EMBRY-RIDDLE
Aeronautical University
SCHOLARLY COMMONS

Airline Quality Rating Report | College of Aviation

4-7-2014

Airline Quality Rating 2014

Brent D. Bowen
Embry-Riddle Aeronautical University, bowenb6@erau.edu

Dean E. Headley
Wichita State University

Follow this and additional works at: https://commons.erau.edu/aqrr

Scholarly Commons Citation
Bowen, B. D., & Headley, D. E. (2014). Airline Quality Rating 2014. , (). Retrieved from https://commons.erau.edu/aqrr/1

This Article is brought to you for free and open access by the College of Aviation at Scholarly Commons. It has been accepted for inclusion in Airline Quality Rating Report by an authorized administrator of Scholarly Commons. For more information, please contact commons@erau.edu.

Airline Quality Rating 2014



Dr. Brent D. Bowen
College of Aviation
Embry-Riddle Aeronautical University
Prescott, Arizona

Dr. Dean E. Headley
W. Frank Barton School of Business
Wichita State University
Wichita, Kansas

Our 24th Year of Reporting Airline Performance

April, 2014

Airline Quality Rating 2014

Dr. Brent D. Bowen
Embry-Riddle Aeronautical University
College of Aviation
Prescott, Arizona

Dr. Dean E. Headley
Wichita State University
W. Frank Barton School of Business
Wichita, Kansas

April, 2014

ABOUT THE AUTHORS

Dr. Brent Bowen is Professor and Dean, College of Aviation, Embry-Riddle Aeronautical University, Prescott Arizona. Previously Dr. Bowen Chaired the Department of Aviation Technology at Purdue University. Bowen attained his Doctorate in Aviation Sciences from Oklahoma State University and a Master of Business Administration degree from Oklahoma City University. His Federal Aviation Administration certifications include Airline Transport Pilot (Type-rated Douglas DC-3 SIC), Certified Flight Instructor (SEL, MEL, Instrument) with Gold Seal, Advanced-Instrument Ground Instructor, Aviation Safety Counselor, and Aerospace Education Counselor. Dr. Bowen has authored/co-authored numerous successful grant proposals totaling awards exceeding $25 million and has in excess of 500 publications, papers and program appearances to his credit. His research interests focus on aviation applications of public productivity enhancement and marketing channels, specifically in the areas of service quality evaluation, benchmarking, safety and security. Dr. Bowen is an active industry consultant, pilot, and former fixed-base operator and scheduled air carrier operator. Dr. Bowen served on the National Research Council Steering Group on the Small Aircraft Transportation System and was named by the FAA Administrator to a National Academy of Science study group on airspace optimization as a component of the Next Generation Air Transportation System. Additionally, Dr. Bowen was appointed by FAA Administrator to serve on a National Academy of Science panel to examine the need to cultivate a future generation of transportation leaders.

Dr. Dean E. Headley is Associate Professor of Marketing in the Department of Marketing at the W. Frank Barton School of Business, Wichita State University. He holds a Doctorate in Marketing and Statistics from Oklahoma State University, a Master of Business Administration degree from Wichita State University, and a Master of Public Health Degree from the University of Oklahoma. Dr. Headley's research interests include methodology development for measurement of service quality, the connection between service quality and consumer behavior, consumer choice processes in service settings, and the effects of marketing activities on consumers and providers of services.

Dr. Bowen's and Dr. Headley's research on the development of the national Airline Quality Rating (AQR) is viewed by more than 75 million people each year and is annually featured by national news outlets such as ABC's Good Morning America, The Cable News Network, The Today Show, C-Span, USA Today, The Associated Press, The Wall Street Journal, Aviation Week and Space Technology, the network evening news shows, and in numerous other national and international media. Bowen and/or Headley have served as invited expert witnesses before the U.S. House of Representatives Committee on Government Operations and have served as invited speakers and panelists for such groups as the National Academy of Sciences/Transportation Research Board, Department of Transportation and other Congressional and Executive panels.

Their body of research has been recognized with awards from the American Marketing Association, the American Institute of Aeronautics and Astronautics, Embry-Riddle Aeronautical University, the Travel and Transportation Research Association and others.

AIRLINE QUALITY RATING 2014

Brent D. Bowen, Embry-Riddle Aeronautical University
Dean E. Headley, Wichita State University

Abstract

The Airline Quality Rating (AQR) was developed and first announced in early 1991 as an objective method for assessing airline quality on combined multiple performance criteria. This current report, the Airline Quality Rating 2014, reflects monthly Airline Quality Rating scores for calendar year 2013. AQR scores for 2014 are based on 15 elements in four major areas that focus on airline performance aspects important to air travel consumers over the calendar year of 2013.

The Airline Quality Rating 2014 is a summary of month-by-month quality ratings for U.S. airlines that are required to report performance by virtue of having at least 1% of domestic scheduled-service passenger revenue during 2013. Using the Airline Quality Rating system of weighted averages and monthly performance data in the areas of on-time arrivals, involuntary denied boardings, mishandled baggage, and a combination of 12 customer complaint categories, airlines' comparative performance for the calendar year of 2013 is reported. This research monograph contains a brief summary of the AQR methodology, detailed data and charts that track comparative quality for domestic airline operations for the 12-month period of 2013, and industry results. Also, comparative Airline Quality Rating data for 2012 are included, where available, to provide historical perspective regarding performance quality in the industry.

The Airline Quality Rating (AQR) System

The majority of quality ratings available in the past have relied on subjective surveys of consumer opinion that were infrequently collected. This subjective approach yields a quality rating that is essentially non-comparable from survey to survey for any specific airline. Timeliness of survey-based results can be a problem in the fast-paced airline industry as well. Before the Airline Quality Rating, there was effectively no consistent method for monitoring the quality of airlines on a timely, objective, and comparable basis. With the introduction of the AQR, a multi-factor, weighted average approach became available that had not been used before in the airline industry. The method relies on utilizing published, publicly available data that reports actual airline performance on critical quality criteria important to consumers and combines them into a rating system. The final result is a rating for individual airlines with interval scale properties that is comparable across airlines and across time periods.

The Airline Quality Rating (AQR) is a weighted average of multiple elements (see Table 1) important to consumers when judging the quality of airline services. Elements considered for inclusion in the rating scale were screened to meet two basic criteria; 1) an element must be obtainable from published data sources for each airline; and 2) an element must have relevance to consumer concerns regarding airline quality. Data for the elements used in calculating the ratings represent performance aspects (on-time arrival, mishandled baggage, involuntary denied boardings, and 12 customer complaint

areas) of airlines that are important to consumers. All of the elements are reported in the *Air Travel Consumer Report* maintained by the U.S. Department of Transportation.

Weights were originally established by surveying 65 airline industry experts regarding their opinion as to what consumers would rate as important (on a scale of 0 to 10) in judging airline quality. Each weight and element was assigned a plus or minus sign to reflect the nature of impact for that criterion on a consumer's perception of quality. For instance, the criteria of on-time arrival performance are included as a positive element because it is reported in terms of on-time successes, suggesting that a higher number is favorable to consumers. The weight for this criterion is high due to the importance most consumers place on this aspect of airline service. Conversely, the criteria that includes mishandled baggage is included as a negative element, and is reported in terms of mishandled bags per 1000 passengers served, suggesting that a higher number is unfavorable to consumers. Because having baggage arrive with passengers is important to consumers the weight for this criterion is also high. Weights and positive/negative signs are independent of each other.

Weights reflect importance of the criteria in consumer decision-making, while signs reflect the direction of impact that the criteria should have on the consumer's rating of airline quality. When all criteria, weights and impacts are combined for an airline over the year, a single interval scaled value is obtained. This value is comparable across airlines and across time periods. In the spring of 2002, a nationwide survey of frequent flyers was conducted that allowed a revisiting of the weighting for the AQR elements. Analysis of the sample of 766 opinions showed no appreciable difference in the relative weights for the AQR elements. To maintain comparability across the years, the weights have been held constant.

The Airline Quality Rating criteria and the weighted average methodology allow a focused comparison of domestic airline performance. Unlike other consumer opinion approaches that have relied on consumer surveys and subjective opinion, the AQR continues to use a mathematical formula that considers multiple weighted objective criteria to arrive at a single, fully comparable rating for airline industry performance. The Airline Quality Rating provides both consumers and industry watchers a means for monitoring comparative quality for each airline on a timely basis, using objective, performance-based data. Over its 24 year history, the Airline Quality Rating has often been cited as an industry standard for comparing airline performance. Currently the AQR stands as the only regularly published rating available for airline performance. With the continued global trend in airline operations alliances, the argument becomes even stronger for the Airline Quality Rating to be used as a standard method for comparing the quality of airline performance for international operations as well.

Table 1

AIRLINE QUALITY RATING CRITERIA, WEIGHTS AND IMPACT

CRITERIA		WEIGHT	IMPACT (+/-)
OT	**On-Time**	8.63	+
DB	**Denied Boardings**	8.03	--
MB	**Mishandled Baggage**	7.92	--
CC	**Customer Complaints** Flight Problems Oversales Reservations, Ticketing, and Boarding Fares Refunds Baggage Customer Service Disability Advertising Discrimination Animals Other	7.17	--

Data for all criteria is drawn from the U.S. Department of Transportation's monthly *Air Travel Consumer Report*. (http://dot.gov/airconsumer/)

The formula for calculating the AQR score is:

$$AQR = \frac{(+8.63 \times OT) + (-8.03 \times DB) + (-7.92 \times MB) + (-7.17 \times CC)}{(8.63 + 8.03 + 7.92 + 7.17)}$$

What the Airline Quality Rating Tells Us About 2013

The Airline Quality Rating industry score for 2013 shows an industry that improved in overall performance quality over the previous year. As an industry, performance in 2013 was better than the previous two years. The AQR score for 2013 was the best industry score for all of the 23 year history of the Airline Quality Rating. United Airlines had the largest improvement in overall score, while Air Tran Airlines had the largest decline in AQR score for 2013.

The **overall industry** AQR score was improved for 2013, even though declines were seen in two of the four performance areas tracked. As an industry, the AQR criteria show that on-time arrival percentage was worse (78.4% in 2013 compared to 81.8% in 2012). Industry mishandled baggage rates were worse, increasing from 3.07 per 1,000 passengers in 2012 to 3.21 per 1,000 passengers in 2013. Involuntary denied boardings per passenger served by all carriers improved from 0.97 per 10,000 passengers in 2012 to 0.81 per 10,000 passengers in 2013. Consumer complaint rates across the industry improved to 1.13 per 100,000 passengers in 2013 from 1.43 per 100,000 passengers in 2012. Of the 9,684 complaints registered with DOT regarding all U.S. domestic carriers, 64.5% were for either flight problems, customer service problems, or baggage problems. Taking all 15 rated airlines together, the AQR score for the industry improved from a level of -1.11 in 2012 to -1.07 in 2013. With a mixed bag of gains and losses across the 15 carriers rated, the improvement in AQR score for the industry is a positive sign. The movement of the AQR score to a record low level during difficult economic times speaks well of the industry.

AirTran Airways (FL) On-time performance declined in 2013 (79.4% in 2013 compared to 87.1% in 2012). AirTran's denied boardings performance (1.29 per 10,000 passengers in 2013 compared to 0.95 in 2012) was worse. A decrease in customer complaint rate to 0.73 complaints per 100,000 passengers in 2013 was better performance than their 2012 rate of 0.91. The mishandled baggage rate of 3.71 bags per 1,000 passengers in 2013 was worse than their 2012 rate of 1.58. With improvement in only one area rated, Air Tran Airways overall AQR score showed the largest decline in of all airlines rated in 2013.

Alaska Airlines (AS) had performance improvement in two of the four areas tracked. Slightly worse on-time arrival performance (87.2% in 2013 compared to 87.5% in 2012) and a very small increase in mishandled bags per 1,000 passengers (2.94 in 2013 compared to 2.93 in 2012) were their only negatives. Fewer customer complaints (0.44 per 100,000 passengers in 2013 compared to 0.51 in 2012) and a lower rate of involuntary denied boardings (0.39 in 2013 compared to 0.63 per 10,000 passengers in 2012) were the positives. Alaska Airlines' overall AQR score improved for 2013. With two of four areas showing improvement, the AQR score of -0.77 for Alaska Airlines for 2012 was improved to -0.69 for 2013.

American Airlines (AA) AQR score for 2013 stayed nearly the same as their score for 2012. The slight improvement in AQR score (-1.10 in 2013 compared to -1.11 for 2012) reflects a combination of better performance for on-time arrivals (78.1% in 2013 compared to 76.9% in 2012) and involuntary denied boardings (0.43 in 2013 compared to 0.73 in 2012) and a decline in performances regarding baggage handling (3.02 per 1,000 passengers in 2013 compared to 2.92 in 2012) and customer complaints per 100,000 passengers (1.99 in 2013 compared to 1.80 in 2012). The combination of performance outcome gains and losses produced very little improvement in their AQR score for 2013.

American Eagle (MQ) had a denied boarding rate of 1.14 for 2013, an increase from 1.07 per 10,000 passengers in 2012. The airline had an increase in the rate of customer complaints (1.70 in 2013 from 1.27 per 100,000 passengers in 2012). On-time performance was 72.1% in 2013 compared to 81.6% for 2012. Their mishandled baggage rate of 5.90 per 1,000 passengers in 2013 was only slightly worse than their rate of 5.80 for 2012, but was still well above the industry rate of 3.21. This combination of performance on the criteria produced a decline in AQR score for 2013 (-1.95 in 2013 compared to -1.78 for 2012.

Delta Air Lines (DL) On-time percentage for 2013 shows a decline over 2012 (86.5% in 2012 and 84.5% in 2013). Their rate of mishandled baggage of 2.19 bags per 1,000 passengers in 2013 was slightly higher than the 2.10 rate for 2012, but was better than the industry average of 3.21 mishandled bags per 1,000 passengers. An increase in denied boardings (2013 rate of 0.57 per 10,000 passengers compared to 0.51 for 2012) and a reduced rate of customer complaints (0.59 in 2013 compared to 0.73 in 2012) combined to basically keep Delta's AQR score the same for 2013 (-0.59 in 2013 compared to -0.58 in 2012).

Endeavor Air (9E) Data for Endeavor Air reflects data for renamed Pinnacle Airlines (thru of 7/31/13) with the Endeavor Air name becoming official on 8/01/13. On-time performance (80.3%) is better than the industry average of 78.4%. Endeavor Air's involuntary denied boarding performance (0.85 per 10,000 passengers) compares favorably to the industry average of 0.89. A customer complaint rate of 0.86 complaints per 100,000 passengers is better than the industry average rate of 1.13 for 2013. Their mishandled baggage rate of 2.66 per 1,000 passengers was below the industry rate of 3.21 bags per 1,000 passengers for 2013. Overall, Endeavor Air entered the AQR ratings with score of -0.85 for 2013.

ExpressJet (EV) On-time performance dropped in 2013 (72.8% in 2013 compared to and 76.9% in 2012). ExpressJet's involuntary denied boarding performance of 2.05 denied boardings per 10,000 passengers was better than their rate of 2.13 in 2012, but was still well above the 2013 industry average of 0.89. A customer complaint rate of 0.96 complaints per 100,000 passengers compares well to the industry average of 1.13 for 2013 and is an improvement over their 2102 rate of 1.07. Their mishandled baggage rate of 4.89 per 1,000 passengers (third worst of all rated) is higher than the industry rate of 3.21 bags per 1,000 passengers, but is an improvement over their 2102 rate of 5.52. Overall, ExpressJet had an improved AQR score for 2013 compared to 2012 (-1.76 for 2013 compared to -1.95 for 2012).

Frontier Airlines (F9) On-time performance in 2013 (73.1%) declined compared to 2012 (77.9%). Frontier's denied boarding performance (1.23 per 10,000 passengers in 2013 compared to 0.78 in 2012) was worse than last year. Their mishandled baggage rate of 2.15 per 1,000 passengers was slightly improved from their 2012 rate of 2.22. A customer complaint rate of 3.09 complaints per 100,000 passengers for 2013 was nearly three times higher than their 2012 rate of 1.05. Frontier's 2013 AQR score of -1.35 compared to -0.78 for 2012 was among the largest drops in AQR score of all the airlines rated.

Hawaiian Airlines (HA) On-time performance (93.3% in 2013 and 93.4% for 2012) is the best of all airlines rated for 2012 and 2013. Hawaiian's involuntary denied boarding performance (0.17 per 10,000 passengers in 2013 and 0.18 in 2012) is among the best of the airlines rated and compares very favorably to the industry average of 0.89. A customer complaint rate of 1.06 complaints per 100,000 passengers is higher than last year's rate of 0.89. Their mishandled baggage rate of 2.25 per 1,000 passengers is better than their 2012 rate of 2.88. Hawaiian had the third best AQR score for 2013 at -0.59.

JetBlue Airways (B6) On-time performance in 2013 declined to 74.4% from 79.1% in 2012. Jet Blue's denied boarding performance (0.01 per 10,000 passengers in 2013 and 2012) is consistently the lowest of all the airlines rated. A customer complaint rate of 0.63 complaints per 100,000 passengers was lower in 2013 (0.79 in 2012) and was well below the industry average of 1.13 for 2013. Their mishandled baggage rate of 1.91 per 1,000 passengers in 2013 was second best among airlines rated but was higher than their 2012 rate of 1.88. JetBlue had the second best AQR score (-0.42) of the airlines rated for 2013.

SkyWest Airlines (OO) On-time performance of 79.7% in 2013, declined from 81.6% for 2012. SkyWest's involuntary denied boardings performance (2.55 per 10,000 passengers in 2013 compared to 2.32 in 2012) increased and was well above the industry average of 0.89. A customer complaint rate of 0.80 complaints per 100,000 passengers in 2013 compared to the 2012 rate of 0.88 had a positive impact on their 2013 AQR score. Their mishandled baggage rate of 4.93 per 1,000 passengers in 2013 improved from the 2012 rate of 5.26 bags per 1,000 passengers. SkyWest's AQR score improved slightly in 2013 to -1.84 from -1.88 in 2012.

Southwest Airlines (WN) An on-time arrival percentage of 76.7% in 2013 was worse than their 83.1% in 2012. A customer complaint rate of 0.34 per 100,000 passengers in 2013 was higher than their 2102 rate of 0.25, but is still the industry's lowest for 2013. Southwest Airlines is consistently the airline with the lowest customer complaint rate in the industry. An involuntary denied boarding rate of 0.84 per 10,000 passengers in 2012, increased to 1.06 per 10,000 passengers in 2013. A mishandled baggage rate of 3.72 per 1,000 passengers in 2013 was higher than their rate of 3.08 per 1,000 passengers for 2012. Overall, Southwest shows poorer performance (AQR score of -1.06 for 2013 compared to -0.81 in 2012) for 2013 and was the only airline to show decline in all four areas rated.

United Airlines (UA) On-time arrival performance improved from 77.4% in 2012 to 79.3% in 2013. Their mishandled baggage rate decreased from 3.87 per 1,000 passengers in 2012 to 3.47 in 2013. Performance regarding involuntary denied boardings of 1.83 per 10,000 passengers in 2012 improved to 1.17 in 2013. A lower customer complaint rate of 2.14 in 2013 compared to 4.24 per 100,000 passengers in 2012 combined with improvements in all other performance areas to move United's 2013 AQR score to -1.43 from -2.18 in 2012. United was the only airline to show improvement in all four areas rated in 2013. United also had the most improvement in AQR score of all airlines rated for 2013.

US Airways (US) showed improvement in two of the four performance areas tracked for 2013. A closer look reveals that US Airways performed worse in on-time performance (81.1% in 2013 compared to 85.9% in 2012) and mishandled baggage (2.52 per 1,000 passengers in 2013 compared to 2.14 in 2012). A customer complaint rate of 1.42 per 100,000 passengers in 2013 compared favorably to a 2012 rate 0f 1.74. An involuntary denied boarding rate of 0.61 per 10,000 passengers in 2013 compared to 0.68 in 2012 was also an area of performance gain for US Airways. Their overall 2013 AQR score of -0.88 reflects a slight decline over their -0.87 score for 2012.

Virgin America (VX) On-time performance of 82.1% in 2103 was a decline from their 83.5% for 2012. Virgin America's involuntary denied boarding performance (0.04 per 10,000 passengers in 2013 compared to 0.07 in 2012) was again the second best of the airlines rated and compares very favorably to the industry average of 0.89. A 2013 customer complaint rate of 1.28 complaints per 100,000 passengers is higher than the industry average of 1.13, but is an improvement over their 2012 rate of 1.50. Their mishandled baggage rate of 0.97 per 1,000 passengers in 2013 (best of all airlines rated) is clearly better than the industry rate of 3.21 bags per 1,000 passengers, but is a decline from their 2012 rate of 0.87. Overall, Virgin America improved on their industry leading AQR score of -0.35 for 2012 with a 2013 AQR score of -0.32.

Previous Airline Quality Reports

Bowen, Brent D., Dean E. Headley and Jacqueline R. Luedtke (1991), Airline Quality Rating, National Institute for Aviation Research Report 91-11, Wichita, Kansas.

Bowen, Brent D., and Dean E. Headley (1992,1993,1994,1995), Airline Quality Rating Report, National Institute for Aviation Research Report Series, Wichita, Kansas.

Bowen, Brent D., and Dean E. Headley (1996, 1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013), Airline Quality Rating Report, W. Frank Barton School of Business, Wichita, Kansas.

For more information contact either:

Dr. Dean E. Headley, Associate Professor
Department of Marketing
W. Frank Barton School of Business
Wichita State University
304 Clinton Hall
Wichita, KS 67260-0084

Office: (316) 978-3367
E-mail: dean.headley@wichita.edu

Dr. Brent D. Bowen, Professor & Dean
College of Aviation
Embry-Riddle Aeronautical University
3700 Willow Creek Rd.
Prescott, Arizona 86301

Office: (928) 777-6802
Email: brent.bowen1@erau.edu

Detail of Airline Performance

Since the Airline Quality Rating is comparable across airlines and across time, monthly rating results can be examined both individually and collectively. The following pages outline the AQR scores for the industry and for each airline rated by month for 2013. For comparison purposes, results are also displayed for 2012 where available. A composite industry chart that combines the airlines tracked is shown at first, with individual airline performance charts following in alphabetical order.

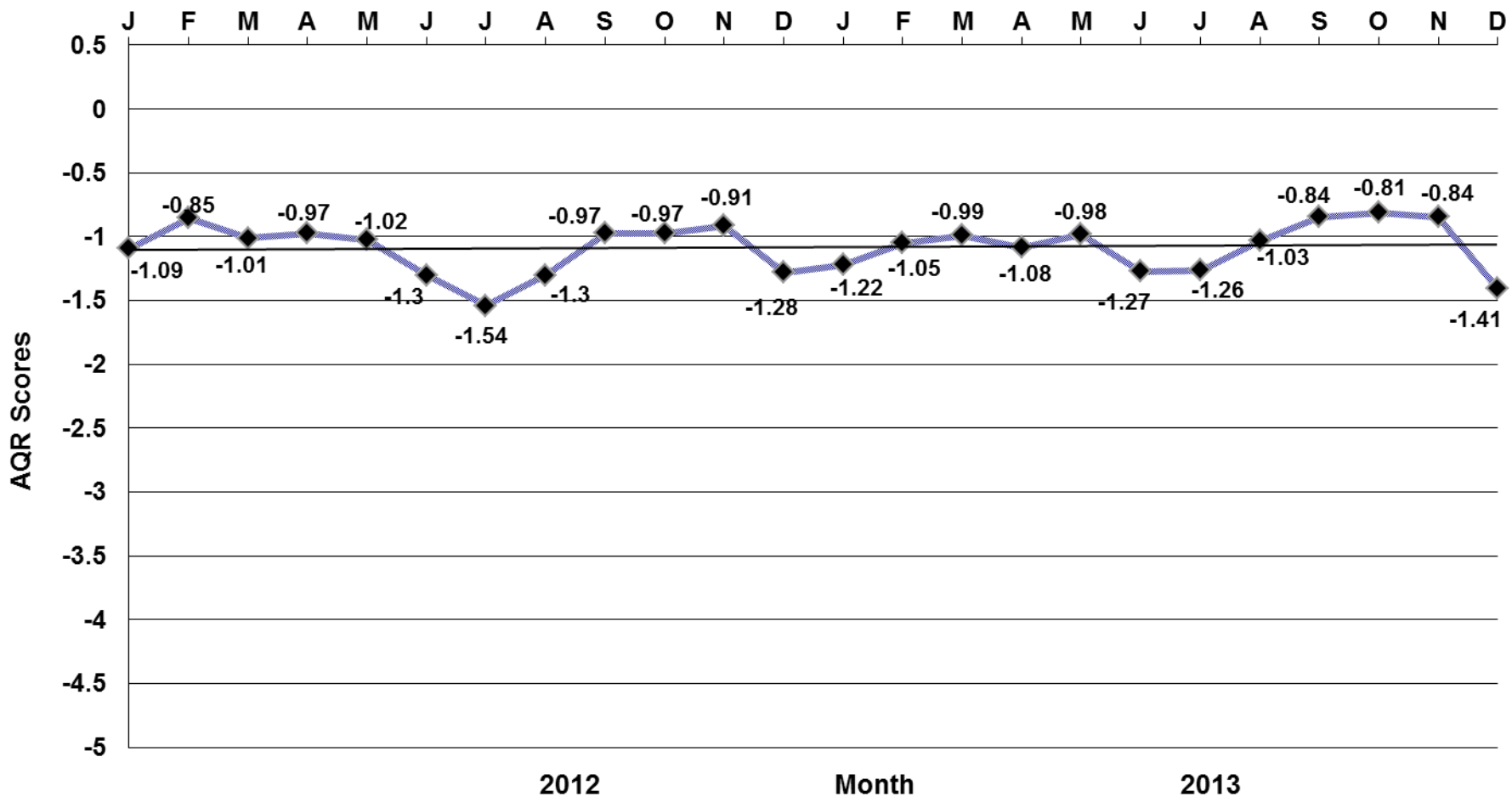
Airline Quality Rating Scores

	2013 AQR		2012 AQR		2011 AQR		2010 AQR		2009 AQR		2008 AQR		2007 AQR	
	Score	**Rank**	**Score**	**Rank**	**Score**	**Rank**	**Score**	**Rank**	**Score**	**Rank**	**Score**	**Rank**	**Score**	**Rank**
Air Tran	**-1.20**	**10**	-0.51	3	-0.48	1	-0.48	1	-0.49	2	-0.84	2	-1.03	1
Alaska	**-0.69**	**5**	-0.77	6	-0.79	5	-0.94	4	-1.39	11	-1.16	5	-1.75	7
American	**-1.10**	**9**	-1.11	10	-1.24	10	-1.28	11	-1.25	9	-1.71	9	-2.19	9
American Eagle	**-1.95**	**15**	-1.78	11	-2.51	15	-2.82	16	-2.83	18	-3.12	16	-3.80	15
Delta	**-0.59**	**4**	-0.58	4	-0.80	6	-1.22	7	N/A	-	N/A	-	N/A	-
Endeavor Air	**-0.85**	**6**	N/A	-	N/A	-	N/A	-	N/A	-	N/A	-	N/A	-
ExpressJet	**-1.76**	**13**	-1.95	13	N/A	-	N/A	-	N/A	-	N/A	-	N/A	-
Frontier	**-1.35**	**11**	-0.78	7	-0.75	4	-1.27	9	-1.09	7	-1.31	7	-1.71	5
Hawaiian	**-0.59**	**3**	-0.71	5	-0.59	2	-0.58	2	-0.40	1	-0.69	1	N/A	-
JetBlue	**-0.42**	**2**	-0.43	2	-0.60	3	-0.70	3	-0.62	3	-0.90	3	-1.30	2
SkyWest	**-0.84**	**14**	-1.88	12	-1.15	9	-1.28	10	-1.57	14	-2.13	13	-3.09	13
Southwest	**-1.06**	**8**	-0.81	8	-0.93	7	-1.01	5	-1.00	5	-1.23	6	-1.59	3
United	**-1.43**	**12**	-2.18	14	N/A	-	N/A	-	N/A	-	N/A	-	N/A	-
US Airways	**-0.88**	**7**	-0.87	9	-1.13	8	-1.17	6	-1.19	8	-1.77	10	-2.94	11
Virgin America	**-0.32**	**1**	-0.35	1	N/A	-	N/A	-	N/A	-	N/A	-	N/A	-
Industry	**-1.07**		**-1.11**		**-1.08**		**-1.20**		**-1.27**		**-1.63**		**-2.16**	

NOTES:
Scores and rankings for 2013 reflect the addition of Endeavor Air as a name change from Pinnacle Airlines to Endeavor Air in August 2013.
Scores and rankings for 2012 reflect the combining of ExpressJet and Atlantic Southeast (appears as ExpressJet), the combining of United and Continental (appears as United), and the addition of Virgin America.
Scores and rankings for 2011 reflect the deletion of Comair from the airlines tracked.
As of January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined and appear only as Delta Air Lines.
Scores and rankings for 2008 reflect the addition of Hawaiian to the airlines tracked.

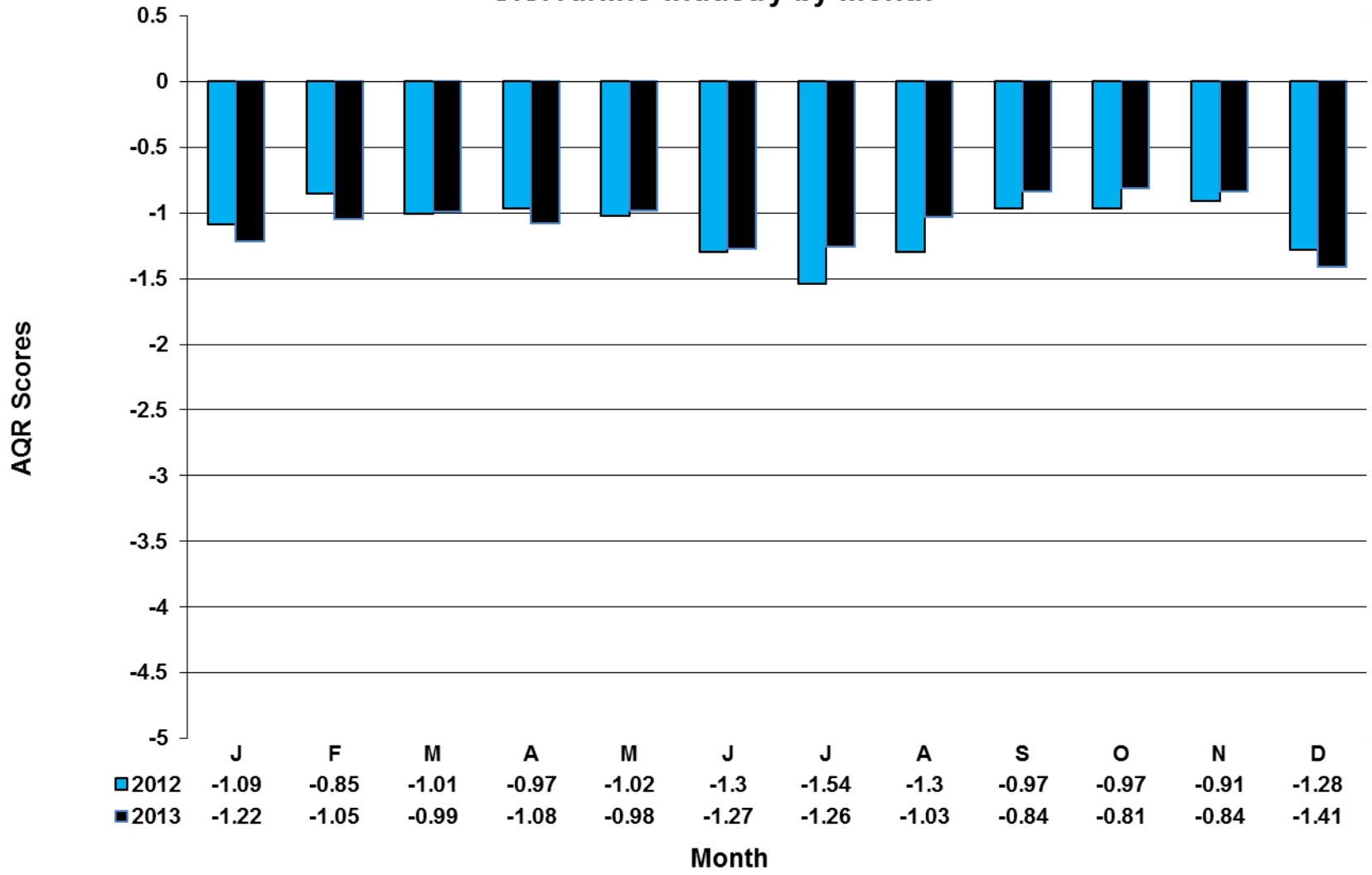
Airline Quality Rating

U.S. Airline Industry 2012 - 2013



Airline Quality Rating

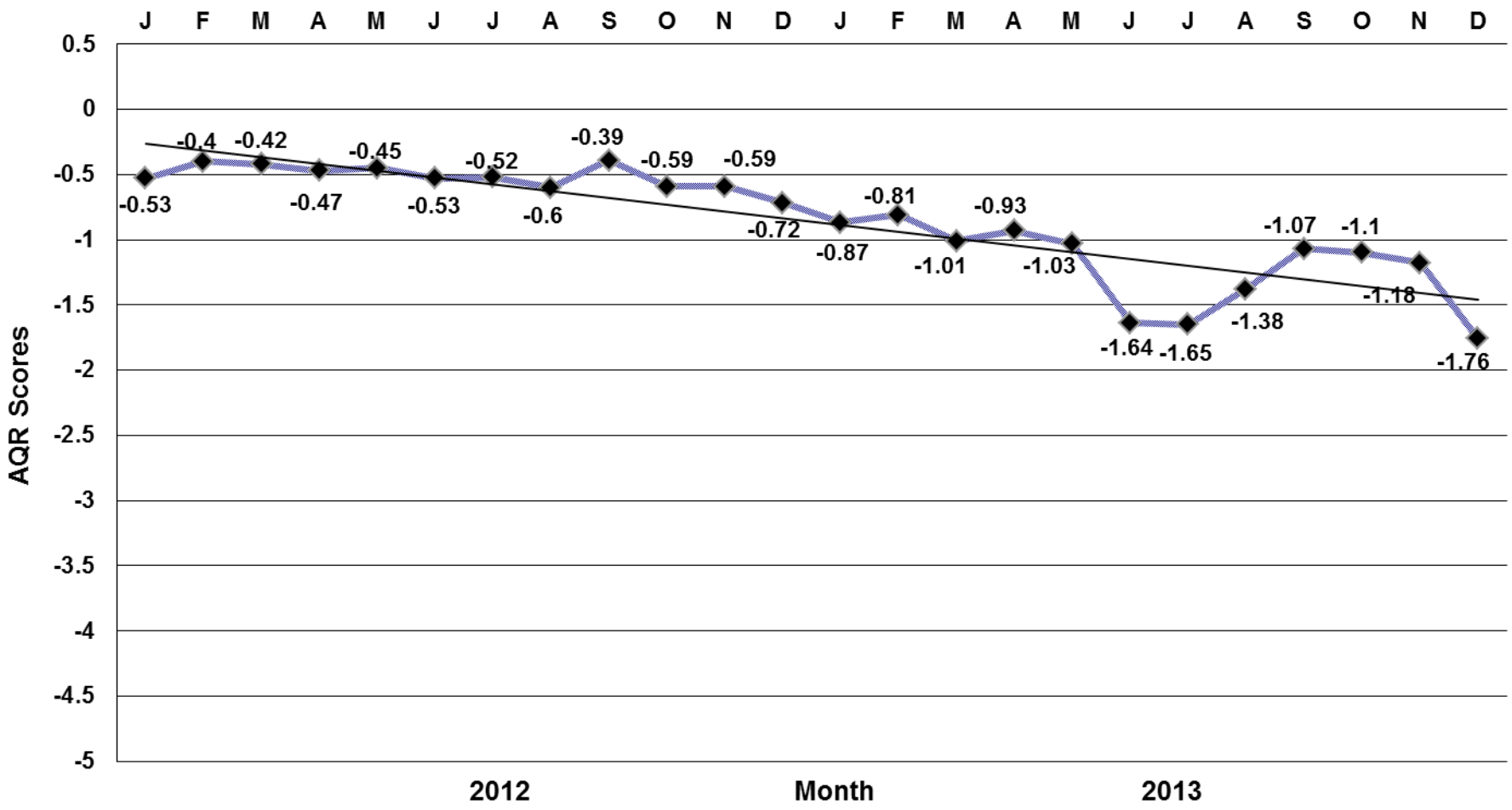
U.S. Airline Industry by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2012	-1.09	-0.85	-1.01	-0.97	-1.02	-1.3	-1.54	-1.3	-0.97	-0.97	-0.91	-1.28
2013	-1.22	-1.05	-0.99	-1.08	-0.98	-1.27	-1.26	-1.03	-0.84	-0.81	-0.84	-1.41

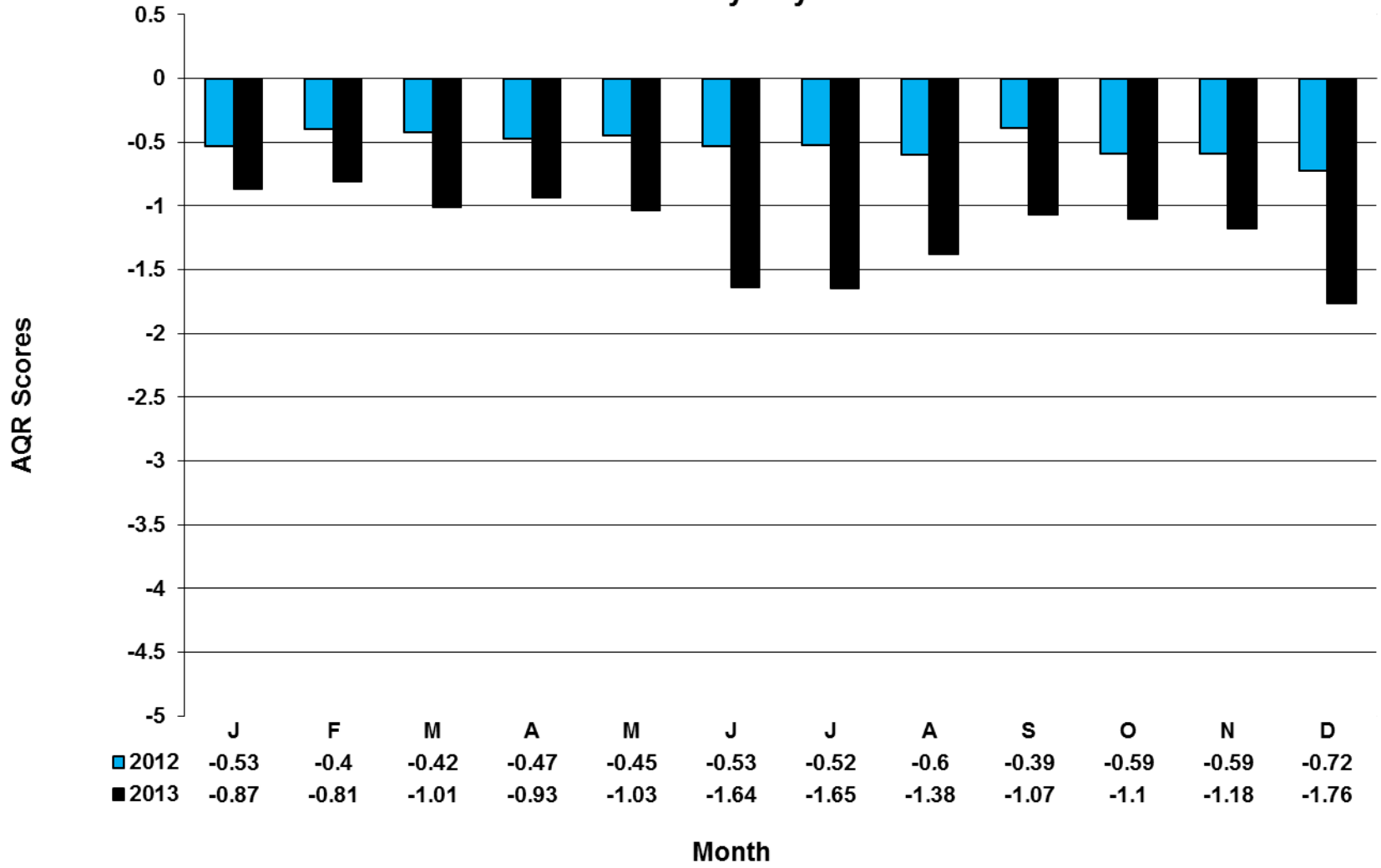
Airline Quality Rating

AirTran Airways 2012 - 2013



Airline Quality Rating

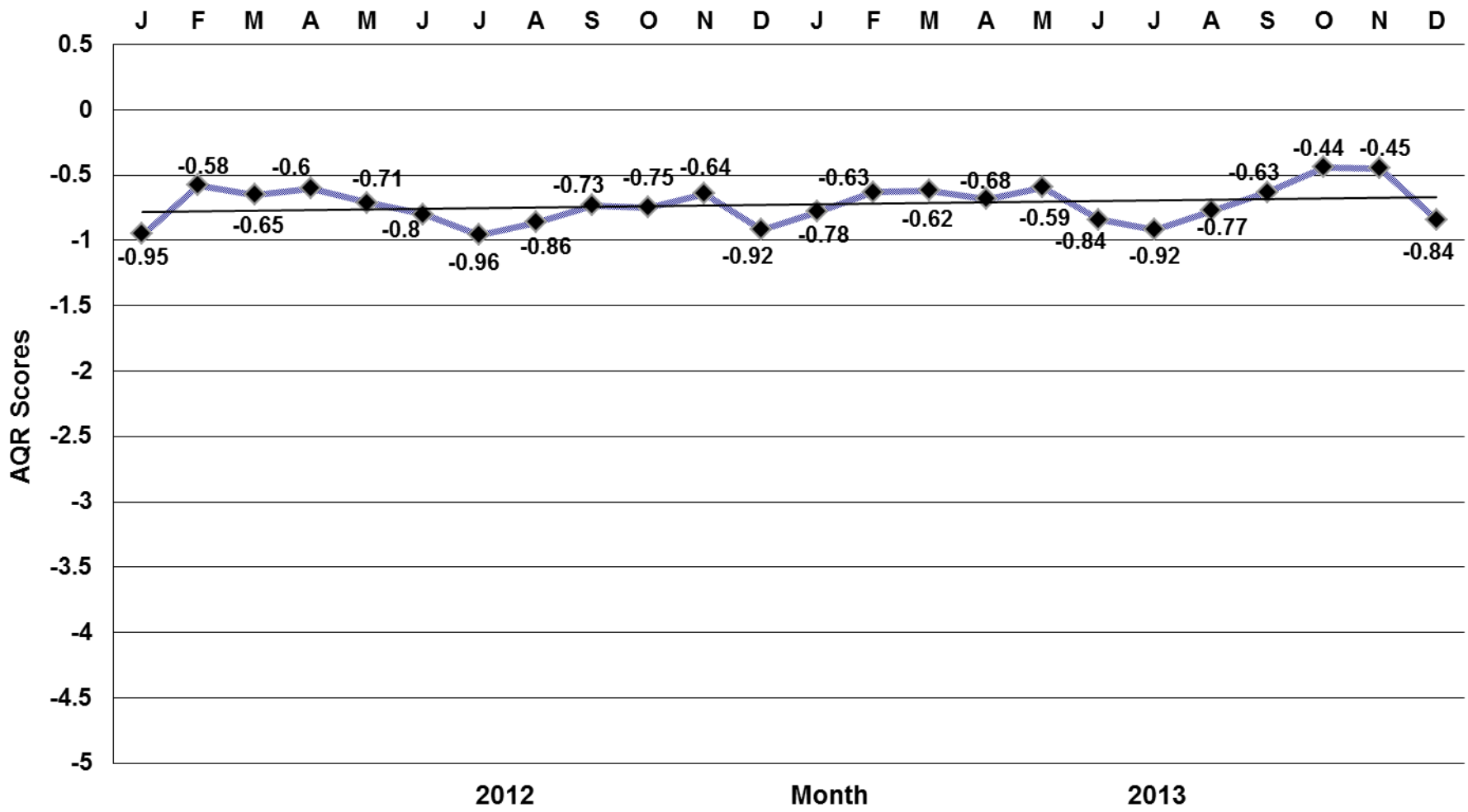
AirTran Airways by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2012	-0.53	-0.4	-0.42	-0.47	-0.45	-0.53	-0.52	-0.6	-0.39	-0.59	-0.59	-0.72
2013	-0.87	-0.81	-1.01	-0.93	-1.03	-1.64	-1.65	-1.38	-1.07	-1.1	-1.18	-1.76

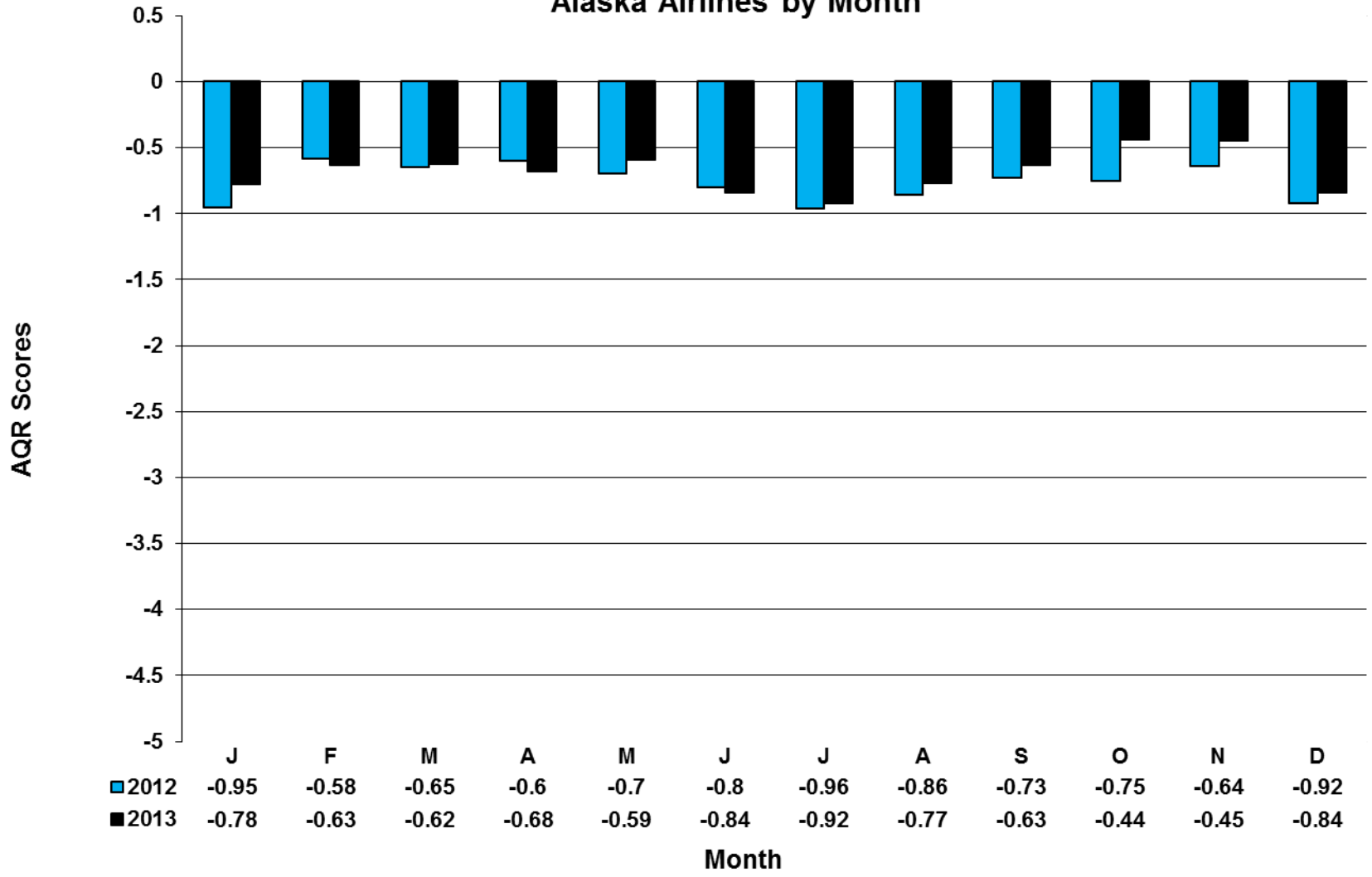
Airline Quality Rating

Alaska Airlines 2012 - 2013



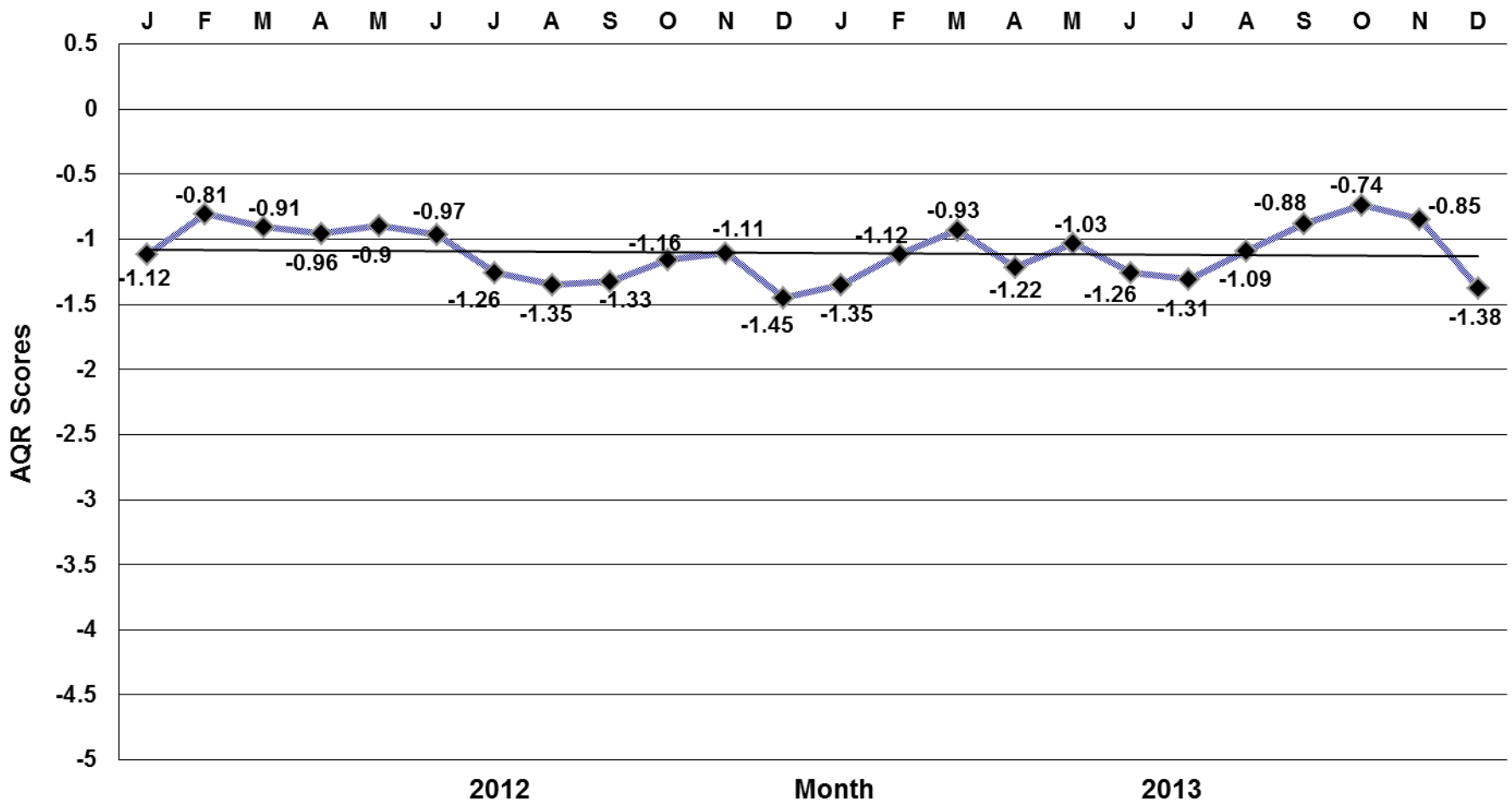
Airline Quality Rating

Alaska Airlines by Month



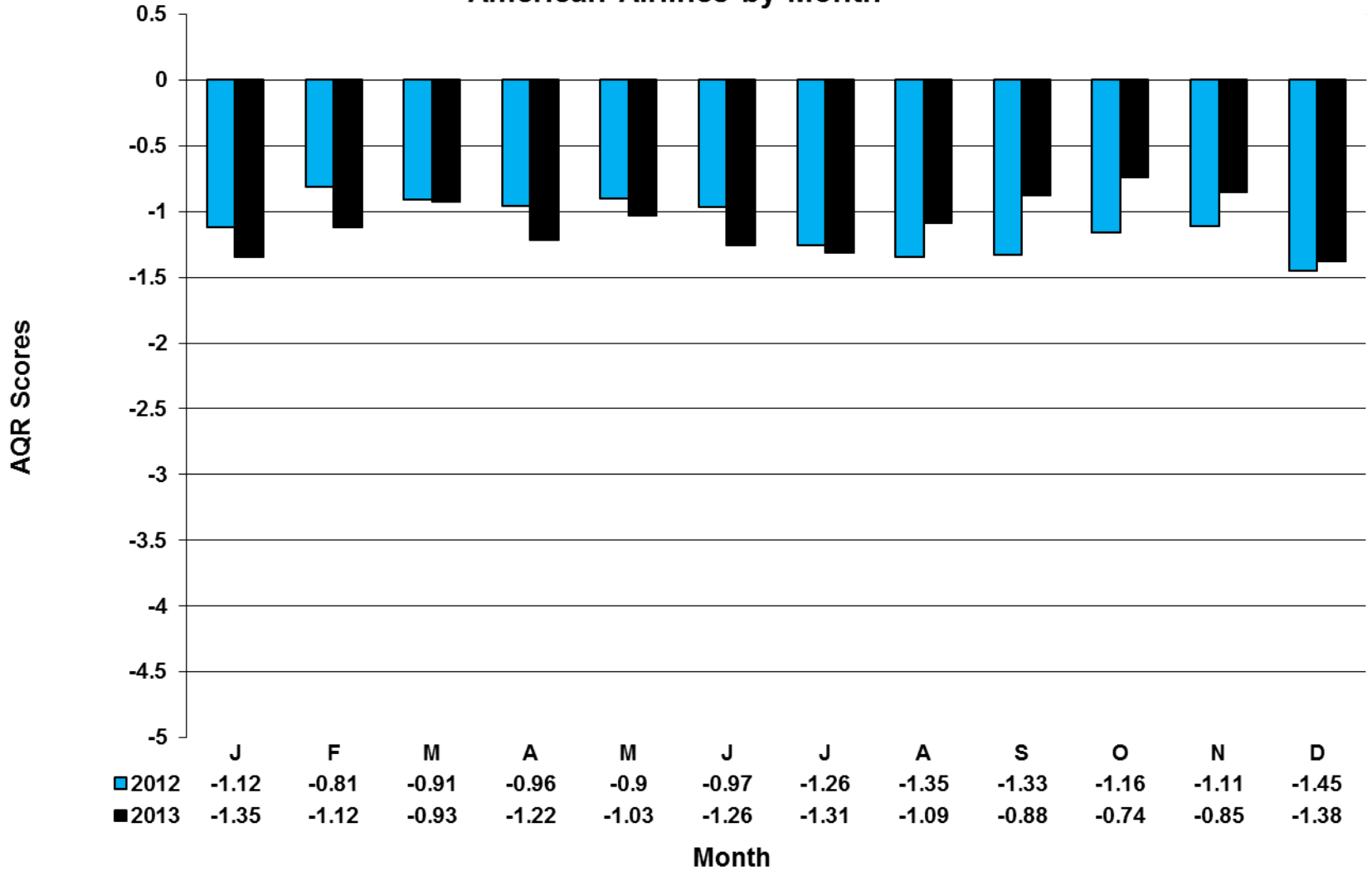
Airline Quality Rating

American Airlines 2012 - 2013



Airline Quality Rating

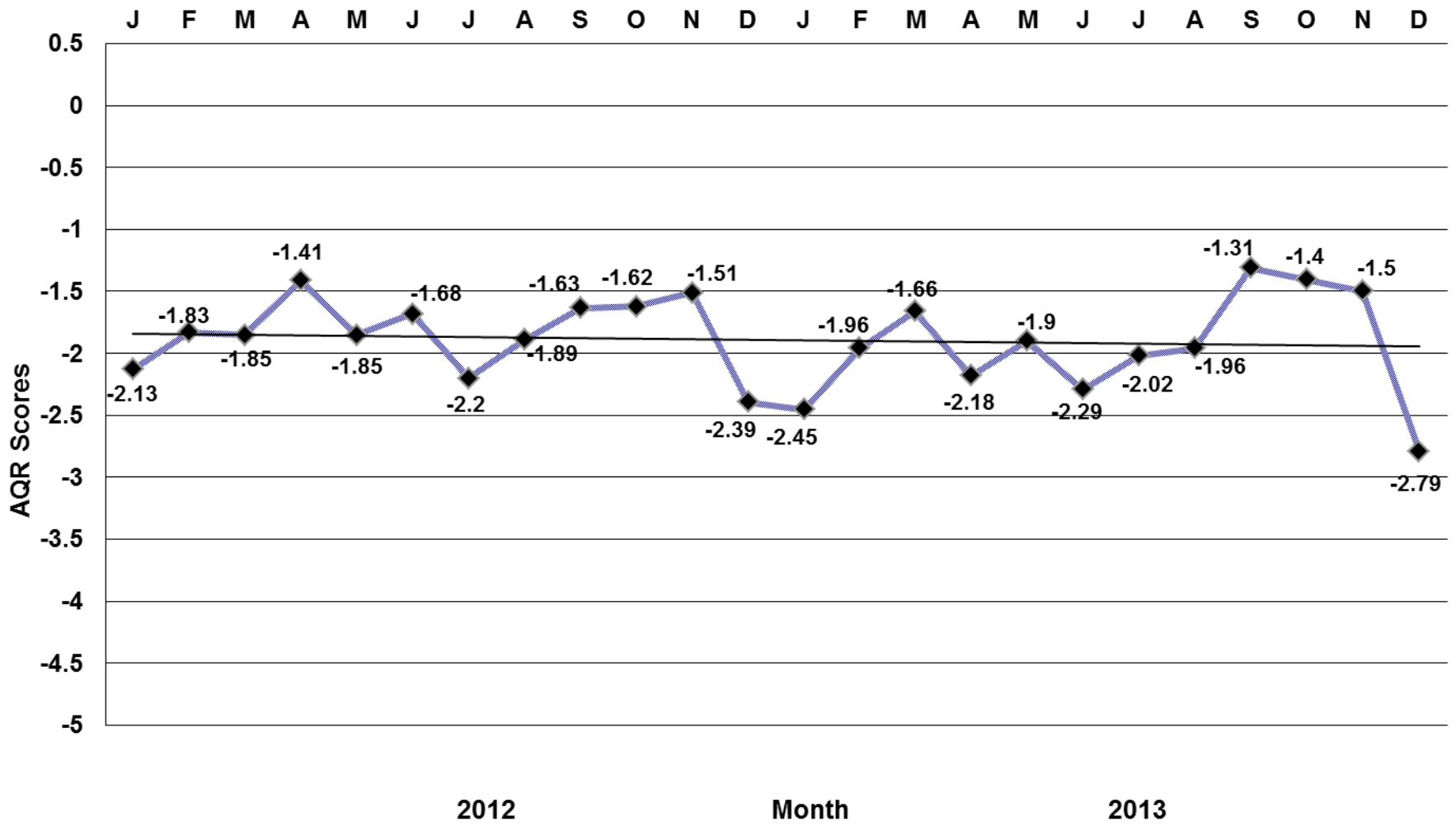
American Airlines by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2012	-1.12	-0.81	-0.91	-0.96	-0.9	-0.97	-1.26	-1.35	-1.33	-1.16	-1.11	-1.45
2013	-1.35	-1.12	-0.93	-1.22	-1.03	-1.26	-1.31	-1.09	-0.88	-0.74	-0.85	-1.38

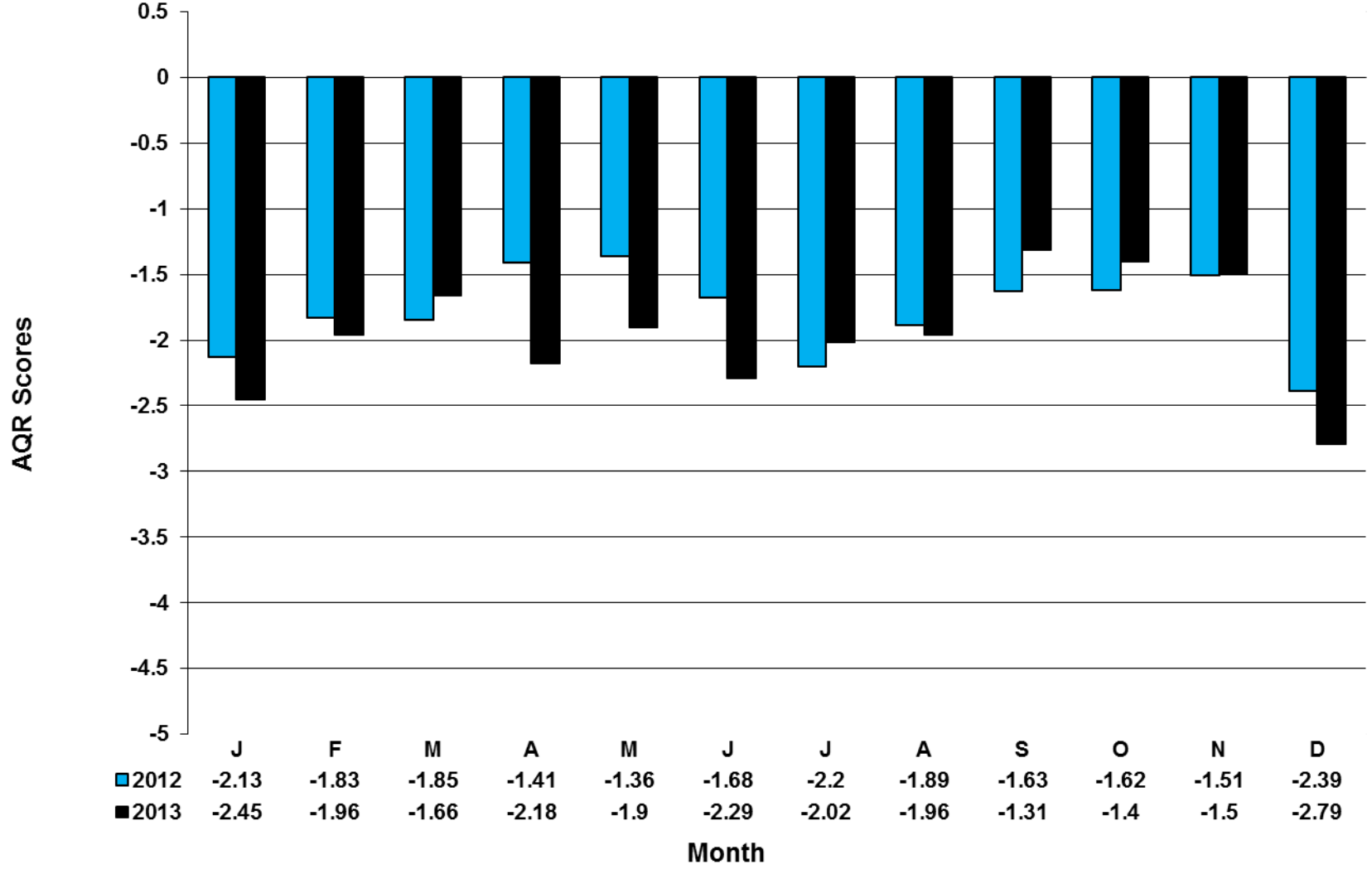
Airline Quality Rating

American Eagle 2012 - 2013



Airline Quality Rating

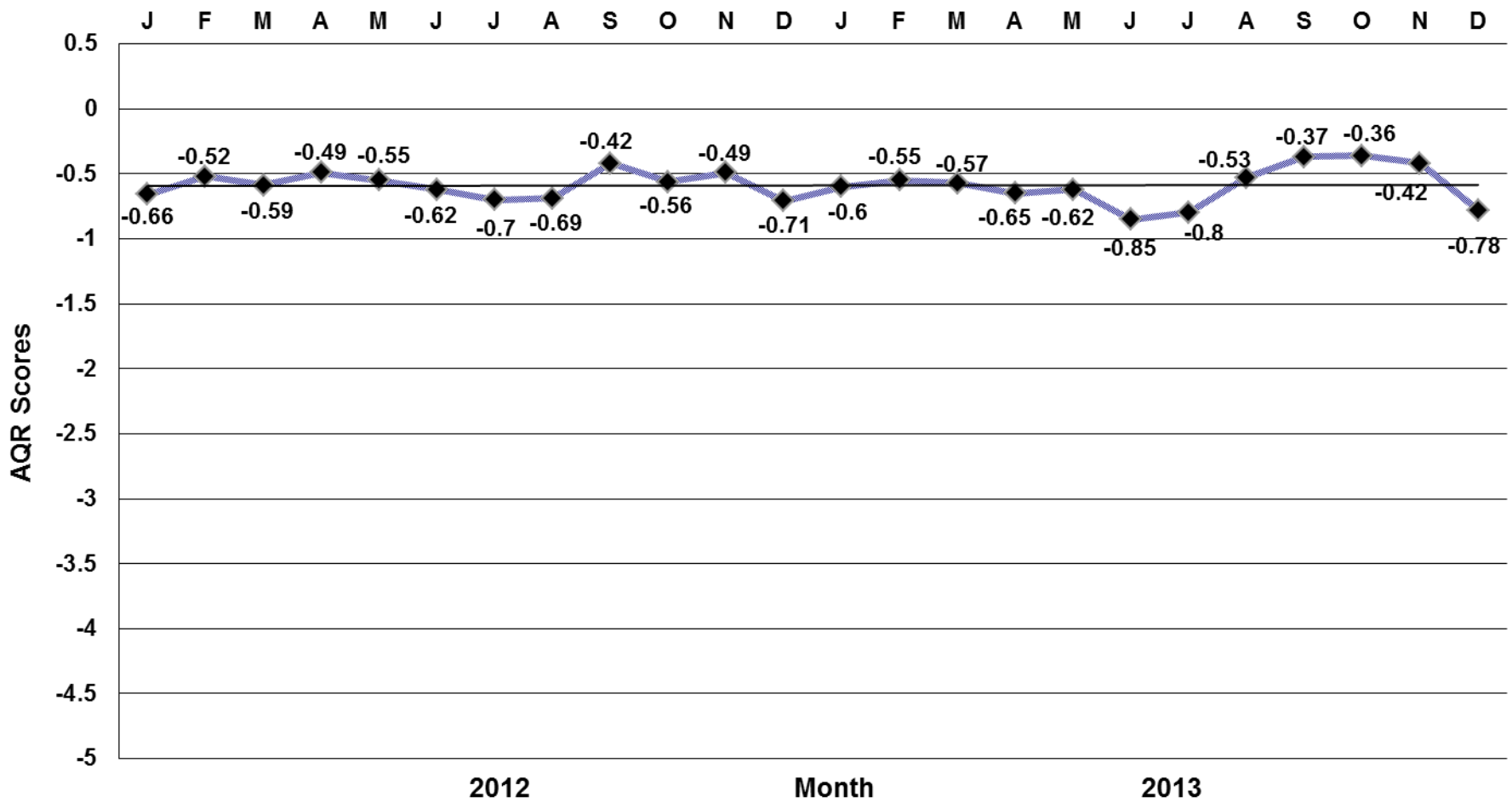
American Eagle by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2012	-2.13	-1.83	-1.85	-1.41	-1.36	-1.68	-2.2	-1.89	-1.63	-1.62	-1.51	-2.39
2013	-2.45	-1.96	-1.66	-2.18	-1.9	-2.29	-2.02	-1.96	-1.31	-1.4	-1.5	-2.79

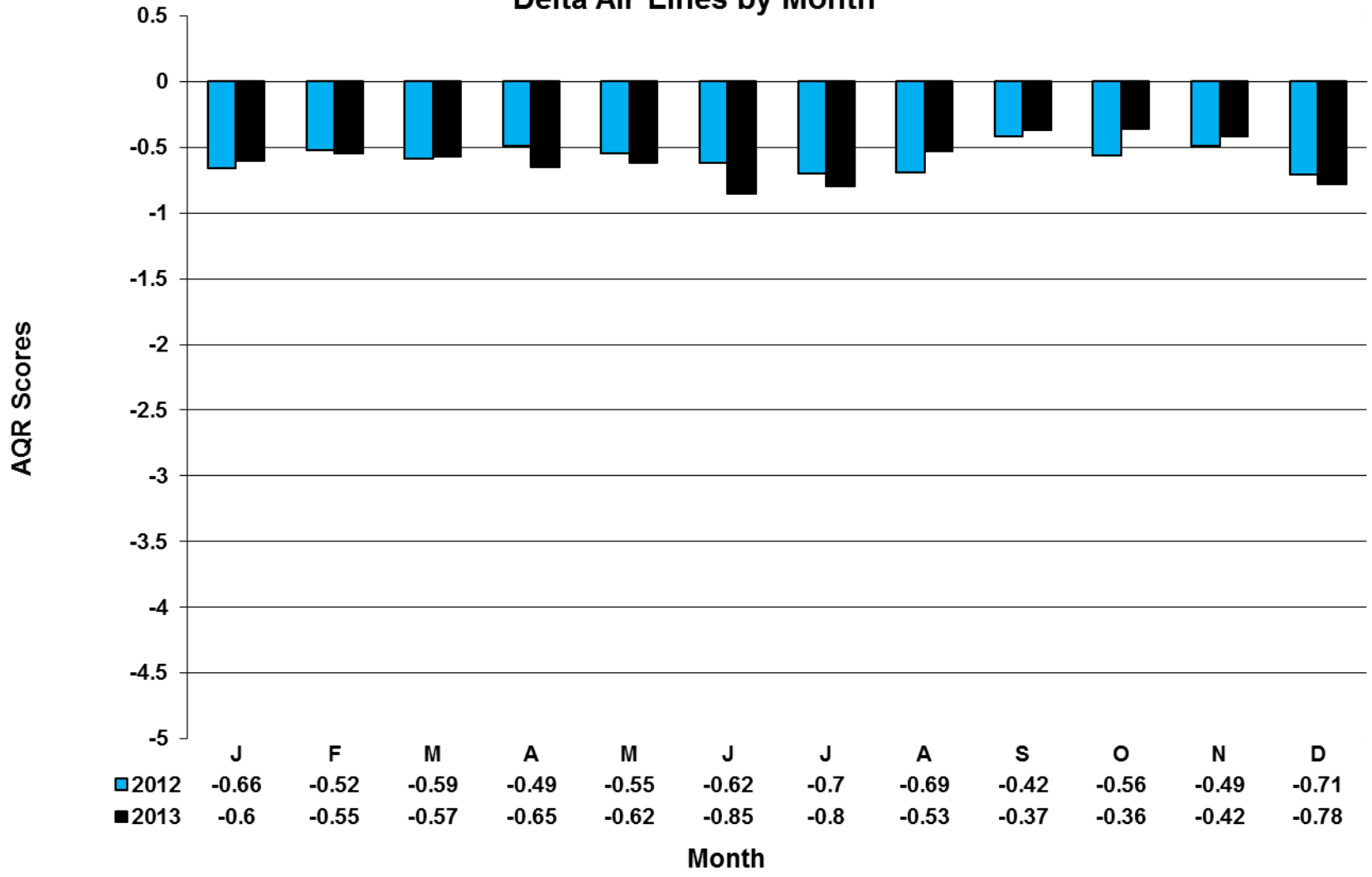
Airline Quality Rating

Delta Air Lines 2012 - 2013



Airline Quality Rating

Delta Air Lines by Month

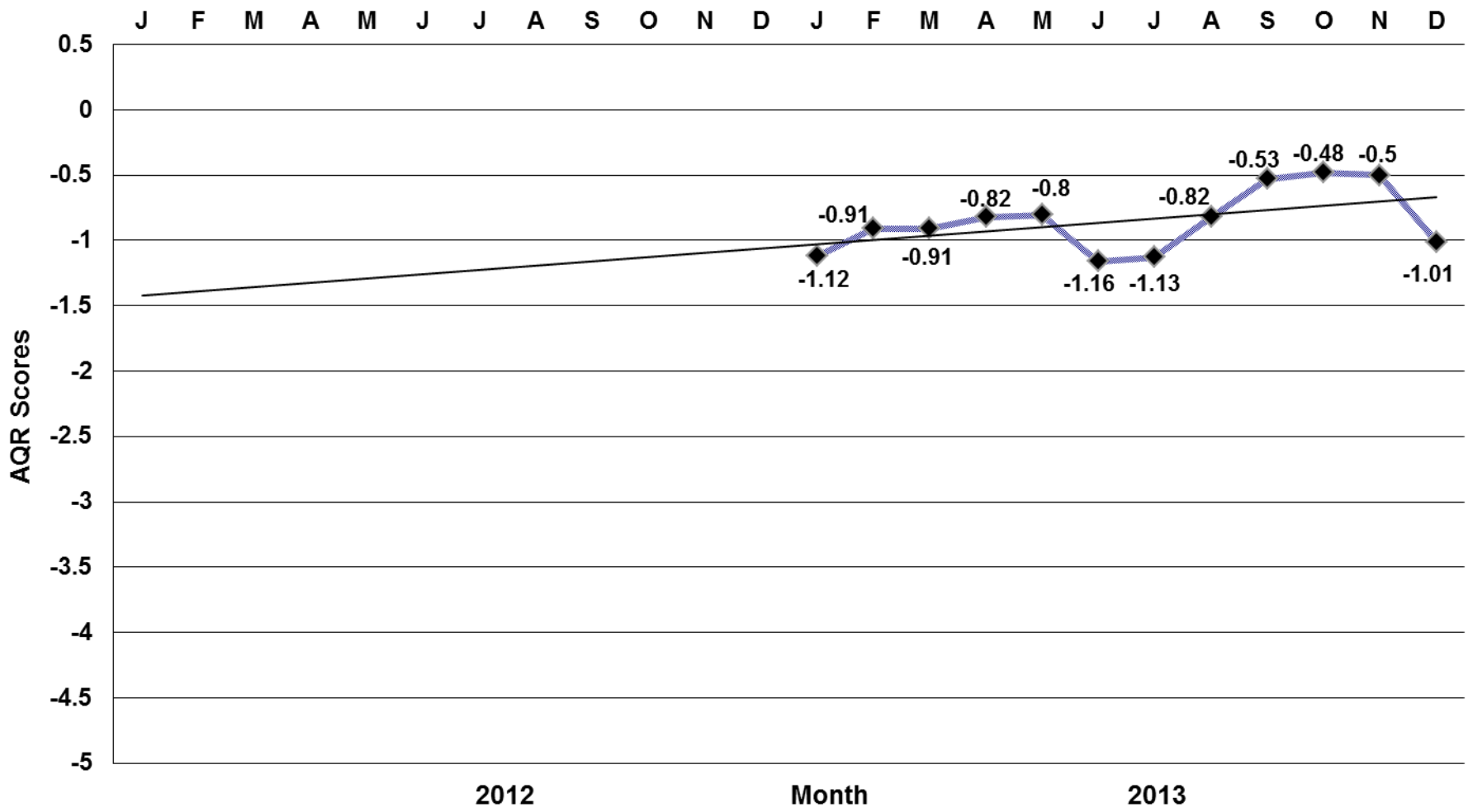


	J	F	M	A	M	J	J	A	S	O	N	D
2012	-0.66	-0.52	-0.59	-0.49	-0.55	-0.62	-0.7	-0.69	-0.42	-0.56	-0.49	-0.71
2013	-0.6	-0.55	-0.57	-0.65	-0.62	-0.85	-0.8	-0.53	-0.37	-0.36	-0.42	-0.78

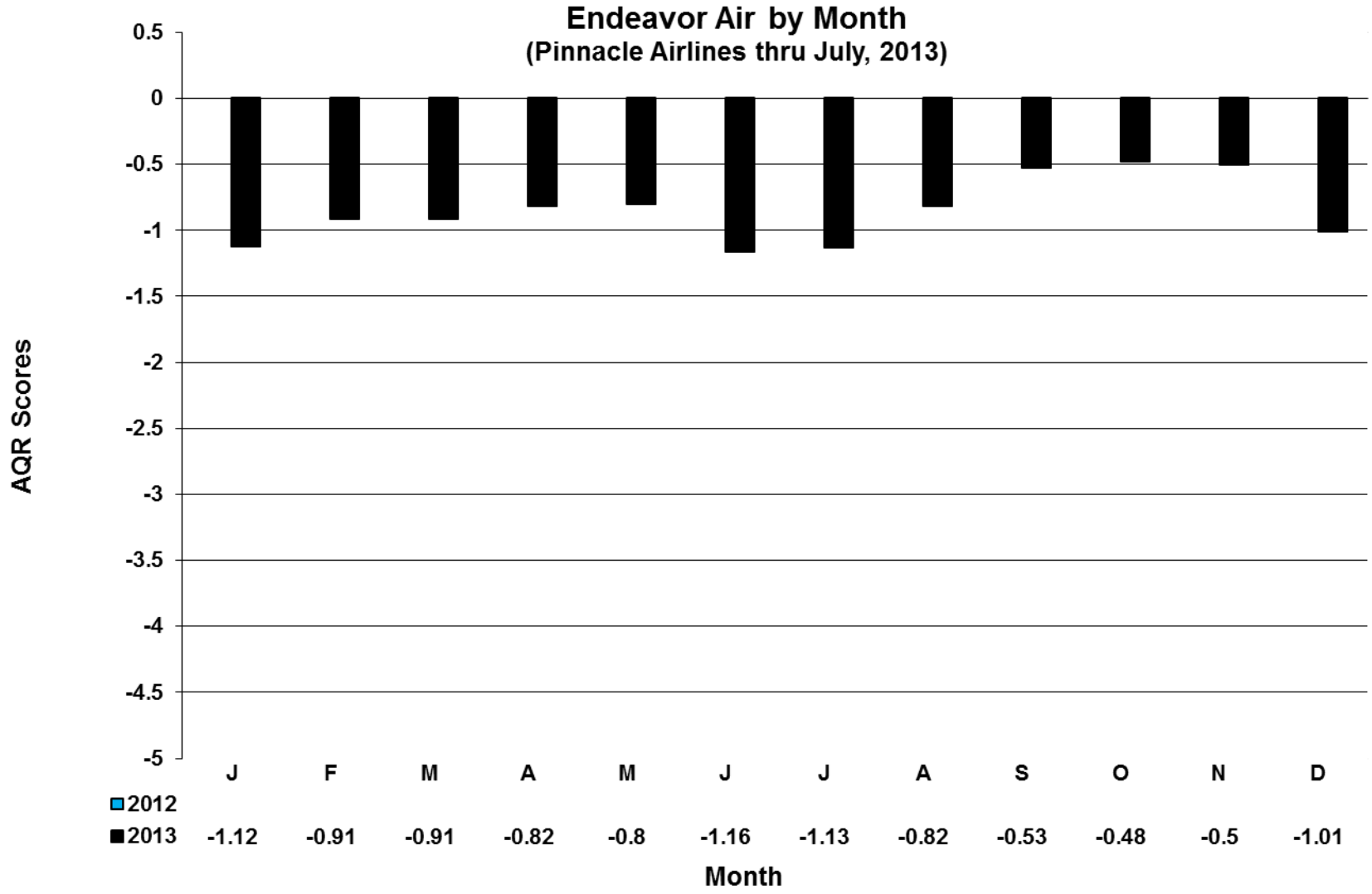
Airline Quality Rating

Endeavor Air 2012 - 2013

(Pinnacle Airlines thru July, 2013)

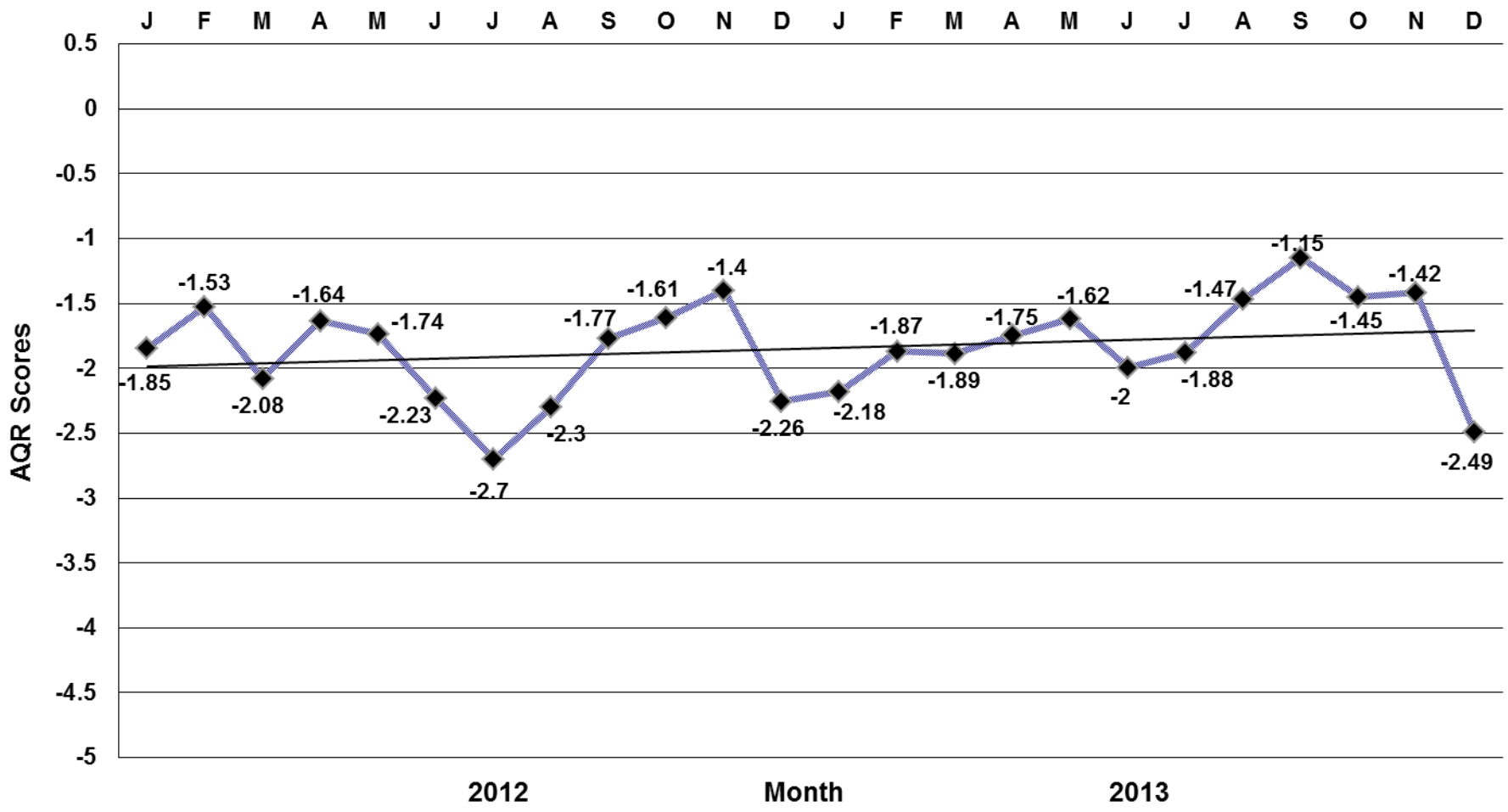


Airline Quality Rating



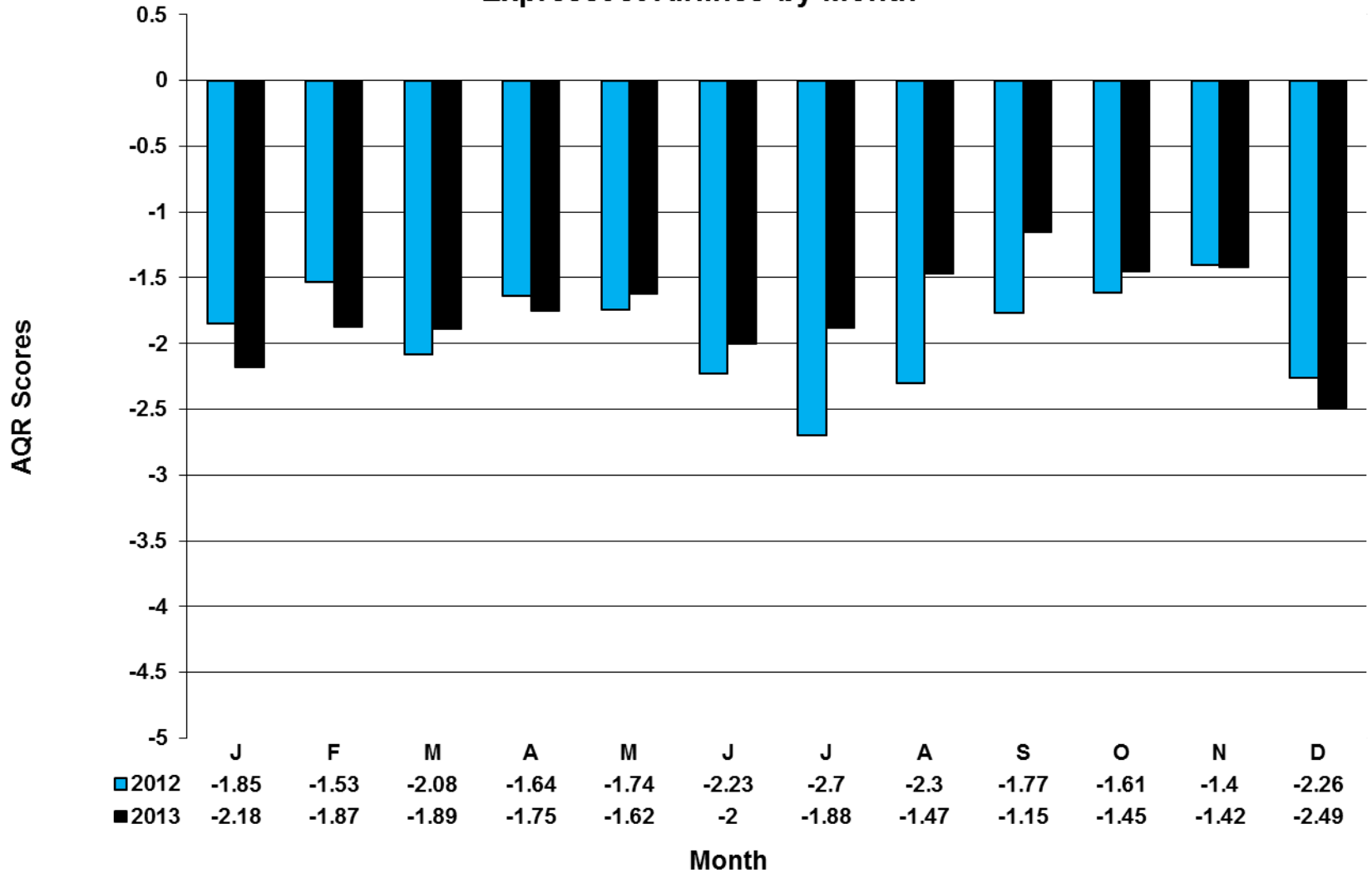
Airline Quality Rating

ExpressJet Airlines 2012 - 2013



Airline Quality Rating

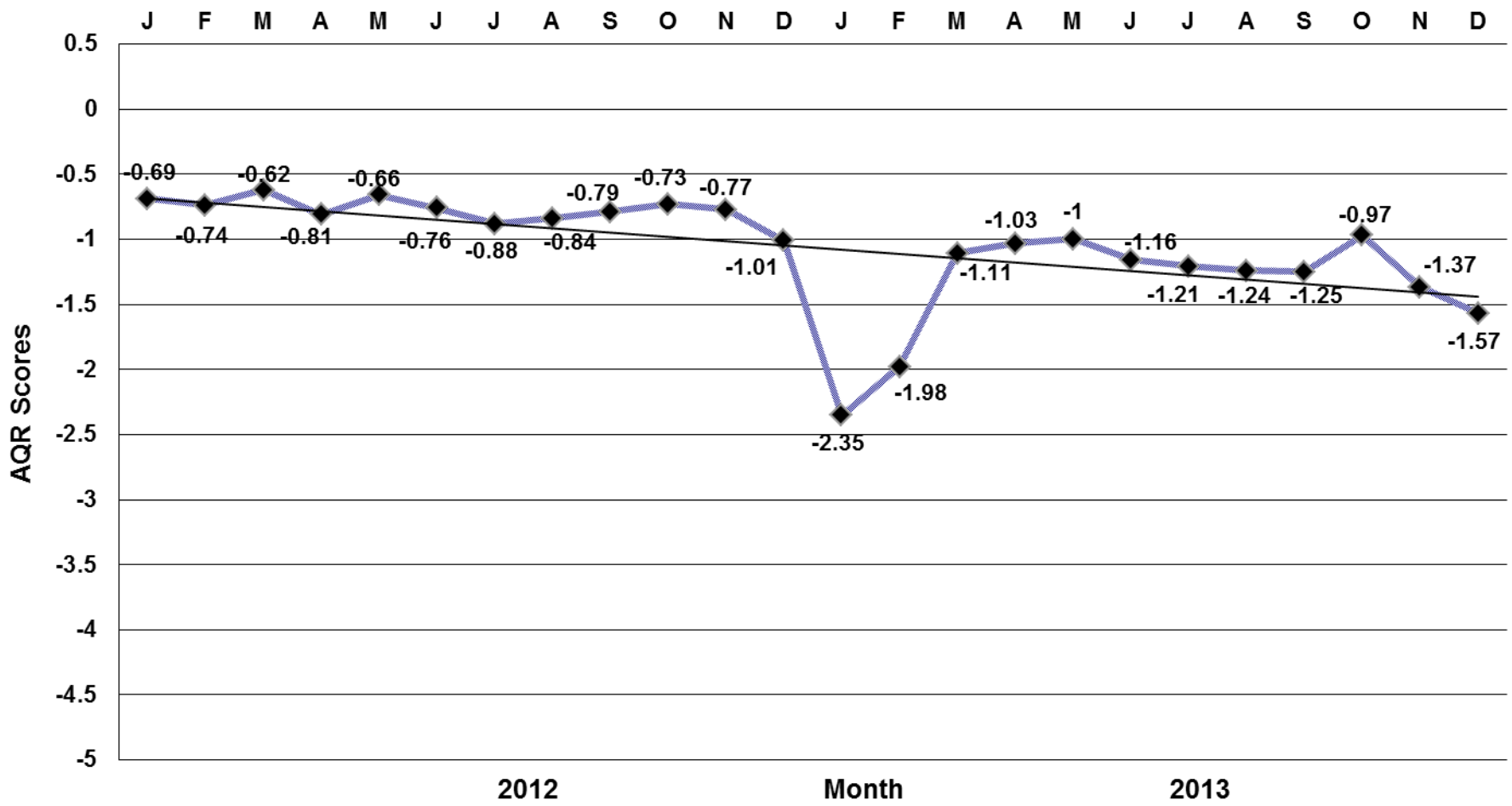
ExpressJet Airlines by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2012	-1.85	-1.53	-2.08	-1.64	-1.74	-2.23	-2.7	-2.3	-1.77	-1.61	-1.4	-2.26
2013	-2.18	-1.87	-1.89	-1.75	-1.62	-2	-1.88	-1.47	-1.15	-1.45	-1.42	-2.49

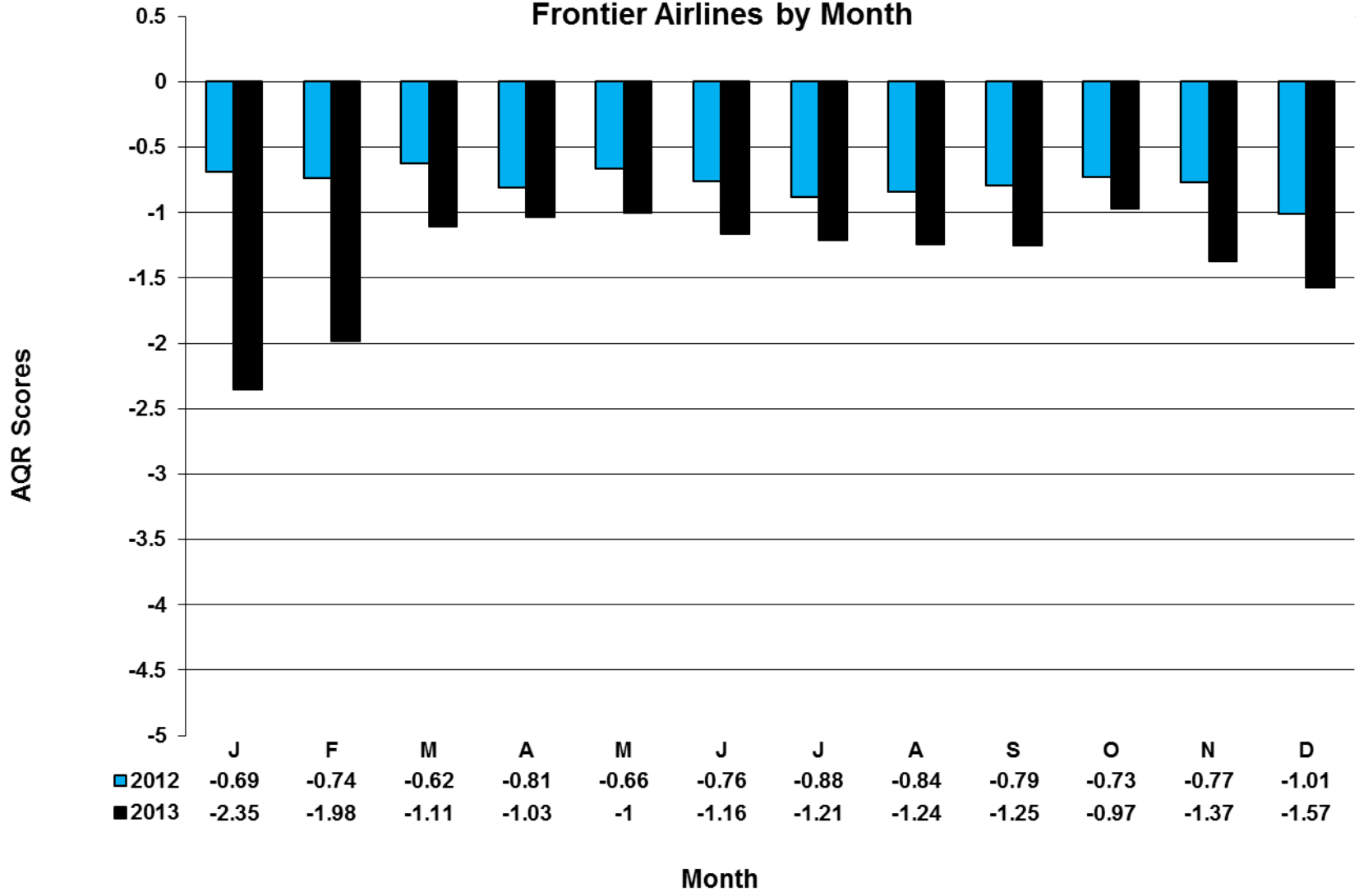
Airline Quality Rating

Frontier Airlines 2012 - 2013



Airline Quality Rating

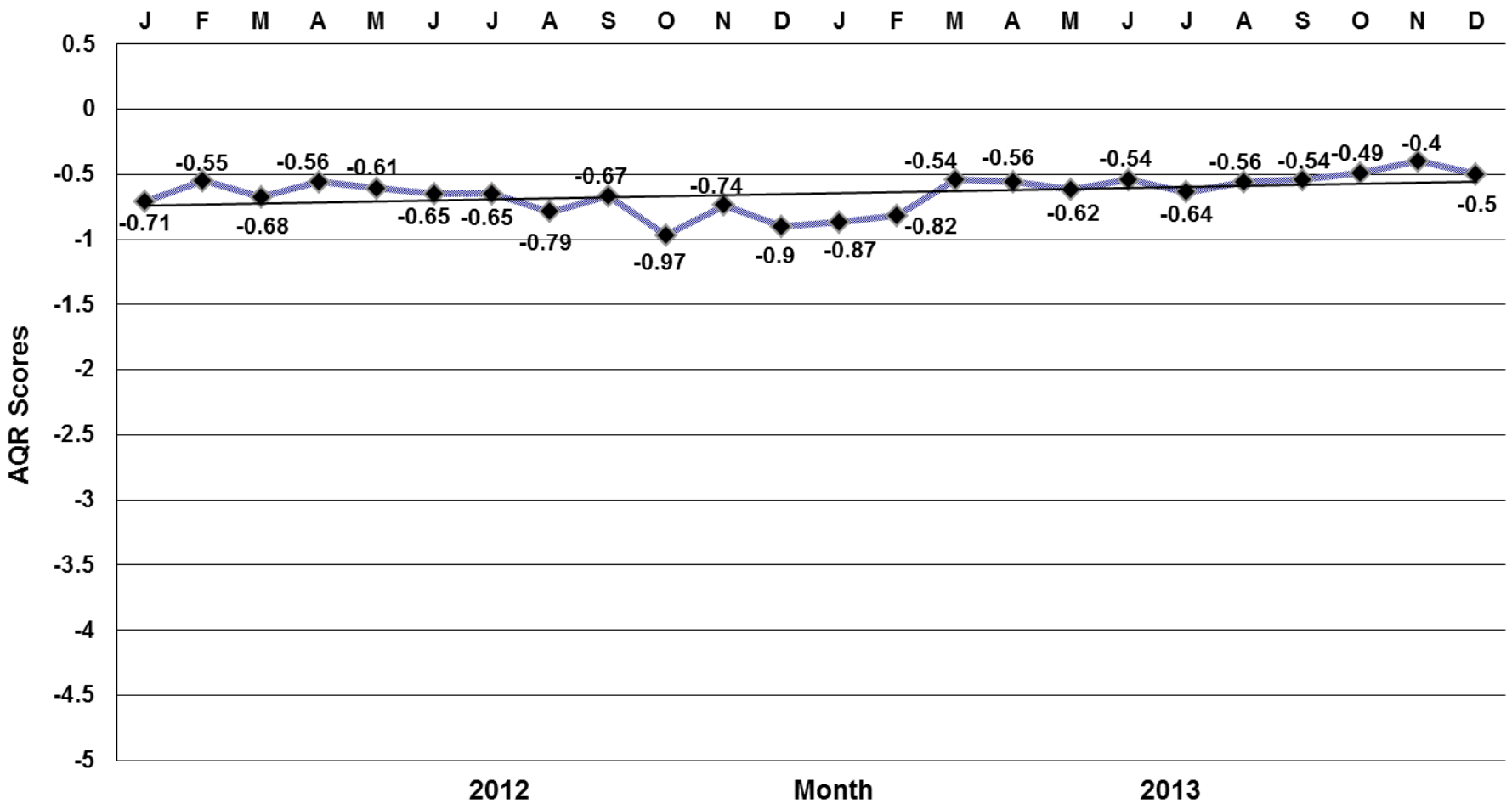
Frontier Airlines by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2012	-0.69	-0.74	-0.62	-0.81	-0.66	-0.76	-0.88	-0.84	-0.79	-0.73	-0.77	-1.01
2013	-2.35	-1.98	-1.11	-1.03	-1	-1.16	-1.21	-1.24	-1.25	-0.97	-1.37	-1.57

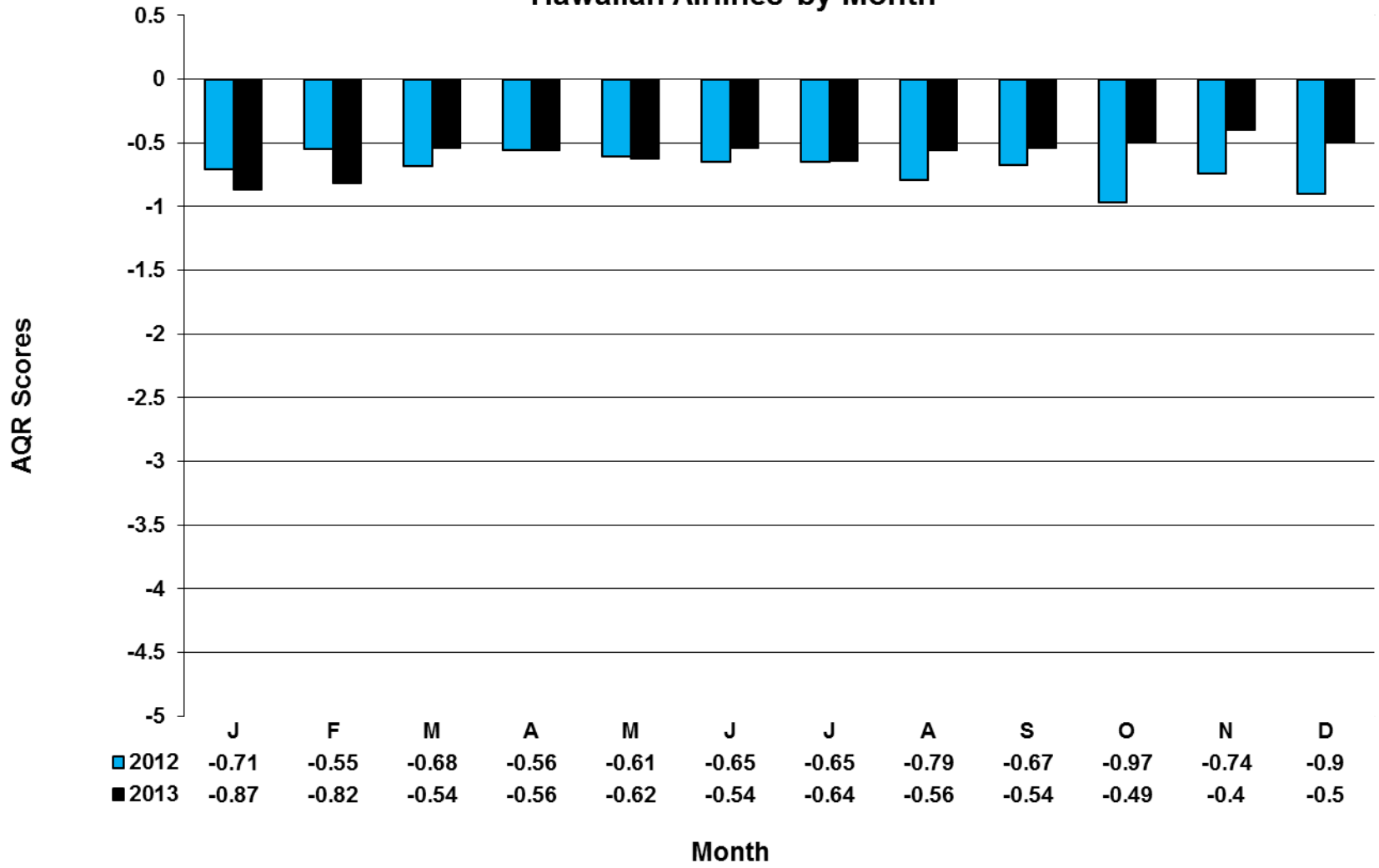
Airline Quality Rating

Hawaiian Airlines 2012 - 2013



Airline Quality Rating

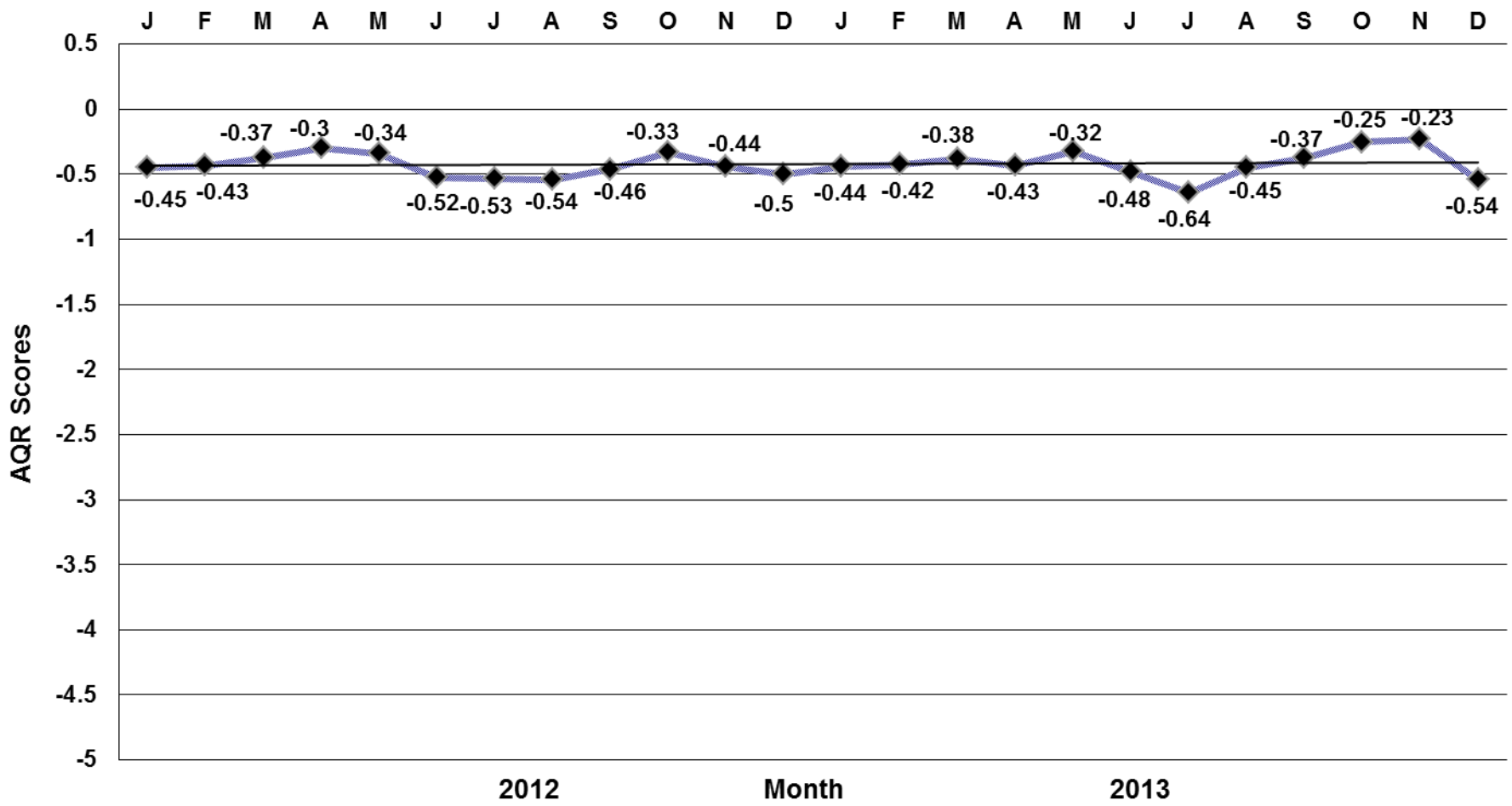
Hawaiian Airlines by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2012	-0.71	-0.55	-0.68	-0.56	-0.61	-0.65	-0.65	-0.79	-0.67	-0.97	-0.74	-0.9
2013	-0.87	-0.82	-0.54	-0.56	-0.62	-0.54	-0.64	-0.56	-0.54	-0.49	-0.4	-0.5

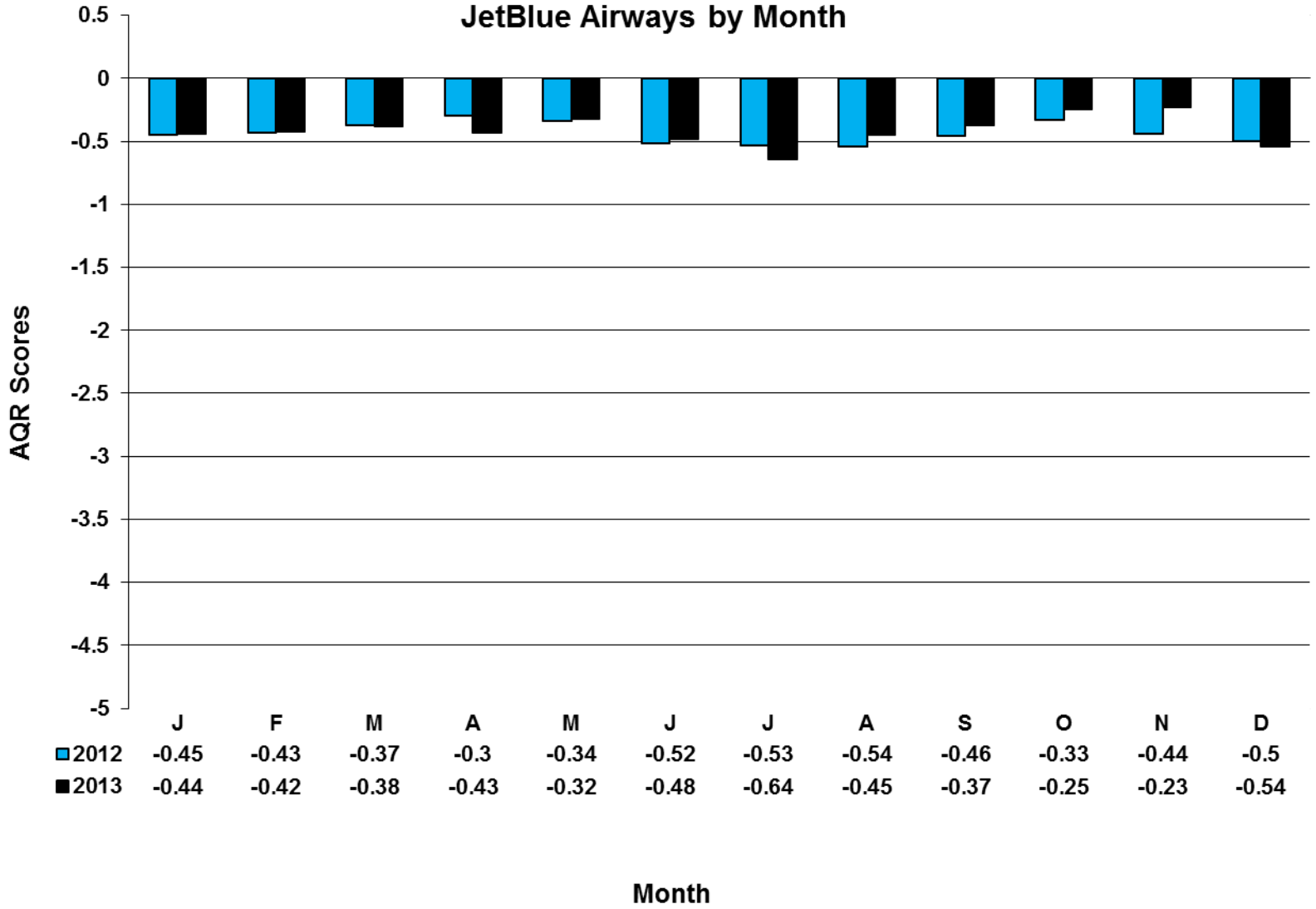
Airline Quality Rating

JetBlue Airways 2012 - 2013



Airline Quality Rating

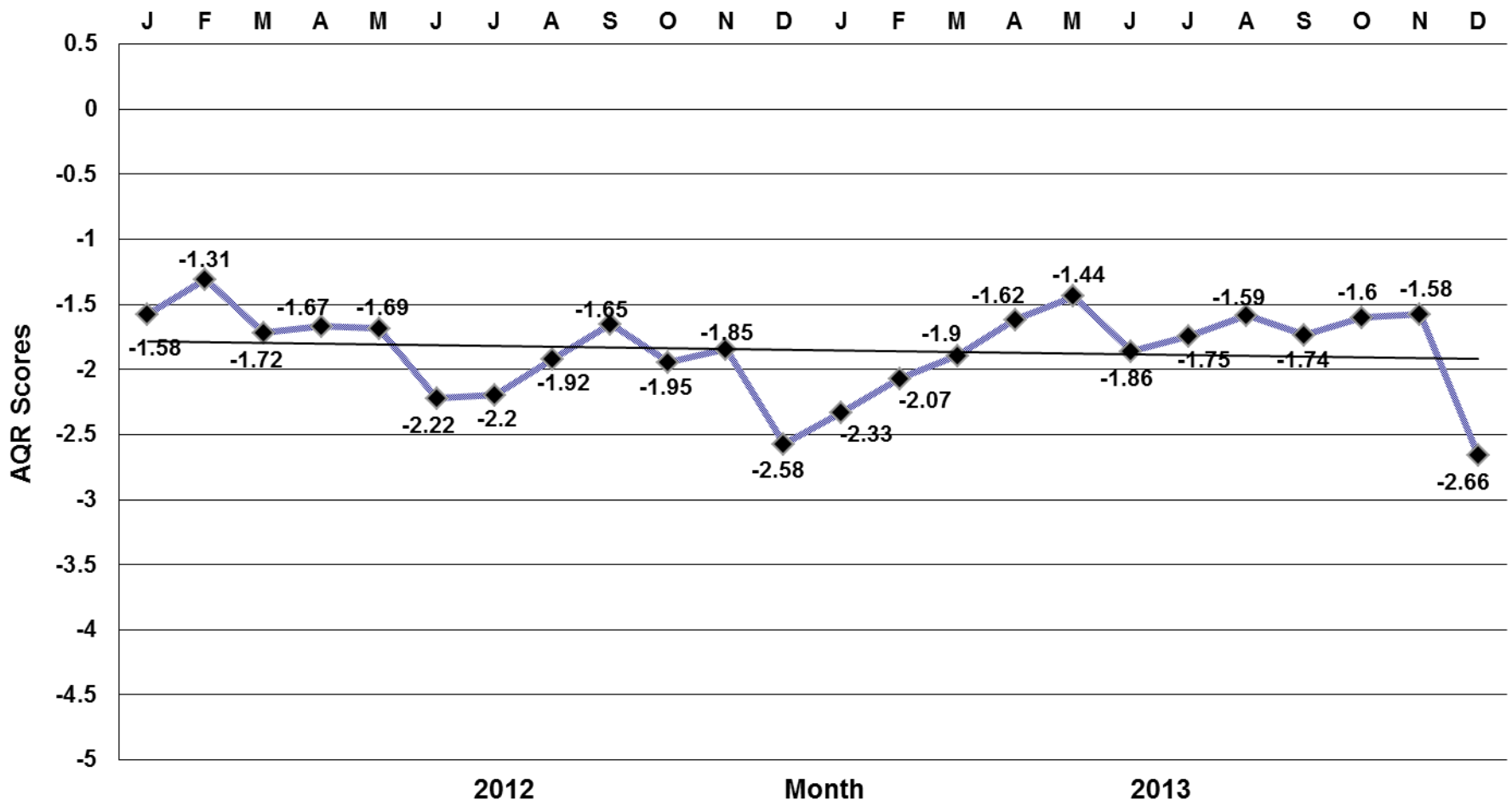
JetBlue Airways by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2012	-0.45	-0.43	-0.37	-0.3	-0.34	-0.52	-0.53	-0.54	-0.46	-0.33	-0.44	-0.5
2013	-0.44	-0.42	-0.38	-0.43	-0.32	-0.48	-0.64	-0.45	-0.37	-0.25	-0.23	-0.54

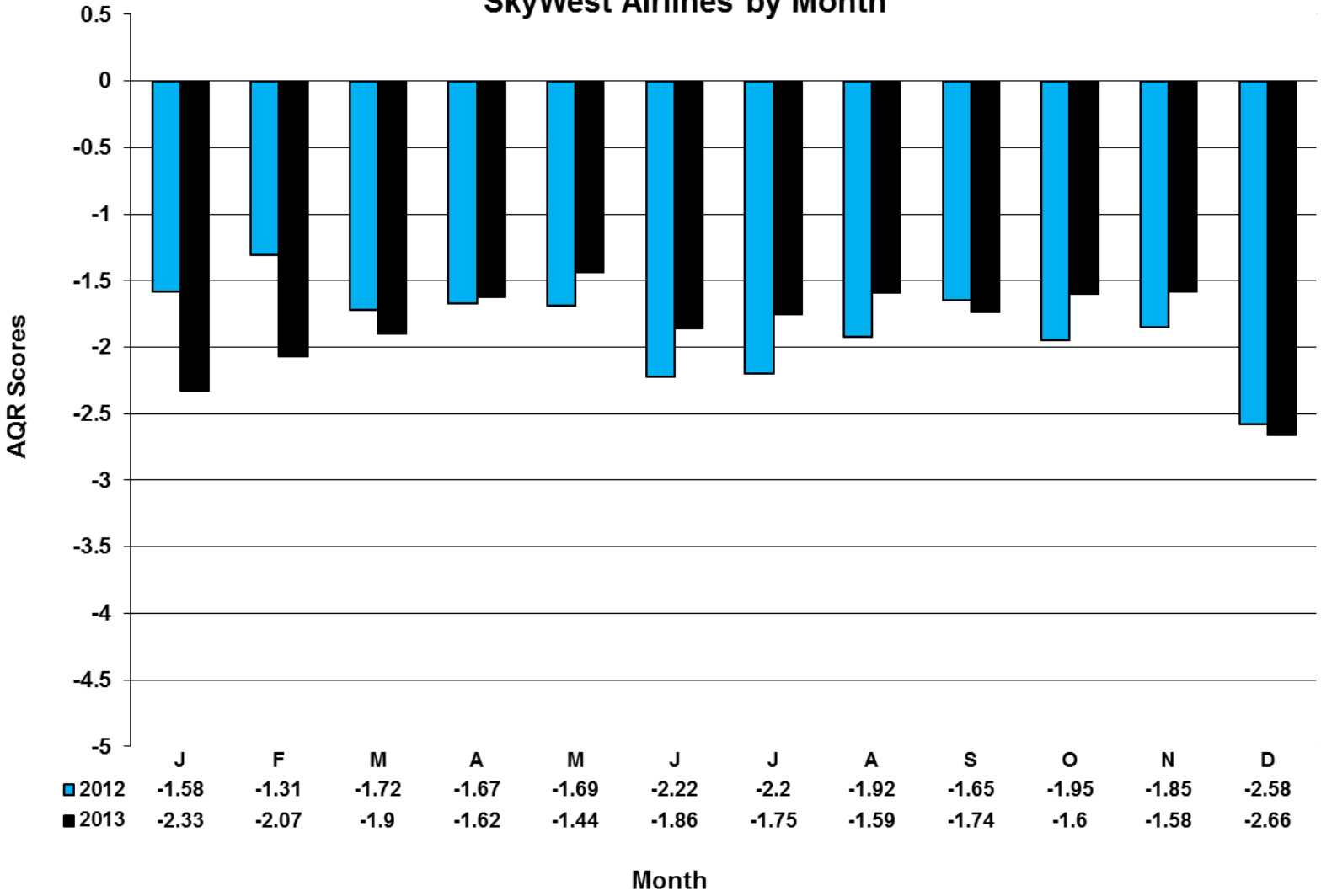
Airline Quality Rating

SkyWest Airlines 2012 - 2013



Airline Quality Rating

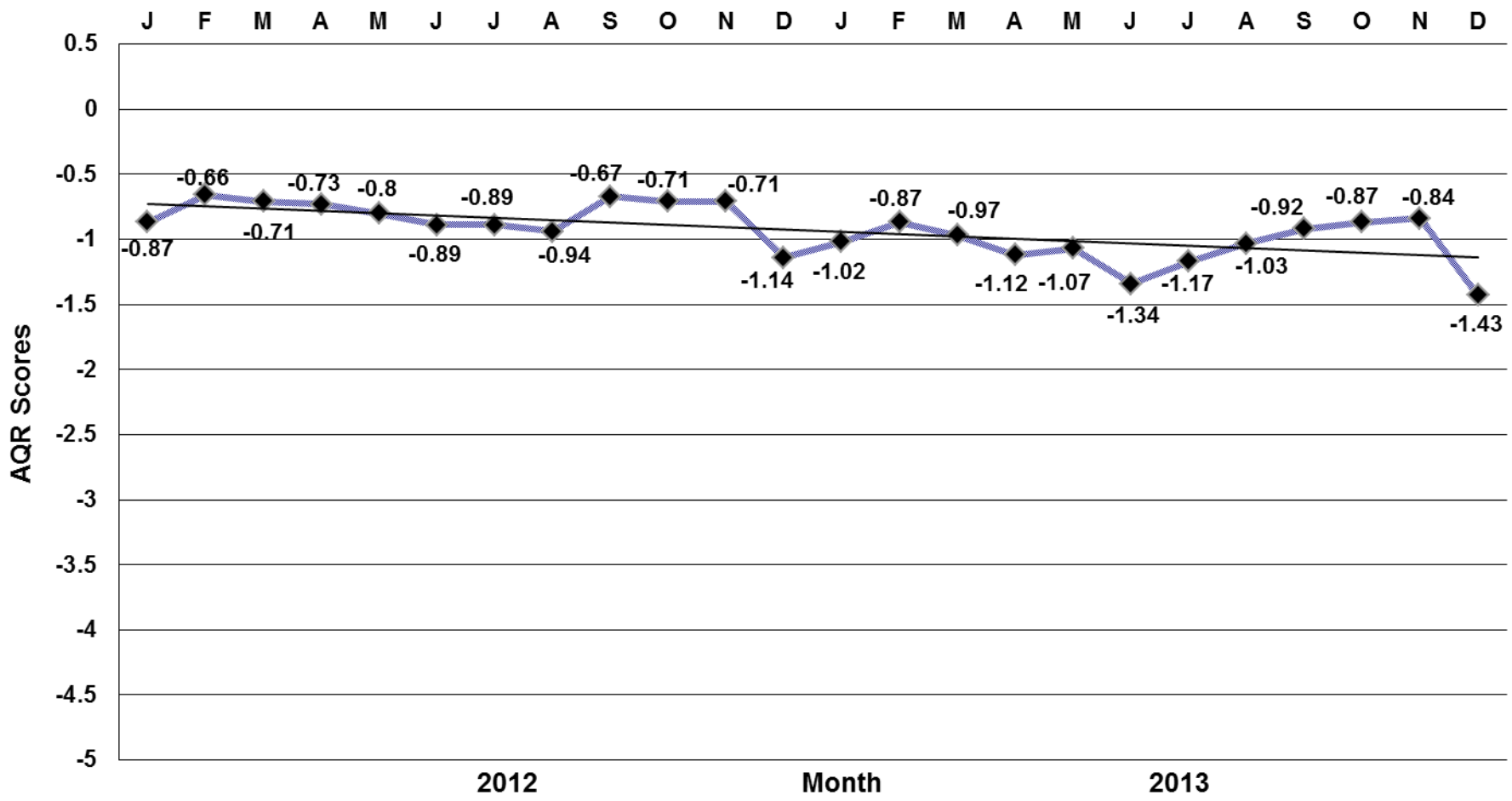
SkyWest Airlines by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2012	-1.58	-1.31	-1.72	-1.67	-1.69	-2.22	-2.2	-1.92	-1.65	-1.95	-1.85	-2.58
2013	-2.33	-2.07	-1.9	-1.62	-1.44	-1.86	-1.75	-1.59	-1.74	-1.6	-1.58	-2.66

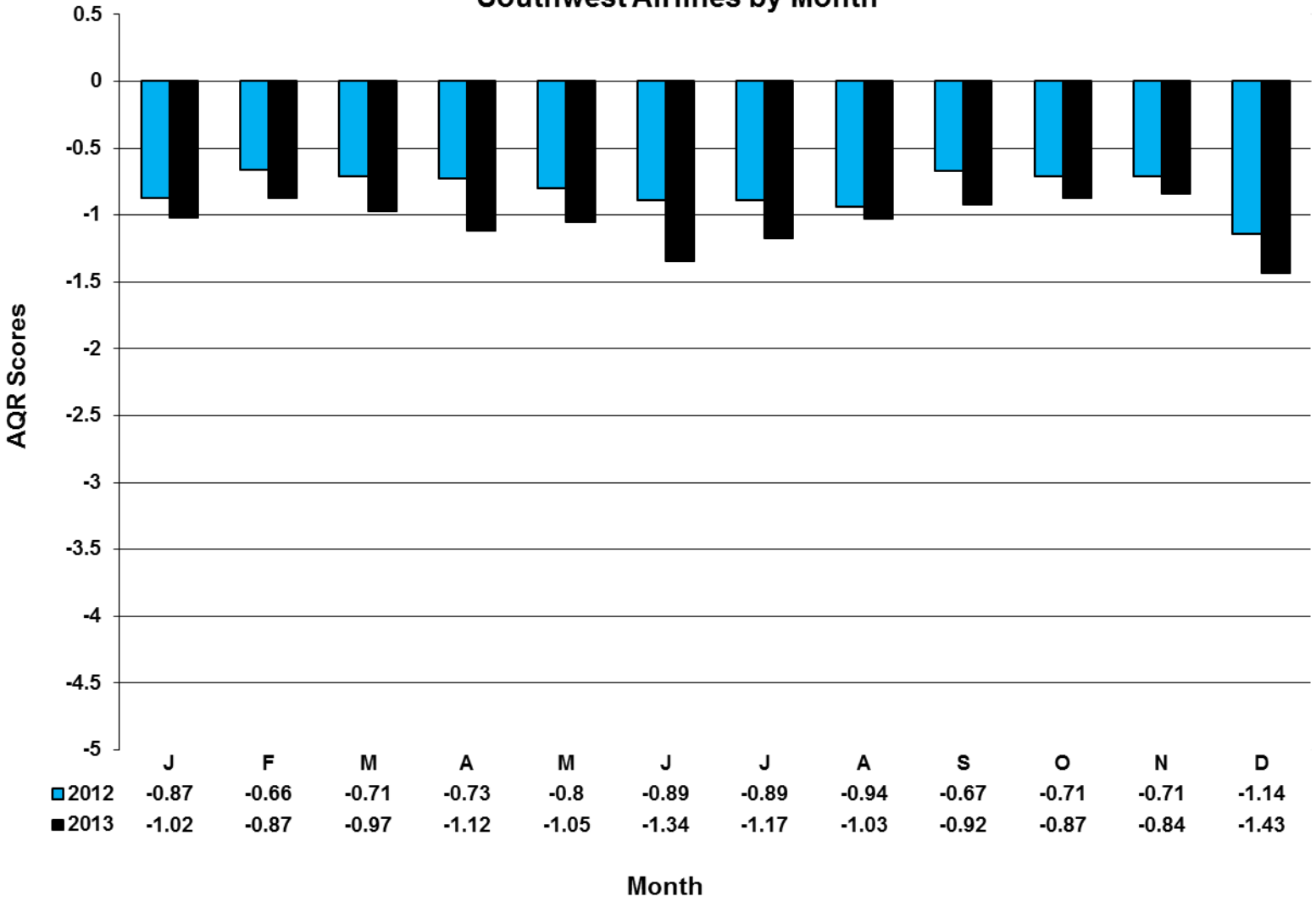
Airline Quality Rating

Southwest Airlines 2012 - 2013



Airline Quality Rating

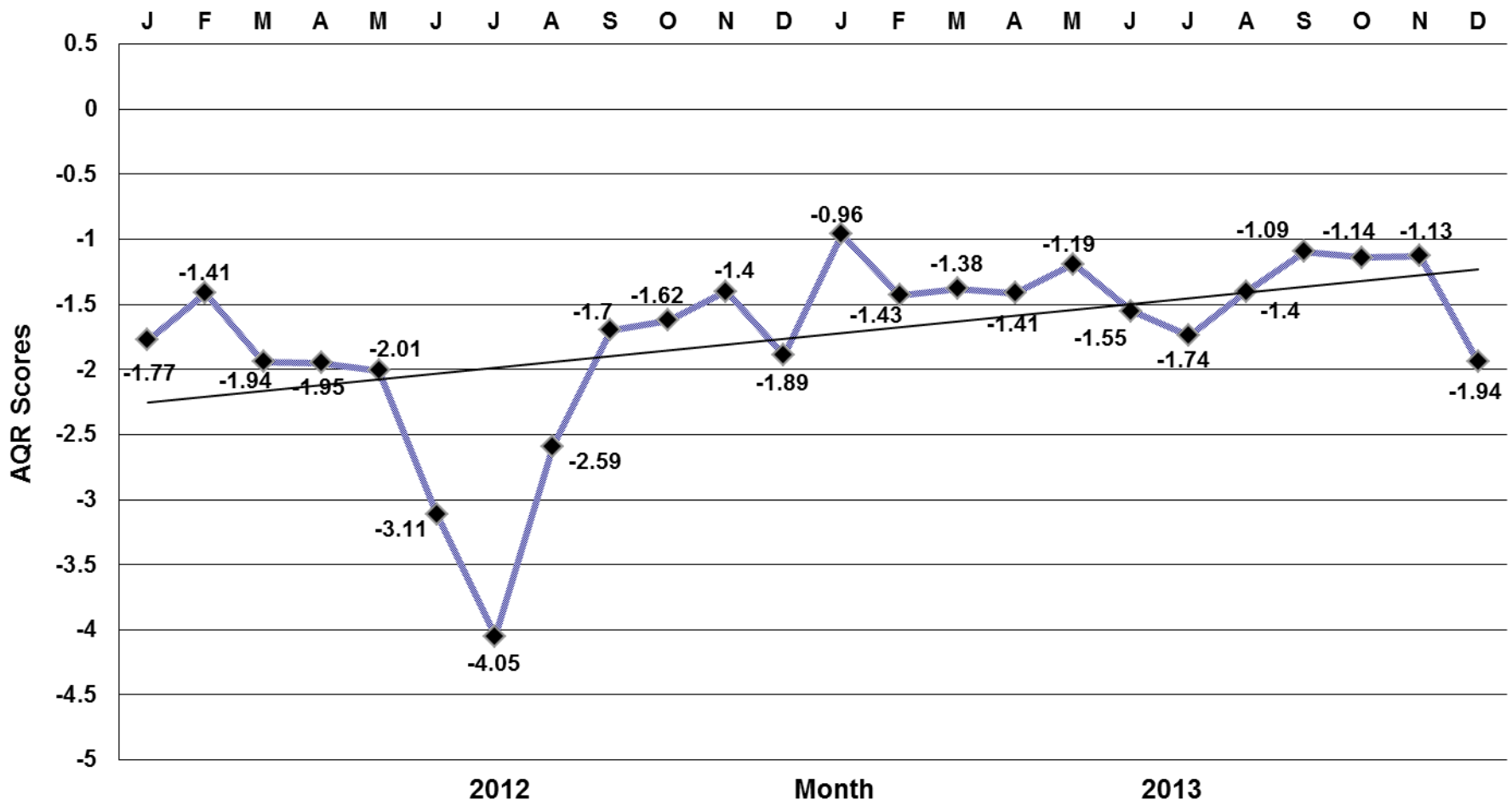
Southwest Airlines by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2012	-0.87	-0.66	-0.71	-0.73	-0.8	-0.89	-0.89	-0.94	-0.67	-0.71	-0.71	-1.14
2013	-1.02	-0.87	-0.97	-1.12	-1.05	-1.34	-1.17	-1.03	-0.92	-0.87	-0.84	-1.43

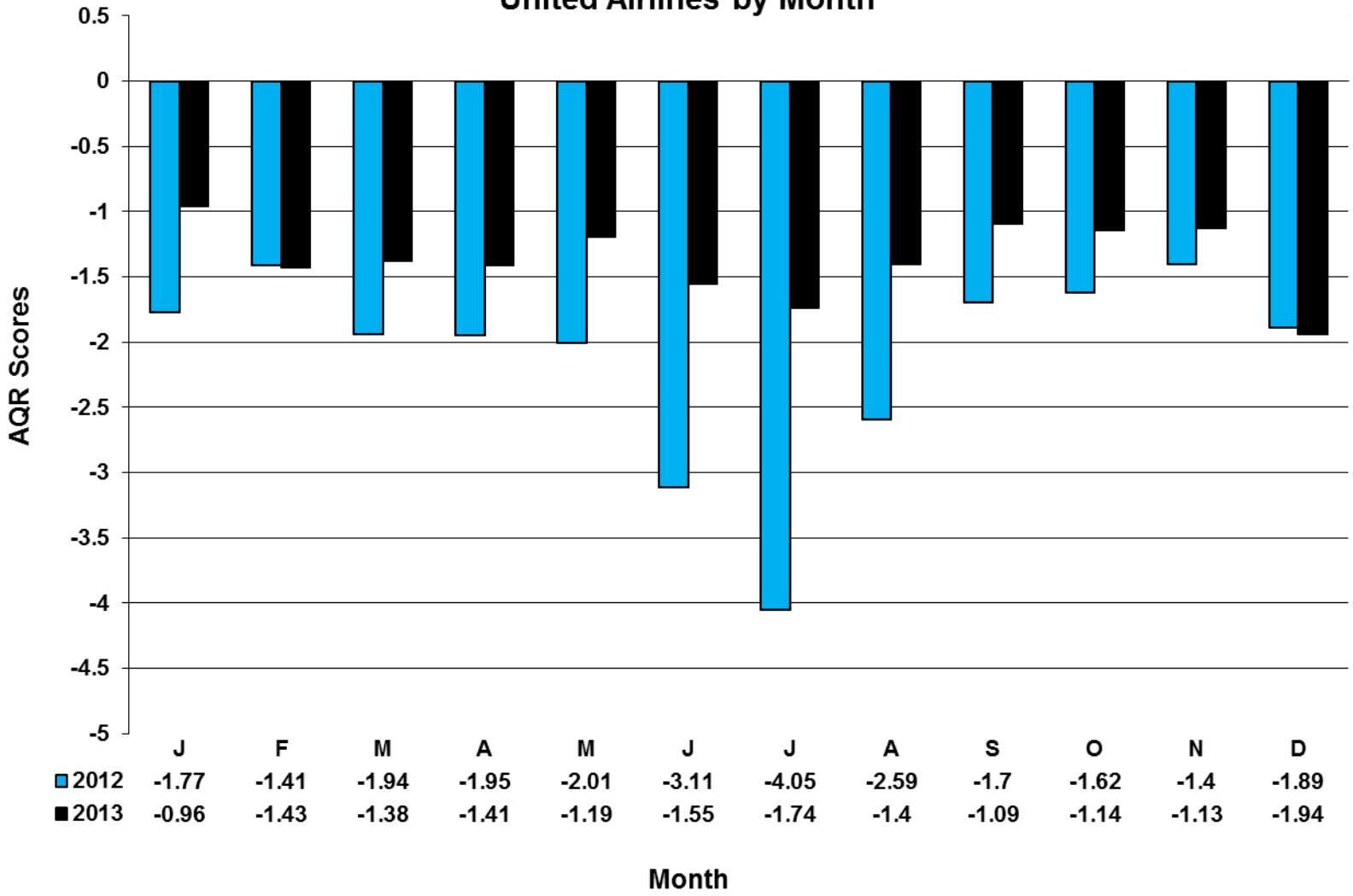
Airline Quality Rating

United Airlines 2012 - 2013



Airline Quality Rating

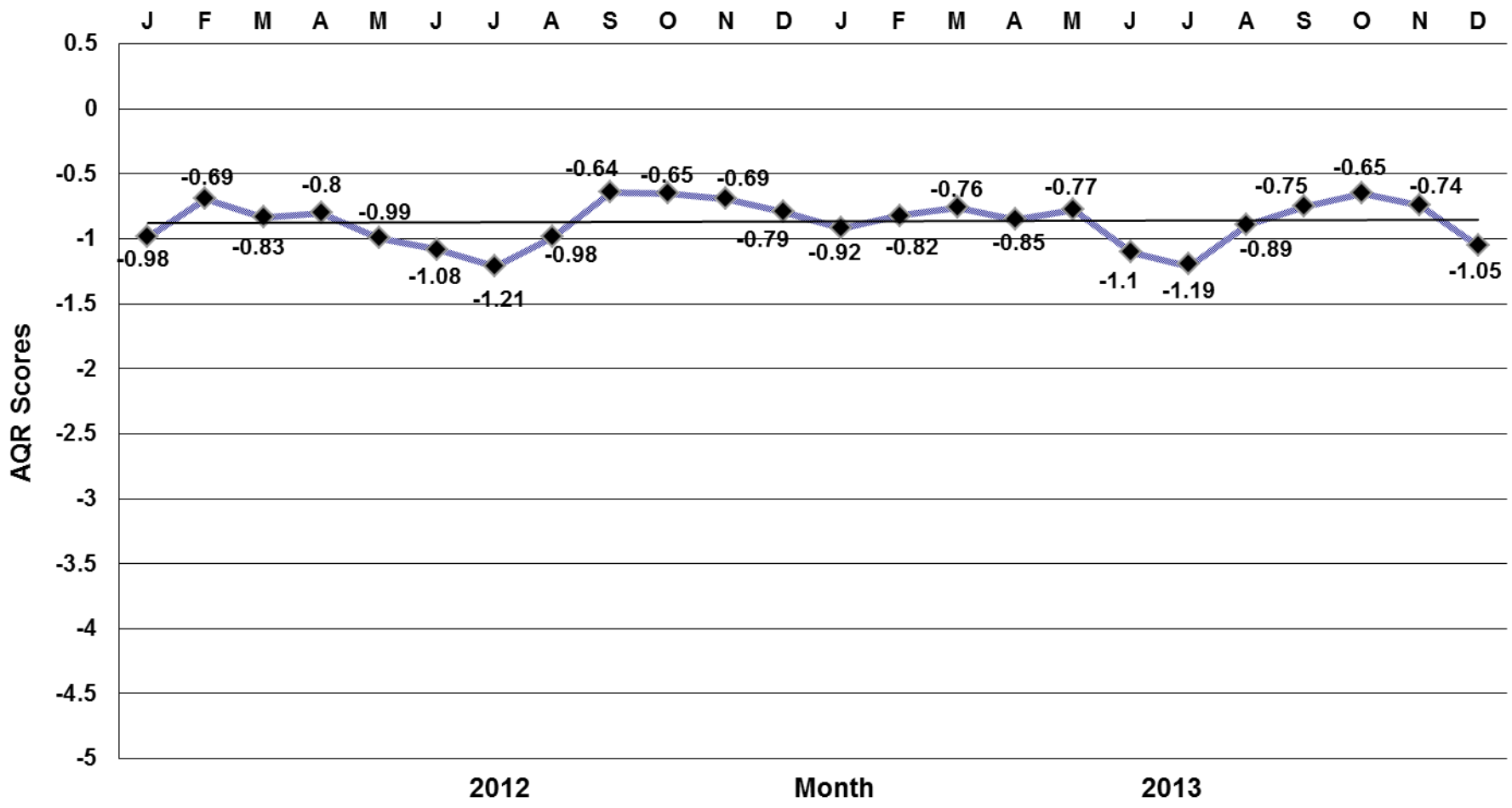
United Airlines by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2012	-1.77	-1.41	-1.94	-1.95	-2.01	-3.11	-4.05	-2.59	-1.7	-1.62	-1.4	-1.89
2013	-0.96	-1.43	-1.38	-1.41	-1.19	-1.55	-1.74	-1.4	-1.09	-1.14	-1.13	-1.94

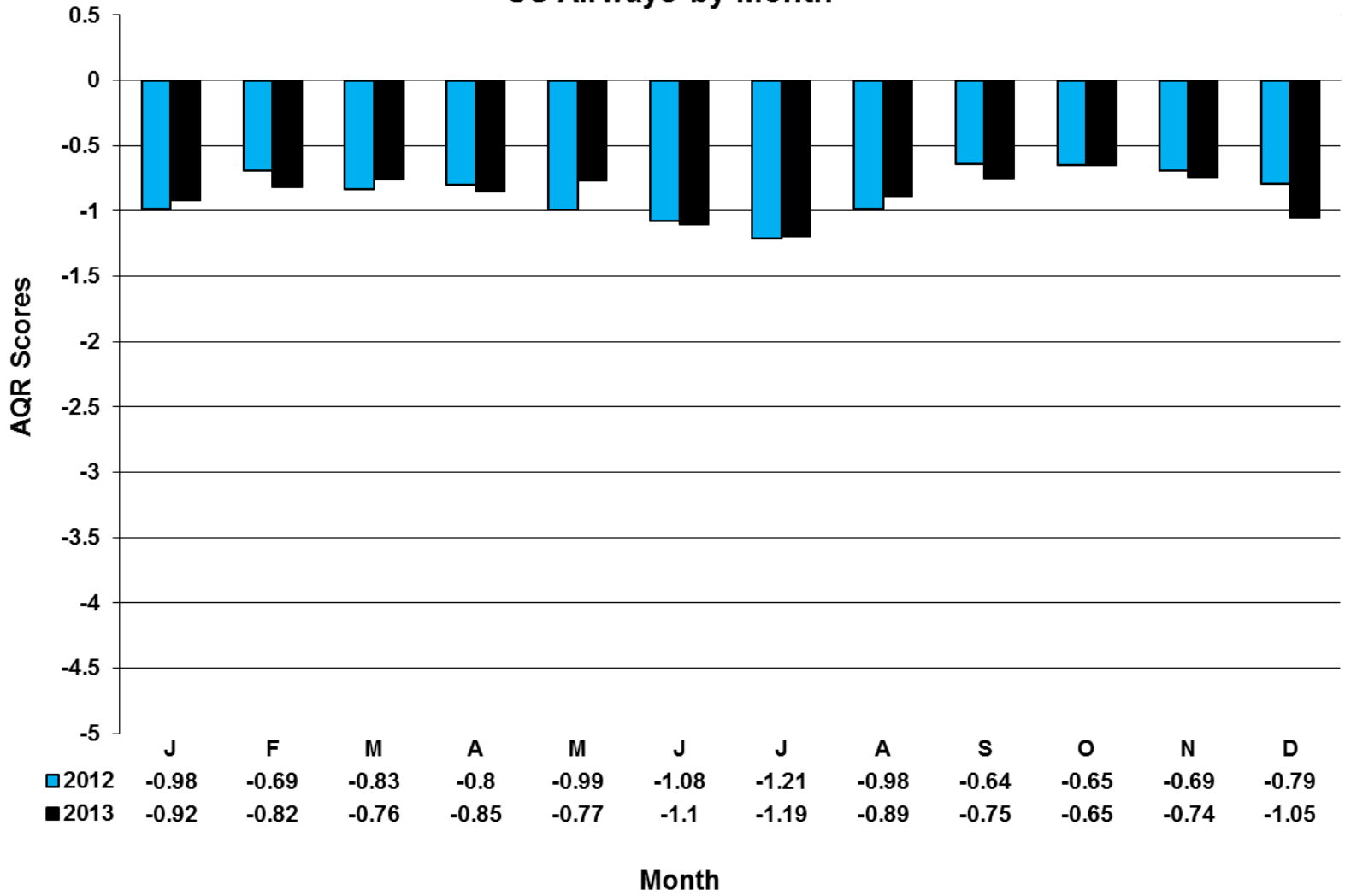
Airline Quality Rating

US Airways 2012 - 2013



Airline Quality Rating

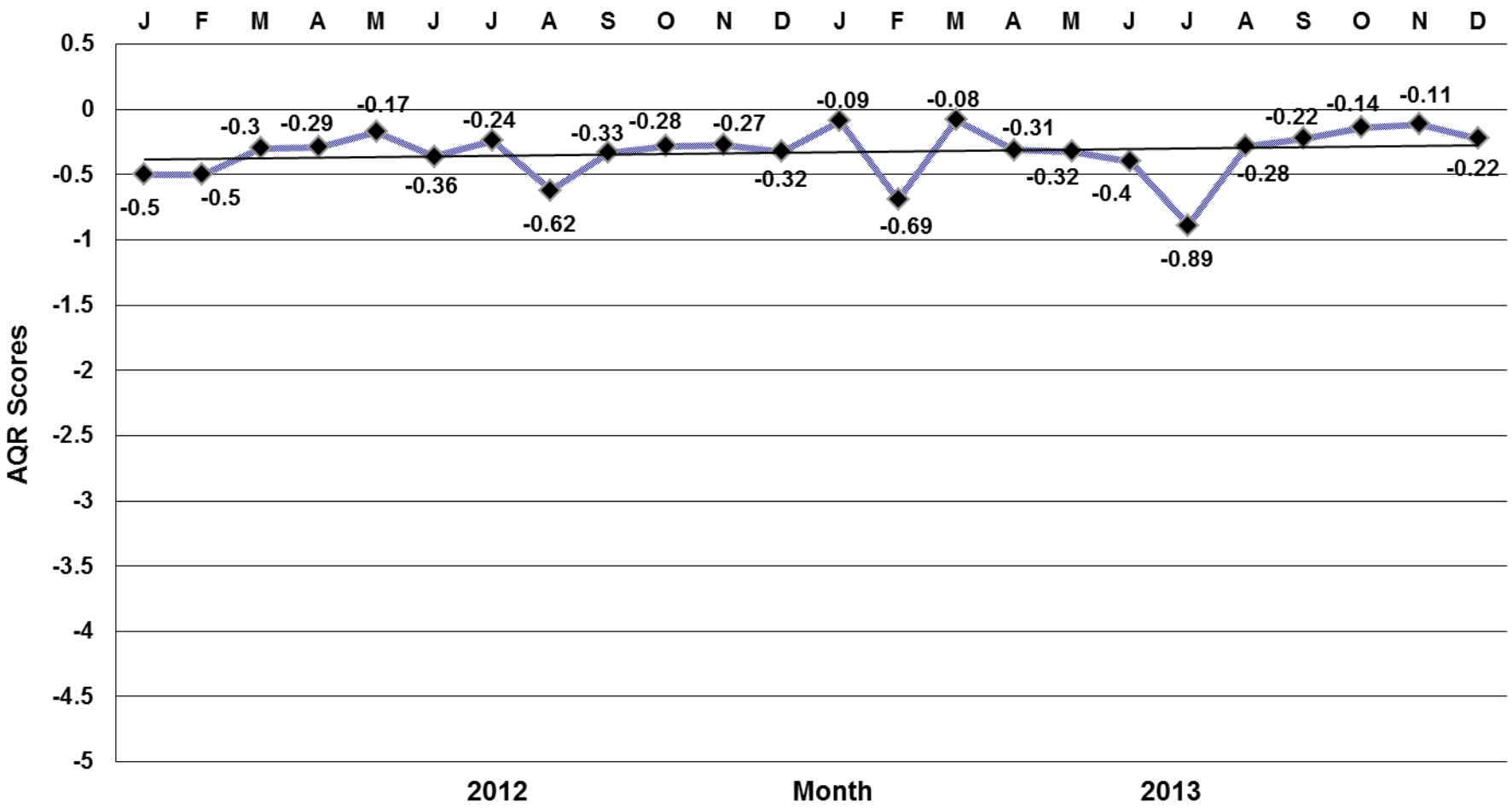
US Airways by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2012	-0.98	-0.69	-0.83	-0.8	-0.99	-1.08	-1.21	-0.98	-0.64	-0.65	-0.69	-0.79
2013	-0.92	-0.82	-0.76	-0.85	-0.77	-1.1	-1.19	-0.89	-0.75	-0.65	-0.74	-1.05

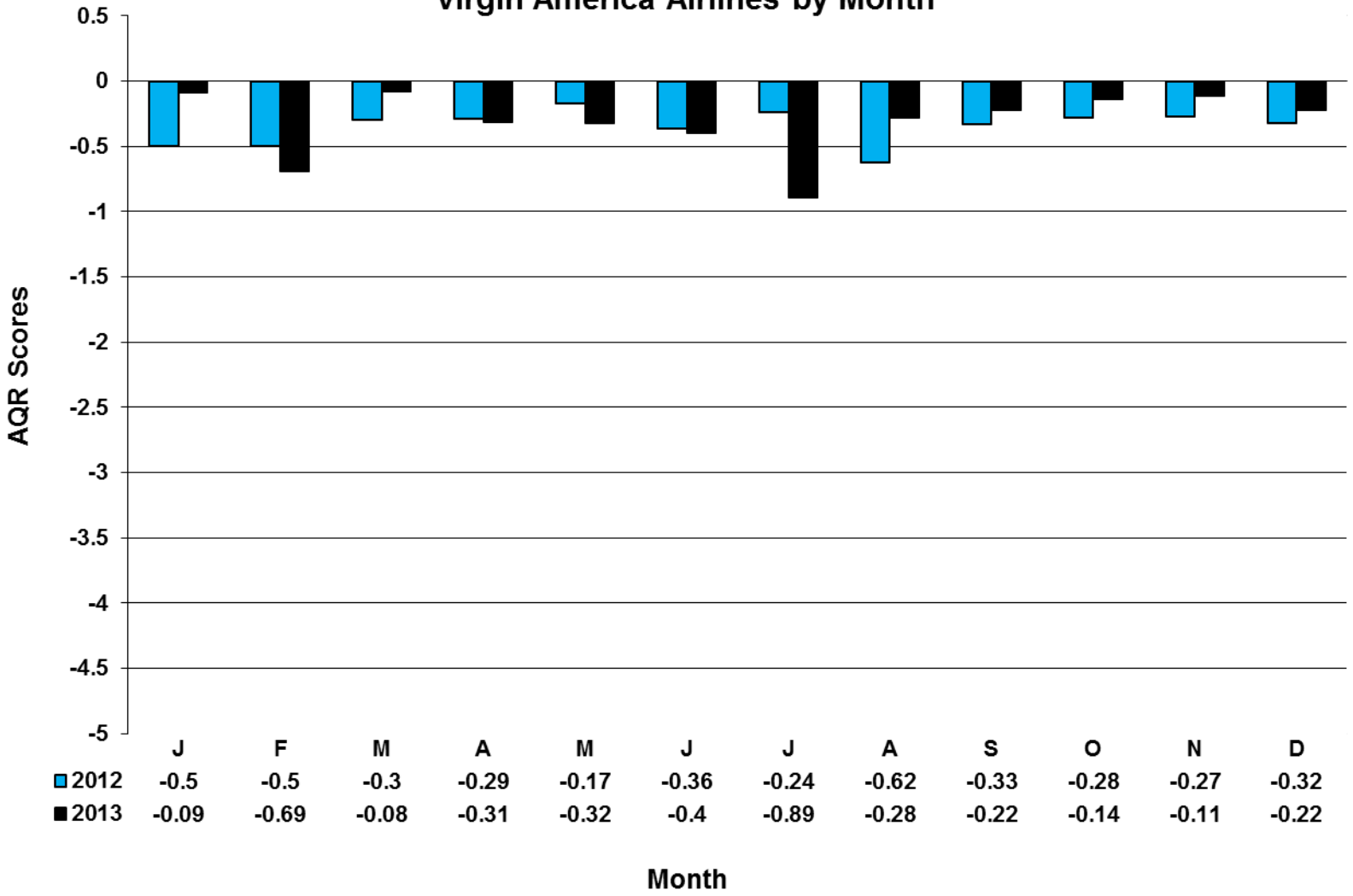
Airline Quality Rating

Virgin America Airlines 2012 - 2013



Airline Quality Rating

Virgin America Airlines by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2012	-0.5	-0.5	-0.3	-0.29	-0.17	-0.36	-0.24	-0.62	-0.33	-0.28	-0.27	-0.32
2013	-0.09	-0.69	-0.08	-0.31	-0.32	-0.4	-0.89	-0.28	-0.22	-0.14	-0.11	-0.22

Detail of Frequently Cited Airline Performance Criteria

Consumer interest remains high regarding such issues as on-time performance, mishandled baggage, involuntary denied boardings (bumping), and treatment of customers. Since these criteria are central to the AQR calculations, it is important to provide more complete data for individual airlines in these areas. The following data tables provide a detailed look at the performance of each of the 15 U.S. airlines required to report performance in the specific areas of on-time arrivals, mishandled baggage, involuntary denied boardings, and consumer complaints to the Department of Transportation in 2013. The requirement is based on the criteria that an airline handled at least 1% or more of the total domestic scheduled-service passenger revenues for 2013. Data were drawn from the U.S. Department of Transportation monthly *Air Travel Consumer Report*. The final pages of this report outline the Airline Quality Rating criteria definitions for reference and clarity in more fully understanding the nature of the data reported.

2013 On-Time Arrival Percentage by Month for U.S. Airlines

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
AirTran (FL)	.895	.844	.780	.812	.831	.659	.686	.805	.868	.847	.839	.689	.794
Alaska (AS)	.867	.906	.855	.868	.896	.875	.845	.851	.876	.897	.879	.855	.872
American (AA)	.794	.788	.818	.723	.762	.698	.736	.813	.837	.827	.819	.705	.781
American Eagle (MQ)	.754	.703	.781	.669	.699	.618	.644	.742	.822	.809	.815	.605	.721
Delta (DL)	.875	.862	.850	.856	.862	.761	.746	.850	.903	.914	.883	.795	.845
Endeavor Air (9E) [1]	.779	.783	.803	.797	.812	.738	.727	.837	.888	.887	.883	.704	.803
Express Jet (EV)	.716	.692	.716	.710	.739	.660	.683	.763	.834	.797	.790	.629	.728
Frontier (F9)	.713	.684	.740	.686	.732	.779	.709	.752	.769	.802	.786	.602	.731
Hawaiian (HA)	.925	.918	.910	.930	.924	.931	.946	.943	.955	.952	.939	.924	.933
JetBlue (B6)	.783	.688	.723	.718	.803	.696	.639	.726	.831	.869	.848	.636	.744
SkyWest (OO)	.776	.800	.802	.797	.822	.773	.770	.790	.832	.843	.854	.707	.797
Southwest (WN)	.849	.845	.803	.784	.790	.725	.760	.738	.763	.788	.795	.577	.767
United (UA)	.828	.808	.807	.761	.797	.711	.734	.793	.846	.850	.850	.735	.793
US Airways (US)	.830	.820	.821	.810	.820	.730	.740	.811	.883	.876	.861	.783	.811
Virgin America (VX)	.931	.885	.873	.807	.781	.706	.689	.785	.849	.885	.857	.856	.821
Industry by Month	**.810**	**.796**	**.798**	**.773**	**.794**	**.720**	**.731**	**.789**	**.838**	**.841**	**.835**	**.687**	**.784**
Mesa (YV) [2]	.804	.809	.810	.772	.738	.690	.710	.754	.846	.819	.806	.752	.774

[1] Formerly Pinnacle Airlines. As of 8/01/13 Pinnacle Airlines became Endeavor Air.

[2] This airline voluntarily reports performance data. Only the 15 airlines required to report all data elements for 2013 are part of the Industry value. Performance statistics for this airline are presented for reference and comparison.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

2012 On-Time Arrival Percentage by Month for U.S. Airlines

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual		
AirTran (FL)			.878	.912	.909	.940	.880	.859	.774	.817	.909	.859	.913	.814	.871
Alaska (AS)			.790	.895	.854	.906	.915	.884	.886	.893	.896	.868	.873	.833	.875
American (AA)			.836	.861	.799	.814	.821	.798	.764	.747	.580	.677	.796	.752	.769
American Eagle (MQ)			.817	.845	.823	.848	.821	.821	.754	.786	.865	.812	.866	.739	.816
Delta (DL)			.864	.900	.857	.909	.864	.855	.800	.839	.897	.855	.906	.854	.865
Express Jet (EV)			.790	.793	.741	.826	.788	.763	.677	.737	.810	.769	.840	.712	.769
Frontier (F9)			.776	.725	.808	.827	.817	.743	.765	.816	.844	.780	.821	.627	.779
Hawaiian (HA)			.931	.912	.925	.944	.947	.939	.896	.928	.964	.948	.941	.933	.934
JetBlue (B6)			.812	.844	.801	.868	.830	.774	.755	.740	.828	.740	.819	.702	.791
SkyWest (OO)			.813	.838	.802	.850	.854	.824	.792	.826	.836	.808	.828	.729	.816
Southwest (WN)			.876	.891	.851	.870	.842	.798	.774	.796	.865	.824	.860	.739	.831
United (UA)			.822	.837	.774	.816	.778	.701	.641	.722	.820	.767	.855	.784	.774
US Airways (US)			.850	.893	.873	.906	.855	.862	.820	.835	.873	.832	.881	.829	.859
Virgin America (VX)			.824	.917	.749	.867	.869	.820	.817	.831	.853	.815	.859	.805	.835
Industry by Month			**.838**	**.861**	**.821**	**.862**	**.833**	**.805**	**.759**	**.791**	**.833**	**.801**	**.857**	**.765**	**.818**
Mesa (YV) [1]			.834	.893	.865	.892	.854	.870	.798	.795	.855	.843	.884	.819	.850

[1] This airline is not included in the Industry value. Only 14 airlines that are required to report all data elements for 2012 are part of the Industry value. Performance statistics are presented here for reference and comparison.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

2013 Involuntary Denied Boardings by Quarter for U.S. Airlines

(per 10,000 passengers)

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Annual
AirTran (FL)	1.86	1.36	0.62	1.31	1.29
Alaska (AS)	0.45	0.32	0.48	0.29	0.39
American (AA)	0.56	0.33	0.45	0.36	0.43
American Eagle (MQ)	1.37	1.15	0.73	1.34	1.14
Delta (DL)	0.53	0.86	0.37	0.52	0.57
Endeavor Air (9E) [1]	1.03	0.84	0.73	0.82	0.85
Express Jet (RU)	2.48	1.94	1.40	2.46	2.05
Frontier (F9)	0.80	1.38	1.46	1.20	1.23
Hawaiian (HA)	0.21	0.23	0.08	0.18	0.17
JetBlue (B6)	0.00	0.02	0.00	0.00	0.01
SkyWest (OO)	2.92	2.09	1.92	3.38	2.55
Southwest (WN)	1.21	1.48	0.87	0.66	1.06
United (UA)	1.43	0.93	0.98	1.37	1.17
US Airways (US)	0.73	0.66	0.51	0.55	0.61
Virgin America (VX)	0.08	0.07	0.01	0.01	0.04
Industry by Quarter	**1.04**	**0.97**	**0.70**	**0.88**	**0.89**
Mesa (YV) [2]	2.94	3.00	2.15	2.45	2.61

[1] Formerly Pinnacle Airlines. As of 8/01/13 Pinnacle Airlines became Endeavor Air.

[2] This airline voluntarily reports performance data. Only the 15 airlines required to report all data elements for 2013 are part of the Industry value. Performance statistics for this airline are presented for reference and comparison.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings

2012 Involuntary Denied Boardings by Quarter for U.S. Airlines

(per 10,000 passengers)

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Annual
AirTran (FL)	0.83	1.00	0.65	1.35	0.95
Alaska (AS)	0.63	0.62	0.59	0.70	0.63
American (AA)	0.81	0.68	0.70	0.74	0.73
American Eagle (MQ)	1.47	1.10	0.84	0.93	1.07
Delta (DL)	0.44	0.38	0.45	0.79	0.51
Express Jet (EV)	1.87	1.97	2.45	2.17	2.13
Frontier (F9)	0.45	1.00	1.20	0.41	0.78
Hawaiian (HA)	0.36	0.05	0.14	0.17	0.18
JetBlue (B6)	0.01	0.02	0.01	0.02	0.01
SkyWest (OO)	1.64	2.46	2.30	2.82	2.32
Southwest (WN)	0.75	1.05	0.80	0.75	0.84
United (UA)	1.73	2.11	1.90	1.52	1.83
US Airways (US)	0.72	0.76	0.71	0.53	0.68
Virgin America (VX)	0.09	0.02	0.07	0.12	0.07
Industry by Quarter	**0.89**	**1.03**	**0.96**	**0.97**	**0.97**
Mesa (YV) [1]	2.38	2.58	2.50	2.69	2.54

[1] This airline is not included in the Industry value. Only the 14 airlines that are required to report all data elements for 2012 are part of the Industry value. Performance statistics are presented here for reference and comparison.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

2013 Mishandled Baggage by Month for U.S. Airlines

(per 1,000 passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
AirTran (FL)	1.77	1.89	2.70	2.68	3.16	5.19	5.35	4.90	4.00	3.61	3.71	5.67	3.71
Alaska (AS)	3.32	2.59	2.76	2.78	2.89	3.50	3.69	3.02	2.58	2.16	2.15	3.48	2.94
American (AA)	3.45	3.09	2.68	3.27	2.98	3.59	3.21	2.80	2.43	2.15	2.46	4.12	3.02
American Eagle (MQ)	7.07	6.08	5.15	6.79	5.83	7.06	5.56	5.46	4.40	4.37	4.48	8.82	5.90
Delta (DL)	2.15	2.05	2.25	2.02	2.08	2.78	2.78	2.09	1.68	1.55	1.73	2.98	2.19
Endeavor Air (9E) [1]	3.20	2.87	2.98	2.59	2.45	3.32	3.36	2.35	1.83	1.73	1.77	3.38	2.66
Express Jet (EV)	5.69	5.04	4.90	4.70	4.48	5.91	5.61	4.50	3.75	3.42	3.64	7.19	4.89
Frontier (F9)	2.53	2.43	1.92	1.88	1.96	2.19	2.16	2.19	1.88	1.98	1.88	2.75	2.15
Hawaiian (HA)	2.57	2.13	2.29	1.95	2.17	2.21	2.45	2.21	2.43	2.17	2.08	2.26	2.25
JetBlue (B6)	2.02	1.77	1.94	1.87	1.73	2.14	2.31	2.00	1.67	1.47	1.48	2.30	1.91
SkyWest (OO)	6.34	5.64	5.03	4.41	4.13	5.41	4.99	4.35	4.90	3.49	3.32	7.24	4.93
Southwest (WN)	3.50	2.91	3.34	3.58	3.40	4.23	4.17	3.86	3.30	3.38	3.24	5.35	3.72
United (UA)	3.90	3.39	3.56	3.24	2.98	4.06	3.73	3.12	2.70	2.59	2.78	5.48	3.47
US Airways (US)	2.65	2.29	2.19	2.14	2.17	3.09	3.20	2.52	2.12	1.96	2.32	3.34	2.52
Virgin America (VX)	0.87	0.76	0.83	0.89	1.15	0.95	1.31	1.06	0.71	0.68	0.97	1.33	0.97
Industry by Month	**3.40**	**2.98**	**3.03**	**3.06**	**2.94**	**3.80**	**3.65**	**3.11**	**2.69**	**2.51**	**2.61**	**4.53**	**3.21**
Mesa (YV) [2]	4.06	4.06	4.66	4.27	4.04	5.50	5.76	3.68	3.25	2.90	3.03	5.38	4.24

[1] Formerly Pinnacle Airlines. As of 8/01/13 Pinnacle Airlines became Endeavor Air.

[2] This airline voluntarily reports performance data. Only the 15 airlines required to report all data elements for 2013 are part of the Industry value. Performance statistics for this airline are presented for reference and comparison.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

2012 Mishandled Baggage by Month for U.S. Airlines

(per 1,000 passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
AirTran (FL)	1.52	1.32	1.32	1.27	1.19	1.64	1.73	1.87	1.48	1.62	1.54	2.19	1.58
Alaska (AS)	3.63	2.26	2.59	2.51	2.52	3.06	3.45	3.15	2.99	2.75	2.51	3.61	2.93
American (AA)	3.13	2.62	2.86	2.61	2.60	2.83	2.99	2.86	3.01	2.74	2.66	4.20	2.92
American Eagle (MQ)	6.92	5.69	5.95	5.10	4.47	5.36	6.31	6.02	5.55	5.56	5.31	7.74	5.80
Delta (DL)	2.41	1.93	2.26	1.74	1.93	2.36	2.43	2.19	1.67	1.94	1.74	2.58	2.10
Express Jet (EV)	5.49	4.53	6.60	4.72	5.13	6.20	6.84	6.40	4.36	4.69	4.09	6.73	5.52
Frontier (F9)	2.48	2.29	2.05	1.91	1.85	2.18	2.30	2.20	2.01	2.20	1.99	3.27	2.22
Hawaiian (HA)	2.87	5.57	2.78	2.47	2.63	3.02	3.24	3.61	2.64	2.95	2.56	3.02	2.88
JetBlue (B6)	1.94	1.70	1.75	1.60	1.67	2.08	2.18	2.10	1.73	1.58	1.83	2.26	1.88
SkyWest (OO)	4.67	4.07	5.45	4.35	4.52	5.78	6.03	5.64	4.76	4.99	4.59	7.83	5.26
Southwest (WN)	3.46	2.64	2.75	2.60	2.74	3.20	3.33	3.50	2.59	2.78	2.86	4.45	3.08
United (UA)	3.87	3.00	3.97	3.23	3.50	4.90	4.84	4.38	3.14	3.31	2.88	5.14	3.87
US Airways (US)	2.49	1.85	2.17	1.83	2.02	2.23	2.46	2.26	1.83	1.96	1.85	2.72	2.14
Virgin America (VX)	1.21	0.70	0.90	0.86	0.76	0.85	0.97	1.06	0.76	0.64	0.61	1.16	0.87
Industry by Month	**3.29**	**2.63**	**3.07**	**2.60**	**2.74**	**3.33**	**3.49**	**3.35**	**2.69**	**2.80**	**2.62**	**4.13**	**3.07**
Mesa (YV) [1]	3.91	3.53	4.85	4.57	4.95	4.94	5.61	5.24	3.83	5.04	3.65	5.69	4.68

[1] This airline is not included in the Industry value. Only 14 airlines that are required to report all data elements for 2012 are part of the Industry value. Performance statistics are presented here for reference and comparison.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

2013 Total Complaints to Department of Transportation by Month for U.S. Airlines

(per 100,000 passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
AirTran (FL)	0.87	0.44	0.33	0.62	0.53	0.80	1.53	0.98	0.65	0.43	0.68	0.89	0.73
Alaska (AS)	0.34	0.51	0.24	0.62	0.12	0.56	0.47	0.58	0.45	0.32	0.33	0.60	0.44
American (AA)	2.51	1.86	1.50	2.30	1.82	2.07	2.64	2.20	1.73	1.51	1.62	1.99	1.99
American Eagle (MQ)	2.43	1.26	1.07	1.66	1.51	1.81	2.74	2.74	1.12	0.84	1.18	1.83	1.70
Delta (DL)	0.75	0.61	0.46	0.72	0.53	0.64	0.95	0.63	0.47	0.39	0.42	0.53	0.59
Endeavor Air (9E) [1]	1.21	0.64	0.57	0.78	0.88	1.43	1.35	1.21	0.59	0.36	0.41	0.69	0.86
Express Jet (EV)	1.46	0.79	1.05	1.22	0.96	0.93	1.39	0.87	0.40	0.86	0.46	1.08	0.96
Frontier (F9)	7.58	6.01	2.78	1.78	1.61	2.13	2.18	2.33	2.76	1.74	3.59	3.29	3.09
Hawaiian (HA)	1.89	2.13	0.70	1.17	1.20	0.80	1.17	1.08	0.77	0.73	0.39	0.61	1.06
JetBlue (B6)	0.67	0.74	0.40	0.67	0.47	0.57	1.05	0.65	0.78	0.51	0.39	0.63	0.63
SkyWest (OO)	1.00	0.65	0.54	0.93	0.46	0.83	1.01	1.04	1.16	0.48	0.58	0.85	0.80
Southwest (WN)	0.32	0.32	0.23	0.31	0.28	0.46	0.52	0.21	0.39	0.33	0.38	0.36	0.34
United (UA)	2.63	1.98	1.54	2.53	1.91	2.19	3.37	2.62	1.76	1.67	1.40	1.89	2.14
US Airways (US)	1.33	1.29	1.13	1.65	1.25	1.61	2.05	1.57	1.47	1.13	1.14	1.27	1.42
Virgin America (VX)	0.47	3.19	0.39	1.30	1.02	1.49	3.33	1.02	1.22	0.93	0.42	0.54	1.28
Industry by Month	**1.46**	**1.14**	**0.83**	**1.25**	**0.97**	**1.19**	**1.66**	**1.27**	**0.99**	**0.84**	**0.85**	**1.08**	**1.13**
Mesa (YV) [2]	0.99	0.71	0.75	0.60	0.55	0.91	1.49	1.24	0.58	0.97	0.59	0.56	0.85

[1] Formerly Pinnacle Airlines. As of 8/01/13 Pinnacle Airlines became Endeavor Air.

[2] This airline voluntarily reports performance data. Only the 15 airlines required to report all data elements for 2013 are part of the Industry value. Performance statistics for this airline are presented for reference and comparison.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

2012 Total Complaints to Department of Transportation by Month for U.S. Airlines

(per 100,000 passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
AirTran (FL)	0.81	0.50	0.55	0.69	0.30	0.47	0.59	0.83	0.45	0.36	0.49	0.25	0.91
Alaska (AS)	0.44	0.45	0.32	0.26	0.77	0.54	0.85	0.74	0.34	0.54	0.33	0.32	0.51
American (AA)	1.58	0.84	0.93	1.59	1.35	1.37	2.42	2.92	2.47	2.10	2.12	1.86	1.80
American Eagle (MQ)	1.13	1.18	0.96	0.38	0.83	1.29	2.73	1.72	1.18	0.98	0.80	1.90	1.27
Delta (DL)	0.79	0.77	0.64	0.91	0.91	0.76	0.87	1.16	0.61	0.48	0.45	0.43	0.73
Express Jet (EV)	0.99	0.65	0.73	0.84	0.79	1.76	2.48	1.28	1.27	0.45	0.26	1.00	1.07
Frontier (F9)	0.74	1.13	0.97	1.37	0.76	0.71	0.95	0.91	0.96	1.28	1.76	1.15	1.05
Hawaiian (HA)	0.68	0.28	0.64	0.83	0.90	0.60	0.23	0.46	1.05	1.97	1.39	1.60	0.89
JetBlue (B6)	0.83	1.04	0.66	0.57	0.63	0.92	0.82	0.93	1.11	0.59	0.90	0.56	0.79
SkyWest (OO)	0.96	0.49	0.72	0.85	0.78	1.68	1.44	0.69	0.46	0.92	0.98	0.51	0.88
Southwest (WN)	0.26	0.22	0.29	0.21	0.35	0.19	0.32	0.37	0.24	0.22	0.16	0.20	0.25
United (UA)	2.61	1.98	3.19	3.67	3.60	6.86	11.25	5.39	2.94	2.76	2.33	1.93	4.24
US Airways (US)	1.79	1.30	1.51	1.78	2.33	2.50	2.83	2.05	1.08	1.14	1.47	0.91	1.74
Virgin America (VX)	1.76	2.45	1.14	1.35	0.94	1.64	0.88	2.49	1.55	1.39	1.43	0.99	1.50
Industry by Month	**1.19**	**0.91**	**1.08**	**1.31**	**1.33**	**1.89**	**2.81**	**1.92**	**1.24**	**1.10**	**1.06**	**0.95**	**1.43**
Mesa (YV) [1]	0.16	0.34	0.15	0.00	0.73	0.43	1.20	0.44	0.66	0.47	0.32	0.00	0.41

[1] This airline is not included in the Industry value. Only 14 airlines that are required to report all data elements for 2012 are part of the Industry value. Performance statistics are presented here for reference and comparison.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

Monthly Count of Complaints Received by Department of Transportation Regarding 15 AQR Rated Airlines in 2013

	Complaints for 15 AQR Rated Airlines 2013	Top Four Categories[1] of Complaints for 15 AQR Rated Airlines in 2013			
		1	2	3	4
Jan	718	FP	BG	CS	TB
Feb	527	FP	CS	TB	BG
Mar	480	FP	BG	CS	TB
Apr	680	FP	CS	BG	TB
May	557	FP	BG	CS	TB
Jun	708	FP	CS	BG	TB
Jul	1,015	FP	CS	BG	TB
Aug	757	FP	CS	BG	TB
Sep	509	FP	BG	CS	TB
Oct	461	FP	BG	TB	CS
Nov	431	FP	CS	TB	BG
Dec	594	FP	BG	CS	TB

[1] FP = Flight Problems; CS = Customer Service; BG = Baggage; TB = Reservations, Ticketing, and Boarding; RF = Refunds; FA=Fairs. Details of categories are at the back of this report.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

Overview of Complaints Received by Department of Transportation for All U.S. Domestic Airlines for 2013 and 2012 by Complaint Category

	% of all Complaints Received		Number of Complaints Received	
	2013	2012	2013	2012
Flight Problems	35.9%	32.7%	3,473	3,742
Customer Service	14.4%	14.3%	1,396	1,634
Baggage	14.2%	12.4%	1,372	1,416
Reservations, Ticketing, and Boarding	12.8%	14.6%	1,236	1,669
Refunds	6.1%	7.5%	586	858
Disability	5.7%	5.8%	551	661
Other	3.4%	3.0%	333	344
Oversales	3.4%	3.5%	329	403
Fares	2.8%	4.4%	274	501
Advertising	0.7%	1.2%	66	134
Discrimination	0.6%	0.7%	60	81
Animals	0.1%	0.0%	5	4
Total	100%	100%	9,684	11,447

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

Airline Quality Rating Criteria Overview

The individual criteria used to calculate the AQR scores are summed up in four basic areas that reflect customer-oriented areas of airline performance. Definitions of the four areas used in this AQR 2014 (2013 data) are outlined below.

OT ON-TIME PERFORMANCE (+8.63)
Regularly published data regarding on-time arrival performance is obtained from the U.S. Department of Transportation's *Air Travel Consumer Report*. According to the DOT, a flight is counted "on time" if it is operated within 15 minutes of the scheduled time shown in the carriers' Computerized Reservations Systems. Delays caused by mechanical problems are counted as of January 1, 1995. Canceled and diverted operations are not considered on-time arrivals. The AQR calculations use the percentage of flights arriving on time for each airline for each month.

DB INVOLUNTARY DENIED BOARDINGS (-8.03)
This criterion includes involuntary denied boardings. Data regarding denied boardings can be obtained from the U.S. Department of Transportation's *Air Travel Consumer Report*. Data includes the number of passengers who hold confirmed reservations and are involuntarily denied boarding on a flight that is oversold. These figures include only passengers whose oversold flight departs without them onboard. The AQR uses the ratio of involuntary denied boardings per 10,000 passengers boarded by month.

MB MISHANDLED BAGGAGE REPORTS (-7.92)
Regularly published data regarding consumer reports to the carriers of mishandled baggage can be obtained from the U.S. Department of Transportation's *Air Travel Consumer Report*. According to the DOT, a mishandled bag includes claims for lost, damaged, delayed, or pilfered baggage. Data is reported by carriers as to the rate of mishandled baggage reports per 1,000 passengers and for the industry. The AQR ratio is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed, or pilfered baggage per 1,000 passengers served.

CC CONSUMER COMPLAINTS (-7.17)
The criteria of consumer complaints is made up of 12 specific complaint categories (outlined below) monitored by the U. S. Department of Transportation and reported monthly in the *Air Travel Consumer Report*. Consumers can file complaints with the DOT in writing, by telephone, via e-mail, or in person. The AQR uses complaints about the various categories as part of the larger customer complaint criteria and calculates the consumer complaint ratio on the number of complaints received per 100,000 passengers flown for each airline.

CONSUMER COMPLAINT CATEGORIES

Flight Problems
Data is available by the total number of consumer complaints pertaining to cancellations, delays, or any other deviations from schedule, whether planned or unplanned for each airline each month.

Oversales
This complaint category includes all bumping problems, whether or not the airline complied with DOT oversale regulations. Data is available by the total number of consumer complaints pertaining to oversales for each airline each month.

Reservations, Ticketing, and Boarding
This category includes airline or travel agent mistakes 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, and problems boarding the aircraft (except oversales). Data is available by the total number of consumer complaints pertaining to ticketing and boarding for each airline each month.

Fares
As defined by the DOT, consumer complaints regarding fares include incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases, and level of fares in general. Data is available for the total number of consumer complaints pertaining to fares for each airline each month.

Refunds
This category includes customer complaints about problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies. Data is available by the total number of consumer complaints pertaining to refunds for each airline each month.

Baggage
Claims for lost, damaged, or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claim procedure are included in this category. Data is available by the total number of consumer complaints pertaining to baggage for each airline each month.

Customer Service
This category includes complaints about rude or unhelpful employees, inadequate meals or cabin service, and treatment of delayed passengers. Data is available by the total number of consumer complaints pertaining to customer service for each airline each month.

Disability
This category includes complaints about civil rights complaints by air travelers with disabilities. Data is available by the total number of consumer complaints pertaining to disabilities for each airline each month.

Advertising
These are complaints concerning advertising that is unfair, misleading or offensive to consumers. Data is available by the total number of consumer complaints regarding advertising for each airline each month.

Discrimination
Civil rights complaints by air travelers (other than disabilities); for example: complaints based on race, national origin, religion, etc. (this category was first reported in May, 2002).

Animals
This category tracks customer complaints about loss, injury, or death of an animal during air transport by an air carrier. Data is available by the total number of customer complaints regarding animals for each airline each month.

Other
Data regarding consumer complaints about frequent flyer programs, smoking, tours credit, cargo problems, security, airport facilities, claims for bodily injury, and other problems not classified above are included in this category. Data is available by the total number of consumer complaints regarding other problems for each airline each month.