



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

**Issued: January 2014**



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

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

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

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

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



*This report is dedicated to Sam Podberesky, Assistant General Counsel for Aviation Enforcement and Proceedings, who retired on January 14, 2014, after more than 42 years of exceptional Federal service.*

## TABLE OF CONTENTS

Section	Page	Section	Page
<b>Introduction</b>		<b>Flight Delays (continued)</b>	
	2	<b>Table 11</b>	24
<b>Flight Delays</b>		List of Regularly Scheduled Flights with Tarmac Delays Over 3 Hours, By Carrier	
<b>Explanation</b>	3	<b>Table 11A</b>	25
<b>Table 1</b>	4	List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Carrier	
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		<b>Table 12</b>	26
<b>Table 1A</b>	5	Number and Percentage of Regularly Scheduled Flights With Tarmac Delays of 2 Hours or More, By Carrier	
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		<b>Footnotes</b>	27
<b>Table 2</b>	6	<b>Appendix</b>	28
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		<b>Mishandled Baggage</b>	
<b>Table 3</b>	10	<b>Explanation</b>	29
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		<b>Ranking— November 2013</b>	30
<b>Table 4</b>	12	<b>Oversales</b>	
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		<b>Explanation</b>	31
<b>Table 5</b>	14	<b>Ranking — 3rd Quarter 2013</b>	32
List of Regularly Scheduled Flights with More than 50% Delayed Arrivals of More Than 30 Minutes		<b>Ranking — January - September 2013</b>	33
<b>Table 6</b>	15	<b>Consumer Complaints</b>	
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More		<b>Explanation</b>	34
<b>Table 7</b>	16	<b>Complaint Tables 1-5 (November 2013)</b>	35
On-Time Arrival and Departure Percentage, by Airport		Summary, Complaint Categories, U.S. Airlines, Incident Date and Companies Other Than U.S. Airlines	
<b>Table 8</b>	20	<b>Ranking, Table 6 (November)</b>	40
Overall Number and Percentage of Flight Cancellations, by Carrier		<b>Complaint Categories</b>	41
<b>Table 8A</b>	21	<b>Customer Service Reports to the Department of Homeland Security (November).....</b>	42
Number and Percentage of Regularly Scheduled Flights Canceled 5% or More of the Time, By Carrier.		<b>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation (November).....</b>	43
<b>Table 9</b>	22		
Flight Causation Data, By Airline and Category			
<b>Table 10</b>	23		
Flight Causation Data, Graphic Representation			

## **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 fifteen (15) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the one (1\*\*) carrier that currently reports flight delay data voluntarily.

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) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 16 reporting air carriers, 9 carriers (AirTran, American Eagle, ExpressJet, Frontier, Hawaiian, SkyWest, Southwest, US Airways and Virgin America) use ACARS exclusively; 2 carriers (American and United) use a combination of ACARS and DGS; and 5 carriers (Alaska, Delta, JetBlue, Mesa and Endeavor) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

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

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

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

**\*\*Mesa Airlines currently reports flight delay data voluntarily, as permitted by Part 234.**

NOVEMBER 2013

## AIR TRAVEL CONSUMER REPORT

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

CARRIER*	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	90.5	17	93.9
ENDEAVOR AIRLINES** S/	19	88.0	112	88.3
DELTA AIR LINES S/	29	88.3	131	88.3
ALASKA AIRLINES S/	20	90.5	54	87.9
US AIRWAYS S/	27	86.1	77	86.1
VIRGIN AMERICA S/	16	85.5	19	85.7
SKYWEST AIRLINES S/	24	85.3	157	85.4
UNITED AIRLINES S/	28	85.2	76	85.0
JETBLUE AIRWAYS S/	23	84.3	55	84.8
AIRTRAN AIRWAYS S/	16	83.4	44	83.9
AMERICAN AIRLINES S/	28	82.9	80	81.9
AMERICAN EAGLE S/	19	81.3	130	81.5
MESA AIRLINES S/V/	12	80.6	80	80.6
SOUTHWEST AIRLINES S/	24	79.2	89	79.5
EXPRESSJET AIRLINES S/	21	79.7	164	79.0
FRONTIER AIRLINES S/	22	79.6	61	78.6
TOTAL		83.9		83.5

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

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

\*\* Formerly Pinnacle Airlines

## NOVEMBER 2013

## 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 2012		1st Quarter 01-03 2012		2nd Quarter 04-06 2013		3rd Quarter 07-09 2013		Sep-13		Oct-13		Nov-13		12 Months Ending Nov 2013		Database 9/87-11/13	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	86.2	3	83.8	5	76.7	7	77.9	9	86.8	6	84.7	9	83.9	10	80.3	7	(--)	(--)
ALASKA	85.8	4	87.5	3	88.0	2	85.7	2	87.6	5	89.7	3	87.9	4	87.0	2	76.5	5
AMERICAN	74.1	15	80.0	10	72.8	14	79.4	7	83.7	10	82.7	11	81.9	11	78.0	11	78.0	3
AMERICAN EAGLE	80.6	9	74.7	13	66.2	16	73.3	15	82.2	14	80.9	13	81.5	12	73.1	16	(--)	(--)
DELTA	87.2	2	86.2	4	82.5	3	83.1	3	90.3	2	91.4	2	88.3	3	85.0	3	77.6	4
ENDEAVOR**	(--)	(--)	78.9	12	78.2	6	81.4	4	88.8	3	88.7	4	88.3	2	81.1	6	(--)	(--)
EXPRESSJET	77.4	12	70.9	16	70.2	15	75.8	12	83.4	11	79.7	15	79.0	15	73.4	14	(--)	(--)
FRONTIER	74.3	14	71.3	15	73.4	12	74.3	14	76.9	15	80.2	14	78.6	16	73.3	15	(--)	(--)
HAWAIIAN	94.1	1	91.8	1	92.8	1	94.8	1	95.5	1	95.2	1	93.9	1	93.4	1	(--)	(--)
JETBLUE	75.3	13	73.3	14	73.9	11	72.6	16	83.1	13	86.9	7	84.8	9	75.0	13	(--)	(--)
MESA	84.8	5	80.7	9	73.3	13	76.7	11	84.6	9	81.9	12	80.6	13	77.9	12	(--)	(--)
SKYWEST	78.8	11	79.2	11	79.7	4	79.6	6	83.2	12	84.3	10	85.4	7	79.8	8	(--)	(--)
SOUTHWEST	80.8	8	83.1	6	76.7	8	75.4	13	76.3	16	78.8	16	79.5	14	78.1	10	81.9	1
UNITED	80.1	10	81.4	8	75.6	10	79.0	8	84.6	8	85.0	8	85.0	8	79.7	9	76.2	6
US AIRWAYS	84.7	6	82.4	7	78.7	5	80.9	5	88.3	4	87.6	6	86.1	5	81.8	4	78.3	2
VIRGIN AMERICA	82.6	7	89.7	2	76.3	9	77.1	10	84.9	7	88.5	5	85.7	6	81.6	5	(--)	(--)
Total	80.8		80.1		76.2		78.4		83.8		84.1		83.5		79.0		78.5	

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

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

\*\* Formerly Pinnacle Airlines

NOVEMBER 2013

## 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
ENDEAVOR**	484	85.1	200	85.0	181	90.1	109	82.6	216	86.1	52	80.8	127	85.8	4684	91.0
AMERICAN	374	82.9	921	87.5	225	85.8	166	72.9	859	88.8	389	79.7	12387	83.4	176	83.5
ALASKA	60	93.3	113	96.5	H/		H/		118	89.0	118	93.2	90	83.3	H/	
JETBLUE	H/		3159	88.2	133	92.5	115	87.0	522	86.4	80	76.2	84	77.4	H/	
DELTA	17457	87.4	824	91.0	618	91.6	455	82.9	739	88.6	557	84.7	417	89.0	4220	90.7
EXPRESSJET	7312	81.7	180	88.9	115	80.0	506	72.1	168	78.0	1561	80.2	1325	74.3	1541	84.6
FRONTIER	62	80.6	H/		9	100.0	H/		87	81.6	2964	80.8	137	75.2	49	67.3
AIRTRAN	3631	81.4	312	84.3	800	88.9	H/		316	88.6	86	91.9	H/		116	86.2
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
AMERICAN EAGLE	449	76.6	H/		159	86.8	408	83.1	508	80.5	175	80.0	6747	83.0	405	78.3
SKYWEST	143	81.8	60	91.7	H/		54	81.5	1	100.0	3670	85.6	465	77.4	512	85.2
UNITED	32	62.5	1053	86.8	279	85.3	24	79.2	563	87.4	3403	87.2	221	79.6	33	93.9
US AIRWAYS	426	81.2	1482	87.4	370	82.7	7520	86.8	1571	89.1	385	85.5	551	84.9	328	86.3
VIRGIN AMERICA	H/		112	92.9	H/		H/		29	93.1	H/		169	89.3	H/	
SOUTHWEST	931	76.4	624	84.1	4835	80.8	176	79.5	148	86.5	4522	80.9	H/		478	79.3
MESA	105	84.8	35	80.0	H/		2958	75.9	H/		H/		28	85.7	68	76.5
TOTAL	31466	84.7	9075	87.8	7724	83.4	12491	83.0	5845	87.2	17962	83.3	22748	82.7	12610	88.6

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

\*\* Formerly Pinnacle Airlines



NOVEMBER 2013

## 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
ENDEAVOR**	154	76.6	H/		148	84.5	29	75.9	1056	81.2	H/		H/		386	73.3
AMERICAN	277	80.5	263	80.6	262	85.1	397	75.3	1061	89.4	844	73.2	2542	80.9	1237	85.0
ALASKA	52	84.6	30	90.0	H/		30	66.7	H/		369	90.0	523	91.8	H/	
JETBLUE	543	82.3	1415	81.0	209	89.5	H/		3234	83.3	257	78.6	288	75.3	506	74.7
DELTA	418	81.6	769	88.8	190	88.4	219	87.2	1624	90.0	1112	85.7	1706	87.4	1804	85.8
EXPRESSJET	3389	77.2	H/		2020	79.8	6472	81.5	115	67.8	H/		H/		964	70.2
FRONTIER	H/		41	80.5	H/		74	77.0	H/		152	83.6	116	81.0	61	72.1
AIRTRAN	H/		493	81.7	H/		H/		H/		113	81.4	33	81.8	201	65.7
HAWAIIAN	H/		H/		H/		H/		25	88.0	73	91.8	90	93.3	H/	
AMERICAN EAGLE	93	66.7	H/		H/		174	69.0	628	79.1	H/		545	77.6	1332	74.2
SKYWEST	4	75.0	H/		188	83.0	1285	83.5	H/		350	77.4	4885	84.0	1	100.0
UNITED	3767	88.6	478	86.4	1804	88.5	5111	87.6	378	87.0	1123	81.1	2582	83.5	700	74.7
US AIRWAYS	345	78.6	476	83.6	H/		456	82.7	290	80.7	480	80.0	514	83.3	1063	79.5
VIRGIN AMERICA	162	90.7	121	90.1	127	91.3	H/		290	86.6	310	81.3	1199	84.0	H/	
SOUTHWEST	490	73.7	1118	78.7	197	76.1	H/		H/		5891	80.5	2979	76.7	544	72.8
MESA	H/		H/		742	80.7	1	100.0	H/		H/		H/		49	63.3
TOTAL	9694	82.2	5204	82.7	5887	83.8	14248	83.6	8701	84.8	11074	80.8	18002	82.5	8848	78.0

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

\*\* Formerly Pinnacle Airlines

NOVEMBER 2013

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ENDEAVOR**	25	92.0	164	87.8	H/		3327	90.3	142	81.0	H/		123	71.5	H/	
AMERICAN	804	86.1	H/		3816	88.6	310	80.0	4210	82.7	174	62.6	331	76.1	427	72.1
ALASKA	62	93.5	H/		H/		59	86.4	138	91.3	1047	92.3	30	80.0	207	87.9
JETBLUE	1493	86.1	H/		H/		H/		153	79.7	119	86.6	123	77.2	60	90.0
DELTA	1311	90.7	186	80.1	655	89.6	4409	90.0	563	84.9	360	87.8	574	83.1	544	87.7
EXPRESSJET	5	100.0	1	100.0	H/		716	83.2	4506	77.6	H/		47	76.6	3	100.0
FRONTIER	109	71.6	115	81.7	H/		109	73.4	H/		117	81.2	9	100.0	132	78.0
AIRTRAN	790	87.1	267	89.9	H/		113	83.2	H/		H/		178	83.1	H/	
HAWAIIAN	H/		H/		H/		H/		H/		30	86.7	H/		30	86.7
AMERICAN EAGLE	H/		H/		1459	89.7	103	65.0	5869	81.2	H/		70	72.9	H/	
SKYWEST	1	100.0	9	77.8	38	76.3	1386	91.0	2112	81.5	1069	87.7	H/		1839	88.5
UNITED	978	88.8	H/		222	84.7	136	75.7	4898	82.3	538	85.1	312	79.2	534	82.6
US AIRWAYS	725	83.6	H/		291	82.1	337	84.6	573	80.3	170	87.1	3670	85.8	4715	90.3
VIRGIN AMERICA	30	96.7	H/		H/		H/		138	85.5	85	89.4	84	86.9	H/	
SOUTHWEST	2684	82.5	6160	78.8	H/		587	79.0	H/		904	77.7	659	77.2	4491	79.8
MESA	H/		H/		65	81.5	H/		731	81.5	H/		128	71.9	1123	93.4
TOTAL	9017	85.8	6902	79.5	6546	88.4	11592	88.2	24033	81.2	4613	85.3	6338	82.8	14105	85.9

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

\*\* Formerly Pinnacle Airlines

NOVEMBER 2013

## 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
ENDEAVOR**	H/		H/		H/		H/		50	88.0
AMERICAN	432	67.1	410	79.3	884	72.9	124	76.6	465	86.2
ALASKA	423	89.4	3660	90.5	357	89.1	60	98.3	H/	
JETBLUE	107	82.2	140	85.0	340	85.9	98	85.7	492	85.4
DELTA	457	85.1	780	88.5	657	89.3	2474	92.2	794	87.9
EXPRESSJET	H/		H/		H/		86	80.2	1	100.0
FRONTIER	116	75.0	115	83.5	121	71.1	135	79.3	37	59.5
AIRTRAN	H/		H/		32	90.6	H/		430	83.5
HAWAIIAN	30	90.0	60	86.7	30	96.7	H/		H/	
AMERICAN EAGLE	92	76.1	H/		H/		57	70.2	60	71.7
SKYWEST	717	82.6	673	83.8	3681	78.8	4409	92.8	H/	
UNITED	725	83.3	785	82.2	4144	84.0	23	73.9	537	86.6
US AIRWAYS	302	84.1	241	86.3	432	83.8	187	88.8	585	86.2
VIRGIN AMERICA	139	87.8	234	87.2	1417	83.8	H/		H/	
SOUTHWEST	2489	78.3	886	78.1	1194	70.7	857	75.7	1829	79.5
MESA	H/		H/		H/		H/		H/	
TOTAL	6029	80.5	7984	86.5	13289	81.0	8510	90.0	5280	83.5

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

\*\* Formerly Pinnacle Airlines

NOVEMBER 2013

## 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	94.0	88.4	95.7	91.9	97.4	75.0	87.4	92.3	87.7	79.3	91.7	90.5	85.1	97.1	88.3	J/	94.5	90.9
700 - 759 AM	93.2	93.4	96.2	94.2	94.5	89.2	88.7	92.2	89.1	89.4	89.7	86.8	92.6	95.0	94.2	87.0	97.5	88.4
800 - 859 AM	84.7	94.0	90.7	86.4	93.3	89.3	85.6	94.0	93.9	92.7	94.9	89.0	96.4	94.1	91.0	90.7	87.0	90.1
900 - 959 AM	83.9	91.7	91.0	86.4	88.8	89.4	84.8	92.2	88.5	90.6	88.4	87.0	89.9	89.0	88.9	84.9	91.4	94.6
1000 - 1059 AM	87.0	94.0	93.8	86.0	93.8	87.1	88.0	91.9	92.0	91.5	84.3	87.7	92.5	87.7	85.2	84.7	90.2	93.7
1100 - 1159 AM	90.0	91.3	92.9	85.7	90.3	86.9	87.6	91.7	88.5	88.3	85.7	89.4	87.2	82.5	82.6	86.3	88.6	88.1
1200 - 1259 PM	85.5	90.8	89.0	84.9	88.3	88.1	86.6	92.0	87.2	84.5	86.3	85.7	87.9	83.9	81.2	85.3	86.9	87.0
100 - 159 PM	85.1	92.0	85.1	82.5	90.5	85.0	85.1	90.5	85.8	83.3	92.1	87.0	88.1	82.5	81.5	84.5	87.5	81.0
200 - 259 PM	83.7	90.5	89.0	88.8	89.8	82.4	80.3	89.7	84.6	88.1	88.8	84.7	86.7	76.4	83.3	82.6	88.4	80.3
300 - 359 PM	85.3	90.2	82.1	83.8	86.1	81.4	83.5	85.9	80.2	83.8	84.4	83.1	82.9	77.6	80.5	78.5	87.6	77.2
400 - 459 PM	86.6	85.3	83.1	81.5	90.3	79.9	84.4	89.7	76.1	77.1	81.4	80.0	85.2	77.2	81.5	71.6	86.6	76.3
500 - 559 PM	83.5	87.3	84.7	79.9	85.7	81.3	80.4	85.3	74.3	77.4	88.4	79.7	86.2	77.3	82.3	72.5	84.4	75.2
600 - 659 PM	80.8	82.0	77.3	79.6	84.8	80.4	77.4	84.0	77.2	79.8	73.3	80.0	75.7	73.5	80.3	70.2	79.9	69.9
700 - 759 PM	80.0	83.5	69.5	80.0	82.6	71.9	78.6	82.6	75.1	72.7	83.1	79.9	73.9	74.7	78.7	66.3	83.2	68.4
800 - 859 PM	81.7	84.9	75.5	74.9	84.1	73.4	74.8	86.0	76.5	81.3	76.4	76.2	76.7	73.5	75.6	69.1	82.4	69.9
900 - 959 PM	81.7	83.6	69.8	79.4	83.5	76.7	76.5	82.1	77.4	82.2	77.5	81.2	81.5	75.1	77.9	67.6	82.5	64.5
1000 - 1059 PM	84.4	82.7	77.2	79.1	79.5	77.7	72.6	78.9	78.5	79.3	83.2	73.6	79.9	72.3	79.6	73.1	80.8	71.4
1100 - 559 AM	81.7	86.2	81.6	78.1	86.3	80.5	83.3	83.9	86.8	78.6	86.1	84.5	87.0	75.9	84.6	78.1	80.3	73.0
TOTAL, ALL ARRIVALS, BY AIRPORT	84.7	87.8	83.4	83.0	87.2	83.3	82.7	88.6	82.2	82.7	83.8	83.6	84.8	80.8	82.5	78.0	85.8	79.5

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

NOVEMBER 2013

## 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	89.5	93.8	90.7	90.0	92.6	100.0	100.0	92.6	88.3	100.0	75.0	91.0
700 - 759 AM	95.0	94.3	88.6	94.6	94.3	91.6	92.7	93.8	86.9	96.1	100.0	91.1
800 - 859 AM	93.9	91.3	88.7	97.6	85.7	93.0	96.2	91.9	93.8	94.3	93.5	89.4
900 - 959 AM	92.1	91.1	88.5	95.5	79.0	92.3	93.0	90.4	80.2	94.2	90.3	88.4
1000 - 1059 AM	92.4	91.0	88.4	88.4	86.9	90.4	86.1	90.6	76.3	94.1	89.0	88.5
1100 - 1159 AM	90.7	87.1	86.3	87.2	82.9	88.4	84.2	87.6	78.4	86.7	90.4	87.3
1200 - 1259 PM	87.0	91.1	81.8	87.9	89.1	89.2	85.2	87.5	77.4	94.2	89.7	86.1
100 - 159 PM	92.0	90.9	81.5	88.8	81.5	86.7	83.6	87.8	80.0	90.9	91.4	85.8
200 - 259 PM	87.7	88.9	80.6	83.0	84.1	86.0	78.3	86.4	82.3	91.2	87.3	84.7
300 - 359 PM	86.5	89.4	77.0	88.4	81.9	87.9	76.4	86.2	81.1	91.8	85.2	83.2
400 - 459 PM	87.4	86.6	76.5	79.5	80.5	80.3	79.7	88.4	82.7	88.9	82.6	82.6
500 - 559 PM	86.0	77.6	76.3	83.3	81.2	74.4	78.0	83.7	81.4	73.0	78.6	80.4
600 - 659 PM	85.5	85.9	77.7	74.9	78.4	82.9	68.8	87.1	79.6	87.3	75.5	79.8
700 - 759 PM	88.9	77.4	73.2	85.9	79.5	79.8	74.0	80.6	83.7	89.1	80.3	78.7
800 - 859 PM	83.2	87.7	71.6	85.9	80.4	84.3	70.6	82.6	82.0	82.1	78.5	78.3
900 - 959 PM	83.7	79.3	75.9	80.1	80.7	86.0	73.4	85.2	78.0	86.7	75.5	78.9
1000 - 1059 PM	86.8	74.0	79.2	82.2	84.7	81.7	71.3	85.9	73.7	71.9	75.2	78.6
1100 - 559 AM	85.1	84.7	86.4	79.5	81.8	80.0	85.6	83.7	85.1	78.5	77.4	83.2
TOTAL, ALL ARRIVALS, BY AIRPORT	88.4	88.2	81.2	85.3	82.8	85.9	80.5	86.5	81.0	90.0	83.5	83.9

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

NOVEMBER 2013

## 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	93.9	96.1	95.8	91.5	96.8	94.7	91.4	95.0	92.5	95.1	90.7	90.1	96.3	94.3	94.1	96.2	97.3	93.8
700 - 759 AM	92.5	93.3	95.5	90.4	94.8	92.5	87.2	92.1	89.0	96.8	89.0	90.9	92.9	92.5	93.8	95.6	96.7	94.0
800 - 859 AM	89.2	94.7	91.2	87.5	92.4	89.7	84.6	91.6	87.1	96.2	87.8	87.1	92.4	89.9	91.9	88.3	93.4	79.1
900 - 959 AM	84.3	92.7	87.4	85.4	93.3	85.6	80.4	89.2	89.6	91.9	89.6	84.3	91.0	86.7	86.4	89.2	91.4	84.2
1000 - 1059 AM	84.8	91.5	86.2	83.6	90.0	83.7	79.1	91.9	87.5	85.8	94.3	80.8	88.4	84.9	82.7	89.2	88.7	85.3
1100 - 1159 AM	84.0	91.8	83.8	83.7	93.2	80.9	80.5	87.1	84.5	84.1	91.9	84.3	89.5	78.9	79.2	84.5	87.1	83.3
1200 - 1259 PM	84.6	89.2	84.2	82.0	89.3	82.0	82.7	90.0	86.2	81.3	82.6	81.9	86.6	78.5	77.9	85.5	85.5	70.5
100 - 159 PM	83.8	83.2	70.2	84.2	87.2	81.9	80.1	86.4	86.4	75.3	89.1	82.6	86.3	76.6	75.2	86.3	83.8	67.0
200 - 259 PM	81.1	86.5	80.3	81.0	90.4	78.0	77.8	90.3	83.6	83.6	85.1	81.2	87.8	68.7	77.1	84.7	77.1	70.4
300 - 359 PM	82.0	87.4	68.0	75.8	88.6	77.8	77.4	88.3	81.5	82.6	85.6	78.6	85.5	70.4	76.3	80.9	78.0	67.4
400 - 459 PM	81.6	88.4	67.6	82.5	82.2	68.6	75.2	82.1	80.2	82.1	77.0	73.2	83.8	67.6	78.8	76.4	79.6	59.0
500 - 559 PM	83.3	82.0	69.9	74.5	85.3	72.8	79.2	84.6	72.9	76.9	75.0	72.2	83.6	66.8	80.5	74.4	79.0	64.3
600 - 659 PM	80.2	78.8	66.0	80.7	83.7	73.9	74.3	70.3	76.1	67.4	80.8	76.7	85.9	67.2	77.8	73.3	79.2	61.1
700 - 759 PM	78.2	82.1	63.8	78.4	84.1	76.5	73.4	80.4	70.9	70.7	74.3	76.4	75.5	67.7	76.4	74.2	73.9	48.1
800 - 859 PM	78.4	83.0	51.1	79.2	85.4	61.2	72.2	86.5	73.9	76.7	67.3	73.1	81.1	58.9	77.7	63.2	83.9	55.4
900 - 959 PM	78.5	67.4	55.8	64.0	78.4	60.7	71.2	84.7	74.2	58.5	75.6	76.0	73.8	71.5	77.8	64.8	79.4	48.9
1000 - 1059 PM	85.0	50.0	40.0	87.5	95.4	80.2	71.9	J/	76.5	82.8	81.8	100.0	82.7	61.4	84.4	J/	69.0	40.0
1100 - 559 AM	86.0	94.6	96.2	79.5	96.1	85.2	93.3	75.0	90.2	98.1	91.5	90.8	96.1	87.7	89.7	100.0	91.8	88.9
TOTAL, ALL DEPARTURES, BY AIRPORT	83.0	88.9	76.4	83.1	89.5	79.4	78.8	87.7	83.0	82.8	82.1	80.6	86.6	77.8	82.6	83.2	84.6	69.8

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

NOVEMBER 2013

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	94.4	95.8	90.2	96.3	92.8	97.1	95.1	94.9	95.6	96.7	98.3	94.5
700 - 759 AM	93.1	93.5	90.7	93.4	92.4	96.7	92.8	90.2	92.6	94.6	97.1	92.5
800 - 859 AM	90.7	93.7	89.2	92.2	92.9	93.6	87.7	90.5	87.5	93.9	96.4	89.9
900 - 959 AM	92.5	93.3	86.3	90.8	87.6	91.9	89.8	83.9	88.8	93.4	92.7	87.4
1000 - 1059 AM	89.6	92.0	86.4	88.4	86.6	86.2	88.3	86.9	79.5	89.8	87.0	85.9
1100 - 1159 AM	89.2	91.7	82.8	87.7	86.5	86.9	78.4	83.4	77.9	93.7	88.4	84.8
1200 - 1259 PM	86.1	88.2	81.3	84.0	80.4	75.2	77.3	87.1	75.0	87.3	90.1	82.8
100 - 159 PM	85.1	90.7	78.9	83.9	83.8	84.2	75.2	86.5	75.9	91.3	84.9	81.8
200 - 259 PM	85.2	87.1	76.6	81.1	80.9	81.9	67.9	83.0	77.7	80.8	86.3	80.7
300 - 359 PM	83.2	87.7	73.2	85.9	79.1	75.9	78.5	84.1	81.5	92.2	79.9	80.3
400 - 459 PM	85.9	83.7	73.1	76.2	75.4	78.7	75.3	82.0	80.6	87.5	78.6	77.8
500 - 559 PM	80.1	86.9	73.6	88.9	80.1	79.1	74.1	87.2	79.9	91.0	73.7	78.6
600 - 659 PM	86.3	69.5	71.7	81.6	80.9	58.8	71.9	86.3	79.1	75.5	63.3	75.2
700 - 759 PM	83.1	87.3	75.2	89.5	69.5	84.1	70.9	82.6	80.6	82.9	82.1	76.8
800 - 859 PM	86.0	63.2	74.4	85.5	83.0	70.2	69.0	92.1	78.1	91.6	86.3	76.2
900 - 959 PM	86.2	89.9	75.8	81.4	80.6	81.8	67.6	90.7	80.7	93.3	29.4	76.2
1000 - 1059 PM	90.7	J/	83.8	93.8	83.7	89.6	83.9	90.0	84.2	88.2	25.0	84.0
1100 - 559 AM	J/	91.6	93.2	98.2	96.5	86.6	J/	85.9	89.0	90.5	93.9	89.9
TOTAL, ALL DEPARTURES, BY AIRPORT	87.1	89.4	79.9	88.5	84.4	83.5	81.2	87.4	82.7	91.3	85.1	82.9

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

NOVEMBER 2013

## 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

NONE

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

NONE

\* 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>



NOVEMBER 2013

**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
SOUTHWEST	3,172	16	0.5
MESA	400	1	0.3
EXPRESSJET	1,992	1	0.1
DELTA	2,227	0	0.0
SKYWEST	1,636	0	0.0
AMERICAN	1,511	0	0.0
AMERICAN EAGLE	1,214	0	0.0
US AIRWAYS	1,195	0	0.0
UNITED	1,046	0	0.0
ENDEAVOR*	852	0	0.0
JETBLUE	662	0	0.0
ALASKA	434	0	0.0
AIRTRAN	383	0	0.0
HAWAIIAN	192	0	0.0
FRONTIER	189	0	0.0
VIRGIN AMERICA	167	0	0.0
TOTAL	17,272	18	0.1

For simplicity, statistics are displayed to one decimal place.

Actual ranking order is based on our computer carrying out the number of decimal places to nine.

\* Formerly Pinnacle Airlines

NOVEMBER 2013

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	91.0	91.0	67	67
ABILENE TX (ABI)	81.9	83.7	227	227
ADAK ISLAND AK (ADK)	50.0	25.0	8	8
AGUADILLA PR (BQN)	84.7	94.0	85	84
AKRON OH (CAK)	80.6	84.8	654	657
ALBANY GA (ABY)	82.5	83.8	80	80
ALBANY NY (ALB)	83.1	86.9	871	872
ALBUQUERQUE NM (ABQ)	78.4	80.7	2,204	2,205
ALEXANDRIA LA (AEX)	76.9	82.0	316	316
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	83.2	87.3	197	197
ALPENA MI (APN)	96.1	96.1	51	51
AMARILLO TX (AMA)	78.3	80.7	595	595
ANCHORAGE AK (ANC)	79.7	86.6	1,269	1,269
APPLETON WI (ATW)	81.4	87.4	408	406
ARCATA/EUREKA CA (ACV)	76.7	75.3	279	279
ARLINGTON VA (DCA)	87.2	89.5	5,845	5,848
ASHEVILLE NC (AVL)	81.2	84.3	357	357
ASPEN CO (ASE)	74.1	82.5	143	143
ATLANTA GA (ATL)	84.7	83.0	31,466	31,468
AUGUSTA GA (AGS)	82.4	84.5	239	239
AUSTIN TX (AUS)	80.6	83.1	3,790	3,792
BAKERSFIELD CA (BFL)	83.9	88.5	304	304
BALTIMORE MD (BWI)	83.4	76.4	7,724	7,729
BANGOR ME (BGR)	79.5	84.8	112	112
BARROW AK (BRW)	66.2	64.5	77	76
BATON ROUGE LA (BTR)	77.1	78.8	717	717
BEAUMONT/PORT ARTHUR TX (BPT)	85.1	86.2	94	94
BELLINGHAM WA (BLI)	90.1	90.0	71	70
BEMIDJI MN (BJI)	91.7	96.7	60	60
BEND/REDMOND OR (RDM)	84.8	85.8	289	289
BETHEL AK (BET)	77.9	84.4	77	77
BILLINGS MT (BIL)	90.2	93.2	264	264
BINGHAMTON NY (BGM)	97.3	94.7	75	75
BIRMINGHAM AL (BHM)	79.6	82.9	1,341	1,341
BISMARCK/MANDAN ND (BIS)	88.7	91.9	319	320
BLOOMINGTON/NORMAL IL (BMI)	83.0	90.2	265	264
BOISE ID (BOI)	86.0	90.4	936	934
BOSTON MA (BOS)	87.8	88.9	9,075	9,080
BOZEMAN MT (BZN)	92.8	97.6	208	209
BRAINERD MN (BRD)	93.1	93.1	72	72
BRANSON MO (BKG)	85.7	76.0	154	154
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	81.4	85.3	204	204
BROWNSVILLE TX (BRO)	71.1	86.1	194	194

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	73.8	87.5	80	80
BUFFALO NY (BUF)	83.0	85.2	1,766	1,769
BURBANK CA (BUR)	84.9	82.8	1,849	1,849
BURLINGTON VT (BTV)	84.0	85.2	412	411
BUTTE MT (BTM)	95.0	91.7	60	60
CARLSBAD CA (CLD)	83.6	85.2	189	189
CASPER WY (CPR)	87.9	90.0	190	190
CEDAR CITY UT (CDC)	98.0	98.0	50	50
CEDAR RAPIDS/IOWA CITY IA (CID)	86.1	88.3	563	564
CHAMPAIGN/URBANA IL (CMI)	79.8	87.8	188	188
CHANTILLY VA (IAD)	83.8	82.1	5,887	5,861
CHARLESTON SC (CHS)	80.2	82.7	1,337	1,341
CHARLESTON/DUNBAR WV (CRW)	79.7	81.1	301	301
CHARLOTTE AMALIE VI (STT)	84.0	86.3	263	263
CHARLOTTE NC (CLT)	83.0	83.1	12,491	12,490
CHARLOTTESVILLE VA (CHO)	75.4	79.6	142	142
CHATTANOOGA TN (CHA)	83.4	86.1	368	368
CHICAGO IL (MDW)	79.5	69.8	6,902	6,901
CHICAGO IL (ORD)	81.2	79.9	24,033	24,063
CHICO CA (CIC)	86.5	88.8	89	89
CHRISTIANSTED VI (STX)	86.6	89.4	67	66
CLEVELAND OH (CLE)	83.4	86.2	3,529	3,530
CODY WY (COD)	91.7	98.3	60	60
COLLEGE STATION/BRYAN TX (CLL)	84.4	85.3	211	211
COLORADO SPRINGS CO (COS)	78.8	83.4	765	763
COLUMBIA MO (COU)	75.0	81.0	84	84
COLUMBIA SC (CAE)	82.7	84.4	561	559
COLUMBUS GA (CSG)	76.9	80.6	108	108
COLUMBUS MS (GTR)	77.5	80.0	80	80
COLUMBUS OH (CMH)	81.5	83.2	2,375	2,377
CORDOVA AK (CDV)	72.4	77.6	58	58
CORPUS CHRISTI TX (CRP)	77.0	80.5	587	586
COVINGTON KY (CVG)	86.7	88.7	3,015	3,018
CRESCENT CITY CA (CEC)	73.8	81.3	80	80
DALLAS TX (DAL)	80.0	73.8	3,654	3,655
DALLAS/FORT WORTH TX (DFW)	82.7	78.8	22,748	22,759
DAYTON OH (DAY)	84.3	86.5	1,017	1,017
DAYTONA BEACH FL (DAB)	89.5	91.2	124	125
DEADHORSE AK (SCC)	66.2	72.7	77	77
DENVER CO (DEN)	83.3	79.4	17,962	17,955
DES MOINES IA (DSM)	80.3	85.6	1,272	1,275
DETROIT MI (DTW)	88.6	87.7	12,610	12,605
DICKINSON ND (DIK)	87.3	86.4	110	110

NOVEMBER 2013

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DOTHAN AL (DHN)	79.1	81.8	110	110
DUBUQUE IA (DBQ)	85.0	75.0	20	20
DULUTH MN (DLH)	88.8	89.9	268	268
DURANGO CO (DRO)	81.1	88.5	106	104
EAGLE CO (EGE)	80.0	90.0	10	10
EAU CLAIRE WI (EAU)	86.4	86.4	59	59
EL PASO TX (ELP)	78.6	82.9	1,556	1,558
ELKO NV (EKO)	93.7	93.7	79	79
ELMIRA/CORNING NY (ELM)	83.8	86.6	142	142
ERIE PA (ERI)	92.4	92.4	79	79
ESCANABA MI (ESC)	82.0	92.0	50	50
EUGENE OR (EUG)	80.3	84.4	468	469
EVANSVILLE IN (EVV)	88.3	89.6	367	367
FAIRBANKS AK (FAI)	83.7	87.3	307	308
FARGO ND (FAR)	87.4	87.6	548	549
FAYETTEVILLE AR (XNA)	77.1	85.2	1,018	1,019
FAYETTEVILLE NC (FAY)	91.2	92.7	193	193
FLAGSTAFF AZ (FLG)	79.9	84.3	159	159
FLINT MI (FNT)	88.8	91.5	376	376
FORT LAUDERDALE FL (FLL)	82.7	82.8	5,204	5,202
FORT MYERS FL (RSW)	84.9	88.1	2,241	2,236
FORT SMITH AR (FSM)	82.4	88.5	193	192
FORT WAYNE IN (FWA)	84.2	86.2	476	477
FRESNO CA (FAT)	85.5	85.6	911	910
GAINESVILLE FL (GNV)	79.1	86.2	263	261
GARDEN CITY KS (GCK)	86.4	88.1	59	59
GILLETTE WY (GCC)	89.2	93.3	120	120
GRAND FORKS ND (GFK)	88.2	92.9	195	196
GRAND ISLAND NE (GRI)	87.0	87.0	54	54
GRAND JUNCTION CO (GJT)	88.3	91.8	282	281
GRAND RAPIDS MI (GRR)	83.8	85.4	916	916
GREAT FALLS MT (GTF)	89.1	92.0	137	138
GREEN BAY WI (GRB)	82.9	89.4	455	453
GREENSBORO/HIGH POINT NC (GSO)	82.3	85.8	892	894
GREER SC (GSP)	83.3	90.0	810	807
GUAM TT (GUM)	67.7	90.0	31	30
GULFPORT/BILOXI MS (GPT)	78.7	84.2	399	398
GUNNISON CO (GUC)	76.7	76.7	30	30
HANCOCK/HOUGHTON MI (CMX)	78.3	86.7	60	60
HARLINGEN/SAN BENITO TX (HRL)	77.5	82.3	333	333
HARRISBURG PA (MDT)	82.5	87.9	567	568
HARTFORD CT (BDL)	83.4	86.8	1,912	1,909
HELENA MT (HLN)	90.4	94.1	136	136

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HIBBING MN (HIB)	88.7	96.2	53	53
HILO HI (ITO)	96.2	96.2	557	557
HOBBS NM (HOB)	67.4	78.3	46	46
HONOLULU HI (HNL)	87.0	93.8	4,163	4,163
HOUSTON TX (HOU)	81.0	70.0	4,911	4,912
HOUSTON TX (IAH)	83.6	80.6	14,248	14,245
HUNTSVILLE AL (HSV)	82.0	86.7	701	701
IDAHO FALLS ID (IDA)	90.0	94.8	231	231
INDIANAPOLIS IN (IND)	83.5	86.5	2,513	2,513
INTERNATIONAL FALLS MN (INL)	94.1	94.1	51	51
INYOKERN CA (IYK)	83.3	71.4	6	7
IRON MOUNTAIN/KINGSFID MI (IMT)	89.1	89.3	55	56
ISLIP NY (ISP)	73.3	76.4	400	399
ITHACA/CORTLAND NY (ITH)	85.7	90.0	70	70
JACKSON WY (JAC)	83.3	89.9	138	138
JACKSON/VICKSBURG MS (JAN)	82.3	85.5	722	723
JACKSONVILLE FL (JAX)	82.4	85.2	1,967	1,965
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	85.1	87.9	141	141
JOPLIN MO (JLN)	86.4	84.7	59	59
JUNEAU AK (JNU)	75.1	76.1	289	289
KAHULUI HI (OGG)	90.1	93.4	1,829	1,829
KALAMAZOO MI (AZO)	87.2	90.5	242	241
KALISPELL MT (FCA)	89.9	98.6	138	138
KANSAS CITY MO (MCI)	80.4	82.6	3,911	3,913
KETCHIKAN AK (KTN)	82.0	81.5	178	178
KEY WEST FL (EYW)	90.7	85.0	334	334
KILLEEN TX (GRK)	77.4	83.5	394	394
KLAMATH FALLS OR (LMT)	90.0	93.3	60	60
KNOXVILLE TN (TYS)	79.5	85.0	989	986
KODIAK AK (ADQ)	81.3	87.5	48	48
KONA HI (KOA)	88.4	93.4	1,014	1,013
KOTZEBUE AK (OTZ)	72.4	75.9	58	58
LA CROSSE WI (LSE)	89.9	93.9	99	99
LAFAYETTE LA (LFT)	80.0	83.4	495	495
LAKE CHARLES LA (LCH)	86.2	88.6	167	167
LANSING MI (LAN)	82.7	91.2	237	238
LARAMIE WY (LAR)	84.7	88.1	59	59
LAREDO TX (LRD)	83.1	82.6	195	195
LAS VEGAS NV (LAS)	80.8	77.8	11,074	11,079
LAWTON/FORT SILL OK (LAW)	78.9	85.7	133	133
LEWISTON ID (LWS)	81.6	87.8	49	49
LEXINGTON KY (LEX)	87.2	89.9	662	662
LIHUE HI (LIH)	88.6	93.4	965	965

NOVEMBER 2013

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LINCOLN NE (LNK)	81.6	89.9	266	267
LITTLE ROCK AR (LIT)	78.3	80.2	1,246	1,246
LONG BEACH CA (LGB)	91.5	91.2	1,034	1,035
LONGVIEW TX (GGG)	82.1	80.4	56	56
LOS ANGELES CA (LAX)	82.5	82.6	18,002	17,996
LOUISVILLE KY (SDF)	82.7	84.8	1,384	1,386
LUBBOCK TX (LBB)	77.0	78.9	565	564
MADISON WI (MSN)	82.5	87.5	1,019	1,020
MANCHESTER NH (MHT)	80.2	84.5	646	650
MANHATTAN/FT. RILEY KS (MHK)	82.8	89.7	145	145
MARQUETTE MI (MQT)	81.8	91.9	99	99
MEDFORD OR (MFR)	82.4	79.7	261	261
MELBOURNE FL (MLB)	86.0	84.2	114	114
MEMPHIS TN (MEM)	83.8	86.4	2,225	2,224
MIAMI FL (MIA)	88.4	87.1	6,546	6,536
MIDLAND/ODESSA TX (MAF)	76.1	78.1	777	776
MILWAUKEE WI (MKE)	82.4	83.9	2,801	2,802
MINNEAPOLIS MN (MSP)	88.2	89.4	11,592	11,586
MINOT ND (MOT)	85.5	89.2	241	241
MISSION/MCALLEN/EDINBURG TX (MFE)	75.9	87.0	345	346
MISSOULA MT (MSO)	92.6	93.1	188	188
MOBILE AL (MOB)	82.7	86.4	457	457
MODESTO CA (MOD)	84.3	80.9	89	89
MOLINE IL (MLI)	87.8	89.2	483	483
MONROE LA (MLU)	83.3	83.7	263	264
MONTEREY CA (MRY)	81.4	87.0	409	409
MONTGOMERY AL (MGM)	82.7	86.1	324	324
MONTROSE/DELTA CO (MTJ)	90.0	90.0	20	20
MOSINEE WI (CWA)	81.0	85.1	274	275
MUSKEGON MI (MKG)	88.1	84.7	59	59
MYRTLE BEACH SC (MYR)	75.1	82.6	349	350
NASHVILLE TN (BNA)	81.6	81.1	4,841	4,842
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	77.2	82.1	79	78
NEW ORLEANS LA (MSY)	81.9	82.8	3,610	3,610
NEW YORK NY (JFK)	84.8	86.6	8,701	8,710
NEW YORK NY (LGA)	78.0	83.2	8,848	8,851
NEWARK NJ (EWR)	82.2	83.0	9,694	9,707
NEWBURGH/POUGHKEEPSIE NY (SWF)	89.2	87.8	139	139
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	85.6	88.3	180	180
NOME AK (OME)	63.8	70.7	58	58
NORFOLK VA (ORF)	81.4	84.1	1,233	1,231
NORTH BEND/COOS BAY OR (OTH)	73.5	79.4	34	34
OAKLAND CA (OAK)	83.6	79.6	3,505	3,506

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
OKLAHOMA CITY OK (OKC)	77.9	83.1	1,848	1,848
OMAHA NE (OMA)	81.2	85.6	1,799	1,798
ONTARIO CA (ONT)	82.9	83.8	1,663	1,662
ORLANDO FL (MCO)	85.8	84.6	9,017	9,019
PADUCAH KY (PAH)	86.4	86.4	59	59
PAGO PAGO TT (PPG)	77.8	66.7	9	9
PALM SPRINGS CA (PSP)	84.7	84.2	1,001	1,001
PANAMA CITY FL (ECP)	81.7	84.4	339	340
PASCO/KENNEWICK/RICHLAND WA (PSC)	92.1	92.1	228	229
PELLSTON MI (PLN)	71.9	89.5	57	57
PENSACOLA FL (PNS)	81.4	83.2	749	751
PEORIA IL (PIA)	78.4	83.3	435	436
PETERSBURG AK (PSG)	74.1	72.4	58	58
PHILADELPHIA PA (PHL)	82.8	84.4	6,338	6,334
PHOENIX AZ (PHX)	85.9	83.5	14,105	14,083
PITTSBURGH PA (PIT)	85.9	88.6	2,620	2,620
POCATELLO ID (PIH)	94.9	93.6	78	78
PONCE PR (PSE)	80.0	100.0	60	60
PORTLAND ME (PWM)	85.5	89.7	415	417
PORTLAND OR (PDX)	85.3	88.5	4,613	4,609
PROVIDENCE RI (PVD)	85.1	86.4	1,128	1,128
RALEIGH/DURHAM NC (RDU)	83.6	85.4	3,888	3,888
RAPID CITY SD (RAP)	88.3	88.0	325	326
REDDING CA (RDD)	87.6	87.6	89	89
RENO NV (RNO)	81.9	82.7	1,204	1,205
RHINELANDER WI (RHI)	90.7	90.6	86	85
RICHMOND VA (RIC)	80.1	85.3	1,592	1,590
ROANOKE VA (ROA)	79.1	79.1	115	115
ROCHESTER MN (RST)	84.4	93.2	147	147
ROCHESTER NY (ROC)	80.3	81.2	893	892
ROCK SPRINGS WY (RKS)	90.5	92.5	147	147
ROSWELL NM (ROW)	85.7	90.5	84	84
SACRAMENTO CA (SMF)	84.8	84.2	3,369	3,369
SAGINAW/BAY CITY/MIDLAND MI (MBS)	91.2	91.5	260	260
SALT LAKE CITY UT (SLC)	90.0	91.3	8,510	8,507
SAN ANGELO TX (SJT)	77.8	79.9	144	144
SAN ANTONIO TX (SAT)	82.6	85.4	3,159	3,156
SAN DIEGO CA (SAN)	80.5	81.2	6,029	6,030
SAN FRANCISCO CA (SFO)	81.0	82.7	13,289	13,290
SAN JOSE CA (SJC)	82.9	82.0	3,309	3,308
SAN JUAN PR (SJU)	83.1	84.7	1,991	1,987
SAN LUIS OBISPO CA (SBP)	83.9	84.6	384	384
SANTA ANA CA (SNA)	85.6	83.9	3,086	3,089

NOVEMBER 2013

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SANTA BARBARA CA (SBA)	85.4	85.0	850	851
SANTA FE NM (SAF)	79.0	79.6	167	167
SANTA MARIA CA (SMX)	84.0	87.2	94	94
SARASOTA/BRADENTON FL (SRQ)	84.4	82.2	353	353
SAULT STE. MARIE MI (CIU)	81.5	79.6	54	54
SAVANNAH GA (SAV)	80.7	81.0	772	774
SCRANTON/WILKES-BARRE PA (AVP)	82.8	91.4	186	187
SEATTLE WA (SEA)	86.5	87.4	7,984	7,989
SHREVEPORT LA (SHV)	78.7	83.0	600	600
SIOUX CITY IA (SUX)	74.1	81.5	54	54
SIOUX FALLS SD (FSD)	83.1	87.8	635	637
SITKA AK (SIT)	73.9	81.8	88	88
SOUTH BEND IN (SBN)	80.7	85.6	436	436
SPOKANE WA (GEG)	88.0	90.0	692	693
SPRINGFIELD IL (SPI)	81.1	83.9	143	143
SPRINGFIELD MO (SGF)	81.0	85.4	522	521
ST. GEORGE UT (SGU)	93.0	93.7	142	142
ST. LOUIS MO (STL)	82.0	80.4	4,382	4,382
STATE COLLEGE PA (SCE)	96.1	93.5	77	77
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	88.0	90.2	92	92
SYRACUSE NY (SYR)	80.8	82.2	756	754
TALLAHASSEE FL (TLH)	83.5	85.8	369	367
TAMPA FL (TPA)	83.5	85.1	5,280	5,274

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TEXARKANA AR (TXK)	74.7	81.9	83	83
TRAVERSE CITY MI (TVC)	78.5	87.1	317	317
TRENTON NJ (TTN)	43.1	62.4	109	109
TUCSON AZ (TUS)	82.5	87.8	1,585	1,584
TULSA OK (TUL)	77.2	85.2	1,558	1,560
TWIN FALLS ID (TWF)	92.5	98.1	107	108
TYLER TX (TYR)	80.1	86.6	216	216
VALDOSTA GA (VLD)	80.0	82.5	80	80
VALPARAISO FL (VPS)	81.5	86.8	426	425
WACO TX (ACT)	81.3	82.7	139	139
WATERLOO IA (ALO)	74.1	83.3	54	54
WATERTOWN NY (ART)	88.2	88.2	51	51
WEST PALM BEACH/PALM BEACH FL (PBI)	82.2	81.0	1,842	1,838
WHITE PLAINS NY (HPN)	82.9	88.8	686	686
WICHITA FALLS TX (SPS)	82.1	83.8	117	117
WICHITA KS (ICT)	79.2	83.2	912	911
WILLISTON ND (ISN)	86.6	89.8	216	216
WILMINGTON DE (ILG)	75.0	84.9	52	53
WILMINGTON NC (ILM)	80.2	87.1	348	350
WORCESTER MA (ORH)	72.9	78.7	48	47
WRANGELL AK (WRG)	65.5	79.3	58	58
YAKUTAT AK (YAK)	75.9	79.3	58	58
YUMA AZ (YUM)	88.7	88.7	247	247

NOVEMBER 2013

## 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
AMERICAN EAGLE	19	19,326	573	3.0	130	33,794	1,053	3.1
MESA	12	6,030	131	2.2	80	11,656	248	2.1
VIRGIN AMERICA	16	4,647	80	1.7	19	4,805	84	1.7
AMERICAN	28	34,769	527	1.5	80	43,203	695	1.6
SKYWEST	25	27,556	386	1.4	158	47,669	758	1.6
EXPRESSJET	20	31,039	422	1.4	164	58,721	877	1.5
ALASKA	20	7,545	17	0.2	54	12,365	108	0.9
ENDEAVOR*	19	11,650	83	0.7	112	22,476	174	0.8
US AIRWAYS	27	28,482	204	0.7	77	33,557	230	0.7
UNITED	28	35,386	192	0.5	77	40,657	226	0.6
SOUTHWEST	24	45,671	304	0.7	89	89,614	474	0.5
JETBLUE	23	13,672	44	0.3	55	19,599	71	0.4
AIRTRAN	16	7,908	17	0.2	44	11,679	38	0.3
FRONTIER	22	4,862	12	0.2	61	6,331	18	0.3
HAWAIIAN	8	368	1	0.3	17	5,838	8	0.1
DELTA	29	46,895	18	0.0	131	61,332	20	0.0
Total		325,806	3,011	0.9	Total	503,296	5,082	1.0

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.

\* Formerly Pinnacle Airlines

NOVEMBER 2013  
AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1,738	498	28.7
MESA	941	102	10.8
AMERICAN	1,779	181	10.2
SKYWEST	3,436	249	7.2
ALASKA	522	37	7.1
EXPRESSJET	5,606	385	6.9
VIRGIN AMERICA	206	13	6.3
US AIRWAYS	2,173	70	3.2
UNITED	6,348	154	2.4
ENDEAVOR*	2,410	57	2.4
FRONTIER	526	11	2.1
JETBLUE	790	16	2.0
SOUTHWEST	21,854	405	1.9
AIRTRAN	1,789	23	1.3
HAWAIIAN	228	1	0.4
DELTA	3,336	8	0.2
TOTAL	53,682	2,210	4.1

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.

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

\* Formerly Pinnacle Airlines

**NOVEMBER 2013  
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
ENDEAVOR**	22476	19845	88.29%	174	0.77%	32	0.14%	744	3.31%	66	0.29%	988	4.40%	0	0.00%	627	2.79%
AMERICAN	43203	35398	81.93%	695	1.61%	100	0.23%	2207	5.11%	145	0.34%	2093	4.85%	34	0.08%	2530	5.86%
ALASKA	12365	10866	87.88%	108	0.87%	55	0.44%	353	2.85%	44	0.35%	517	4.18%	9	0.07%	414	3.35%
JETBLUE	19599	16627	84.84%	71	0.36%	44	0.22%	925	4.72%	19	0.10%	1105	5.64%	12	0.06%	796	4.06%
DELTA	61332	54133	88.26%	20	0.03%	59	0.10%	2366	3.86%	153	0.25%	2623	4.28%	33	0.05%	1945	3.17%
EXPRESSJET	58721	46399	79.02%	877	1.49%	101	0.17%	2994	5.10%	168	0.29%	3630	6.18%	9	0.02%	4542	7.74%
FRONTIER	6331	4979	78.64%	18	0.28%	4	0.06%	278	4.40%	9	0.14%	572	9.04%	0	0.00%	470	7.43%
AIRTRAN	11679	9798	83.89%	38	0.33%	11	0.09%	516	4.42%	15	0.13%	558	4.78%	0	0.00%	743	6.36%
HAWAIIAN	5838	5482	93.90%	8	0.14%	4	0.07%	226	3.87%	6	0.10%	12	0.21%	2	0.04%	98	1.68%
AMERICAN EAGLE	33794	27527	81.46%	1053	3.12%	49	0.14%	1155	3.42%	256	0.76%	1914	5.66%	7	0.02%	1833	5.42%
SKYWEST	47669	40722	85.43%	758	1.59%	112	0.23%	1620	3.40%	82	0.17%	1781	3.74%	24	0.05%	2569	5.39%
UNITED	40657	34561	85.01%	226	0.56%	56	0.14%	2001	4.92%	138	0.34%	2117	5.21%	32	0.08%	1526	3.75%
US AIRWAYS	33557	28886	86.08%	230	0.69%	29	0.09%	1553	4.63%	14	0.04%	1784	5.32%	15	0.05%	1045	3.11%
VIRGIN AMERICA	4805	4118	85.70%	84	1.75%	10	0.21%	117	2.44%	87	1.80%	195	4.05%	25	0.51%	170	3.53%
SOUTHWEST	89614	71270	79.53%	474	0.53%	174	0.19%	5748	6.41%	293	0.33%	2703	3.02%	38	0.04%	8914	9.95%
MESA	11656	9396	80.61%	248	2.13%	15	0.13%	513	4.40%	63	0.54%	520	4.46%	10	0.08%	891	7.64%
TOTAL	503296	420007	83.45%	5082	1.01%	855	0.17%	23316	4.63%	1558	0.31%	23114	4.59%	251	0.05%	29114	5.78%

**\*Causes of Delay:**

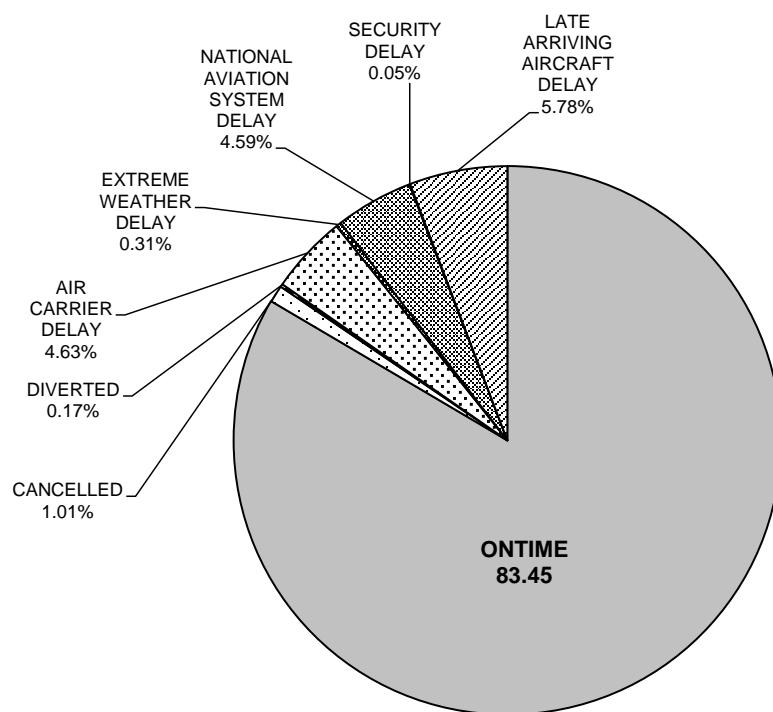
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

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

**\*\* Formerly Pinnacle Airlines**



NOVEMBER 2013  
AIR TRAVEL CONSUMER REPORT  
TABLE 10. OVERALL CAUSES OF DELAY\*



**Causes of Delay:**

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

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

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

NOVEMBER 2013

## 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
FRONTIER	403	DEN	LAX	11/1/2013	Destination Airport	346
US AIRWAYS	797	PHL	LAX	11/1/2013	Destination Airport	296
US AIRWAYS	1993	CLT	LAX	11/1/2013	Destination Airport	287
SOUTHWEST	559	HOU	LAX	11/1/2013	Destination Airport	277
SOUTHWEST	427	LAS	LAX	11/1/2013	Destination Airport	261
SOUTHWEST	304	SMF	LAX	11/1/2013	Destination Airport	248
VIRGIN AMERICA	935	LAX	SFO	11/1/2013	Origin Airport	233
VIRGIN AMERICA	334	LAX	FLL	11/1/2013	Origin Airport	210
VIRGIN AMERICA	399	JFK	LAX	11/1/2013	Destination Airport	203
VIRGIN AMERICA	1780	SEA	LAX	11/1/2013	Destination Airport	192
VIRGIN AMERICA	321	FLL	LAX	11/1/2013	Destination Airport	190

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).

NOVEMBER 2013

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
TACA	522	SAL	LAX	11/1/2013	Destination Airport	299
AIR CANADA	550	YVR	LAX	11/1/2013	Destination Airport	281
TACA	526	SAL	LAX	11/1/2013	Destination Airport	260
AEROMEXICO	782	GDL	LAX	11/1/2013	Destination Airport	243

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

NOVEMBER 2013  
AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
VIRGIN AMERICA	4,805	6	0.1
UNITED	40,657	12	0.0
DELTA	61,332	12	0.0
AMERICAN	43,203	8	0.0
AMERICAN EAGLE	33,794	6	0.0
AIRTRAN	11,679	2	0.0
FRONTIER	6,331	1	0.0
US AIRWAYS	33,557	5	0.0
SKYWEST	47,669	6	0.0
MESA	11,656	1	0.0
EXPRESSJET	58,721	4	0.0
SOUTHWEST	89,614	5	0.0
JETBLUE	19,599	1	0.0
ENDEAVOR*	22,476	1	0.0
ALASKA	12,365	0	0.0
HAWAIIAN	5,838	0	0.0
TOTAL	503,296	70	0.0

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.

\* Formerly Pinnacle 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	EWB
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Portland: International	PDX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Dulles	IAD
Washington: Reagan National	DCA

### **Air Carriers Required to Report**

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

FL	AirTran Airways
AS	Alaska Airlines
AA	American Airlines
MQ	American Eagle Airlines
EV	ExpressJet Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
9E	Endeavor Air (Eff. 8/1/2013) (Formerly Pinnacle Airlines)
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways
VX	Virgin America

### **Air Carriers Voluntarily Reporting**

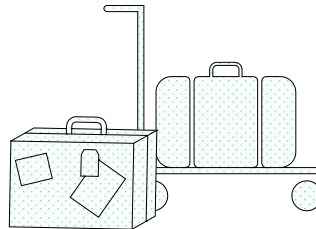
#### **Data to DOT and to CRS Vendors**

YV	Mesa Airlines
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\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #22, issued October 18, 2012, effective January 1, 2013.

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	NOVEMBER 2013			NOVEMBER 2012		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	451	466,150	0.97	293	480,109	0.61
2	JETBLUE AIRWAYS	3,032	2,044,616	1.48	3,819	2,087,017	1.83
3	DELTA AIR LINES	13,698	7,900,547	1.73	14,070	8,100,464	1.74
4	ENDEAVOR AIR**	1,708	965,873	1.77	*	*	*
5	FRONTIER AIRLINES	1,601	849,359	1.88	1,622	814,899	1.99
6	HAWAIIAN AIRLINES	1,478	711,266	2.08	1,899	742,497	2.56
7	ALASKA AIRLINES	3,043	1,413,489	2.15	3,506	1,396,114	2.51
8	US AIRWAYS	9,627	4,147,534	2.32	7,690	4,160,784	1.85
9	AMERICAN AIRLINES	12,950	5,254,042	2.46	14,467	5,428,528	2.66
10	UNITED AIRLINES	14,875	5,351,839	2.78	15,665	5,439,547	2.88
11	MESA AIRLINES	2,041	674,243	3.03	2,316	633,680	3.65
12	SOUTHWEST AIRLINES	30,640	9,465,079	3.24	26,837	9,397,054	2.86
13	SKYWEST AIRLINES	6,667	2,008,282	3.32	9,670	2,108,701	4.59
14	EXPRESSJET AIRLINES	8,916	2,451,007	3.64	10,333	2,526,755	4.09
15	AIRTRAN AIRWAYS	3,887	1,048,494	3.71	2,456	1,599,389	1.54
16	AMERICAN EAGLE AIRLINES	5,820	1,298,283	4.48	7,663	1,443,870	5.31
TOTALS		120,434	46,050,103	2.62	122,306	46,359,408	2.64

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, 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" and "Consumer Complaints" sections of this report.

\*\* Endeavor Air, formerly Pinnacle Airlines, was ranked for the first time in January 2013.



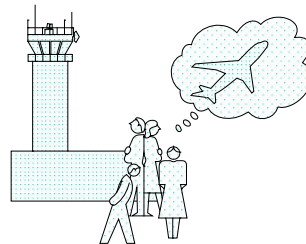
## **OVERSALES**

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 "shuttle" service on which reservations are not offered, nor do they include inbound international service, since the rule does not apply to these flights.



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

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

RANK	AIRLINE	JULY-SEPTEMBER 2013				JULY-SEPTEMBER 2012			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	61	2	7,381,669	<b>0.00</b>	77	10	7,138,623	<b>0.01</b>
2	<b>VIRGIN AMERICA</b>	60	2	1,661,469	<b>0.01</b>	2	11	1,663,716	<b>0.07</b>
3	<b>HAWAIIAN AIRLINES</b>	199	21	2,644,328	<b>0.08</b>	325	36	2,518,738	<b>0.14</b>
4	<b>DELTA AIR LINES</b>	18,240	1,060	28,644,455	<b>0.37</b>	33,809	1,254	28,164,144	<b>0.45</b>
5	<b>AMERICAN AIRLINES</b>	13,511	884	19,549,221	<b>0.45</b>	16,131	1,355	19,277,469	<b>0.70</b>
6	<b>ALASKA AIRLINES</b>	1,048	245	5,098,158	<b>0.48</b>	1,365	283	4,767,167	<b>0.59</b>
7	<b>US AIRWAYS</b>	6,816	756	14,851,237	<b>0.51</b>	7,100	989	14,000,602	<b>0.71</b>
8	<b>AIRTRAN AIRWAYS</b>	4,799	276	4,452,451	<b>0.62</b>	9,041	365	5,658,334	<b>0.65</b>
9	<b>AMERICAN EAGLE AIRLINES</b>	4,020	323	4,449,933	<b>0.73</b>	5,098	402	4,762,988	<b>0.84</b>
10	<b>ENDEAVOR AIR**</b>	4,104	240	3,291,022	<b>0.73</b>	*	*	*	*
11	<b>SOUTHWEST AIRLINES</b>	22,614	2,550	29,421,835	<b>0.87</b>	19,272	2,341	29,334,383	<b>0.80</b>
12	<b>UNITED AIRLINES</b>	13,768	1,966	20,156,960	<b>0.98</b>	22,443	4,014	21,082,126	<b>1.90</b>
13	<b>EXPRESSJET AIRLINES</b>	9,715	1,158	8,253,891	<b>1.40</b>	16,699	2,009	8,193,856	<b>2.45</b>
14	<b>FRONTIER AIRLINES</b>	1,169	416	2,842,615	<b>1.46</b>	1,059	333	2,779,046	<b>1.20</b>
15	<b>SKYWEST AIRLINES</b>	7,137	1,328	6,933,277	<b>1.92</b>	10,281	1,577	6,868,429	<b>2.30</b>
16	<b>MESA AIRLINES</b>	1,907	494	2,298,325	<b>2.15</b>	1,637	490	1,957,583	<b>2.50</b>
	<b>TOTALS</b>	109,168	11,721	161,930,846	<b>0.72</b>	144,339	15,469	158,167,204	<b>0.98</b>

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

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

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

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

RANK	AIRLINE	JANUARY-SEPTEMBER 2013				JANUARY-SEPTEMBER 2012			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	357	18	21,335,400	<b>0.01</b>	191	26	20,342,768	<b>0.01</b>
2	<b>VIRGIN AMERICA</b>	247	25	4,689,367	<b>0.05</b>	19	27	4,666,313	<b>0.06</b>
3	<b>HAWAIIAN AIRLINES</b>	980	128	7,522,941	<b>0.17</b>	688	127	7,065,670	<b>0.18</b>
4	<b>ALASKA AIRLINES</b>	3,080	587	14,081,430	<b>0.42</b>	4,111	806	13,156,878	<b>0.61</b>
5	<b>AMERICAN AIRLINES</b>	39,942	2,556	57,398,044	<b>0.45</b>	45,983	4,182	57,347,210	<b>0.73</b>
6	<b>DELTA AIR LINES</b>	61,101	4,711	80,417,456	<b>0.59</b>	90,504	3,321	78,460,294	<b>0.42</b>
7	<b>US AIRWAYS</b>	21,226	2,747	43,606,210	<b>0.63</b>	21,366	3,036	41,659,968	<b>0.73</b>
8	<b>ENDEAVOR AIR**</b>	14,986	834	9,670,975	<b>0.86</b>	*	*	*	*
9	<b>AMERICAN EAGLE AIRLINES</b>	14,641	1,375	12,840,798	<b>1.07</b>	18,302	1,533	13,681,793	<b>1.12</b>
10	<b>UNITED AIRLINES</b>	40,642	6,414	58,243,199	<b>1.10</b>	66,063	11,548	60,031,741	<b>1.92</b>
11	<b>SOUTHWEST AIRLINES</b>	66,408	10,273	86,266,939	<b>1.19</b>	55,501	7,395	84,654,437	<b>0.87</b>
12	<b>FRONTIER AIRLINES</b>	2,569	953	7,696,403	<b>1.24</b>	2,256	703	7,786,175	<b>0.90</b>
13	<b>AIRTRAN AIRWAYS</b>	23,967	1,800	14,009,361	<b>1.28</b>	31,494	1,397	16,837,563	<b>0.83</b>
14	<b>EXPRESSJET AIRLINES</b>	34,417	4,514	23,587,279	<b>1.91</b>	45,137	4,887	23,124,431	<b>2.11</b>
15	<b>SKYWEST AIRLINES</b>	25,728	4,607	20,122,469	<b>2.29</b>	33,114	4,179	19,448,286	<b>2.15</b>
16	<b>MESA AIRLINES</b>	4,834	1,679	6,289,739	<b>2.67</b>	6,103	1,417	5,698,933	<b>2.49</b>
	<b>TOTALS</b>	355,125	43,221	467,778,010	<b>0.92</b>	420,832	44,584	453,962,460	<b>0.98</b>

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

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

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

TABLE 1

**AIR TRAVEL CONSUMER REPORT**  
**CONSUMER COMPLAINTS**  
**SUMMARY**

	NOVEMBER 2013				NOVEMBER 2012			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	548	63	2	81	692	58	0	82
FOREIGN AIRLINES	163	4	0	24	235	6	0	19
TRAVEL AGENTS	14	2	0	7	21	1	0	21
TOUR OPERATORS	14	0	0	0	24	0	0	0
MISCELLANEOUS	16	67	0	21	16	7	0	14
INDUSTRY TOTALS	755	136	2	133	988	72	0	136

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	NOVEMBER 2013			NOVEMBER 2012		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	189		1	243	
CANCELLATIONS			68			98
DELAYS			65			84
MISCONNECTI ONS			34			34
RES/TKTG/BOARDING	2	122		3	152	
CUSTOMER SERVICE	3	116		4	140	
BAGGAGE	4	114		2	153	
REFUNDS	5	56		6	68	
DI SABILITY	6	52		8	56	
FARES	7	41		5	89	
OTHER	8	33		7	60	
FREQUENT FLYER			16			28
OVERSALES	9	22		9	12	
DI SCRIMINATION	10	5		11	7	
ADVERTISING	11	3		10	8	
ANIMALS	12	2		12	0	
COMPLAINT TOTAL		755			988	

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

\*\* INCLUDES FIGURES FOR SUB- CATEGORIES.

Table 3

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

NOVEMBER 2013

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	2	1	1	0	0	1	2	1	0	0	0	0	8
ALASKA AIRLINES	3	0	1	0	0	1	0	0	0	0	0	0	5
ALLEGiant AIR	4	0	2	0	1	3	5	3	0	0	0	0	18
AMERICAN AIRLINES	23	4	16	4	9	20	22	7	0	1	0	2	108
AMERICAN EAGLE AIRLINES	5	0	5	0	0	1	4	0	0	1	0	0	16
DELTA AIR LINES	12	1	9	3	1	2	2	6	0	0	0	3	39
EXPRESSJET AIRLINES	10	0	0	0	0	2	0	0	0	0	0	0	12
FRONTIER AIRLINES	7	0	8	3	2	4	2	3	1	0	0	0	30
GREAT LAKES AVIATION	4	0	0	0	0	0	1	0	0	0	0	0	5
JETBLUE AIRWAYS	1	0	0	0	1	3	2	1	0	0	0	1	9
PIEDMONT AIRLINES	3	0	1	0	0	0	1	0	0	0	0	0	5
SILVER AIRWAYS	5	0	0	1	0	0	0	1	0	0	0	0	7
SKYWEST AIRLINES	8	0	0	0	0	2	1	0	0	0	0	1	12
SOUTHWEST AIRLINES	5	1	5	2	1	6	11	3	0	0	0	1	35
SPIRIT AIRLINES	9	5	11	5	2	10	10	4	1	0	0	0	57
UNITED AIRLINES	22	2	13	4	10	15	18	6	1	0	1	5	97
US AIRWAYS	10	3	11	4	3	8	5	4	0	1	0	2	51
OTHER U. S. AIRLINES	22	1	2	0	0	2	3	2	0	0	0	2	34
TOTAL NOVEMBER 2013	155	18	85	26	30	80	89	41	3	3	1	17	548
% OF TOTAL COMPLAINTS	28.3	3.3	15.5	4.7	5.5	14.6	16.2	7.5	0.5	0.5	0.2	3.1	
TOTAL NOVEMBER 2012	202	7	104	48	50	97	99	49	4	3	0	29	692
% OF TOTAL COMPLAINTS	29.2	1.0	15.0	6.9	7.2	14.0	14.3	7.1	0.6	0.4	0.0	4.2	

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

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

Table 4

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY INCIDENT DATE  
NOVEMBER 2013

U. S. AIRLINES*	COMPS RECD IN NOV	INCI - DENTS IN NOV	PERCENT	INCI - DENTS IN OCT	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	8	6	75.0	0	0.0	2	25.0	0	0.0
ALASKA AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
ALLEGiant AIR	18	8	44.4	2	11.1	6	33.3	2	11.1
AMERICAN AIRLINES	108	43	39.8	23	21.3	35	32.4	7	6.5
AMERICAN EAGLE AIRLINES	16	13	81.2	2	12.5	0	0.0	1	6.2
DELTA AIR LINES	39	19	48.7	7	17.9	10	25.6	3	7.7
EXPRESSJET AIRLINES	12	6	50.0	4	33.3	1	8.3	1	8.3
FRONTIER AIRLINES	30	15	50.0	5	16.7	7	23.3	3	10.0
GREAT LAKES AVIATION	5	1	20.0	1	20.0	1	20.0	2	40.0
JETBLUE AIRWAYS	9	5	55.6	1	11.1	2	22.2	1	11.1
PIEDMONT AIRLINES	5	2	40.0	2	40.0	1	20.0	0	0.0
SILVER AIRWAYS	7	5	71.4	0	0.0	0	0.0	2	28.6
SKYWEST AIRLINES	12	6	50.0	3	25.0	2	16.7	1	8.3
SOUTHWEST AIRLINES	35	15	42.9	5	14.3	9	25.7	6	17.1
SPIRIT AIRLINES	57	27	47.4	11	19.3	14	24.6	5	8.8
UNITED AIRLINES	97	37	38.1	20	20.6	29	29.9	11	11.3
US AIRWAYS	51	26	51.0	7	13.7	12	23.5	6	11.8
OTHER U. S. AIRLINES	34	16	47.1	6	17.6	11	32.4	1	2.9
<b>TOTALS</b>	<b>548</b>	<b>253</b>	<b>46.2</b>	<b>101</b>	<b>18.4</b>	<b>142</b>	<b>25.9</b>	<b>52</b>	<b>9.5</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>692</b>	<b>276</b>	<b>39.9</b>	<b>134</b>	<b>19.4</b>	<b>200</b>	<b>28.9</b>	<b>82</b>	<b>11.8</b>

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



Table 5

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

	NOVEMBER 2013												
	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR CANADA	9	2	4	1	0	3	8	1	0	0	0	0	28
AIR FRANCE	2	0	0	0	0	1	1	0	0	0	0	2	6
ALITALIA AIRLINES	0	1	1	1	1	3	0	0	0	0	0	0	7
AVIANCA	2	0	0	1	2	2	0	1	0	0	0	0	8
BRITISH AIRWAYS	1	0	1	0	1	3	0	1	0	2	0	1	10
EMIRATES AIRLINES	0	0	4	0	0	3	2	1	0	0	0	0	10
LUFTHANSA	2	0	1	1	0	0	1	0	0	0	0	1	6
QATAR AIRWAYS	0	0	2	1	1	2	0	0	0	0	0	0	6
TURKISH AIRLINES	1	0	2	1	1	1	0	0	0	0	0	0	6
VIRGIN ATLANTIC AIRWAYS	0	0	1	1	1	1	1	0	0	0	0	1	6
OTHER FOREIGN AIRLINES	11	1	15	3	5	12	11	7	0	0	1	4	70
TOTALS	28	4	31	10	12	31	24	11	0	2	1	9	163
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	1	0	4	4	2	0	2	0	0	0	0	1	14
TOTALS	1	0	4	4	2	0	2	0	0	0	0	1	14
<b><u>TOUR OPERATORS</u></b>													
METJET CHARTERS	0	0	0	0	10	0	0	0	0	0	0	4	14
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	10	0	0	0	0	0	0	4	14
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	5	0	2	1	2	3	1	0	0	0	0	2	16
TOTALS	5	0	2	1	2	3	1	0	0	0	0	2	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	NOVEMBER 2013			NOVEMBER 2012		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	5	1,528,765	0.33	5	1,495,504	0.33
2	SOUTHWEST AIRLINES	35	9,289,541	0.38	15	9,289,541	0.16
3	JETBLUE AIRWAYS	9	2,313,910	0.39	21	2,338,284	0.90
4	HAWAIIAN AIRLINES	3	766,252	0.39	11	791,033	1.39
5	ENDEAVOR AIR**	4	980,495	0.41	*	*	*
6	VIRGIN AMERICA	2	474,443	0.42	7	489,251	1.43
7	DELTA AIR LINES	39	9,225,391	0.42	44	9,378,310	0.47
8	EXPRESSJET AIRLINES	12	2,628,398	0.46	7	2,667,150	0.26
9	SKYWEST AIRLINES	12	2,074,972	0.58	21	2,139,271	0.98
10	MESA AIRLINES	4	674,243	0.59	2	633,680	0.32
11	AIRTRAN AIRWAYS	8	1,179,742	0.68	7	1,630,633	0.43
12	US AIRWAYS	51	4,463,919	1.14	67	4,485,577	1.49
13	AMERICAN EAGLE AIRLINES	16	1,356,013	1.18	12	1,508,992	0.80
14	UNITED AIRLINES	97	6,920,048	1.40	162	6,962,034	2.33
15	AMERICAN AIRLINES	108	6,670,204	1.62	146	6,881,270	2.12
16	FRONTIER AIRLINES	30	834,924	3.59	15	852,056	1.76
TOTAL		435	51,381,260	0.85	542	51,542,586	1.07

**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.

\*\* Endeavor Air, formerly Pinnacle Airlines, was ranked for the first time in January 2013.

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

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

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

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

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

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



**Customer Service Reports to the U.S. Department of Homeland Security for the Month of November 2013  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 50 million airline passengers and their 40 million checked bags in the month of November as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of November.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
294	.0006	31	.00006	83	.0002	406	.0008

**NOTES**

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

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

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

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

### November 2013 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<i>Alaska</i>		<b>4</b>	
<i>Delta</i>		<b>1</b>	
<i>United</i>			<b>1</b>
<i>Total</i>		<b>5</b>	<b>1</b>