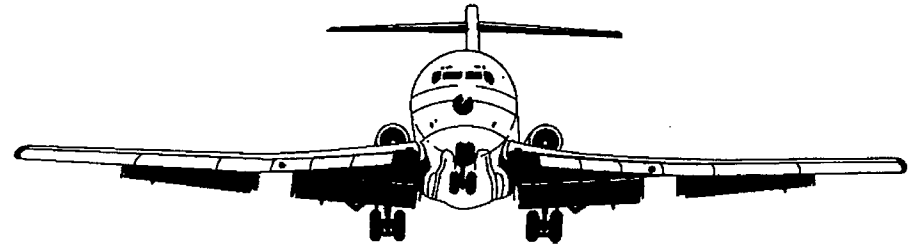




U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: February 2014



Flight Delays¹

December 2013
12 Months Ending December 2013

Mishandled Baggage¹

December 2013
January-December 2013

Oversales¹

4th Quarter 2013
January – December 2013

Consumer Complaints²
(Includes Disability and
Discrimination Complaints)

December 2013
January – December 2013

**Customer Service Reports to
the Dept. of Homeland Security³**

December 2013

Airline Animal Incident Reports⁴

December 2013
January – December 2013

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

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

³ Data provided by the Department of Homeland Security, Transportation Security Administration

⁴ Data collected by the Aviation Consumer Protection Division

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - DECEMBER 2013			RANKING	JANUARY - DECEMBER 2012		
	RANKING	COMPLAINTS**	SUB CATEGORY		COMPLAINTS**	SUB CATEGORY	
FLIGHT PROBLEMS	1	3,979		1	4,249		
CANCELLATIONS			1,520			1,717	
DELAYS			1,437			1,446	
MISCONNECTIONS			624			644	
BAGGAGE	2	2,133		3	2,182		
RES/TKTG/BOARDING	3	1,900		2	2,456		
CUSTOMER SERVICE	4	1,835		4	1,988		
REFUNDS	5	920		5	1,185		
DISABILITY	6	679		7	741		
OTHER	7	612		8	717		
FREQUENT FLYER			254			289	
FARES	8	503		6	1,010		
OVERSALES	9	426		9	503		
ADVERTISING	10	96		10	203		
DISCRIMINATION	11	79		11	99		
ANIMALS	12	6		12	5		
COMPLAINT TOTAL		13,168			15,338		

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.