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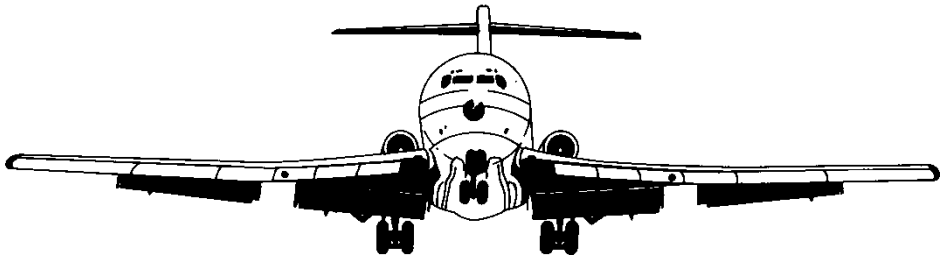
of Transportation



Air Travel Consumer Report

A Product Of The

OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Aviation Consumer Protection Division

Issued: November 2015

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

SEPTEMBER 2015

AIR TRAVEL CONSUMER REPORT

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

	AT 29 REPORTABLE AIRPORTS B/		AT ALL US AIRPORTS C/	
CARRIER	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
DELTA AIR LINES S/	29	90.2	146	90.5
ALASKA AIRLINES S/	25	89.0	61	88.7
SOUTHWEST AIRLINES S/***	24	86.9	86	87.8
VIRGIN AMERICA S/	15	85.9	18	86.4
UNITED AIRLINES S/	28	86.3	83	86.2
EXPRESSJET AIRLINES S/	17	85.9	160	85.8
FRONTIER AIRLINES S/	24	85.7	49	85.8
AMERICAN AIRLINES S/	28	85.5	88	85.6
SKYWEST AIRLINES S/	22	85.3	179	85.3
ENVOY AIR S/	11	84.1	108	84.7
HAWAIIAN AIRLINES S/	8	77.1	17	84.2
JETBLUE AIRWAYS S/	24	79.9	63	80.0
SPIRIT AIRLINES S/****	19	76.1	33	76.7
TOTAL		86.2		86.5

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

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

** Effective 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.

SEPTEMBER 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*	4th Quarter 10-12 2014		1st Quarter 01-03 2015		2nd Quarter 04-06 2015		3rd Quarter 07-09 2015		Jul-15		Aug-15		Sep-15		12 Months Ending Sep 2015	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	**84.1**	**3**	**85.1**	**1**	**88.2**	**2**	**85.9**	**2**	**86.4**	**2**	82.9	2	**88.7**	**2**	**85.9**	**2**
AMERICAN**	**78.8**	**8**	**75.9**	**7**	**78.0**	**7**	***82.0***	***4***	**80.0**	**4**	**80.6**	**6**	***85.6***	***8***	***78.4***	***7***
-AMERICAN	*75.8*	*(--)*	*75.1*	*(--)*	*77.9*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*
-US AIRWAYS	*82.5*	*(--)*	*77.1*	*(--)*	*81.5*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*
DELTA	**87.4**	**2**	**82.8**	**3**	**85.3**	**3**	**86.6**	**1**	**84.2**	**3**	**85.5**	**1**	**90.5**	**1**	**85.6**	**3**
ENVOY	**66.2**	**12**	**60.6**	**13**	**74.8**	**10**	**81.1**	**8**	**78.6**	**7**	**80.5**	**7**	**84.7**	**10**	**70.0**	**12**
EXPRESSJET	**77.3**	**6**	**73.6**	**9**	**76.1**	**9**	**81.6**	**5**	**78.7**	**5**	**80.8**	**4**	**85.8**	**6**	**77.1**	**8**
FRONTIER	**74.6**	**11**	**64.0**	**12**	**71.1**	**12**	**78.0**	**11**	**71.4**	**12**	**77.1**	**11**	**85.8**	**7**	**72.3**	**11**
HAWAIIAN	**89.0**	**1**	**85.1**	**2**	**91.3**	**1**	**84.8**	**3**	**88.6**	**1**	**81.5**	**3**	**84.2**	**11**	**87.5**	**1**
JETBLUE	**81.7**	**4**	**68.0**	**11**	**81.0**	**4**	**76.7**	**12**	**76.5**	**9**	**74.0**	**12**	**80.0**	**12**	**76.8**	**9**
SKYWEST	**74.9**	**10**	**76.8**	**6**	**80.8**	**5**	**81.1**	**7**	**78.7**	**6**	**79.8**	**8**	**85.3**	**9**	**78.5**	**6**
SOUTHWEST***	**77.9**	**7**	**79.0**	**5**	**77.6**	**8**	***80.0***	***9***	**73.5**	**11**	**79.5**	**9**	***87.8***	***3***	***78.5***	***5***
-SOUTHWEST	*77.5*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*
-AIRTRAN	*88.2*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*
SPIRIT******	**(--)**	**(--)**	**70.5**	**10**	**61.8**	**13**	**69.6**	**13**	**68.7**	**13**	**63.7**	**13**	**76.7**	**13**	*(--)*	*(--)*
UNITED	**76.8**	**9**	**75.9**	**8**	**73.9**	**11**	**79.3**	**10**	**73.5**	**10**	**78.8**	**10**	**86.2**	**5**	**76.5**	**10**
VIRGIN AMERICA	**78.0**	**5**	**79.2**	**4**	**79.9**	**6**	**81.2**	**6**	**76.8**	**8**	**80.6**	**5**	**86.4**	**4**	**79.6**	**4**
Total	**78.6**		**76.3**		**79.0**		**81.5**		**78.1**		**80.3**		**86.5**		**78.8**	

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 (Mesa).**

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

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

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AIR TRAVEL CONSUMER REPORT

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

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**	919	82.0	2480	82.2	512	76.4	7715	86.8	2501	83.0	829	85.2	11899	90.7	508	89.8
ALASKA	60	90.0	120	86.7	52	78.8	H/		120	81.7	144	91.7	132	93.9	30	90.0
JETBLUE	H/		3306	82.1	162	87.0	117	81.2	845	82.8	91	81.3	56	96.4	117	80.3
DELTA	20118	92.7	1132	86.5	605	89.9	522	92.9	794	85.8	669	92.4	494	94.1	4511	90.2
EXPRESSJET	4856	83.5	216	85.6	40	72.5	352	80.7	227	83.7	1	100.0	2524	90.2	1764	85.7
FRONTIER	540	83.0	H/		H/		60	78.3	88	79.5	1961	89.8	120	92.5	77	90.9
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY	67	82.1	H/		138	78.3	H/		43	76.7	H/		3741	90.2	142	77.5
SPIRIT****	581	67.6	240	74.6	321	72.9	H/		H/		321	88.5	761	80.6	606	77.4
SKYWEST	388	84.5	19	89.5	H/		93	66.7	176	81.8	4090	88.6	357	85.7	953	84.2
UNITED	326	84.4	1105	81.6	297	78.8	51	84.3	415	79.0	4253	90.1	264	87.9	110	80.0
VIRGIN AMERICA	H/		141	91.5	H/		H/		111	81.1	H/		H/		H/	
SOUTHWEST***	3476	88.8	965	83.1	5590	84.7	175	74.9	1272	87.8	5034	89.6	H/		569	86.5
TOTAL	31331	89.6	9724	82.8	7717	83.7	9085	86.4	6592	83.8	17393	89.3	20348	90.2	9387	87.2

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

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SEPTEMBER 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*																
	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**	641	77.5	583	78.4	217	81.6	756	84.0	1500	79.7	1245	88.1	3192	85.1	2256	81.4
ALASKA	61	91.8	30	80.0	30	86.7	33	97.0	15	93.3	314	92.4	895	89.6	H/	
JETBLUE	532	79.5	1422	74.4	173	84.4	H/		3560	78.1	403	81.6	365	88.5	540	75.4
DELTA	511	89.4	791	86.6	244	92.6	206	94.2	2100	84.3	1018	90.5	2498	86.1	1929	85.2
EXPRESSJET	2661	82.1	H/		92	87.0	4639	90.5	H/		H/		H/		807	82.0
FRONTIER	H/		47	85.1	200	82.5	150	76.0	H/		437	85.8	147	89.1	90	81.1
HAWAIIAN	H/		H/		H/		H/		27	66.7	73	82.2	132	90.9	H/	
ENVOY	56	75.0	H/		H/		H/		165	72.1	H/		H/		685	75.3
SPIRIT****	H/		958	76.2	H/		542	73.4	H/		893	79.5	474	77.2	330	78.8
SKYWEST	H/		H/		H/		1326	86.7	H/		140	85.7	2982	76.9	15	80.0
UNITED	3572	85.6	291	84.9	1637	86.4	4521	90.1	356	87.1	1057	88.6	2437	82.1	711	79.7
VIRGIN AMERICA	166	92.2	61	83.6	147	87.1	H/		322	87.9	323	86.1	1071	83.4	107	69.2
SOUTHWEST***	504	83.5	1148	81.5	185	85.4	H/		H/		6125	90.4	3312	80.8	948	85.1
TOTAL	8704	83.8	5331	79.3	2925	86.2	12173	88.7	8045	80.6	12028	88.6	17505	82.7	8418	81.5

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SEPTEMBER 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*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	1427	77.9	H/		4209	78.3	671	85.5	4756	84.7	374	88.5	3768	85.0	4533	90.2
ALASKA	58	89.7	H/		H/		60	93.3	179	89.4	1170	91.8	30	73.3	176	87.5
JETBLUE	1449	80.7	H/		H/		H/		215	82.3	117	76.9	143	87.4	60	73.3
DELTA	1232	90.4	225	90.7	701	87.6	5263	89.0	660	84.7	508	90.2	607	86.2	548	92.0
EXPRESSJET	H/		87	85.1	H/		398	83.7	3817	85.1	H/		2	100.0	1	100.0
FRONTIER	381	82.4	H/		180	77.8	182	92.3	437	82.6	90	95.6	272	74.6	141	85.1
HAWAIIAN	H/		H/		H/		H/		H/		30	56.7	H/		30	80.0
ENVOY	H/		H/		335	78.5	H/		5642	82.2	H/		3	100.0	H/	
SPIRIT****	404	75.0	H/		H/		303	68.0	957	73.5	69	75.4	150	72.0	54	87.0
SKYWEST	H/		31	77.4	32	75.0	2269	83.4	3758	81.8	482	89.8	4	50.0	1443	89.7
UNITED	793	84.6	H/		189	79.9	333	84.1	5608	86.3	511	88.1	354	79.7	451	86.3
VIRGIN AMERICA	30	96.7	H/		H/		H/		140	80.7	30	93.3	H/		H/	
SOUTHWEST***	2606	85.6	6980	88.6	H/		691	87.7	H/		1084	90.0	672	83.3	4588	88.6
TOTAL	8380	83.5	7323	88.5	5646	79.5	10170	86.5	26169	83.7	4465	89.5	6005	83.8	12025	89.2

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

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*** 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.

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SEPTEMBER 2015

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	701	85.4	758	84.7	1362	85.7	346	90.2	965	82.3
ALASKA	455	90.8	4600	87.7	457	88.6	189	95.8	30	93.3
JETBLUE	113	85.0	206	77.7	445	78.4	120	70.8	434	80.0
DELTA	498	93.8	1318	87.1	946	85.5	3012	93.7	777	88.7
EXPRESSJET	H/		H/		H/		H/		H/	
FRONTIER	82	89.0	97	81.4	181	86.7	94	89.4	115	82.6
HAWAIIAN	30	63.3	60	68.3	60	70.0	H/		H/	
ENVOY	H/		H/		H/		H/		H/	
SPIRIT****	180	84.4	H/		H/		H/		183	69.4
SKYWEST	630	82.5	1351	88.7	2967	83.4	3702	92.5	H/	
UNITED	703	89.5	798	87.1	4167	86.2	129	81.4	405	80.7
VIRGIN AMERICA	169	94.1	187	77.0	1445	88.0	H/		H/	
SOUTHWEST***	2612	87.5	1136	83.8	1288	81.4	814	86.6	1866	86.7
TOTAL	6173	87.7	10511	86.5	13318	85.0	8406	91.8	4775	84.3

* 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	91.5	84.5	89.4	90.9	J/	93.0	94.2	94.0	90.4	79.1	91.7	95.0	86.5	97.4	91.3	J/	79.3	97.6
700 - 759 AM	96.1	93.6	90.8	95.5	95.2	96.2	93.9	94.5	94.6	75.2	89.9	91.4	87.0	94.6	93.7	91.8	79.4	95.1
800 - 859 AM	92.9	90.4	95.2	92.7	90.0	92.6	96.7	92.4	91.6	96.0	85.3	92.9	89.0	96.9	88.7	90.8	95.7	92.6
900 - 959 AM	93.4	95.5	93.0	93.1	92.6	92.0	93.5	93.7	91.6	87.2	86.7	94.1	91.2	95.2	87.1	91.1	95.7	95.7
1000 - 1059 AM	92.1	91.0	91.5	89.4	94.9	89.5	92.9	91.7	92.3	90.5	89.2	92.1	90.5	91.8	88.8	87.6	92.0	94.1
1100 - 1159 AM	94.2	90.1	93.1	92.9	94.0	90.9	92.3	89.0	88.4	88.7	94.0	93.5	91.7	93.7	83.7	88.5	88.0	93.4
1200 - 1259 PM	92.5	88.8	90.2	92.3	87.0	94.2	91.3	93.2	90.0	81.1	96.7	93.9	91.8	89.4	84.6	84.9	89.6	95.1
100 - 159 PM	93.1	86.1	88.7	89.8	90.5	92.4	91.1	91.8	89.5	82.8	86.7	91.2	81.9	89.4	84.2	89.4	88.5	89.8
200 - 259 PM	93.1	85.9	89.6	89.5	85.5	90.3	90.7	89.1	86.8	82.7	94.3	89.6	83.3	88.4	82.4	83.0	82.7	88.3
300 - 359 PM	93.0	85.5	82.0	85.6	82.7	89.5	88.9	90.0	84.8	80.8	88.2	84.9	89.6	90.3	85.1	82.6	83.6	87.5
400 - 459 PM	88.8	81.2	79.7	82.1	79.1	88.5	88.4	86.6	85.8	77.4	83.4	87.6	81.8	85.3	79.0	78.3	79.4	87.5
500 - 559 PM	87.2	77.6	77.6	82.0	79.9	86.8	86.6	76.7	77.0	76.5	80.9	83.1	80.6	88.5	79.7	72.2	77.9	84.2
600 - 659 PM	88.4	78.9	84.5	82.2	80.7	85.3	87.8	81.2	78.4	67.5	84.9	85.8	75.4	86.2	81.1	76.7	76.2	81.9
700 - 759 PM	80.5	70.5	75.8	76.1	79.5	87.4	88.5	79.0	73.8	67.2	88.6	82.3	79.1	82.9	79.6	74.6	75.3	82.3
800 - 859 PM	80.7	72.9	71.3	83.8	77.0	84.0	87.3	82.0	76.2	72.0	74.4	85.0	72.7	84.7	75.4	72.8	78.1	81.8
900 - 959 PM	81.6	76.5	71.4	78.6	74.5	85.1	85.6	84.3	75.8	75.1	80.8	74.3	67.3	81.0	73.4	76.8	75.4	83.7
1000 - 1059 PM	84.4	76.5	79.4	82.3	81.1	83.1	85.7	81.4	79.1	70.2	77.5	73.7	65.5	77.5	75.8	72.1	78.3	80.3
1100 - 559 AM	85.7	82.2	80.3	87.4	82.3	86.0	88.6	83.7	83.6	77.3	87.4	88.0	79.2	84.1	85.9	78.5	82.1	87.3
TOTAL, ALL ARRIVALS, BY AIRPORT	89.6	82.8	83.7	86.4	83.8	89.3	90.2	87.2	83.8	79.3	86.2	88.7	80.6	88.6	82.7	81.5	83.5	88.5

* 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	91.8	94.4	89.5	J/	93.1	94.6	90.5	93.2	94.3	J/	75.0	91.5
700 - 759 AM	81.7	91.0	89.0	97.7	91.4	94.7	96.9	93.2	95.3	98.2	100.0	93.3
800 - 859 AM	89.6	89.6	87.5	93.2	91.6	92.3	94.3	95.4	95.1	97.4	96.3	92.4
900 - 959 AM	86.6	94.1	90.1	98.0	84.4	95.3	92.9	93.2	87.2	96.5	91.6	92.2
1000 - 1059 AM	90.2	89.6	91.0	94.2	87.8	93.7	90.4	84.8	86.6	96.5	93.3	90.8
1100 - 1159 AM	85.9	91.2	85.2	92.8	78.8	93.0	90.0	80.9	85.2	93.3	87.4	89.7
1200 - 1259 PM	88.0	92.7	86.3	91.8	92.7	92.5	89.8	91.6	82.9	89.7	92.0	90.0
100 - 159 PM	78.2	88.8	86.2	88.3	91.3	89.8	88.6	87.3	87.6	92.9	84.9	89.1
200 - 259 PM	82.5	88.6	85.3	84.8	85.8	88.2	88.1	88.5	84.2	91.9	86.5	87.9
300 - 359 PM	79.1	86.6	83.9	89.6	84.7	89.8	86.3	93.3	85.6	94.6	87.8	87.3
400 - 459 PM	74.0	85.4	81.4	92.1	82.2	88.6	90.9	86.7	84.4	90.7	84.1	84.8
500 - 559 PM	68.9	84.6	78.6	92.7	79.1	84.9	82.8	83.4	84.8	91.4	84.6	82.3
600 - 659 PM	64.1	74.9	77.4	86.5	81.5	84.4	81.1	87.2	84.1	89.2	78.2	81.8
700 - 759 PM	65.8	85.3	76.8	89.1	79.3	83.4	86.0	85.6	83.4	88.8	78.2	81.0
800 - 859 PM	64.3	84.1	78.4	89.4	73.0	81.6	85.6	86.4	81.4	86.7	73.0	80.0
900 - 959 PM	81.8	84.2	78.2	85.4	80.4	84.9	82.0	80.0	78.0	87.0	76.9	79.0
1000 - 1059 PM	78.4	86.7	75.1	83.6	74.4	83.5	84.6	81.4	79.2	84.1	73.1	78.6
1100 - 559 AM	82.1	88.2	85.2	81.9	82.0	75.7	84.9	85.0	85.0	85.6	88.1	84.0
TOTAL, ALL ARRIVALS, BY AIRPORT	79.5	86.5	83.7	89.5	83.8	89.2	87.7	86.5	85.0	91.8	84.3	86.2

*** 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	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	93.3	96.3	96.3	93.3	97.0	97.2	94.5	94.4	93.9	95.7	94.7	91.4	94.2	96.9	94.5	95.4	94.5	98.3
700 - 759 AM	91.4	93.6	92.4	93.2	94.4	95.6	92.1	92.3	95.0	95.8	97.9	89.7	94.8	95.8	93.5	92.5	96.6	92.4
800 - 859 AM	94.3	91.7	88.8	93.4	92.5	94.6	92.2	93.8	93.2	95.2	93.8	90.0	92.1	94.8	90.3	90.8	92.8	90.3
900 - 959 AM	91.9	92.3	87.1	92.6	92.0	90.6	90.3	88.1	92.7	89.3	92.3	92.2	93.6	92.0	87.8	91.1	92.6	91.1
1000 - 1059 AM	92.4	93.0	88.4	90.2	91.2	89.5	90.5	91.9	93.3	91.1	90.1	91.4	92.4	91.2	86.2	91.8	91.5	92.1
1100 - 1159 AM	90.7	87.0	85.8	91.2	93.4	85.1	85.6	89.2	88.3	85.4	83.3	89.4	89.8	88.1	83.5	88.8	90.5	90.9
1200 - 1259 PM	92.2	86.6	83.9	89.2	91.1	88.1	84.6	89.8	87.2	83.0	91.0	91.2	87.7	87.3	81.3	88.8	91.5	88.4
100 - 159 PM	92.2	85.4	85.8	87.9	85.8	89.1	87.4	88.4	86.2	82.3	88.1	90.3	87.8	84.2	84.3	83.9	85.7	83.1
200 - 259 PM	88.2	83.0	78.1	85.0	86.0	88.9	84.1	87.1	83.0	76.4	80.4	86.9	81.0	82.6	80.7	84.1	84.0	78.2
300 - 359 PM	86.3	84.3	76.2	85.1	88.9	85.3	86.6	86.3	79.2	71.1	88.7	83.2	77.3	82.0	80.7	82.1	72.9	81.4
400 - 459 PM	85.7	83.5	70.2	81.7	76.8	87.5	84.4	81.8	79.8	74.9	78.3	81.4	84.7	82.2	81.1	79.0	74.5	77.9
500 - 559 PM	83.9	79.6	71.3	83.3	78.8	79.5	83.5	82.3	80.0	69.2	74.3	83.9	77.1	82.8	83.1	79.9	79.4	72.2
600 - 659 PM	81.4	77.2	70.1	80.9	74.1	83.5	83.1	67.6	76.4	66.1	79.3	81.4	76.7	83.8	80.9	75.3	75.0	71.6
700 - 759 PM	85.6	77.0	77.4	74.3	78.8	83.4	82.7	81.6	73.3	61.0	84.5	84.5	72.2	79.4	78.4	74.0	71.2	72.2
800 - 859 PM	78.5	74.1	69.0	79.3	78.7	86.7	85.8	83.1	70.8	71.3	62.5	80.0	77.3	74.4	75.6	73.0	79.7	77.3
900 - 959 PM	83.3	80.2	68.8	J/	80.9	82.9	85.5	81.0	75.6	67.9	86.7	84.5	69.6	83.6	76.6	80.5	78.2	77.4
1000 - 1059 PM	84.8	J/	75.5	81.8	71.4	90.2	87.4	76.0	66.7	75.0	83.8	42.9	69.1	85.9	82.4	73.3	J/	82.7
1100 - 559 AM	89.9	96.7	98.4	97.8	97.1	89.8	89.8	100.0	92.9	97.1	95.7	98.6	84.8	86.4	89.3	96.4	91.0	98.4
TOTAL, ALL DEPARTURES, BY AIRPORT	88.1	86.9	81.2	85.9	87.0	87.6	87.0	87.1	84.9	80.1	85.7	87.4	84.6	87.1	84.6	85.1	85.2	83.4

* 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	92.1	91.3	90.2	97.3	95.2	95.8	97.2	95.1	93.6	95.8	96.9	94.9
700 - 759 AM	90.9	93.4	90.8	95.8	93.3	94.1	96.4	93.2	95.0	93.7	96.6	93.4
800 - 859 AM	87.5	87.4	87.0	94.8	91.6	89.7	92.9	92.0	91.6	95.0	93.5	91.9
900 - 959 AM	88.3	92.3	88.1	89.2	90.3	91.8	92.5	91.5	89.2	94.8	94.4	91.0
1000 - 1059 AM	89.0	91.8	87.9	93.7	85.4	91.3	88.7	89.5	81.5	89.9	90.6	90.0
1100 - 1159 AM	91.7	91.9	85.4	92.6	86.9	92.0	87.8	82.6	79.7	93.4	89.0	88.1
1200 - 1259 PM	79.1	85.7	83.2	89.3	88.5	89.7	88.3	84.1	80.7	88.3	87.9	87.0
100 - 159 PM	80.3	89.9	80.7	87.8	86.4	88.9	87.7	84.1	80.6	90.4	85.8	86.4
200 - 259 PM	70.7	87.5	79.5	84.7	87.0	86.1	85.0	83.6	80.1	86.2	80.1	83.7
300 - 359 PM	70.2	88.2	81.7	85.4	82.5	83.5	88.5	85.0	83.8	90.9	83.2	83.6
400 - 459 PM	77.3	83.0	79.1	89.8	82.5	87.0	86.7	89.6	84.5	89.5	77.8	82.4
500 - 559 PM	75.1	84.7	78.8	84.7	77.2	85.9	87.0	82.8	84.4	88.8	82.5	81.1
600 - 659 PM	65.9	81.5	75.5	89.3	81.6	82.2	78.1	83.3	81.3	84.1	80.2	79.1
700 - 759 PM	71.6	83.8	74.7	85.6	80.3	78.3	85.4	89.6	82.8	71.0	70.9	79.7
800 - 859 PM	71.2	80.4	77.2	91.2	84.7	82.5	86.7	89.1	86.4	91.0	80.3	80.1
900 - 959 PM	70.9	85.6	82.2	92.7	88.3	80.0	84.7	86.9	88.6	96.2	71.6	82.0
1000 - 1059 PM	J/	88.5	79.0	90.8	88.4	88.6	95.6	78.9	86.3	86.4	J/	83.5
1100 - 559 AM	78.8	95.7	93.7	91.8	95.7	91.8	J/	91.9	90.3	83.9	98.6	91.0
TOTAL, ALL DEPARTURES, BY AIRPORT	78.2	88.4	82.6	91.3	86.5	88.2	89.3	87.9	85.6	91.7	86.2	86.2

*** 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***

CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

None

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

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

None

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

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

SPIRIT	805	Aug	ATL-LAS	2055	31	22	70.97	93.32
SPIRIT	805	Sep	ATL-LAS	2025	30	20	66.67	85.35

* 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***	336	4	1.2
EXPRESSJET	1,523	1	0.1
SKYWEST	1,617	1	0.1
SOUTHWEST**	3,505	0	0.0
DELTA	2,592	0	0.0
AMERICAN*	2,545	0	0.0
UNITED	1,236	0	0.0
ENVOY	742	0	0.0
JETBLUE	709	0	0.0
ALASKA	482	0	0.0
FRONTIER	266	0	0.0
HAWAIIAN	199	0	0.0
VIRGIN AMERICA	180	0	0.0
TOTAL	15,932	6	0.0

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)	90.0	91.7	60	60
ABILENE TX (ABI)	93.8	92.2	193	193
ADAK ISLAND AK (ADK)	100.0	50.0	8	8
AGUADILLA PR (BQN)	79.6	83.2	93	95
AKRON OH (CAK)	89.9	92.9	464	464
ALBANY GA (ABY)	82.1	89.7	78	78
ALBANY NY (ALB)	84.4	88.6	694	693
ALBUQUERQUE NM (ABQ)	89.1	90.1	1,756	1,758
ALEXANDRIA LA (AEX)	85.0	90.3	267	267
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	83.3	88.7	221	221
ALPENA MI (APN)	88.5	88.5	52	52
AMARILLO TX (AMA)	91.7	93.4	289	288
ANCHORAGE AK (ANC)	85.8	90.0	1,475	1,482
APPLETON WI (ATW)	84.9	89.4	245	245
ARCATA/EUREKA CA (ACV)	75.4	79.8	114	114
ARLINGTON VA (DCA)	83.8	87.0	6,592	6,591
ASHEVILLE NC (AVL)	86.5	91.1	282	281
ASPEN CO (ASE)	85.8	87.0	113	115
ATLANTA GA (ATL)	89.6	88.1	31,331	31,333
ATLANTIC CITY NJ (ACY)	77.2	84.6	268	267
AUGUSTA GA (AGS)	85.6	88.4	216	215
AUSTIN TX (AUS)	88.5	90.3	3,807	3,806
BAKERSFIELD CA (BFL)	86.3	91.4	197	197
BALTIMORE MD (BWI)	83.7	81.2	7,717	7,719
BANGOR ME (BGR)	92.9	100.0	42	42
BARROW AK (BRW)	85.7	89.6	77	77
BATON ROUGE LA (BTR)	87.6	89.6	595	596
BEAUMONT/PORT ARTHUR TX (BPT)	83.3	84.5	84	84
BEMIDJI MN (BJI)	93.3	93.3	60	60
BEND/REDMOND OR (RDM)	87.8	91.0	189	189
BETHEL AK (BET)	90.2	93.9	82	82
BILLINGS MT (BIL)	90.1	93.4	243	243
BIRMINGHAM AL (BHM)	87.8	90.5	1,108	1,108
BISMARCK/MANDAN ND (BIS)	88.7	87.7	300	301
BLOOMINGTON/NORMAL IL (BMI)	84.1	92.7	245	246
BOISE ID (BOI)	85.1	87.0	1,075	1,075
BOSTON MA (BOS)	82.8	86.9	9,724	9,726
BOZEMAN MT (BZN)	92.9	93.3	420	420
BRAINERD MN (BRD)	88.5	90.4	52	52
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	83.2	89.4	161	161
BROWNSVILLE TX (BRO)	93.6	94.1	188	188
BRUNSWICK GA (BQK)	80.0	87.5	80	80
BUFFALO NY (BUF)	85.8	89.9	1,519	1,518

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BURBANK CA (BUR)	89.0	90.0	1,698	1,698
BURLINGTON VT (BTV)	82.1	87.6	346	348
BUTTE MT (BTM)	100.0	100.0	60	60
CASPER WY (CPR)	93.7	95.1	142	142
CEDAR CITY UT (CDC)	88.5	90.4	52	52
CEDAR RAPIDS/IOWA CITY IA (CID)	86.2	87.4	484	485
CHAMPAIGN/URBANA IL (CMI)	86.5	87.0	200	200
CHANTILLY VA (IAD)	86.2	85.7	2,925	2,925
CHARLESTON SC (CHS)	86.3	88.5	1,071	1,071
CHARLESTON/DUNBAR WV (CRW)	84.5	82.2	213	213
CHARLOTTE AMALIE VI (STT)	85.3	90.8	184	184
CHARLOTTE NC (CLT)	86.4	85.9	9,085	9,086
CHARLOTTESVILLE VA (CHO)	86.7	82.7	226	226
CHATTANOOGA TN (CHA)	83.2	90.7	386	386
CHICAGO IL (MDW)	88.5	83.4	7,323	7,324
CHICAGO IL (ORD)	83.7	82.6	26,169	26,163
CHRISTIANSTED VI (STX)	78.3	75.0	60	60
CLEVELAND OH (CLE)	86.5	88.7	3,125	3,123
CODY WY (COD)	100.0	96.9	32	32
COLLEGE STATION/BRYAN TX (CLL)	91.7	93.7	204	205
COLORADO SPRINGS CO (COS)	86.3	90.7	592	591
COLUMBIA MO (COU)	87.7	88.6	114	114
COLUMBIA SC (CAE)	84.7	88.5	444	445
COLUMBUS GA (CSG)	81.1	87.9	106	107
COLUMBUS MS (GTR)	85.9	92.9	85	85
COLUMBUS OH (CMH)	87.0	87.2	2,062	2,063
CORDOVA AK (CDV)	88.3	73.3	60	60
CORPUS CHRISTI TX (CRP)	90.7	90.7	302	302
COVINGTON KY (CVG)	84.0	86.9	1,790	1,790
DALLAS TX (DAL)	91.2	86.8	5,737	5,737
DALLAS/FORT WORTH TX (DFW)	90.2	87.0	20,348	20,334
DAYTON OH (DAY)	85.2	86.6	704	703
DAYTONA BEACH FL (DAB)	89.2	90.1	111	111
DEADHORSE AK (SCC)	85.7	88.3	77	77
DENVER CO (DEN)	89.3	87.6	17,393	17,397
DES MOINES IA (DSM)	87.2	87.1	671	672
DETROIT MI (DTW)	87.2	87.1	9,387	9,392
DEVILS LAKE ND (DVL)	87.2	85.1	47	47
DICKINSON ND (DIK)	98.3	93.2	59	59
DOTHAN AL (DHN)	86.2	88.1	109	109
DUBUQUE IA (DBQ)	89.3	91.7	84	84
DULUTH MN (DLH)	83.0	85.6	218	216
DURANGO CO (DRO)	93.3	93.3	179	179

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EAGLE CO (EGE)	83.3	90.0	30	30
EAU CLAIRE WI (EAU)	85.0	96.6	60	59
EL PASO TX (ELP)	89.3	91.8	1,024	1,024
ELKO NV (EKO)	80.0	100.0	5	4
ELMIRA/CORNING NY (ELM)	77.6	85.8	183	183
ERIE PA (ERI)	77.6	84.5	58	58
ESCANABA MI (ESC)	86.5	86.5	52	52
EUGENE OR (EUG)	89.0	88.7	326	328
EVANSVILLE IN (EVV)	87.6	90.5	379	378
FAIRBANKS AK (FAI)	89.3	89.8	187	187
FARGO ND (FAR)	85.0	87.5	441	441
FAYETTEVILLE AR (XNA)	84.7	87.8	901	902
FAYETTEVILLE NC (FAY)	87.3	88.1	134	134
FLAGSTAFF AZ (FLG)	85.5	87.6	145	145
FLINT MI (FNT)	86.0	91.2	386	386
FORT LAUDERDALE FL (FLL)	79.3	80.1	5,331	5,327
FORT MYERS FL (RSW)	82.3	83.2	1,377	1,378
FORT SMITH AR (FSM)	86.5	89.5	171	171
FORT WAYNE IN (FWA)	85.8	88.4	501	501
FRESNO CA (FAT)	85.1	83.4	650	651
GAINESVILLE FL (GNV)	83.5	89.2	249	249
GARDEN CITY KS (GCK)	91.5	93.2	59	59
GILLETTE WY (GCC)	94.2	95.4	86	87
GRAND FORKS ND (GFK)	88.9	92.2	90	90
GRAND ISLAND NE (GRI)	91.1	94.6	56	56
GRAND JUNCTION CO (GJT)	90.6	92.6	299	299
GRAND RAPIDS MI (GRR)	85.7	88.8	953	955
GREAT FALLS MT (GTF)	93.2	96.3	190	189
GREEN BAY WI (GRB)	83.2	88.1	465	464
GREENSBORO/HIGH POINT NC (GSO)	85.2	88.1	647	646
GREER SC (GSP)	87.3	91.0	566	566
GUAM TT (GUM)	93.3	80.0	30	30
GULFPORT/BILOXI MS (GPT)	86.3	92.0	299	299
GUNNISON CO (GUC)	73.9	87.0	23	23
HANCOCK/HOUGHTON MI (CMX)	80.3	83.6	61	61
HARLINGEN/SAN BENITO TX (HRL)	91.8	95.1	267	267
HARRISBURG PA (MDT)	85.8	89.2	240	241
HARTFORD CT (BDL)	82.1	88.9	1,566	1,566
HATTIESBURG/LAUREL MS (PIB)	92.3	92.3	52	52
HAYDEN CO (HDN)	75.0	77.8	8	9
HAYS KS (HYS)	92.3	94.2	52	52
HELENA MT (HLN)	90.4	93.4	136	137
HIBBING MN (HIB)	91.5	93.9	82	82

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HILO HI (ITO)	88.5	90.3	495	495
HOBBS NM (HOB)	93.5	95.7	46	46
HONOLULU HI (HNL)	82.4	89.4	3,655	3,658
HOUSTON TX (HOU)	90.8	87.6	4,581	4,580
HOUSTON TX (IAH)	88.7	87.4	12,173	12,167
HUNTSVILLE AL (HSV)	89.7	90.8	380	380
HYANNIS MA (HYA)	87.5	87.5	8	8
IDAHO FALLS ID (IDA)	91.1	93.6	202	203
INDIANAPOLIS IN (IND)	88.8	89.7	2,168	2,166
INTERNATIONAL FALLS MN (INL)	86.5	90.4	52	52
IRON MOUNTAIN/KINGSFD MI (IMT)	96.4	94.6	56	56
ISLIP NY (ISP)	78.0	86.0	350	350
JACKSON WY (JAC)	85.8	91.1	332	337
JACKSON/VICKSBURG MS (JAN)	90.1	93.0	625	625
JACKSONVILLE FL (JAX)	84.6	87.6	1,549	1,547
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	87.0	86.0	100	100
JAMESTOWN ND (JMS)	83.6	83.6	73	73
JOPLIN MO (JLN)	84.7	91.5	59	59
JUNEAU AK (JNU)	84.4	81.3	372	374
KAHULUI HI (OGG)	86.3	87.2	1,733	1,732
KALAMAZOO MI (AZO)	83.8	88.8	160	161
KALISPELL MT (FCA)	85.8	91.4	232	232
KANSAS CITY MO (MCI)	88.1	90.5	3,379	3,383
KETCHIKAN AK (KTN)	85.0	83.1	207	207
KEY WEST FL (EYW)	87.5	82.7	104	104
KILLEEN TX (GRK)	90.4	93.0	344	344
KNOXVILLE TN (TYS)	85.5	90.9	628	629
KODIAK AK (ADQ)	95.7	87.2	47	47
KONA HI (KOA)	88.3	88.8	905	905
KOTZEBUE AK (OTZ)	85.0	75.0	60	60
LA CROSSE WI (LSE)	85.1	87.8	148	148
LAFAYETTE LA (LFT)	86.9	88.8	427	428
LAKE CHARLES LA (LCH)	90.2	93.3	164	164
LANSING MI (LAN)	88.9	92.2	153	153
LARAMIE WY (LAR)	92.3	92.3	52	52
LAREDO TX (LRD)	91.4	92.9	197	197
LAS VEGAS NV (LAS)	88.6	87.1	12,028	12,029
LATROBE PA (LBE)	85.1	85.1	121	121
LAWTON/FORT SILL OK (LAW)	89.2	93.3	120	120
LEWISTON ID (LWS)	98.0	98.0	51	51
LEXINGTON KY (LEX)	86.3	91.0	553	553
LIHUE HI (LIH)	87.1	87.2	850	849
LINCOLN NE (LNK)	83.2	90.1	304	303

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LITTLE ROCK AR (LIT)	86.5	88.5	957	958
LONG BEACH CA (LGB)	84.2	84.3	785	784
LONGVIEW TX (GGG)	90.9	90.9	55	55
LOS ANGELES CA (LAX)	82.7	84.6	17,505	17,499
LOUISVILLE KY (SDF)	88.2	88.1	812	812
LUBBOCK TX (LBB)	88.9	91.0	389	389
MADISON WI (MSN)	88.6	90.7	848	848
MANCHESTER NH (MHT)	82.4	87.5	607	608
MANHATTAN/FT. RILEY KS (MHK)	88.5	95.9	148	148
MARQUETTE MI (MQT)	61.5	84.6	26	26
MARTHA'S VINEYARD MA (MVY)	85.2	85.2	27	27
MEDFORD OR (MFR)	85.7	87.4	238	238
MELBOURNE FL (MLB)	82.4	87.0	108	108
MEMPHIS TN (MEM)	88.5	89.1	1,335	1,337
MERIDIAN MS (MEI)	93.9	95.1	82	82
MIAMI FL (MIA)	79.5	78.2	5,646	5,645
MIDLAND/ODESSA TX (MAF)	90.1	93.0	615	615
MILWAUKEE WI (MKE)	88.8	88.4	2,554	2,555
MINNEAPOLIS MN (MSP)	86.5	88.4	10,170	10,138
MINOT ND (MOT)	88.2	93.1	204	204
MISSION/MCALLEN/EDINBURG TX (MFE)	88.4	88.0	242	242
MISSOULA MT (MSO)	93.5	93.5	230	230
MOBILE AL (MOB)	83.6	89.0	446	446
MOLINE IL (MLI)	86.1	88.8	346	347
MONROE LA (MLU)	87.7	92.9	269	269
MONTEREY CA (MRY)	81.9	82.4	243	244
MONTGOMERY AL (MGM)	85.7	87.7	301	301
MONTROSE/DELTA CO (MTJ)	75.0	90.2	40	41
MOSINEE WI (CWA)	79.3	92.9	140	140
MUSKEGON MI (MKG)	83.3	80.0	60	60
MYRTLE BEACH SC (MYR)	84.2	83.1	486	486
NANTUCKET MA (ACK)	82.3	79.7	79	79
NASHVILLE TN (BNA)	89.0	88.4	4,278	4,278
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	78.8	92.3	52	52
NEW ORLEANS LA (MSY)	89.8	91.6	3,291	3,290
NEW YORK NY (JFK)	80.6	84.6	8,045	8,035
NEW YORK NY (LGA)	81.5	85.1	8,418	8,434
NEWARK NJ (EWR)	83.8	84.9	8,704	8,718
NEWBURGH/POUGHKEEPSIE NY (SWF)	76.7	88.3	60	60
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	84.4	81.7	109	109
NIAGARA FALLS NY (IAG)	72.7	77.3	22	22
NOME AK (OME)	81.7	78.3	60	60
NORFOLK VA (ORF)	85.3	87.6	870	869

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
NORTH BEND/COOS BAY OR (OTH)	75.0	82.5	40	40
OAKLAND CA (OAK)	86.5	84.9	3,849	3,850
OKLAHOMA CITY OK (OKC)	88.4	90.6	1,539	1,538
OMAHA NE (OMA)	88.1	87.5	1,415	1,413
ONTARIO CA (ONT)	85.2	84.9	1,661	1,661
ORLANDO FL (MCO)	83.5	85.2	8,380	8,379
PADUCAH KY (PAH)	85.0	90.0	60	60
PAGO PAGO TT (PPG)	100.0	62.5	8	8
PALM SPRINGS CA (PSP)	83.1	87.4	485	485
PANAMA CITY FL (ECP)	91.3	95.1	366	366
PASCO/KENNEWICK/RICHLAND WA (PSC)	91.1	94.1	202	202
PELLSTON MI (PLN)	83.3	91.7	60	60
PENSACOLA FL (PNS)	86.9	91.4	487	488
PEORIA IL (PIA)	86.6	88.9	477	477
PETERSBURG AK (PSG)	93.3	90.0	60	60
PHILADELPHIA PA (PHL)	83.8	86.5	6,005	6,004
PHOENIX AZ (PHX)	89.2	88.2	12,025	12,023
PITTSBURGH PA (PIT)	87.9	89.5	2,080	2,082
PLATTSBURGH NY (PBG)	81.3	76.5	16	17
POCATELLO ID (PIH)	93.4	97.4	76	76
PONCE PR (PSE)	71.7	86.7	60	60
PORTLAND ME (PWM)	87.2	86.2	469	470
PORTLAND OR (PDX)	89.5	91.3	4,465	4,466
PROVIDENCE RI (PVD)	86.6	90.2	1,048	1,047
RALEIGH/DURHAM NC (RDU)	85.0	88.0	2,751	2,747
RAPID CITY SD (RAP)	89.8	94.0	265	266
REDDING CA (RDD)	75.0	88.3	60	60
RENO NV (RNO)	87.3	88.4	1,150	1,150
RHINELANDER WI (RHI)	89.5	88.4	86	86
RICHMOND VA (RIC)	83.9	86.6	1,555	1,556
ROANOKE VA (ROA)	86.3	90.4	219	219
ROCHESTER MN (RST)	89.1	87.9	174	174
ROCHESTER NY (ROC)	85.6	88.1	662	662
ROCK SPRINGS WY (RKS)	94.6	91.1	56	56
ROSWELL NM (ROW)	86.5	89.9	89	89
SACRAMENTO CA (SMF)	86.3	88.2	3,524	3,523
SAGINAW/BAY CITY/MIDLAND MI (MBS)	79.6	83.9	113	112
SALT LAKE CITY UT (SLC)	91.8	91.7	8,406	8,405
SAN ANGELO TX (SJT)	90.8	87.2	141	141
SAN ANTONIO TX (SAT)	90.1	92.8	2,470	2,470
SAN DIEGO CA (SAN)	87.7	89.3	6,173	6,172
SAN FRANCISCO CA (SFO)	85.0	85.6	13,318	13,326
SAN JOSE CA (SJC)	87.9	88.6	3,443	3,443

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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 JUAN PR (SJU)	84.4	85.8	1,719	1,726
SAN LUIS OBISPO CA (SBP)	81.9	83.5	260	260
SANTA ANA CA (SNA)	89.6	89.3	3,406	3,407
SANTA BARBARA CA (SBA)	82.2	86.5	539	539
SANTA FE NM (SAF)	94.8	86.6	96	97
SANTA MARIA CA (SMX)	88.3	91.7	60	60
SARASOTA/BRADENTON FL (SRQ)	89.5	88.5	209	209
SAULT STE. MARIE MI (CIU)	88.3	88.3	60	60
SAVANNAH GA (SAV)	85.6	88.2	662	662
SCRANTON/WILKES-BARRE PA (AVP)	72.7	82.7	110	110
SEATTLE WA (SEA)	86.5	87.9	10,511	10,508
SHREVEPORT LA (SHV)	84.6	88.6	533	533
SIOUX CITY IA (SUX)	83.9	82.1	56	56
SIOUX FALLS SD (FSD)	82.8	89.0	431	429
SITKA AK (SIT)	85.5	89.3	110	112
SOUTH BEND IN (SBN)	81.8	86.1	411	411
SPOKANE WA (GEG)	90.6	91.5	828	828
SPRINGFIELD IL (SPI)	83.4	90.3	145	145
SPRINGFIELD MO (SGF)	86.8	90.6	479	478
ST. AUGUSTINE FL (UST)	38.5	61.5	13	13
ST. GEORGE UT (SGU)	91.2	90.6	171	171
ST. LOUIS MO (STL)	89.8	88.3	4,151	4,152
STATE COLLEGE PA (SCE)	76.7	90.2	60	61
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	85.0	90.2	80	82
SYRACUSE NY (SYR)	82.0	88.2	532	533

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TALLAHASSEE FL (TLH)	85.3	90.7	259	259
TAMPA FL (TPA)	84.3	86.2	4,775	4,769
TEXARKANA AR (TXK)	87.2	91.9	86	86
TOLEDO OH (TOL)	83.9	82.8	87	87
TRAVERSE CITY MI (TVC)	82.5	85.7	229	230
TRENTON NJ (TTN)	75.6	77.4	270	270
TUCSON AZ (TUS)	87.4	90.9	1,168	1,168
TULSA OK (TUL)	86.4	90.3	1,313	1,313
TWIN FALLS ID (TWF)	92.8	96.4	83	83
TYLER TX (TYR)	91.2	92.6	215	215
VALDOSTA GA (VLD)	80.5	89.0	82	82
VALPARAISO FL (VPS)	88.2	90.2	407	407
WACO TX (ACT)	87.1	92.1	140	140
WATERLOO IA (ALO)	79.2	79.2	53	53
WEST PALM BEACH/PALM BEACH FL (PBI)	79.6	82.5	1,552	1,551
WEST YELLOWSTONE MT (WYS)	96.0	96.0	50	50
WHITE PLAINS NY (HPN)	74.8	78.8	646	646
WICHITA FALLS TX (SPS)	92.0	94.6	112	112
WICHITA KS (ICT)	85.0	89.7	688	687
WILLISTON ND (ISN)	88.8	89.8	178	177
WILMINGTON NC (ILM)	87.6	88.5	193	192
WORCESTER MA (ORH)	90.0	88.3	60	60
WRANGELL AK (WRG)	86.7	88.3	60	60
YAKUTAT AK (YAK)	78.3	83.3	60	60
YUMA AZ (YUM)	86.6	93.0	157	157

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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	11	11,014	192	1.7	108	21,202	368	1.7
SKYWEST	22	27,202	166	0.6	179	47,625	352	0.7
SPIRIT***	19	8,325	61	0.7	33	9,948	68	0.7
EXPRESSJET	16	22,475	137	0.6	158	43,721	266	0.6
AMERICAN*	28	61,622	296	0.5	88	73,379	353	0.5
JETBLUE	24	14,987	61	0.4	63	21,133	90	0.4
HAWAIIAN	8	443	1	0.2	17	6,154	24	0.4
SOUTHWEST**	24	53,638	219	0.4	86	100,645	384	0.4
FRONTIER	24	6,165	15	0.2	49	7,873	21	0.3
UNITED	28	35,848	84	0.2	83	41,778	106	0.3
VIRGIN AMERICA	15	4,450	8	0.2	18	5,154	11	0.2
ALASKA	25	9,430	11	0.1	61	14,271	26	0.2
DELTA	29	54,435	4	0.0	147	72,063	6	0.0
Total		310,034	1,255	0.4	Total	464,946	2,075	0.4

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

* Effective 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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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	104	63	60.5
ENVOY	251	122	48.6
SOUTHWEST**	284	136	47.8
SKYWEST	265	122	46.0
FRONTIER	19	7	36.8
EXPRESSJET	241	81	33.6
AMERICAN*	311	87	27.9
HAWAIIAN	22	5	22.7
SPIRIT***	55	11	20.0
DELTA	5	1	20.0
ALASKA	26	3	11.5
JETBLUE	86	8	9.3
VIRGIN AMERICA	11	0	0.0
TOTAL	1,680	646	38.5

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.

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.

SEPTEMBER 2015

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

								CAUSES OF DELAY									
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	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**	73379	62814	85.60%	353	0.48%	138	0.19%	3485	4.75%	389	0.53%	3483	4.75%	30	0.04%	2687	3.66%
ALASKA	14271	12665	88.75%	26	0.18%	13	0.09%	468	3.28%	27	0.19%	644	4.51%	37	0.26%	392	2.74%
JETBLUE	21133	16896	79.95%	90	0.43%	36	0.17%	1253	5.93%	119	0.56%	1476	6.98%	13	0.06%	1250	5.92%
DELTA	72063	65238	90.53%	6	0.01%	107	0.15%	2276	3.16%	329	0.46%	2474	3.43%	2	0.00%	1632	2.26%
EXPRESSJET	43721	37507	85.79%	266	0.61%	88	0.20%	1769	4.05%	66	0.15%	2148	4.91%	0	0.00%	1877	4.29%
FRONTIER	7873	6752	85.76%	21	0.27%	6	0.08%	271	3.44%	12	0.16%	493	6.27%	0	0.00%	317	4.03%
HAWAIIAN	6154	5180	84.17%	24	0.39%	3	0.05%	426	6.92%	76	1.24%	13	0.22%	1	0.02%	430	6.99%
ENVOY	21202	17956	84.69%	368	1.74%	35	0.17%	869	4.10%	155	0.73%	900	4.25%	9	0.04%	910	4.29%
SPIRIT****	9948	7633	76.73%	68	0.68%	12	0.12%	591	5.94%	37	0.37%	1022	10.27%	6	0.06%	579	5.82%
SKYWEST	47625	40637	85.33%	352	0.74%	66	0.14%	1779	3.74%	151	0.32%	2031	4.27%	13	0.03%	2595	5.45%
UNITED	41778	36023	86.22%	106	0.25%	70	0.17%	2013	4.82%	159	0.38%	1839	4.40%	2	0.00%	1566	3.75%
VIRGIN AMERICA	5154	4454	86.42%	11	0.21%	2	0.04%	148	2.86%	66	1.28%	244	4.73%	2	0.04%	227	4.41%
SOUTHWEST***	100645	88337	87.77%	384	0.38%	142	0.14%	3698	3.67%	435	0.43%	2565	2.55%	33	0.03%	5052	5.02%
TOTAL	464946	402092	86.48%	2075	0.45%	718	0.15%	19044	4.10%	2022	0.43%	19332	4.16%	148	0.03%	19514	4.20%

***Causes of Delay:**

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

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

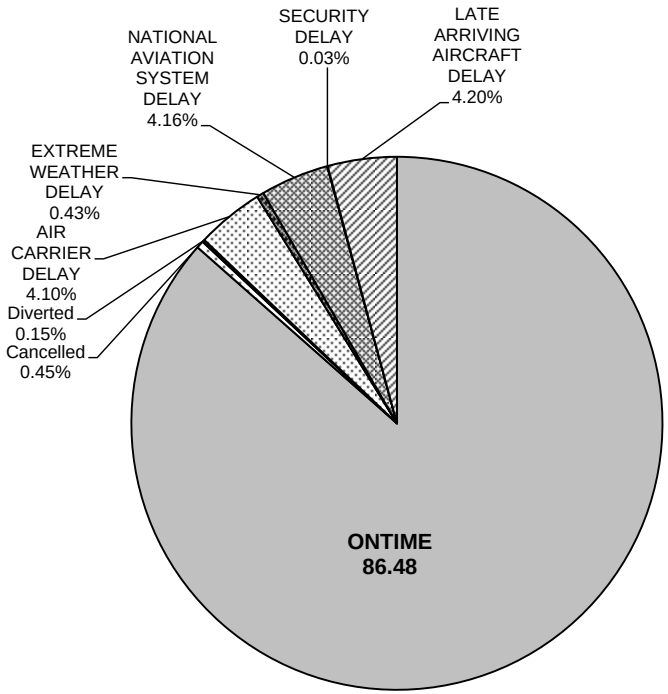
**** Effective July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table.**

***** 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.**

SEPTEMBER 2015

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



Causes of Delay:

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
None						

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.**

SEPTEMBER 2015

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.

SEPTEMBER 2015

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
ENVOY	21,202	13	0.06
AMERICAN*	73,379	38	0.05
SPIRIT***	9,948	4	0.04
UNITED	41,778	16	0.04
DELTA	72,063	12	0.02
FRONTIER	7,873	1	0.01
EXPRESSJET	43,721	5	0.01
SKYWEST	47,625	5	0.01
ALASKA	14,271	1	0.01
SOUTHWEST**	100,645	5	0.00
JETBLUE	21,133	1	0.00
HAWAIIAN	6,154	0	0.00
VIRGIN AMERICA	5,154	0	0.00
TOTAL	464,946	101	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.

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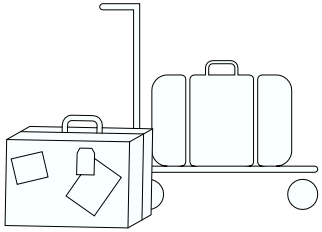
MISHANDLED BAGGAGE

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**

		SEPTEMBER 2015			SEPTEMBER 2014		
RANK	AIRLINE	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	**VIRGIN AMERICA**	377	543,112	**0.69**	375	482,826	**0.78**
2	**JETBLUE AIRWAYS**	3,421	2,278,533	**1.50**	3,506	2,051,251	**1.71**
3	**DELTA AIR LINES**	14,448	9,583,540	**1.51**	19,101	8,847,489	**2.16**
4	**UNITED AIRLINES**	12,867	5,878,639	**2.19**	16,872	5,400,660	**3.12**
5	**SPIRIT AIRLINES******	2,944	1,321,201	**2.23**	********	********	********
6	**FRONTIER AIRLINES**	2,512	1,005,251	**2.50**	1,665	1,046,116	**1.59**
7	**HAWAIIAN AIRLINES**	1,976	781,994	**2.53**	1,668	760,663	**2.19**
8	**SOUTHWEST AIRLINES*****	30,514	11,612,332	**2.63**	32,933	10,228,460	**3.22**
9	**AMERICAN AIRLINES****	28,906	9,788,483	**2.95**	16,760	5,398,377	**3.10**
10	**SKYWEST AIRLINES**	7,020	2,375,753	**2.95**	8,079	2,230,097	**3.62**
11	**ALASKA AIRLINES**	5,877	1,789,874	**3.28**	3,870	1,611,846	**2.40**
12	**EXPRESSJET AIRLINES**	6,688	1,908,416	**3.50**	10,111	2,296,828	**4.40**
13	**ENVOY AIR**	4,728	891,857	**5.30**	8,099	1,202,534	**6.73**
	TOTALS	122,278	49,758,985	**2.46**	123,039	41,557,147	**2.96**

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 September 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 September 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.**

MISHANDLED BAGGAGE REPORTS

FILED BY PASSENGERS

*U.S. AIRLINES**

		JANUARY - SEPTEMBER 2015			JANUARY - SEPTEMBER 2014		
RANK	AIRLINE	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	**VIRGIN AMERICA**	4,157	5,056,177	**0.82**	4,582	4,734,000	**0.97**
2	**JETBLUE AIRWAYS**	40,495	22,250,636	**1.82**	42,679	20,528,827	**2.08**
3	**DELTA AIR LINES**	190,884	88,213,445	**2.16**	198,854	81,465,353	**2.44**
4	**HAWAIIAN AIRLINES**	19,341	7,465,924	**2.59**	15,682	7,134,524	**2.20**
5	**SPIRIT AIRLINES******	31,352	11,893,917	**2.64**	********	********	********
6	**FRONTIER AIRLINES**	27,049	8,574,191	**3.15**	15,085	8,458,150	**1.78**
7	**UNITED AIRLINES**	176,200	53,513,916	**3.29**	187,168	50,886,275	**3.68**
8	**SOUTHWEST AIRLINES*****	358,290	107,770,315	**3.32**	409,748	95,871,070	**4.27**
9	**ALASKA AIRLINES**	57,842	16,643,673	**3.48**	39,628	14,889,237	**2.66**
10	**AMERICAN AIRLINES****	270,679	66,600,178	**4.06**	200,699	52,270,327	**3.84**
11	**SKYWEST AIRLINES**	90,017	21,768,735	**4.14**	97,767	20,435,924	**4.78**
12	**EXPRESSJET AIRLINES**	99,513	18,893,738	**5.27**	127,276	21,861,991	**5.82**
13	**ENVOY AIR**	85,255	9,314,823	**9.15**	103,701	11,753,299	**8.82**
	TOTALS	1,451,074	437,959,668	**3.31**	1,442,869	390,288,977	**3.70**

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.**

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***** 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 for that month.**

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

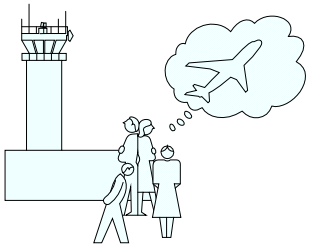
OVERSALES

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.



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

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

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

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**

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

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

	SEPTEMBER 2015				SEPTEMBER 2014			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,351	55	0	260	794	29	1	97
FOREIGN AIRLINES	460	9	0	35	326	6	0	34
TRAVEL AGENTS	20	0	0	7	21	1	0	7
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	26	1	0	13	17	13	0	13
INDUSTRY TOTALS	1,857	65	0	315	1,158	49	1	151

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

	SEPTEMBER 2015			SEPTEMBER 2014		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	532		1	307	
CANCELLATIONS			195			125
DELAYS			193			94
MISCONNECTIONS			92			57
BAGGAGE	2	287		2	216	
RES/TKTG/BOARDING	3	259		4	146	
CUSTOMER SERVICE	4	208		3	156	
FARES	5	199		6	93	
REFUNDS	6	140		5	108	
DISABILITY	7	115		7	60	
OVERSALES	8	63		8	31	
OTHER	9	30		9	28	
FREQUENT FLYER			11			11
ADVERTISING	10	15		10	7	
DISCRIMINATION	11	8		11	6	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		1,857			1,158	

* 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*

SEPTEMBER 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	9	0	0	0	0	0	0	0	0	0	0	0	9
ALASKA AIRLINES	0	0	1	3	1	4	0	0	0	0	0	0	9
ALLEGIANT AIR	10	0	5	5	2	5	5	4	1	0	0	0	37
AMERICAN AIRLINES	117	16	67	84	46	69	49	18	5	2	0	7	480
COMPASS AIRLINES	5	0	0	0	0	1	1	0	0	0	0	0	7
DELTA AIR LINES	36	9	16	3	1	10	10	11	0	0	1	3	100
ENDEAVOR AIR	4	0	1	0	0	0	0	0	0	0	0	0	5
ENVOY AIR	8	0	1	0	0	0	3	2	0	0	0	0	14
EXPRESSJET AIRLINES	6	0	0	0	0	0	1	1	0	0	0	0	8
FRONTIER AIRLINES	21	3	15	6	7	10	10	8	1	0	0	2	83
GOJET AIRLINES	7	1	0	0	0	0	0	0	0	0	0	0	8
HAWAIIAN AIRLINES	3	0	1	1	1	1	1	7	0	0	0	0	15
JETBLUE AIRWAYS	11	0	2	2	4	5	1	2	0	0	0	0	27
MESA AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
PIEDMONT AIRLINES	3	1	0	0	0	0	0	3	0	0	0	0	7
PSA AIRLINES	5	0	0	0	0	0	1	0	0	0	0	0	6
REPUBLIC AIRLINES	15	0	0	0	0	0	0	0	0	0	0	0	15
SKYWEST AIRLINES	18	0	1	0	0	0	1	1	0	0	0	0	21
SOUTHWEST AIRLINES	18	3	3	2	4	15	7	8	0	0	0	2	62
SPIRIT AIRLINES	50	4	23	27	18	16	19	3	1	1	0	2	164
UNITED AIRLINES	61	15	21	25	16	29	38	23	1	2	0	5	236
VIRGIN AMERICA	2	0	0	0	1	3	5	0	0	0	0	0	11
OTHER U.S. AIRLINES	8	0	6	1	2	3	1	0	0	0	0	1	22
TOTAL SEPTEMBER 2015	422	52	163	159	103	171	153	91	9	5	1	22	1,351
% OF TOTAL COMPLAINTS	31.2	3.8	12.1	11.8	7.6	12.7	11.3	6.7	0.7	0.4	0.1	1.6	
TOTAL SEPTEMBER 2014	246	24	91	81	67	104	102	50	5	6	0	18	794
% OF TOTAL COMPLAINTS	31.0	3.0	11.5	10.2	8.4	13.1	12.8	6.3	0.6	0.8	0.0	2.3	

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

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

Table 4

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

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY INCIDENT DATE

SEPTEMBER 2015

U.S. AIRLINES* ALPHABETICAL	COMPS RECD IN SEP	INCI-DENTS IN SEP	PERCENT	INCI-DENTS IN AUG	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
AIR WISCONSIN	9	5	55.6	2	22.2	1	11.1	1	11.1
ALASKA AIRLINES	9	3	33.3	3	33.3	3	33.3	0	0.0
ALLEGIANT AIR	37	13	35.1	5	13.5	14	37.8	5	13.5
AMERICAN AIRLINES	480	126	26.2	79	16.5	200	41.7	75	15.6
COMPASS AIRLINES	7	3	42.9	3	42.9	1	14.3	0	0.0
DELTA AIR LINES	100	35	35.0	26	26.0	32	32.0	7	7.0
ENDEAVOR AIR	5	2	40.0	1	20.0	2	40.0	0	0.0
ENVOY AIR	14	7	50.0	3	21.4	1	7.1	3	21.4
EXPRESSJET AIRLINES	8	5	62.5	3	37.5	0	0.0	0	0.0
FRONTIER AIRLINES	83	49	59.0	6	7.2	17	20.5	11	13.3
GOJET AIRLINES	8	4	50.0	3	37.5	1	12.5	0	0.0
HAWAIIAN AIRLINES	15	5	33.3	3	20.0	6	40.0	1	6.7
JETBLUE AIRWAYS	27	14	51.9	4	14.8	7	25.9	2	7.4
MESA AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
PIEDMONT AIRLINES	7	3	42.9	0	0.0	1	14.3	3	42.9
PSA AIRLINES	6	5	83.3	0	0.0	1	16.7	0	0.0
REPUBLIC AIRLINES	15	8	53.3	3	20.0	1	6.7	3	20.0
SKYWEST AIRLINES	21	9	42.9	5	23.8	6	28.6	1	4.8
SOUTHWEST AIRLINES	62	34	54.8	16	25.8	8	12.9	4	6.5
SPIRIT AIRLINES	164	88	53.7	28	17.1	33	20.1	15	9.1
UNITED AIRLINES	236	92	39.0	49	20.8	63	26.7	32	13.6
VIRGIN AMERICA	11	6	54.5	2	18.2	3	27.3	0	0.0
OTHER U.S. AIRLINES	22	5	22.7	3	13.6	10	45.5	4	18.2
TOTALS	1,351	525	38.9	248	18.4	411	30.4	167	12.4
PREVIOUS YEAR'S TOTALS	794	320	40.3	173	21.8	221	27.8	80	10.1

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

Table 5

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

SEPTEMBER 2015

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	0	0	1	0	0	3	1	0	0	0	0	0	5
AEROMEXICO	3	2	9	1	0	1	1	0	1	0	0	1	19
AIR BERLIN	0	0	2	0	1	5	0	0	1	0	0	0	9
AIR CANADA	38	2	13	5	1	8	13	1	0	0	0	0	81
AIR FRANCE	5	1	4	1	2	8	6	5	0	0	0	1	33
AIR INDIA	0	1	1	0	0	3	1	0	0	0	0	0	6
ALITALIA AIRLINES	2	1	1	0	1	3	4	1	0	0	0	0	13
BRITISH AIRWAYS	7	0	3	11	4	10	0	3	1	0	0	0	39
CHINA SOUTHERN AIRLINES	1	0	1	0	1	1	0	1	0	0	0	0	5
EMIRATES AIRLINES	1	0	2	0	0	3	1	2	0	0	0	0	9
ETIHAD AIRWAYS	2	0	1	2	0	4	1	1	1	0	0	0	12
FIJI AIRWAYS	2	0	0	0	0	3	1	0	0	0	0	0	6
IBERIA AIRLINES	1	0	1	0	0	3	0	0	0	0	0	0	5
KLM	0	0	1	1	0	6	1	0	0	0	0	0	9
LUFTHANSA	6	0	10	2	1	6	5	1	0	0	0	0	31
NORWEGIAN AIR SHUTTLE	11	1	0	0	0	5	0	0	0	0	0	0	17
PHILIPPINE AIRLINES	2	0	1	2	0	0	0	0	0	0	0	0	5
QATAR AIRWAYS	1	0	3	0	1	1	1	1	1	0	0	0	9
TAM	0	0	2	0	0	3	1	0	0	1	0	0	7
TRANSAERO	0	0	0	0	5	0	0	0	0	0	0	0	5
TURKISH AIRLINES	0	0	7	1	2	3	2	1	0	0	0	0	16
VOLARIS AIRLINES	1	0	5	0	2	1	1	0	0	0	0	0	10
OTHER FOREIGN AIRLINES	22	3	13	10	9	30	9	7	0	2	0	4	109
TOTALS	105	11	81	36	30	110	49	24	5	3	0	6	460
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	1	0	10	2	5	0	2	0	0	0	0	0	20
TOTALS	1	0	10	2	5	0	2	0	0	0	0	0	20
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
MISCELLANEOUS													
TSA	0	0	2	0	0	3	2	0	0	0	0	0	7
OTHER MISCELLANEOUS	4	0	3	2	2	3	2	0	1	0	0	2	19
TOTALS	4	0	5	2	2	6	4	0	1	0	0	2	26

* 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 *

		SEPTEMBER 2015			SEPTEMBER 2014		
RANK	*AIRLINE*	*COMPLAINTS*	*SYSTEMWIDE ENPLANEMENTS*	*COMPLAINTS PER 100,000 ENPLANEMENTS*	*COMPLAINTS*	*SYSTEMWIDE ENPLANEMENTS*	*COMPLAINTS PER 100,000 ENPLANEMENTS*
1	**EXPRESSJET AIRLINES**	8	2,014,225	**0.40**	19	2,459,435	**0.77**
2	**ALASKA AIRLINES**	9	1,813,360	**0.50**	7	1,649,965	**0.42**
3	**SOUTHWEST AIRLINES*** **	62	11,546,099	**0.54**	45	10,073,964	**0.45**
4	**SKYWEST AIRLINES**	21	2,500,275	**0.84**	11	2,266,410	**0.49**
5	**DELTA AIR LINES**	100	11,285,071	**0.89**	76	10,601,705	**0.72**
6	**JETBLUE AIRWAYS**	27	2,633,645	**1.03**	25	2,357,417	**1.06**
7	**ENVOY AIR**	14	911,812	**1.54**	14	1,268,813	**1.10**
8	**HAWAIIAN AIRLINES**	15	831,292	**1.80**	7	811,582	**0.86**
9	**VIRGIN AMERICA**	11	558,549	**1.97**	4	493,335	**0.81**
10	**UNITED AIRLINES**	236	7,625,175	**3.10**	168	7,118,895	**2.36**
11	**AMERICAN AIRLINES****	480	11,576,281	**4.15**	120	6,726,622	**1.78**
12	**FRONTIER AIRLINES**	83	1,104,931	**7.51**	39	1,068,391	**3.65**
13	**SPIRIT AIRLINES*****	164	1,418,068	**11.57**	****	****	****
	TOTAL	**1,230**	**55,818,783**	**2.20**	**535**	**46,896,534**	**1.14**

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 September 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 September 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.**

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS

	JANUARY - SEPTEMBER 2015				JANUARY - SEPTEMBER 2014			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	11,943	15,611*	18	1,404	9,135	462	20	1,151
FOREIGN AIRLINES	3,372	43	8	344	2,895	36	1	362
TRAVEL AGENTS	270	8	0	147	199	5	0	119
TOUR OPERATORS	2	1	0	0	4	0	0	0
MISCELLANEOUS	183	75	0	113	115	106	0	147
INDUSTRY TOTALS	15,770	15,738	26	2,008	12,348	609	21	1,779

*Out Of the 15,227 opinions received by the Department in February 2015, 15,190 were from consumers who purchased tickets on United Airlines' Denmark website at mistaken fare levels. For additional information see http://www.dot.gov/sites/dot.gov/files/docs/Mistaken_Fare_AEP_Statement_on_United_Airlines.pdf.

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

	JANUARY 2015 - SEPTEMBER 2015			JANUARY - SEPTEMBER 2014		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	5,119		1	4,111	
CANCELLATIONS			2,070			1,806
DELAYS			1,810			1,252
MISCONNECTIONS			736			613
BAGGAGE	2	2,427		2	2,121	
RES/TKTG/BOARDING	3	2,110		3	1,811	
CUSTOMER SERVICE	4	1,770		4	1,329	
FARES	5	1,445		6	627	
REFUNDS	6	1,212		5	893	
DISABILITY	7	661		7	605	
OVERSALES	8	508		8	398	
OTHER	9	324		9	298	
FREQUENT FLYER			174			151
ADVERTISING	10	141		10	101	
DISCRIMINATION	11	51		11	52	
ANIMALS	12	2		12	2	
COMPLAINT TOTAL		15,770			12,348	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY*

JANUARY - SEPTEMBER 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	36	0	0	0	0	0	1	1	0	0	0	0	38
ALASKA AIRLINES	17	2	10	6	3	16	16	10	3	0	0	3	86
ALLEGIANT AIR	167	4	138	44	58	33	56	21	10	0	0	3	534
AMERICAN AIRLINES	775	105	367	386	293	439	315	120	21	7	0	67	2,895
COMMUTAIR	18	1	2	0	0	0	1	0	0	0	0	1	23
COMPASS AIRLINES	27	1	0	1	0	1	3	1	0	0	0	0	34
DELTA AIR LINES	298	41	91	51	12	102	103	62	9	4	2	25	800
DYNAMIC AIRWAYS	9	0	1	0	3	4	0	0	0	0	0	1	18
ENDEAVOR AIR	16	1	4	1	0	4	2	0	0	0	0	2	30
ENVOY AIR	111	2	4	0	0	4	16	5	0	1	0	2	145
EXPRESSJET AIRLINES	114	0	0	0	0	0	9	5	0	1	0	1	130
FRONTIER AIRLINES	307	15	146	63	77	134	109	25	7	1	0	9	893
GOJET AIRLINES	39	3	0	0	0	1	1	0	0	0	0	0	44
GREAT LAKES AVIATION	7	0	3	0	0	0	2	0	0	0	0	0	12
HAWAIIAN AIRLINES	9	1	6	19	7	11	13	18	1	0	0	4	89
HORIZON AIRLINES	6	2	1	0	0	1	2	4	0	0	0	0	16
JETBLUE AIRWAYS	80	5	20	20	19	34	44	12	2	1	0	4	241
MESA AIRLINES	86	0	1	0	1	0	7	1	0	0	0	2	98
PIEDMONT AIRLINES	46	5	3	0	0	2	4	13	0	0	0	1	74
PSA AIRLINES	38	0	0	0	0	0	5	2	0	1	0	1	47
REPUBLIC AIRLINES	115	1	0	0	1	1	2	2	0	0	0	1	123
SEABORNE AIRLINES	3	0	3	0	0	3	0	0	0	1	0	0	10
SHUTTLE AMERICA	61	1	2	0	0	5	1	1	0	0	0	0	71
SILVER AIRWAYS	72	1	10	13	12	16	6	2	1	0	0	1	134
SKYWEST AIRLINES	129	4	5	0	0	2	15	1	0	3	0	1	160
SOUTHWEST AIRLINES	204	13	50	12	29	132	75	37	20	5	0	11	588
SPIRIT AIRLINES	601	42	193	173	149	190	142	25	12	5	0	26	1,558
SUN COUNTRY AIRLINES	4	0	0	0	0	2	2	1	0	0	0	1	10
TRANS STATES AIRLINES	40	1	0	0	0	0	1	0	0	0	0	1	43
UNITED AIRLINES	680	87	227	183	130	342	286	104	13	6	0	65	2,123
US AIRWAYS	236	52	115	50	59	93	82	43	1	4	0	16	751
VIRGIN AMERICA	14	2	2	3	5	15	24	8	1	1	0	1	76
OTHER U.S. AIRLINES	15	0	7	5	5	8	4	3	1	0	0	1	49
TOTAL JAN - SEP 2015	4,380	392	1,411	1,030	863	1,595	1,349	527	102	41	2	251	11,943
% OF TOTAL COMPLAINTS	36.7	3.3	11.8	8.6	7.2	13.4	11.3	4.4	0.9	0.3	0.0	2.1	
TOTAL JAN - SEP 2014	3,609	325	1,007	484	628	1,306	940	496	70	46	2	222	9,135
% OF TOTAL COMPLAINTS	39.5	3.6	11.0	5.3	6.9	14.3	10.3	5.4	0.8	0.5	0.0	2.4	

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

**AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) 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 (YTD)

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U.S. AIRLINES*
BY COMPLAINT CATEGORY**
JANUARY - SEPTEMBER 2015

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	3	1	6	3	2	9	3	1	0	0	0	2	30
AEROFLOT	3	1	3	0	3	9	4	1	0	0	0	0	24
AEROMEXICO	27	7	62	14	17	22	13	1	1	0	0	2	166
AIR BERLIN	6	1	9	2	2	29	3	0	1	0	0	1	54
AIR CANADA	197	33	81	45	17	89	121	19	1	2	0	3	608
AIR CHINA	6	0	5	3	1	4	0	3	0	0	0	1	23
AIR FRANCE	31	3	24	5	8	36	19	9	0	1	0	3	139
AIR INDIA	3	2	3	4	1	16	3	2	0	0	0	0	34
ALITALIA AIRLINES	13	11	8	4	6	59	6	2	0	0	0	1	110
AUSTRIAN AIRLINES	1	1	2	2	1	7	2	0	0	0	0	0	16
AVIANCA	2	7	13	6	5	3	3	0	0	0	0	0	39
BRITISH AIRWAYS	28	1	29	31	28	29	7	14	4	1	0	1	173
BRUSSELS AIRLINES	3	1	2	2	0	13	0	1	0	0	0	0	22
CARIBBEAN AIRLINES	4	0	6	3	0	4	1	0	1	0	0	1	20
CATHAY PACIFIC AIRWAYS	9	0	3	1	1	8	4	1	0	0	0	0	27
CHINA EASTERN AIRLINES	1	0	2	2	1	4	0	0	0	0	0	0	10
CHINA SOUTHERN AIRLINES	4	0	2	0	2	6	0	3	0	0	0	0	17
COPA	3	3	7	4	5	12	1	1	0	0	0	1	37
EGYPTAIR	2	0	0	1	1	1	6	1	0	0	0	1	13
EL AL ISRAEL	2	0	1	0	1	2	3	1	0	0	0	1	11
EMIRATES AIRLINES	12	6	26	12	7	30	10	8	2	0	0	8	121
ETHIOPIAN AIRLINES	8	0	6	1	0	16	2	0	0	0	0	0	33
ETIHAD AIRWAYS	80	4	35	13	14	49	6	7	2	1	0	2	213
FIJI AIRWAYS	7	0	7	0	2	17	7	1	0	0	0	0	41
IBERIA AIRLINES	6	2	3	4	5	12	3	6	0	0	0	1	42
ICELANDAIR	0	0	4	0	1	4	1	0	0	0	0	0	10
JET AIRWAYS	2	1	2	4	2	3	1	1	0	0	0	0	16
KLM	6	0	6	2	3	22	8	3	0	0	0	0	50
KOREAN AIR LINES	3	0	1	69	0	2	1	1	0	0	0	1	78
LAN AIRLINES	10	0	5	2	2	4	2	1	1	1	0	5	33
LAN CHILE AIRLINES	1	1	2	0	1	2	3	2	1	0	0	0	13
LUFTHANSA	28	5	35	15	15	43	18	6	1	0	0	0	166
NORWEGIAN AIR SHUTTLE	19	2	0	4	3	9	3	2	0	0	0	1	43
PAKISTAN AIRLINES	1	0	2	1	2	3	1	0	0	0	0	0	10
PHILIPPINE AIRLINES	8	1	7	5	8	8	6	2	0	0	0	0	45
QATAR AIRWAYS	13	1	29	8	10	16	11	3	1	0	0	1	93
ROYAL AIR MAROC	18	2	5	1	0	13	2	3	0	0	0	0	44
ROYAL JORDANIAN AIRLINES	2	0	1	1	1	4	1	2	0	0	0	0	12

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

TABLE 4 (YTD, contd.)

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U.S. AIRLINES*
BY COMPLAINT CATEGORY**/
JANUARY - SEPTEMBER 2015

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES, contd.													
SAS	7	0	2	2	1	5	2	0	1	0	0	0	20
SINGAPORE AIRLINES	0	0	3	3	4	8	5	1	1	0	0	1	26
SOUTH AFRICAN AIRWAYS	1	3	1	1	2	1	1	0	0	0	0	0	10
SWISS AIR	8	2	11	3	3	5	2	1	0	0	0	1	36
TAM	7	1	18	4	5	23	12	0	0	1	0	1	72
TAME	2	1	2	0	3	4	1	1	0	0	0	0	14
TRANSAERO	2	0	4	0	10	2	1	0	0	0	0	0	19
TURKISH AIRLINES	20	1	28	9	18	45	16	2	2	0	0	3	144
VIRGIN ATLANTIC AIRWAYS	5	0	6	7	1	7	3	0	0	1	0	0	30
VIRGIN AUSTRALIA	3	1	2	0	0	5	1	0	1	0	0	0	13
VIVAAEROBUS	1	0	1	1	6	15	0	0	0	0	0	0	24
VOLARIS AIRLINES	3	3	18	6	8	7	4	2	2	0	0	1	54
XL AIRWAYS	2	0	4	1	0	2	0	0	0	1	0	0	10
OTHER FOREIGN AIRLINES	65	5	50	23	22	50	27	14	1	1	0	6	264
TOTALS	698	114	594	334	261	798	360	129	24	10	0	50	3,372
TRAVEL AGENTS													
AIRFARE.COM	0	0	5	2	5	0	0	0	1	0	0	0	13
CHEAP TICKETS	0	0	5	1	4	0	1	0	0	0	0	0	11
CHEAPOAIR.COM	1	0	6	3	3	0	2	0	0	0	0	0	15
EXPEDIA.COM	2	0	17	7	10	0	4	0	0	0	0	0	40
JUSTFLY.COM	0	0	6	2	5	0	3	0	0	0	0	0	16
KAYAK	1	0	1	2	2	0	1	0	3	0	0	0	10
ORBITZ.COM	3	0	7	5	9	0	6	0	1	0	0	0	31
PRICELINE.COM	0	0	5	27	3	0	3	0	1	0	0	0	39
TRAVELOCITY.COM	1	0	6	1	2	0	2	0	1	0	0	0	13
VAYAMA	0	0	4	1	3	0	3	0	0	0	0	0	11
OTHER TRAVEL AGENTS	4	0	21	12	22	0	6	0	6	0	0	0	71
TOTALS	12	0	83	63	68	0	31	0	13	0	0	0	270
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	1	0	0	0	0	0	0	0	0	1	2
TOTALS	0	0	1	0	0	0	0	0	0	0	0	1	2
MISCELLANEOUS													
TSA	0	0	2	0	0	17	17	1	0	0	0	2	39
OTHER MISCELLANEOUS	29	2	19	18	20	17	13	4	2	0	0	20	144
TOTALS	29	2	21	18	20	34	30	5	2	0	0	22	183

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) 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 5 (YTD)

CONSUMER COMPLAINTS: RANKINGS

U.S. AIRLINES *

		JANUARY - SEPTEMBER 2015			JANUARY - SEPTEMBER 2014		
RANK	***AIRLINE***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***
1	**ALASKA AIRLINES**	86	17,193,313	**0.50**	74	15,795,619	**0.47**
2	**SOUTHWEST AIRLINES*** **	588	107,609,961	**0.55**	508	94,209,147	**0.54**
3	**EXPRESSJET AIRLINES**	130	19,933,653	**0.65**	279	23,599,468	**1.18**
4	**SKYWEST AIRLINES**	160	22,599,360	**0.71**	185	20,895,631	**0.89**
5	**DELTA AIR LINES**	800	104,748,155	**0.76**	742	97,760,887	**0.76**
6	**JETBLUE AIRWAYS**	241	26,186,054	**0.92**	327	24,077,352	**1.36**
7	**HAWAIIAN AIRLINES**	89	7,857,758	**1.13**	60	7,579,849	**0.79**
8	**VIRGIN AMERICA**	76	5,143,113	**1.48**	54	4,886,432	**1.11**
9	**ENVOY AIR**	145	9,636,635	**1.50**	224	12,325,463	**1.82**
10	**UNITED AIRLINES**	2,123	71,479,064	**2.97**	2,015	68,620,552	**2.94**
11	**AMERICAN AIRLINES****	2,895	82,412,604	**3.51**	1,364	66,477,748	**2.05**
12	**FRONTIER AIRLINES**	893	9,549,061	**9.35**	331	8,675,626	**3.82**
13	**SPIRIT AIRLINES******	1,558	13,056,354	**11.93**	******	******	******
	TOTAL	**9,784**	**497,405,085**	**1.97**	**6,163**	**444,903,774**	**1.39**

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 January - September 2014 reflect the deletion of US Airways complaints.**

***** 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 January -September 2014 reflect the deletion of AirTran's complaints.**

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

The Transportation Security Administration (TSA) screened approximately 55 million airline passengers and their 44 million checked bags in the month of September 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 September.

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
622	.001	37	.00006	125	.0002	446	.0008

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 September.

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.

*Reflects the corrected data provided by the Transportation Security Administration on June 14, 2016.

September 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.transportation.gov/airconsumer/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
Delta	**2**	**2**	
United	**2**	**3**	
Total	**4**	**5**	