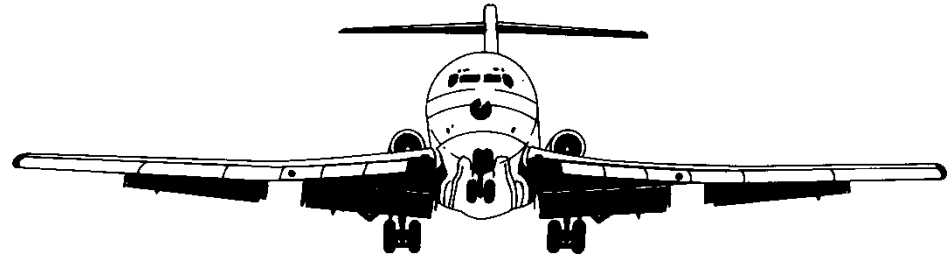




U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: October 2014



Flight Delays¹	August 2014 12 Months Ending August 2014
Mishandled Baggage¹	August 2014
Oversales¹	2 nd Quarter 2014 January – June 2014
Consumer Complaints² (Includes Disability and Discrimination Complaints)	August 2014
Customer Service Reports to the Dept. of Homeland Security³	August 2014
Airline Animal Incident Reports⁴	August 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, Envoy, ExpressJet, Frontier, Hawaiian, Southwest, US Airways and Virgin America) use ACARS exclusively; SkyWest uses ACARS and AFIS; two carriers (American and United) use a combination of ACARS and DGS; and three carriers (Alaska, Delta and JetBlue) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

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

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

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

AUGUST 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 U.S. 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	80.2	17	94.0
DELTA AIR LINES S/	29	84.9	140	84.8
VIRGIN AMERICA S/	16	84.4	17	84.3
ALASKA AIRLINES S/	21	83.8	59	83.8
FRONTIER AIRLINES S/	24	78.5	72	77.5
JETBLUE AIRWAYS S/	24	76.9	61	77.4
AMERICAN AIRLINES S/ **	28	77.8	94	77.3
-AMERICAN AIRLINES S/	28	73.9	84	73.2
-US AIRWAYS S/	27	82.7	68	82.7
SKYWEST AIRLINES S/	23	77.4	171	76.9
UNITED AIRLINES S/	28	76.9	73	76.8
SOUTHWEST AIRLINES S/***	24	75.8	86	75.8
-SOUTHWEST AIRLINES S/	24	75.1	86	75.3
-AIRTRAN AIRWAYS S/	16	83.1	35	83.7
EXPRESSJET AIRLINES S/	23	75.8	169	74.6
ENVOY AIR S/****	14	70.4	127	70.6
TOTAL		78.1		77.7

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

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

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

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

****Formerly American Eagle Airlines.

AUGUST 2014

AIR TRAVEL CONSUMER REPORT

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

Carrier*	3rd Quarter 07-09 2013		4th Quarter 10-12 2013		1st Quarter 01-03 2014		2nd Quarter 04-06 2014		Jun-14		Jul-14		Aug-14		12 Months Ending Aug 2014	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	85.7	2	87.7	2	87.3	2	88.5	2	86.0	2	84.1	3	83.8	4	87.1	2
AMERICAN**	79.4	7	78.3	11	77.6	5	77.0	7	72.1	7	74.2	9	77.3	7	77.0	7
-AMERICAN	79.4	7	78.3	11	76.6	(--)	76.8	(--)	67.6	(--)	72.3	(--)	73.2	(--)	76.7	(--)
-US AIRWAYS	80.9	5	84.0	5	77.8	(--)	80.6	(--)	78.0	(--)	76.7	(--)	82.7	(--)	81.7	(--)
ENVOY*****	73.3	15	74.5	13	66.3	11	69.7	12	62.2	12	74.5	8	70.6	12	71.6	10
DELTA	83.1	3	86.5	4	77.6	4	83.4	3	80.7	4	86.3	2	84.8	2	83.8	3
ENDEAVOR****	81.4	4	82.7	6	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET	75.8	12	74.0	14	62.2	12	69.8	11	65.1	11	73.4	10	74.6	11	70.9	12
FRONTIER	74.3	14	73.0	15	67.3	9	74.3	9	70.9	8	76.1	6	77.5	5	73.2	9
HAWAIIAN	94.8	1	93.8	1	91.6	1	94.2	1	95.3	1	93.3	1	94.0	1	93.5	1
JETBLUE	72.6	16	78.0	12	66.5	10	77.3	6	77.2	5	65.8	12	77.4	6	74.2	8
MESA****	76.7	11	79.2	10	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
SKYWEST	79.6	6	80.1	8	74.2	6	77.8	5	73.9	6	77.2	5	76.9	8	77.8	5
SOUTHWEST***	75.4	13	71.8	16	69.0	8	71.4	10	67.6	10	70.2	11	75.8	10	71.3	11
-SOUTHWEST	75.4	13	71.8	16	68.6	(--)	71.2	(--)	66.8	(--)	69.4	(--)	75.3	(--)	71.2	(--)
-AIRTRAN	77.9	9	79.4	9	73.6	(--)	82.8	(--)	80.6	(--)	83.1	(--)	83.7	(--)	81.4	(--)
UNITED	79.0	8	81.2	7	73.7	7	75.9	8	70.1	9	74.9	7	76.8	9	77.4	6
VIRGIN AMERICA	77.1	10	86.6	3	81.6	3	83.3	4	81.6	3	80.8	4	84.3	3	83.7	4
Total	78.4		78.8		72.2		76.1		71.8		75.6		77.7		76.5	

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

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

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

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

*****Formerly American Eagle Airlines.

AUGUST 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**	879	73.9	2619	78.9	636	71.1	7669	85.4	2470	80.0	837	75.9	14312	76.5	518	76.6
-AMERICAN	390	68.7	1020	73.3	240	62.1	275	68.0	911	71.1	395	72.4	13717	76.4	209	64.6
-US AIRWAYS	489	78.1	1599	82.4	396	76.5	7394	86.0	1559	85.2	442	79.0	595	79.8	309	84.8
ALASKA	62	80.6	152	78.9	H/		H/		124	85.5	154	84.4	123	84.6	H/	
JETBLUE	H/		3632	80.7	168	88.1	124	86.3	703	81.7	97	68.0	88	87.5	93	80.6
DELTA	20032	85.0	1010	82.8	613	84.2	509	86.2	794	83.8	615	81.8	506	84.0	4594	87.0
EXPRESSJET	5710	79.6	182	86.8	19	68.4	459	71.5	295	74.9	1638	79.1	1400	65.8	2731	84.1
FRONTIER	134	79.1	H/		5	80.0	25	60.0	92	66.3	3395	80.8	176	78.4	93	73.1
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY****	114	79.8	H/		90	66.7	H/		298	66.8	107	69.2	6679	74.9	333	70.3
SKYWEST	221	61.5	93	64.5	H/		16	62.5	167	59.9	4530	75.8	327	73.7	567	82.7
UNITED	59	59.3	1112	75.4	303	71.3	25	56.0	470	71.7	3780	80.1	287	71.4	51	72.5
VIRGIN AMERICA	H/		163	84.7	H/		H/		31	100.0	H/		172	85.5	H/	
SOUTHWEST***	4397	81.5	969	75.3	6036	79.1	188	64.4	764	82.2	5031	78.1	H/		576	64.9
-SOUTHWEST	1740	78.2	862	73.0	5826	79.0	188	64.4	571	80.4	4979	78.0	H/		508	61.6
-AIRTRAN	2657	83.7	107	94.4	210	84.3	H/		193	87.6	52	80.8	H/		68	89.7
TOTAL	31608	83.0	9932	79.3	7870	78.6	9015	84.1	6208	78.9	20184	78.4	24070	75.7	9556	83.2

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

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AUGUST 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**	648	74.7	647	76.7	258	74.4	893	78.5	1609	78.3	1371	77.5	3359	75.3	2363	75.5
-AMERICAN	314	70.1	217	73.7	258	74.4	419	72.1	1344	78.7	835	73.1	2797	74.6	1204	72.5
-US AIRWAYS	334	79.0	430	78.1	H/		474	84.2	265	76.2	536	84.5	562	78.8	1159	78.5
ALASKA	62	72.6	31	74.2	H/		31	83.9	H/		391	88.5	672	86.9	H/	
JETBLUE	584	73.1	1332	69.7	207	84.5	H/		3872	76.1	328	81.1	310	67.4	496	72.2
DELTA	427	80.8	847	82.4	198	80.8	327	79.8	2090	78.9	1019	86.0	2033	83.9	1939	82.1
EXPRESSJET	3329	72.6	13	84.6	2051	79.3	6943	80.9	125	68.8	H/		H/		1200	71.3
FRONTIER	H/		56	76.8	39	53.8	60	78.3	H/		164	79.9	122	82.8	59	55.9
HAWAIIAN	H/		H/		H/		H/		31	64.5	76	85.5	186	79.0	H/	
ENVOY****	H/		H/		H/		49	59.2	558	74.0	H/		206	69.9	1510	69.3
SKYWEST	H/		H/		168	71.4	1245	77.9	H/		578	79.4	4867	82.1	59	55.9
UNITED	3817	79.2	368	75.8	1796	79.8	5140	81.2	404	81.2	1109	79.7	3061	75.9	685	68.5
VIRGIN AMERICA	179	90.5	84	90.5	140	85.7	H/		359	81.1	352	90.6	1199	84.0	H/	
SOUTHWEST***	497	66.0	1392	72.8	203	68.0	H/		H/		6474	79.5	3414	70.3	941	73.1
-SOUTHWEST	497	66.0	1267	72.1	203	68.0	H/		H/		6374	79.6	3367	70.1	905	72.5
-AIRTRAN	H/		125	80.0	H/		H/		H/		100	75.0	47	87.2	36	88.9
TOTAL	9543	75.8	4770	74.8	5060	78.8	14688	80.5	9048	77.3	11862	80.6	19429	78.0	9252	74.1

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

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AIR TRAVEL CONSUMER REPORT

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ARRIVAL AIRPORT*																
	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**	1576	75.5	H/		4502	79.9	563	75.0	4830	64.6	447	78.1	4240	80.8	5450	85.1
-AMERICAN	785	72.2	H/		3886	79.9	208	68.8	4194	64.4	215	74.9	260	71.9	486	73.0
-US AIRWAYS	791	78.8	H/		616	80.0	355	78.6	636	65.9	232	81.0	3980	81.3	4964	86.3
ALASKA	64	68.8	H/		H/		61	80.3	173	62.4	1140	86.7	31	77.4	189	83.1
JETBLUE	1614	77.3	H/		H/		H/		248	62.9	181	74.6	150	86.0	62	69.4
DELTA	1383	81.8	202	80.2	727	83.6	5629	86.4	579	68.4	544	90.6	626	81.0	594	85.0
EXPRESSJET	18	66.7	107	72.9	1	100.0	729	78.7	4782	62.8	H/		1	100.0	16	81.2
FRONTIER	154	68.8	164	68.9	H/		161	79.5	H/		137	86.9	4	0.0	136	79.4
HAWAIIAN	H/		H/		H/		H/		H/		31	90.3	H/		31	71.0
ENVOY****	H/		H/		1383	83.0	41	41.5	6143	62.8	H/		H/		H/	
SKYWEST	H/		3	66.7	31	64.5	2044	83.7	3685	57.5	943	87.8	H/		1955	82.5
UNITED	954	75.4	H/		165	67.9	110	64.5	5131	69.6	583	76.8	359	73.0	377	73.7
VIRGIN AMERICA	31	87.1	H/		H/		H/		146	74.7	31	96.8	92	87.0	H/	
SOUTHWEST***	3175	75.0	7358	76.4	H/		731	67.7	H/		1045	76.7	752	67.0	4754	75.3
-SOUTHWEST	2746	75.0	7026	76.3	H/		638	64.1	H/		1045	76.7	661	64.1	4754	75.3
-AIRTRAN	429	74.8	332	77.4	H/		93	92.5	H/		H/		91	87.9	H/	
TOTAL	8969	76.5	7834	76.3	6809	80.6	10069	82.7	25717	63.9	5082	83.0	6255	78.8	13564	80.8

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

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

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

****Formerly American Eagle Airlines.

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AIR TRAVEL CONSUMER REPORT

TABLE 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**	813	74.3	938	78.9	1481	71.1	366	77.9	1038	76.6
-AMERICAN	493	68.6	542	77.9	975	67.8	153	71.9	412	72.6
-US AIRWAYS	320	83.1	396	80.3	506	77.5	213	82.2	626	79.2
ALASKA	515	89.7	4803	83.9	488	73.8	248	87.1	31	90.3
JETBLUE	124	81.5	274	85.0	335	67.2	124	81.5	509	74.7
DELTA	699	86.1	1452	88.6	901	88.5	3221	90.0	817	83.5
EXPRESSJET	H/		H/		H/		61	82.0	5	80.0
FRONTIER	118	78.8	135	79.3	137	62.8	150	84.0	79	68.4
HAWAIIAN	31	80.6	62	90.3	31	67.7	H/		H/	
ENVOY****	H/		H/		H/		18	94.4	H/	
SKYWEST	892	84.1	798	85.0	3743	67.7	4948	89.0	3	100.0
UNITED	748	79.8	1041	78.1	4798	78.0	57	71.9	476	79.2
VIRGIN AMERICA	142	88.7	231	89.6	1478	81.5	H/		H/	
SOUTHWEST***	2846	76.0	1257	72.1	1374	55.4	850	69.2	2024	77.7
-SOUTHWEST	2846	76.0	1257	72.1	1327	54.2	850	69.2	1769	76.7
-AIRTRAN	H/		H/		47	89.4	H/		255	85.1
TOTAL	6928	79.7	10991	82.4	14766	73.0	10043	86.9	4982	78.2

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

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

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

****Formerly American Eagle Airlines.

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AIR TRAVEL CONSUMER REPORT

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

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT*																	
	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	90.7	79.1	89.4	89.3	J/	95.5	87.3	89.9	78.4	80.6	82.3	95.0	80.2	99.0	88.3	75.0	81.6	93.3
700 - 759 AM	93.9	87.6	94.9	88.5	92.7	93.5	86.3	92.2	91.5	84.6	92.7	93.1	87.8	95.5	91.5	88.6	95.7	91.6
800 - 859 AM	91.3	90.1	96.1	92.8	95.0	88.4	86.4	93.2	93.3	93.1	100.0	89.8	93.1	93.2	90.6	87.3	89.7	88.9
900 - 959 AM	89.8	94.1	93.5	80.0	89.0	90.0	87.0	92.0	89.8	87.3	94.8	88.9	92.5	93.1	87.1	90.1	89.4	89.1
1000 - 1059 AM	89.0	89.9	93.7	88.4	88.2	87.6	83.3	88.0	91.7	88.2	87.1	87.6	90.2	90.2	85.1	84.4	90.1	90.0
1100 - 1159 AM	91.2	89.1	90.0	87.9	90.4	90.9	83.1	89.0	87.2	87.4	86.9	88.4	84.9	86.5	83.4	86.0	88.9	90.0
1200 - 1259 PM	91.2	91.7	91.2	92.2	87.8	88.1	80.2	88.0	79.7	77.6	83.9	87.3	86.8	88.4	80.8	82.9	84.6	85.1
100 - 159 PM	90.4	90.4	84.8	90.5	80.8	86.5	81.4	89.2	83.5	79.1	87.5	84.9	76.2	80.4	79.2	81.0	84.2	75.1
200 - 259 PM	85.0	87.9	86.8	83.9	84.4	79.5	78.5	87.4	83.9	76.9	86.4	80.5	82.2	81.0	79.0	77.8	82.1	76.4
300 - 359 PM	80.3	85.0	84.1	87.2	80.9	73.2	74.3	84.2	76.5	73.0	79.8	79.3	83.9	74.5	79.3	74.3	74.4	79.6
400 - 459 PM	78.1	79.3	75.5	78.1	78.7	68.7	72.0	85.3	72.6	68.4	78.4	70.2	80.7	77.8	73.8	69.0	73.0	72.9
500 - 559 PM	77.1	74.9	70.3	81.1	72.7	64.1	65.7	71.3	69.2	66.2	77.1	70.9	81.0	71.5	70.8	66.0	66.8	71.0
600 - 659 PM	76.8	69.2	73.7	70.8	75.6	61.9	69.4	75.1	68.0	67.3	72.1	72.8	69.1	71.8	76.0	64.0	65.2	66.6
700 - 759 PM	70.8	74.5	64.8	80.1	72.2	67.8	62.8	72.3	65.3	66.2	67.0	70.7	66.7	66.7	69.2	60.3	64.6	60.7
800 - 859 PM	72.3	72.3	66.6	75.2	70.0	66.2	60.9	76.3	64.4	70.5	60.0	70.1	63.2	70.5	69.1	59.1	70.9	63.0
900 - 959 PM	72.8	68.1	59.1	76.8	66.6	64.8	61.0	72.8	62.0	71.1	71.3	69.7	63.7	71.9	69.3	62.2	66.9	65.4
1000 - 1059 PM	73.7	69.7	62.0	59.5	70.9	73.0	67.1	66.5	61.1	59.8	68.3	73.8	59.4	71.0	68.5	65.0	64.1	63.0
1100 - 559 AM	72.8	67.8	66.8	78.0	64.3	69.9	74.5	66.9	73.8	66.2	71.8	80.9	74.1	71.5	73.8	71.0	67.6	60.7
TOTAL, ALL ARRIVALS, BY AIRPORT	83.0	79.3	78.6	84.1	78.9	78.4	75.7	83.2	75.8	74.8	78.8	80.5	77.3	80.6	78.0	74.1	76.5	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	90.0	92.4	84.7	97.4	84.2	89.5	J/	88.2	93.9	100.0	96.0	88.2
700 - 759 AM	90.4	91.8	81.4	96.2	92.1	92.4	93.9	88.1	90.3	96.6	100.0	90.6
800 - 859 AM	92.2	90.7	74.1	92.6	90.0	91.0	95.4	92.5	84.2	96.4	91.2	89.4
900 - 959 AM	91.1	90.4	78.1	93.6	94.1	90.3	92.2	87.9	68.7	94.2	89.3	88.1
1000 - 1059 AM	91.3	88.8	74.0	90.5	91.2	89.1	87.5	92.9	64.6	93.0	88.0	86.6
1100 - 1159 AM	85.0	87.6	73.8	91.9	94.0	88.9	85.0	86.9	72.6	91.5	85.5	85.9
1200 - 1259 PM	85.7	90.8	66.2	89.1	88.4	84.8	85.5	86.9	69.9	92.7	85.1	83.6
100 - 159 PM	84.1	86.5	65.3	87.5	86.1	82.8	82.3	81.6	72.2	91.1	86.5	82.8
200 - 259 PM	79.9	87.6	62.2	79.1	85.3	79.8	79.0	81.6	70.4	88.3	84.1	80.2
300 - 359 PM	79.5	79.6	56.0	80.1	77.9	80.9	77.4	83.2	72.7	86.9	82.3	77.3
400 - 459 PM	72.6	81.9	56.7	81.3	75.9	68.1	71.8	77.6	76.2	88.3	73.8	74.4
500 - 559 PM	78.1	72.9	55.1	75.6	74.8	74.3	74.9	78.4	77.7	70.8	77.2	70.6
600 - 659 PM	72.2	76.3	50.4	77.2	67.0	69.4	73.3	78.6	72.6	79.2	74.6	70.2
700 - 759 PM	72.6	65.6	49.7	80.6	67.4	73.9	71.0	80.7	71.3	83.1	69.2	68.3
800 - 859 PM	72.1	73.6	49.3	75.2	73.4	71.6	69.4	77.5	73.5	78.7	80.8	68.3
900 - 959 PM	64.1	67.6	50.0	79.9	64.9	70.4	68.4	76.4	68.5	80.9	66.3	68.1
1000 - 1059 PM	72.4	57.1	59.0	72.9	70.0	69.6	72.2	74.3	65.9	65.7	56.0	67.2
1100 - 559 AM	78.0	81.7	70.0	79.6	67.8	80.4	79.7	81.8	77.2	64.9	69.3	73.0
TOTAL, ALL ARRIVALS, BY AIRPORT	80.6	82.7	63.9	83.0	78.8	80.8	79.7	82.4	73.0	86.9	78.2	78.1

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	94.8	94.7	92.7	90.5	94.0	95.2	89.5	95.5	93.4	96.6	95.0	93.2	91.0	96.9	92.2	93.0	93.6	95.9
700 - 759 AM	94.6	93.0	89.5	91.3	91.9	92.9	83.1	94.0	91.5	94.0	88.2	91.7	91.3	92.8	89.4	94.3	92.5	92.6
800 - 859 AM	92.6	87.2	90.7	88.7	92.0	90.5	84.5	90.4	89.2	93.6	89.4	92.8	91.7	90.8	88.6	88.2	94.8	85.9
900 - 959 AM	88.7	91.3	85.3	89.4	91.4	86.3	81.8	88.4	85.8	90.7	85.9	87.1	90.5	88.0	82.2	90.3	87.9	83.6
1000 - 1059 AM	87.8	91.0	87.1	83.2	86.4	83.5	80.1	89.6	87.1	84.5	92.9	86.1	87.1	85.4	80.1	84.9	88.2	84.6
1100 - 1159 AM	87.9	86.7	84.2	87.5	88.2	80.6	78.1	81.0	84.4	86.3	92.9	84.0	88.8	82.5	75.7	86.8	87.8	81.4
1200 - 1259 PM	87.4	86.0	84.3	81.5	88.0	82.3	78.9	84.7	77.5	79.1	80.6	84.2	85.7	79.0	77.5	83.3	78.6	71.9
100 - 159 PM	85.8	87.5	75.0	89.1	83.2	78.4	77.7	84.9	77.2	65.3	73.4	81.6	81.2	77.2	68.6	80.3	72.2	63.4
200 - 259 PM	81.4	85.3	70.1	82.8	82.1	77.1	73.0	81.8	72.3	73.5	77.4	77.6	78.6	68.0	68.3	83.4	74.3	56.5
300 - 359 PM	77.5	80.6	71.7	77.7	79.9	69.9	72.7	82.0	66.0	64.0	78.3	75.9	74.9	69.5	75.3	79.1	73.8	58.7
400 - 459 PM	71.3	76.6	67.5	79.9	77.7	65.0	70.0	74.3	66.8	57.1	66.3	71.9	76.1	68.4	75.5	67.9	66.0	58.6
500 - 559 PM	72.2	72.7	56.7	72.8	73.3	60.0	66.6	76.5	66.9	64.4	67.6	71.4	76.3	68.4	71.0	67.6	59.3	50.4
600 - 659 PM	69.9	68.1	62.9	75.7	76.1	55.3	62.7	64.3	60.9	53.5	70.9	66.9	74.0	61.2	72.6	66.2	55.8	51.7
700 - 759 PM	73.7	63.4	63.5	64.5	72.3	60.4	64.6	74.1	60.4	65.0	65.8	70.1	68.3	65.8	69.5	63.8	56.0	42.0
800 - 859 PM	70.6	72.7	43.8	78.0	73.5	67.5	61.7	77.1	57.2	43.7	69.7	67.1	68.9	56.2	72.6	60.4	54.6	51.8
900 - 959 PM	70.7	76.4	39.4	52.6	72.1	62.3	61.2	76.6	58.6	67.5	66.7	72.1	60.3	68.0	79.4	65.6	49.5	46.1
1000 - 1059 PM	72.9	J/	31.4	82.9	82.0	69.9	67.2	72.0	68.6	60.0	72.5	81.1	66.2	71.5	79.0	J/	78.9	57.1
1100 - 559 AM	75.4	92.9	91.7	90.2	88.5	84.2	88.8	75.0	91.7	100.0	100.0	89.8	79.3	88.4	81.4	83.3	81.0	90.3
TOTAL, ALL DEPARTURES, BY AIRPORT	80.5	83.2	73.0	82.7	83.6	75.3	73.9	82.9	75.8	75.0	77.0	79.7	80.6	77.5	78.3	79.7	75.6	66.9

* 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	92.8	95.4	85.8	96.7	95.0	95.8	95.0	96.0	91.6	90.7	95.1	93.3
700 - 759 AM	94.4	93.3	83.9	89.5	90.9	91.4	94.7	92.9	92.5	90.4	93.5	91.1
800 - 859 AM	87.2	90.3	80.0	92.8	91.3	90.1	88.2	89.8	89.4	86.7	89.4	88.9
900 - 959 AM	90.8	88.6	73.9	92.0	88.2	87.5	82.2	87.2	80.6	93.4	89.8	86.1
1000 - 1059 AM	88.2	90.0	72.0	87.8	89.3	86.2	84.9	84.3	73.7	91.1	87.5	84.4
1100 - 1159 AM	86.3	89.1	71.9	83.4	87.1	78.9	79.9	86.5	66.9	90.3	83.6	82.7
1200 - 1259 PM	83.0	86.0	67.9	85.2	84.0	83.3	79.8	77.0	66.8	87.0	79.5	80.3
100 - 159 PM	78.3	85.0	62.9	83.4	83.7	80.9	73.5	80.6	68.2	86.8	83.8	77.2
200 - 259 PM	70.3	81.8	61.4	83.9	85.6	71.2	79.2	76.6	68.8	81.1	79.2	74.7
300 - 359 PM	71.9	83.2	57.6	82.1	75.3	70.0	64.6	79.6	70.7	87.7	70.7	73.8
400 - 459 PM	78.0	67.8	54.5	78.0	76.3	75.7	74.5	77.8	72.7	83.3	72.5	70.7
500 - 559 PM	67.4	79.5	53.1	75.3	71.7	65.9	67.6	81.0	78.1	80.3	70.6	68.7
600 - 659 PM	76.1	59.1	55.8	72.7	71.7	67.6	72.0	77.2	72.4	61.1	69.5	65.7
700 - 759 PM	77.8	75.7	58.7	82.8	67.4	59.4	73.6	78.2	72.4	81.9	73.3	67.1
800 - 859 PM	82.1	61.5	52.2	86.2	74.6	66.9	76.0	75.9	75.4	82.2	63.0	66.8
900 - 959 PM	77.4	75.3	56.6	83.0	84.2	66.6	72.8	82.0	75.2	90.9	66.7	68.1
1000 - 1059 PM	62.5	J/	61.2	87.3	87.8	82.4	93.0	80.8	78.4	88.4	71.4	75.6
1100 - 559 AM	84.6	89.7	93.6	92.3	91.2	88.2	J/	86.7	83.1	87.6	94.3	85.9
TOTAL, ALL DEPARTURES, BY AIRPORT	80.8	83.4	65.5	86.1	81.9	79.6	80.6	83.8	76.8	87.0	81.0	78.0

* 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

NONE

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

EXPRESSJET	2500	Jun	ACT-DFW	1955	17	12	70.59	75.10
EXPRESSJET	2500	Jul	ACT-DFW	1955	26	16	61.54	50.08
EXPRESSJET	2500	Aug	ACT-DFW	1955	15	8	53.33	90.38
EXPRESSJET	2500	Jun	DFW-ACT	1855	17	12	70.59	80.50
EXPRESSJET	2500	Jul	DFW-ACT	1855	26	17	65.38	50.93
EXPRESSJET	2500	Aug	DFW-ACT	1855	15	8	53.33	102.88
EXPRESSJET	2524	Jun	DFW-SHV	1910	30	16	53.33	112.29
EXPRESSJET	2524	Jul	DFW-SHV	1910	26	14	53.85	82.31
EXPRESSJET	2524	Aug	DFW-SHV	1910	28	15	53.57	103.43

* 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 (CONTINUED)

SOUTHWEST	4842	Jun	LAS-PHX	1855	30	21	70.00	68.81
SOUTHWEST	235	Jul	LAS-PHX	1855	29	17	58.62	69.21
SOUTHWEST	235	Aug	LAS-PHX	1855	10	6	60.00	52.60
SOUTHWEST	1932	Jun	LAX-SFO	1815	21	17	80.95	98.29
SOUTHWEST	1932	Jul	LAX-SFO	1815	28	21	75.00	88.85
SOUTHWEST	1932	Aug	LAX-SFO	1815	13	7	53.85	114.14
SOUTHWEST	1216	Jun	MCO-PIT	1830	24	16	66.67	106.56
SOUTHWEST	159	Jul	MCO-PIT	1850	30	16	53.33	112.07
SOUTHWEST	761	Aug	MCO-PIT	1900	29	19	65.52	56.33
SOUTHWEST	2049	Jun	SAN-SFO	1935	26	19	73.08	79.83
SOUTHWEST	2049	Jul	SAN-SFO	1935	26	19	73.08	101.11
SOUTHWEST	565	Aug	SAN-SFO	1910	28	18	64.29	84.06
SOUTHWEST	1931	Jun	SFO-LAX	1620	24	20	83.33	70.95
SOUTHWEST	1931	Jul	SFO-LAX	1620	31	22	70.97	81.00
SOUTHWEST	341	Aug	SFO-LAX	1555	31	19	61.29	79.53
SOUTHWEST	2048	Jun	SFO-SAN	1730	21	14	66.67	86.31
SOUTHWEST	2048	Jul	SFO-SAN	1735	27	18	66.67	95.19
SOUTHWEST	476	Aug	SFO-SAN	1710	28	16	57.14	79.31

* 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

ALASKA	244	Jul	PDX-SFO	730	31	16	51.61	52.69
ALASKA	244	Aug	PDX-SFO	730	31	18	58.06	53.56
ALASKA	222	Jul	SEA-SFO	710	31	17	54.84	59.35
ALASKA	222	Aug	SEA-SFO	710	31	16	51.61	53.25
ENVOY	3301	Jul	RDU-LGA	1850	26	15	57.69	53.14
ENVOY	3301	Aug	RDU-LGA	1850	26	15	57.69	66.55
EXPRESSJET	2500	Jul	ACT-DFW	1955	26	16	61.54	50.08
EXPRESSJET	2500	Aug	ACT-DFW	1955	15	8	53.33	90.38
EXPRESSJET	2500	Jul	DFW-ACT	1855	26	17	65.38	50.93
EXPRESSJET	2500	Aug	DFW-ACT	1855	15	8	53.33	102.88
EXPRESSJET	2524	Jul	DFW-SHV	1910	26	14	53.85	82.31
EXPRESSJET	2524	Aug	DFW-SHV	1910	28	15	53.57	103.43
JETBLUE	2170	Jul	FLL-BOS	2041	31	23	74.19	77.17
JETBLUE	2170	Aug	FLL-BOS	2041	31	20	64.52	85.65
SKYWEST	6329	Jul	ACV-SFO	902	30	20	66.67	131.17
SKYWEST	6329	Aug	ACV-SFO	902	31	19	61.29	90.54
SKYWEST	5654	Jul	ACV-SFO	1025	31	19	61.29	81.69
SKYWEST	5654	Aug	ACV-SFO	1025	31	16	51.61	71.36

* Minimum of 10 flights per month

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AIR TRAVEL CONSUMER REPORT

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

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

SKYWEST	5335	Jul	CEC-SFO	911	31	22	70.97	117.17
SKYWEST	5335	Aug	CEC-SFO	911	31	25	80.65	90.92
SKYWEST	6464	Jul	COS-SFO	800	25	16	64.00	91.57
SKYWEST	6464	Aug	COS-SFO	800	18	10	55.56	129.89
SKYWEST	5441	Jul	SBP-SFO	924	30	19	63.33	86.65
SKYWEST	5441	Aug	SBP-SFO	924	18	10	55.56	87.80
SKYWEST	6270	Jul	SUN-SFO	833	29	16	55.17	115.31
SKYWEST	6270	Aug	SUN-SFO	835	29	17	58.62	117.88
SOUTHWEST	31	Jul	BWI-STL	2130	30	19	63.33	64.88
SOUTHWEST	31	Aug	BWI-STL	2130	10	6	60.00	59.00
SOUTHWEST	4764	Jul	DEN-AMA	1810	26	14	53.85	86.00
SOUTHWEST	2498	Aug	DEN-AMA	1755	25	16	64.00	90.06
SOUTHWEST	52	Jul	HOU-DAL	1900	31	16	51.61	75.19
SOUTHWEST	52	Aug	HOU-DAL	1900	31	19	61.29	71.53
SOUTHWEST	235	Jul	LAS-PHX	1855	29	17	58.62	69.21
SOUTHWEST	235	Aug	LAS-PHX	1855	10	6	60.00	52.60
SOUTHWEST	1109	Jul	LAX-SFO	1700	27	23	85.19	103.30
SOUTHWEST	589	Aug	LAX-SFO	1645	31	20	64.52	69.63

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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)

SOUTHWEST	1932	Jul	LAX-SFO	1815	28	21	75.00	88.85
SOUTHWEST	1932	Aug	LAX-SFO	1815	13	7	53.85	114.14
SOUTHWEST	159	Jul	MCO-PIT	1850	30	16	53.33	112.07
SOUTHWEST	761	Aug	MCO-PIT	1900	29	19	65.52	56.33
SOUTHWEST	297	Jul	PBI-ATL	1835	31	17	54.84	68.56
SOUTHWEST	297	Aug	PBI-ATL	1835	11	7	63.64	113.00
SOUTHWEST	2049	Jul	SAN-SFO	1935	26	19	73.08	101.11
SOUTHWEST	565	Aug	SAN-SFO	1910	28	18	64.29	84.06
SOUTHWEST	1108	Jul	SFO-LAX	1510	27	21	77.78	96.24
SOUTHWEST	643	Aug	SFO-LAX	1450	29	18	62.07	70.94
SOUTHWEST	1931	Jul	SFO-LAX	1620	31	22	70.97	81.00
SOUTHWEST	341	Aug	SFO-LAX	1555	31	19	61.29	79.53
SOUTHWEST	2048	Jul	SFO-SAN	1735	27	18	66.67	95.19
SOUTHWEST	476	Aug	SFO-SAN	1710	28	16	57.14	79.31

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
SOUTHWEST**	3,509	102	2.9
-SOUTHWEST	3,310	102	3.1
-AIRTRAN	199	0	0.0
SKYWEST	1,736	19	1.1
EXPRESSJET	1,771	8	0.5
FRONTIER	242	1	0.4
JETBLUE	722	2	0.3
ALASKA	500	1	0.2
ENVOY***	1,128	2	0.2
AMERICAN*	2,704	4	0.1
-AMERICAN	1,569	4	0.3
-US AIRWAYS	1,135	0	0.0
UNITED	776	1	0.1
DELTA	2,440	0	0.0
HAWAIIAN	222	0	0.0
VIRGIN AMERICA	167	0	0.0
TOTAL	15,917	140	0.9

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

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

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

***Formerly American Eagle Airlines.

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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)	95.2	93.5	62	62
ABILENE TX (ABI)	75.5	75.9	237	237
ADAK ISLAND AK (ADK)	77.8	66.7	9	9
AGUADILLA PR (BQN)	62.5	79.1	128	129
AKRON OH (CAK)	74.5	84.8	552	554
ALBANY GA (ABY)	81.2	88.4	85	86
ALBANY NY (ALB)	74.4	82.2	738	741
ALBUQUERQUE NM (ABQ)	75.0	78.4	2,255	2,256
ALEXANDRIA LA (AEX)	76.6	81.0	295	295
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	78.3	87.0	92	92
ALPENA MI (APN)	90.4	94.2	52	52
AMARILLO TX (AMA)	69.8	77.5	606	605
ANCHORAGE AK (ANC)	80.8	88.0	1,875	1,876
APPLETON WI (ATW)	66.2	69.3	219	218
ARCATA/EUREKA CA (ACV)	64.1	60.0	270	270
ARLINGTON VA (DCA)	78.9	83.6	6,208	6,209
ASHEVILLE NC (AVL)	73.6	79.5	348	351
ASPEN CO (ASE)	63.9	76.6	321	320
ATLANTA GA (ATL)	83.0	80.5	31,608	31,569
ATLANTIC CITY NJ (ACY)	75.8	83.9	62	62
AUGUSTA GA (AGS)	78.3	81.1	217	217
AUSTIN TX (AUS)	77.9	82.1	3,736	3,739
BAKERSFIELD CA (BFL)	76.8	83.4	289	289
BALTIMORE MD (BWI)	78.6	73.0	7,870	7,867
BANGOR ME (BGR)	73.4	85.9	128	128
BARROW AK (BRW)	60.0	71.3	80	80
BATON ROUGE LA (BTR)	77.0	77.6	709	709
BEAUMONT/PORT ARTHUR TX (BPT)	63.7	72.5	91	91
BELLINGHAM WA (BLI)	87.6	92.1	89	89
BEMIDJI MN (BJI)	91.9	95.2	62	62
BEND/REDMOND OR (RDM)	82.7	89.2	323	323
BETHEL AK (BET)	84.1	91.5	82	82
BILLINGS MT (BIL)	87.0	94.5	293	293
BIRMINGHAM AL (BHM)	72.3	78.0	1,195	1,198
BISMARCK/MANDAN ND (BIS)	81.0	85.8	231	232
BLOOMINGTON/NORMAL IL (BMI)	76.8	83.9	272	273
BOISE ID (BOI)	76.0	83.2	1,019	1,018
BOSTON MA (BOS)	79.3	83.2	9,932	9,935
BOZEMAN MT (BZN)	84.0	88.6	543	545
BRAINERD MN (BRD)	79.7	81.0	79	79
BRANSON MO (BKG)	74.2	74.2	31	31
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	83.1	83.1	177	178
BROWNSVILLE TX (BRO)	69.5	81.8	203	203

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	71.6	85.2	88	88
BUFFALO NY (BUF)	76.4	83.7	1,578	1,579
BURBANK CA (BUR)	79.9	84.0	1,849	1,848
BURLINGTON VT (BTV)	80.4	80.7	414	415
BUTTE MT (BTM)	91.9	95.9	74	74
CARLSBAD CA (CLD)	82.6	89.1	230	230
CASPER WY (CPR)	78.5	84.5	200	200
CEDAR CITY UT (CDC)	86.7	94.0	83	83
CEDAR RAPIDS/IOWA CITY IA (CID)	68.3	74.7	580	578
CHAMPAIGN/URBANA IL (CMI)	63.5	79.3	208	208
CHANTILLY VA (IAD)	78.8	77.0	5,060	5,051
CHARLESTON SC (CHS)	77.0	80.1	1,279	1,281
CHARLESTON/DUNBAR WV (CRW)	74.7	76.9	312	312
CHARLOTTE AMALIE VI (STT)	77.6	83.2	322	322
CHARLOTTE NC (CLT)	84.1	82.7	9,015	9,022
CHARLOTTESVILLE VA (CHO)	65.6	73.3	180	180
CHATTANOOGA TN (CHA)	80.6	81.9	320	320
CHICAGO IL (MDW)	76.3	66.9	7,834	7,825
CHICAGO IL (ORD)	63.9	65.5	25,717	25,665
CHICO CA (CIC)	65.2	67.4	89	89
CHRISTIANSTED VI (STX)	77.8	76.7	72	73
CLEVELAND OH (CLE)	76.6	81.0	2,884	2,884
CODY WY (COD)	73.8	84.5	103	103
COLLEGE STATION/BRYAN TX (CLL)	77.5	80.5	231	231
COLORADO SPRINGS CO (COS)	71.8	78.9	856	856
COLUMBIA MO (COU)	68.9	79.5	122	122
COLUMBIA SC (CAE)	74.2	78.8	608	608
COLUMBUS GA (CSG)	80.2	84.5	116	116
COLUMBUS MS (GTR)	76.1	79.5	88	88
COLUMBUS OH (CMH)	72.8	78.9	2,278	2,277
CORDOVA AK (CDV)	77.4	77.4	62	62
CORPUS CHRISTI TX (CRP)	72.1	77.3	587	586
COVINGTON KY (CVG)	76.1	82.3	1,820	1,817
CRESCENT CITY CA (CEC)	54.2	44.6	83	83
DALLAS TX (DAL)	77.5	73.9	3,707	3,712
DALLAS/FORT WORTH TX (DFW)	75.7	73.9	24,070	24,062
DAYTON OH (DAY)	69.6	76.2	883	882
DAYTONA BEACH FL (DAB)	81.3	84.3	139	140
DEADHORSE AK (SCC)	71.3	66.3	80	80
DENVER CO (DEN)	78.4	75.3	20,184	20,204
DES MOINES IA (DSM)	67.1	76.1	831	833
DETROIT MI (DTW)	83.2	82.9	9,556	9,553
DEVILS LAKE ND (DVL)	75.0	72.9	48	48

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DICKINSON ND (DIK)	82.3	83.5	158	158
DILLINGHAM AK (DLG)	100.0	78.3	23	23
DOTHAN AL (DHN)	81.0	84.5	116	116
DUBUQUE IA (DBQ)	63.1	72.6	84	84
DULUTH MN (DLH)	65.3	70.5	193	193
DURANGO CO (DRO)	78.4	83.5	218	218
EAGLE CO (EGE)	64.3	88.4	42	43
EAU CLAIRE WI (EAU)	64.5	71.0	62	62
EL PASO TX (ELP)	73.2	82.0	1,570	1,572
ELKO NV (EKO)	90.1	91.4	81	81
ELMIRA/CORNING NY (ELM)	69.1	70.3	175	175
ERIE PA (ERI)	70.0	75.0	60	60
EUGENE OR (EUG)	78.5	85.8	493	493
EVANSVILLE IN (EVV)	77.1	81.0	306	305
FAIRBANKS AK (FAI)	76.3	82.8	278	279
FARGO ND (FAR)	70.0	77.9	417	417
FAYETTEVILLE AR (XNA)	70.6	75.7	941	943
FAYETTEVILLE NC (FAY)	82.1	84.6	162	162
FLAGSTAFF AZ (FLG)	81.5	85.1	168	168
FLINT MI (FNT)	73.6	81.3	379	379
FORT LAUDERDALE FL (FLL)	74.8	75.0	4,770	4,770
FORT MYERS FL (RSW)	79.1	82.5	1,500	1,497
FORT SMITH AR (FSM)	77.6	84.4	205	205
FORT WAYNE IN (FWA)	64.5	69.1	324	324
FRESNO CA (FAT)	79.7	81.1	944	944
GAINESVILLE FL (GNV)	78.4	84.1	208	208
GARDEN CITY KS (GCK)	73.8	78.7	61	61
GILLETTE WY (GCC)	89.5	87.9	124	124
GRAND FORKS ND (GFK)	87.6	93.0	129	129
GRAND ISLAND NE (GRI)	80.4	91.1	56	56
GRAND JUNCTION CO (GJT)	82.3	85.7	322	322
GRAND RAPIDS MI (GRR)	72.5	76.7	1,031	1,029
GREAT FALLS MT (GTF)	81.7	89.8	186	187
GREEN BAY WI (GRB)	68.5	75.9	460	460
GREENSBORO/HIGH POINT NC (GSO)	75.1	81.5	818	818
GREER SC (GSP)	73.2	78.5	604	605
GUAM TT (GUM)	67.7	58.1	31	31
GULFPORT/BILOXI MS (GPT)	76.1	78.4	385	385
GUNNISON CO (GUC)	77.2	78.9	57	57
GUSTAVUS AK (GST)	60.9	47.8	23	23
HANCOCK/HOUGHTON MI (CMX)	37.1	56.5	62	62
HARLINGEN/SAN BENITO TX (HRL)	74.8	85.6	286	285
HARRISBURG PA (MDT)	76.4	80.3	313	314

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HARTFORD CT (BDL)	76.2	83.1	1,876	1,878
HAYDEN CO (HDN)	78.9	78.9	19	19
HAYS KS (HYS)	78.8	92.2	52	51
HELENA MT (HLN)	79.2	96.0	149	149
HIBBING MN (HIB)	90.6	94.3	53	53
HILO HI (ITO)	94.6	95.4	521	521
HOBBS NM (HOB)	76.9	94.2	52	52
HONOLULU HI (HNL)	90.5	92.8	4,176	4,177
HOUSTON TX (HOU)	77.8	70.6	4,996	4,993
HOUSTON TX (IAH)	80.5	79.7	14,688	14,688
HUNTSVILLE AL (HSV)	75.3	77.9	534	535
HYANNIS MA (HYA)	90.3	93.5	31	31
IDAHO FALLS ID (IDA)	79.4	88.5	311	312
INDIANAPOLIS IN (IND)	74.9	81.4	2,380	2,388
INTERNATIONAL FALLS MN (INL)	80.6	85.5	62	62
IRON MOUNTAIN/KINGSFID MI (IMT)	87.7	86.0	57	57
ISLIP NY (ISP)	67.4	77.2	374	373
JACKSON WY (JAC)	75.7	83.3	485	485
JACKSON/VICKSBURG MS (JAN)	69.9	76.2	651	650
JACKSONVILLE FL (JAX)	78.1	83.8	1,830	1,830
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	79.6	84.1	113	113
JAMESTOWN ND (JMS)	77.3	77.0	75	74
JOPLIN MO (JLN)	64.4	83.1	59	59
JUNEAU AK (JNU)	78.7	83.8	511	512
KAHULUI HI (OGG)	90.4	92.7	1,990	1,990
KALAMAZOO MI (AZO)	79.4	83.1	247	248
KALISPELL MT (FCA)	78.4	83.6	365	365
KANSAS CITY MO (MCI)	75.7	79.9	3,822	3,824
KETCHIKAN AK (KTN)	84.6	81.7	240	240
KEY WEST FL (EYW)	91.0	91.0	255	255
KILLEEN TX (GRK)	78.2	84.8	408	409
KING SALMON AK (AKN)	100.0	100.0	9	9
KNOXVILLE TN (TYS)	68.6	77.2	795	795
KODIAK AK (ADQ)	79.3	79.3	58	58
KONA HI (KOA)	94.3	94.4	1,045	1,044
KOTZEBUE AK (OTZ)	96.6	87.9	58	58
LA CROSSE WI (LSE)	74.2	73.5	151	151
LAFAYETTE LA (LFT)	78.0	82.7	560	560
LAKE CHARLES LA (LCH)	77.3	80.8	172	172
LANSING MI (LAN)	60.5	68.2	152	151
LARAMIE WY (LAR)	72.6	90.3	62	62
LAREDO TX (LRD)	82.5	87.4	206	206
LAS VEGAS NV (LAS)	80.6	77.5	11,862	11,851

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LAWTON/FORT SILL OK (LAW)	76.4	79.7	123	123
LEWISTON ID (LWS)	94.9	95.0	59	60
LEXINGTON KY (LEX)	70.3	75.6	505	504
LIHUE HI (LIH)	93.5	94.9	1,023	1,023
LINCOLN NE (LNK)	51.8	64.8	199	199
LITTLE ROCK AR (LIT)	71.2	74.2	1,232	1,230
LONG BEACH CA (LGB)	85.8	86.0	1,165	1,165
LONGVIEW TX (GGG)	84.7	83.1	59	59
LOS ANGELES CA (LAX)	78.0	78.3	19,429	19,422
LOUISVILLE KY (SDF)	71.2	77.7	1,236	1,235
LUBBOCK TX (LBB)	77.6	83.6	562	561
MADISON WI (MSN)	68.6	76.9	935	937
MANCHESTER NH (MHT)	75.6	85.1	602	604
MANHATTAN/FT. RILEY KS (MHK)	64.7	78.4	153	153
MARQUETTE MI (MQT)	53.8	73.1	26	26
MARTHA'S VINEYARD MA (MVY)	91.1	77.8	45	45
MEDFORD OR (MFR)	74.9	78.9	247	247
MELBOURNE FL (MLB)	89.0	90.7	118	118
MEMPHIS TN (MEM)	75.6	81.3	1,274	1,276
MIAMI FL (MIA)	80.6	80.8	6,809	6,812
MIDLAND/ODESSA TX (MAF)	78.3	83.9	856	855
MILWAUKEE WI (MKE)	73.2	77.8	2,938	2,939
MINNEAPOLIS MN (MSP)	82.7	83.4	10,069	10,059
MINOT ND (MOT)	75.7	87.6	136	137
MISSION/MCALLEN/EDINBURG TX (MFE)	72.1	82.9	380	380
MISSOULA MT (MSO)	81.6	83.1	485	485
MOAB UT (CNY)	87.0	92.6	54	54
MOBILE AL (MOB)	76.0	82.7	480	481
MOLINE IL (MLI)	68.9	77.5	408	408
MONROE LA (MLU)	72.6	78.8	288	288
MONTEREY CA (MRY)	75.7	79.9	399	399
MONTGOMERY AL (MGM)	70.5	79.5	292	293
MONTROSE/DELTA CO (MTJ)	71.4	73.2	56	56
MOSINEE WI (CWA)	57.6	74.6	118	118
MUSKEGON MI (MKG)	62.9	64.5	62	62
MYRTLE BEACH SC (MYR)	88.3	91.4	162	162
NANTUCKET MA (ACK)	79.6	83.3	108	108
NASHVILLE TN (BNA)	76.8	78.9	4,734	4,739
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	83.1	86.5	89	89
NEW ORLEANS LA (MSY)	79.3	82.1	3,215	3,218
NEW YORK NY (JFK)	77.3	80.6	9,048	9,050
NEW YORK NY (LGA)	74.1	79.7	9,252	9,258
NEWARK NJ (EWR)	75.8	75.8	9,543	9,589

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
NEWBURGH/POUGHKEEPSIE NY (SWF)	87.1	77.4	62	62
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	79.0	74.7	176	178
NOME AK (OME)	88.5	88.5	61	61
NORFOLK VA (ORF)	75.1	80.2	1,025	1,025
NORTH BEND/COOS BAY OR (OTH)	68.9	68.9	61	61
OAKLAND CA (OAK)	78.3	76.8	3,848	3,846
OKLAHOMA CITY OK (OKC)	71.6	80.9	1,846	1,854
OMAHA NE (OMA)	75.5	83.4	1,658	1,657
ONTARIO CA (ONT)	76.1	82.1	1,765	1,762
ORLANDO FL (MCO)	76.5	75.6	8,969	8,973
PADUCAH KY (PAH)	33.9	62.9	62	62
PAGO PAGO TT (PPG)	88.9	77.8	9	9
PALM SPRINGS CA (PSP)	79.1	81.6	628	629
PANAMA CITY FL (ECP)	79.4	83.5	383	382
PASCO/KENNEWICK/RICHLAND WA (PSC)	80.5	88.6	307	308
PELLSTON MI (PLN)	88.8	90.1	80	81
PENSACOLA FL (PNS)	80.8	84.8	710	709
PEORIA IL (PIA)	63.5	75.3	340	340
PETERSBURG AK (PSG)	90.3	85.5	62	62
PHILADELPHIA PA (PHL)	78.8	81.9	6,255	6,263
PHOENIX AZ (PHX)	80.8	79.6	13,564	13,570
PITTSBURGH PA (PIT)	78.5	84.9	2,362	2,366
POCATELLO ID (PIH)	89.5	93.0	114	114
PONCE PR (PSE)	62.5	74.0	72	73
PORTLAND ME (PWM)	77.5	81.0	502	504
PORTLAND OR (PDX)	83.0	86.1	5,082	5,077
PROVIDENCE RI (PVD)	72.6	84.7	1,126	1,125
PUEBLO CO (PUB)	76.9	82.7	52	52
RALEIGH/DURHAM NC (RDU)	78.8	82.5	3,379	3,379
RAPID CITY SD (RAP)	76.4	79.9	467	472
REDDING CA (RDD)	65.6	75.3	93	93
RENO NV (RNO)	77.2	82.3	1,463	1,462
RHINELANDER WI (RHI)	89.8	90.9	88	88
RICHMOND VA (RIC)	73.2	81.8	1,596	1,597
ROANOKE VA (ROA)	79.4	76.2	252	252
ROCHESTER MN (RST)	69.7	73.7	152	152
ROCHESTER NY (ROC)	64.6	77.9	694	697
ROCK SPRINGS WY (RKS)	89.0	91.6	154	154
ROSWELL NM (ROW)	77.0	82.8	87	87
SACRAMENTO CA (SMF)	79.0	81.1	3,686	3,690
SAGINAW/BAY CITY/MIDLAND MI (MBS)	47.9	59.7	119	119
SALT LAKE CITY UT (SLC)	86.9	87.0	10,043	10,040
SAN ANGELO TX (SJT)	77.0	77.7	148	148

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAN ANTONIO TX (SAT)	75.7	83.7	2,882	2,882
SAN DIEGO CA (SAN)	79.7	80.6	6,928	6,924
SAN FRANCISCO CA (SFO)	73.0	76.8	14,766	14,756
SAN JOSE CA (SJC)	81.4	82.4	3,719	3,719
SAN JUAN PR (SJU)	72.0	76.9	2,205	2,211
SAN LUIS OBISPO CA (SBP)	83.1	77.4	443	442
SANTA ANA CA (SNA)	82.3	81.9	3,369	3,370
SANTA BARBARA CA (SBA)	77.3	75.9	648	646
SANTA FE NM (SAF)	77.2	87.6	202	202
SANTA MARIA CA (SMX)	88.1	90.8	109	109
SARASOTA/BRADENTON FL (SRQ)	80.6	84.3	253	254
SAULT STE. MARIE MI (CIU)	87.5	84.8	32	33
SAVANNAH GA (SAV)	78.0	78.6	824	824
SCRANTON/WILKES-BARRE PA (AVP)	69.5	80.5	164	164
SEATTLE WA (SEA)	82.4	83.8	10,991	10,982
SHREVEPORT LA (SHV)	71.2	80.4	590	591
SIOUX CITY IA (SUX)	58.6	77.1	70	70
SIOUX FALLS SD (FSD)	69.5	78.9	630	629
SITKA AK (SIT)	78.6	85.2	154	155
SOUTH BEND IN (SBN)	71.1	75.6	471	471
SPOKANE WA (GEG)	81.0	89.4	931	931
SPRINGFIELD IL (SPI)	60.5	71.7	152	152
SPRINGFIELD MO (SGF)	65.8	76.6	564	565
ST. AUGUSTINE FL (UST)	76.9	53.8	13	13
ST. CLOUD MN (STC)	53.2	66.1	62	62
ST. GEORGE UT (SGU)	90.1	92.1	203	203
ST. LOUIS MO (STL)	76.5	76.0	4,711	4,714
STATE COLLEGE PA (SCE)	54.2	69.5	59	59
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	84.1	79.3	145	145

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SYRACUSE NY (SYR)	71.6	75.7	578	576
TALLAHASSEE FL (TLH)	81.6	86.2	354	355
TAMPA FL (TPA)	78.2	81.0	4,982	4,983
TEXARKANA AR (TXK)	78.9	82.2	90	90
TOLEDO OH (TOL)	66.7	78.2	87	87
TOPEKA KS (FOE)	57.1	71.4	56	56
TRAVERSE CITY MI (TVC)	68.7	76.9	387	386
TRENTON NJ (TTN)	68.6	73.0	318	318
TUCSON AZ (TUS)	75.0	84.5	1,228	1,229
TULSA OK (TUL)	71.0	80.3	1,585	1,585
TWIN FALLS ID (TWF)	95.1	100.0	61	61
TYLER TX (TYR)	79.1	81.7	225	224
VALDOSTA GA (VLD)	69.0	79.3	87	87
VALPARAISO FL (VPS)	82.6	84.5	466	466
VERNAL UT (VEL)	98.1	100.0	52	52
WACO TX (ACT)	70.7	81.0	147	147
WATERLOO IA (ALO)	57.9	73.7	57	57
WEST PALM BEACH/PALM BEACH FL (PBI)	75.9	78.1	1,474	1,473
WEST YELLOWSTONE MT (WYS)	93.1	90.3	72	72
WHITE PLAINS NY (HPN)	74.6	78.5	672	671
WICHITA FALLS TX (SPS)	87.7	89.3	122	122
WICHITA KS (ICT)	71.2	80.4	722	721
WILLISTON ND (ISN)	87.7	89.7	235	233
WILMINGTON DE (ILG)	70.0	73.8	80	80
WILMINGTON NC (ILM)	78.6	85.9	220	220
WORCESTER MA (ORH)	62.9	80.6	62	62
WRANGELL AK (WRG)	93.5	91.9	62	62
YAKUTAT AK (YAK)	80.6	83.9	62	62
YUMA AZ (YUM)	82.4	85.9	233	234

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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
ENVOY***	14	17,529	627	3.6	127	33,241	1,250	3.8
SKYWEST	23	31,883	666	2.1	171	55,421	1,321	2.4
EXPRESSJET	23	31,801	618	1.9	169	59,147	1,210	2.0
UNITED	28	37,263	326	0.9	73	42,833	420	1.0
AMERICAN*	28	67,326	571	0.8	94	81,030	724	0.9
-AMERICAN	28	37,147	346	0.9	84	46,166	468	1.0
-US AIRWAYS	27	30,179	225	0.7	68	34,864	256	0.7
JETBLUE	24	15,654	92	0.6	61	22,339	140	0.6
HAWAIIAN	8	479	2	0.4	17	6,811	30	0.4
SOUTHWEST**	24	57,029	248	0.4	86	105,710	462	0.4
-SOUTHWEST	24	52,192	224	0.4	86	99,384	428	0.4
-AIRTRAN	16	4,837	24	0.5	35	6,326	34	0.5
ALASKA	21	9,541	15	0.2	59	15,134	66	0.4
DELTA	29	54,899	193	0.4	140	72,891	297	0.4
FRONTIER	24	5,795	19	0.3	72	8,045	26	0.3
VIRGIN AMERICA	16	4,830	3	0.1	17	4,889	3	0.1
Total		334,029	3,380	1.0	Total	507,491	5,949	1.2

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.

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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
ENVOY***	1,319	400	30.3
SKYWEST	3,909	545	13.9
EXPRESSJET	5,494	595	10.8
AMERICAN*	4,006	181	4.5
-AMERICAN	1,743	85	4.8
-US AIRWAYS	2,263	96	4.2
UNITED	7,734	315	4.0
FRONTIER	438	12	2.7
JETBLUE	766	19	2.4
ALASKA	605	13	2.1
DELTA	3,459	71	2.0
SOUTHWEST**	17,325	345	2.0
-SOUTHWEST	16,902	332	1.9
-AIRTRAN	423	13	3.0
HAWAIIAN	242	3	1.2
VIRGIN AMERICA	182	0	0.0
Total	45,479	2,499	5.5

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

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

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TABLE 9. CAUSES OF DELAY*, BY CARRIER

								CAUSES OF DELAY									
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	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**	81030	62607	77.26%	724	0.89%	289	0.36%	5255	6.49%	730	0.90%	5861	7.23%	55	0.07%	5509	6.80%
-AMERICAN	46166	33775	73.16%	468	1.01%	235	0.51%	3343	7.24%	577	1.25%	3564	7.72%	6	0.01%	4197	9.09%
-US AIRWAYS	34864	28832	82.70%	256	0.73%	54	0.15%	1911	5.48%	152	0.44%	2297	6.59%	49	0.14%	1312	3.76%
ALASKA	15134	12689	83.84%	66	0.44%	34	0.22%	566	3.74%	63	0.42%	955	6.31%	19	0.13%	741	4.90%
JETBLUE	22339	17292	77.41%	140	0.63%	39	0.17%	1469	6.58%	92	0.41%	1636	7.32%	32	0.14%	1639	7.34%
DELTA	72891	61838	84.84%	297	0.41%	183	0.25%	3568	4.89%	619	0.85%	3629	4.98%	4	0.00%	2754	3.78%
EXPRESSJET	59147	44137	74.62%	1210	2.05%	195	0.33%	3752	6.34%	180	0.30%	4144	7.01%	0	0.00%	5529	9.35%
FRONTIER	8045	6233	77.48%	26	0.32%	19	0.24%	311	3.87%	22	0.27%	921	11.44%	0	0.00%	513	6.38%
HAWAIIAN	6811	6404	94.02%	30	0.44%	8	0.12%	251	3.68%	2	0.02%	5	0.08%	1	0.01%	110	1.62%
ENVOY****	33241	23467	70.60%	1250	3.76%	85	0.26%	1824	5.49%	373	1.12%	3208	9.65%	13	0.04%	3021	9.09%
SKYWEST	55421	42643	76.94%	1321	2.38%	145	0.26%	2788	5.03%	179	0.32%	3159	5.70%	19	0.03%	5167	9.32%
UNITED	42833	32887	76.78%	420	0.98%	131	0.31%	2986	6.97%	338	0.79%	3107	7.25%	0	0.00%	2964	6.92%
VIRGIN AMERICA	4889	4120	84.27%	3	0.06%	1	0.02%	166	3.39%	78	1.59%	290	5.93%	4	0.07%	228	4.67%
SOUTHWEST***	105710	80094	75.77%	462	0.44%	296	0.28%	7587	7.18%	758	0.72%	4227	4.00%	30	0.03%	12257	11.59%
-SOUTHWEST	99384	74797	75.26%	428	0.43%	265	0.27%	7306	7.35%	711	0.72%	3928	3.95%	30	0.03%	11920	11.99%
-AIRTRAN	6326	5297	83.73%	34	0.54%	31	0.49%	282	4.45%	47	0.74%	299	4.72%	0	0.00%	337	5.32%
TOTAL	507491	394411	77.72%	5949	1.17%	1425	0.28%	30523	6.01%	3432	0.68%	31143	6.14%	176	0.03%	40432	7.97%

***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.

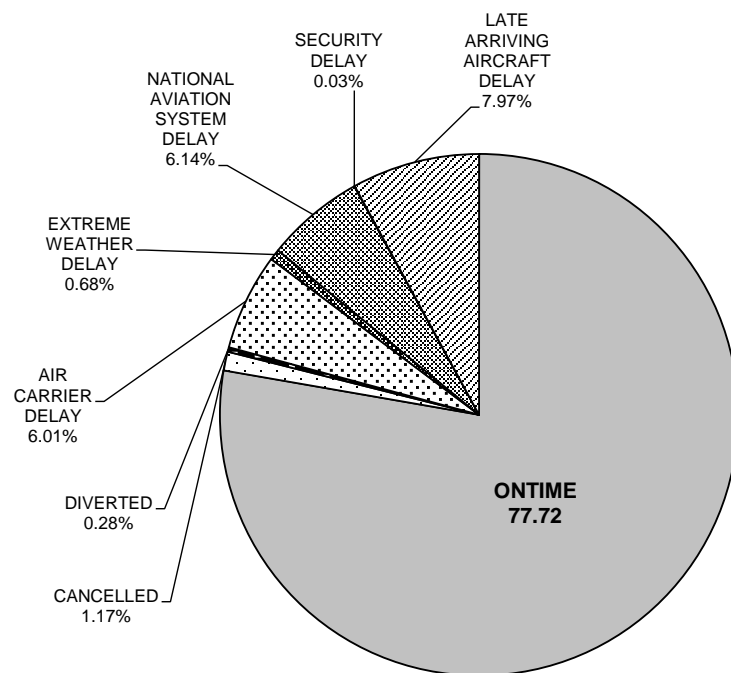
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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

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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.

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

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

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

Air Carrier	Flight Number	Origin Airport*	Destination Airport*	Date of Flight	Location of Longest Tarmac Time*	Minutes of Tarmac Delay
REPUBLIC AIRLINES	3497	DCA	CMH	8/12/2014	Origin Airport	183

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

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

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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
None						

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

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

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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
ENVOY***	33,241	60	0.18
AMERICAN*	81,030	66	0.08
-AMERICAN	46,166	50	0.11
-US AIRWAYS	34,864	16	0.05
UNITED	42,833	36	0.08
EXPRESSJET	59,147	49	0.08
DELTA	72,891	38	0.05
SKYWEST	55,421	20	0.04
FRONTIER	8,045	2	0.02
JETBLUE	22,339	5	0.02
SOUTHWEST**	105,710	16	0.02
-SOUTHWEST	99,384	15	0.02
-AIRTRAN	6,326	1	0.02
ALASKA	15,134	0	0.00
HAWAIIAN	6,811	0	0.00
VIRGIN AMERICA	4,889	0	0.00
TOTAL	507,491	292	0.06

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

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

APPENDIX

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

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

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors *

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

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

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

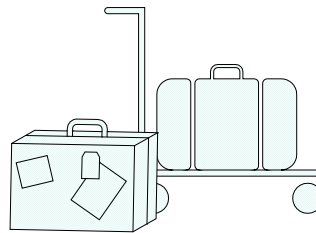
*** Effective January 2014, data of the merged operations of Southwest Airlines and AirTran Airways are combined for ranking purposes in this report to reflect Southwest's acquisition of AirTran, and appears as WN, Southwest, or Southwest Airlines.

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

****Formerly American Eagle Airlines.

MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	AUGUST 2014			AUGUST 2013		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	598	562,259	1.06	610	575,061	1.06
2	FRONTIER AIRLINES	2,089	1,114,504	1.87	2,084	949,597	2.19
3	HAWAIIAN AIRLINES	1,880	862,820	2.18	1,905	863,893	2.21
4	JETBLUE AIRWAYS	6,013	2,592,273	2.32	5,033	2,513,048	2.00
5	DELTA AIR LINES	24,865	10,135,371	2.45	19,791	9,472,945	2.09
6	ALASKA AIRLINES	5,747	1,950,961	2.95	5,422	1,797,747	3.02
7	UNITED AIRLINES	20,301	6,108,431	3.32	19,285	6,178,954	3.12
8	AMERICAN AIRLINES**	41,333	10,683,179	3.87	**	**	**
	-US AIRWAYS	16,057	4,570,973	3.51	11,490	4,566,742	2.52
	-AMERICAN	25,276	6,112,206	4.14	16,813	6,004,032	2.80
9	SOUTHWEST AIRLINES***	50,109	11,932,582	4.20	***	***	***
	-SOUTHWEST AIRLINES	47,216	11,306,211	4.18	39,303	10,184,894	3.86
	-AIRTRAN AIRWAYS	2,893	626,371	4.62	7,178	1,465,227	4.90
10	SKYWEST AIRLINES	11,339	2,547,848	4.45	10,502	2,416,139	4.35
11	EXPRESSJET AIRLINES	14,527	2,586,210	5.62	12,654	2,812,927	4.50
12	ENVOY AIR*****	14,348	1,326,877	10.81	8,309	1,521,101	5.46
TOTALS		193,149	52,403,315	3.69	160,379	51,322,307	3.12

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

***** Formerly American Eagle Airlines.

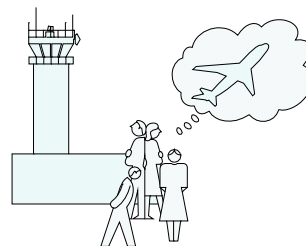
OVERSALES

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

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

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

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



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

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

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.

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

***** Formerly American Eagle Airlines.

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

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

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.

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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.

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

***** Formerly American Eagle Airlines.

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	AUGUST 2014				AUGUST 2013			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1, 102	51	1	104	976	68	3	92
FOREIGN AIRLINES	409	1	0	50	305	6	0	31
TRAVEL AGENTS	50	1	0	15	18	2	0	13
TOUR OPERATORS	1	0	0	0	2	0	0	0
MISCELLANEOUS	40	7	0	19	13	4	0	19
INDUSTRY TOTALS	1, 602	60	1	188	1, 314	80	3	155

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	AUGUST 2014			AUGUST 2013		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	525		1	435	
CANCELLATIONS			214			185
DELAYS			165			134
MISCONNECTI ONS			93			68
BAGGAGE	2	288		2	215	
RES/TKTG/BOARDING	3	247		4	176	
CUSTOMER SERVICE	4	167		3	191	
FARES	5	113		9	31	
REFUNDS	6	89		5	91	
DISABILITY	7	83		6	84	
OVERSALES	8	40		7	39	
OTHER	9	29		8	39	
FREQUENT FLYER			13			18
ADVERTISING	10	14		10	7	
DISCRIMINATION	11	7		11	5	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		1, 602			1, 314	

* 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*

AUGUST 2014

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABI LITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	2	1	0	1	1	0	1	1	0	0	0	0	7
ALASKA AIRLINES	2	1	5	1	0	1	1	2	0	1	0	0	14
ALLEGiant AIR	13	1	2	4	5	2	1	2	0	0	0	0	30
AMERICAN AIRLINES	58	5	24	17	15	35	16	14	1	2	0	6	193
CAPE AIR	5	0	0	0	0	0	0	0	0	0	0	0	5
COMMUTAIR	6	0	0	0	0	0	0	0	0	0	0	0	6
DELTA AIR LINES	29	3	7	12	0	7	13	6	1	0	0	1	79
ENDEAVOR AIR	4	0	0	0	0	1	0	0	0	0	0	0	5
ENVOY AIR***	11	0	0	0	0	4	1	0	0	0	0	0	16
EXPRESSJET AIRLINES	20	0	0	0	0	1	4	0	0	0	0	0	25
FRONTIER AIRLINES	28	3	7	6	3	4	3	1	0	0	0	0	55
HAWAIIAN AIRLINES	4	0	2	0	0	1	0	1	0	0	0	0	8
JETBLUE AIRWAYS	9	0	3	2	1	3	7	1	1	0	0	1	28
MESA AIRLINES	9	0	0	0	0	0	1	0	0	0	0	0	10
PIEDMONT AIRLINES	4	0	0	0	0	1	1	1	0	0	0	0	7
REPUBLIC AIRLINES	12	0	0	0	0	1	1	0	0	0	0	0	14
SHUTTLE AMERICA	5	0	0	0	0	0	0	0	0	0	0	0	5
SKYWEST AIRLINES	28	0	1	0	0	1	2	0	0	0	0	0	32
SOUTHWEST AIRLINES	20	1	5	2	2	18	9	6	0	0	0	1	64
SPIRIT AIRLINES	26	3	16	20	8	10	8	5	2	0	0	1	99
TRANS STATES AIRLINES	6	0	0	0	0	0	1	0	0	0	0	0	7
UNITED AIRLINES	87	9	21	9	14	46	38	13	4	1	0	6	248
US AIRWAYS	44	4	9	14	8	10	14	10	1	0	0	2	116
VIRGIN AMERICA	2	0	0	2	0	2	0	1	0	0	0	0	7
OTHER U. S. AIRLINES	12	0	1	0	4	1	2	1	1	0	0	0	22
TOTAL AUGUST 2014	446	31	103	90	61	149	124	65	11	4	0	18	1,102
% OF TOTAL COMPLAINTS	40.5	2.8	9.3	8.2	5.5	13.5	11.3	5.9	1.0	0.4	0.0	1.6	
TOTAL AUGUST 2013	376	27	115	22	59	133	139	69	4	3	1	28	976
% OF TOTAL COMPLAINTS	38.5	2.8	11.8	2.3	6.0	13.6	14.2	7.1	0.4	0.3	0.1	2.9	

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

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

*** FORMERLY AMERICAN EAGLE AIRLINES

Table 4

Office of Aviation Enforcement and Proceedings
U.S. Department of TransportationAIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY INCIDENT DATE

AUGUST 2014

U. S. AIRLINES*	COMPS RECD IN AUG	INCI - DENTS IN AUG	PERCENT	INCI - DENTS IN JUL	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	7	4	57.1	3	42.9	0	0.0	0	0.0
ALASKA AIRLINES	14	8	57.1	3	21.4	2	14.3	1	7.1
ALLEGiant AIR	30	13	43.3	5	16.7	8	26.7	4	13.3
AMERICAN AIRLINES	193	86	44.6	43	22.3	45	23.3	19	9.8
CAPE AIR	5	2	40.0	2	40.0	1	20.0	0	0.0
COMMUTAIR	6	1	16.7	3	50.0	2	33.3	0	0.0
DELTA AIR LINES	79	38	48.1	19	24.1	17	21.5	5	6.3
ENDEAVOR AIR	5	4	80.0	1	20.0	0	0.0	0	0.0
ENVOY AIR**	16	14	87.5	0	0.0	2	12.5	0	0.0
EXPRESSJET AIRLINES	25	16	64.0	2	8.0	4	16.0	3	12.0
FRONTIER AIRLINES	55	31	56.4	9	16.4	13	23.6	2	3.6
HAWAIIAN AIRLINES	8	6	75.0	1	12.5	1	12.5	0	0.0
JETBLUE AIRWAYS	28	9	32.1	6	21.4	6	21.4	7	25.0
MESA AIRLINES	10	7	70.0	2	20.0	1	10.0	0	0.0
PIEDMONT AIRLINES	7	2	28.6	0	0.0	5	71.4	0	0.0
REPUBLIC AIRLINES	14	6	42.9	1	7.1	5	35.7	2	14.3
SHUTTLE AMERICA	5	4	80.0	0	0.0	1	20.0	0	0.0
SKYWEST AIRLINES	32	15	46.9	11	34.4	5	15.6	1	3.1
SOUTHWEST AIRLINES	64	34	53.1	11	17.2	11	17.2	8	12.5
SPIRIT AIRLINES	99	63	63.6	13	13.1	15	15.2	8	8.1
TRANS STATES AIRLINES	7	3	42.9	1	14.3	3	42.9	0	0.0
UNITED AIRLINES	248	118	47.6	55	22.2	57	23.0	18	7.3
US AIRWAYS	116	43	37.1	31	26.7	29	25.0	13	11.2
VIRGIN AMERICA	7	3	42.9	2	28.6	2	28.6	0	0.0
OTHER U. S. AIRLINES	22	16	72.7	4	18.2	2	9.1	0	0.0
TOTALS	1,102	546	49.5	228	20.7	237	21.5	91	8.3
PREVIOUS YEAR'S TOTALS	976	422	43.2	262	26.8	217	22.2	75	7.7

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

** FORMERLY AMERICAN EAGLE AIRLINES

Table 5

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

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U.S. AIRLINES*/ BY COMPLAINT CATEGORY**
AUGUST 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	1	2	0	1	2	1	0	0	1	0	0	10
AIR BERLIN	1	0	2	0	0	4	0	0	0	0	0	0	7
AIR CANADA	21	1	8	4	0	15	11	0	0	0	0	0	60
AIR FRANCE	4	1	4	0	1	5	3	0	0	0	0	1	19
AIR INDIA	2	0	0	0	0	2	1	0	0	0	0	0	5
ALITALIA	0	0	4	1	0	19	1	1	0	0	0	0	26
AVIANCA	0	0	1	2	0	0	1	0	0	0	0	1	5
BRITISH AIRWAYS	4	1	3	0	3	11	1	2	0	0	0	0	25
CATHAY PACIFIC	0	0	4	0	0	1	0	2	0	0	0	0	7
COPA	0	0	4	1	2	0	0	0	0	0	0	0	7
EMIRATES	0	1	0	0	1	1	1	1	0	0	0	0	5
ETHIOPIAN AIRLINES	1	0	1	0	0	4	1	1	0	0	0	0	8
ETIHAD AIRWAYS	4	0	1	0	0	4	3	1	0	0	0	2	15
IBERIA AIRLINES	1	0	0	1	0	1	1	2	0	0	0	0	6
KLM	1	0	0	0	0	2	1	1	0	0	0	0	5
LUFTHANSA	6	0	5	1	2	13	3	1	0	1	0	0	32
MALAYSIA AIRLINES	0	1	50	0	0	0	0	0	0	0	0	0	51
PHILIPPINE AIRLINES	3	0	2	0	0	0	0	0	1	0	0	0	6
QATAR AIRWAYS	1	0	4	1	0	3	1	0	0	0	0	0	10
TURKISH AIRLINES	0	0	0	1	3	11	1	0	0	0	0	0	16
VIRGIN ATLANTIC AIRWAYS	1	0	0	0	0	2	0	2	0	1	0	0	6
VOLARIS AIRLINES	0	0	0	1	2	1	1	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	19	3	8	6	5	26	2	2	1	0	0	1	73
TOTALS	71	9	103	19	20	127	34	16	2	3	0	5	409
<u>TRAVEL AGENTS</u>													
CHEAP TICKETS	1	0	26	0	0	0	2	0	0	0	0	0	29
ORBITZ.COM	1	0	2	0	0	0	2	0	0	0	0	0	5
OTHER TRAVEL AGENTS	1	0	8	1	4	0	1	0	1	0	0	0	16
TOTALS	3	0	36	1	4	0	5	0	1	0	0	0	50
<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>													
TSA	0	0	0	0	0	6	1	0	0	0	0	1	8
OTHER MISCELLANEOUS	5	0	5	3	3	6	3	2	0	0	0	5	32
TOTALS	5	0	5	3	3	12	4	2	0	0	0	6	40

* 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	AUGUST 2014			AUGUST 2013		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES***	71	11,816,655	0.60	***	***	***
	-SOUTHWEST	64	11,119,512	0.58	21	9,933,031	0.21
	-AIRTRAN	7	697,143	1.00	15	1,529,603	0.98
2	DELTA AIR LINES	79	12,302,037	0.64	73	11,534,570	0.63
3	ALASKA AIRLINES	14	2,046,335	0.68	11	1,895,250	0.58
4	HAWAIIAN AIRLINES	8	915,519	0.87	10	928,616	1.08
5	EXPRESSJET AIRLINES	25	2,795,635	0.89	26	3,003,613	0.87
6	JETBLUE AIRWAYS	28	3,129,736	0.89	19	2,924,648	0.65
7	ENVOY AIR*****	16	1,398,480	1.14	44	1,607,629	2.74
8	VIRGIN AMERICA	7	585,070	1.20	6	587,621	1.02
9	SKYWEST AIRLINES	32	2,583,012	1.24	26	2,499,240	1.04
10	AMERICAN AIRLINES**	309	12,945,835	2.39	**	**	**
	-AMERICAN	193	7,835,556	2.46	172	7,787,411	2.21
	-US AIRWAYS	116	5,110,279	2.27	80	5,090,546	1.57
11	UNITED AIRLINES	248	8,352,341	2.97	217	8,327,918	2.61
12	FRONTIER AIRLINES	55	1,149,477	4.78	22	942,466	2.33
	TOTAL ****	892	60,020,132	1.49	742	58,592,162	1.27

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

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

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

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

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

***** Formerly American Eagle Airlines.

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



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

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

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
418	.0007	47	.00008	66	.0001	413	.0007

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 August.

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.

August 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>		3	
<i>SkyWest</i>		1	
<i>United</i>	1	5	
<i>Total</i>	1	9	