



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

**Issued: July 2014**



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

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

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

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

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

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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/](http://www.bts.gov/programs/airline_information/airline_ontime_statistics/). Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml>. CDs for earlier months can be purchased by sending an email to: [Orders@bts.gov](mailto:Orders@bts.gov). Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>. Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp).

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

MAY 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	92.8	17	93.2
ALASKA AIRLINES S/	20	90.4	54	89.7
DELTA AIR LINES S/	29	84.3	133	84.4
VIRGIN AMERICA S/	16	81.6	18	81.8
AMERICAN AIRLINES S/ **	28	79.3	96	79.1
-AMERICAN AIRLINES S/	28	77.2	82	76.8
-US AIRWAYS S/	27	82.0	75	82.1
SKYWEST AIRLINES S/	22	79.0	161	78.7
JETBLUE AIRWAYS S/	24	76.4	60	77.3
UNITED AIRLINES S/	28	76.3	76	76.4
FRONTIER AIRLINES S/	21	74.7	67	73.4
SOUTHWEST AIRLINES S/***	24	72.9	89	72.7
-SOUTHWEST AIRLINES S/	24	71.8	89	71.8
-AIRTRAN AIRWAYS S/	16	83.1	37	83.9
ENVOY S/****	19	69.8	132	71.4
EXPRESSJET AIRLINES S/	22	70.7	165	70.3
TOTAL		77.3		76.9

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

\* 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.

## MAY 2014

## AIR TRAVEL CONSUMER REPORT

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

Carrier*	2nd Quarter 04-06 2013		3rd Quarter 07-09 2013		4th Quarter 10-12 2013		1st Quarter 01-03 2014		Mar-14		Apr-14		May14		12 Months Ending May 2014	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	88.0	2	85.7	2	87.7	2	87.3	2	88.2	2	90.3	2	89.7	2	87.4	2
AMERICAN**	72.8	14	79.4	7	78.3	11	77.1	5	80.5	5	82.7	5	79.1	5	77.9	6
-AMERICAN	72.8	14	79.4	7	78.3	11	76.6	(--)	79.8	(--)	82.3	(--)	76.8	(--)	77.9	(--)
-US AIRWAYS	78.7	5	80.9	5	84.0	5	77.8	(--)	81.4	(--)	83.3	(--)	82.1	(--)	81.2	(--)
ENVOY	66.2	16	73.3	15	74.5	13	66.3	11	73.4	10	75.2	10	71.4	11	70.9	11
DELTA	82.5	3	83.1	3	86.5	4	77.6	4	84.3	4	85.2	4	84.4	3	82.3	3
ENDEAVOR****	78.2	6	81.4	4	82.7	6	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET	70.2	15	75.8	12	74.0	14	62.2	12	70.9	12	74.2	12	70.3	12	70.7	12
FRONTIER	73.4	12	74.3	14	73.0	15	67.3	9	75.1	9	79.7	8	73.4	9	73.1	8
HAWAIIAN	92.8	1	94.8	1	93.8	1	91.6	1	91.6	1	94.0	1	93.2	1	93.4	1
JETBLUE	73.9	11	72.6	16	78.0	12	66.5	10	77.2	8	77.4	9	77.3	7	73	9
MESA	73.3	13	76.7	11	79.2	10	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
SKYWEST	79.7	4	79.6	6	80.1	8	74.2	6	78.8	7	80.9	7	78.7	6	78.2	5
SOUTHWEST***	76.7	8	75.4	13	71.8	16	69.1	8	72.9	11	75.0	11	71.8	10	72.2	10
-SOUTHWEST	76.7	8	75.4	13	71.8	16	68.6	(--)	72.2	(--)	74.2	(--)	71.8	(--)	72.3	(--)
-AIRTRAN	76.7	7	77.9	9	79.4	9	73.6	(--)	80.3	(--)	84.6	(--)	83.9	(--)	77.0	(--)
UNITED	75.6	10	79.0	8	81.2	7	73.7	7	79.4	6	81.8	6	76.4	8	77.6	7
VIRGIN AMERICA	76.3	9	77.1	10	86.6	3	81.6	3	86.4	3	86.5	3	81.8	4	81.2	4
<b>Total</b>	<b>76.2</b>		<b>78.4</b>		<b>78.8</b>		<b>72.2</b>		<b>77.6</b>		<b>79.6</b>		<b>76.8</b>		<b>76.3</b>	

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.

MAY 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**	882	78.0	2600	77.7	630	78.7	7960	83.6	2454	79.5	792	77.5	13993	78.9	521	81.8
-AMERICAN	405	75.6	1006	74.4	242	75.2	180	70.0	847	75.7	366	74.6	13409	78.9	210	72.9
-US AIRWAYS	477	80.1	1594	79.8	388	80.9	7780	83.9	1607	81.6	426	80.0	584	78.6	311	87.8
ALASKA	62	90.3	143	94.4	H/		H/		124	92.7	124	87.9	93	90.3	H/	
JETBLUE	H/		3473	80.4	181	91.7	119	81.5	540	78.0	87	78.2	88	76.1	93	88.2
DELTA	19509	85.3	927	80.9	616	85.4	527	84.3	824	81.2	585	80.7	506	85.4	4475	86.3
EXPRESSJET	6197	79.5	134	81.3	85	65.9	497	65.2	297	67.7	1689	68.6	1423	73.9	2582	81.7
FRONTIER	92	66.3	H/		H/		18	33.3	93	76.3	3297	75.8	138	73.9	71	76.1
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY****	132	79.5	H/		112	67.0	297	73.4	580	69.7	175	65.1	6641	79.9	328	69.8
SKYWEST	239	73.2	28	67.9	H/		2	100.0	22	59.1	4080	76.4	341	70.4	514	86.6
UNITED	69	65.2	1092	73.8	291	71.1	25	48.0	593	75.4	3418	79.3	224	72.8	64	78.1
VIRGIN AMERICA	H/		146	84.9	H/		H/		29	96.6	H/		171	84.2	H/	
SOUTHWEST***	4617	81.4	991	73.7	6169	74.1	181	69.6	522	83.9	4750	70.9	H/		630	67.8
-SOUTHWEST	1592	76.9	805	71.6	5942	73.6	181	69.6	217	80.6	4690	70.8	H/		490	64.5
-AIRTRAN	3025	83.7	186	82.8	227	87.2	H/		305	86.2	60	81.7	H/		140	79.3
TOTAL	31799	83.2	9534	78.5	8084	75.4	9626	81.9	6078	78.3	18997	74.9	23618	78.9	9278	82.8

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

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MAY 2014

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ARRIVAL AIRPORT*																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	635	66.5	751	80.2	263	78.3	866	75.2	1456	74.0	1357	80.0	3328	79.5	2351	71.4
-AMERICAN	264	64.4	285	77.5	263	78.3	382	69.6	1181	74.6	827	77.9	2779	79.1	1229	71.3
-US AIRWAYS	371	67.9	466	81.8	H/		484	79.5	275	71.3	530	83.2	549	81.4	1122	71.6
ALASKA	62	72.6	31	93.5	H/		31	87.1	H/		463	95.5	628	91.9	H/	
JETBLUE	543	59.7	1305	75.1	224	86.6	H/		3612	73.6	324	79.3	274	82.5	496	66.5
DELTA	473	60.3	866	83.4	170	80.6	301	80.1	1956	76.7	980	85.3	1853	84.4	1987	73.8
EXPRESSJET	2922	56.2	H/		2138	69.8	7409	72.2	124	50.0	H/		H/		1099	62.1
FRONTIER	H/		45	84.4	H/		75	61.3	H/		171	79.5	133	75.9	57	63.2
HAWAIIAN	H/		H/		H/		H/		27	85.2	75	94.7	114	94.7	H/	
ENVOY****	11	45.5	H/		H/		211	61.6	583	61.6	H/		488	70.1	1471	62.1
SKYWEST	H/		H/		180	68.9	1160	75.5	H/		703	82.1	5386	80.0	H/	
UNITED	3714	72.0	473	78.6	1788	79.9	5278	79.8	404	72.8	1133	80.4	2795	78.0	700	63.1
VIRGIN AMERICA	176	68.8	94	92.6	138	86.2	H/		315	81.6	362	84.8	1212	83.3	H/	
SOUTHWEST***	510	50.0	1666	77.6	204	64.2	H/		H/		6541	75.7	3206	69.2	909	61.5
-SOUTHWEST	510	50.0	1529	76.6	204	64.2	H/		H/		6422	75.6	3175	69.1	702	58.8
-AIRTRAN	H/		137	89.1	H/		H/		H/		119	84.9	31	77.4	207	70.5
TOTAL	9046	63.8	5231	78.8	5105	75.1	15331	75.2	8477	73.5	12109	79.1	19417	78.7	9070	67.4

\* 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**	1597	79.2	H/		4513	83.9	563	78.3	4735	69.8	427	77.8	4359	81.9	5388	87.4
-AMERICAN	825	80.1	H/		4149	84.6	209	78.0	4116	70.2	205	75.1	268	74.3	468	77.4
-US AIRWAYS	772	78.2	H/		364	75.8	354	78.5	619	66.9	222	80.2	4091	82.4	4920	88.3
ALASKA	64	89.1	H/		H/		62	98.4	149	83.9	1048	92.9	31	80.6	186	90.3
JETBLUE	1606	78.1	H/		H/		H/		210	72.9	115	71.3	149	80.5	62	75.8
DELTA	1421	81.8	208	82.2	718	81.8	4731	87.8	498	74.9	451	84.9	570	80.9	597	88.8
EXPRESSJET	35	88.6	135	78.5	3	66.7	815	73.9	4572	61.6	H/		12	100.0	7	85.7
FRONTIER	116	71.6	123	69.9	H/		120	71.7	H/		136	77.9	H/		144	72.9
HAWAIIAN	H/		H/		H/		H/		H/		31	87.1	H/		31	90.3
ENVOY****	H/		H/		1608	80.5	32	62.5	6286	58.9	H/		10	80.0	H/	
SKYWEST	H/		5	100.0	4	50.0	1641	88.0	2975	62.2	1097	86.4	H/		1909	87.3
UNITED	1009	79.7	H/		282	75.9	133	60.9	5065	71.8	522	74.9	347	65.4	507	80.5
VIRGIN AMERICA	51	94.1	H/		H/		H/		144	79.2	89	96.6	87	81.6	H/	
SOUTHWEST***	3694	75.4	7185	72.0	H/		746	68.4	H/		910	71.3	858	68.2	4935	73.7
-SOUTHWEST	3297	74.9	6956	71.7	H/		632	66.1	H/		910	71.3	792	67.0	4935	73.7
-AIRTRAN	397	80.1	229	83.0	H/		114	80.7	H/		H/		66	81.8	H/	
TOTAL	9593	78.1	7656	72.4	7128	82.5	8843	83.7	24634	65.3	4826	82.4	6423	79.1	13766	82.1

\* 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**	789	77.8	826	80.4	1395	69.9	366	81.4	1092	78.0
-AMERICAN	455	75.6	470	79.4	896	67.3	150	74.0	488	76.0
-US AIRWAYS	334	80.8	356	81.7	499	74.5	216	86.6	604	79.6
ALASKA	457	93.4	4147	90.3	419	75.2	62	98.4	H/	
JETBLUE	114	79.8	219	83.6	352	71.3	93	79.6	482	72.8
DELTA	479	88.3	848	84.1	718	83.8	2839	90.6	887	83.0
EXPRESSJET	H/		H/		H/		46	71.7	14	100.0
FRONTIER	125	80.0	140	74.3	140	65.0	153	74.5	49	77.6
HAWAIIAN	31	96.8	62	91.9	31	93.5	H/		H/	
ENVOY****	42	83.3	H/		H/		62	74.2	14	71.4
SKYWEST	790	84.3	736	88.7	3757	68.2	4248	91.3	15	73.3
UNITED	719	80.4	1001	82.0	4528	76.9	35	65.7	563	75.3
VIRGIN AMERICA	144	86.8	232	87.5	1502	76.6	H/		H/	
SOUTHWEST***	2760	70.4	997	67.8	1322	57.3	900	68.1	2489	76.8
-SOUTHWEST	2760	70.4	997	67.8	1291	56.8	900	68.1	2237	75.9
-AIRTRAN	H/		H/		31	77.4	H/		252	84.1
TOTAL	6450	78.0	9208	84.9	14164	72.1	8804	87.6	5605	77.6

\* 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	92.8	84.4	93.0	92.4	88.5	86.6	90.5	91.9	77.1	J/	83.5	86.7	87.5	95.2	88.8	J/	85.9	96.2
700 - 759 AM	94.9	86.5	92.0	97.3	93.3	90.4	88.2	93.9	79.2	80.8	85.9	80.2	86.1	98.4	91.2	87.4	86.1	89.9
800 - 859 AM	92.7	90.8	92.6	90.4	92.9	88.9	88.2	95.4	84.8	91.3	91.7	83.6	87.0	95.1	89.7	87.1	92.7	92.3
900 - 959 AM	91.0	90.8	91.9	87.8	84.6	89.1	85.8	92.1	90.4	94.3	87.0	84.5	87.6	93.1	88.5	77.0	89.0	90.2
1000 - 1059 AM	90.5	92.4	91.7	87.6	88.1	84.0	85.4	92.1	88.3	88.5	90.4	81.9	81.1	87.7	85.9	77.4	87.1	86.7
1100 - 1159 AM	90.0	87.9	90.6	84.0	88.6	86.6	85.6	85.6	80.6	88.4	80.0	85.4	87.1	88.7	81.5	76.3	85.2	90.5
1200 - 1259 PM	90.1	87.3	84.8	88.8	85.4	84.6	83.9	87.6	71.4	87.5	84.2	79.6	82.6	83.3	81.0	72.6	84.2	84.7
100 - 159 PM	87.8	87.4	82.8	88.7	87.8	78.2	82.3	87.9	68.3	83.8	87.4	76.9	80.3	81.6	78.8	73.3	84.0	78.2
200 - 259 PM	83.8	89.5	83.1	79.8	82.0	71.8	80.0	86.8	68.4	84.5	77.6	79.0	72.8	79.4	76.3	71.5	78.8	78.9
300 - 359 PM	83.9	86.2	77.2	84.3	81.9	68.7	76.4	73.2	61.0	79.8	77.5	77.6	73.6	78.8	78.7	67.6	77.0	69.2
400 - 459 PM	81.4	78.7	76.4	75.3	79.4	69.3	73.1	79.6	57.7	78.8	73.9	71.8	67.6	69.2	77.0	66.3	77.1	66.7
500 - 559 PM	78.5	75.2	68.7	75.7	79.1	63.9	72.0	68.6	51.3	77.4	76.6	65.8	69.3	74.1	71.6	62.0	75.2	65.6
600 - 659 PM	76.2	69.4	67.7	74.0	68.4	60.9	72.4	77.1	52.5	70.5	71.4	65.2	63.5	70.9	75.6	59.2	73.4	62.9
700 - 759 PM	69.7	71.3	58.7	69.9	64.1	58.0	70.9	77.0	48.3	66.1	72.1	63.5	69.4	69.5	70.4	55.4	69.3	59.9
800 - 859 PM	71.2	66.6	56.1	73.0	67.5	55.9	70.4	77.0	44.7	72.8	59.9	63.0	57.8	66.4	73.5	55.2	69.3	47.6
900 - 959 PM	71.5	67.7	55.1	73.2	69.7	69.6	69.3	76.0	47.4	63.7	62.8	64.4	61.0	70.5	70.7	54.8	67.7	50.3
1000 - 1059 PM	71.6	65.9	62.8	71.9	71.3	67.6	66.0	69.0	49.2	68.8	66.0	69.7	63.3	63.8	69.8	57.0	66.9	50.2
1100 - 559 AM	68.0	69.4	62.2	68.8	70.1	71.7	80.1	63.5	69.1	68.4	70.1	74.6	75.3	67.0	80.6	63.3	70.5	50.0
TOTAL, ALL ARRIVALS, BY AIRPORT	83.2	78.5	75.4	81.9	78.3	74.9	78.9	82.8	63.8	78.8	75.1	75.2	73.5	79.1	78.7	67.4	78.1	72.4

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	95.2	92.8	82.0	98.2	91.7	91.8	J/	92.8	93.8	J/	66.7	89.4
700 - 759 AM	91.6	90.8	78.7	97.2	82.5	93.7	93.2	96.4	90.8	97.3	J/	89.3
800 - 859 AM	92.8	90.3	75.3	94.7	89.2	94.0	95.8	94.9	93.1	95.9	94.6	89.5
900 - 959 AM	89.4	89.9	79.5	94.8	85.5	88.7	89.7	93.5	76.7	95.1	89.3	87.9
1000 - 1059 AM	86.9	89.5	78.9	90.2	90.7	88.4	89.0	89.3	78.2	92.4	86.8	86.4
1100 - 1159 AM	83.8	86.4	77.0	91.5	82.6	92.0	86.5	88.9	72.9	86.0	84.6	84.9
1200 - 1259 PM	87.3	93.1	75.2	89.2	86.8	87.7	87.1	88.7	65.3	92.8	85.9	83.1
100 - 159 PM	88.1	84.9	71.4	81.7	81.7	85.8	83.2	86.7	69.3	89.5	86.1	81.5
200 - 259 PM	83.8	87.5	69.3	75.1	80.6	81.3	79.5	85.3	69.8	90.8	84.9	79.3
300 - 359 PM	81.0	72.0	64.2	82.4	79.0	80.2	79.4	82.2	70.3	87.6	78.9	76.7
400 - 459 PM	79.8	83.8	59.4	82.7	80.6	72.5	64.4	82.5	80.3	83.7	76.7	74.1
500 - 559 PM	76.8	68.8	54.1	87.7	75.6	76.0	75.9	83.4	70.9	82.5	75.7	70.9
600 - 659 PM	78.2	77.9	50.9	75.0	68.6	70.8	65.0	80.5	71.3	76.4	67.5	69.1
700 - 759 PM	76.1	79.5	40.6	78.7	72.3	72.5	72.4	78.4	73.1	87.4	61.7	67.5
800 - 859 PM	75.9	80.8	39.2	78.0	61.5	81.4	64.4	82.7	65.1	74.6	66.9	65.5
900 - 959 PM	74.1	61.3	47.9	75.4	72.6	70.5	68.1	79.8	60.4	80.7	67.0	66.8
1000 - 1059 PM	80.3	60.6	69.5	81.6	72.5	72.0	66.1	82.6	58.1	66.1	65.8	67.2
1100 - 559 AM	78.6	85.3	73.9	66.8	67.3	65.2	70.1	81.4	71.2	67.6	72.7	71.5
TOTAL, ALL ARRIVALS, BY AIRPORT	82.5	83.7	65.3	82.4	79.1	82.1	78.0	84.9	72.1	87.6	77.6	77.3

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

MAY 2014

## AIR TRAVEL CONSUMER REPORT

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT*																	
	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	94.7	93.1	92.0	91.3	92.8	95.6	88.6	90.9	90.1	93.5	92.4	87.9	91.2	94.7	93.7	90.9	92.1	94.3
700 - 759 AM	93.9	90.2	92.6	92.7	90.5	93.6	88.5	87.9	89.1	94.8	89.4	84.3	93.1	93.4	91.5	92.7	92.9	91.2
800 - 859 AM	90.7	86.8	89.4	89.1	91.0	90.3	87.1	89.5	86.5	89.5	84.4	80.8	91.3	89.8	88.0	87.5	92.5	80.7
900 - 959 AM	89.7	88.7	83.5	88.4	86.7	82.3	85.0	91.1	82.4	82.8	87.6	82.6	86.4	88.1	84.1	85.1	87.0	80.4
1000 - 1059 AM	88.6	87.7	87.7	80.7	88.5	78.6	80.2	89.0	83.9	89.4	87.5	81.0	87.5	85.1	84.0	78.7	85.2	75.4
1100 - 1159 AM	85.1	86.9	83.1	86.1	84.7	77.5	81.0	81.0	84.4	79.6	90.4	76.9	80.9	80.0	77.6	78.6	82.3	74.4
1200 - 1259 PM	84.4	83.0	80.9	69.2	84.1	76.4	80.7	86.4	71.4	80.1	74.7	79.9	84.2	73.8	75.8	77.8	79.9	65.2
100 - 159 PM	84.4	86.3	66.8	80.9	82.1	73.0	78.9	80.1	71.4	73.9	83.3	72.9	76.7	72.3	72.0	73.4	77.3	64.2
200 - 259 PM	76.7	85.0	69.7	78.4	83.9	65.8	77.9	83.5	65.2	73.0	69.0	72.5	76.4	68.4	75.3	73.4	70.1	54.8
300 - 359 PM	79.7	78.1	63.0	70.9	79.8	61.0	72.5	79.3	61.7	77.1	83.5	73.3	73.2	68.0	70.9	69.9	67.4	49.6
400 - 459 PM	76.5	77.5	58.2	75.8	74.2	60.9	70.5	58.7	55.9	68.5	59.8	62.8	69.3	63.4	74.1	64.6	64.3	43.5
500 - 559 PM	74.8	70.7	55.1	70.3	74.6	55.2	71.5	73.1	59.7	65.5	67.7	65.4	70.8	55.7	77.0	61.0	66.2	46.3
600 - 659 PM	72.2	62.2	53.4	69.5	69.3	61.3	68.2	51.4	50.6	63.8	62.7	60.9	59.9	61.5	75.1	67.3	62.2	40.9
700 - 759 PM	71.3	69.7	55.7	64.1	61.6	56.5	69.2	69.2	50.7	67.4	71.2	60.6	59.9	68.4	67.7	56.5	61.2	34.7
800 - 859 PM	71.4	69.0	38.6	66.8	56.3	56.2	67.9	79.4	44.0	62.1	60.6	61.4	67.6	47.6	73.1	53.6	56.8	32.7
900 - 959 PM	70.6	43.4	29.6	42.9	63.6	52.5	72.4	71.8	49.0	60.5	57.3	63.0	63.4	54.7	80.2	58.0	63.0	33.9
1000 - 1059 PM	70.7	J/	50.0	75.8	76.0	70.9	71.5	79.2	43.8	J/	71.7	76.0	61.3	79.6	80.5	J/	J/	34.7
1100 - 559 AM	82.9	89.3	91.5	86.0	94.8	87.9	87.6	77.8	90.2	96.7	J/	88.1	88.0	89.8	86.5	92.3	87.1	85.7
TOTAL, ALL DEPARTURES, BY AIRPORT	80.6	81.5	68.4	78.7	81.0	70.8	77.1	81.2	70.0	77.7	73.0	73.4	77.8	75.1	79.8	74.5	76.0	60.2

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	92.4	94.6	85.2	95.8	93.4	95.4	92.8	96.4	94.6	94.3	95.3	92.7
700 - 759 AM	93.9	93.2	84.8	93.5	92.2	93.2	93.7	94.7	91.7	88.7	94.5	91.1
800 - 859 AM	88.6	89.0	80.0	87.2	90.7	87.3	93.4	93.0	90.9	93.4	92.1	88.1
900 - 959 AM	90.6	89.8	78.9	95.0	87.3	82.2	90.0	87.1	86.8	91.5	88.4	85.9
1000 - 1059 AM	88.6	89.3	77.5	89.7	85.9	82.6	85.3	87.6	76.5	85.5	84.4	83.8
1100 - 1159 AM	82.2	89.9	73.5	85.8	90.3	74.1	80.5	89.1	74.1	91.1	80.6	81.7
1200 - 1259 PM	84.3	62.5	74.3	85.7	78.4	78.7	77.5	83.8	68.1	82.8	80.2	78.7
100 - 159 PM	80.3	86.9	71.3	84.0	80.5	77.4	74.2	86.5	66.4	87.9	81.0	76.6
200 - 259 PM	77.7	84.0	66.3	72.4	82.3	72.7	68.8	85.3	65.7	83.7	74.8	73.7
300 - 359 PM	76.8	82.4	66.8	80.4	73.2	70.7	65.6	80.2	69.6	87.4	74.9	72.6
400 - 459 PM	81.0	62.9	60.5	69.8	77.8	74.5	67.0	77.7	70.5	79.7	62.5	68.4
500 - 559 PM	78.7	82.5	55.2	84.7	71.2	55.9	70.8	75.5	75.3	84.8	63.0	68.1
600 - 659 PM	73.0	49.2	57.7	84.2	74.0	70.1	72.5	90.7	66.5	75.3	59.8	65.5
700 - 759 PM	75.7	81.1	53.2	78.5	58.5	62.3	60.4	78.2	73.8	71.0	62.2	64.5
800 - 859 PM	83.0	82.5	51.4	84.0	72.8	63.0	66.2	85.9	73.4	88.9	51.4	65.0
900 - 959 PM	72.1	82.1	42.3	60.0	81.3	77.3	47.0	84.4	69.5	85.8	57.9	62.5
1000 - 1059 PM	79.1	J/	53.0	93.9	84.3	84.0	91.5	84.6	72.6	92.7	50.0	75.2
1100 - 559 AM	J/	91.5	88.9	92.5	90.6	86.9	100.0	88.0	83.2	85.2	83.1	87.6
TOTAL, ALL DEPARTURES, BY AIRPORT	82.2	85.0	67.5	86.6	81.0	77.4	78.4	87.4	76.7	87.7	77.3	76.8

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

None								
------	--	--	--	--	--	--	--	--

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

DELTA	1279	May	EWR-ATL	1805	25	18	72.0	114.3
DELTA	1366	Apr	EWR-ATL	1805	26	18	69.2	91.8
DELTA	2142	May	EWR-ATL	1930	25	14	56.0	109.6
DELTA	2162	Apr	EWR-ATL	1930	25	16	64.0	139.1

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

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## AIR TRAVEL CONSUMER REPORT

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

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

EXPRESSJET	4462	May	ALB-EWR	1521	28	16	57.1	70.7
EXPRESSJET	4462	Apr	ALB-EWR	1525	22	17	77.3	101.1
EXPRESSJET	4141	May	ATL-EWR	1759	31	16	51.6	114.5
EXPRESSJET	4705	Apr	ATL-EWR	1820	30	18	60.0	80.4
EXPRESSJET	4705	May	ATL-EWR	2005	25	16	64.0	64.1
EXPRESSJET	4705	Apr	ATL-EWR	1938	26	17	65.4	90.6
EXPRESSJET	5932	May	CAK-ORD	1903	25	15	60.0	83.5
EXPRESSJET	5869	Apr	CAK-ORD	1901	26	14	53.9	90.2
EXPRESSJET	4144	May	CHS-EWR	1717	23	12	52.2	99.0
EXPRESSJET	4144	Apr	CHS-EWR	1721	30	19	63.3	121.6
EXPRESSJET	4314	May	CLE-LGA	2059	25	13	52.0	83.9
EXPRESSJET	6009	Apr	CLE-LGA	2102	26	14	53.9	79.4
EXPRESSJET	4326	May	CLT-EWR	1741	26	15	57.7	115.6
EXPRESSJET	4326	Apr	CLT-EWR	1729	29	17	58.6	90.0
EXPRESSJET	4459	May	CVG-EWR	1356	27	15	55.6	123.5
EXPRESSJET	4459	Apr	CVG-EWR	1359	30	16	53.3	95.8
EXPRESSJET	4629	May	CVG-EWR	1635	25	15	60.0	154.8
EXPRESSJET	4629	Apr	CVG-EWR	1641	26	19	73.1	107.1
EXPRESSJET	6157	May	CVG-ORD	1906	26	14	53.9	103.3
EXPRESSJET	6157	Apr	CVG-ORD	1901	26	15	57.7	107.6
EXPRESSJET	4201	May	DAY-EWR	1941	25	16	64.0	79.8
EXPRESSJET	4201	Apr	DAY-EWR	1940	26	15	57.7	107.5

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

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## AIR TRAVEL CONSUMER REPORT

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

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

EXPRESSJET	4152	May	EWR-ATL	1922	28	19	67.9	105.0
EXPRESSJET	4152	Apr	EWR-ATL	1914	22	14	63.6	115.6
EXPRESSJET	4191	May	EWR-BNA	1908	30	19	63.3	108.8
EXPRESSJET	4191	Apr	EWR-BNA	1908	30	23	76.7	106.8
EXPRESSJET	4536	May	EWR-CVG	1921	25	13	52.0	127.3
EXPRESSJET	4536	Apr	EWR-CVG	1921	26	18	69.2	114.7
EXPRESSJET	4201	May	EWR-DAY	1710	31	20	64.5	77.3
EXPRESSJET	4201	Apr	EWR-DAY	1714	30	17	56.7	74.3
EXPRESSJET	6049	May	EWR-IAD	1945	22	12	54.6	121.7
EXPRESSJET	3816	Apr	EWR-IAD	1941	13	7	53.9	114.7
EXPRESSJET	4330	May	EWR-OKC	2053	20	13	65.0	78.8
EXPRESSJET	4204	Apr	EWR-OKC	2044	23	15	65.2	108.7
EXPRESSJET	4430	May	EWR-SAV	1829	28	17	60.7	80.3
EXPRESSJET	4430	Apr	EWR-SAV	1804	30	17	56.7	105.0
EXPRESSJET	4361	May	EWR-TYS	2012	26	16	61.5	84.6
EXPRESSJET	4361	Apr	EWR-TYS	2004	26	17	65.4	93.6
EXPRESSJET	4276	May	GSO-EWR	1831	26	15	57.7	135.1
EXPRESSJET	4276	Apr	GSO-EWR	1837	30	18	60.0	105.6
EXPRESSJET	4572	May	GSP-EWR	1814	30	16	53.3	81.8
EXPRESSJET	4572	Apr	GSP-EWR	1747	30	19	63.3	116.3

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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## AIR TRAVEL CONSUMER REPORT

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

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

EXPRESSJET	6027	May	IND-EWR	1433	31	16	51.6	105.4
EXPRESSJET	5861	Apr	IND-EWR	1432	30	19	63.3	81.5
EXPRESSJET	5677	May	IND-EWR	1847	25	18	72.0	107.6
EXPRESSJET	5677	Apr	IND-EWR	1849	26	16	61.5	109.4
EXPRESSJET	4377	May	JAX-EWR	1809	25	14	56.0	103.0
EXPRESSJET	3853	Apr	JAX-EWR	1801	26	16	61.5	104.3
EXPRESSJET	4100	May	MEM-EWR	1638	25	16	64.0	93.6
EXPRESSJET	4100	Apr	MEM-EWR	1620	26	18	69.2	124.0
EXPRESSJET	4411	May	MEM-EWR	2004	17	12	70.6	57.5
EXPRESSJET	4411	Apr	MEM-EWR	2004	16	9	56.3	69.0
EXPRESSJET	5094	May	MSP-EWR	1525	29	18	62.1	91.6
EXPRESSJET	5094	Apr	MSP-EWR	1520	27	22	81.5	108.4
EXPRESSJET	4224	May	OMA-EWR	1621	26	15	57.7	103.0
EXPRESSJET	4417	Apr	OMA-EWR	1630	26	19	73.1	91.7
EXPRESSJET	4150	May	ORD-CLE	2007	24	13	54.2	93.4
EXPRESSJET	5824	Apr	ORD-CLE	2015	25	13	52.0	73.8
EXPRESSJET	4322	May	RIC-EWR	1805	26	16	61.5	145.1
EXPRESSJET	4322	Apr	RIC-EWR	1800	30	20	66.7	124.4
EXPRESSJET	5999	May	RIC-ORD	1815	23	16	69.6	101.0
EXPRESSJET	5907	Apr	RIC-ORD	1821	16	9	56.3	96.1

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## AIR TRAVEL CONSUMER REPORT

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

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

EXPRESSJET	4294	May	SAV-EWR	1635	27	17	63.0	186.7
EXPRESSJET	4294	Apr	SAV-EWR	1627	30	20	66.7	141.8
EXPRESSJET	4245	May	SDF-EWR	1905	23	14	60.9	116.6
EXPRESSJET	4245	Apr	SDF-EWR	1926	26	15	57.7	113.0
EXPRESSJET	6134	May	SDF-ORD	1858	25	15	60.0	118.6
EXPRESSJET	4224	Apr	SDF-ORD	1852	26	16	61.5	104.6
EXPRESSJET	4202	May	STL-EWR	1932	17	9	52.9	84.2
EXPRESSJET	4202	Apr	STL-EWR	1935	16	9	56.3	43.0
SKYWEST	2638	May	ICT-ORD	1800	26	17	65.4	77.3
SKYWEST	2642	Apr	ICT-ORD	1800	26	15	57.7	70.0
SKYWEST	2632	May	ORD-CHO	1920	31	16	51.6	88.0
SKYWEST	2632	Apr	ORD-CHO	1920	30	16	53.3	95.0
SOUTHWEST	3862	May	DEN-EWR	1610	26	17	65.4	116.8
SOUTHWEST	3862	Apr	DEN-EWR	1610	27	16	59.3	117.7
SOUTHWEST	513	May	DEN-MKE	1920	26	16	61.5	65.5
SOUTHWEST	347	Apr	DEN-MKE	1850	26	14	53.9	46.1
SOUTHWEST	298	May	EWR-MDW	2045	25	15	60.0	102.2
SOUTHWEST	298	Apr	EWR-MDW	2045	26	15	57.7	127.3
SOUTHWEST	834	May	LAS-LAX	1645	27	15	55.6	57.2
SOUTHWEST	834	Apr	LAS-LAX	1645	20	14	70.0	56.8

\* Minimum of 10 flights per month

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## AIR TRAVEL CONSUMER REPORT

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

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

SOUTHWEST	1345	May	LAS-SAN	1950	30	18	60.0	65.2
SOUTHWEST	1345	Apr	LAS-SAN	1950	29	15	51.7	60.1
SOUTHWEST	1616	May	LAS-SLC	1835	25	13	52.0	57.0
SOUTHWEST	1616	Apr	LAS-SLC	1835	20	11	55.0	58.1
SOUTHWEST	190	May	MDW-EWR	1705	26	14	53.9	98.0
SOUTHWEST	190	Apr	MDW-EWR	1705	26	15	57.7	128.8
SOUTHWEST	135	May	MDW-LGA	1630	26	20	76.9	107.5
SOUTHWEST	135	Apr	MDW-LGA	1630	21	12	57.1	81.3
SOUTHWEST	1345	May	SAN-SFO	2120	25	17	68.0	64.9
SOUTHWEST	1345	Apr	SAN-SFO	2120	20	11	55.0	55.5
SOUTHWEST	16	May	SAN-SMF	2045	26	14	53.9	50.4
SOUTHWEST	16	Apr	SAN-SMF	2045	21	11	52.4	62.8
SOUTHWEST	3906	May	SEA-LAS	1910	25	13	52.0	59.8
SOUTHWEST	276	Apr	SEA-LAS	1910	20	11	55.0	44.2
SOUTHWEST	661	May	SEA-OAK	1815	26	17	65.4	54.9
SOUTHWEST	661	Apr	SEA-OAK	1815	26	14	53.9	56.4
SOUTHWEST	1449	May	SMF-LAS	1920	25	14	56.0	92.7
SOUTHWEST	1449	Apr	SMF-LAS	1920	21	11	52.4	60.3
UNITED	1618	May	EWR-LAX	1832	26	14	53.9	93.8
UNITED	1462	Apr	EWR-LAX	1830	26	14	53.9	55.2

\* Minimum of 10 flights per month

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
<b>SOUTHWEST**</b>	<b>3,708</b>	<b>187</b>	<b>5.0</b>
-SOUTHWEST	3,466	187	5.4
-AIRTRAN	242	0	0.0
<b>ENVOY***</b>	<b>1,183</b>	<b>28</b>	<b>2.4</b>
<b>EXPRESSJET</b>	<b>1,807</b>	<b>25</b>	<b>1.4</b>
<b>FRONTIER</b>	<b>212</b>	<b>2</b>	<b>0.9</b>
<b>SKYWEST</b>	<b>1,716</b>	<b>16</b>	<b>0.9</b>
<b>UNITED</b>	<b>1,109</b>	<b>7</b>	<b>0.6</b>
<b>JETBLUE</b>	<b>708</b>	<b>2</b>	<b>0.3</b>
<b>DELTA</b>	<b>2,317</b>	<b>2</b>	<b>0.1</b>
<b>AMERICAN*</b>	<b>2,654</b>	<b>2</b>	<b>0.1</b>
-AMERICAN	1,529	2	0.1
-US AIRWAYS	1,125	0	0.0
<b>ALASKA</b>	<b>438</b>	<b>0</b>	<b>0.0</b>
<b>HAWAIIAN</b>	<b>198</b>	<b>0</b>	<b>0.0</b>
<b>VIRGIN AMERICA</b>	<b>169</b>	<b>0</b>	<b>0.0</b>
<b>TOTAL</b>	<b>16,219</b>	<b>271</b>	<b>1.7</b>

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

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

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

\*\*\*Formerly American Eagle Airlines.

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	95.2	95.2	62	62
ABILENE TX (ABI)	79.8	81.0	242	242
ADAK ISLAND AK (ADK)	100.0	88.9	9	9
AGUADILLA PR (BQN)	83.0	80.1	141	141
AKRON OH (CAK)	77.4	85.4	561	561
ALBANY GA (ABY)	92.9	92.9	84	84
ALBANY NY (ALB)	73.1	80.6	657	656
ALBUQUERQUE NM (ABQ)	72.6	74.4	2,189	2,189
ALEXANDRIA LA (AEX)	74.8	81.6	266	266
ALLEN TOWN/BETHLEHEM/EASTON PA (ABE)	82.8	87.6	169	169
ALPENA MI (APN)	94.3	98.1	53	53
AMARILLO TX (AMA)	74.6	77.2	615	615
ANCHORAGE AK (ANC)	86.3	90.0	1,417	1,411
APPLETON WI (ATW)	62.8	69.6	247	247
ARCATA/EUREKA CA (ACV)	75.4	70.2	264	265
ARLINGTON VA (DCA)	78.3	81.0	6,078	6,083
ASHEVILLE NC (AVL)	72.5	80.8	287	287
ASPEN CO (ASE)	73.2	87.2	179	179
ATLANTA GA (ATL)	83.2	80.6	31,799	31,799
ATLANTIC CITY NJ (ACY)	80.6	83.9	62	62
AUGUSTA GA (AGS)	77.2	82.4	232	233
AUSTIN TX (AUS)	74.9	76.1	3,732	3,728
BAKERSFIELD CA (BFL)	73.4	83.3	293	293
BALTIMORE MD (BWI)	75.4	68.4	8,084	8,084
BANGOR ME (BGR)	84.0	85.2	81	81
BARROW AK (BRW)	83.8	91.3	80	80
BATON ROUGE LA (BTR)	74.9	76.9	728	728
BEAUMONT/PORT ARTHUR TX (BPT)	77.3	80.9	88	89
BELLINGHAM WA (BLI)	94.7	96.8	94	94
BEMIDJI MN (BJI)	91.9	93.5	62	62
BEND/REDMOND OR (RDM)	77.5	84.6	325	325
BETHEL AK (BET)	90.5	90.5	84	84
BILLINGS MT (BIL)	80.8	87.9	333	331
BIRMINGHAM AL (BHM)	72.9	80.1	1,268	1,268
BISMARCK/MANDAN ND (BIS)	67.1	72.1	140	140
BLOOMINGTON/NORMAL IL (BMI)	77.1	83.0	288	288
BOISE ID (BOI)	78.3	81.2	942	943
BOSTON MA (BOS)	78.5	81.5	9,534	9,533
BOZEMAN MT (BZN)	87.1	90.2	263	264
BRAINERD MN (BRD)	94.7	93.3	75	75
BRANSON MO (BKG)	79.2	60.8	120	120
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	86.2	87.2	203	203
BROWNSVILLE TX (BRO)	68.3	75.7	230	230

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	84.5	89.3	84	84
BUFFALO NY (BUF)	75.4	80.6	1,678	1,679
BURBANK CA (BUR)	79.8	81.2	1,831	1,831
BURLINGTON VT (BTV)	77.5	80.7	360	358
BUTTE MT (BTM)	95.2	96.8	62	62
CARLSBAD CA (CLD)	71.2	74.1	205	205
CASPER WY (CPR)	79.2	80.2	207	207
CEDAR CITY UT (CDC)	83.0	88.7	53	53
CEDAR RAPIDS/IOWA CITY IA (CID)	68.7	73.7	563	563
CHAMPAIGN/URBANA IL (CMI)	60.2	77.3	211	211
CHANTILLY VA (IAD)	75.1	73.0	5,105	5,123
CHARLESTON SC (CHS)	71.3	75.5	1,271	1,270
CHARLESTON/DUNBAR WV (CRW)	70.8	77.3	295	295
CHARLOTTE AMALIE VI (STT)	87.7	89.8	333	333
CHARLOTTE NC (CLT)	81.9	78.7	9,626	9,618
CHARLOTTESVILLE VA (CHO)	61.3	77.0	204	204
CHATTANOOGA TN (CHA)	82.4	81.3	341	342
CHICAGO IL (MDW)	72.4	60.2	7,656	7,656
CHICAGO IL (ORD)	65.3	67.5	24,634	24,611
CHICO CA (CIC)	71.0	76.3	93	93
CHRISTIANSTED VI (STX)	75.3	88.8	81	80
CLEVELAND OH (CLE)	71.8	77.4	3,281	3,286
CODY WY (COD)	76.2	87.3	63	63
COLLEGE STATION/BRYAN TX (CLL)	80.3	79.4	238	238
COLORADO SPRINGS CO (COS)	72.6	80.3	777	777
COLUMBIA MO (COU)	74.6	82.0	122	122
COLUMBIA SC (CAE)	75.2	78.5	624	624
COLUMBUS GA (CSG)	81.7	80.9	115	115
COLUMBUS MS (GTR)	89.5	90.7	86	86
COLUMBUS OH (CMH)	70.5	74.6	2,359	2,358
CORDOVA AK (CDV)	82.3	90.3	62	62
CORPUS CHRISTI TX (CRP)	73.8	75.0	581	580
COVINGTON KY (CVG)	75.9	78.8	1,670	1,672
CRESCENT CITY CA (CEC)	71.1	65.9	83	82
DALLAS TX (DAL)	72.8	65.9	3,934	3,935
DALLAS/FORT WORTH TX (DFW)	78.9	77.1	23,618	23,614
DAYTON OH (DAY)	72.2	75.7	888	886
DAYTONA BEACH FL (DAB)	86.8	92.1	152	152
DEADHORSE AK (SCC)	88.8	90.0	80	80
DENVER CO (DEN)	74.9	70.8	18,997	19,019
DES MOINES IA (DSM)	72.6	75.0	869	869
DETROIT MI (DTW)	82.8	81.2	9,278	9,277
DICKINSON ND (DIK)	81.1	74.1	143	143

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DOTHAN AL (DHN)	78.3	80.0	115	115
DUBUQUE IA (DBQ)	60.7	75.0	84	84
DULUTH MN (DLH)	71.9	81.5	146	146
DURANGO CO (DRO)	77.3	79.1	172	172
EAU CLAIRE WI (EAU)	59.7	79.0	62	62
EL PASO TX (ELP)	73.4	75.6	1,463	1,463
ELKO NV (EKO)	95.1	93.9	82	82
ELMIRA/CORNING NY (ELM)	78.5	80.0	181	180
EUGENE OR (EUG)	83.2	85.6	463	464
EVANSVILLE IN (EVV)	76.9	78.6	295	295
FAIRBANKS AK (FAI)	84.8	92.3	184	183
FARGO ND (FAR)	71.2	79.4	455	457
FAYETTEVILLE AR (XNA)	70.3	72.3	915	915
FAYETTEVILLE NC (FAY)	80.3	80.8	198	198
FLAGSTAFF AZ (FLG)	88.5	87.8	156	156
FLINT MI (FNT)	79.5	82.5	308	308
FORT LAUDERDALE FL (FLL)	78.8	77.7	5,231	5,234
FORT MYERS FL (RSW)	82.7	80.6	2,008	2,010
FORT SMITH AR (FSM)	86.5	90.4	208	208
FORT WAYNE IN (FWA)	75.0	75.0	288	288
FRESNO CA (FAT)	77.2	79.6	953	953
GAINESVILLE FL (GNV)	75.0	78.4	208	208
GARDEN CITY KS (GCK)	77.4	88.7	62	62
GILLETTE WY (GCC)	83.1	89.5	124	124
GRAND FORKS ND (GFK)	87.0	92.7	138	137
GRAND ISLAND NE (GRI)	75.4	84.2	57	57
GRAND JUNCTION CO (GJT)	83.8	87.1	303	303
GRAND RAPIDS MI (GRR)	72.6	78.2	1,052	1,051
GREAT FALLS MT (GTF)	87.1	92.4	170	170
GREEN BAY WI (GRB)	69.6	76.0	480	480
GREENSBORO/HIGH POINT NC (GSO)	76.5	80.4	733	734
GREER SC (GSP)	70.4	72.6	635	636
GUAM TT (GUM)	67.7	67.7	31	31
GULFPORT/BILOXI MS (GPT)	76.9	79.6	398	398
GUNNISON CO (GUC)	80.6	77.4	31	31
HANCOCK/HOUGHTON MI (CMX)	58.1	71.0	62	62
HARLINGEN/SAN BENITO TX (HRL)	79.7	83.1	344	344
HARRISBURG PA (MDT)	70.7	78.6	365	365
HARTFORD CT (BDL)	76.7	85.1	1,776	1,778
HELENA MT (HLN)	88.9	97.4	117	117
HIBBING MN (HIB)	91.2	94.7	57	57
HILO HI (ITO)	97.3	97.9	519	520
HOBBS NM (HOB)	73.2	75.0	56	56

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HONOLULU HI (HNL)	89.2	93.3	3,906	3,906
HOUSTON TX (HOU)	71.6	64.6	5,152	5,152
HOUSTON TX (IAH)	75.2	73.4	15,331	15,320
HUNTSVILLE AL (HSV)	76.6	80.2	561	561
IDAHO FALLS ID (IDA)	81.8	84.4	231	231
INDIANAPOLIS IN (IND)	72.2	76.2	2,615	2,613
INTERNATIONAL FALLS MN (INL)	92.5	88.7	53	53
IRON MOUNTAIN/KINGSFORD MI (IMT)	89.5	84.5	57	58
ISLIP NY (ISP)	67.9	77.7	452	452
JACKSON WY (JAC)	82.4	87.0	193	193
JACKSON/VICKSBURG MS (JAN)	78.2	79.6	747	746
JACKSONVILLE FL (JAX)	75.8	80.0	2,036	2,034
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	80.9	88.6	115	114
JOPLIN MO (JLN)	77.0	83.6	61	61
JUNEAU AK (JNU)	85.9	86.6	361	359
KAHULUI HI (OGG)	89.0	92.2	1,798	1,799
KALAMAZOO MI (AZO)	68.2	77.7	148	148
KALISPELL MT (FCA)	84.3	90.4	115	115
KANSAS CITY MO (MCI)	75.9	77.1	3,911	3,914
KETCHIKAN AK (KTN)	83.9	85.9	199	199
KEY WEST FL (EYW)	88.0	90.9	408	408
KILLEEN TX (GRK)	81.4	84.1	404	403
KLAMATH FALLS OR (LMT)	90.3	95.2	62	62
KNOXVILLE TN (TYS)	66.3	73.5	762	762
KODIAK AK (ADQ)	83.9	88.7	62	62
KONA HI (KOA)	91.3	95.2	841	841
KOTZEBUE AK (OTZ)	87.1	88.7	62	62
LA CROSSE WI (LSE)	68.2	75.3	85	85
LAFAYETTE LA (LFT)	72.1	72.0	570	571
LAKE CHARLES LA (LCH)	79.3	86.0	179	179
LANSING MI (LAN)	73.1	74.7	182	182
LARAMIE WY (LAR)	74.2	80.6	62	62
LAREDO TX (LRD)	74.1	76.6	201	201
LAS VEGAS NV (LAS)	79.1	75.1	12,109	12,105
LAWTON/FORT SILL OK (LAW)	84.6	87.8	123	123
LEWISTON ID (LWS)	98.2	98.2	56	56
LEXINGTON KY (LEX)	74.4	76.7	523	523
LIHUE HI (LIH)	91.0	92.9	932	932
LINCOLN NE (LNK)	62.7	69.1	220	220
LITTLE ROCK AR (LIT)	69.4	69.7	1,282	1,283
LONG BEACH CA (LGB)	89.1	88.8	1,060	1,061
LONGVIEW TX (GGG)	88.7	90.3	62	62
LOS ANGELES CA (LAX)	78.7	79.8	19,417	19,413

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LOUISVILLE KY (SDF)	69.5	72.5	1,352	1,355
LUBBOCK TX (LBB)	73.2	76.0	537	537
MADISON WI (MSN)	70.2	73.6	905	904
MANCHESTER NH (MHT)	67.7	78.8	545	546
MANHATTAN/FT. RILEY KS (MHK)	76.5	83.0	153	153
MARQUETTE MI (MQT)	53.8	73.1	26	26
MARTHA'S VINEYARD MA (MVY)	90.0	90.0	10	10
MEDFORD OR (MFR)	73.3	74.9	266	267
MELBOURNE FL (MLB)	89.7	89.7	117	117
MEMPHIS TN (MEM)	72.3	74.7	1,260	1,265
MIAMI FL (MIA)	82.5	82.2	7,128	7,127
MIDLAND/ODESSA TX (MAF)	76.6	78.3	819	821
MILWAUKEE WI (MKE)	75.1	77.6	2,898	2,899
MINNEAPOLIS MN (MSP)	83.7	85.0	8,843	8,840
MINOT ND (MOT)	64.7	77.6	136	134
MISSION/MCALLEEN/EDINBURG TX (MFE)	72.5	79.2	414	414
MISSOULA MT (MSO)	86.3	89.0	284	283
MOAB UT (CNY)	92.6	96.3	54	54
MOBILE AL (MOB)	73.6	77.8	455	454
MODESTO CA (MOD)	64.5	73.1	93	93
MOLINE IL (MLI)	72.2	77.5	457	457
MONROE LA (MLU)	76.3	80.2	278	278
MONTEREY CA (MRY)	80.1	85.5	428	428
MONTGOMERY AL (MGM)	76.9	81.8	312	313
MONTROSE/DELTA CO (MTJ)	83.3	83.3	6	6
MOSINEE WI (CWA)	66.1	74.8	118	119
MUSKEGON MI (MKG)	58.1	61.3	62	62
MYRTLE BEACH SC (MYR)	75.2	80.4	153	153
NANTUCKET MA (ACK)	86.2	75.9	29	29
NASHVILLE TN (BNA)	73.4	71.4	4,815	4,817
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	76.8	83.9	56	56
NEW ORLEANS LA (MSY)	76.2	77.9	3,665	3,662
NEW YORK NY (JFK)	73.5	77.8	8,477	8,480
NEW YORK NY (LGA)	67.4	74.5	9,070	9,078
NEWARK NJ (EWR)	63.8	70.0	9,046	9,037
NEWBURGH/POUGHKEEPSIE NY (SWF)	83.9	77.4	62	62
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	82.2	83.8	185	185
NOME AK (OME)	77.4	82.3	62	62
NORFOLK VA (ORF)	74.7	79.2	1,060	1,063
NORTH BEND/COOS BAY OR (OTH)	50.0	55.6	18	18
OAKLAND CA (OAK)	74.1	71.6	3,610	3,611
OKLAHOMA CITY OK (OKC)	71.3	75.8	1,802	1,801
OMAHA NE (OMA)	72.4	77.6	1,783	1,778

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ONTARIO CA (ONT)	75.9	77.9	1,751	1,750
ORLANDO FL (MCO)	78.1	76.0	9,593	9,596
PADUCAH KY (PAH)	43.5	75.8	62	62
PAGO PAGO TT (PPG)	100.0	77.8	9	9
PALM SPRINGS CA (PSP)	80.3	82.3	1,071	1,072
PANAMA CITY FL (ECP)	75.9	82.2	410	410
PASCO/KENNEWICK/RICHLAND WA (PSC)	83.7	87.6	289	290
PENSACOLA FL (PNS)	75.9	78.0	696	696
PEORIA IL (PIA)	73.2	80.7	332	332
PETERSBURG AK (PSG)	85.5	83.9	62	62
PHILADELPHIA PA (PHL)	79.1	81.0	6,423	6,419
PHOENIX AZ (PHX)	82.1	77.4	13,766	13,770
PITTSBURGH PA (PIT)	78.7	82.1	2,474	2,470
POCATELLO ID (PIH)	90.2	93.9	82	82
PONCE PR (PSE)	79.0	88.7	62	62
PORTLAND ME (PWM)	71.2	77.4	490	491
PORTLAND OR (PDX)	82.4	86.6	4,826	4,822
PROVIDENCE RI (PVD)	72.0	79.8	947	947
PUEBLO CO (PUB)	60.4	66.0	53	53
RALEIGH/DURHAM NC (RDU)	75.8	77.3	3,426	3,427
RAPID CITY SD (RAP)	75.4	81.7	349	349
REDDING CA (RDD)	68.8	78.5	93	93
RENO NV (RNO)	78.1	81.7	1,346	1,346
RHINELANDER WI (RHI)	87.6	88.6	89	88
RICHMOND VA (RIC)	73.2	77.2	1,633	1,632
ROANOKE VA (ROA)	70.6	72.4	299	297
ROCHESTER MN (RST)	79.1	79.7	148	148
ROCHESTER NY (ROC)	68.2	73.3	792	791
ROCK SPRINGS WY (RKS)	91.6	90.3	155	155
ROSWELL NM (ROW)	79.3	87.0	92	92
SACRAMENTO CA (SMF)	78.4	78.2	3,636	3,636
SAGINAW/BAY CITY/MIDLAND MI (MBS)	73.9	77.3	119	119
SALT LAKE CITY UT (SLC)	87.6	87.7	8,804	8,806
SAN ANGELO TX (SJT)	84.3	83.0	153	153
SAN ANTONIO TX (SAT)	73.5	77.2	2,911	2,911
SAN DIEGO CA (SAN)	78.0	78.4	6,450	6,447
SAN FRANCISCO CA (SFO)	72.1	76.7	14,164	14,180
SAN JOSE CA (SJC)	79.1	79.2	3,606	3,605
SAN JUAN PR (SJU)	82.3	84.6	2,084	2,082
SAN LUIS OBISPO CA (SBP)	82.9	78.4	375	375
SANTA ANA CA (SNA)	80.7	78.2	3,336	3,339
SANTA BARBARA CA (SBA)	77.0	75.8	725	724
SANTA FE NM (SAF)	71.0	73.4	155	154

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SANTA MARIA CA (SMX)	82.1	86.8	106	106
SARASOTA/BRADENTON FL (SRQ)	82.7	79.7	301	301
SAVANNAH GA (SAV)	73.4	72.0	861	860
SCRANTON/WILKES-BARRE PA (AVP)	66.3	79.1	163	163
SEATTLE WA (SEA)	84.9	87.4	9,208	9,213
SHREVEPORT LA (SHV)	73.7	76.6	582	582
SIOUX CITY IA (SUX)	68.4	75.4	57	57
SIOUX FALLS SD (FSD)	65.9	74.9	574	577
SITKA AK (SIT)	71.0	82.8	93	93
SOUTH BEND IN (SBN)	79.7	80.7	419	419
SPOKANE WA (GEG)	83.1	87.7	721	721
SPRINGFIELD IL (SPI)	70.7	72.0	150	150
SPRINGFIELD MO (SGF)	70.5	78.4	580	580
ST. AUGUSTINE FL (UST)	76.9	53.8	13	13
ST. CLOUD MN (STC)	63.5	74.5	52	51
ST. GEORGE UT (SGU)	90.3	90.3	145	145
ST. LOUIS MO (STL)	73.7	71.7	4,421	4,416
STATE COLLEGE PA (SCE)	51.6	62.9	62	62
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	100.0	100.0	20	19
SYRACUSE NY (SYR)	74.1	79.5	540	541
TALLAHASSEE FL (TLH)	80.2	86.0	379	378
TAMPA FL (TPA)	77.6	77.3	5,605	5,603
TEXARKANA AR (TXK)	83.5	91.2	91	91
TOLEDO OH (TOL)	62.1	72.4	87	87

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TOPEKA KS (FOE)	64.9	71.9	57	57
TRAVERSE CITY MI (TVC)	69.4	75.3	216	215
TRENTON NJ (TTN)	60.5	66.5	261	263
TUCSON AZ (TUS)	74.7	79.0	1,425	1,424
TULSA OK (TUL)	71.8	76.2	1,598	1,601
TWIN FALLS ID (TWF)	88.2	92.7	136	137
TYLER TX (TYR)	73.9	77.1	226	227
VALDOSTA GA (VLD)	85.1	89.5	87	86
VALPARAISO FL (VPS)	78.3	84.4	469	469
VERNAL UT (VEL)	98.1	96.2	53	53
WACO TX (ACT)	79.2	79.9	149	149
WATERLOO IA (ALO)	61.4	68.4	57	57
WATERTOWN NY (ART)	76.9	92.9	13	14
WEST PALM BEACH/PALM BEACH FL (PBI)	76.5	76.3	1,713	1,713
WHITE PLAINS NY (HPN)	60.9	68.0	616	616
WICHITA FALLS TX (SPS)	74.8	80.5	123	123
WICHITA KS (ICT)	70.9	75.5	743	744
WILLISTON ND (ISN)	71.9	74.0	231	231
WILMINGTON DE (ILG)	60.3	76.0	78	75
WILMINGTON NC (ILM)	80.8	81.1	198	196
WORCESTER MA (ORH)	71.0	77.4	62	62
WRANGELL AK (WRG)	80.6	85.5	62	62
YAKUTAT AK (YAK)	82.3	87.1	62	62
YUMA AZ (YUM)	86.6	87.8	262	262

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## 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
EXPRESSJET	23	32,230	1,903	5.9	167	59,521	3,436	5.8
ENVOY***	19	19,079	802	4.2	132	34,962	1,518	4.3
JETBLUE	24	14,764	340	2.3	60	21,186	512	2.4
SKYWEST	22	29,839	568	1.9	161	52,077	1,122	2.2
AMERICAN*	28	66,888	1,102	1.6	96	80,989	1,422	1.8
-AMERICAN	28	36,580	791	2.2	82	45,664	1,066	2.3
-US AIRWAYS	27	30,308	311	1.0	75	35,325	356	1.0
UNITED	28	36,779	465	1.3	76	42,428	557	1.3
SOUTHWEST**	24	57,693	460	0.8	89	108,368	774	0.7
-SOUTHWEST	24	52,165	448	0.9	89	100,659	757	0.8
-AIRTRAN	16	5,528	12	0.2	37	7,709	17	0.2
FRONTIER	21	5,435	34	0.6	67	7,290	46	0.6
HAWAIIAN	8	401	0	0.0	17	6,223	28	0.4
VIRGIN AMERICA	16	4,891	8	0.2	18	4,974	9	0.2
ALASKA	20	8,390	4	0.0	54	13,224	17	0.1
DELTA	29	51,518	57	0.1	133	68,036	72	0.1
Total		327,907	5,743	1.8	Total	499,278	9,513	1.9

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

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

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

\*\*\*Formerly American Eagle Airlines.

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## 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***	1,425	423	29.6
EXPRESSJET	7,114	1,450	20.3
JETBLUE	738	129	17.4
SKYWEST	3,276	371	11.3
AMERICAN*	4,806	428	8.9
-AMERICAN	1,744	285	16.3
-US AIRWAYS	3,062	143	4.6
UNITED	7,216	347	4.8
FRONTIER	469	20	4.2
HAWAIIAN	232	7	3.0
SOUTHWEST**	12,871	163	1.3
-SOUTHWEST	12,360	156	1.2
-AIRTRAN	511	7	1.3
VIRGIN AMERICA	194	2	1.0
ALASKA	481	2	0.4
DELTA	3,486	6	0.1
TOTAL	42,308	3,348	7.9

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

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

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

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

\*\*\*Formerly American Eagle Airlines.

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**TABLE 9. CAUSES OF DELAY\*, BY CARRIER**

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
<b>AMERICAN**</b>	80989	64066	79.10%	1422	1.76%	361	0.45%	4750	5.87%	630	0.78%	5164	6.38%	22	0.03%	4574	5.65%
<i>AMERICAN</i>	45664	35059	76.78%	1066	2.33%	275	0.60%	2754	6.03%	476	1.04%	2902	6.36%	4	0.01%	3128	6.85%
<i>US AIRWAYS</i>	35325	29007	82.11%	356	1.01%	86	0.24%	1996	5.65%	154	0.44%	2262	6.40%	18	0.05%	1446	4.09%
<b>ALASKA</b>	13224	11858	89.67%	17	0.13%	24	0.18%	333	2.52%	19	0.15%	621	4.69%	6	0.04%	346	2.62%
<b>JETBLUE</b>	21186	16381	77.32%	512	2.42%	97	0.46%	1264	5.97%	84	0.40%	1471	6.94%	16	0.07%	1361	6.42%
<b>DELTA</b>	68036	57428	84.41%	72	0.11%	141	0.21%	3422	5.03%	312	0.46%	3909	5.74%	12	0.02%	2741	4.03%
<b>EXPRESSJET</b>	59521	41863	70.33%	3436	5.77%	243	0.41%	3766	6.33%	224	0.38%	4188	7.04%	17	0.03%	5785	9.72%
<b>FRONTIER</b>	7290	5352	73.42%	46	0.63%	25	0.34%	328	4.50%	26	0.36%	939	12.88%	0	0.00%	573	7.86%
<b>HAWAIIAN</b>	6223	5797	93.15%	28	0.45%	4	0.06%	239	3.84%	4	0.07%	5	0.08%	1	0.02%	145	2.32%
<b>ENVOY****</b>	34962	24975	71.43%	1518	4.34%	124	0.35%	2005	5.74%	368	1.05%	2969	8.49%	15	0.04%	2987	8.54%
<b>SKYWEST</b>	52077	40968	78.67%	1122	2.15%	104	0.20%	2423	4.65%	158	0.30%	2781	5.34%	18	0.03%	4503	8.65%
<b>UNITED</b>	42428	32412	76.39%	557	1.31%	215	0.51%	2739	6.46%	284	0.67%	3564	8.40%	1	0.00%	2657	6.26%
<b>VIRGIN AMERICA</b>	4974	4067	81.77%	9	0.18%	9	0.18%	133	2.68%	127	2.54%	366	7.35%	5	0.10%	258	5.20%
<b>SOUTHWEST***</b>	108368	78761	72.68%	774	0.71%	345	0.32%	8754	8.08%	597	0.55%	4192	3.87%	36	0.03%	14909	13.76%
<i>SOUTHWEST</i>	100659	72296	71.82%	757	0.75%	330	0.33%	8404	8.35%	562	0.56%	3790	3.76%	36	0.04%	14484	14.39%
<i>AIRTRAN</i>	7709	6465	83.86%	17	0.22%	15	0.19%	350	4.53%	35	0.45%	403	5.23%	0	0.00%	425	5.51%
<b>TOTAL</b>	499278	383928	76.90%	9513	1.91%	1692	0.34%	30156	6.04%	2835	0.57%	30168	6.04%	148	0.03%	40838	8.18%

**\*Causes of Delay:**

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

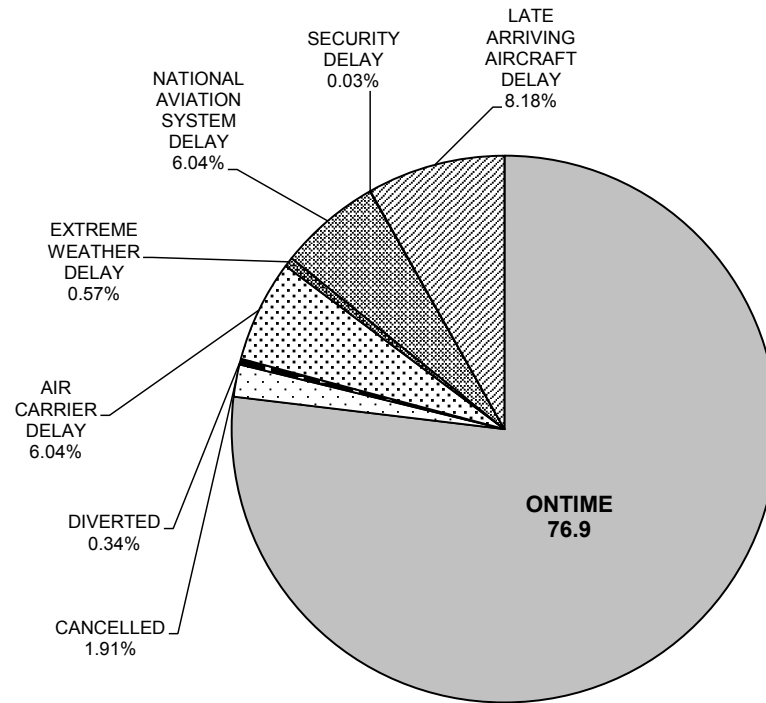
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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

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

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

\*\*\*\*Formerly American Eagle Airlines.

**MAY 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
UNITED	1426	LAX	IAH	5/9/2014	Diversion Airport (CRP)	222
UNITED	1631	EWR	TPA	5/23/2014	Origin Airport	217
UNITED	1435	ORD	SNA	5/12/2014	Origin Airport	193
UNITED	687	ORD	PDX	5/12/2014	Origin Airport	183

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

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

MAY 2014

## 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
EXPRESSJET	4475	MTY	IAH	5/9/2014	Diversion Airport (CRP)	261

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.

MAY 2014

## 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
UNITED	42,428	58	0.14
AMERICAN*	80,989	94	0.12
-AMERICAN	45,664	60	0.13
-US AIRWAYS	35,325	34	0.10
ENVOY***	34,962	39	0.11
VIRGIN AMERICA	4,974	5	0.10
EXPRESSJET	59,521	51	0.09
SKYWEST	52,077	35	0.07
DELTA	68,036	29	0.04
JETBLUE	21,186	7	0.03
ALASKA	13,224	2	0.02
FRONTIER	7,290	1	0.01
SOUTHWEST**	108,368	13	0.01
-SOUTHWEST	100,659	13	0.01
-AIRTRAN	7,709	0	0.00
HAWAIIAN	6,223	0	0.00
TOTAL	499,278	334	0.07

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.

\* 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.

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

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

## APPENDIX

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

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

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

### Air Carriers Required to Report Data to DOT and to CRS Vendors \*

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

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

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

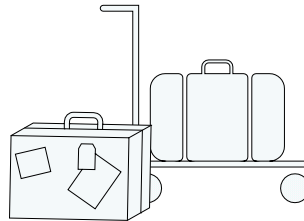
\*\*\* Effective January 2014, data of the merged operations of Southwest Airlines and AirTran Airways are combined for ranking purposes in this report to reflect Southwest's acquisition of AirTran, and appears as WN, Southwest, or Southwest Airlines.

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

\*\*\*\*Formerly American Eagle Airlines.

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	MAY 2014			MAY 2013		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	586	561,815	1.04	662	573,839	1.15
2	FRONTIER AIRLINES	1,646	996,961	1.65	1,731	881,979	1.96
3	JETBLUE AIRWAYS	4,218	2,358,982	1.79	3,950	2,282,971	1.73
4	DELTA AIR LINES	18,476	9,558,567	1.93	18,201	8,739,985	2.08
5	HAWAIIAN AIRLINES	1,585	799,622	1.98	1,686	778,202	2.17
6	ALASKA AIRLINES	3,957	1,636,650	2.42	4,541	1,572,895	2.89
7	UNITED AIRLINES	19,959	5,930,276	3.37	17,513	5,879,856	2.98
8	AMERICAN AIRLINES**	39,692	10,634,598	3.73	**	**	**
	-US AIRWAYS	17,222	4,632,711	3.72	9,732	4,486,330	2.17
	-AMERICAN	22,470	6,001,887	3.74	17,601	5,901,288	2.98
9	SOUTHWEST AIRLINES***	46,659	11,980,146	3.89	***	***	***
	-SOUTHWEST AIRLINES	42,989	11,232,861	3.83	36,003	10,598,091	3.40
	-AIRTRAN AIRWAYS	3,670	747,285	4.91	5,171	1,637,550	3.16
10	SKYWEST AIRLINES	9,705	2,299,556	4.22	9,658	2,339,434	4.13
11	EXPRESSJET AIRLINES	11,738	2,563,457	4.58	12,305	2,748,989	4.48
12	ENVOY AIR*****	11,302	1,427,809	7.92	8,819	1,512,039	5.83
TOTALS****		169,523	50,748,439	3.34	147,573	49,933,448	2.96

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

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

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

\*\*\*\*\* Formerly American Eagle Airlines.

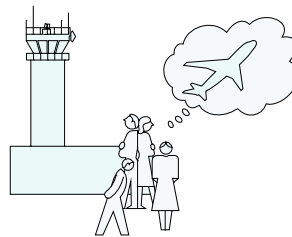
## **OVERSALES**

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

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

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

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



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

RANK	AIRLINE	JANUARY - MARCH 2014				JANUARY - MARCH 2013			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	469	24	6,696,787	<b>0.04</b>	170	1	6,765,286	<b>0.00</b>
2	<b>HAWAIIAN AIRLINES</b>	94	25	2,400,372	<b>0.10</b>	332	51	2,397,157	<b>0.21</b>
3	<b>VIRGIN AMERICA</b>	236	25	1,459,461	<b>0.17</b>	119	11	1,319,210	<b>0.08</b>
4	<b>ALASKA AIRLINES</b>	1,026	248	4,384,631	<b>0.57</b>	1,155	190	4,203,186	<b>0.45</b>
5	<b>AMERICAN AIRLINES**</b>	16,812	2,389	32,468,785	<b>0.74</b>	**	**	**	<b>**</b>
	-US AIRWAYS	6,837	1,125	14,051,796	0.80	6,399	1,006	13,761,795	<b>0.73</b>
	-AMERICAN	9,975	1,264	18,416,989	0.69	12,822	1,025	18,267,561	<b>0.56</b>
6	<b>DELTA AIR LINES</b>	24,329	1,878	25,357,895	<b>0.74</b>	22,445	1,277	24,130,377	<b>0.53</b>
7	<b>FRONTIER AIRLINES</b>	655	286	2,401,997	<b>1.19</b>	492	180	2,264,114	<b>0.80</b>
8	<b>SOUTHWEST AIRLINES***</b>	20,472	4,185	30,780,648	<b>1.36</b>	***	***	***	<b>***</b>
	-SOUTHWEST	17,750	3,375	28,019,628	1.20	17,307	3,185	26,269,242	<b>1.21</b>
	-AIRTRAN	2,722	810	2,761,020	2.93	10,336	841	4,525,112	<b>1.86</b>
9	<b>AMERICAN EAGLE AIRLINES</b>	5,175	766	3,712,100	<b>2.06</b>	5,320	543	3,970,731	<b>1.37</b>
10	<b>UNITED AIRLINES</b>	21,469	4,395	17,894,200	<b>2.46</b>	14,093	2,592	18,143,463	<b>1.43</b>
11	<b>EXPRESSJET AIRLINES</b>	16,093	2,810	6,805,801	<b>4.13</b>	13,100	1,763	7,107,265	<b>2.48</b>
12	<b>SKYWEST AIRLINES</b>	11,956	2,629	6,149,038	<b>4.28</b>	10,542	1,843	6,314,061	<b>2.92</b>
	<b>TOTALS****</b>	118,786	19,660	140,511,715	<b>1.40</b>	114,632	14,508	139,438,560	<b>1.04</b>

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

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

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

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

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	MAY 2014				MAY 2013			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,010	44	1	149	720	72	3	97
FOREIGN AIRLINES	247	4	0	34	225	5	0	26
TRAVEL AGENTS	15	0	0	13	15	0	0	7
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	8	6	0	14	15	6	0	17
INDUSTRY TOTALS	1,280	54	1	210	975	83	3	147

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	MAY 2014			MAY 2013		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	531		1	279	
CANCELLATIONS			235			89
DELAYS			173			120
MISCONNECTIONS			77			43
RES/TKTG/BOARDING	2	163		4	150	
BAGGAGE	3	160		2	163	
CUSTOMER SERVICE	4	144		3	159	
REFUNDS	5	82		5	68	
DISABILITY	6	64		6	53	
OVERSALES	7	46		9	22	
FARES	8	38		7	36	
OTHER	9	36		8	31	
FREQUENT FLYER			16			10
ADVERTISING	10	12		10	7	
DISCRIMINATION	11	4		11	6	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		1,280			975	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

MAY 2014

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	1	1	0	0	0	1	2	0	0	0	0	0	5
ALLEGIAN AIR	5	1	2	2	3	1	3	2	0	0	0	0	19
AMERICAN AIRLINES	51	4	14	8	21	22	15	10	2	0	0	4	151
COMMUTAIR	6	0	0	0	0	0	0	0	0	0	0	0	6
DELTA AIR LINES	32	5	12	3	3	6	12	7	0	0	0	3	83
ENDEAVOR AIR	5	0	1	0	0	1	0	0	0	0	0	0	7
ENVOY AIR***	19	1	0	0	0	3	1	2	0	0	0	0	26
EXPRESSJET AIRLINES	58	0	0	0	0	0	1	0	0	0	0	0	59
FRONTIER AIRLINES	6	1	4	1	2	7	4	1	2	0	0	3	31
HAWAIIAN AIRLINES	0	0	1	0	0	2	3	1	0	0	0	3	10
JETBLUE AIRWAYS	24	0	2	1	2	12	0	1	0	0	0	1	43
MESA AIRLINES	6	0	0	0	0	0	1	0	0	0	0	0	7
PIEDMONT AIRLINES	8	2	0	1	0	2	1	2	0	0	0	0	16
REPUBLIC AIRLINES	20	0	1	0	0	2	0	0	0	0	0	1	24
SKYWEST AIRLINES	23	0	0	0	0	1	2	0	0	0	0	0	26
SOUTHWEST AIRLINES	26	2	6	2	1	8	2	4	0	0	0	1	52
SPIRIT AIRLINES	24	3	13	4	5	10	10	0	1	1	0	1	72
TRANS STATES AIRLINES	5	0	1	0	0	1	1	0	0	0	0	0	8
UNITED AIRLINES	72	10	23	4	13	24	26	13	2	1	0	7	195
US AIRWAYS	63	7	19	3	10	8	13	9	1	2	0	0	135
OTHER U.S. AIRLINES	21	0	4	0	0	4	3	2	0	0	0	1	35
TOTAL MAY 2014	475	37	103	29	60	115	100	54	8	4	0	25	1,010
% OF TOTAL COMPLAINTS	47.0	3.7	10.2	2.9	5.9	11.4	9.9	5.3	0.8	0.4	0.0	2.5	
TOTAL MAY 2013	248	17	85	21	44	114	119	42	4	4	1	21	720
% OF TOTAL COMPLAINTS	34.4	2.4	11.8	2.9	6.1	15.8	16.5	5.8	0.6	0.6	0.1	2.9	

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

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

\*\*\* FORMERLY AMERICAN EAGLE AIRLINES

Table 4

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

MAY 2014

U.S. AIRLINES*	COMPS RECD IN MAY	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN APR	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	5	1	20.0	1	20.0	2	40.0	1	20.0
ALLEGiant AIR	19	7	36.8	3	15.8	8	42.1	1	5.3
AMERICAN AIRLINES	151	76	50.3	17	11.3	43	28.5	15	9.9
COMMUTAIR	6	6	100.0	0	0.0	0	0.0	0	0.0
DELTA AIR LINES	83	41	49.4	17	20.5	17	20.5	8	9.6
ENDEAVOR AIR	7	5	71.4	2	28.6	0	0.0	0	0.0
ENVOY AIR**	26	18	69.2	6	23.1	2	7.7	0	0.0
EXPRESSJET AIRLINES	59	51	86.4	2	3.4	6	10.2	0	0.0
FRONTIER AIRLINES	31	21	67.7	4	12.9	3	9.7	3	9.7
HAWAIIAN AIRLINES	10	6	60.0	2	20.0	1	10.0	1	10.0
JETBLUE AIRWAYS	43	24	55.8	6	14.0	12	27.9	1	2.3
MESA AIRLINES	7	7	100.0	0	0.0	0	0.0	0	0.0
PIEDMONT AIRLINES	16	8	50.0	4	25.0	3	18.8	1	6.2
REPUBLIC AIRLINES	24	16	66.7	4	16.7	4	16.7	0	0.0
SKYWEST AIRLINES	26	17	65.4	4	15.4	4	15.4	1	3.8
SOUTHWEST AIRLINES	52	41	78.8	7	13.5	4	7.7	0	0.0
SPIRIT AIRLINES	72	40	55.6	10	13.9	15	20.8	7	9.7
TRANS STATES AIRLINES	8	6	75.0	0	0.0	1	12.5	1	12.5
UNITED AIRLINES	195	97	49.7	32	16.4	48	24.6	18	9.2
US AIRWAYS	135	59	43.7	34	25.2	36	26.7	6	4.4
OTHER U.S. AIRLINES	35	20	57.1	8	22.9	7	20.0	0	0.0
<b>TOTALS</b>	<b>1,010</b>	<b>567</b>	<b>56.1</b>	<b>163</b>	<b>16.1</b>	<b>216</b>	<b>21.4</b>	<b>64</b>	<b>6.3</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>720</b>	<b>348</b>	<b>48.3</b>	<b>157</b>	<b>21.8</b>	<b>138</b>	<b>19.2</b>	<b>77</b>	<b>10.7</b>

\*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\*\*

MAY 2014

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXICO	4	0	1	1	2	0	1	0	0	0	0	0	9
AIR CANADA	15	1	5	0	0	3	7	3	0	0	0	0	34
AIR FRANCE	2	1	5	0	2	4	1	0	0	0	0	2	17
ALITALIA AIRLINES	2	0	1	0	0	3	1	0	0	0	0	0	7
AVIANCA	0	0	2	0	0	2	2	0	0	0	0	1	7
BRITISH AIRWAYS	2	0	4	2	1	4	3	3	0	0	0	0	19
EMIRATES AIRLINES	3	0	3	0	1	2	1	0	0	0	0	1	11
ETIHAD AIRWAYS	2	0	1	0	1	2	2	0	0	0	0	1	9
LUFTHANSA	2	0	5	0	3	3	3	0	0	0	0	0	16
QATAR AIRWAYS	4	0	2	0	0	1	0	1	0	0	0	1	9
SAS	1	0	1	0	0	1	0	1	1	0	0	0	5
VOLARIS AIRLINES	3	3	2	2	0	1	0	0	0	0	0	0	11
WIDEROE	0	0	5	0	0	0	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	16	4	17	4	8	15	17	2	2	0	0	3	88
TOTALS	56	9	54	9	18	41	38	10	3	0	0	9	247
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	4	0	3	2	5	0	1	0	0	0	15
TOTALS	0	0	4	0	3	2	5	0	1	0	0	0	15
<b><u>TOUR OPERATORS</u></b>													
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
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	2	0	1	2	1	0	0	0	0	2	8
TOTALS	0	0	2	0	1	2	1	0	0	0	0	2	8

\* 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	MAY 2014			MAY 2013		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	4	1,732,310	0.23	2	1,666,361	0.12
2	SOUTHWEST AIRLINES***	57	11,939,422	0.48	***	***	***
	-SOUTHWEST AIRLINES	52	11,033,153	0.47	29	10,358,151	0.28
	-AIRTRAN AIRWAYS	5	906,269	0.55	9	1,688,237	0.53
3	VIRGIN AMERICA	4	577,195	0.69	6	587,631	1.02
4	DELTA AIR LINES	83	11,331,240	0.73	55	10,379,510	0.53
5	SKYWEST AIRLINES	26	2,372,272	1.10	11	2,386,127	0.46
6	HAWAIIAN AIRLINES	10	849,415	1.18	11	836,600	1.31
7	JETBLUE AIRWAYS	43	2,737,174	1.57	12	2,560,411	0.47
8	ENVOY AIR*****	26	1,488,992	1.75	24	1,590,448	1.51
9	EXPRESSJET AIRLINES	59	2,760,337	2.14	29	2,920,246	0.99
10	AMERICAN AIRLINES**	286	12,721,839	2.25	**	**	**
	-AMERICAN	151	7,602,646	1.99	137	7,457,996	1.84
	-US AIRWAYS	135	5,119,193	2.64	64	4,963,993	1.29
11	UNITED AIRLINES	195	7,939,922	2.46	150	7,784,439	1.93
12	FRONTIER AIRLINES	31	1,039,825	2.98	14	868,114	1.61
	TOTAL ****	824	57,489,943	1.43	553	56,048,264	0.99

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

\*\*\*\*\* Formerly American Eagle Airlines.

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

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

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

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

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

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



**Customer Service Reports to the U.S. Department of Homeland Security for the Month of May 2014  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 56 million airline passengers and their 43 million checked bags in the month of January as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of May.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
406	.0007	36	.00006	108	.0002	360	.0006

**NOTES**

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

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

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

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.

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<i>American</i>	<b>1</b>		
<i>Total</i>	<b>1</b>	<b>0</b>	<b>0</b>