U.S. Department
of Transportation

Air Travel Consumer Report

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

Issued: June 2014

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

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

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<u>INTRODUCTION</u>

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

APRIL 2014

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	91.8	17	94.0
ALASKA AIRLINES S/	20	91.0	54	90.3
VIRGIN AMERICA S/	16	86.2	19	86.5
DELTA AIR LINES S/	29	85.1	129	85.2
AMERICAN AIRLINES S/ **	28	82.9	95	82.7
-AMERICAN AIRLINES S/	*28*	*82.6*	*79*	*82.3*
-US AIRWAYS S/	*27*	*83.3*	*76*	*83.3*
UNITED AIRLINES S/	28	81.8	76	81.8
SKYWEST AIRLINES S/	18	81.0	156	80.9
FRONTIER AIRLINES S/	21	79.8	59	79.7
JETBLUE AIRWAYS S/	24	76.9	57	77.4
ENVOY AIR S/****	19	74.1	131	75.2
SOUTHWEST AIRLINES S/***	24	75.2	89	75.0
-SOUTHWEST AIRLINES S/	*24*	*74.2*	*89*	*74.2*
-AIRTRAN AIRWAYS S/	*16*	*83.6*	*38*	*84.6*
EXPRESSJET AIRLINES S/	23	74.6	167	74.2
TOTAL		80.2		79.6

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

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

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

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

****Formerly American Eagle Airlines.

APRIL 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*	2nd Quarter 04-06 2013		3rd Quarter 07-09 2013		4th Quarter 10-12 2013		1st Quarter 01-03 2014		Feb-14		Mar-14		Apr-14		12 Months Ending Apr 2014	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	88.0	2	85.7	2	87.7	2	87.3	2	85.7	2	88.2	2	90.3	2	87.4	2
AMERICAN**	72.8	14	79.4	7	78.3	11	77.6	5	73.9	4	80.5	5	82.7	5	77.9	6
-AMERICAN	72.8	14	79.4	7	78.3	11	76.6	(--)	74.0	(--)	79.8	(--)	82.3	(--)	(--)	(--)
-US AIRWAYS	78.7	5	80.9	5	84.0	5	77.8	(--)	73.8	(--)	81.4	(--)	83.3	(--)	(--)	(--)
ENVOY*****	66.2	16	73.3	15	74.5	13	66.3	11	66.5	9	73.4	10	75.2	10	70.8	12
DELTA	82.5	3	83.1	3	86.5	4	77.6	4	77.5	3	84.3	4	85.2	4	82.5	3
ENDEAVOR****	78.2	6	81.4	4	82.7	6	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET	70.2	15	75.8	12	74.0	14	62.2	12	59.0	12	70.9	12	74.2	12	71.0	11
FRONTIER	73.4	12	74.3	14	73.0	15	67.3	9	64.2	11	75.1	9	79.7	8	73.0	9
HAWAIIAN	92.8	1	94.8	1	93.8	1	91.6	1	90.1	1	91.6	1	94.0	1	93.4	1
JETBLUE	73.9	11	72.6	16	78.0	12	66.5	10	64.6	10	77.2	8	77.4	9	73.2	8
MESA****	73.3	13	76.7	11	79.2	10	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
SKYWEST	79.7	4	79.6	6	80.1	8	74.2	6	71.1	6	78.8	7	80.9	7	78.6	5
SOUTHWEST***	76.7	8	75.4	13	71.8	16	69.0	8	70.8	7	72.9	11	75.0	11	72.9	10
-SOUTHWEST	76.7	8	75.4	13	71.8	16	68.6	(--)	70.4	(--)	72.2	(--)	74.2	(--)	(--)	(--)
-AIRTRAN	76.7	7	77.9	9	79.4	9	73.6	(--)	75.0	(--)	80.3	(--)	84.6	(--)	(--)	(--)
UNITED	75.6	10	79.0	8	81.2	7	73.7	7	70.0	8	79.4	6	81.8	6	77.9	7
VIRGIN AMERICA	76.3	9	77.1	10	86.6	3	81.6	3	73.2	5	86.4	3	86.5	3	80.9	4
Total	76.2		78.4		78.8		72.2		70.7		77.6		79.6		76.6	

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

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

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

****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.

APRIL 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**	843	81.6	2531	84.0	613	78.8	7796	85.3	2430	83.1	693	86.3	13291	83.0	510	87.1
-AMERICAN	398	80.7	936	85.0	236	81.8	172	83.7	720	82.5	326	86.2	12736	83.3	198	86.4
-US AIRWAYS	445	82.5	1595	83.4	377	76.9	7624	85.3	1710	83.4	367	86.4	555	76.8	312	87.5
ALASKA	60	88.3	120	90.0	H/		H/		120	90.8	120	86.7	90	93.3	H/	
JETBLUE	H/		3467	82.2	132	87.1	116	81.9	533	80.5	86	81.4	82	58.5	86	88.4
DELTA	18711	84.9	912	86.5	621	86.6	527	83.5	796	82.4	579	86.2	468	82.9	4195	90.5
EXPRESSJET	6395	77.9	174	86.8	53	88.7	529	71.3	292	69.2	1487	78.2	1382	70.9	2254	84.6
FRONTIER	63	77.8	H/		H/		17	82.4	86	73.3	2710	81.5	124	78.2	46	89.1
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY****	196	73.5	H/		86	69.8	292	81.5	608	66.6	136	69.1	6568	78.5	270	73.7
SKYWEST	264	73.9	H/		H/		2	100.0	8	100.0	3693	82.2	339	72.9	576	85.4
UNITED	63	77.8	1079	81.1	252	87.3	26	84.6	541	86.5	3259	86.8	116	73.3	46	80.4
VIRGIN AMERICA	H/		111	88.3	H/		H/		30	93.3	H/		168	90.5	H/	
SOUTHWEST***	4522	81.2	980	77.9	6046	79.2	176	69.9	506	86.0	4692	76.9	H/		644	73.3
-SOUTHWEST	1475	76.5	728	74.2	5658	78.8	176	69.9	210	79.5	4635	77.0	H/		501	70.1
-AIRTRAN	3047	83.5	252	88.5	388	85.8	H/		296	90.5	57	66.7	H/		143	84.6
TOTAL	31117	82.6	9374	82.8	7803	80.1	9481	84.0	5950	81.1	17455	81.4	22628	80.8	8627	86.5

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

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AIR TRAVEL CONSUMER REPORT

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	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**	618	63.3	876	75.1	266	86.8	811	81.4	1368	80.6	1312	81.9	3160	80.8	2405	80.0
-AMERICAN	258	59.7	300	81.0	266	86.8	338	83.4	1102	80.5	806	81.4	2636	80.4	1276	81.7
-US AIRWAYS	360	65.8	576	72.0	H/		473	79.9	266	80.8	506	82.6	524	82.8	1129	78.1
ALASKA	60	60.0	30	90.0	H/		30	90.0	H/		446	93.0	603	91.5	H/	
JETBLUE	619	59.0	1508	72.4	196	79.6	H/		3523	75.7	266	78.2	253	81.4	510	71.6
DELTA	429	57.8	895	83.0	167	80.8	294	83.0	1853	79.8	942	84.6	1796	80.8	2059	82.5
EXPRESSJET	2943	54.4	27	63.0	2224	75.3	6368	80.1	120	59.2	H/		H/		1291	69.2
FRONTIER	H/		48	83.3	H/		64	75.0	H/		175	81.7	111	84.7	33	63.6
HAWAIIAN	H/		H/		H/		H/		23	69.6	73	95.9	90	93.3	H/	
ENVOY****	48	60.4	H/		H/		201	76.6	630	74.8	H/		480	74.2	1441	72.8
SKYWEST	H/		H/		155	69.7	1241	79.0	H/		710	79.4	5143	80.1	H/	
UNITED	3691	75.9	586	78.0	1636	86.2	4688	82.9	400	82.8	1030	82.1	2552	80.4	599	76.0
VIRGIN AMERICA	168	67.3	140	87.9	140	90.0	H/		292	81.5	299	91.0	1218	89.4	H/	
SOUTHWEST***	505	49.7	1732	75.0	203	76.4	H/		H/		6424	75.1	3143	69.2	770	75.2
-SOUTHWEST	505	49.7	1572	74.5	203	76.4	H/		H/		6308	75.0	3113	69.1	567	72.3
-AIRTRAN	H/		160	80.0	H/		H/		H/		116	82.8	30	80.0	203	83.3
TOTAL	9081	64.3	5842	76.3	4987	80.1	13697	81.0	8209	77.7	11677	78.9	18549	79.4	9108	76.7

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	ARRIVAL AIRPORT*															
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	1553	80.7	H/		4367	86.7	547	81.9	4435	79.7	386	79.8	4211	83.2	5190	88.2
-AMERICAN	*800*	*82.5*	*H/*		*4037*	*87.4*	*202*	*79.2*	*3838*	*80.4*	*180*	*82.8*	*262*	*77.5*	*492*	*82.9*
-US AIRWAYS	*753*	*78.8*	*H/*		*330*	*78.5*	*345*	*83.5*	*597*	*75.2*	*206*	*77.2*	*3949*	*83.6*	*4698*	*88.8*
ALASKA	58	91.4	H/		H/		60	86.7	146	87.7	1081	93.2	30	86.7	237	91.6
JETBLUE	1551	79.0	H/		H/		H/		176	75.6	85	72.9	146	78.1	60	73.3
DELTA	1420	83.1	207	90.3	739	83.4	4661	88.1	489	78.3	428	90.0	554	80.3	654	88.5
EXPRESSJET	31	83.9	113	81.4	12	75.0	766	76.2	4528	71.6	H/		3	33.3	16	81.2
FRONTIER	131	78.6	93	76.3	H/		103	70.9	H/		109	78.0	H/		137	81.0
HAWAIIAN	H/		H/		H/		H/		H/		30	96.7	H/		30	86.7
ENVOY****	H/		H/		1628	82.2	52	57.7	5873	67.9	H/		52	67.3	H/	
SKYWEST	H/		H/		H/		1567	84.3	2999	68.4	1013	88.9	H/		1857	87.4
UNITED	1058	81.0	H/		315	80.0	107	80.4	4454	80.8	490	85.1	321	83.8	465	82.8
VIRGIN AMERICA	34	97.1	H/		H/		H/		134	81.3	86	93.0	85	77.6	H/	
SOUTHWEST***	3721	75.8	7023	77.3	H/		738	73.3	H/		907	70.7	877	72.5	4915	73.2
-SOUTHWEST	*3266*	*75.3*	*6776*	*77.1*	*H/*		*623*	*71.4*	*H/*		*907*	*70.7*	*785*	*70.7*	*4915*	*73.2*
-AIRTRAN	*455*	*79.1*	*247*	*85.0*	*H/*		*115*	*83.5*	*H/*		*H/*		*92*	*88.0*	*H/*	
TOTAL	9557	79.0	7436	77.7	7061	85.0	8601	84.2	23234	73.9	4615	84.8	6279	81.2	13561	82.4

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	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**	744	79.7	677	81.8	1327	78.5	360	83.9	1101	80.7
-AMERICAN	437	79.6	412	83.7	874	80.1	150	79.3	476	80.5
-US AIRWAYS	307	79.8	265	78.9	453	75.5	210	87.1	625	80.8
ALASKA	437	91.1	3908	91.6	408	85.5	60	90.0	H/	
JETBLUE	112	77.7	146	74.0	352	77.3	102	81.4	497	72.6
DELTA	501	85.8	752	89.8	660	79.4	2720	91.0	951	82.1
EXPRESSJET	H/		H/		H/		74	67.6	12	83.3
FRONTIER	119	76.5	104	71.2	115	68.7	133	73.7	56	87.5
HAWAIIAN	30	93.3	60	93.3	30	90.0	H/		H/	
ENVOY****	76	75.0	H/		H/		60	68.3	60	78.3
SKYWEST	722	82.8	735	86.7	3776	73.5	4284	91.1	H/	
UNITED	675	86.4	875	84.3	4343	81.6	42	78.6	616	79.5
VIRGIN AMERICA	134	92.5	216	92.1	1426	83.2	H/		H/	
SOUTHWEST***	2705	70.6	965	67.8	1297	62.5	893	69.4	2589	79.2
-SOUTHWEST	2705	70.6	965	67.8	1267	62.4	893	69.4	2296	78.7
-AIRTRAN	H/		H/		30	66.7	H/		293	83.3
TOTAL	6255	78.3	8438	86.2	13734	77.2	8728	87.8	5882	79.5

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

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

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

****Formerly American Eagle Airlines.

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AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*																	
SCHEDULED ARRIVAL TIME	**ATL**	**BOS**	**BWI**	**CLT**	**DCA**	**DEN**	**DFW**	**DTW**	**EWR**	**FLL**	**IAD**	**IAH**	**JFK**	**LAS**	**LAX**	**LGA**	**MCO**	**MDW**
600 - 659 AM	89.8	86.0	92.3	92.2	88.6	85.9	93.6	90.4	94.0	76.7	84.8	91.8	84.4	95.5	90.7	J/	91.7	94.0
700 - 759 AM	93.4	92.1	94.6	93.2	92.1	89.8	87.9	96.1	92.0	71.6	88.5	87.1	83.6	95.8	90.5	90.9	86.7	86.5
800 - 859 AM	90.0	94.0	92.9	89.6	87.8	90.3	86.8	94.8	90.9	91.2	83.3	87.1	94.1	92.5	85.9	87.4	90.8	94.0
900 - 959 AM	88.4	90.3	92.5	87.7	86.3	91.0	86.2	90.5	91.8	88.0	88.9	85.5	88.0	93.1	87.3	85.9	91.5	90.3
1000 - 1059 AM	89.8	90.7	93.0	86.7	83.9	87.9	86.4	91.0	91.8	88.3	80.8	83.3	88.1	91.2	84.6	87.2	87.7	88.8
1100 - 1159 AM	88.4	88.7	93.5	81.4	89.8	87.0	87.6	90.3	87.2	81.2	83.3	85.7	88.7	85.4	82.5	89.2	82.7	88.2
1200 - 1259 PM	86.2	91.1	84.8	88.1	88.1	84.2	86.2	90.6	69.8	76.5	100.0	84.9	82.1	80.0	82.6	83.6	84.1	88.3
100 - 159 PM	85.0	86.9	85.6	86.2	84.6	81.0	83.1	87.8	62.3	78.2	88.3	86.3	78.0	82.5	82.4	84.0	84.7	81.5
200 - 259 PM	80.3	88.5	84.8	82.7	81.4	82.1	80.9	87.3	71.7	85.7	82.2	84.3	80.7	78.7	78.4	80.5	81.3	81.6
300 - 359 PM	80.8	84.9	81.0	84.5	80.7	77.9	79.4	81.3	58.9	80.1	83.1	77.4	84.0	77.9	78.6	77.0	82.6	71.9
400 - 459 PM	81.3	80.1	80.6	83.8	82.0	75.9	80.0	86.1	49.5	75.0	74.7	76.4	83.1	70.9	77.3	71.7	78.4	73.1
500 - 559 PM	79.5	84.3	74.7	80.8	81.7	73.8	77.6	80.6	45.8	75.7	82.4	78.0	80.4	71.3	74.0	72.3	73.3	71.4
600 - 659 PM	79.9	71.7	76.8	80.7	78.8	75.2	73.5	84.8	49.3	60.7	76.2	76.1	67.8	68.2	78.5	69.1	76.4	71.4
700 - 759 PM	73.0	77.5	68.5	76.7	68.5	73.2	71.2	81.8	40.4	68.1	80.4	74.6	71.5	70.7	70.9	62.7	73.5	69.8
800 - 859 PM	74.0	78.3	65.8	77.8	73.2	67.8	72.6	80.7	43.2	70.6	68.0	70.7	65.3	67.3	73.7	63.9	70.1	63.8
900 - 959 PM	75.6	76.2	62.8	78.3	76.9	77.4	74.0	85.4	49.1	74.3	73.0	75.2	63.4	70.0	70.8	65.3	68.8	65.4
1000 - 1059 PM	73.6	77.4	67.1	83.3	77.9	75.5	69.3	73.0	55.4	73.7	81.9	73.5	66.1	67.4	74.5	69.5	74.3	60.4
1100 - 559 AM	75.6	76.8	71.6	73.7	73.4	73.3	82.6	75.6	72.7	69.3	85.3	80.2	73.3	72.8	82.0	76.0	67.3	63.9
TOTAL, ALL ARRIVALS, BY AIRPORT	**82.6**	**82.8**	**80.1**	**84.0**	**81.1**	**81.4**	**80.8**	**86.5**	**64.3**	**76.3**	**80.1**	**81.0**	**77.7**	**78.9**	**79.4**	**76.7**	**79.0**	**77.7**

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

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AIR TRAVEL CONSUMER REPORT

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

					ARRIVAL AIRPORT*							
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	86.7	91.0	83.9	98.2	93.2	92.0	J/	96.4	87.8	J/	100.0	89.6
700 - 759 AM	92.0	91.6	78.8	96.3	85.0	96.0	91.7	88.1	92.0	96.6	100.0	89.8
800 - 859 AM	90.3	86.6	75.8	96.4	87.5	92.5	92.2	96.7	93.2	96.6	92.3	88.8
900 - 959 AM	90.4	89.6	81.9	94.9	88.1	87.1	89.8	92.2	78.3	90.0	91.5	88.2
1000 - 1059 AM	88.0	87.3	79.2	90.0	94.0	89.9	85.4	90.9	79.7	94.1	90.1	87.6
1100 - 1159 AM	89.1	88.9	79.7	90.2	79.9	91.4	83.4	87.3	78.5	86.0	81.9	85.9
1200 - 1259 PM	85.6	91.2	76.9	90.9	85.8	85.7	86.6	90.9	74.3	85.6	81.5	83.8
100 - 159 PM	82.2	86.5	78.9	83.8	81.3	81.3	81.5	86.1	72.4	90.2	82.8	82.6
200 - 259 PM	85.7	83.6	77.5	79.7	81.8	83.7	77.3	91.6	77.5	88.8	81.7	81.8
300 - 359 PM	86.3	78.1	74.5	84.7	82.6	79.6	73.5	85.1	73.9	87.8	83.2	79.0
400 - 459 PM	84.9	85.0	70.3	85.5	79.5	71.0	63.3	86.1	75.6	87.2	77.3	77.4
500 - 559 PM	85.7	69.8	67.3	83.3	76.9	75.4	73.4	79.0	73.4	81.1	75.7	75.2
600 - 659 PM	84.0	78.9	67.5	77.6	74.7	74.2	69.1	87.9	76.1	79.1	74.1	75.0
700 - 759 PM	80.5	86.8	60.2	84.8	76.6	74.1	74.7	80.2	76.4	87.7	74.9	72.5
800 - 859 PM	78.8	81.0	63.6	73.4	65.9	81.0	69.1	82.9	73.9	77.7	73.8	71.5
900 - 959 PM	82.4	79.0	63.0	84.3	74.5	73.4	74.3	85.3	73.4	82.4	75.0	73.2
1000 - 1059 PM	78.5	78.7	76.9	85.3	77.1	74.2	70.0	80.0	70.8	71.2	66.3	73.1
1100 - 559 AM	76.6	77.4	87.7	72.6	77.8	69.1	79.7	82.6	78.3	67.0	74.6	76.0
TOTAL, ALL ARRIVALS, BY AIRPORT	85.0	84.2	73.9	84.8	81.2	82.4	78.3	86.2	77.2	87.8	79.5	80.2

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

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AIR TRAVEL CONSUMER REPORT

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

	DEPARTURE AIRPORT*																	
SCHEDULED DEPARTURE TIME	**ATL**	**BOS**	**BWI**	**CLT**	**DCA**	**DEN**	**DFW**	**DTW**	**EWR**	**FLL**	**IAD**	**IAH**	**JFK**	**LAS**	**LAX**	**LGA**	**MCO**	**MDW**
600 - 659 AM	94.0	95.8	94.6	91.0	95.5	95.3	93.9	95.9	92.0	96.4	96.5	89.3	93.9	96.4	94.6	93.8	96.3	95.0
700 - 759 AM	92.9	92.7	95.2	91.7	96.2	92.0	91.4	93.5	91.2	94.9	92.1	92.1	96.0	94.7	94.0	91.2	95.7	89.9
800 - 859 AM	89.9	89.8	90.5	91.0	93.4	89.1	89.5	91.1	85.4	93.9	88.3	87.3	94.0	88.5	87.9	89.8	93.1	78.6
900 - 959 AM	86.9	89.0	83.6	88.8	86.2	87.2	85.5	93.2	81.8	85.2	88.0	87.6	91.7	89.6	83.1	85.2	89.3	86.5
1000 - 1059 AM	85.2	89.1	86.3	86.4	86.4	80.6	85.8	89.4	85.5	82.7	88.9	85.5	88.9	83.9	81.9	86.4	87.1	77.8
1100 - 1159 AM	84.7	85.0	87.6	86.5	86.4	79.5	80.7	89.7	90.4	82.7	87.5	82.7	89.0	82.3	78.6	87.2	83.2	79.3
1200 - 1259 PM	83.2	89.9	82.2	71.2	89.2	76.7	85.2	87.7	67.3	70.3	79.9	84.1	88.7	73.3	78.9	85.5	78.6	72.8
100 - 159 PM	81.6	87.4	69.6	84.2	85.9	78.0	83.9	82.5	69.2	66.1	80.7	79.8	82.1	73.7	75.2	83.4	80.4	75.2
200 - 259 PM	78.2	85.0	72.7	79.2	87.5	73.2	80.1	81.4	65.0	77.8	77.6	79.6	78.7	69.9	76.7	83.2	74.5	57.7
300 - 359 PM	78.0	84.2	68.0	70.2	77.8	72.8	79.5	83.5	62.9	78.5	77.8	76.2	81.9	67.2	70.0	77.9	71.3	59.2
400 - 459 PM	73.7	78.2	63.5	80.4	74.9	65.5	78.5	69.5	57.0	70.6	73.9	70.4	81.7	62.0	75.4	73.0	72.2	55.5
500 - 559 PM	76.3	76.2	65.6	73.4	75.4	64.4	78.5	80.7	53.6	59.9	69.5	73.4	78.8	61.4	78.9	72.9	70.8	56.7
600 - 659 PM	74.6	74.5	63.3	75.5	75.1	69.7	74.0	77.1	49.3	62.8	75.7	72.7	76.0	62.9	78.3	77.4	63.2	50.7
700 - 759 PM	77.5	74.7	66.7	73.9	83.0	70.7	71.9	82.2	42.6	55.5	77.9	75.0	68.1	66.2	70.0	68.8	68.7	48.0
800 - 859 PM	72.1	73.4	46.9	75.3	65.6	68.8	68.5	82.8	43.8	60.7	70.9	72.0	71.3	48.9	75.5	61.8	63.9	43.0
900 - 959 PM	70.7	60.3	43.8	100.0	71.6	56.2	72.8	87.1	49.1	60.5	67.3	71.5	64.9	55.7	71.1	65.6	58.9	48.4
1000 - 1059 PM	73.5	J/	35.0	84.2	84.6	76.5	70.8	100.0	40.0	J/	74.4	68.0	70.0	80.8	82.6	J/	92.9	51.7
1100 - 559 AM	92.5	93.9	95.0	88.3	96.4	90.3	95.6	100.0	95.2	96.7	J/	97.1	90.0	89.8	87.8	80.8	88.2	90.4
TOTAL, ALL DEPARTURES, BY AIRPORT	**80.2**	**85.2**	**73.4**	**82.3**	**84.5**	**76.4**	**80.7**	**86.0**	**69.0**	**75.9**	**78.3**	**80.1**	**83.5**	**75.9**	**80.8**	**81.1**	**79.1**	**67.4**

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

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AIR TRAVEL CONSUMER REPORT

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

SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
DEPARTURE AIRPORT*												
600 - 659 AM	85.6	95.1	90.1	95.5	95.4	95.8	95.4	95.4	92.3	93.7	94.8	94.3
700 - 759 AM	91.4	90.3	86.5	93.8	93.3	93.9	93.2	96.3	92.6	95.3	95.9	92.8
800 - 859 AM	90.1	85.2	81.8	89.9	93.2	90.6	92.7	94.0	88.2	94.7	94.4	89.2
900 - 959 AM	91.3	89.9	82.4	93.5	88.3	82.7	89.0	87.6	87.2	92.1	92.1	86.9
1000 - 1059 AM	90.0	85.8	80.6	93.4	90.4	83.0	86.9	91.1	77.0	84.5	85.5	84.7
1100 - 1159 AM	87.0	85.5	77.1	81.9	86.8	75.6	77.3	87.1	76.1	93.4	86.4	83.3
1200 - 1259 PM	86.5	100.0	76.8	89.0	82.6	83.4	81.5	89.2	74.4	69.7	76.7	81.1
100 - 159 PM	86.3	84.9	75.3	84.9	82.5	77.4	75.2	85.5	76.9	86.9	76.3	79.3
200 - 259 PM	82.9	83.1	75.2	83.0	80.0	72.8	68.9	83.1	69.6	82.1	75.9	77.0
300 - 359 PM	79.4	82.5	75.5	78.6	77.3	73.6	68.9	85.3	76.8	88.3	79.1	76.4
400 - 459 PM	86.5	73.8	70.0	76.3	81.0	74.1	63.9	80.1	75.7	79.1	65.0	72.6
500 - 559 PM	85.8	84.4	67.3	82.4	69.3	52.2	66.0	80.4	74.5	85.1	68.8	72.4
600 - 659 PM	80.9	64.3	67.5	82.1	78.1	68.0	73.3	86.5	72.1	65.1	68.8	70.9
700 - 759 PM	84.8	79.3	63.9	86.6	70.0	65.7	59.4	78.3	75.7	71.7	72.0	71.3
800 - 859 PM	87.8	83.9	64.0	80.2	77.4	64.4	70.9	84.6	77.7	88.9	57.0	69.2
900 - 959 PM	84.2	81.9	65.5	66.7	72.3	72.8	58.8	82.5	74.7	88.0	64.9	68.2
1000 - 1059 PM	75.8	J/	76.8	93.8	79.2	83.6	92.2	85.2	81.0	94.3	45.0	79.9
1100 - 559 AM	J/	96.6	94.1	98.8	94.6	94.6	J/	89.2	81.2	87.3	96.7	90.2
TOTAL, ALL DEPARTURES, BY AIRPORT	**86.1**	**84.5**	**74.8**	**88.0**	**82.9**	**78.5**	**79.4**	**88.1**	**79.6**	**88.1**	**80.2**	**79.9**

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

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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

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 THREE CONSECUTIVE MONTHS

None

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

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
SOUTHWEST	714	Mar	DAL-AUS	2155	20	11	55	59.4
SOUTHWEST	1965	Apr	DAL-AUS	2155	25	14	56	87.4

* Minimum of 10 flights per month
** Includes canceled and diverted flights
*** For flights late more than 30 minutes only. Excludes canceled and diverted flights

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
SOUTHWEST**	3,693	109	3.0
-SOUTHWEST	3,438	109	3.2
-AIRTRAN	255	0	0.0
EXPRESSJET	1,717	23	1.3
JETBLUE	715	2	0.3
UNITED	1,122	3	0.3
ENVOY***	1,187	2	0.2
DELTA	2,290	3	0.1
SKYWEST	1,757	1	0.1
AMERICAN*	2,691	0	0.0
-AMERICAN	1,493	0	0.0
-US AIRWAYS	1,198	0	0.0
ALASKA	433	0	0.0
FRONTIER	203	0	0.0
HAWAIIAN	194	0	0.0
VIRGIN AMERICA	171	0	0.0
TOTAL	**16,173**	**143**	**0.9**

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

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

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

***Formerly American Eagle Airlines.

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	91.7	90.0	60	60	BRUNSWICK GA (BQK)	75.3	80.0	85	85
ABILENE TX (ABI)	75.8	82.2	236	236	BUFFALO NY (BUF)	78.9	83.4	1,624	1,624
ADAK ISLAND AK (ADK)	87.5	62.5	8	8	BURBANK CA (BUR)	78.2	80.7	1,767	1,766
AGUADILLA PR (BQN)	80.8	80.8	120	120	BURLINGTON VT (BTV)	79.5	82.9	317	316
AKRON OH (CAK)	84.2	89.5	551	553	BUTTE MT (BTM)	91.7	96.7	60	60
ALBANY GA (ABY)	89.3	92.9	84	84	CARLSBAD CA (CLD)	81.2	84.7	202	202
ALBANY NY (ALB)	76.6	84.0	598	600	CASPER WY (CPR)	81.7	85.9	191	191
ALBUQUERQUE NM (ABQ)	74.6	77.4	2,095	2,093	CEDAR CITY UT (CDC)	84.6	92.3	52	52
ALEXANDRIA LA (AEX)	76.1	83.8	276	277	CEDAR RAPIDS/IOWA CITY IA (CID)	75.9	79.7	506	507
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	85.2	89.1	183	183	CHAMPAIGN/URBANA IL (CMI)	70.9	80.1	206	206
ALPENA MI (APN)	90.4	94.2	52	52	CHANTILLY VA (IAD)	80.1	78.3	4,987	4,975
AMARILLO TX (AMA)	74.8	80.6	608	609	CHARLESTON SC (CHS)	74.2	76.7	1,248	1,246
ANCHORAGE AK (ANC)	89.2	92.3	1,135	1,134	CHARLESTON/DUNBAR WV (CRW)	77.0	77.4	287	287
APPLETON WI (ATW)	63.2	76.8	228	228	CHARLOTTE AMALIE VI (STT)	86.1	87.7	382	382
ARCATA/EUREKA CA (ACV)	78.3	76.7	258	258	CHARLOTTE NC (CLT)	84.0	82.3	9,481	9,481
ARLINGTON VA (DCA)	81.1	84.5	5,950	5,951	CHARLOTTESVILLE VA (CHO)	70.4	79.0	206	205
ASHEVILLE NC (AVL)	78.3	87.0	286	285	CHATTANOOGA TN (CHA)	81.8	84.0	352	351
ASPEN CO (ASE)	74.5	78.5	231	233	CHICAGO IL (MDW)	77.7	67.4	7,436	7,440
ATLANTA GA (ATL)	82.6	80.2	31,117	31,101	CHICAGO IL (ORD)	73.9	74.8	23,234	23,244
ATLANTIC CITY NJ (ACY)	77.0	83.1	61	59	CHICO CA (CIC)	70.0	72.2	90	90
AUGUSTA GA (AGS)	74.2	81.3	236	235	CHRISTIANSTED VI (STX)	88.8	88.8	80	80
AUSTIN TX (AUS)	77.2	78.2	3,548	3,547	CLEVELAND OH (CLE)	80.1	83.3	3,383	3,383
BAKERSFIELD CA (BFL)	79.2	82.7	284	284	CODY WY (COD)	85.0	86.7	60	60
BALTIMORE MD (BWI)	80.1	73.4	7,803	7,800	COLLEGE STATION/BRYAN TX (CLL)	84.2	90.1	222	222
BANGOR ME (BGR)	73.9	88.6	88	88	COLORADO SPRINGS CO (COS)	78.0	84.4	731	731
BARROW AK (BRW)	75.3	79.2	77	77	COLUMBIA MO (COU)	77.6	84.3	116	115
BATON ROUGE LA (BTR)	79.9	81.8	703	703	COLUMBIA SC (CAE)	74.9	81.5	610	610
BEAUMONT/PORT ARTHUR TX (BPT)	77.9	82.6	86	86	COLUMBUS GA (CSG)	80.7	79.6	114	113
BELLINGHAM WA (BLI)	97.6	95.2	83	84	COLUMBUS MS (GTR)	85.2	88.4	88	86
BEMIDJI MN (BJI)	91.7	96.7	60	60	COLUMBUS OH (CMH)	75.3	80.7	2,276	2,275
BEND/REDMOND OR (RDM)	85.8	90.5	296	296	CORDOVA AK (CDV)	95.0	95.0	60	60
BETHEL AK (BET)	87.8	92.7	82	82	CORPUS CHRISTI TX (CRP)	78.3	84.2	539	539
BILLINGS MT (BIL)	86.1	93.2	296	296	COVINGTON KY (CVG)	78.8	81.1	1,660	1,658
BIRMINGHAM AL (BHM)	74.7	78.4	1,204	1,203	CRESCENT CITY CA (CEC)	67.1	61.0	82	82
BISMARCK/MANDAN ND (BIS)	79.0	85.7	119	119	DALLAS TX (DAL)	76.4	70.8	3,883	3,883
BLOOMINGTON/NORMAL IL (BMI)	76.4	82.6	258	258	DALLAS/FORT WORTH TX (DFW)	80.8	80.7	22,628	22,632
BOISE ID (BOI)	81.8	84.6	911	910	DAYTON OH (DAY)	77.2	80.3	807	807
BOSTON MA (BOS)	82.8	85.2	9,374	9,373	DAYTONA BEACH FL (DAB)	75.3	85.3	150	150
BOZEMAN MT (BZN)	86.4	91.0	287	288	DEADHORSE AK (SCC)	80.5	81.8	77	77
BRAINERD MN (BRD)	85.1	85.1	74	74	DENVER CO (DEN)	81.4	76.4	17,455	17,464
BRANSON MO (BKG)	88.6	90.5	105	105	DES MOINES IA (DSM)	77.1	83.0	789	788
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	85.9	87.9	198	199	DETROIT MI (DTW)	86.5	86.0	8,627	8,627
BROWNSVILLE TX (BRO)	76.5	83.7	196	196	DICKINSON ND (DIK)	76.6	79.7	128	128

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
DOTHAN AL (DHN)	75.7	78.3	115	115	HOBBS NM (HOB)	69.6	87.0	46	46
DUBUQUE IA (DBQ)	64.6	76.8	82	82	HONOLULU HI (HNL)	88.7	93.8	3,700	3,701
DULUTH MN (DLH)	72.0	85.9	143	142	HOUSTON TX (HOU)	75.1	69.2	5,023	5,024
DURANGO CO (DRO)	75.6	81.3	172	171	HOUSTON TX (IAH)	81.0	80.1	13,697	13,698
EAGLE CO (EGE)	0.0	0.0	1	1	HUNTSVILLE AL (HSV)	78.2	80.4	551	552
EAU CLAIRE WI (EAU)	75.0	81.7	60	60	IDAHO FALLS ID (IDA)	86.0	91.7	229	229
EL PASO TX (ELP)	76.8	81.2	1,438	1,439	INDIANAPOLIS IN (IND)	77.9	81.6	2,489	2,489
ELKO NV (EKO)	93.9	93.9	82	82	INTERNATIONAL FALLS MN (INL)	78.8	90.4	52	52
ELMIRA/CORNING NY (ELM)	76.3	84.7	177	177	IRON MOUNTAIN/KINGSFD MI (IMT)	75.0	73.2	56	56
EUGENE OR (EUG)	83.9	85.7	442	442	ISLIP NY (ISP)	76.7	81.9	460	459
EVANSVILLE IN (EVV)	71.2	76.4	243	242	JACKSON WY (JAC)	74.2	90.2	132	132
FAIRBANKS AK (FAI)	87.3	91.3	150	150	JACKSON/VICKSBURG MS (JAN)	77.1	81.6	706	707
FARGO ND (FAR)	75.7	81.1	494	491	JACKSONVILLE FL (JAX)	76.2	81.1	1,956	1,957
FAYETTEVILLE AR (XNA)	74.9	77.5	895	896	JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	77.9	83.2	113	113
FAYETTEVILLE NC (FAY)	84.8	85.9	191	191	JOPLIN MO (JLN)	70.0	81.7	60	60
FLAGSTAFF AZ (FLG)	88.1	94.7	151	151	JUNEAU AK (JNU)	88.3	91.0	300	299
FLINT MI (FNT)	81.2	84.3	330	331	KAHULUI HI (OGG)	90.1	93.0	1,762	1,762
FORT LAUDERDALE FL (FLL)	76.3	75.9	5,842	5,854	KALAMAZOO MI (AZO)	68.3	77.5	142	142
FORT MYERS FL (RSW)	82.4	83.8	2,821	2,828	KALISPELL MT (FCA)	89.5	98.7	76	76
FORT SMITH AR (FSM)	82.0	86.0	200	200	KANSAS CITY MO (MCI)	78.0	81.8	3,756	3,755
FORT WAYNE IN (FWA)	79.2	80.9	288	288	KETCHIKAN AK (KTN)	86.7	89.4	180	180
FRESNO CA (FAT)	81.6	82.7	903	904	KEY WEST FL (EYW)	88.9	91.5	398	398
GAINESVILLE FL (GNV)	79.4	82.9	204	205	KILLEEN TX (GRK)	81.7	84.9	404	403
GARDEN CITY KS (GCK)	76.7	86.7	60	60	KLAMATH FALLS OR (LMT)	88.3	85.0	60	60
GILLETTE WY (GCC)	79.2	91.7	120	120	KNOXVILLE TN (TYS)	70.9	82.3	636	634
GRAND FORKS ND (GFK)	81.1	87.8	74	74	KODIAK AK (ADQ)	86.7	90.0	30	30
GRAND ISLAND NE (GRI)	69.6	87.5	56	56	KONA HI (KOA)	91.0	95.1	837	837
GRAND JUNCTION CO (GJT)	86.8	92.5	265	267	KOTZEBUE AK (OTZ)	91.7	91.7	60	60
GRAND RAPIDS MI (GRR)	78.5	81.9	1,041	1,041	LA CROSSE WI (LSE)	71.0	79.6	93	93
GREAT FALLS MT (GTF)	89.9	93.5	139	139	LAFAYETTE LA (LFT)	80.1	81.4	528	528
GREEN BAY WI (GRB)	72.1	80.5	394	395	LAKE CHARLES LA (LCH)	84.0	87.0	162	162
GREENSBORO/HIGH POINT NC (GSO)	75.9	81.6	755	755	LANSING MI (LAN)	76.3	78.3	160	161
GREER SC (GSP)	71.5	76.0	656	655	LARAMIE WY (LAR)	70.0	75.0	60	60
GUAM TT (GUM)	76.7	86.7	30	30	LAREDO TX (LRD)	79.8	86.9	198	198
GULFPORT/BILOXI MS (GPT)	75.9	81.8	336	336	LAS VEGAS NV (LAS)	78.9	75.9	11,677	11,679
GUNNISON CO (GUC)	80.0	77.4	30	31	LAWTON/FORT SILL OK (LAW)	80.8	86.7	120	120
HANCOCK/HOUGHTON MI (CMX)	60.0	75.0	60	60	LEWISTON ID (LWS)	94.5	94.5	55	55
HARLINGEN/SAN BENITO TX (HRL)	81.1	85.8	366	366	LEXINGTON KY (LEX)	77.5	82.2	529	528
HARRISBURG PA (MDT)	79.5	86.7	376	377	LIHUE HI (LIH)	90.9	94.1	898	898
HARTFORD CT (BDL)	80.8	87.3	1,923	1,923	LINCOLN NE (LNK)	68.6	77.8	194	194
HELENA MT (HLN)	92.3	96.2	104	105	LITTLE ROCK AR (LIT)	74.5	76.9	1,206	1,204
HIBBING MN (HIB)	84.3	96.1	51	51	LONG BEACH CA (LGB)	86.6	88.0	940	938
HILO HI (ITO)	95.0	95.8	497	498	LONGVIEW TX (GGG)	81.7	78.3	60	60

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CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LOS ANGELES CA (LAX)	79.4	80.8	18,549	18,544	ONTARIO CA (ONT)	76.8	78.3	1,711	1,712
LOUISVILLE KY (SDF)	70.9	74.6	1,308	1,304	ORLANDO FL (MCO)	79.0	79.1	9,557	9,556
LUBBOCK TX (LBB)	78.2	83.6	524	524	PADUCAH KY (PAH)	74.2	79.0	62	62
MADISON WI (MSN)	78.7	81.5	755	756	PAGO PAGO TT (PPG)	75.0	50.0	8	8
MAMMOTH LAKES CA (MMH)	76.9	65.4	26	26	PALM SPRINGS CA (PSP)	84.5	83.3	1,224	1,225
MANCHESTER NH (MHT)	75.6	85.5	533	532	PANAMA CITY FL (ECP)	74.9	80.1	402	402
MANHATTAN/FT. RILEY KS (MHK)	72.1	84.3	140	140	PASCO/KENNEWICK/RICHLAND WA (PSC)	90.9	91.2	275	274
MARQUETTE MI (MQT)	69.2	80.8	26	26	PENSACOLA FL (PNS)	77.3	80.2	661	661
MEDFORD OR (MFR)	74.8	77.8	266	266	PEORIA IL (PIA)	75.2	80.7	367	368
MELBOURNE FL (MLB)	88.8	94.0	116	116	PETERSBURG AK (PSG)	95.0	91.7	60	60
MEMPHIS TN (MEM)	77.3	81.9	1,236	1,235	PHILADELPHIA PA (PHL)	81.2	82.9	6,279	6,280
MIAMI FL (MIA)	85.0	86.1	7,061	7,057	PHOENIX AZ (PHX)	82.4	78.5	13,561	13,562
MIDLAND/ODESSA TX (MAF)	79.6	83.2	802	802	PITTSBURGH PA (PIT)	80.3	85.9	2,386	2,386
MILWAUKEE WI (MKE)	78.0	81.1	2,865	2,869	POCATELLO ID (PIH)	93.9	95.1	82	82
MINNEAPOLIS MN (MSP)	84.2	84.5	8,601	8,599	PONCE PR (PSE)	78.3	90.0	60	60
MINOT ND (MOT)	79.8	89.9	119	119	PORTLAND ME (PWM)	78.8	82.9	429	428
MISSION/MCALLEN/EDINBURG TX (MFE)	80.2	86.3	358	358	PORTLAND OR (PDX)	84.8	88.0	4,615	4,613
MISSOULA MT (MSO)	89.7	94.2	223	224	PROVIDENCE RI (PVD)	81.1	86.9	975	978
MOAB UT (CNY)	92.0	94.0	50	50	PUEBLO CO (PUB)	48.1	65.4	52	52
MOBILE AL (MOB)	74.2	77.7	415	417	RALEIGH/DURHAM NC (RDU)	77.3	78.5	3,342	3,343
MODESTO CA (MOD)	70.0	76.7	90	90	RAPID CITY SD (RAP)	78.0	82.7	236	237
MOLINE IL (MLI)	71.1	78.9	374	374	REDDING CA (RDD)	70.0	72.2	90	90
MONROE LA (MLU)	81.2	84.2	266	266	RENO NV (RNO)	79.2	81.5	1,301	1,300
MONTEREY CA (MRY)	81.0	83.7	416	416	RHINELANDER WI (RHI)	80.2	82.6	86	86
MONTGOMERY AL (MGM)	82.4	82.7	301	300	RICHMOND VA (RIC)	77.6	81.1	1,598	1,596
MONTROSE/DELTA CO (MTJ)	50.0	66.7	12	12	ROANOKE VA (ROA)	73.1	73.1	234	234
MOSINEE WI (CWA)	73.3	81.9	116	116	ROCHESTER MN (RST)	77.0	78.4	148	148
MUSKEGON MI (MKG)	71.7	71.7	60	60	ROCHESTER NY (ROC)	74.0	81.4	736	738
MYRTLE BEACH SC (MYR)	78.3	84.2	120	120	ROCK SPRINGS WY (RKS)	93.3	91.9	150	149
NASHVILLE TN (BNA)	76.5	74.3	4,727	4,724	ROSWELL NM (ROW)	76.7	79.1	86	86
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	76.8	80.4	56	56	SACRAMENTO CA (SMF)	79.7	80.1	3,506	3,506
NEW ORLEANS LA (MSY)	77.0	78.6	3,541	3,540	SAGINAW/BAY CITY/MIDLAND MI (MBS)	73.1	75.6	119	119
NEW YORK NY (JFK)	77.7	83.5	8,209	8,206	SALT LAKE CITY UT (SLC)	87.8	88.1	8,728	8,733
NEW YORK NY (LGA)	76.7	81.1	9,108	9,117	SAN ANGELO TX (SJT)	81.5	87.0	146	146
NEWARK NJ (EWR)	64.3	69.0	9,081	9,074	SAN ANTONIO TX (SAT)	74.6	79.4	2,928	2,928
NEWBURGH/POUGHKEEPSIE NY (SWF)	81.7	90.0	60	60	SAN DIEGO CA (SAN)	78.3	79.4	6,255	6,253
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	83.9	81.6	174	174	SAN FRANCISCO CA (SFO)	77.2	79.6	13,734	13,734
NOME AK (OME)	91.7	93.3	60	60	SAN JOSE CA (SJC)	78.5	80.1	3,514	3,514
NORFOLK VA (ORF)	76.6	81.8	1,069	1,068	SAN JUAN PR (SJU)	81.2	84.2	2,199	2,203
NORTH BEND/COOS BAY OR (OTH)	62.5	62.5	16	16	SAN LUIS OBISPO CA (SBP)	78.8	76.1	364	364
OAKLAND CA (OAK)	73.0	73.1	3,507	3,507	SANTA ANA CA (SNA)	83.4	82.0	3,215	3,215
OKLAHOMA CITY OK (OKC)	74.6	79.4	1,586	1,586	SANTA BARBARA CA (SBA)	80.7	79.5	703	704
OMAHA NE (OMA)	78.2	82.4	1,533	1,533	SANTA FE NM (SAF)	79.3	80.0	150	150

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
SANTA MARIA CA (SMX)	86.0	86.9	107	107	TRAVERSE CITY MI (TVC)	71.8	72.7	110	110
SARASOTA/BRADENTON FL (SRQ)	72.7	76.6	363	363	TRENTON NJ (TTN)	76.4	86.8	212	212
SAVANNAH GA (SAV)	75.6	74.6	775	775	TUCSON AZ (TUS)	79.2	84.9	1,413	1,414
SCRANTON/WILKES-BARRE PA (AVP)	74.4	87.3	160	158	TULSA OK (TUL)	75.8	82.4	1,573	1,573
SEATTLE WA (SEA)	86.2	88.1	8,438	8,435	TWIN FALLS ID (TWF)	89.6	92.2	115	115
SHREVEPORT LA (SHV)	75.7	77.3	577	576	TYLER TX (TYR)	83.1	85.4	213	212
SIOUX CITY IA (SUX)	76.8	78.6	56	56	VALDOSTA GA (VLD)	83.5	90.6	85	85
SIOUX FALLS SD (FSD)	71.1	80.3	553	552	VALPARAISO FL (VPS)	75.1	79.1	382	382
SITKA AK (SIT)	82.2	91.1	90	90	VERNAL UT (VEL)	90.4	92.3	52	52
SOUTH BEND IN (SBN)	81.7	82.7	371	370	WACO TX (ACT)	83.6	87.0	146	146
SPOKANE WA (GEG)	79.7	89.0	684	684	WATERLOO IA (ALO)	67.9	80.4	56	56
SPRINGFIELD IL (SPI)	76.0	82.2	146	146	WATERTOWN NY (ART)	78.6	83.9	56	56
SPRINGFIELD MO (SGF)	73.5	80.8	567	568	WEST PALM BEACH/PALM BEACH FL (PBI)	77.0	76.4	2,182	2,189
ST. GEORGE UT (SGU)	87.7	87.7	146	146	WHITE PLAINS NY (HPN)	74.0	82.6	608	608
ST. LOUIS MO (STL)	77.7	74.3	4,202	4,198	WICHITA FALLS TX (SPS)	80.0	82.5	120	120
STATE COLLEGE PA (SCE)	68.3	88.3	60	60	WICHITA KS (ICT)	75.2	81.1	770	769
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	87.0	87.3	54	55	WILLISTON ND (ISN)	77.8	83.0	230	230
SYRACUSE NY (SYR)	81.5	85.5	507	505	WILMINGTON DE (ILG)	78.9	89.5	57	57
TALLAHASSEE FL (TLH)	76.8	79.1	397	397	WILMINGTON NC (ILM)	83.3	84.8	198	198
TAMPA FL (TPA)	79.5	80.2	5,882	5,886	WORCESTER MA (ORH)	75.0	83.3	60	60
TEXARKANA AR (TXK)	80.2	86.0	86	86	WRANGELL AK (WRG)	91.7	96.7	60	60
TOLEDO OH (TOL)	75.6	79.1	86	86	YAKUTAT AK (YAK)	90.0	93.3	60	60
TOPEKA KS (FOE)	64.3	76.8	56	56	YUMA AZ (YUM)	86.4	88.4	258	258

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
EXPRESSJET	23	31,103	1,124	3.6	167	57,584	1,973	3.4
ENVOY***	19	18,766	581	3.1	131	34,044	1,087	3.2
SKYWEST	18	29,086	427	1.5	157	50,853	905	1.8
JETBLUE	24	14,598	211	1.4	57	20,974	303	1.4
AMERICAN*	28	64,418	357	0.6	95	78,172	432	0.6
-AMERICAN	28	34,862	99	0.3	79	43,570	138	0.3
-US AIRWAYS	27	29,556	258	0.9	76	34,602	294	0.8
SOUTHWEST**	24	56,967	305	0.5	89	107,318	587	0.5
-SOUTHWEST	24	51,054	283	0.6	89	99,109	551	0.6
-AIRTRAN	16	5,913	22	0.4	38	8,209	36	0.4
UNITED	28	34,320	128	0.4	78	39,498	174	0.4
HAWAIIAN	8	365	0	0.0	17	5,910	19	0.3
ALASKA	20	8,105	13	0.2	54	12,672	31	0.2
VIRGIN AMERICA	16	4,681	5	0.1	19	4,857	5	0.1
FRONTIER	21	4,577	3	0.1	60	5,972	6	0.1
DELTA	29	49,982	22	0.0	130	65,645	40	0.1
Total		316,968	3,176	1.0	Total	483,499	5,562	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.

APRIL 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*	**1,192**	**293**	**24.5**
EXPRESSJET	**7,277**	**879**	**12.0**
SKYWEST	**2,683**	**247**	**9.2**
JETBLUE	**748**	**60**	**8.0**
SOUTHWEST**	**15,481**	**459**	**3.0**
-SOUTHWEST	*14,353*	*426*	*2.9*
-AIRTRAN	*1,128*	*33*	*2.9*
UNITED	**4,616**	**81**	**1.7**
HAWAIIAN	**219**	**3**	**1.3**
ALASKA	**487**	**5**	**1.0**
FRONTIER	**447**	**4**	**0.8**
AMERICAN*	**3,710**	**88**	**2.4**
-AMERICAN	*1,504*	*11*	*0.7*
-US AIRWAYS	*2,206*	*77*	*3.4*
DELTA	**2,812**	**2**	**0.0**
VIRGIN AMERICA	**200**	**0**	**0.0**
TOTAL	**39,872**	**2,121**	**5.3**

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

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

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

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

***Formerly American Eagle Airlines.

APRIL 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 **	**78172**	**64654**	**82.71%**	**432**	**0.55%**	**218**	**0.28%**	**3873**	**4.95%**	**291**	**0.37%**	**4960**	**6.34%**	**37**	**0.05%**	**3706**	**4.74%**
AMERICAN	*43570*	*35845*	*82.27%*	*138*	*0.32%*	*176*	*0.40%*	*2100*	*4.82%*	*241*	*0.55%*	*2687*	*6.17%*	*5*	*0.01%*	*2377*	*5.46%*
US AIRWAYS	*34602*	*28809*	*83.26%*	*294*	*0.85%*	*42*	*0.12%*	*1773*	*5.12%*	*50*	*0.14%*	*2273*	*6.57%*	*32*	*0.09%*	*1329*	*3.84%*
ALASKA	**12672**	**11438**	**90.26%**	**31**	**0.24%**	**30**	**0.24%**	**297**	**2.34%**	**12**	**0.09%**	**549**	**4.33%**	**5**	**0.04%**	**311**	**2.46%**
JETBLUE	**20974**	**16226**	**77.36%**	**303**	**1.44%**	**38**	**0.18%**	**1167**	**5.56%**	**43**	**0.21%**	**1794**	**8.55%**	**12**	**0.06%**	**1391**	**6.63%**
DELTA	**65645**	**55917**	**85.18%**	**40**	**0.06%**	**103**	**0.16%**	**3023**	**4.61%**	**308**	**0.47%**	**3526**	**5.37%**	**2**	**0.00%**	**2726**	**4.15%**
EXPRESSJET	**57584**	**42722**	**74.19%**	**1973**	**3.43%**	**174**	**0.30%**	**3391**	**5.89%**	**156**	**0.27%**	**4043**	**7.02%**	**7**	**0.01%**	**5118**	**8.89%**
FRONTIER	**5972**	**4759**	**79.69%**	**6**	**0.10%**	**6**	**0.10%**	**244**	**4.09%**	**12**	**0.20%**	**559**	**9.36%**	**0**	**0.00%**	**386**	**6.46%**
HAWAIIAN	**5910**	**5558**	**94.04%**	**19**	**0.32%**	**6**	**0.10%**	**206**	**3.49%**	**1**	**0.02%**	**4**	**0.07%**	**1**	**0.02%**	**115**	**1.94%**
ENVOY ****	**34044**	**25602**	**75.20%**	**1087**	**3.19%**	**98**	**0.29%**	**1586**	**4.66%**	**419**	**1.23%**	**2615**	**7.68%**	**7**	**0.02%**	**2631**	**7.73%**
SKYWEST	**50853**	**41159**	**80.94%**	**905**	**1.78%**	**100**	**0.20%**	**2141**	**4.21%**	**118**	**0.23%**	**2429**	**4.78%**	**9**	**0.02%**	**3992**	**7.85%**
UNITED	**39498**	**32310**	**81.80%**	**174**	**0.44%**	**80**	**0.20%**	**2061**	**5.22%**	**142**	**0.36%**	**2891**	**7.32%**	**0**	**0.00%**	**1840**	**4.66%**
VIRGIN AMERICA	**4857**	**4202**	**86.51%**	**5**	**0.10%**	**6**	**0.12%**	**118**	**2.43%**	**81**	**1.68%**	**258**	**5.32%**	**2**	**0.04%**	**184**	**3.78%**
SOUTHWEST ***	**107318**	**80528**	**75.04%**	**587**	**0.55%**	**197**	**0.18%**	**7727**	**7.20%**	**354**	**0.33%**	**4160**	**3.88%**	**30**	**0.03%**	**13736**	**12.80%**
SOUTHWEST	*99109*	*73580*	*74.24%*	*551*	*0.56%*	*187*	*0.19%*	*7410*	*7.48%*	*338*	*0.34%*	*3741*	*3.77%*	*30*	*0.03%*	*13273*	*13.39%*
AIRTRAN	*8209*	*6948*	*84.64%*	*36*	*0.44%*	*10*	*0.12%*	*317*	*3.86%*	*16*	*0.19%*	*419*	*5.10%*	*0*	*0.00%*	*463*	*5.64%*
TOTAL	**483499**	**385075**	**79.64%**	**5562**	**1.15%**	**1056**	**0.22%**	**25834**	**5.34%**	**1936**	**0.40%**	**27787**	**5.75%**	**113**	**0.02%**	**36136**	**7.47%**

*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.**
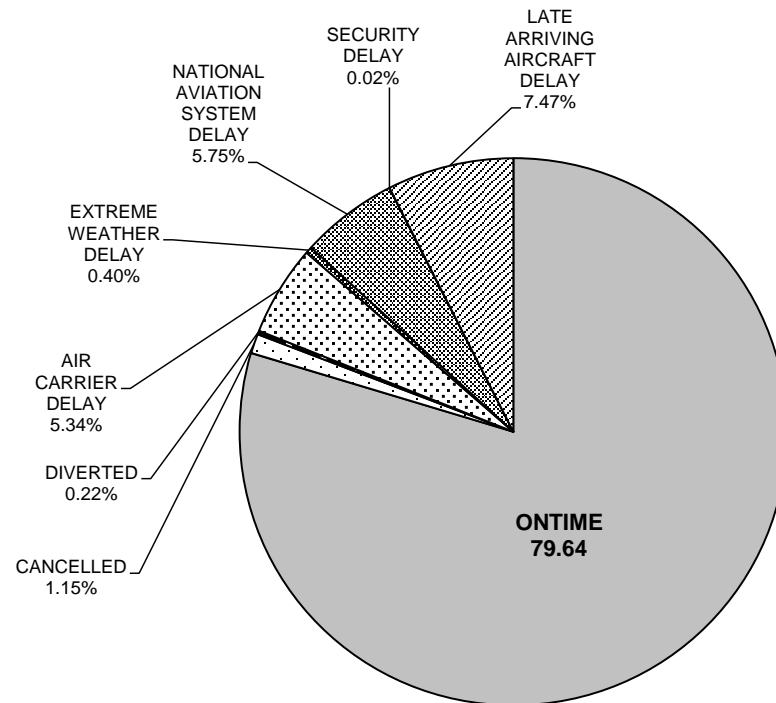
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's 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' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.
****Formerly American Eagle Airlines.

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

SECURITY DELAY
0.02%

LATE ARRIVING AIRCRAFT DELAY
7.47%

NATIONAL AVIATION SYSTEM DELAY
5.75%

EXTREME WEATHER DELAY
0.40%

AIR CARRIER DELAY
5.34%

DIVERTED
0.22%

CANCELLED
1.15%

ONTIME
79.64

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

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

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

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

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

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

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
VIRGIN ATLANTIC	15	LGW	MCO	4/30/2014	Diversion Airport	267

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
AMERICAN*	**78,172**	**38**	**0.05**
-AMERICAN	*43,570*	*21*	*0.05*
-US AIRWAYS	*34,602*	*17*	*0.05*
VIRGIN AMERICA	**4,857**	**2**	**0.04**
ENVOY*	**34,044**	**14**	**0.04**
EXPRESSJET	**57,584**	**23**	**0.04**
UNITED	**39,498**	**11**	**0.03**
FRONTIER	**5,972**	**1**	**0.02**
DELTA	**65,645**	**10**	**0.02**
SKYWEST	**50,853**	**5**	**0.01**
ALASKA	**12,672**	**1**	**0.01**
SOUTHWEST**	**107,318**	**4**	**0.00**
-SOUTHWEST	*99,109*	*3*	*0.00*
-AIRTRAN	*8,209*	*1*	*0.01*
HAWAIIAN	**5,910**	**0**	**0.00**
JETBLUE	**20,974**	**0**	**0.00**
TOTAL	**483,499**	**109**	**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.

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

***Formerly American Eagle Airlines.

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.

<table>
<tr><td colspan="2"><u>Airports Covered by the Rule (14 CFR PART 234 *)</u></td></tr>
<tr><td>Atlanta: Hartsfield-Jackson</td><td>ATL</td></tr>
<tr><td>Balt/Wash: Thurgood Marshall</td><td>BWI</td></tr>
<tr><td>Boston: Logan International</td><td>BOS</td></tr>
<tr><td>Charlotte: Douglas</td><td>CLT</td></tr>
<tr><td>Chicago: Midway</td><td>MDW</td></tr>
<tr><td>Chicago: O'Hare</td><td>ORD</td></tr>
<tr><td>Dallas-Fort Worth: International</td><td>DFW</td></tr>
<tr><td>Denver: International</td><td>DEN</td></tr>
<tr><td>Detroit: Metro Wayne County</td><td>DTW</td></tr>
<tr><td>Ft. Lauderdale: International</td><td>FLL</td></tr>
<tr><td>Houston: George Bush</td><td>IAH</td></tr>
<tr><td>Las Vegas: McCarran International</td><td>LAS</td></tr>
<tr><td>Los Angeles: International</td><td>LAX</td></tr>
<tr><td>Miami: International</td><td>MIA</td></tr>
<tr><td>Minneapolis-St. Paul: International</td><td>MSP</td></tr>
<tr><td>Newark: Liberty International</td><td>EWR</td></tr>
<tr><td>New York: JFK International</td><td>JFK</td></tr>
<tr><td>New York: LaGuardia</td><td>LGA</td></tr>
<tr><td>Orlando: International</td><td>MCO</td></tr>
<tr><td>Philadelphia: International</td><td>PHL</td></tr>
<tr><td>Phoenix: Sky Harbor International</td><td>PHX</td></tr>
<tr><td>Portland: International</td><td>PDX</td></tr>
<tr><td>Salt Lake City: International</td><td>SLC</td></tr>
<tr><td>San Diego: Lindbergh Field</td><td>SAN</td></tr>
<tr><td>San Francisco: International</td><td>SFO</td></tr>
<tr><td>Seattle-Tacoma: International</td><td>SEA</td></tr>
<tr><td>Tampa: Tampa International</td><td>TPA</td></tr>
<tr><td>Washington: Dulles</td><td>IAD</td></tr>
<tr><td>Washington: Reagan National</td><td>DCA</td></tr>
</table>

<u>Air Carriers Required to Report Data to DOT and to CRS Vendors</u> *

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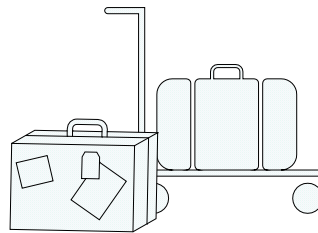
MISHANDLED BAGGAGE REPORTS
FILED BY PASSENGERS
U.S. AIRLINES[*]

RANK	AIRLINE	APRIL 2014			APRIL 2013		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	431	540,562	0.80	470	525,195	0.89
2	FRONTIER AIRLINES	1,134	820,140	1.38	1,361	723,218	1.88
3	JETBLUE AIRWAYS	4,054	2,327,822	1.74	4,176	2,237,733	1.87
4	DELTA AIR LINES	17,056	9,135,664	1.87	16,825	8,321,457	2.02
5	HAWAIIAN AIRLINES	1,386	736,899	1.88	1,409	723,210	1.95
6	ALASKA AIRLINES	3,282	1,568,148	2.09	4,181	1,503,166	2.78
7	UNITED AIRLINES	14,640	5,502,031	2.66	17,848	5,512,193	3.24
8	AMERICAN AIRLINES**	30,624	10,198,782	3.00	**	**	**
	-AMERICAN	17,231	5,722,752	3.01	18,219	5,576,262	3.27
	-US AIRWAYS	13,393	4,476,030	2.99	9,185	4,299,147	2.14
9	SKYWEST AIRLINES	8,003	2,227,136	3.59	9,752	2,209,639	4.41
10	SOUTHWEST AIRLINES***	42,125	11,505,166	3.66	***	***	***
	-SOUTHWEST AIRLINES	39,056	10,746,786	3.63	35,451	9,899,264	3.58
	-AIRTRAN AIRWAYS	3,069	758,380	4.05	4,151	1,549,571	2.68
11	EXPRESSJET AIRLINES	9,817	2,470,734	3.97	12,361	2,630,831	4.70
12	ENVOY AIR*****	8,822	1,351,296	6.53	9,300	1,368,706	6.79
	TOTALS****	141,374	48,384,380	2.92	144,689	47,079,592	3.07

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

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

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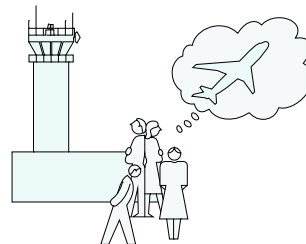
PASSENGERS DENIED BOARDING

BY U.S. AIRLINES[*]

		JANUARY - MARCH 2014				JANUARY - MARCH 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	JETBLUE AIRWAYS	469	24	6,696,787	**0.04**	170	1	6,765,286	**0.00**
2	HAWAIIAN AIRLINES	94	25	2,400,372	**0.10**	332	51	2,397,157	**0.21**
3	VIRGIN AMERICA	236	25	1,459,461	**0.17**	119	11	1,319,210	**0.08**
4	ALASKA AIRLINES	1,026	248	4,384,631	**0.57**	1,155	190	4,203,186	**0.45**
5	AMERICAN AIRLINES**	16,812	2,389	32,468,785	**0.74**	**	**	**	**
	-US AIRWAYS	*6,837*	*1,125*	*14,051,796*	*0.80*	6,399	1,006	13,761,795	**0.73**
	-AMERICAN	*9,975*	*1,264*	*18,416,989*	*0.69*	12,822	1,025	18,267,561	**0.56**
6	DELTA AIR LINES	24,329	1,878	25,357,895	**0.74**	22,445	1,277	24,130,377	**0.53**
7	FRONTIER AIRLINES	655	286	2,401,997	**1.19**	492	180	2,264,114	**0.80**
8	SOUTHWEST AIRLINES***	20,472	4,185	30,780,648	**1.36**	***	***	***	***
	-SOUTHWEST	*17,750*	*3,375*	*28,019,628*	*1.20*	17,307	3,185	26,269,242	**1.21**
	-AIRTRAN	*2,722*	*810*	*2,761,020*	*2.93*	10,336	841	4,525,112	**1.86**
9	AMERICAN EAGLE AIRLINES	5,175	766	3,712,100	**2.06**	5,320	543	3,970,731	**1.37**
10	UNITED AIRLINES	21,469	4,395	17,894,200	**2.46**	14,093	2,592	18,143,463	**1.43**
11	EXPRESSJET AIRLINES	16,093	2,810	6,805,801	**4.13**	13,100	1,763	7,107,265	**2.48**
12	SKYWEST AIRLINES	11,956	2,629	6,149,038	**4.28**	10,542	1,843	6,314,061	**2.92**
	TOTALS****	118,786	19,660	140,511,715	**1.40**	114,632	14,508	139,438,560	**1.04**

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

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

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

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

	APRIL 2014				APRIL 2013			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	891	92	0	234	859	88	3	111
FOREIGN AIRLINES	333	3	0	59	194	6	0	24
TRAVEL AGENTS	19	0	0	7	13	2	0	6
TOUR OPERATORS	0	0	0	0	0	0	0	1
MISCELLANEOUS	16	4	0	21	19	32	0	18
INDUSTRY TOTALS	1,259	99	0	321	1,085	128	3	160

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES[*]

COMPLAINT CATEGORY	APRIL 2014			APRIL 2013		
	RANKING	COMPLAINTS[**]	SUB-CATEGORY	RANKING	COMPLAINTS[**]	SUB-CATEGORY
FLIGHT PROBLEMS	1	369		1	327	
CANCELLATIONS			155			119
DELAYS			112			127
MISCONNECTIONS			68			44
RES/TKTG/BOARDING	2	293		4	153	
BAGGAGE	3	167		3	168	
CUSTOMER SERVICE	4	124		2	182	
REFUNDS	5	105		5	71	
DISABILITY	6	68		6	61	
OVERSALES	7	51		7	45	
OTHER	8	34		9	32	
FREQUENT FLYER			16			16
FARES	9	32		8	33	
ADVERTISING	10	10		11	6	
DISCRIMINATION	11	6		10	6	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		1,259			1,085	

*   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*

APRIL 2014

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	1	3	0	0	1	1	3	2	0	0	0	0	11
ALLEGIANT AIR	15	0	6	1	7	4	6	1	0	0	0	0	40
AMERICAN AIRLINES	24	2	18	2	22	17	9	8	0	0	0	7	109
DELTA AIR LINES	28	8	21	2	2	10	10	7	1	1	0	4	94
ENDEAVOR AIR	4	1	0	0	0	1	0	0	0	0	0	0	6
ENVOY AIR***	14	4	0	0	0	6	1	3	0	0	0	0	28
EXPRESSJET AIRLINES	15	0	0	0	0	0	1	0	0	0	0	1	17
FRONTIER AIRLINES	11	2	9	0	2	6	5	3	0	1	0	0	39
GREAT LAKES AVIATION	4	1	0	0	1	0	2	0	0	0	0	0	8
HAWAIIAN AIRLINES	1	0	2	0	2	1	1	0	0	0	0	0	7
JETBLUE AIRWAYS	10	1	3	1	4	4	3	2	0	0	0	1	29
PIEDMONT AIRLINES	13	2	0	0	0	1	2	2	0	0	0	0	20
REPUBLIC AIRLINES	14	0	1	0	1	0	0	0	0	0	0	0	16
SHUTTLE AMERICA	4	0	0	0	0	0	1	1	0	0	0	0	6
SILVER AIRWAYS	8	0	0	0	1	2	0	0	0	0	0	0	11
SKYWEST AIRLINES	17	2	1	0	0	1	0	0	0	0	0	0	21
SOUTHWEST AIRLINES	18	4	2	2	1	3	3	4	0	1	0	2	40
SPIRIT AIRLINES	15	5	10	3	6	8	12	6	1	1	0	1	68
TRANS STATES AIRLINES	4	1	0	0	0	1	0	0	0	0	0	0	6
UNITED AIRLINES	48	5	22	4	16	23	20	11	1	1	0	7	158
US AIRWAYS	44	4	23	9	10	15	12	8	1	1	0	1	128
OTHER U.S. AIRLINES	18	0	3	0	0	3	3	1	0	0	0	1	29
TOTAL APRIL 2014	330	45	121	24	76	107	94	59	4	6	0	25	891
% OF TOTAL COMPLAINTS	37.0	5.1	13.6	2.7	8.5	12.0	10.5	6.6	0.4	0.7	0.0	2.8	
TOTAL APRIL 2013	286	35	109	23	53	116	150	55	4	6	1	21	859
% OF TOTAL COMPLAINTS	33.3	4.1	12.7	2.7	6.2	13.5	17.5	6.4	0.5	0.7	0.1	2.4	

* 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

APRIL 2014

U.S. AIRLINES* ALPHABETICAL	COMPS RECD IN APR	INCI- DENTS IN APR	PERCENT	INCI- DENTS IN MARC	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	11	7	63.6	3	27.3	1	9.1	0	0.0
ALLEGIANT AIR	40	12	30.0	7	17.5	17	42.5	4	10.0
AMERICAN AIRLINES	109	33	30.3	19	17.4	41	37.6	16	14.7
DELTA AIR LINES	94	38	40.4	19	20.2	28	29.8	9	9.6
ENDEAVOR AIR	6	4	66.7	1	16.7	1	16.7	0	0.0
ENVOY AIR**	28	19	67.9	4	14.3	4	14.3	1	3.6
EXPRESSJET AIRLINES	17	9	52.9	3	17.6	5	29.4	0	0.0
FRONTIER AIRLINES	39	24	61.5	7	17.9	8	20.5	0	0.0
GREAT LAKES AVIATION	8	2	25.0	2	25.0	4	50.0	0	0.0
HAWAIIAN AIRLINES	7	2	28.6	0	0.0	5	71.4	0	0.0
JETBLUE AIRWAYS	29	11	37.9	4	13.8	12	41.4	2	6.9
PIEDMONT AIRLINES	20	12	60.0	7	35.0	1	5.0	0	0.0
REPUBLIC AIRLINES	16	10	62.5	2	12.5	3	18.8	1	6.2
SHUTTLE AMERICA	6	2	33.3	2	33.3	2	33.3	0	0.0
SILVER AIRWAYS	11	6	54.5	4	36.4	0	0.0	1	9.1
SKYWEST AIRLINES	21	9	42.9	8	38.1	3	14.3	1	4.8
SOUTHWEST AIRLINES	40	19	47.5	8	20.0	8	20.0	5	12.5
SPIRIT AIRLINES	68	31	45.6	14	20.6	14	20.6	9	13.2
TRANS STATES AIRLINES	6	6	100.0	0	0.0	0	0.0	0	0.0
UNITED AIRLINES	158	61	38.6	31	19.6	50	31.6	16	10.1
US AIRWAYS	128	38	29.7	24	18.8	52	40.6	14	10.9
OTHER U.S. AIRLINES	29	13	44.8	5	17.2	6	20.7	5	17.2
TOTALS	891	368	41.3	174	19.5	265	29.7	84	9.4
PREVIOUS YEAR'S TOTALS	859	407	47.4	174	20.3	203	23.6	75	8.7

*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.'

** FORMERLY AMERICAN EAGLE AIRLINES

Table 5

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

APRIL 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	4	2	7	0	0	0	2	2	0	0	0	1	18
AIR CANADA	9	1	5	3	4	2	10	1	0	0	0	0	35
AIR FRANCE	0	0	2	1	1	2	1	0	1	0	0	0	8
AIR INDIA	0	0	0	0	0	3	1	1	0	0	0	0	5
ALITALIA AIRLINES	2	0	2	0	0	6	0	0	0	0	0	0	10
BRITISH AIRWAYS	1	0	5	0	3	1	3	0	0	0	0	1	14
COPA	0	0	1	1	2	2	0	0	0	0	0	0	6
EMIRATES AIRLINES	4	0	1	0	0	4	1	0	0	0	0	0	10
ETIHAD AIRWAYS	1	0	3	0	1	3	0	1	0	0	0	0	9
IBERIA AIRLINES	0	0	0	0	0	3	0	2	1	0	0	0	6
LUFTHANSA	1	0	1	0	0	3	0	0	0	0	0	0	5
PHILIPPINE AIRLINES	1	0	1	0	3	0	0	0	0	0	0	0	5
TURKISH AIRLINES	0	0	0	0	1	2	2	0	0	0	0	0	5
WIDEROE	0	0	116	0	0	0	0	0	0	0	0	0	116
OTHER FOREIGN AIRLINES	15	3	14	1	10	28	8	1	0	0	0	1	81
TOTALS	38	6	158	6	25	59	28	8	2	0	0	3	333
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	12	1	2	0	1	0	2	0	0	1	19
TOTALS	0	0	12	1	2	0	1	0	2	0	0	1	19
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
MISCELLANEOUS													
OTHER MISCELLANEOUS	1	0	2	1	2	1	1	1	2	0	0	5	16
TOTALS	1	0	2	1	2	1	1	1	2	0	0	5	16

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

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

TABLE 6

CONSUMER COMPLAINTS: RANKINGS

U.S. AIRLINES *

RANK	AIRLINE	APRIL 2014			APRIL 2013		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES***	44	11,498,759	0.38	***	***	***
	-SOUTHWEST AIRLINES	40	10,574,464	0.38	30	9,649,709	0.31
	-AIRTRAN AIRWAYS	4	924,295	0.43	10	1,608,893	0.62
2	VIRGIN AMERICA	3	559,420	0.54	7	538,485	1.30
3	EXPRESSJET AIRLINES	17	2,660,132	0.64	34	2,776,727	1.22
4	ALASKA AIRLINES	11	1,688,189	0.65	10	1,614,554	0.62
5	DELTA AIR LINES	94	10,785,152	0.87	70	9,798,261	0.71
6	HAWAIIAN AIRLINES	7	778,720	0.90	9	772,346	1.17
7	SKYWEST AIRLINES	21	2,280,856	0.92	21	2,253,268	0.93
8	JETBLUE AIRWAYS	29	2,688,775	1.08	17	2,548,218	0.67
9	AMERICAN AIRLINES**	237	12,222,436	1.94	**	**	**
	-AMERICAN AIRLINES	109	7,283,633	1.50	162	7,035,916	2.30
	-US AIRWAYS	128	4,938,803	2.59	78	4,740,824	1.65
10	ENVOY AIR*****	28	1,408,381	1.99	24	1,448,438	1.66
11	UNITED AIRLINES	158	7,391,446	2.14	185	7,315,673	2.53
12	FRONTIER AIRLINES	39	805,320	4.84	13	730,332	1.78
	TOTAL****	688	54,767,586	1.26	670	52,831,644	1.27

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of April 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 April 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 April.

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[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
370	.0006	44	.00008	113	.0002	320	.0006

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

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

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

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.

**April 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
United		1	
Total	0	1	0