.7	(-)
-AIRTRAN	77.9	9	79.4	9	73.6	(-)	82.8	(-)	84.6	(-)	83.9	(-)	80.6	(-)	79.0	(-)
<b>UNITED</b>	<b>79.0</b>	<b>8</b>	<b>81.2</b>	<b>7</b>	<b>73.7</b>	<b>7</b>	<b>75.9</b>	<b>8</b>	<b>81.8</b>	<b>6</b>	<b>76.4</b>	<b>8</b>	<b>70.1</b>	<b>9</b>	<b>77.5</b>	<b>7</b>
<b>VIRGIN AMERICA</b>	<b>77.1</b>	<b>10</b>	<b>86.6</b>	<b>3</b>	<b>81.6</b>	<b>3</b>	<b>83.3</b>	<b>4</b>	<b>86.5</b>	<b>3</b>	<b>81.8</b>	<b>4</b>	<b>81.6</b>	<b>3</b>	<b>82.1</b>	<b>4</b>
<b>Total</b>	<b>78.4</b>		<b>78.8</b>		<b>72.2</b>		<b>76.1</b>		<b>79.6</b>		<b>76.8</b>		<b>71.8</b>		<b>76.3</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 (Mesa).

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

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

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

\*\*\*\*\*Formerly American Eagle Airlines.

JUNE 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*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
<b>AMERICAN**</b>	861	71.2	2605	72.9	633	69.0	7575	81.7	2455	75.9	844	65.9	14093	70.4	522	72.8
-AMERICAN	404	64.4	1001	67.2	236	56.4	179	65.9	894	68.2	398	62.6	13503	70.2	226	66.4
-US AIRWAYS	457	77.2	1604	76.4	397	76.6	7396	82.0	1561	80.3	446	68.8	590	76.6	296	77.7
<b>ALASKA</b>	60	80.0	150	84.7	H/		H/		120	77.5	143	93.0	114	89.5	H/	
<b>JETBLUE</b>	H/		3439	78.7	172	84.3	116	87.9	573	79.6	88	58.0	86	75.6	90	77.8
<b>DELTA</b>	19163	81.8	958	77.5	602	77.2	529	73.7	792	74.1	585	74.7	499	80.2	4462	85.6
<b>EXPRESSJET</b>	6006	72.7	159	74.2	42	66.7	443	61.2	281	63.7	1686	71.3	1394	56.6	2382	80.1
<b>FRONTIER</b>	111	64.0	H/		H/		17	35.3	90	71.1	3306	74.3	151	75.5	81	85.2
<b>HAWAIIAN</b>	H/		H/		H/		H/		H/		H/		H/		H/	
<b>ENVOY****</b>	91	73.6	H/		96	61.5	H/		328	67.4	160	64.4	6577	65.0	336	65.5
<b>SKYWEST</b>	170	66.5	36	50.0	H/		22	68.2	103	37.9	4298	76.2	427	66.5	629	78.5
<b>UNITED</b>	77	62.3	1126	70.2	298	73.5	26	69.2	550	66.5	3593	75.4	259	71.4	49	61.2
<b>VIRGIN AMERICA</b>	H/		184	82.6	H/		H/		30	96.7	H/		172	93.0	H/	
<b>SOUTHWEST***</b>	4406	77.7	1005	68.1	6151	74.9	195	67.7	508	79.1	5005	71.6	H/		610	68.9
-SOUTHWEST	1627	72.6	919	65.8	5984	74.9	195	67.7	279	78.5	4919	71.6	H/		512	65.0
-AIRTRAN	2779	80.7	86	91.9	167	74.9	H/		229	79.9	86	75.6	H/		98	88.8
<b>TOTAL</b>	30945	78.9	9662	74.9	7994	74.6	8923	79.8	5830	73.8	19708	73.6	23772	68.6	9161	80.9

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

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

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

\*\*\*\*Formerly American Eagle Airlines.

JUNE 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>	625	62.9	672	74.4	256	66.0	886	67.6	1536	74.8	1340	71.4	3347	68.5	2343	69.6
-AMERICAN	263	58.2	246	67.1	256	66.0	401	61.6	1273	75.8	804	68.5	2785	70.1	1199	67.9
-US AIRWAYS	362	66.3	426	78.6	H/		485	72.6	263	70.0	536	75.7	562	60.9	1144	71.4
<b>ALASKA</b>	60	70.0	30	73.3	H/		30	73.3	H/		401	93.8	651	88.9	H/	
<b>JETBLUE</b>	544	66.2	1295	74.8	217	85.3	H/		3634	73.5	316	78.8	282	74.1	480	66.2
<b>DELTA</b>	452	65.7	848	82.0	201	76.1	316	74.4	1985	73.0	927	80.4	1901	80.2	1896	74.0
<b>EXPRESSJET</b>	3464	60.0	H/		1864	65.6	7150	65.0	120	57.5	H/		H/		1207	64.6
<b>FRONTIER</b>	H/		52	61.5	H/		61	55.7	H/		161	74.5	117	65.8	59	54.2
<b>HAWAIIAN</b>	H/		H/		H/		H/		30	90.0	73	87.7	126	92.9	H/	
<b>ENVOY****</b>	H/		H/		H/		129	51.2	540	68.7	H/		515	61.2	1480	57.2
<b>SKYWEST</b>	1	100.0	H/		237	62.9	1331	64.2	H/		615	84.6	4824	81.7	8	62.5
<b>UNITED</b>	3885	71.8	440	73.6	1805	73.2	5215	75.2	400	71.2	1079	74.9	3054	65.3	674	57.7
<b>VIRGIN AMERICA</b>	180	79.4	92	94.6	151	86.8	H/		336	81.2	371	94.1	1190	81.5	H/	
<b>SOUTHWEST***</b>	505	54.7	1661	74.3	205	60.0	H/		H/		6510	68.1	3440	57.1	956	57.3
-SOUTHWEST	505	54.7	1541	74.1	205	60.0	H/		H/		6394	68.0	3410	57.0	817	55.6
-AIRTRAN	H/		120	76.7	H/		H/		H/		116	75.9	30	70.0	139	67.6
<b>TOTAL</b>	9716	65.7	5090	75.9	4936	70.0	15118	68.7	8581	73.4	11793	73.1	19447	71.9	9103	65.4

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

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

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

\*\*\*\*Formerly American Eagle Airlines.



JUNE 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*																
CARRIER	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
<b>AMERICAN**</b>	1584	74.7	H/		4432	79.4	562	67.6	4830	61.8	444	68.2	4196	74.9	5703	81.8
-AMERICAN	810	71.2	H/		4044	79.7	206	58.7	4185	61.8	208	63.0	265	62.3	384	61.5
-US AIRWAYS	774	78.3	H/		388	76.3	356	72.8	645	62.0	236	72.9	3931	75.7	5319	83.3
<b>ALASKA</b>	60	86.7	H/		H/		60	81.7	168	71.4	1068	89.8	30	73.3	177	92.7
<b>JETBLUE</b>	1595	80.8	H/		H/		H/		220	70.9	129	75.2	146	76.7	60	80.0
<b>DELTA</b>	1353	81.5	202	82.2	705	83.5	5453	80.8	556	67.4	501	87.2	591	73.1	592	79.1
<b>EXPRESSJET</b>	20	90.0	103	70.9	11	90.9	740	74.1	4900	55.7	H/		5	100.0	H/	
<b>FRONTIER</b>	129	74.4	143	64.3	H/		135	71.9	H/		132	70.5	H/		137	75.2
<b>HAWAIIAN</b>	H/		H/		H/		H/		H/		30	70.0	H/		30	100.0
<b>ENVOY****</b>	H/		H/		1356	78.8	46	34.8	6109	53.3	H/		H/		H/	
<b>SKYWEST</b>	H/		H/		57	33.3	2065	73.7	3345	49.1	811	85.2	H/		1838	85.0
<b>UNITED</b>	1056	72.8	H/		162	63.6	89	60.7	5109	65.3	574	67.2	357	64.1	396	65.7
<b>VIRGIN AMERICA</b>	49	93.9	H/		H/		H/		144	74.3	61	80.3	90	77.8	H/	
<b>SOUTHWEST***</b>	3642	75.2	7401	71.2	H/		742	58.4	H/		1070	57.6	806	63.9	4871	65.6
-SOUTHWEST	3258	74.5	7125	70.8	H/		647	54.4	H/		1070	57.6	726	62.0	4871	65.6
-AIRTRAN	384	81.8	276	80.8	H/		95	85.3	H/		H/		80	81.2	H/	
<b>TOTAL</b>	9488	76.9	7849	71.3	6723	79.0	9892	75.8	25381	57.9	4820	75.8	6221	72.8	13804	76.0

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

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

\*\*\*\*Formerly American Eagle Airlines.

JUNE 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*										
	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>	811	63.1	927	69.9	1429	60.5	359	64.3	1012	72.4
-AMERICAN	486	58.6	515	67.0	923	56.4	149	51.0	476	66.4
-US AIRWAYS	325	69.8	412	73.5	506	68.0	210	73.8	536	77.8
<b>ALASKA</b>	499	94.0	4438	85.0	454	74.4	155	91.0	11	100.0
<b>JETBLUE</b>	116	76.7	266	84.2	338	65.7	102	82.4	472	78.0
<b>DELTA</b>	546	84.1	1113	84.5	818	78.0	3126	88.4	805	81.0
<b>EXPRESSJET</b>	H/		H/		H/		85	72.9	11	100.0
<b>FRONTIER</b>	116	74.1	133	63.2	136	56.6	147	75.5	61	63.9
<b>HAWAIIAN</b>	30	96.7	60	83.3	30	96.7	H/		H/	
<b>ENVOY****</b>	10	70.0	H/		H/		60	70.0	H/	
<b>SKYWEST</b>	862	85.2	672	88.7	3590	61.3	4510	89.4	23	87.0
<b>UNITED</b>	729	68.7	1027	68.8	4702	67.9	54	51.9	512	75.0
<b>VIRGIN AMERICA</b>	141	90.8	226	88.1	1507	74.5	H/		H/	
<b>SOUTHWEST***</b>	2882	64.8	1279	59.0	1368	44.4	905	60.8	2328	74.7
-SOUTHWEST	2882	64.8	1279	59.0	1338	44.1	905	60.8	2066	74.2
-AIRTRAN	H/		H/		30	60.0	H/		262	79.0
<b>TOTAL</b>	<b>6742</b>	<b>72.4</b>	<b>10141</b>	<b>78.7</b>	<b>14372</b>	<b>64.7</b>	<b>9503</b>	<b>84.7</b>	<b>5235</b>	<b>75.6</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.

\*\*\*\*Formerly American Eagle Airlines.

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	92.1	78.2	85.3	88.7	85.7	87.2	78.6	87.3	67.3	72.4	75.5	84.8	78.9	97.6	88.0	61.1	87.0	93.3
700 - 759 AM	92.6	85.6	95.0	100.0	90.7	88.6	76.5	91.5	85.4	69.8	82.6	86.9	83.4	91.9	86.6	83.1	90.0	90.8
800 - 859 AM	91.6	88.4	94.2	91.4	90.6	89.2	79.4	87.1	87.5	94.4	91.2	82.7	86.2	89.9	89.0	81.5	95.2	95.0
900 - 959 AM	91.5	90.3	92.7	94.1	85.8	89.4	79.2	87.4	88.5	92.1	84.2	83.1	88.2	91.8	85.9	76.6	92.8	90.7
1000 - 1059 AM	88.7	89.5	95.3	89.6	89.2	84.6	74.0	90.0	87.8	90.3	100.0	81.8	87.1	87.7	79.3	74.8	90.1	89.1
1100 - 1159 AM	90.8	84.1	87.5	86.4	84.4	87.9	76.7	87.4	76.7	89.2	78.8	82.3	85.6	79.7	79.4	73.8	90.0	89.1
1200 - 1259 PM	88.6	90.0	89.6	89.3	84.1	82.1	71.9	89.2	66.9	88.4	84.2	72.3	85.1	78.0	77.4	70.8	85.7	86.8
100 - 159 PM	84.9	86.5	86.4	87.8	85.1	82.2	75.6	84.4	66.4	80.7	88.4	69.5	82.9	74.4	69.6	74.1	80.9	79.1
200 - 259 PM	77.4	89.3	83.4	77.3	77.7	77.1	72.1	83.9	70.1	77.9	78.1	67.5	80.5	70.2	71.5	73.9	78.9	72.5
300 - 359 PM	78.7	85.2	79.9	84.7	79.7	71.5	65.1	85.4	63.8	76.6	80.0	60.0	79.5	66.0	73.4	67.8	75.5	73.9
400 - 459 PM	74.4	76.3	69.4	70.6	74.7	65.3	66.3	80.6	59.8	74.5	64.7	56.5	70.8	68.3	69.4	62.9	75.3	66.0
500 - 559 PM	70.7	70.6	70.5	75.4	74.8	59.8	62.3	65.8	56.4	65.9	78.0	59.1	73.3	62.2	59.4	65.7	70.7	73.8
600 - 659 PM	67.7	66.4	63.7	69.3	64.2	62.2	60.5	76.8	56.9	69.6	60.3	52.8	60.2	66.8	65.5	53.9	69.2	54.9
700 - 759 PM	63.3	58.3	61.2	70.6	61.8	54.9	56.7	77.6	54.8	57.2	62.5	57.5	59.9	61.5	65.1	51.9	68.7	48.4
800 - 859 PM	65.2	63.0	55.0	63.2	62.1	50.1	53.4	73.5	53.0	70.9	48.2	54.5	57.9	62.5	63.0	49.8	64.3	51.7
900 - 959 PM	63.6	64.0	54.5	66.0	55.8	60.6	57.7	68.9	52.5	65.8	51.2	50.9	60.0	60.0	58.1	52.2	59.7	54.9
1000 - 1059 PM	67.5	61.2	47.9	56.6	63.3	60.0	62.3	65.6	55.2	64.6	66.0	67.5	55.2	59.1	59.0	50.4	63.3	46.5
1100 - 559 AM	59.5	62.0	54.0	57.0	60.5	56.2	71.8	57.6	66.4	61.7	61.0	72.9	73.5	62.5	66.9	59.4	64.2	46.4
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>78.9</b>	<b>74.9</b>	<b>74.6</b>	<b>79.8</b>	<b>73.8</b>	<b>73.6</b>	<b>68.6</b>	<b>80.9</b>	<b>65.7</b>	<b>75.9</b>	<b>70.0</b>	<b>68.7</b>	<b>73.4</b>	<b>73.1</b>	<b>71.9</b>	<b>65.4</b>	<b>76.9</b>	<b>71.3</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	88.8	93.3	81.2	96.9	75.7	89.7	J/	93.7	81.9	J/	90.6	84.8
700 - 759 AM	93.8	91.6	75.6	95.4	80.9	88.6	95.2	93.5	83.0	96.3	94.4	86.6
800 - 859 AM	91.4	87.1	72.5	95.3	80.7	89.3	92.0	91.7	84.1	96.9	95.1	87.2
900 - 959 AM	92.3	85.5	75.2	85.8	77.6	86.8	86.7	88.4	76.3	94.3	93.0	86.4
1000 - 1059 AM	87.4	84.0	74.4	84.3	83.2	81.9	79.7	84.1	69.6	92.0	89.8	83.8
1100 - 1159 AM	86.2	80.0	71.6	79.6	81.5	86.6	83.5	88.2	67.6	80.2	88.3	82.1
1200 - 1259 PM	87.1	84.3	64.9	85.6	81.7	82.0	77.8	82.2	59.4	90.4	89.8	78.7
100 - 159 PM	89.0	79.6	63.5	75.8	75.3	78.4	81.3	84.9	60.9	90.5	87.0	78.0
200 - 259 PM	80.4	75.2	61.6	77.2	82.4	77.9	76.0	76.5	60.1	88.0	84.4	75.2
300 - 359 PM	81.5	65.8	51.9	73.8	74.6	70.2	75.0	74.8	61.8	86.1	76.7	72.2
400 - 459 PM	76.8	73.7	48.9	71.9	75.2	65.0	59.4	78.3	64.1	84.5	77.6	68.3
500 - 559 PM	70.5	66.9	42.2	73.4	67.9	73.6	64.7	78.5	68.0	61.5	74.5	65.0
600 - 659 PM	67.9	68.0	39.8	65.4	61.8	63.0	59.6	72.9	65.4	83.5	68.7	63.2
700 - 759 PM	69.8	58.3	36.9	79.1	67.1	69.6	69.8	74.1	59.8	81.4	54.3	61.0
800 - 859 PM	64.9	69.0	35.2	64.1	60.8	59.8	54.0	72.6	57.6	74.1	58.2	58.2
900 - 959 PM	63.0	67.5	38.2	79.9	53.8	66.2	61.8	72.3	53.8	78.9	57.5	60.1
1000 - 1059 PM	73.1	49.2	54.9	61.4	65.6	66.4	55.9	72.7	54.1	51.2	58.5	60.1
1100 - 559 AM	69.7	68.7	65.5	65.7	62.1	73.1	67.0	71.4	60.7	51.1	58.6	64.3
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>79.0</b>	<b>75.8</b>	<b>57.9</b>	<b>75.8</b>	<b>72.8</b>	<b>76.0</b>	<b>72.4</b>	<b>78.7</b>	<b>64.7</b>	<b>84.7</b>	<b>75.6</b>	<b>72.6</b>

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

JUNE 2014

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	92.7	94.0	93.2	88.7	93.8	92.1	87.7	92.7	89.2	94.8	93.9	87.5	96.1	95.1	91.9	90.9	94.9	92.4
700 - 759 AM	94.2	91.4	89.6	89.5	88.2	90.8	82.2	88.2	87.8	93.2	90.2	88.2	94.6	90.9	89.7	89.9	93.3	88.5
800 - 859 AM	90.9	88.1	87.8	84.8	89.5	87.4	79.4	87.7	84.6	92.6	82.9	85.4	90.8	88.3	82.2	86.3	93.4	82.1
900 - 959 AM	87.8	89.5	83.0	89.5	88.8	84.1	75.9	84.3	85.2	84.6	81.6	80.6	91.8	83.4	82.1	80.6	87.4	83.0
1000 - 1059 AM	85.5	88.2	85.2	91.5	86.2	80.8	72.7	85.0	82.3	88.2	88.5	77.5	84.8	82.5	76.6	80.1	87.1	81.7
1100 - 1159 AM	87.1	82.5	87.3	86.6	86.8	77.6	68.3	76.1	83.7	82.6	100.0	76.0	88.1	77.2	72.6	76.9	81.1	75.3
1200 - 1259 PM	87.1	80.6	78.8	77.7	80.4	77.5	69.2	84.9	65.9	77.2	72.1	70.2	87.9	64.9	74.7	76.1	78.1	66.8
100 - 159 PM	77.8	85.4	76.8	84.4	76.3	71.9	67.7	79.4	65.3	75.9	79.7	64.8	81.6	67.5	65.5	72.9	75.3	65.4
200 - 259 PM	74.0	79.7	68.8	78.0	78.0	71.2	67.2	67.6	64.1	65.6	75.8	61.9	76.8	56.2	57.1	76.6	68.3	53.3
300 - 359 PM	72.7	80.7	61.6	70.2	74.6	65.3	63.4	78.0	54.8	64.3	74.5	60.2	72.8	55.7	72.6	73.4	63.0	49.1
400 - 459 PM	68.3	76.1	66.1	71.6	70.9	58.5	60.4	68.1	54.3	59.6	57.6	54.2	75.4	54.4	70.4	65.0	57.4	51.0
500 - 559 PM	65.2	67.3	51.7	61.6	67.1	55.1	59.9	72.0	54.6	55.6	58.0	54.2	71.2	48.6	65.3	58.9	55.6	44.9
600 - 659 PM	60.3	62.9	56.7	64.8	65.0	51.9	56.0	54.2	50.0	57.1	69.0	56.3	65.3	52.5	64.8	61.2	56.3	48.5
700 - 759 PM	61.7	62.2	45.8	59.0	58.5	56.9	53.7	73.8	48.8	58.9	55.4	56.4	56.6	55.0	62.1	52.7	57.5	35.2
800 - 859 PM	61.4	58.4	42.8	63.0	56.3	51.6	53.3	76.2	47.6	56.2	59.2	49.0	64.8	46.6	66.0	49.4	54.7	27.4
900 - 959 PM	61.1	55.0	34.1	53.8	63.0	55.8	54.1	72.5	47.6	59.2	50.0	59.9	55.8	49.6	74.9	51.2	47.1	29.6
1000 - 1059 PM	67.4	J/	20.5	71.0	65.4	57.2	57.6	52.4	45.1	66.7	52.9	57.1	61.2	62.9	73.4	J/	46.9	42.0
1100 - 559 AM	83.6	90.3	100.0	76.6	98.2	76.6	80.5	82.9	85.7	93.3	J/	65.3	82.6	89.7	76.6	96.0	80.0	87.1
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>75.4</b>	<b>80.2</b>	<b>68.5</b>	<b>76.5</b>	<b>78.2</b>	<b>70.2</b>	<b>66.3</b>	<b>79.3</b>	<b>67.3</b>	<b>74.0</b>	<b>69.2</b>	<b>67.7</b>	<b>79.1</b>	<b>68.6</b>	<b>74.1</b>	<b>73.1</b>	<b>73.0</b>	<b>60.4</b>

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

JUNE 2014

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	94.5	90.9	80.8	95.3	90.5	94.4	92.2	95.0	92.9	89.7	95.4	91.8
700 - 759 AM	92.3	88.8	80.5	94.5	85.0	91.1	93.8	92.7	89.0	91.7	93.2	89.4
800 - 859 AM	91.8	94.6	76.9	93.3	87.7	82.5	88.7	91.6	82.1	91.1	91.9	85.9
900 - 959 AM	88.6	83.8	73.2	91.7	77.8	77.6	80.5	86.2	79.8	92.8	93.6	83.3
1000 - 1059 AM	88.7	86.4	75.1	83.6	80.0	80.2	77.2	78.0	71.1	88.4	90.8	81.1
1100 - 1159 AM	88.1	82.6	68.8	77.9	80.5	62.5	74.4	80.1	70.1	89.5	87.7	78.8
1200 - 1259 PM	79.5	73.3	65.9	74.3	79.3	73.8	70.6	79.8	63.1	79.2	80.1	74.9
100 - 159 PM	76.2	80.8	62.0	73.5	76.6	75.6	64.3	74.8	59.3	86.5	88.9	72.0
200 - 259 PM	72.8	78.1	60.2	78.0	73.8	64.0	69.0	76.9	54.5	82.9	78.5	68.3
300 - 359 PM	69.1	72.8	58.8	72.2	73.7	62.5	67.8	76.6	58.0	86.4	72.0	67.6
400 - 459 PM	75.5	56.4	49.6	69.8	69.4	73.2	64.2	73.2	64.5	79.5	73.1	64.4
500 - 559 PM	65.8	72.1	43.6	71.3	68.3	53.0	52.8	75.1	68.6	75.1	63.2	60.6
600 - 659 PM	60.3	45.1	40.3	61.0	64.4	69.3	63.0	80.6	68.2	69.6	62.6	58.8
700 - 759 PM	61.8	64.5	41.9	80.6	58.3	48.6	62.4	71.2	62.2	81.3	50.6	57.2
800 - 859 PM	72.7	55.7	40.2	77.1	68.1	66.2	65.6	79.1	62.2	80.6	50.5	58.0
900 - 959 PM	64.7	69.6	37.9	76.1	65.8	42.5	51.6	83.8	67.0	88.1	53.5	56.6
1000 - 1059 PM	67.2	80.0	44.6	89.2	66.0	71.8	89.9	76.6	67.2	89.6	34.6	65.7
1100 - 559 AM	J/	86.4	92.5	89.3	98.1	85.0	100.0	83.3	74.7	79.8	85.4	82.3
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>76.9</b>	<b>76.6</b>	<b>59.6</b>	<b>81.9</b>	<b>75.5</b>	<b>72.6</b>	<b>73.8</b>	<b>81.6</b>	<b>70.1</b>	<b>85.9</b>	<b>78.2</b>	<b>72.3</b>

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

JUNE 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

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

EXPRESSJET	5869	Apr	CAK-ORD	1901	26	14	53.9	90.2
EXPRESSJET	5932	May	CAK-ORD	1903	25	15	60.0	83.5
EXPRESSJET	5869	Jun	CAK-ORD	1859	30	16	53.3	86.5
EXPRESSJET	6157	Apr	CVG-ORD	1901	26	15	57.7	107.6
EXPRESSJET	6157	May	CVG-ORD	1906	26	14	53.9	103.3
EXPRESSJET	4453	Jun	CVG-ORD	1906	25	16	64.0	75.7
EXPRESSJET	4152	Apr	EWR-ATL	1914	22	14	63.6	115.6
EXPRESSJET	4152	May	EWR-ATL	1922	28	19	67.9	105.0
EXPRESSJET	4152	Jun	EWR-ATL	1922	25	13	52.0	79.8
EXPRESSJET	3853	Apr	JAX-EWR	1801	26	16	61.5	104.3
EXPRESSJET	4377	May	JAX-EWR	1809	25	14	56.0	103.0
EXPRESSJET	4583	Jun	JAX-EWR	1753	26	14	53.9	145.7
EXPRESSJET	4224	Apr	SDF-ORD	1852	26	16	61.5	104.6
EXPRESSJET	6134	May	SDF-ORD	1858	25	15	60.0	118.6
EXPRESSJET	6134	Jun	SDF-ORD	1844	30	18	60.0	86.5

\* 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>

JUNE 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)

SKYWEST	2642	Apr	ICT-ORD	1800	26	15	57.7	70.0
SKYWEST	2638	May	ICT-ORD	1800	26	17	65.4	77.3
SKYWEST	2638	Jun	ICT-ORD	1750	26	19	73.1	93.6
SKYWEST	2632	Apr	ORD-CHO	1920	30	16	53.3	95.0
SKYWEST	2632	May	ORD-CHO	1920	31	16	51.6	88.0
SKYWEST	2644	Jun	ORD-CHO	1945	27	20	74.1	124.1
SOUTHWEST	3862	Apr	DEN-EWR	1610	27	16	59.3	117.7
SOUTHWEST	3862	May	DEN-EWR	1610	26	17	65.4	116.8
SOUTHWEST	3862	Jun	DEN-EWR	1610	26	14	53.9	86.1
SOUTHWEST	135	Apr	MDW-LGA	1630	21	12	57.1	81.3
SOUTHWEST	135	May	MDW-LGA	1630	26	20	76.9	107.5
SOUTHWEST	1945	Jun	MDW-LGA	1650	26	16	61.5	94.5
UNITED	1462	Apr	EWR-LAX	1830	26	14	53.9	55.2
UNITED	1618	May	EWR-LAX	1832	26	14	53.9	93.8
UNITED	1722	Jun	EWR-LAX	1824	30	19	63.3	90.5

\* 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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JUNE 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

AMERICAN	354	May	ORD-TUS	2005	24	13	54.2	97.2
AMERICAN	354	Jun	ORD-TUS	1955	30	16	53.3	79.6
ENVOY	2829	May	ALO-ORD	1555	21	11	52.4	61.0
ENVOY	2829	Jun	ALO-ORD	1555	26	14	53.9	63.5
ENVOY	3061	May	BNA-ORD	1505	20	11	55.0	69.5
ENVOY	3686	Jun	BNA-ORD	1535	29	20	69.0	76.1
ENVOY	3619	May	BNA-ORD	1950	20	12	60.0	149.5
ENVOY	3086	Jun	BNA-ORD	1945	26	16	61.5	56.3
ENVOY	2849	May	BUF-ORD	2005	26	17	65.4	77.9
ENVOY	3215	Jun	BUF-ORD	2005	26	16	61.5	145.6
ENVOY	3694	May	CMH-ORD	1810	24	16	66.7	68.6
ENVOY	3177	Jun	CMH-ORD	1805	30	18	60.0	71.3
ENVOY	2813	May	CMH-ORD	2000	23	14	60.9	74.1
ENVOY	3585	Jun	CMH-ORD	2020	27	17	63.0	59.4
ENVOY	3031	May	CMI-ORD	1840	24	14	58.3	83.1
ENVOY	3048	Jun	CMI-ORD	1835	30	19	63.3	79.7
ENVOY	2907	May	CVG-ORD	1920	25	15	60.0	76.2
ENVOY	2907	Jun	CVG-ORD	1910	26	16	61.5	84.9
ENVOY	3716	May	DAY-ORD	1955	26	21	80.8	80.9
ENVOY	3702	Jun	DAY-ORD	2010	26	16	61.5	64.2

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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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)

ENVOY	2796	May	DSM-ORD	1535	31	18	58.1	56.4
ENVOY	2796	Jun	DSM-ORD	1535	10	7	70.0	65.1
ENVOY	2980	May	FAR-ORD	1755	26	15	57.7	67.8
ENVOY	3649	Jun	FAR-ORD	1745	26	18	69.2	69.6
ENVOY	2839	May	LGA-STL	1930	21	11	52.4	86.3
ENVOY	2839	Jun	LGA-STL	1940	24	14	58.3	63.0
ENVOY	3749	May	LIT-ORD	1630	24	13	54.2	173.8
ENVOY	3354	Jun	LIT-ORD	1655	30	20	66.7	140.6
ENVOY	2929	May	LIT-ORD	1840	20	13	65.0	162.2
ENVOY	2929	Jun	LIT-ORD	1910	25	18	72.0	147.9
ENVOY	3775	May	OKC-ORD	1910	20	18	90.0	71.8
ENVOY	3156	Jun	OKC-ORD	1910	26	17	65.4	63.8
ENVOY	3575	May	OMA-ORD	1945	20	12	60.0	157.4
ENVOY	3498	Jun	OMA-ORD	1925	26	16	61.5	104.6
ENVOY	2997	May	ORD-BNA	2005	30	16	53.3	66.6
ENVOY	2997	Jun	ORD-BNA	2005	30	19	63.3	72.4
ENVOY	3046	May	ORD-CMH	2040	23	12	52.2	73.8
ENVOY	3046	Jun	ORD-CMH	2050	27	16	59.3	69.6
ENVOY	2879	May	ORD-DBQ	2140	20	12	60.0	79.3
ENVOY	3139	Jun	ORD-DBQ	2110	26	17	65.4	55.0

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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JUNE 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)

ENVOY	2841	May	ORD-GRR	2120	20	11	55.0	53.5
ENVOY	3107	Jun	ORD-GRR	2125	26	16	61.5	60.6
ENVOY	3078	May	ORD-SYR	1950	30	17	56.7	74.4
ENVOY	3078	Jun	ORD-SYR	1945	27	15	55.6	76.9
ENVOY	3139	May	ORD-XNA	2040	26	16	61.5	75.7
ENVOY	3139	Jun	ORD-XNA	2040	29	15	51.7	75.3
ENVOY	3591	May	RDU-LGA	1410	25	15	60.0	80.9
ENVOY	3591	Jun	RDU-LGA	1400	29	15	51.7	62.3
ENVOY	3027	May	RIC-ORD	1935	19	15	79.0	79.3
ENVOY	2984	Jun	RIC-ORD	1935	26	18	69.2	59.9
ENVOY	3043	May	ROC-ORD	1730	20	12	60.0	93.4
ENVOY	3028	Jun	ROC-ORD	1710	29	16	55.2	80.2
ENVOY	3239	May	SYR-ORD	1900	20	11	55.0	90.0
ENVOY	3239	Jun	SYR-ORD	1840	26	14	53.9	83.1
ENVOY	2761	May	TYS-ORD	1645	20	11	55.0	98.2
ENVOY	3412	Jun	TYS-ORD	1635	29	20	69.0	77.1
EXPRESSJET	6079	May	ATW-ORD	1830	21	15	71.4	89.0
EXPRESSJET	6079	Jun	ATW-ORD	1833	25	18	72.0	91.4
EXPRESSJET	5941	May	AVP-ORD	1759	24	15	62.5	115.9
EXPRESSJET	5941	Jun	AVP-ORD	1806	26	18	69.2	103.3

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

JUNE 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	5705	May	BNA-ORD	1838	25	13	52.0	96.5
EXPRESSJET	4364	Jun	BNA-ORD	1830	26	16	61.5	74.2
EXPRESSJET	5932	May	CAK-ORD	1903	25	15	60.0	83.5
EXPRESSJET	5869	Jun	CAK-ORD	1859	30	16	53.3	86.5
EXPRESSJET	6159	May	CMH-ORD	1956	24	16	66.7	93.9
EXPRESSJET	3844	Jun	CMH-ORD	1954	26	17	65.4	73.6
EXPRESSJET	6157	May	CVG-ORD	1906	26	14	53.9	103.3
EXPRESSJET	4453	Jun	CVG-ORD	1906	25	16	64.0	75.7
EXPRESSJET	4282	May	DSM-ORD	1907	10	8	80.0	76.8
EXPRESSJET	4138	Jun	DSM-ORD	1901	25	19	76.0	69.4
EXPRESSJET	4152	May	EWR-ATL	1922	28	19	67.9	105.0
EXPRESSJET	4152	Jun	EWR-ATL	1922	25	13	52.0	79.8
EXPRESSJET	6117	May	FAR-ORD	1816	21	16	76.2	64.3
EXPRESSJET	6117	Jun	FAR-ORD	1836	26	16	61.5	88.7
EXPRESSJET	4702	May	GRB-ORD	1421	26	15	57.7	79.6
EXPRESSJET	5853	Jun	GRB-ORD	1439	30	16	53.3	62.3
EXPRESSJET	4501	May	HPN-ORD	1712	25	17	68.0	81.4
EXPRESSJET	3849	Jun	HPN-ORD	1720	26	19	73.1	108.4
EXPRESSJET	5714	May	IAD-JFK	1720	31	18	58.1	96.1
EXPRESSJET	5714	Jun	IAD-JFK	1727	30	17	56.7	87.3

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

JUNE 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	4377	May	JAX-EWR	1809	25	14	56.0	103.0
EXPRESSJET	4583	Jun	JAX-EWR	1753	26	14	53.9	145.7
EXPRESSJET	4101	May	JAX-IAD	1921	17	11	64.7	100.0
EXPRESSJET	6015	Jun	JAX-IAD	1918	10	6	60.0	104.3
EXPRESSJET	5714	May	JFK-IAD	1935	31	16	51.6	108.2
EXPRESSJET	5714	Jun	JFK-IAD	1936	30	18	60.0	94.7
EXPRESSJET	6164	May	LEX-ORD	1855	25	13	52.0	87.8
EXPRESSJET	6164	Jun	LEX-ORD	1858	26	20	76.9	84.9
EXPRESSJET	5998	May	LIT-ORD	1833	25	15	60.0	108.0
EXPRESSJET	5905	Jun	LIT-ORD	1829	26	19	73.1	89.7
EXPRESSJET	5810	May	MCI-ORD	1848	15	8	53.3	64.6
EXPRESSJET	5810	Jun	MCI-ORD	1852	25	16	64.0	75.8
EXPRESSJET	6079	May	ORD-ATW	1706	21	12	57.1	66.9
EXPRESSJET	6079	Jun	ORD-ATW	1710	25	16	64.0	77.6
EXPRESSJET	5947	May	ORD-AVP	2000	25	19	76.0	67.3
EXPRESSJET	5947	Jun	ORD-AVP	1949	30	18	60.0	114.4
EXPRESSJET	5702	May	ORD-CAE	1825	25	16	64.0	83.1
EXPRESSJET	5702	Jun	ORD-CAE	1810	30	24	80.0	100.6
EXPRESSJET	5958	May	ORD-CAK	1940	25	15	60.0	100.0
EXPRESSJET	5958	Jun	ORD-CAK	1947	26	14	53.9	85.3

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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JUNE 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	6034	May	ORD-ELM	2100	25	16	64.0	98.6
EXPRESSJET	6034	Jun	ORD-ELM	2100	26	15	57.7	63.6
EXPRESSJET	6097	May	ORD-FSD	2005	25	15	60.0	102.9
EXPRESSJET	5786	Jun	ORD-FSD	2005	29	21	72.4	79.4
EXPRESSJET	5974	May	ORD-LIT	2005	25	18	72.0	85.3
EXPRESSJET	5828	Jun	ORD-LIT	2005	26	15	57.7	92.9
EXPRESSJET	4348	May	ORD-MCI	1935	25	13	52.0	106.0
EXPRESSJET	4413	Jun	ORD-MCI	2005	30	18	60.0	89.5
EXPRESSJET	6115	May	ORD-MSN	1710	25	13	52.0	73.0
EXPRESSJET	6115	Jun	ORD-MSN	1700	30	20	66.7	107.9
EXPRESSJET	6161	May	ORD-RIC	2110	25	14	56.0	72.1
EXPRESSJET	6161	Jun	ORD-RIC	2100	26	18	69.2	65.2
EXPRESSJET	4535	May	ORD-SAV	1920	27	14	51.9	121.6
EXPRESSJET	4535	Jun	ORD-SAV	1941	25	17	68.0	101.6
EXPRESSJET	5870	May	ORD-TVC	1635	23	12	52.2	99.1
EXPRESSJET	4473	Jun	ORD-TVC	1634	26	14	53.9	104.2
EXPRESSJET	4600	May	ORD-TYS	2100	25	17	68.0	77.9
EXPRESSJET	6068	Jun	ORD-TYS	2105	30	18	60.0	99.7
EXPRESSJET	4400	May	ROA-ORD	1811	24	13	54.2	94.4
EXPRESSJET	4400	Jun	ROA-ORD	1836	30	18	60.0	126.3

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

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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	6134	May	SDF-ORD	1858	25	15	60.0	118.6
EXPRESSJET	6134	Jun	SDF-ORD	1844	30	18	60.0	86.5
EXPRESSJET	4175	May	STL-EWR	1753	25	13	52.0	94.3
EXPRESSJET	4596	Jun	STL-EWR	1812	23	13	56.5	103.9
EXPRESSJET	4473	May	TVC-ORD	1909	18	11	61.1	109.5
EXPRESSJET	4473	Jun	TVC-ORD	1909	26	17	65.4	110.7
EXPRESSJET	5847	May	XNA-ORD	1740	21	11	52.4	122.6
EXPRESSJET	5980	Jun	XNA-ORD	1740	26	14	53.9	108.4
SKYWEST	5250	May	ATW-ORD	1616	26	15	57.7	99.3
SKYWEST	5250	Jun	ATW-ORD	1629	30	16	53.3	104.4
SKYWEST	2631	May	CHO-ORD	1710	31	24	77.4	94.4
SKYWEST	2635	Jun	CHO-ORD	1725	30	28	93.3	102.6
SKYWEST	5322	May	FWA-ORD	2017	25	15	60.0	92.2
SKYWEST	5322	Jun	FWA-ORD	2023	30	20	66.7	84.4
SKYWEST	2638	May	ICT-ORD	1800	26	17	65.4	77.3
SKYWEST	2638	Jun	ICT-ORD	1750	26	19	73.1	93.6
SKYWEST	5258	May	LNK-ORD	1842	25	16	64.0	77.8
SKYWEST	5502	Jun	LNK-ORD	1846	26	14	53.9	74.3
SKYWEST	5475	May	MKE-DEN	1833	25	13	52.0	84.8
SKYWEST	5475	Jun	MKE-DEN	1845	22	16	72.7	87.0

\* Minimum of 10 flights per month

\*\* 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 (CONTINUED)

SKYWEST	5425	May	MKE-ORD	1933	25	14	56.0	71.6
SKYWEST	5425	Jun	MKE-ORD	1935	26	19	73.1	61.4
SKYWEST	5434	May	MKG-ORD	1921	25	13	52.0	119.2
SKYWEST	5434	Jun	MKG-ORD	1923	30	16	53.3	104.1
SKYWEST	6314	May	MSP-ORD	1930	13	7	53.9	71.5
SKYWEST	4695	Jun	MSP-ORD	1920	26	14	53.9	93.1
SKYWEST	6314	May	MSP-ORD	1930	13	7	53.9	71.5
SKYWEST	5480	Jun	MSP-ORD	1951	19	13	68.4	127.5
SKYWEST	2631	May	ORD-CHO	1400	31	17	54.8	86.4
SKYWEST	2635	Jun	ORD-CHO	1415	30	22	73.3	71.4
SKYWEST	2632	May	ORD-CHO	1920	31	16	51.6	88.0
SKYWEST	2644	Jun	ORD-CHO	1945	27	20	74.1	124.1
SKYWEST	5587	May	ORD-CVG	2100	26	16	61.5	69.7
SKYWEST	5587	Jun	ORD-CVG	2100	17	9	52.9	84.5
SKYWEST	5205	May	ORD-DCA	1510	11	6	54.6	80.8
SKYWEST	5205	Jun	ORD-DCA	1510	23	12	52.2	54.6
SKYWEST	5322	May	ORD-FWA	1752	25	15	60.0	77.8
SKYWEST	5322	Jun	ORD-FWA	1754	30	17	56.7	81.6
SKYWEST	6213	May	ORD-IND	1746	21	17	81.0	83.9
SKYWEST	5562	Jun	ORD-IND	1750	26	17	65.4	89.3

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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)

SKYWEST	5425	May	ORD-MKE	1815	27	14	51.9	61.2
SKYWEST	5425	Jun	ORD-MKE	1813	26	16	61.5	49.9
SKYWEST	5300	May	ORD-MKE	2100	26	14	53.9	81.8
SKYWEST	5300	Jun	ORD-MKE	2100	26	15	57.7	86.9
SKYWEST	5234	May	ORD-SGF	1645	25	14	56.0	54.5
SKYWEST	5234	Jun	ORD-SGF	1640	26	16	61.5	79.5
SKYWEST	5234	May	SGF-ORD	1848	25	15	60.0	67.8
SKYWEST	5234	Jun	SGF-ORD	1849	26	18	69.2	82.8
SKYWEST	5454	May	SMF-SFO	1138	31	16	51.6	75.1
SKYWEST	5454	Jun	SMF-SFO	1144	30	21	70.0	82.3
SKYWEST	5472	May	SPI-ORD	1826	25	16	64.0	89.0
SKYWEST	5472	Jun	SPI-ORD	1827	30	19	63.3	88.8
SOUTHWEST	3862	May	DEN-EWR	1610	26	17	65.4	116.8
SOUTHWEST	3862	Jun	DEN-EWR	1610	26	14	53.9	86.1
SOUTHWEST	176	May	EWR-HOU	1640	26	14	53.9	124.8
SOUTHWEST	3718	Jun	EWR-HOU	1640	29	15	51.7	77.8
SOUTHWEST	48	May	HOU-DAL	1800	30	16	53.3	68.0
SOUTHWEST	48	Jun	HOU-DAL	1800	30	17	56.7	77.3
SOUTHWEST	4321	May	HOU-LGA	1425	23	17	73.9	100.0
SOUTHWEST	2288	Jun	HOU-LGA	1415	27	20	74.1	119.1

\* Minimum of 10 flights per month

\*\* 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***
<b>CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)</b>								
SOUTHWEST	254	May	LAS-PDX	2050	25	14	56.0	81.8
SOUTHWEST	4790	Jun	LAS-PDX	2020	29	15	51.7	67.8
SOUTHWEST	1449	May	LAS-PHX	2110	29	15	51.7	68.6
SOUTHWEST	102	Jun	LAS-PHX	2055	29	15	51.7	70.3
SOUTHWEST	668	May	LAX-LAS	1935	25	15	60.0	73.2
SOUTHWEST	1559	Jun	LAX-LAS	2000	30	19	63.3	73.1
SOUTHWEST	374	May	LAX-SFO	1955	30	20	66.7	59.5
SOUTHWEST	2034	Jun	LAX-SFO	1945	30	21	70.0	91.3
SOUTHWEST	4473	May	MDW-LAX	1640	26	16	61.5	89.9
SOUTHWEST	2407	Jun	MDW-LAX	1645	26	15	57.7	54.1
SOUTHWEST	135	May	MDW-LGA	1630	26	20	76.9	107.5
SOUTHWEST	1945	Jun	MDW-LGA	1650	26	16	61.5	94.5
SOUTHWEST	4813	May	OAK-LAS	1830	26	15	57.7	51.9
SOUTHWEST	4813	Jun	OAK-LAS	1830	26	14	53.9	68.9
SOUTHWEST	27	May	STL-MDW	1940	26	17	65.4	73.7
SOUTHWEST	27	Jun	STL-MDW	1940	29	15	51.7	89.3
UNITED	1618	May	EWR-LAX	1832	26	14	53.9	93.8
UNITED	1722	Jun	EWR-LAX	1824	30	19	63.3	90.5
UNITED	389	May	JFK-SFO	1829	25	15	60.0	86.1
UNITED	389	Jun	JFK-SFO	1829	26	16	61.5	84.0
UNITED	509	May	LGA-DEN	1700	24	14	58.3	67.5
UNITED	509	Jun	LGA-DEN	1720	26	15	57.7	76.9
UNITED	691	May	LGA-ORD	1800	21	11	52.4	114.6
UNITED	1299	Jun	LGA-ORD	1800	20	15	75.0	76.5

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
<b>SOUTHWEST**</b>	<b>3,751</b>	<b>515</b>	<b>13.7</b>
-SOUTHWEST	3,528	515	14.6
-AIRTRAN	223	0	0.0
<b>ENVOY***</b>	<b>1,149</b>	<b>81</b>	<b>7.0</b>
<b>EXPRESSJET</b>	<b>2,031</b>	<b>102</b>	<b>5.0</b>
<b>SKYWEST</b>	<b>1,790</b>	<b>78</b>	<b>4.4</b>
<b>UNITED</b>	<b>1,057</b>	<b>27</b>	<b>2.6</b>
<b>FRONTIER</b>	<b>229</b>	<b>5</b>	<b>2.2</b>
<b>AMERICAN*</b>	<b>2,783</b>	<b>48</b>	<b>1.7</b>
-AMERICAN	1,567	41	2.6
-US AIRWAYS	1,216	7	0.6
<b>VIRGIN AMERICA</b>	<b>173</b>	<b>1</b>	<b>0.6</b>
<b>JETBLUE</b>	<b>712</b>	<b>2</b>	<b>0.3</b>
<b>DELTA</b>	<b>2,435</b>	<b>4</b>	<b>0.2</b>
<b>ALASKA</b>	<b>490</b>	<b>0</b>	<b>0.0</b>
<b>HAWAIIAN</b>	<b>208</b>	<b>0</b>	<b>0.0</b>
<b>TOTAL</b>	<b>16,808</b>	<b>863</b>	<b>5.1</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.

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

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

\*\*\*Formerly American Eagle Airlines.

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	75.0	80.0	60	60
ABILENE TX (ABI)	67.8	72.5	236	236
ADAK ISLAND AK (ADK)	77.8	55.6	9	9
AGUADILLA PR (BQN)	71.3	84.0	150	150
AKRON OH (CAK)	68.2	81.7	597	595
ALBANY GA (ABY)	69.0	73.8	84	84
ALBANY NY (ALB)	62.6	79.8	653	650
ALBUQUERQUE NM (ABQ)	66.9	69.4	2,301	2,300
ALEXANDRIA LA (AEX)	71.9	74.4	292	289
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	67.9	94.3	53	53
ALPENA MI (APN)	80.4	76.5	51	51
AMARILLO TX (AMA)	57.3	62.8	618	618
ANCHORAGE AK (ANC)	79.4	86.3	1,773	1,771
APPLETON WI (ATW)	66.2	75.4	275	276
ARCATA/EUREKA CA (ACV)	63.6	63.5	253	252
ARLINGTON VA (DCA)	73.8	78.2	5,830	5,823
ASHEVILLE NC (AVL)	67.3	71.1	306	308
ASPEN CO (ASE)	60.5	74.3	304	303
ATLANTA GA (ATL)	78.9	75.4	30,945	30,934
ATLANTIC CITY NJ (ACY)	68.3	83.3	60	60
AUGUSTA GA (AGS)	74.5	77.6	220	219
AUSTIN TX (AUS)	72.3	73.8	3,778	3,780
BAKERSFIELD CA (BFL)	68.5	79.9	308	308
BALTIMORE MD (BWI)	74.6	68.5	7,994	7,996
BANGOR ME (BGR)	72.5	87.3	80	79
BARROW AK (BRW)	74.0	84.4	77	77
BATON ROUGE LA (BTR)	65.5	68.9	710	710
BEAUMONT/PORT ARTHUR TX (BPT)	55.1	59.1	89	88
BELLINGHAM WA (BLI)	90.9	92.4	66	66
BEMIDJI MN (BJI)	83.3	90.0	60	60
BEND/REDMOND OR (RDM)	72.3	81.1	321	322
BETHEL AK (BET)	79.0	81.5	81	81
BILLINGS MT (BIL)	84.1	92.1	302	303
BIRMINGHAM AL (BHM)	65.9	73.7	1,258	1,259
BISMARCK/MANDAN ND (BIS)	67.4	77.2	215	215
BLOOMINGTON/NORMAL IL (BMI)	68.8	76.5	292	294
BOISE ID (BOI)	71.9	80.5	1,010	1,011
BOSTON MA (BOS)	74.9	80.2	9,662	9,658
BOZEMAN MT (BZN)	79.0	87.1	395	396
BRAINERD MN (BRD)	78.4	77.0	74	74
BRANSON MO (BKG)	69.4	63.3	49	49
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	84.7	85.7	196	196
BROWNSVILLE TX (BRO)	58.9	67.3	202	202

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	75.6	86.7	90	90
BUFFALO NY (BUF)	73.7	80.9	1,597	1,595
BURBANK CA (BUR)	72.5	76.7	1,819	1,820
BURLINGTON VT (BTV)	61.6	71.2	471	472
BUTTE MT (BTM)	95.0	91.7	60	60
CARLSBAD CA (CLD)	82.7	84.7	202	202
CASPER WY (CPR)	81.1	85.9	206	206
CEDAR CITY UT (CDC)	88.2	88.2	51	51
CEDAR RAPIDS/IOWA CITY IA (CID)	61.0	72.7	592	590
CHAMPAIGN/URBANA IL (CMI)	52.4	67.5	206	206
CHANTILLY VA (IAD)	70.0	69.2	4,936	4,974
CHARLESTON SC (CHS)	71.3	74.6	1,244	1,246
CHARLESTON/DUNBAR WV (CRW)	61.6	65.6	294	294
CHARLOTTE AMALIE VI (STT)	85.6	88.4	354	354
CHARLOTTE NC (CLT)	79.8	76.5	8,923	8,925
CHARLOTTESVILLE VA (CHO)	48.3	63.7	178	179
CHATTANOOGA TN (CHA)	74.7	76.5	304	307
CHICAGO IL (MDW)	71.3	60.4	7,849	7,848
CHICAGO IL (ORD)	57.9	59.6	25,381	25,330
CHICO CA (CIC)	51.1	52.2	90	90
CHRISTIANSTED VI (STX)	71.4	92.2	77	77
CLEVELAND OH (CLE)	70.7	75.3	2,948	2,948
CODY WY (COD)	79.2	83.3	96	96
COLLEGE STATION/BRYAN TX (CLL)	73.3	76.7	232	232
COLORADO SPRINGS CO (COS)	60.9	72.8	795	795
COLUMBIA MO (COU)	70.0	76.7	120	120
COLUMBIA SC (CAE)	59.4	67.6	611	611
COLUMBUS GA (CSG)	75.4	73.7	114	114
COLUMBUS MS (GTR)	71.8	80.0	85	85
COLUMBUS OH (CMH)	64.6	71.8	2,441	2,441
CORDOVA AK (CDV)	85.0	86.7	60	60
CORPUS CHRISTI TX (CRP)	58.7	64.5	581	581
COVINGTON KY (CVG)	69.6	73.4	1,829	1,829
CRESCENT CITY CA (CEC)	59.3	61.0	81	82
DALLAS TX (DAL)	65.5	59.0	3,839	3,840
DALLAS/FORT WORTH TX (DFW)	68.6	66.3	23,772	23,778
DAYTON OH (DAY)	66.4	73.3	842	845
DAYTONA BEACH FL (DAB)	81.2	88.6	149	149
DEADHORSE AK (SCC)	80.5	84.4	77	77
DENVER CO (DEN)	73.6	70.2	19,708	19,733
DES MOINES IA (DSM)	59.7	67.7	851	852
DETROIT MI (DTW)	80.9	79.3	9,161	9,158
DEVILS LAKE ND (DVL)	78.0	87.5	41	40

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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.
DICKINSON ND (DIK)	71.0	87.7	138	138
DILLINGHAM AK (DLG)	73.9	73.9	23	23
DOTHAN AL (DHN)	69.3	77.2	114	114
DUBUQUE IA (DBQ)	51.9	69.1	81	81
DULUTH MN (DLH)	63.5	65.3	271	271
DURANGO CO (DRO)	83.5	85.0	127	127
EAGLE CO (EGE)	50.0	88.0	26	25
EAU CLAIRE WI (EAU)	38.3	58.3	60	60
EL PASO TX (ELP)	62.6	68.3	1,549	1,546
ELKO NV (EKO)	88.9	91.4	81	81
ELMIRA/CORNING NY (ELM)	68.7	77.8	163	162
ERIE PA (ERI)	51.9	68.6	52	51
EUGENE OR (EUG)	75.8	80.7	483	482
EVANSVILLE IN (EVV)	66.1	68.6	271	271
FAIRBANKS AK (FAI)	80.1	83.9	281	280
FARGO ND (FAR)	62.3	73.7	477	483
FAYETTEVILLE AR (XNA)	62.8	66.2	949	948
FAYETTEVILLE NC (FAY)	75.7	80.3	173	173
FLAGSTAFF AZ (FLG)	80.2	87.2	172	172
FLINT MI (FNT)	66.2	79.0	355	353
FORT LAUDERDALE FL (FLL)	75.9	74.0	5,090	5,095
FORT MYERS FL (RSW)	78.8	81.2	1,631	1,634
FORT SMITH AR (FSM)	69.1	77.5	204	204
FORT WAYNE IN (FWA)	61.3	61.9	310	310
FRESNO CA (FAT)	75.4	77.3	956	956
GAINESVILLE FL (GNV)	76.9	82.2	208	208
GARDEN CITY KS (GCK)	75.0	66.7	60	60
GILLETTE WY (GCC)	85.8	89.2	120	120
GRAND FORKS ND (GFK)	81.5	87.3	157	158
GRAND ISLAND NE (GRI)	66.1	67.9	56	56
GRAND JUNCTION CO (GJT)	73.8	79.6	389	387
GRAND RAPIDS MI (GRR)	67.8	73.3	991	993
GREAT FALLS MT (GTF)	81.0	89.4	189	189
GREEN BAY WI (GRB)	63.7	75.2	454	452
GREENSBORO/HIGH POINT NC (GSO)	68.6	74.7	749	751
GREER SC (GSP)	70.1	70.1	568	569
GUAM TT (GUM)	63.3	70.0	30	30
GULFPORT/BILOXI MS (GPT)	66.9	73.8	378	378
GUNNISON CO (GUC)	63.6	69.7	33	33
GUSTAVUS AK (GST)	60.9	43.5	23	23
HANCOCK/HOUGHTON MI (CMX)	53.3	68.3	60	60
HARLINGEN/SAN BENITO TX (HRL)	69.0	75.0	287	288
HARRISBURG PA (MDT)	70.3	76.0	414	416

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HARTFORD CT (BDL)	70.5	82.4	1,872	1,871
HAYDEN CO (HDN)	66.7	100.0	3	2
HELENA MT (HLN)	86.6	95.7	142	141
HIBBING MN (HIB)	76.9	90.4	52	52
HILO HI (ITO)	94.2	95.6	504	504
HOBBS NM (HOB)	59.3	74.1	54	54
HONOLULU HI (HNL)	89.2	92.8	4,006	4,005
HOUSTON TX (HOU)	67.3	58.9	5,166	5,166
HOUSTON TX (IAH)	68.7	67.7	15,118	15,117
HUNTSVILLE AL (HSV)	67.3	73.3	554	554
HYANNIS MA (HYA)	100.0	100.0	5	5
IDAHO FALLS ID (IDA)	84.0	90.3	257	258
INDIANAPOLIS IN (IND)	70.8	76.8	2,475	2,474
INTERNATIONAL FALLS MN (INL)	77.4	73.6	53	53
IRON MOUNTAIN/KINGSFORD MI (IMT)	78.6	85.5	56	55
ISLIP NY (ISP)	62.1	78.0	404	405
JACKSON WY (JAC)	71.6	85.5	335	332
JACKSON/VICKSBURG MS (JAN)	67.2	72.1	683	684
JACKSONVILLE FL (JAX)	72.5	79.6	1,824	1,827
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	67.2	73.9	119	119
JAMESTOWN ND (JMS)	85.5	87.1	62	62
JOPLIN MO (JLN)	76.7	75.0	60	60
JUNEAU AK (JNU)	81.6	86.4	485	485
KAHULUI HI (OGG)	91.3	93.9	1,916	1,917
KALAMAZOO MI (AZO)	61.9	69.6	168	168
KALISPELL MT (FCA)	81.3	87.1	203	201
KANSAS CITY MO (MCI)	69.9	73.4	3,949	3,949
KETCHIKAN AK (KTN)	83.7	83.7	233	233
KEY WEST FL (EYW)	85.5	89.0	283	283
KILLEEN TX (GRK)	71.8	76.0	404	405
KING SALMON AK (AKN)	65.2	87.0	23	23
KLAMATH FALLS OR (LMT)	100.0	100.0	6	8
KNOXVILLE TN (TYS)	57.8	69.1	741	741
KODIAK AK (ADQ)	82.5	87.7	57	57
KONA HI (KOA)	91.9	94.7	959	961
KOTZEBUE AK (OTZ)	73.3	73.3	60	60
LA CROSSE WI (LSE)	56.5	58.8	131	131
LAFAYETTE LA (LFT)	69.9	71.1	575	574
LAKE CHARLES LA (LCH)	71.3	77.0	174	174
LANSING MI (LAN)	62.4	66.2	210	210
LARAMIE WY (LAR)	75.0	75.0	60	60
LAREDO TX (LRD)	67.2	69.7	201	201
LAS VEGAS NV (LAS)	73.1	68.6	11,793	11,805

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LAWTON/FORT SILL OK (LAW)	75.8	79.2	120	120
LEWISTON ID (LWS)	100.0	100.0	60	60
LEXINGTON KY (LEX)	56.3	63.9	375	377
LIHUE HI (LIH)	93.2	95.6	977	977
LINCOLN NE (LNK)	57.5	65.9	214	214
LITTLE ROCK AR (LIT)	59.1	60.6	1,292	1,293
LONG BEACH CA (LGB)	89.1	88.3	1,095	1,096
LONGVIEW TX (GGG)	71.7	68.3	60	60
LOS ANGELES CA (LAX)	71.9	74.1	19,447	19,458
LOUISVILLE KY (SDF)	66.4	72.0	1,250	1,251
LUBBOCK TX (LBB)	62.1	68.2	554	554
MADISON WI (MSN)	65.2	72.5	961	960
MANCHESTER NH (MHT)	65.6	81.0	604	601
MANHATTAN/FT. RILEY KS (MHK)	59.7	80.5	149	149
MARQUETTE MI (MQT)	46.2	57.7	26	26
MARTHA'S VINEYARD MA (MVY)	90.0	80.0	30	30
MEDFORD OR (MFR)	70.3	69.9	266	266
MELBOURNE FL (MLB)	76.7	81.9	116	116
MEMPHIS TN (MEM)	65.6	71.6	1,216	1,214
MIAMI FL (MIA)	79.0	76.9	6,723	6,725
MIDLAND/ODESSA TX (MAF)	61.7	67.5	852	852
MILWAUKEE WI (MKE)	66.6	73.5	3,009	3,007
MINNEAPOLIS MN (MSP)	75.8	76.6	9,892	9,898
MINOT ND (MOT)	70.1	83.5	134	133
MISSION/MCALLEN/EDINBURG TX (MFE)	61.8	73.0	385	385
MISSOULA MT (MSO)	84.8	87.8	361	360
MOAB UT (CNY)	96.2	98.1	52	52
MOBILE AL (MOB)	68.2	71.4	465	465
MODESTO CA (MOD)	36.4	41.7	11	12
MOLINE IL (MLI)	59.8	73.0	453	452
MONROE LA (MLU)	69.2	75.3	289	288
MONTEREY CA (MRY)	71.0	75.4	393	394
MONTGOMERY AL (MGM)	69.9	72.8	279	279
MONTROSE/DELTA CO (MTJ)	78.5	83.0	107	106
MOSINEE WI (CWA)	52.1	75.0	117	116
MUSKEGON MI (MKG)	50.0	53.3	60	60
MYRTLE BEACH SC (MYR)	78.8	85.4	151	151
NANTUCKET MA (ACK)	86.8	88.2	76	76
NASHVILLE TN (BNA)	70.4	70.7	4,765	4,763
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	75.0	76.7	60	60
NEW ORLEANS LA (MSY)	71.5	73.7	3,375	3,383
NEW YORK NY (JFK)	73.4	79.1	8,581	8,579
NEW YORK NY (LGA)	65.4	73.1	9,103	9,097

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
NEWARK NJ (EWR)	65.7	67.3	9,716	9,696
NEWBURGH/POUGHKEEPSIE NY (SWF)	78.3	75.4	60	61
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	73.5	74.1	166	166
NOME AK (OME)	71.7	85.0	60	60
NORFOLK VA (ORF)	65.7	74.2	1,083	1,081
NORTH BEND/COOS BAY OR (OTH)	53.1	62.5	32	32
OAKLAND CA (OAK)	64.5	63.5	3,802	3,802
OKLAHOMA CITY OK (OKC)	65.6	70.6	1,868	1,866
OMAHA NE (OMA)	63.6	72.1	1,783	1,782
ONTARIO CA (ONT)	67.0	73.6	1,755	1,755
ORLANDO FL (MCO)	76.9	73.0	9,488	9,494
PADUCAH KY (PAH)	51.7	68.3	60	60
PAGO PAGO TT (PPG)	81.8	100.0	11	11
PALM SPRINGS CA (PSP)	80.7	81.7	698	698
PANAMA CITY FL (ECP)	73.2	79.7	403	403
PASCO/KENNEWICK/RICHLAND WA (PSC)	74.2	88.4	302	301
PELLSTON MI (PLN)	85.7	86.8	77	76
PENSACOLA FL (PNS)	70.8	77.4	709	709
PEORIA IL (PIA)	61.4	68.0	293	294
PETERSBURG AK (PSG)	71.7	75.0	60	60
PHILADELPHIA PA (PHL)	72.8	75.5	6,221	6,224
PHOENIX AZ (PHX)	76.0	72.6	13,804	13,806
PITTSBURGH PA (PIT)	73.4	81.9	2,455	2,460
POCATELLO ID (PIH)	95.5	96.4	111	111
PONCE PR (PSE)	62.5	80.3	72	71
PORTLAND ME (PWM)	67.7	73.4	619	617
PORTLAND OR (PDX)	75.8	81.9	4,820	4,825
PROVIDENCE RI (PVD)	68.8	84.5	1,011	1,007
PUEBLO CO (PUB)	60.8	66.7	51	51
RALEIGH/DURHAM NC (RDU)	72.7	75.6	3,330	3,329
RAPID CITY SD (RAP)	67.2	74.6	427	426
REDDING CA (RDD)	57.8	66.7	90	90
RENO NV (RNO)	66.8	73.6	1,453	1,453
RHINELANDER WI (RHI)	83.5	82.6	85	86
RICHMOND VA (RIC)	68.8	76.2	1,638	1,639
ROANOKE VA (ROA)	70.8	68.8	257	260
ROCHESTER MN (RST)	61.8	71.1	152	152
ROCHESTER NY (ROC)	67.1	74.6	678	678
ROCK SPRINGS WY (RKS)	92.7	91.3	150	150
ROSWELL NM (ROW)	58.6	66.7	87	87
SACRAMENTO CA (SMF)	68.8	73.5	3,658	3,655
SAGINAW/BAY CITY/MIDLAND MI (MBS)	60.5	58.1	124	124
SALT LAKE CITY UT (SLC)	84.7	85.9	9,503	9,491

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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.
SAN ANGELO TX (SJT)	61.9	68.0	147	147
SAN ANTONIO TX (SAT)	68.4	72.9	2,936	2,935
SAN DIEGO CA (SAN)	72.4	73.8	6,742	6,748
SAN FRANCISCO CA (SFO)	64.7	70.1	14,372	14,357
SAN JOSE CA (SJC)	70.5	73.9	3,774	3,774
SAN JUAN PR (SJU)	78.0	82.4	2,322	2,319
SAN LUIS OBISPO CA (SBP)	81.0	77.4	390	390
SANTA ANA CA (SNA)	74.5	74.8	3,347	3,343
SANTA BARBARA CA (SBA)	74.6	74.6	638	638
SANTA FE NM (SAF)	67.1	77.5	170	169
SANTA MARIA CA (SMX)	94.7	97.4	114	114
SARASOTA/BRADENTON FL (SRQ)	78.0	78.4	287	287
SAULT STE. MARIE MI (CIU)	70.6	75.0	17	16
SAVANNAH GA (SAV)	71.9	72.6	801	802
SCRANTON/WILKES-BARRE PA (AVP)	62.9	69.4	159	160
SEATTLE WA (SEA)	78.7	81.6	10,141	10,141
SHREVEPORT LA (SHV)	68.3	70.3	590	589
SIOUX CITY IA (SUX)	39.1	67.2	64	64
SIOUX FALLS SD (FSD)	56.6	70.2	610	610
SITKA AK (SIT)	84.6	90.9	143	143
SOUTH BEND IN (SBN)	64.4	72.0	472	472
SPOKANE WA (GEG)	73.6	81.7	807	807
SPRINGFIELD IL (SPI)	55.7	67.1	149	149
SPRINGFIELD MO (SGF)	59.8	71.0	582	582
ST. AUGUSTINE FL (UST)	69.2	53.8	13	13
ST. CLOUD MN (STC)	36.7	65.0	60	60
ST. GEORGE UT (SGU)	91.8	93.2	146	146
ST. LOUIS MO (STL)	70.1	68.2	4,670	4,672
STATE COLLEGE PA (SCE)	38.3	53.3	60	60
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	87.8	85.4	82	82

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SYRACUSE NY (SYR)	64.3	70.0	610	610
TALLAHASSEE FL (TLH)	78.9	84.3	356	356
TAMPA FL (TPA)	75.6	78.2	5,235	5,236
TEXARKANA AR (TXK)	74.4	75.6	90	90
TOLEDO OH (TOL)	57.0	72.1	86	86
TOPEKA KS (FOE)	37.5	64.3	56	56
TRAVERSE CITY MI (TVC)	72.7	75.7	209	210
TRENTON NJ (TTN)	62.3	74.0	289	289
TUCSON AZ (TUS)	69.2	80.6	1,283	1,283
TULSA OK (TUL)	64.8	72.5	1,456	1,458
TWIN FALLS ID (TWF)	91.0	95.5	67	67
TYLER TX (TYR)	68.3	70.0	227	227
VALDOSTA GA (VLD)	71.8	78.8	85	85
VALPARAISO FL (VPS)	71.6	78.8	496	496
VERNAL UT (VEL)	94.1	100.0	51	51
WACO TX (ACT)	60.3	65.8	146	146
WATERLOO IA (ALO)	51.8	67.9	56	56
WEST PALM BEACH/PALM BEACH FL (PBI)	75.8	77.3	1,468	1,471
WEST YELLOWSTONE MT (WYS)	95.5	97.0	66	66
WHITE PLAINS NY (HPN)	61.3	70.4	602	601
WICHITA FALLS TX (SPS)	62.5	71.7	120	120
WICHITA KS (ICT)	61.0	71.3	806	806
WILLISTON ND (ISN)	75.8	80.6	227	227
WILMINGTON DE (ILG)	60.0	75.0	75	76
WILMINGTON NC (ILM)	75.6	73.4	201	203
WORCESTER MA (ORH)	75.0	83.3	60	60
WRANGELL AK (WRG)	71.7	73.3	60	60
YAKUTAT AK (YAK)	81.7	86.7	60	60
YUMA AZ (YUM)	89.5	91.1	258	258

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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
ENVOY***	15	17,833	1,127	6.3	129	33,509	2,166	6.5
EXPRESSJET	21	32,056	1,558	4.9	166	59,381	2,937	4.9
SKYWEST	23	30,468	1,036	3.4	170	53,173	2,016	3.8
JETBLUE	24	14,778	290	2.0	61	21,224	426	2.0
UNITED	28	37,292	509	1.4	76	42,886	607	1.4
AMERICAN*	28	66,885	900	1.3	96	80,779	1,033	1.3
-AMERICAN	28	36,723	421	1.1	84	45,825	504	1.1
-US AIRWAYS	27	30,162	479	1.6	71	34,954	529	1.5
SOUTHWEST**	24	58,458	527	0.9	89	108,959	880	0.8
-SOUTHWEST	24	53,482	508	0.9	89	102,043	851	0.8
-AIRTRAN	16	4,976	19	0.4	37	6,916	29	0.4
ALASKA	21	8,880	4	0.0	59	14,171	30	0.2
VIRGIN AMERICA	16	4,924	7	0.1	17	4,954	7	0.1
FRONTIER	21	5,478	3	0.1	69	7,561	7	0.1
HAWAIIAN	8	407	1	0.2	17	6,399	5	0.1
DELTA	29	52,490	15	0.0	138	69,621	19	0.0
Total		329,949	5,977	1.8	Total	502,617	10,133	2.0

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

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

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

\*\*\*Formerly American Eagle Airlines.



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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
ENVOY***	1,766	893	50.5
EXPRESSJET	5,405	1,083	20.0
SKYWEST	3,485	596	17.1
JETBLUE	796	114	14.3
AMERICAN*	4,262	380	8.9
-AMERICAN	2,240	230	10.2
-US AIRWAYS	2,022	150	7.4
UNITED	7,471	413	5.5
SOUTHWEST**	14,533	666	4.6
-SOUTHWEST	13,779	656	4.7
-AIRTRAN	754	10	1.3
FRONTIER	516	5	0.9
ALASKA	623	6	0.9
VIRGIN AMERICA	188	1	0.5
DELTA	4,104	3	0.0
HAWAIIAN	239	0	0.0
<b>TOTAL</b>	<b>62,183</b>	<b>5,206</b>	<b>8.4</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>

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

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

\*\*\*Formerly American Eagle Airlines.

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**AIR TRAVEL CONSUMER REPORT**  
**TABLE 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**	80779	58221	72.07%	1033	1.28%	342	0.42%	5746	7.11%	1056	1.31%	7122	8.82%	55	0.07%	7204	8.92%
AMERICAN	45825	30964	67.57%	504	1.10%	275	0.60%	3406	7.43%	807	1.76%	4356	9.51%	5	0.01%	5507	12.02%
US AIRWAYS	34954	27257	77.98%	529	1.51%	67	0.19%	2340	6.69%	249	0.71%	2766	7.91%	49	0.14%	1697	4.86%
ALASKA	14171	12182	85.96%	30	0.21%	16	0.11%	492	3.47%	25	0.18%	847	5.97%	12	0.08%	567	4.00%
JETBLUE	21224	16375	77.15%	426	2.01%	62	0.29%	1277	6.01%	123	0.58%	1583	7.46%	11	0.05%	1367	6.44%
DELTA	69621	56216	80.75%	19	0.03%	200	0.29%	4052	5.82%	639	0.92%	4687	6.73%	2	0.00%	3806	5.47%
EXPRESSJET	59381	38647	65.08%	2937	4.95%	272	0.46%	4308	7.25%	369	0.62%	5361	9.03%	10	0.02%	7477	12.59%
FRONTIER	7561	5362	70.92%	7	0.09%	28	0.37%	412	5.45%	37	0.49%	1130	14.95%	0	0.00%	584	7.73%
HAWAIIAN	6399	6099	95.31%	5	0.08%	6	0.09%	205	3.20%	1	0.02%	4	0.07%	0	0.01%	79	1.23%
ENVOY	33509	20852	62.23%	2166	6.46%	113	0.34%	2222	6.63%	623	1.86%	3679	10.98%	16	0.05%	3838	11.45%
SKYWEST	53173	39269	73.85%	2016	3.79%	142	0.27%	2864	5.39%	221	0.42%	3134	5.89%	22	0.04%	5505	10.35%
UNITED	42886	30045	70.06%	607	1.42%	179	0.42%	3746	8.73%	424	0.99%	4093	9.54%	0	0.00%	3792	8.84%
VIRGIN AMERICA	4954	4042	81.59%	7	0.14%	4	0.08%	189	3.81%	104	2.09%	387	7.82%	3	0.05%	219	4.41%
SOUTHWEST***	108959	73700	67.64%	880	0.81%	404	0.37%	9966	9.15%	885	0.81%	5123	4.70%	32	0.03%	17969	16.49%
SOUTHWEST	102043	68126	66.76%	851	0.83%	383	0.38%	9630	9.44%	820	0.80%	4696	4.60%	32	0.03%	17504	17.15%
AIRTRAN	6916	5574	80.60%	29	0.42%	21	0.30%	336	4.85%	65	0.94%	426	6.16%	0	0.00%	465	6.73%
TOTAL	502617	361010	71.83%	10133	2.02%	1768	0.35%	35477	7.06%	4507	0.90%	37150	7.39%	164	0.03%	52408	10.43%

**\*Causes of Delay:**

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

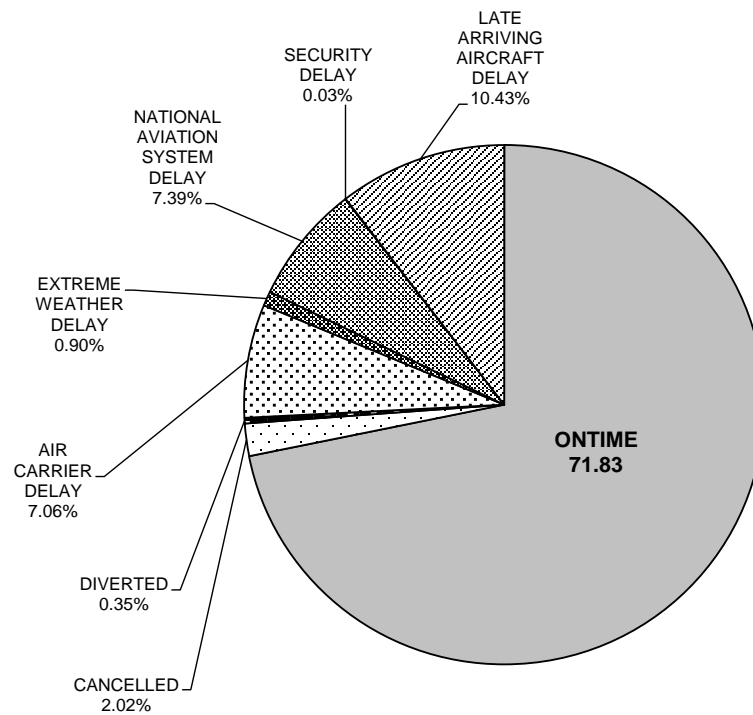
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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

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

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

\*\*\*\*Formerly American Eagle Airlines.

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



**Causes of Delay:**

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

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

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

JUNE 2014

## AIR TRAVEL CONSUMER REPORT

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

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

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

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

JUNE 2014

## AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport*	Destination Airport*	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
UNITED	557	PVR	ORD	6/18/2014	Diversion Airport (MSN)	243

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

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

JUNE 2014

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
VIRGIN AMERICA	4,954	8	0.16
UNITED	42,886	68	0.16
ENVOY***	33,509	41	0.12
JETBLUE	21,224	25	0.12
AMERICAN*	80,779	101	0.13
-AMERICAN	45,825	47	0.10
-US AIRWAYS	34,954	54	0.15
EXPRESSJET	59,381	45	0.08
DELTA	69,621	39	0.06
FRONTIER	7,561	4	0.05
SKYWEST	53,173	23	0.04
ALASKA	14,171	4	0.03
SOUTHWEST**	108,959	17	0.02
-SOUTHWEST	102,043	15	0.01
-AIRTRAN	6,916	2	0.03
HAWAIIAN	6,399	0	0.00
<b>TOTAL</b>	<b>502,617</b>	<b>375</b>	<b>0.07</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.

\*\*\*Formerly American Eagle Airlines.

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

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

## APPENDIX

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

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

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

### Air Carriers Required to Report

#### Data to DOT and to CRS Vendors \*

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

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

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

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

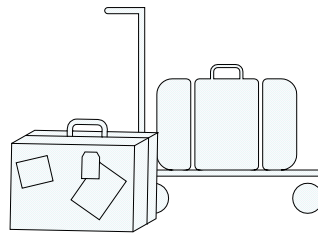
The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\*\*Formerly American Eagle Airlines.



## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	JUNE 2014			JUNE 2013		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	576	569,798	1.01	560	587,361	0.95
2	FRONTIER AIRLINES	1,889	1,056,610	1.79	1,985	905,508	2.19
3	HAWAIIAN AIRLINES	1,551	826,268	1.88	1,820	821,690	2.21
4	JETBLUE AIRWAYS	4,504	2,352,407	1.91	4,970	2,327,604	2.14
5	DELTA AIR LINES	22,884	9,850,134	2.32	25,612	9,220,874	2.78
6	ALASKA AIRLINES	4,847	1,791,861	2.71	5,939	1,696,336	3.50
7	UNITED AIRLINES	22,863	6,053,046	3.78	24,804	6,106,302	4.06
8	AMERICAN AIRLINES**	44,845	10,772,768	4.16	**	**	**
	-US AIRWAYS	17,562	4,579,095	3.84	13,863	4,484,453	3.09
	-AMERICAN	27,283	6,193,673	4.40	21,623	6,027,484	3.59
9	SOUTHWEST AIRLINES***	52,287	12,424,504	4.21	***	***	***
	-SOUTHWEST AIRLINES	48,867	11,732,199	4.17	45,577	10,778,830	4.23
	-AIRTRAN AIRWAYS	3,420	692,305	4.94	8,680	1,670,956	5.19
10	SKYWEST AIRLINES	11,638	2,376,442	4.90	12,794	2,363,797	5.41
11	EXPRESSJET AIRLINES	14,337	2,576,841	5.56	16,795	2,842,664	5.91
12	ENVOY AIR****	14,755	1,361,119	10.84	10,739	1,520,479	7.06
TOTALS****		196,976	52,011,798	3.79	195,761	51,354,338	3.81

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

\*\*\*\*\* Formerly American Eagle Airlines.

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

RANK	AIRLINE	JANUARY - JUNE 2014			JANUARY - JUNE 2013		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	2,922	3,121,260	0.94	2,770	2,999,632	0.92
2	FRONTIER AIRLINES	9,512	5,168,173	1.84	10,152	4,727,697	2.15
3	JETBLUE AIRWAYS	27,582	13,331,805	2.07	25,448	13,292,448	1.91
4	HAWAIIAN AIRLINES	10,157	4,607,809	2.20	10,139	4,564,228	2.22
5	DELTA AIR LINES	134,048	52,150,827	2.57	109,694	49,017,183	2.24
6	ALASKA AIRLINES	24,104	9,374,984	2.57	26,779	8,968,709	2.99
7	UNITED AIRLINES	128,465	33,160,234	3.87	118,370	33,585,770	3.52
8	AMERICAN AIRLINES**	230,464	60,708,659	3.80	**	**	**
	-US AIRWAYS	96,862	26,362,674	3.67	62,042	25,609,083	2.42
	-AMERICAN	133,602	34,345,985	3.89	107,318	33,795,790	3.18
9	SOUTHWEST AIRLINES***	300,671	66,621,625	4.51	***	***	***
	-SOUTHWEST AIRLINES	278,375	62,169,905	4.48	204,716	58,201,882	3.52
	-AIRTRAN AIRWAYS	22,296	4,451,720	5.01	27,482	9,217,487	2.98
10	SKYWEST AIRLINES	67,696	13,105,292	5.17	68,124	13,280,849	5.13
11	EXPRESSJET AIRLINES	89,676	14,301,371	6.27	78,084	15,276,995	5.11
12	ENVOY AIR****	69,215	7,832,702	8.84	52,742	8,331,032	6.33
TOTALS****		1,094,512	283,484,741	3.86	903,860	280,868,785	3.22

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

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

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

\*\*\*\*\* Formerly American Eagle Airlines.

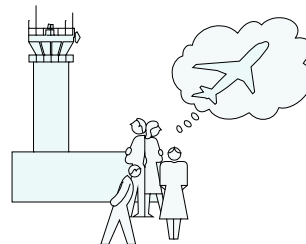
## OVERSALES

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

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

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

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



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

RANK	AIRLINE	APRIL - JUNE 2014				APRIL - JUNE 2013			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>HAWAIIAN AIRLINES</b>	102	10	2,505,196	<b>0.04</b>	449	56	2,481,456	<b>0.23</b>
2	<b>VIRGIN AMERICA</b>	137	11	1,703,282	<b>0.06</b>	68	12	1,708,688	<b>0.07</b>
3	<b>JETBLUE AIRWAYS</b>	279	70	7,489,539	<b>0.09</b>	126	15	7,188,445	<b>0.02</b>
4	<b>ALASKA AIRLINES</b>	1,027	196	4,999,049	<b>0.39</b>	877	152	4,780,086	<b>0.32</b>
5	<b>DELTA AIR LINES</b>	29,451	1,405	30,361,746	<b>0.46</b>	20,416	2,374	27,642,624	<b>0.86</b>
6	<b>AMERICAN AIRLINES**</b>	17,824	2,304	35,406,731	<b>0.65</b>	**	**	**	<b>**</b>
	-AMERICAN	9,014	696	19,957,730	0.35	13,609	647	19,581,262	<b>0.33</b>
	-US AIRWAYS	8,810	1,608	15,449,001	1.04	8,011	985	14,993,178	<b>0.66</b>
7	<b>UNITED AIRLINES</b>	16,498	2,171	20,144,390	<b>1.08</b>	12,781	1,856	19,942,776	<b>0.93</b>
8	<b>FRONTIER AIRLINES</b>	934	349	2,937,116	<b>1.19</b>	908	357	2,589,674	<b>1.38</b>
9	<b>SOUTHWEST AIRLINES***</b>	28,592	4,186	25,307,042	<b>1.65</b>	***	***	***	<b>***</b>
	-SOUTHWEST	26,341	3,605	22,614,856	1.59	26,487	4,538	30,575,862	<b>1.48</b>
	-AIRTRAN	2,251	581	2,692,186	2.16	8,832	683	5,031,798	<b>1.36</b>
10	<b>ENVOY AIR****</b>	5,351	702	4,146,074	<b>1.69</b>	5,301	509	4,420,134	<b>1.15</b>
11	<b>SKYWEST AIRLINES</b>	10,717	1,836	6,861,891	<b>2.68</b>	8,049	1,436	6,875,131	<b>2.09</b>
12	<b>EXPRESSJET AIRLINES</b>	16,961	2,784	7,735,969	<b>3.60</b>	11,602	1,593	8,226,123	<b>1.94</b>
	<b>TOTALS****</b>	<b>127,873</b>	<b>16,024</b>	<b>149,598,025</b>	<b>1.07</b>	<b>117,516</b>	<b>15,213</b>	<b>156,037,237</b>	<b>0.97</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.

\*\* 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 April - June 2013 reflect the deletion of Mesa's and Endeavor's data for that month.

\*\*\*\*\* Formerly American Eagle Airlines.

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

RANK	AIRLINE	JANUARY - JUNE 2014				JANUARY - JUNE 2013			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	748	94	14,186,326	<b>0.07</b>	296	16	13,953,731	<b>0.01</b>
2	<b>HAWAIIAN AIRLINES</b>	196	35	4,905,568	<b>0.07</b>	781	107	4,878,613	<b>0.22</b>
3	<b>VIRGIN AMERICA</b>	373	36	3,162,743	<b>0.11</b>	187	23	3,027,898	<b>0.08</b>
4	<b>ALASKA AIRLINES</b>	2,053	444	9,383,680	<b>0.47</b>	2,032	342	8,983,272	<b>0.38</b>
5	<b>DELTA AIR LINES</b>	53,780	3,283	55,719,641	<b>0.59</b>	42,861	3,651	51,773,001	<b>0.71</b>
6	<b>AMERICAN AIRLINES**</b>	34,636	4,693	67,875,516	<b>0.69</b>	**	**	**	**
	-AMERICAN	18,989	1,960	38,374,719	0.51	26,431	1,672	37,848,823	0.44
	-US AIRWAYS	15,647	2,733	29,500,797	0.93	14,410	1,991	28,754,973	0.69
7	<b>FRONTIER AIRLINES</b>	1,589	635	5,339,113	<b>1.19</b>	1,400	537	4,853,788	<b>1.11</b>
8	<b>SOUTHWEST AIRLINES***</b>	49,064	8,371	56,087,690	<b>1.49</b>	***	***	***	***
	-SOUTHWEST	44,091	6,980	50,634,484	1.38	43,794	7,723	56,845,104	1.36
	-AIRTRAN	4,973	1,391	5,453,206	2.55	19,168	1,524	9,556,910	1.59
9	<b>UNITED AIRLINES</b>	37,967	6,566	38,038,590	<b>1.73</b>	26,874	4,448	38,086,239	<b>1.17</b>
10	<b>ENVOY AIR****</b>	10,526	1,468	7,858,174	<b>1.87</b>	10,621	1,052	8,390,865	<b>1.25</b>
11	<b>SKYWEST AIRLINES</b>	22,673	4,465	13,010,929	<b>3.43</b>	18,591	3,279	13,189,192	<b>2.49</b>
12	<b>EXPRESSJET AIRLINES</b>	33,054	5,594	14,541,770	<b>3.85</b>	24,702	3,356	15,333,388	<b>2.19</b>
	<b>TOTALS****</b>	<b>246,659</b>	<b>35,684</b>	<b>290,109,740</b>	<b>1.23</b>	<b>232,148</b>	<b>29,721</b>	<b>295,475,797</b>	<b>1.01</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.

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

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

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

\*\*\*\*\* Formerly American Eagle Airlines.

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JUNE 2014				JUNE 2013			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,095	45	0	78	945	59	3	104
FOREIGN AIRLINES	274	2	0	44	262	10	0	27
TRAVEL AGENTS	15	0	0	13	22	1	0	5
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	12	8	0	13	5	9	0	14
<b>INDUSTRY TOTALS</b>	<b>1,396</b>	<b>55</b>	<b>0</b>	<b>148</b>	<b>1,234</b>	<b>79</b>	<b>3</b>	<b>150</b>



Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JUNE 2014			JUNE 2013		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	485		1	430	
CANCELLATIONS			205			166
DELAYS			169			182
MISCONNECTIONS			59			49
BAGGAGE	2	230		2	198	
RES/TKTG/BOARDING	3	156		4	173	
CUSTOMER SERVICE	4	130		3	178	
FARES	5	101		8	31	
REFUNDS	6	90		5	90	
DISABILITY	7	85		6	55	
OVERSALES	8	51		7	34	
OTHER	9	41		9	29	
FREQUENT FLYER			29			17
ADVERTISING	10	20		10	9	
DISCRIMINATION	11	5		11	6	
ANIMALS	12	2		12	1	
<b>COMPLAINT TOTAL</b>		<b>1,396</b>			<b>1,234</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\*

JUNE 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
AIR WISCONSIN	5	0	0	0	0	0	3	0	0	0	0	0	8
ALASKA AIRLINES	2	0	0	1	0	3	2	3	0	0	0	0	11
ALLEGIAN T AIR	7	2	6	2	6	4	7	4	1	0	0	0	39
AMERICAN AIRLINES	48	2	17	13	16	24	11	9	5	1	0	7	153
COMMUTAIR	8	0	0	0	0	0	0	0	0	0	0	0	8
DELTA AIR LINES	25	6	9	6	1	8	9	12	0	2	0	5	83
ENDEAVOR AIR	6	1	0	0	0	1	0	0	0	0	0	0	8
ENVOY AIR***	14	3	2	0	1	8	1	0	0	0	0	0	29
EXPRESSJET AIRLINES	37	0	0	0	0	0	0	0	0	0	0	2	39
FRONTIER AIRLINES	12	2	11	3	3	1	6	1	0	0	0	1	40
GOJET AIRLINES	7	0	0	0	0	0	0	0	0	0	0	0	7
JETBLUE AIRWAYS	19	1	2	4	0	2	4	1	0	0	0	1	34
MESA AIRLINES	8	0	0	0	0	0	0	0	0	0	0	0	8
PIEDMONT AIRLINES	7	1	0	0	0	1	1	0	0	1	0	0	11
PSA AIRLINES	5	0	0	0	0	0	1	0	0	0	0	0	6
REPUBLIC AIRLINES	15	0	0	0	0	0	1	0	0	0	0	0	16
SHUTTLE AMERICA	6	0	0	0	0	0	0	0	0	0	0	0	6
SILVER AIRWAYS	3	0	0	0	1	1	0	1	0	0	0	0	6
SKYWEST AIRLINES	14	0	0	0	0	2	1	0	0	0	0	0	17
SOUTHWEST AIRLINES	21	1	5	3	3	5	9	12	5	0	0	1	65
SPIRIT AIRLINES	38	2	10	11	11	9	6	1	3	0	0	2	93
UNITED AIRLINES	79	18	18	19	13	46	19	10	1	1	2	9	235
US AIRWAYS	50	6	9	17	8	24	13	8	0	0	0	9	144
VIRGIN AMERICA	0	0	1	0	0	3	1	0	0	0	0	0	5
OTHER U. S. AIRLINES	12	0	1	1	4	1	4	0	0	0	0	1	24
<b>TOTAL JUNE 2014</b>	<b>448</b>	<b>45</b>	<b>91</b>	<b>80</b>	<b>67</b>	<b>143</b>	<b>99</b>	<b>62</b>	<b>15</b>	<b>5</b>	<b>2</b>	<b>38</b>	<b>1,095</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>40.9</b>	<b>4.1</b>	<b>8.3</b>	<b>7.3</b>	<b>6.1</b>	<b>13.1</b>	<b>9.0</b>	<b>5.7</b>	<b>1.4</b>	<b>0.5</b>	<b>0.2</b>	<b>3.5</b>	
<b>TOTAL JUNE 2013</b>	<b>397</b>	<b>26</b>	<b>112</b>	<b>21</b>	<b>60</b>	<b>115</b>	<b>145</b>	<b>37</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>24</b>	<b>945</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>42.0</b>	<b>2.8</b>	<b>11.9</b>	<b>2.2</b>	<b>6.3</b>	<b>12.2</b>	<b>15.3</b>	<b>3.9</b>	<b>0.4</b>	<b>0.3</b>	<b>0.1</b>	<b>2.5</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.'

\*\*\* FORMERLY AMERICAN EAGLE AIRLINES

Table 4

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

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

JUNE 2014

U. S. AIRLINES*	COMPS RECD IN JUN	INCI- DENTS IN JUN	PERCENT	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	8	5	62.5	1	12.5	2	25.0	0	0.0
ALASKA AIRLINES	11	3	27.3	2	18.2	3	27.3	3	27.3
ALLEGiant AIR	39	21	53.8	5	12.8	10	25.6	3	7.7
AMERICAN AIRLINES	153	73	47.7	26	17.0	37	24.2	17	11.1
COMMUTAIR	8	4	50.0	4	50.0	0	0.0	0	0.0
DELTA AIR LINES	83	47	56.6	17	20.5	13	15.7	6	7.2
ENDEAVOR AIR	8	2	25.0	5	62.5	1	12.5	0	0.0
ENVOY AIR**	29	19	65.5	4	13.8	4	13.8	2	6.9
EXPRESSJET AIRLINES	39	25	64.1	9	23.1	4	10.3	1	2.6
FRONTIER AIRLINES	40	19	47.5	11	27.5	5	12.5	5	12.5
GOJET AIRLINES	7	5	71.4	1	14.3	1	14.3	0	0.0
JETBLUE AIRWAYS	34	24	70.6	6	17.6	4	11.8	0	0.0
MESA AIRLINES	8	8	100.0	0	0.0	0	0.0	0	0.0
PIEDMONT AIRLINES	11	6	54.5	3	27.3	2	18.2	0	0.0
PSA AIRLINES	6	5	83.3	0	0.0	1	16.7	0	0.0
REPUBLIC AIRLINES	16	9	56.2	4	25.0	3	18.8	0	0.0
SHUTTLE AMERICA	6	4	66.7	2	33.3	0	0.0	0	0.0
SILVER AIRWAYS	6	4	66.7	0	0.0	1	16.7	1	16.7
SKYWEST AIRLINES	17	13	76.5	3	17.6	0	0.0	1	5.9
SOUTHWEST AIRLINES	65	38	58.5	13	20.0	8	12.3	6	9.2
SPIRIT AIRLINES	93	58	62.4	13	14.0	11	11.8	11	11.8
UNITED AIRLINES	235	124	52.8	50	21.3	38	16.2	23	9.8
US AIRWAYS	144	64	44.4	31	21.5	32	22.2	17	11.8
VIRGIN AMERICA	5	4	80.0	1	20.0	0	0.0	0	0.0
OTHER U. S. AIRLINES	24	16	66.7	4	16.7	4	16.7	0	0.0
<b>TOTALS</b>	<b>1,095</b>	<b>600</b>	<b>54.8</b>	<b>215</b>	<b>19.6</b>	<b>184</b>	<b>16.8</b>	<b>96</b>	<b>8.8</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>945</b>	<b>506</b>	<b>53.5</b>	<b>185</b>	<b>19.6</b>	<b>187</b>	<b>19.8</b>	<b>67</b>	<b>7.1</b>

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

\*\* FORMERLY AMERICAN EAGLE AIRLINES

Table 5

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

JUNE 2014

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANI MALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	0	0	3	1	1	0	1	1	0	0	0	0	7
AEROMEXICO	1	1	4	1	1	2	0	0	1	0	0	0	11
AIR BERLIN	0	0	3	1	0	6	0	0	0	0	0	0	10
AIR CANADA	9	1	6	3	2	10	8	5	0	0	0	0	44
AIR FRANCE	0	0	4	0	0	8	1	5	0	0	0	0	18
ALITALIA AIRLINES	2	1	1	2	0	4	1	0	0	0	0	0	11
BRITISH AIRWAYS	4	1	5	4	1	10	3	3	0	0	0	1	32
EMIRATES AIRLINES	0	0	0	0	0	3	2	1	0	0	0	0	6
ETIHAD AIRWAYS	3	0	3	1	0	3	2	0	1	0	0	0	13
KLM	0	0	2	0	0	0	2	1	0	0	0	0	5
LAN AIRLINES	0	0	0	0	1	1	0	2	1	0	0	0	5
LUFTHANSA	0	0	1	0	0	4	1	2	0	0	0	1	9
QATAR AIRWAYS	3	0	2	2	0	0	1	0	0	0	0	0	8
SAS	1	1	0	0	0	8	1	0	0	0	0	0	11
TURKISH AIRLINES	1	0	3	0	0	4	0	1	0	0	0	0	9
OTHER FOREIGN AIRLINES	12	1	18	2	12	21	5	2	2	0	0	0	75
<b>TOTALS</b>	<b>36</b>	<b>6</b>	<b>55</b>	<b>17</b>	<b>18</b>	<b>84</b>	<b>28</b>	<b>23</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>274</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	8	3	3	0	1	0	0	0	0	0	15
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	1	0	2	1	2	3	2	0	0	0	0	1	12
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</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	JUNE 2014			JUNE 2013		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>HAWAIIAN AIRLINES</b>	2	877,636	<b>0.23</b>	7	873,387	<b>0.80</b>
2	<b>SOUTHWEST AIRLINES***</b>	69	12,367,008	<b>0.56</b>	***	***	***
	-SOUTHWEST AIRLINES	65	11,515,386	0.56	48	10,507,073	0.46
	-AIRTRAN AIRWAYS	4	851,622	0.47	14	1,740,756	0.80
3	<b>ALASKA AIRLINES</b>	11	1,886,562	<b>0.58</b>	10	1,792,673	<b>0.56</b>
4	<b>SKYWEST AIRLINES</b>	17	2,450,735	<b>0.69</b>	20	2,424,266	<b>0.83</b>
5	<b>DELTA AIR LINES</b>	83	11,851,385	<b>0.70</b>	70	11,126,563	<b>0.63</b>
6	<b>VIRGIN AMERICA</b>	5	590,178	<b>0.85</b>	9	604,915	<b>1.49</b>
7	<b>JETBLUE AIRWAYS</b>	34	2,751,346	<b>1.24</b>	15	2,633,963	<b>0.57</b>
8	<b>EXPRESSJET AIRLINES</b>	39	2,781,812	<b>1.40</b>	28	3,003,969	<b>0.93</b>
9	<b>ENVOY AIR*****</b>	29	1,425,252	<b>2.03</b>	29	1,597,955	<b>1.81</b>
10	<b>AMERICAN AIRLINES**</b>	297	12,966,211	<b>2.29</b>	**	**	**
	-AMERICAN	153	7,867,874	1.94	161	7,720,199	2.09
	-US AIRWAYS	144	5,098,337	2.82	81	5,023,037	1.61
11	<b>UNITED AIRLINES</b>	235	8,257,566	<b>2.85</b>	181	8,210,190	<b>2.20</b>
12	<b>FRONTIER AIRLINES</b>	40	1,111,925	<b>3.60</b>	19	890,784	<b>2.13</b>
	<b>TOTAL****</b>	<b>861</b>	<b>59,317,616</b>	<b>1.45</b>	<b>692</b>	<b>58,149,730</b>	<b>1.19</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 June 2013 reflect the deletion of Mesa's and Endeavor's data for that month.

\*\*\*\*\* Formerly American Eagle Airlines.

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS

	JANUARY - JUNE 2014				JANUARY - JUNE 2013			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	6,006	328	15	816	4,812	372	14	647
FOREIGN AIRLINES	1,760	26	0	234	1,364	33	0	139
TRAVEL AGENTS	102	3	0	74	110	6	0	24
TOUR OPERATORS	3	0	0	0	151	0	0	1
MISCELLANEOUS	68	49	0	99	75	61	1	89
<b>INDUSTRY TOTALS</b>	<b>7,939</b>	<b>406</b>	<b>15</b>	<b>1,223</b>	<b>6,512</b>	<b>472</b>	<b>15</b>	<b>900</b>

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - JUNE 2014			JANUARY - JUNE 2013		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	2,702		1	1871	
CANCELLATIONS			1212			685
DELAYS			813			744
MISCONNECTIONS			388			281
BAGGAGE	2	1,327		2	1056	
RES/TKTG/BOARDING	3	1,232		3	967	
CUSTOMER SERVICE	4	829		4	963	
REFUNDS	5	579		5	438	
DISABILITY	6	395		7	308	
FARES	7	296		8	220	
OVERSALES	8	286		9	192	
OTHER	9	194		6	412	
FREQUENT FLYER			105			169
ADVERTISING	10	65		10	46	
DISCRIMINATION	11	32		11	36	
ANIMALS	12	2		12	3	
<b>COMPLAINT TOTAL</b>		<b>7,939</b>			<b>6,512</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

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

JANUARY - JUNE 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
AIR WISCONSIN	17	1	0	0	0	0	6	0	0	0	0	1	25
AIRTRAN AIRWAYS	17	4	2	1	2	13	7	4	0	0	0	0	50
ALASKA AIRLINES	8	4	4	3	1	6	8	9	0	0	0	1	44
ALLEGIAN AIR	98	4	50	11	34	15	28	13	4	0	0	1	258
AMERICAN AIRLINES	249	15	112	35	117	173	82	38	10	2	0	35	868
COMMUTAIR	23	0	0	0	0	0	0	0	0	0	0	0	23
COMPASS AIRLINES	9	0	1	0	0	1	0	0	0	0	0	0	11
DELTA AIR LINES	162	33	77	25	11	67	60	50	1	5	0	14	505
ENDEAVOR AIR	26	2	1	0	0	11	1	0	0	0	0	0	41
ENVOY AIR***	106	13	8	0	2	30	8	5	0	1	0	0	173
EXPRESSJET AIRLINES	193	0	0	0	0	2	10	0	0	2	0	3	210
FRONTIER AIRLINES	49	11	41	4	9	24	29	11	3	1	0	4	186
GO!	6	0	0	0	2	3	8	0	0	0	0	0	19
GOJET AIRLINES	17	0	0	0	0	0	2	0	0	0	0	0	19
GREAT LAKES AVIATION	25	1	4	0	5	0	3	0	0	0	0	0	38
HAWAIIAN AIRLINES	4	1	4	2	3	4	8	5	0	0	0	7	38
HORIZON AIRLINES	4	1	5	0	0	0	3	0	0	0	0	0	13
JETBLUE AIRWAYS	125	2	18	9	15	32	20	9	1	0	0	3	234
MESA AIRLINES	29	0	0	0	0	0	3	0	0	0	0	0	32
PIEDMONT AIRLINES	40	9	0	1	0	6	5	7	0	1	0	1	70
PSA AIRLINES	20	0	0	0	0	1	1	0	0	0	0	0	22
REPUBLIC AIRLINES	88	0	3	0	1	7	4	0	0	0	0	1	104
SHUTTLE AMERICA	24	0	0	0	0	2	1	1	0	0	0	0	28
SILVER AIRWAYS	27	0	3	0	3	7	1	1	0	0	0	1	43
SKYWEST AIRLINES	91	4	1	0	0	13	7	1	0	0	0	0	117
SOUTHWEST AIRLINES	129	8	23	13	16	64	32	30	7	2	0	5	329
SPIRIT AIRLINES	113	18	55	22	40	57	45	10	9	4	0	14	387
TRANS STATES AIRLINES	21	1	1	0	0	2	1	0	0	0	0	0	26
UNITED AIRLINES	394	83	166	47	107	240	134	82	4	8	2	39	1,306
US AIRWAYS	263	22	103	44	51	90	70	45	3	3	0	22	716
VIRGIN AMERICA	12	0	2	0	2	8	6	2	0	0	0	0	32
OTHER U. S. AIRLINES	10	0	6	0	5	9	5	2	0	1	0	1	39
<b>TOTAL JAN- JUN 2014</b>	<b>2,399</b>	<b>237</b>	<b>690</b>	<b>217</b>	<b>426</b>	<b>887</b>	<b>598</b>	<b>325</b>	<b>42</b>	<b>30</b>	<b>2</b>	<b>153</b>	<b>6,006</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>39.9</b>	<b>3.9</b>	<b>11.5</b>	<b>3.6</b>	<b>7.1</b>	<b>14.8</b>	<b>10</b>	<b>5.4</b>	<b>0.7</b>	<b>0.5</b>	<b>0.0</b>	<b>2.5</b>	
<b>TOTAL JAN- JUN 2013</b>	<b>1,656</b>	<b>146</b>	<b>619</b>	<b>140</b>	<b>298</b>	<b>680</b>	<b>753</b>	<b>251</b>	<b>28</b>	<b>28</b>	<b>3</b>	<b>210</b>	<b>4,812</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>34.4</b>	<b>3.0</b>	<b>12.9</b>	<b>2.9</b>	<b>6.2</b>	<b>14.1</b>	<b>15.6</b>	<b>5.2</b>	<b>0.6</b>	<b>0.6</b>	<b>0.1</b>	<b>4.4</b>	

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

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

\*\*\* FORMERLY AMERICAN EAGLE AIRLINES



TABLE 4 (YTD)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANI MALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	0	1	6	1	1	1	2	1	0	0	0	0	13
AEROFLOT	1	0	3	0	2	6	2	0	0	0	0	0	14
AEROLINEAS ARGENTINAS	3	0	1	0	3	2	1	1	0	0	0	0	11
AEROMEXICO	18	5	28	4	8	14	5	2	1	0	0	1	86
AIR BERLIN	1	0	4	1	2	11	0	0	0	0	0	0	19
AIR CANADA	83	9	34	6	10	40	56	14	1	2	0	2	257
AIR CHINA	3	0	6	0	3	3	0	1	1	0	0	0	17
AIR FRANCE	17	2	13	1	9	22	7	6	1	0	0	2	80
AIR INDIA	4	0	1	0	3	6	4	2	0	0	0	0	20
ALITALIA AIRLINES	7	4	6	3	1	20	5	0	0	0	0	0	46
AVIANCA	2	0	11	0	6	7	5	1	0	0	0	1	33
BRITISH AIRWAYS	14	3	31	10	10	28	17	12	0	0	0	4	129
CARIBBEAN AIRLINES	3	0	3	1	0	5	0	1	0	0	0	0	13
CATHAY PACIFIC AIRWAYS	2	0	3	0	1	3	0	1	2	0	0	0	12
COPA	1	2	9	3	4	9	4	0	0	0	0	1	33
EGYPTAIR	2	0	3	0	0	3	4	0	0	0	0	1	13
EL AL	2	0	4	1	0	4	0	0	1	0	0	1	13
EMIRATES AIRLINES	12	1	13	2	4	25	15	3	0	0	0	1	76
ETHIOPIAN AIRLINES	2	2	2	1	3	5	0	0	0	0	0	0	15
ETIHAD AIRWAYS	10	0	46	8	2	20	6	3	2	0	0	1	98
IBERIA AIRLINES	1	0	5	1	1	6	1	3	1	0	0	0	19
KLM	2	0	9	2	3	6	5	1	0	0	0	0	28
LAN AIRLINES	4	0	4	0	4	4	3	2	1	0	0	0	22
LUFTHANSA	5	1	16	1	4	19	8	3	0	0	0	1	58
PAKISTAN INTERNATIONAL	0	0	4	0	1	3	3	1	0	0	0	0	12
PHILIPPINE AIRLINES	3	0	6	1	10	4	5	0	0	0	0	2	31
QATAR AIRWAYS	9	1	10	4	2	7	4	1	0	0	0	2	40
ROYAL JORDANIAN AIRLINES	3	1	1	0	1	9	0	0	0	0	0	0	15
SAS	9	1	3	0	2	13	2	1	1	0	0	0	32
SINGAPORE AIRLINES	0	0	3	0	1	5	1	0	0	0	0	0	10
SOUTH AFRICAN AIRWAYS	0	0	3	1	0	5	2	0	0	0	0	0	11
TAM	2	0	2	0	3	7	2	0	0	0	0	0	16
TAME	6	0	0	0	2	7	1	0	0	0	0	0	16
TURKISH AIRLINES	6	0	8	0	2	19	4	1	0	0	0	2	42
VIRGIN ATLANTIC AIRWAYS	1	0	6	0	1	6	5	1	0	0	0	0	20
VOLARIS AIRLINES	11	8	10	4	2	6	4	0	1	0	0	0	46
WIDEROE	0	0	122	0	0	0	0	0	0	0	0	0	122
OTHER FOREIGN AIRLINES	47	7	34	6	21	61	30	7	4	0	0	5	222
<b>TOTALS</b>	<b>296</b>	<b>48</b>	<b>473</b>	<b>62</b>	<b>132</b>	<b>421</b>	<b>213</b>	<b>69</b>	<b>17</b>	<b>2</b>	<b>0</b>	<b>27</b>	<b>1,760</b>

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

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

TABLE 4 (YTD, contd.)

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

JANUARY - JUNE 2014

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b>TRAVEL AGENTS</b>													
EXPEDIA. COM	0	0	7	3	2	0	1	0	1	0	0	1	15
ORBITZ. COM	0	0	3	3	1	2	1	0	1	0	0	0	11
PRI CELINE. COM	0	0	4	5	0	1	0	0	0	0	0	0	10
VAYAMA	0	0	10	0	1	0	0	0	0	0	0	0	11
OTHER TRAVEL AGENTS	1	0	34	1	10	0	8	0	1	0	0	0	55
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>58</b>	<b>12</b>	<b>14</b>	<b>3</b>	<b>10</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>102</b>
<b>TOUR OPERATORS</b>													
OTHER TOUR OPERATORS	0	0	0	1	2	0	0	0	0	0	0	0	3
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>MISCELLANEOUS</b>													
TSA	0	0	0	0	0	5	6	0	0	0	0	2	13
OTHER MISCELLANEOUS	6	1	11	4	5	11	2	1	3	0	0	11	55
<b>TOTALS</b>	<b>6</b>	<b>1</b>	<b>11</b>	<b>4</b>	<b>5</b>	<b>16</b>	<b>8</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>68</b>

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

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

TABLE 5 (YTD)

CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	JANUARY - JUNE 2014			JANUARY - JUNE 2013		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	44	10,043,621	0.44	40	9,607,666	0.42
2	SOUTHWEST AIRLINES***	379	66,489,332	0.57	***	***	***
	-SOUTHWEST	329	61,043,938	0.54	181	56,730,750	0.32
	-AIRTRAN	50	5,445,394	0.92	56	9,568,717	0.59
3	HAWAIIAN AIRLINES	38	4,907,083	0.77	64	4,881,179	1.31
4	DELTA AIR LINES	505	62,417,817	0.81	356	58,411,602	0.61
5	SKYWEST AIRLINES	117	13,457,893	0.87	99	13,545,838	0.73
6	VIRGIN AMERICA	32	3,209,210	1.00	39	3,077,822	1.27
7	EXPRESSJET AIRLINES	210	15,458,588	1.36	174	16,236,177	1.07
8	JETBLUE AIRWAYS	234	15,502,916	1.51	87	15,028,587	0.58
9	ENVOY AIR ****	173	8,195,504	2.11	144	8,883,064	1.62
10	AMERICAN AIRLINES**	1584	72,726,873	2.18	**	**	**
	-AMERICAN	868	43,799,382	1.98	868	43,097,022	2.01
	-US AIRWAYS	716	28,927,491	2.48	392	28,237,881	1.39
11	UNITED AIRLINES	1,306	44,576,360	2.93	946	44,513,056	2.13
12	FRONTIER AIRLINES	186	5,274,247	3.53	173	4,782,739	3.62
	TOTAL****	4,808	322,259,444	1.49	3619	316,602,100	1.14

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

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

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

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

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

\*\*\*\*\* Formerly American Eagle Airlines.

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

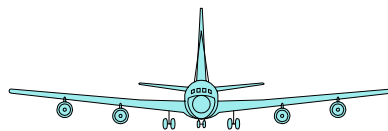
**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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



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

The Transportation Security Administration (TSA) screened approximately 59 million airline passengers and their 47 million checked bags in the month of June 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 June.

**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
410	.0007	47	.00008	69	.0001	380	.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, 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 June.

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.

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

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<i>Alaska</i>		<b>4</b>	
<i>American</i>	<b>1</b>		
<i>Delta</i>	<b>2</b>		
<i>SkyWest</i>		<b>1</b>	
<i>United</i>		<b>3</b>	
<i>Total</i>	<b>3</b>	<b>8</b>	<b>0</b>