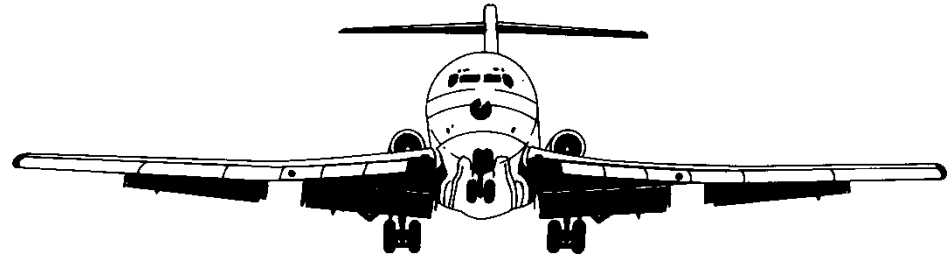U.S. Department
of Transportation

Air Travel Consumer Report

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

Issued: December 2014

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

---

[1] Data collected by the Bureau of Transportation Statistics. Website: *http://www.bts.gov/*
[2] Data compiled by the Aviation Consumer Protection Division. Website: *http://www.dot.gov/airconsumer*
[3] Data provided by the Department of Homeland Security, Transportation Security Administration
[4] Data collected by the Aviation Consumer Protection Division

TABLE OF CONTENTS

INTRODUCTION

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

OCTOBER 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	76.8	17	89.7
ALASKA AIRLINES S/	23	87.4	59	87.2
DELTA AIR LINES S/	29	86.5	141	86.8
JETBLUE AIRWAYS S/	24	82.5	59	83.7
VIRGIN AMERICA S/	17	83.3	20	83.6
FRONTIER AIRLINES S/	25	83.1	69	83.3
SKYWEST AIRLINES S/	22	80.7	164	80.9
SOUTHWEST AIRLINES S/***	24	80.7	86	80.6
-SOUTHWEST AIRLINES S/	*24*	*80.3*	*86*	*80.3*
-AIRTRAN AIRWAYS S/	*15*	*86.1*	*28*	*87.0*
AMERICAN AIRLINES S/ **	28	79.2	96	79.3
-AMERICAN AIRLINES S/	*28*	*76.2*	*83*	*76.1*
-US AIRWAYS S/	*27*	*82.9*	*73*	*83.3*
UNITED AIRLINES S/	28	77.2	72	77.4
EXPRESSJET AIRLINES S/	19	75.5	165	75.4
ENVOY AIR S/	11	64.8	122	66.2
TOTAL		79.9		80.0

➤ **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.**

* 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.

NOTE: The Federal Aviation Administration's (FAA) Chicago En Route Center in Aurora, IL, suffered significant damage from a September 26 fire that was deliberately set. This incident impacted flight operations until October 13 when the FAA successfully restored full air traffic service.

OCTOBER 2014

AIR TRAVEL CONSUMER REPORT

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

Carrier*	4th Quarter 10-12 2013		1st Quarter 01-03 2014		2nd Quarter 04-06 2014		3rd Quarter 07-09 2014		Aug-14		Sep-14		Oct-14		12 Months Ending Oct 2014	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	87.7	2	87.3	2	88.5	2	85.0	3	83.8	4	87.2	2	87.2	2	86.9	2
AMERICAN**	78.3	11	76.8	7	75.4	10	77.9	7	77.3	7	82.7	6	79.3	9	76.7	6
-AMERICAN	*78.3*	*11*	*76.8*	*7*	*75.4*	*10*	*75.4*	*(--)*	*73.2*	*(--)*	*81.1*	*(--)*	*76.1*	*(--)*	*76.4*	*(--)*
-US AIRWAYS	*84.0*	*5*	*77.9*	*4*	*82.7*	*6*	*81.3*	*(--)*	*82.7*	*(--)*	*84.9*	*(--)*	*83.3*	*(--)*	*81.5*	*(--)*
ENVOY***	74.5	13	66.3	13	69.7	14	72.8	12	70.6	12	73.2	12	66.2	12	69.5	12
DELTA	86.5	4	77.6	6	83.4	4	85.6	2	84.8	2	85.6	4	86.8	3	83.1	4
ENDEAVOR	82.7	6	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET	74.0	14	62.2	14	69.8	13	74.1	11	74.6	11	74.4	11	75.4	11	69.7	11
FRONTIER	73.0	15	67.3	11	74.3	11	78.2	6	77.5	5	80.9	8	83.3	6	74.1	9
HAWAIIAN	93.8	1	91.6	1	94.2	1	92.8	1	94.0	1	90.8	1	89.7	1	92.6	1
JETBLUE	78.0	12	66.5	12	77.3	8	75.9	9	77.4	6	86.1	3	83.7	4	74.3	8
MESA***	79.2	10	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
SKYWEST	80.1	8	74.2	8	77.8	7	78.3	5	76.9	8	81.1	7	80.9	7	77.3	5
SOUTHWEST**	71.8	16	68.5	10	70.9	12	75.3	10	75.8	10	80.4	10	80.6	8	71.9	10
-SOUTHWEST	*71.8*	*16*	*68.5*	*10*	*70.9*	*12*	*74.7*	*(--)*	*75.3*	*(--)*	*80.1*	*(--)*	*80.3*	*(--)*	*71.8*	*(--)*
-AIRTRAN	*79.4*	*9*	*77.8*	*5*	*84.3*	*3*	*84.1*	*(--)*	*83.7*	*(--)*	*86.0*	*(--)*	*87.0*	*(--)*	*79.6*	*(--)*
UNITED	81.2	7	73.7	9	75.9	9	77.4	8	76.8	9	80.7	9	77.4	10	76.4	7
VIRGIN AMERICA	86.6	3	81.6	3	83.3	5	83.0	4	84.3	3	84.1	5	83.6	5	83.2	3
Total	**78.8**		**72.2**		**76.0**		**78.0**		**77.7**		**81.1**		**80.0**		**75.9**	

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

* 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.

NOTE: The Federal Aviation Administration's (FAA) Chicago En Route Center in Aurora, IL, suffered significant damage from a September 26 fire that was deliberately set. This incident impacted flight operations until October 13 when the FAA successfully restored full air traffic service.

OCTOBER 2014

AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*															
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	878	78.1	2667	75.9	602	78.6	8390	86.7	2524	81.3	836	77.3	13901	76.4	554	82.5
-AMERICAN	363	74.7	1010	72.8	208	74.5	360	82.8	868	74.9	437	73.7	13310	76.4	196	71.4
-US AIRWAYS	515	80.6	1657	77.8	394	80.7	8030	86.8	1656	84.6	399	81.2	591	77.5	358	88.5
ALASKA	31	83.9	147	91.2	31	77.4	H/		124	80.6	120	90.0	120	94.2	31	96.8
JETBLUE	H/		3301	81.6	162	86.4	118	90.7	701	89.3	88	73.9	58	91.4	89	94.4
DELTA	20283	87.1	1081	76.4	600	87.2	507	83.8	827	86.1	585	88.9	505	85.7	4404	87.9
EXPRESSJET	5414	77.9	216	79.2	28	78.6	472	71.6	209	87.6	1382	81.2	1295	70.3	2851	84.6
FRONTIER	173	76.3	H/		9	100.0	40	72.5	92	83.7	3124	87.5	171	80.7	75	86.7
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY****	126	65.1	H/		92	83.7	H/		213	64.8	2	0.0	6756	64.5	369	65.9
SKYWEST	254	72.0	115	56.5	H/		10	80.0	123	61.0	4423	84.5	297	72.4	643	84.4
UNITED	117	74.4	1083	68.3	275	73.8	27	81.5	536	73.5	3846	81.9	354	74.3	55	60.0
VIRGIN AMERICA	H/		128	76.6	H/		H/		84	90.5	H/		66	83.3	H/	
SOUTHWEST***	4337	84.4	935	71.4	5804	82.6	182	74.7	1078	85.0	5005	84.3	H/		570	69.6
-SOUTHWEST	2394	81.7	843	69.9	5622	82.5	182	74.7	921	84.9	5002	84.4	H/		508	67.3
-AIRTRAN	1943	87.9	92	85.9	182	87.9	H/		157	85.4	3	33.3	H/		62	88.7
TOTAL	31613	84.6	9673	76.7	7603	82.4	9746	85.5	6511	82.1	19411	84.0	23523	73.0	9641	84.4

* 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.

OCTOBER 2014

AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*															
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	**651**	**77.4**	**683**	**83.5**	**243**	**81.9**	**896**	**80.4**	**1593**	**79.5**	**1368**	**78.9**	**3244**	**83.7**	**2402**	**76.9**
-AMERICAN	*257*	*71.6*	*234*	*79.1*	*243*	*81.9*	*421*	*77.9*	*1293*	*81.2*	*854*	*77.9*	*2695*	*84.7*	*1175*	*76.6*
-US AIRWAYS	*394*	*81.2*	*449*	*85.7*	*H/*		*475*	*82.5*	*300*	*72.3*	*514*	*80.5*	*549*	*78.7*	*1227*	*77.2*
ALASKA	**62**	**87.1**	**31**	**87.1**	*H/*		**31**	**87.1**	*H/*		**369**	**90.2**	**567**	**81.3**	*H/*	
JETBLUE	**526**	**86.7**	**1270**	**84.5**	**159**	**89.3**	*H/*		**3482**	**79.9**	**321**	**84.7**	**323**	**82.7**	**510**	**77.8**
DELTA	**492**	**82.1**	**784**	**86.2**	**259**	**89.6**	**237**	**81.9**	**2144**	**78.5**	**1046**	**88.5**	**1978**	**90.0**	**1821**	**79.1**
EXPRESSJET	**2489**	**78.2**	*H/*		**2003**	**76.7**	**7028**	**79.7**	**99**	**69.7**	*H/*		*H/*		**1226**	**72.1**
FRONTIER	*H/*		**82**	**75.6**	**320**	**62.8**	**63**	**85.7**	*H/*		**172**	**86.6**	**120**	**90.8**	**57**	**56.1**
HAWAIIAN	*H/*		*H/*		*H/*		*H/*		**23**	**65.2**	**76**	**77.6**	**124**	**77.4**	*H/*	
ENVOY***	*H/*		*H/*		*H/*		*H/*		**558**	**72.9**	*H/*		*H/*		**1245**	**67.0**
SKYWEST	*H/*		*H/*		**10**	**80.0**	**1133**	**79.7**	*H/*		**363**	**81.5**	**4614**	**85.2**	**42**	**50.0**
UNITED	**3742**	**79.7**	**399**	**83.0**	**1732**	**80.9**	**5369**	**83.2**	**401**	**78.8**	**1227**	**81.9**	**2729**	**78.9**	**728**	**69.0**
VIRGIN AMERICA	**170**	**84.7**	**76**	**88.2**	**126**	**79.4**	*H/*		**336**	**76.2**	**360**	**91.1**	**1098**	**87.2**	**16**	**100.0**
SOUTHWEST***	**499**	**72.1**	**1200**	**80.7**	**203**	**69.5**	*H/*		*H/*		**6480**	**85.7**	**3399**	**77.8**	**938**	**72.5**
-SOUTHWEST	*499*	*72.1*	*1107*	*80.7*	*203*	*69.5*	*H/*		*H/*		*6418*	*85.8*	*3368*	*77.8*	*938*	*72.5*
-AIRTRAN	*H/*		*93*	*80.6*	*H/*		*H/*		*H/*		*62*	*80.6*	*31*	*80.6*	*H/*	
TOTAL	**8631**	**79.4**	**4525**	**83.4**	**5055**	**78.3**	**14757**	**81.1**	**8636**	**78.7**	**11782**	**84.9**	**18196**	**83.0**	**8985**	**74.0**

 * 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.

OCTOBER 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)

CARRIER	ARRIVAL AIRPORT*															
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	1590	80.3	H/		4257	87.7	711	75.2	5058	61.5	354	76.8	4084	79.8	5233	86.4
-AMERICAN	*825*	*80.5*	*H/*		*3609*	*87.9*	*324*	*73.5*	*4419*	*62.0*	*171*	*66.7*	*306*	*75.2*	*518*	*77.6*
-US AIRWAYS	*765*	*80.0*	*H/*		*648*	*86.7*	*387*	*76.7*	*639*	*57.7*	*183*	*86.3*	*3778*	*80.1*	*4715*	*87.4*
ALASKA	62	93.5	H/		H/		58	93.1	151	70.9	1079	90.6	31	48.4	221	91.4
JETBLUE	1425	86.6	H/		H/		H/		206	64.6	91	75.8	146	83.6	62	71.0
DELTA	1270	88.0	240	78.8	700	87.1	4978	89.0	613	67.0	401	85.0	623	79.5	589	88.1
EXPRESSJET	H/		137	66.4	H/		618	79.3	4826	59.0	H/		1	100.0	23	95.7
FRONTIER	201	79.1	104	63.5	H/		183	77.6	98	53.1	113	85.0	9	55.6	149	89.3
HAWAIIAN	H/		H/		H/		H/		H/		31	83.9	H/		31	64.5
ENVOY****	H/		H/		1185	87.4	33	48.5	6202	59.4	H/		H/		H/	
SKYWEST	H/		1	100.0	49	55.1	1623	85.8	3531	57.4	542	87.1	H/		1794	87.5
UNITED	989	82.4	H/		203	86.2	168	70.8	5486	67.2	572	69.6	381	68.8	541	76.3
VIRGIN AMERICA	31	87.1	H/		H/		H/		139	59.0	31	93.5	12	83.3	H/	
SOUTHWEST***	2833	83.3	7368	73.1	H/		732	73.9	H/		931	82.0	718	70.5	4703	83.8
-SOUTHWEST	*2509*	*82.7*	*7125*	*73.1*	*H/*		*700*	*73.7*	*H/*		*931*	*82.0*	*687*	*69.9*	*4703*	*83.8*
-AIRTRAN	*324*	*87.7*	*243*	*73.3*	*H/*		*32*	*78.1*	*H/*		*H/*		*31*	*83.9*	*H/*	
TOTAL	8401	83.9	7850	73.1	6394	87.3	9104	84.8	26310	61.3	4145	83.1	6005	77.8	13346	85.3

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

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

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

****Formerly American Eagle Airlines.

OCTOBER 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
AMERICAN**	**739**	**77.4**	**711**	**71.9**	**1462**	**71.1**	**359**	**80.2**	**1067**	**83.3**
-AMERICAN	*459*	*73.9*	*460*	*67.4*	*971*	*70.0*	*150*	*70.7*	*397*	*77.1*
-US AIRWAYS	*280*	*83.2*	*251*	*80.1*	*491*	*73.1*	*209*	*87.1*	*670*	*87.0*
ALASKA	**461**	**86.6**	**4205**	**87.9**	**488**	**80.5**	**217**	**92.6**	**31**	**100.0**
JETBLUE	**118**	**89.8**	**170**	**80.0**	**326**	**80.1**	**105**	**78.1**	**463**	**84.4**
DELTA	**523**	**89.5**	**1116**	**86.9**	**802**	**82.2**	**3095**	**92.3**	**883**	**88.4**
EXPRESSJET	H/		H/		H/		**64**	**87.5**	H/	
FRONTIER	**127**	**93.7**	**116**	**84.5**	**125**	**77.6**	**161**	**87.6**	**91**	**76.9**
HAWAIIAN	**31**	**67.7**	**62**	**88.7**	**31**	**71.0**	H/		H/	
ENVOY****	H/		H/		H/		H/		H/	
SKYWEST	**886**	**84.8**	**684**	**84.8**	**3842**	**74.0**	**4358**	**92.4**	H/	
UNITED	**691**	**80.3**	**933**	**77.5**	**4589**	**75.6**	**49**	**77.6**	**544**	**82.9**
VIRGIN AMERICA	**142**	**82.4**	**227**	**89.0**	**1429**	**81.3**	H/		H/	
SOUTHWEST***	**2810**	**84.1**	**1008**	**81.5**	**1395**	**70.0**	**825**	**77.1**	**1922**	**84.2**
-SOUTHWEST	*2810*	*84.1*	*1008*	*81.5*	*1364*	*69.9*	*825*	*77.1*	*1767*	*83.7*
-AIRTRAN	*H/*		*H/*		*31*	*77.4*	*H/*		*155*	*90.3*
TOTAL	**6528**	**83.8**	**9232**	**84.4**	**14489**	**75.4**	**9233**	**90.2**	**5001**	**84.6**

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

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

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

****Formerly American Eagle Airlines.

OCTOBER 2014

AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*																	
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	91.2	79.6	79.6	94.4	90.9	97.1	84.9	92.0	78.8	83.3	90.3	95.2	81.7	100.0	88.5	66.7	91.1	98.5
700 - 759 AM	95.6	87.8	97.9	98.1	94.7	92.5	81.6	91.4	94.3	91.7	91.0	89.0	84.7	95.4	90.5	91.8	100.0	89.4
800 - 859 AM	91.6	93.1	95.4	93.8	92.7	92.3	79.4	89.1	91.8	93.4	93.8	89.6	91.1	95.6	89.9	88.8	95.8	83.3
900 - 959 AM	87.4	90.7	93.8	79.0	87.0	92.7	79.7	93.0	92.0	95.1	91.8	92.1	90.6	92.6	90.8	82.8	93.9	84.5
1000 - 1059 AM	84.7	87.4	93.4	87.4	92.6	87.0	81.0	86.1	92.4	91.6	93.4	85.2	86.0	90.1	87.7	78.6	91.5	82.6
1100 - 1159 AM	87.4	87.2	95.7	88.9	89.3	88.6	80.3	86.1	89.9	91.1	83.4	84.1	86.9	89.4	86.2	76.4	88.9	84.9
1200 - 1259 PM	86.0	84.0	88.6	89.0	81.5	86.6	77.2	89.8	89.3	79.5	78.3	82.0	87.6	86.9	82.9	76.2	87.0	76.5
100 - 159 PM	87.5	83.9	80.8	88.2	82.5	88.0	74.9	85.4	79.7	86.9	83.3	78.7	84.2	80.8	81.1	73.3	88.1	73.3
200 - 259 PM	83.4	83.1	86.1	87.2	82.7	85.1	72.2	87.8	82.8	82.2	82.6	79.0	77.7	84.0	84.0	78.8	88.0	69.9
300 - 359 PM	83.2	80.8	84.6	86.5	84.7	87.0	70.9	82.8	78.7	85.7	81.8	75.1	81.8	81.3	83.3	71.2	84.2	74.3
400 - 459 PM	81.5	74.6	79.3	81.8	86.7	81.0	70.8	83.7	78.0	85.9	75.3	77.5	78.7	84.6	77.8	76.1	80.1	69.8
500 - 559 PM	82.3	77.4	82.2	85.2	80.2	72.2	66.3	75.0	72.9	79.3	80.5	76.6	79.3	82.0	79.2	71.8	84.3	68.6
600 - 659 PM	79.2	65.4	78.9	82.4	77.9	77.1	67.3	81.4	76.0	78.8	78.6	75.2	75.9	78.2	80.8	69.6	80.1	61.6
700 - 759 PM	79.7	67.1	70.9	80.2	78.0	79.5	63.0	77.0	76.6	85.4	71.2	74.7	73.9	80.5	79.7	66.0	75.8	62.7
800 - 859 PM	81.9	70.8	73.2	79.0	75.2	72.7	60.4	83.3	71.6	82.6	64.0	78.1	68.5	78.1	78.5	63.4	79.3	61.2
900 - 959 PM	81.5	66.1	65.9	76.8	74.5	73.8	65.8	71.6	66.8	80.0	66.5	67.4	66.4	79.4	80.4	68.0	75.1	64.5
1000 - 1059 PM	77.5	68.6	74.3	79.7	74.9	72.2	66.2	75.4	70.9	67.9	78.7	79.6	69.9	76.8	77.5	68.8	76.8	73.7
1100 - 559 AM	81.9	68.7	76.8	74.3	75.1	81.1	80.0	68.6	76.0	74.7	72.4	80.9	78.7	79.1	81.1	69.5	68.6	60.9
TOTAL, ALL ARRIVALS, BY AIRPORT	84.6	76.7	82.4	85.5	82.1	84.0	73.0	84.4	79.4	83.4	78.3	81.1	78.7	84.9	83.0	74.0	83.9	73.1

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

OCTOBER 2014

AIR TRAVEL CONSUMER REPORT

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

| | | | | | | **ARRIVAL AIRPORT*** | | | | | | |
SCHEDULED ARRIVAL TIME	**MIA**	**MSP**	**ORD**	**PDX**	**PHL**	**PHX**	**SAN**	**SEA**	**SFO**	**SLC**	**TPA**	**TOTAL**
600 - 659 AM	94.6	94.7	87.5	100.0	87.1	90.8	J/	88.6	91.7	J/	95.2	89.6
700 - 759 AM	94.4	97.0	77.9	100.0	93.2	91.4	95.1	90.8	90.9	98.5	J/	89.7
800 - 859 AM	93.0	91.6	73.4	91.1	86.3	92.0	91.4	92.0	90.1	97.7	92.1	88.9
900 - 959 AM	90.6	90.0	72.1	93.4	88.1	91.2	92.2	88.4	77.2	96.1	94.6	87.5
1000 - 1059 AM	90.8	87.8	71.9	90.4	81.5	91.4	88.6	88.4	72.1	93.5	92.8	85.8
1100 - 1159 AM	89.7	85.8	71.6	87.2	80.7	89.4	85.8	84.4	71.5	81.7	88.9	84.7
1200 - 1259 PM	90.4	91.3	67.6	79.4	85.9	85.3	86.1	89.3	72.2	90.5	90.5	82.1
100 - 159 PM	86.3	86.7	63.4	85.2	79.6	86.9	84.1	84.4	70.2	92.0	85.7	81.2
200 - 259 PM	86.5	88.6	60.7	81.0	79.9	83.9	84.0	84.7	69.8	91.5	92.2	80.4
300 - 359 PM	85.4	78.4	54.5	83.1	74.1	84.4	86.7	83.8	69.2	89.4	90.1	78.8
400 - 459 PM	88.8	84.8	49.6	82.8	74.6	79.8	77.2	87.1	73.4	93.6	80.8	77.2
500 - 559 PM	87.3	77.2	50.7	83.8	72.4	84.0	85.4	83.6	73.5	73.6	84.8	75.4
600 - 659 PM	81.7	81.4	50.4	81.4	74.1	80.3	81.4	81.8	74.8	83.9	83.7	75.2
700 - 759 PM	89.6	64.3	40.7	83.0	74.6	80.2	80.3	87.0	77.1	91.8	74.4	73.6
800 - 859 PM	82.5	81.1	45.7	74.5	70.4	83.3	73.5	81.0	74.1	88.0	81.0	72.9
900 - 959 PM	73.6	72.2	51.7	74.8	72.2	76.2	79.9	80.5	78.5	82.6	75.4	73.0
1000 - 1059 PM	81.2	62.5	64.7	88.8	69.2	75.9	78.2	82.8	71.4	67.6	68.7	73.7
1100 - 559 AM	85.7	82.2	75.9	75.3	71.8	81.9	78.3	80.0	80.4	82.1	77.9	76.6
TOTAL, ALL ARRIVALS, BY AIRPORT	**87.3**	**84.8**	**61.3**	**83.1**	**77.8**	**85.3**	**83.8**	**84.4**	**75.4**	**90.2**	**84.6**	**79.9**

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

OCTOBER 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	93.5	95.6	97.6	95.6	95.4	95.4	88.3	97.8	93.9	99.0	90.6	91.9	93.1	94.9	94.8	93.8	96.1	95.5
700 - 759 AM	93.4	93.5	94.2	93.4	93.8	92.3	85.3	89.9	93.7	94.8	87.1	90.7	89.7	94.0	94.3	92.5	96.2	92.0
800 - 859 AM	93.1	90.2	92.5	90.2	91.8	93.1	82.6	91.1	91.7	97.5	86.8	91.6	91.1	91.2	89.5	89.7	94.8	89.7
900 - 959 AM	88.2	89.4	88.1	91.4	88.8	88.2	78.4	93.1	89.7	91.2	93.2	90.8	92.8	90.7	87.6	88.6	93.7	76.3
1000 - 1059 AM	85.7	89.7	89.1	84.5	90.1	86.3	79.2	91.4	90.7	89.4	82.1	86.5	83.6	84.2	85.5	85.6	91.4	80.3
1100 - 1159 AM	83.9	89.2	85.3	90.8	92.8	80.2	77.1	76.9	91.3	89.0	93.8	84.9	86.8	85.0	81.8	79.0	89.2	83.1
1200 - 1259 PM	85.6	80.8	88.2	86.3	82.6	83.0	79.6	83.8	88.1	84.0	80.7	80.0	88.8	81.1	80.9	76.4	85.6	72.7
100 - 159 PM	83.1	85.8	75.3	88.0	79.9	83.5	76.4	86.7	81.2	83.2	78.6	81.9	86.4	78.1	73.9	76.1	80.5	61.3
200 - 259 PM	83.8	81.7	67.3	84.4	82.7	81.8	74.4	81.1	73.3	80.8	77.4	80.1	81.6	70.1	72.9	75.8	84.2	62.3
300 - 359 PM	80.2	81.3	79.7	82.6	78.3	79.8	71.7	85.0	75.6	78.9	72.4	76.4	75.4	76.2	80.2	75.4	81.5	62.3
400 - 459 PM	78.8	77.3	66.6	82.5	77.8	73.0	70.5	65.2	73.7	81.7	68.5	75.1	78.4	72.6	79.8	73.2	79.2	63.8
500 - 559 PM	80.0	71.0	68.7	78.1	82.2	74.1	70.3	84.8	72.7	78.7	70.7	74.6	81.2	76.3	79.6	69.8	77.2	57.6
600 - 659 PM	78.6	67.4	69.1	79.8	82.6	73.2	68.8	74.4	68.5	74.6	73.3	74.0	78.6	75.6	81.0	68.4	77.6	57.8
700 - 759 PM	80.3	63.7	72.5	78.2	74.8	74.0	69.9	79.2	68.1	79.6	75.0	74.0	71.3	80.9	76.5	68.0	73.9	49.1
800 - 859 PM	80.7	68.9	52.0	81.6	81.1	75.1	64.3	83.2	67.8	79.7	78.8	75.3	73.9	73.1	78.1	65.9	70.2	61.7
900 - 959 PM	80.5	76.7	44.2	77.8	88.9	68.3	66.5	83.1	79.6	100.0	72.8	81.2	70.1	77.1	86.7	71.7	84.3	46.2
1000 - 1059 PM	84.7	72.7	49.0	84.4	79.2	82.3	67.2	J/	88.9	100.0	69.9	78.6	83.2	82.0	87.4	J/	J/	J/
1100 - 559 AM	87.6	93.2	96.2	96.1	92.0	89.0	96.0	100.0	96.9	100.0	86.7	96.4	92.1	86.7	89.9	82.6	97.2	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	**83.7**	**82.8**	**77.4**	**85.9**	**85.5**	**81.5**	**74.8**	**85.4**	**82.0**	**85.8**	**78.3**	**81.7**	**83.5**	**82.0**	**83.5**	**79.0**	**85.2**	**69.1**

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

OCTOBER 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	93.8	92.2	87.9	96.1	96.7	97.0	96.5	95.5	91.3	97.4	97.2	94.3
700 - 759 AM	91.7	93.7	85.2	94.6	92.9	94.3	96.1	93.7	91.9	93.1	95.3	92.0
800 - 859 AM	97.7	88.4	79.7	95.9	93.5	92.2	90.3	88.5	89.2	92.5	95.9	90.0
900 - 959 AM	91.1	93.2	74.9	90.7	89.8	88.5	86.8	87.2	84.5	95.0	91.4	87.2
1000 - 1059 AM	93.0	89.2	75.5	87.1	89.5	89.7	85.3	86.8	75.4	90.7	89.3	85.3
1100 - 1159 AM	84.1	89.4	70.8	80.2	83.3	78.0	79.4	83.7	69.6	92.7	85.8	82.8
1200 - 1259 PM	86.5	73.9	74.5	89.2	68.3	85.2	84.8	79.5	69.4	76.9	88.9	81.5
100 - 159 PM	85.1	88.5	69.1	72.5	84.0	87.1	78.4	87.9	70.7	88.6	89.6	79.3
200 - 259 PM	83.9	88.9	64.4	80.3	86.0	80.0	80.4	82.4	70.0	89.1	82.2	77.8
300 - 359 PM	81.8	86.2	58.8	84.8	73.1	78.7	75.8	89.4	68.9	91.3	80.4	77.3
400 - 459 PM	80.7	75.9	56.3	83.8	76.6	81.6	82.5	86.7	68.1	89.1	83.6	74.6
500 - 559 PM	83.3	83.1	52.8	79.2	73.2	78.4	76.3	90.0	76.4	85.1	73.2	74.4
600 - 659 PM	79.9	70.7	54.5	83.5	73.3	77.2	84.5	85.6	76.3	72.8	79.0	73.4
700 - 759 PM	84.4	81.7	49.3	85.1	74.4	80.7	82.7	89.9	77.3	87.7	80.4	73.7
800 - 859 PM	86.4	69.2	49.4	93.9	79.8	76.2	84.0	90.4	85.3	94.1	62.2	73.0
900 - 959 PM	86.6	87.7	53.6	86.4	84.7	92.6	85.5	81.6	82.5	92.8	57.1	75.0
1000 - 1059 PM	J/	J/	53.3	85.1	83.0	79.2	95.1	83.2	86.0	97.6	J/	81.1
1100 - 559 AM	87.1	92.0	86.6	96.5	97.6	91.5	J/	90.8	87.6	85.5	100.0	91.0
TOTAL, ALL DEPARTURES, BY AIRPORT	**86.4**	**87.0**	**65.8**	**87.4**	**82.7**	**85.4**	**85.0**	**87.9**	**78.5**	**90.8**	**85.9**	**81.1**

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

OCTOBER 2014
AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE								
NONE								
CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS								
SKYWEST	4988	Aug	ATL-ORD	1657	23	15	65.22	98.08
SKYWEST	4988	Sep	ATL-ORD	1653	26	14	53.85	81.08
SKYWEST	5180	Oct	ATL-ORD	1654	22	15	68.18	82.54
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
ENVOY	3412	Sep	TYS-ORD	1610	30	18	60.00	76.15
ENVOY	3412	Oct	TYS-ORD	1545	31	17	54.84	67.43
EXPRESSJET	3841	Sep	JAN-ORD	1450	24	13	54.17	117.00
EXPRESSJET	4206	Oct	JAN-ORD	1508	21	14	66.67	92.31
FRONTIER	1330	Sep	IAD-MCO	1650	16	11	68.75	69.30
FRONTIER	1330	Oct	IAD-MCO	1650	15	8	53.33	84.00
SKYWEST	4988	Sep	ATL-ORD	1653	26	14	53.85	81.08
SKYWEST	5180	Oct	ATL-ORD	1654	22	15	68.18	82.54

* 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

OCTOBER 2014

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
ENVOY***	1,074	10	0.9
EXPRESSJET	1,901	17	0.9
SKYWEST	1,705	10	0.6
UNITED	1,096	5	0.5
FRONTIER	262	1	0.4
SOUTHWEST**	3,534	12	0.3
-SOUTHWEST	3,382	12	0.4
-AIRTRAN	152	0	0.0
AMERICAN*	2,700	5	0.2
-AMERICAN	1,502	5	0.3
-US AIRWAYS	1,198	0	0.0
DELTA	2,430	0	0.0
JETBLUE	662	0	0.0
ALASKA	443	0	0.0
HAWAIIAN	200	0	0.0
VIRGIN AMERICA	159	0	0.0
TOTAL	16,166	60	0.4

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

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

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

***Formerly American Eagle Airlines.

OCTOBER 2014

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	95.8	94.4	72	72	BRUNSWICK GA (BQK)	76.5	80.0	85	85
ABILENE TX (ABI)	67.5	77.1	240	240	BUFFALO NY (BUF)	79.6	83.8	1,556	1,557
ADAK ISLAND AK (ADK)	66.7	55.6	9	9	BURBANK CA (BUR)	84.4	87.9	1,803	1,803
AGUADILLA PR (BQN)	87.0	90.5	77	74	BURLINGTON VT (BTV)	76.8	78.8	392	392
AKRON OH (CAK)	77.0	84.6	543	544	BUTTE MT (BTM)	100.0	98.4	62	62
ALBANY GA (ABY)	78.8	79.1	85	86	CARLSBAD CA (CLD)	86.6	89.5	209	209
ALBANY NY (ALB)	76.8	83.7	677	676	CASPER WY (CPR)	83.3	87.2	227	227
ALBUQUERQUE NM (ABQ)	78.5	78.1	2,073	2,071	CEDAR CITY UT (CDC)	92.6	98.1	54	54
ALEXANDRIA LA (AEX)	76.9	83.3	294	294	CEDAR RAPIDS/IOWA CITY IA (CID)	59.8	67.5	652	652
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	84.8	87.2	171	172	CHAMPAIGN/URBANA IL (CMI)	53.6	72.7	209	209
ALPENA MI (APN)	74.1	75.9	54	54	CHANTILLY VA (IAD)	78.3	78.3	5,055	5,088
AMARILLO TX (AMA)	72.9	79.4	620	620	CHARLESTON SC (CHS)	81.1	83.0	1,273	1,273
ANCHORAGE AK (ANC)	88.4	91.0	1,220	1,222	CHARLESTON/DUNBAR WV (CRW)	66.2	71.0	213	214
APPLETON WI (ATW)	70.8	72.7	312	311	CHARLOTTE AMALIE VI (STT)	90.3	89.9	238	238
ARCATA/EUREKA CA (ACV)	74.6	74.1	287	286	CHARLOTTE NC (CLT)	85.5	85.9	9,746	9,755
ARLINGTON VA (DCA)	82.1	85.5	6,511	6,509	CHARLOTTESVILLE VA (CHO)	67.9	77.0	209	209
ASHEVILLE NC (AVL)	75.3	79.1	296	296	CHATTANOOGA TN (CHA)	79.1	77.3	397	397
ASPEN CO (ASE)	84.0	90.4	144	146	CHICAGO IL (MDW)	73.1	69.1	7,850	7,851
ATLANTA GA (ATL)	84.6	83.7	31,613	31,618	CHICAGO IL (ORD)	61.3	65.8	26,310	26,257
ATLANTIC CITY NJ (ACY)	72.6	74.2	62	62	CHICO CA (CIC)	71.0	82.8	93	93
AUGUSTA GA (AGS)	80.0	81.5	205	205	CHRISTIANSTED VI (STX)	87.1	88.7	62	62
AUSTIN TX (AUS)	81.5	85.0	3,779	3,778	CLEVELAND OH (CLE)	78.7	81.3	3,235	3,233
BAKERSFIELD CA (BFL)	83.7	89.7	252	253	CODY WY (COD)	83.9	91.9	62	62
BALTIMORE MD (BWI)	82.4	77.4	7,603	7,605	COLLEGE STATION/BRYAN TX (CLL)	79.2	80.1	231	231
BANGOR ME (BGR)	92.4	92.4	66	66	COLORADO SPRINGS CO (COS)	73.8	81.5	793	793
BARROW AK (BRW)	82.3	83.5	79	79	COLUMBIA MO (COU)	67.7	80.6	124	124
BATON ROUGE LA (BTR)	74.2	77.2	718	718	COLUMBIA SC (CAE)	71.8	74.9	592	594
BEAUMONT/PORT ARTHUR TX (BPT)	64.5	78.5	93	93	COLUMBUS GA (CSG)	78.2	77.3	119	119
BELLINGHAM WA (BLI)	88.9	93.3	45	45	COLUMBUS MS (GTR)	83.1	87.6	89	89
BEMIDJI MN (BJI)	93.5	95.2	62	62	COLUMBUS OH (CMH)	74.1	78.5	2,265	2,264
BEND/REDMOND OR (RDM)	76.4	88.7	178	177	CORDOVA AK (CDV)	88.7	91.9	62	62
BETHEL AK (BET)	87.1	89.4	85	85	CORPUS CHRISTI TX (CRP)	73.0	75.4	582	582
BILLINGS MT (BIL)	92.2	97.9	232	233	COVINGTON KY (CVG)	80.0	83.2	1,848	1,843
BIRMINGHAM AL (BHM)	79.2	81.5	1,210	1,210	CRESCENT CITY CA (CEC)	60.0	64.7	85	85
BISMARCK/MANDAN ND (BIS)	76.2	84.3	244	242	DALLAS TX (DAL)	82.5	77.8	4,314	4,315
BLOOMINGTON/NORMAL IL (BMI)	70.7	79.6	280	280	DALLAS/FORT WORTH TX (DFW)	73.0	74.8	23,523	23,519
BOISE ID (BOI)	81.5	88.2	967	968	DAYTON OH (DAY)	76.3	79.4	810	810
BOSTON MA (BOS)	76.7	82.8	9,673	9,676	DAYTONA BEACH FL (DAB)	84.7	86.4	118	118
BOZEMAN MT (BZN)	87.9	93.2	265	265	DEADHORSE AK (SCC)	81.0	84.8	79	79
BRAINERD MN (BRD)	88.3	89.6	77	77	DENVER CO (DEN)	84.0	81.5	19,411	19,416
BRANSON MO (BKG)	84.6	80.8	26	26	DES MOINES IA (DSM)	72.7	75.8	803	803
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	88.5	86.8	174	174	DETROIT MI (DTW)	84.4	85.4	9,641	9,641
BROWNSVILLE TX (BRO)	78.5	81.5	205	205	DEVILS LAKE ND (DVL)	86.3	86.3	51	51

OCTOBER 2014

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
DICKINSON ND (DIK)	89.4	91.8	170	170	HILO HI (ITO)	90.5	92.6	516	516
DOTHAN AL (DHN)	76.7	80.8	120	120	HOBBS NM (HOB)	83.3	87.0	54	54
DUBUQUE IA (DBQ)	60.7	70.8	89	89	HONOLULU HI (HNL)	88.6	92.1	3,849	3,852
DULUTH MN (DLH)	69.1	63.1	149	149	HOUSTON TX (HOU)	80.7	75.3	4,887	4,886
DURANGO CO (DRO)	82.2	86.5	169	170	HOUSTON TX (IAH)	81.1	81.7	14,757	14,742
EAU CLAIRE WI (EAU)	61.3	67.7	62	62	HUNTSVILLE AL (HSV)	79.1	83.4	494	494
EL PASO TX (ELP)	79.6	82.3	1,516	1,517	IDAHO FALLS ID (IDA)	92.6	95.1	244	245
ELKO NV (EKO)	97.6	100.0	85	85	INDIANAPOLIS IN (IND)	80.6	82.9	2,260	2,259
ELMIRA/CORNING NY (ELM)	76.9	81.8	182	181	INTERNATIONAL FALLS MN (INL)	94.4	94.4	54	54
ERIE PA (ERI)	65.5	70.7	58	58	IRON MOUNTAIN/KINGSFD MI (IMT)	86.2	84.5	58	58
EUGENE OR (EUG)	80.1	85.3	408	408	ISLIP NY (ISP)	78.5	78.5	363	363
EVANSVILLE IN (EVV)	78.2	75.1	293	293	JACKSON WY (JAC)	91.5	97.4	153	155
FAIRBANKS AK (FAI)	84.1	89.4	151	151	JACKSON/VICKSBURG MS (JAN)	75.1	79.7	655	656
FARGO ND (FAR)	75.3	76.7	449	450	JACKSONVILLE FL (JAX)	83.5	84.9	1,740	1,740
FAYETTEVILLE AR (XNA)	67.5	70.0	846	847	JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	76.1	82.3	113	113
FAYETTEVILLE NC (FAY)	80.9	85.1	173	174	JAMESTOWN ND (JMS)	85.9	92.3	78	78
FLAGSTAFF AZ (FLG)	83.3	90.7	162	162	JOPLIN MO (JLN)	72.4	77.6	58	58
FLINT MI (FNT)	77.4	85.3	389	389	JUNEAU AK (JNU)	86.6	85.0	306	306
FORT LAUDERDALE FL (FLL)	83.4	85.8	4,525	4,520	KAHULUI HI (OGG)	90.2	90.4	1,794	1,794
FORT MYERS FL (RSW)	83.6	85.4	1,711	1,707	KALAMAZOO MI (AZO)	81.2	81.7	207	208
FORT SMITH AR (FSM)	70.9	74.0	227	227	KALISPELL MT (FCA)	84.5	94.2	103	104
FORT WAYNE IN (FWA)	69.6	74.5	404	404	KANSAS CITY MO (MCI)	78.4	80.7	3,873	3,874
FRESNO CA (FAT)	81.4	84.2	813	814	KETCHIKAN AK (KTN)	82.8	81.2	186	186
GAINESVILLE FL (GNV)	84.6	86.5	208	208	KEY WEST FL (EYW)	83.8	90.0	259	259
GARDEN CITY KS (GCK)	79.0	82.3	62	62	KILLEEN TX (GRK)	72.9	80.7	373	373
GILLETTE WY (GCC)	90.8	97.5	120	120	KNOXVILLE TN (TYS)	70.3	74.0	802	801
GRAND ISLAND NE (GRI)	75.9	86.2	58	58	KODIAK AK (ADQ)	87.1	83.9	31	31
GRAND JUNCTION CO (GJT)	82.9	88.6	334	334	KONA HI (KOA)	90.2	90.8	906	906
GRAND RAPIDS MI (GRR)	74.3	79.3	922	924	KOTZEBUE AK (OTZ)	82.3	75.8	62	62
GREAT FALLS MT (GTF)	86.6	93.3	164	164	LA CROSSE WI (LSE)	77.7	73.4	94	94
GREEN BAY WI (GRB)	73.6	77.9	443	444	LAFAYETTE LA (LFT)	79.4	84.6	515	514
GREENSBORO/HIGH POINT NC (GSO)	79.1	83.4	750	749	LAKE CHARLES LA (LCH)	79.7	85.9	177	177
GREER SC (GSP)	76.4	83.1	653	652	LANSING MI (LAN)	66.4	71.2	131	132
GUAM TT (GUM)	77.4	87.1	31	31	LARAMIE WY (LAR)	90.3	95.2	62	62
GULFPORT/BILOXI MS (GPT)	79.2	81.7	327	327	LAREDO TX (LRD)	72.8	79.1	206	206
GUNNISON CO (GUC)	83.9	83.9	31	31	LAS VEGAS NV (LAS)	84.9	82.0	11,782	11,779
HANCOCK/HOUGHTON MI (CMX)	62.9	71.0	62	62	LAWTON/FORT SILL OK (LAW)	72.7	81.2	150	149
HARLINGEN/SAN BENITO TX (HRL)	73.7	84.8	289	289	LEWISTON ID (LWS)	94.8	98.3	58	58
HARRISBURG PA (MDT)	82.1	82.6	346	345	LEXINGTON KY (LEX)	74.5	75.4	612	613
HARTFORD CT (BDL)	83.7	86.9	1,697	1,695	LIHUE HI (LIH)	92.2	93.7	930	931
HAYS KS (HYS)	90.7	94.4	54	54	LINCOLN NE (LNK)	71.0	75.3	231	231
HELENA MT (HLN)	97.4	99.1	114	114	LITTLE ROCK AR (LIT)	71.5	76.2	1,109	1,108
HIBBING MN (HIB)	94.4	94.4	54	54	LONG BEACH CA (LGB)	90.0	89.7	873	874

OCTOBER 2014

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LONGVIEW TX (GGG)	65.5	60.3	58	58	OMAHA NE (OMA)	77.8	82.0	1,701	1,701
LOS ANGELES CA (LAX)	83.0	83.5	18,196	18,199	ONTARIO CA (ONT)	81.8	84.4	1,784	1,783
LOUISVILLE KY (SDF)	76.7	78.8	1,298	1,301	ORLANDO FL (MCO)	83.9	85.2	8,401	8,395
LUBBOCK TX (LBB)	78.1	82.1	598	598	PADUCAH KY (PAH)	64.5	72.6	62	62
MADISON WI (MSN)	67.5	76.2	973	974	PAGO PAGO TT (PPG)	77.8	55.6	9	9
MANCHESTER NH (MHT)	78.9	86.0	601	602	PALM SPRINGS CA (PSP)	81.2	81.9	905	904
MANHATTAN/FT. RILEY KS (MHK)	63.6	75.3	154	154	PANAMA CITY FL (ECP)	81.6	88.9	332	332
MARQUETTE MI (MQT)	59.3	92.6	27	27	PASCO/KENNEWICK/RICHLAND WA (PSC)	81.2	91.9	260	260
MARTHA'S VINEYARD MA (MVY)	90.9	81.8	11	11	PELLSTON MI (PLN)	90.2	90.0	51	50
MEDFORD OR (MFR)	80.5	82.4	272	272	PENSACOLA FL (PNS)	82.9	82.9	703	703
MELBOURNE FL (MLB)	89.7	89.7	116	116	PEORIA IL (PIA)	71.4	76.3	384	384
MEMPHIS TN (MEM)	75.8	80.7	1,247	1,247	PETERSBURG AK (PSG)	72.6	75.8	62	62
MIAMI FL (MIA)	87.3	86.4	6,394	6,398	PHILADELPHIA PA (PHL)	77.8	82.7	6,005	6,006
MIDLAND/ODESSA TX (MAF)	75.8	79.6	871	871	PHOENIX AZ (PHX)	85.3	85.4	13,346	13,347
MILWAUKEE WI (MKE)	75.1	78.5	2,784	2,783	PITTSBURGH PA (PIT)	80.7	84.4	2,371	2,366
MINNEAPOLIS MN (MSP)	84.8	87.0	9,104	9,099	POCATELLO ID (PIH)	100.0	100.0	89	89
MINOT ND (MOT)	87.1	95.1	163	164	PONCE PR (PSE)	91.8	93.3	61	60
MISSION/MCALLEN/EDINBURG TX (MFE)	78.6	84.4	378	378	PORTLAND ME (PWM)	81.2	84.2	442	443
MISSOULA MT (MSO)	86.9	91.3	229	229	PORTLAND OR (PDX)	83.1	87.4	4,145	4,143
MOAB UT (CNY)	96.2	98.1	53	53	PROVIDENCE RI (PVD)	80.6	88.2	1,009	1,009
MOBILE AL (MOB)	76.4	81.8	479	479	PUEBLO CO (PUB)	96.3	92.6	54	54
MOLINE IL (MLI)	66.5	77.5	427	427	RALEIGH/DURHAM NC (RDU)	82.4	84.5	3,236	3,236
MONROE LA (MLU)	76.3	78.1	283	283	RAPID CITY SD (RAP)	84.5	85.7	258	258
MONTEREY CA (MRY)	76.9	80.7	368	368	REDDING CA (RDD)	79.6	83.9	93	93
MONTGOMERY AL (MGM)	73.4	78.9	308	308	RENO NV (RNO)	82.8	85.8	1,173	1,173
MONTROSE/DELTA CO (MTJ)	85.7	85.7	21	21	RHINELANDER WI (RHI)	89.9	86.5	89	89
MOSINEE WI (CWA)	58.8	69.7	119	119	RICHMOND VA (RIC)	79.2	82.4	1,365	1,366
MUSKEGON MI (MKG)	62.9	54.8	62	62	ROANOKE VA (ROA)	77.5	76.3	213	211
MYRTLE BEACH SC (MYR)	85.0	86.1	173	173	ROCHESTER MN (RST)	75.9	75.4	187	187
NANTUCKET MA (ACK)	100.0	95.8	24	24	ROCHESTER NY (ROC)	76.6	77.7	633	633
NASHVILLE TN (BNA)	79.4	80.3	4,685	4,686	ROCK SPRINGS WY (RKS)	95.8	94.2	120	120
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	82.7	85.2	81	81	ROSWELL NM (ROW)	77.5	80.9	89	89
NEW ORLEANS LA (MSY)	83.6	85.0	3,343	3,341	SACRAMENTO CA (SMF)	82.6	84.4	3,610	3,611
NEW YORK NY (JFK)	78.7	83.5	8,636	8,646	SAGINAW/BAY CITY/MIDLAND MI (MBS)	61.7	56.7	120	120
NEW YORK NY (LGA)	74.0	79.0	8,985	8,987	SALT LAKE CITY UT (SLC)	90.2	90.8	9,233	9,226
NEWARK NJ (EWR)	79.4	82.0	8,631	8,657	SAN ANGELO TX (SJT)	73.5	78.1	151	151
NEWBURGH/POUGHKEEPSIE NY (SWF)	88.7	85.5	62	62	SAN ANTONIO TX (SAT)	81.3	85.4	2,840	2,838
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	81.7	85.1	175	175	SAN DIEGO CA (SAN)	83.8	85.0	6,528	6,526
NOME AK (OME)	77.4	87.1	62	62	SAN FRANCISCO CA (SFO)	75.4	78.5	14,489	14,499
NORFOLK VA (ORF)	78.5	80.5	1,024	1,022	SAN JOSE CA (SJC)	84.7	86.1	3,643	3,643
NORTH BEND/COOS BAY OR (OTH)	65.6	68.8	32	32	SAN JUAN PR (SJU)	85.1	86.7	1,756	1,753
OAKLAND CA (OAK)	82.3	81.7	3,724	3,723	SAN LUIS OBISPO CA (SBP)	83.6	82.5	434	434
OKLAHOMA CITY OK (OKC)	74.5	79.6	1,848	1,850	SANTA ANA CA (SNA)	84.9	84.4	3,376	3,376

OCTOBER 2014

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
SANTA BARBARA CA (SBA)	83.5	86.0	693	694	TEXARKANA AR (TXK)	67.4	76.4	89	89
SANTA FE NM (SAF)	75.7	81.8	185	187	TOLEDO OH (TOL)	78.7	71.9	89	89
SANTA MARIA CA (SMX)	91.0	93.0	100	100	TRAVERSE CITY MI (TVC)	53.6	61.4	196	197
SARASOTA/BRADENTON FL (SRQ)	80.9	77.6	282	281	TRENTON NJ (TTN)	81.4	88.4	311	310
SAULT STE. MARIE MI (CIU)	86.2	89.5	58	57	TUCSON AZ (TUS)	80.0	83.9	1,432	1,431
SAVANNAH GA (SAV)	77.2	81.2	887	887	TULSA OK (TUL)	72.2	80.2	1,495	1,495
SCRANTON/WILKES-BARRE PA (AVP)	75.8	81.8	165	165	TWIN FALLS ID (TWF)	95.2	96.8	62	62
SEATTLE WA (SEA)	84.4	87.9	9,232	9,234	TYLER TX (TYR)	74.9	78.3	235	235
SHREVEPORT LA (SHV)	75.0	77.2	583	583	VALDOSTA GA (VLD)	78.7	82.0	89	89
SIOUX CITY IA (SUX)	67.6	69.6	68	69	VALPARAISO FL (VPS)	80.6	81.4	392	392
SIOUX FALLS SD (FSD)	73.0	77.5	555	556	VERNAL UT (VEL)	94.2	94.2	52	52
SITKA AK (SIT)	84.9	92.5	93	93	WACO TX (ACT)	70.2	76.2	151	151
SOUTH BEND IN (SBN)	73.3	78.7	475	475	WATERLOO IA (ALO)	63.8	72.4	58	58
SPOKANE WA (GEG)	87.1	90.5	715	714	WEST PALM BEACH/PALM BEACH FL (PBI)	81.1	81.7	1,562	1,558
SPRINGFIELD IL (SPI)	59.6	71.5	151	151	WHITE PLAINS NY (HPN)	80.5	81.1	737	737
SPRINGFIELD MO (SGF)	72.6	75.3	547	546	WICHITA FALLS TX (SPS)	73.4	79.8	124	124
ST. AUGUSTINE FL (UST)	75.0	69.4	36	36	WICHITA KS (ICT)	76.6	81.5	939	941
ST. CLOUD MN (STC)	56.9	65.5	58	58	WILLISTON ND (ISN)	86.4	87.7	265	261
ST. GEORGE UT (SGU)	94.7	94.7	151	151	WILMINGTON DE (ILG)	81.8	89.4	66	66
ST. LOUIS MO (STL)	81.3	79.2	4,573	4,573	WILMINGTON NC (ILM)	84.2	85.6	202	202
STATE COLLEGE PA (SCE)	50.8	68.3	63	63	WORCESTER MA (ORH)	82.3	87.3	62	63
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	98.4	100.0	62	62	WRANGELL AK (WRG)	72.6	82.3	62	62
SYRACUSE NY (SYR)	79.0	81.4	605	606	YAKUTAT AK (YAK)	85.5	91.9	62	62
TALLAHASSEE FL (TLH)	81.7	85.0	334	334	YUMA AZ (YUM)	87.8	90.7	270	270
TAMPA FL (TPA)	84.6	85.9	5,001	4,999					

OCTOBER 2014

AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ENVOY***	11	16,783	769	4.6	122	32,010	1,512	4.7
EXPRESSJET	19	30,381	519	1.7	163	56,533	1,038	1.8
SKYWEST	22	29,336	465	1.6	165	51,019	860	1.7
AMERICAN*	28	67,062	497	0.7	97	80,747	621	0.8
-AMERICAN	28	36,531	296	0.8	84	45,113	391	0.9
-US AIRWAYS	27	30,531	201	0.7	73	35,634	230	0.6
SOUTHWEST**	24	55,875	429	0.8	86	103,918	722	0.7
-SOUTHWEST	24	52,433	421	0.8	86	99,257	709	0.7
-AIRTRAN	15	3,442	8	0.2	28	4,661	13	0.3
UNITED	28	37,766	243	0.6	72	43,335	276	0.6
JETBLUE	24	14,229	43	0.3	59	20,113	74	0.4
FRONTIER	25	5,971	17	0.3	70	8,211	27	0.3
ALASKA	23	8,666	9	0.1	59	13,398	40	0.3
HAWAIIAN	8	408	0	0.0	17	6,329	17	0.3
VIRGIN AMERICA	17	4,471	2	0.0	20	4,722	2	0.0
DELTA	29	53,389	9	0.0	141	70,676	17	0.0
Total		324,337	3,002	0.9	Total	491,011	5,206	1.1

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

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

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

***Formerly American Eagle Airlines.

OCTOBER 2014

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
ENVOY***	1,214	442	36.4
SKYWEST	3,027	274	9.0
EXPRESSJET	3,985	325	8.1
ALASKA	486	12	2.4
AMERICAN*	3,702	84	2.3
-AMERICAN	1,628	39	2.3
-US AIRWAYS	2,074	45	2.1
UNITED	7,683	172	2.2
FRONTIER	448	9	2.0
SOUTHWEST**	8,317	105	1.3
-SOUTHWEST	8,135	102	1.2
-AIRTRAN	182	3	1.6
HAWAIIAN	222	2	0.9
VIRGIN AMERICA	216	1	0.4
JETBLUE	826	2	0.2
DELTA	2,681	3	0.1
TOTAL	32,807	1,431	4.4

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

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.

OCTOBER 2014
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**	80747	64011	79.27%	621	0.77%	172	0.21%	4498	5.57%	380	0.47%	6413	7.94%	30	0.04%	4623	5.72%
-AMERICAN	45113	34318	76.07%	391	0.87%	116	0.26%	2726	6.04%	296	0.66%	3823	8.47%	18	0.04%	3425	7.59%
-US AIRWAYS	35634	29693	83.33%	230	0.65%	56	0.16%	1772	4.97%	83	0.23%	2590	7.27%	12	0.03%	1198	3.36%
ALASKA	13398	11683	87.20%	40	0.30%	29	0.22%	395	2.95%	36	0.27%	808	6.03%	10	0.07%	398	2.97%
JETBLUE	20113	16835	83.70%	74	0.37%	35	0.17%	820	4.08%	64	0.32%	1426	7.09%	10	0.05%	848	4.22%
DELTA	70676	61363	86.82%	17	0.02%	60	0.08%	2720	3.85%	207	0.29%	3704	5.24%	2	0.00%	2603	3.68%
EXPRESSJET	56533	42607	75.37%	1038	1.84%	141	0.25%	3242	5.74%	109	0.19%	4301	7.61%	0	0.00%	5094	9.01%
FRONTIER	8211	6837	83.27%	27	0.33%	10	0.12%	262	3.19%	4	0.05%	624	7.60%	0	0.00%	446	5.44%
HAWAIIAN	6329	5680	89.75%	17	0.27%	6	0.09%	370	5.85%	2	0.03%	13	0.20%	1	0.01%	240	3.79%
ENVOY****	32010	21202	66.24%	1512	4.72%	66	0.21%	1798	5.62%	256	0.80%	3803	11.88%	16	0.05%	3357	10.49%
SKYWEST	51019	41299	80.95%	860	1.69%	65	0.13%	2023	3.97%	97	0.19%	2927	5.74%	13	0.02%	3735	7.32%
UNITED	43335	33526	77.36%	276	0.64%	77	0.18%	3074	7.09%	150	0.35%	3596	8.30%	0	0.00%	2636	6.08%
VIRGIN AMERICA	4722	3948	83.61%	2	0.04%	3	0.06%	162	3.42%	84	1.79%	307	6.49%	2	0.05%	214	4.53%
SOUTHWEST***	103918	83737	80.58%	722	0.69%	128	0.12%	5642	5.43%	265	0.26%	3889	3.74%	10	0.01%	9525	9.17%
-SOUTHWEST	99257	79680	80.28%	709	0.71%	127	0.13%	5496	5.54%	264	0.27%	3676	3.70%	10	0.01%	9295	9.36%
-AIRTRAN	4661	4057	87.04%	13	0.28%	1	0.02%	146	3.12%	1	0.03%	213	4.57%	0	0.00%	230	4.94%
TOTAL	491011	392728	79.98%	5206	1.06%	792	0.16%	25005	5.09%	1654	0.34%	31810	6.48%	95	0.02%	33721	6.87%

*Causes of Delay:

- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- **Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breech, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.
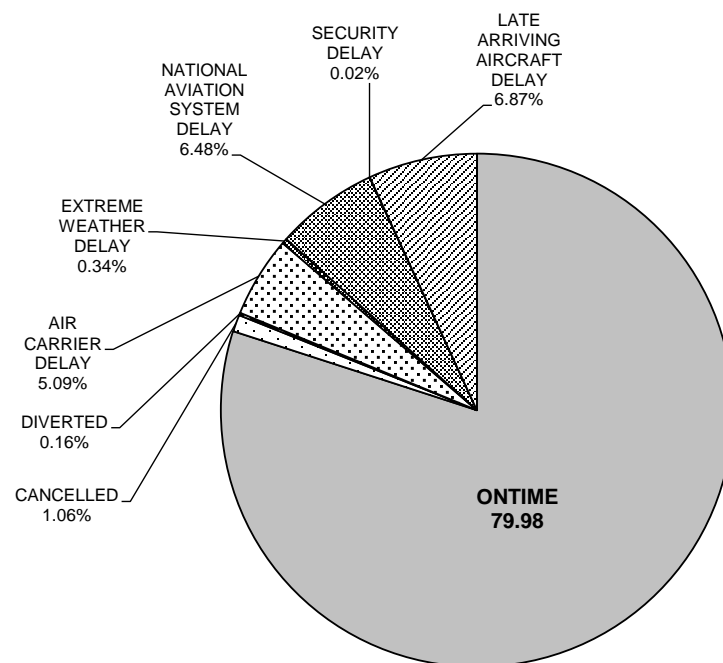
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

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

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

LATE
ARRIVING
AIRCRAFT
DELAY
6.87%

SECURITY
DELAY
0.02%

NATIONAL
AVIATION
SYSTEM
DELAY
6.48%

EXTREME
WEATHER
DELAY
0.34%

AIR
CARRIER
DELAY
5.09%

DIVERTED
0.16%

CANCELLED
1.06%

ONTIME
79.98

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

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

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

OCTOBER 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.

OCTOBER 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
AMERICAN	81	LHR	DFW	10/2/2014	Diversion Airport(IAH)	241

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.

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
AMERICAN*	**80,747**	**39**	**0.05**
-AMERICAN	*45,113*	*28*	*0.06*
-US AIRWAYS	*35,634*	*11*	*0.03*
EXPRESSJET	**56,533**	**22**	**0.04**
UNITED	**43,335**	**16**	**0.04**
ENVOY* **	**32,010**	**9**	**0.03**
DELTA	**70,676**	**18**	**0.03**
JETBLUE	**20,113**	**3**	**0.01**
FRONTIER	**8,211**	**1**	**0.01**
ALASKA	**13,398**	**1**	**0.01**
SOUTHWEST **	**103,918**	**6**	**0.01**
-SOUTHWEST	*99,257*	*6*	*0.01*
-AIRTRAN	*4,661*	*0*	*0.00*
SKYWEST	**51,019**	**3**	**0.01**
HAWAIIAN	**6,329**	**0**	**0.00**
VIRGIN AMERICA	**4,722**	**0**	**0.00**
TOTAL	**491,011**	**118**	**0.02**

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

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

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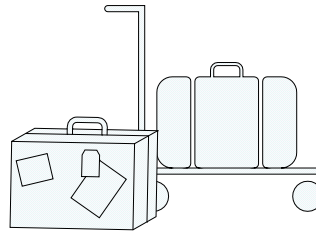
MISHANDLED BAGGAGE REPORTS
FILED BY PASSENGERS
U.S. AIRLINES[*]

RANK	AIRLINE	OCTOBER 2014			OCTOBER 2013		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	367	513,814	0.71	358	529,857	0.68
2	FRONTIER AIRLINES	1,647	1,068,185	1.54	1,763	889,644	1.98
3	JETBLUE AIRWAYS	3,846	2,268,983	1.70	3,086	2,100,602	1.47
4	DELTA AIR LINES	17,678	9,674,593	1.83	13,555	8,749,947	1.55
5	HAWAIIAN AIRLINES	1,641	791,789	2.07	1,645	756,467	2.17
6	ALASKA AIRLINES	3,778	1,632,278	2.31	3,177	1,473,446	2.16
7	UNITED AIRLINES	16,718	5,860,354	2.85	14,972	5,785,247	2.59
8	SOUTHWEST AIRLINES***	34,213	11,608,335	2.95	***	***	***
	-SOUTHWEST AIRLINES	32,865	11,163,293	2.94	33,786	9,994,940	3.38
	-AIRTRAN AIRWAYS	1,348	445,042	3.03	5,156	1,427,887	3.61
9	AMERICAN AIRLINES**	32,987	10,379,886	3.18	**	**	**
	-AMERICAN	19,300	5,825,307	3.31	12,378	5,757,908	2.15
	-US AIRWAYS	13,687	4,554,579	3.01	8,610	4,389,122	1.96
10	SKYWEST AIRLINES	8,541	2,349,360	3.64	7,731	2,214,122	3.49
11	EXPRESSJET AIRLINES	11,012	2,462,074	4.47	9,313	2,719,651	3.42
12	ENVOY AIR*****	10,814	1,290,624	8.38	6,485	1,484,388	4.37
	TOTALS****	143,242	49,900,275	2.87	122,015	48,273,228	2.53

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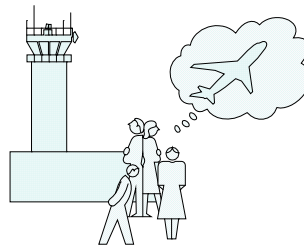
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES[*]

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

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

---

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

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

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

		JANUARY - SEPTEMBER 2014				JANUARY - SEPTEMBER 2013			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
RANK	AIRLINE	Voluntary	Involuntary			Voluntary	Involuntary		
1	VIRGIN AMERICA	608	41	4,839,965	**0.08**	247	25	4,689,367	**0.05**
2	HAWAIIAN AIRLINES	288	116	7,577,435	**0.15**	980	128	7,522,941	**0.17**
3	JETBLUE AIRWAYS	1,599	620	21,914,305	**0.28**	357	18	21,335,400	**0.01**
4	DELTA AIR LINES	80,557	3,847	87,029,470	**0.44**	61,101	4,711	80,417,456	**0.59**
5	ALASKA AIRLINES	3,358	727	14,901,382	**0.49**	3,080	587	14,081,430	**0.42**
6	AMERICAN AIRLINES**	47,750	5,996	102,735,068	**0.58**	**	**	**	**
	-AMERICAN	*26,603*	*2,468*	*58,239,415*	*0.42*	*39,942*	*2,556*	*57,398,044*	*0.45*
	-US AIRWAYS	*21,147*	*3,528*	*44,495,653*	*0.79*	*21,226*	*2,747*	*43,606,210*	*0.63*
7	SOUTHWEST AIRLINES***	75,401	11,953	91,386,612	**1.31**	***	***	***	***
	-SOUTHWEST	*68,913*	*10,177*	*83,905,827*	*1.21*	*66,408*	*10,273*	*86,266,939*	*1.19*
	-AIRTRAN	*6,488*	*1,776*	*7,480,785*	*2.37*	*23,967*	*1,800*	*14,009,361*	*1.28*
8	FRONTIER AIRLINES	2,658	1,175	8,662,498	**1.36**	2,569	953	7,696,403	**1.24**
9	UNITED AIRLINES	52,386	8,096	58,370,933	**1.39**	40,642	6,414	58,243,199	**1.10**
10	ENVOY AIR*****	13,866	1,890	11,798,341	**1.60**	14,641	1,375	12,840,798	**1.07**
11	SKYWEST AIRLINES	31,166	5,838	19,763,750	**2.95**	25,728	4,607	20,122,469	**2.29**
12	EXPRESSJET AIRLINES	43,669	6,714	22,376,009	**3.00**	34,417	4,514	23,587,279	**1.91**
	TOTALS**	353,306	47,013	451,355,768	**1.04**	335,305	40,708	451,817,296	**0.90**

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

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS

SUMMARY

	OCTOBER 2014				OCTOBER 2013			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	856	60	2	84	591	80	0	51
FOREIGN AIRLINES	318	2	0	41	217	9	0	21
TRAVEL AGENTS	23	1	0	12	13	2	0	5
TOUR OPERATORS	0	0	0	0	27	0	0	1
MISCELLANEOUS	16	25	0	14	9	7	0	12
INDUSTRY TOTALS	1,213	88	2	151	857	98	0	90

NOTE: Due to the lapse of Federal funding from October 1 through October 16, 2013, U.S DOT was not able to accept complaints from the public via telephone.

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES[*]

COMPLAINT CATEGORY	OCTOBER 2014			OCTOBER 2013		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	320		1	232	
CANCELLATIONS			123			83
DELAYS			100			75
MISCONNECTIONS			56			41
BAGGAGE	2	194		2	155	
RES/TKTG/BOARDING	3	180		3	132	
CUSTOMER SERVICE	4	135		4	98	
REFUNDS	5	115		5	70	
FARES	6	104		8	35	
DISABILITY	7	65		6	49	
OVERSALES	8	48		9	24	
OTHER	9	29		7	44	
FREQUENT FLYER			17			11
ADVERTISING	10	14		10	10	
DISCRIMINATION	11	9		11	8	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,213			857	

---

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

NOTE: Due to the lapse of Federal funding from October 1 through October 16, 2013, U.S DOT was not able to accept complaints from the public via telephone.

Table 3

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY*

OCTOBER 2014

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	1	0	2	0	0	0	2	0	0	1	0	2	8
ALLEGIANT AIR	6	0	6	4	6	1	2	3	0	1	0	0	29
AMERICAN AIRLINES	41	6	18	15	31	21	18	11	2	0	0	4	167
DELTA AIR LINES	18	1	9	8	2	6	7	7	1	1	0	1	61
ENDEAVOR AIR	5	0	0	0	0	0	0	0	0	0	0	0	5
ENVOY AIR***	11	0	1	0	0	0	1	0	0	0	0	0	13
EXPRESSJET AIRLINES	12	0	0	0	0	0	1	0	0	1	0	0	14
FRONTIER AIRLINES	23	1	10	5	0	8	5	0	2	0	0	1	55
HAWAIIAN AIRLINES	4	1	2	2	1	1	2	0	0	0	0	1	14
JETBLUE AIRWAYS	2	0	4	2	0	3	2	2	0	1	0	2	18
MESA AIRLINES	5	0	1	0	0	0	1	0	0	0	0	0	7
PSA AIRLINES	3	0	0	0	0	1	2	0	0	0	0	0	6
REPUBLIC AIRLINES	3	0	0	0	0	1	1	0	0	0	0	0	5
SKYWEST AIRLINES	13	0	0	0	0	3	0	1	0	0	0	0	17
SOUTHWEST AIRLINES	11	2	6	3	2	12	6	2	0	1	0	2	47
SPIRIT AIRLINES	18	3	24	17	5	8	6	2	1	1	0	1	86
UNITED AIRLINES	44	14	20	18	13	21	20	10	2	0	0	6	168
US AIRWAYS	14	2	15	10	7	14	14	10	1	0	0	1	88
VIRGIN AMERICA	1	0	0	1	0	2	2	2	0	1	0	0	9
OTHER U.S. AIRLINES	19	1	3	3	4	4	3	2	0	0	0	0	39
TOTAL OCTOBER 2014	254	31	121	88	71	106	95	52	9	8	0	21	856
% OF TOTAL COMPLAINTS	29.7	3.6	14.1	10.3	8.3	12.4	11.1	6.1	1.1	0.9	0.0	2.5	
TOTAL OCTOBER 2013	194	18	86	27	34	90	68	39	8	6	0	21	591
% OF TOTAL COMPLAINTS	32.8	3.0	14.6	4.6	5.8	15.2	11.5	6.6	1.4	1.0	0.0	3.6	

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

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

*** FORMERLY AMERICAN EAGLE AIRLINES

Table 4

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY INCIDENT DATE

OCTOBER 2014

U.S. AIRLINES* ALPHABETICAL	COMPS RECD IN OCT	INCI-DENTS IN OCT	PERCENT	INCI-DENTS IN SEP	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
AIRTRAN AIRWAYS	8	4	50.0	0	0.0	1	12.5	3	37.5
ALLEGIANT AIR	29	10	34.5	4	13.8	8	27.6	7	24.1
AMERICAN AIRLINES	167	66	39.5	23	13.8	56	33.5	22	13.2
DELTA AIR LINES	61	21	34.4	10	16.4	19	31.1	11	18.0
ENDEAVOR AIR	5	2	40.0	2	40.0	1	20.0	0	0.0
ENVOY AIR**	13	11	84.6	2	15.4	0	0.0	0	0.0
EXPRESSJET AIRLINES	14	9	64.3	4	28.6	1	7.1	0	0.0
FRONTIER AIRLINES	55	31	56.4	7	12.7	14	25.5	3	5.5
HAWAIIAN AIRLINES	14	4	28.6	4	28.6	5	35.7	1	7.1
JETBLUE AIRWAYS	18	10	55.6	5	27.8	2	11.1	1	5.6
MESA AIRLINES	7	4	57.1	1	14.3	2	28.6	0	0.0
PSA AIRLINES	6	1	16.7	5	83.3	0	0.0	0	0.0
REPUBLIC AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
SKYWEST AIRLINES	17	12	70.6	3	17.6	2	11.8	0	0.0
SOUTHWEST AIRLINES	47	25	53.2	7	14.9	6	12.8	9	19.1
SPIRIT AIRLINES	86	40	46.5	16	18.6	20	23.3	10	11.6
UNITED AIRLINES	168	64	38.1	46	27.4	40	23.8	18	10.7
US AIRWAYS	88	35	39.8	21	23.9	21	23.9	11	12.5
VIRGIN AMERICA	9	5	55.6	1	11.1	3	33.3	0	0.0
OTHER U.S. AIRLINES	39	14	35.9	12	30.8	5	12.8	8	20.5
TOTALS	856	372	43.5	173	20.2	207	24.2	104	12.1
PREVIOUS YEAR'S TOTALS	591	274	46.4	111	18.8	152	25.7	54	9.1

---

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

** FORMERLY AMERICAN EAGLE AIRLINES

Table 5

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

OCTOBER 2014

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AEROMEXICO	3	2	4	0	4	3	1	0	0	0	0	0	17
AIR BERLIN	0	0	1	2	1	0	1	0	0	0	0	0	5
AIR CANADA	16	6	6	1	1	8	12	2	0	0	0	1	53
AIR FRANCE	7	0	2	0	3	9	0	0	0	0	0	0	21
ALITALIA AIRLINES	4	7	0	0	2	16	1	0	0	0	0	0	30
AVIANCA	0	0	1	0	0	1	1	1	0	0	0	1	5
BRITISH AIRWAYS	4	0	2	1	3	5	5	1	0	0	0	1	22
EMIRATES AIRLINES	0	0	4	0	3	1	0	0	0	0	0	1	9
ETHIOPIAN AIRLINES	0	0	0	0	0	4	0	1	0	0	0	0	5
ETIHAD AIRWAYS	0	0	1	0	4	2	1	1	0	0	0	0	9
KLM	1	1	1	0	0	6	1	0	0	0	0	0	10
LOT POLISH AIRLINES	1	0	1	2	0	1	0	0	0	0	0	0	5
LUFTHANSA	2	1	8	1	3	3	2	1	0	0	0	0	21
QATAR AIRWAYS	1	0	2	0	1	2	0	1	0	0	0	1	8
TURKISH AIRLINES	0	0	1	0	0	7	3	0	0	0	0	1	12
VOLARIS AIRLINES	1	0	2	0	3	0	0	0	2	0	0	0	8
OTHER FOREIGN AIRLINES	21	0	13	3	6	18	10	5	1	0	0	1	78
TOTALS	61	17	49	10	34	86	38	13	3	0	0	7	318
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	2	0	6	5	8	0	0	0	1	0	0	1	23
TOTALS	2	0	6	5	8	0	0	0	1	0	0	1	23
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
MISCELLANEOUS													
OTHER MISCELLANEOUS	3	0	4	1	2	2	2	0	1	1	0	0	16
TOTALS	3	0	4	1	2	2	2	0	1	1	0	0	16

* 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	OCTOBER 2014			OCTOBER 2013		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	1	1,671,040	0.06	5	1,562,978	0.32
2	SOUTHWEST AIRLINES***	55	11,508,724	0.48	***	***	***
	-SOUTHWEST	47	11,020,587	0.43	33	9,771,479	0.34
	-AIRTRAN	8	488,137	1.64	6	1,407,834	0.43
3	EXPRESSJET AIRLINES	14	2,607,045	0.54	25	2,921,616	0.86
4	DELTA AIR LINES	61	11,237,840	0.54	39	10,268,836	0.38
5	JETBLUE AIRWAYS	18	2,586,552	0.70	12	2,331,198	0.51
6	SKYWEST AIRLINES	17	2,410,871	0.71	11	2,285,422	0.48
7	ENVOY AIR*****	13	1,354,573	0.96	13	1,547,813	0.84
8	HAWAIIAN AIRLINES	14	845,232	1.66	6	822,281	0.73
9	VIRGIN AMERICA	9	523,234	1.72	5	539,018	0.93
10	AMERICAN AIRLINES**	255	12,044,590	2.12	**	**	**
	-AMERICAN	167	7,202,120	2.32	109	7,225,473	1.51
	-US AIRWAYS	88	4,842,470	1.82	53	4,702,694	1.13
11	UNITED AIRLINES	168	7,528,276	2.23	123	7,438,341	1.65
12	FRONTIER AIRLINES	55	1,092,398	5.03	16	917,268	1.74
	TOTAL****	680	55,410,375	1.23	456	53,742,251	0.85

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

NOTE: Due to the lapse of Federal funding from October 1 through October 16, 2013, U.S DOT was not able to accept complaints from the public via telephone.

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 October 2014
as provided by the Transportation Security Administration[a]**

The Transportation Security Administration (TSA) screened approximately 54 million airline passengers and their 43 million checked bags in the month of October as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations [b]. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of October.

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

Courtesy[c]		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public[c]	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
639	.0011	41	.0001	55	.0001	419	.0008

NOTES

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

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

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

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.

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

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

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

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

Carrier	Death	Injury	Loss
Delta			1
Hawaiian	1		
Total	1	0	1