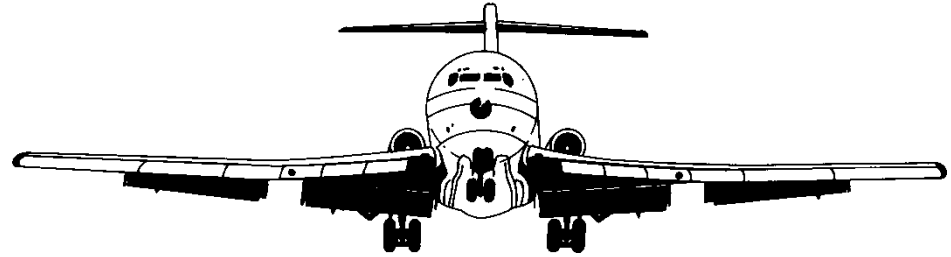




U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

**Issued: July 2015**



Flight Delays <sup>1</sup>	May 2015
Mishandled Baggage <sup>1</sup>	May 2015
Oversales <sup>1</sup>	1 <sup>st</sup> Quarter 2015
Consumer Complaints <sup>2</sup> (Includes Disability and Discrimination Complaints)	May 2015
Customer Service Reports to the Dept. of Homeland Security <sup>3</sup>	May 2015
Airline Animal Incident Reports <sup>4</sup>	May 2015

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

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

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

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

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## **INTRODUCTION**

The *Air Travel Consumer Report* is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings (OAEP). The report is designed to assist consumers with information on the quality of services provided by the airlines.

The report is divided into six sections (Flight Delays, Mishandled Baggage, Oversales, Consumer Complaints, Customer Service Reports to the Transportation Security Administration, and Airline Reports of the Loss, Injury, or Death of Animals During Air Transportation). The sections that deal with flight delays, mishandled baggage and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section that deals with consumer complaints is based on data compiled by the OAEP's Aviation Consumer Protection Division (ACPD). The section that deals with customer service reports to the Department of Homeland Security's Transportation Security Administration (TSA) is based on data provided by TSA. The section that deals with animal incidents during air transport is based on reports required to be submitted by airlines to the ACPD. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

The report normally is released by the end of the second week of each month. The report is available via the Internet at:  
<http://www.dot.gov/airconsumer>

## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the fourteen (14) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues.

The rule requires carriers to currently report on operations to and from the 29 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS), the Docking Guidance System (DGS) or Airborne Flight Information System (AFIS). Based on the latest information available to DOT, of the 14 reporting air carriers, seven carriers (Envoy, ExpressJet, Frontier, Hawaiian, Southwest, US Airways and Virgin America) use ACARS exclusively; SkyWest uses ACARS and AFIS; two carriers (American and United) use a combination of ACARS and DGS; and four carriers (Alaska, Delta, JetBlue and Spirit) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 29 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 29 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time.

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the regularly scheduled flights with more than 50% delayed arrivals of more than 30 minutes for two or more consecutive months. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 3, 4, and 5 contain information on the time of day that a flight operated. All times are local. A 10:50 a.m. departure from Atlanta is 10:50 a.m. Atlanta time; if that flight arrived in Dallas at 11:45 a.m., that is 11:45 a.m. Dallas time. If a flight's scheduled operating time changed during the month, Table 5 shows the time that was in effect for the last flight operation performed that month.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system. Table 8A displays the number and percentage of regularly scheduled flights canceled 5% or more of the time.

Table 9 displays airline flight delay causation data by categories, and Table 10 provides an overall graphic representation of that data.

Table 11 lists the regularly scheduled flights with tarmac delays of more than 3 hours and Table 11A lists the regularly scheduled international flights with tarmac delays of more than 4 hours. Table 12 displays the number and percentage of regularly scheduled flights with tarmac delays of 2 hours or more.

Except for the flights listed in Tables 5, 11 and 11A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at [http://www.bts.gov/programs/airline\\_information/airline\\_ontime\\_statistics/](http://www.bts.gov/programs/airline_information/airline_ontime_statistics/). Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml>. CDs for earlier months can be purchased by sending an email to: [Orders@bts.gov](mailto:Orders@bts.gov). Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>. Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp).

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

MAY 2015

## AIR TRAVEL CONSUMER REPORT

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

	AT 29 REPORTABLE AIRPORTS B/		AT ALL US AIRPORTS C/	
CARRIER	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	87.1	17	90.9
ALASKA AIRLINES S/	24	88.0	60	88.0
DELTA AIR LINES S/	29	87.1	148	87.2
JETBLUE AIRWAYS S/	24	83.7	62	84.3
SKYWEST AIRLINES S/	21	81.7	169	82.1
AMERICAN AIRLINES S/ **	28	81.3	86	80.9
-AMERICAN AIRLINES S/	28	79.1	76	78.3
-US AIRWAYS S/	27	84.3	72	84.5
SOUTHWEST AIRLINES S/***	24	80.2	86	78.6
EXPRESSJET AIRLINES S/	17	77.5	161	77.6
ENVOY AIR S/	10	76.3	116	77.1
UNITED AIRLINES S/	28	76.8	74	76.6
VIRGIN AMERICA S/	15	76.8	17	76.0
FRONTIER AIRLINES S/	24	72.3	49	73.1
SPIRIT AIRLINES S/****	19	59.6	33	61.2
TOTAL		80.7		80.5

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

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

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

\*\*\* Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table.

\*\*\*\* Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

MAY 2015

## AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME AND CARRIER RANK, BY MONTH, QUARTER, AND 12 MONTHS

Carrier*	2nd Quarter 04-06 2014		3rd Quarter 07-09 2014		4th Quarter 10-12 2014		1st Quarter 01-03 2015		Mar-15		Apr-15		May-15		12 Months Ending May 2015	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	88.5	2	85.0	3	84.1	3	85.1	1	85.6	2	89.3	2	88.0	2	85.5	2
AMERICAN**	77.9	8	77.9	7	78.8	8	75.9	7	77.0	8	80.2	9	80.9	6	76.3	9
-AMERICAN	75.4	(--)	75.4	(--)	75.8	(--)	75.1	(--)	75.4	(--)	79.2	(--)	78.3	(--)	75.8	(--)
-US AIRWAYS	81.1	(--)	81.3	(--)	82.5	(--)	77.1	(--)	79.1	(--)	81.6	(--)	84.5	(--)	81.1	(--)
ENVOY	69.7	12	72.8	12	66.2	12	60.6	13	67.8	12	77.0	11	77.1	9	67.9	12
DELTA	83.4	3	85.6	2	87.4	2	82.8	3	84.0	3	86.8	3	87.2	3	85.2	3
EXPRESSJET	69.8	11	74.1	11	77.3	6	73.6	9	76.2	9	80.2	8	77.6	8	74.7	10
FRONTIER	74.3	9	78.2	6	74.6	11	64.0	12	65.2	13	72.5	13	73.1	12	72.6	11
HAWAIIAN	94.2	1	92.8	1	89.0	1	85.1	2	87.3	1	92.7	1	90.9	1	90.0	1
JETBLUE	77.3	6	75.9	9	81.7	4	68.0	11	71.5	11	80.4	7	84.3	4	76.6	7
SKYWEST	77.8	5	78.3	5	74.9	10	76.8	6	82.5	4	83.1	5	82.1	5	77.4	5
SOUTHWEST***	71.8	10	75.3	10	77.9	7	79.0	5	80.0	5	81.8	6	78.6	7	76.8	6
-SOUTHWEST	70.9	(--)	74.7	(--)	77.5	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
-AIRTRAN	83.2	(--)	84.1	(--)	88.2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
SPIRIT****	(--)	(--)	(--)	(--)	(--)	(--)	70.5	10	73.9	10	74.7	12	61.2	13	(--)	(--)
UNITED	75.9	7	77.4	8	76.8	9	75.9	8	78.2	7	79.4	10	76.6	10	76.3	8
VIRGIN AMERICA	83.3	4	83.0	4	78.0	5	79.2	4	78.9	6	83.5	4	76.0	11	80.1	4
Total	76.0		78.0		78.6		76.3		78.7		81.8		80.5		77.7	

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily (Mesa).

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

\*\*\* Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table. Individual carrier data for 2014 is provided for historical purposes.

\*\*\*\* Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

MAY 2015

## AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT*																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	984	76.1	2462	79.4	557	81.3	7884	88.0	2628	79.5	859	77.2	12641	77.8	494	82.8
-AMERICAN	475	74.9	961	79.4	243	79.8	367	79.0	922	79.1	452	72.3	12125	77.8	237	81.9
-US AIRWAYS	509	77.2	1501	79.5	314	82.5	7517	88.4	1706	79.8	407	82.6	516	78.9	257	83.7
ALASKA	31	83.9	146	95.2	31	93.5	H/		124	92.7	155	89.7	123	79.7	31	87.1
JETBLUE	H/		3549	83.6	181	87.8	119	86.6	883	88.3	87	77.0	57	68.4	124	83.9
DELTA	20888	88.3	1446	83.1	620	88.2	582	88.7	842	83.3	648	84.0	471	81.3	4966	88.6
EXPRESSJET	5131	82.9	221	83.7	17	88.2	378	71.7	251	74.9	641	77.8	2108	59.6	2262	85.8
FRONTIER	548	71.5	H/		H/		62	74.2	90	75.6	1952	73.4	118	68.6	80	92.5
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY	139	70.5	H/		62	85.5	H/		31	90.3	H/		5022	68.5	238	76.9
SPIRIT****	330	61.2	248	66.5	279	64.5	H/		H/		403	63.3	862	53.7	630	58.3
SKYWEST	383	81.5	33	84.8	H/		48	79.2	99	74.7	4100	81.6	414	67.9	990	82.9
UNITED	355	74.6	1139	78.1	302	74.2	4	75.0	553	71.2	4104	78.8	347	62.5	59	79.7
VIRGIN AMERICA	H/		160	85.6	H/		H/		113	61.1	H/		H/		H/	
SOUTHWEST***	3636	80.9	839	71.8	6130	84.7	149	69.8	1334	77.7	5123	82.0	H/		575	75.1
TOTAL	32425	85.4	10243	80.7	8179	83.8	9226	86.9	6948	79.8	18072	79.6	22163	72.6	10449	84.2

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

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

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TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT*																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	712	80.3	749	80.6	232	81.9	839	73.5	1572	78.2	1349	83.6	3349	82.6	2308	75.6
-AMERICAN	339	77.3	278	77.0	232	81.9	425	70.6	1330	78.9	827	81.6	2709	83.1	1211	74.8
-US AIRWAYS	373	83.1	471	82.8	H/		414	76.6	242	74.4	522	86.8	640	80.3	1097	76.6
ALASKA	62	90.3	31	80.6	31	90.3	31	61.3	H/		411	91.5	717	90.5	H/	
JETBLUE	543	83.4	1576	86.3	176	81.8	H/		3781	81.5	424	84.2	396	83.6	558	78.9
DELTA	465	84.7	948	88.3	221	88.2	267	76.8	2430	83.6	951	87.5	2124	84.8	2267	78.3
EXPRESSJET	2808	80.9	H/		173	82.1	5970	70.5	H/		H/		H/		803	76.1
FRONTIER	H/		66	84.8	217	77.0	150	65.3	H/		455	69.0	147	74.8	93	73.1
HAWAIIAN	H/		H/		H/		H/		27	74.1	76	92.1	136	91.9	H/	
ENVOY	H/		H/		H/		H/		377	78.2	H/		H/		1215	71.7
SPIRIT****	H/		1041	71.1	H/		521	48.4	H/		861	63.9	396	57.6	341	67.2
SKYWEST	H/		H/		3	100.0	1525	66.0	H/		248	76.6	3552	80.9	9	88.9
UNITED	3994	81.1	437	78.7	1839	82.3	5117	72.7	376	82.7	1169	78.2	2627	73.4	769	73.1
VIRGIN AMERICA	171	86.5	72	84.7	142	91.5	H/		315	80.3	335	74.3	1091	82.7	108	58.3
SOUTHWEST***	508	76.8	1592	83.0	210	77.1	H/		H/		6465	82.2	3443	72.3	953	74.1
TOTAL	9263	81.2	6512	82.1	3244	82.4	14420	70.2	8878	81.3	12744	80.8	17978	79.0	9424	75.1

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

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

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TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	1652	82.3	H/		4704	80.4	700	81.6	5054	83.4	351	86.6	3832	81.7	5240	87.3
-AMERICAN	847	80.2	H/		4400	80.3	353	78.5	4533	83.5	149	83.2	403	76.7	402	82.6
-US AIRWAYS	805	84.5	H/		304	80.9	347	84.7	521	82.9	202	89.1	3429	82.2	4838	87.7
ALASKA	64	81.2	H/		H/		62	96.8	180	87.8	1102	90.4	31	93.5	217	86.6
JETBLUE	1630	88.0	H/		H/		H/		237	78.9	117	85.5	150	88.7	62	62.9
DELTA	1457	86.2	242	89.3	777	86.9	5231	88.8	705	86.7	416	93.3	622	83.4	603	86.1
EXPRESSJET	5	100.0	186	79.6	H/		770	79.7	4073	83.2	H/		44	81.8	H/	
FRONTIER	393	74.0	H/		186	71.5	204	76.0	497	61.6	93	82.8	279	62.7	155	76.1
HAWAIIAN	H/		H/		H/		H/		H/		31	80.6	H/		31	93.5
ENVOY	H/		H/		356	80.6	21	42.9	5746	83.8	H/		H/		H/	
SPIRIT****	390	71.0	H/		H/		310	52.9	1023	49.2	93	54.8	124	48.4	62	58.1
SKYWEST	H/		H/		31	25.8	2209	84.1	3438	81.6	532	88.2	H/		1866	89.1
UNITED	1056	77.9	H/		286	75.9	348	68.7	5807	79.5	480	79.2	353	70.8	536	75.2
VIRGIN AMERICA	31	87.1	H/		H/		H/		149	86.6	31	90.3	H/		H/	
SOUTHWEST***	3712	83.5	7163	81.2	H/		626	79.6	H/		917	82.6	743	77.4	5029	79.6
TOTAL	10390	83.0	7591	81.4	6340	80.5	10481	84.1	26909	80.8	4163	85.9	6178	79.4	13801	83.9

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

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

\*\*\* Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table.

\*\*\*\* Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

MAY 2015

## AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	770	78.1	696	84.3	1378	72.9	423	80.6	1113	80.0
-AMERICAN	461	74.2	424	80.4	895	72.6	210	70.5	506	73.9
-US AIRWAYS	309	83.8	272	90.4	483	73.3	213	90.6	607	85.0
ALASKA	479	89.8	4739	89.2	504	65.3	185	93.0	31	45.2
JETBLUE	119	82.4	178	88.8	456	74.1	124	83.9	499	87.4
DELTA	518	86.1	1249	87.3	765	80.1	2896	90.9	972	88.4
EXPRESSJET	H/		H/		H/		H/		H/	
FRONTIER	83	84.3	91	84.6	185	70.3	114	66.7	123	79.7
HAWAIIAN	31	96.8	62	79.0	62	79.0	H/		H/	
ENVOY	H/		H/		H/		H/		H/	
SPIRIT****	187	64.2	H/		H/		H/		149	49.7
SKYWEST	554	84.7	1162	90.0	3093	69.8	4133	91.0	H/	
UNITED	754	77.2	875	77.7	4301	73.8	81	77.8	549	74.7
VIRGIN AMERICA	163	71.8	195	88.2	1437	68.3	H/		H/	
SOUTHWEST***	2937	78.0	1094	79.3	1339	62.0	801	80.9	2502	83.7
TOTAL	6595	79.7	10341	86.6	13520	71.1	8757	89.1	5938	82.1

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

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

\*\*\* Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table.

\*\*\*\* Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

MAY 2015

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	90.3	84.9	89.1	90.9	J/	89.4	76.6	90.6	88.2	71.0	90.4	81.0	85.7	93.8	91.2	100.0	88.2	91.8
700 - 759 AM	94.7	90.3	94.6	90.1	99.0	91.6	77.2	94.2	91.0	66.7	83.5	81.1	82.9	95.0	86.9	82.8	81.9	91.1
800 - 859 AM	94.8	91.1	98.1	92.4	91.0	86.5	81.0	92.1	91.9	96.5	94.3	79.6	93.0	92.0	88.0	83.7	94.1	92.1
900 - 959 AM	93.2	91.9	95.0	95.2	89.9	90.2	75.3	92.1	93.0	88.8	90.5	78.9	92.4	93.0	88.1	85.4	94.6	92.6
1000 - 1059 AM	92.1	91.7	96.4	92.1	89.6	85.3	79.9	93.9	94.4	92.7	96.3	81.7	91.5	91.8	84.5	83.6	91.4	86.4
1100 - 1159 AM	92.8	90.9	92.1	86.4	92.9	90.0	77.4	91.0	92.7	88.2	84.1	82.9	92.1	85.6	85.0	79.6	91.1	90.5
1200 - 1259 PM	90.0	87.1	91.5	90.7	85.6	85.2	76.3	94.4	90.5	90.1	97.4	73.0	87.3	86.0	85.9	79.9	90.2	87.2
100 - 159 PM	91.9	88.2	94.0	91.0	87.1	82.9	76.6	91.9	90.2	90.1	87.9	72.2	86.1	82.5	81.1	83.7	88.9	88.4
200 - 259 PM	88.4	83.2	84.2	85.6	82.9	79.7	75.6	87.5	87.8	87.2	92.5	69.7	87.4	79.1	80.4	78.3	84.0	85.8
300 - 359 PM	84.9	83.8	86.9	88.5	83.8	81.8	72.3	87.6	80.0	86.2	90.5	73.1	89.3	80.5	79.8	76.0	86.6	85.6
400 - 459 PM	83.7	82.2	79.4	83.3	77.2	71.4	72.6	85.4	80.4	86.9	81.2	60.1	81.0	76.7	75.1	70.1	81.6	76.3
500 - 559 PM	81.9	77.0	75.5	85.7	72.1	74.2	68.2	72.9	77.6	82.5	81.6	59.5	85.3	73.2	74.9	71.3	80.4	76.7
600 - 659 PM	79.3	69.7	80.6	80.6	67.6	67.5	66.7	76.3	70.2	82.2	80.9	57.2	75.2	78.7	69.5	67.7	78.8	73.3
700 - 759 PM	74.3	69.3	75.6	81.9	70.3	66.7	65.4	77.2	73.4	74.3	76.5	64.4	71.0	72.1	72.4	67.6	78.0	77.9
800 - 859 PM	75.2	74.4	74.5	79.8	72.9	69.8	67.1	79.0	67.8	64.0	68.1	62.4	75.1	77.4	71.9	67.0	69.1	69.4
900 - 959 PM	71.5	76.2	71.9	79.6	73.7	74.0	65.2	77.3	70.5	74.7	74.1	61.5	71.0	72.2	72.0	65.9	76.7	72.5
1000 - 1059 PM	70.7	72.8	70.3	70.7	73.9	69.2	62.7	61.4	70.7	67.2	64.3	69.7	65.9	64.8	70.5	65.8	75.8	72.3
1100 - 559 AM	75.5	74.3	72.2	79.7	72.5	70.3	67.9	68.1	78.6	71.2	78.8	70.8	79.9	72.6	77.4	73.4	73.8	65.3
TOTAL, ALL ARRIVALS, BY AIRPORT	85.4	80.7	83.8	86.9	79.8	79.6	72.6	84.2	81.2	82.1	82.4	70.2	81.3	80.8	79.0	75.1	83.0	81.4

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

MAY 2015

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	78.8	92.4	90.6	J/	84.5	90.3	100.0	87.8	92.7	100.0	85.7	87.5
700 - 759 AM	87.2	88.1	87.9	95.0	84.2	92.3	91.4	91.8	95.3	98.1	95.0	89.5
800 - 859 AM	89.0	89.3	87.9	94.4	88.6	91.0	88.7	94.0	86.8	98.3	96.9	90.1
900 - 959 AM	91.1	90.2	89.0	96.7	82.4	89.4	89.3	95.1	76.2	93.8	94.2	88.3
1000 - 1059 AM	87.1	89.3	86.5	93.4	87.4	91.7	82.1	94.0	79.0	94.6	92.3	88.8
1100 - 1159 AM	88.7	80.1	91.0	90.2	78.9	89.2	89.6	91.3	68.2	93.9	93.3	87.3
1200 - 1259 PM	82.6	93.2	85.0	91.8	86.9	87.0	86.1	88.6	68.3	93.4	91.0	85.5
100 - 159 PM	84.3	89.0	83.4	91.0	87.0	86.6	77.7	90.6	70.0	92.7	86.6	85.1
200 - 259 PM	81.4	88.0	82.2	81.3	81.4	85.9	79.3	91.9	68.6	88.9	87.9	82.8
300 - 359 PM	78.5	86.8	80.3	87.9	78.3	81.0	75.2	85.5	72.6	88.4	79.5	81.7
400 - 459 PM	71.4	84.5	78.5	83.7	80.2	78.6	68.6	87.1	70.9	89.6	75.4	78.1
500 - 559 PM	74.9	70.5	73.1	85.3	76.3	83.1	80.2	81.5	73.5	79.7	87.6	75.9
600 - 659 PM	70.8	76.8	69.5	74.0	74.1	72.5	73.2	87.1	67.8	84.8	72.5	73.1
700 - 759 PM	76.8	73.0	71.0	87.5	72.5	80.4	78.8	83.1	64.3	86.8	66.5	73.4
800 - 859 PM	72.3	82.4	73.5	82.9	66.2	79.1	75.9	82.8	65.4	81.3	78.1	72.6
900 - 959 PM	75.0	71.5	71.8	84.5	71.6	66.6	66.1	78.4	59.9	82.9	70.7	72.1
1000 - 1059 PM	72.0	66.1	71.8	84.9	75.6	75.6	72.6	81.5	63.3	79.1	67.0	70.6
1100 - 559 AM	79.6	77.2	76.3	75.6	71.9	71.6	77.2	80.6	68.9	69.9	79.7	74.5
TOTAL, ALL ARRIVALS, BY AIRPORT	80.5	84.1	80.8	85.9	79.4	83.9	79.7	86.6	71.1	89.1	82.1	80.7

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

MAY 2015

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	90.4	95.2	93.6	97.2	94.0	94.5	79.5	89.8	95.6	96.6	95.6	81.6	95.7	94.3	93.4	92.9	95.8	95.0
700 - 759 AM	89.3	93.8	93.4	91.6	93.3	89.5	75.4	88.6	93.2	89.5	93.4	83.2	93.0	92.0	92.4	92.5	93.0	90.5
800 - 859 AM	92.5	89.7	89.3	91.6	94.5	92.1	79.5	91.1	90.3	91.4	84.3	83.8	89.5	89.0	87.0	86.3	89.7	87.3
900 - 959 AM	91.6	92.6	88.3	92.5	90.9	86.6	76.4	91.7	91.4	90.8	91.9	78.9	89.0	86.7	85.2	84.9	92.1	87.5
1000 - 1059 AM	91.8	92.4	89.0	87.1	91.1	85.7	73.2	90.2	90.4	92.8	91.5	78.6	91.1	86.7	83.4	86.8	90.9	85.8
1100 - 1159 AM	90.6	90.2	87.3	91.3	87.5	81.1	72.3	84.8	91.0	86.8	88.5	75.8	90.6	82.3	77.4	83.0	86.8	73.4
1200 - 1259 PM	88.0	87.8	86.5	84.1	85.4	82.7	73.4	90.1	82.4	86.4	80.2	73.3	86.0	76.4	78.7	79.6	85.4	76.6
100 - 159 PM	90.0	80.4	84.0	86.8	80.8	77.0	71.0	85.9	84.5	84.9	89.6	72.4	84.7	75.5	77.7	80.1	86.6	76.0
200 - 259 PM	84.6	83.9	74.7	83.9	82.8	79.7	69.0	83.1	77.6	82.0	77.2	66.5	83.4	67.7	74.0	80.5	76.1	71.1
300 - 359 PM	81.0	80.2	66.5	79.8	77.1	72.8	69.1	84.2	73.3	77.2	79.8	66.5	81.2	69.8	76.0	75.4	76.1	65.1
400 - 459 PM	77.3	77.4	75.1	81.7	72.5	74.8	68.3	78.7	70.6	81.0	77.0	64.7	79.7	69.0	77.2	69.6	74.4	68.4
500 - 559 PM	76.1	70.7	66.4	78.9	71.4	73.2	68.7	80.2	70.9	77.4	64.2	58.7	80.9	64.1	77.8	66.9	74.2	61.3
600 - 659 PM	72.9	67.4	62.4	81.4	66.4	70.2	64.5	67.8	64.0	76.8	71.9	56.6	74.7	63.8	70.4	69.1	70.2	61.3
700 - 759 PM	77.6	70.2	65.6	73.7	66.8	69.4	63.8	74.7	62.5	77.4	72.6	58.2	75.4	68.5	69.9	65.8	73.0	60.3
800 - 859 PM	71.4	68.2	67.9	82.4	72.1	61.4	64.9	81.9	63.9	70.7	42.9	60.9	72.1	59.4	66.0	65.9	71.8	61.8
900 - 959 PM	71.4	63.6	54.6	100.0	76.0	67.4	64.8	77.3	65.3	59.6	80.6	59.0	69.6	67.8	69.1	66.3	66.8	69.9
1000 - 1059 PM	63.8	J/	59.3	84.9	75.4	73.6	63.3	100.0	81.0	83.0	69.3	50.0	69.8	70.9	77.0	61.3	77.4	54.9
1100 - 559 AM	79.1	96.4	85.1	96.8	89.1	89.8	72.5	90.5	94.1	91.6	89.5	88.8	87.6	76.4	84.0	87.7	92.0	91.2
TOTAL, ALL DEPARTURES, BY AIRPORT	82.4	83.9	78.0	85.9	82.1	79.1	70.6	84.5	80.2	83.3	78.7	69.8	83.7	76.7	79.7	78.6	82.1	74.7

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

MAY 2015

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	91.0	92.2	87.6	95.6	95.6	93.1	95.6	95.8	94.7	92.0	96.1	93.3
700 - 759 AM	89.1	94.7	87.5	87.3	91.4	91.9	93.5	89.5	92.0	93.7	96.4	89.8
800 - 859 AM	85.1	87.7	85.1	94.9	92.9	88.6	90.7	93.3	88.8	93.2	95.9	89.2
900 - 959 AM	88.5	90.9	83.1	89.6	89.0	86.8	85.8	88.7	85.5	94.2	93.5	87.6
1000 - 1059 AM	88.0	90.5	84.6	88.0	86.0	87.5	86.3	89.3	75.0	85.2	92.1	85.8
1100 - 1159 AM	81.9	90.2	82.4	90.0	83.8	79.9	79.3	88.7	76.1	92.4	87.3	84.5
1200 - 1259 PM	82.2	80.8	84.5	82.2	82.8	84.5	71.8	85.3	70.5	87.2	89.7	81.6
100 - 159 PM	78.9	90.7	77.1	86.7	86.0	82.3	76.6	84.7	67.3	89.7	87.0	81.0
200 - 259 PM	81.5	83.5	76.8	88.8	79.4	77.4	71.5	87.2	66.1	79.5	80.9	77.9
300 - 359 PM	70.1	89.1	76.4	84.8	77.0	75.7	76.7	84.9	71.4	88.6	77.9	76.6
400 - 459 PM	73.5	79.5	75.0	89.0	71.6	77.1	72.3	82.7	72.1	84.7	69.7	74.9
500 - 559 PM	69.8	81.4	69.3	85.9	71.2	74.3	67.7	82.0	72.9	88.6	77.3	72.7
600 - 659 PM	79.8	64.5	70.6	75.9	74.9	79.2	72.5	84.2	73.9	76.3	61.4	70.5
700 - 759 PM	69.2	80.0	67.8	75.0	61.8	61.0	73.0	85.1	68.5	80.6	61.4	70.2
800 - 859 PM	72.5	75.9	71.8	89.2	73.4	83.8	76.5	84.9	68.7	88.4	57.1	71.5
900 - 959 PM	73.1	86.1	74.3	77.4	65.7	69.2	70.0	80.2	70.2	90.5	62.3	70.9
1000 - 1059 PM	74.2	93.8	77.2	94.9	76.2	81.8	85.4	87.4	68.6	88.1	77.6	73.1
1100 - 559 AM	96.9	94.8	90.6	88.2	93.1	89.6	J/	91.9	80.8	86.5	94.4	86.4
TOTAL, ALL DEPARTURES, BY AIRPORT	79.4	86.4	78.3	87.8	81.3	81.9	80.6	87.8	76.3	89.6	81.9	80.1

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

MAY 2015

## AIR TRAVEL CONSUMER REPORT

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

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

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

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

None								
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## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

SPIRIT	330	Apr	DFW-CLE	2028	15	8	53.33	76.13
SPIRIT	330	May	DFW-CLE	2028	31	16	51.61	60.93
SPIRIT	747	Apr	MSP-DFW	1850	15	8	53.33	79.86
SPIRIT	747	May	MSP-DFW	1850	31	18	58.06	120.00

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
SPRIT***	322	28	8.7
FRONTIER	270	3	1.1
SOUTHWEST**	3,697	35	0.9
UNITED	1,487	8	0.5
ENVOY	874	4	0.5
EXPRESSJET	1,714	5	0.3
SKYWEST	1,675	4	0.2
AMERICAN*	2,617	0	0.0
-AMERICAN	1,481	0	0.0
-US AIRWAYS	1,136	0	0.0
DELTA	2,532	0	0.0
JETBLUE	742	0	0.0
ALASKA	485	0	0.0
HAWAIIAN	206	0	0.0
VIRGIN AMERICA	180	0	0.0
TOTAL	16,801	87	0.5

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

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

\*\* Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table.

\*\*\* Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.



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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	93.5	90.3	62	62
ABILENE TX (ABI)	70.0	76.8	207	207
ADAK ISLAND AK (ADK)	66.7	77.8	9	9
AGUADILLA PR (BQN)	77.5	80.7	120	119
AKRON OH (CAK)	82.8	89.2	593	594
ALBANY GA (ABY)	77.2	86.1	79	79
ALBANY NY (ALB)	82.6	88.6	701	699
ALBUQUERQUE NM (ABQ)	77.8	81.0	1,861	1,861
ALEXANDRIA LA (AEX)	75.2	76.5	294	294
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	81.7	85.3	230	231
ALPENA MI (APN)	90.4	88.5	52	52
AMARILLO TX (AMA)	73.1	78.5	335	335
ANCHORAGE AK (ANC)	87.7	90.8	1,510	1,502
APPLETON WI (ATW)	85.7	85.3	300	299
ARCATA/EUREKA CA (ACV)	65.3	73.5	98	98
ARLINGTON VA (DCA)	79.8	82.1	6,948	6,951
ASHEVILLE NC (AVL)	83.2	89.3	214	214
ASPEN CO (ASE)	65.7	77.1	35	35
ATLANTA GA (ATL)	85.4	82.4	32,425	32,398
ATLANTIC CITY NJ (ACY)	66.2	70.6	346	347
AUGUSTA GA (AGS)	81.8	84.9	225	225
AUSTIN TX (AUS)	74.0	76.8	3,959	3,957
BAKERSFIELD CA (BFL)	78.7	80.1	267	267
BALTIMORE MD (BWI)	83.8	78.0	8,179	8,175
BANGOR ME (BGR)	82.8	86.2	58	58
BARROW AK (BRW)	85.0	88.8	80	80
BATON ROUGE LA (BTR)	68.9	73.2	669	669
BEAUMONT/PORT ARTHUR TX (BPT)	56.2	70.8	89	89
BELLINGHAM WA (BLI)	91.4	90.3	93	93
BEMIDJI MN (BJI)	85.5	91.9	62	62
BEND/REDMOND OR (RDM)	88.3	89.4	179	180
BETHEL AK (BET)	88.0	88.0	83	83
BILLINGS MT (BIL)	83.5	93.5	249	248
BIRMINGHAM AL (BHM)	80.9	81.8	1,152	1,153
BISMARCK/MANDAN ND (BIS)	88.7	91.2	319	319
BLOOMINGTON/NORMAL IL (BMI)	80.5	87.9	231	231
BOISE ID (BOI)	84.0	86.1	1,060	1,059
BOSTON MA (BOS)	80.7	83.9	10,243	10,241
BOZEMAN MT (BZN)	86.4	92.9	169	169
BRAINERD MN (BRD)	94.2	94.2	52	52
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	86.1	87.1	194	194
BROWNSVILLE TX (BRO)	69.2	71.7	224	223
BRUNSWICK GA (BQK)	88.5	93.6	78	78

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUFFALO NY (BUF)	84.3	88.4	1,676	1,675
BURBANK CA (BUR)	81.7	83.0	1,720	1,720
BURLINGTON VT (BTV)	78.4	81.8	241	242
BUTTE MT (BTM)	95.2	96.8	62	62
CASPER WY (CPR)	88.4	86.9	121	122
CEDAR CITY UT (CDC)	84.6	86.5	52	52
CEDAR RAPIDS/IOWA CITY IA (CID)	81.9	85.8	712	712
CHAMPAIGN/URBANA IL (CMI)	83.8	89.4	179	179
CHANTILLY VA (IAD)	82.4	78.7	3,244	3,243
CHARLESTON SC (CHS)	82.6	83.3	1,147	1,148
CHARLESTON/DUNBAR WV (CRW)	75.6	80.2	242	242
CHARLOTTE AMALIE VI (STT)	80.0	82.4	410	410
CHARLOTTE NC (CLT)	86.9	85.9	9,226	9,227
CHARLOTTESVILLE VA (CHO)	76.7	84.7	202	202
CHATTANOOGA TN (CHA)	82.0	86.1	417	416
CHICAGO IL (MDW)	81.4	74.7	7,591	7,591
CHICAGO IL (ORD)	80.8	78.3	26,909	26,871
CHRISTIANSTED VI (STX)	78.4	85.2	88	88
CLEVELAND OH (CLE)	81.1	84.4	3,405	3,404
CODY WY (COD)	80.6	82.3	62	62
COLLEGE STATION/BRYAN TX (CLL)	77.2	79.8	228	228
COLORADO SPRINGS CO (COS)	72.4	84.9	682	682
COLUMBIA MO (COU)	64.3	68.7	115	115
COLUMBIA SC (CAE)	77.3	80.9	466	466
COLUMBUS GA (CSG)	84.4	89.0	109	109
COLUMBUS MS (GTR)	87.4	93.1	87	87
COLUMBUS OH (CMH)	80.4	82.9	2,260	2,259
CORDOVA AK (CDV)	87.1	90.3	62	62
CORPUS CHRISTI TX (CRP)	67.4	73.0	574	574
COVINGTON KY (CVG)	80.9	83.4	1,947	1,947
DALLAS TX (DAL)	71.0	64.7	5,437	5,436
DALLAS/FORT WORTH TX (DFW)	72.6	70.6	22,163	22,160
DAYTON OH (DAY)	84.0	86.1	812	811
DAYTONA BEACH FL (DAB)	86.2	88.8	152	152
DEADHORSE AK (SCC)	87.5	91.3	80	80
DENVER CO (DEN)	79.6	79.1	18,072	18,106
DES MOINES IA (DSM)	79.6	82.4	702	703
DETROIT MI (DTW)	84.2	84.5	10,449	10,474
DEVILS LAKE ND (DVL)	91.5	93.6	47	47
DICKINSON ND (DIK)	89.6	93.3	135	135
DOTHAN AL (DHN)	86.2	85.3	116	116
DUBUQUE IA (DBQ)	89.0	96.3	82	82
DULUTH MN (DLH)	89.1	90.6	128	128

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DURANGO CO (DRO)	84.7	84.2	203	203
EAU CLAIRE WI (EAU)	83.9	80.6	62	62
EL PASO TX (ELP)	70.0	75.9	1,150	1,150
ELKO NV (EKO)	87.7	91.2	57	57
ELMIRA/CORNING NY (ELM)	83.2	88.3	196	196
ERIE PA (ERI)	88.3	85.0	60	60
ESCANABA MI (ESC)	94.2	96.2	52	52
EUGENE OR (EUG)	79.8	79.2	352	351
EVANSVILLE IN (EVV)	85.0	86.6	306	306
FAIRBANKS AK (FAI)	86.7	93.3	211	210
FARGO ND (FAR)	84.5	89.4	516	517
FAYETTEVILLE AR (XNA)	77.3	80.5	831	831
FAYETTEVILLE NC (FAY)	84.2	84.8	165	165
FLAGSTAFF AZ (FLG)	89.5	92.2	153	153
FLINT MI (FNT)	84.9	90.5	484	484
FORT LAUDERDALE FL (FLL)	82.1	83.3	6,512	6,516
FORT MYERS FL (RSW)	86.5	87.0	2,161	2,163
FORT SMITH AR (FSM)	66.7	75.1	177	177
FORT WAYNE IN (FWA)	83.3	87.6	540	540
FRESNO CA (FAT)	83.0	84.2	658	658
GAINESVILLE FL (GNV)	83.5	89.0	255	255
GARDEN CITY KS (GCK)	59.0	70.5	61	61
GILLETTE WY (GCC)	88.6	93.2	88	88
GRAND FORKS ND (GFK)	94.1	96.2	51	52
GRAND ISLAND NE (GRI)	84.2	87.7	57	57
GRAND JUNCTION CO (GJT)	80.8	88.8	312	313
GRAND RAPIDS MI (GRR)	81.7	86.8	1,096	1,097
GREAT FALLS MT (GTF)	94.4	97.5	197	197
GREEN BAY WI (GRB)	86.2	89.0	334	336
GREENSBORO/HIGH POINT NC (GSO)	77.7	81.5	681	682
GREER SC (GSP)	79.2	83.6	663	663
GUAM TT (GUM)	77.4	61.3	31	31
GULFPORT/BILOXI MS (GPT)	76.5	81.6	358	358
GUNNISON CO (GUC)	100.0	100.0	6	6
HANCOCK/HOUGHTON MI (CMX)	90.3	90.3	62	62
HARLINGEN/SAN BENITO TX (HRL)	66.7	75.7	288	288
HARRISBURG PA (MDT)	81.3	85.0	321	320
HARTFORD CT (BDL)	81.6	88.7	1,816	1,814
HATTIESBURG/LAUREL MS (PIB)	59.6	75.0	52	52
HAYS KS (HYS)	88.7	94.2	53	52
HELENA MT (HLN)	91.6	95.8	143	143
HIBBING MN (HIB)	88.1	91.7	84	84
HILO HI (ITO)	94.7	95.6	545	545

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HOBBS NM (HOB)	73.2	80.4	56	56
HONOLULU HI (HNL)	84.9	93.4	4,007	4,008
HOUSTON TX (HOU)	71.2	66.4	4,764	4,763
HOUSTON TX (IAH)	70.2	69.8	14,420	14,415
HUNTSVILLE AL (HSV)	78.0	85.3	437	436
IDAHO FALLS ID (IDA)	90.7	92.8	194	194
INDIANAPOLIS IN (IND)	80.7	84.9	2,354	2,355
INTERNATIONAL FALLS MN (INL)	90.4	86.5	52	52
IRON MOUNTAIN/KINGSFID MI (IMT)	89.5	94.7	57	57
ISLIP NY (ISP)	81.9	87.0	453	453
JACKSON WY (JAC)	84.2	93.8	177	177
JACKSON/VICKSBURG MS (JAN)	73.5	78.6	665	665
JACKSONVILLE FL (JAX)	83.2	84.0	1,733	1,732
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	75.2	87.6	105	105
JAMESTOWN ND (JMS)	87.7	88.9	73	72
JOPLIN MO (JLN)	72.6	67.7	62	62
JUNEAU AK (JNU)	91.2	90.9	375	374
KAHULUI HI (OGG)	87.0	89.7	1,826	1,826
KALAMAZOO MI (AZO)	88.0	91.0	133	133
KALISPELL MT (FCA)	91.0	96.5	144	144
KANSAS CITY MO (MCI)	79.0	79.9	3,799	3,799
KETCHIKAN AK (KTN)	88.5	90.8	217	217
KEY WEST FL (EYW)	88.5	89.9	139	139
KILLEEN TX (GRK)	72.1	78.0	369	369
KNOXVILLE TN (TYS)	73.4	80.6	677	675
KODIAK AK (ADQ)	85.5	91.9	62	62
KONA HI (KOA)	90.4	92.6	981	982
KOTZEBUE AK (OTZ)	91.9	90.3	62	62
LA CROSSE WI (LSE)	90.3	93.8	113	113
LAFAYETTE LA (LFT)	74.5	77.0	525	526
LAKE CHARLES LA (LCH)	71.6	73.4	169	169
LANSING MI (LAN)	88.6	88.5	105	104
LARAMIE WY (LAR)	82.7	88.5	52	52
LAREDO TX (LRD)	76.2	79.2	202	202
LAS VEGAS NV (LAS)	80.8	76.7	12,744	12,744
LATROBE PA (LBE)	77.9	76.4	140	140
LAWTON/FORT SILL OK (LAW)	66.7	69.9	123	123
LEWISTON ID (LWS)	95.8	100.0	48	48
LEXINGTON KY (LEX)	86.0	87.0	570	570
LIHUE HI (LIH)	91.3	94.0	946	947
LINCOLN NE (LNK)	79.6	86.9	270	268
LITTLE ROCK AR (LIT)	76.3	80.2	936	935
LONG BEACH CA (LGB)	86.9	83.8	837	837

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LONGVIEW TX (GGG)	75.8	72.6	62	62
LOS ANGELES CA (LAX)	79.0	79.7	17,978	17,977
LOUISVILLE KY (SDF)	81.9	85.4	1,058	1,062
LUBBOCK TX (LBB)	62.6	75.6	414	414
MADISON WI (MSN)	85.8	87.6	852	850
MANCHESTER NH (MHT)	82.3	87.8	615	617
MANHATTAN/FT. RILEY KS (MHK)	75.2	78.5	149	149
MARQUETTE MI (MQT)	76.9	100.0	26	26
MARTHA'S VINEYARD MA (MVY)	75.0	62.5	16	16
MEDFORD OR (MFR)	77.7	74.2	229	229
MELBOURNE FL (MLB)	88.7	89.6	115	115
MEMPHIS TN (MEM)	79.5	82.5	1,495	1,497
MERIDIAN MS (MEI)	68.7	63.9	83	83
MIAMI FL (MIA)	80.5	79.4	6,340	6,340
MIDLAND/ODESSA TX (MAF)	65.7	74.5	702	701
MILWAUKEE WI (MKE)	84.3	85.6	2,803	2,803
MINNEAPOLIS MN (MSP)	84.1	86.4	10,481	10,485
MINOT ND (MOT)	88.4	88.3	146	145
MISSION/MCALLEN/EDINBURG TX (MFE)	68.0	75.8	409	409
MISSOULA MT (MSO)	90.4	97.2	178	178
MOBILE AL (MOB)	73.6	80.3	466	466
MOLINE IL (MLI)	83.5	86.5	310	311
MONROE LA (MLU)	71.5	78.0	277	277
MONTEREY CA (MRY)	73.3	82.4	262	262
MONTGOMERY AL (MGM)	74.1	80.0	290	290
MONTROSE/DELTA CO (MTJ)	100.0	100.0	1	1
MOSINEE WI (CWA)	88.2	89.1	119	119
MUSKEGON MI (MKG)	82.3	83.9	62	62
MYRTLE BEACH SC (MYR)	78.9	79.0	577	577
NANTUCKET MA (ACK)	77.1	66.7	48	48
NASHVILLE TN (BNA)	82.5	80.5	4,384	4,385
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	64.6	83.3	48	48
NEW ORLEANS LA (MSY)	76.9	76.3	3,726	3,727
NEW YORK NY (JFK)	81.3	83.7	8,878	8,880
NEW YORK NY (LGA)	75.1	78.6	9,424	9,428
NEWARK NJ (EWR)	81.2	80.2	9,263	9,263
NEWBURGH/POUGHKEEPSIE NY (SWF)	85.1	85.1	67	67
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	88.2	92.5	93	93
NIAGARA FALLS NY (IAG)	88.9	92.6	27	27
NOME AK (OME)	83.9	88.7	62	62
NORFOLK VA (ORF)	81.9	84.7	823	824
NORTH BEND/COOS BAY OR (OTH)	61.1	44.4	18	18
OAKLAND CA (OAK)	80.4	78.8	3,913	3,913

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
OKLAHOMA CITY OK (OKC)	72.7	77.8	1,414	1,413
OMAHA NE (OMA)	80.4	84.7	1,611	1,609
ONTARIO CA (ONT)	75.2	78.5	1,742	1,742
ORLANDO FL (MCO)	83.0	82.1	10,390	10,390
PADUCAH KY (PAH)	82.3	85.5	62	62
PAGO PAGO TT (PPG)	100.0	100.0	9	9
PALM SPRINGS CA (PSP)	81.7	83.5	853	853
PANAMA CITY FL (ECP)	81.0	83.7	442	442
PASCO/KENNEWICK/RICHLAND WA (PSC)	86.6	94.1	186	185
PELLSTON MI (PLN)	87.1	88.7	62	62
PENSACOLA FL (PNS)	78.0	79.8	513	514
PEORIA IL (PIA)	84.8	86.8	454	454
PETERSBURG AK (PSG)	77.4	82.3	62	62
PHILADELPHIA PA (PHL)	79.4	81.3	6,178	6,181
PHOENIX AZ (PHX)	83.9	81.9	13,801	13,803
PITTSBURGH PA (PIT)	81.7	85.8	2,336	2,332
PLATTSBURGH NY (PBG)	72.7	77.3	22	22
POCATELLO ID (PIH)	91.2	98.2	57	57
PONCE PR (PSE)	91.9	90.3	62	62
PORTLAND ME (PWM)	81.4	83.6	429	428
PORTLAND OR (PDX)	85.9	87.8	4,163	4,162
PROVIDENCE RI (PVD)	83.5	87.6	981	982
PUEBLO CO (PUB)	94.2	88.5	52	52
RALEIGH/DURHAM NC (RDU)	80.8	81.7	3,030	3,030
RAPID CITY SD (RAP)	79.7	82.7	310	306
REDDING CA (RDD)	64.5	75.8	62	62
RENO NV (RNO)	84.4	84.1	1,198	1,199
RHINELANDER WI (RHI)	87.5	89.8	88	88
RICHMOND VA (RIC)	82.1	85.2	1,299	1,299
ROANOKE VA (ROA)	84.8	87.0	230	230
ROCHESTER MN (RST)	89.6	89.0	182	182
ROCHESTER NY (ROC)	82.1	83.5	781	778
ROCK SPRINGS WY (RKS)	82.5	91.2	57	57
ROSWELL NM (ROW)	73.0	76.4	89	89
SACRAMENTO CA (SMF)	80.5	82.0	3,641	3,640
SAGINAW/BAY CITY/MIDLAND MI (MBS)	87.0	88.1	184	185
SALT LAKE CITY UT (SLC)	89.1	89.6	8,757	8,762
SAN ANGELO TX (SJT)	72.9	68.4	155	155
SAN ANTONIO TX (SAT)	75.2	78.2	3,011	3,008
SAN DIEGO CA (SAN)	79.7	80.6	6,595	6,591
SAN FRANCISCO CA (SFO)	71.1	76.3	13,520	13,543
SAN JOSE CA (SJC)	80.1	82.2	3,666	3,664
SAN JUAN PR (SJU)	83.6	85.7	2,143	2,143

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAN LUIS OBISPO CA (SBP)	85.9	85.9	248	248
SANTA ANA CA (SNA)	82.1	81.9	3,355	3,355
SANTA BARBARA CA (SBA)	83.4	81.3	571	571
SANTA FE NM (SAF)	82.0	83.5	183	182
SANTA MARIA CA (SMX)	65.1	81.0	63	63
SARASOTA/BRADENTON FL (SRQ)	87.6	87.9	282	282
SAULT STE. MARIE MI (CIU)	80.6	80.6	62	62
SAVANNAH GA (SAV)	81.8	81.9	801	800
SCRANTON/WILKES-BARRE PA (AVP)	77.4	87.7	155	155
SEATTLE WA (SEA)	86.6	87.8	10,341	10,346
SHREVEPORT LA (SHV)	73.5	75.8	570	570
SIOUX CITY IA (SUX)	89.3	89.3	56	56
SIOUX FALLS SD (FSD)	82.2	85.3	433	435
SITKA AK (SIT)	88.9	92.2	117	116
SOUTH BEND IN (SBN)	86.6	88.1	396	396
SPOKANE WA (GEG)	89.5	92.1	849	848
SPRINGFIELD IL (SPI)	72.5	78.5	149	149
SPRINGFIELD MO (SGF)	77.5	81.2	652	653
ST. AUGUSTINE FL (UST)	69.2	69.2	13	13
ST. GEORGE UT (SGU)	88.4	91.7	181	181
ST. LOUIS MO (STL)	80.6	78.5	4,350	4,349
STATE COLLEGE PA (SCE)	79.5	84.9	73	73
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	66.7	75.0	21	20
SYRACUSE NY (SYR)	82.6	87.8	476	477

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TALLAHASSEE FL (TLH)	82.9	86.5	281	281
TAMPA FL (TPA)	82.1	81.9	5,938	5,938
TEXARKANA AR (TXK)	75.3	74.2	93	93
TOLEDO OH (TOL)	92.0	90.8	87	87
TRAVERSE CITY MI (TVC)	89.3	91.8	196	195
TRENTON NJ (TTN)	74.6	85.3	279	279
TUCSON AZ (TUS)	78.0	85.8	1,475	1,476
TULSA OK (TUL)	73.9	78.7	1,238	1,239
TWIN FALLS ID (TWF)	92.0	95.5	88	88
TYLER TX (TYR)	69.4	70.9	219	220
VALDOSTA GA (VLD)	84.9	88.4	86	86
VALPARAISO FL (VPS)	75.5	78.9	465	465
WACO TX (ACT)	65.1	73.8	149	149
WATERLOO IA (ALO)	80.4	87.5	56	56
WEST PALM BEACH/PALM BEACH FL (PBI)	84.9	83.7	1,942	1,944
WHITE PLAINS NY (HPN)	80.5	85.3	687	686
WICHITA FALLS TX (SPS)	62.6	65.0	123	123
WICHITA KS (ICT)	75.9	80.4	768	766
WILLISTON ND (ISN)	91.8	92.6	245	244
WILMINGTON NC (ILM)	83.5	85.0	133	133
WORCESTER MA (ORH)	96.8	96.8	62	62
WRANGELL AK (WRG)	74.2	80.6	62	62
YAKUTAT AK (YAK)	90.3	91.9	62	62
YUMA AZ (YUM)	91.0	91.5	177	177

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL US AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ENVOY	10	13,206	473	3.6	116	25,431	947	3.7
SPIRIT***	19	8,250	190	2.3	33	10,051	225	2.2
EXPRESSJET	17	25,847	546	2.1	161	49,213	1,041	2.1
AMERICAN*	28	65,524	849	1.3	86	78,471	1,116	1.4
-AMERICAN	28	36,708	648	1.8	76	44,710	884	2.0
-US AIRWAYS	27	28,816	201	0.7	72	33,761	232	0.7
SKYWEST	21	28,429	318	1.1	169	49,864	619	1.2
SOUTHWEST**	24	57,822	473	0.8	86	107,702	976	0.9
UNITED	28	38,621	298	0.8	74	44,411	348	0.8
JETBLUE	24	16,029	117	0.7	62	22,565	172	0.8
VIRGIN AMERICA	15	4,514	5	0.1	18	5,236	30	0.6
FRONTIER	24	6,381	19	0.3	49	8,118	25	0.3
ALASKA	24	9,521	13	0.1	60	14,682	45	0.3
DELTA	29	56,602	102	0.2	148	74,815	143	0.2
HAWAIIAN	8	455	1	0.2	17	6,434	7	0.1
Total		331,201	3,404	1.0	Total	496,993	5,694	1.1

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

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

\*\* Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table.

\*\*\* Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
ENVOY	1,379	284	20.5
SPIRIT***	361	62	17.1
EXPRESSJET	3,512	359	10.2
AMERICAN*	4,528	307	6.8
-AMERICAN	2,139	221	10.3
-US AIRWAYS	2,389	86	3.5
SKYWEST	3,404	180	5.2
JETBLUE	782	38	4.8
VIRGIN AMERICA	206	8	3.8
UNITED	5,310	182	3.4
SOUTHWEST**	13,336	377	2.8
ALASKA	528	12	2.2
FRONTIER	305	2	0.6
DELTA	3,780	11	0.2
HAWAIIAN	252	0	0.0
TOTAL	37,683	1,822	4.8

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

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

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

\*\* Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table.

\*\*\* Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AMERICAN**	78471	63516	80.94%	1116	1.42%	295	0.38%	4092	5.21%	727	0.93%	4765	6.07%	33	0.04%	3927	5.00%
-AMERICAN	44710	34994	78.27%	884	1.98%	215	0.48%	2518	5.63%	621	1.39%	2701	6.04%	10	0.02%	2766	6.19%
-US AIRWAYS	33761	28522	84.48%	232	0.69%	80	0.24%	1574	4.66%	106	0.31%	2064	6.11%	23	0.07%	1161	3.44%
ALASKA	14682	12923	88.02%	45	0.31%	32	0.22%	420	2.86%	20	0.14%	737	5.02%	11	0.07%	494	3.37%
JETBLUE	22565	19030	84.33%	172	0.76%	41	0.18%	1070	4.74%	82	0.36%	1156	5.12%	11	0.05%	1004	4.45%
DELTA	74815	65207	87.16%	143	0.19%	201	0.27%	3067	4.10%	495	0.66%	3036	4.06%	5	0.01%	2662	3.56%
EXPRESSJET	49213	38210	77.64%	1041	2.12%	234	0.48%	2621	5.33%	203	0.41%	3258	6.62%	0	0.00%	3646	7.41%
FRONTIER	8118	5937	73.13%	25	0.31%	18	0.22%	443	5.45%	11	0.14%	1117	13.76%	0	0.00%	567	6.99%
HAWAIIAN	6434	5846	90.86%	7	0.11%	9	0.14%	357	5.55%	9	0.13%	17	0.27%	0	0.00%	189	2.94%
ENVOY	25431	19603	77.08%	947	3.72%	79	0.31%	1214	4.78%	486	1.91%	1493	5.87%	18	0.07%	1590	6.25%
SPIRIT****	10051	6152	61.21%	225	2.24%	26	0.26%	905	9.00%	85	0.85%	1418	14.11%	14	0.14%	1226	12.20%
SKYWEST	49864	40934	82.09%	619	1.24%	117	0.23%	2097	4.21%	180	0.36%	2500	5.01%	16	0.03%	3401	6.82%
UNITED	44411	34037	76.64%	348	0.78%	199	0.45%	3313	7.46%	426	0.96%	2940	6.62%	8	0.02%	3140	7.07%
US AIRWAYS	33761	28522	84.48%	232	0.69%	80	0.24%	1574	4.66%	106	0.31%	2064	6.11%	23	0.07%	1161	3.44%
VIRGIN AMERICA	5236	3979	75.99%	30	0.57%	11	0.21%	193	3.68%	110	2.09%	469	8.95%	2	0.05%	443	8.45%
SOUTHWEST***	107702	84622	78.57%	976	0.91%	396	0.37%	6596	6.12%	806	0.75%	3650	3.39%	25	0.02%	10632	9.87%
TOTAL	496993	399996	80.48%	5694	1.15%	1658	0.33%	26388	5.31%	3639	0.73%	26555	5.34%	142	0.03%	32920	6.62%

**\*Causes of Delay:**

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

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

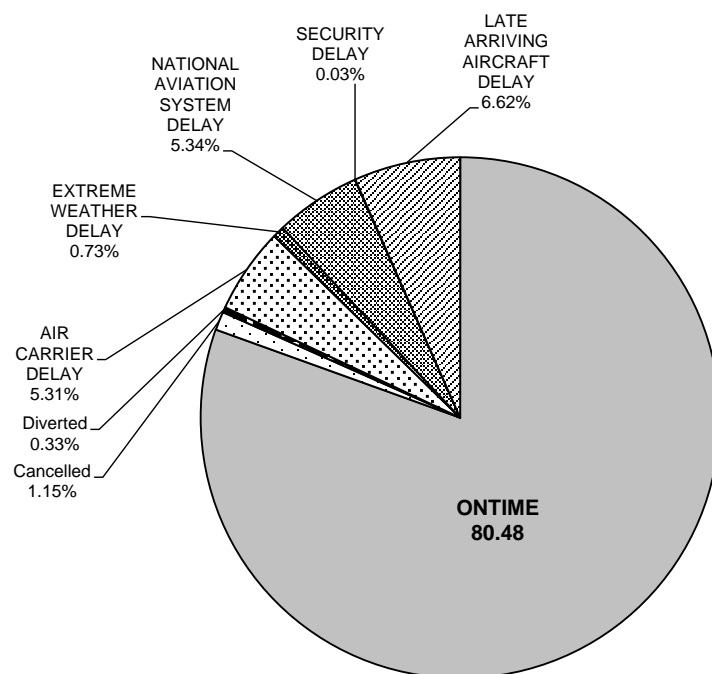
\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\* Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table.

\*\*\*\* Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

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



**Causes of Delay:**

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

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

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



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## AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport*	Destination Airport*	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
UNITED	1541	IAH	TPA	5/25/2015	Origin Airport	238
EXPRESSJET	4478	IAH	OMA	5/25/2015	Origin Airport	228
EXPRESSJET	4275	IAH	CRP	5/25/2015	Origin Airport	225
EXPRESSJET	4317	IAH	MKE	5/25/2015	Origin Airport	214
EXPRESSJET	4262	IAH	MFE	5/25/2015	Origin Airport	209
UNITED	1529	IAH	LAS	5/25/2015	Origin Airport	208
UNITED	1715	IAH	SNA	5/25/2015	Origin Airport	205
UNITED	1735	IAH	AUS	5/25/2015	Origin Airport	204
UNITED	746	IAH	LAX	5/25/2015	Origin Airport	200
ALASKA	733	BOS	SEA	5/19/2015	Diversion Airport (DLH)	196
EXPRESSJET	5786	VPS	IAH	5/30/2015	Diversion Airport (MSY)	194
SKYWEST	5167	MIA	IAH	5/30/2015	Diversion Airport (MSY)	194
UNITED	756	DEN	IAH	5/20/2015	Diversion Airport (HOU)	194
EXPRESSJET	4554	IAH	TYS	5/25/2015	Origin Airport	193

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

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

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## AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport*	Destination Airport*	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
BRITISH AIRWAYS	218	DEN	LHR	5/9/2015	Origin Airport	310
PHILIPPINE AIRLINES	127	JFK	YVR	5/17/2015	Origin Airport	270

Note: Tarmac delays of more than 4 hours on any international flight at its U.S. airport departure from or arrival in the U.S. based on reports from all U.S. and foreign carriers operating international flights to and from the U.S. (Part 244).

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
ENVOY	25,431	52	0.20
UNITED	44,411	76	0.17
EXPRESSJET	49,213	74	0.15
AMERICAN*	78,471	105	0.13
-AMERICAN	44,710	81	0.18
-US AIRWAYS	33,761	24	0.07
JETBLUE	22,565	15	0.07
VIRGIN AMERICA	5,236	3	0.06
SPIRIT***	10,051	5	0.05
FRONTIER	8,118	4	0.05
DELTA	74,815	33	0.04
SKYWEST	49,864	11	0.02
ALASKA	14,682	2	0.01
SOUTHWEST**	107,702	7	0.01
HAWAIIAN	6,434	0	0.00
TOTAL	496,993	387	0.08

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

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

\*\* Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table.

\*\*\* Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

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

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

## APPENDIX

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

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

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

### Air Carriers Required to Report

#### Data to DOT and to CRS Vendors \*

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

**\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #24, issued October 10, 2014, effective January 1, 2015.**

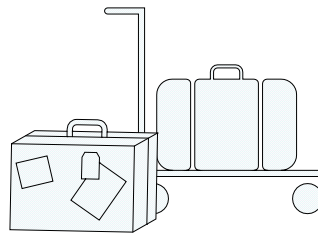
\*\* Effective January 2014, data of the merged operations of American Airlines and US Airways are combined for ranking purposes in this report to reflect the company merger, and appears as AA, American, or American Airlines. The data of the individual operating carriers appears below the combined data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

\*\*\* Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appears as WN, Southwest, or Southwest Airlines.

\*\*\*\* Effective January 2015 Spirit Airlines became a reporting carrier, and appears as NK, Spirit, or Spirit Airlines.

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	MAY 2015			MAY 2014		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	438	580,127	0.76	586	561,815	1.04
2	JETBLUE AIRWAYS	4,311	2,563,854	1.68	4,218	2,358,982	1.79
3	DELTA AIR LINES	18,617	10,250,625	1.82	18,476	9,558,567	1.93
4	HAWAIIAN AIRLINES	1,983	829,532	2.39	1,585	799,622	1.98
5	ALASKA AIRLINES	5,132	1,875,456	2.74	3,957	1,636,650	2.42
6	SPIRIT AIRLINES****	3,866	1,399,685	2.76	****	****	****
7	UNITED AIRLINES	17,806	6,237,383	2.85	19,959	5,930,276	3.37
8	SOUTHWEST AIRLINES***	40,214	12,573,546	3.20	42,989	11,232,861	3.83
9	SKYWEST AIRLINES	8,992	2,520,959	3.57	9,705	2,299,556	4.22
10	AMERICAN AIRLINES**	40,617	10,519,394	3.86	39,692	10,634,598	3.73
	-AMERICAN	26,092	5,961,701	4.38	22,470	6,001,887	3.74
	-US AIRWAYS	14,525	4,557,693	3.19	17,222	4,632,711	3.72
11	FRONTIER AIRLINES	4,295	1,023,946	4.19	1,646	996,961	1.65
12	EXPRESSJET AIRLINES	10,989	2,208,458	4.98	11,738	2,563,457	4.58
13	ENVOY AIR	8,476	1,104,487	7.67	11,302	1,427,809	7.92
TOTALS		165,736	53,687,452	3.09	165,853	50,001,154	3.32

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

\*\*\* Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table. Totals for May 2014 reflect the deletion of AirTran's data for that month.

\*\*\*\* Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

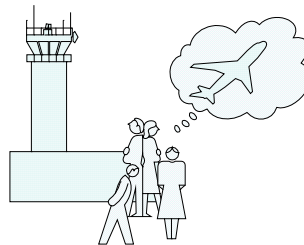
## **OVERSALES**

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

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

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

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





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

RANK	AIRLINE	JANUARY - MARCH 2015				JANUARY - MARCH 2014			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	HAWAIIAN AIRLINES	110	7	2,472,431	<b>0.03</b>	94	25	2,400,372	<b>0.10</b>
2	VIRGIN AMERICA	286	5	1,510,065	<b>0.03</b>	236	25	1,459,461	<b>0.17</b>
3	JETBLUE AIRWAYS	619	39	7,357,389	<b>0.05</b>	469	24	6,696,787	<b>0.04</b>
4	DELTA AIR LINES	40,939	604	27,561,992	<b>0.22</b>	24,329	1,878	25,357,895	<b>0.74</b>
5	SPIRIT AIRLINES****	1,947	128	3,552,709	<b>0.36</b>	****	****	****	****
6	ALASKA AIRLINES	1,737	219	4,975,547	<b>0.44</b>	1,026	248	4,384,631	<b>0.57</b>
7	FRONTIER AIRLINES	682	209	2,632,410	<b>0.79</b>	655	286	2,401,997	<b>1.19</b>
8	AMERICAN AIRLINES**	15,482	2,656	33,162,976	<b>0.80</b>	16,812	2,389	32,468,785	<b>0.74</b>
	-AMERICAN	9,928	1,431	18,101,123	0.79	9,975	1,264	18,416,989	0.69
	-US AIRWAYS	5,554	1,225	15,061,853	0.81	6,837	1,125	14,051,796	0.80
9	UNITED AIRLINES	17,373	1,817	18,105,638	<b>1.00</b>	21,469	4,395	17,894,200	<b>2.46</b>
10	SOUTHWEST AIRLINES***	20,641	3,326	31,993,058	<b>1.04</b>	17,750	3,375	28,019,628	<b>1.20</b>
11	EXPRESSJET AIRLINES	12,437	1,312	6,083,566	<b>2.16</b>	16,093	2,810	6,805,801	<b>4.13</b>
12	SKYWEST AIRLINES	14,041	1,630	6,458,573	<b>2.52</b>	11,956	2,629	6,149,038	<b>4.28</b>
13	ENVOY AIR	4,485	784	3,094,217	<b>2.53</b>	5,175	766	3,712,100	<b>2.06</b>
	<b>TOTALS****</b>	130,779	12,736	148,960,571	<b>0.85</b>	116,064	18,850	137,750,695	<b>1.37</b>

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

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

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

\*\*\* Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table. Totals for January - March 2014 reflect the deletion of AirTran's data for that quarter.

\*\*\*\* Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

TABLE 1

**AIR TRAVEL CONSUMER REPORT**  
**CONSUMER COMPLAINTS**  
**SUMMARY**

	MAY 2015				MAY 2014			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1, 145	39	4	127	1, 012	44	1	148
FOREIGN AIRLINES	293	3	0	38	250	4	0	33
TRAVEL AGENTS	34	1	0	8	13	0	0	16
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	20	7	0	11	7	6	0	14
INDUSTRY TOTALS	1, 492	50	4	184	1, 282	54	1	211

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	MAY 2015			MAY 2014		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	459		1	532	
DELAYS			176			173
CANCELLATIONS			171			235
MISCONNECTIONS			62			77
RES/TKTG/BOARDING	2	222		2	162	
BAGGAGE	3	209		3	160	
CUSTOMER SERVICE	4	179		4	144	
REFUNDS	5	122		5	83	
FARES	6	118		8	38	
DISABILITY	7	73		6	65	
OVERSALES	8	56		7	46	
OTHER	9	40		9	36	
FREQUENT FLYER			28			16
ADVERTISING	10	12		10	12	
DISCRIMINATION	11	2		11	4	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1, 492			1, 282	

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

\*\* INCLUDES FIGURES FOR SUB- CATEGORIES.

Table 3

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY COMPLAINT CATEGORY\*  
MAY 2015

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	1	1	2	0	0	0	2	2	1	0	0	1	10
ALLEGiant AIR	9	1	9	3	5	5	9	1	2	0	0	0	44
AMERICAN AIRLINES	66	10	36	20	28	36	29	17	0	0	0	9	251
COMPASS AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
DELTA AIR LINES	21	4	6	4	1	9	16	6	0	0	0	1	68
ENVOY AIR	8	0	0	0	0	1	1	0	0	0	0	0	10
EXPRESSJET AIRLINES	8	0	0	0	0	0	0	2	0	0	0	0	10
FRONTIER AIRLINES	32	0	16	8	10	11	9	1	1	0	0	4	92
HAWAIIAN AIRLINES	1	0	0	4	1	1	3	2	1	0	0	1	14
JETBLUE AIRWAYS	5	1	2	0	1	2	4	1	1	1	0	2	20
MESA AIRLINES	15	0	1	0	0	0	0	0	0	0	0	1	17
PIEDMONT AIRLINES	6	1	1	0	0	0	0	1	0	0	0	0	9
REPUBLIC AIRLINES	12	0	0	0	0	0	1	1	0	0	0	0	14
SHUTTLE AMERICA	12	0	0	0	0	0	0	0	0	0	0	0	12
SILVER AIRWAYS	5	0	1	1	1	1	0	1	0	0	0	0	10
SKYWEST AIRLINES	12	0	0	0	0	0	1	0	0	0	0	0	13
SOUTHWEST AIRLINES	16	1	3	0	2	13	11	3	0	0	0	1	50
SPIRIT AIRLINES	80	3	24	25	19	20	16	6	0	0	0	2	195
UNITED AIRLINES	56	7	27	21	9	25	26	7	2	1	0	9	190
US AIRWAYS	22	9	12	4	7	17	8	10	0	0	0	1	90
OTHER U. S. AIRLINES	13	1	2	1	0	1	2	1	0	0	0	0	21
TOTAL MAY 2015	405	39	142	91	84	142	138	62	8	2	0	32	1,145
% OF TOTAL COMPLAINTS	35.4	3.4	12.4	7.9	7.3	12.4	12.0	5.4	0.7	0.2	0.0	2.8	
TOTAL MAY 2014	476	37	103	29	61	115	100	54	8	4	0	25	1,012
% OF TOTAL COMPLAINTS	47.0	3.7	10.2	2.9	6.0	11.4	9.9	5.3	0.8	0.4	0.0	2.5	

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

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

Table 4

Office of Aviation Enforcement and Proceedings  
U.S. Department of Transportation

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

MAY 2015

U. S. AIRLINES*	COMPS RECD IN MAY	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN APR	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
ALASKA AIRLINES	10	3	30.0	3	30.0	2	20.0	2	20.0
ALLEGiant AIR	44	20	45.5	4	9.1	16	36.4	4	9.1
AMERICAN AIRLINES	251	104	41.4	37	14.7	82	32.7	28	11.2
COMPASS AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
DELTA AIR LINES	68	35	51.5	18	26.1	11	15.9	4	5.8
ENVOY AIR	10	8	80.0	1	10.0	1	10.0	0	0.0
EXPRESSJET AIRLINES	10	7	70.0	2	20.0	0	0.0	1	10.0
FRONTIER AIRLINES	92	57	62.0	14	15.2	10	10.9	11	12.0
HAWAIIAN AIRLINES	14	7	50.0	0	0.0	4	28.6	3	21.4
JETBLUE AIRWAYS	20	14	70.0	1	5.0	4	20.0	1	5.0
MESA AIRLINES	17	12	70.6	4	23.5	0	0.0	1	5.9
PIEDMONT AIRLINES	9	3	33.3	1	11.1	2	22.2	3	33.3
REPUBLIC AIRLINES	14	12	85.7	1	7.1	0	0.0	1	7.1
SHUTTLE AMERICA	12	6	50.0	3	25.0	2	16.7	1	8.3
SILVER AIRWAYS	10	3	30.0	2	20.0	4	40.0	1	10.0
SKYWEST AIRLINES	13	11	84.6	1	7.7	1	7.7	0	0.0
SOUTHWEST AIRLINES	50	31	62.0	9	18.0	8	16.0	2	4.0
SPIRIT AIRLINES	195	127	65.1	23	11.8	26	13.3	19	9.7
UNITED AIRLINES	190	99	52.1	34	17.9	40	21.1	17	8.9
US AIRWAYS	90	37	41.1	22	24.4	29	32.2	2	2.2
OTHER U. S. AIRLINES	21	11	52.4	4	19.0	3	14.3	3	14.3
<b>TOTALS</b>	<b>1, 145</b>	<b>612</b>	<b>53.4</b>	<b>184</b>	<b>16.1</b>	<b>246</b>	<b>21.5</b>	<b>104</b>	<b>9.1</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>1, 012</b>	<b>568</b>	<b>56.1</b>	<b>163</b>	<b>16.1</b>	<b>217</b>	<b>21.4</b>	<b>64</b>	<b>6.3</b>

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

Table 5

Office of Aviation Enforcement and Proceedings  
U.S. Department of TransportationAIR TRAVEL CONSUMER REPORT  
COMPANIES OTHER THAN U. S. AIRLINES\*  
BY COMPLAINT CATEGORY\*\*

MAY 2015

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b>FOREIGN AIRLINES</b>													
AEROMEXI CO	1	1	6	1	1	4	0	0	0	0	0	0	14
AIR CANADA	11	6	7	3	1	6	5	1	0	0	0	0	40
AIR FRANCE	2	1	3	0	0	0	0	2	0	0	0	0	8
ALITALIA AIRLINES	2	1	0	1	0	9	0	0	0	0	0	0	13
AVIANCA	2	2	1	2	0	0	0	0	0	0	0	0	7
BRITISH AIRWAYS	3	0	4	2	5	1	1	0	0	0	0	0	16
EMIRATES AIRLINES	4	0	1	0	2	4	1	1	0	0	0	0	13
ETIHAD AIRWAYS	5	1	4	2	0	4	0	0	0	0	0	1	17
FIJI AIRWAYS	1	0	3	0	0	3	2	0	0	0	0	0	9
LUFTHANSA	2	1	6	2	1	4	3	0	0	0	0	0	19
PHILIPPINE AIRLINES	1	0	1	0	1	0	2	1	0	0	0	0	6
SINGAPORE AIRLINES	0	0	1	0	2	2	1	1	1	0	0	1	9
SWISS AIR	0	0	3	0	0	0	1	1	0	0	0	0	5
TAM	2	0	2	0	0	4	4	0	0	0	0	1	13
TURKISH AIRLINES	4	0	5	1	5	2	4	0	0	0	0	1	22
VIVA AEROBUS	1	0	0	0	0	4	0	0	0	0	0	0	5
VOLARIS AIRLINES	0	0	2	0	3	0	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	10	3	15	4	7	16	11	4	0	0	0	2	72
TOTALS	51	16	64	18	28	63	35	11	1	0	0	6	293
<b>TRAVEL AGENTS</b>													
OTHER TRAVEL AGENTS	0	0	12	7	9	0	4	0	2	0	0	0	34
TOTALS	0	0	12	7	9	0	4	0	2	0	0	0	34
<b>TOUR OPERATORS</b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>MISCELLANEOUS</b>													
OTHER MISCELLANEOUS	3	1	4	2	1	4	2	0	1	0	0	2	20
TOTALS	3	1	4	2	1	4	2	0	1	0	0	2	20

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

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

TABLE 6

CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	MAY 2015			MAY 2014		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES***	50	12,575,814	0.40	52	11,033,153	0.47
2	EXPRESSJET AIRLINES	10	2,313,007	0.43	59	2,760,337	2.14
3	SKYWEST AIRLINES	13	2,612,266	0.50	26	2,372,272	1.10
4	ALASKA AIRLINES	10	1,921,039	0.52	4	1,732,310	0.23
5	DELTA AIR LINES	68	12,067,370	0.56	83	11,331,240	0.73
6	VIRGIN AMERICA	4	598,916	0.67	4	577,195	0.69
7	JETBLUE AIRWAYS	20	2,958,669	0.68	43	2,737,174	1.57
8	ENVOY AIR	10	1,142,042	0.88	26	1,488,992	1.75
9	HAWAIIAN AIRLINES	14	873,751	1.60	10	849,415	1.18
10	UNITED AIRLINES	190	8,234,129	2.31	196	7,939,922	2.47
11	AMERICAN AIRLINES**	341	12,549,287	2.72	287	127,218,39	2.26
	-AMERICAN	251	7,499,737	3.35	152	7,602,646	2.00
	-US AIRWAYS	90	5,049,550	1.78	135	5,119,193	2.64
12	FRONTIER AIRLINES	92	1,121,654	8.20	31	1,039,825	2.98
13	SPIRIT AIRLINES****	195	1,531,942	12.73	****	****	****
	TOTAL	1,017	60,499,886	1.68	821	56,583,674	1.45

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

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

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

\*\*\* Effective January 2015, complaints of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table. Totals for May 2014 reflect the deletion of AirTran's complaints for that month.

\*\*\*\* Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.



## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

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

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

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

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

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



**Customer Service Reports to the U.S. Department of Homeland Security for the Month of May 2015  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 60 million airline passengers and their 48 million checked bags in the month of May as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of May.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
264	.0004	28	.0004	46	.00007	365	.0006

**NOTES**

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

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

<sup>c</sup> The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of May 2015.

As of October 2007, TSA calculates the number of checked bags screened. In the past, TSA used data provided by the Air Transport Association to calculate the number of checked bags screened.

### May 2015 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

Section 710 of the Wendell H. Ford Aviation Investment and Reform Act for the 21<sup>st</sup> Century ("AIR-21"; P.L. 106-81) requires U.S. airlines that perform scheduled passenger transportation to file reports with the Department concerning incidents involving the loss, injury or death of animals in air transportation. This requirement was implemented through 14 CFR 234.13 through December 31, 2014, and 14 CFR Part 235 for incidents that occur on or after January 1, 2015.

An airline is required to submit a report for any month in which it experienced a loss, injury or death of an animal (as defined in the rule) during air transportation. In addition, each airline is required to submit the total number of reportable incidents for the entire calendar year and the total number of animals transported in the calendar year within 15 days after the end of December of that year. The first such annual report will be due on January 15, 2016. DOT publishes these reports monthly and also forwards the reports to the U.S. Department of Agriculture, which enforces the Animal Welfare Act. The copies of the reports that appear here are redacted to remove identifying information about individuals, including the owner of the animal.

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<i>Alaska</i>	<b>3</b>	<b>3</b>	
<i>American</i>		<b>3</b>	
<i>Delta</i>	<b>1</b>		
<i>United</i>	<b>1</b>	<b>1</b>	
<i>Total</i>	<b>5</b>	<b>7</b>	