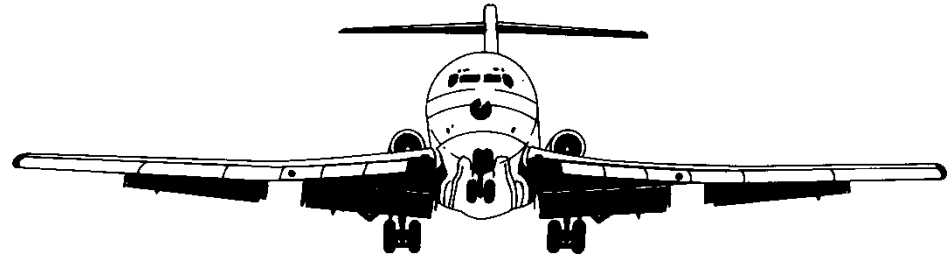




U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: May 2014



Flight Delays¹

March 2014
12 Months Ending March 2014

Mishandled Baggage¹

March 2014
January – March 2014

Oversales¹

1st Quarter 2014

Consumer Complaints²
(Includes Disability and
Discrimination Complaints)

March 2014
January – March 2014

**Customer Service Reports to
the Dept. of Homeland Security³**

March 2014

Airline Animal Incident Reports⁴

March 2014

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

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

³ Data provided by the Department of Homeland Security, Transportation Security Administration

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

MARCH 2014

AIR TRAVEL CONSUMER REPORT

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

	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
CARRIER*	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	91.6
ALASKA AIRLINES S/	20	89.5	54	88.2
VIRGIN AMERICA S/	16	86.2	19	86.4
DELTA AIR LINES S/	29	84.4	131	84.3
AMERICAN AIRLINES** S/	28	81.1	99	80.5
-AMERICAN AIRLINES S/	28	80.6	84	79.8
-US AIRWAYS S/	27	81.6	76	81.4
UNITED AIRLINES S/	28	79.6	78	79.4
SKYWEST AIRLINES S/	22	78.6	160	78.8
JETBLUE AIRWAYS S/	24	76.3	57	77.2
FRONTIER AIRLINES S/	21	75.2	55	75.1
AMERICAN EAGLE S/	19	72.2	132	73.4
SOUTHWEST AIRLINES*** S/	24	73.1	89	72.9
-SOUTHWEST AIRLINES S/	24	72.3	89	72.2
-AIRTRAN AIRWAYS S/	16	80.0	38	80.3
EXPRESSJET AIRLINES S/	23	71.9	166	70.9
TOTAL		78.3		77.6

➤ 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.

MARCH 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		Jan-14		Feb-14		Mar-14		12 Months Ending Mar 2014	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	88.0	2	85.7	2	87.7	2	87.3	2	87.8	2	85.7	2	88.2	2	87.1	2
AMERICAN**	72.8	14	79.4	7	78.3	11	77.6	5	76.5	4	73.9	4	80.5	5	77.1	7
-AMERICAN	72.8	14	79.4	7	78.3	11	76.6	(--)	75.6	(--)	74.0	(--)	79.8	(--)	(--)	(--)
-US AIRWAYS	78.7	5	80.9	5	84.0	5	77.8	(--)	77.6	(--)	73.8	(--)	81.4	(--)	(--)	(--)
AMERICAN EAGLE	66.2	16	73.3	15	74.5	13	66.3	11	59.1	10	66.5	9	73.4	10	70.1	12
DELTA	82.5	3	83.1	3	86.5	4	77.6	4	70.2	7	77.5	3	84.3	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	56.0	12	59.0	12	70.9	12	70.7	11
FRONTIER	73.4	12	74.3	14	73.0	15	67.3	9	61.8	9	64.2	11	75.1	9	72.2	10
HAWAIIAN	92.8	1	94.8	1	93.8	1	91.6	1	92.8	1	90.1	1	91.6	1	93.3	1
JETBLUE	73.9	11	72.6	16	78.0	12	66.5	10	56.9	11	64.6	10	77.2	8	72.8	9
MESA****	73.3	13	76.7	11	79.2	10	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
SKYWEST	79.7	4	79.6	6	80.1	8	74.2	6	72.3	5	71.1	6	78.8	7	78.5	5
SOUTHWEST***	76.7	8	75.4	13	71.8	16	69.0	8	63.3	8	70.8	7	72.9	11	73.2	8
-SOUTHWEST	76.7	8	75.4	13	71.8	16	68.6	(--)	63.0	(--)	70.4	(--)	72.2	(--)	(--)	(--)
-AIRTRAN	76.7	7	77.9	9	79.4	9	73.6	(--)	65.9	(--)	75.0	(--)	80.3	(--)	(--)	(--)
UNITED	75.6	10	79.0	8	81.2	7	73.7	7	71.1	6	70.0	8	79.4	6	77.4	6
VIRGIN AMERICA	76.3	9	77.1	10	86.6	3	81.6	3	84.3	3	73.2	5	86.4	3	80.4	4
Total	76.2		78.4		78.8		72.2		67.7		70.7		77.6		76.4	

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

* 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.

MARCH 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**	853	79.6	2531	80.3	645	78.0	8057	83.9	2580	77.9	820	79.8	13955	81.5	513	86.2
-AMERICAN	411	80.5	917	83.1	243	80.2	176	77.3	769	79.3	417	77.9	13372	81.4	202	83.2
-US AIRWAYS	442	78.7	1614	78.7	402	76.6	7881	84.1	1811	77.3	403	81.6	583	83.0	311	88.1
ALASKA	62	88.7	118	96.6	H/		H/		124	79.0	124	91.1	93	87.1	H/	
JETBLUE	H/		3511	79.0	143	83.2	119	84.0	543	71.5	88	72.7	83	62.7	65	86.2
DELTA	18916	84.1	907	86.9	652	84.0	471	83.9	792	78.9	621	82.1	486	83.5	4339	86.5
EXPRESSJET	7402	73.0	97	79.4	52	59.6	495	67.9	199	61.3	1685	70.6	1449	69.1	2389	77.7
FRONTIER	61	70.5	H/		H/		18	50.0	88	70.5	2726	76.8	121	75.2	43	62.8
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
AMERICAN EAGLE	405	68.6	H/		97	68.0	418	75.8	617	61.3	140	71.4	6884	75.5	345	75.7
SKYWEST	287	74.6	10	90.0	H/		7	57.1	24	66.7	4087	75.2	371	65.5	565	83.9
UNITED	52	82.7	1059	82.0	251	77.7	26	73.1	500	73.2	3868	81.7	147	74.8	45	68.9
VIRGIN AMERICA	H/		110	94.5	H/		H/		31	90.3	H/		171	89.5	H/	
SOUTHWEST***	4664	79.7	979	78.0	5970	74.6	181	62.4	521	80.4	4837	74.1	H/		691	71.8
-SOUTHWEST	1370	75.0	699	77.0	5570	73.9	181	62.4	217	74.2	4777	74.3	H/		502	71.1
-AIRTRAN	3294	81.6	280	80.7	400	83.2	H/		304	84.9	60	53.3	H/		189	73.5
TOTAL	32702	80.6	9322	80.8	7810	75.7	9792	82.3	6019	74.9	18996	76.5	23760	78.7	8995	82.2

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

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MARCH 2014

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	643	78.1	1031	69.0	269	84.0	874	81.9	1472	83.6	1404	78.6	3254	79.5	2404	77.5
-AMERICAN	269	77.7	394	65.7	269	84.0	380	77.1	1169	85.0	866	76.8	2722	79.7	1266	80.6
-US AIRWAYS	374	78.3	637	71.0	H/		494	85.6	303	77.9	538	81.6	532	78.4	1138	74.1
ALASKA	57	84.2	31	90.3	H/		31	83.9	H/		423	91.0	570	90.5	H/	
JETBLUE	641	75.5	1565	71.1	190	77.4	H/		3621	77.3	274	81.0	234	68.4	527	69.4
DELTA	413	87.2	1043	78.3	171	80.1	220	79.5	1837	88.7	1088	83.9	1764	82.4	2163	80.3
EXPRESSJET	3506	67.1	26	50.0	2332	68.1	7357	77.2	123	56.1	H/		H/		1107	65.0
FRONTIER	H/		52	63.5	H/		68	75.0	H/		174	78.7	114	70.2	31	74.2
HAWAIIAN	H/		H/		H/		H/		22	90.9	75	94.7	93	88.2	H/	
AMERICAN EAGLE	47	51.1	H/		H/		207	67.6	651	66.7	H/		562	68.0	1374	70.1
SKYWEST	H/		H/		149	71.8	1278	73.2	H/		700	78.3	5571	78.1	10	70.0
UNITED	3878	83.3	684	74.0	1779	81.5	5335	82.2	409	81.7	1059	82.2	2594	77.3	620	76.9
VIRGIN AMERICA	166	89.8	138	87.7	116	90.5	H/		296	86.1	312	90.1	1166	87.0	H/	
SOUTHWEST***	516	68.8	2031	68.2	209	79.9	H/		H/		6453	74.0	3125	67.5	783	71.0
-SOUTHWEST	516	68.8	1915	67.7	209	79.9	H/		H/		6334	74.0	3094	67.5	572	68.5
-AIRTRAN	H/		116	76.7	H/		H/		H/		119	73.9	31	67.7	211	77.7
TOTAL	9867	76.1	6601	71.6	5215	75.3	15370	78.8	8431	80.3	11962	77.8	19047	77.4	9019	74.4

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

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MARCH 2014

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	1668	79.0	H/		4734	83.5	606	77.9	4748	79.8	376	79.5	4293	78.0	5774	87.5
-AMERICAN	852	80.8	H/		4391	83.7	216	71.8	4127	80.3	186	74.2	291	76.6	509	76.8
-US AIRWAYS	816	77.1	H/		343	80.2	390	81.3	621	76.8	190	84.7	4002	78.1	5265	88.5
ALASKA	63	93.7	H/		H/		62	90.3	137	90.5	1105	90.0	31	87.1	252	91.3
JETBLUE	1603	78.5	H/		H/		H/		181	77.3	80	77.5	150	67.3	62	77.4
DELTA	1542	83.9	213	83.6	805	83.7	4795	87.1	521	79.3	421	84.8	545	77.4	720	86.5
EXPRESSJET	37	81.1	138	75.4	39	66.7	770	77.0	4176	67.7	H/		60	53.3	1	100.0
FRONTIER	153	73.9	87	73.6	H/		108	77.8	H/		114	68.4	H/		140	77.1
HAWAIIAN	H/		H/		H/		H/		H/		31	96.8	H/		31	74.2
AMERICAN EAGLE	H/		H/		1682	82.9	156	68.6	5784	68.4	H/		47	70.2	H/	
SKYWEST	H/		4	100.0	4	75.0	1220	86.2	2510	71.1	1102	83.8	H/		2034	87.6
UNITED	1199	81.4	H/		344	81.7	163	77.9	4750	76.2	426	76.3	307	76.2	638	82.1
VIRGIN AMERICA	36	97.2	H/		H/		H/		115	86.1	85	89.4	61	90.2	H/	
SOUTHWEST***	4163	74.5	6976	76.2	H/		737	64.3	H/		911	69.0	995	65.9	5086	71.0
-SOUTHWEST	3550	73.7	6640	76.1	H/		610	63.0	H/		911	69.0	883	64.0	5086	71.0
-AIRTRAN	613	79.0	336	78.3	H/		127	70.9	H/		H/		112	81.2	H/	
TOTAL	10464	78.2	7418	76.3	7608	83.2	8617	82.9	22922	73.1	4651	81.1	6489	75.6	14738	81.4

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

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

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

MARCH 2014

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	779	80.0	658	77.7	1335	73.6	372	80.1	1172	79.7
-AMERICAN	451	77.2	393	76.1	897	73.5	155	75.5	491	78.4
-US AIRWAYS	328	83.8	265	80.0	438	73.7	217	83.4	681	80.6
ALASKA	446	92.2	3897	89.5	380	81.8	62	95.2	H/	
JETBLUE	115	68.7	150	75.3	353	75.6	93	92.5	521	73.3
DELTA	535	86.0	722	83.1	655	78.6	2893	88.8	1037	82.1
EXPRESSJET	H/		H/		H/		54	72.2	39	82.1
FRONTIER	124	73.4	103	64.1	113	70.8	132	73.5	61	82.0
HAWAIIAN	31	90.3	62	96.8	31	100.0	H/		H/	
AMERICAN EAGLE	94	71.3	H/		H/		62	66.1	62	59.7
SKYWEST	839	78.8	798	84.0	4212	69.7	4639	88.8	H/	
UNITED	665	78.0	779	80.4	4085	76.7	134	79.9	648	77.8
VIRGIN AMERICA	135	85.9	192	92.2	1406	81.0	H/		H/	
SOUTHWEST***	2667	73.8	910	66.9	1276	63.7	930	67.2	2959	72.6
-SOUTHWEST	2667	73.8	910	66.9	1245	63.7	930	67.2	2589	71.8
-AIRTRAN	H/		H/		31	64.5	H/		370	78.4
TOTAL	6430	78.1	8271	83.7	13846	73.7	9371	85.8	6499	76.0

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

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

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

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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	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	91.9	87.9	82.3	88.6	82.9	81.8	88.7	91.0	86.3	100.0	81.2	87.5	87.1	96.1	88.8	J/	81.4	91.7
700 - 759 AM	92.0	85.0	89.4	82.8	78.6	86.0	86.5	89.8	80.9	80.7	77.6	87.0	88.9	95.1	87.0	77.3	93.8	83.5
800 - 859 AM	85.6	82.3	87.3	88.7	78.7	86.6	83.1	86.1	83.5	91.7	84.8	82.3	90.4	93.3	90.2	82.2	90.9	84.4
900 - 959 AM	85.3	87.4	87.5	79.5	79.8	87.1	82.9	81.7	88.2	88.4	88.9	86.3	86.9	89.7	83.3	79.3	87.4	90.6
1000 - 1059 AM	86.3	84.5	89.9	86.6	83.4	82.5	83.3	85.2	89.2	82.4	88.6	81.9	82.2	86.4	82.3	81.5	85.2	87.2
1100 - 1159 AM	85.8	87.3	85.1	87.7	81.9	81.5	82.8	83.3	82.6	72.4	77.1	84.8	87.2	80.9	78.4	81.2	80.7	85.8
1200 - 1259 PM	84.0	88.2	84.8	83.1	77.5	78.6	83.1	82.7	82.8	72.7	83.9	81.4	85.1	80.4	79.2	82.5	78.8	88.7
100 - 159 PM	81.2	83.7	80.3	84.0	82.6	77.1	81.0	78.4	83.4	78.6	82.9	80.9	78.6	79.0	77.5	78.6	81.1	79.1
200 - 259 PM	78.6	84.6	76.2	74.4	74.6	71.6	76.1	82.5	80.6	78.4	77.3	79.8	78.5	76.8	77.2	72.7	78.3	80.9
300 - 359 PM	79.8	84.3	79.1	82.8	73.3	71.0	78.1	85.2	73.1	75.8	76.9	78.2	81.0	72.4	77.5	72.8	76.2	74.3
400 - 459 PM	79.4	79.2	79.6	79.1	79.7	73.2	77.6	84.7	75.9	70.0	70.0	75.8	82.0	73.9	77.4	72.4	81.8	64.3
500 - 559 PM	77.7	79.6	69.9	81.0	76.3	70.2	73.3	75.2	70.3	66.6	81.5	72.9	80.2	70.8	72.0	71.0	73.8	74.2
600 - 659 PM	73.5	76.2	74.0	80.3	72.9	72.1	73.7	78.8	70.0	57.3	72.2	75.5	72.8	73.2	71.3	70.5	72.4	66.8
700 - 759 PM	72.3	70.3	57.0	76.3	71.3	66.5	70.9	80.2	59.9	64.5	79.6	72.9	71.6	68.4	72.8	71.4	78.2	72.4
800 - 859 PM	73.0	74.6	63.3	77.4	68.0	65.7	73.4	82.1	64.7	56.7	66.7	70.4	76.0	69.5	73.6	67.5	72.9	71.1
900 - 959 PM	78.9	75.2	64.1	77.7	67.7	72.0	75.4	79.1	63.9	64.5	71.9	72.5	71.3	71.6	69.4	67.6	68.8	63.9
1000 - 1059 PM	78.3	77.3	61.6	66.7	69.2	75.0	75.4	75.4	68.9	69.4	66.0	70.7	72.2	69.8	71.4	69.5	70.4	62.5
1100 - 559 AM	77.1	79.9	65.9	77.5	66.8	68.8	85.5	77.6	79.6	70.8	79.7	78.9	81.5	73.6	78.2	72.7	73.8	62.6
TOTAL, ALL ARRIVALS, BY AIRPORT	80.6	80.8	75.7	82.3	74.9	76.5	78.7	82.2	76.1	71.6	75.3	78.8	80.3	77.8	77.4	74.4	78.2	76.3

* 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	95.3	93.3	82.8	92.6	83.8	94.4	100.0	91.3	92.2	100.0	76.5	88.4
700 - 759 AM	95.4	89.1	78.2	94.6	80.9	92.8	94.0	96.8	84.1	94.5	95.5	86.7
800 - 859 AM	89.0	86.1	70.4	97.5	82.9	91.0	91.9	94.7	85.8	94.5	94.3	85.3
900 - 959 AM	87.2	86.8	72.5	93.3	76.3	89.3	87.8	92.0	75.6	90.8	86.4	84.9
1000 - 1059 AM	88.5	84.5	75.4	88.5	84.0	84.5	81.0	92.1	73.0	89.3	85.0	84.1
1100 - 1159 AM	89.5	88.2	73.5	81.7	87.2	89.0	82.9	82.6	70.7	85.7	81.5	81.8
1200 - 1259 PM	82.4	91.0	74.6	84.0	85.2	86.4	86.6	88.2	69.9	91.6	76.1	81.7
100 - 159 PM	80.8	86.6	74.9	85.3	81.1	78.2	85.0	83.0	70.9	86.7	77.8	80.2
200 - 259 PM	84.3	84.5	75.6	74.4	81.0	81.6	75.4	81.6	71.9	85.5	76.5	78.2
300 - 359 PM	78.4	80.1	73.5	82.7	72.2	82.3	80.5	82.3	67.3	89.5	80.0	77.6
400 - 459 PM	81.9	82.5	71.6	80.8	71.7	77.9	71.6	85.8	75.9	87.4	76.4	77.1
500 - 559 PM	78.9	76.3	71.2	81.1	68.8	75.6	72.6	78.7	70.1	71.5	72.3	73.8
600 - 659 PM	79.7	76.3	70.8	72.2	68.4	70.3	64.9	83.5	70.4	76.9	70.4	73.1
700 - 759 PM	81.3	78.5	66.3	80.0	69.1	75.2	72.5	85.0	75.2	84.2	68.6	72.6
800 - 859 PM	78.9	82.1	67.3	79.9	66.7	80.4	68.0	79.6	71.0	79.1	63.4	72.1
900 - 959 PM	78.4	77.0	75.5	79.5	67.9	71.5	70.8	80.6	72.6	80.7	74.3	72.9
1000 - 1059 PM	80.7	67.9	75.0	71.8	72.7	77.0	72.5	77.3	73.5	59.2	70.4	72.2
1100 - 559 AM	80.2	83.7	80.6	69.5	73.2	73.7	81.6	80.4	73.1	76.4	68.9	76.3
TOTAL, ALL ARRIVALS, BY AIRPORT	83.2	82.9	73.1	81.1	75.6	81.4	78.1	83.7	73.7	85.8	76.0	78.3

* 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	89.8	91.9	88.5	88.6	86.1	92.4	89.2	92.8	85.9	96.3	86.0	88.8	91.3	95.9	94.1	91.3	94.1	92.7
700 - 759 AM	92.9	88.5	86.1	87.5	83.6	90.4	88.5	88.2	86.0	93.4	84.8	83.9	87.8	92.7	92.3	90.2	94.3	89.4
800 - 859 AM	88.2	84.8	83.1	86.7	84.6	86.0	85.8	88.2	81.6	91.2	75.1	81.5	91.5	91.0	89.1	84.5	91.6	79.1
900 - 959 AM	82.7	89.0	78.0	86.5	74.3	79.2	83.3	75.3	83.5	89.8	84.4	83.1	85.9	87.9	84.5	83.7	83.2	77.5
1000 - 1059 AM	82.5	83.8	81.2	85.7	80.8	76.6	80.5	83.7	82.8	78.9	87.5	82.3	83.0	86.5	78.4	76.7	82.5	78.2
1100 - 1159 AM	81.7	87.1	76.5	84.9	78.2	76.4	78.1	82.4	80.7	76.5	87.5	74.9	83.3	80.6	76.9	78.4	79.6	73.3
1200 - 1259 PM	80.6	86.1	78.5	74.1	79.0	73.2	80.0	81.7	80.1	68.1	68.5	78.1	86.4	74.9	77.1	79.3	69.6	73.6
100 - 159 PM	78.1	86.7	67.0	82.4	77.6	68.8	77.7	77.4	77.5	72.0	84.4	75.4	83.2	74.1	75.3	81.4	73.0	69.2
200 - 259 PM	72.5	79.8	68.3	78.3	79.1	66.1	76.5	78.8	73.1	73.3	74.3	73.7	72.9	67.1	72.9	74.9	67.5	63.6
300 - 359 PM	73.1	79.8	57.3	65.8	76.2	65.1	73.7	78.6	72.7	75.1	83.3	74.8	83.6	69.4	76.3	74.4	64.8	63.1
400 - 459 PM	73.9	80.9	64.2	80.3	72.8	65.9	75.6	76.3	67.4	61.9	64.4	72.3	76.8	58.0	75.8	69.2	62.4	53.9
500 - 559 PM	72.9	75.4	66.2	75.3	72.7	63.8	74.7	76.3	68.1	55.8	68.8	71.9	78.9	66.4	77.2	72.5	69.2	49.1
600 - 659 PM	68.2	72.9	54.0	81.6	70.4	61.6	68.6	69.5	70.2	59.4	62.4	68.8	79.6	64.8	73.7	73.4	69.3	48.5
700 - 759 PM	72.4	76.1	46.9	73.5	74.2	70.9	69.1	74.5	59.3	55.6	77.6	69.1	74.1	60.2	70.2	72.1	65.9	41.5
800 - 859 PM	70.0	70.6	44.8	76.4	66.0	71.6	68.6	83.1	61.1	53.9	67.0	64.6	71.7	52.3	73.6	68.8	65.0	54.0
900 - 959 PM	75.6	64.7	43.0	27.3	54.7	56.7	76.3	83.7	58.5	51.1	59.9	68.1	74.5	61.0	74.4	67.3	61.9	48.6
1000 - 1059 PM	78.6	100.0	J/	81.3	85.6	75.6	79.3	J/	52.5	J/	67.7	81.4	76.8	79.4	82.8	J/	75.0	J/
1100 - 559 AM	95.4	92.0	92.9	87.6	86.5	87.5	88.2	100.0	87.8	97.4	80.0	84.6	86.6	90.0	87.7	76.9	90.6	71.4
TOTAL, ALL DEPARTURES, BY AIRPORT	77.7	83.2	68.0	81.5	77.7	72.7	77.4	81.4	74.6	73.4	70.8	75.7	81.8	75.7	80.2	78.2	75.6	65.9

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	92.4	94.7	83.6	96.4	85.9	96.1	94.5	93.8	94.5	87.1	95.9	91.6
700 - 759 AM	89.6	92.3	84.8	94.2	84.3	94.7	96.6	93.4	92.7	91.6	94.7	89.9
800 - 859 AM	90.2	86.7	75.7	92.8	86.9	89.9	90.0	91.8	84.3	93.6	94.0	86.2
900 - 959 AM	87.9	84.2	72.2	94.4	79.1	84.4	88.0	86.2	83.2	91.0	90.1	82.9
1000 - 1059 AM	88.3	85.0	71.5	90.8	78.4	84.0	84.3	87.6	75.3	87.4	80.6	81.3
1100 - 1159 AM	86.8	85.8	76.0	83.2	84.2	79.4	78.4	87.7	71.4	90.3	80.9	80.4
1200 - 1259 PM	87.0	85.7	73.0	83.2	84.6	82.2	81.6	81.1	72.3	79.1	71.5	77.7
100 - 159 PM	81.7	87.8	72.3	79.1	79.4	78.0	81.3	80.9	70.3	86.0	69.8	76.8
200 - 259 PM	77.4	78.8	71.6	78.8	79.1	72.5	75.6	80.1	70.7	70.6	67.4	73.3
300 - 359 PM	80.5	81.6	70.4	78.5	74.9	74.1	73.3	74.6	69.8	89.2	71.2	73.6
400 - 459 PM	81.5	76.6	71.7	82.1	75.1	76.7	71.9	69.0	67.2	82.0	66.8	71.8
500 - 559 PM	80.2	84.0	67.7	74.9	68.4	62.5	68.0	79.6	77.9	84.4	67.8	71.6
600 - 659 PM	75.9	69.6	67.2	86.9	71.2	64.3	76.6	82.2	70.8	68.3	61.5	68.9
700 - 759 PM	79.9	77.5	68.2	77.5	62.3	61.6	56.4	81.5	74.3	65.9	70.2	69.0
800 - 859 PM	81.7	79.1	66.5	80.5	72.3	66.7	72.4	78.2	75.7	86.6	53.8	69.6
900 - 959 PM	83.0	84.7	68.6	69.8	65.7	68.5	70.0	87.0	72.0	86.8	49.0	69.6
1000 - 1059 PM	78.3	J/	85.3	96.3	73.6	83.1	84.0	81.0	77.9	94.3	J/	80.1
1100 - 559 AM	100.0	95.3	89.4	94.6	93.4	88.1	J/	88.4	84.6	89.4	95.4	88.9
TOTAL, ALL DEPARTURES, BY AIRPORT	83.8	83.9	72.3	86.7	77.3	78.6	80.8	85.1	77.1	87.0	76.7	77.6

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

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

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

AMERICAN EAGLE	3177	Dec	ASE-LAX	1800	13	10	76.9	211.0
AMERICAN EAGLE	3177	Jan	ASE-LAX	1800	31	18	58.1	114.9
AMERICAN EAGLE	3177	Feb	ASE-LAX	1800	28	18	64.3	91.3
AMERICAN EAGLE	2919	Mar	ASE-LAX	1800	31	19	61.3	87.5

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

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AIR TRAVEL CONSUMER REPORT

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

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

AMERICAN EAGLE	3177	Jan	ASE-LAX	1800	31	18	58.1	114.9
AMERICAN EAGLE	3177	Feb	ASE-LAX	1800	28	18	64.3	91.3
AMERICAN EAGLE	2919	Mar	ASE-LAX	1800	31	19	61.3	87.5
AMERICAN EAGLE	3403	Jan	BNA-DCA	1730	27	18	66.7	81.6
AMERICAN EAGLE	3403	Feb	BNA-DCA	1725	24	13	54.2	68.6
AMERICAN EAGLE	3403	Mar	BNA-DCA	1715	26	15	57.7	64.2
AMERICAN EAGLE	3541	Jan	DCA-BNA	2035	27	16	59.3	79.3
AMERICAN EAGLE	3541	Feb	DCA-BNA	2030	24	18	75.0	78.6
AMERICAN EAGLE	3541	Mar	DCA-BNA	2020	26	17	65.4	70.7
AMERICAN EAGLE	3051	Jan	DCA-STL	2010	27	15	55.6	84.4
AMERICAN EAGLE	3051	Feb	DCA-STL	2010	24	15	62.5	69.2
AMERICAN EAGLE	3051	Mar	DCA-STL	2035	26	14	53.9	86.0
AMERICAN EAGLE	3650	Jan	LAX-IAH	1950	31	16	51.6	98.2
AMERICAN EAGLE	3650	Feb	LAX-IAH	1950	28	15	53.6	68.4
AMERICAN EAGLE	3650	Mar	LAX-IAH	1950	31	16	51.6	52.7
SKYWEST	5170	Jan	DEN-ASE	1203	28	15	53.6	61.6
SKYWEST	5605	Feb	DEN-ASE	1216	26	17	67.9	115.7
SKYWEST	5637	Mar	DEN-ASE	1211	30	17	56.7	69.3
SOUTHWEST	225	Jan	BWI-BOS	1945	27	16	60.7	104.6
SOUTHWEST	1430	Feb	BWI-BOS	1955	13	7	53.9	48.3
SOUTHWEST	3990	Mar	BWI-BOS	1935	11	6	54.6	85.4

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

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

AMERICAN EAGLE	3177	Feb	ASE-LAX	1800	28	18	64.3	91.3
AMERICAN EAGLE	2919	Mar	ASE-LAX	1800	31	19	61.3	87.5
AMERICAN EAGLE	3403	Feb	BNA-DCA	1725	24	13	54.2	68.6
AMERICAN EAGLE	3403	Mar	BNA-DCA	1715	26	15	57.7	64.2
AMERICAN EAGLE	3541	Feb	DCA-BNA	2030	24	18	75.0	78.6
AMERICAN EAGLE	3541	Mar	DCA-BNA	2020	26	17	65.4	70.7
AMERICAN EAGLE	3051	Feb	DCA-STL	2010	24	15	62.5	69.2
AMERICAN EAGLE	3051	Mar	DCA-STL	2035	26	14	53.9	86.0
AMERICAN EAGLE	3187	Feb	DFW-ASE	1620	28	18	64.3	76.7
AMERICAN EAGLE	3187	Mar	DFW-ASE	1620	31	18	58.1	67.2
AMERICAN EAGLE	3650	Feb	LAX-IAH	1950	28	15	53.6	68.4
AMERICAN EAGLE	3650	Mar	LAX-IAH	1950	31	16	51.6	52.7
EXPRESSJET	4571	Feb	DCA-EWR	2148	23	14	60.9	66.0
EXPRESSJET	4571	Mar	DCA-EWR	2130	26	15	57.7	65.8
EXPRESSJET	4312	Feb	EWR-DCA	2000	23	14	60.9	63.0
EXPRESSJET	4312	Mar	EWR-DCA	1941	26	15	57.7	61.0

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

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AIR TRAVEL CONSUMER REPORT

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

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

FRONTIER	720	Feb	DEN-DCA	1605	11	8	72.7	111.0
FRONTIER	720	Mar	DEN-DCA	1600	13	8	61.5	110.0
SKYWEST	5500	Feb	ASE-DEN	1718	20	13	65.0	92.5
SKYWEST	5500	Mar	ASE-DEN	1713	31	16	51.6	71.3
SKYWEST	5605	Feb	DEN-ASE	1216	28	19	67.9	115.7
SKYWEST	5637	Mar	DEN-ASE	1211	30	17	56.7	69.3
SKYWEST	6235	Feb	DEN-ASE	1557	20	13	65.0	86.9
SKYWEST	5500	Mar	DEN-ASE	1552	31	18	58.1	64.0
SOUTHWEST	1430	Feb	BWI-BOS	1955	13	7	53.9	48.3
SOUTHWEST	3990	Mar	BWI-BOS	1935	11	6	54.6	85.4
SOUTHWEST	3007	Feb	OAK-PDX	1920	10	6	60.0	70.3
SOUTHWEST	3141	Mar	OAK-PDX	1925	24	17	70.8	65.0
SOUTHWEST	367	Feb	PIT-MDW	1955	14	9	64.3	93.7
SOUTHWEST	367	Mar	PIT-MDW	1955	26	14	53.9	62.5

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

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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**	3,736	193	5.2
-SOUTHWEST	3,443	192	5.6
-AIRTRAN	293	1	0.3
AMERICAN EAGLE	1,180	10	0.8
JETBLUE	713	2	0.3
SKYWEST	1,716	3	0.2
EXPRESSJET	1,891	2	0.1
UNITED	1,052	1	0.1
AMERICAN*	2,792	2	0.1
-AMERICAN	1,543	2	0.1
-US AIRWAYS	1,249	0	0.0
DELTA	2,258	0	0.0
ALASKA	424	0	0.0
FRONTIER	204	0	0.0
HAWAIIAN	194	0	0.0
VIRGIN AMERICA	163	0	0.0
TOTAL	16,323	213	1.3

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.

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

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

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AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	85.2	90.3	61	62
ABILENE TX (ABI)	76.5	81.5	243	243
ADAK ISLAND AK (ADK)	88.9	66.7	9	9
AGUADILLA PR (BQN)	77.2	79.7	123	123
AKRON OH (CAK)	79.6	84.5	613	613
ALBANY GA (ABY)	64.8	72.7	88	88
ALBANY NY (ALB)	73.6	78.8	766	768
ALBUQUERQUE NM (ABQ)	72.7	76.2	2,118	2,118
ALEXANDRIA LA (AEX)	73.4	78.7	305	305
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	80.4	84.7	189	190
ALPENA MI (APN)	94.2	94.2	52	52
AMARILLO TX (AMA)	68.1	76.6	633	632
ANCHORAGE AK (ANC)	87.1	90.8	1,217	1,217
APPLETON WI (ATW)	63.4	74.5	232	231
ARCATA/EUREKA CA (ACV)	77.2	76.0	263	263
ARLINGTON VA (DCA)	74.9	77.7	6,019	6,017
ASHEVILLE NC (AVL)	77.1	84.9	258	258
ASPEN CO (ASE)	54.6	56.1	850	852
ATLANTA GA (ATL)	80.6	77.7	32,702	32,694
AUGUSTA GA (AGS)	81.7	82.9	251	251
AUSTIN TX (AUS)	76.1	78.6	3,661	3,663
BAKERSFIELD CA (BFL)	74.8	81.3	294	294
BALTIMORE MD (BWI)	75.7	68.0	7,810	7,811
BANGOR ME (BGR)	65.5	79.8	84	84
BARROW AK (BRW)	87.5	87.5	80	80
BATON ROUGE LA (BTR)	73.1	78.0	750	750
BEAUMONT/PORT ARTHUR TX (BPT)	78.4	78.4	88	88
BELLINGHAM WA (BLI)	95.9	89.7	98	97
BEMIDJI MN (BJI)	88.7	96.8	62	62
BEND/REDMOND OR (RDM)	81.0	86.5	274	274
BETHEL AK (BET)	84.3	85.5	83	83
BILLINGS MT (BIL)	85.7	89.8	266	265
BIRMINGHAM AL (BHM)	72.1	78.3	1,203	1,200
BISMARCK/MANDAN ND (BIS)	73.3	83.7	135	135
BLOOMINGTON/NORMAL IL (BMI)	76.5	83.1	255	255
BOISE ID (BOI)	78.1	83.4	960	959
BOSTON MA (BOS)	80.8	83.2	9,322	9,323
BOZEMAN MT (BZN)	82.6	87.9	339	339
BRAINERD MN (BRD)	82.2	84.9	73	73
BRANSON MO (BKG)	83.5	83.5	97	97
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	77.5	83.0	200	200
BROWNSVILLE TX (BRO)	69.1	75.1	217	217
BRUNSWICK GA (BQK)	70.5	76.1	88	88

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUFFALO NY (BUF)	76.1	78.7	1,655	1,657
BURBANK CA (BUR)	77.2	81.3	1,773	1,774
BURLINGTON VT (BTV)	67.6	73.1	241	242
BUTTE MT (BTM)	96.8	95.2	62	62
CARLSBAD CA (CLD)	81.2	85.0	207	207
CASPER WY (CPR)	85.2	87.4	182	182
CEDAR CITY UT (CDC)	88.5	94.2	52	52
CEDAR RAPIDS/IOWA CITY IA (CID)	80.3	79.2	508	506
CHAMPAIGN/URBANA IL (CMI)	75.4	83.6	207	207
CHANTILLY VA (IAD)	75.3	70.8	5,215	5,235
CHARLESTON SC (CHS)	74.5	78.0	1,075	1,072
CHARLESTON/DUNBAR WV (CRW)	66.4	72.3	265	264
CHARLOTTE AMALIE VI (STT)	81.6	82.5	463	463
CHARLOTTE NC (CLT)	82.3	81.5	9,792	9,791
CHARLOTTESVILLE VA (CHO)	69.7	78.5	122	121
CHATTANOOGA TN (CHA)	77.1	82.2	350	349
CHICAGO IL (MDW)	76.3	65.9	7,418	7,415
CHICAGO IL (ORD)	73.1	72.3	22,922	22,916
CHICO CA (CIC)	68.8	73.1	93	93
CHRISTIANSTED VI (STX)	70.6	87.2	85	86
CLEVELAND OH (CLE)	76.5	79.0	3,442	3,440
CODY WY (COD)	82.3	91.9	62	62
COLLEGE STATION/BRYAN TX (CLL)	75.9	80.2	237	237
COLORADO SPRINGS CO (COS)	74.0	81.2	818	818
COLUMBIA MO (COU)	76.1	76.1	88	88
COLUMBIA SC (CAE)	71.5	74.7	622	621
COLUMBUS GA (CSG)	74.8	73.9	119	119
COLUMBUS MS (GTR)	65.9	71.6	88	88
COLUMBUS OH (CMH)	73.8	78.3	2,366	2,366
CORDOVA AK (CDV)	87.1	90.3	62	62
CORPUS CHRISTI TX (CRP)	75.7	83.6	556	556
COVINGTON KY (CVG)	80.6	82.7	1,875	1,875
CRESCENT CITY CA (CEC)	73.5	69.9	83	83
DALLAS TX (DAL)	74.8	69.3	3,905	3,907
DALLAS/FORT WORTH TX (DFW)	78.7	77.4	23,760	23,757
DAYTON OH (DAY)	76.0	81.0	791	788
DAYTONA BEACH FL (DAB)	74.0	81.8	154	154
DEADHORSE AK (SCC)	87.5	91.3	80	80
DENVER CO (DEN)	76.5	72.7	18,996	18,990
DES MOINES IA (DSM)	69.5	77.2	788	790
DETROIT MI (DTW)	82.2	81.4	8,995	8,998
DICKINSON ND (DIK)	71.4	82.4	119	119
DOTHAN AL (DHN)	71.4	84.0	119	119

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DUBUQUE IA (DBQ)	72.0	81.1	75	74
DULUTH MN (DLH)	68.1	76.6	94	94
DURANGO CO (DRO)	76.8	78.3	151	152
EAGLE CO (EGE)	73.8	75.6	305	307
EAU CLAIRE WI (EAU)	79.0	82.3	62	62
EL PASO TX (ELP)	75.1	80.2	1,520	1,521
ELKO NV (EKO)	91.6	92.8	83	83
ELMIRA/CORNING NY (ELM)	68.2	75.6	176	176
EUGENE OR (EUG)	80.4	83.7	454	454
EVANSVILLE IN (EVV)	74.1	77.7	220	220
FAIRBANKS AK (FAI)	84.7	90.0	189	190
FARGO ND (FAR)	67.8	75.6	400	401
FAYETTEVILLE AR (XNA)	71.7	77.4	958	955
FAYETTEVILLE NC (FAY)	72.8	73.5	202	204
FLAGSTAFF AZ (FLG)	89.9	91.7	168	168
FLINT MI (FNT)	79.2	84.2	366	366
FORT LAUDERDALE FL (FLL)	71.6	73.4	6,601	6,601
FORT MYERS FL (RSW)	78.2	81.7	3,776	3,774
FORT SMITH AR (FSM)	72.6	80.3	208	208
FORT WAYNE IN (FWA)	79.0	82.1	290	291
FRESNO CA (FAT)	80.6	82.1	944	944
GAINESVILLE FL (GNV)	77.9	83.0	272	271
GARDEN CITY KS (GCK)	77.4	85.5	62	62
GILLETTE WY (GCC)	81.5	83.9	124	124
GRAND ISLAND NE (GRI)	70.2	89.5	57	57
GRAND JUNCTION CO (GJT)	81.1	90.6	333	331
GRAND RAPIDS MI (GRR)	72.8	77.5	1,006	1,005
GREAT FALLS MT (GTF)	84.2	90.4	146	146
GREEN BAY WI (GRB)	71.8	80.8	429	428
GREENSBORO/HIGH POINT NC (GSO)	68.8	72.6	760	759
GREER SC (GSP)	70.2	75.9	621	622
GUAM TT (GUM)	51.6	71.0	31	31
GULFPORT/BILOXI MS (GPT)	78.0	83.0	364	364
GUNNISON CO (GUC)	60.6	73.7	99	99
HANCOCK/HOUGHTON MI (CMX)	72.6	77.4	62	62
HARLINGEN/SAN BENITO TX (HRL)	73.3	78.4	389	389
HARRISBURG PA (MDT)	76.0	78.1	387	388
HARTFORD CT (BDL)	76.9	82.1	1,872	1,874
HAYDEN CO (HDN)	73.2	78.7	183	183
HELENA MT (HLN)	83.9	93.9	149	148
HIBBING MN (HIB)	86.8	86.8	53	53
HILO HI (ITO)	92.4	95.7	511	511
HOBBS NM (HOB)	82.1	83.9	56	56

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HONOLULU HI (HNL)	80.0	88.8	3,878	3,877
HOUSTON TX (HOU)	75.6	68.3	5,121	5,121
HOUSTON TX (IAH)	78.8	75.7	15,370	15,369
HUNTSVILLE AL (HSV)	76.1	83.7	595	595
IDAHO FALLS ID (IDA)	83.7	87.1	233	233
INDIANAPOLIS IN (IND)	74.3	78.1	2,596	2,597
INTERNATIONAL FALLS MN (INL)	86.5	88.5	52	52
IRON MOUNTAIN/KINGSFD MI (IMT)	89.5	91.2	57	57
ISLIP NY (ISP)	69.9	75.6	534	536
JACKSON WY (JAC)	74.3	73.6	362	363
JACKSON/VICKSBURG MS (JAN)	74.8	80.7	730	730
JACKSONVILLE FL (JAX)	76.3	81.0	1,962	1,961
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	79.7	82.1	123	123
JOPLIN MO (JLN)	74.2	82.3	62	62
JUNEAU AK (JNU)	86.2	90.5	305	305
KAHULUI HI (OGG)	83.6	89.6	1,870	1,869
KALAMAZOO MI (AZO)	81.3	88.2	128	127
KALISPELL MT (FCA)	78.0	87.9	123	124
KANSAS CITY MO (MCI)	74.1	77.6	3,867	3,869
KETCHIKAN AK (KTN)	84.9	87.1	186	186
KEY WEST FL (EYW)	87.9	87.5	439	439
KILLEEN TX (GRK)	76.9	80.2	424	424
KLAMATH FALLS OR (LMT)	85.5	91.9	62	62
KNOXVILLE TN (TYS)	69.1	78.2	645	647
KODIAK AK (ADQ)	87.1	80.6	31	31
KONA HI (KOA)	86.7	92.3	927	928
KOTZEBUE AK (OTZ)	93.5	93.5	62	62
LA CROSSE WI (LSE)	77.4	72.6	62	62
LAFAYETTE LA (LFT)	72.7	79.8	564	564
LAKE CHARLES LA (LCH)	81.2	86.2	181	181
LANSING MI (LAN)	59.1	69.3	88	88
LARAMIE WY (LAR)	74.2	82.3	62	62
LAREDO TX (LRD)	73.4	80.9	199	199
LAS VEGAS NV (LAS)	77.8	75.7	11,962	11,960
LAWTON/FORT SILL OK (LAW)	80.6	85.5	124	124
LEWISTON ID (LWS)	93.0	96.5	57	57
LEXINGTON KY (LEX)	72.6	74.2	419	418
LIHUE HI (LIH)	82.8	91.6	924	924
LINCOLN NE (LNK)	60.6	69.0	203	203
LITTLE ROCK AR (LIT)	72.2	75.8	1,156	1,159
LONG BEACH CA (LGB)	88.6	89.0	935	935
LONGVIEW TX (GGG)	80.6	82.3	62	62
LOS ANGELES CA (LAX)	77.4	80.2	19,047	19,041

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LOUISVILLE KY (SDF)	72.1	74.2	1,218	1,219
LUBBOCK TX (LBB)	71.5	81.7	541	541
MADISON WI (MSN)	78.0	81.5	795	798
MAMMOTH LAKES CA (MMH)	68.7	64.2	67	67
MANCHESTER NH (MHT)	71.7	80.9	491	491
MANHATTAN/FT. RILEY KS (MHK)	71.4	84.4	147	147
MARQUETTE MI (MQT)	88.5	76.9	26	26
MEDFORD OR (MFR)	81.7	79.9	273	273
MELBOURNE FL (MLB)	78.9	82.1	123	123
MEMPHIS TN (MEM)	75.8	78.0	1,271	1,273
MIAMI FL (MIA)	83.2	83.8	7,608	7,608
MIDLAND/ODESSA TX (MAF)	76.7	81.5	833	833
MILWAUKEE WI (MKE)	76.6	79.6	3,006	3,006
MINNEAPOLIS MN (MSP)	82.9	83.9	8,617	8,628
MINOT ND (MOT)	78.0	81.2	132	133
MISSION/MCALLEN/EDINBURG TX (MFE)	74.0	84.5	388	387
MISSOULA MT (MSO)	85.2	89.2	270	269
MOAB UT (CNY)	92.3	92.3	52	52
MOBILE AL (MOB)	73.7	76.6	491	491
MODESTO CA (MOD)	71.0	79.6	93	93
MOLINE IL (MLI)	70.0	78.2	353	353
MONROE LA (MLU)	75.9	77.4	261	261
MONTEREY CA (MRY)	84.6	86.9	428	428
MONTGOMERY AL (MGM)	76.1	80.9	314	314
MONTROSE/DELTA CO (MTJ)	68.9	71.0	209	210
MOSINEE WI (CWA)	72.3	76.5	119	119
MUSKEGON MI (MKG)	72.6	75.8	62	62
MYRTLE BEACH SC (MYR)	76.4	80.2	161	162
NASHVILLE TN (BNA)	74.7	72.1	4,860	4,863
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	63.2	73.7	57	57
NEW ORLEANS LA (MSY)	77.0	76.3	3,721	3,721
NEW YORK NY (JFK)	80.3	81.8	8,431	8,429
NEW YORK NY (LGA)	74.4	78.2	9,019	9,014
NEWARK NJ (EWR)	76.1	74.6	9,867	9,848
NEWBURGH/POUGHKEEPSIE NY (SWF)	77.4	82.3	62	62
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	74.0	76.4	173	174
NOME AK (OME)	85.5	85.5	62	62
NORFOLK VA (ORF)	72.6	78.4	991	992
NORTH BEND/COOS BAY OR (OTH)	67.7	64.5	31	31
OAKLAND CA (OAK)	73.5	72.5	3,513	3,513
OKLAHOMA CITY OK (OKC)	70.1	77.4	1,738	1,740
OMAHA NE (OMA)	74.2	80.5	1,668	1,670
ONTARIO CA (ONT)	74.4	79.0	1,716	1,714

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ORLANDO FL (MCO)	78.2	75.6	10,464	10,464
PADUCAH KY (PAH)	80.6	82.3	62	62
PAGO PAGO TT (PPG)	66.7	66.7	9	9
PALM SPRINGS CA (PSP)	78.1	77.4	1,378	1,378
PANAMA CITY FL (ECP)	79.4	85.5	394	393
PASCO/KENNEWICK/RICHLAND WA (PSC)	85.6	93.0	257	256
PENSACOLA FL (PNS)	78.9	82.8	702	703
PEORIA IL (PIA)	75.5	81.9	343	342
PETERSBURG AK (PSG)	90.3	93.5	62	62
PHILADELPHIA PA (PHL)	75.6	77.3	6,489	6,490
PHOENIX AZ (PHX)	81.4	78.6	14,738	14,736
PITTSBURGH PA (PIT)	77.3	82.5	2,520	2,521
POCATELLO ID (PIH)	91.6	89.2	83	83
PONCE PR (PSE)	79.0	85.5	62	62
PORTLAND ME (PWM)	75.7	78.4	382	384
PORTLAND OR (PDX)	81.1	86.7	4,651	4,653
PROVIDENCE RI (PVD)	72.3	78.9	1,114	1,114
RALEIGH/DURHAM NC (RDU)	76.2	78.9	3,389	3,389
RAPID CITY SD (RAP)	79.4	81.3	194	192
REDDING CA (RDD)	75.3	78.5	93	93
RENO NV (RNO)	76.9	81.0	1,356	1,356
RHINELANDER WI (RHI)	87.5	89.8	88	88
RICHMOND VA (RIC)	73.6	78.7	1,426	1,425
ROANOKE VA (ROA)	70.2	72.0	168	168
ROCHESTER MN (RST)	79.6	83.9	113	112
ROCHESTER NY (ROC)	70.7	75.1	833	831
ROCK SPRINGS WY (RKS)	85.8	84.5	155	155
ROSWELL NM (ROW)	78.4	85.2	88	88
SACRAMENTO CA (SMF)	77.0	80.9	3,472	3,473
SAGINAW/BAY CITY/MIDLAND MI (MBS)	77.2	82.5	114	114
SALT LAKE CITY UT (SLC)	85.8	87.0	9,371	9,376
SAN ANGELO TX (SJT)	82.0	86.0	150	150
SAN ANTONIO TX (SAT)	73.5	78.9	3,001	3,000
SAN DIEGO CA (SAN)	78.1	80.8	6,430	6,433
SAN FRANCISCO CA (SFO)	73.7	77.1	13,846	13,845
SAN JOSE CA (SJC)	78.4	80.5	3,410	3,411
SAN JUAN PR (SJU)	79.7	83.8	2,439	2,443
SAN LUIS OBISPO CA (SBP)	77.1	77.8	406	406
SANTA ANA CA (SNA)	82.4	80.9	3,280	3,280
SANTA BARBARA CA (SBA)	81.0	80.4	862	862
SANTA FE NM (SAF)	75.8	77.0	153	152
SANTA MARIA CA (SMX)	86.2	87.2	109	109
SARASOTA/BRADENTON FL (SRQ)	76.5	76.5	464	464

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AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAVANNAH GA (SAV)	73.5	76.2	808	808
SCRANTON/WILKES-BARRE PA (AVP)	78.6	84.1	140	138
SEATTLE WA (SEA)	83.7	85.1	8,271	8,270
SHREVEPORT LA (SHV)	68.6	70.7	566	566
SIOUX CITY IA (SUX)	80.7	82.5	57	57
SIOUX FALLS SD (FSD)	68.5	79.0	504	504
SITKA AK (SIT)	80.6	86.0	93	93
SOUTH BEND IN (SBN)	82.9	80.6	381	381
SPOKANE WA (GEG)	80.1	86.1	707	707
SPRINGFIELD IL (SPI)	78.7	85.3	150	150
SPRINGFIELD MO (SGF)	70.6	78.0	558	559
ST. GEORGE UT (SGU)	88.0	90.7	150	150
ST. LOUIS MO (STL)	74.1	72.3	4,289	4,295
STATE COLLEGE PA (SCE)	67.7	79.0	62	62
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	73.7	71.9	114	114
SYRACUSE NY (SYR)	76.6	78.4	471	472
TALLAHASSEE FL (TLH)	77.9	78.5	408	409
TAMPA FL (TPA)	76.0	76.7	6,499	6,503
TEXARKANA AR (TXK)	73.9	84.1	88	88
TOLEDO OH (TOL)	78.4	88.6	88	88
TOPEKA KS (FOE)	66.1	76.3	59	59
TRAVERSE CITY MI (TVC)	66.3	74.2	92	93

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TRENTON NJ (TTN)	64.7	75.8	215	215
TUCSON AZ (TUS)	74.1	80.0	1,536	1,536
TULSA OK (TUL)	70.8	77.9	1,622	1,621
TWIN FALLS ID (TWF)	85.1	89.5	114	114
TYLER TX (TYR)	76.9	77.9	221	222
VALDOSTA GA (VLD)	73.9	80.7	88	88
VALPARAISO FL (VPS)	81.5	86.5	437	437
VERNAL UT (VEL)	90.2	90.0	51	50
WACO TX (ACT)	81.3	86.0	150	150
WATERLOO IA (ALO)	77.2	89.5	57	57
WATERTOWN NY (ART)	80.7	89.5	57	57
WEST PALM BEACH/PALM BEACH FL (PBI)	75.1	77.3	2,662	2,659
WHITE PLAINS NY (HPN)	74.8	81.3	619	619
WICHITA FALLS TX (SPS)	71.8	79.8	124	124
WICHITA KS (ICT)	70.6	78.0	705	705
WILLISTON ND (ISN)	79.8	85.3	238	238
WILMINGTON DE (ILG)	50.8	75.9	59	58
WILMINGTON NC (ILM)	74.3	81.5	179	178
WORCESTER MA (ORH)	74.2	80.6	62	62
WRANGELL AK (WRG)	91.9	90.3	62	62
YAKUTAT AK (YAK)	85.5	88.7	62	62
YUMA AZ (YUM)	90.2	92.8	264	264

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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	22	33,526	1,705	5.1	165	62,014	3,182	5.1
AMERICAN EAGLE	19	19,633	794	4.0	132	34,669	1,437	4.1
SKYWEST	22	30,423	574	1.9	159	52,847	1,222	2.3
JETBLUE	24	14,912	316	2.1	57	21,478	427	2.0
AMERICAN*	28	67,815	1,298	1.9	99	82,717	1,564	1.9
-AMERICAN	28	36,795	681	1.9	84	46,270	877	1.9
-US AIRWAYS	27	31,020	617	2.0	76	36,447	687	1.9
SOUTHWEST**	24	58,556	669	1.1	89	110,691	1,272	1.1
-SOUTHWEST	24	51,966	574	1.1	89	101,382	1,138	1.1
-AIRTRAN	16	6,590	95	1.4	38	9,309	134	1.4
UNITED	28	36,440	399	1.1	78	42,492	460	1.1
VIRGIN AMERICA	16	4,535	38	0.8	19	4,712	40	0.8
ALASKA	20	8,066	38	0.5	54	12,932	71	0.5
DELTA	29	51,303	117	0.2	131	67,093	156	0.2
FRONTIER	21	4,629	8	0.2	55	6,040	12	0.2
HAWAIIAN	8	377	0	0.0	17	6,073	5	0.1
Total		330,215	5,956	1.8	Total	503,758	9,848	1.9

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.

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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	1,337	431	32.2
EXPRESSJET	6,537	1,481	22.6
SKYWEST	3,254	432	13.2
JETBLUE	748	92	12.2
AMERICAN*	3,914	393	10.0
-AMERICAN	1,610	166	10.3
-US AIRWAYS	2,304	227	9.8
SOUTHWEST**	17,952	1,105	6.2
-SOUTHWEST	16,788	984	5.8
-AIRTRAN	1,164	121	10.3
UNITED	7,163	308	4.2
VIRGIN AMERICA	209	3	1.4
FRONTIER	398	5	1.2
ALASKA	620	8	1.2
DELTA	3,124	27	0.8
HAWAIIAN	236	0	0.0
TOTAL	45,492	4,285	9.4

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

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

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

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

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TABLE 9. CAUSES OF DELAY*, BY CARRIER

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AMERICAN**	82717	66583	80.49%	1564	1.89%	165	0.20%	4620	5.59%	361	0.44%	5170	6.25%	39	0.05%	4215	5.10%
-AMERICAN	46270	36907	79.76%	877	1.90%	125	0.27%	2499	5.40%	281	0.61%	2760	5.96%	12	0.03%	2809	6.07%
-US AIRWAYS	36447	29676	81.42%	687	1.88%	40	0.11%	2121	5.82%	79	0.22%	2411	6.61%	27	0.07%	1406	3.86%
ALASKA	12932	11401	88.16%	71	0.55%	22	0.17%	414	3.20%	26	0.20%	555	4.29%	9	0.07%	435	3.36%
JETBLUE	21478	16576	77.18%	427	1.99%	38	0.18%	1393	6.48%	43	0.20%	1522	7.09%	8	0.04%	1471	6.85%
DELTA	67093	56571	84.32%	156	0.23%	67	0.10%	3576	5.33%	234	0.35%	3533	5.27%	1	0.00%	2955	4.40%
EXPRESSJET	62014	43977	70.91%	3182	5.13%	134	0.22%	4226	6.82%	190	0.31%	3980	6.42%	11	0.02%	6314	10.18%
FRONTIER	6040	4536	75.10%	12	0.20%	6	0.10%	279	4.61%	13	0.21%	769	12.74%	0	0.00%	426	7.04%
HAWAIIAN	6073	5564	91.62%	5	0.08%	3	0.05%	301	4.96%	4	0.06%	15	0.25%	0	0.00%	180	2.97%
AMERICAN EAGLE	34669	25431	73.35%	1437	4.14%	80	0.23%	1700	4.90%	357	1.03%	2875	8.29%	0	0.00%	2788	8.04%
SKYWEST	52847	41629	78.77%	1222	2.31%	148	0.28%	2437	4.61%	149	0.28%	2726	5.16%	11	0.02%	4524	8.56%
UNITED	42492	33721	79.36%	460	1.08%	59	0.14%	3043	7.16%	201	0.47%	2653	6.24%	0	0.00%	2355	5.54%
VIRGIN AMERICA	4712	4070	86.38%	40	0.85%	11	0.23%	128	2.71%	66	1.41%	211	4.48%	1	0.03%	185	3.92%
SOUTHWEST***	110691	80687	72.89%	1272	1.15%	134	0.12%	8638	7.80%	323	0.29%	4697	4.24%	30	0.03%	14910	13.47%
-SOUTHWEST	101382	73216	72.22%	1138	1.12%	128	0.13%	8146	8.03%	304	0.30%	4160	4.10%	30	0.03%	14260	14.07%
-AIRTRAN	9309	7471	80.26%	134	1.44%	6	0.06%	492	5.29%	20	0.21%	536	5.76%	0	0.00%	649	6.98%
TOTAL	503758	390746	77.57%	9848	1.95%	867	0.17%	30755	6.11%	1966	0.39%	28707	5.70%	112	0.02%	40757	8.09%

***Causes of Delay:**

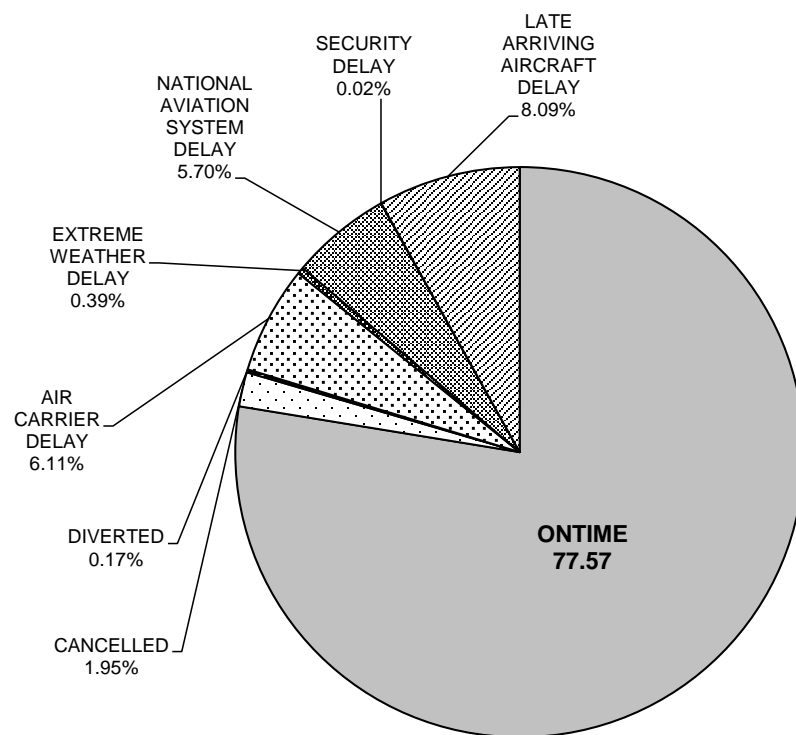
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

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

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

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

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TABLE 10. OVERALL CAUSES OF DELAY*



Causes of Delay:

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

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

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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
BRITISH AIRWAYS	292	IAD	LHR	3/16/2014	Origin Airport	241

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

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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
JETBLUE	21,478	15	0.1
AMERICAN EAGLE	34,669	19	0.1
AMERICAN*	82,717	45	0.1
-AMERICAN	46,270	24	0.1
-US AIRWAYS	36,447	21	0.1
DELTA	67,093	30	0.0
UNITED	42,492	14	0.0
EXPRESSJET	62,014	17	0.0
SOUTHWEST**	110,691	14	0.0
-SOUTHWEST	101,382	13	0.0
-AIRTRAN	9,309	1	0.0
SKYWEST	52,847	6	0.0
VIRGIN AMERICA	4,712	0	0.0
ALASKA	12,932	0	0.0
HAWAIIAN	6,073	0	0.0
FRONTIER	6,040	0	0.0
TOTAL	503,758	160	0.3

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.

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

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

APPENDIX

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

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

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors *

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

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

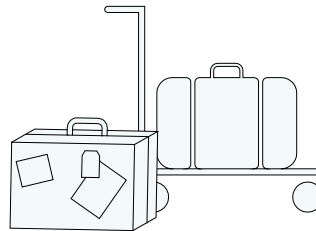
** Effective January 2014, data of the merged operations of American Airlines and US Airways are combined for ranking purposes in this report to reflect the company merger, and appears as AA, American, or American Airlines.

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

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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	MARCH 2014			MARCH 2013		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	357	531,855	0.67	418	503,126	0.83
2	FRONTIER AIRLINES	1,329	831,161	1.60	1,479	770,510	1.92
3	JETBLUE AIRWAYS	4,163	2,389,604	1.74	4,709	2,424,024	1.94
4	ALASKA AIRLINES	3,704	1,613,640	2.30	4,289	1,555,099	2.76
5	HAWAIIAN AIRLINES	1,799	778,537	2.31	1,832	799,742	2.29
6	DELTA AIR LINES	22,213	9,394,640	2.36	19,811	8,790,101	2.25
7	AMERICAN AIRLINES**	39,178	10,668,507	3.67	**	**	**
	-AMERICAN	21,566	5,968,915	3.61	15,772	5,885,091	2.68
	-US AIRWAYS	17,612	4,699,592	3.75	10,022	4,568,421	2.19
8	UNITED AIRLINES	22,580	5,887,673	3.84	21,234	5,967,724	3.56
9	SOUTHWEST AIRLINES***	52,585	11,983,007	4.39	***	***	***
	-SOUTHWEST	48,639	11,130,028	4.37	35,069	10,504,609	3.34
	-AIRTRAN	3,946	852,979	4.63	4,644	1,717,160	2.70
10	SKYWEST AIRLINES	12,008	2,311,048	5.20	11,844	2,355,412	5.03
11	EXPRESSJET AIRLINES	14,378	2,619,818	5.49	13,220	2,699,736	4.90
12	AMERICAN EAGLE AIRLINES	11,192	1,378,581	8.12	7,240	1,406,101	5.15
TOTALS****		185,486	50,388,071	3.68	151,583	49,946,856	3.03

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

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

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

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

RANK	AIRLINE	JANUARY - MARCH 2014			JANUARY - MARCH 2013		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	1,329	1,449,085	0.92	1,078	1,313,237	0.82
2	FRONTIER AIRLINES	4,843	2,294,462	2.11	5,075	2,216,992	2.29
3	JETBLUE AIRWAYS	14,806	6,292,594	2.35	12,352	6,444,140	1.92
4	HAWAIIAN AIRLINES	5,635	2,245,020	2.51	5,224	2,241,126	2.33
5	ALASKA AIRLINES	12,018	4,378,325	2.74	12,118	4,196,312	2.89
6	DELTA AIR LINES	75,632	23,606,462	3.20	49,056	22,734,867	2.16
7	AMERICAN AIRLINES**	115,303	29,202,511	3.96	**	**	**
	-US AIRWAYS	48,685	12,674,838	3.84	29,262	12,339,153	2.37
	-AMERICAN	66,618	16,427,673	4.06	49,875	16,290,756	3.06
8	UNITED AIRLINES	71,003	15,674,881	4.53	58,205	16,087,419	3.62
9	SOUTHWEST AIRLINES***	159,600	30,711,809	5.20	***	***	***
	-SOUTHWEST	147,463	28,458,059	5.18	87,685	26,925,697	3.26
	-AIRTRAN	12,137	2,253,750	5.39	9,480	4,359,410	2.17
10	SKYWEST AIRLINES	38,350	6,202,158	6.18	35,920	6,367,979	5.64
11	EXPRESSJET AIRLINES	53,784	6,690,339	8.04	36,623	7,054,511	5.19
12	AMERICAN EAGLE AIRLINES	34,336	3,692,478	9.30	23,884	3,929,808	6.08
TOTALS****		586,639	132,340,124	4.43	415,837	132,501,407	3.14

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

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

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

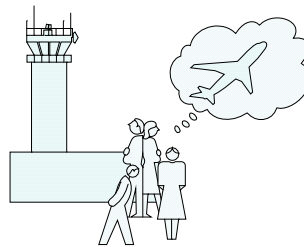
OVERSALES

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

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

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

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



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

RANK	AIRLINE	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
		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.

* 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

	MARCH 2014				MARCH 2013			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	855	19	2	127	688	61	1	99
FOREIGN AIRLINES	235	8	0	36	227	4	0	22
TRAVEL AGENTS	13	2	0	17	20	1	0	0
TOUR OPERATORS	1	0	0	0	2	0	0	0
MISCELLANEOUS	15	9	0	23	8	3	0	15
INDUSTRY TOTALS	1, 119	38	2	203	945	69	1	136

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	MARCH 2014			MARCH 2013		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	347		1	272	
CANCELLATIONS			141			88
DELAYS			93			115
MISCONNECTIONS			68			46
BAGGAGE	2	204		2	173	
RES/TKTG/BOARDING	3	158		3	154	
CUSTOMER SERVICE	4	127		4	136	
REFUNDS	5	90		5	63	
DISABILITY	6	65		6	42	
FARES	7	44		7	38	
OVERSALES	7	44		9	25	
OTHER	9	28		8	31	
FREQUENT FLYER			17			17
ADVERTISING	10	8		11	4	
DISCRIMINATION	11	4		10	7	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1, 119			945	

* 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*

MARCH 2014

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABI LI TY	ADVER- TIS ING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	3	1	0	1	1	1	4	2	0	0	0	0	13
ALASKA AIRLINES	1	1	1	0	0	0	1	1	0	0	0	0	5
ALLEGiant AIR	19	0	3	1	6	1	2	0	1	0	0	0	33
AMERICAN AIRLINES	33	2	19	4	16	31	7	4	2	0	0	3	121
AMERICAN EAGLE AIRLINES	8	2	1	0	1	4	2	0	0	0	0	0	18
DELTA AIR LINES	14	3	7	2	1	5	7	10	0	0	0	0	49
ENDEAVOR AIR	3	0	0	0	0	2	0	0	0	0	0	0	5
EXPRESSJET AIRLINES	27	0	0	0	0	0	4	0	0	1	0	0	32
FRONTIER AIRLINES	6	4	2	0	0	3	4	3	0	0	0	0	22
GO!	1	0	0	0	0	2	5	0	0	0	0	0	8
GREAT LAKES AVIATION	7	0	1	0	0	0	0	0	0	0	0	0	8
HAWAIIAN AIRLINES	2	0	1	1	1	0	0	1	0	0	0	1	7
JETBLUE AIRWAYS	9	0	2	2	1	3	4	3	0	0	0	0	24
PIEDMONT AIRLINES	2	2	0	0	0	0	0	2	0	0	0	0	6
REPUBLIC AIRLINES	12	0	0	0	0	0	1	0	0	0	0	0	13
SILVER AIRWAYS	8	0	0	0	0	1	0	0	0	0	0	0	9
SKYWEST AIRLINES	10	0	0	0	0	4	0	0	0	0	0	0	14
SOUTHWEST AIRLINES	8	0	4	4	4	15	9	3	1	0	0	0	48
SPIRIT AIRLINES	15	1	7	2	8	11	4	2	3	0	0	4	57
UNITED AIRLINES	57	20	28	10	22	36	24	16	0	3	0	8	224
US AIRWAYS	41	2	13	3	8	11	12	8	0	0	0	5	103
VIRGIN AMERICA	5	0	0	0	1	0	4	0	0	0	0	0	10
OTHER U. S. AIRLINES	19	0	3	0	0	3	0	0	0	0	0	1	26
TOTAL MARCH 2014	310	38	92	30	70	133	94	55	7	4	0	22	855
% OF TOTAL COMPLAINTS	36.3	4.4	10.8	3.5	8.2	15.6	11.0	6.4	0.8	0.5	0.0	2.6	
TOTAL MARCH 2013	237	21	94	27	40	101	106	31	2	7	0	22	688
% OF TOTAL COMPLAINTS	34.4	3.1	13.7	3.9	5.8	14.7	15.4	4.5	0.3	1.0	0.0	3.2	

* 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

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

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

U. S. AIRLINES*	COMPS RECD IN MAR	INCI- DENTS IN MAR	PERCENT	INCI- DENTS IN FEB	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	13	6	46.2	3	23.1	4	30.8	0	0.0
ALASKA AIRLINES	5	3	60.0	0	0.0	2	40.0	0	0.0
ALLEGiant AIR	33	16	48.5	4	12.1	11	33.3	2	6.1
AMERICAN AIRLINES	121	50	41.3	22	18.2	37	30.6	12	9.9
AMERICAN EAGLE AIRLINES	18	12	66.7	3	16.7	2	11.1	1	5.6
DELTA AIR LINES	49	11	22.4	18	36.7	13	26.5	7	14.3
ENDEAVOR AIR	5	4	80.0	1	20.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	32	20	62.5	6	18.8	4	12.5	2	6.2
FRONTIER AIRLINES	22	12	54.5	6	27.3	3	13.6	1	4.5
GO!	8	0	0.0	0	0.0	7	87.5	1	12.5
GREAT LAKES AVIATION	8	7	87.5	0	0.0	0	0.0	1	12.5
HAWAIIAN AIRLINES	7	1	14.3	1	14.3	4	57.1	1	14.3
JETBLUE AIRWAYS	24	12	50.0	5	20.8	7	29.2	0	0.0
PIEDMONT AIRLINES	6	3	50.0	1	16.7	2	33.3	0	0.0
REPUBLIC AIRLINES	13	8	61.5	1	7.7	3	23.1	1	7.7
SILVER AIRWAYS	9	7	77.8	1	11.1	1	11.1	0	0.0
SKYWEST AIRLINES	14	8	57.1	4	28.6	1	7.1	1	7.1
SOUTHWEST AIRLINES	48	24	50.0	7	14.6	11	22.9	6	12.5
SPIRIT AIRLINES	57	32	56.1	7	12.3	11	19.3	7	12.3
UNITED AIRLINES	224	97	43.3	48	21.4	62	27.7	17	7.6
US AIRWAYS	103	43	41.7	26	25.2	21	20.4	13	12.6
VIRGIN AMERICA	10	4	40.0	2	20.0	4	40.0	0	0.0
OTHER U. S. AIRLINES	26	14	53.8	8	30.8	3	11.5	1	3.8
TOTALS	855	394	46.1	174	20.4	213	24.9	74	8.7
PREVIOUS YEAR'S TOTALS	688	337	49.0	122	17.7	163	23.7	66	9.6

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

Table 5

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

MARCH 2014

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXICO	2	0	7	0	1	6	1	0	0	0	0	0	17
AIR CANADA	14	1	4	0	3	8	7	2	0	0	0	1	40
BRITISH AIRWAYS	2	1	3	1	0	4	3	3	0	0	0	0	17
CARIBBEAN AIRLINES	0	0	2	0	0	3	0	0	0	0	0	0	5
EGYPTAIR	1	0	2	0	0	0	2	0	0	0	0	0	5
EMIRATES AIRLINES	1	0	2	0	0	6	1	1	0	0	0	0	11
ETIHAD AIRWAYS	1	0	15	5	0	4	1	1	0	0	0	0	27
LAN AIRLINES	0	0	1	0	1	3	2	0	0	0	0	0	7
LUFTHANSA	1	0	1	0	1	2	1	1	0	0	0	0	7
QATAR AIRWAYS	1	0	1	1	1	1	1	0	0	0	0	0	6
SWISS AIR	0	0	0	1	2	0	1	0	1	0	0	0	5
TURKISH AIRLINES	0	0	2	0	0	3	0	0	0	0	0	1	6
VOLARIS AIRLINES	2	0	2	1	0	2	2	0	0	0	0	0	9
OTHER FOREIGN AIRLINES	11	4	16	3	7	19	10	2	0	0	0	1	73
TOTALS	36	6	58	12	16	61	32	10	1	0	0	3	235
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	1	0	7	2	3	0	0	0	0	0	0	0	13
TOTALS	1	0	7	2	3	0	0	0	0	0	0	0	13
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	0	1
TOTALS	0	0	0	0	1	0	0	0	0	0	0	0	1
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	0	1	0	0	10	1	0	0	0	0	3	15
TOTALS	0	0	1	0	0	10	1	0	0	0	0	3	15

* 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	MARCH 2014			MARCH 2013		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	5	1,742,553	0.29	4	1,680,440	0.24
2	DELTA AIR LINES	49	11,212,952	0.44	48	10,475,479	0.46
3	SOUTHWEST AIRLINES***	61	120,11029	0.51	***	***	***
	-SOUTHWEST	48	10,954,570	0.44	24	10,256,759	0.23
	-AIRTRAN AIRWAYS	13	1,056,459	1.23	6	1,792,624	0.33
4	SKYWEST AIRLINES	14	2,360,217	0.59	13	2,397,796	0.54
5	HAWAIIAN AIRLINES	7	825,599	0.85	6	855,746	0.70
6	JETBLUE AIRWAYS	24	2,753,630	0.87	11	2,741,341	0.40
7	EXPRESSJET AIRLINES	32	2,834,997	1.13	30	2,865,027	1.05
8	AMERICAN EAGLE AIRLINES	18	1,442,368	1.25	16	1,493,980	1.07
9	AMERICAN AIRLINES**	224	12,706,484	1.76	**	**	**
	-AMERICAN	121	7,565,551	1.60	114	7,545,658	1.51
	-US AIRWAYS	103	5,140,933	2.00	57	5,033,515	1.13
10	VIRGIN AMERICA	10	543,705	1.84	2	513,599	0.39
11	FRONTIER AIRLINES	22	871,570	2.52	21	756,003	2.78
12	UNITED AIRLINES	224	7,926,943	2.83	122	7,911,266	1.54
	TOTAL ****	690	57,232,047	1.21	474	56,319,233	0.84

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

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS

	JANUARY - MARCH 2014				JANUARY - MARCH 2013			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	3,010	147	14	348	2,288	153	5	335
FOREIGN AIRLINES	901	17	0	97	683	12	0	62
TRAVEL AGENTS	54	3	0	39	60	3	0	6
TOUR OPERATORS	3	0	0	0	151	0	0	0
MISCELLANEOUS	36	31	0	52	36	14	1	40
INDUSTRY TOTALS	4,004	198	14	536	3,218	182	6	443

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - MARCH 2014			JANUARY - MARCH 2013		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	1, 318		1	835	
CANCELLATIONS			617			311
DELAYS			360			315
MISCONNECTIONS			185			145
BAGGAGE	2	772		2	527	
RES/TKTG/BOARDING	3	620		3	491	
CUSTOMER SERVICE	4	432		4	444	
REFUNDS	5	302		6	209	
DISABILITY	6	173		7	139	
OVERSALES	7	138		9	91	
FARES	8	125		8	120	
OTHER	9	84		5	320	
FREQUENT FLYER			45			126
ADVERTISING	10	23		10	24	
DISCRIMINATION	11	17		11	18	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		4, 004			3, 218	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U. S. AIRLINES
BY COMPLAINT CATEGORY*

JANUARY - MARCH 2014

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABI LITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	11	3	1	1	2	10	5	4	0	0	0	0	37
ALASKA AIRLINES	4	1	4	2	0	1	3	2	0	0	0	1	18
ALLEGiant AIR	71	1	36	6	18	6	12	6	3	0	0	1	160
AMERICAN AIRLINES	125	7	63	12	58	110	47	11	3	1	0	17	454
AMERICAN EAGLE AIRLINES	59	5	6	0	1	13	5	0	0	1	0	0	90
DELTA AIR LINES	78	14	35	14	5	44	29	23	0	2	0	3	247
ENDEAVOR AIR	11	0	0	0	0	8	1	0	0	0	0	0	20
EXPRESSJET AIRLINES	83	0	0	0	0	2	8	0	0	2	0	0	95
FRONTIER AIRLINES	20	6	17	0	2	10	14	6	1	0	0	0	76
GO!	4	0	0	0	2	2	5	0	0	0	0	0	13
GREAT LAKES AVIATION	18	0	2	0	4	0	0	0	0	0	0	0	24
HAWAIIAN AIRLINES	3	1	1	1	1	1	4	4	0	0	0	3	19
JETBLUE AIRWAYS	72	0	11	3	9	14	13	5	1	0	0	0	128
MESA AIRLINES	12	0	0	0	0	0	2	0	0	0	0	0	14
PIEDMONT AIRLINES	12	4	0	0	0	2	1	3	0	0	0	1	23
PSA AIRLINES	10	0	0	0	0	1	0	0	0	0	0	0	11
REPUBLIC AIRLINES	39	0	1	0	0	5	3	0	0	0	0	0	48
SHUTTLE AMERICA	12	0	0	0	0	2	0	0	0	0	0	0	14
SILVER AIRWAYS	16	0	2	0	1	4	1	0	0	0	0	0	24
SKYWEST AIRLINES	37	2	0	0	0	9	4	1	0	0	0	0	53
SOUTHWEST AIRLINES	64	1	10	6	11	48	18	9	2	1	0	1	171
SPIRIT AIRLINES	37	8	22	4	18	30	17	3	4	2	0	10	155
UNITED AIRLINES	195	50	103	20	65	147	69	48	0	5	0	16	718
US AIRWAYS	106	5	52	15	23	43	32	20	1	0	0	12	309
VIRGIN AMERICA	9	0	0	0	2	2	5	2	0	0	0	0	20
OTHER U. S. AIRLINES	39	2	9	0	1	8	7	1	0	1	0	1	69
TOTAL JAN-MAR 2014	1,147	110	375	84	223	522	305	148	15	15	0	66	3,010
% OF TOTAL COMPLAINTS	38.1	3.7	12.5	2.8	7.4	17.3	10.1	4.9	0.5	0.5	0	2.2	
TOTAL JAN-MAR 2013	725	68	313	75	141	335	339	117	16	15	0	144	2,288
% OF TOTAL COMPLAINTS	31.7	3	13.7	3.3	6.2	14.6	14.8	5.1	0.7	0.7	0	6.3	

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

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

TABLE 4 (YTD)

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

JANUARY - MARCH 2014

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXICO	9	2	16	2	5	12	2	0	0	0	0	0	48
AIR CANADA	50	6	19	0	4	25	31	5	1	2	0	2	145
AIR FRANCE	15	1	2	0	6	8	4	1	0	0	0	0	37
ALITALIA AIRLINES	1	3	2	1	1	7	3	0	0	0	0	0	18
AVIANCA	2	0	9	0	2	4	3	1	0	0	0	0	21
BRITISH AIRWAYS	7	2	17	4	5	13	8	6	0	0	0	2	64
COPA	0	1	6	2	2	7	2	0	0	0	0	1	21
EMIRATES AIRLINES	5	1	9	2	3	17	11	1	0	0	0	0	49
ETHIOPIAN AIRLINES	2	2	2	0	2	4	0	0	0	0	0	0	12
ETIHAD AIRWAYS	4	0	39	7	0	12	2	2	1	0	0	0	67
KLM	1	0	6	2	3	3	1	0	0	0	0	0	16
LAN AIRLINES	0	0	4	0	1	3	2	0	0	0	0	0	10
LUFTHANSA	2	1	8	1	1	9	4	1	0	0	0	0	27
PHILIPPINE AIRLINES	2	0	3	1	5	3	3	0	0	0	0	1	18
QATAR AIRWAYS	2	0	5	2	2	6	2	0	0	0	0	1	20
SAS	6	0	1	0	1	3	1	0	0	0	0	0	12
TAM	1	0	0	0	3	4	2	0	0	0	0	0	10
TAME	5	0	0	0	1	5	1	0	0	0	0	0	12
TURKISH AIRLINES	4	0	4	0	1	13	1	0	0	0	0	1	24
VIRGIN ATLANTIC AIRWAYS	1	0	4	0	0	4	3	1	0	0	0	0	13
VOLARIS AIRLINES	8	4	6	2	2	5	3	0	0	0	0	0	30
OTHER FOREIGN AIRLINES	39	4	44	4	20	70	30	7	5	0	0	4	227
TOTALS	166	27	206	30	70	237	119	25	7	2	0	12	901
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	1	0	34	8	6	1	4	0	0	0	0	0	54
TOTALS	1	0	34	8	6	1	4	0	0	0	0	0	54
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	1	2	0	0	0	0	0	0	0	3
TOTALS	0	0	0	1	2	0	0	0	0	0	0	0	3
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	4	1	5	2	1	12	4	0	1	0	0	6	36
TOTALS	4	1	5	2	1	12	4	0	1	0	0	6	36

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

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

TABLE 5 (YTD)

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JANUARY - MARCH 2014			JANUARY - MARCH 2013		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	18	4,736,560	0.38	18	4,534,078	0.40
2	SOUTHWEST AIRLINES***	208	30,684,143	0.68	***	***	***
	-SOUTHWEST	171	27,920,935	0.61	74	26,215,817	0.28
	-AIRTRAN	37	2,763,208	1.34	23	4,530,831	0.51
3	HAWAIIAN AIRLINES	19	2,401,312	0.79	37	2,398,846	1.54
4	SKYWEST AIRLINES	53	6,354,030	0.83	47	6,482,177	0.73
5	DELTA AIR LINES	247	28,450,040	0.87	161	27,107,268	0.59
6	EXPRESSJET AIRLINES	95	7,256,307	1.31	83	7,535,235	1.10
7	VIRGIN AMERICA	20	1,482,417	1.35	17	1,346,791	1.26
8	JETBLUE AIRWAYS	128	7,325,621	1.75	43	7,285,995	0.59
9	AMERICAN AIRLINES**	763	34,816,387	2.19	**	**	**
	-AMERICAN	454	21,045,229	2.16	408	20,882,911	1.95
	-US AIRWAYS	309	13,771,158	2.24	169	13,510,027	1.25
10	AMERICAN EAGLE AIRLINES	90	3,872,879	2.32	67	4,246,223	1.58
11	FRONTIER AIRLINES	76	2,317,177	3.28	127	2,293,509	5.54
12	UNITED AIRLINES	718	20,987,426	3.42	430	21,202,754	2.03
	TOTAL ****	2,435	150,684,299	1.62	1,704	149,572,462	1.14

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

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

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

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



**Customer Service Reports to the U.S. Department of Homeland Security for the Month of March 2014
as provided by the Transportation Security Administration^a**

The Transportation Security Administration (TSA) screened approximately 56 million airline passengers and their 43 million checked bags in the month of January 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 March.

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
343	.0006	40	.00007	123	.0002	325	.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 March.

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.

March 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
<i>Alaska</i>		1	
<i>American</i>	1		
<i>United</i>	2		
<i>Total</i>	3	1	0