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of Transportation



Air Travel Consumer Report

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

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Flight Delays¹	September 2014 12 Months ending September 2014
Mishandled Baggage¹	September 2014 January – September 2014
Oversales¹	3 rd Quarter 2014 January – September 2014
Consumer Complaints² (Includes Disability and Discrimination Complaints)	September 2014 January – September 2014
Customer Service Reports to the Dept. of Homeland Security³	September 2014
Airline Animal Incident Reports⁴	September 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.

SEPTEMBER 2014

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	AT 29 REPORTABLE AIRPORTS B/		AT ALL U.S. AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	84.1	17	90.8
ALASKA AIRLINES S/	23	87.2	59	87.2
JETBLUE AIRWAYS S/	24	85.4	61	86.1
DELTA AIR LINES S/	29	85.3	144	85.6
VIRGIN AMERICA S/	16	84.2	18	84.1
AMERICAN AIRLINES S/ **	28	82.8	98	82.7
-AMERICAN AIRLINES S/	28	81.2	84	81.1
-US AIRWAYS S/	27	84.8	75	84.9
SKYWEST AIRLINES S/	22	81.2	163	81.1
FRONTIER AIRLINES S/	25	80.9	73	80.9
UNITED AIRLINES S/	28	80.7	74	80.7
SOUTHWEST AIRLINES S/****	24	79.5	86	80.4
-SOUTHWEST AIRLINES S/	24	79.5	86	80.1
-AIRTRAN AIRWAYS S/	15	85.3	28	86.0
EXPRESSJET AIRLINES S/	21	74.9	170	74.4
ENVOY AIR S/****	13	73.0	124	73.2
TOTAL		81.3		81.1

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

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

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

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

****Formerly American Eagle Airlines.

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

SEPTEMBER 2014

AIR TRAVEL CONSUMER REPORT

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

Carrier*	4th Quarter 10-12 2013		1st Quarter 01-03 2014		2nd Quarter 04-06 2014		3rd Quarter 07-09 2014		Jul-14		Aug-14		Sep-14		12 Months Ending Sep 2014	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	87.7	2	87.3	2	88.5	2	85.0	3	84.1	3	83.8	4	87.2	2	87.1	2
AMERICAN**	78.3	11	76.8	7	75.4	10	77.9	7	74.2	9	77.3	7	82.7	6	77.2	6
-AMERICAN	78.3	11	76.8	7	75.4	10	75.4	(--)	72.3	(--)	73.2	(--)	81.1	(--)	76.5	(--)
-US AIRWAYS	84.0	5	77.9	4	82.7	6	81.3	(--)	76.7	(--)	82.7	(--)	84.9	(--)	81.7	(--)
ENVOY*****	74.5	13	66.3	13	69.7	14	72.8	12	74.5	8	70.6	12	73.2	12	70.8	11
DELTA	86.5	4	77.6	6	83.4	4	85.6	2	86.3	2	84.8	2	85.6	4	83.4	4
ENDEAVOR	82.7	6	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET	74.0	14	62.2	14	69.8	13	74.1	11	73.4	10	74.6	11	74.4	11	70.1	12
FRONTIER	73.0	15	67.3	11	74.3	11	78.2	6	76.1	6	77.5	5	80.9	8	73.7	9
HAWAIIAN	93.8	1	91.6	1	94.2	1	92.8	1	93.3	1	94.0	1	90.8	1	93.1	1
JETBLUE	78.0	12	66.5	12	77.3	8	75.9	9	65.8	12	77.4	6	86.1	3	74.5	8
MESA****	79.2	10	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
SKYWEST	80.1	8	74.2	8	77.8	7	78.3	5	77.2	5	76.9	8	81.1	7	77.6	5
SOUTHWEST***	71.8	16	68.5	10	70.9	12	75.3	10	70.2	11	75.8	10	80.4	10	71.7	10
-SOUTHWEST	71.8	16	68.5	10	70.9	12	74.7	(--)	69.4	(--)	75.3	(--)	80.1	(--)	71.5	(--)
-AIRTRAN	79.4	9	77.8	5	84.3	3	84.1	(--)	83.1	(--)	83.7	(--)	86.0	(--)	80.9	(--)
UNITED	81.2	7	73.7	9	75.9	9	77.4	8	74.9	7	76.8	9	80.7	9	77.1	7
VIRGIN AMERICA	86.6	3	81.6	3	83.3	5	83.0	4	80.8	4	84.3	3	84.1	5	83.7	3
Total	78.8		72.2		76.0		78.0		75.6		77.7		81.1		76.2	

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.

* 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.

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

SEPTEMBER 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**	840	75.0	2536	84.8	560	79.6	7901	86.4	2408	83.2	729	83.4	13779	83.3	519	82.7
-AMERICAN	352	71.9	970	81.5	195	76.4	338	84.9	839	76.3	330	85.5	13218	83.1	194	75.3
-US AIRWAYS	488	77.3	1566	86.8	365	81.4	7563	86.5	1569	86.9	399	81.7	561	87.0	325	87.1
ALASKA	31	83.9	141	93.6	29	75.9	H/		120	83.3	143	88.8	116	89.7	27	77.8
JETBLUE	H/		3081	88.5	159	93.7	116	90.5	662	90.2	86	74.4	57	86.0	86	89.5
DELTA	19254	82.6	987	85.8	577	85.4	487	83.4	761	85.5	582	84.7	458	84.5	4253	89.8
EXPRESSJET	5287	70.9	176	85.8	40	60.0	385	68.3	253	82.6	1414	80.8	1239	66.5	2588	86.2
FRONTIER	143	78.3	H/		9	100.0	36	63.9	89	77.5	3170	84.3	183	78.1	85	82.4
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY****	150	88.0	H/		62	74.2	H/		212	68.4	58	51.7	6420	73.7	339	78.5
SKYWEST	208	64.9	120	73.3	H/		23	65.2	125	68.0	4229	83.0	284	74.3	440	82.7
UNITED	65	81.5	1031	79.9	286	79.7	26	88.5	488	76.4	3681	85.0	318	79.2	49	71.4
VIRGIN AMERICA	H/		129	88.4	H/		H/		30	100.0	H/		169	92.3	H/	
SOUTHWEST***	4220	81.6	904	78.0	5561	82.4	176	65.9	843	84.9	4815	85.1	H/		553	76.9
-SOUTHWEST	2142	78.2	813	76.3	5385	82.3	176	65.9	690	83.5	4803	85.1	H/		493	75.1
-AIRTRAN	2078	85.1	91	93.4	176	85.8	H/		153	91.5	12	91.7	H/		60	91.7
TOTAL	30198	80.1	9105	85.0	7283	82.4	9150	85.0	5991	83.1	18907	84.0	23023	79.6	8939	86.5

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

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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*																
CARRIER	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
	# 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**	622	74.6	574	79.8	224	78.6	852	82.0	1506	79.0	1301	80.8	3082	85.9	2303	85.0
-AMERICAN	258	73.6	196	77.6	224	78.6	408	78.4	1258	80.4	827	79.2	2588	86.1	1139	82.6
-US AIRWAYS	364	75.3	378	81.0	H/		444	85.4	248	72.2	474	83.5	494	85.0	1164	87.3
ALASKA	60	78.3	30	60.0	H/		30	93.3	H/		355	87.9	570	90.7	H/	
JETBLUE	509	83.7	1131	82.5	169	89.3	H/		3385	82.2	300	86.7	290	86.9	472	84.1
DELTA	499	79.0	717	86.5	247	85.0	212	78.3	1992	82.7	953	86.8	1896	88.8	1627	85.7
EXPRESSJET	2888	73.8	19	89.5	1885	79.3	6373	78.5	121	67.8	H/		H/		1239	79.3
FRONTIER	H/		60	78.3	241	59.3	64	85.9	H/		175	81.7	121	76.9	54	70.4
HAWAIIAN	H/		H/		H/		H/		24	87.5	72	87.5	145	81.4	H/	
ENVOY****	H/		H/		H/		2	100.0	540	71.3	H/		4	75.0	1228	76.7
SKYWEST	H/		H/		115	81.7	1092	79.9	H/		358	80.7	4488	87.0	54	63.0
UNITED	3427	81.7	300	76.7	1660	84.9	4881	83.4	387	83.2	1118	84.8	2655	82.1	668	79.5
VIRGIN AMERICA	157	86.0	73	95.9	120	90.8	H/		328	81.1	357	88.8	1099	85.9	H/	
SOUTHWEST***	478	72.6	1161	80.0	196	70.4	H/		H/		6236	83.1	3235	76.1	906	79.6
-SOUTHWEST	478	72.6	1070	79.5	196	70.4	H/		H/		6175	83.0	3205	76.0	906	79.6
-AIRTRAN	H/		91	85.7	H/		H/		H/		61	88.5	30	93.3	H/	
TOTAL	8640	78.0	4065	81.7	4857	80.8	13506	80.7	8283	80.9	11225	83.6	17585	84.2	8551	81.8

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

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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**	1428	79.8	H/		4017	85.9	534	80.5	4506	72.1	400	82.2	3949	83.5	4538	88.3
-AMERICAN	710	78.2	H/		3371	87.1	198	80.3	3902	72.6	206	82.5	292	83.2	467	81.2
-US AIRWAYS	718	81.3	H/		646	79.3	336	80.7	604	69.5	194	82.0	3657	83.5	4071	89.1
ALASKA	59	67.8	H/		H/		56	92.9	146	76.7	1036	90.7	30	73.3	206	87.9
JETBLUE	1308	88.4	H/		H/		H/		208	70.7	95	82.1	142	89.4	57	82.5
DELTA	1196	86.8	201	66.2	657	85.7	4835	90.1	598	71.2	400	86.8	595	81.2	528	87.1
EXPRESSJET	H/		110	76.4	1	0.0	760	79.9	4765	65.7	H/		2	50.0	8	100.0
FRONTIER	163	71.8	129	69.0	H/		181	86.2	14	21.4	123	78.0	9	22.2	143	83.9
HAWAIIAN	H/		H/		H/		H/		H/		30	90.0	H/		30	83.3
ENVOY****	H/		H/		1355	85.3	65	56.9	6025	68.7	H/		H/		H/	
SKYWEST	H/		24	91.7	21	57.1	1547	87.8	3386	63.9	574	89.9	H/		1633	86.8
UNITED	804	80.8	H/		168	79.8	167	80.2	5122	75.0	567	76.9	341	73.3	436	77.3
VIRGIN AMERICA	30	100.0	H/		H/		H/		135	79.3	30	76.7	60	91.7	H/	
SOUTHWEST***	2686	81.8	6947	75.1	H/		706	76.3	H/		936	81.1	694	71.6	4553	80.7
-SOUTHWEST	2388	81.8	6709	75.2	H/		647	74.2	H/		936	81.1	607	69.0	4553	80.7
-AIRTRAN	298	81.5	238	73.5	H/		59	100.0	H/		H/		87	89.7	H/	
TOTAL	7674	83.0	7411	74.8	6219	85.4	8851	86.6	24905	69.6	4191	84.7	5822	81.3	12132	84.7

* 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**	696	81.6	760	80.1	1398	74.9	338	79.9	998	81.4
-AMERICAN	442	79.4	460	79.1	944	73.4	150	76.0	386	80.1
-US AIRWAYS	254	85.4	300	81.7	454	78.0	188	83.0	612	82.2
ALASKA	445	88.1	4220	88.4	458	71.4	209	88.0	30	76.7
JETBLUE	113	84.1	204	86.8	315	78.1	91	83.5	436	88.1
DELTA	491	83.9	1142	88.5	760	83.6	2977	92.1	787	84.8
EXPRESSJET	H/		H/		H/		52	78.8	H/	
FRONTIER	115	85.2	118	75.4	134	70.9	149	87.9	75	82.7
HAWAIIAN	30	76.7	60	86.7	30	83.3	H/		H/	
ENVOY****	H/		H/		H/		H/		H/	
SKYWEST	826	88.7	660	89.7	3634	68.5	4436	91.6	H/	
UNITED	661	82.9	916	83.3	4381	77.9	51	86.3	449	82.6
VIRGIN AMERICA	140	87.9	217	92.2	1412	77.7	H/		H/	
SOUTHWEST***	2711	82.6	1017	78.1	1349	63.2	805	75.5	1797	83.9
-SOUTHWEST	2711	82.6	1017	78.1	1319	62.7	805	75.5	1617	83.5
-AIRTRAN	H/		H/		30	83.3	H/		180	87.8
TOTAL	6228	84.0	9314	86.1	13871	73.7	9108	89.6	4572	83.7

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

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

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

****Formerly American Eagle Airlines.

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	93.6	88.0	84.8	94.0	J/	90.5	90.3	94.4	90.6	77.8	93.4	93.8	90.6	98.4	89.7	76.0	96.2	90.6
700 - 759 AM	95.9	88.8	97.0	100.0	95.2	92.4	89.6	96.3	90.4	87.2	89.2	92.1	88.4	95.9	91.1	89.3	100.0	88.1
800 - 859 AM	91.8	96.4	95.1	94.4	94.7	91.7	87.8	91.8	94.5	96.0	100.0	88.5	90.3	95.6	93.4	94.3	94.4	81.5
900 - 959 AM	87.3	95.3	95.4	83.1	91.9	90.6	86.9	91.5	93.4	93.5	90.4	89.7	92.0	93.7	91.6	89.4	94.4	82.6
1000 - 1059 AM	84.7	93.9	96.2	90.3	94.1	86.5	87.0	92.9	93.3	90.6	92.8	86.1	92.5	91.6	90.1	85.3	92.3	83.3
1100 - 1159 AM	89.1	90.6	94.8	90.4	92.6	90.4	84.1	89.4	91.6	88.5	87.7	89.4	89.7	86.8	86.0	84.0	94.3	80.8
1200 - 1259 PM	87.5	91.7	90.4	93.6	88.7	89.6	83.0	92.3	92.2	85.8	86.0	86.6	95.5	91.1	86.9	85.4	89.0	80.1
100 - 159 PM	88.4	90.1	84.6	91.1	87.0	89.5	82.2	91.5	79.9	83.8	81.8	84.2	88.7	81.7	85.2	84.8	89.7	77.6
200 - 259 PM	79.6	92.9	88.5	89.3	87.2	82.3	79.5	89.2	80.1	82.8	83.0	80.6	79.7	87.4	84.1	84.6	86.8	76.3
300 - 359 PM	73.5	89.8	84.8	87.4	81.7	81.5	75.7	83.5	76.5	80.9	81.6	76.7	77.9	77.7	84.4	80.6	80.8	72.5
400 - 459 PM	75.4	82.1	77.0	81.9	85.1	81.7	77.8	87.7	69.1	84.6	75.9	71.4	76.6	81.5	79.0	78.1	80.1	75.7
500 - 559 PM	75.6	83.5	77.6	82.8	76.8	77.7	71.2	77.0	69.4	75.3	83.5	71.8	83.5	78.6	76.6	75.0	75.1	66.7
600 - 659 PM	67.3	75.5	77.6	70.2	78.6	77.4	70.4	81.2	70.4	77.6	76.6	71.9	74.1	72.0	81.3	75.0	73.1	67.4
700 - 759 PM	66.1	77.3	69.1	72.3	78.8	76.3	71.3	73.4	72.7	77.9	81.7	74.8	73.7	70.7	79.4	74.3	70.8	64.5
800 - 859 PM	69.3	82.2	70.2	71.8	74.8	73.0	69.2	84.7	68.7	70.4	67.8	73.9	70.5	75.3	78.1	80.2	78.3	68.5
900 - 959 PM	76.1	77.7	68.6	74.3	74.1	75.1	75.7	79.9	69.6	69.8	73.9	72.6	69.4	74.2	81.1	78.1	70.4	61.5
1000 - 1059 PM	77.1	77.8	71.1	67.6	74.0	76.8	81.2	72.5	66.0	70.5	82.9	74.1	75.9	76.0	77.6	80.6	75.5	66.2
1100 - 559 AM	80.9	80.4	79.5	81.1	73.6	80.9	83.9	75.5	78.9	80.4	77.0	83.8	79.9	80.3	85.5	80.0	76.2	68.1
TOTAL, ALL ARRIVALS, BY AIRPORT	80.1	85.0	82.4	85.0	83.1	84.0	79.6	86.5	78.0	81.7	80.8	80.7	80.9	83.6	84.2	81.8	83.0	74.8

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

SEPTEMBER 2014

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	100.0	97.0	85.2	78.6	89.2	93.7	J/	94.6	92.5	J/	100.0	91.1
700 - 759 AM	92.4	87.7	76.6	96.2	98.2	91.4	97.0	98.1	91.1	96.5	J/	90.4
800 - 859 AM	93.8	90.0	75.0	99.2	91.6	90.3	95.6	95.7	91.9	96.1	97.4	90.4
900 - 959 AM	89.2	93.7	75.5	94.3	91.1	92.3	90.2	93.1	68.3	97.6	93.8	88.4
1000 - 1059 AM	89.6	89.0	73.7	88.2	91.9	90.9	90.5	90.8	66.4	92.8	95.4	87.4
1100 - 1159 AM	89.0	86.8	73.2	92.5	88.1	91.2	84.6	88.7	65.5	92.1	89.8	86.3
1200 - 1259 PM	90.5	93.1	71.4	83.9	89.7	87.2	85.9	85.1	69.3	90.7	92.4	85.4
100 - 159 PM	88.6	89.0	70.4	85.0	84.6	83.7	85.0	85.7	72.1	91.9	89.4	84.6
200 - 259 PM	87.2	92.0	73.1	79.4	83.2	83.1	87.1	85.6	72.8	90.3	90.5	82.7
300 - 359 PM	85.7	82.7	67.4	87.4	81.2	82.4	83.7	83.2	71.5	87.1	87.4	79.0
400 - 459 PM	80.1	85.7	60.9	88.4	78.4	78.3	77.4	90.8	78.4	91.9	81.0	77.8
500 - 559 PM	77.9	75.7	63.0	80.7	73.7	81.7	82.6	85.5	77.6	75.8	84.2	75.7
600 - 659 PM	81.8	83.4	62.9	80.6	73.6	76.1	81.8	81.0	74.0	79.7	77.4	74.4
700 - 759 PM	83.9	64.1	60.9	82.5	76.6	77.6	82.9	87.7	74.0	89.5	73.4	73.4
800 - 859 PM	78.6	84.6	61.7	81.3	73.6	80.5	72.8	82.4	70.4	85.1	73.4	73.9
900 - 959 PM	69.3	69.2	67.6	76.7	76.7	77.4	72.4	80.9	73.4	84.9	70.6	74.8
1000 - 1059 PM	76.1	67.0	73.8	78.6	70.2	80.4	79.9	79.4	71.2	71.0	71.5	74.9
1100 - 559 AM	86.3	87.9	78.0	81.8	73.0	87.3	85.6	87.1	82.5	79.3	76.7	80.8
TOTAL, ALL ARRIVALS, BY AIRPORT	85.4	86.6	69.6	84.7	81.3	84.7	84.0	86.1	73.7	89.6	83.7	81.3

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	93.3	96.1	94.7	94.7	94.1	94.5	92.7	93.7	95.6	97.1	91.1	92.3	96.1	93.6	95.1	94.8	97.6	89.9
700 - 759 AM	95.2	94.9	94.6	95.0	93.1	94.3	91.0	91.7	93.4	95.0	83.6	92.4	96.8	93.5	93.0	93.4	96.4	90.4
800 - 859 AM	94.2	93.3	94.1	86.8	94.5	90.2	88.3	92.2	93.4	96.3	88.3	93.5	94.6	91.5	92.2	91.4	94.0	84.4
900 - 959 AM	89.8	92.5	89.6	92.8	92.3	88.0	85.4	94.7	94.4	96.1	92.0	91.0	94.8	89.7	86.4	90.5	95.0	81.9
1000 - 1059 AM	88.1	92.5	90.9	89.3	91.1	84.4	83.4	92.0	89.4	89.2	86.8	84.1	90.7	88.0	86.3	90.2	93.1	77.9
1100 - 1159 AM	86.7	91.4	89.5	91.1	94.7	81.8	81.8	92.1	91.8	90.3	92.1	87.2	91.5	85.4	83.3	87.9	90.5	82.4
1200 - 1259 PM	87.0	87.7	90.0	84.0	88.7	86.2	82.6	90.5	89.8	88.3	83.6	84.2	93.1	81.2	82.1	84.4	88.7	74.8
100 - 159 PM	84.8	92.1	78.3	89.7	86.9	84.5	81.9	87.6	86.7	84.0	79.1	85.3	92.6	77.2	79.1	85.8	79.8	73.0
200 - 259 PM	82.2	85.6	76.1	86.4	89.5	84.4	80.4	87.0	75.6	73.2	80.6	81.7	87.3	70.8	77.7	85.9	82.1	67.7
300 - 359 PM	74.6	85.0	81.5	81.4	85.7	77.2	76.3	86.2	72.7	80.2	77.1	78.0	79.1	75.1	82.3	84.3	79.0	66.9
400 - 459 PM	69.9	83.1	68.7	85.5	78.6	72.6	78.9	73.1	70.8	73.2	66.9	74.6	80.9	69.0	80.6	78.9	74.8	60.7
500 - 559 PM	73.9	78.8	72.1	78.5	79.9	74.1	76.8	88.1	72.9	75.0	70.8	73.4	81.3	73.9	79.5	79.3	71.0	58.5
600 - 659 PM	71.5	78.8	69.6	82.1	80.2	70.4	71.7	62.5	68.2	74.8	73.9	72.8	80.4	71.8	80.3	76.2	71.9	54.5
700 - 759 PM	73.3	77.4	71.6	67.3	81.1	77.6	71.6	80.8	69.1	79.2	75.9	74.9	72.9	66.8	77.6	76.1	70.5	57.8
800 - 859 PM	75.4	80.3	57.5	74.8	85.5	72.2	71.3	75.0	69.8	70.5	84.0	73.8	82.0	67.1	79.8	79.9	68.9	60.2
900 - 959 PM	75.3	87.1	47.4	64.7	79.7	67.1	73.0	83.9	75.1	80.0	69.4	80.9	70.9	74.9	88.0	81.8	83.3	63.5
1000 - 1059 PM	82.7	J/	53.3	82.4	84.6	78.6	82.0	J/	57.9	100.0	81.0	92.9	86.0	86.9	87.7	J/	100.0	J/
1100 - 559 AM	91.3	97.9	100.0	91.1	97.8	89.2	94.9	100.0	96.1	100.0	96.0	95.3	90.4	90.7	91.3	100.0	96.0	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	81.4	88.1	79.5	85.9	87.8	81.4	80.2	86.9	82.4	85.0	79.1	82.4	87.2	80.8	84.8	85.5	84.0	71.6

* 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	93.9	93.0	83.4	95.8	96.7	95.2	96.3	94.6	93.2	91.9	98.0	93.9
700 - 759 AM	93.8	95.0	82.6	89.9	95.1	90.5	95.6	90.0	94.0	94.1	95.6	92.5
800 - 859 AM	91.4	92.0	76.2	92.0	92.7	89.2	88.9	90.8	89.6	89.6	93.9	90.3
900 - 959 AM	92.6	92.3	74.1	93.1	89.8	86.0	81.1	83.7	83.4	95.5	96.6	88.3
1000 - 1059 AM	82.6	91.7	75.8	83.9	88.1	88.9	85.5	87.4	74.5	92.2	93.0	86.2
1100 - 1159 AM	89.9	93.4	71.3	86.2	91.1	83.7	82.3	88.8	69.8	91.1	90.0	85.5
1200 - 1259 PM	88.2	80.7	74.3	85.1	83.1	88.7	81.4	85.2	68.8	89.2	89.9	84.1
100 - 159 PM	92.7	88.3	71.6	84.2	88.0	86.8	82.1	87.9	72.9	88.8	87.9	82.4
200 - 259 PM	88.7	88.4	70.9	83.3	84.5	78.0	84.3	83.5	72.2	83.9	85.7	80.6
300 - 359 PM	86.0	88.5	68.0	81.7	83.2	76.8	77.9	89.2	75.0	90.5	80.4	78.9
400 - 459 PM	84.7	73.0	66.7	82.1	79.7	76.7	78.9	84.1	76.1	86.0	81.2	75.2
500 - 559 PM	79.5	85.5	63.5	83.1	74.6	74.7	77.6	88.4	81.9	86.1	75.7	75.9
600 - 659 PM	79.5	63.2	64.7	84.7	77.2	72.4	84.8	85.9	82.8	76.9	76.2	74.1
700 - 759 PM	87.2	85.1	65.5	85.9	80.5	81.1	74.0	86.7	75.4	85.0	70.0	74.9
800 - 859 PM	87.8	75.6	62.7	91.5	84.8	69.2	84.4	89.8	81.0	91.7	65.5	74.3
900 - 959 PM	83.0	89.4	65.4	87.6	93.6	88.5	87.3	84.3	78.4	93.4	100.0	76.2
1000 - 1059 PM	J/	J/	67.8	91.7	89.1	83.1	98.5	88.5	85.0	94.9	J/	83.3
1100 - 559 AM	100.0	95.7	92.1	96.0	94.1	91.8	J/	91.8	86.7	84.7	95.5	91.8
TOTAL, ALL DEPARTURES, BY AIRPORT	87.6	88.6	70.8	87.9	85.9	83.4	84.7	88.2	80.0	90.2	86.1	82.5

* 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

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

ALASKA	222	Jul	SEA-SFO	710	31	17	54.84	59.35
ALASKA	222	Aug	SEA-SFO	710	31	16	51.61	53.25
ALASKA	222	Sep	SEA-SFO	715	30	17	56.67	47.47

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

ALASKA	222	Aug	SEA-SFO	710	31	16	51.61	53.25
ALASKA	222	Sep	SEA-SFO	715	30	17	56.67	47.47
ENVOY	2917	Aug	DEN-ORD	1530	13	7	53.85	110.71
ENVOY	2917	Sep	DEN-ORD	1530	30	18	60.00	76.50
EXPRESSJET	2547	Aug	SHV-DFW	1815	26	14	53.85	82.23
EXPRESSJET	2547	Sep	SHV-DFW	1830	26	19	73.08	76.74
SKYWEST	4988	Aug	ATL-ORD	1657	23	15	65.22	98.08
SKYWEST	4988	Sep	ATL-ORD	1653	26	14	53.85	81.08
SOUTHWEST	537	Aug	LAX-LAS	1955	28	19	67.86	60.32
SOUTHWEST	537	Sep	LAX-LAS	1955	26	14	53.85	67.00
SOUTHWEST	189	Aug	SAN-SFO	800	26	15	57.69	48.45
SOUTHWEST	189	Sep	SAN-SFO	800	26	14	53.85	56.57

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

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AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS // 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
FRONTIER	241	1	0.4
SOUTHWEST**	3,473	11	0.3
-SOUTHWEST	3,311	11	0.3
-AIRTRAN	162	0	0.0
ENVOY***	1,082	3	0.3
ALASKA	455	1	0.2
EXPRESSJET	1,703	3	0.2
SKYWEST	1,608	2	0.1
UNITED	888	1	0.1
AMERICAN*	2,664	0	0.0
-AMERICAN	1,491	0	0.0
-US AIRWAYS	1,173	0	0.0
DELTA	2,399	0	0.0
JETBLUE	658	0	0.0
HAWAIIAN	200	0	0.0
VIRGIN AMERICA	159	0	0.0
TOTAL	15,530	22	0.1

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

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

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

***Formerly American Eagle Airlines.

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	95.0	93.3	60	60
ABILENE TX (ABI)	75.9	79.7	232	232
ADAK ISLAND AK (ADK)	75.0	62.5	8	8
AGUADILLA PR (BQN)	89.9	90.1	69	71
AKRON OH (CAK)	82.8	88.5	582	581
ALBANY GA (ABY)	69.4	71.4	85	84
ALBANY NY (ALB)	76.6	85.7	624	624
ALBUQUERQUE NM (ABQ)	80.2	82.2	2,020	2,022
ALEXANDRIA LA (AEX)	78.9	83.2	280	280
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	82.7	85.5	173	173
ALPENA MI (APN)	92.3	98.1	52	52
AMARILLO TX (AMA)	76.5	82.0	582	583
ANCHORAGE AK (ANC)	84.9	90.3	1,431	1,435
APPLETON WI (ATW)	68.3	73.5	249	249
ARCATA/EUREKA CA (ACV)	74.0	73.6	285	284
ARLINGTON VA (DCA)	83.1	87.8	5,991	5,992
ASHEVILLE NC (AVL)	73.8	77.8	336	333
ASPEN CO (ASE)	77.2	89.5	189	191
ATLANTA GA (ATL)	80.1	81.4	30,198	30,196
ATLANTIC CITY NJ (ACY)	75.0	80.0	60	60
AUGUSTA GA (AGS)	74.9	82.7	195	196
AUSTIN TX (AUS)	82.4	85.3	3,607	3,608
BAKERSFIELD CA (BFL)	86.0	90.7	236	236
BALTIMORE MD (BWI)	82.4	79.5	7,283	7,284
BANGOR ME (BGR)	72.7	58.3	11	12
BARROW AK (BRW)	85.9	87.2	78	78
BATON ROUGE LA (BTR)	72.7	76.7	700	701
BEAUMONT/PORT ARTHUR TX (BPT)	73.3	83.3	90	90
BELLINGHAM WA (BLI)	80.0	91.1	55	56
BEMIDJI MN (BJI)	100.0	100.0	60	60
BEND/REDMOND OR (RDM)	83.5	91.5	176	177
BETHEL AK (BET)	95.1	96.3	82	82
BILLINGS MT (BIL)	88.0	92.4	276	276
BIRMINGHAM AL (BHM)	77.2	80.6	1,128	1,127
BISMARCK/MANDAN ND (BIS)	85.2	87.7	155	155
BLOOMINGTON/NORMAL IL (BMI)	74.8	80.6	290	289
BOISE ID (BOI)	83.5	86.1	942	941
BOSTON MA (BOS)	85.0	88.1	9,105	9,106
BOZEMAN MT (BZN)	88.9	91.7	396	396
BRAINERD MN (BRD)	95.9	97.3	74	74
BRANSON MO (BKG)	86.7	80.0	30	30
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	82.1	87.6	145	145
BROWNSVILLE TX (BRO)	65.3	76.2	193	193

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	74.1	82.6	85	86
BUFFALO NY (BUF)	83.2	88.0	1,587	1,586
BURBANK CA (BUR)	83.3	84.5	1,746	1,746
BURLINGTON VT (BTV)	78.9	82.8	426	425
BUTTE MT (BTM)	93.3	95.0	60	60
CARLSBAD CA (CLD)	88.6	93.6	219	219
CASPER WY (CPR)	84.5	89.1	193	192
CEDAR CITY UT (CDC)	94.2	98.1	52	52
CEDAR RAPIDS/IOWA CITY IA (CID)	66.0	69.5	614	617
CHAMPAIGN/URBANA IL (CMI)	69.8	78.2	202	202
CHANTILLY VA (IAD)	80.8	79.1	4,857	4,858
CHARLESTON SC (CHS)	78.1	80.2	1,225	1,223
CHARLESTON/DUNBAR WV (CRW)	75.5	77.4	274	274
CHARLOTTE AMALIE VI (STT)	88.7	92.7	177	177
CHARLOTTE NC (CLT)	85.0	85.9	9,150	9,143
CHARLOTTESVILLE VA (CHO)	73.9	77.1	203	201
CHATTANOOGA TN (CHA)	80.3	80.5	294	293
CHICAGO IL (MDW)	74.8	71.6	7,411	7,415
CHICAGO IL (ORD)	69.6	70.8	24,905	24,870
CHICO CA (CIC)	73.0	75.3	89	89
CHRISTIANSTED VI (STX)	85.0	86.7	60	60
CLEVELAND OH (CLE)	79.9	83.4	2,856	2,853
CODY WY (COD)	81.0	83.5	79	79
COLLEGE STATION/BRYAN TX (CLL)	85.8	87.2	219	219
COLORADO SPRINGS CO (COS)	76.8	85.4	786	786
COLUMBIA MO (COU)	68.3	78.3	120	120
COLUMBIA SC (CAE)	72.5	79.2	593	592
COLUMBUS GA (CSG)	72.2	73.0	115	115
COLUMBUS MS (GTR)	79.1	82.4	86	85
COLUMBUS OH (CMH)	77.1	82.4	2,201	2,203
CORDOVA AK (CDV)	73.3	75.0	60	60
CORPUS CHRISTI TX (CRP)	75.0	77.9	564	565
COVINGTON KY (CVG)	78.7	81.4	1,561	1,568
CRESCENT CITY CA (CEC)	58.5	61.0	82	82
DALLAS TX (DAL)	83.5	78.5	3,584	3,581
DALLAS/FORT WORTH TX (DFW)	79.6	80.2	23,023	23,025
DAYTON OH (DAY)	78.5	83.1	778	780
DAYTONA BEACH FL (DAB)	86.2	81.9	116	116
DEADHORSE AK (SCC)	76.9	88.5	78	78
DENVER CO (DEN)	84.0	81.4	18,907	18,935
DES MOINES IA (DSM)	75.8	79.0	790	789
DETROIT MI (DTW)	86.5	86.9	8,939	8,937
DEVILS LAKE ND (DVL)	83.0	80.9	47	47

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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)	85.5	89.3	159	159
DOTHAN AL (DHN)	68.1	78.4	116	116
DUBUQUE IA (DBQ)	64.0	67.4	86	86
DULUTH MN (DLH)	72.1	75.0	147	148
DURANGO CO (DRO)	79.6	82.7	157	156
EAGLE CO (EGE)	80.0	93.3	30	30
EAU CLAIRE WI (EAU)	66.7	66.7	60	60
EL PASO TX (ELP)	80.4	85.5	1,500	1,499
ELKO NV (EKO)	93.8	97.5	80	80
ELMIRA/CORNING NY (ELM)	75.0	86.7	180	180
ERIE PA (ERI)	75.0	75.4	56	57
EUGENE OR (EUG)	78.2	81.3	390	391
EVANSVILLE IN (EVV)	74.9	74.6	287	287
FAIRBANKS AK (FAI)	88.2	88.2	169	170
FARGO ND (FAR)	75.7	81.1	424	423
FAYETTEVILLE AR (XNA)	72.5	78.0	814	812
FAYETTEVILLE NC (FAY)	72.9	73.5	166	166
FLAGSTAFF AZ (FLG)	87.4	84.6	143	143
FLINT MI (FNT)	75.7	87.0	378	378
FORT LAUDERDALE FL (FLL)	81.7	85.0	4,065	4,066
FORT MYERS FL (RSW)	82.7	85.7	1,322	1,324
FORT SMITH AR (FSM)	80.7	82.6	202	201
FORT WAYNE IN (FWA)	69.3	73.7	398	396
FRESNO CA (FAT)	83.5	83.2	756	755
GAINESVILLE FL (GNV)	76.5	78.6	196	196
GARDEN CITY KS (GCK)	88.3	85.0	60	60
GILLETTE WY (GCC)	93.3	91.7	120	120
GRAND FORKS ND (GFK)	94.3	95.8	70	71
GRAND ISLAND NE (GRI)	78.6	71.4	56	56
GRAND JUNCTION CO (GJT)	83.7	90.3	331	331
GRAND RAPIDS MI (GRR)	76.0	79.6	953	955
GREAT FALLS MT (GTF)	90.3	93.8	195	195
GREEN BAY WI (GRB)	67.8	73.6	351	352
GREENSBORO/HIGH POINT NC (GSO)	78.4	86.2	804	804
GREER SC (GSP)	76.1	80.6	637	634
GUAM TT (GUM)	66.7	65.5	30	29
GULFPORT/BILOXI MS (GPT)	83.7	85.5	338	338
GUNNISON CO (GUC)	78.1	81.3	32	32
HANCOCK/HOUGHTON MI (CMX)	46.7	58.3	60	60
HARLINGEN/SAN BENITO TX (HRL)	74.0	85.0	273	273
HARRISBURG PA (MDT)	74.4	77.3	234	233
HARTFORD CT (BDL)	83.5	88.0	1,665	1,667
HAYDEN CO (HDN)	100.0	66.7	2	3

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HAYS KS (HYS)	78.8	90.4	52	52
HELENA MT (HLN)	90.5	96.6	116	117
HIBBING MN (HIB)	96.1	96.1	51	51
HILO HI (ITO)	91.8	93.0	498	498
HOBBS NM (HOB)	78.7	83.0	47	47
HONOLULU HI (HNL)	88.5	92.1	3,730	3,731
HOUSTON TX (HOU)	81.0	77.1	4,737	4,741
HOUSTON TX (IAH)	80.7	82.4	13,506	13,496
HUNTSVILLE AL (HSV)	81.5	83.1	551	551
HYANNIS MA (HYA)	100.0	100.0	9	9
IDAHO FALLS ID (IDA)	89.4	93.0	274	272
INDIANAPOLIS IN (IND)	79.6	84.0	2,184	2,180
INTERNATIONAL FALLS MN (INL)	98.1	98.1	52	52
IRON MOUNTAIN/KINGSFD MI (IMT)	94.6	91.1	56	56
ISLIP NY (ISP)	71.5	81.8	351	351
JACKSON WY (JAC)	80.0	85.9	315	320
JACKSON/VICKSBURG MS (JAN)	71.3	74.4	613	613
JACKSONVILLE FL (JAX)	81.9	85.9	1,736	1,738
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	73.3	81.9	116	116
JAMESTOWN ND (JMS)	84.9	87.7	73	73
JOPLIN MO (JLN)	80.4	83.9	56	56
JUNEAU AK (JNU)	81.4	84.7	338	340
KAHULUI HI (OGG)	91.4	92.4	1,718	1,719
KALAMAZOO MI (AZO)	73.0	77.7	148	148
KALISPELL MT (FCA)	86.5	94.5	252	254
KANSAS CITY MO (MCI)	80.6	83.2	3,597	3,596
KETCHIKAN AK (KTN)	84.6	80.6	201	201
KEY WEST FL (EYW)	87.1	91.3	240	240
KILLEEN TX (GRK)	81.5	87.8	384	384
KNOXVILLE TN (TYS)	65.9	71.9	777	778
KODIAK AK (ADQ)	90.2	88.2	51	51
KONA HI (KOA)	90.5	93.0	840	838
KOTZEBUE AK (OTZ)	85.0	83.3	60	60
LA CROSSE WI (LSE)	78.0	78.8	118	118
LAFAYETTE LA (LFT)	76.7	81.8	529	527
LAKE CHARLES LA (LCH)	81.6	85.3	163	163
LANSING MI (LAN)	75.9	79.7	158	158
LARAMIE WY (LAR)	81.7	86.7	60	60
LAREDO TX (LRD)	81.5	81.5	200	200
LAS VEGAS NV (LAS)	83.6	80.8	11,225	11,231
LAWTON/FORT SILL OK (LAW)	75.8	84.2	120	120
LEWISTON ID (LWS)	92.9	96.4	56	55
LEXINGTON KY (LEX)	75.6	77.2	509	508

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LIHUE HI (LIH)	93.3	93.1	871	869
LINCOLN NE (LNK)	67.6	77.7	216	215
LITTLE ROCK AR (LIT)	74.5	78.8	1,126	1,128
LONG BEACH CA (LGB)	88.2	91.2	841	840
LONGVIEW TX (GGG)	75.0	76.8	56	56
LOS ANGELES CA (LAX)	84.2	84.8	17,585	17,589
LOUISVILLE KY (SDF)	78.6	80.4	1,206	1,206
LUBBOCK TX (LBB)	78.8	84.3	547	548
MADISON WI (MSN)	75.1	79.7	1,037	1,032
MANCHESTER NH (MHT)	82.6	89.9	655	653
MANHATTAN/FT. RILEY KS (MHK)	69.3	78.0	150	150
MARQUETTE MI (MQT)	61.5	80.8	26	26
MARTHA'S VINEYARD MA (MVY)	100.0	95.2	21	21
MEDFORD OR (MFR)	81.5	81.5	249	249
MELBOURNE FL (MLB)	81.3	83.2	107	107
MEMPHIS TN (MEM)	76.9	81.3	1,261	1,260
MIAMI FL (MIA)	85.4	87.6	6,219	6,217
MIDLAND/ODESSA TX (MAF)	77.7	83.2	834	835
MILWAUKEE WI (MKE)	76.6	80.9	2,678	2,679
MINNEAPOLIS MN (MSP)	86.6	88.6	8,851	8,849
MINOT ND (MOT)	86.2	90.2	123	123
MISSION/MCALLEN/EDINBURG TX (MFE)	79.5	87.8	361	361
MISSOULA MT (MSO)	85.4	88.0	377	376
MOAB UT (CNY)	84.3	90.2	51	51
MOBILE AL (MOB)	73.1	77.6	469	468
MOLINE IL (MLI)	67.1	74.4	395	395
MONROE LA (MLU)	69.8	80.0	265	265
MONTEREY CA (MRY)	71.5	73.8	382	382
MONTGOMERY AL (MGM)	74.9	79.4	291	291
MONTROSE/DELTA CO (MTJ)	82.4	73.5	34	34
MOSINEE WI (CWA)	67.2	78.4	116	116
MUSKEGON MI (MKG)	70.0	78.3	60	60
MYRTLE BEACH SC (MYR)	85.5	84.9	179	179
NANTUCKET MA (ACK)	94.5	89.1	55	55
NASHVILLE TN (BNA)	81.9	83.0	4,612	4,610
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	81.8	87.0	77	77
NEW ORLEANS LA (MSY)	85.5	86.4	2,966	2,971
NEW YORK NY (JFK)	80.9	87.2	8,283	8,275
NEW YORK NY (LGA)	81.8	85.5	8,551	8,550
NEWARK NJ (EWR)	78.0	82.4	8,640	8,656
NEWBURGH/POUGHKEEPSIE NY (SWF)	76.7	90.0	60	60
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	78.4	79.6	167	167
NOME AK (OME)	91.7	86.7	60	60

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
NORFOLK VA (ORF)	76.8	82.0	1,028	1,028
NORTH BEND/COOS BAY OR (OTH)	60.6	48.5	33	33
OAKLAND CA (OAK)	81.5	80.4	3,631	3,634
OKLAHOMA CITY OK (OKC)	77.3	83.7	1,750	1,744
OMAHA NE (OMA)	80.6	85.8	1,538	1,540
ONTARIO CA (ONT)	79.8	82.8	1,670	1,673
ORLANDO FL (MCO)	83.0	84.0	7,674	7,670
PADUCAH KY (PAH)	60.0	71.7	60	60
PAGO PAGO TT (PPG)	66.7	77.8	9	9
PALM SPRINGS CA (PSP)	85.8	83.9	678	678
PANAMA CITY FL (ECP)	79.7	85.0	320	321
PASCO/KENNEWICK/RICHLAND WA (PSC)	85.8	93.1	232	232
PELLSTON MI (PLN)	100.0	100.0	1	1
PENSACOLA FL (PNS)	82.2	84.2	640	641
PEORIA IL (PIA)	70.8	77.5	377	378
PETERSBURG AK (PSG)	78.3	78.3	60	60
PHILADELPHIA PA (PHL)	81.3	85.9	5,822	5,819
PHOENIX AZ (PHX)	84.7	83.4	12,132	12,126
PITTSBURGH PA (PIT)	83.3	87.0	2,292	2,293
POCATELLO ID (PIH)	96.4	96.4	110	110
PONCE PR (PSE)	81.3	91.8	48	49
PORTLAND ME (PWM)	80.6	84.8	402	401
PORTLAND OR (PDX)	84.7	87.9	4,191	4,188
PROVIDENCE RI (PVD)	81.6	88.9	1,036	1,036
PUEBLO CO (PUB)	82.7	84.6	52	52
RALEIGH/DURHAM NC (RDU)	83.0	86.7	3,044	3,044
RAPID CITY SD (RAP)	81.8	80.9	329	329
REDDING CA (RDD)	61.1	75.6	90	90
RENO NV (RNO)	81.1	85.0	1,184	1,185
RHINELANDER WI (RHI)	91.9	91.9	86	86
RICHMOND VA (RIC)	77.2	83.8	1,332	1,331
ROANOKE VA (ROA)	78.7	82.2	188	185
ROCHESTER MN (RST)	74.7	77.0	178	178
ROCHESTER NY (ROC)	78.4	82.2	675	675
ROCK SPRINGS WY (RKS)	90.7	91.3	150	150
ROSWELL NM (ROW)	76.7	83.7	86	86
SACRAMENTO CA (SMF)	83.4	84.1	3,455	3,453
SAGINAW/BAY CITY/MIDLAND MI (MBS)	60.3	62.9	116	116
SALT LAKE CITY UT (SLC)	89.6	90.2	9,108	9,110
SAN ANGELO TX (SJT)	78.8	81.5	146	146
SAN ANTONIO TX (SAT)	81.3	86.7	2,688	2,688
SAN DIEGO CA (SAN)	84.0	84.7	6,228	6,233
SAN FRANCISCO CA (SFO)	73.7	80.0	13,871	13,878

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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 JOSE CA (SJC)	84.5	85.9	3,534	3,535
SAN JUAN PR (SJU)	86.9	89.0	1,662	1,668
SAN LUIS OBISPO CA (SBP)	83.5	79.9	417	417
SANTA ANA CA (SNA)	86.5	84.8	3,243	3,243
SANTA BARBARA CA (SBA)	84.2	82.4	665	666
SANTA FE NM (SAF)	79.4	84.4	180	180
SANTA MARIA CA (SMX)	92.9	94.9	98	98
SARASOTA/BRADENTON FL (SRQ)	82.3	83.3	215	215
SAVANNAH GA (SAV)	78.6	78.6	823	823
SCRANTON/WILKES-BARRE PA (AVP)	78.9	87.6	161	161
SEATTLE WA (SEA)	86.1	88.2	9,314	9,316
SHREVEPORT LA (SHV)	72.6	76.1	569	569
SIOUX CITY IA (SUX)	75.4	78.3	69	69
SIOUX FALLS SD (FSD)	70.3	81.2	637	637
SITKA AK (SIT)	84.7	84.5	98	97
SOUTH BEND IN (SBN)	71.8	79.7	429	428
SPOKANE WA (GEG)	85.8	91.9	756	756
SPRINGFIELD IL (SPI)	60.3	71.9	146	146
SPRINGFIELD MO (SGF)	74.8	78.0	563	563
ST. AUGUSTINE FL (UST)	63.3	63.3	30	30
ST. CLOUD MN (STC)	58.6	65.5	58	58
ST. GEORGE UT (SGU)	90.3	93.1	145	145
ST. LOUIS MO (STL)	81.6	81.7	4,322	4,321
STATE COLLEGE PA (SCE)	63.3	68.3	60	60
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	89.0	84.2	118	120
SYRACUSE NY (SYR)	78.7	82.4	522	522
TALLAHASSEE FL (TLH)	78.3	84.3	351	350

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TAMPA FL (TPA)	83.7	86.1	4,572	4,570
TEXARKANA AR (TXK)	69.8	74.4	86	86
TOLEDO OH (TOL)	70.9	72.1	86	86
TOPEKA KS (FOE)	100.0	100.0	3	4
TRAVERSE CITY MI (TVC)	70.2	75.3	238	239
TRENTON NJ (TTN)	77.0	82.0	300	300
TUCSON AZ (TUS)	80.0	85.9	1,247	1,246
TULSA OK (TUL)	77.3	82.8	1,450	1,449
TWIN FALLS ID (TWF)	88.1	93.2	59	59
TYLER TX (TYR)	73.9	79.0	218	219
VALDOSTA GA (VLD)	72.1	76.7	86	86
VALPARAISO FL (VPS)	76.2	78.8	387	387
VERNAL UT (VEL)	98.0	96.0	50	50
WACO TX (ACT)	74.0	77.4	146	146
WATERLOO IA (ALO)	69.6	76.8	56	56
WEST PALM BEACH/PALM BEACH FL (PBI)	80.5	82.3	1,269	1,271
WEST YELLOWSTONE MT (WYS)	90.2	86.9	61	61
WHITE PLAINS NY (HPN)	73.5	79.1	705	705
WICHITA FALLS TX (SPS)	83.3	85.8	120	120
WICHITA KS (ICT)	78.2	82.3	774	772
WILLISTON ND (ISN)	86.3	86.8	248	243
WILMINGTON DE (ILG)	66.7	78.9	72	71
WILMINGTON NC (ILM)	80.0	81.7	225	224
WORCESTER MA (ORH)	83.3	83.3	60	60
WRANGELL AK (WRG)	66.7	76.7	60	60
YAKUTAT AK (YAK)	76.7	78.3	60	60
YUMA AZ (YUM)	85.3	92.2	231	230

SEPTEMBER 2014

AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ENVOY***	13	16,460	779	4.7	124	31,269	1,550	5.0
EXPRESSJET	21	29,606	899	3.0	170	54,964	1,698	3.1
SKYWEST	22	28,266	608	2.2	163	49,135	1,151	2.3
SOUTHWEST**	24	53,487	811	1.5	86	99,584	1,195	1.2
-SOUTHWEST	24	49,843	772	1.5	86	94,721	1,142	1.2
-AIRTRAN	15	3,644	39	1.1	28	4,863	53	1.1
UNITED	28	35,106	377	1.1	74	40,219	448	1.1
AMERICAN*	28	63,300	403	0.6	98	76,301	459	0.6
-AMERICAN	28	34,864	233	0.7	84	43,271	270	0.6
-US AIRWAYS	27	28,436	170	0.6	75	33,030	189	0.6
FRONTIER	25	5,785	16	0.3	73	7,857	28	0.4
JETBLUE	24	13,463	36	0.3	61	19,079	64	0.3
ALASKA	23	8,541	11	0.1	59	13,297	39	0.3
DELTA	29	50,676	90	0.2	144	67,051	129	0.2
VIRGIN AMERICA	16	4,486	8	0.2	18	4,554	8	0.2
HAWAIIAN	8	424	1	0.2	17	6,179	7	0.1
Total		309,600	4,039	1.3	Total	469,489	6,776	1.4

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

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

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

***Formerly American Eagle Airlines.

SEPTEMBER 2014
AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
ENVOY***	1,150	441	38.3
EXPRESSJET	6,021	862	14.3
SKYWEST	3,675	453	12.3
UNITED	7,549	329	4.3
FRONTIER	461	18	3.9
SOUTHWEST**	8,851	329	3.7
-SOUTHWEST	8,634	318	3.6
-AIRTRAN	217	11	5.0
AMERICAN*	3,830	118	3.1
-AMERICAN	1,526	56	3.6
-US AIRWAYS	2,304	62	2.6
ALASKA	514	11	2.1
JETBLUE	757	11	1.4
VIRGIN AMERICA	192	1	0.5
DELTA	3,446	9	0.2
HAWAIIAN	238	0	0.0
TOTAL	36,684	2,582	7.0

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

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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***Formerly American Eagle Airlines.

SEPTEMBER 2014
AIR TRAVEL CONSUMER REPORT
TABLE 9. CAUSES OF DELAY*, BY CARRIER

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AMERICAN**	76301	63138	82.75%	459	0.60%	154	0.20%	3976	5.21%	219	0.29%	5005	6.56%	51	0.07%	3299	4.32%
-AMERICAN	43271	35093	81.10%	270	0.62%	98	0.23%	2427	5.61%	103	0.24%	2888	6.67%	9	0.02%	2383	5.51%
-US AIRWAYS	33030	28045	84.91%	189	0.57%	56	0.17%	1549	4.69%	115	0.35%	2117	6.41%	42	0.13%	916	2.77%
ALASKA	13297	11589	87.15%	39	0.29%	37	0.28%	398	2.99%	37	0.28%	720	5.41%	11	0.08%	466	3.50%
JETBLUE	19079	16423	86.08%	64	0.34%	44	0.23%	662	3.47%	66	0.34%	1209	6.34%	9	0.05%	602	3.15%
DELTA	67051	57426	85.65%	129	0.19%	96	0.14%	2719	4.05%	336	0.50%	3951	5.89%	3	0.01%	2391	3.57%
EXPRESSJET	54964	40909	74.43%	1698	3.09%	170	0.31%	3277	5.96%	127	0.23%	4054	7.38%	0	0.00%	4729	8.60%
FRONTIER	7857	6358	80.92%	28	0.36%	9	0.11%	273	3.48%	7	0.09%	737	9.37%	0	0.00%	445	5.67%
HAWAIIAN	6179	5609	90.78%	7	0.11%	8	0.13%	282	4.56%	1	0.02%	138	2.23%	0	0.00%	135	2.18%
ENVOY****	31269	22884	73.18%	1550	4.96%	55	0.18%	1568	5.01%	189	0.60%	2602	8.32%	13	0.04%	2408	7.70%
SKYWEST	49135	39831	81.06%	1151	2.34%	96	0.20%	1955	3.98%	124	0.25%	2540	5.17%	15	0.03%	3423	6.97%
UNITED	40219	32454	80.69%	448	1.11%	79	0.20%	2113	5.25%	193	0.48%	2987	7.43%	2	0.00%	1943	4.83%
VIRGIN AMERICA	4554	3831	84.12%	8	0.18%	4	0.09%	140	3.07%	87	1.92%	292	6.40%	4	0.09%	188	4.14%
SOUTHWEST***	99584	80095	80.43%	1195	1.20%	236	0.24%	5286	5.31%	440	0.44%	3833	3.85%	26	0.03%	8474	8.51%
-SOUTHWEST	94721	75912	80.14%	1142	1.21%	226	0.24%	5127	5.41%	417	0.44%	3582	3.78%	26	0.03%	8289	8.75%
-AIRTRAN	4863	4183	86.02%	53	1.09%	10	0.21%	159	3.26%	23	0.47%	250	5.15%	0	0.00%	185	3.80%
TOTAL	469489	380547	81.06%	6776	1.44%	988	0.21%	22648	4.82%	1824	0.39%	28068	5.98%	134	0.03%	28503	6.07%

***Causes of Delay:**

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

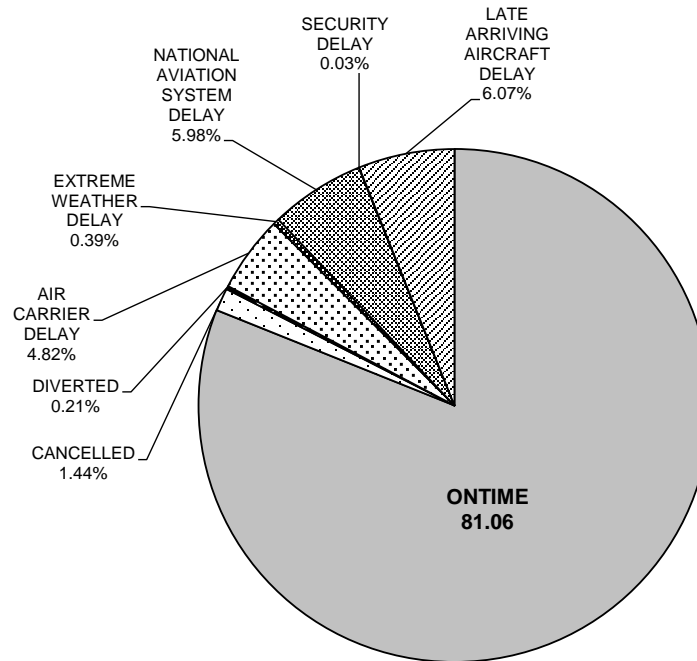
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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

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

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****Formerly American Eagle Airlines.

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



Causes of Delay:

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport*	Destination Airport*	Date of Flight	Location of Longest Tarmac Time*	Minutes of Tarmac Delay
AMERICAN	1620	RDU	ORD	9/5/2014	Diversion Airport(MKE)	189

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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AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport*	Destination Airport*	Date of Flight	Location of Longest Tarmac Time*	Minutes of Tarmac Delay
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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AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
AMERICAN*	76,301	33	0.04
-AMERICAN	43,271	13	0.03
-US AIRWAYS	33,030	20	0.06
EXPRESSJET	54,964	18	0.03
JETBLUE	19,079	5	0.03
DELTA	67,051	16	0.02
UNITED	40,219	7	0.02
ALASKA	13,297	2	0.02
SKYWEST	49,135	7	0.01
ENVOY***	31,269	4	0.01
SOUTHWEST**	99,584	8	0.01
-SOUTHWEST	94,721	8	0.01
-AIRTRAN	4,863	0	0.00
VIRGIN AMERICA	4,554	0	0.00
HAWAIIAN	6,179	0	0.00
FRONTIER	7,857	0	0.00
TOTAL	469,489	100	0.02

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

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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.

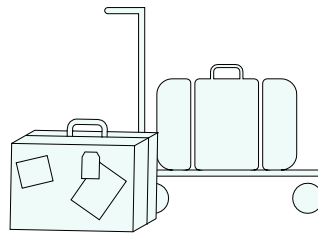
*** Effective January 2014, data of the merged operations of Southwest Airlines and AirTran Airways are combined for ranking purposes in this report to reflect Southwest's acquisition of AirTran, and appears as WN, Southwest, or Southwest Airlines.

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****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	SEPTEMBER 2014			SEPTEMBER 2013		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	375	482,826	0.78	344	483,968	0.71
2	FRONTIER AIRLINES	1,665	1,046,116	1.59	1,659	880,458	1.88
3	JETBLUE AIRWAYS	3,506	2,051,251	1.71	3,249	1,939,883	1.67
4	DELTA AIR LINES	19,101	8,847,489	2.16	13,691	8,138,819	1.68
5	HAWAIIAN AIRLINES	1,668	760,663	2.19	1,751	719,993	2.43
6	ALASKA AIRLINES	3,870	1,611,846	2.40	3,801	1,472,626	2.58
7	AMERICAN AIRLINES**	29,497	9,445,285	3.12	**	**	**
	-AMERICAN	16,760	5,398,377	3.10	12,677	5,216,538	2.43
	-US AIRWAYS	12,737	4,046,908	3.15	8,413	3,975,406	2.12
8	UNITED AIRLINES	16,872	5,400,660	3.12	14,429	5,342,060	2.70
9	SOUTHWEST AIRLINES***	34,513	10,671,097	3.23	***	***	***
	-SOUTHWEST AIRLINES	32,933	10,228,460	3.22	30,007	9,106,391	3.30
	-AIRTRAN AIRWAYS	1,580	442,637	3.57	4,787	1,196,576	4.00
10	SKYWEST AIRLINES	8,079	2,230,097	3.62	10,323	2,108,405	4.90
11	EXPRESSJET AIRLINES	10,111	2,296,828	4.40	9,581	2,552,031	3.75
12	ENVOY AIR****	8,099	1,202,534	6.73	5,980	1,360,368	4.40
	TOTALS****	137,356	46,046,692	2.98	120,692	44,493,522	2.71

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.

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

***** Formerly American Eagle Airlines.

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2014			JANUARY - SEPTEMBER 2013		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	4,582	4,734,000	0.97	4,488	4,639,971	0.97
2	FRONTIER AIRLINES	15,085	8,458,150	1.78	16,105	7,580,630	2.12
3	JETBLUE AIRWAYS	42,679	20,528,827	2.08	39,560	20,274,479	1.95
4	HAWAIIAN AIRLINES	15,682	7,134,524	2.20	15,943	7,025,450	2.27
5	DELTA AIR LINES	198,854	81,465,353	2.44	169,838	76,210,875	2.23
6	ALASKA AIRLINES	39,628	14,889,237	2.66	42,726	14,059,158	3.04
7	UNITED AIRLINES	187,168	50,886,275	3.68	175,175	51,298,071	3.41
8	AMERICAN AIRLINES**	345,610	91,961,037	3.76	**	**	**
	-AMERICAN	200,699	52,270,327	3.84	156,712	51,211,013	3.06
	-US AIRWAYS	144,911	39,690,710	3.65	96,691	38,763,155	2.49
9	SOUTHWEST AIRLINES***	439,770	102,108,898	4.31	***	***	***
	-SOUTHWEST AIRLINES	409,748	95,871,070	4.27	319,104	88,315,499	3.61
	-AIRTRAN AIRWAYS	30,022	6,237,828	4.81	48,145	13,506,107	3.56
10	SKYWEST AIRLINES	97,767	20,435,924	4.78	100,953	20,210,405	5.00
11	EXPRESSJET AIRLINES	127,276	21,861,991	5.82	116,254	23,484,736	4.95
12	ENVOY AIR****	103,701	11,753,299	8.82	75,707	12,772,855	5.93
TOTALS****		1,617,802	436,217,515	3.71	1,377,401	429,352,404	3.21

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.

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

***** Formerly American Eagle Airlines.

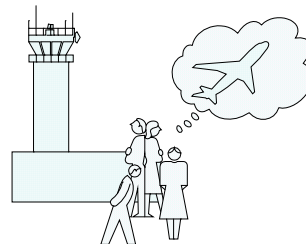
OVERSALES

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

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

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

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

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

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

***** Formerly American Eagle Airlines.

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

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

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

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

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***** 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

	SEPTEMBER 2014				SEPTEMBER 2013			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	796	28	1	96	695	65	1	82
FOREIGN AIRLINES	320	6	0	34	284	6	1	26
TRAVEL AGENTS	20	1	0	6	18	4	0	7
TOUR OPERATORS	0	0	0	0	1	0	0	0
MISCELLANEOUS	21	13	0	13	15	3	0	13
INDUSTRY TOTALS	1,157	48	1	149	1,013	78	2	128

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	SEPTEMBER 2014			SEPTEMBER 2013		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	308		1	302	
CANCELLATIONS			125			120
DELAYS			95			89
MISCONNECTIONS			57			64
BAGGAGE	2	216		2	179	
CUSTOMER SERVICE	3	154		4	143	
RES/TKTG/BOARDING	4	146		3	148	
REFUNDS	5	109		5	81	
FARES	6	93		8	32	
DISABILITY	7	59		6	53	
OVERSALES	8	31		7	40	
OTHER	9	28		9	21	
FREQUENT FLYER			11			11
ADVERTISING	10	7		10	9	
DISCRIMINATION	11	6		11	5	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,157			1,013	

* 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*

SEPTEMBER 2014

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	5	0	0	0	0	0	0	0	0	0	0	0	5
ALASKA AIRLINES	0	0	1	1	1	1	1	1	0	0	0	1	7
ALLEGiant AIR	7	0	0	1	1	2	4	3	0	0	0	3	21
AMERICAN AIRLINES	22	2	18	16	16	22	18	4	0	0	0	2	120
COMMUTAIR	6	0	0	0	0	0	0	0	0	0	0	0	6
DELTA AIR LINES	24	4	7	7	2	8	15	8	0	0	0	2	77
ENVOY AIR***	5	0	4	0	0	4	1	0	0	0	0	0	14
EXPRESSJET AIRLINES	19	0	0	0	0	0	0	0	0	0	0	0	19
FRONTIER AIRLINES	13	2	9	1	3	1	3	5	2	0	0	0	39
HAWAIIAN AIRLINES	3	0	1	0	1	0	1	1	0	0	0	0	7
JETBLUE AIRWAYS	6	1	2	0	0	6	4	1	1	2	0	1	24
MESA AIRLINES	6	0	0	0	0	0	1	0	0	0	0	0	7
REPUBLIC AIRLINES	7	0	1	0	0	0	0	0	0	0	0	0	8
SILVER AIRWAYS	0	1	2	0	2	1	0	0	0	0	0	0	6
SKYWEST AIRLINES	8	1	0	0	0	0	2	0	0	0	0	0	11
SOUTHWEST AIRLINES	12	1	4	2	3	10	6	7	0	1	0	0	46
SPIRIT AIRLINES	22	0	13	25	9	12	7	2	1	0	0	2	93
UNITED AIRLINES	41	6	15	11	21	30	27	9	0	3	0	4	167
US AIRWAYS	26	3	11	15	7	6	11	5	1	0	0	2	87
OTHER U. S. AIRLINES	15	3	3	2	2	2	1	3	0	0	0	1	32
TOTAL SEPTEMBER 2014	247	24	91	81	68	105	102	49	5	6	0	18	796
% OF TOTAL COMPLAINTS	31.0	3.0	11.4	10.2	8.5	13.2	12.8	6.2	0.6	0.8	0.0	2.3	
TOTAL SEPTEMBER 2013	242	28	97	15	47	100	97	43	7	4	0	15	695
% OF TOTAL COMPLAINTS	34.8	4.0	14.0	2.2	6.8	14.4	14.0	6.2	1.0	0.6	0.0	2.2	

Table 4

Office of Aviation Enforcement and Proceedings

* 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

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

SEPTEMBER 2014

U. S. AIRLINES*	COMPS RECD IN SEP	INCI- DENTS IN SEP	PERCENT	INCI- DENTS IN AUG	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	5	0	0.0	3	60.0	2	40.0	0	0.0
ALASKA AIRLINES	7	5	71.4	1	14.3	1	14.3	0	0.0
ALLEGiant AIR	21	11	52.4	5	23.8	3	14.3	2	9.5
AMERICAN AIRLINES	120	36	30.0	30	25.0	39	32.5	15	12.5
COMMUTAIR	6	4	66.7	2	33.3	0	0.0	0	0.0
DELTA AIR LINES	77	34	44.2	18	23.4	17	22.1	8	10.4
ENVOY AIR**	14	10	71.4	1	7.1	3	21.4	0	0.0
EXPRESSJET AIRLINES	19	10	52.6	3	15.8	4	21.1	2	10.5
FRONTIER AIRLINES	39	21	53.8	8	20.5	7	17.9	3	7.7
HAWAIIAN AIRLINES	7	5	71.4	1	14.3	1	14.3	0	0.0
JETBLUE AIRWAYS	24	13	54.2	2	8.3	9	37.5	0	0.0
MESA AIRLINES	7	2	28.6	1	14.3	2	28.6	2	28.6
REPUBLIC AIRLINES	8	2	25.0	3	37.5	3	37.5	0	0.0
SILVER AIRWAYS	6	2	33.3	0	0.0	4	66.7	0	0.0
SKYWEST AIRLINES	11	6	54.5	3	27.3	1	9.1	1	9.1
SOUTHWEST AIRLINES	46	23	50.0	7	15.2	9	19.6	7	15.2
SPIRIT AIRLINES	93	39	41.9	22	23.7	16	17.2	16	17.2
UNITED AIRLINES	167	65	38.9	30	18.0	60	35.9	12	7.2
US AIRWAYS	87	25	28.7	21	24.1	31	35.6	10	11.5
OTHER U. S. AIRLINES	32	8	25.0	10	31.2	12	37.5	2	6.2
TOTALS	796	321	40.3	171	21.5	224	28.1	80	10.1
PREVIOUS YEAR' S TOTALS	695	282	40.6	138	19.9	213	30.6	62	8.9

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

	SEPTEMBER 2014												
	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXICO	0	0	3	0	0	2	0	0	0	0	0	0	5
AIR BERLIN	2	0	1	0	1	3	2	0	0	0	0	0	9
AIR CANADA	18	0	11	1	2	9	23	0	0	0	0	0	64
AIR FRANCE	5	0	2	0	3	5	4	2	0	0	0	0	21
ALITALIA AIRLINES	2	2	0	1	2	21	0	0	0	0	0	0	28
BRITISH AIRWAYS	1	1	2	2	6	7	1	1	1	0	0	2	24
COPA	0	0	0	0	0	5	0	0	0	0	0	0	5
EMIRATES AIRLINES	0	1	0	0	1	3	1	1	0	0	0	0	7
IBERIA AIRLINES	2	0	2	0	0	1	1	0	0	0	0	1	7
ICELANDAIR	0	0	0	0	1	3	0	1	0	0	0	0	5
KLM	1	0	0	1	2	4	0	1	0	0	0	0	9
LUFTHANSA	1	0	1	0	1	7	0	0	0	0	0	1	11
NORWEGIAN AIR SHUTTLE	5	0	0	0	0	3	1	0	0	0	0	1	10
QATAR AIRWAYS	0	1	1	0	1	2	1	0	0	0	0	0	6
ROYAL AIR MAROC	2	0	0	0	0	2	1	0	0	0	0	0	5
SAS	0	0	3	0	0	2	0	0	0	0	0	0	5
TURKISH AIRLINES	0	0	0	0	1	3	1	1	0	0	0	0	6
VIRGIN ATLANTIC AIRWAYS	2	0	1	0	0	1	1	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	15	2	15	3	12	26	10	3	0	0	0	2	88
TOTALS	56	7	42	8	33	109	47	10	1	0	0	7	320
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	1	0	9	2	5	0	2	0	1	0	0	0	20
TOTALS	1	0	9	2	5	0	2	0	1	0	0	0	20
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	4	0	4	2	3	2	3	0	0	0	0	3	21
TOTALS	4	0	4	2	3	2	3	0	0	0	0	3	21

* 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	SEPTEMBER 2014			SEPTEMBER 2013		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	7	1,649,965	0.42	7	1,546,055	0.45
2	SOUTHWEST AIRLINES***	50	10,560,932	0.47	***	***	***
	-SOUTHWEST	46	10,073,964	0.46	35	8,900,642	0.39
	-AIRTRAN	4	486,968	0.82	8	1,230,600	0.65
3	SKYWEST AIRLINES	11	2,266,410	0.49	25	2,164,215	1.16
4	DELTA AIR LINES	77	10,601,705	0.73	48	9,745,628	0.49
5	EXPRESSJET AIRLINES	19	2,459,435	0.77	11	2,728,403	0.40
6	VIRGIN AMERICA	4	493,335	0.81	6	491,947	1.22
7	HAWAIIAN AIRLINES	7	811,582	0.86	6	782,120	0.77
8	JETBLUE AIRWAYS	24	2,357,417	1.02	17	2,177,218	0.78
9	ENVOY AIR*****	14	1,268,813	1.10	16	1,422,396	1.12
10	AMERICAN AIRLINES**	207	11,047,889	1.87	**	**	**
	-AMERICAN	120	6,726,622	1.78	115	6,638,535	1.73
	-US AIRWAYS	87	4,321,267	2.01	63	4,287,749	1.47
11	UNITED AIRLINES	167	7,118,895	2.35	124	7,050,267	1.76
12	FRONTIER AIRLINES	39	1,068,391	3.65	25	870,085	2.87
	TOTAL****	626	51,704,769	1.21	506	50,035,860	1.01

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

***** Formerly American Eagle Airlines.

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS

	JANUARY - SEPTEMBER 2014				JANUARY - SEPTEMBER 2013			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	9,143	460	20	1,147	7,775	571	18	973
FOREIGN AIRLINES	2,861	36	1	358	2,241	48	2	221
TRAVEL AGENTS	192	5	0	111	160	16	0	49
TOUR OPERATORS	4	0	0	0	153	0	0	1
MISCELLANEOUS	150	106	0	149	115	73	1	144
INDUSTRY TOTALS	12,350	607	21	1,765	10,444	708	21	1,388

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - SEPTEMBER 2014			JANUARY - SEPTEMBER 2013		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	4,111		1	3,245	
CANCELLATIONS			1,806			1,244
DELAYS			1,253			1,197
MISCONNECTIONS			613			506
BAGGAGE	2	2,120		2	1,658	
RES/TKTG/BOARDING	3	1,814		3	1,499	
CUSTOMER SERVICE	4	1,324		4	1,497	
REFUNDS	5	894		5	715	
FARES	6	627		9	313	
DISABILITY	7	609		6	533	
OVERSALES	8	398		8	336	
OTHER	9	298		7	512	
FREQUENT FLYER			151			218
ADVERTISING	10	101		10	74	
DISCRIMINATION	11	52		11	58	
ANIMALS	12	2		12	4	
COMPLAINT TOTAL		12,350			10,444	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY COMPLAINT CATEGORY*
JANUARY - SEPTEMBER 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
AIR WISCONSIN	30	1	0	0	0	0	6	0	0	0	0	1	38
AIRTRAN AIRWAYS	22	7	3	3	3	14	10	6	0	1	0	0	69
ALASKA AIRLINES	11	5	11	6	2	10	12	14	0	1	0	2	74
ALLEGIAN AIR	132	5	58	20	47	22	40	22	5	0	0	4	355
AMERICAN AIRLINES	383	26	170	87	167	267	133	64	14	5	0	48	1,364
CAPE AIR	10	0	1	0	0	0	2	0	0	0	0	0	13
COMMUTAIR	41	0	0	0	0	0	0	0	0	0	0	0	41
COMPASS AIRLINES	12	0	1	0	0	1	1	0	0	0	0	0	15
DELTA AIR LINES	250	45	98	45	15	92	100	68	4	6	0	20	743
ENDEAVOR AIR	38	3	2	0	0	12	1	0	0	0	0	0	56
ENVOY AIR***	134	17	12	0	2	42	11	5	0	1	0	0	224
EXPRESSJET AIRLINES	257	0	0	0	0	3	14	0	0	2	0	3	279
FRONTIER AIRLINES	111	16	68	18	16	32	36	22	6	1	0	4	330
GO!	6	0	0	0	2	3	9	0	0	0	0	0	20
GOJET AIRLINES	23	0	0	0	0	0	2	0	0	0	0	0	25
GREAT LAKES AVIATION	26	1	4	0	7	0	3	0	0	0	0	0	41
HAWAIIAN AIRLINES	12	1	7	2	4	7	10	9	0	0	0	8	60
HORIZON AIRLINES	5	1	6	0	0	2	3	0	0	0	0	0	17
JETBLUE AIRWAYS	166	3	24	15	17	45	33	13	3	2	0	6	327
MESA AIRLINES	50	0	0	0	0	0	8	0	0	0	0	1	59
PIEDMONT AIRLINES	56	11	1	1	0	8	6	9	0	1	0	1	94
PSA AIRLINES	24	0	0	0	0	1	2	0	0	0	0	1	28
REPUBLIC AIRLINES	116	0	4	0	1	9	5	0	0	0	0	3	138
SHUTTLE AMERICA	34	0	0	0	0	2	2	1	0	0	0	0	39
SILVER AIRWAYS	29	1	6	0	5	9	1	1	0	0	0	1	53
SKYWEST AIRLINES	149	5	3	0	0	15	12	1	0	0	0	0	185
SOUTHWEST AIRLINES	186	11	39	20	26	106	57	47	7	3	0	8	510
SPIRIT AIRLINES	187	27	102	89	67	91	68	17	13	5	0	19	685
SUN COUNTRY AIRLINES	2	0	0	1	0	3	2	2	0	0	0	0	10
TRANS STATES AIRLINES	39	1	1	0	0	2	3	0	0	0	0	1	47
UNITED AIRLINES	627	105	232	91	163	361	231	119	12	13	2	58	2,014
US AIRWAYS	401	33	142	84	77	130	104	72	5	4	0	32	1,084
VIRGIN AMERICA	19	0	4	2	2	11	10	5	0	0	0	1	54
OTHER U. S. AIRLINES	20	0	8	1	9	7	2	2	1	1	0	1	52
TOTAL JAN-SEP 2014	3,608	325	1,007	485	632	1,307	939	499	70	46	2	223	9,143
% OF TOTAL COMPLAINTS	39.5	3.6	11.0	5.3	6.9	14.3	10.3	5.5	0.8	0.5	0.0	2.4	
TOTAL JAN-SEP 2013	2,861	255	968	198	477	1,056	1,147	436	47	45	4	281	7,775
% OF TOTAL COMPLAINTS	36.8	3.3	12.5	2.5	6.1	13.6	14.8	5.6	0.6	0.6	0.1	3.6	

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

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

*** FORMERLY AMERICAN EAGLE AIRLINES

TABLE 4 (YTD)

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

JANUARY - SEPTEMBER 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>													
AER LINGUS	4	2	7	1	1	6	4	1	0	0	0	0	26
AEROFLOT	3	0	3	0	6	10	2	0	0	0	0	0	24
AEROLINEAS ARGENTINAS	4	0	1	0	3	2	1	1	0	0	0	0	12
AEROMEXI CO	22	6	38	5	10	20	10	1	1	1	0	1	115
AIR BERLIN	4	0	7	1	3	27	2	0	0	0	0	0	44
AIR CANADA	130	13	62	13	14	79	107	14	1	3	0	3	439
AIR CHINA	4	0	8	0	3	6	2	1	1	0	0	0	25
AIR FRANCE	30	4	22	1	14	34	15	10	1	0	0	3	134
AIR INDIA	9	0	4	1	3	9	6	2	0	0	0	0	34
ALITALIA AIRLINES	10	6	11	8	5	62	7	1	0	0	0	0	110
AUSTRIAN AIRLINES	1	0	3	0	0	2	3	0	1	0	0	0	10
AVIANCA	4	0	13	4	7	8	7	1	0	0	0	3	47
BRITISH AIRWAYS	24	6	41	13	22	62	20	18	1	0	0	7	214
BRUSSELS AIRLINES	3	0	0	0	2	8	0	0	0	0	0	0	13
CARIBBEAN AIRLINES	6	0	4	2	1	8	0	1	0	0	0	0	22
CATHAY PACIFIC AIRWAYS	2	0	7	0	2	4	0	3	2	0	0	1	21
CHINA EASTERN AIRLINES	3	0	2	0	0	7	3	0	0	0	0	0	15
CHINA SOUTHERN AIRLINES	1	0	2	0	3	3	1	0	0	0	0	0	10
COPA	1	2	15	4	6	14	6	0	0	0	0	1	49
EGYPTAIR	3	0	4	0	1	6	5	0	0	0	0	1	20
EL AL ISRAEL	3	0	5	3	5	5	0	0	1	0	0	1	23
EMIRATES AIRLINES	12	3	15	3	7	34	20	5	0	0	0	1	100
ETHIOPIAN AIRLINES	3	2	5	2	3	13	3	1	0	0	0	0	32
ETIHAD AIRWAYS	17	0	50	8	3	30	10	5	2	0	0	3	128
FLY JAMAICA	7	1	0	0	2	2	0	0	0	0	0	0	12
IBERIA AIRLINES	4	0	8	4	1	9	4	5	1	0	0	1	37
ICELANDAIR	3	0	0	0	2	6	1	1	0	0	0	0	13
JET AIRWAYS	0	0	1	0	1	8	1	1	0	0	0	1	13
KLM	4	1	9	3	5	14	6	4	0	0	0	0	46
KOREAN AIR LINES	2	0	1	0	1	5	0	1	0	0	0	1	11
KUWAIT AIRWAYS	6	0	0	2	1	0	1	0	0	0	0	0	10
LAN AIRLINES	4	0	7	1	5	6	3	2	1	0	0	0	29
LUFTHANSA	13	1	27	2	8	46	12	5	0	1	0	3	118
MALAYSIA AIRLINES	1	1	52	0	0	0	1	0	0	0	0	0	55
NORWEGIAN AIR SHUTTLE	10	2	0	0	2	6	3	0	0	0	0	2	25
PAKISTAN	2	0	4	0	1	6	4	1	0	0	0	0	18
PHILIPPINE AIRLINES	6	0	8	1	12	4	6	1	1	0	0	2	41
QATAR AIRWAYS	10	3	15	5	4	15	7	2	0	0	0	2	63

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

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

TABLE 4 (YTD, contd.)

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U. S. AIRLINES*
BY COMPLAINT CATEGORY**
JANUARY - SEPTEMBER 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, contd.</u>													
ROYAL AIR MAROC	4	0	1	0	1	13	3	0	0	0	0	0	22
ROYAL JORDANIAN AIRLINES	6	1	1	0	1	11	1	0	0	0	0	0	21
SAS	11	1	8	0	4	20	3	2	1	0	0	1	51
SATA INTERNACIONAL	8	0	0	0	1	0	1	0	0	0	0	0	10
SAUDI ARABIAN AIRLINES	0	1	2	0	1	4	1	1	0	0	0	0	10
SINGAPORE AIRLINES	1	0	4	2	2	7	1	0	1	0	0	0	18
SOUTH AFRICAN AIRWAYS	0	1	3	1	0	6	3	1	0	0	0	0	15
SWISS AIR	1	1	2	3	3	1	4	0	1	0	0	0	16
TAM	2	1	2	0	3	7	3	0	0	0	0	0	18
TAME	6	0	0	0	2	7	1	1	0	0	0	0	17
TURKISH AIRLINES	7	0	11	2	7	34	10	2	1	0	0	2	76
VIRGIN ATLANTIC AIRWAYS	5	0	9	1	1	10	7	4	0	1	0	0	38
VOLARIS AIRLINES	11	8	16	7	5	13	5	0	2	0	0	0	67
WIDEROE	1	0	122	0	0	0	0	0	0	0	0	0	123
XL AIRWAYS	8	0	2	1	1	0	1	1	0	0	0	0	14
OTHER FOREIGN AIRLINES	33	5	35	6	16	58	18	7	2	0	0	7	187
TOTALS	479	72	679	110	217	777	345	107	22	6	0	47	2,861
<u>TRAVEL AGENTS</u>													
CHEAP TICKETS	2	0	29	0	0	0	3	0	0	0	0	0	34
CHEAPOAIR.COM	0	0	5	1	3	0	1	0	0	0	0	0	10
EXPEDIA.COM	1	0	13	5	3	0	2	0	1	0	0	1	26
ORBITZ.COM	1	0	5	4	1	2	4	0	1	0	0	0	18
PRI CELINE.COM	0	0	4	6	2	1	0	0	1	0	0	0	14
TRAVELOCITY.COM	0	0	6	0	3	0	2	0	0	0	0	0	11
VAYAMA	1	0	12	0	2	0	1	0	0	0	0	0	16
OTHER TRAVEL AGENTS	1	0	31	4	14	0	10	0	2	0	0	1	63
TOTALS	6	0	105	20	28	3	23	0	5	0	0	2	192
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	1	3	0	0	0	0	0	0	0	4
TOTALS	0	0	0	1	3	0	0	0	0	0	0	0	4
<u>MISCELLANEOUS ***</u>													
TSA	0	0	0	0	0	14	10	0	0	0	0	4	28
OTHER MISCELLANEOUS	18	1	23	11	14	19	7	3	4	0	0	22	122
TOTALS	18	1	23	11	14	33	17	3	4	0	0	26	150

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

TABLE 5 (YTD)

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JANUARY - SEPTEMBER 2014			JANUARY - SEPTEMBER 2013		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	74	15,795,619	0.47	67	14,973,369	0.45
2	SOUTHWEST AIRLINES***	579	101,682,120	0.57	***	***	***
	-SOUTHWEST	510	94,209,147	0.54	292	86,084,632	0.34
	-AIRTRAN	69	7,472,973	0.92	105	14,026,028	0.75
3	DELTA AIR LINES	743	97,760,887	0.76	583	91,320,527	0.64
4	HAWAIIAN AIRLINES	60	7,579,849	0.79	91	7,528,212	1.21
5	SKYWEST AIRLINES	185	20,895,631	0.89	175	20,689,604	0.85
6	VIRGIN AMERICA	54	4,886,432	1.11	71	4,758,257	1.49
7	EXPRESSJET AIRLINES	279	23,599,468	1.18	253	24,997,951	1.01
8	JETBLUE AIRWAYS	327	24,077,352	1.36	154	23,076,142	0.67
9	ENVOY AIR *****	224	12,325,463	1.82	249	13,554,089	1.84
10	AMERICAN AIRLINES**	2,448	110,242,992	2.22		**	**
	-AMERICAN	1,364	66,621,843	2.05	1,368	65,597,007	2.09
	-US AIRWAYS	1,084	43,621,149	2.49	641	42,780,919	1.50
11	UNITED AIRLINES	2,014	68,620,552	2.94	1,572	68,321,770	2.30
12	FRONTIER AIRLINES	330	8,675,626	3.80	242	7,602,689	3.18
	TOTAL****	7,317	496,141,991	1.47	5,863	485,311,196	1.21

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.

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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 - September 2013 reflect the deletion of Mesa's and Endeavor's data for that time period.

***** 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 September 2014
as provided by the Transportation Security Administration^a**

The Transportation Security Administration (TSA) screened approximately 51 million airline passengers and their 41 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 September.

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
387	.0008	47	.00009	70	.0001	377	.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 September.

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.

September 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>Total</i>	0	0	0