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of Transportation



Air Travel Consumer Report

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

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Flight Delays¹	April 2015
Mishandled Baggage¹	April 2015
Oversales¹	1 st Quarter 2015
Consumer Complaints² (Includes Disability and Discrimination Complaints)	April 2015
Customer Service Reports to the Dept. of Homeland Security³	April 2015
Airline Animal Incident Reports⁴	April 2015

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

APRIL 2015

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/
HAWAIIAN AIRLINES S/	8	89.4	17	92.7
ALASKA AIRLINES S/	24	89.6	60	89.3
DELTA AIR LINES S/	29	86.5	143	86.8
VIRGIN AMERICA S/	15	83.6	18	83.5
SKYWEST AIRLINES S/	21	82.7	172	83.1
SOUTHWEST AIRLINES S/***	24	82.5	86	81.8
JETBLUE AIRWAYS S/	24	79.9	58	80.4
EXPRESSJET AIRLINES S/	18	79.6	166	80.2
AMERICAN AIRLINES S/ **	28	80.4	90	80.2
-AMERICAN AIRLINES S/	28	79.4	80	79.2
-US AIRWAYS S/	27	81.8	72	81.6
UNITED AIRLINES S/	27	79.5	78	79.4
ENVOY AIR S/	10	76.0	116	77.0
SPIRIT AIRLINES S/****	19	73.5	34	74.7
FRONTIER AIRLINES S/	25	72.1	54	72.5
TOTAL		81.7		81.8

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

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

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

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

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

APRIL 2015

AIR TRAVEL CONSUMER REPORT

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

Carrier*	2nd Quarter 04-06 2014		3rd Quarter 07-09 2014		4th Quarter 10-12 2014		1st Quarter 01-03 2015		Feb-15		Mar-15		Apr-15		12 Months Ending Apr 2015	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	88.5	2	85.0	3	84.1	3	85.1	1	85.1	1	85.6	2	89.3	2	85.6	2
AMERICAN**	77.9	8	77.9	7	78.8	8	75.9	7	73.1	8	77.0	8	80.2	9	76.0	8
-AMERICAN	75.4	(--)	75.4	(--)	75.8	(--)	75.1	(--)	73.4	(--)	75.4	(--)	79.2	(--)	75.7	(--)
-US AIRWAYS	81.1	(--)	81.3	(--)	82.5	(--)	77.1	(--)	72.7	(--)	79.1	(--)	81.6	(--)	80.9	(--)
ENVOY	69.7	12	72.8	12	66.2	12	60.6	13	53.3	13	67.8	12	77.0	11	67.6	12
DELTA	83.4	3	85.6	2	87.4	2	82.8	3	78.0	3	84.0	3	86.8	3	85.0	3
EXPRESSJET	69.8	11	74.1	11	77.3	6	73.6	9	69.7	9	76.2	9	80.2	8	74.1	11
FRONTIER	74.3	9	78.2	6	74.6	11	64.0	12	58.8	12	65.2	13	72.5	13	72.6	10
HAWAIIAN	94.2	1	92.8	1	89.0	1	85.1	2	82.2	2	87.3	1	92.7	1	90.2	1
JETBLUE	77.3	6	75.9	9	81.7	4	68.0	11	59.7	11	71.5	11	80.4	7	75.9	9
SKYWEST	77.8	5	78.3	5	74.9	10	76.8	6	74.0	6	82.5	4	83.1	5	77.1	5
SOUTHWEST***	71.8	10	75.3	10	77.9	7	79.0	5	77.5	4	80.0	5	81.8	6	76.3	7
-SOUTHWEST	70.9	(--)	74.7	(--)	77.5	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
-AIRTRAN	83.2	(--)	84.1	(--)	88.2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
SPIRIT****	(--)	(--)	(--)	(--)	(--)	(--)	70.5	10	64.9	10	73.9	10	74.7	12	(--)	(--)
UNITED	75.9	7	77.4	8	76.8	9	75.9	8	73.6	7	78.2	7	79.4	10	76.3	6
VIRGIN AMERICA	83.3	4	83.0	4	78.0	5	79.2	4	76.1	5	78.9	6	83.5	4	80.6	4
Total	76.0		78.0		78.6		76.3		72.8		78.7		81.8		77.4	

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

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

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

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

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

APRIL 2015
AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	902	80.4	2447	81.0	535	85.0	7675	84.1	2609	81.9	806	77.9	12600	78.2	512	83.8
-AMERICAN	469	80.6	918	80.9	236	86.4	382	81.9	894	80.9	443	75.6	12103	78.4	258	82.9
-US AIRWAYS	433	80.1	1529	81.1	299	83.9	7293	84.3	1715	82.5	363	80.7	497	73.6	254	84.6
ALASKA	30	90.0	120	91.7	30	83.3	H/		120	90.0	146	80.8	120	85.0	30	83.3
JETBLUE	H/		3530	79.8	140	84.3	116	81.0	862	87.4	86	73.3	56	82.1	87	92.0
DELTA	20225	88.8	1437	80.1	612	90.4	578	84.9	789	84.4	646	82.2	443	81.5	4654	87.6
EXPRESSJET	5284	79.1	228	84.6	22	95.5	290	74.8	316	85.8	880	84.0	1746	66.6	2230	87.0
FRONTIER	324	67.0	H/		H/		54	77.8	89	77.5	1975	75.6	115	57.4	23	91.3
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY	138	65.9	H/		60	85.0	H/		30	73.3	H/		5303	71.5	199	76.4
SPIRIT****	256	70.7	211	78.7	232	73.7	H/		H/		344	76.2	793	67.3	694	74.5
SKYWEST	337	79.2	54	81.5	H/		23	69.6	100	81.0	3848	81.8	481	69.4	927	85.2
UNITED	332	76.5	1007	79.5	264	80.3	H/		521	80.2	3735	81.1	209	67.9	69	81.2
VIRGIN AMERICA	H/		126	88.9	H/		H/		112	73.2	H/		H/		H/	
SOUTHWEST***	3555	82.4	845	77.5	5992	86.2	147	76.2	1297	87.6	5006	84.1	H/		571	81.8
TOTAL	31383	85.5	10005	80.3	7887	85.9	8883	83.6	6845	83.9	17472	81.4	21866	75.0	9996	85.6

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

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APRIL 2015

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

ARRIVAL AIRPORT*																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	720	78.2	840	78.2	215	76.3	788	75.5	1568	76.8	1293	75.9	3289	77.7	2292	79.1
-AMERICAN	360	77.5	296	81.4	215	76.3	411	74.2	1337	76.7	792	75.8	2683	78.5	1196	81.4
-US AIRWAYS	360	78.9	544	76.5	H/		377	76.9	231	77.5	501	76.2	606	74.6	1096	76.6
ALASKA	60	88.3	30	93.3	30	93.3	30	70.0	H/		394	89.8	665	88.4	H/	
JETBLUE	592	80.7	1646	82.6	172	81.4	H/		3587	74.8	326	78.5	352	78.1	570	76.5
DELTA	474	86.3	976	88.5	210	89.5	286	86.0	2340	75.4	932	88.0	1990	85.8	2325	77.7
EXPRESSJET	2787	79.5	H/		146	84.2	5828	78.6	H/		H/		H/		762	76.0
FRONTIER	H/		103	81.6	173	67.6	112	72.3	H/		306	67.3	83	71.1	90	68.9
HAWAIIAN	H/		H/		H/		H/		22	81.8	73	93.2	120	95.0	H/	
ENVOY	H/		H/		H/		H/		390	68.7	H/		5	20.0	1319	71.9
SPIRIT****	H/		1040	79.6	H/		442	68.1	H/		781	76.4	314	68.5	330	75.2
SKYWEST	H/		H/		1	100.0	1334	76.1	H/		302	80.8	3772	80.7	11	90.9
UNITED	4068	82.8	541	81.1	1655	85.3	4708	75.1	363	83.5	1074	77.7	2411	75.4	770	78.4
VIRGIN AMERICA	164	87.8	164	82.9	147	96.6	H/		326	82.2	330	87.6	1059	82.5	108	63.9
SOUTHWEST***	499	81.4	1638	84.1	206	86.9	H/		H/		6300	82.6	3356	74.4	929	80.0
TOTAL	9364	81.6	6978	82.7	2955	84.4	13528	76.7	8596	75.7	12111	81.4	17416	78.9	9506	77.0

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

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APRIL 2015

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

ARRIVAL AIRPORT*																
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**	1598	79.2	H/		4613	83.1	665	78.2	5091	81.7	269	77.7	3683	81.9	5001	83.3
-AMERICAN	819	78.1	H/		4343	83.4	344	75.0	4584	81.6	120	75.0	446	79.6	441	81.0
-US AIRWAYS	779	80.2	H/		270	78.5	321	81.6	507	82.6	149	79.9	3237	82.2	4560	83.6
ALASKA	59	91.5	H/		H/		60	81.7	176	89.8	1093	91.9	30	90.0	236	93.2
JETBLUE	1666	84.0	H/		H/		H/		176	77.3	82	80.5	142	80.3	60	73.3
DELTA	1448	83.6	232	85.8	810	87.0	4944	87.7	643	79.9	403	88.1	599	82.8	653	85.3
EXPRESSJET	12	66.7	206	79.1	H/		826	79.4	4213	82.4	H/		5	100.0	H/	
FRONTIER	458	73.4	6	66.7	188	70.2	95	77.9	370	59.5	74	77.0	207	60.4	203	70.9
HAWAIIAN	H/		H/		H/		H/		H/		30	86.7	H/		30	66.7
ENVOY	H/		H/		526	77.6	H/		5306	82.0	H/		H/		H/	
SPIRIT****	411	79.6	H/		H/		314	71.7	885	68.1	60	83.3	97	56.7	89	66.3
SKYWEST	H/		H/		6	83.3	2217	84.5	3606	79.8	540	83.9	H/		1857	87.1
UNITED	1061	79.5	H/		321	79.4	264	78.8	5268	80.7	394	81.0	330	80.3	539	76.3
VIRGIN AMERICA	30	96.7	H/		H/		H/		111	80.2	30	86.7	H/		H/	
SOUTHWEST***	3737	85.2	7000	83.8	H/		628	76.9	H/		900	84.3	745	77.6	5075	80.2
TOTAL	10480	82.6	7444	83.8	6464	82.6	10013	84.2	25845	80.6	3875	85.8	5838	80.2	13743	82.3

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

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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*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	727	75.4	617	76.7	1291	74.4	406	78.3	1068	83.6
-AMERICAN	458	73.4	390	74.6	871	75.2	210	72.4	488	82.8
-US AIRWAYS	269	78.8	227	80.2	420	72.6	196	84.7	580	84.3
ALASKA	462	91.6	4455	90.3	493	81.1	176	92.0	30	80.0
JETBLUE	116	77.6	147	85.0	436	84.2	132	75.8	530	82.8
DELTA	526	85.7	1054	88.4	726	83.6	2866	89.3	1004	86.8
EXPRESSJET	H/		H/		H/		5	60.0	H/	
FRONTIER	76	84.2	58	86.2	146	67.8	136	75.7	151	82.8
HAWAIIAN	30	90.0	60	86.7	60	91.7	H/		H/	
ENVOY	H/		H/		H/		H/		H/	
SPIRIT****	165	75.8	H/		H/		H/		224	82.1
SKYWEST	609	81.8	924	86.9	3218	81.2	4227	89.0	H/	
UNITED	678	77.4	779	82.3	3943	79.3	100	78.0	573	78.9
VIRGIN AMERICA	135	88.9	213	87.3	1378	82.8	H/		H/	
SOUTHWEST***	2898	80.3	947	83.8	1324	76.4	797	80.4	2582	85.3
TOTAL	6422	80.9	9254	87.3	13015	79.8	8845	87.3	6162	84.2

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

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

*** 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.

APRIL 2015

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	90.7	83.1	88.2	90.2	J/	88.2	88.2	90.3	83.8	60.0	89.4	86.2	82.8	95.2	88.2	100.0	85.8	90.8
700 - 759 AM	92.9	88.3	94.0	91.3	91.8	90.8	79.3	90.6	92.6	84.0	91.3	80.5	85.0	96.2	93.5	89.8	88.6	85.8
800 - 859 AM	89.1	90.9	95.7	91.0	89.7	88.3	79.3	88.8	92.5	95.3	92.9	79.9	86.2	90.9	89.7	84.7	93.8	85.4
900 - 959 AM	88.7	93.3	93.9	83.3	90.5	87.9	76.3	94.5	92.9	91.4	88.2	82.4	87.2	90.4	84.4	86.4	95.0	90.5
1000 - 1059 AM	89.5	92.9	95.1	84.2	90.1	86.1	79.2	91.8	90.2	93.2	90.7	83.9	87.6	87.9	82.0	78.5	87.3	87.1
1100 - 1159 AM	88.5	86.9	89.2	86.7	91.2	88.5	78.3	89.0	89.9	90.1	89.3	81.0	81.2	86.6	82.1	80.7	89.3	88.8
1200 - 1259 PM	84.7	84.6	95.0	86.1	88.1	87.6	79.1	88.8	85.7	87.7	90.1	84.0	82.3	82.1	80.9	83.2	89.3	89.9
100 - 159 PM	88.0	85.1	91.8	87.4	93.0	84.9	78.5	89.6	84.2	86.9	80.4	79.0	77.3	80.3	78.4	79.9	90.2	87.1
200 - 259 PM	86.3	90.1	90.6	84.5	87.5	81.1	79.3	87.6	82.6	87.3	93.3	79.1	77.0	80.3	78.9	82.0	86.4	85.3
300 - 359 PM	87.2	85.1	90.4	86.2	88.5	79.0	78.3	86.2	78.4	89.6	87.4	79.3	83.8	83.4	81.3	75.2	84.3	84.7
400 - 459 PM	86.2	81.0	83.2	82.0	84.7	79.4	79.2	84.9	78.4	82.7	86.3	71.2	77.6	77.1	77.7	75.4	82.2	83.3
500 - 559 PM	85.7	78.1	82.5	84.0	81.7	79.0	70.4	85.1	77.9	83.6	85.2	75.7	82.6	76.2	77.7	73.2	80.3	85.2
600 - 659 PM	84.8	64.1	79.5	81.5	80.0	73.3	67.1	82.0	74.0	81.5	83.9	72.0	63.8	78.2	73.8	72.1	76.0	79.1
700 - 759 PM	76.2	67.3	78.0	73.7	77.8	72.0	69.6	78.4	72.2	74.5	86.0	67.3	64.6	74.4	76.6	68.8	75.4	85.2
800 - 859 PM	79.8	70.3	79.5	76.5	77.0	76.5	63.1	82.8	74.5	75.9	80.7	67.8	62.5	75.7	70.4	66.2	70.5	81.8
900 - 959 PM	80.2	73.4	76.4	78.1	75.1	75.3	62.1	82.9	75.9	72.2	80.1	69.6	59.3	74.5	72.9	69.0	76.7	76.6
1000 - 1059 PM	78.1	78.0	79.3	71.8	77.9	71.6	65.7	76.4	78.9	70.4	70.7	73.6	64.2	77.0	71.2	72.2	74.9	72.2
1100 - 559 AM	80.0	74.2	74.0	75.6	75.1	70.8	73.4	71.7	80.5	75.0	76.4	72.8	75.3	73.4	75.7	78.6	75.4	67.6
TOTAL, ALL ARRIVALS, BY AIRPORT	85.5	80.3	85.9	83.6	83.9	81.4	75.0	85.6	81.6	82.7	84.4	76.7	75.7	81.4	78.9	77.0	82.6	83.8

* 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	91.3	95.5	84.8	J/	88.5	86.7	82.4	89.9	94.8	100.0	84.8	87.8
700 - 759 AM	86.7	95.0	85.5	94.2	93.5	92.8	93.5	94.2	92.1	95.2	95.6	89.6
800 - 859 AM	89.8	90.6	81.6	91.6	87.6	88.1	94.4	92.4	86.2	96.2	96.4	88.3
900 - 959 AM	90.7	93.1	81.2	93.6	81.6	85.1	87.6	93.4	79.1	95.7	92.4	86.7
1000 - 1059 AM	89.4	89.0	80.8	93.1	86.3	88.7	86.4	90.9	78.2	93.1	93.6	87.0
1100 - 1159 AM	87.6	89.1	81.9	90.3	78.2	88.5	86.2	89.9	76.1	92.6	90.8	85.4
1200 - 1259 PM	83.3	89.9	83.4	92.0	86.5	83.4	85.5	89.7	76.4	89.0	87.3	84.8
100 - 159 PM	85.2	87.5	80.2	88.3	85.7	84.8	83.1	89.5	78.8	87.1	87.2	84.3
200 - 259 PM	83.7	86.8	82.8	84.4	84.7	81.6	79.4	89.3	81.6	89.2	87.2	83.7
300 - 359 PM	81.9	83.1	84.4	84.8	75.7	81.0	80.8	85.7	82.9	85.4	82.7	83.3
400 - 459 PM	77.1	82.8	82.7	84.8	78.4	78.5	75.4	82.9	82.1	87.2	85.8	81.0
500 - 559 PM	74.9	81.5	78.7	85.2	76.3	84.9	78.1	86.9	81.0	82.1	84.2	79.5
600 - 659 PM	80.4	73.4	75.5	82.2	76.5	74.3	77.9	85.1	82.0	82.9	79.9	77.1
700 - 759 PM	82.0	83.6	75.8	82.9	76.6	78.3	77.2	84.6	78.0	84.6	79.9	75.7
800 - 859 PM	72.4	81.0	77.9	81.7	68.0	75.3	71.0	87.5	79.0	83.7	76.1	74.7
900 - 959 PM	82.3	72.5	74.4	82.4	77.1	71.8	74.3	81.4	76.1	81.0	74.5	75.1
1000 - 1059 PM	75.6	78.0	72.9	85.0	74.8	73.9	72.7	83.5	78.8	71.9	72.8	74.7
1100 - 559 AM	80.3	78.8	80.3	77.4	75.3	72.8	80.5	83.7	73.3	70.8	83.0	76.0
TOTAL, ALL ARRIVALS, BY AIRPORT	82.6	84.2	80.6	85.8	80.2	82.3	80.9	87.3	79.8	87.3	84.2	81.7

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

APRIL 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	92.4	94.2	92.6	93.0	95.0	95.1	90.9	89.3	94.0	95.3	91.7	91.4	93.5	95.1	94.7	90.9	96.1	92.7
700 - 759 AM	92.8	89.6	91.5	90.5	96.4	90.9	84.2	91.2	93.7	92.7	95.0	85.5	89.7	93.6	90.7	93.9	93.2	86.0
800 - 859 AM	90.0	89.9	89.9	87.9	92.9	89.3	83.1	90.4	88.1	90.7	90.7	89.1	89.0	91.5	89.5	86.8	90.6	83.7
900 - 959 AM	88.5	88.8	86.4	90.6	90.4	84.3	79.0	83.1	87.1	90.9	88.7	84.7	85.0	86.2	85.2	86.2	91.4	81.2
1000 - 1059 AM	86.5	90.9	87.4	83.0	90.3	83.3	74.7	91.9	86.8	91.9	90.7	83.9	87.2	86.5	83.1	84.5	88.9	86.5
1100 - 1159 AM	85.8	88.4	86.6	87.9	89.5	77.4	76.5	83.9	83.5	89.3	89.5	83.4	83.9	83.8	78.1	84.6	86.1	85.7
1200 - 1259 PM	85.7	87.6	83.9	82.5	88.2	82.9	73.7	88.5	79.9	84.8	86.0	84.1	85.9	78.2	78.5	83.8	85.0	80.7
100 - 159 PM	85.1	77.1	85.7	87.1	86.1	83.8	76.2	86.4	79.9	84.2	85.1	81.8	78.6	77.8	77.3	81.8	84.7	81.8
200 - 259 PM	84.4	83.6	80.3	83.9	85.8	81.1	72.8	83.9	72.6	82.6	72.4	80.1	78.4	70.8	73.7	81.1	81.3	79.9
300 - 359 PM	82.7	86.0	78.6	76.2	85.5	75.7	73.4	83.8	74.8	81.8	86.7	74.8	75.6	73.1	74.9	78.1	76.3	75.5
400 - 459 PM	82.6	79.7	73.4	82.2	79.8	75.0	76.9	79.7	74.2	75.4	74.3	74.5	73.6	74.8	79.0	75.1	70.7	74.2
500 - 559 PM	82.5	72.9	72.7	76.6	79.0	76.2	73.1	83.3	69.9	76.4	72.9	68.9	71.1	70.7	79.4	72.5	70.2	73.3
600 - 659 PM	79.7	71.2	65.5	74.9	79.5	71.4	66.3	74.4	69.9	76.1	79.8	66.3	72.9	69.1	75.8	75.0	70.5	70.6
700 - 759 PM	81.4	70.7	69.8	70.8	74.3	73.9	64.1	79.7	67.5	77.0	70.7	68.1	68.2	73.2	72.6	71.7	69.5	71.9
800 - 859 PM	76.3	71.5	69.4	76.4	79.8	66.5	64.6	84.2	63.1	75.3	78.9	59.0	68.2	65.0	72.3	70.8	71.1	70.9
900 - 959 PM	78.5	65.8	64.1	J/	90.4	67.6	63.6	79.5	68.1	73.5	69.2	68.3	63.7	70.6	73.4	67.6	68.3	77.0
1000 - 1059 PM	76.6	J/	70.0	83.1	73.1	74.8	68.1	50.0	72.8	71.7	68.0	53.8	55.1	73.5	79.4	53.3	77.7	70.8
1100 - 559 AM	81.1	94.7	93.3	93.4	93.5	86.5	82.0	85.9	92.4	95.3	88.9	91.7	74.6	84.2	87.8	88.5	92.4	96.9
TOTAL, ALL DEPARTURES, BY AIRPORT	83.7	83.9	80.2	83.5	86.6	79.5	74.0	85.6	79.4	84.0	81.7	78.0	78.9	79.7	81.0	80.9	81.5	79.8

* 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	92.7	94.2	89.9	94.4	96.7	94.4	94.6	93.7	92.1	95.3	96.8	93.6
700 - 759 AM	87.4	93.8	84.9	89.8	90.9	91.5	92.6	89.6	91.8	91.1	95.2	90.2
800 - 859 AM	96.9	91.4	81.2	90.3	91.2	90.0	92.3	93.3	90.1	91.5	94.2	89.1
900 - 959 AM	87.1	91.6	82.2	87.8	89.2	85.7	87.0	88.4	85.6	94.1	94.2	86.7
1000 - 1059 AM	89.9	90.2	77.8	91.5	86.8	83.0	87.9	90.7	75.5	87.0	90.7	84.3
1100 - 1159 AM	82.7	91.2	77.0	89.3	84.0	80.5	82.1	87.4	74.8	91.3	89.5	83.9
1200 - 1259 PM	82.8	80.8	80.4	88.8	78.9	84.2	77.0	89.3	72.6	89.2	84.1	82.1
100 - 159 PM	79.4	89.2	79.0	87.8	82.0	84.0	80.4	87.6	76.8	85.0	81.0	81.9
200 - 259 PM	77.5	89.3	77.2	86.0	86.3	78.5	79.0	89.4	76.7	81.0	82.1	80.1
300 - 359 PM	68.4	88.5	78.5	84.3	82.0	76.4	76.2	85.9	80.6	86.4	77.1	79.1
400 - 459 PM	80.6	79.3	78.4	80.2	77.2	79.7	78.2	88.7	82.9	79.3	75.6	78.3
500 - 559 PM	73.5	85.8	76.3	84.7	71.8	73.1	72.5	85.7	80.8	85.2	81.1	76.4
600 - 659 PM	75.5	75.9	75.1	79.1	81.0	78.3	74.9	84.6	79.4	81.6	71.6	73.9
700 - 759 PM	76.9	80.7	73.0	79.7	77.4	67.7	79.9	86.8	79.5	80.2	76.0	74.6
800 - 859 PM	72.7	86.5	75.6	88.7	74.4	82.2	76.5	85.1	80.6	86.5	75.0	73.8
900 - 959 PM	73.0	83.8	78.2	80.0	80.2	64.8	79.0	84.7	80.6	90.1	71.8	74.4
1000 - 1059 PM	90.3	J/	81.1	84.2	74.5	77.7	86.0	83.5	82.7	87.1	71.0	77.2
1100 - 559 AM	90.0	92.2	93.7	93.9	94.1	88.6	J/	92.0	86.4	86.0	98.3	89.0
TOTAL, ALL DEPARTURES, BY AIRPORT	80.0	87.8	79.1	88.1	83.3	81.9	83.2	88.8	81.7	88.0	84.1	81.6

* 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

SPIRIT	762	Feb	ATL-ORD	928	28	17	60.71	68.65
SPIRIT	762	Mar	ATL-ORD	928	31	21	67.74	66.90
SPIRIT	762	Apr	ATL-ORD	928	15	10	66.67	78.50
SPIRIT	732	Feb	LAX-ORD	1421	28	19	67.86	85.83
SPIRIT	732	Mar	LAX-ORD	1421	31	21	67.74	84.38
SPIRIT	732	Apr	LAX-ORD	1421	15	8	53.33	104.00

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

SPIRIT	762	Mar	ATL-ORD	928	31	21	67.74	66.90
SPIRIT	762	Apr	ATL-ORD	928	15	10	66.67	78.50
SPIRIT	732	Mar	LAX-ORD	1421	31	21	67.74	84.38
SPIRIT	732	Apr	LAX-ORD	1421	15	8	53.33	104.00

- * Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

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AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS // 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
FRONTIER	241	1	0.4
SPIRIT***	384	1	0.3
SOUTHWEST**	3,662	9	0.2
JETBLUE	746	1	0.1
EXPRESSJET	1,666	2	0.1
DELTA	2,486	0	0.0
SKYWEST	1,665	0	0.0
AMERICAN*	2,611	1	0.0
-AMERICAN	1,512	0	0.0
-US AIRWAYS	1,099	1	0.1
UNITED	1,224	0	0.0
ENVOY	888	0	0.0
ALASKA	476	0	0.0
HAWAIIAN	200	0	0.0
VIRGIN AMERICA	172	0	0.0
TOTAL	16,421	15	0.1

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

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	93.3	91.7	60	60
ABILENE TX (ABI)	70.8	76.2	202	202
ADAK ISLAND AK (ADK)	100.0	77.8	9	9
AGUADILLA PR (BQN)	68.0	75.2	100	101
AKRON OH (CAK)	86.3	89.6	577	578
ALBANY GA (ABY)	76.2	78.6	84	84
ALBANY NY (ALB)	81.9	85.3	681	682
ALBUQUERQUE NM (ABQ)	79.9	84.0	1,754	1,755
ALEXANDRIA LA (AEX)	74.4	75.8	289	289
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	85.3	89.3	224	224
ALPENA MI (APN)	88.5	90.4	52	52
AMARILLO TX (AMA)	75.6	82.0	344	345
ANCHORAGE AK (ANC)	88.2	92.4	1,178	1,176
APPLETON WI (ATW)	88.8	87.4	260	262
ARCATA/EUREKA CA (ACV)	77.9	80.5	113	113
ARLINGTON VA (DCA)	83.9	86.6	6,845	6,841
ASHEVILLE NC (AVL)	80.6	86.4	222	221
ASPEN CO (ASE)	76.7	76.9	193	199
ATLANTA GA (ATL)	85.5	83.7	31,383	31,370
ATLANTIC CITY NJ (ACY)	81.9	89.2	360	360
AUGUSTA GA (AGS)	80.7	79.2	228	226
AUSTIN TX (AUS)	79.6	82.2	3,745	3,744
BAKERSFIELD CA (BFL)	82.0	83.6	261	262
BALTIMORE MD (BWI)	85.9	80.2	7,887	7,885
BARROW AK (BRW)	81.6	81.6	76	76
BATON ROUGE LA (BTR)	73.4	74.7	659	661
BEAUMONT/PORT ARTHUR TX (BPT)	63.3	67.8	90	90
BELLINGHAM WA (BLI)	95.7	95.7	92	93
BEMIDJI MN (BJI)	96.7	96.7	60	60
BEND/REDMOND OR (RDM)	88.6	96.0	176	176
BETHEL AK (BET)	95.1	91.5	82	82
BILLINGS MT (BIL)	86.2	90.7	224	225
BIRMINGHAM AL (BHM)	82.0	84.6	1,086	1,086
BISMARCK/MANDAN ND (BIS)	84.6	89.3	298	298
BLOOMINGTON/NORMAL IL (BMI)	76.7	78.8	236	236
BOISE ID (BOI)	81.4	87.8	917	917
BOSTON MA (BOS)	80.3	83.9	10,005	10,000
BOZEMAN MT (BZN)	86.2	88.2	203	204
BRAINERD MN (BRD)	96.2	90.4	52	52
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	84.8	86.1	165	165
BROWNSVILLE TX (BRO)	80.4	82.7	214	214
BRUNSWICK GA (BQK)	82.9	82.9	76	76
BUFFALO NY (BUF)	81.1	85.2	1,600	1,596

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BURBANK CA (BUR)	83.5	85.0	1,705	1,704
BURLINGTON VT (BTV)	71.4	83.8	259	259
BUTTE MT (BTM)	86.7	90.0	60	60
CARLSBAD CA (CLD)	92.3	92.5	39	40
CASPER WY (CPR)	87.2	87.2	195	195
CEDAR CITY UT (CDC)	90.4	92.3	52	52
CEDAR RAPIDS/IOWA CITY IA (CID)	80.5	84.3	637	636
CHAMPAIGN/URBANA IL (CMI)	83.0	88.1	176	176
CHANTILLY VA (IAD)	84.4	81.7	2,955	2,957
CHARLESTON SC (CHS)	82.4	83.1	1,167	1,166
CHARLESTON/DUNBAR WV (CRW)	78.9	81.9	237	237
CHARLOTTE AMALIE VI (STT)	85.7	84.4	475	475
CHARLOTTE NC (CLT)	83.6	83.5	8,883	8,882
CHARLOTTESVILLE VA (CHO)	79.7	85.4	177	178
CHATTANOOGA TN (CHA)	81.6	85.6	397	396
CHICAGO IL (MDW)	83.8	79.8	7,444	7,444
CHICAGO IL (ORD)	80.6	79.1	25,845	25,805
CHRISTIANSTED VI (STX)	82.0	84.1	89	88
CLEVELAND OH (CLE)	82.6	86.9	3,139	3,140
CODY WY (COD)	86.9	90.0	61	60
COLLEGE STATION/BRYAN TX (CLL)	80.0	83.5	205	206
COLORADO SPRINGS CO (COS)	78.2	86.4	656	654
COLUMBIA MO (COU)	81.0	84.5	116	116
COLUMBIA SC (CAE)	77.9	83.4	457	457
COLUMBUS GA (CSG)	84.1	86.7	113	113
COLUMBUS MS (GTR)	85.7	88.1	84	84
COLUMBUS OH (CMH)	83.5	86.0	2,262	2,263
CORDOVA AK (CDV)	83.3	88.3	60	60
CORPUS CHRISTI TX (CRP)	72.7	78.4	565	570
COVINGTON KY (CVG)	82.5	84.0	1,834	1,829
CRESCENT CITY CA (CEC)	81.8	83.3	11	12
DALLAS TX (DAL)	80.7	78.1	5,151	5,150
DALLAS/FORT WORTH TX (DFW)	75.0	74.0	21,866	21,867
DAYTON OH (DAY)	84.7	87.0	769	770
DAYTONA BEACH FL (DAB)	84.0	88.0	150	150
DEADHORSE AK (SCC)	90.8	85.5	76	76
DENVER CO (DEN)	81.4	79.5	17,472	17,509
DES MOINES IA (DSM)	82.5	87.1	721	721
DETROIT MI (DTW)	85.6	85.6	9,996	10,016
DEVILS LAKE ND (DVL)	87.5	85.4	48	48
DICKINSON ND (DIK)	85.3	94.0	150	150
DOTHAN AL (DHN)	72.2	80.9	115	115
DUBUQUE IA (DBQ)	81.7	95.1	82	82

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DULUTH MN (DLH)	88.1	88.1	109	109
DURANGO CO (DRO)	82.3	84.8	198	197
EAGLE CO (EGE)	77.6	82.0	49	50
EAU CLAIRE WI (EAU)	83.3	86.7	60	60
EL PASO TX (ELP)	76.5	82.9	1,167	1,167
ELKO NV (EKO)	78.2	89.1	55	55
ELMIRA/CORNING NY (ELM)	81.9	89.1	193	193
ERIE PA (ERI)	88.1	89.8	59	59
ESCANABA MI (ESC)	90.4	96.2	52	52
EUGENE OR (EUG)	81.0	83.3	336	336
EVANSVILLE IN (EVV)	83.0	87.0	300	300
FAIRBANKS AK (FAI)	87.8	93.6	172	172
FARGO ND (FAR)	85.5	88.8	491	492
FAYETTEVILLE AR (XNA)	77.7	78.9	829	830
FAYETTEVILLE NC (FAY)	78.6	82.5	126	126
FLAGSTAFF AZ (FLG)	84.6	91.1	123	123
FLINT MI (FNT)	86.8	89.6	461	461
FORT LAUDERDALE FL (FLL)	82.7	84.0	6,978	6,985
FORT MYERS FL (RSW)	85.5	85.3	3,039	3,049
FORT SMITH AR (FSM)	73.6	82.2	174	174
FORT WAYNE IN (FWA)	81.7	83.2	525	525
FRESNO CA (FAT)	81.8	84.8	644	643
GAINESVILLE FL (GNV)	73.9	80.9	257	257
GARDEN CITY KS (GCK)	73.3	80.0	60	60
GILLETTE WY (GCC)	83.7	84.9	86	86
GRAND FORKS ND (GFK)	91.1	94.5	56	55
GRAND ISLAND NE (GRI)	82.1	85.7	56	56
GRAND JUNCTION CO (GJT)	81.9	90.2	276	275
GRAND RAPIDS MI (GRR)	80.9	87.6	1,040	1,042
GREAT FALLS MT (GTF)	88.3	93.8	162	161
GREEN BAY WI (GRB)	87.4	89.2	435	436
GREENSBORO/HIGH POINT NC (GSO)	80.4	82.7	690	688
GREER SC (GSP)	82.4	85.4	629	628
GUAM TT (GUM)	70.0	70.0	30	30
GULFPORT/BILOXI MS (GPT)	81.1	85.5	365	365
GUNNISON CO (GUC)	84.0	96.2	25	26
HANCOCK/HOUGHTON MI (CMX)	80.0	86.7	60	60
HARLINGEN/SAN BENITO TX (HRL)	80.7	88.4	285	285
HARRISBURG PA (MDT)	86.3	86.7	300	301
HARTFORD CT (BDL)	82.8	88.6	1,696	1,696
HATTIESBURG/LAUREL MS (PIB)	73.1	92.3	52	52
HAYDEN CO (HDN)	95.2	100.0	21	21
HAYS KS (HYS)	96.2	88.5	52	52

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HELENA MT (HLN)	94.1	97.8	136	135
HIBBING MN (HIB)	90.2	91.5	82	82
HILO HI (ITO)	95.5	97.0	532	532
HOBBS NM (HOB)	80.8	88.5	52	52
HONOLULU HI (HNL)	87.6	93.7	3,813	3,813
HOUSTON TX (HOU)	78.4	75.7	4,672	4,671
HOUSTON TX (IAH)	76.7	78.0	13,528	13,507
HUNTSVILLE AL (HSV)	83.5	85.8	431	431
IDAHO FALLS ID (IDA)	83.6	89.6	183	183
INDIANAPOLIS IN (IND)	81.6	87.2	2,358	2,358
INTERNATIONAL FALLS MN (INL)	90.4	96.2	52	52
IRON MOUNTAIN/KINGSFID MI (IMT)	89.3	96.4	56	56
ISLIP NY (ISP)	79.5	82.2	443	443
ITHACA/CORTLAND NY (ITH)	100.0	100.0	6	6
JACKSON WY (JAC)	87.9	89.2	157	158
JACKSON/VICKSBURG MS (JAN)	78.9	82.7	626	626
JACKSONVILLE FL (JAX)	81.3	83.8	1,720	1,721
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	82.4	87.3	102	102
JAMESTOWN ND (JMS)	82.4	85.1	74	74
JOPLIN MO (JLN)	71.7	65.0	60	60
JUNEAU AK (JNU)	85.7	85.0	301	300
KAHULUI HI (OGG)	90.6	93.1	1,828	1,828
KALAMAZOO MI (AZO)	89.7	89.9	146	148
KALISPELL MT (FCA)	89.3	95.9	122	122
KANSAS CITY MO (MCI)	81.7	85.7	3,622	3,618
KETCHIKAN AK (KTN)	81.1	81.7	180	180
KEY WEST FL (EYW)	83.7	85.1	202	202
KILLEEN TX (GRK)	75.1	80.7	374	374
KNOXVILLE TN (TYS)	81.5	84.6	634	635
KODIAK AK (ADQ)	80.0	90.0	30	30
KONA HI (KOA)	92.9	94.3	946	946
KOTZEBUE AK (OTZ)	86.7	90.0	60	60
LA CROSSE WI (LSE)	86.2	90.1	130	131
LAFAYETTE LA (LFT)	75.1	77.4	510	509
LAKE CHARLES LA (LCH)	83.6	89.7	165	165
LANSING MI (LAN)	86.9	91.6	191	191
LARAMIE WY (LAR)	78.8	82.7	52	52
LAREDO TX (LRD)	79.2	86.1	202	202
LAS VEGAS NV (LAS)	81.4	79.7	12,111	12,103
LATROBE PA (LBE)	77.1	85.3	109	109
LAWTON/FORT SILL OK (LAW)	67.5	74.2	120	120
LEWISTON ID (LWS)	95.7	97.9	47	47
LEXINGTON KY (LEX)	84.8	85.3	604	604

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LIHUE HI (LIH)	93.9	94.7	903	902
LINCOLN NE (LNK)	81.8	90.0	291	290
LITTLE ROCK AR (LIT)	82.1	84.2	887	887
LONG BEACH CA (LGB)	87.3	85.6	756	756
LONGVIEW TX (GGG)	76.7	70.0	60	60
LOS ANGELES CA (LAX)	78.9	81.0	17,416	17,408
LOUISVILLE KY (SDF)	81.5	81.9	929	923
LUBBOCK TX (LBB)	77.2	86.9	435	435
MADISON WI (MSN)	85.4	87.4	754	756
MAMMOTH LAKES CA (MMH)	44.4	44.4	9	9
MANCHESTER NH (MHT)	83.0	89.1	642	642
MANHATTAN/FT. RILEY KS (MHK)	81.5	85.6	146	146
MARQUETTE MI (MQT)	88.5	76.9	26	26
MEDFORD OR (MFR)	83.8	89.8	204	205
MELBOURNE FL (MLB)	88.3	92.5	120	120
MEMPHIS TN (MEM)	78.2	82.8	1,551	1,548
MERIDIAN MS (MEI)	84.1	80.5	82	82
MIAMI FL (MIA)	82.6	80.0	6,464	6,466
MIDLAND/ODESSA TX (MAF)	79.6	86.3	744	746
MILWAUKEE WI (MKE)	83.0	85.7	2,825	2,827
MINNEAPOLIS MN (MSP)	84.2	87.8	10,013	10,018
MINOT ND (MOT)	80.9	88.4	110	112
MISSION/MCALLEN/EDINBURG TX (MFE)	77.4	84.2	412	412
MISSOULA MT (MSO)	91.1	93.2	146	146
MOAB UT (CNY)	96.1	96.1	51	51
MOBILE AL (MOB)	79.3	83.0	454	454
MOLINE IL (MLI)	80.5	84.1	410	408
MONROE LA (MLU)	77.6	84.3	281	280
MONTEREY CA (MRY)	84.6	89.8	266	266
MONTGOMERY AL (MGM)	78.1	82.6	288	288
MONTROSE/DELTA CO (MTJ)	85.7	95.5	21	22
MOSINEE WI (CWA)	83.3	87.5	120	120
MUSKEGON MI (MKG)	81.7	76.7	60	60
MYRTLE BEACH SC (MYR)	80.5	78.6	482	482
NASHVILLE TN (BNA)	82.8	82.7	4,269	4,270
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	80.0	88.9	45	45
NEW ORLEANS LA (MSY)	79.4	80.1	3,752	3,752
NEW YORK NY (JFK)	75.7	78.9	8,596	8,594
NEW YORK NY (LGA)	77.0	80.9	9,506	9,503
NEWARK NJ (EWR)	81.6	79.4	9,364	9,367
NEWBURGH/POUGHKEEPSIE NY (SWF)	82.5	77.4	63	62
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	83.7	86.5	104	104
NIAGARA FALLS NY (IAG)	77.4	83.9	31	31

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
NOME AK (OME)	85.0	85.0	60	60
NORFOLK VA (ORF)	80.8	84.7	876	877
NORTH BEND/COOS BAY OR (OTH)	58.8	76.5	17	17
OAKLAND CA (OAK)	82.7	81.5	3,798	3,798
OKLAHOMA CITY OK (OKC)	78.5	82.5	1,407	1,403
OMAHA NE (OMA)	84.4	87.7	1,598	1,599
ONTARIO CA (ONT)	80.2	83.6	1,680	1,677
ORLANDO FL (MCO)	82.6	81.5	10,480	10,479
PADUCAH KY (PAH)	83.3	86.7	60	60
PAGO PAGO TT (PPG)	87.5	75.0	8	8
PALM SPRINGS CA (PSP)	85.5	83.0	1,093	1,095
PANAMA CITY FL (ECP)	87.1	87.1	428	428
PASCO/KENNEWICK/RICHLAND WA (PSC)	83.3	91.6	203	203
PELLSTON MI (PLN)	90.4	84.6	52	52
PENSACOLA FL (PNS)	81.9	84.5	624	625
PEORIA IL (PIA)	84.9	86.1	410	409
PETERSBURG AK (PSG)	73.3	78.3	60	60
PHILADELPHIA PA (PHL)	80.2	83.3	5,838	5,843
PHOENIX AZ (PHX)	82.3	81.9	13,743	13,746
PITTSBURGH PA (PIT)	83.9	88.2	2,113	2,115
PLATTSBURGH NY (PBG)	61.5	74.1	26	27
POCATELLO ID (PIH)	98.2	96.4	56	56
PONCE PR (PSE)	75.0	85.0	60	60
PORTLAND ME (PWM)	78.3	83.6	378	379
PORTLAND OR (PDX)	85.8	88.1	3,875	3,876
PROVIDENCE RI (PVD)	84.1	88.7	1,000	1,002
PUEBLO CO (PUB)	80.8	84.6	52	52
RALEIGH/DURHAM NC (RDU)	81.5	83.7	2,858	2,858
RAPID CITY SD (RAP)	87.4	87.9	207	207
REDDING CA (RDD)	88.3	91.7	60	60
RENO NV (RNO)	80.6	84.8	1,191	1,190
RHINELANDER WI (RHI)	87.2	87.2	86	86
RICHMOND VA (RIC)	82.5	85.0	1,309	1,309
ROANOKE VA (ROA)	81.4	83.3	221	221
ROCHESTER MN (RST)	88.6	88.6	184	184
ROCHESTER NY (ROC)	82.9	86.4	680	683
ROCK SPRINGS WY (RKS)	89.3	91.1	56	56
ROSWELL NM (ROW)	75.6	76.7	90	90
SACRAMENTO CA (SMF)	82.0	83.7	3,369	3,364
SAGINAW/BAY CITY/MIDLAND MI (MBS)	77.6	81.5	201	200
SALT LAKE CITY UT (SLC)	87.3	88.0	8,845	8,843
SAN ANGELO TX (SJT)	76.7	74.7	150	150
SAN ANTONIO TX (SAT)	78.3	81.9	2,825	2,827

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAN DIEGO CA (SAN)	80.9	83.2	6,422	6,422
SAN FRANCISCO CA (SFO)	79.8	81.7	13,015	13,019
SAN JOSE CA (SJC)	83.7	84.3	3,472	3,471
SAN JUAN PR (SJU)	82.5	84.9	2,240	2,242
SAN LUIS OBISPO CA (SBP)	82.9	88.4	275	275
SANTA ANA CA (SNA)	84.4	83.2	3,313	3,311
SANTA BARBARA CA (SBA)	86.3	85.6	562	562
SANTA FE NM (SAF)	79.3	78.8	179	179
SANTA MARIA CA (SMX)	86.7	90.0	60	60
SARASOTA/BRADENTON FL (SRQ)	86.9	82.7	358	358
SAULT STE. MARIE MI (CIU)	83.9	85.7	56	56
SAVANNAH GA (SAV)	82.5	79.6	748	746
SCRANTON/WILKES-BARRE PA (AVP)	78.9	90.1	142	141
SEATTLE WA (SEA)	87.3	88.8	9,254	9,254
SHREVEPORT LA (SHV)	76.3	81.3	545	544
SIOUX CITY IA (SUX)	85.7	82.1	56	56
SIOUX FALLS SD (FSD)	82.0	86.8	517	517
SITKA AK (SIT)	83.3	84.4	90	90
SOUTH BEND IN (SBN)	83.3	87.7	408	407
SPOKANE WA (GEG)	85.7	90.1	844	846
SPRINGFIELD IL (SPI)	80.3	84.5	142	142
SPRINGFIELD MO (SGF)	79.2	81.5	605	605
ST. AUGUSTINE FL (UST)	92.9	85.7	14	14
ST. GEORGE UT (SGU)	86.4	86.9	176	176
ST. LOUIS MO (STL)	81.2	81.6	4,328	4,332
STATE COLLEGE PA (SCE)	76.7	84.9	73	73
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	83.3	89.1	54	55

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SYRACUSE NY (SYR)	81.8	88.5	417	416
TALLAHASSEE FL (TLH)	87.9	87.6	290	290
TAMPA FL (TPA)	84.2	84.1	6,162	6,167
TEXARKANA AR (TXK)	76.7	78.9	90	90
TOLEDO OH (TOL)	90.7	91.9	86	86
TRAVERSE CITY MI (TVC)	90.3	91.2	237	238
TRENTON NJ (TTN)	76.8	89.7	233	233
TUCSON AZ (TUS)	80.3	84.9	1,528	1,528
TULSA OK (TUL)	81.1	85.7	1,230	1,234
TWIN FALLS ID (TWF)	92.9	94.6	56	56
TYLER TX (TYR)	75.2	79.1	202	201
VALDOSTA GA (VLD)	79.8	88.1	84	84
VALPARAISO FL (VPS)	80.0	83.4	441	441
VERNAL UT (VEL)	92.2	96.2	51	52
WACO TX (ACT)	77.3	78.7	150	150
WATERLOO IA (ALO)	85.7	92.9	56	56
WEST PALM BEACH/PALM BEACH FL (PBI)	80.4	80.1	2,327	2,326
WHITE PLAINS NY (HPN)	80.8	86.0	673	671
WICHITA FALLS TX (SPS)	75.0	78.3	120	120
WICHITA KS (ICT)	79.4	84.0	746	749
WILLISTON ND (ISN)	85.0	90.6	234	234
WILMINGTON DE (ILG)	64.0	64.0	25	25
WILMINGTON NC (ILM)	86.0	86.7	136	135
WORCESTER MA (ORH)	88.3	93.3	60	60
WRANGELL AK (WRG)	75.0	80.0	60	60
YAKUTAT AK (YAK)	78.3	86.7	60	60
YUMA AZ (YUM)	88.2	89.9	178	178

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL US AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ENVOY	10	13,273	428	3.2	116	25,695	858	3.3
EXPRESSJET	18	25,763	470	1.8	165	49,296	929	1.9
SKYWEST	21	28,397	366	1.3	172	49,329	714	1.4
UNITED	27	35,977	304	0.8	78	41,342	370	0.9
AMERICAN*	28	64,123	446	0.7	90	77,266	550	0.7
-AMERICAN	28	36,509	281	0.8	80	44,770	354	0.8
-US AIRWAYS	27	27,614	165	0.6	72	32,496	196	0.6
SPIRIT***	19	7,679	53	0.7	34	9,496	64	0.7
JETBLUE	24	15,606	100	0.6	58	22,020	139	0.6
SOUTHWEST**	24	56,970	349	0.6	86	106,407	621	0.6
FRONTIER	25	5,612	33	0.6	54	7,148	38	0.5
ALASKA	24	9,079	22	0.2	60	13,974	65	0.5
VIRGIN AMERICA	15	4,434	13	0.3	18	4,915	14	0.3
DELTA	29	54,839	112	0.2	142	72,170	147	0.2
HAWAIIAN	8	424	0	0.0	17	6,093	11	0.2
Total		322,176	2,696	0.8	Total	485,151	4,520	0.9

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

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

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

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

APRIL 2015

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
ENVOY	933	226	24.2
EXPRESSJET	4,677	298	6.3
SKYWEST	3,922	244	6.2
SPIRIT***	438	19	4.3
UNITED	7,628	229	3.0
SOUTHWEST**	17,819	526	2.9
AMERICAN*	3,594	98	2.7
-AMERICAN	1,596	52	3.2
-US AIRWAYS	1,998	46	2.3
ALASKA	544	13	2.3
FRONTIER	507	11	2.1
JETBLUE	801	17	2.1
HAWAIIAN	222	1	0.4
DELTA	4,681	10	0.2
VIRGIN AMERICA	242	0	0.0
TOTAL	46,008	1,692	3.7

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

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

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

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

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

APRIL 2015

**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**	77266	61960	80.19%	550	0.71%	286	0.37%	4439	5.74%	617	0.80%	5414	7.01%	26	0.03%	3975	5.14%
-AMERICAN	44770	35445	79.17%	354	0.79%	237	0.53%	2606	5.82%	547	1.22%	2900	6.48%	11	0.02%	2670	5.96%
-US AIRWAYS	32496	26515	81.59%	196	0.60%	49	0.15%	1832	5.64%	70	0.21%	2514	7.74%	15	0.05%	1305	4.02%
ALASKA	13974	12478	89.29%	65	0.47%	24	0.17%	429	3.07%	29	0.21%	515	3.69%	4	0.03%	429	3.07%
JETBLUE	22020	17702	80.39%	139	0.63%	66	0.30%	1238	5.62%	65	0.29%	1450	6.59%	10	0.04%	1350	6.13%
DELTA	72170	62677	86.85%	147	0.20%	127	0.18%	3021	4.19%	413	0.57%	3304	4.58%	4	0.01%	2477	3.43%
EXPRESSJET	49296	39533	80.20%	929	1.88%	232	0.47%	2486	5.04%	111	0.22%	3052	6.19%	0	0.00%	2953	5.99%
FRONTIER	7148	5184	72.52%	38	0.53%	18	0.25%	383	5.35%	10	0.14%	1057	14.79%	0	0.00%	458	6.40%
HAWAIIAN	6093	5648	92.70%	11	0.18%	3	0.05%	283	4.65%	15	0.25%	6	0.10%	0	0.00%	126	2.08%
ENVOY	25695	19779	76.98%	858	3.34%	109	0.42%	1204	4.69%	491	1.91%	1660	6.46%	25	0.10%	1569	6.11%
SPIRIT****	9496	7094	74.71%	64	0.67%	17	0.18%	511	5.38%	43	0.45%	1199	12.63%	6	0.06%	562	5.92%
SKYWEST	49329	41005	83.13%	714	1.45%	120	0.24%	1982	4.02%	137	0.28%	2262	4.59%	10	0.02%	3099	6.28%
UNITED	41342	32819	79.38%	370	0.89%	107	0.26%	3033	7.34%	207	0.50%	2261	5.47%	0	0.00%	2546	6.16%
VIRGIN AMERICA	4915	4104	83.50%	14	0.28%	5	0.10%	149	3.03%	143	2.91%	238	4.84%	1	0.02%	261	5.32%
SOUTHWEST***	106407	87021	81.78%	621	0.58%	266	0.25%	5526	5.19%	494	0.46%	3582	3.37%	10	0.01%	8887	8.35%
TOTAL	485151	397004	81.83%	4520	0.93%	1380	0.28%	24683	5.09%	2773	0.57%	26001	5.36%	97	0.02%	28693	5.91%

***Causes of Delay:**

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

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

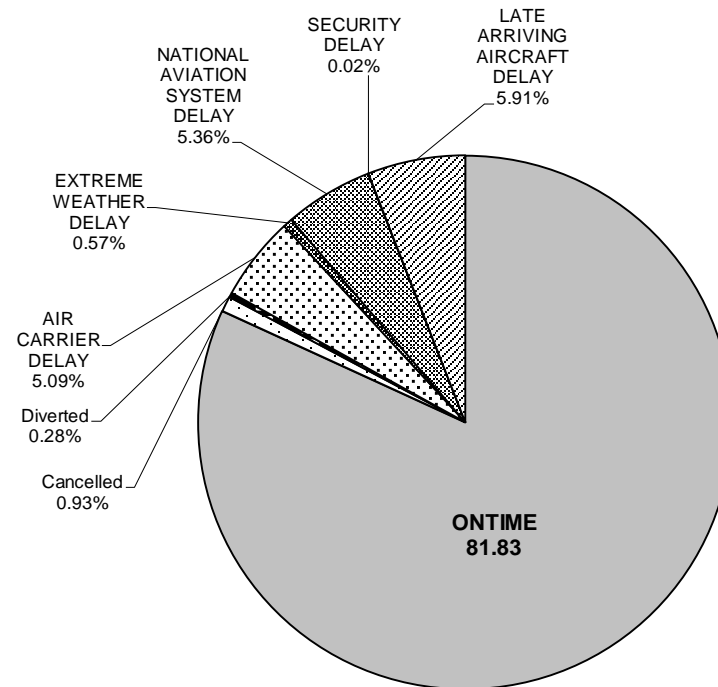
** Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

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

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

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



Causes of Delay:

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport*	Destination Airport*	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
SOUTHWEST	3220	HOU	DEN	4/17/2015	Diversion Airport (PUB)	240

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
NONE						

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

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
UNITED	41,342	27	0.07
AMERICAN*	77,266	43	0.06
-AMERICAN	44,770	27	0.06
-US AIRWAYS	32,496	16	0.05
ENVOY	25,695	11	0.04
EXPRESSJET	49,296	17	0.03
FRONTIER	7,148	2	0.03
SPIRIT***	9,496	2	0.02
SKYWEST	49,329	10	0.02
JETBLUE	22,020	4	0.02
DELTA	72,170	13	0.02
SOUTHWEST**	106,407	6	0.01
ALASKA	13,974	0	0.00
HAWAIIAN	6,093	0	0.00
VIRGIN AMERICA	4,915	0	0.00
TOTAL	485,151	135	0.03

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

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

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

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

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

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

APPENDIX

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

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

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors *

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

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

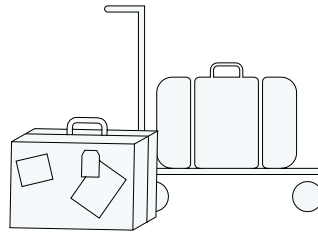
** Effective January 2014, data of the merged operations of American Airlines and US Airways are combined for ranking purposes in this report to reflect the company merger, and appears as AA, American, or American Airlines. The data of the individual operating carriers appears below the combined data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

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

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

MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	APRIL 2015			APRIL 2014		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	412	565,530	0.73	431	540,562	0.80
2	JETBLUE AIRWAYS	4,385	2,515,103	1.74	4,054	2,327,822	1.74
3	DELTA AIR LINES	18,488	9,732,602	1.90	17,056	9,135,664	1.87
4	HAWAIIAN AIRLINES	1,567	763,882	2.05	1,386	736,899	1.88
5	SPIRIT AIRLINES****	3,340	1,300,123	2.57	****	****	****
6	UNITED AIRLINES	15,683	5,750,753	2.73	14,640	5,502,031	2.66
7	ALASKA AIRLINES	4,819	1,765,110	2.73	3,282	1,568,148	2.09
8	SOUTHWEST AIRLINES***	35,363	12,202,998	2.90	39,056	10,746,786	3.63
9	SKYWEST AIRLINES	7,850	2,410,999	3.26	8,003	2,227,136	3.59
10	FRONTIER AIRLINES	2,971	882,802	3.37	1,134	820,140	1.38
11	AMERICAN AIRLINES**	37,664	10,304,799	3.65	30,624	10,198,782	3.00
	-AMERICAN	23,167	5,932,797	3.90	17,231	5,722,752	3.01
	-US AIRWAYS	14,497	4,372,002	3.32	13,393	4,476,030	2.99
12	EXPRESSJET AIRLINES	9,390	2,142,618	4.38	9,817	2,470,734	3.97
13	ENVOY AIR	8,690	1,063,183	8.17	8,822	1,351,296	6.53
	TOTALS	150,622	51,400,502	2.93	138,305	47,626,000	2.90

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

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

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

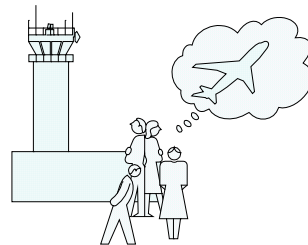
OVERSALES

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

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

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

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



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

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

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

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

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

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	APRIL 2015				APRIL 2014			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,080	54	1	95	891	91	0	235
FOREIGN AIRLINES	293	4	1	24	337	3	0	62
TRAVEL AGENTS	26	1	0	10	19	0	0	8
TOUR OPERATORS	1	0	0	0	0	0	0	0
MISCELLANEOUS	15	17	0	11	12	4	0	20
INDUSTRY TOTALS	1,415	76	2	140	1,259	98	0	325

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	APRIL 2015			APRIL 2014		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	416		1	369	
DELAYS			149			112
CANCELLATIONS			145			155
MISCONNECTIONS			66			68
RES/TKTG/BOARDING	2	206		2	293	
BAGGAGE	3	188		3	167	
CUSTOMER SERVICE	4	172		4	125	
REFUNDS	5	134		5	105	
FARES	6	127		9	32	
DISABILITY	7	59		6	67	
OVERSALES	8	51		7	51	
OTHER	9	35		8	34	
FREQUENT FLYER			18			16
ADVERTISING	10	19		10	10	
DISCRIMINATION	11	8		11	6	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,415			1,259	

* 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*

APRIL 2015

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	1	0	1	2	1	3	4	4	1	0	0	1	18
ALLEGiant AIR	6	0	7	4	4	3	2	1	1	0	0	0	28
AMERICAN AIRLINES	60	8	35	21	40	27	28	8	5	1	0	6	239
DELTA AIR LINES	27	1	11	4	2	7	10	7	0	0	0	3	72
ENVOY AIR	13	0	0	0	0	0	1	0	0	0	0	0	14
EXPRESSJET AIRLINES	16	0	0	0	0	0	1	0	0	0	0	1	18
FRONTIER AIRLINES	26	0	20	5	11	14	9	2	0	0	0	0	87
HAWAIIAN AIRLINES	0	0	2	0	1	0	1	1	0	0	0	0	5
JETBLUE AIRWAYS	7	0	0	4	1	2	5	1	0	0	0	0	20
MESA AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
PIEDMONT AIRLINES	6	1	1	0	0	0	3	0	0	0	0	0	11
REPUBLIC AIRLINES	11	1	0	0	0	0	0	0	0	0	0	0	12
SHUTTLE AMERICA	7	0	0	0	0	0	1	0	0	0	0	0	8
SILVER AIRWAYS	15	0	2	3	4	4	0	0	0	0	0	0	28
SKYWEST AIRLINES	3	3	1	0	0	0	5	0	0	1	0	0	13
SOUTHWEST AIRLINES	14	1	7	2	1	13	8	2	0	2	0	4	54
SPIRIT AIRLINES	20	3	19	16	6	15	17	1	3	0	0	4	104
UNITED AIRLINES	70	10	21	20	14	26	31	11	2	0	0	8	213
US AIRWAYS	27	10	9	14	11	9	8	4	1	1	0	3	97
VIRGIN AMERICA	3	1	0	0	0	1	2	1	1	0	0	0	9
OTHER U. S. AIRLINES	19	1	0	1	0	2	0	2	0	0	0	0	25
TOTAL APRIL 2015	356	40	136	96	96	126	136	45	14	5	0	30	1,080
% OF TOTAL COMPLAINTS	33.0	3.7	12.6	8.9	8.9	11.7	12.6	4.2	1.3	0.5	0.0	2.8	
TOTAL APRIL 2014	330	45	121	24	76	107	94	59	4	6	0	25	891
% OF TOTAL COMPLAINTS	37.0	5.1	13.6	2.7	8.5	12.0	10.5	6.6	0.4	0.7	0.0	2.8	

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

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

Table 4

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

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY INCIDENT DATE
APRIL 2015

U. S. AIRLINES*	COMPS RECD IN APR	INCI- DENTS IN APR	PERCENT	INCI- DENTS IN MAR	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
ALASKA AIRLINES	18	9	50.0	2	11.1	6	33.3	1	5.6
ALLEGiant AIR	28	14	50.0	6	21.4	6	21.4	2	7.1
AMERICAN AIRLINES	239	85	35.6	53	22.2	74	31.0	27	11.3
DELTA AIR LINES	72	38	52.8	11	15.3	18	25.0	5	6.9
ENVOY AIR	14	11	78.6	2	14.3	1	7.1	0	0.0
EXPRESSJET AIRLINES	18	11	61.1	4	22.2	3	16.7	0	0.0
FRONTIER AIRLINES	87	41	47.1	18	20.7	22	25.3	6	6.9
HAWAIIAN AIRLINES	5	2	40.0	0	0.0	3	60.0	0	0.0
JETBLUE AIRWAYS	20	8	40.0	7	35.0	3	15.0	2	10.0
MESA AIRLINES	5	3	60.0	1	20.0	1	20.0	0	0.0
PIEDMONT AIRLINES	11	7	63.6	2	18.2	1	9.1	1	9.1
REPUBLIC AIRLINES	12	9	75.0	2	16.7	1	8.3	0	0.0
SHUTTLE AMERICA	8	7	87.5	1	12.5	0	0.0	0	0.0
SILVER AIRWAYS	28	9	32.1	8	28.6	8	28.6	3	10.7
SKYWEST AIRLINES	13	6	46.2	3	23.1	3	23.1	1	7.7
SOUTHWEST AIRLINES	54	25	46.3	10	18.5	12	22.2	7	13.0
SPIRIT AIRLINES	104	73	70.2	12	11.5	12	11.5	7	6.7
UNITED AIRLINES	213	93	43.7	40	18.8	57	26.8	23	10.8
US AIRWAYS	97	36	37.1	24	24.7	26	26.8	11	11.3
VIRGIN AMERICA	9	5	55.6	1	11.1	0	0.0	3	33.3
OTHER U. S. AIRLINES	25	16	64.0	7	28.0	2	8.0	0	0.0
TOTALS	1,080	508	47.0	214	19.8	259	24.0	99	9.2
PREVIOUS YEAR'S TOTALS	891	368	41.3	174	19.5	267	30.0	82	9.2

* 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**

APRIL 2015

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	1	1	1	2	0	0	1	0	0	0	0	0	6
AEROFLOT	0	0	2	0	0	2	0	1	0	0	0	0	5
AEROMEXICO	1	0	7	0	1	1	2	0	0	0	0	0	12
AIR BERLIN	1	0	0	0	0	5	0	0	0	0	0	0	6
AIR CANADA	13	1	9	1	0	8	7	2	0	0	0	0	41
AIR CHINA	2	0	1	1	0	0	0	1	0	0	0	0	5
AIR FRANCE	1	0	1	1	3	2	2	0	0	1	0	0	11
ALITALIA AIRLINES	2	0	1	0	1	4	0	0	0	0	0	1	9
AVIANCA	0	1	2	0	2	0	1	0	0	0	0	0	6
BRITISH AIRWAYS	2	0	2	3	4	1	1	2	1	0	0	0	16
CATHAY PACIFIC AIRWAYS	3	0	0	1	0	1	0	0	0	0	0	0	5
EMIRATES AIRLINES	1	3	3	3	2	2	1	0	0	0	0	0	15
ETIHAD AIRWAYS	4	0	3	0	2	2	1	3	0	1	0	0	16
KLM	2	0	2	0	2	1	1	0	0	0	0	0	8
LAN AIRLINES	3	0	1	0	0	0	1	0	0	1	0	0	6
LUFTHANSA	1	2	3	2	3	1	0	0	0	0	0	0	12
QATAR AIRWAYS	1	0	2	1	1	4	3	1	0	0	0	0	13
TAM	0	0	1	1	0	5	1	0	0	0	0	0	8
TURKISH AIRLINES	1	0	4	2	2	3	1	0	0	0	0	0	13
OTHER FOREIGN AIRLINES	17	3	13	7	6	19	8	4	1	0	0	2	80
TOTALS	56	11	58	25	29	61	31	14	2	3	0	3	293
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	1	0	9	4	6	0	3	0	3	0	0	0	26
TOTALS	1	0	9	4	6	0	3	0	3	0	0	0	26
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	1	0	0	0	0	0	0	0	0	0	1
TOTALS	0	0	1	0	0	0	0	0	0	0	0	0	1
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	3	0	2	2	3	1	2	0	0	0	0	2	15
TOTALS	3	0	2	2	3	1	2	0	0	0	0	2	15

* 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	APRIL 2015			APRIL 2014		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES***	54	12,202,840	0.44	40	10,574,464	0.38
2	SKYWEST AIRLINES	13	2,486,062	0.52	21	2,280,856	0.92
3	HAWAIIAN AIRLINES	5	799,873	0.63	7	778,720	0.90
4	DELTA AIR LINES	72	11,415,609	0.63	94	10,785,152	0.87
5	JETBLUE AIRWAYS	20	2,923,031	0.68	29	2,688,775	1.08
6	EXPRESSJET AIRLINES	18	2,258,400	0.80	17	2,660,132	0.64
7	ALASKA AIRLINES	18	1,845,538	0.98	11	1,688,189	0.65
8	ENVOY AIR	14	1,099,061	1.27	28	1,408,381	1.99
9	VIRGIN AMERICA	9	583,905	1.54	3	559,420	0.54
10	AMERICAN AIRLINES**	336	12,199,423	2.75	237	12,222,436	1.94
	-AMERICAN	239	7,376,199	3.24	109	7,283,633	1.50
	-US AIRWAYS	97	4,823,224	2.01	128	4,938,803	2.59
11	UNITED AIRLINES	213	7,676,526	2.77	158	7,391,446	2.14
12	SPIRIT AIRLINES****	104	1,417,179	7.34	****	****	****
13	FRONTIER AIRLINES	87	1,003,779	8.67	39	805,320	4.84
	TOTAL	963	57,911,226	1.66	684	53,843,291	1.27

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

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

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

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



**Customer Service Reports to the U.S. Department of Homeland Security for the Month of April 2015
as provided by the Transportation Security Administration^a**

The Transportation Security Administration (TSA) screened approximately 57 million airline passengers and their 46 million checked bags in the month of February as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of April.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
278	.0005	27	.00005	42	.00007	329	.0006

NOTES

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

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

^c The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of April.

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.

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

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

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

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

Carrier	Death	Injury	Loss
<i>Alaska</i>		1	
<i>American</i>	1		
<i>Delta</i>	2		1
<i>ExpressJet</i>		1	
<i>Total</i>	3	2	1