U.S. Department
of Transportation

Air Travel Consumer Report

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

Issued: April 2015

Flight Delays[1]	February 2015
Mishandled Baggage[1]	February 2015
Oversales[1]	4th Quarter 2014 January – December 2014
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	February 2015
Customer Service Reports to the Dept. of Homeland Security[3]	February 2015
Airline Animal Incident Reports[4]	February 2015

[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

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/ 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 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

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.

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/		AT ALL US AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
ALASKA AIRLINES S/	23	86.2	58	85.1
HAWAIIAN AIRLINES S/	8	84.3	17	82.2
DELTA AIR LINES S/	29	77.3	146	78.0
SOUTHWEST AIRLINES S/***	24	77.4	86	77.5
VIRGIN AMERICA S/	15	76.6	18	76.1
SKYWEST AIRLINES S/	23	75.2	172	74.0
UNITED AIRLINES S/	28	73.9	75	73.6
AMERICAN AIRLINES S/ **	28	73.0	95	73.1
-AMERICAN AIRLINES S/	28	73.4	80	73.4
-US AIRWAYS S/	27	72.4	74	72.7
EXPRESSJET AIRLINES S/	18	69.9	170	69.7
SPIRIT AIRLINES S/****	19	64.9	33	64.9
JETBLUE AIRWAYS S/	24	59.2	57	59.7
FRONTIER AIRLINES S/	25	59.5	51	58.8
ENVOY AIR S/	11	53.8	122	53.3
TOTAL		72.9		72.8

➤ **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.**

* 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.

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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*	1st Quarter 01-03 2014		2nd Quarter 04-06 2014		3rd Quarter 07-09 2014		4th Quarter 10-12 2014		Dec-14		Jan-15		Feb-15		12 Months Ending Feb 2015	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	87.3	2	88.5	2	85.0	3	84.1	3	80.4	3	84.6	3	85.1	1	85.9	2
AMERICAN**	77.1	5	77.9	8	77.9	7	78.8	8	76.7	5	77.4	6	73.1	8	76.1	8
-AMERICAN	*76.6*	*(--)*	*75.4*	*(--)*	*75.4*	*(--)*	*75.8*	*(--)*	*73.3*	*(--)*	*76.1*	*(--)*	*73.4*	*(--)*	*76.2*	*(--)*
-US AIRWAYS	*77.8*	*(--)*	*81.1*	*(--)*	*81.3*	*(--)*	*82.5*	*(--)*	*81.3*	*(--)*	*79.0*	*(--)*	*72.7*	*(--)*	*81.3*	*(--)*
ENVOY	66.3	11	69.7	12	72.8	12	66.2	12	63.1	12	60.4	13	53.3	13	68.1	12
DELTA	77.6	4	83.4	3	85.6	2	87.4	2	88.9	1	86.1	1	78.0	3	84.9	3
EXPRESSJET	62.2	12	69.8	11	74.1	11	77.3	6	76.0	6	74.3	8	69.7	9	73.2	11
FRONTIER	67.3	9	74.3	9	78.2	6	74.6	11	67.8	10	67.1	12	58.8	12	73.9	10
HAWAIIAN	91.6	1	94.2	1	92.8	1	89.0	1	87.9	2	85.5	2	82.2	2	90.7	1
JETBLUE	66.5	10	77.3	6	75.9	9	81.7	4	80.4	4	71.9	11	59.7	11	76.2	7
SKYWEST	74.2	6	77.8	5	78.3	5	74.9	10	67.2	11	73.4	9	74.0	6	76.7	5
SOUTHWEST***	69.1	8	71.8	10	75.3	10	77.9	7	72.0	8	79.1	5	77.5	4	74.9	9
-SOUTHWEST	*68.6*	*(--)*	*70.9*	*(--)*	*74.7*	*(--)*	*77.5*	*(--)*	*71.5*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*
-AIRTRAN	*73.6*	*(--)*	*83.2*	*(--)*	*84.1*	*(--)*	*88.2*	*(--)*	*87.3*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*
SPIRIT****	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	71.9	10	64.9	10	(--)	(--)
UNITED	73.7	7	75.9	7	77.4	8	76.8	9	72.4	7	75.4	7	73.6	7	76.6	6
VIRGIN AMERICA	81.6	3	83.3	4	83.0	4	78.0	5	68.2	9	82.2	4	76.1	5	81.5	4
Total	72.2		76.0		78.0		78.6		75.3		76.8		72.8		77.1	

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.

* **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.**

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT*															
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# 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**	822	76.9	2177	53.8	486	73.3	7203	76.5	2435	65.2	775	69.9	11663	75.0	449	75.1
-AMERICAN	358	77.9	769	58.4	191	71.7	363	79.3	835	66.6	442	69.2	11197	75.1	221	76.5
-US AIRWAYS	464	76.1	1408	51.3	295	74.2	6840	76.3	1600	64.4	333	70.9	466	72.5	228	73.7
ALASKA	28	96.4	96	74.0	28	100.0	H/		108	89.8	112	91.1	96	88.5	28	89.3
JETBLUE	H/		3081	53.6	113	56.6	108	58.3	794	61.1	76	50.0	50	58.0	81	58.0
DELTA	17430	81.5	1217	47.7	493	83.4	473	77.8	654	76.0	520	76.3	415	82.4	3662	77.5
EXPRESSJET	4630	73.7	185	50.3	41	61.0	328	63.1	277	67.9	1011	71.4	1221	64.4	2266	70.4
FRONTIER	161	65.8	H/		H/		18	55.6	80	65.0	1618	64.8	85	61.2	16	75.0
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY	153	53.6	H/		67	41.8	H/		140	45.0	H/		6057	61.8	329	40.4
SPIRIT****	224	71.0	118	61.0	144	69.4	H/		H/		252	59.1	678	68.0	648	64.4
SKYWEST	379	63.9	27	59.3	H/		29	75.9	144	55.6	3495	70.5	301	64.5	747	68.4
UNITED	227	71.4	730	56.3	186	66.1	8	62.5	303	75.2	3577	74.1	273	74.0	48	68.8
VIRGIN AMERICA	H/		115	69.6	H/		H/		101	74.3	H/		H/		H/	
SOUTHWEST***	3312	80.3	637	55.6	4679	76.5	132	75.0	1196	79.5	4202	79.3	H/		493	72.8
TOTAL	27366	79.2	8383	53.7	6237	75.6	8299	75.7	6232	69.0	15638	73.2	20839	70.3	8767	71.9

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

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	ARRIVAL AIRPORT*															
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	590	67.3	829	74.9	187	78.1	768	77.0	1444	70.1	1238	75.4	2907	73.7	2089	58.5
-AMERICAN	298	65.1	309	76.4	187	78.1	394	77.2	1225	70.9	787	77.4	2385	74.5	1088	63.7
-US AIRWAYS	292	69.5	520	74.0	H/		374	76.7	219	65.8	451	72.1	522	69.9	1001	52.8
ALASKA	52	78.8	28	92.9	H/		28	92.9	H/		356	89.6	557	82.9	H/	
JETBLUE	550	59.5	1519	59.4	146	57.5	H/		3200	62.8	300	67.0	320	64.7	532	49.2
DELTA	377	75.6	949	73.6	178	84.3	200	83.5	1951	65.2	782	79.8	1633	80.3	2160	50.9
EXPRESSJET	2441	63.5	H/		767	66.4	5278	81.6	H/		H/		H/		977	48.3
FRONTIER	H/		100	49.0	187	47.6	104	77.9	H/		215	51.2	72	72.2	56	35.7
HAWAIIAN	H/		H/		H/		H/		20	70.0	68	86.8	112	86.6	H/	
ENVOY	H/		H/		H/		H/		476	50.8	H/		28	53.6	1214	41.2
SPIRIT****	H/		995	68.2	H/		324	73.5	H/		671	72.3	252	60.7	306	52.9
SKYWEST	2	0.0	H/		48	81.2	970	75.6	H/		262	83.2	3880	78.1	7	57.1
UNITED	3485	75.1	516	77.3	1203	79.1	4556	77.7	342	83.3	990	77.2	2138	73.3	677	60.9
VIRGIN AMERICA	130	78.5	147	77.6	100	82.0	H/		302	77.2	309	78.3	906	79.4	99	53.5
SOUTHWEST***	452	70.8	1614	79.4	182	79.1	H/		H/		5375	81.2	2959	75.7	828	60.6
TOTAL	8079	69.8	6697	71.2	2998	73.2	12228	79.2	7735	65.5	10566	78.8	15764	76.1	8945	52.6

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	ARRIVAL AIRPORT*															
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	1539	74.1	H/		4180	75.6	658	74.2	4159	71.9	233	73.0	3443	72.8	4436	79.5
-AMERICAN	823	73.9	H/		3906	76.0	327	70.9	3586	72.2	104	71.2	252	72.6	452	77.4
-US AIRWAYS	716	74.3	H/		274	69.3	331	77.3	573	70.0	129	74.4	3191	72.9	3984	79.7
ALASKA	56	92.9	H/		H/		28	96.4	84	84.5	1030	85.9	28	85.7	204	84.8
JETBLUE	1471	60.2	H/		H/		H/		149	53.7	72	73.6	118	54.2	57	56.1
DELTA	1287	76.3	210	76.2	691	71.8	3949	81.6	522	74.3	290	84.5	487	77.6	562	83.1
EXPRESSJET	14	71.4	177	61.6	H/		655	69.3	3737	62.7	H/		19	73.7	H/	
FRONTIER	397	54.4	12	66.7	161	54.0	56	64.3	261	42.9	40	67.5	107	54.2	206	63.1
HAWAIIAN	H/		H/		H/		H/		H/		28	89.3	H/		28	82.1
ENVOY	H/		H/		646	73.8	55	41.8	5051	46.3	H/		H/		H/	
SPIRIT****	361	66.2	H/		H/		307	65.5	716	49.9	27	74.1	56	69.6	112	58.9
SKYWEST	H/		13	38.5	H/		1770	76.4	2905	59.7	446	81.8	1	100.0	1451	86.4
UNITED	998	75.4	H/		322	70.2	159	64.8	4164	71.0	313	77.0	258	77.5	552	72.1
VIRGIN AMERICA	28	82.1	H/		H/		H/		66	81.8	28	85.7	H/		H/	
SOUTHWEST***	3082	77.9	5632	74.4	H/		578	75.4	H/		687	81.5	692	74.0	4299	81.3
TOTAL	9233	72.6	6044	74.0	6000	74.1	8215	77.2	21814	61.5	3194	81.9	5209	72.9	11907	80.3

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

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	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**	637	72.7	542	74.4	1152	69.6	366	73.0	1009	75.9
-AMERICAN	*387*	*72.4*	*332*	*72.3*	*789*	*69.1*	*160*	*70.6*	*464*	*75.2*
-US AIRWAYS	*250*	*73.2*	*210*	*77.6*	*363*	*70.8*	*206*	*74.8*	*545*	*76.5*
ALASKA	392	86.2	3766	87.1	419	76.1	192	92.2	28	89.3
JETBLUE	99	56.6	132	68.9	394	68.3	121	67.8	478	58.8
DELTA	395	79.5	799	80.2	556	74.5	2552	85.7	912	75.0
EXPRESSJET	H/		H/		H/		1	100.0	H/	
FRONTIER	52	65.4	36	61.1	128	57.0	127	59.8	157	56.7
HAWAIIAN	28	82.1	56	89.3	56	76.8	H/		H/	
ENVOY	H/		H/		H/		H/		H/	
SPIRIT**	112	83.0	H/		H/		H/		252	65.9
SKYWEST	647	77.6	922	86.6	3111	69.3	3629	88.5	H/	
UNITED	530	76.2	617	77.0	3425	72.9	135	83.7	530	75.1
VIRGIN AMERICA	122	81.1	167	86.2	1200	73.6	H/		H/	
SOUTHWEST**	2464	77.9	685	75.9	1114	68.4	743	77.5	2091	80.6
TOTAL	5478	77.5	7722	83.2	11555	71.1	7866	85.0	5457	75.0

 -*** 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.

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AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*																	
SCHEDULED ARRIVAL TIME	**ATL**	**BOS**	**BWI**	**CLT**	**DCA**	**DEN**	**DFW**	**DTW**	**EWR**	**FLL**	**IAD**	**IAH**	**JFK**	**LAS**	**LAX**	**LGA**	**MCO**	**MDW**
600 - 659 AM	86.5	70.5	70.6	82.4	J/	81.5	78.5	82.8	85.3	61.3	69.6	89.1	74.6	89.6	83.9	62.5	79.6	88.3
700 - 759 AM	84.1	70.9	82.5	72.0	72.7	81.9	75.8	73.0	71.0	65.4	75.6	85.9	73.3	94.1	88.0	62.9	90.9	80.3
800 - 859 AM	80.2	67.3	88.6	80.0	79.3	81.3	72.0	76.0	74.1	81.0	65.5	80.0	79.9	90.2	85.6	66.2	80.4	84.5
900 - 959 AM	83.1	66.8	86.0	81.0	74.6	81.7	74.9	79.2	80.4	74.0	77.5	85.1	74.2	89.8	80.4	62.8	84.3	82.8
1000 - 1059 AM	81.2	65.5	83.3	74.7	72.3	74.5	72.1	82.6	81.5	79.1	100.0	80.6	75.8	82.3	78.0	62.1	75.6	83.9
1100 - 1159 AM	83.0	62.7	86.2	78.2	76.7	77.6	73.9	74.6	79.8	71.6	78.2	83.2	65.5	79.4	79.0	58.0	75.8	81.4
1200 - 1259 PM	80.3	57.7	82.4	78.6	67.9	78.5	73.0	81.1	73.8	74.8	73.9	85.0	68.8	80.8	74.8	58.0	72.3	79.3
100 - 159 PM	83.6	56.7	78.3	81.3	67.9	78.9	70.2	74.7	79.6	74.5	77.2	80.6	66.5	79.2	74.5	51.4	77.1	73.5
200 - 259 PM	80.6	58.5	78.5	67.9	65.2	76.7	68.1	71.3	72.6	69.4	71.8	81.5	70.4	76.7	76.2	55.0	77.9	74.5
300 - 359 PM	80.6	57.6	77.2	76.0	73.8	73.0	70.8	74.6	74.7	80.2	73.8	82.3	70.8	75.3	75.4	48.3	78.4	75.5
400 - 459 PM	79.6	54.2	77.9	76.6	72.7	69.5	69.0	75.9	71.8	79.1	80.1	77.7	68.2	79.8	77.3	48.6	70.9	73.2
500 - 559 PM	77.2	39.8	73.3	73.7	64.3	72.8	66.7	69.0	65.5	78.4	83.2	74.7	71.4	74.2	75.3	50.8	74.4	73.3
600 - 659 PM	76.2	39.3	73.9	73.4	65.8	68.1	69.0	66.8	60.6	63.7	69.0	73.0	62.7	77.3	71.3	44.1	74.4	67.9
700 - 759 PM	72.6	42.8	64.3	71.4	63.8	61.3	66.5	63.9	58.3	65.3	74.7	76.2	56.4	76.0	71.2	43.6	67.4	69.0
800 - 859 PM	74.4	43.8	63.7	67.1	70.3	65.2	65.6	68.9	59.7	67.4	63.6	75.8	48.8	72.5	71.2	42.9	62.6	68.0
900 - 959 PM	73.9	41.1	65.6	70.0	65.2	62.2	65.9	63.9	60.7	68.2	65.6	76.1	50.6	69.3	70.7	41.8	63.1	58.3
1000 - 1059 PM	73.1	48.3	64.2	72.7	62.6	65.7	65.7	61.7	62.7	63.0	66.1	62.8	55.6	68.2	71.9	53.3	64.3	61.7
1100 - 559 AM	70.8	53.8	69.6	74.0	64.1	59.9	71.6	65.6	67.4	63.3	68.6	73.9	64.4	72.8	77.7	55.7	65.8	65.1
TOTAL, ALL ARRIVALS, BY AIRPORT	**79.2**	**53.7**	**75.6**	**75.7**	**69.0**	**73.2**	**70.3**	**71.9**	**69.8**	**71.2**	**73.2**	**79.2**	**65.5**	**78.8**	**76.1**	**52.6**	**72.6**	**74.0**

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

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AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*											
SCHEDULED ARRIVAL TIME	**MIA**	**MSP**	**ORD**	**PDX**	**PHL**	**PHX**	**SAN**	**SEA**	**SFO**	**SLC**	**TPA**	**TOTAL**
600 - 659 AM	88.0	85.0	68.8	95.8	81.8	88.9	79.5	81.7	86.8	J/	73.9	81.1
700 - 759 AM	82.5	88.5	67.2	100.0	60.9	84.2	81.1	94.2	91.1	94.9	J/	79.3
800 - 859 AM	78.2	81.2	65.7	91.5	81.5	90.3	85.3	93.5	90.9	94.8	92.0	79.7
900 - 959 AM	76.6	85.2	68.2	90.6	72.1	89.1	90.1	92.0	72.4	92.2	83.2	79.8
1000 - 1059 AM	74.4	80.1	63.4	89.6	82.0	82.3	80.1	88.0	70.7	87.1	84.3	77.3
1100 - 1159 AM	78.3	80.2	66.5	84.5	78.1	83.4	81.6	86.0	65.9	85.4	77.5	76.3
1200 - 1259 PM	70.4	84.6	65.9	90.9	79.2	85.5	78.8	85.2	67.2	84.4	79.7	75.7
100 - 159 PM	73.8	79.6	64.4	84.2	71.7	80.2	81.0	82.4	64.2	87.2	79.0	75.3
200 - 259 PM	69.6	79.7	62.4	78.9	78.1	78.5	79.8	81.8	70.5	85.4	74.2	73.8
300 - 359 PM	78.6	76.5	60.6	79.6	74.4	80.1	81.0	80.8	69.2	84.4	76.4	73.5
400 - 459 PM	76.0	74.0	58.6	82.5	68.8	79.2	74.4	86.6	69.6	86.6	79.4	72.6
500 - 559 PM	67.4	72.9	58.5	73.8	72.0	78.7	75.6	82.8	69.5	77.6	76.5	69.7
600 - 659 PM	70.8	75.6	54.3	74.2	68.1	77.5	73.4	81.3	67.3	72.7	68.9	68.7
700 - 759 PM	73.6	65.9	49.5	76.6	67.2	75.5	74.5	80.1	71.1	84.7	72.8	67.1
800 - 859 PM	67.6	71.7	52.8	78.9	56.3	75.1	69.4	82.4	68.7	81.2	71.3	67.3
900 - 959 PM	70.6	69.9	53.3	81.0	63.3	79.4	67.7	74.3	68.6	79.6	63.7	65.4
1000 - 1059 PM	73.5	62.9	68.5	76.7	70.1	73.4	76.0	82.2	69.8	68.8	64.8	66.9
1100 - 559 AM	74.4	73.5	70.5	82.9	71.7	70.9	73.1	81.6	71.7	73.7	66.9	68.6
TOTAL, ALL ARRIVALS, BY AIRPORT	**74.1**	**77.2**	**61.5**	**81.9**	**72.9**	**80.3**	**77.5**	**83.2**	**71.1**	**85.0**	**75.0**	**72.9**

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

FEBRUARY 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	86.7	70.4	85.0	82.8	83.4	94.1	81.4	76.5	80.4	91.0	75.9	86.7	80.2	93.5	91.2	72.0	91.8	87.1
700 - 759 AM	88.4	65.8	81.9	83.6	80.0	86.8	79.3	80.9	77.0	89.5	85.8	89.4	71.5	92.3	87.6	70.1	92.2	75.5
800 - 859 AM	86.5	62.0	82.4	83.0	79.8	84.8	77.0	72.1	69.4	88.0	79.1	87.1	69.3	86.6	87.7	63.3	89.9	80.1
900 - 959 AM	81.4	67.6	78.7	81.4	77.5	72.1	71.8	75.0	69.5	76.1	80.7	85.9	68.2	84.9	83.4	66.3	84.4	77.9
1000 - 1059 AM	80.6	64.0	80.3	77.7	75.4	71.9	73.4	75.6	71.2	79.0	74.3	84.6	63.2	81.7	78.6	57.3	77.3	77.9
1100 - 1159 AM	80.0	63.7	82.7	75.6	75.7	63.4	72.3	76.3	72.6	72.9	89.2	83.0	67.5	73.0	75.5	61.0	76.2	75.6
1200 - 1259 PM	79.3	57.8	77.1	77.4	74.7	70.5	72.2	70.0	73.9	68.8	71.8	84.6	67.5	75.7	74.3	55.5	73.8	67.5
100 - 159 PM	78.0	57.4	72.9	81.0	72.0	69.3	69.3	73.0	69.4	60.9	73.7	85.6	61.4	74.6	75.9	56.1	69.0	70.5
200 - 259 PM	79.0	55.2	62.3	78.6	70.3	73.2	68.4	69.0	68.9	68.9	76.6	80.9	70.2	67.5	71.9	53.8	73.2	60.1
300 - 359 PM	76.9	54.7	65.2	77.9	69.3	65.4	67.9	65.7	63.5	60.1	66.7	79.4	56.0	70.2	72.3	52.1	68.1	59.8
400 - 459 PM	73.3	52.4	63.9	74.5	66.3	65.4	65.9	60.3	63.1	69.2	63.6	78.0	62.3	69.1	75.6	44.8	71.7	61.7
500 - 559 PM	72.1	44.7	63.9	71.4	70.2	61.9	66.4	67.9	62.0	66.3	69.9	73.4	64.4	71.3	75.2	49.0	64.6	57.5
600 - 659 PM	70.1	45.0	57.1	71.5	65.9	61.6	65.2	58.6	54.8	63.3	72.2	76.2	63.5	73.7	73.6	50.9	68.3	58.8
700 - 759 PM	71.6	45.1	55.6	70.1	68.4	62.5	68.6	59.2	54.0	56.6	65.0	71.5	52.5	72.4	70.9	45.1	69.4	52.7
800 - 859 PM	69.0	51.1	51.6	69.9	64.5	59.7	67.6	65.6	50.7	65.9	51.6	74.7	52.5	61.9	72.7	45.5	59.5	53.6
900 - 959 PM	74.6	50.0	63.3	50.0	65.1	63.0	67.5	64.6	52.5	59.6	74.5	77.4	40.2	61.8	76.0	40.7	64.6	59.7
1000 - 1059 PM	78.1	J/	45.2	73.4	48.4	67.0	78.4	66.7	53.3	62.3	55.7	66.2	52.4	78.6	78.8	J/	63.6	65.2
1100 - 559 AM	81.5	68.0	87.1	89.7	87.5	75.1	79.7	88.9	77.6	80.0	70.8	88.9	68.7	79.5	84.3	59.1	84.4	89.7
TOTAL, ALL DEPARTURES, BY AIRPORT	**77.3**	**58.4**	**69.4**	**76.5**	**73.2**	**69.2**	**70.7**	**69.1**	**66.6**	**71.7**	**72.4**	**81.0**	**64.1**	**76.9**	**78.5**	**56.5**	**75.2**	**68.0**

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

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AIR TRAVEL CONSUMER REPORT

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

	DEPARTURE AIRPORT*											
SCHEDULED DEPARTURE TIME	**MIA**	**MSP**	**ORD**	**PDX**	**PHL**	**PHX**	**SAN**	**SEA**	**SFO**	**SLC**	**TPA**	**TOTAL**
600 - 659 AM	89.8	91.1	77.7	96.0	82.1	95.5	94.8	96.2	91.5	94.8	89.5	85.9
700 - 759 AM	87.2	87.8	74.6	94.3	82.8	93.1	88.3	90.6	89.6	90.3	92.6	84.0
800 - 859 AM	84.5	86.4	68.1	90.6	77.7	91.6	86.9	90.6	87.4	89.7	92.2	80.8
900 - 959 AM	78.5	83.5	63.4	86.5	75.0	87.0	79.7	86.4	85.1	91.2	89.3	78.2
1000 - 1059 AM	73.5	82.7	61.5	86.9	74.3	82.8	86.3	88.0	72.7	83.7	83.4	76.1
1100 - 1159 AM	70.5	83.2	59.1	86.1	79.4	81.1	71.8	83.1	71.6	89.6	78.1	74.8
1200 - 1259 PM	73.8	77.0	59.4	80.0	77.0	79.9	79.0	80.7	67.2	82.3	78.2	72.6
100 - 159 PM	71.7	81.2	58.6	87.7	75.8	83.1	68.7	80.0	65.2	84.3	75.5	72.0
200 - 259 PM	71.5	75.9	53.2	89.1	68.1	76.7	76.6	76.3	69.2	77.3	74.3	70.7
300 - 359 PM	61.2	75.3	52.8	78.2	67.4	74.4	81.2	79.2	68.4	89.1	67.9	68.8
400 - 459 PM	80.6	70.4	53.5	80.2	71.4	74.8	65.9	77.9	65.9	84.4	63.5	67.3
500 - 559 PM	68.4	73.6	50.4	87.1	70.4	72.7	73.0	81.8	68.1	82.9	72.7	67.0
600 - 659 PM	70.5	69.8	51.4	74.3	69.7	70.2	74.3	81.2	67.7	64.9	67.9	64.7
700 - 759 PM	65.4	73.4	48.0	74.6	60.4	75.6	77.5	80.3	73.8	73.9	60.1	65.1
800 - 859 PM	71.3	76.0	44.7	92.0	65.1	67.6	71.6	81.8	76.8	84.7	66.5	64.3
900 - 959 PM	70.8	74.2	48.6	77.4	71.7	79.6	66.9	79.5	74.7	92.0	38.9	67.3
1000 - 1059 PM	J/	J/	53.4	88.7	62.7	76.1	89.5	79.2	79.2	78.0	J/	72.1
1100 - 559 AM	82.4	85.2	85.2	92.0	84.7	79.8	100.0	86.5	81.5	81.1	96.2	81.4
TOTAL, ALL DEPARTURES, BY AIRPORT	**74.3**	**79.1**	**57.7**	**87.1**	**73.9**	**80.1**	**79.6**	**84.6**	**75.4**	**86.3**	**77.2**	**72.8**

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

FEBRUARY 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***

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***

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

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***
FRONTIER	1255	Dec	LGA-MIA	1720	12	10	83.33	107.20
FRONTIER	1255	Jan	LGA-MIA	1720	31	18	58.06	78.53
FRONTIER	1255	Feb	LGA-MIA	1725	28	17	60.71	89.40
FRONTIER	1249	Dec	MIA-DEN	2120	12	11	91.67	105.00
FRONTIER	1249	Jan	MIA-DEN	2120	31	21	67.74	73.40
FRONTIER	1249	Feb	MIA-DEN	2125	28	20	71.43	95.72
FRONTIER	1254	Dec	MIA-LGA	1345	12	10	83.33	111.11
FRONTIER	1254	Jan	MIA-LGA	1345	31	20	64.52	64.82
FRONTIER	1254	Feb	MIA-LGA	1340	28	18	64.29	82.75

* Minimum of 10 flights per month
** Includes canceled and diverted flights
*** For flights late more than 30 minutes only. Excludes canceled and diverted flights

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
				CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS				
ENVOY	3611	Jan	BUF-ORD	2010	31	17	54.84	67.50
ENVOY	3611	Feb	BUF-ORD	2010	28	19	67.86	89.31
ENVOY	3035	Jan	BWI-ORD	1811	31	22	70.97	75.94
ENVOY	3035	Feb	BWI-ORD	1811	28	17	60.71	210.31
ENVOY	3073	Jan	CLE-ORD	1836	26	16	61.54	122.78
ENVOY	3073	Feb	CLE-ORD	1836	10	8	80.00	97.67
ENVOY	3203	Jan	CLE-ORD	2005	27	15	55.56	94.77
ENVOY	3203	Feb	CLE-ORD	2005	24	16	66.67	69.77
ENVOY	3402	Jan	CMH-LGA	1609	25	16	64.00	70.38
ENVOY	3402	Feb	CMH-LGA	1609	23	14	60.87	87.33
ENVOY	3585	Jan	CMH-ORD	2018	22	13	59.09	76.67
ENVOY	3585	Feb	CMH-ORD	1957	24	16	66.67	83.00
ENVOY	3048	Jan	CMI-ORD	1815	27	16	59.26	77.00
ENVOY	3048	Feb	CMI-ORD	1815	24	13	54.17	97.86
ENVOY	3102	Jan	DAY-ORD	2000	27	15	55.56	84.40
ENVOY	3102	Feb	DAY-ORD	2000	24	14	58.33	72.38
ENVOY	3365	Jan	DCA-JFK	1935	30	20	66.67	57.80
ENVOY	3365	Feb	DCA-JFK	1927	28	18	64.29	50.00
ENVOY	3025	Jan	DSM-ORD	1809	30	18	60.00	83.36
ENVOY	3073	Feb	DSM-ORD	1809	28	18	64.29	81.87
ENVOY	2984	Jan	DTW-ORD	1911	31	18	58.06	102.40
ENVOY	2984	Feb	DTW-ORD	1911	28	17	60.71	94.85

* Minimum of 10 flights per month
** Includes canceled and diverted flights
*** For flights late more than 30 minutes only. Excludes canceled and diverted flights

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

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***
ENVOY	3633	Jan	EVV-ORD	1845	27	15	55.56	79.27
ENVOY	3133	Feb	EVV-ORD	1845	24	15	62.50	79.38
ENVOY	3469	Jan	FSD-ORD	1734	31	19	61.29	93.08
ENVOY	3469	Feb	FSD-ORD	1735	28	23	82.14	73.95
ENVOY	3605	Jan	FWA-ORD	1833	27	15	55.56	80.82
ENVOY	3605	Feb	FWA-ORD	1833	23	13	56.52	99.38
ENVOY	3244	Jan	GRB-ORD	1819	27	17	62.96	72.60
ENVOY	3244	Feb	GRB-ORD	1819	24	14	58.33	87.43
ENVOY	3199	Jan	GSO-LGA	1715	26	15	57.69	80.70
ENVOY	3199	Feb	GSO-LGA	1715	24	18	75.00	76.40
ENVOY	3008	Jan	IND-ORD	1625	31	16	51.61	80.38
ENVOY	3008	Feb	IND-ORD	1625	28	15	53.57	84.42
ENVOY	2992	Jan	IND-ORD	1910	27	22	81.48	65.38
ENVOY	2992	Feb	IND-ORD	1930	24	17	70.83	73.30
ENVOY	3486	Jan	LGA-BNA	1819	26	14	53.85	58.75
ENVOY	3486	Feb	LGA-BNA	1819	24	14	58.33	82.29
ENVOY	3402	Jan	LGA-CMH	1349	26	15	57.69	68.29
ENVOY	3402	Feb	LGA-CMH	1349	23	13	56.52	58.00
ENVOY	3391	Jan	LGA-CMH	1938	25	14	56.00	65.27
ENVOY	3391	Feb	LGA-CMH	1929	24	13	54.17	66.56
ENVOY	3349	Jan	LGA-LIT	1800	26	18	69.23	67.56
ENVOY	3349	Feb	LGA-LIT	1800	24	18	75.00	84.13

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
					CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)			
ENVOY	2818	Jan	LIT-ORD	1730	23	12	52.17	100.10
ENVOY	3618	Feb	LIT-ORD	1726	22	15	68.18	97.54
ENVOY	3097	Jan	MSP-ORD	1951	22	13	59.09	86.60
ENVOY	3097	Feb	MSP-ORD	1951	24	15	62.50	83.30
ENVOY	3498	Jan	OMA-ORD	1745	27	15	55.56	64.33
ENVOY	3498	Feb	OMA-ORD	1730	24	17	70.83	64.45
ENVOY	3201	Jan	ORD-BNA	2010	31	16	51.61	93.75
ENVOY	3201	Feb	ORD-BNA	2007	28	18	64.29	105.29
ENVOY	2811	Jan	ORD-BUF	1705	31	16	51.61	72.80
ENVOY	3611	Feb	ORD-BUF	1710	28	18	64.29	82.08
ENVOY	2825	Jan	ORD-CID	2115	31	16	51.61	94.00
ENVOY	3625	Feb	ORD-CID	2125	28	16	57.14	96.71
ENVOY	3073	Jan	ORD-CLE	1545	26	15	57.69	94.00
ENVOY	3073	Feb	ORD-CLE	1545	10	8	80.00	84.50
ENVOY	3203	Jan	ORD-CLE	1715	27	15	55.56	86.36
ENVOY	3203	Feb	ORD-CLE	1715	24	14	58.33	80.27
ENVOY	3070	Jan	ORD-CMH	2035	27	16	59.26	95.92
ENVOY	3070	Feb	ORD-CMH	2035	24	14	58.33	92.83
ENVOY	2873	Jan	ORD-CMI	2035	27	14	51.85	96.44
ENVOY	3673	Feb	ORD-CMI	2035	24	14	58.33	105.33
ENVOY	3606	Jan	ORD-DTW	1820	26	16	61.54	77.50
ENVOY	3606	Feb	ORD-DTW	1835	24	15	62.50	104.30

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

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***
ENVOY	2770	Jan	ORD-FNT	2125	27	14	51.85	82.80
ENVOY	3421	Feb	ORD-FNT	2125	24	15	62.50	66.73
ENVOY	2975	Jan	ORD-HSV	2020	31	18	58.06	99.86
ENVOY	2975	Feb	ORD-HSV	2020	23	14	60.87	69.67
ENVOY	2932	Jan	ORD-LSE	1945	27	14	51.85	89.60
ENVOY	2932	Feb	ORD-LSE	1950	24	16	66.67	79.54
ENVOY	3315	Jan	ORD-MEM	2200	27	15	55.56	91.70
ENVOY	3315	Feb	ORD-MEM	2200	24	14	58.33	82.50
ENVOY	3280	Jan	ORD-RST	2005	22	13	59.09	93.23
ENVOY	3280	Feb	ORD-RST	2005	24	13	54.17	82.67
ENVOY	3339	Jan	ORD-SYR	1335	31	16	51.61	81.13
ENVOY	3339	Feb	ORD-SYR	1325	28	15	53.57	72.46
ENVOY	3078	Jan	ORD-SYR	2145	27	17	62.96	73.43
ENVOY	3078	Feb	ORD-SYR	2145	10	6	60.00	87.33
ENVOY	3233	Jan	ORD-XNA	2040	26	16	61.54	119.93
ENVOY	3233	Feb	ORD-XNA	2040	24	13	54.17	98.78
ENVOY	3265	Jan	ORF-LGA	1825	25	14	56.00	66.90
ENVOY	3265	Feb	ORF-LGA	1825	24	17	70.83	61.83
ENVOY	3364	Jan	RDU-LGA	1145	26	14	53.85	66.90
ENVOY	3364	Feb	RDU-LGA	1145	24	17	70.83	118.40
ENVOY	3457	Jan	ROC-ORD	1835	31	20	64.52	90.62
ENVOY	3457	Feb	ROC-ORD	1835	28	19	67.86	59.88

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AIR TRAVEL CONSUMER REPORT

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

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

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

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***
EXPRESSJET	5214	Jan	BNA-LGA	1628	21	11	52.38	104.00
EXPRESSJET	5214	Feb	BNA-LGA	1628	14	8	57.14	67.00
EXPRESSJET	5389	Jan	ROC-LGA	1742	22	13	59.09	97.56
EXPRESSJET	5389	Feb	ROC-LGA	1742	10	7	70.00	88.25
FRONTIER	1255	Jan	LGA-MIA	1720	31	18	58.06	78.53
FRONTIER	1255	Feb	LGA-MIA	1725	28	17	60.71	89.40
FRONTIER	1065	Jan	MCO-ORD	2030	21	11	52.38	121.73
FRONTIER	1065	Feb	MCO-ORD	2030	17	11	64.71	92.50
FRONTIER	1249	Jan	MIA-DEN	2120	31	21	67.74	73.40
FRONTIER	1249	Feb	MIA-DEN	2125	28	20	71.43	95.72
FRONTIER	1254	Jan	MIA-LGA	1345	31	20	64.52	64.82
FRONTIER	1254	Feb	MIA-LGA	1340	28	18	64.29	82.75
FRONTIER	914	Jan	TPA-TTN	1915	13	7	53.85	75.40
FRONTIER	914	Feb	TPA-TTN	1915	12	7	58.33	157.80
JETBLUE	672	Jan	FLL-LGA	1835	31	16	51.61	87.40
JETBLUE	672	Feb	FLL-LGA	1842	28	21	75.00	79.95
JETBLUE	1371	Jan	LGA-FLL	2130	31	18	58.06	89.65
JETBLUE	1371	Feb	LGA-FLL	2130	27	19	70.37	89.12
JETBLUE	1117	Jan	LGA-TPA	1545	31	16	51.61	93.00
JETBLUE	1117	Feb	LGA-TPA	1530	28	15	53.57	105.27
JETBLUE	1262	Jan	PBI-LGA	1803	31	19	61.29	87.22
JETBLUE	1262	Feb	PBI-LGA	1804	28	18	64.29	76.18

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
				CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)				
SKYWEST	2643	Jan	CHO-ORD	1730	31	17	54.84	109.87
SKYWEST	2643	Feb	CHO-ORD	1729	28	20	71.43	92.13
SKYWEST	2638	Jan	ICT-ORD	1857	22	12	54.55	104.63
SKYWEST	2638	Feb	ICT-ORD	1857	24	13	54.17	112.42
SKYWEST	5224	Jan	ORD-BOI	1740	31	18	58.06	78.50
SKYWEST	5224	Feb	ORD-BOI	1740	28	15	53.57	79.71
SKYWEST	2644	Jan	ORD-CHO	2010	31	18	58.06	78.85
SKYWEST	2644	Feb	ORD-CHO	2010	28	20	71.43	81.71
SKYWEST	2638	Jan	ORD-ICT	1630	31	20	64.52	93.94
SKYWEST	2638	Feb	ORD-ICT	1630	28	16	57.14	108.93
SKYWEST	2641	Jan	ORD-ICT	1930	27	14	51.85	107.67
SKYWEST	2641	Feb	ORD-ICT	1925	24	13	54.17	97.45
SKYWEST	2635	Jan	ORD-MKE	1345	30	16	53.33	73.45
SKYWEST	2635	Feb	ORD-MKE	1345	28	17	60.71	83.07
SKYWEST	2637	Jan	ORD-MKE	1945	28	18	64.29	122.47
SKYWEST	2637	Feb	ORD-MKE	1945	27	21	77.78	89.50
SPIRIT	630	Jan	ORD-LGA	1759	31	16	51.61	70.21
SPIRIT	630	Feb	ORD-LGA	1759	28	15	53.57	67.17
UNITED	1464	Jan	EWR-BOS	1724	22	13	59.09	90.20
UNITED	1464	Feb	EWR-BOS	1724	21	14	66.67	65.45

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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
ENVOY	989	74	7.5
FRONTIER	214	14	6.5
JETBLUE	724	24	3.3
SPIRIT***	290	8	2.8
DELTA	1,882	29	1.5
SKYWEST	1,243	16	1.3
EXPRESSJET	1,084	7	0.6
SOUTHWEST**	3,390	14	0.4
AMERICAN*	2,403	8	0.3
-AMERICAN	1,450	3	0.2
-US AIRWAYS	953	5	0.5
UNITED	696	1	0.1
ALASKA	445	0	0.0
HAWAIIAN	204	0	0.0
VIRGIN AMERICA	159	0	0.0
TOTAL	**13,723**	**195**	**1.4**

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	82.1	83.9	56	56	BRUNSWICK GA (BQK)	79.5	87.2	78	78
ABILENE TX (ABI)	65.6	74.0	215	215	BUFFALO NY (BUF)	66.1	71.6	1,233	1,230
ADAK ISLAND AK (ADK)	75.0	62.5	8	8	BURBANK CA (BUR)	78.8	81.0	1,530	1,530
AGUADILLA PR (BQN)	61.2	75.0	85	84	BURLINGTON VT (BTV)	64.2	71.7	179	180
AKRON OH (CAK)	74.7	80.7	514	514	BUTTE MT (BTM)	96.4	96.4	56	56
ALBANY GA (ABY)	77.3	81.3	75	75	CARLSBAD CA (CLD)	80.3	83.0	188	188
ALBANY NY (ALB)	72.7	78.1	550	549	CASPER WY (CPR)	76.2	84.5	147	148
ALBUQUERQUE NM (ABQ)	76.1	77.4	1,410	1,410	CEDAR CITY UT (CDC)	95.8	93.8	48	48
ALEXANDRIA LA (AEX)	72.6	75.6	263	262	CEDAR RAPIDS/IOWA CITY IA (CID)	56.4	65.4	615	616
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	64.6	69.9	164	163	CHAMPAIGN/URBANA IL (CMI)	48.4	62.8	188	188
ALPENA MI (APN)	60.4	64.6	48	48	CHANTILLY VA (IAD)	73.2	72.4	2,998	3,001
AMARILLO TX (AMA)	70.5	74.0	465	465	CHARLESTON SC (CHS)	71.1	78.5	779	781
ANCHORAGE AK (ANC)	83.7	87.4	1,027	1,029	CHARLESTON/DUNBAR WV (CRW)	65.5	66.1	171	171
APPLETON WI (ATW)	64.1	75.1	209	209	CHARLOTTE AMALIE VI (STT)	74.2	73.3	430	430
ARCATA/EUREKA CA (ACV)	74.8	72.5	131	131	CHARLOTTE NC (CLT)	75.7	76.5	8,299	8,290
ARLINGTON VA (DCA)	69.0	73.2	6,232	6,229	CHARLOTTESVILLE VA (CHO)	45.2	62.4	186	186
ASHEVILLE NC (AVL)	74.7	80.8	182	182	CHATTANOOGA TN (CHA)	69.3	72.9	332	332
ASPEN CO (ASE)	54.4	61.4	632	629	CHICAGO IL (MDW)	74.0	68.0	6,044	6,043
ATLANTA GA (ATL)	79.2	77.3	27,366	27,366	CHICAGO IL (ORD)	61.5	57.7	21,814	21,812
ATLANTIC CITY NJ (ACY)	68.2	80.5	308	308	CHRISTIANSTED VI (STX)	77.8	74.1	81	81
AUGUSTA GA (AGS)	72.9	76.8	177	177	CLEVELAND OH (CLE)	67.6	72.1	2,851	2,846
AUSTIN TX (AUS)	75.0	80.0	3,063	3,061	CODY WY (COD)	69.6	78.6	56	56
BAKERSFIELD CA (BFL)	76.3	84.5	207	206	COLLEGE STATION/BRYAN TX (CLL)	67.7	73.7	186	186
BALTIMORE MD (BWI)	75.6	69.4	6,237	6,236	COLORADO SPRINGS CO (COS)	66.0	82.7	547	548
BANGOR ME (BGR)	45.5	76.2	22	21	COLUMBIA MO (COU)	48.2	63.4	112	112
BARROW AK (BRW)	70.8	73.6	72	72	COLUMBIA SC (CAE)	67.4	74.9	482	482
BATON ROUGE LA (BTR)	72.1	76.9	621	620	COLUMBUS GA (CSG)	73.6	85.7	91	91
BEAUMONT/PORT ARTHUR TX (BPT)	59.3	64.2	81	81	COLUMBUS MS (GTR)	69.2	76.9	78	78
BELLINGHAM WA (BLI)	85.7	98.8	84	84	COLUMBUS OH (CMH)	69.4	70.2	1,918	1,920
BEMIDJI MN (BJI)	92.9	92.9	56	56	CORDOVA AK (CDV)	83.9	89.3	56	56
BEND/REDMOND OR (RDM)	71.2	82.9	153	152	CORPUS CHRISTI TX (CRP)	71.6	77.8	514	514
BETHEL AK (BET)	78.9	82.9	76	76	COVINGTON KY (CVG)	66.5	70.8	1,601	1,601
BILLINGS MT (BIL)	77.4	85.6	208	209	CRESCENT CITY CA (CEC)	67.9	58.9	56	56
BINGHAMTON NY (BGM)	63.2	71.1	38	38	DALLAS TX (DAL)	78.5	75.2	4,697	4,697
BIRMINGHAM AL (BHM)	74.2	79.2	1,051	1,054	DALLAS/FORT WORTH TX (DFW)	70.3	70.7	20,839	20,839
BISMARCK/MANDAN ND (BIS)	60.4	71.1	280	280	DAYTON OH (DAY)	68.8	75.4	754	753
BLOOMINGTON/NORMAL IL (BMI)	55.9	68.1	238	238	DAYTONA BEACH FL (DAB)	79.7	81.9	128	127
BOISE ID (BOI)	73.6	83.5	834	836	DEADHORSE AK (SCC)	80.6	79.2	72	72
BOSTON MA (BOS)	53.7	58.4	8,383	8,380	DENVER CO (DEN)	73.2	69.2	15,638	15,642
BOZEMAN MT (BZN)	76.8	79.6	272	269	DES MOINES IA (DSM)	62.4	64.8	765	766
BRAINERD MN (BRD)	87.5	89.6	48	48	DETROIT MI (DTW)	71.9	69.1	8,767	8,783
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	82.1	77.5	151	151	DEVILS LAKE ND (DVL)	56.8	70.5	44	44
BROWNSVILLE TX (BRO)	77.2	83.6	202	201	DICKINSON ND (DIK)	70.4	77.6	98	98

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	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
DOTHAN AL (DHN)	78.3	80.2	106	106	HAYDEN CO (HDN)	77.1	72.5	153	153
DUBUQUE IA (DBQ)	34.2	48.7	76	76	HAYS KS (HYS)	68.8	73.5	48	49
DULUTH MN (DLH)	68.4	75.2	136	137	HELENA MT (HLN)	81.9	93.3	105	105
DURANGO CO (DRO)	71.3	71.1	160	159	HIBBING MN (HIB)	82.9	84.2	76	76
EAGLE CO (EGE)	75.2	76.3	262	262	HILO HI (ITO)	85.7	89.3	460	460
EAU CLAIRE WI (EAU)	69.6	85.7	56	56	HOBBS NM (HOB)	74.5	85.1	47	47
EL PASO TX (ELP)	76.3	82.4	935	936	HONOLULU HI (HNL)	74.2	87.8	3,472	3,476
ELKO NV (EKO)	98.1	96.2	52	52	HOUSTON TX (HOU)	80.3	77.2	4,182	4,182
ELMIRA/CORNING NY (ELM)	52.6	75.4	171	171	HOUSTON TX (IAH)	79.2	81.0	12,228	12,231
ERIE PA (ERI)	64.1	73.4	78	79	HUNTSVILLE AL (HSV)	71.9	78.7	370	371
ESCANABA MI (ESC)	72.9	83.3	48	48	IDAHO FALLS ID (IDA)	80.2	86.4	162	162
EUGENE OR (EUG)	76.0	81.5	288	287	INDIANAPOLIS IN (IND)	73.4	76.5	1,875	1,874
EVANSVILLE IN (EVV)	61.5	65.6	291	291	INTERNATIONAL FALLS MN (INL)	81.3	85.4	48	48
FAIRBANKS AK (FAI)	82.1	87.1	140	140	IRON MOUNTAIN/KINGSFD MI (IMT)	86.5	92.3	52	52
FARGO ND (FAR)	62.1	69.1	417	417	ISLIP NY (ISP)	65.6	66.2	349	349
FAYETTEVILLE AR (XNA)	60.8	67.7	740	740	ITHACA/CORTLAND NY (ITH)	33.3	50.0	6	6
FAYETTEVILLE NC (FAY)	77.2	75.8	149	149	JACKSON WY (JAC)	69.8	73.1	325	323
FLAGSTAFF AZ (FLG)	81.5	88.7	124	124	JACKSON/VICKSBURG MS (JAN)	70.0	74.7	566	566
FLINT MI (FNT)	66.8	79.0	352	353	JACKSONVILLE FL (JAX)	71.6	75.2	1,330	1,332
FORT LAUDERDALE FL (FLL)	71.2	71.7	6,697	6,696	JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	79.4	80.4	102	102
FORT MYERS FL (RSW)	70.7	72.4	3,111	3,107	JAMESTOWN ND (JMS)	63.8	67.6	69	68
FORT SMITH AR (FSM)	67.6	72.3	185	184	JOPLIN MO (JLN)	60.7	71.4	56	56
FORT WAYNE IN (FWA)	59.6	60.8	374	370	JUNEAU AK (JNU)	83.3	84.4	276	276
FRESNO CA (FAT)	78.4	80.7	611	611	KAHULUI HI (OGG)	80.5	84.9	1,729	1,727
GAINESVILLE FL (GNV)	77.8	76.9	212	212	KALAMAZOO MI (AZO)	51.9	60.4	154	154
GARDEN CITY KS (GCK)	58.9	73.2	56	56	KALISPELL MT (FCA)	76.4	87.0	123	123
GILLETTE WY (GCC)	83.3	89.3	84	84	KANSAS CITY MO (MCI)	74.2	78.8	2,854	2,857
GRAND FORKS ND (GFK)	75.5	78.0	49	50	KETCHIKAN AK (KTN)	82.7	84.5	168	168
GRAND ISLAND NE (GRI)	57.1	60.7	56	56	KEY WEST FL (EYW)	81.3	84.6	208	208
GRAND JUNCTION CO (GJT)	79.8	82.7	228	231	KILLEEN TX (GRK)	65.6	71.3	372	373
GRAND RAPIDS MI (GRR)	67.2	71.2	914	913	KNOXVILLE TN (TYS)	58.1	62.1	549	551
GREAT FALLS MT (GTF)	82.4	93.1	131	131	KODIAK AK (ADQ)	75.0	82.1	28	28
GREEN BAY WI (GRB)	59.1	75.3	372	372	KONA HI (KOA)	82.8	84.5	906	906
GREENSBORO/HIGH POINT NC (GSO)	60.0	68.5	640	638	KOTZEBUE AK (OTZ)	76.8	67.9	56	56
GREER SC (GSP)	71.3	77.1	491	490	LA CROSSE WI (LSE)	48.2	63.6	110	110
GUAM TT (GUM)	60.7	71.4	28	28	LAFAYETTE LA (LFT)	78.3	82.3	451	452
GULFPORT/BILOXI MS (GPT)	77.4	85.9	314	313	LAKE CHARLES LA (LCH)	76.9	84.6	169	169
GUNNISON CO (GUC)	68.6	70.2	86	84	LANSING MI (LAN)	63.9	70.4	180	179
HANCOCK/HOUGHTON MI (CMX)	51.8	69.6	56	56	LARAMIE WY (LAR)	66.7	79.2	48	48
HARLINGEN/SAN BENITO TX (HRL)	85.8	91.2	260	260	LAREDO TX (LRD)	75.0	81.5	184	184
HARRISBURG PA (MDT)	66.9	73.9	290	291	LAS VEGAS NV (LAS)	78.8	76.9	10,566	10,570
HARTFORD CT (BDL)	67.0	70.9	1,465	1,465	LATROBE PA (LBE)	61.5	64.8	91	91
HATTIESBURG/LAUREL MS (PIB)	62.5	77.1	48	48	LAWTON/FORT SILL OK (LAW)	63.4	66.1	112	112

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LEWISTON ID (LWS)	91.7	95.8	48	48	NEWPORT NEWS/WILLIAMSBURG VA (PHF)	80.6	76.7	103	103
LEXINGTON KY (LEX)	64.3	68.9	445	444	NIAGARA FALLS NY (IAG)	63.6	69.7	33	33
LIHUE HI (LIH)	83.6	89.7	843	842	NOME AK (OME)	64.3	69.6	56	56
LINCOLN NE (LNK)	63.5	78.8	189	189	NORFOLK VA (ORF)	66.8	72.7	775	774
LITTLE ROCK AR (LIT)	67.4	71.9	821	821	NORTH BEND/COOS BAY OR (OTH)	43.8	50.0	16	16
LONG BEACH CA (LGB)	81.5	80.9	677	676	OAKLAND CA (OAK)	79.2	80.0	3,238	3,240
LONGVIEW TX (GGG)	71.7	67.9	53	53	OKLAHOMA CITY OK (OKC)	72.8	79.2	1,245	1,246
LOS ANGELES CA (LAX)	76.1	78.5	15,764	15,762	OMAHA NE (OMA)	73.3	77.5	1,373	1,373
LOUISVILLE KY (SDF)	70.4	73.2	873	871	ONTARIO CA (ONT)	78.3	80.0	1,413	1,413
LUBBOCK TX (LBB)	70.6	75.9	428	428	ORLANDO FL (MCO)	72.6	75.2	9,233	9,230
MADISON WI (MSN)	64.7	73.4	788	788	PADUCAH KY (PAH)	60.7	69.6	56	56
MAMMOTH LAKES CA (MMH)	68.3	68.3	41	41	PAGO PAGO TT (PPG)	87.5	75.0	8	8
MANCHESTER NH (MHT)	68.3	73.2	410	410	PALM SPRINGS CA (PSP)	77.7	78.1	1,099	1,096
MANHATTAN/FT. RILEY KS (MHK)	53.8	69.9	132	133	PANAMA CITY FL (ECP)	77.5	79.8	213	213
MARQUETTE MI (MQT)	41.7	70.8	24	24	PASCO/KENNEWICK/RICHLAND WA (PSC)	84.4	91.8	160	159
MEDFORD OR (MFR)	76.1	82.4	188	187	PELLSTON MI (PLN)	55.1	73.5	49	49
MELBOURNE FL (MLB)	80.2	85.8	106	106	PENSACOLA FL (PNS)	75.7	78.0	571	572
MEMPHIS TN (MEM)	68.8	72.6	1,123	1,125	PEORIA IL (PIA)	59.6	63.6	327	324
MERIDIAN MS (MEI)	73.7	69.7	76	76	PETERSBURG AK (PSG)	76.8	78.6	56	56
MIAMI FL (MIA)	74.1	74.3	6,000	6,004	PHILADELPHIA PA (PHL)	72.9	73.9	5,209	5,207
MIDLAND/ODESSA TX (MAF)	71.8	77.7	752	754	PHOENIX AZ (PHX)	80.3	80.1	11,907	11,916
MILWAUKEE WI (MKE)	70.4	72.6	2,341	2,340	PITTSBURGH PA (PIT)	74.0	78.3	1,949	1,950
MINNEAPOLIS MN (MSP)	77.2	79.1	8,215	8,217	PLATTSBURGH NY (PBG)	64.3	57.1	28	28
MINOT ND (MOT)	63.6	78.2	132	133	POCATELLO ID (PIH)	94.2	100.0	52	52
MISSION/MCALLEN/EDINBURG TX (MFE)	78.7	83.1	343	343	PONCE PR (PSE)	75.0	83.9	56	56
MISSOULA MT (MSO)	88.5	91.2	113	113	PORTLAND ME (PWM)	57.8	70.6	256	252
MOAB UT (CNY)	93.8	93.8	48	48	PORTLAND OR (PDX)	81.9	87.1	3,194	3,192
MOBILE AL (MOB)	76.8	80.0	410	410	PROVIDENCE RI (PVD)	63.6	68.5	817	819
MOLINE IL (MLI)	61.2	66.1	394	395	PUEBLO CO (PUB)	68.8	70.8	48	48
MONROE LA (MLU)	70.7	69.9	229	229	RALEIGH/DURHAM NC (RDU)	70.1	71.4	2,427	2,427
MONTEREY CA (MRY)	73.0	75.8	289	289	RAPID CITY SD (RAP)	79.0	83.3	210	210
MONTGOMERY AL (MGM)	72.3	78.9	256	256	REDDING CA (RDD)	73.8	76.2	84	84
MONTROSE/DELTA CO (MTJ)	61.5	72.6	169	168	RENO NV (RNO)	77.5	81.7	994	994
MOSINEE WI (CWA)	51.6	72.1	122	122	RHINELANDER WI (RHI)	92.5	93.8	80	80
MUSKEGON MI (MKG)	44.6	44.6	56	56	RICHMOND VA (RIC)	64.4	67.7	1,174	1,175
MYRTLE BEACH SC (MYR)	66.1	70.3	295	296	ROANOKE VA (ROA)	67.1	74.6	143	142
NASHVILLE TN (BNA)	70.5	70.6	3,670	3,672	ROCHESTER MN (RST)	54.5	64.8	176	176
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	78.4	86.3	51	51	ROCHESTER NY (ROC)	67.6	75.3	561	559
NEW ORLEANS LA (MSY)	77.6	80.2	3,252	3,248	ROCK SPRINGS WY (RKS)	75.0	85.7	56	56
NEW YORK NY (JFK)	65.5	64.1	7,735	7,740	ROSWELL NM (ROW)	56.3	68.8	80	80
NEW YORK NY (LGA)	52.6	56.5	8,945	8,945	SACRAMENTO CA (SMF)	80.0	81.8	2,939	2,941
NEWARK NJ (EWR)	69.8	66.6	8,079	8,070	SAGINAW/BAY CITY/MIDLAND MI (MBS)	61.6	66.9	151	151
NEWBURGH/POUGHKEEPSIE NY (SWF)	67.2	64.7	67	68	SALT LAKE CITY UT (SLC)	85.0	86.3	7,866	7,864

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
SAN ANGELO TX (SJT)	65.4	69.9	136	136	SUN VALLEY/HAILEY/KETCHUM ID (SUN)	75.0	79.5	88	88
SAN ANTONIO TX (SAT)	75.4	81.2	2,301	2,298	SYRACUSE NY (SYR)	59.6	68.8	421	423
SAN DIEGO CA (SAN)	77.5	79.6	5,478	5,480	TALLAHASSEE FL (TLH)	69.0	76.9	294	294
SAN FRANCISCO CA (SFO)	71.1	75.4	11,555	11,569	TAMPA FL (TPA)	75.0	77.2	5,457	5,455
SAN JOSE CA (SJC)	83.6	84.8	3,005	3,006	TEXARKANA AR (TXK)	70.0	72.5	80	80
SAN JUAN PR (SJU)	70.0	72.4	2,003	2,002	TOLEDO OH (TOL)	51.3	60.0	80	80
SAN LUIS OBISPO CA (SBP)	83.7	81.4	381	381	TRAVERSE CITY MI (TVC)	53.3	62.9	195	194
SANTA ANA CA (SNA)	82.0	82.4	2,944	2,943	TRENTON NJ (TTN)	41.8	49.0	208	206
SANTA BARBARA CA (SBA)	76.0	75.7	483	485	TUCSON AZ (TUS)	78.3	83.4	1,364	1,363
SANTA FE NM (SAF)	58.7	69.2	121	120	TULSA OK (TUL)	75.2	79.0	1,194	1,192
SANTA MARIA CA (SMX)	82.1	76.8	56	56	TWIN FALLS ID (TWF)	88.7	100.0	53	53
SARASOTA/BRADENTON FL (SRQ)	76.1	70.9	331	330	TYLER TX (TYR)	65.2	71.8	181	181
SAULT STE. MARIE MI (CIU)	65.4	75.0	52	52	VALDOSTA GA (VLD)	80.8	79.5	78	78
SAVANNAH GA (SAV)	70.0	75.2	560	560	VALPARAISO FL (VPS)	74.3	78.3	346	346
SCRANTON/WILKES-BARRE PA (AVP)	58.9	71.1	90	90	VERNAL UT (VEL)	97.9	97.9	48	48
SEATTLE WA (SEA)	83.2	84.6	7,722	7,719	WACO TX (ACT)	64.2	67.2	134	134
SHREVEPORT LA (SHV)	71.9	71.6	487	486	WATERLOO IA (ALO)	44.2	63.5	52	52
SIOUX CITY IA (SUX)	28.8	55.8	52	52	WEST PALM BEACH/PALM BEACH FL (PBI)	64.3	66.7	2,258	2,261
SIOUX FALLS SD (FSD)	60.0	68.7	527	527	WHITE PLAINS NY (HPN)	54.5	57.8	681	682
SITKA AK (SIT)	83.3	82.1	84	84	WICHITA FALLS TX (SPS)	65.0	68.0	103	103
SOUTH BEND IN (SBN)	62.3	64.5	395	394	WICHITA KS (ICT)	67.8	75.1	636	634
SPOKANE WA (GEG)	82.4	89.9	766	766	WILLISTON ND (ISN)	70.5	71.5	234	235
SPRINGFIELD IL (SPI)	52.4	69.8	126	126	WILMINGTON DE (ILG)	65.0	47.6	20	21
SPRINGFIELD MO (SGF)	55.8	68.3	541	542	WILMINGTON NC (ILM)	84.6	86.9	130	130
ST. AUGUSTINE FL (UST)	46.2	46.2	13	13	WORCESTER MA (ORH)	58.9	63.0	56	54
ST. CLOUD MN (STC)	54.2	52.0	24	25	WRANGELL AK (WRG)	83.9	85.7	56	56
ST. GEORGE UT (SGU)	90.4	91.2	136	136	YAKUTAT AK (YAK)	87.5	91.1	56	56
ST. LOUIS MO (STL)	74.8	74.3	3,637	3,639	YUMA AZ (YUM)	90.4	89.1	156	156
STATE COLLEGE PA (SCE)	45.8	67.8	59	59					

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ENVOY	11	14,212	2,025	14.2	122	26,940	3,887	14.4
EXPRESSJET	17	24,026	1,606	6.7	168	45,138	3,002	6.7
JETBLUE	24	13,966	954	6.8	57	19,751	1,296	6.6
AMERICAN*	28	58,414	3,438	5.9	95	69,988	4,128	5.9
-AMERICAN	*28*	*32,638*	*2,052*	*6.3*	*80*	*39,835*	*2,554*	*6.4*
-US AIRWAYS	*27*	*25,776*	*1,386*	*5.4*	*74*	*30,153*	*1,574*	*5.2*
SOUTHWEST**	24	48,132	1,968	4.1	86	90,172	3,454	3.8
VIRGIN AMERICA	15	3,819	133	3.5	18	4,223	155	3.7
SPIRIT***	19	6,554	208	3.2	33	8,089	266	3.3
SKYWEST	23	25,184	729	2.9	172	43,989	1,403	3.2
DELTA	29	46,313	1,336	2.9	146	60,884	1,696	2.8
UNITED	28	31,270	913	2.9	75	36,235	1,006	2.8
FRONTIER	25	4,456	70	1.6	51	5,809	108	1.9
ALASKA	23	7,746	45	0.6	58	12,194	113	0.9
HAWAIIAN	8	396	0	0.0	17	5,779	3	0.1
Total		**284,488**	**13,425**	**4.7**	**Total**	**429,191**	**20,517**	**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.

* 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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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	1,124	996	88.6
JETBLUE	828	438	52.8
*AMERICAN**	4,108	1,520	37.0
-AMERICAN	*1,618*	*827*	*51.1*
-US AIRWAYS	*2,490*	*693*	*27.8*
EXPRESSJET	5,616	1,569	27.9
VIRGIN AMERICA	7,316	1,771	24.2
SKYWEST	317	77	24.2
FRONTIER	196	44	22.4
UNITED	4,373	801	18.3
SPIRIT***	4,499	732	16.2
SOUTHWEST**	321	44	13.7
DELTA	7,279	710	9.7
ALASKA	505	30	5.9
HAWAIIAN	224	0	0.0
TOTAL	40,814	10,252	25.1

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.

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

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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**	69988	51190	73.14%	4128	5.90%	171	0.24%	4492	6.42%	741	1.06%	5401	7.72%	41	0.06%	3824	5.46%
-AMERICAN	*39835*	*29255*	*73.44%*	*2554*	*6.41%*	*101*	*0.25%*	*2398*	*6.02%*	*533*	*1.34%*	*2852*	*7.16%*	*13*	*0.03%*	*2129*	*5.34%*
-US AIRWAYS	*30153*	*21935*	*72.75%*	*1574*	*5.22%*	*70*	*0.23%*	*2095*	*6.95%*	*208*	*0.69%*	*2549*	*8.45%*	*28*	*0.09%*	*1695*	*5.62%*
ALASKA	12194	10376	85.09%	113	0.93%	53	0.43%	414	3.39%	50	0.41%	619	5.08%	6	0.05%	564	4.62%
JETBLUE	19751	11801	59.75%	1296	6.56%	72	0.36%	1961	9.93%	190	0.96%	2096	10.61%	15	0.08%	2320	11.75%
DELTA	60884	47484	77.99%	1696	2.79%	118	0.19%	3707	6.09%	951	1.56%	3625	5.95%	3	0.00%	3301	5.42%
EXPRESSJET	45138	31463	69.70%	3002	6.65%	131	0.29%	2913	6.45%	261	0.58%	3548	7.86%	0	0.00%	3820	8.46%
FRONTIER	5809	3417	58.82%	108	1.86%	10	0.17%	460	7.92%	32	0.55%	1105	19.03%	0	0.00%	676	11.64%
HAWAIIAN	5779	4752	82.23%	3	0.05%	3	0.05%	465	8.05%	60	1.04%	33	0.57%	1	0.02%	461	7.98%
ENVOY	26940	14367	53.33%	3887	14.43%	61	0.23%	1854	6.88%	705	2.62%	2740	10.17%	20	0.07%	3306	12.27%
SPIRIT****	8089	5247	64.87%	266	3.29%	10	0.12%	615	7.60%	66	0.82%	1219	15.07%	4	0.05%	662	8.18%
SKYWEST	43989	32571	74.04%	1403	3.19%	137	0.31%	2288	5.20%	368	0.84%	2876	6.54%	11	0.02%	4335	9.85%
UNITED	36235	26681	73.63%	1006	2.78%	57	0.16%	3129	8.64%	618	1.71%	2586	7.14%	0	0.00%	2158	5.96%
VIRGIN AMERICA	4223	3215	76.13%	155	3.67%	14	0.33%	162	3.85%	116	2.74%	286	6.78%	1	0.02%	274	6.48%
SOUTHWEST***	90172	69920	77.54%	3454	3.83%	174	0.19%	5173	5.74%	422	0.47%	3397	3.77%	10	0.01%	7622	8.45%
TOTAL	429191	312484	72.81%	20517	4.78%	1011	0.24%	27635	6.44%	4580	1.07%	29530	6.88%	111	0.03%	33322	7.76%

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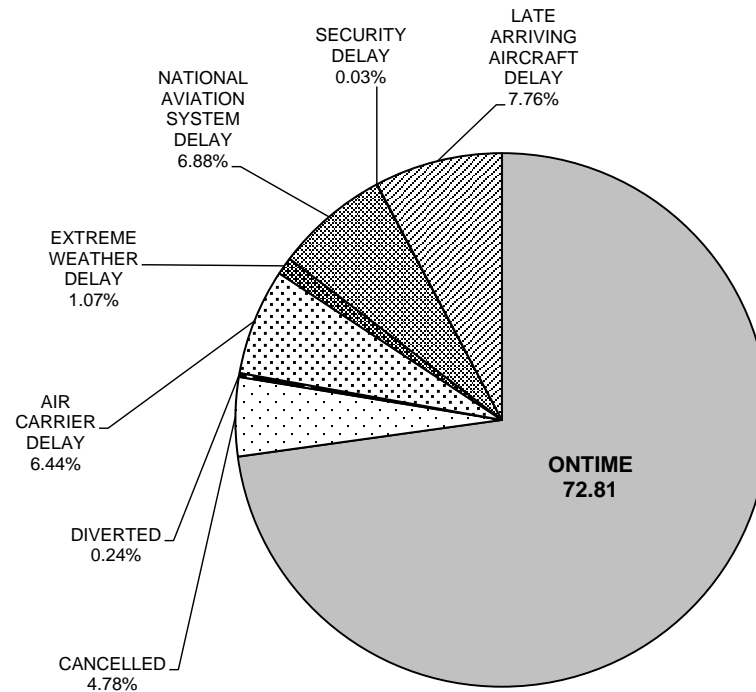
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**** Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

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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 breech, 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
US AIRWAYS	555	PHL	SLC	2/21/2015	Origin Airport	271
AMERICAN	125	DFW	ATL	2/27/2015	Origin Airport	225
AMERICAN	1095	DFW	ONT	2/27/2015	Origin Airport	203
AMERICAN	1406	MIA	JFK	2/21/2015	Destination Airport	202
AMERICAN	157	DFW	PDX	2/27/2015	Origin Airport	197
SPIRIT	718	DFW	LGA	2/2/2015	Destination Airport	197
ENVOY	3635	DFW	PNS	2/27/2015	Origin Airport	196
ENVOY	3393	DFW	TXK	2/27/2015	Origin Airport	193
AMERICAN	372	DFW	MFE	2/27/2015	Origin Airport	190
SOUTHWEST	500	MDW	DTW	2/25/2015	Origin Airport	188
AMERICAN	149	DFW	RSW	2/27/2015	Origin Airport	185
AMERICAN	1031	DFW	PIT	2/27/2015	Origin Airport	184
US AIRWAYS	622	PHX	JFK	2/21/2015	Destination Airport	184
AMERICAN	1456	MCO	DFW	2/27/2015	Destination Airport	183
AMERICAN	1399	DFW	STL	2/27/2015	Origin Airport	181
AMERICAN	1688	DCA	DFW	2/27/2015	Destination Airport	181

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
LUFTHANSA	401	JFK	FRA	2/2/2015	Origin Airport	420
FRONTIER	73	CUN	DEN	2/21/2015	Diversion Airport (PUB)	318
BRITISH AIRWAYS	202	BOS	LHR	2/9/2015	Origin Airport	306
BRITISH AIRWAYS	216	IAD	LHR	2/21/2015	Origin Airport	302
EVA AIRWAYS	32	TPE	JFK	2/2/2015	Destination Airport	286
NORWEGIAN AIR	7011	CPH	JFK	2/2/2015	Destination Airport	273
VIRGIN AUSTRALIA	7	BNE	LAX	2/5/2015	Diversion Airport (ONT)	255
BRITISH AIRWAYS	184	EWR	LHR	2/21/2015	Origin Airport	245

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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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	26,940	82	0.30
AMERICAN*	69,988	185	0.26
-AMERICAN	*39,835*	*140*	*0.35*
-US AIRWAYS	*30,153*	*45*	*0.15*
SPIRIT***	8,089	16	0.20
DELTA	60,884	76	0.12
JETBLUE	19,751	22	0.11
UNITED	36,235	28	0.08
VIRGIN AMERICA	4,223	3	0.07
FRONTIER	5,809	4	0.07
EXPRESSJET	45,138	29	0.06
SOUTHWEST**	90,172	41	0.05
SKYWEST	43,989	17	0.04
ALASKA	12,194	4	0.03
HAWAIIAN	5,779	0	0.00
TOTAL	429,191	507	0.12

 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.

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

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.

Office of Aviation Enforcement and Proceedings
U.S. Department of Transportation
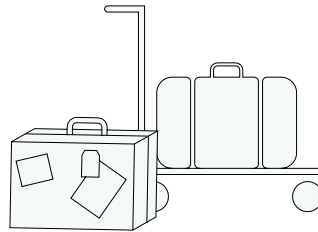
MISHANDLED BAGGAGE REPORTS
FILED BY PASSENGERS
U.S. AIRLINES*

RANK	AIRLINE	FEBRUARY 2015			FEBRUARY 2014		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	482	465,039	1.04	398	437,298	0.91
2	JETBLUE AIRWAYS	3,994	2,078,928	1.92	3,629	1,917,090	1.89
3	SPIRIT AIRLINES****	2,491	1,100,105	2.26	****	****	****
4	FRONTIER AIRLINES	2,081	759,690	2.74	1,495	694,747	2.15
5	ALASKA AIRLINES	4,253	1,520,717	2.80	3,780	1,347,649	2.80
6	HAWAIIAN AIRLINES	2,130	728,840	2.92	1,991	699,485	2.85
7	DELTA AIR LINES	24,084	7,768,637	3.10	19,411	6,953,499	2.79
8	SOUTHWEST AIRLINES***	32,232	9,579,348	3.36	38,301	8,553,932	4.48
9	UNITED AIRLINES	18,612	4,819,992	3.86	21,728	4,774,575	4.55
10	SKYWEST AIRLINES	9,368	2,039,494	4.59	11,816	1,895,399	6.23
11	AMERICAN AIRLINES**	42,599	8,554,731	4.98	33,683	8,721,183	3.86
	-US AIRWAYS	17,077	3,670,035	4.65	13,166	3,709,710	3.55
	-AMERICAN	25,522	4,884,696	5.22	20,517	5,011,473	4.09
12	EXPRESSJET AIRLINES	11,334	1,799,137	6.30	18,211	2,015,308	9.04
13	ENVOY AIR	11,465	943,843	12.15	10,446	1,148,280	9.10
	TOTALS	165,125	42,158,501	3.92	164,889	39,158,445	4.21

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 February 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.
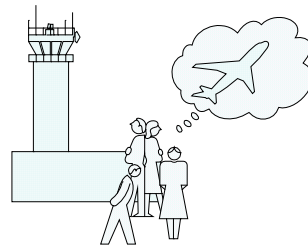
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES[*]

RANK	AIRLINE	OCTOBER - DECEMBER 2014				OCTOBER - DECEMBER 2013			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	HAWAIIAN AIRLINES	78	0	2,507,376	**0.00**	167	44	2,405,889	**0.18**
2	JETBLUE AIRWAYS	407	30	7,350,027	**0.04**	145	1	6,831,371	**0.00**
3	DELTA AIR LINES	27,149	205	28,707,710	**0.07**	19,924	1,359	26,365,699	**0.52**
4	VIRGIN AMERICA	302	16	1,598,058	**0.10**	104	1	1,555,207	**0.01**
5	ALASKA AIRLINES	818	137	4,937,496	**0.28**	754	127	4,436,523	**0.29**
6	AMERICAN AIRLINES**	13,174	1,475	33,013,513	**0.45**	**	**	**	**
	-AMERICAN	*8,549*	*720*	*18,826,185*	*0.38*	*12,864*	*677*	*18,664,581*	*0.36*
	-US AIRWAYS	*4,625*	*755*	*14,187,328*	*0.53*	*6,045*	*784*	*14,228,483*	*0.55*
7	UNITED AIRLINES	12,582	982	18,946,348	**0.52**	17,074	2,601	18,969,272	**1.37**
8	SOUTHWEST AIRLINES***	13,520	1,946	33,994,762	**0.57**	***	***	***	***
	-SOUTHWEST	*13,126*	*1,864*	*32,903,774*	*0.57*	*14,512*	*1,948*	*29,378,897*	*0.66*
	-AIRTRAN	*394*	*82*	*1,090,988*	*0.75*	*3,507*	*502*	*3,822,884*	*1.31*
9	FRONTIER AIRLINES	1,206	441	3,125,104	**1.41**	924	319	2,665,493	**1.20**
10	ENVOY AIR*****	4,749	611	3,643,382	**1.68**	5,018	548	4,098,294	**1.34**
11	EXPRESSJET AIRLINES	11,856	1,247	6,968,965	**1.79**	13,427	1,908	7,769,435	**2.46**
12	SKYWEST AIRLINES	11,280	1,332	6,656,843	**2.00**	10,214	2,161	6,395,843	**3.38**
	TOTALS****	97,121	8,422	151,449,584	**0.56**	104,679	12,980	147,587,871	**0.88**

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.

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

** Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.
***Effective January 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.
**** Mesa Airlines' and Endeavor Air's ranking in this table ceased effective January 2014. Totals for October - December 2013 reflect the deletion of Mesa's and Endeavor's data for that quarter.
***** Formerly American Eagle Airlines.

PASSENGERS DENIED BOARDING
BY U.S. AIRLINES[*]

		JANUARY - DECEMBER 2014				JANUARY - DECEMBER 2013			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
RANK	AIRLINE	Voluntary	Involuntary			Voluntary	Involuntary		
1	VIRGIN AMERICA	910	57	6,438,023	**0.09**	351	26	6,244,574	**0.04**
2	HAWAIIAN AIRLINES	366	116	10,084,811	**0.12**	1,147	172	9,928,830	**0.17**
3	JETBLUE AIRWAYS	2,006	650	29,264,332	**0.22**	502	19	28,166,771	**0.01**
4	DELTA AIR LINES	107,706	4,052	115,737,180	**0.35**	81,025	6,070	106,783,155	**0.57**
5	AMERICAN AIRLINES**	60,924	7,471	135,748,581	**0.55**	**	**	**	**
	-AMERICAN	*35,152*	*3,188*	*77,065,600*	*0.41*	*52,806*	*3,233*	*76,062,625*	*0.43*
	-US AIRWAYS	*25,772*	*4,283*	*58,682,981*	*0.73*	*27,271*	*3,531*	*57,834,693*	*0.61*
6	ALASKA AIRLINES	4,176	864	19,838,878	**0.44**	3,834	714	18,517,953	**0.39**
7	SOUTHWEST AIRLINES***	88,921	13,899	125,381,374	**1.11**	***	***	***	***
	-SOUTHWEST	*82,039*	*12,041*	*116,809,601*	*1.03*	*80,920*	*12,221*	*115,645,836*	*1.06*
	-AIRTRAN	*6,882*	*1,858*	*8,571,773*	*2.17*	*27,474*	*2,302*	*17,832,245*	*1.29*
8	UNITED AIRLINES	64,968	9,078	77,317,281	**1.17**	57,716	9,015	77,212,471	**1.17**
9	FRONTIER AIRLINES	3,864	1,616	11,787,602	**1.37**	3,493	1,272	10,361,896	**1.23**
10	ENVOY AIR*****	18,615	2,501	15,441,723	**1.62**	19,659	1,923	16,939,092	**1.14**
11	EXPRESSJET AIRLINES	55,525	7,961	29,344,974	**2.71**	47,844	6,422	31,356,714	**2.05**
12	SKYWEST AIRLINES	42,446	7,170	26,420,593	**2.71**	35,942	6,768	26,518,312	**2.55**
	TOTALS****	**450,427**	**55,435**	**602,805,352**	**0.92**	**439,984**	**53,688**	**599,405,167**	**0.90**

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.

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

** Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.
***Effective January 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.
**** Mesa Airlines' and Endeavor Air's ranking in this table ceased effective January 2014. Totals for January - December 2013 reflect the deletion of Mesa's and Endeavor's data for that time period.
***** Formerly American Eagle Airlines.

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

	FEBRUARY 2015				FEBRUARY 2014			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,040	15,227*	2	116	865	52	7	109
FOREIGN AIRLINES	281	2	0	51	287	5	0	27
TRAVEL AGENTS	27	0	0	7	15	0	0	11
TOUR OPERATORS	0	0	0	0	2	0	0	0
MISCELLANEOUS	14	7	0	9	5	5	0	9
INDUSTRY TOTALS	1,362	15,236	2	183	1,174	62	7	156

*Of the 15,227 opinions received by the Department in February, 15,190 were from consumers who purchased tickets on United Airlines' Denmark website at mistaken fare levels. For additional information see http://www.dot.gov/sites/dot.gov/files/docs/Mistaken_Fare_AEP_Statement_on_United_Airlines.pdf.

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES[*]

COMPLAINT CATEGORY	FEBRUARY 2015			FEBRUARY 2014		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	432		1	384	
CANCELLATIONS			175			185
DELAYS			145			104
MISCONNECTIONS			58			49
BAGGAGE	2	204		3	201	
RES/TKTG/BOARDING	3	192		2	232	
CUSTOMER SERVICE	4	166		4	115	
REFUNDS	5	124		5	99	
FARES	6	95		8	35	
DISABILITY	7	56		7	37	
OVERSALES	8	47		6	40	
OTHER	9	31		9	22	
FREQUENT FLYER			16			10
ADVERTISING	10	10		11	4	
DISCRIMINATION	11	5		10	5	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,362			1,174	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

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

Table 3   AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY*

FEBRUARY 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	5	0	1	0	0	1	0	1	0	0	0	0	8
ALLEGIANT AIR	6	0	3	7	3	2	3	2	1	0	0	0	27
AMERICAN AIRLINES	59	8	22	13	31	37	23	4	1	0	0	4	202
DELTA AIR LINES	33	9	15	7	0	14	9	8	1	2	0	1	99
ENVOY AIR	9	0	0	0	0	1	0	0	0	1	0	0	11
EXPRESSJET AIRLINES	11	0	0	0	0	0	2	1	0	0	0	0	14
FRONTIER AIRLINES	49	3	30	7	6	10	16	0	1	0	0	1	123
JETBLUE AIRWAYS	11	0	2	1	5	3	8	1	0	0	0	0	31
MESA AIRLINES	7	0	0	0	0	0	1	0	0	0	0	0	8
PIEDMONT AIRLINES	4	0	0	0	0	0	0	1	0	0	0	0	5
PSA AIRLINES	6	0	0	0	0	0	0	0	0	0	0	0	6
REPUBLIC AIRLINES	12	0	0	0	0	1	0	0	0	0	0	0	13
SHUTTLE AMERICA	4	0	0	0	0	1	0	1	0	0	0	0	6
SILVER AIRWAYS	5	0	0	2	3	0	2	0	0	0	0	0	12
SKYWEST AIRLINES	10	0	0	0	0	0	1	0	0	0	0	1	12
SOUTHWEST AIRLINES	22	0	3	1	5	13	4	2	1	0	0	0	51
SPIRIT AIRLINES	35	6	11	10	10	12	13	0	0	1	0	5	103
UNITED AIRLINES	39	5	18	17	10	29	28	11	1	0	0	5	163
US AIRWAYS	36	2	16	3	10	13	14	7	0	1	0	4	106
VIRGIN AMERICA	4	0	0	0	0	1	0	5	0	0	0	0	10
OTHER U.S. AIRLINES	15	0	2	0	1	3	6	1	0	0	0	2	30
TOTAL FEBRUARY 2015	382	33	123	68	84	141	130	45	6	5	0	23	1,040
% OF TOTAL COMPLAINTS	36.7	3.2	11.8	6.5	8.1	13.6	12.5	4.3	0.6	0.5	0.0	2.2	
TOTAL FEBRUARY 2014	328	33	135	27	70	135	81	31	3	5	0	17	865
% OF TOTAL COMPLAINTS	37.9	3.8	15.6	3.1	8.1	15.6	9.4	3.6	0.3	0.6	0.0	2.0	

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

** AIRLINES ARE LISTED INDIVIDUALY 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

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY INCIDENT DATE

FEBRUARY 2015

U.S. AIRLINES* ALPHABETICAL	COMPS RECD IN FEB	INCI- DENTS IN FEB	PERCENT	INCI- DENTS IN JAN	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	8	6	75.0	1	12.5	1	12.5	0	0.0
ALLEGIANT AIR	27	11	40.7	7	25.9	6	22.2	3	11.1
AMERICAN AIRLINES	202	75	37.1	34	16.8	75	37.1	18	8.9
DELTA AIR LINES	99	57	57.6	14	14.1	26	26.3	2	2.0
ENVOY AIR	11	9	81.8	2	18.2	0	0.0	0	0.0
EXPRESSJET AIRLINES	14	7	50.0	2	14.3	4	28.6	1	7.1
FRONTIER AIRLINES	123	45	36.6	13	10.6	56	45.5	9	7.3
JETBLUE AIRWAYS	31	13	41.9	9	29.0	7	22.6	2	6.5
MESA AIRLINES	8	4	50.0	2	25.0	2	25.0	0	0.0
PIEDMONT AIRLINES	5	3	60.0	1	20.0	1	20.0	0	0.0
PSA AIRLINES	6	4	66.7	1	16.7	0	0.0	1	16.7
REPUBLIC AIRLINES	13	9	69.2	1	7.7	2	15.4	1	7.7
SHUTTLE AMERICA	6	4	66.7	0	0.0	2	33.3	0	0.0
SILVER AIRWAYS	12	6	50.0	2	16.7	4	33.3	0	0.0
SKYWEST AIRLINES	12	7	58.3	2	16.7	2	16.7	1	8.3
SOUTHWEST AIRLINES	51	33	64.7	5	9.8	10	19.6	3	5.9
SPIRIT AIRLINES	103	69	67.0	9	8.7	16	15.5	9	8.7
UNITED AIRLINES	163	73	44.8	26	16.0	47	28.8	17	10.4
US AIRWAYS	106	53	50.0	16	15.1	28	26.4	9	8.5
VIRGIN AMERICA	10	8	80.0	0	0.0	2	20.0	0	0.0
OTHER U.S. AIRLINES	30	17	56.7	3	10.0	8	26.7	2	6.7
TOTALS	1,040	513	49.3	150	14.4	299	28.8	78	7.5
PREVIOUS YEAR'S TOTALS	865	430	49.7	159	18.4	204	23.6	72	8.3

*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

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U.S. AIRLINES*
BY COMPLAINT CATEGORY**

FEBRUARY 2015

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AEROMEXICO	3	1	8	1	4	2	0	0	0	0	0	0	19
AIR CANADA	7	6	8	1	0	4	7	0	0	0	0	0	33
AIR FRANCE	5	0	3	0	0	0	1	0	0	0	0	1	10
AIR INDIA	0	0	0	2	1	3	0	0	0	0	0	0	6
ALITALIA AIRLINES	1	1	0	0	2	9	0	0	0	0	0	0	13
BRITISH AIRWAYS	4	0	5	2	0	2	0	4	1	0	0	0	18
CATHAY PACIFIC AIRWAYS	2	0	0	0	1	3	0	0	0	0	0	0	6
EMIRATES AIRLINES	1	2	4	1	0	6	1	0	1	0	0	2	18
ETIHAD AIRWAYS	7	1	8	3	5	3	1	0	0	0	0	0	28
LUFTHANSA	3	0	1	0	2	1	2	1	0	0	0	0	10
PHILIPPINE AIRLINES	0	0	2	0	2	0	1	0	0	0	0	0	5
QATAR AIRWAYS	1	0	2	0	3	2	0	0	0	0	0	1	9
TAM	1	0	0	2	1	1	2	0	0	0	0	0	7
TURKISH AIRLINES	3	0	2	0	2	3	1	0	0	0	0	1	12
VOLARIS AIRLINES	0	0	2	0	0	2	0	1	0	0	0	0	5
OTHER FOREIGN AIRLINES	12	3	15	7	9	19	11	3	0	0	0	3	82
TOTALS	50	14	60	19	32	60	27	9	2	0	0	8	281
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	7	6	6	0	6	0	2	0	0	0	27
TOTALS	0	0	7	6	6	0	6	0	2	0	0	0	27
TOUR OPERATORS													
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
MISCELLANEOUS													
TSA	0	0	0	0	0	3	2	0	0	0	0	0	5
OTHER MISCELLANEOUS	0	0	2	2	2	0	1	2	0	0	0	0	9
TOTALS	0	0	2	2	2	3	3	2	0	0	0	0	14

* 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	FEBRUARY 2015			FEBRUARY 2014		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	8	1,599,332	0.50	2	1,456,741	0.14
2	HAWAIIAN AIRLINES	4	771,029	0.52	4	750,889	0.53
3	SOUTHWEST AIRLINES***	51	9,543,254	0.53	38	8,387,021	0.45
4	SKYWEST AIRLINES	12	2,081,822	0.58	16	1,944,471	0.82
5	EXPRESSJET AIRLINES	14	1,909,754	0.73	28	2,189,882	1.28
6	DELTA AIR LINES	99	9,220,382	1.07	82	8,358,208	0.98
7	ENVOY AIR	11	988,411	1.11	24	1,203,730	1.99
8	JETBLUE AIRWAYS	31	2,436,285	1.27	31	2,230,774	1.39
9	VIRGIN AMERICA	10	453,013	2.21	6	447,628	1.34
10	UNITED AIRLINES	163	6,328,859	2.58	182	6,297,447	2.89
	AMERICAN AIRLINES**	308	10,199,393	3.02	234	10,249,181	2.28
	-US AIRWAYS	106	3,968,301	2.67	101	4,018,089	2.51
11	-AMERICAN	202	6,231,092	3.24	133	6,231,092	2.13
12	SPIRIT AIRLINES****	103	1,207,713	8.53	****	****	****
13	FRONTIER AIRLINES	123	855,251	14.38	24	685,661	3.50
	TOTAL	937	47,594,498	1.97	671	44,201,633	1.63

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 February 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 February 2015
as provided by the Transportation Security Administration[a]**

The Transportation Security Administration (TSA) screened approximately 47 million airline passengers and their 38 million checked bags in the month of February 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 [b]. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of February.

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[c]		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public[c]	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
217	.0005	24	.00005	32	.00007	245	.0005

NOTES
[a] 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.

[b] 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.

[c] 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 February.

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.

**February 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 21st 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.

Carrier	Death	Injury	Loss
American			1
Delta	1	1	
SkyWest	1		
United		1	
Total	2	2	1