



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

**Issued: December 2015**



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

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

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

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

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

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## **INTRODUCTION**

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

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

The report normally is released by the end of the second week of each month. The report is available via the Internet at:  
<http://www.transportation.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 13 reporting air carriers, six carriers (Envoy, ExpressJet, Frontier, Hawaiian, Southwest and Virgin America) use ACARS exclusively; SkyWest uses ACARS and AFIS; two carriers (American and United) use a combination of ACARS and DGS; and four carriers (Alaska, Delta, JetBlue and Spirit) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

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

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

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

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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/
DELTA AIR LINES S/	29	91.7	143	92.1
HAWAIIAN AIRLINES S/	8	82.8	17	90.7
ALASKA AIRLINES S/	25	89.4	63	88.2
ENVOY AIR S/	11	87.8	110	88.1
SOUTHWEST AIRLINES S/***	24	88.0	86	87.6
UNITED AIRLINES S/	28	87.7	85	87.6
SKYWEST AIRLINES S/	21	85.7	172	85.7
AMERICAN AIRLINES S/**	28	85.7	89	85.7
FRONTIER AIRLINES S/	24	84.9	49	85.1
EXPRESSJET AIRLINES S/	15	84.2	158	84.0
VIRGIN AMERICA S/	15	84.3	18	83.3
JETBLUE AIRWAYS S/	24	80.2	61	80.9
SPIRIT AIRLINES S/****	19	77.4	32	78.0
<b>TOTAL</b>		<b>86.9</b>		<b>87.0</b>

➤ 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 July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table.

\*\*\* 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*	4th Quarter 10-12 2014		1st Quarter 01-03 2015		2nd Quarter 04-06 2015		3rd Quarter 07-09 2015		Aug-15		Sep-15		Oct-15		12 Months Ending Oct 2015	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
<b>ALASKA</b>	<b>84.1</b>	<b>3</b>	<b>85.1</b>	<b>1</b>	<b>88.2</b>	<b>2</b>	<b>85.9</b>	<b>2</b>	82.9	2	<b>88.7</b>	<b>2</b>	<b>88.2</b>	<b>3</b>	<b>86.0</b>	<b>3</b>
<b>AMERICAN**</b>	<b>78.8</b>	<b>8</b>	<b>75.9</b>	<b>7</b>	<b>78.0</b>	<b>7</b>	<b>82.0</b>	<b>4</b>	<b>80.6</b>	<b>6</b>	<b>85.6</b>	<b>8</b>	<b>85.7</b>	<b>8</b>	<b>79.4</b>	<b>5</b>
-AMERICAN	75.8	(--)	75.1	(--)	77.9	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
-US AIRWAYS	82.5	(--)	77.1	(--)	81.5	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
<b>DELTA</b>	<b>87.4</b>	<b>2</b>	<b>82.8</b>	<b>3</b>	<b>85.3</b>	<b>3</b>	<b>86.6</b>	<b>1</b>	<b>85.5</b>	<b>1</b>	<b>90.5</b>	<b>1</b>	<b>92.1</b>	<b>1</b>	<b>86.1</b>	<b>2</b>
<b>ENVOY</b>	<b>66.2</b>	<b>12</b>	<b>60.6</b>	<b>13</b>	<b>74.8</b>	<b>10</b>	<b>81.1</b>	<b>8</b>	<b>80.5</b>	<b>7</b>	<b>84.7</b>	<b>10</b>	<b>88.1</b>	<b>4</b>	<b>71.6</b>	<b>12</b>
<b>EXPRESSJET</b>	<b>77.3</b>	<b>6</b>	<b>73.6</b>	<b>9</b>	<b>76.1</b>	<b>9</b>	<b>81.6</b>	<b>5</b>	<b>80.8</b>	<b>4</b>	<b>85.8</b>	<b>6</b>	<b>84.0</b>	<b>10</b>	<b>77.8</b>	<b>8</b>
<b>FRONTIER</b>	<b>74.6</b>	<b>11</b>	<b>64.0</b>	<b>12</b>	<b>71.1</b>	<b>12</b>	<b>78.0</b>	<b>11</b>	<b>77.1</b>	<b>11</b>	<b>85.8</b>	<b>7</b>	<b>85.1</b>	<b>9</b>	<b>72.5</b>	<b>11</b>
<b>HAWAIIAN</b>	<b>89.0</b>	<b>1</b>	<b>85.1</b>	<b>2</b>	<b>91.3</b>	<b>1</b>	<b>84.8</b>	<b>3</b>	<b>81.5</b>	<b>3</b>	<b>84.2</b>	<b>11</b>	<b>90.7</b>	<b>2</b>	<b>87.6</b>	<b>1</b>
<b>JETBLUE</b>	<b>81.7</b>	<b>4</b>	<b>68.0</b>	<b>11</b>	<b>81.0</b>	<b>4</b>	<b>76.7</b>	<b>12</b>	<b>74.0</b>	<b>12</b>	<b>80.0</b>	<b>12</b>	<b>80.9</b>	<b>12</b>	<b>76.7</b>	<b>10</b>
<b>SKYWEST</b>	<b>74.9</b>	<b>10</b>	<b>76.8</b>	<b>6</b>	<b>80.8</b>	<b>5</b>	<b>81.1</b>	<b>7</b>	<b>79.8</b>	<b>8</b>	<b>85.3</b>	<b>9</b>	<b>85.7</b>	<b>7</b>	<b>78.8</b>	<b>7</b>
<b>SOUTHWEST***</b>	<b>77.9</b>	<b>7</b>	<b>79.0</b>	<b>5</b>	<b>77.6</b>	<b>8</b>	<b>80.0</b>	<b>9</b>	<b>79.5</b>	<b>9</b>	<b>87.8</b>	<b>3</b>	<b>87.6</b>	<b>5</b>	<b>79.1</b>	<b>6</b>
-SOUTHWEST	77.5	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
-AIRTRAN	88.2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
<b>SPIRIT****</b>	<b>(--)</b>	<b>(--)</b>	<b>70.5</b>	<b>10</b>	<b>61.8</b>	<b>13</b>	<b>69.6</b>	<b>13</b>	<b>63.7</b>	<b>13</b>	<b>76.7</b>	<b>13</b>	<b>78.0</b>	<b>13</b>	<b>(--)</b>	<b>(--)</b>
<b>UNITED</b>	<b>76.8</b>	<b>9</b>	<b>75.9</b>	<b>8</b>	<b>73.9</b>	<b>11</b>	<b>79.3</b>	<b>10</b>	<b>78.8</b>	<b>10</b>	<b>86.2</b>	<b>5</b>	<b>87.6</b>	<b>6</b>	<b>77.4</b>	<b>9</b>
<b>VIRGIN AMERICA</b>	<b>78.0</b>	<b>5</b>	<b>79.2</b>	<b>4</b>	<b>79.9</b>	<b>6</b>	<b>81.2</b>	<b>6</b>	<b>80.6</b>	<b>5</b>	<b>86.4</b>	<b>4</b>	<b>83.3</b>	<b>11</b>	<b>79.7</b>	<b>4</b>
<b>Total</b>	<b>78.6</b>		<b>76.3</b>		<b>79.0</b>		<b>81.5</b>		<b>80.3</b>		<b>86.5</b>		<b>87.0</b>		<b>79.4</b>	

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.

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

\*\*\* 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.

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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)

ARRIVAL AIRPORT*																
CARRIER	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**	975	85.3	2551	83.7	522	84.7	8258	88.8	2600	82.0	810	84.4	12278	85.4	488	88.5
ALASKA	62	88.7	124	92.7	62	98.4	H/		124	94.4	127	85.8	132	84.8	31	96.8
JETBLUE	H/		3484	82.4	163	87.7	116	76.7	888	83.7	87	75.9	57	86.0	119	86.6
DELTA	20977	93.2	1200	88.7	616	92.5	550	87.6	810	88.6	714	92.4	465	89.7	4693	91.4
EXPRESSJET	5045	84.1	222	86.0	71	69.0	242	83.1	263	81.7	H/		2605	84.8	2003	87.9
FRONTIER	533	80.1	H/		H/		61	91.8	86	86.0	2053	87.8	145	80.0	68	89.7
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY	31	93.5	H/		149	91.3	H/		7	100.0	H/		3898	86.8	172	75.6
SPIRIT****	634	70.5	248	81.0	328	79.6	H/		H/		317	86.4	760	76.2	630	77.6
SKYWEST	377	87.0	21	90.5	H/		113	79.6	154	82.5	4006	86.1	367	78.2	1006	87.6
UNITED	376	89.1	1190	87.9	306	86.9	52	96.2	465	88.8	4767	88.9	326	78.2	108	89.8
VIRGIN AMERICA	H/		142	88.7	H/		H/		115	81.7	H/		H/		H/	
SOUTHWEST***	3584	89.1	979	87.3	5803	89.1	181	78.5	1306	89.1	5244	87.4	H/		595	88.6
<b>TOTAL</b>	<b>32594</b>	<b>90.3</b>	<b>10161</b>	<b>84.9</b>	<b>8020</b>	<b>88.5</b>	<b>9573</b>	<b>88.2</b>	<b>6818</b>	<b>85.1</b>	<b>18125</b>	<b>87.5</b>	<b>21033</b>	<b>85.1</b>	<b>9913</b>	<b>88.8</b>

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

\*\* Effective July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table.

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

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
	# 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**	686	79.2	667	82.5	205	85.9	822	82.4	1498	81.1	1296	86.5	3292	86.7	2294	79.9
ALASKA	62	90.3	31	90.3	31	96.8	31	87.1	31	96.8	327	84.7	915	94.1	H/	
JETBLUE	547	75.3	1529	76.7	180	80.6	H/		3629	77.2	419	81.6	381	85.6	558	74.6
DELTA	472	87.1	902	88.2	264	95.1	220	92.3	2325	87.2	1089	89.5	2647	90.6	2051	89.3
EXPRESSJET	3122	76.9	H/		79	86.1	4733	85.9	H/		H/		H/		814	79.7
FRONTIER	H/		41	87.8	173	82.7	155	81.9	H/		461	83.3	152	89.5	84	77.4
HAWAIIAN	H/		H/		H/		H/		27	66.7	75	84.0	124	87.1	H/	
ENVOY	110	81.8	H/		H/		H/		154	83.8	H/		H/		565	69.6
SPIRIT****	H/		968	80.5	H/		572	66.3	H/		949	78.0	488	79.7	341	79.8
SKYWEST	H/		H/		H/		1630	81.4	H/		226	79.2	2539	84.4	4	100.0
UNITED	3972	86.4	414	86.7	1733	89.3	5064	87.9	286	84.3	1124	87.0	2561	85.0	774	80.5
VIRGIN AMERICA	171	87.1	89	89.9	150	82.0	H/		335	82.4	368	78.8	1143	86.4	110	67.3
SOUTHWEST***	514	81.7	1179	84.8	185	84.3	H/		H/		6368	88.6	3497	86.0	975	83.9
<b>TOTAL</b>	<b>9656</b>	<b>82.0</b>	<b>5820</b>	<b>82.5</b>	<b>3000</b>	<b>88.0</b>	<b>13227</b>	<b>85.1</b>	<b>8285</b>	<b>81.3</b>	<b>12702</b>	<b>86.5</b>	<b>17739</b>	<b>86.7</b>	<b>8570</b>	<b>81.4</b>

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

\*\* Effective July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table.

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

ARRIVAL AIRPORT*																
CARRIER	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# 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**	1522	84.2	H/		4369	86.9	675	85.6	5107	87.0	361	84.5	3774	85.2	5090	87.7
ALASKA	64	98.4	H/		H/		62	88.7	181	89.5	1219	92.0	31	90.3	182	86.8
JETBLUE	1527	82.9	H/		H/		H/		205	72.2	93	69.9	146	88.4	62	80.6
DELTA	1349	91.5	241	96.7	755	92.5	5508	91.4	691	93.3	529	89.2	608	88.7	603	94.0
EXPRESSJET	H/		124	81.5	H/		379	77.0	3813	88.1	H/		2	100.0	H/	
FRONTIER	427	83.1	H/		185	85.9	185	83.8	450	82.2	87	94.3	280	76.1	147	87.1
HAWAIIAN	H/		H/		H/		H/		H/		31	90.3	H/		31	67.7
ENVOY	H/		H/		341	87.1	3	100.0	6040	90.6	H/		H/		H/	
SPIRIT****	418	80.6	H/		H/		316	78.5	976	76.6	62	72.6	155	76.8	54	81.5
SKYWEST	H/		H/		22	86.4	2429	86.4	3822	84.2	472	91.9	20	75.0	1411	86.9
UNITED	1026	88.1	H/		284	87.0	347	90.5	6177	90.4	550	86.5	384	84.1	574	82.9
VIRGIN AMERICA	31	90.3	H/		H/		H/		146	79.5	31	83.9	H/		H/	
SOUTHWEST***	2684	89.0	7248	91.3	H/		719	91.4	H/		1118	89.8	689	83.9	4778	87.2
<b>TOTAL</b>	<b>9048</b>	<b>86.9</b>	<b>7613</b>	<b>91.4</b>	<b>5956</b>	<b>87.6</b>	<b>10623</b>	<b>88.8</b>	<b>27608</b>	<b>87.9</b>	<b>4553</b>	<b>89.1</b>	<b>6089</b>	<b>84.7</b>	<b>12932</b>	<b>87.4</b>

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

\*\* Effective July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table.

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

ARRIVAL AIRPORT*										
CARRIER	SAN		SEA		SFO		SLC		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	721	87.9	635	83.1	1441	84.3	330	86.1	1022	87.3
ALASKA	475	91.6	4609	87.4	473	89.0	186	95.2	31	96.8
JETBLUE	118	87.3	167	74.9	467	83.5	124	78.2	466	85.6
DELTA	512	94.3	1270	89.2	1036	87.7	3119	94.6	848	93.4
EXPRESSJET	H/		H/		H/		H/		H/	
FRONTIER	106	90.6	85	88.2	186	81.7	118	86.4	124	88.7
HAWAIIAN	31	77.4	62	88.7	62	80.6	H/		H/	
ENVOY	H/		H/		H/		H/		H/	
SPIRIT****	186	85.5	H/		H/		H/		195	73.3
SKYWEST	434	88.7	1456	85.2	3273	80.9	3898	92.4	H/	
UNITED	764	88.9	731	84.7	4362	87.4	136	94.9	516	83.7
VIRGIN AMERICA	177	88.7	194	81.4	1525	85.1	H/		H/	
SOUTHWEST***	2683	88.3	1176	79.7	1345	81.0	853	87.0	1946	88.6
<b>TOTAL</b>	<b>6207</b>	<b>89.0</b>	<b>10385</b>	<b>85.7</b>	<b>14170</b>	<b>84.6</b>	<b>8764</b>	<b>92.3</b>	<b>5148</b>	<b>87.9</b>

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

\*\* Effective July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table.

\*\*\* 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	94.1	85.7	94.9	90.5	J/	92.4	89.8	93.1	89.8	69.8	93.5	90.3	86.2	96.9	93.2	J/	78.0	97.7
700 - 759 AM	94.9	89.0	93.2	98.1	93.1	94.8	90.1	93.0	91.2	76.0	93.5	90.1	83.8	95.7	94.9	92.6	84.3	97.1
800 - 859 AM	92.2	91.5	97.6	92.0	93.5	90.3	90.2	93.3	93.2	93.0	77.4	84.2	92.0	95.9	90.4	89.4	94.7	95.3
900 - 959 AM	92.2	92.1	95.8	87.5	92.8	88.2	87.2	94.8	96.8	93.0	89.7	86.9	90.7	92.6	91.1	92.9	95.3	98.0
1000 - 1059 AM	92.6	93.1	94.3	88.2	94.3	85.1	89.4	88.5	95.0	92.3	100.0	88.0	91.2	91.8	92.7	89.2	92.1	95.0
1100 - 1159 AM	93.5	93.2	91.4	91.6	92.0	89.8	87.8	89.4	92.2	90.3	93.3	88.1	88.8	90.9	88.1	86.9	92.1	94.5
1200 - 1259 PM	92.5	89.8	91.3	91.6	89.3	93.1	87.8	93.8	87.8	86.9	83.7	85.6	89.1	88.3	89.1	85.4	89.9	95.8
100 - 159 PM	91.7	89.5	91.7	91.5	89.9	90.3	87.2	92.5	85.7	86.7	91.6	85.0	86.0	85.1	90.2	89.0	90.0	91.9
200 - 259 PM	90.8	88.0	92.3	88.9	87.4	87.8	88.0	89.9	80.5	81.5	93.2	87.8	85.4	83.0	84.7	83.3	90.0	94.4
300 - 359 PM	91.2	87.6	89.6	88.3	86.5	90.2	82.2	91.2	78.5	85.7	87.2	86.1	89.2	85.4	88.1	83.6	87.3	93.4
400 - 459 PM	90.4	86.5	87.4	89.1	82.8	86.2	85.5	90.4	75.3	81.1	84.7	83.3	81.4	84.0	82.8	76.4	86.1	88.2
500 - 559 PM	88.9	81.3	88.7	85.7	82.8	84.5	80.8	81.8	78.5	80.6	85.9	81.9	84.6	85.2	84.4	75.6	85.8	91.4
600 - 659 PM	89.1	75.7	86.8	85.9	80.3	84.9	84.5	82.6	77.5	78.7	87.9	86.3	73.6	82.1	81.1	71.9	83.9	87.4
700 - 759 PM	84.6	79.4	81.7	82.5	79.7	85.4	81.3	85.5	72.7	68.0	84.3	84.3	76.5	80.1	85.3	71.8	80.2	84.9
800 - 859 PM	87.3	79.8	77.8	87.6	77.6	85.2	77.6	87.3	72.9	77.9	80.5	84.6	76.4	80.9	83.7	68.0	81.5	87.0
900 - 959 PM	86.6	79.8	79.8	82.9	75.8	87.7	79.6	86.4	74.3	75.6	85.9	74.0	71.0	80.6	81.3	75.3	80.5	86.5
1000 - 1059 PM	85.8	76.8	84.6	84.7	81.1	83.8	75.9	82.0	78.0	74.4	84.2	70.3	65.1	77.6	82.7	77.7	79.0	81.5
1100 - 559 AM	87.7	83.0	88.6	86.1	86.7	81.1	83.9	86.1	84.4	79.9	90.3	82.3	79.2	87.3	86.7	82.8	81.7	82.7
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>90.3</b>	<b>84.9</b>	<b>88.5</b>	<b>88.2</b>	<b>85.1</b>	<b>87.5</b>	<b>85.1</b>	<b>88.8</b>	<b>82.0</b>	<b>82.5</b>	<b>88.0</b>	<b>85.1</b>	<b>81.3</b>	<b>86.5</b>	<b>86.7</b>	<b>81.4</b>	<b>86.9</b>	<b>91.4</b>

\* 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	92.8	94.7	90.3	J/	90.0	92.2	95.7	89.8	89.4	J/	80.0	90.9
700 - 759 AM	86.0	87.0	90.8	100.0	91.5	93.5	99.4	88.8	94.3	96.8	95.5	92.7
800 - 859 AM	91.7	91.3	90.4	94.7	94.2	93.2	95.7	93.4	91.8	96.9	97.3	91.8
900 - 959 AM	89.0	93.4	92.4	95.5	91.8	90.8	94.6	93.6	85.6	97.7	95.2	91.4
1000 - 1059 AM	91.4	92.8	92.2	95.3	89.1	92.7	92.4	82.4	83.3	94.4	92.1	90.5
1100 - 1159 AM	90.2	95.2	88.1	91.6	89.9	90.0	89.9	85.5	84.1	93.5	92.1	89.8
1200 - 1259 PM	90.5	92.5	89.0	85.0	91.2	89.0	92.8	87.7	80.4	90.6	91.7	89.3
100 - 159 PM	89.2	92.1	89.2	87.2	86.8	85.1	88.9	85.4	83.5	92.8	85.9	88.8
200 - 259 PM	89.9	94.1	89.1	90.6	86.6	80.4	86.3	87.2	83.3	91.5	89.1	87.9
300 - 359 PM	91.7	88.2	91.4	91.0	83.7	84.1	86.5	89.0	83.3	94.8	88.9	87.8
400 - 459 PM	88.4	89.2	87.6	82.5	82.0	86.2	83.3	85.3	81.3	91.8	90.2	85.7
500 - 559 PM	86.1	93.3	85.2	90.2	79.5	84.6	86.5	85.5	84.3	81.3	88.9	84.4
600 - 659 PM	81.3	76.4	79.5	85.3	80.4	85.2	84.4	87.0	83.7	90.9	86.4	82.9
700 - 759 PM	87.8	87.6	85.1	88.6	80.8	84.8	85.6	83.8	85.7	90.3	83.9	83.3
800 - 859 PM	80.5	87.5	84.1	88.1	78.8	85.4	89.2	86.0	83.9	88.9	81.1	82.9
900 - 959 PM	83.7	87.2	84.9	86.3	79.1	85.6	86.2	75.7	83.4	90.6	81.1	81.7
1000 - 1059 PM	82.7	86.5	85.3	86.0	77.1	84.7	85.6	83.4	84.8	88.6	80.9	80.9
1100 - 559 AM	84.1	89.6	89.4	90.6	83.6	80.4	88.5	88.4	87.1	84.7	85.0	85.2
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>87.6</b>	<b>88.8</b>	<b>87.9</b>	<b>89.1</b>	<b>84.7</b>	<b>87.4</b>	<b>89.0</b>	<b>85.7</b>	<b>84.6</b>	<b>92.3</b>	<b>87.9</b>	<b>86.9</b>

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

OCTOBER 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	92.2	95.3	92.5	97.0	95.8	94.4	96.2	93.9	94.5	97.0	92.6	89.9	91.5	96.3	94.7	94.7	94.8	96.8
700 - 759 AM	92.4	91.7	90.7	94.2	94.5	93.3	90.0	92.4	92.9	94.9	93.4	90.2	92.4	94.5	93.4	92.5	96.0	96.7
800 - 859 AM	93.7	90.7	88.8	89.9	91.9	93.1	89.3	92.3	93.4	93.2	93.1	82.9	94.8	93.4	91.1	93.4	92.3	95.0
900 - 959 AM	90.8	91.3	88.0	93.8	92.6	87.1	86.7	86.3	91.2	94.1	92.6	86.9	92.0	92.4	88.2	91.3	91.2	91.6
1000 - 1059 AM	92.2	89.6	87.7	82.1	91.1	84.9	85.3	93.3	91.5	90.1	86.9	81.5	91.9	87.4	87.4	88.6	90.7	91.8
1100 - 1159 AM	89.3	89.9	87.5	90.4	94.8	81.7	86.0	86.5	92.8	88.0	94.4	84.8	91.2	85.9	85.1	88.0	89.7	89.4
1200 - 1259 PM	89.6	89.5	87.0	87.2	90.3	83.6	84.9	88.0	85.6	87.1	89.4	86.4	86.3	85.2	83.6	86.9	89.6	92.0
100 - 159 PM	89.3	86.3	82.0	88.9	85.2	86.8	85.0	87.9	82.3	83.1	90.4	85.7	86.0	82.2	83.8	83.6	85.5	87.9
200 - 259 PM	87.7	85.2	76.4	86.7	87.6	85.3	85.9	88.1	78.3	80.8	82.4	85.3	74.9	78.5	85.7	84.1	83.7	79.0
300 - 359 PM	84.2	84.2	77.6	82.9	85.3	82.6	83.4	87.4	75.6	75.6	83.3	83.1	80.6	79.2	81.9	80.2	84.7	85.4
400 - 459 PM	86.5	80.7	71.8	84.9	80.2	83.5	83.1	85.3	74.6	77.2	83.6	81.9	82.5	78.8	85.4	76.4	83.1	79.9
500 - 559 PM	85.0	84.1	78.3	84.8	79.4	82.1	81.1	86.3	75.9	79.3	81.1	80.7	81.1	79.9	84.6	76.6	84.5	77.5
600 - 659 PM	83.4	73.2	77.5	83.8	79.8	83.4	79.3	75.7	73.0	76.4	82.0	80.7	77.4	80.7	82.5	72.9	83.7	76.2
700 - 759 PM	89.1	76.4	79.6	77.3	79.4	78.7	79.5	83.2	71.4	67.5	85.5	83.8	71.2	79.5	81.4	71.5	78.1	79.9
800 - 859 PM	84.3	76.3	72.6	82.3	82.5	83.2	81.1	84.5	65.7	75.1	83.3	73.8	69.6	72.3	85.8	68.9	78.8	84.0
900 - 959 PM	86.7	79.1	71.6	100.0	77.0	85.6	80.7	86.6	71.6	82.8	73.9	82.4	67.5	81.6	83.1	72.8	84.4	89.3
1000 - 1059 PM	88.0	J/	75.2	86.4	73.1	87.2	80.4	91.7	78.1	65.4	92.9	76.0	71.4	85.3	86.3	70.0	66.7	86.8
1100 - 559 AM	89.2	94.9	98.0	100.0	95.4	87.0	92.0	97.1	93.2	96.2	92.9	89.6	87.2	85.8	89.4	98.1	92.5	95.8
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>88.6</b>	<b>86.7</b>	<b>82.2</b>	<b>87.5</b>	<b>87.4</b>	<b>85.1</b>	<b>84.4</b>	<b>88.0</b>	<b>82.4</b>	<b>83.8</b>	<b>87.4</b>	<b>84.3</b>	<b>83.8</b>	<b>85.1</b>	<b>86.7</b>	<b>83.6</b>	<b>87.5</b>	<b>87.2</b>

\* 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	93.9	93.3	90.6	97.2	95.2	96.3	96.3	95.7	96.0	93.7	97.4	94.7
700 - 759 AM	94.1	96.7	92.0	97.0	92.8	93.9	95.4	92.2	94.6	93.4	96.5	93.2
800 - 859 AM	96.6	94.0	88.9	97.6	92.0	91.6	92.0	91.6	92.0	93.7	96.6	91.9
900 - 959 AM	89.2	91.4	88.5	88.6	90.3	92.2	91.2	89.8	89.6	94.9	96.4	90.3
1000 - 1059 AM	88.8	93.9	90.1	91.6	92.1	90.0	91.3	89.0	79.2	89.5	91.6	88.5
1100 - 1159 AM	88.3	90.9	87.8	91.2	85.4	86.4	87.7	83.8	79.7	92.6	87.3	87.5
1200 - 1259 PM	87.2	91.7	86.9	89.5	90.9	88.3	86.8	85.5	80.3	94.4	88.7	86.8
100 - 159 PM	87.7	91.5	86.8	82.7	83.6	86.8	85.0	85.3	79.0	88.1	84.8	85.9
200 - 259 PM	84.7	87.6	86.4	78.6	85.3	80.5	84.7	81.0	78.1	87.4	84.6	83.9
300 - 359 PM	79.6	90.2	86.0	86.6	82.8	79.0	83.9	86.7	81.7	90.6	85.3	83.6
400 - 459 PM	81.0	84.6	85.7	91.9	84.2	81.3	83.9	90.3	84.2	91.8	78.6	83.0
500 - 559 PM	88.5	89.6	83.8	89.0	74.4	85.1	83.5	83.3	79.6	90.2	88.8	82.8
600 - 659 PM	79.7	92.9	82.0	90.5	79.5	81.5	81.0	88.6	82.6	80.0	84.7	80.9
700 - 759 PM	83.1	82.4	80.0	91.0	73.3	82.9	86.0	89.3	81.5	93.1	78.8	81.3
800 - 859 PM	81.0	85.9	83.2	90.1	80.4	83.9	85.6	90.5	86.2	90.8	82.2	81.5
900 - 959 PM	81.7	92.5	89.4	89.4	81.0	84.0	88.0	85.8	88.8	95.4	74.0	84.3
1000 - 1059 PM	J/	92.6	88.3	98.0	78.9	88.7	95.8	85.0	86.8	85.2	J/	85.7
1100 - 559 AM	79.0	94.4	95.6	93.4	91.7	93.5	J/	91.4	91.6	87.1	100.0	91.0
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>85.9</b>	<b>89.9</b>	<b>86.7</b>	<b>91.4</b>	<b>85.8</b>	<b>87.1</b>	<b>88.7</b>	<b>88.3</b>	<b>85.0</b>	<b>91.5</b>	<b>88.5</b>	<b>86.5</b>

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

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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***
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**CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE**

None								
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CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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**CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS**

None								
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CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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**CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS**

None								
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\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
SPIRIT***	334	1	0.3
SOUTHWEST**	3,550	0	0.0
AMERICAN*	2,619	0	0.0
DELTA	2,611	0	0.0
SKYWEST	1,644	0	0.0
EXPRESSJET	1,571	0	0.0
UNITED	1,500	0	0.0
ENVOY	744	0	0.0
JETBLUE	715	0	0.0
ALASKA	471	0	0.0
FRONTIER	262	0	0.0
HAWAIIAN	202	0	0.0
VIRGIN AMERICA	188	0	0.0
<b>TOTAL</b>	<b>16,411</b>	<b>1</b>	<b>0.0</b>

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 July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table.

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

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



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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	84.5	90.1	71	71
ABILENE TX (ABI)	86.6	83.1	201	201
ADAK ISLAND AK (ADK)	88.9	55.6	9	9
AGUADILLA PR (BQN)	77.6	75.0	98	96
AKRON OH (CAK)	87.8	91.4	490	491
ALBANY GA (ABY)	75.9	88.5	87	87
ALBANY NY (ALB)	88.0	91.7	733	734
ALBUQUERQUE NM (ABQ)	85.6	85.5	1,815	1,816
ALEXANDRIA LA (AEX)	81.2	87.9	282	282
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	85.3	84.9	238	239
ALPENA MI (APN)	88.7	86.8	53	53
AMARILLO TX (AMA)	85.7	87.3	307	307
ANCHORAGE AK (ANC)	84.8	91.5	1,232	1,234
APPLETON WI (ATW)	86.5	88.1	260	260
ARCATA/EUREKA CA (ACV)	73.0	80.3	122	122
ARLINGTON VA (DCA)	85.1	87.4	6,818	6,819
ASHEVILLE NC (AVL)	78.1	82.7	283	284
ASPEN CO (ASE)	88.1	89.8	59	59
ATLANTA GA (ATL)	90.3	88.6	32,594	32,588
ATLANTIC CITY NJ (ACY)	84.3	93.5	248	248
AUGUSTA GA (AGS)	88.7	91.9	222	223
AUSTIN TX (AUS)	82.1	83.8	4,014	4,021
BAKERSFIELD CA (BFL)	88.5	89.6	183	183
BALTIMORE MD (BWI)	88.5	82.2	8,020	8,022
BANGOR ME (BGR)	76.9	85.2	26	27
BARROW AK (BRW)	85.2	91.4	81	81
BATON ROUGE LA (BTR)	83.0	83.5	659	659
BEAUMONT/PORT ARTHUR TX (BPT)	83.9	89.7	87	87
BEMIDJI MN (BJI)	93.5	98.4	62	62
BEND/REDMOND OR (RDM)	85.5	90.5	200	200
BETHEL AK (BET)	90.5	89.3	84	84
BILLINGS MT (BIL)	94.7	95.5	263	264
BINGHAMTON NY (BGM)	88.5	90.3	61	62
BIRMINGHAM AL (BHM)	86.5	88.2	1,146	1,146
BISMARCK/MANDAN ND (BIS)	91.2	92.0	340	339
BLOOMINGTON/NORMAL IL (BMI)	91.6	94.1	238	238
BOISE ID (BOI)	86.7	89.1	1,163	1,160
BOSTON MA (BOS)	84.9	86.7	10,161	10,164
BOZEMAN MT (BZN)	91.6	95.2	335	335
BRAINERD MN (BRD)	92.5	94.3	53	53
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	93.1	89.3	159	159
BROWNSVILLE TX (BRO)	85.2	86.3	203	204
BRUNSWICK GA (BQK)	77.6	85.9	85	85

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUFFALO NY (BUF)	87.2	90.6	1,587	1,593
BURBANK CA (BUR)	88.6	88.2	1,767	1,768
BURLINGTON VT (BTV)	82.5	85.3	349	348
BUTTE MT (BTM)	91.9	95.2	62	62
CASPER WY (CPR)	93.5	92.0	139	138
CEDAR CITY UT (CDC)	94.3	96.2	53	53
CEDAR RAPIDS/IOWA CITY IA (CID)	88.9	91.0	533	532
CHAMPAIGN/URBANA IL (CMI)	94.7	95.1	206	206
CHANTILLY VA (IAD)	88.0	87.4	3,000	2,996
CHARLESTON SC (CHS)	84.7	86.7	1,207	1,207
CHARLESTON/DUNBAR WV (CRW)	86.6	87.5	224	224
CHARLOTTE AMALIE VI (STT)	82.7	89.5	237	237
CHARLOTTE NC (CLT)	88.2	87.5	9,573	9,572
CHARLOTTESVILLE VA (CHO)	84.0	88.2	237	237
CHATTANOOGA TN (CHA)	87.3	88.7	416	417
CHICAGO IL (MDW)	91.4	87.2	7,613	7,617
CHICAGO IL (ORD)	87.9	86.7	27,608	27,652
CHRISTIANSTED VI (STX)	87.0	83.8	69	68
CLEVELAND OH (CLE)	87.5	88.6	3,221	3,224
CODY WY (COD)	90.3	80.6	31	31
COLLEGE STATION/BRYAN TX (CLL)	87.8	88.8	222	223
COLORADO SPRINGS CO (COS)	82.2	86.9	607	610
COLUMBIA MO (COU)	86.2	92.7	123	123
COLUMBIA SC (CAE)	81.8	82.7	434	434
COLUMBUS GA (CSG)	79.5	86.6	112	112
COLUMBUS MS (GTR)	88.6	92.0	88	88
COLUMBUS OH (CMH)	89.9	90.1	2,188	2,188
CORDOVA AK (CDV)	85.5	85.5	62	62
CORPUS CHRISTI TX (CRP)	80.3	84.4	366	366
COVINGTON KY (CVG)	86.9	88.8	1,917	1,919
DALLAS TX (DAL)	85.5	81.5	5,930	5,930
DALLAS/FORT WORTH TX (DFW)	85.1	84.4	21,033	21,044
DAYTON OH (DAY)	87.6	89.9	753	753
DAYTONA BEACH FL (DAB)	96.6	93.3	119	119
DEADHORSE AK (SCC)	92.6	92.6	81	81
DENVER CO (DEN)	87.5	85.1	18,125	18,136
DES MOINES IA (DSM)	86.3	89.6	710	710
DETROIT MI (DTW)	88.8	88.0	9,913	9,925
DEVILS LAKE ND (DVL)	93.8	89.8	48	49
DICKINSON ND (DIK)	98.4	96.7	61	61
DOTHAN AL (DHN)	89.0	90.7	118	118
DUBUQUE IA (DBQ)	90.8	96.6	87	87
DULUTH MN (DLH)	87.9	87.9	223	223

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DURANGO CO (DRO)	87.6	88.2	178	178
EAGLE CO (EGE)	100.0	100.0	3	4
EAU CLAIRE WI (EAU)	80.6	88.7	62	62
EL PASO TX (ELP)	85.3	87.6	1,045	1,046
ELKO NV (EKO)	92.5	98.1	53	53
ELMIRA/CORNING NY (ELM)	88.7	95.4	195	195
ERIE PA (ERI)	86.0	98.2	57	57
ESCANABA MI (ESC)	94.3	92.5	53	53
EUGENE OR (EUG)	86.0	87.2	328	328
EVANSVILLE IN (EVV)	89.7	88.7	399	399
FAIRBANKS AK (FAI)	83.6	93.8	177	177
FARGO ND (FAR)	87.5	90.5	526	527
FAYETTEVILLE AR (XNA)	83.6	87.0	940	941
FAYETTEVILLE NC (FAY)	91.3	91.3	150	150
FLAGSTAFF AZ (FLG)	74.7	77.2	158	158
FLINT MI (FNT)	88.6	91.3	412	413
FORT LAUDERDALE FL (FLL)	82.5	83.8	5,820	5,812
FORT MYERS FL (RSW)	88.2	88.3	1,778	1,766
FORT SMITH AR (FSM)	83.9	88.9	180	180
FORT WAYNE IN (FWA)	90.6	93.7	511	511
FRESNO CA (FAT)	89.2	88.6	657	656
GAINESVILLE FL (GNV)	85.0	85.9	234	234
GARDEN CITY KS (GCK)	88.7	90.3	62	62
GILLETTE WY (GCC)	92.0	90.9	88	88
GRAND FORKS ND (GFK)	88.8	92.2	89	90
GRAND ISLAND NE (GRI)	89.5	93.0	57	57
GRAND JUNCTION CO (GJT)	88.6	90.8	271	271
GRAND RAPIDS MI (GRR)	86.5	89.4	927	928
GREAT FALLS MT (GTF)	92.6	94.2	190	190
GREEN BAY WI (GRB)	86.1	89.6	488	489
GREENSBORO/HIGH POINT NC (GSO)	86.4	88.5	595	598
GREER SC (GSP)	87.9	90.2	630	631
GUAM TT (GUM)	93.5	93.5	31	31
GULFPORT/BILOXI MS (GPT)	88.4	90.5	303	304
HANCOCK/HOUGHTON MI (CMX)	83.9	90.3	62	62
HARLINGEN/SAN BENITO TX (HRL)	81.5	85.4	286	287
HARRISBURG PA (MDT)	90.9	91.6	285	285
HARTFORD CT (BDL)	87.2	91.2	1,715	1,714
HATTIESBURG/LAUREL MS (PIB)	77.4	86.8	53	53
HAYDEN CO (HDN)	80.0	90.0	20	20
HAYS KS (HYS)	90.6	94.3	53	53
HELENA MT (HLN)	90.1	94.3	141	141
HIBBING MN (HIB)	84.5	86.9	84	84

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HILO HI (ITO)	96.6	96.2	504	503
HOBBS NM (HOB)	84.9	92.5	53	53
HONOLULU HI (HNL)	87.1	91.9	3,780	3,780
HOUSTON TX (HOU)	86.9	81.9	4,717	4,718
HOUSTON TX (IAH)	85.1	84.3	13,227	13,211
HUNTSVILLE AL (HSV)	90.8	91.8	390	390
IDAHO FALLS ID (IDA)	90.5	92.5	201	201
INDIANAPOLIS IN (IND)	87.9	88.7	2,378	2,373
INTERNATIONAL FALLS MN (INL)	84.9	90.6	53	53
IRON MOUNTAIN/KINGSFD MI (IMT)	93.0	89.7	57	58
ISLIP NY (ISP)	83.1	87.2	366	366
JACKSON WY (JAC)	88.5	85.4	157	158
JACKSON/VICKSBURG MS (JAN)	87.0	93.3	654	654
JACKSONVILLE FL (JAX)	86.5	88.7	1,710	1,712
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	82.1	81.3	112	112
JAMESTOWN ND (JMS)	90.7	93.3	75	75
JOPLIN MO (JLN)	89.7	96.6	58	58
JUNEAU AK (JNU)	78.0	82.7	336	336
KAHULUI HI (OGG)	89.5	90.6	1,823	1,823
KALAMAZOO MI (AZO)	92.6	90.9	121	121
KALISPELL MT (FCA)	93.5	96.7	123	123
KANSAS CITY MO (MCI)	87.3	89.6	3,557	3,555
KETCHIKAN AK (KTN)	80.6	82.8	186	186
KEY WEST FL (EYW)	90.7	92.7	151	151
KILLEEN TX (GRK)	87.8	90.0	370	371
KNOXVILLE TN (TYS)	85.2	87.6	629	629
KODIAK AK (ADQ)	77.4	80.6	31	31
KONA HI (KOA)	91.3	93.3	967	967
KOTZEBUE AK (OTZ)	85.5	82.3	62	62
LA CROSSE WI (LSE)	91.0	94.0	166	166
LAFAYETTE LA (LFT)	84.0	87.0	432	431
LAKE CHARLES LA (LCH)	85.9	91.9	198	198
LANSING MI (LAN)	87.5	93.2	224	222
LARAMIE WY (LAR)	86.8	90.6	53	53
LAREDO TX (LRD)	79.8	87.2	203	203
LAS VEGAS NV (LAS)	86.5	85.1	12,702	12,688
LATROBE PA (LBE)	81.2	88.0	117	117
LAWTON/FORT SILL OK (LAW)	86.3	89.5	124	124
LEWISTON ID (LWS)	98.1	98.1	53	53
LEXINGTON KY (LEX)	87.7	93.0	586	587
LIHUE HI (LIH)	88.8	90.2	882	881
LINCOLN NE (LNK)	87.5	92.4	288	288
LITTLE ROCK AR (LIT)	87.8	89.1	1,050	1,048

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LONG BEACH CA (LGB)	84.1	85.0	775	774
LONGVIEW TX (GGG)	88.3	88.1	60	59
LOS ANGELES CA (LAX)	86.7	86.7	17,739	17,728
LOUISVILLE KY (SDF)	89.9	88.6	844	843
LUBBOCK TX (LBB)	77.9	84.6	435	436
MADISON WI (MSN)	90.1	92.4	837	838
MANCHESTER NH (MHT)	87.2	90.1	579	577
MANHATTAN/FT. RILEY KS (MHK)	93.4	93.4	151	151
MARQUETTE MI (MQT)	96.2	80.8	26	26
MARTHA'S VINEYARD MA (MVY)	100.0	81.8	11	11
MEDFORD OR (MFR)	86.4	90.5	243	243
MELBOURNE FL (MLB)	94.8	92.2	116	116
MEMPHIS TN (MEM)	87.8	88.9	1,518	1,520
MERIDIAN MS (MEI)	79.8	82.1	84	84
MIAMI FL (MIA)	87.6	85.9	5,956	5,958
MIDLAND/ODESSA TX (MAF)	85.5	86.7	601	600
MILWAUKEE WI (MKE)	89.1	90.0	2,644	2,642
MINNEAPOLIS MN (MSP)	88.8	89.9	10,623	10,584
MINOT ND (MOT)	89.4	91.7	218	218
MISSION/MCALLEEN/EDINBURG TX (MFE)	84.9	89.5	239	238
MISSOULA MT (MSO)	92.9	94.2	170	171
MOBILE AL (MOB)	82.2	89.0	438	437
MOLINE IL (MLI)	87.7	91.6	308	308
MONROE LA (MLU)	88.5	89.2	278	279
MONTEREY CA (MRY)	77.2	83.0	241	241
MONTGOMERY AL (MGM)	83.5	88.0	309	309
MONTROSE/DELTA CO (MTJ)	85.7	100.0	7	6
MOSINEE WI (CWA)	91.7	94.5	144	145
MUSKEGON MI (MKG)	83.9	88.7	62	62
MYRTLE BEACH SC (MYR)	86.8	84.6	507	507
NANTUCKET MA (ACK)	78.6	64.3	28	28
NASHVILLE TN (BNA)	88.0	87.2	4,479	4,477
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	83.6	89.1	55	55
NEW ORLEANS LA (MSY)	88.2	89.1	3,670	3,663
NEW YORK NY (JFK)	81.3	83.8	8,285	8,303
NEW YORK NY (LGA)	81.4	83.6	8,570	8,590
NEWARK NJ (EWR)	82.0	82.4	9,656	9,622
NEWBURGH/POUGHKEEPSIE NY (SWF)	67.7	80.6	62	62
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	83.3	90.4	114	114
NIAGARA FALLS NY (IAG)	90.9	90.9	22	22
NOME AK (OME)	79.0	80.6	62	62
NORFOLK VA (ORF)	87.0	86.9	911	914
NORTH BEND/COOS BAY OR (OTH)	50.0	52.8	36	36

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
OAKLAND CA (OAK)	88.4	87.3	4,012	4,016
OKLAHOMA CITY OK (OKC)	85.4	89.0	1,639	1,641
OMAHA NE (OMA)	87.5	89.5	1,501	1,501
ONTARIO CA (ONT)	87.0	86.1	1,742	1,742
ORLANDO FL (MCO)	86.9	87.5	9,048	9,047
PADUCAH KY (PAH)	87.1	91.9	62	62
PAGO PAGO TT (PPG)	77.8	66.7	9	9
PALM SPRINGS CA (PSP)	86.3	87.1	673	673
PANAMA CITY FL (ECP)	91.2	94.7	375	376
PASCO/KENNEWICK/RICHLAND WA (PSC)	89.5	91.9	210	210
PELLSTON MI (PLN)	87.1	95.2	62	62
PENSACOLA FL (PNS)	89.5	89.7	478	478
PEORIA IL (PIA)	88.0	90.8	475	476
PETERSBURG AK (PSG)	67.7	71.0	62	62
PHILADELPHIA PA (PHL)	84.7	85.8	6,089	6,094
PHOENIX AZ (PHX)	87.4	87.1	12,932	12,921
PITTSBURGH PA (PIT)	89.8	91.6	2,130	2,131
PLATTSBURGH NY (PBG)	69.2	61.5	13	13
POCATELLO ID (PIH)	96.5	98.2	57	57
PONCE PR (PSE)	80.6	82.3	62	62
PORTLAND ME (PWM)	84.8	86.4	479	477
PORTLAND OR (PDX)	89.1	91.4	4,553	4,550
PROVIDENCE RI (PVD)	86.2	90.3	1,098	1,098
RALEIGH/DURHAM NC (RDU)	86.9	89.0	2,999	3,002
RAPID CITY SD (RAP)	88.1	86.9	236	236
REDDING CA (RDD)	77.4	83.9	62	62
RENO NV (RNO)	87.2	87.9	1,144	1,144
RHINELANDER WI (RHI)	93.3	92.0	89	88
RICHMOND VA (RIC)	84.9	87.1	1,647	1,647
ROANOKE VA (ROA)	87.9	91.0	223	223
ROCHESTER MN (RST)	91.4	91.9	185	185
ROCHESTER NY (ROC)	86.7	89.1	738	737
ROCK SPRINGS WY (RKS)	86.0	93.0	57	57
ROSWELL NM (ROW)	78.3	80.4	92	92
SACRAMENTO CA (SMF)	87.8	88.1	3,618	3,618
SAGINAW/BAY CITY/MIDLAND MI (MBS)	82.4	85.9	142	142
SALT LAKE CITY UT (SLC)	92.3	91.5	8,764	8,763
SAN ANGELO TX (SJT)	83.8	85.2	148	149
SAN ANTONIO TX (SAT)	85.6	88.7	2,626	2,624
SAN DIEGO CA (SAN)	89.0	88.7	6,207	6,209
SAN FRANCISCO CA (SFO)	84.6	85.0	14,170	14,170
SAN JOSE CA (SJC)	89.2	89.6	3,482	3,481
SAN JUAN PR (SJU)	85.7	85.4	1,876	1,868

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAN LUIS OBISPO CA (SBP)	80.7	80.8	249	250
SANTA ANA CA (SNA)	90.1	88.3	3,538	3,542
SANTA BARBARA CA (SBA)	86.7	86.2	564	565
SANTA FE NM (SAF)	84.9	80.6	93	93
SANTA MARIA CA (SMX)	83.9	82.3	62	62
SARASOTA/BRADENTON FL (SRQ)	92.5	90.2	306	305
SAULT STE. MARIE MI (CIU)	87.7	89.5	57	57
SAVANNAH GA (SAV)	87.4	86.2	661	661
SCRANTON/WILKES-BARRE PA (AVP)	88.5	88.5	113	113
SEATTLE WA (SEA)	85.7	88.3	10,385	10,388
SHREVEPORT LA (SHV)	83.6	88.3	555	556
SIOUX CITY IA (SUX)	94.7	94.7	57	57
SIOUX FALLS SD (FSD)	87.6	89.7	444	445
SITKA AK (SIT)	77.4	88.2	93	93
SOUTH BEND IN (SBN)	85.6	88.2	416	415
SPOKANE WA (GEG)	87.0	90.8	829	828
SPRINGFIELD IL (SPI)	82.7	88.0	150	150
SPRINGFIELD MO (SGF)	89.0	88.7	529	531
ST. AUGUSTINE FL (UST)	85.7	71.4	14	14
ST. GEORGE UT (SGU)	88.7	89.7	203	203
ST. LOUIS MO (STL)	89.1	88.3	4,310	4,314
STATE COLLEGE PA (SCE)	74.2	96.8	62	62
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	91.9	91.9	62	62
SYRACUSE NY (SYR)	88.3	90.2	639	640

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TALLAHASSEE FL (TLH)	90.0	92.8	279	279
TAMPA FL (TPA)	87.9	88.5	5,148	5,143
TEXARKANA AR (TXK)	77.3	80.7	88	88
TOLEDO OH (TOL)	97.7	96.6	88	88
TRAVERSE CITY MI (TVC)	88.0	90.4	208	208
TRENTON NJ (TTN)	83.0	85.9	277	277
TUCSON AZ (TUS)	86.7	88.7	1,313	1,311
TULSA OK (TUL)	85.4	90.1	1,318	1,319
TWIN FALLS ID (TWF)	93.1	97.7	87	87
TYLER TX (TYR)	86.8	89.4	227	227
VALDOSTA GA (VLD)	83.0	87.5	88	88
VALPARAISO FL (VPS)	88.0	89.2	416	415
WACO TX (ACT)	86.5	89.9	148	148
WATERLOO IA (ALO)	92.9	100.0	56	57
WEST PALM BEACH/PALM BEACH FL (PBI)	84.3	85.4	1,746	1,742
WHITE PLAINS NY (HPN)	79.4	83.2	720	721
WICHITA FALLS TX (SPS)	87.7	89.3	122	122
WICHITA KS (ICT)	88.4	90.3	698	698
WILLISTON ND (ISN)	90.0	93.2	220	221
WILMINGTON NC (ILM)	87.4	90.2	215	215
WORCESTER MA (ORH)	85.5	87.1	62	62
WRANGELL AK (WRG)	72.6	74.2	62	62
YAKUTAT AK (YAK)	85.5	90.3	62	62
YUMA AZ (YUM)	88.7	92.7	177	177

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL US AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ENVOY	11	11,454	135	1.2	110	21,982	273	1.2
EXPRESSJET	15	23,511	245	1.0	158	45,728	477	1.0
AMERICAN*	28	64,302	544	0.8	89	77,290	725	0.9
SPIRIT***	19	8,597	48	0.6	32	10,208	61	0.6
JETBLUE	24	15,537	83	0.5	61	21,913	130	0.6
SKYWEST	21	27,681	109	0.4	172	48,808	241	0.5
VIRGIN AMERICA	15	4,726	9	0.2	18	5,464	23	0.4
SOUTHWEST**	24	55,664	117	0.2	86	104,516	322	0.3
UNITED	28	39,358	97	0.2	85	45,894	128	0.3
ALASKA	25	9,602	5	0.1	62	14,467	33	0.2
HAWAIIAN	8	443	1	0.2	17	6,242	12	0.2
FRONTIER	24	6,391	7	0.1	49	8,101	12	0.1
DELTA	29	57,050	9	0.0	143	75,552	17	0.0
Total		324,316	1,409	0.4	Total	486,165	2,454	0.5

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

\* Effective July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table.

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

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
UNITED	122	71	58.1
EXPRESSJET	376	161	42.8
SKYWEST	202	84	41.5
FRONTIER	12	4	33.3
JETBLUE	110	34	30.9
ALASKA	24	7	29.1
AMERICAN*	574	154	26.8
HAWAIIAN	12	3	25.0
ENVOY	215	51	23.7
SOUTHWEST**	287	68	23.6
SPIRIT***	55	10	18.1
VIRGIN AMERICA	20	3	15.0
DELTA	17	2	11.7
<b>TOTAL</b>	<b>2,026</b>	<b>652</b>	<b>32.2</b>

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

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

\* Effective July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table.

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

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

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AMERICAN**	77290	66202	85.65%	725	0.94%	184	0.24%	3571	4.62%	313	0.40%	3578	4.63%	32	0.04%	2685	3.47%
ALASKA	14467	12766	88.24%	33	0.23%	20	0.14%	414	2.86%	37	0.26%	757	5.23%	8	0.06%	431	2.98%
JETBLUE	21913	17723	80.88%	130	0.59%	45	0.21%	1472	6.72%	48	0.22%	1305	5.96%	7	0.03%	1183	5.40%
DELTA	75552	69577	92.09%	17	0.02%	77	0.10%	2426	3.21%	73	0.10%	1977	2.62%	3	0.00%	1402	1.86%
EXPRESSJET	45728	38424	84.03%	477	1.04%	120	0.26%	2028	4.43%	42	0.09%	2371	5.18%	0	0.00%	2267	4.96%
FRONTIER	8101	6898	85.15%	12	0.15%	4	0.05%	311	3.84%	3	0.03%	515	6.36%	0	0.00%	358	4.41%
HAWAIIAN	6242	5664	90.74%	12	0.19%	4	0.06%	330	5.29%	9	0.15%	12	0.20%	1	0.02%	209	3.35%
ENVOY	21982	19373	88.13%	273	1.24%	48	0.22%	735	3.34%	125	0.57%	632	2.88%	5	0.02%	791	3.60%
SPIRIT****	10208	7967	78.05%	61	0.60%	13	0.13%	99	0.97%	3	0.03%	1953	19.14%	2	0.02%	110	1.07%
SKYWEST	48808	41842	85.73%	241	0.49%	81	0.17%	1804	3.70%	95	0.19%	2150	4.41%	11	0.02%	2584	5.29%
UNITED	45894	40216	87.63%	128	0.28%	90	0.20%	2086	4.55%	83	0.18%	1657	3.61%	0	0.00%	1634	3.56%
VIRGIN AMERICA	5464	4552	83.31%	23	0.42%	6	0.11%	201	3.69%	44	0.80%	276	5.06%	4	0.07%	358	6.54%
SOUTHWEST***	104516	91595	87.64%	322	0.31%	141	0.13%	4100	3.92%	292	0.28%	2599	2.49%	10	0.01%	5457	5.22%
TOTAL	486165	422799	86.97%	2454	0.50%	833	0.17%	19579	4.03%	1166	0.24%	19784	4.07%	84	0.02%	19467	4.00%

**\*Causes of Delay:**

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

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

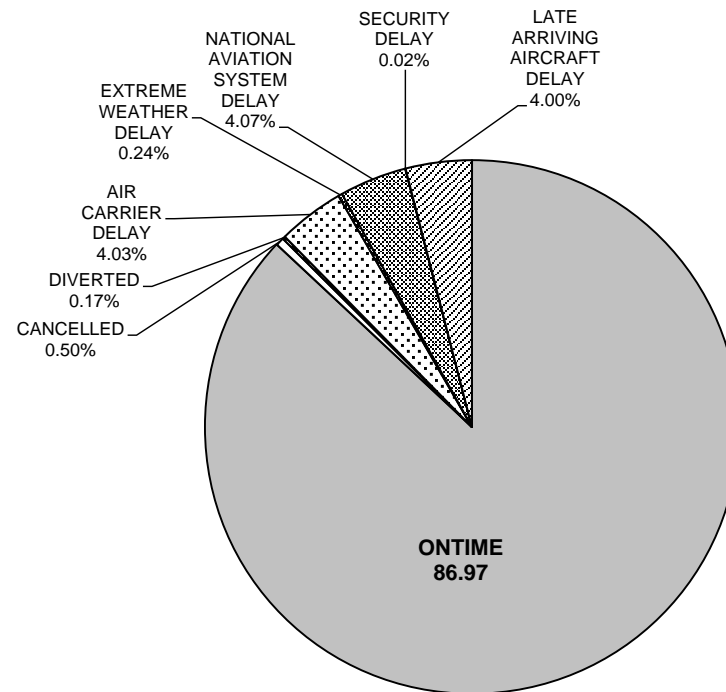
\*\* Effective July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table.

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

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

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



**Causes of Delay:**

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

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

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



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## AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
AMERICAN	1382	IND	DFW	10/22/2015	Diversion Airport (SHV)	217

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
WOW AIR	117	KEF	BWI	10/9/2015	Diversion Airport (RIC)	256

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

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
AMERICAN*	77,290	55	0.07
VIRGIN AMERICA	5,464	3	0.05
SPIRIT***	10,208	5	0.05
JETBLUE	21,913	9	0.04
ENVOY	21,982	8	0.04
UNITED	45,894	12	0.03
DELTA	75,552	13	0.02
SOUTHWEST**	104,516	7	0.01
EXPRESSJET	45,728	3	0.01
SKYWEST	48,808	2	0.00
FRONTIER	8,101	0	0.00
ALASKA	14,467	0	0.00
HAWAIIAN	6,242	0	0.00
TOTAL	486,165	117	0.02

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.

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 July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table.

\*\* 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
VX	Virgin America

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

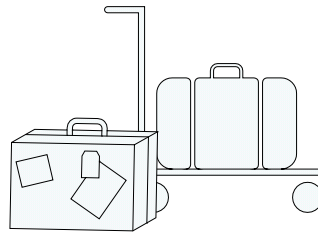
\*\* Effective July 2015, data of the merged operations of American Airlines and US Airways are combined and appear only as AA, American, or American Airlines.

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

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

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	OCTOBER 2015			OCTOBER 2014		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	451	606,363	0.74	367	513,814	0.71
2	DELTA AIR LINES	15,358	10,437,365	1.47	17,678	9,674,593	1.83
3	JETBLUE AIRWAYS	3,798	2,500,255	1.52	3,846	2,268,983	1.70
4	UNITED AIRLINES	14,659	6,579,204	2.23	16,718	5,860,354	2.85
5	SPIRIT AIRLINES****	3,232	1,423,822	2.27	****	****	****
6	ALASKA AIRLINES	4,670	1,873,806	2.49	3,778	1,632,278	2.31
7	FRONTIER AIRLINES	2,971	1,181,594	2.51	1,647	1,068,185	1.54
8	HAWAIIAN AIRLINES	2,280	838,827	2.72	1,641	791,789	2.07
9	SOUTHWEST AIRLINES***	35,825	12,553,798	2.85	32,865	11,163,293	2.94
10	SKYWEST AIRLINES	7,234	2,484,116	2.91	8,541	2,349,360	3.64
11	AMERICAN AIRLINES**	32,028	10,572,917	3.03	19,300	5,825,307	3.31
12	EXPRESSJET AIRLINES	7,442	2,027,107	3.67	11,012	2,462,074	4.47
13	ENVOY AIR	4,697	969,033	4.85	10,814	1,290,624	8.38
<b>TOTALS</b>		134,645	54,048,207	2.49	128,207	44,900,654	2.86

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 July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table. Totals for October 2014 reflect the deletion of US Airways data for that month.

\*\*\* 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 October 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.

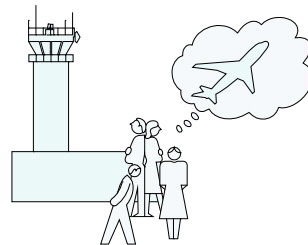
## OVERSALES

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	JULY - SEPTEMBER 2015				JULY - SEPTEMBER 2014			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	358	8	8,318,476	<b>0.01</b>	851	526	7,727,979	<b>0.68</b>
2	<b>HAWAIIAN AIRLINES</b>	124	12	2,775,894	<b>0.04</b>	92	81	2,671,867	<b>0.30</b>
3	<b>VIRGIN AMERICA</b>	279	17	1,813,533	<b>0.09</b>	235	5	1,677,222	<b>0.03</b>
4	<b>DELTA AIR LINES</b>	33,166	479	33,714,771	<b>0.14</b>	26,777	564	31,309,829	<b>0.18</b>
5	<b>SPIRIT AIRLINES****</b>	1,000	65	4,226,050	<b>0.15</b>	****	****	****	<b>****</b>
6	<b>ALASKA AIRLINES</b>	1,267	171	6,064,451	<b>0.28</b>	1,305	283	5,517,702	<b>0.51</b>
7	<b>UNITED AIRLINES</b>	23,206	1,378	21,879,356	<b>0.63</b>	14,419	1,530	20,332,343	<b>0.75</b>
8	<b>AMERICAN AIRLINES**</b>	15,366	2,558	36,891,115	<b>0.69</b>	7,614	508	19,864,696	<b>0.26</b>
9	<b>SOUTHWEST AIRLINES***</b>	27,315	4,413	37,603,390	<b>1.17</b>	24,822	3,197	33,271,343	<b>0.96</b>
10	<b>SKYWEST AIRLINES</b>	12,951	924	7,710,341	<b>1.20</b>	8,493	1,373	6,752,821	<b>2.03</b>
11	<b>FRONTIER AIRLINES</b>	715	390	3,201,831	<b>1.22</b>	1,069	540	3,323,385	<b>1.62</b>
12	<b>EXPRESSJET AIRLINES</b>	9,527	962	6,328,398	<b>1.52</b>	10,615	1,120	7,834,239	<b>1.43</b>
13	<b>ENVOY AIR</b>	4,279	529	2,958,349	<b>1.79</b>	3,340	422	3,940,167	<b>1.07</b>
<b>TOTALS</b>		129,553	11,906	173,485,955	<b>0.69</b>	99,632	10,149	144,223,593	<b>0.70</b>

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

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

\*\* Effective July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table. Totals for July - September 2014 reflect the deletion of US Airways data for that quarter.

\*\*\* 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 July - September 2014 reflect the deletion of AirTran's data for that quarter.

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

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2015				JANUARY - SEPTEMBER 2014			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	1,243	52	23,781,001	<b>0.02</b>	1,599	620	21,914,305	<b>0.28</b>
2	<b>HAWAIIAN AIRLINES</b>	288	21	7,854,220	<b>0.03</b>	288	116	7,577,435	<b>0.15</b>
3	<b>VIRGIN AMERICA</b>	1,234	37	5,095,860	<b>0.07</b>	608	41	4,839,965	<b>0.08</b>
4	<b>DELTA AIR LINES</b>	112,748	1,472	93,983,253	<b>0.16</b>	80,557	3,847	87,029,470	<b>0.44</b>
5	<b>SPIRIT AIRLINES****</b>	5,431	372	11,779,984	<b>0.32</b>	****	****	****	<b>****</b>
6	<b>ALASKA AIRLINES</b>	4,319	581	16,664,302	<b>0.35</b>	3,358	727	14,901,382	<b>0.49</b>
7	<b>AMERICAN AIRLINES**</b>	36,997	5,078	75,058,645	<b>0.68</b>	26,603	2,468	58,239,415	<b>0.42</b>
8	<b>UNITED AIRLINES</b>	62,647	4,842	61,151,440	<b>0.79</b>	52,386	8,096	58,370,933	<b>1.39</b>
9	<b>FRONTIER AIRLINES</b>	2,096	852	8,796,393	<b>0.97</b>	2,658	1,175	8,662,498	<b>1.36</b>
10	<b>SOUTHWEST AIRLINES***</b>	77,040	12,175	107,093,301	<b>1.14</b>	68,913	10,177	83,905,827	<b>1.21</b>
11	<b>EXPRESSJET AIRLINES</b>	33,965	3,612	18,979,113	<b>1.90</b>	43,669	6,714	22,376,009	<b>3.00</b>
12	<b>SKYWEST AIRLINES</b>	40,933	4,293	21,572,706	<b>1.99</b>	31,166	5,838	19,763,750	<b>2.95</b>
13	<b>ENVOY AIR</b>	14,360	2,237	9,308,076	<b>2.40</b>	13,866	1,890	11,798,341	<b>1.60</b>
<b>TOTALS</b>		<b>393,301</b>	<b>35,624</b>	<b>461,118,294</b>	<b>0.77</b>	<b>325,671</b>	<b>41,709</b>	<b>399,379,330</b>	<b>1.04</b>

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

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

\*\* Effective July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table. Totals for January - September 2014 reflect the deletion of US Airways data.

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

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	OCTOBER 2015				OCTOBER 2014			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1, 130	45	2	209	853	61	2	85
FOREIGN AIRLINES	350	12	1	29	323	2	0	40
TRAVEL AGENTS	26	0	0	6	26	1	0	13
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	21	9	0	10	12	25	0	14
<b>INDUSTRY TOTALS</b>	<b>1, 527</b>	<b>66</b>	<b>3</b>	<b>254</b>	<b>1, 214</b>	<b>89</b>	<b>2</b>	<b>152</b>

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	OCTOBER 2015			OCTOBER 2014		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	405		1	321	
DELAYS			164			101
CANCELLATIONS			121			123
MISCONNECTI ONS			75			56
BAGGAGE	2	250		2	193	
RES/TKTG/BOARDING	3	219		3	179	
CUSTOMER SERVICE	4	180		4	136	
FARES	5	139		6	104	
REFUNDS	6	127		5	115	
DISABILITY	7	99		7	67	
OVERSALES	8	58		8	47	
OTHER	9	37		9	29	
FREQUENT FLYER			19			17
ADVERTISING	10	7		10	14	
DISCRIMINATION	11	5		11	9	
ANIMALS	12	1		12	0	
<b>COMPLAINT TOTAL</b>		<b>1, 527</b>			<b>1, 214</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

OCTOBER 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
AIR WISCONSIN	6	0	0	0	0	0	2	0	0	0	0	0	8
ALASKA AIRLINES	1	0	2	0	1	0	3	0	0	0	0	1	8
ALLEGiant AIR	7	1	4	4	6	1	2	5	1	0	0	1	32
AMERICAN AIRLINES	108	17	61	40	41	48	37	23	1	0	0	10	386
DELTA AIR LINES	19	4	14	4	1	6	17	9	0	0	0	2	76
ENVOY AIR	4	3	0	0	0	0	3	3	0	0	0	0	13
EXPRESSJET AIRLINES	9	0	0	0	0	0	0	1	0	1	0	0	11
FRONTIER AIRLINES	8	0	8	7	3	9	5	3	0	0	0	2	45
GOJET AIRLINES	6	0	0	0	0	0	0	0	0	0	0	0	6
HAWAIIAN AIRLINES	2	1	1	1	0	1	2	4	0	0	0	1	13
JETBLUE AIRWAYS	6	1	1	1	0	3	2	4	0	0	0	0	18
MESA AIRLINES	2	0	0	0	0	0	2	2	0	0	0	0	6
PIEDMONT AIRLINES	2	1	2	0	0	0	0	1	0	0	0	0	6
PSA AIRLINES	5	0	0	0	0	0	2	0	0	0	0	0	7
REPUBLIC AIRLINES	11	0	0	0	0	0	2	0	0	0	0	0	13
SKYWEST AIRLINES	14	0	0	0	0	0	0	0	0	0	0	0	14
SOUTHWEST AIRLINES	15	4	7	4	3	12	3	11	0	0	0	3	62
SPIRIT AIRLINES	39	7	27	28	16	31	16	8	1	1	0	2	176
TRANS STATES AIRLINES	7	0	0	0	0	0	0	0	0	0	0	0	7
UNITED AIRLINES	48	8	24	19	13	31	28	13	1	2	0	6	193
VIRGIN AMERICA	2	0	0	3	0	1	5	1	0	0	0	0	12
OTHER U. S. AIRLINES	12	0	1	0	0	2	1	1	0	0	1	0	18
<b>TOTAL OCTOBER 2015</b>	<b>333</b>	<b>47</b>	<b>152</b>	<b>111</b>	<b>84</b>	<b>145</b>	<b>132</b>	<b>89</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>28</b>	<b>1,130</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>29.5</b>	<b>4.2</b>	<b>13.5</b>	<b>9.8</b>	<b>7.4</b>	<b>12.8</b>	<b>11.7</b>	<b>7.9</b>	<b>0.4</b>	<b>0.4</b>	<b>0.1</b>	<b>2.5</b>	
<b>TOTAL OCTOBER 2014</b>	<b>255</b>	<b>30</b>	<b>120</b>	<b>87</b>	<b>69</b>	<b>105</b>	<b>96</b>	<b>53</b>	<b>9</b>	<b>8</b>	<b>0</b>	<b>21</b>	<b>853</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>29.9</b>	<b>3.5</b>	<b>14.1</b>	<b>10.2</b>	<b>8.1</b>	<b>12.3</b>	<b>11.3</b>	<b>6.2</b>	<b>1.1</b>	<b>0.9</b>	<b>0.0</b>	<b>2.5</b>	

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

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

Table 4

Office of Aviation Enforcement and Proceedings  
U.S. Department of TransportationCOMPLAINTS AGAINST U. S. AIRLINES  
BY INCIDENT DATE

OCTOBER 2015

U. S. AIRLINES*	COMPS RECD IN OCT	INCI - DENTS IN OCT	PERCENT	INCI - DENTS IN SEP	PERCENT	INCI - DENTS IN ALL PRI OR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	8	4	50.0	3	37.5	0	0.0	1	12.5
ALASKA AIRLINES	8	5	62.5	1	12.5	1	12.5	1	12.5
ALLEGiant AIR	32	12	37.5	2	6.2	14	43.8	4	12.5
AMERICAN AIRLINES	386	142	36.8	67	17.4	131	33.9	46	11.9
DELTA AIR LINES	76	42	55.3	12	15.8	18	23.7	4	5.3
ENVOY AIR	13	5	38.5	1	7.7	6	46.2	1	7.7
EXPRESSJET AIRLINES	11	8	72.7	0	0.0	1	9.1	2	18.2
FRONTIER AIRLINES	45	23	51.1	12	26.7	7	15.6	3	6.7
GOJET AIRLINES	6	6	100.0	0	0.0	0	0.0	0	0.0
HAWAIIAN AIRLINES	13	8	61.5	2	15.4	3	23.1	0	0.0
JETBLUE AIRWAYS	18	11	61.1	3	16.7	1	5.6	3	16.7
MESA AIRLINES	6	3	50.0	1	16.7	2	33.3	0	0.0
PIEDMONT AIRLINES	6	4	66.7	1	16.7	0	0.0	1	16.7
PSA AIRLINES	7	5	71.4	2	28.6	0	0.0	0	0.0
REPUBLIC AIRLINES	13	8	61.5	2	15.4	2	15.4	1	7.7
SKYWEST AIRLINES	14	8	57.1	3	21.4	3	21.4	0	0.0
SOUTHWEST AIRLINES	62	42	67.7	4	6.5	12	19.4	4	6.5
SPIRIT AIRLINES	176	95	54.0	24	13.6	47	26.7	10	5.7
TRANS STATES AIRLINES	7	6	85.7	1	14.3	0	0.0	0	0.0
UNITED AIRLINES	193	92	47.7	34	17.6	49	25.4	18	9.3
VIRGIN AMERICA	12	8	66.7	0	0.0	1	8.3	3	25.0
OTHER U. S. AIRLINES	18	9	50.0	6	33.3	2	11.1	1	5.6
<b>TOTALS</b>	<b>1,130</b>	<b>546</b>	<b>48.3</b>	<b>181</b>	<b>16.0</b>	<b>300</b>	<b>26.5</b>	<b>103</b>	<b>9.1</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>853</b>	<b>372</b>	<b>43.6</b>	<b>173</b>	<b>20.3</b>	<b>206</b>	<b>24.2</b>	<b>102</b>	<b>12.0</b>

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

Table 5

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

OCTOBER 2015

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXI CO	2	1	8	1	4	4	3	0	0	0	0	0	23
AIR BERLIN	1	0	2	0	1	6	0	0	0	0	0	0	10
AIR CANADA	17	4	5	1	0	5	14	2	0	0	0	1	49
AIR FRANCE	1	1	1	2	2	6	1	0	0	0	0	1	15
ALITALIA AIRLINES	0	2	0	1	3	3	4	1	0	0	0	0	14
BRITISH AIRWAYS	3	0	4	1	6	6	1	0	0	0	0	1	22
CHINA EASTERN AIRLINES	0	0	2	0	1	1	0	1	0	0	0	1	6
EMIRATES AIRLINES	0	0	2	1	1	4	2	0	1	0	0	0	11
ETHIOPIAN AIRLINES	0	0	0	0	1	3	2	0	0	0	0	0	6
ETIHAD AIRWAYS	1	0	1	0	2	5	1	0	0	1	0	0	11
IBERIA AIRLINES	0	0	0	1	0	3	1	0	0	0	0	0	5
KLM	6	0	0	0	0	3	0	1	0	0	0	0	10
LAN AIRLINES	1	0	2	0	0	1	1	0	0	0	0	0	5
LUFTHANSA	6	0	3	2	2	5	2	1	0	0	0	0	21
NORWEGIAN AIR SHUTTLE	4	0	0	0	2	1	0	0	0	0	0	0	7
QATAR AIRWAYS	2	0	0	0	0	4	0	0	0	0	0	1	7
TAM	2	0	2	0	1	4	3	0	0	0	0	0	12
TURKISH AIRLINES	0	1	0	1	2	5	1	1	0	0	0	0	11
WOW AIR	4	0	0	1	0	2	1	0	0	0	0	0	8
OTHER FOREIGN AIRLINES	16	2	21	9	9	27	8	2	1	0	0	2	97
<b>TOTALS</b>	<b>66</b>	<b>11</b>	<b>53</b>	<b>21</b>	<b>37</b>	<b>98</b>	<b>45</b>	<b>9</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>7</b>	<b>350</b>
<b><u>TRAVEL AGENTS</u></b>													
CHEAPOAIR.COM	0	0	4	0	0	0	1	0	0	0	0	0	5
EXPEDIA.COM	1	0	3	1	1	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	1	0	4	4	4	0	1	0	1	0	0	0	15
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>11</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>26</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
TSA	0	0	0	0	0	3	0	1	0	0	0	1	5
OTHER MISCELLANEOUS	4	0	3	2	1	4	1	0	0	0	0	1	16
<b>TOTALS</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>21</b>

\* 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	OCTOBER 2015			OCTOBER 2014		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	8	1,863,035	0.43	1	1,671,040	0.06
2	SOUTHWEST AIRLINES***	62	12,539,474	0.49	47	11,020,587	0.43
3	EXPRESSJET AIRLINES	11	2,138,773	0.51	15	2,607,045	0.58
4	SKYWEST AIRLINES	14	2,627,452	0.53	17	2,410,871	0.71
5	JETBLUE AIRWAYS	18	2,872,973	0.63	19	2,586,552	0.73
6	DELTA AIR LINES	76	12,046,605	0.63	59	11,237,840	0.53
7	ENVOY AIR	13	984,266	1.32	13	1,354,573	0.96
8	HAWAIIAN AIRLINES	13	891,897	1.46	14	845,232	1.66
9	VIRGIN AMERICA	12	623,740	1.92	9	523,234	1.72
10	UNITED AIRLINES	193	8,290,009	2.33	169	7,528,276	2.24
11	AMERICAN AIRLINES**	386	12,458,609	3.10	167	7,202,120	2.32
12	FRONTIER AIRLINES	45	1,220,893	3.69	55	1,092,398	5.03
13	SPIRIT AIRLINES****	176	1,502,542	11.71	****	****	****
	<b>TOTAL</b>	<b>1,027</b>	<b>60,060,268</b>	<b>1.71</b>	<b>585</b>	<b>50,079,768</b>	<b>1.17</b>

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 July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table. Totals for October 2014 reflect the deletion of US Airways data for that month.

\*\*\* 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 October 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.

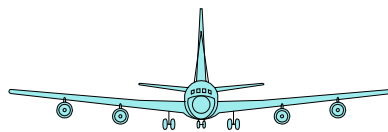
**Disability:** Civil rights complaints by air travelers with disabilities.

**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.



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

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<i>Delta</i>			<b>1</b>
<i>Hawaiian</i>	<b>1</b>		
<i>United</i>		<b>1</b>	
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>

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

The Transportation Security Administration (TSA) screened approximately 59 million airline passengers and their 47 million checked bags in the month of October as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of October.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
784	.001	48	.00008	178	.0003	457	.0009

**NOTES**

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

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

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

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.