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Airline Quality Rating 2015

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

Dean E. Headley
Wichita State University

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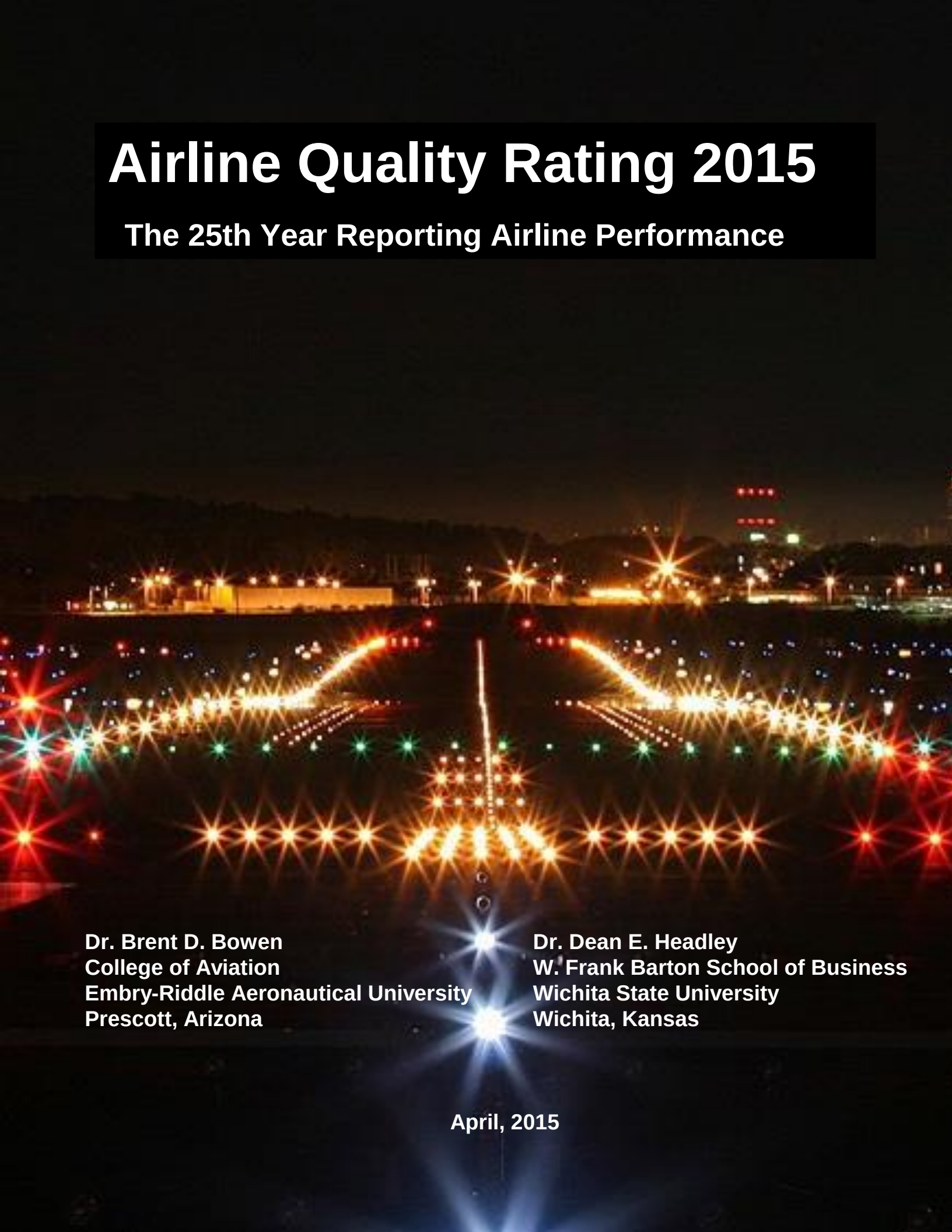
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Airline Quality Rating 2015

The 25th Year Reporting Airline Performance



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

April, 2015

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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 2015

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 2015, reflects monthly Airline Quality Rating scores for calendar year 2014. AQR scores for 2015 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 2014.

The Airline Quality Rating 2015 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 2014. 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 2014 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 2014, and industry results. Also, comparative Airline Quality Rating data for 2013 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 25 year history, the Airline Quality Rating has often been cited as an industry standard for comparing airline performance. Currently the AQR stands as the longest 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 2014

The Airline Quality Rating industry score for 2014 shows an industry that declined in overall performance quality over the previous year. As an industry, performance in 2014 was worse than the previous four years. The AQR score for 2014 was a return to levels seen in 2009. Hawaiian Airlines, Alaska Airlines and Virgin America are the only rated airlines that showed improvement in AQR scores in 2014. Envoy Airlines had the largest decline in AQR score for 2014.

The **overall industry** AQR score declined for 2014. Declines were seen in all of the four performance areas tracked. As an industry, the AQR criteria show that on-time arrival percentage was worse (76.2% in 2014 compared to 78.4% in 2013). Industry mishandled baggage rate was worse, increasing from 3.21 per 1,000 passengers in 2013 to 3.62 per 1,000 passengers in 2014. Involuntary denied boardings per passenger served by the industry worsened to 0.92 per 10,000 passengers in 2014 from 0.89 per 10,000 passengers in 2013. Consumer complaint rate across the industry rose to 1.38 per 100,000 passengers in 2014 from 1.13 per 100,000 passengers in 2013. Of the 11,364 complaints registered with DOT regarding all U.S. domestic carriers, 62.7% were for either flight problems, customer service problems, or baggage problems. Taking all 12 rated airlines together, the AQR score for the industry declined from a level of -1.07 in 2013 to -1.24 in 2014. With consistent decreases in performance across the 12 carriers rated, the decline in AQR score for the industry is a negative sign for consumers. The return of the AQR score to a level seen five years ago does not send a positive message to consumers that see an industry enjoying positive economic times.

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 86.2% in 2014) and a very small increase in involuntary denied boardings per 10,000 passengers (0.39 in 2013 compared to 0.44 in 2014) were their only negatives. Fewer customer complaints (0.42 per 100,000 passengers in 2014 compared to 0.44 in 2013) and a lower rate of mishandled bags (2.72 in 2014 compared to 2.94 per 100,000 passengers in 2013) were the positives. Alaska Airlines' overall AQR score improved for 2014. With two of four areas showing improvement, the AQR score of -0.69 for Alaska Airlines for 2013 was improved to -0.65 for 2014.

American Airlines (AA) Performance measures for American Airlines includes performance outcomes for USAirways. The AQR score for the combined airlines declined in 2014 compared to 2013 (-1.10 in 2013 declining to -1.35 for 1014). The decline in AQR score reflects poorer performance in all four criteria measured. On-time arrivals (78.1% in 2013 compared to 77.9% in 2014), involuntary denied boardings (0.43 in 2013 compared to 0.55 in 2014), baggage handling (3.02 per 1,000 passengers in 2013 compared to 3.77 in 2014) and customer complaints per 100,000 passengers (1.99 in 2013 compared to 2.12 in 2014) all showed poorer performance. The across-the-board decline in performance outcome combined to produce an overall decline in AQR score for 2104.

Delta Air Lines (DL) On-time percentage for 2014 shows a decline over 2013 (84.5% in 2013 and 83.7% in 2014). Their rate of mishandled baggage of 2.30 bags per 1,000 passengers in 2014 was slightly higher than the 2.19 rate for 2013, but was better than the industry average of 3.62 mishandled bags per 1,000 passengers. A decrease in denied boardings (2014 rate of 0.35 per 10,000 passengers compared to 0.57 for 2013) was the only performance gain for 2014. An increased rate of customer complaints (0.72 in 2014 compared to 0.59 in 2013) combined with other performance measures to basically keep Delta's AQR score the same for 2014 (-0.60 in 2014 compared to -0.59 in 2013).

Envoy / American Eagle (MQ) had a denied boarding rate of 1.62 for 2014, an increase from 1.14 per 10,000 passengers in 2013. The airline had a decrease in the rate of customer complaints (1.70 in 2013 down to 1.59 per 100,000 passengers in 2014). On-time performance was 68.8% in 2014 compared to 72.1% for 2013. Their mishandled baggage rate of 5.90 per 1,000 passengers in 2013 was noticeably worse in 2014 at 9.02, l well above the industry rate of 3.62. This combination of performance on the criteria produced a decline in AQR score for 2014 (-1.95 in 2013 down to -2.83 for 2014. This was the largest decline in AQR score of any airline rated for 2014.

ExpressJet (EV) On-time performance dropped in 2014 (70.8% in 2014 compared to 72.8% in 2013). ExpressJet's involuntary denied boarding performance in 2014 of 2.71 denied boardings per 10,000 passengers was worse than their rate of 2.05 in 2013 and was well above the 2014 industry average of 0.92. A customer complaint rate of 1.01 complaints per 100,000 passengers is below the industry average of 1.38 for 2014, but is worse than their 2013 rate of 0.96. Their mishandled baggage rate of 5.61 per 1,000 passengers is higher than the industry rate of 3.62 bags per 1,000 passengers and is worse than 2013 rate of 4.89. Overall, ExpressJet's AQR score declined for 2014 compared to 2013 (-1.76 for 2013 compared to -2.12 for 2014).

Frontier Airlines (F9) On-time performance in 2014 (74.1%) improved compared to 2013 (73.1%). Frontier's denied boarding performance (1.37 per 10,000 passengers in 2014 compared to 1.23 in 2013) was worse than last year. Their mishandled baggage rate of 1.80 per 1,000 passengers was improved from their 2013 rate of 2.15. A customer complaint rate of 3.91 complaints per 100,000 passengers for 2014 was higher than their 2013 rate of 3.09. Frontier's 2014 AQR score of -1.48 compared to -1.35 for 2013 was the result of a mixed bag of gains and losses in performance for the year.

Hawaiian Airlines (HA) On-time performance (91.9% in 2014 and 93.3% for 2013) is the best of all airlines rated for 2014 and 2013, even though it did show a decline for the year. Hawaiian's involuntary denied boarding performance (0.12 per 10,000 passengers in 2014 and 0.17 in 2013) is among the best of the airlines rated and compares very favorably to the industry average of 0.92. A customer complaint rate of 0.89 complaints per 100,000 passengers is better than last year's rate of 1.06. Their mishandled baggage rate of 2.20 per 1,000 passengers is slightly better than their 2013 rate of 2.25. Hawaiian had the second best AQR score for 2014 at -0.53 and is one of only three airlines to improve their AQR scores for 2014.

JetBlue Airways (B6) On-time performance in 2014 improved to 75.4% from 74.4% in 2013. Jet Blue's denied boarding performance (0.22 per 10,000 passengers in 2014 up from 0,01 in 2013) is consistently among the lowest of all the airlines rated. A customer complaint rate of 1.17 complaints per 100,000 passengers was higher in 2014 (0.63 in 2013) and was below the industry average of 1.38 for 2014. Their mishandled baggage rate of 2.00 per 1,000 passengers in 2014 was third best among airlines rated but was higher than their 2013 rate of 1.91. JetBlue had the fourth best AQR score (-0.61) of the airlines rated for 2014.

SkyWest Airlines (OO) On-time performance of 76.4% in 2014, declined from 79.7% for 2013. SkyWest's involuntary denied boardings performance (2.55 per 10,000 passengers in 2013 compared to 2.71 in 2014) worsened and was well above the industry average of 0.92. A customer complaint rate of 0.84 complaints per 100,000 passengers in 2014 compared to the 2013 rate of 0.80 had some negative impact on their 2014 AQR score. Their mishandled baggage rate of 4.69 per 1,000 passengers in 2014 improved from the 2013 rate of 4.93 bags per 1,000 passengers. SkyWest's AQR score remained the same in 2014 as in 2013 at -1.84.

Southwest Airlines (WN) Performance measures for Southwest Airlines includes performance outcomes for AirTran Airlines. An on-time arrival percentage of 73.5% in 2014 was worse than their 76.7% in 2013. A customer complaint rate of 0.53 per 100,000 passengers in 2014 was higher than their 2013 rate of 0.34. An involuntary denied boarding rate of 1.06 per 10,000 passengers in 2013, increased to 1.11 per 10,000 passengers in 2014. A mishandled baggage rate of 4.09 per 1,000 passengers in 2014 was higher than their rate of 3.72 per 1,000 passengers for 2013. Overall, Southwest shows poorer performance (AQR score of -1.22 for 2014 compared to -1.06 in 2013) for 2014 with performance decline in all four areas rated.

United Airlines (UA) On-time arrival performance declined from 79.3% in 2013 to 76.0% in 2014. Their mishandled baggage rate increased from 3.47 per 1,000 passengers in 2013 to 3.67 in 2014. Performance regarding involuntary denied boardings of 1.17 per 10,000 passengers in 2013 was the same for 2014. A higher customer complaint rate of 2.71 in 2014 compared to 2.14 per 100,000 passengers in 2013 combined with the other performance areas to move United's 2014 AQR score to -1.62 from -1.43 in 2013.

Virgin America (VX) On-time performance of 81.5% in 2104 was a decline from their 82.1% for 2013. Virgin America's involuntary denied boarding performance (0.09 per 10,000 passengers in 2014 compared to 0.04 in 2013) was the best of the airlines rated and compares very favorably to the industry average of 0.92. A 2014 customer complaint rate of 1.14 complaints per 100,000 passengers is better than the industry average of 1.38, and is an improvement over their 2013 rate of 1.28. Their mishandled baggage rate of 0.95 per 1,000 passengers in 2014 (best of all airlines rated) is better than the industry rate of 3.62 bags per 1,000 passengers and is a slight improvement over their 2013 rate of 0.97. Overall, Virgin America improved on their industry leading AQR score of -0.32 for 2013 with a 2014 AQR score of -0.30.

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, 2014), 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 2014. For comparison purposes, results are also displayed for 2013 where available. A composite industry chart that combines the airlines tracked is shown at first, with individual airline performance charts following in alphabetical order.

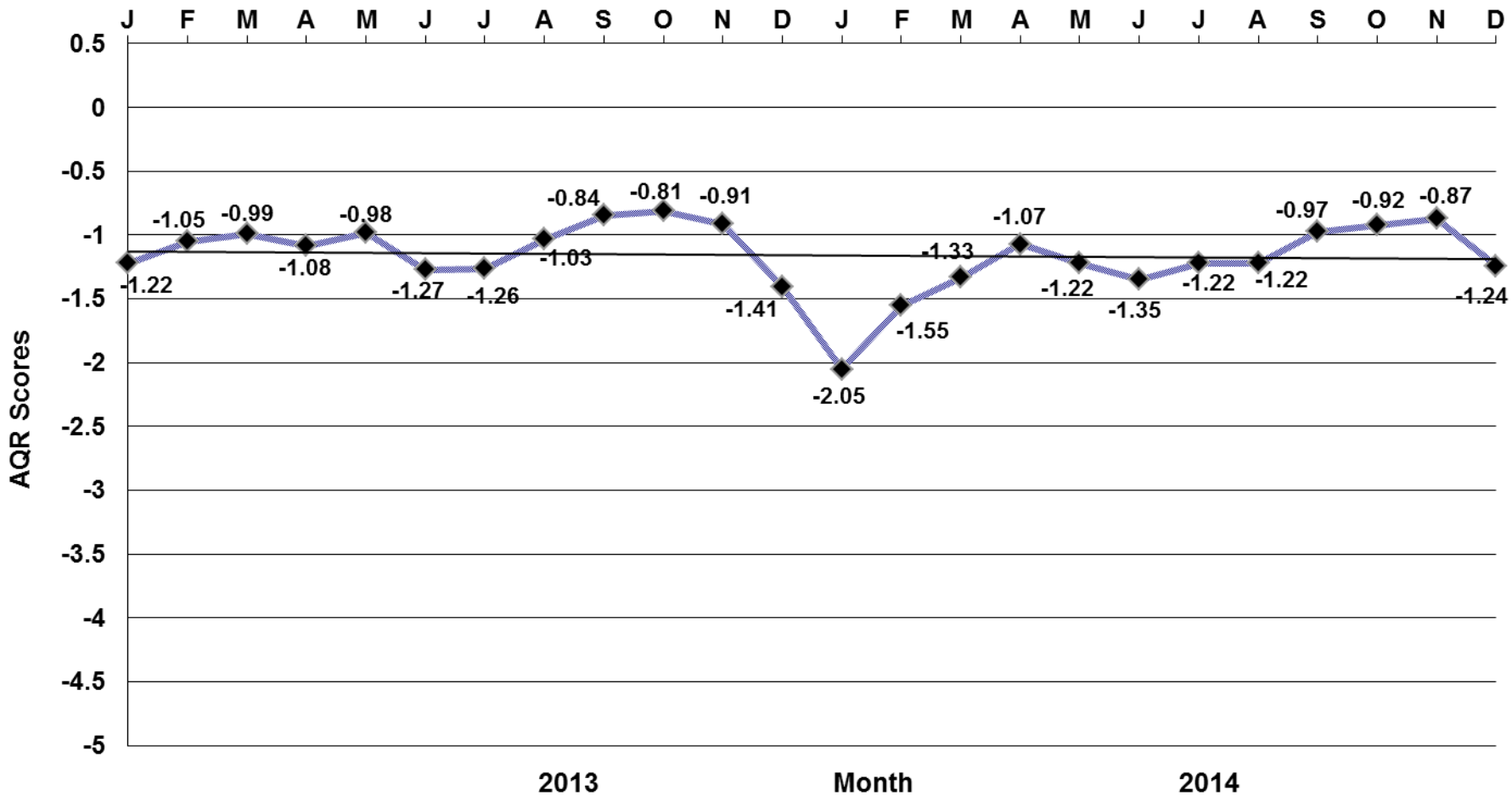
Airline Quality Rating Scores

	2014 AQR		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**	**Score**	**Rank**
Alaska	**-0.65**	**5**	-0.69	5	-0.77	6	-0.79	5	-0.94	4	-1.39	11	-1.16	5	-1.75	7
American	**-1.35**	**7**	-1.10	9	-1.11	10	-1.24	10	-1.28	11	-1.25	9	-1.71	9	-2.19	9
Delta	**-0.60**	**3**	-0.59	4	-0.58	4	-0.80	6	-1.22	7	N/A	-	N/A	-	N/A	-
Envoy / Am Eagle	**-2.83**	**12**	-1.95	15	-1.78	11	-2.51	15	-2.82	16	-2.83	18	-3.12	16	-3.80	15
ExpressJet	**-2.12**	**11**	-1.76	13	-1.95	13	N/A	-	N/A	-	N/A	-	N/A	-	N/A	-
Frontier	**-1.48**	**8**	-1.35	11	-0.78	7	-0.75	4	-1.27	9	-1.09	7	-1.31	7	-1.71	5
Hawaiian	**-0.53**	**2**	-0.59	3	-0.71	5	-0.59	2	-0.58	2	-0.40	1	-0.69	1	N/A	-
JetBlue	**-0.61**	**4**	-0.42	2	-0.43	2	-0.60	3	-0.70	3	-0.62	3	-0.90	3	-1.30	2
SkyWest	**-1.84**	**10**	-1.84	14	-1.88	12	-1.15	9	-1.28	10	-1.57	14	-2.13	13	-3.09	13
Southwest	**-1.22**	**6**	-1.06	8	-0.81	8	-0.93	7	-1.01	5	-1.00	5	-1.23	6	-1.59	3
United	**-1.62**	**9**	-1.43	12	-2.18	14	N/A	-	N/A	-	N/A	-	N/A	-	N/A	-
Virgin America	**-0.30**	**1**	-0.32	1	-0.35	1	N/A	-	N/A	-	N/A	-	N/A	-	N/A	-
Industry	**-1.24**		**-1.07**		**-1.11**		**-1.08**		**-1.20**		**-1.27**		**-1.63**		**-2.16**	

NOTES:
As of January 2014, data of the merged operations of American Airlines and USAirways are combined and appear only as American Airlines.
As of January 2014, data of the merged operations of Southwest Airlines and AirTran Airlines are combined and appear only as Southwest Airlines.
American Eagle became Envoy Airlines as of 4/2014.
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.
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.

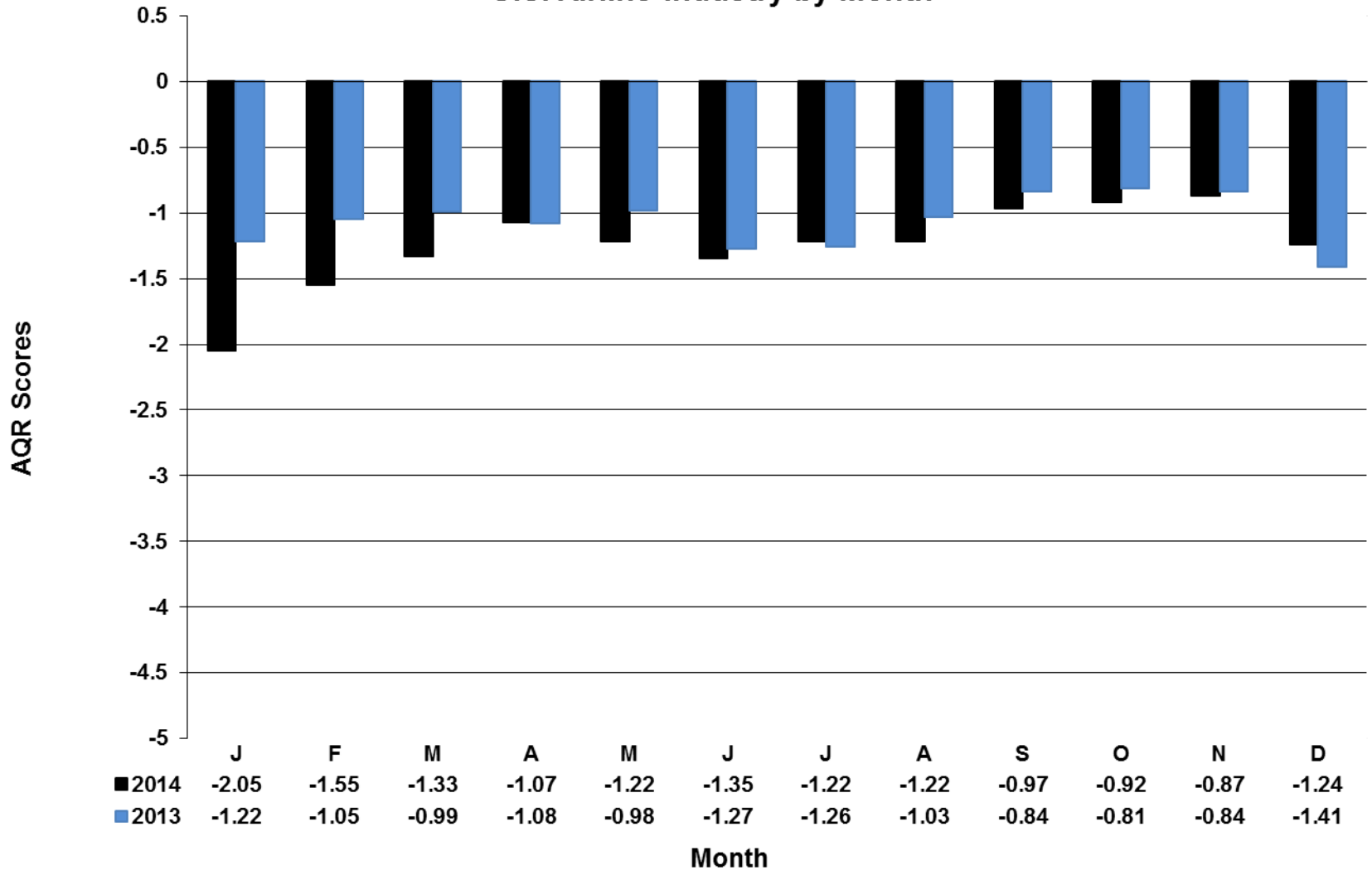
Airline Quality Rating

U.S. Airline Industry 2013 - 2014



Airline Quality Rating

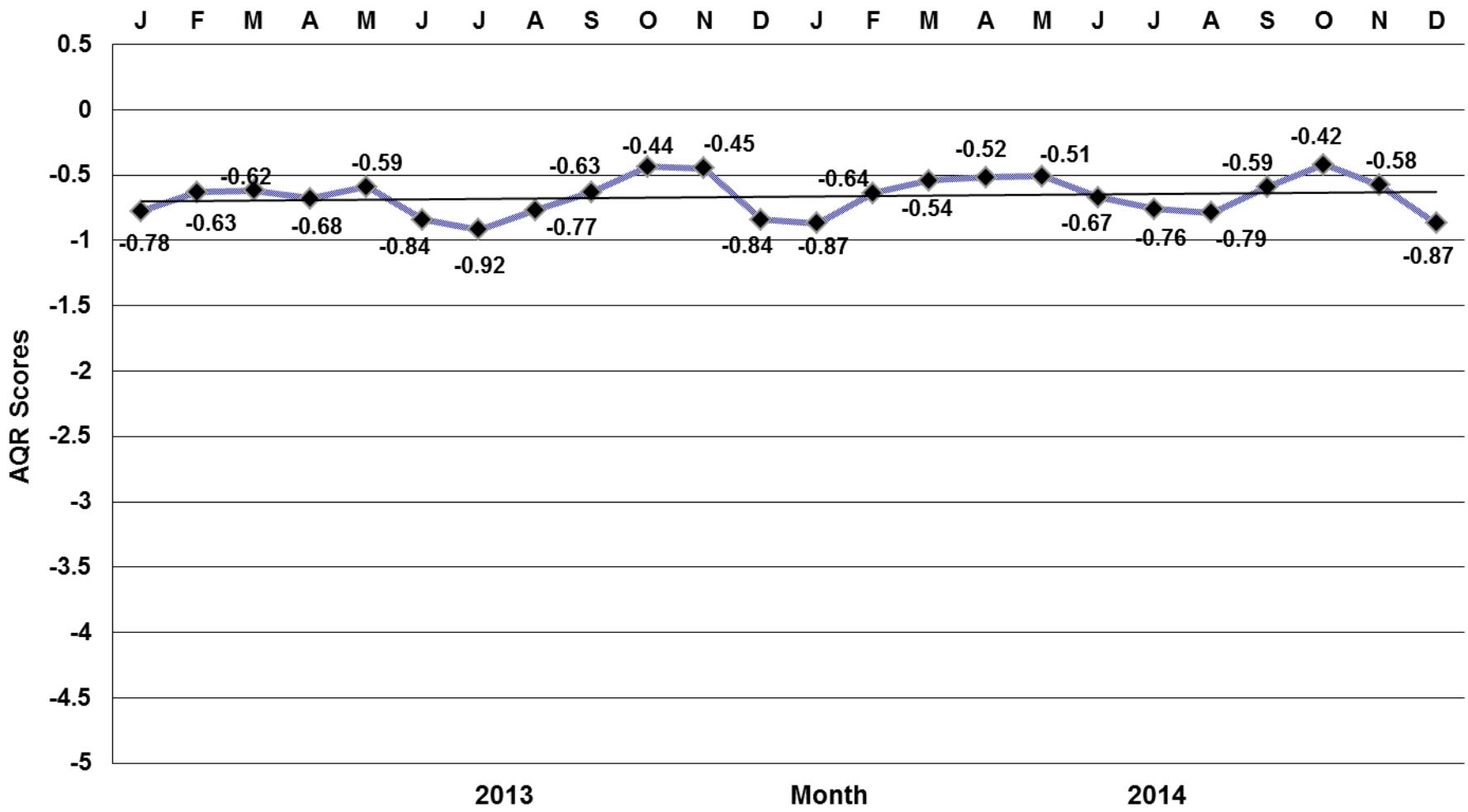
U.S. Airline Industry by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2014	-2.05	-1.55	-1.33	-1.07	-1.22	-1.35	-1.22	-1.22	-0.97	-0.92	-0.87	-1.24
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

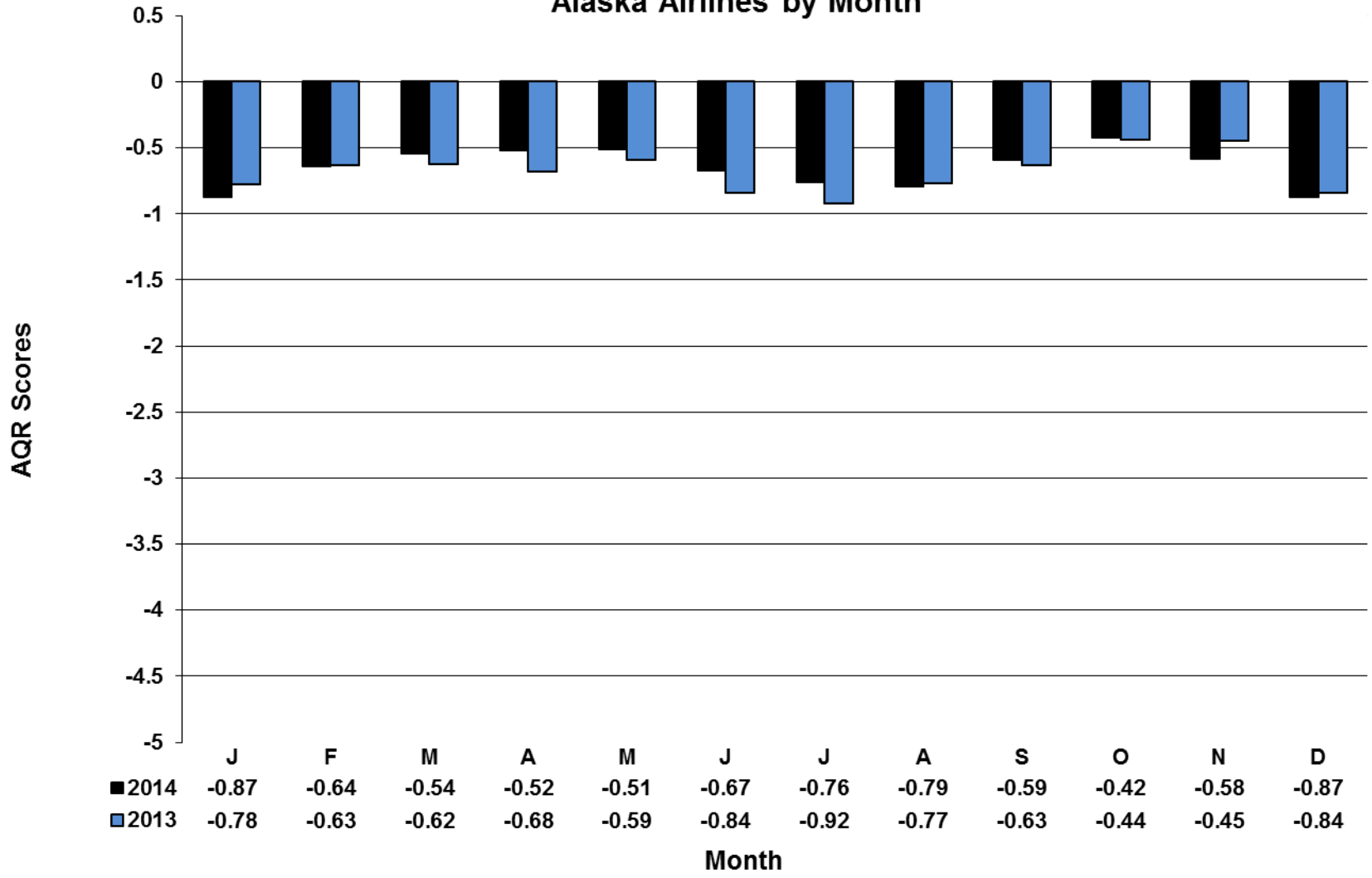
Airline Quality Rating

Alaska Airlines 2013 - 2014



Airline Quality Rating

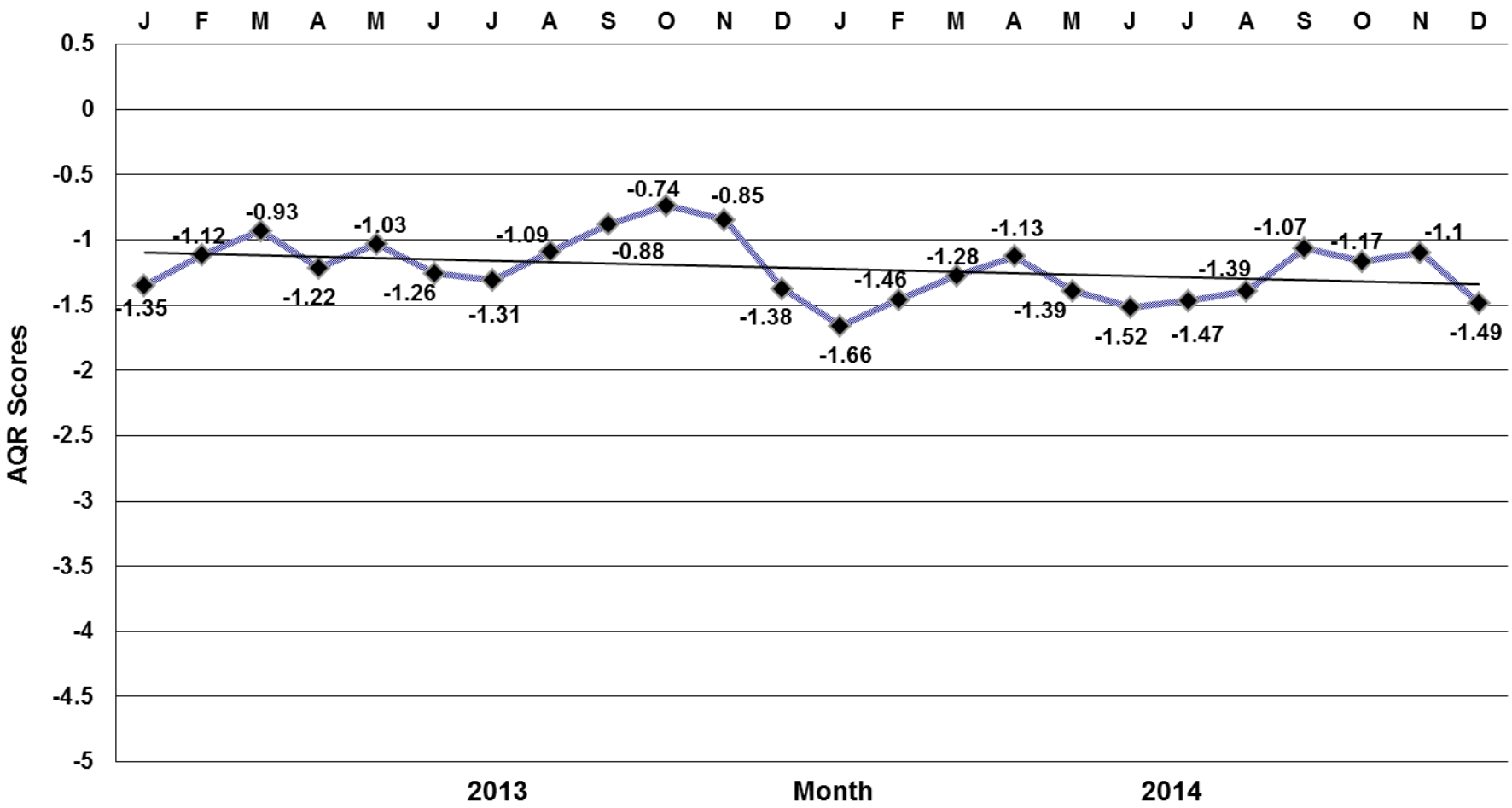
Alaska Airlines by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2014	-0.87	-0.64	-0.54	-0.52	-0.51	-0.67	-0.76	-0.79	-0.59	-0.42	-0.58	-0.87
2013	-0.78	-0.63	-0.62	-0.68	-0.59	-0.84	-0.92	-0.77	-0.63	-0.44	-0.45	-0.84

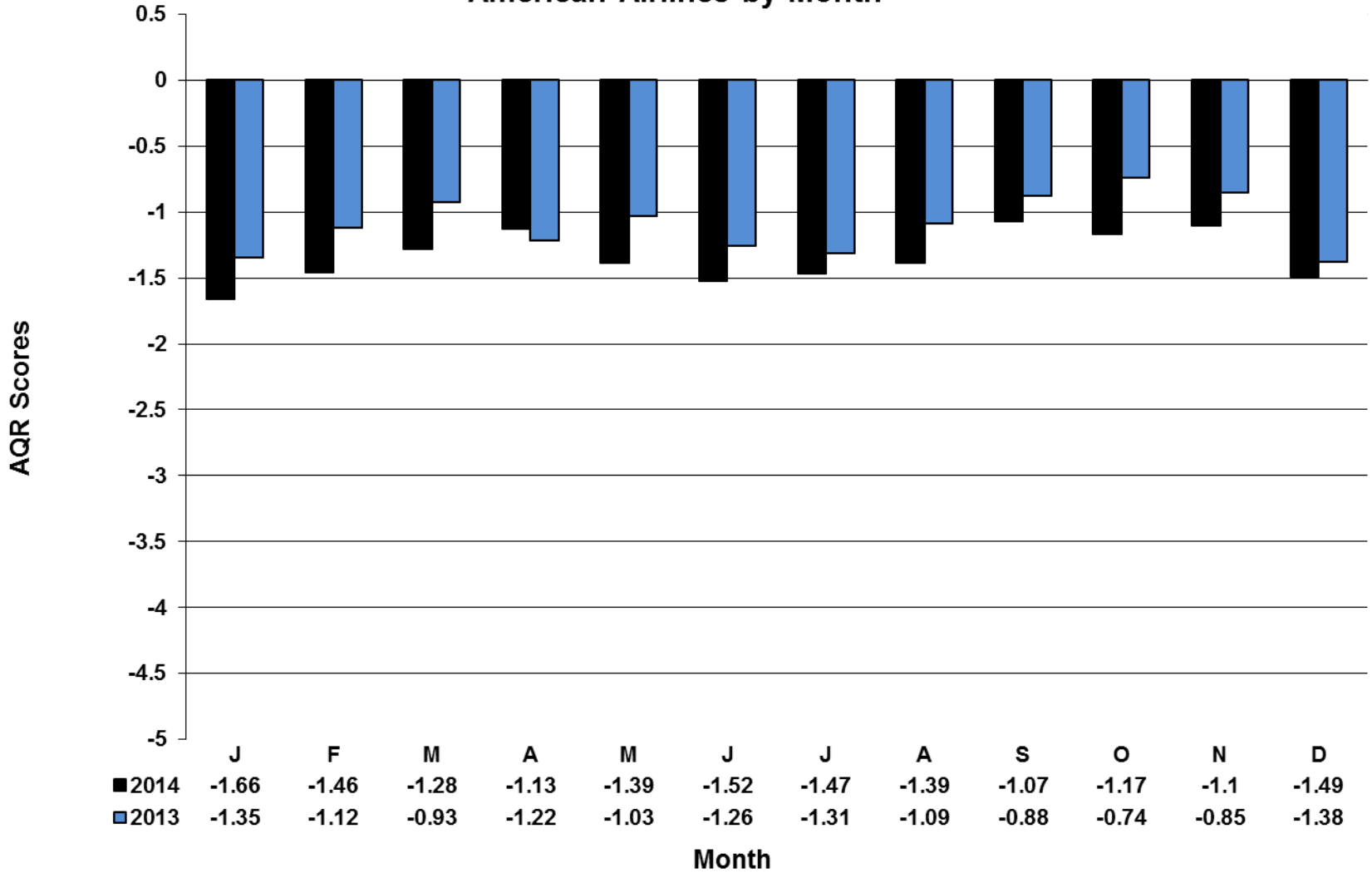
Airline Quality Rating

American Airlines 2013 - 2014



Airline Quality Rating

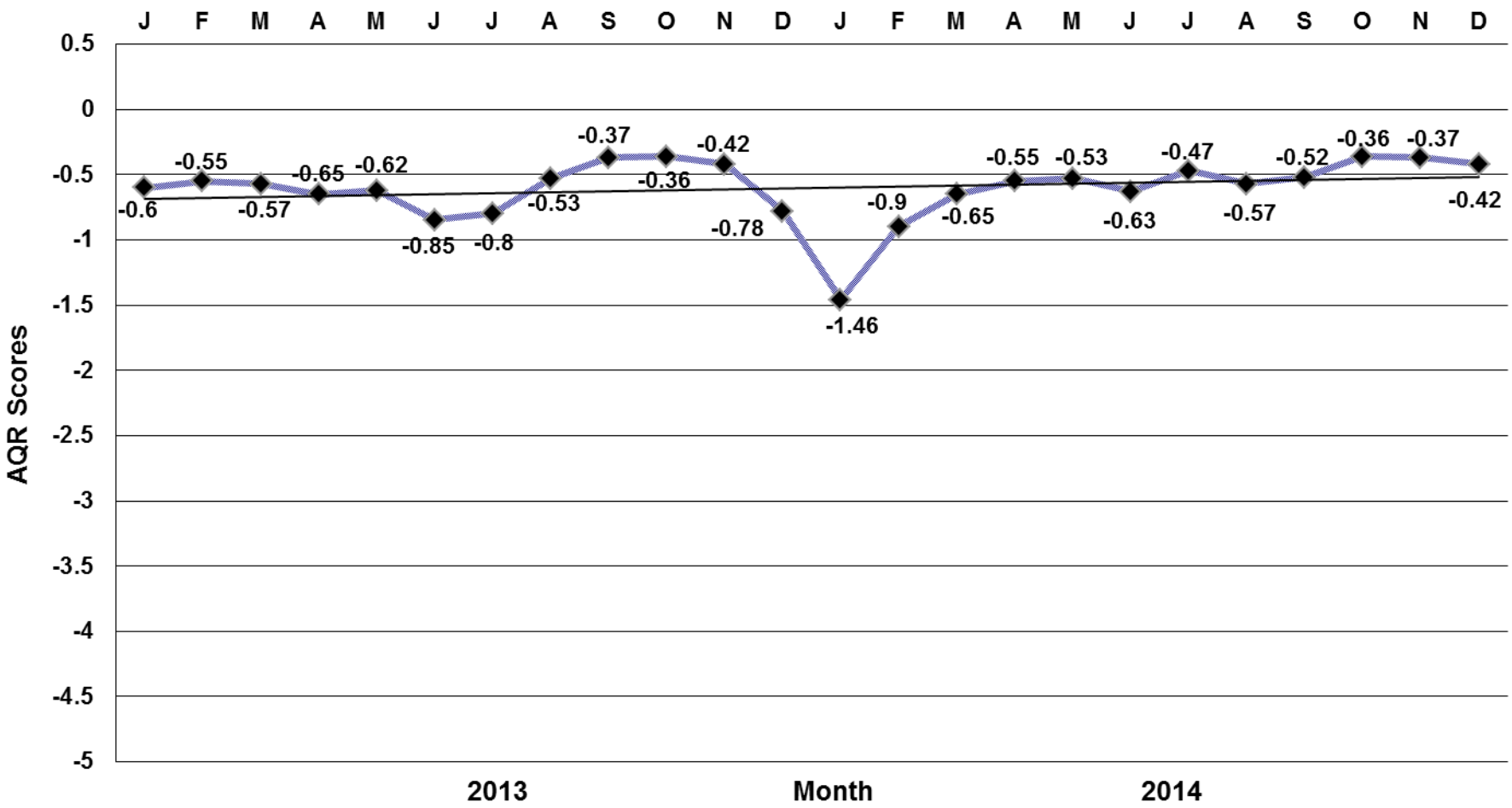
American Airlines by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2014	-1.66	-1.46	-1.28	-1.13	-1.39	-1.52	-1.47	-1.39	-1.07	-1.17	-1.1	-1.49
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

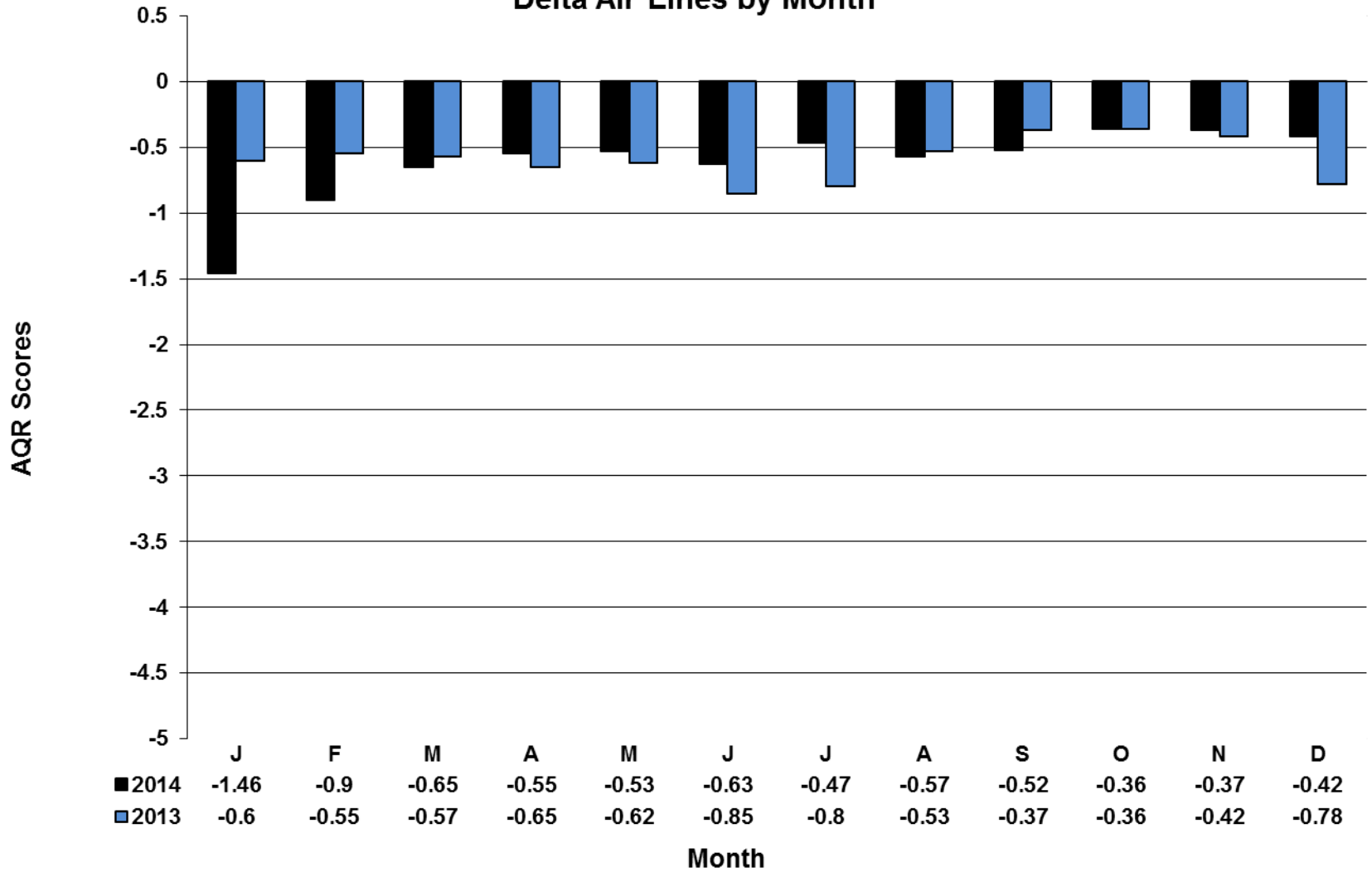
Airline Quality Rating

Delta Air Lines 2013 - 2014



Airline Quality Rating

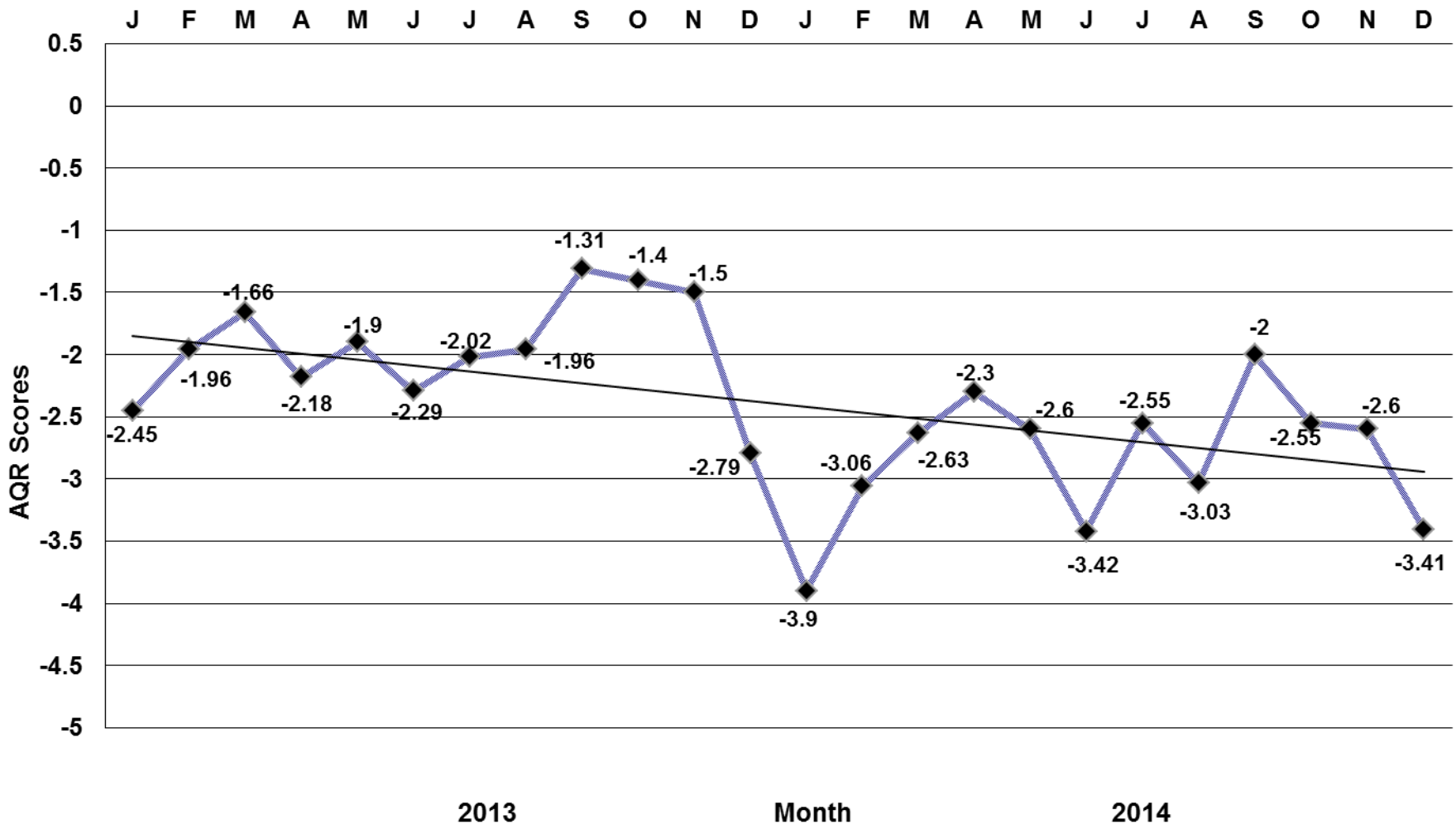
Delta Air Lines by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2014	-1.46	-0.9	-0.65	-0.55	-0.53	-0.63	-0.47	-0.57	-0.52	-0.36	-0.37	-0.42
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

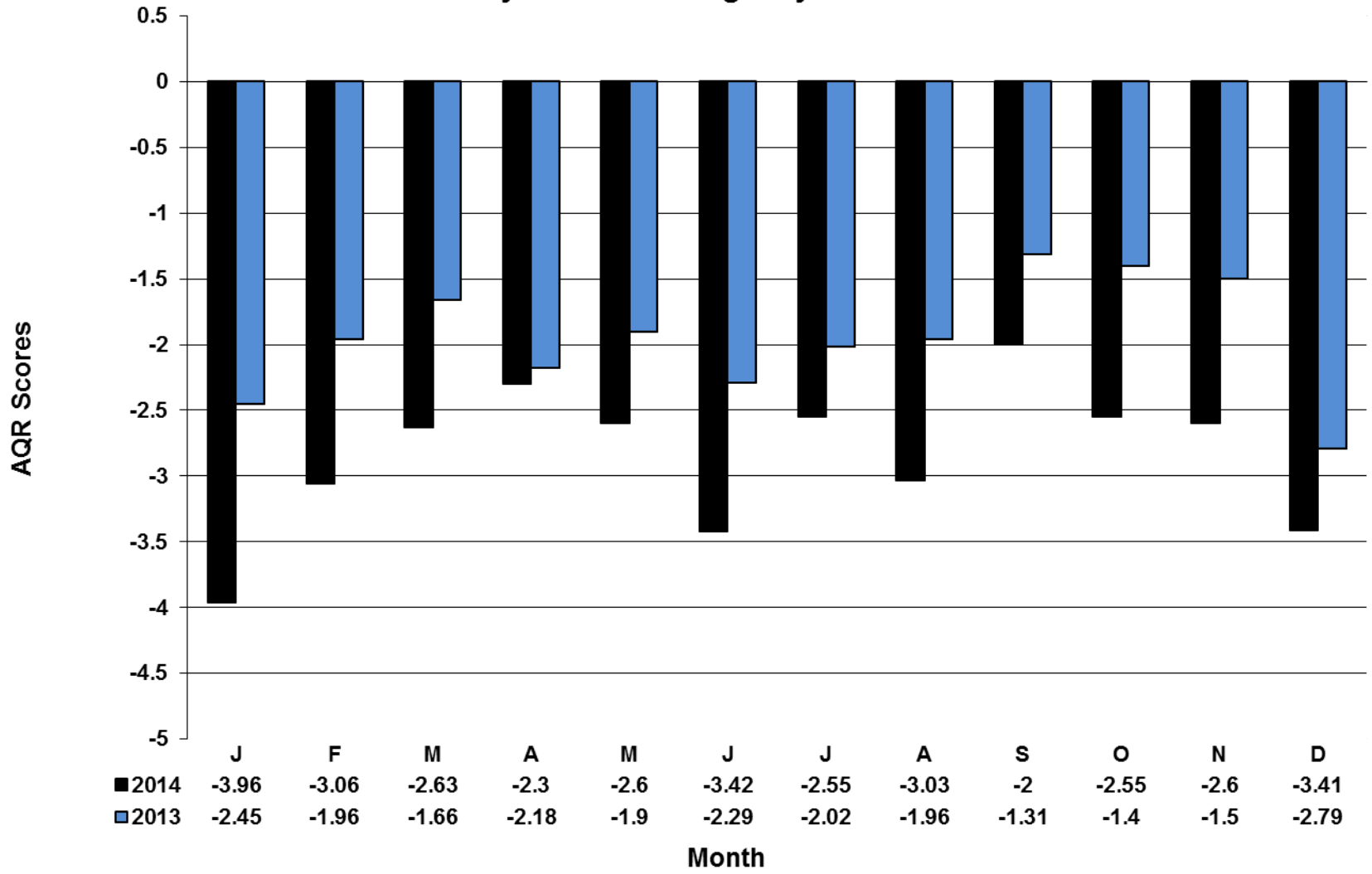
Airline Quality Rating

Envoy / American Eagle 2013 - 2014



Airline Quality Rating

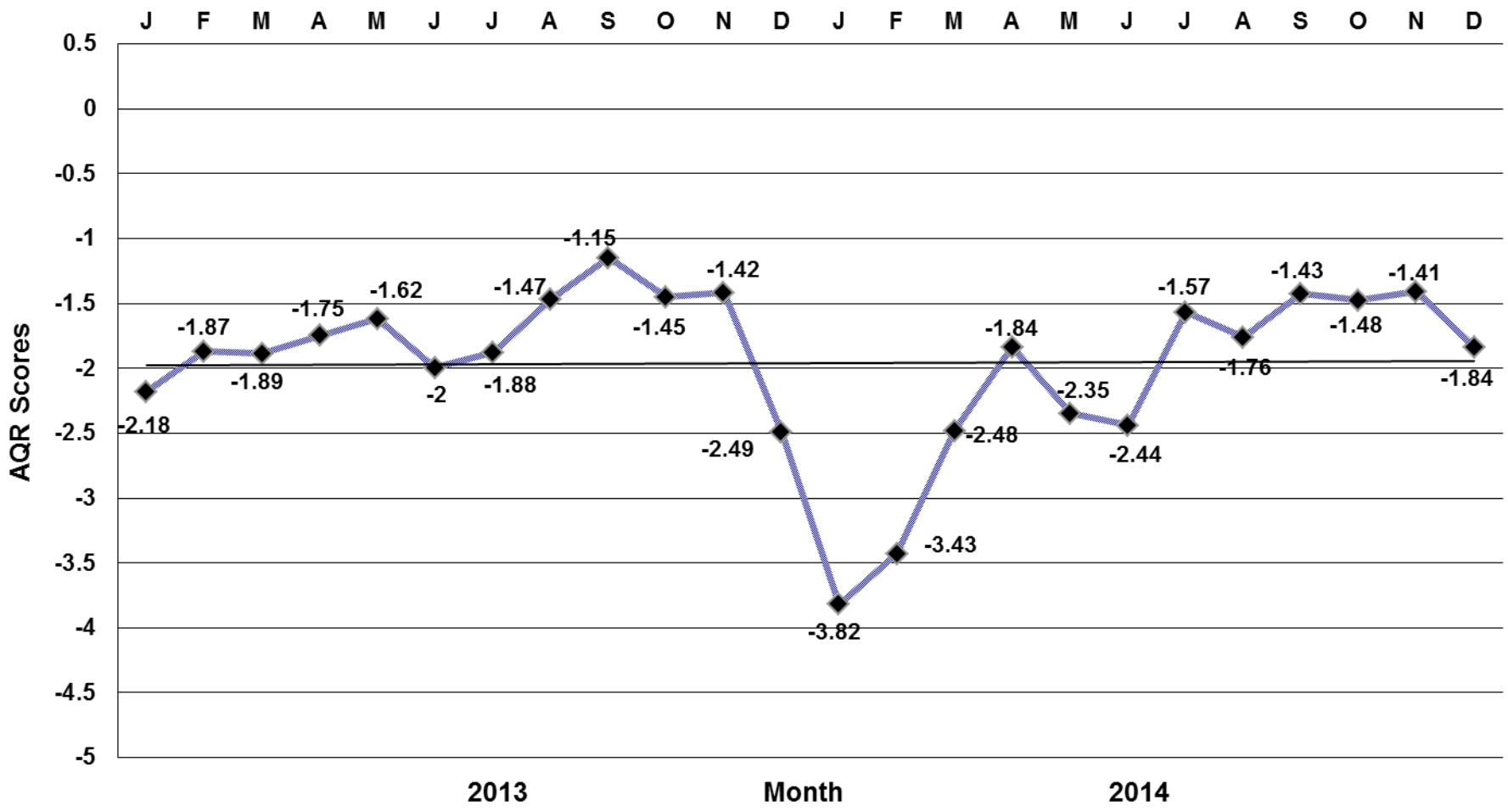
Envoy /American Eagle by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2014	-3.96	-3.06	-2.63	-2.3	-2.6	-3.42	-2.55	-3.03	-2	-2.55	-2.6	-3.41
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

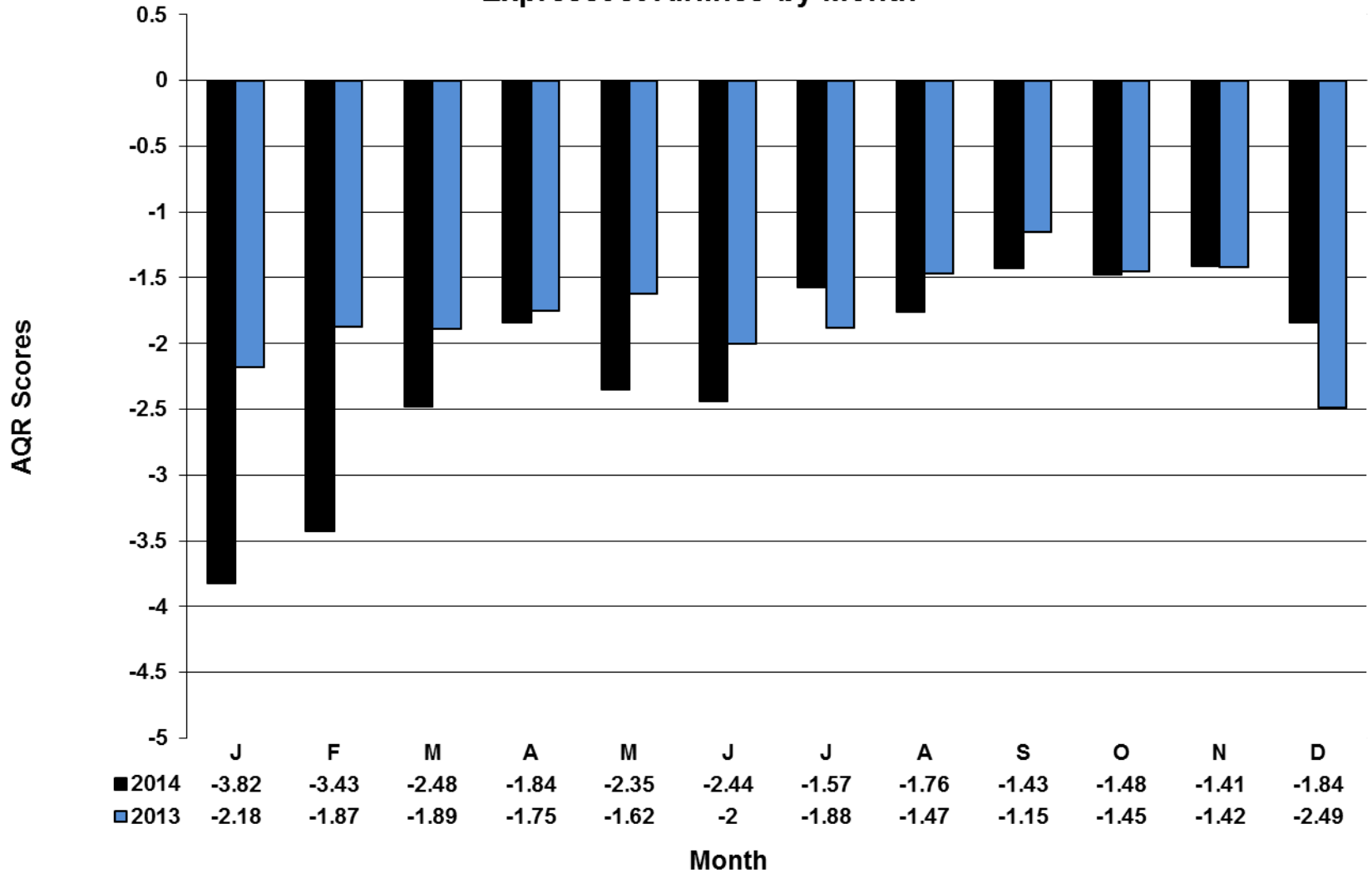
Airline Quality Rating

ExpressJet Airlines 2013 - 2014



Airline Quality Rating

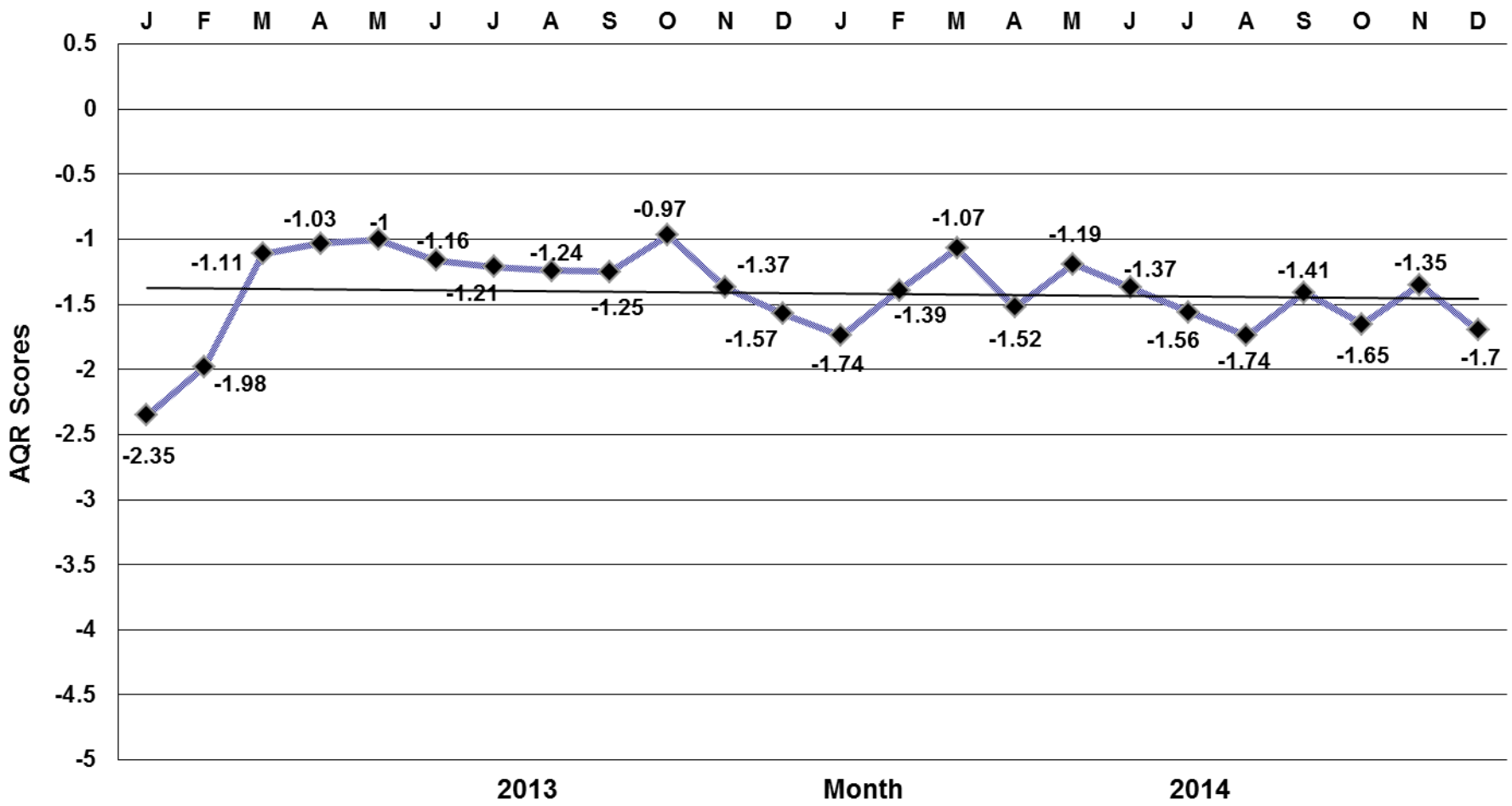
ExpressJet Airlines by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2014	-3.82	-3.43	-2.48	-1.84	-2.35	-2.44	-1.57	-1.76	-1.43	-1.48	-1.41	-1.84
2013	-2.18	-1.87	-1.89	-1.75	-1.62	-2	-1.88	-1.47	-1.15	-1.45	-1.42	-2.49

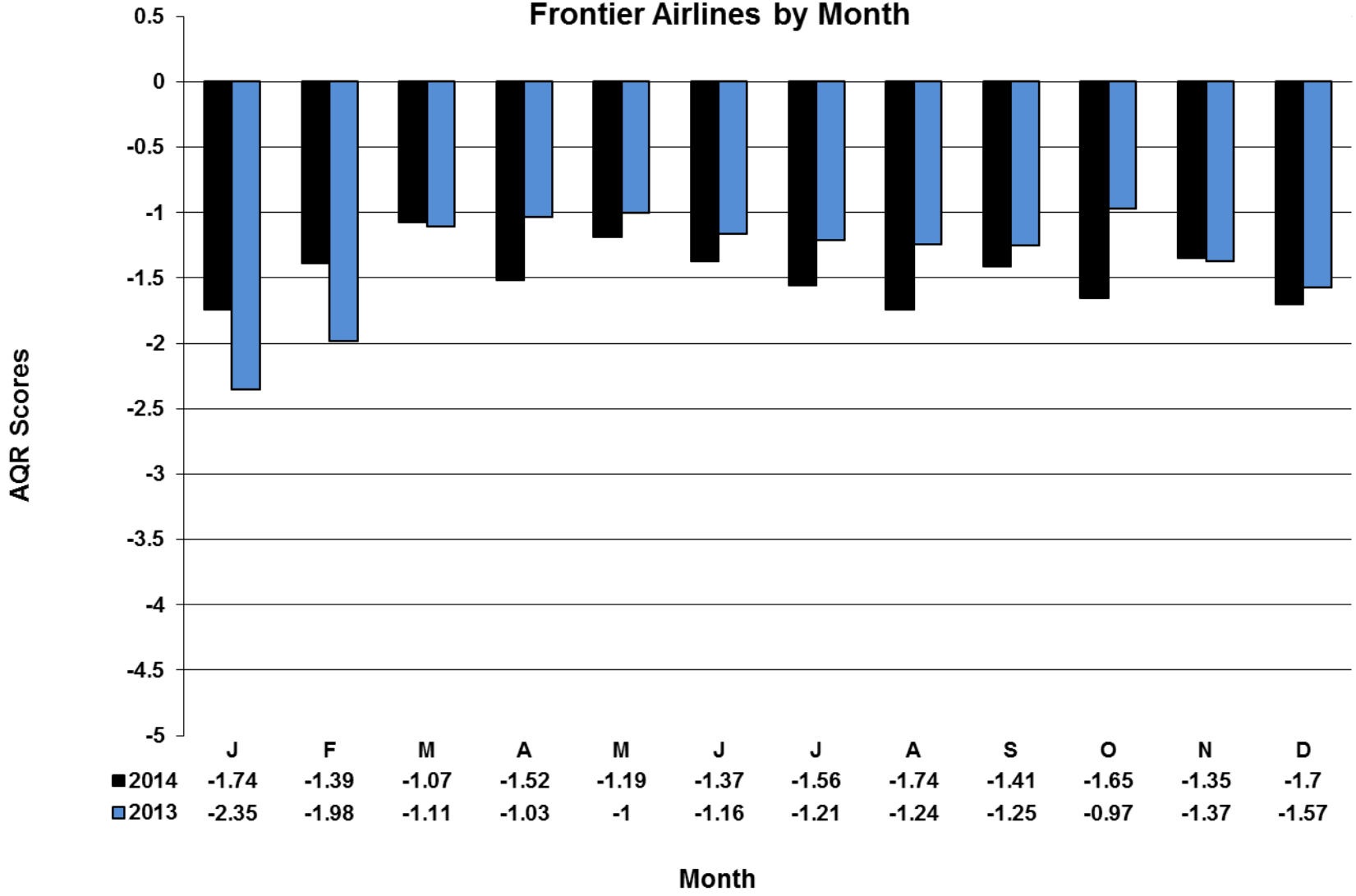
Airline Quality Rating

Frontier Airlines 2013 - 2014



Airline Quality Rating

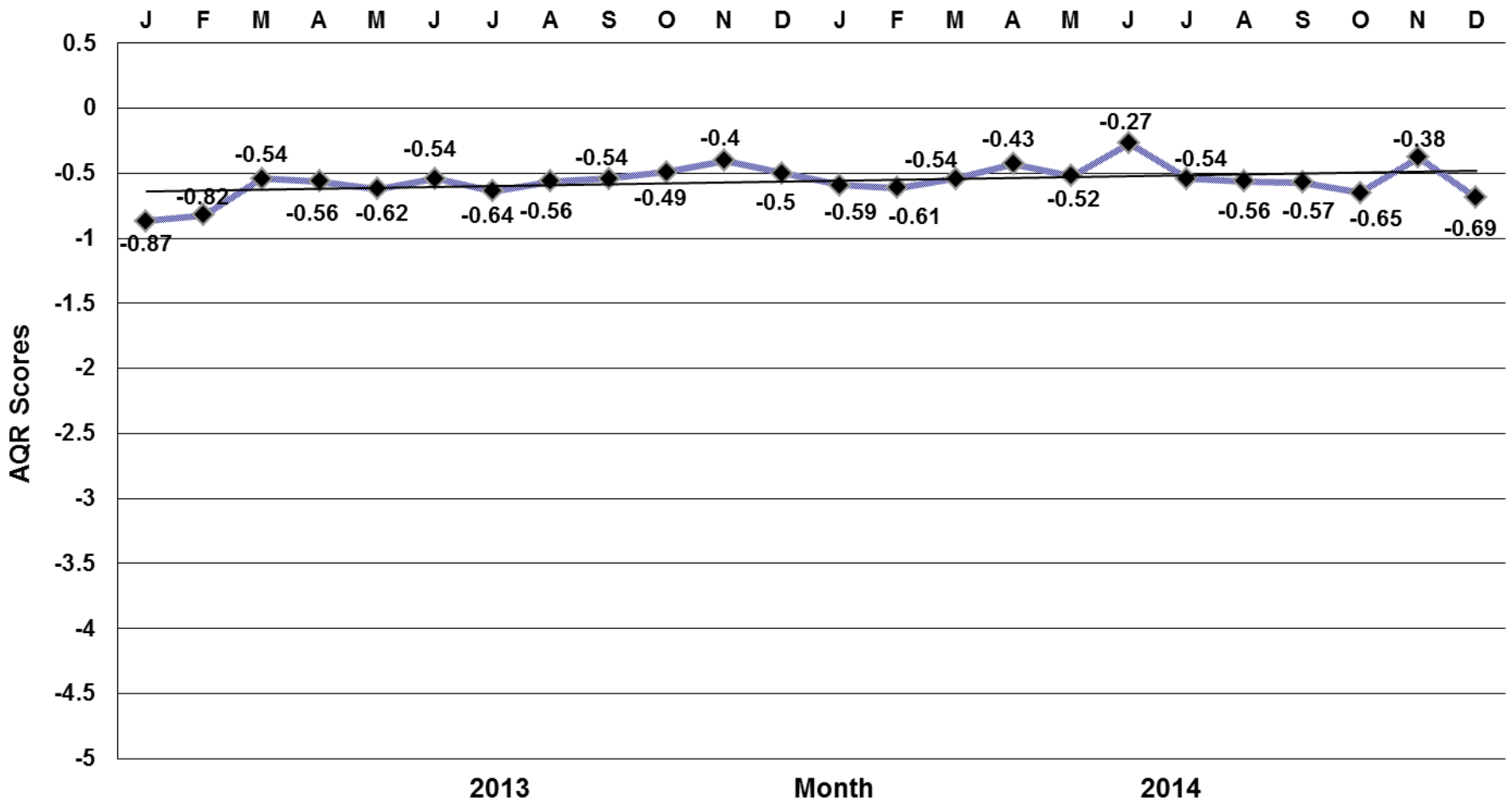
Frontier Airlines by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2014	-1.74	-1.39	-1.07	-1.52	-1.19	-1.37	-1.56	-1.74	-1.41	-1.65	-1.35	-1.7
2013	-2.35	-1.98	-1.11	-1.03	-1	-1.16	-1.21	-1.24	-1.25	-0.97	-1.37	-1.57

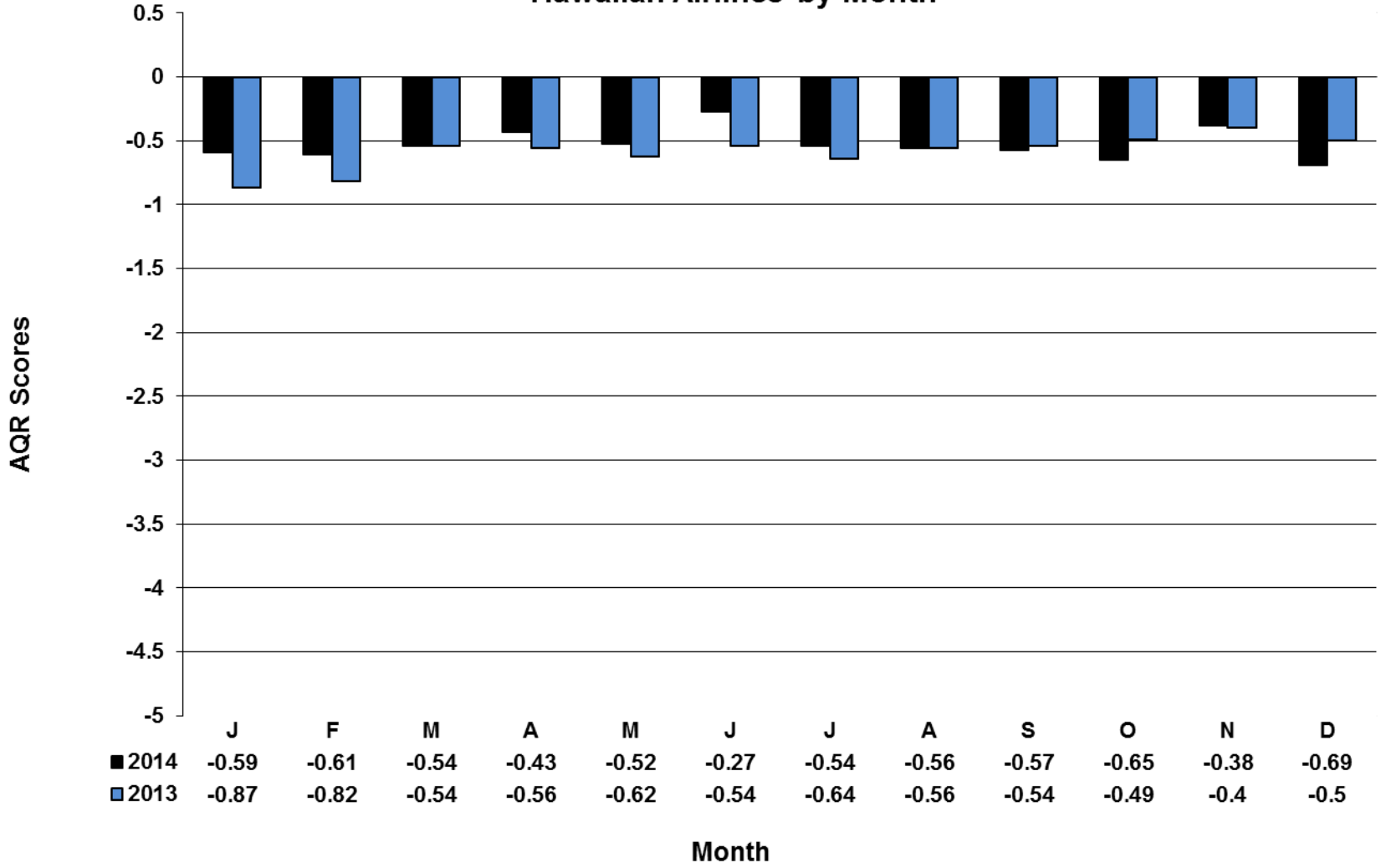
Airline Quality Rating

Hawaiian Airlines 2013 - 2014



Airline Quality Rating

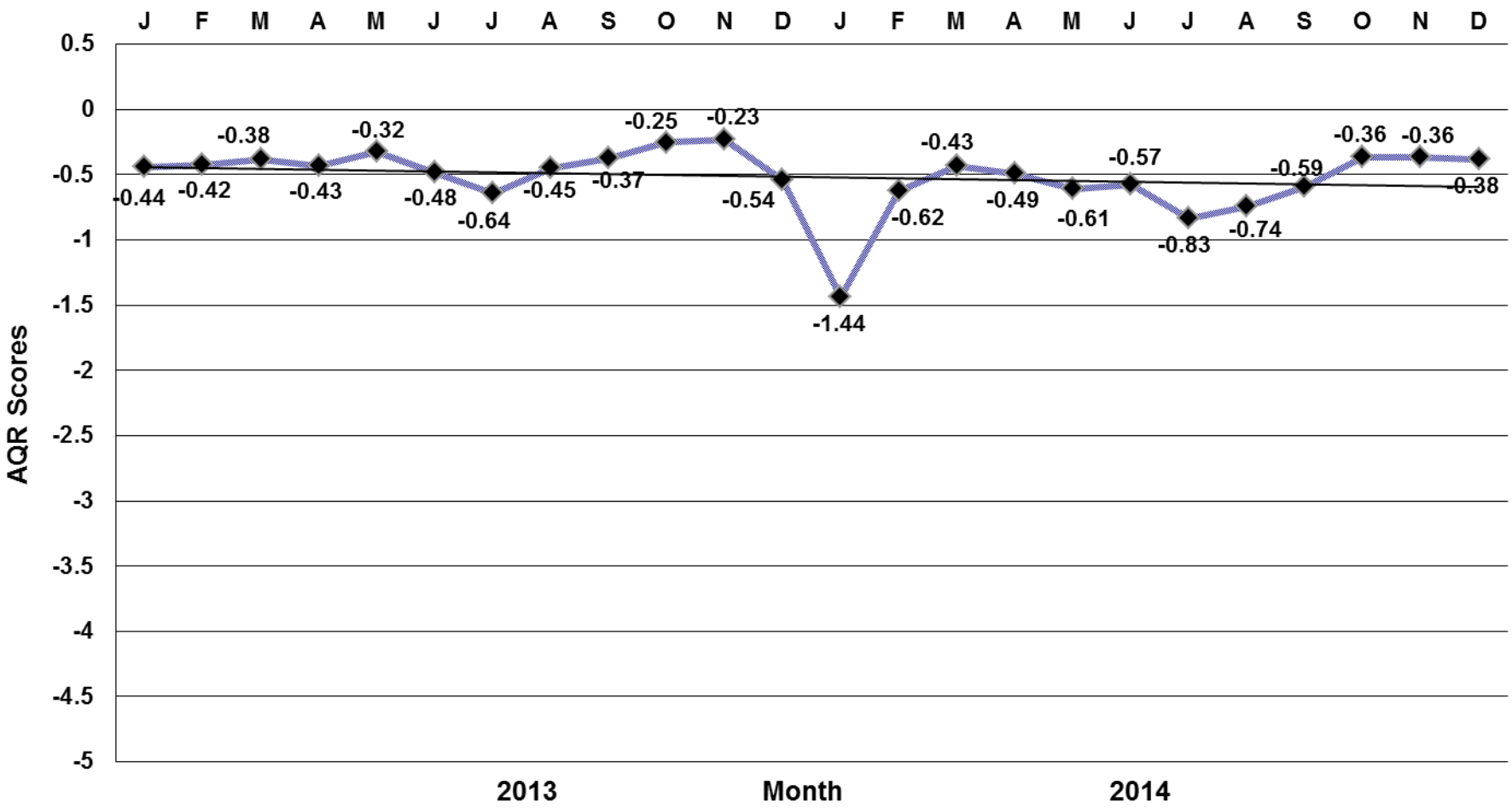
Hawaiian Airlines by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2014	-0.59	-0.61	-0.54	-0.43	-0.52	-0.27	-0.54	-0.56	-0.57	-0.65	-0.38	-0.69
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

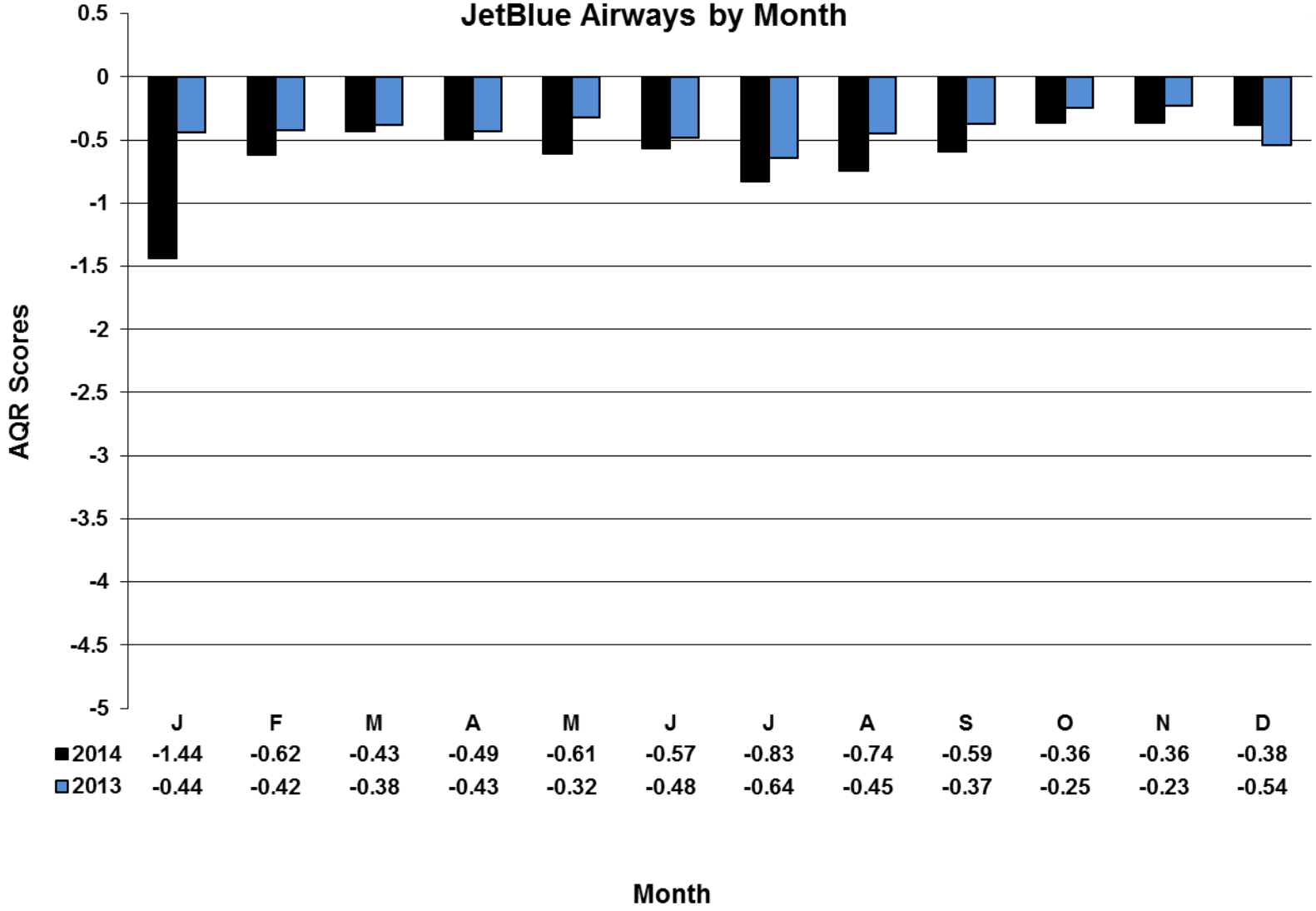
Airline Quality Rating

JetBlue Airways 2013 - 2014



Airline Quality Rating

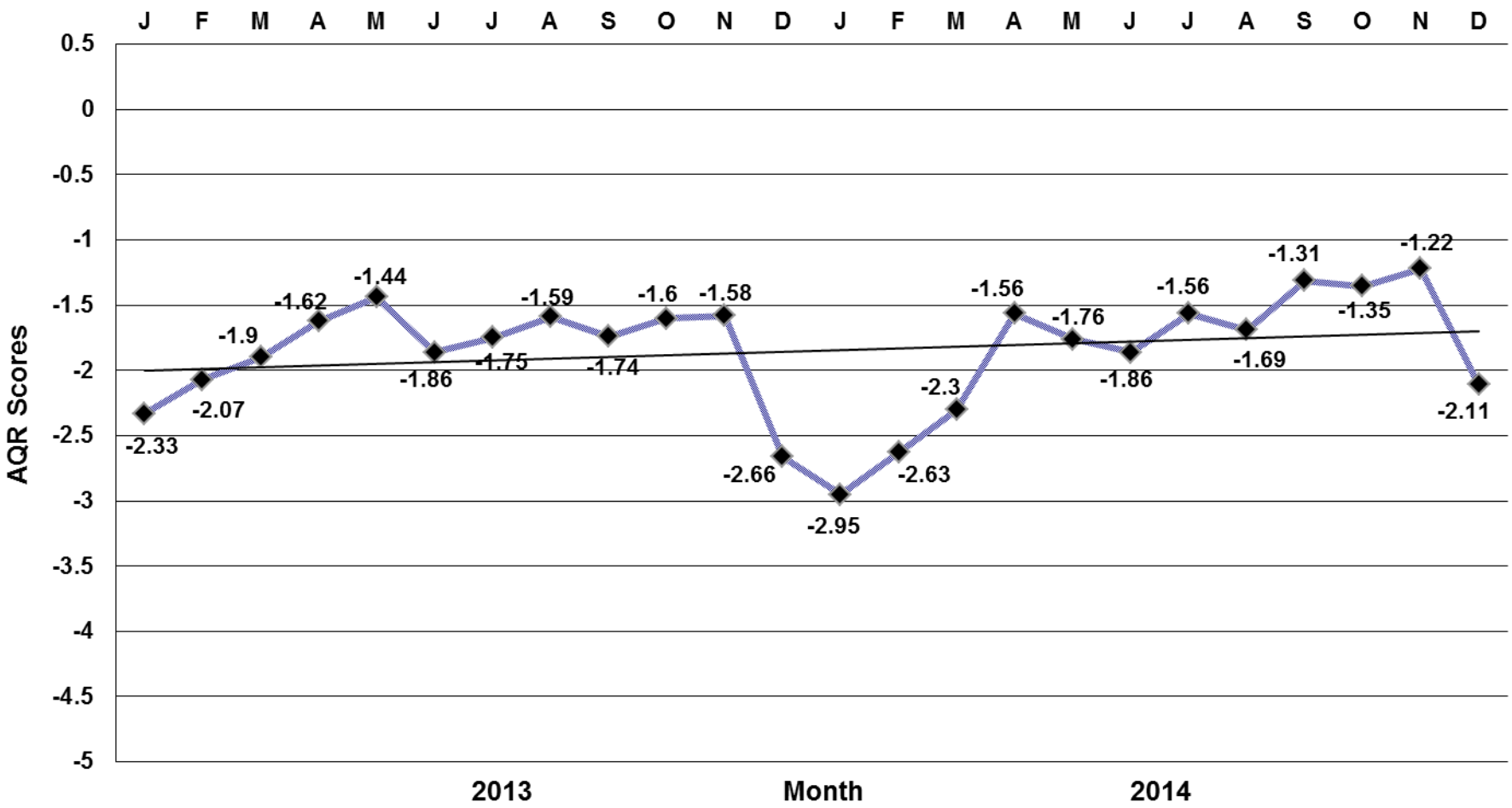
JetBlue Airways by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2014	-1.44	-0.62	-0.43	-0.49	-0.61	-0.57	-0.83	-0.74	-0.59	-0.36	-0.36	-0.38
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

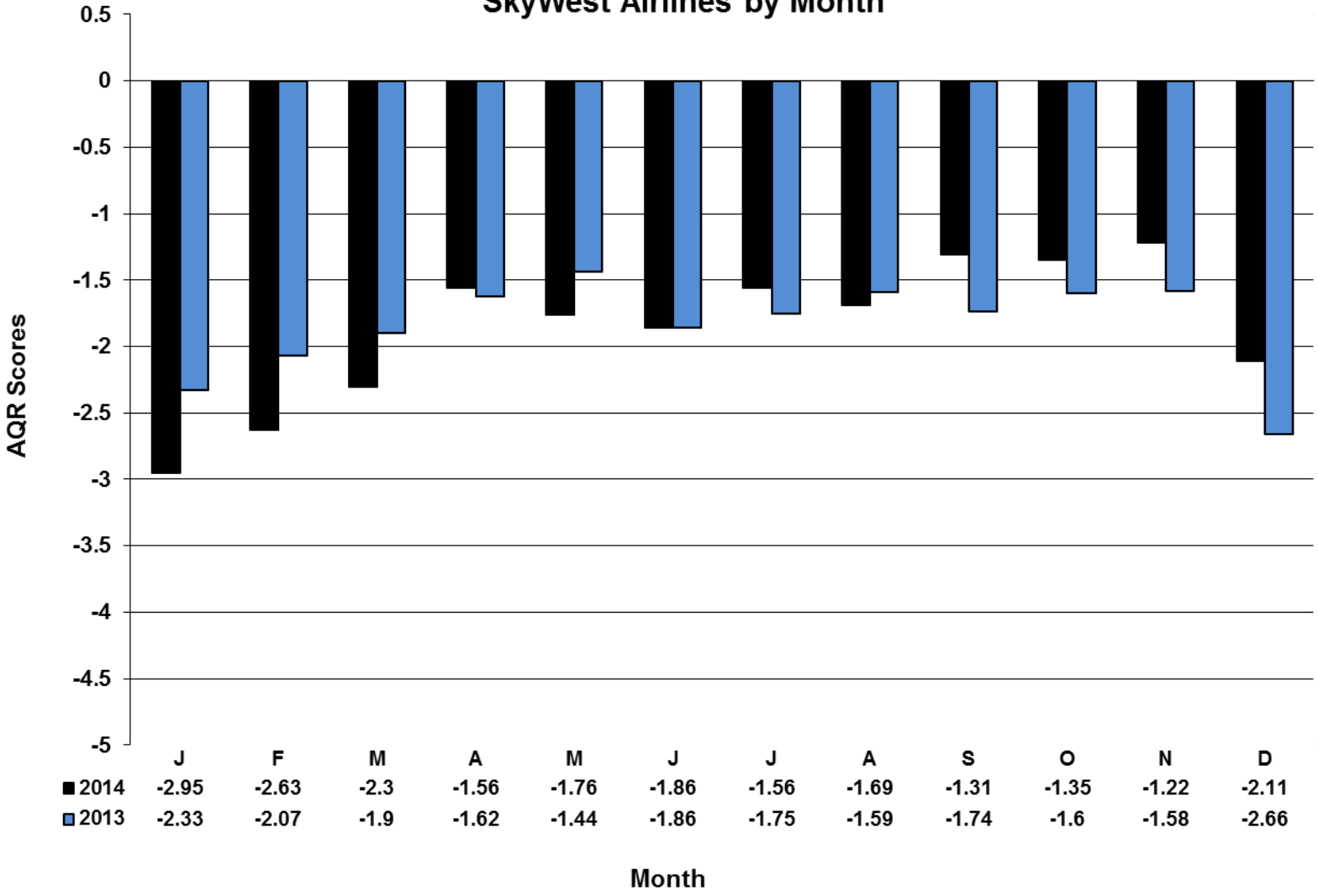
Airline Quality Rating

SkyWest Airlines 2013 - 2014



Airline Quality Rating

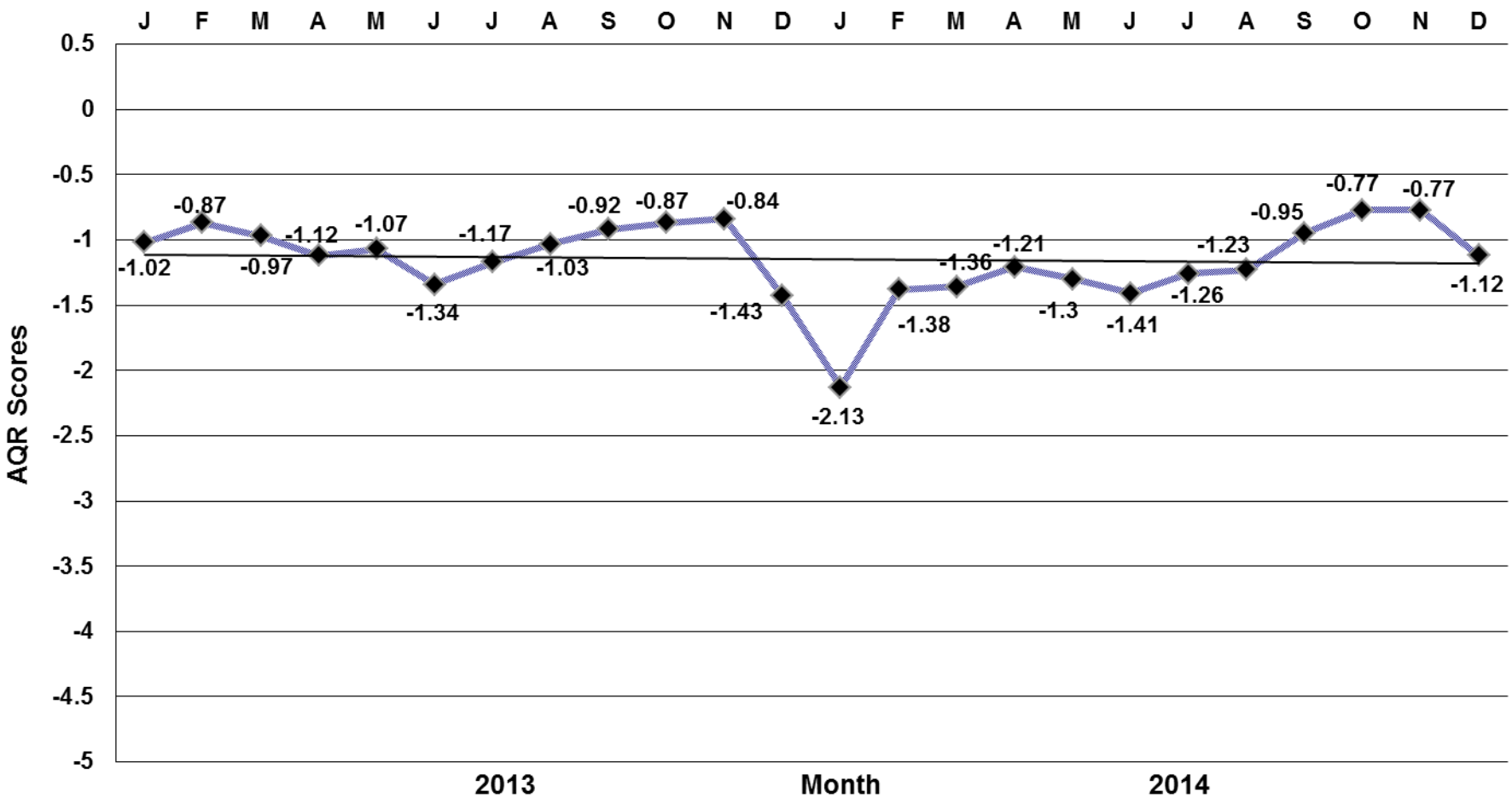
SkyWest Airlines by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2014	-2.95	-2.63	-2.3	-1.56	-1.76	-1.86	-1.56	-1.69	-1.31	-1.35	-1.22	-2.11
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

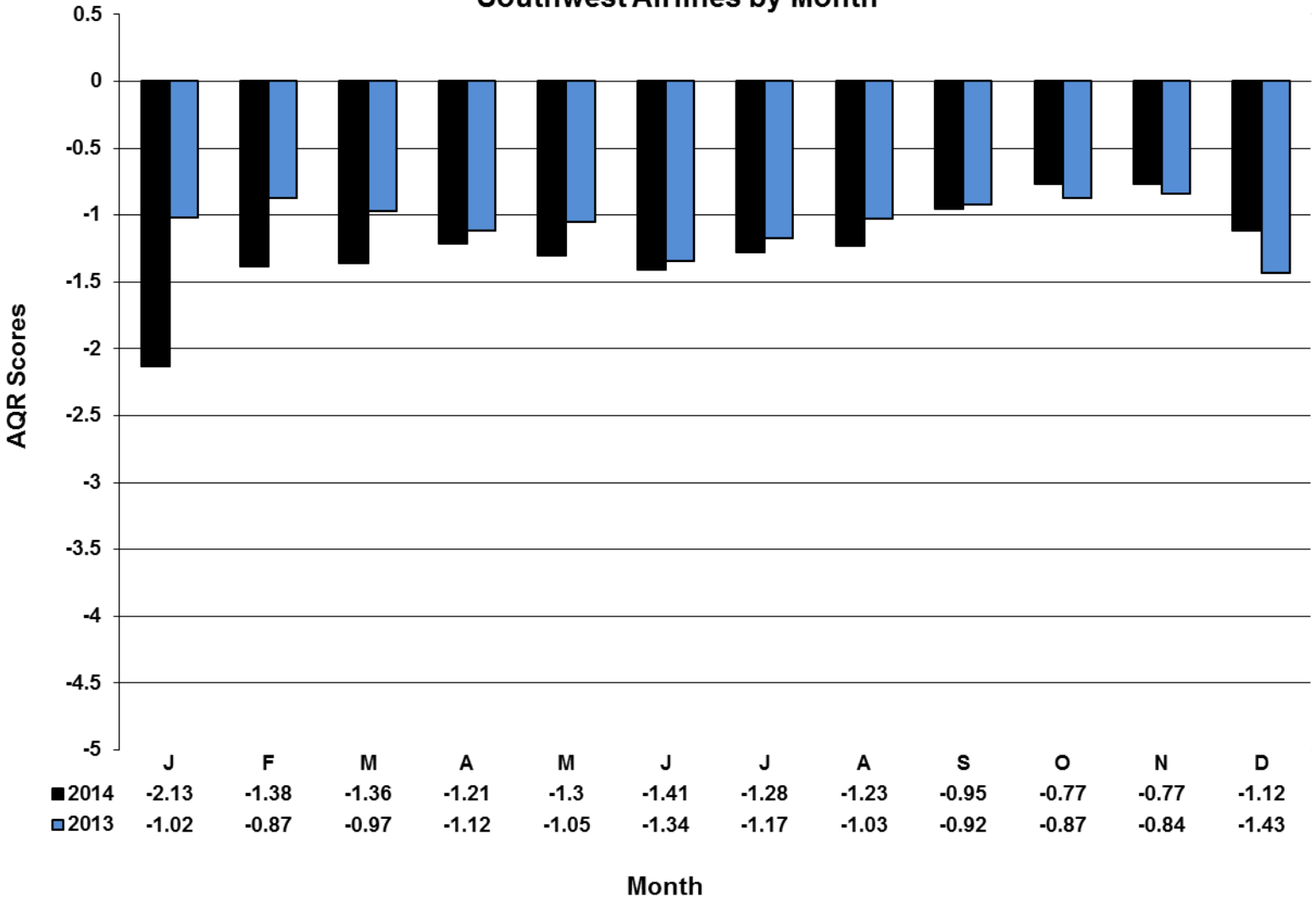
Airline Quality Rating

Southwest Airlines 2013 - 2014



Airline Quality Rating

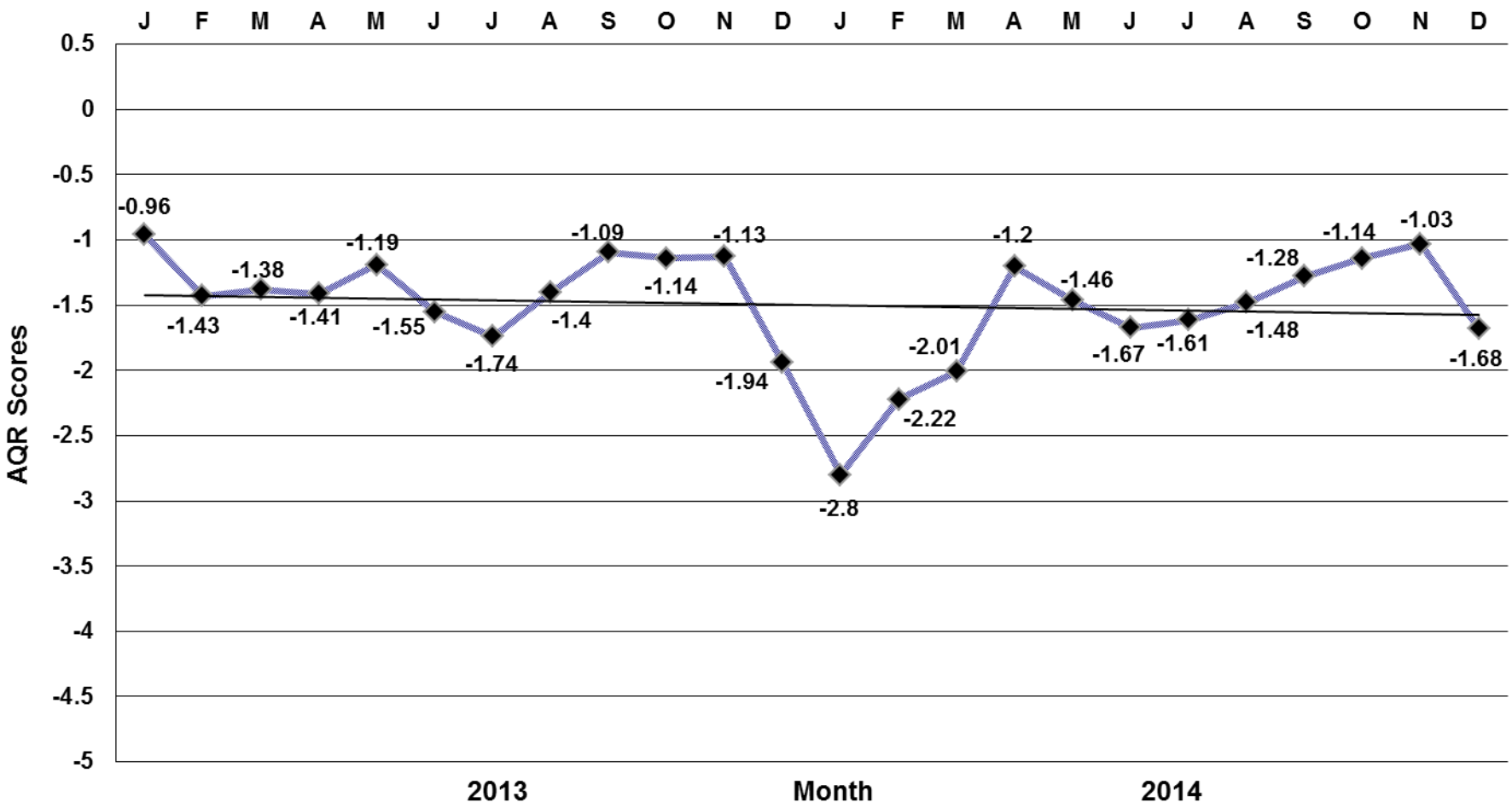
Southwest Airlines by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2014	-2.13	-1.38	-1.36	-1.21	-1.3	-1.41	-1.28	-1.23	-0.95	-0.77	-0.77	-1.12
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

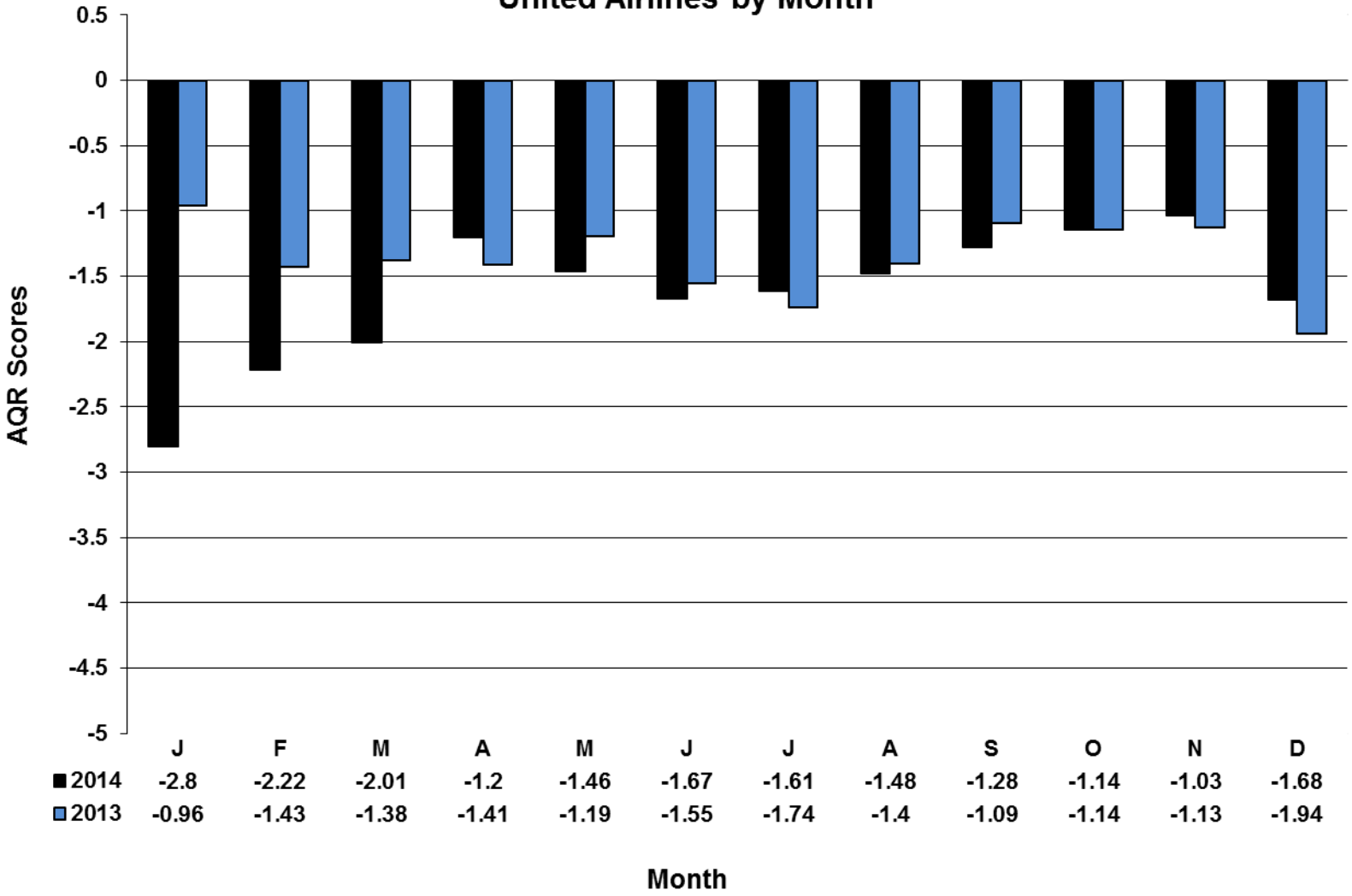
Airline Quality Rating

United Airlines 2013 - 2014



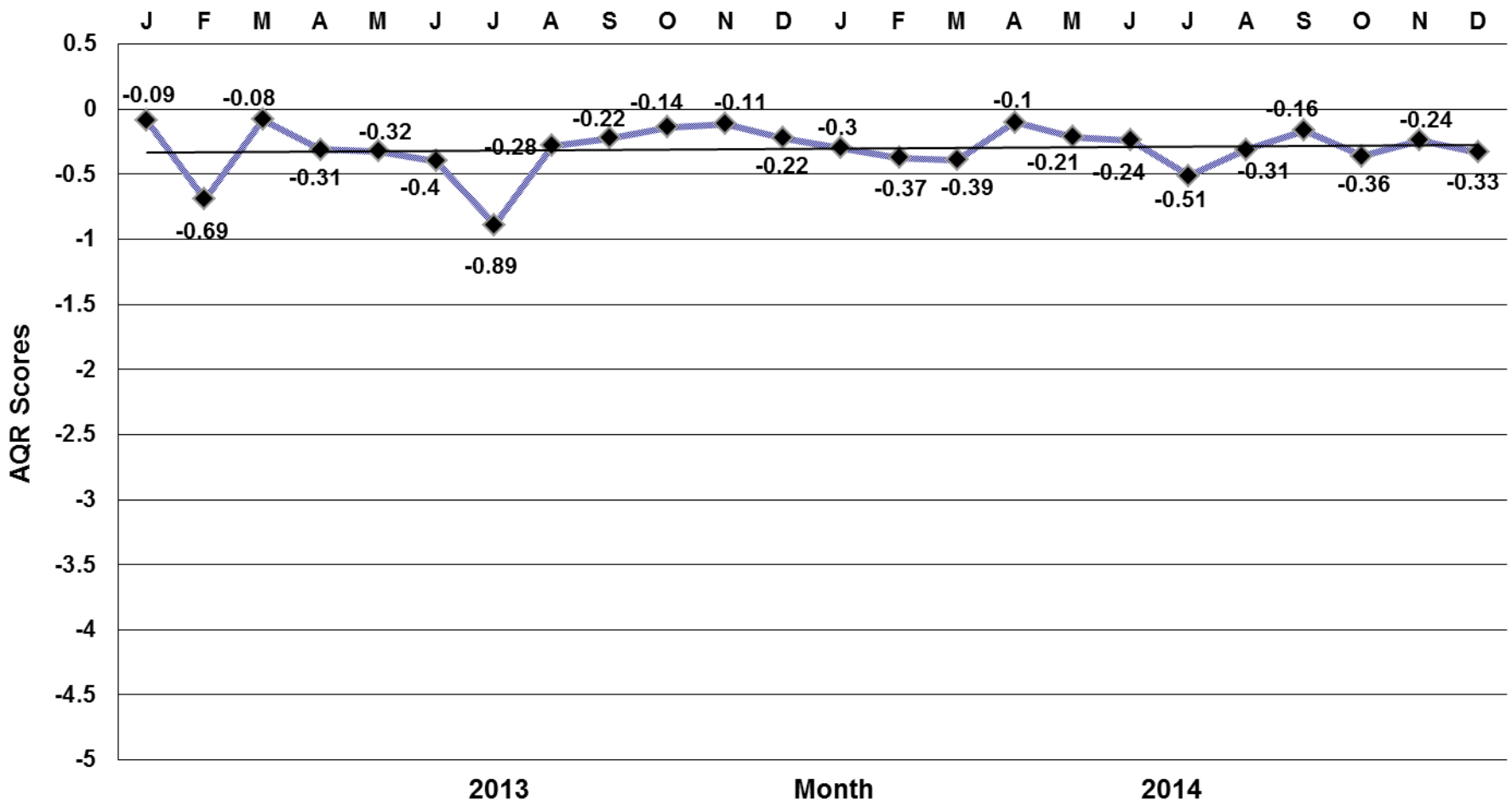
Airline Quality Rating

United Airlines by Month



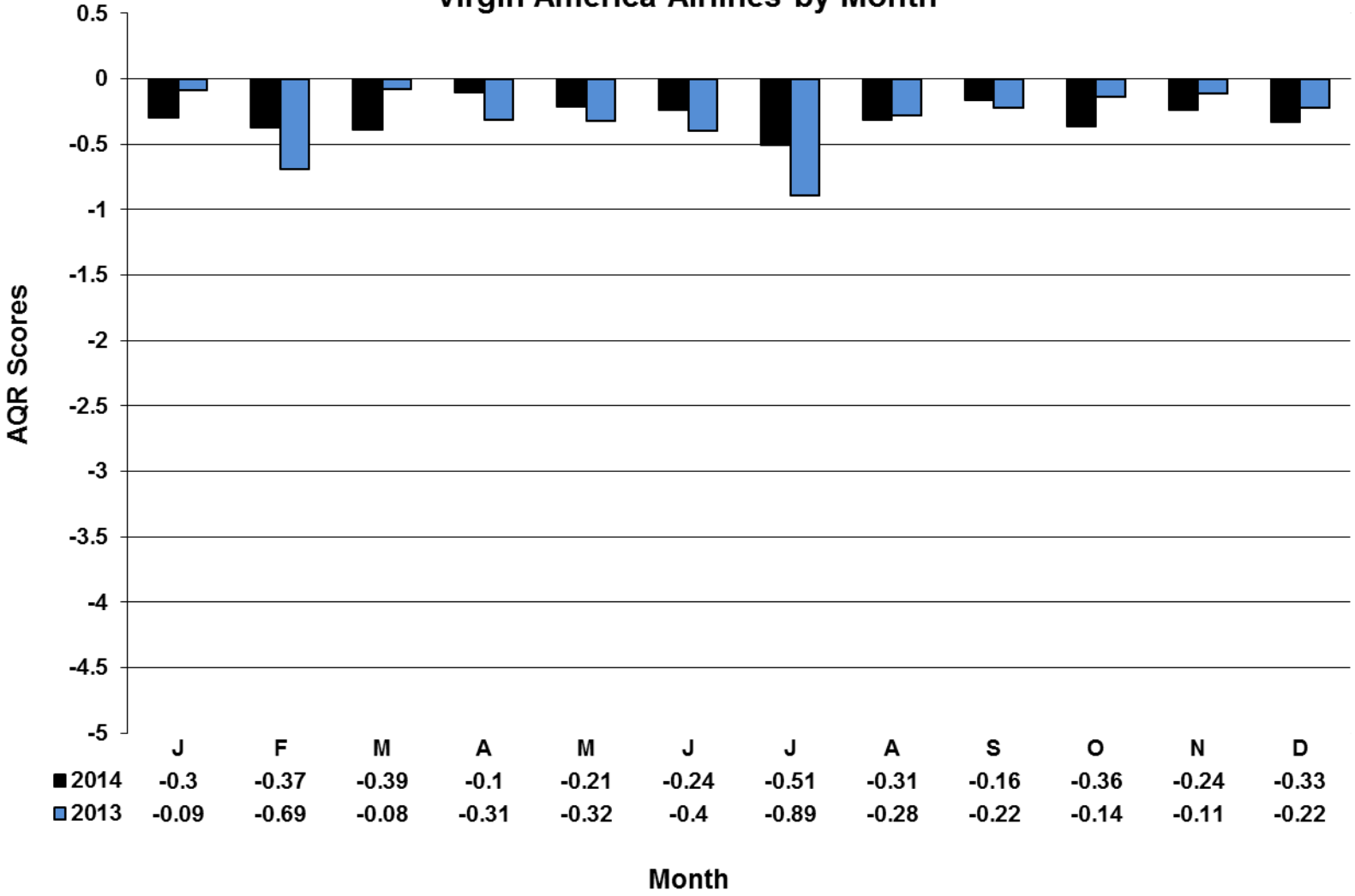
Airline Quality Rating

Virgin America Airlines 2013 - 2014



Airline Quality Rating

Virgin America Airlines by Month



	J	F	M	A	M	J	J	A	S	O	N	D
2014	-0.3	-0.37	-0.39	-0.1	-0.21	-0.24	-0.51	-0.31	-0.16	-0.36	-0.24	-0.33
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 12 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 2014. 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 2014. 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.

2014 On-Time Arrival Percentage by Month for U.S. Airlines

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
Alaska (AS)	.878	.857	.882	.903	.897	.860	.841	.838	.872	.872	.847	.804	.862
American (AA) [1]	.765	.739	.805	.827	.791	.721	.742	.773	.827	.793	.803	.767	.779
Delta (DL)	.702	.775	.843	.852	.844	.807	.863	.848	.856	.868	.866	.889	.837
Envoy (MQ) [2]	.591	.665	.734	.752	.714	.622	.745	.706	.732	.662	.693	.631	.688
Express Jet (EV)	.560	.590	.709	.742	.703	.651	.734	.746	.744	.754	.807	.760	.708
Frontier (F9)	.618	.642	.751	.797	.734	.709	.761	.775	.809	.833	.723	.678	.741
Hawaiian (HA)	.928	.901	.916	.940	.932	.953	.933	.940	.908	.897	.894	.879	.919
JetBlue (B6)	.569	.646	.772	.774	.773	.772	.658	.774	.861	.837	.811	.804	.754
SkyWest (OO)	.723	.711	.788	.809	.787	.739	.772	.769	.811	.809	.764	.672	.764
Southwest (WN) [3]	.633	.708	.729	.750	.727	.676	.702	.758	.804	.806	.814	.720	.735
United (UA)	.711	.700	.794	.818	.764	.701	.749	.768	.807	.774	.806	.724	.760
Virgin America (VX)	.843	.732	.864	.865	.818	.816	.808	.843	.841	.836	.827	.682	.815
Industry by Month	**.677**	**.707**	**.776**	**.796**	**.769**	**.718**	**.756**	**.777**	**.811**	**.800**	**.806**	**.753**	**.762**

[1] Effective January 2014, the American Airlines and US Airways data are combined to reflect the merging of the companies.
[2] As of April, 2014 American Eagle Airlines became Envoy Air for reporting in this data table.
[3] Effective January 2014, the Southwest Airlines and AirTran Airways data are combined to reflect the merging of the companies

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

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.

2014 Involuntary Denied Boardings by Quarter for U.S. Airlines

(per 10,000 passengers)

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Annual
Alaska (AS)	0.57	0.39	0.51	0.28	0.44
American (AA)[1]	0.74	0.65	0.37	0.45	0.55
Delta (DL)	0.74	0.46	0.18	0.07	0.35
Envoy (MQ)[2]	2.06	1.69	1.07	1.68	1.62
Express Jet (EV)	4.13	3.60	1.43	1.79	2.71
Frontier (F9)	1.19	1.19	1.62	1.41	1.37
Hawaiian (HA)	0.10	0.04	0.30	0.00	0.12
JetBlue (B6)	0.04	0.09	0.68	0.04	0.22
SkyWest (OO)	4.28	2.68	2.03	2.00	2.71
Southwest (WN)[3]	1.36	1.65	1.01	0.57	1.11
United (UA)	2.46	1.08	0.75	0.52	1.17
Virgin America (VX)	0.17	0.06	0.03	0.10	0.09
Industry by Quarter	**1.40**	**1.07**	**0.70**	**0.56**	**0.92**

[1] Effective January 2014, the American Airlines and US Airways data are combined to reflect the merging of the companies.

[2] As of April, 2014 American Eagle Airlines became Envoy Air for reporting in this data table.

[3] Effective January 2014, the Southwest Airlines and AirTran Airways data are combined to reflect the merging of the companies

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

2014 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
Alaska (AS)	3.20	2.80	2.30	2.09	2.42	2.71	3.03	2.95	2.40	2.31	2.60	3.73	2.72
American (AA)[1]	4.37	3.86	3.67	3.00	3.73	4.16	3.98	3.87	3.12	3.18	3.46	4.76	3.77
Delta (DL)	4.69	2.79	2.36	1.87	1.93	2.32	2.02	2.45	2.16	1.83	1.82	2.03	2.30
Envoy (MQ)[2]	10.89	9.10	8.12	6.53	7.92	10.84	8.65	10.81	6.73	8.38	8.41	12.28	9.02
Express Jet (EV)	10.31	9.04	5.49	3.97	4.58	5.56	4.84	5.62	4.40	4.47	4.28	6.08	5.61
Frontier (F9)	2.63	2.15	1.60	1.38	1.65	1.79	1.61	1.87	1.59	1.54	1.79	2.37	1.80
Hawaiian (HA)	2.41	2.85	2.31	1.88	1.98	1.88	2.19	2.18	2.19	2.07	1.93	2.58	2.20
JetBlue (B6)	3.53	1.89	1.74	1.74	1.79	1.91	2.18	2.32	1.71	1.70	1.63	1.99	2.00
SkyWest (OO)	7.28	6.23	5.20	3.59	4.22	4.90	4.17	4.45	3.62	3.64	3.15	6.41	4.69
Southwest (WN)[3]	6.91	4.47	4.39	3.66	3.89	4.21	4.23	4.20	3.23	2.95	3.05	4.36	4.09
United (UA)	5.33	4.55	3.84	2.66	3.37	3.78	3.46	3.32	3.12	2.85	2.89	5.20	3.67
Virgin America (VX)	1.20	0.91	0.67	0.80	1.04	1.01	1.21	1.06	0.78	0.71	0.72	1.18	0.95
Industry by Month	**5.54**	**4.21**	**3.68**	**2.92**	**3.34**	**3.79**	**3.55**	**3.69**	**2.98**	**2.87**	**2.92**	**4.25**	**3.62**

[1] Effective January 2014, the American Airlines and US Airways data are combined to reflect the merging of the companies.

[2] As of April, 2014 American Eagle Airlines became Envoy Air for reporting in this data table.

[3] Effective January 2014, the Southwest Airlines and AirTran Airways data are combined to reflect the merging of the companies

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.

2014 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
Alaska (AS)	0.72	0.14	0.29	0.65	0.23	0.58	0.44	0.68	0.42	0.06	0.42	0.38	0.42
American (AA)[1]	2.60	2.24	1.76	1.94	2.25	2.29	2.57	2.39	1.87	2.12	1.50	1.76	2.12
Delta (DL)	1.31	1.01	0.44	0.87	0.73	0.70	0.67	0.64	0.73	0.54	0.60	0.62	0.72
Envoy (MQ)[2]	3.91	1.99	1.25	1.99	1.75	2.03	1.44	1.14	1.10	0.96	1.18	0.40	1.59
Express Jet (EV)	1.57	1.28	1.13	0.64	2.14	1.40	0.87	0.89	0.77	0.54	0.47	0.33	1.01
Frontier (F9)	4.21	3.21	2.52	4.84	2.98	3.60	4.22	4.78	3.65	5.03	3.30	4.15	3.91
Hawaiian (HA)	0.97	0.53	0.85	0.90	1.18	0.23	0.74	0.87	0.86	1.66	0.62	1.28	0.89
JetBlue (B6)	3.12	1.39	0.87	1.08	1.57	1.24	1.30	0.89	1.02	0.70	0.71	0.39	1.17
SkyWest (OO)	1.12	0.82	0.59	0.92	1.10	0.69	0.97	1.24	0.49	0.71	0.59	0.81	0.84
Southwest (WN)[3]	1.05	0.51	0.51	0.38	0.48	0.56	0.62	0.60	0.47	0.48	0.37	0.35	0.53
United (UA)	4.60	2.89	2.83	2.14	2.46	2.85	3.39	2.97	2.35	2.23	1.75	2.00	2.71
Virgin America (VX)	0.81	1.34	1.84	0.54	0.69	0.85	1.84	1.20	0.81	1.72	1.16	0.88	1.14
Industry by Month	**2.21**	**1.50**	**1.21**	**1.26**	**1.43**	**1.45**	**1.59**	**1.49**	**1.21**	**1.23**	**0.97**	**1.06**	**1.38**

[1] Effective January 2014, the American Airlines and US Airways data are combined to reflect the merging of the companies.

[2] As of April, 2014 American Eagle Airlines became Envoy Air for reporting in this data table.

[3] Effective January 2014, the Southwest Airlines and AirTran Airways data are combined to reflect the merging of the companies

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.

Monthly Count of Complaints Received by Department of Transportation Regarding 12 AQR Rated Airlines in 2014

	Complaints for 12 AQR Rated Airlines 2014	Top Four Categories[1] of Complaints for 12 AQR Rated Airlines in 2014 1	2	3	4
Jan	1,072	FP	BG	TB	CS
Feb	678	FP	BG	TB	CS
Mar	690	FP	BG	CS	TB
Apr	681	FP	TB	BG	CS
May	816	FP	BG	CS	TB
Jun	855	FP	BG	CS	TB
Jul	989	FP	BG	TB	CS
Aug	892	FP	BG	CS	TB
Sep	618	FP	BG	CS	TB
Oct	679	FP	TB	BG	CS
Nov	495	FP	BG	CS	TB
Dec	514	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 2014 by Complaint Category

	% of all Complaints Received		Number of Complaints Received	
	2013	**2014**	2013	**2014**
Flight Problems	35.9%	**37.8%**	3,473	**4,302**
Baggage	14.2%	**14.3%**	1,372	**1,631**
Reservations, Ticketing, and Boarding	12.8%	**11.3%**	1,236	**1,279**
Customer Service	14.4%	**10.6%**	1,396	**1,200**
Refunds	6.1%	**7.0%**	586	**792**
Fares	2.8%	**6.1%**	274	**699**
Disability	5.7%	**5.5%**	551	**625**
Oversales	3.4%	**3.6%**	329	**413**
Other	3.4%	**2.4%**	333	**274**
Advertising	0.7%	**0.8%**	66	**87**
Discrimination	0.6%	**0.5%**	60	**60**
Animals	0.1%	**0.0%**	5	**2**
Total	100%	**100%**	9,684	**11,364**

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 2015 (2014 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.