



U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: October 2015



Flight Delays¹	August 2015
Mishandled Baggage¹	August 2015
Oversales¹	2 nd . Quarter 2015 January – June 2015
Consumer Complaints² (Includes Disability and Discrimination Complaints)	August 2015
Customer Service Reports to the Dept. of Homeland Security³	August 2015
Airline Animal Incident Reports⁴	August 2015

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

FLIGHT DELAYS

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

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS), the Docking Guidance System (DGS) or Airborne Flight Information System (AFIS). Based on the latest information available to DOT, of the 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.

AUGUST 2015

AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/		AT ALL US AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
DELTA AIR LINES S/	29	85.5	146	85.5
ALASKA AIRLINES S/	24	82.9	63	82.9
HAWAIIAN AIRLINES S/	8	81.4	17	81.5
EXPRESSJET AIRLINES S/	17	81.2	165	80.8
VIRGIN AMERICA S/	15	80.0	17	80.6
AMERICAN AIRLINES S/**	28	80.7	85	80.6
ENVOY AIR S/	12	80.2	113	80.5
SKYWEST AIRLINES S/	22	79.5	174	79.8
SOUTHWEST AIRLINES S/***	24	79.3	86	79.5
UNITED AIRLINES S/	28	79.2	80	78.8
FRONTIER AIRLINES S/	24	76.6	49	77.1
JETBLUE AIRWAYS S/	24	73.7	63	74.0
SPIRIT AIRLINES S/****	19	62.9	33	63.7
TOTAL		80.2		80.3

➤ 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.

AUGUST 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*	3rd Quarter 07-09 2014		4th Quarter 10-12 2014		1st Quarter 01-03 2015		2nd Quarter 04-06 2015		Jun-15		Jul-15		Aug-15		12 Months Ending Aug 2015	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	85.0	3	84.1	3	85.1	1	88.2	2	87.4	2	86.4	2	82.9	2	85.7	2
AMERICAN**	77.9	7	78.8	8	75.9	7	78.0	7	77.2	7	80.0	4	80.6	6	77.7	7
-AMERICAN	75.4	(--)	75.8	(--)	75.1	(--)	77.9	(--)	76.2	(--)	(--)	(--)	(--)	(--)	(--)	(--)
-US AIRWAYS	81.3	(--)	82.5	(--)	77.1	(--)	81.5	(--)	78.5	(--)	(--)	(--)	(--)	(--)	(--)	(--)
DELTA	85.6	2	87.4	2	82.8	3	85.3	3	82.2	3	84.2	3	85.5	1	85.2	3
ENVOY	72.8	12	66.2	12	60.6	13	74.8	10	70.2	10	78.6	7	80.5	7	69.3	12
EXPRESSJET	74.1	11	77.3	6	73.6	9	76.1	9	70.5	9	78.7	5	80.8	4	76.2	9
FRONTIER	78.2	6	74.6	11	64.0	12	71.1	12	67.6	11	71.4	12	77.1	11	71.9	11
HAWAIIAN	92.8	1	89.0	1	85.1	2	91.3	1	90.5	1	88.6	1	81.5	3	88.1	1
JETBLUE	75.9	9	81.7	4	68.0	11	81.0	4	78.1	5	76.5	9	74.0	12	77.3	8
SKYWEST	78.3	5	74.9	10	76.8	6	80.8	5	77.3	6	78.7	6	79.8	8	78.1	5
SOUTHWEST***	75.3	10	77.9	7	79.0	5	77.6	8	72.5	8	73.5	11	79.5	9	77.9	6
-SOUTHWEST	74.7	(--)	77.5	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
-AIRTRAN	84.1	(--)	88.2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
SPIRIT****	(--)	(--)	(--)	(--)	70.5	10	61.8	13	49.9	13	68.7	13	63.7	13	(--)	(--)
UNITED	77.4	8	76.8	9	75.9	8	73.9	11	66.3	12	73.5	10	78.8	10	76.0	10
VIRGIN AMERICA	83.0	4	78.0	5	79.2	4	79.9	6	80.5	4	76.8	8	80.6	5	79.4	4
Total	78.0		78.6		76.3		79.0		74.8		78.1		80.3		78.3	

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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AUGUST 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*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	989	78.2	2579	78.4	596	76.2	7831	82.9	2577	78.6	957	77.2	12864	85.8	517	78.9
ALASKA	40	82.5	155	87.1	31	93.5	H/		124	82.3	172	89.0	155	87.1	31	90.3
JETBLUE	H/		3731	73.9	168	85.1	124	83.1	889	76.9	98	69.4	57	82.5	124	72.6
DELTA	21648	87.1	1312	82.3	642	87.4	590	87.8	870	84.8	701	82.7	526	86.1	5275	88.4
EXPRESSJET	5395	79.8	234	79.1	37	70.3	376	71.0	246	82.9	H/		2788	81.0	1669	85.5
FRONTIER	538	75.7	H/		H/		62	72.6	93	81.7	1997	79.1	124	83.9	80	82.5
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY	171	66.1	H/		119	85.7	H/		149	67.8	H/		4183	84.5	150	62.0
SPIRIT****	470	57.2	248	64.5	341	59.8	H/		H/		391	66.0	855	64.7	629	61.7
SKYWEST	440	79.5	12	83.3	H/		62	64.5	190	82.6	4568	83.2	405	76.8	1036	82.9
UNITED	317	76.7	1198	75.5	331	77.0	38	94.7	430	77.2	4594	83.1	340	78.2	123	80.5
VIRGIN AMERICA	H/		193	87.0	H/		H/		114	80.7	H/		H/		H/	
SOUTHWEST***	3717	79.6	1066	73.9	6075	79.4	180	70.0	1306	83.3	5393	81.5	H/		597	78.4
TOTAL	33725	84.0	10728	76.5	8340	79.1	9263	82.3	6988	80.1	18871	81.6	22297	83.9	10231	83.9

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

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AUGUST 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*																
CARRIER	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	732	73.8	677	77.5	264	72.0	860	77.6	1578	81.4	1356	79.8	3520	78.6	2321	78.4
ALASKA	62	88.7	31	87.1	31	80.6	52	96.2	H/		357	84.6	794	73.4	H/	
JETBLUE	584	68.0	1585	66.9	181	86.2	H/		4007	78.3	411	71.8	398	78.6	558	67.0
DELTA	501	82.8	952	83.6	230	82.2	347	83.6	2629	81.9	1088	84.3	2721	79.9	2116	80.9
EXPRESSJET	3064	78.0	H/		153	83.0	5130	85.1	H/		H/		H/		1019	76.3
FRONTIER	H/		49	89.8	212	73.1	155	79.4	H/		453	74.8	151	68.9	93	78.5
HAWAIIAN	H/		H/		H/		H/		31	67.7	75	86.7	183	88.0	H/	
ENVOY	40	85.0	H/		H/		H/		233	79.4	H/		17	76.5	911	67.0
SPIRIT****	H/		1042	66.3	H/		527	56.0	H/		868	68.1	477	55.6	341	68.9
SKYWEST	H/		H/		29	75.9	1444	78.7	H/		150	78.7	3487	69.4	13	92.3
UNITED	3967	78.1	347	80.1	1767	82.3	4912	81.3	378	84.4	1051	80.2	2776	73.8	776	76.8
VIRGIN AMERICA	184	85.3	61	85.2	149	90.6	H/		340	82.9	394	78.9	1192	74.1	109	79.8
SOUTHWEST***	511	76.1	1373	76.5	212	78.3	H/		H/		6498	82.7	3554	71.4	986	79.5
TOTAL	9645	77.5	6117	73.9	3228	81.2	13427	81.4	9196	80.3	12701	80.6	19270	74.0	9243	76.6

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AUGUST 2015
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ARRIVAL AIRPORT*																
CARRIER	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	1617	68.5	H/		4660	75.2	690	79.9	5260	79.9	450	78.7	4037	82.0	5370	84.3
ALASKA	59	81.4	H/		H/		62	93.5	194	81.4	1322	89.5	31	96.8	185	84.3
JETBLUE	1712	70.2	H/		H/		H/		279	69.2	206	76.7	150	82.7	62	66.1
DELTA	1436	77.6	254	87.4	771	82.6	6060	87.1	674	82.9	675	85.3	669	83.0	637	85.4
EXPRESSJET	6	66.7	111	85.6	H/		611	78.2	4343	81.5	H/		H/		3	100.0
FRONTIER	392	70.9	H/		186	67.2	196	80.1	476	68.5	93	84.9	279	70.3	151	81.5
HAWAIIAN	H/		H/		H/		H/		H/		31	71.0	H/		31	61.3
ENVOY	H/		H/		492	79.1	H/		5987	80.4	H/		3	100.0	H/	
SPIRIT****	402	66.4	H/		H/		310	48.4	1023	62.7	93	60.2	155	54.2	62	74.2
SKYWEST	H/		87	82.8	44	68.2	2594	81.5	3871	77.5	446	87.2	H/		1919	82.3
UNITED	924	74.5	H/		176	69.9	376	80.3	5868	79.7	580	79.7	369	76.2	361	74.5
VIRGIN AMERICA	31	74.2	H/		H/		H/		153	83.0	42	90.5	H/		H/	
SOUTHWEST***	3088	76.4	7476	82.6	H/		726	80.3	H/		1165	83.2	723	73.7	4923	80.9
TOTAL	9667	73.3	7928	82.8	6329	76.0	11625	83.2	28128	79.0	5103	84.0	6416	79.7	13704	82.4

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

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AUGUST 2015

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

ARRIVAL AIRPORT*										
CARRIER	SAN		SEA		SFO		SLC		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	831	83.4	935	73.4	1438	79.6	419	80.2	1080	76.2
ALASKA	517	86.8	5243	81.2	515	81.4	217	86.2	31	80.6
JETBLUE	124	80.6	312	69.6	460	66.3	124	73.4	490	73.1
DELTA	643	85.7	1667	83.0	1135	80.2	3487	89.1	942	83.2
EXPRESSJET	H/		H/		H/		5	100.0	H/	
FRONTIER	61	90.2	106	73.6	186	85.5	92	78.3	122	78.7
HAWAIIAN	31	87.1	62	74.2	62	82.3	H/		H/	
ENVOY	H/		H/		H/		H/		H/	
SPIRIT****	186	79.6	H/		H/		H/		178	57.9
SKYWEST	644	77.5	1361	76.9	3146	73.4	4183	88.2	H/	
UNITED	775	82.5	921	73.3	4641	79.1	124	87.1	472	71.8
VIRGIN AMERICA	183	85.2	197	78.2	1672	80.5	H/		H/	
SOUTHWEST***	2881	79.1	1288	74.2	1350	71.1	851	80.1	2117	76.3
TOTAL	6876	81.4	12092	78.6	14605	77.2	9502	87.1	5432	76.3

* 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	87.3	83.8	83.3	87.5	76.2	92.6	91.4	90.3	82.1	58.1	73.5	93.2	86.2	98.6	91.8	J/	79.5	95.8
700 - 759 AM	94.2	79.6	88.9	93.1	85.9	93.8	90.6	93.8	85.1	81.0	91.4	91.1	82.3	94.3	88.6	88.1	88.1	95.2
800 - 859 AM	89.6	84.9	90.2	90.3	92.7	89.5	92.1	86.8	86.8	93.2	87.2	90.4	86.3	93.3	86.1	90.9	93.3	94.4
900 - 959 AM	89.6	90.3	92.7	82.1	92.3	89.7	89.6	93.3	90.8	83.9	89.5	88.7	88.6	90.7	86.1	89.0	89.8	96.8
1000 - 1059 AM	88.0	88.9	93.2	86.7	88.1	85.9	90.0	89.0	87.3	89.6	100.0	85.5	89.8	87.9	83.7	88.8	86.6	92.2
1100 - 1159 AM	89.0	89.5	91.4	89.2	91.6	91.5	86.3	89.7	87.4	80.5	89.4	87.9	88.7	87.3	79.7	89.0	86.5	92.9
1200 - 1259 PM	87.2	83.2	91.1	89.4	89.9	84.9	88.2	90.3	85.2	80.2	80.0	85.3	84.5	87.3	77.8	81.9	82.1	92.8
100 - 159 PM	89.6	79.2	86.8	87.1	87.0	88.7	87.1	93.2	82.0	76.0	81.3	81.4	82.6	86.5	84.1	84.0	71.4	84.7
200 - 259 PM	86.0	87.0	83.7	88.9	87.1	86.6	85.3	86.9	83.7	77.1	86.7	83.1	84.6	82.9	76.6	77.2	66.2	83.9
300 - 359 PM	85.0	81.3	78.1	85.4	85.1	79.2	80.6	87.8	79.8	72.7	88.5	77.6	89.4	80.3	82.2	74.6	74.5	86.1
400 - 459 PM	84.7	72.4	78.7	76.4	80.2	75.0	81.3	86.3	81.2	71.2	80.5	80.5	83.2	73.2	71.4	75.8	69.6	80.1
500 - 559 PM	81.9	71.1	73.1	74.7	74.5	75.3	78.4	79.9	72.1	75.6	78.7	78.8	83.7	75.8	74.0	72.4	68.2	76.4
600 - 659 PM	80.5	70.5	72.7	72.3	76.0	70.7	77.3	77.2	70.0	64.1	90.8	73.9	71.8	75.1	75.1	68.9	63.5	75.3
700 - 759 PM	73.7	70.1	66.2	74.7	65.4	71.3	78.7	77.3	65.8	66.8	80.7	68.6	75.2	70.3	65.6	63.3	57.4	72.7
800 - 859 PM	73.8	67.4	67.1	73.5	67.8	73.2	80.4	74.7	65.2	66.4	71.6	75.2	75.9	68.8	60.7	60.4	64.2	71.7
900 - 959 PM	73.6	68.3	65.7	72.2	73.6	74.2	76.3	76.2	69.6	60.0	71.7	72.8	72.7	69.1	54.6	67.1	63.9	66.9
1000 - 1059 PM	74.9	67.2	65.1	82.1	71.0	72.7	78.2	68.4	66.7	60.0	71.1	59.7	71.7	66.6	54.0	66.5	65.5	62.6
1100 - 559 AM	77.1	70.6	69.7	76.2	72.0	66.4	77.7	69.2	74.8	69.6	74.1	75.8	74.3	73.7	69.8	71.9	68.5	69.5
TOTAL, ALL ARRIVALS, BY AIRPORT	84.0	76.5	79.1	82.3	80.1	81.6	83.9	83.9	77.5	73.9	81.2	81.4	80.3	80.6	74.0	76.6	73.3	82.8

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

AUGUST 2015

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	89.2	93.7	86.3	100.0	83.7	91.3	81.3	87.3	88.7	93.3	61.9	87.8
700 - 759 AM	85.5	94.2	85.2	93.4	86.0	92.4	88.3	92.2	94.2	97.4	82.8	90.6
800 - 859 AM	89.5	90.8	84.6	96.1	90.1	90.6	92.3	93.3	89.0	95.6	88.9	89.8
900 - 959 AM	80.8	93.5	87.5	94.6	84.5	91.4	90.6	87.0	74.9	95.2	89.2	88.7
1000 - 1059 AM	84.1	89.7	86.1	94.7	88.7	89.9	86.2	77.6	70.6	93.7	89.9	86.8
1100 - 1159 AM	80.5	85.2	87.6	93.4	81.7	87.3	85.8	76.0	76.2	91.3	87.5	86.7
1200 - 1259 PM	77.2	91.4	84.6	90.2	89.9	87.9	88.5	76.3	73.1	89.9	80.7	85.3
100 - 159 PM	81.6	87.7	84.7	77.1	83.7	84.7	85.7	76.4	77.9	89.3	75.8	84.3
200 - 259 PM	75.5	88.1	81.7	88.9	84.1	81.0	83.2	78.1	80.4	88.7	81.8	83.1
300 - 359 PM	76.0	80.6	76.9	81.3	84.2	82.1	74.8	77.1	82.5	88.4	74.0	81.3
400 - 459 PM	66.1	82.2	74.4	85.2	72.9	79.0	80.1	79.0	78.4	86.3	72.2	78.5
500 - 559 PM	66.6	85.8	74.0	86.5	72.2	77.4	79.6	79.2	78.3	87.0	77.2	76.4
600 - 659 PM	74.2	69.7	68.3	78.4	78.0	76.6	70.4	78.9	76.6	82.9	70.5	73.7
700 - 759 PM	64.4	67.6	71.3	83.7	76.3	78.5	75.6	79.3	75.7	82.7	71.8	72.9
800 - 859 PM	59.6	81.3	70.8	82.5	66.2	69.2	78.3	78.5	77.9	79.4	61.5	71.7
900 - 959 PM	71.9	70.8	68.8	73.8	74.9	68.1	76.8	72.2	73.0	74.8	68.3	70.2
1000 - 1059 PM	70.8	72.1	74.3	76.6	74.4	72.9	72.4	71.7	69.8	80.7	66.0	69.2
1100 - 559 AM	73.9	78.2	72.2	73.3	71.5	68.0	76.7	76.7	72.8	73.5	68.5	72.7
TOTAL, ALL ARRIVALS, BY AIRPORT	76.0	83.2	79.0	84.0	79.7	82.4	81.4	78.6	77.2	87.1	76.3	80.2

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

AUGUST 2015

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	95.2	94.2	90.2	88.4	93.6	94.1	89.2	89.1	91.2	94.2	95.4	86.9	87.8	94.9	93.2	89.0	92.5	95.9
700 - 759 AM	90.5	90.1	89.2	91.2	93.4	92.1	86.5	89.7	87.6	88.2	84.1	88.6	89.5	94.9	88.4	90.6	90.5	91.7
800 - 859 AM	90.3	84.1	85.6	86.8	88.5	91.6	89.7	90.1	87.4	91.0	87.0	88.1	89.2	89.6	84.7	87.1	89.9	87.6
900 - 959 AM	85.6	87.6	81.5	90.0	91.2	86.3	83.9	86.1	83.8	76.3	90.0	86.4	88.3	87.8	79.2	84.7	88.6	87.6
1000 - 1059 AM	86.6	88.9	82.7	79.0	83.6	85.6	84.5	90.3	86.6	82.8	87.2	81.0	83.3	81.8	80.4	87.3	85.1	86.7
1100 - 1159 AM	83.2	83.5	78.8	85.6	85.2	80.0	82.9	79.7	80.6	81.2	J/	82.1	86.0	82.2	76.1	86.4	80.1	83.9
1200 - 1259 PM	84.4	85.1	79.5	80.6	85.2	84.2	82.7	88.6	79.6	79.0	85.2	78.0	86.6	79.3	74.1	84.3	82.3	84.4
100 - 159 PM	85.4	79.2	76.8	83.9	84.7	77.1	79.9	88.0	77.8	76.1	57.1	79.1	81.3	76.9	77.0	75.5	71.8	77.0
200 - 259 PM	79.9	75.8	73.1	81.2	81.4	82.4	82.5	83.1	69.8	69.8	75.0	76.7	76.8	72.6	76.7	77.8	59.8	62.2
300 - 359 PM	80.4	76.9	62.5	72.8	84.1	77.0	79.3	83.3	65.0	67.3	83.2	75.7	73.1	67.4	72.2	70.8	54.8	70.8
400 - 459 PM	79.6	70.8	60.4	77.5	78.5	73.4	76.2	75.5	70.2	63.8	78.7	73.5	81.7	65.6	76.6	66.2	51.9	68.2
500 - 559 PM	78.7	64.4	62.0	65.7	75.8	68.6	74.4	82.2	70.5	62.0	67.9	72.8	77.7	64.5	77.6	71.4	62.3	64.8
600 - 659 PM	72.9	67.5	55.5	67.7	69.8	69.5	72.4	73.9	60.7	67.8	68.9	68.4	70.8	66.1	71.9	66.2	51.3	61.8
700 - 759 PM	74.3	62.5	62.0	62.3	74.6	69.5	75.7	75.6	53.1	58.7	75.0	71.2	66.3	57.9	66.7	62.8	53.4	56.9
800 - 859 PM	66.1	63.0	54.8	66.5	62.5	67.4	73.2	79.4	60.2	66.2	76.0	57.2	66.9	53.0	64.2	62.9	54.9	58.1
900 - 959 PM	71.5	65.6	49.8	100.0	69.2	69.4	79.6	78.9	58.6	52.3	77.8	72.4	68.2	66.8	56.4	61.1	59.0	61.0
1000 - 1059 PM	72.0	J/	53.1	68.5	71.6	77.3	76.9	89.7	71.4	81.1	67.5	46.2	64.2	70.1	63.5	51.6	39.3	63.8
1100 - 559 AM	80.0	91.4	86.7	90.7	94.0	86.5	89.9	89.1	84.8	92.8	93.6	88.9	74.3	79.6	72.1	89.8	80.1	92.4
TOTAL, ALL DEPARTURES, BY AIRPORT	80.5	79.5	72.0	78.0	82.5	79.7	80.3	84.4	74.8	74.7	79.5	78.1	79.5	76.7	76.2	77.4	71.6	74.9

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

AUGUST 2015

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	82.1	92.7	84.1	95.7	91.3	94.1	94.8	94.9	93.6	93.0	95.8	92.1
700 - 759 AM	83.8	93.6	85.0	92.5	89.6	90.5	92.4	90.6	91.8	91.1	90.9	89.6
800 - 859 AM	87.7	90.2	82.9	93.1	90.6	88.2	85.0	89.2	90.2	90.7	87.0	88.2
900 - 959 AM	81.7	90.3	80.6	85.1	84.3	85.0	87.5	85.6	83.2	91.8	89.2	85.4
1000 - 1059 AM	76.1	90.5	81.2	93.0	82.4	85.6	83.2	81.0	69.0	85.3	87.4	83.7
1100 - 1159 AM	82.0	89.5	79.7	91.0	83.2	81.4	79.7	74.8	78.6	89.7	85.5	82.5
1200 - 1259 PM	74.7	70.7	82.5	91.5	80.3	81.5	80.3	69.4	71.0	83.3	78.4	81.1
100 - 159 PM	70.8	90.1	78.0	82.2	81.2	82.8	82.5	71.7	69.3	88.6	77.5	79.9
200 - 259 PM	74.0	85.0	74.6	80.0	82.4	74.5	80.0	74.6	74.0	79.8	67.6	76.3
300 - 359 PM	67.2	87.2	74.0	84.4	76.4	76.0	76.5	76.1	74.8	87.5	69.4	76.0
400 - 459 PM	67.9	76.7	70.4	82.8	80.0	75.1	69.8	75.6	75.6	80.6	60.1	73.5
500 - 559 PM	64.4	83.4	68.6	79.1	69.9	66.2	78.3	72.6	76.5	84.2	67.0	72.5
600 - 659 PM	63.2	71.2	67.8	73.8	69.2	67.9	70.9	74.3	71.2	73.9	64.4	68.3
700 - 759 PM	66.2	77.0	63.4	75.1	69.7	64.5	69.5	81.1	70.3	64.9	58.6	68.0
800 - 859 PM	61.2	64.7	69.2	74.6	75.5	66.6	70.1	75.5	73.6	79.9	65.1	67.9
900 - 959 PM	56.3	83.1	72.1	82.9	75.8	63.0	78.7	75.8	75.8	87.0	60.3	69.9
1000 - 1059 PM	J/	86.3	70.3	83.8	77.6	66.5	90.0	71.3	80.4	85.8	70.0	72.1
1100 - 559 AM	67.7	95.2	86.9	87.5	94.7	85.5	J/	84.0	81.9	85.6	93.5	83.4
TOTAL, ALL DEPARTURES, BY AIRPORT	71.3	86.0	75.9	86.3	80.6	79.1	81.7	79.9	78.0	86.5	76.5	78.7

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

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AIR TRAVEL CONSUMER REPORT

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

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

SPIRIT	709	May	LAX-DTW	2158	31	18	58.06	75.41
SPIRIT	709	Jun	LAX-DTW	2158	30	20	66.67	140.67
SPIRIT	709	Jul	LAX-DTW	2158	31	17	54.84	75.33
SPIRIT	709	Aug	LAX-DTW	2158	31	22	70.97	83.45

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

DELTA	2770	Jun	SFO-LAX	1500	22	14	63.64	75.38
DELTA	2776	Jul	SFO-LAX	1500	26	17	65.38	86.65
DELTA	2776	Aug	SFO-LAX	1500	26	15	57.69	62.20
ENVOY	3271	Jun	ASE-DFW	1605	27	16	59.26	105.56
ENVOY	3271	Jul	ASE-DFW	1617	31	18	58.06	110.33
ENVOY	3271	Aug	ASE-DFW	1620	17	13	76.47	101.17
SOUTHWEST	377	Jun	LAS-PHX	2035	24	14	58.33	81.57
SOUTHWEST	377	Jul	LAS-PHX	2035	31	18	58.06	55.06
SOUTHWEST	377	Aug	LAS-PHX	2035	10	6	60.00	60.67

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

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AIR TRAVEL CONSUMER REPORT

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

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

SPIRIT	464	Jun	FLL-ORD	2144	30	16	53.33	108.00
SPIRIT	464	Jul	FLL-ORD	2145	31	16	51.61	81.00
SPIRIT	464	Aug	FLL-ORD	2145	31	17	54.84	80.24
SPIRIT	719	Jun	LAS-LAX	1955	30	21	70.00	101.14
SPIRIT	719	Jul	LAS-LAX	1955	31	20	64.52	63.83
SPIRIT	719	Aug	LAS-LAX	1955	31	19	61.29	75.84
SPIRIT	709	Jun	LAX-DTW	2158	30	20	66.67	140.67
SPIRIT	709	Jul	LAX-DTW	2158	31	17	54.84	75.33
SPIRIT	709	Aug	LAX-DTW	2158	31	22	70.97	83.45
UNITED	746	Jun	IAH-LAX	1905	30	16	53.33	73.94
UNITED	1166	Jul	IAH-LAX	2058	26	14	53.85	81.57
UNITED	1166	Aug	IAH-LAX	2058	27	14	51.85	59.79
UNITED	1196	Jun	ORD-DSM	1910	23	15	65.22	116.18
UNITED	1196	Jul	ORD-DSM	1910	22	12	54.55	103.64
UNITED	1196	Aug	ORD-DSM	1910	11	6	54.55	112.50

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

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AIR TRAVEL CONSUMER REPORT

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

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

ALASKA	562	Jul	PDX-LAX	1830	31	19	61.29	75.74
ALASKA	562	Aug	PDX-LAX	1830	31	19	61.29	66.16
ALASKA	448	Jul	SEA-LAX	1740	31	17	54.84	75.00
ALASKA	474	Aug	SEA-LAX	1735	31	16	51.61	68.63
ALASKA	464	Jul	SEA-LAX	1825	31	23	74.19	74.17
ALASKA	464	Aug	SEA-LAX	1825	31	21	67.74	66.95
AMERICAN	640	Jul	PHX-LAX	2005	29	17	58.62	56.47
AMERICAN	640	Aug	PHX-LAX	2005	29	15	51.72	67.07
DELTA	2286	Jul	LAX-SMF	1510	27	14	51.85	71.57
DELTA	2286	Aug	LAX-SMF	1510	14	8	57.14	69.50
DELTA	670	Jul	PDX-LAX	1909	26	19	73.08	54.00
DELTA	670	Aug	PDX-LAX	1909	26	14	53.85	51.86
DELTA	2776	Jul	SFO-LAX	1500	26	17	65.38	86.65
DELTA	2776	Aug	SFO-LAX	1500	26	15	57.69	62.20
ENVOY	3271	Jul	ASE-DFW	1617	31	18	58.06	110.33
ENVOY	3271	Aug	ASE-DFW	1620	17	13	76.47	101.17
ENVOY	3248	Jul	CMH-LGA	1738	25	14	56.00	75.82
ENVOY	3248	Aug	CMH-LGA	1738	26	14	53.85	80.62
SKYWEST	5655	Jul	BUR-SFO	858	21	13	61.90	82.27
SKYWEST	5655	Aug	BUR-SFO	858	11	8	72.73	88.25

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

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

SKYWEST	2894	Jul	FAT-LAX	1915	29	19	65.52	61.43
SKYWEST	2894	Aug	FAT-LAX	1915	29	19	65.52	89.58
SKYWEST	2903	Jul	RNO-LAX	1917	25	16	64.00	72.79
SKYWEST	2903	Aug	RNO-LAX	1917	27	18	66.67	74.56
SKYWEST	6211	Jul	SAT-LAX	2026	25	14	56.00	72.58
SKYWEST	6211	Aug	SAT-LAX	2026	14	12	85.71	76.67
SKYWEST	5611	Jul	SEA-LAX	1735	21	13	61.90	62.92
SKYWEST	5611	Aug	SEA-LAX	1735	11	7	63.64	65.29
SKYWEST	2902	Jul	SJC-LAX	1945	29	21	72.41	63.63
SKYWEST	2902	Aug	SJC-LAX	1945	31	19	61.29	58.00
SKYWEST	6433	Jul	SLC-LAX	2037	30	20	66.67	69.37
SKYWEST	6433	Aug	SLC-LAX	2037	29	20	68.97	65.25
SOUTHWEST	377	Jul	LAS-PHX	2035	31	18	58.06	55.06
SOUTHWEST	377	Aug	LAS-PHX	2035	10	6	60.00	60.67
SOUTHWEST	3409	Jul	OAK-LAX	1845	27	24	88.89	71.48
SOUTHWEST	2617	Aug	OAK-LAX	1840	26	16	61.54	49.40
SOUTHWEST	276	Jul	SMF-LAX	1955	27	21	77.78	67.22
SOUTHWEST	2503	Aug	SMF-LAX	2020	26	17	65.38	74.53
SPIRIT	464	Jul	FLL-ORD	2145	31	16	51.61	81.00
SPIRIT	464	Aug	FLL-ORD	2145	31	17	54.84	80.24

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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AIR TRAVEL CONSUMER REPORT

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

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

SPIRIT	719	Jul	LAS-LAX	1955	31	20	64.52	63.83
SPIRIT	719	Aug	LAS-LAX	1955	31	19	61.29	75.84
SPIRIT	709	Jul	LAX-DTW	2158	31	17	54.84	75.33
SPIRIT	709	Aug	LAX-DTW	2158	31	22	70.97	83.45
SPIRIT	785	Jul	MCI-LAX	2110	23	16	69.57	57.38
SPIRIT	785	Aug	MCI-LAX	2110	31	22	70.97	51.55
SPIRIT	281	Jul	MSP-IAH	2005	31	16	51.61	73.36
SPIRIT	281	Aug	MSP-IAH	2005	31	19	61.29	78.71
UNITED	1166	Jul	IAH-LAX	2058	26	14	53.85	81.57
UNITED	1166	Aug	IAH-LAX	2058	27	14	51.85	59.79
UNITED	1196	Jul	ORD-DSM	1910	22	12	54.55	103.64
UNITED	1196	Aug	ORD-DSM	1910	11	6	54.55	112.50
UNITED	1942	Jul	SFO-LAX	1954	25	17	68.00	96.12
UNITED	1942	Aug	SFO-LAX	1954	14	8	57.14	44.63
VIRGIN AMERICA	885	Jul	DAL-LAX	1940	27	15	55.56	73.33
VIRGIN AMERICA	885	Aug	DAL-LAX	1940	26	20	76.92	83.25
VIRGIN AMERICA	942	Jul	SFO-LAX	1945	26	17	65.38	67.53
VIRGIN AMERICA	942	Aug	SFO-LAX	1945	26	20	76.92	74.10
VIRGIN AMERICA	948	Jul	SFO-LAX	2045	27	14	51.85	58.14
VIRGIN AMERICA	948	Aug	SFO-LAX	2045	26	14	53.85	60.08

* 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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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***	332	13	3.9
VIRGIN AMERICA	188	3	1.6
FRONTIER	260	2	0.8
SKYWEST	1,506	10	0.7
ALASKA	525	3	0.6
SOUTHWEST**	3,582	19	0.5
JETBLUE	778	4	0.5
ENVOY	786	2	0.3
UNITED	1,002	1	0.1
AMERICAN*	2,604	2	0.1
EXPRESSJET	1,347	1	0.1
DELTA	2,341	1	0.0
HAWAIIAN	216	0	0.0
TOTAL	15,467	61	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 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	90.3	90.3	62	62
ABILENE TX (ABI)	91.0	93.8	210	210
ADAK ISLAND AK (ADK)	77.8	22.2	9	9
AGUADILLA PR (BQN)	71.7	73.9	152	153
AKRON OH (CAK)	77.5	88.3	538	539
ALBANY GA (ABY)	83.8	90.0	80	80
ALBANY NY (ALB)	76.1	84.2	732	734
ALBUQUERQUE NM (ABQ)	78.6	82.4	1,938	1,937
ALEXANDRIA LA (AEX)	84.7	84.4	295	295
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	78.5	83.3	233	233
ALPENA MI (APN)	88.5	86.5	52	52
AMARILLO TX (AMA)	86.1	94.0	316	317
ANCHORAGE AK (ANC)	74.2	83.4	1,994	1,997
APPLETON WI (ATW)	80.7	82.1	301	302
ARCATA/EUREKA CA (ACV)	66.4	66.7	122	123
ARLINGTON VA (DCA)	80.1	82.5	6,988	6,988
ASHEVILLE NC (AVL)	82.6	83.0	317	317
ASPEN CO (ASE)	73.3	76.2	225	227
ATLANTA GA (ATL)	84.0	80.5	33,725	33,707
ATLANTIC CITY NJ (ACY)	68.3	71.3	341	341
AUGUSTA GA (AGS)	81.9	84.3	215	216
AUSTIN TX (AUS)	81.9	84.8	4,164	4,167
BAKERSFIELD CA (BFL)	77.0	82.0	244	245
BALTIMORE MD (BWI)	79.1	72.0	8,340	8,338
BANGOR ME (BGR)	90.8	88.2	76	76
BARROW AK (BRW)	82.5	82.5	80	80
BATON ROUGE LA (BTR)	80.4	82.5	668	668
BEAUMONT/PORT ARTHUR TX (BPT)	75.8	85.7	91	91
BELLINGHAM WA (BLI)	87.1	87.1	31	31
BEMIDJI MN (BJI)	87.1	90.3	62	62
BEND/REDMOND OR (RDM)	83.5	85.7	231	231
BETHEL AK (BET)	84.3	85.5	83	83
BILLINGS MT (BIL)	89.5	93.4	333	333
BINGHAMTON NY (BGM)	89.7	93.1	29	29
BIRMINGHAM AL (BHM)	81.9	85.0	1,174	1,174
BISMARCK/MANDAN ND (BIS)	83.6	87.0	354	354
BLOOMINGTON/NORMAL IL (BMI)	79.4	88.3	257	257
BOISE ID (BOI)	79.1	83.9	1,175	1,174
BOSTON MA (BOS)	76.5	79.5	10,728	10,727
BOZEMAN MT (BZN)	82.3	86.9	525	525
BRAINERD MN (BRD)	93.3	96.7	60	60
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	81.3	85.4	198	198
BROWNSVILLE TX (BRO)	86.2	89.2	232	232

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	79.0	87.5	81	80
BUFFALO NY (BUF)	77.9	82.3	1,604	1,604
BURBANK CA (BUR)	82.5	84.5	1,780	1,779
BURLINGTON VT (BTV)	80.1	87.2	282	281
BUTTE MT (BTM)	83.9	88.7	62	62
CASPER WY (CPR)	92.6	92.1	188	189
CEDAR CITY UT (CDC)	80.8	88.5	52	52
CEDAR RAPIDS/IOWA CITY IA (CID)	81.4	83.8	652	654
CHAMPAIGN/URBANA IL (CMI)	88.7	89.7	195	195
CHANTILLY VA (IAD)	81.2	79.4	3,228	3,236
CHARLESTON SC (CHS)	83.1	84.3	1,136	1,136
CHARLESTON/DUNBAR WV (CRW)	81.9	82.4	227	227
CHARLOTTE AMALIE VI (STT)	78.9	78.3	350	351
CHARLOTTE NC (CLT)	82.3	78.0	9,263	9,262
CHARLOTTESVILLE VA (CHO)	75.5	79.7	212	212
CHATTANOOGA TN (CHA)	82.3	84.3	407	407
CHICAGO IL (MDW)	82.8	74.9	7,928	7,928
CHICAGO IL (ORD)	79.0	75.9	28,128	28,149
CHRISTIANSTED VI (STX)	77.4	80.0	84	85
CLEVELAND OH (CLE)	79.4	82.6	3,322	3,325
CODY WY (COD)	81.6	75.3	76	77
COLLEGE STATION/BRYAN TX (CLL)	87.7	89.5	219	219
COLORADO SPRINGS CO (COS)	74.0	85.5	642	640
COLUMBIA MO (COU)	80.3	80.3	122	122
COLUMBIA SC (CAE)	83.0	85.2	465	465
COLUMBUS GA (CSG)	79.4	87.3	102	102
COLUMBUS MS (GTR)	78.4	86.4	88	88
COLUMBUS OH (CMH)	79.4	82.1	2,249	2,251
CORDOVA AK (CDV)	91.9	75.8	62	62
CORPUS CHRISTI TX (CRP)	79.6	85.5	339	339
COVINGTON KY (CVG)	80.1	84.4	1,961	1,962
DALLAS TX (DAL)	84.2	78.9	5,806	5,803
DALLAS/FORT WORTH TX (DFW)	83.9	80.3	22,297	22,298
DAYTON OH (DAY)	81.1	84.5	867	870
DAYTONA BEACH FL (DAB)	83.0	89.0	135	136
DEADHORSE AK (SCC)	87.5	85.0	80	80
DENVER CO (DEN)	81.6	79.7	18,871	18,866
DES MOINES IA (DSM)	78.2	82.7	770	770
DETROIT MI (DTW)	83.9	84.4	10,231	10,237
DEVILS LAKE ND (DVL)	62.5	64.6	48	48
DICKINSON ND (DIK)	98.4	96.7	61	61
DILLINGHAM AK (DLG)	100.0	90.9	22	22
DOTHAN AL (DHN)	85.5	86.3	117	117

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DUBUQUE IA (DBQ)	83.0	80.7	88	88
DULUTH MN (DLH)	78.5	82.9	163	164
DURANGO CO (DRO)	81.8	86.4	198	198
EAGLE CO (EGE)	84.6	92.3	39	39
EAU CLAIRE WI (EAU)	64.5	64.5	62	62
EL PASO TX (ELP)	79.5	85.7	1,106	1,107
ELKO NV (EKO)	96.6	96.7	29	30
ELMIRA/CORNING NY (ELM)	86.9	88.4	199	199
ERIE PA (ERI)	67.7	80.6	62	62
ESCANABA MI (ESC)	82.7	86.5	52	52
EUGENE OR (EUG)	82.0	85.2	366	366
EVANSVILLE IN (EVV)	87.3	86.6	394	395
FAIRBANKS AK (FAI)	72.3	82.6	264	265
FARGO ND (FAR)	83.8	86.8	612	613
FAYETTEVILLE AR (XNA)	75.3	80.5	910	907
FAYETTEVILLE NC (FAY)	82.0	80.0	150	150
FLAGSTAFF AZ (FLG)	76.9	85.8	169	169
FLINT MI (FNT)	75.9	84.7	465	465
FORT LAUDERDALE FL (FLL)	73.9	74.7	6,117	6,121
FORT MYERS FL (RSW)	79.6	80.6	1,561	1,564
FORT SMITH AR (FSM)	79.4	87.6	170	170
FORT WAYNE IN (FWA)	80.5	85.4	527	529
FRESNO CA (FAT)	75.8	80.1	686	684
GAINESVILLE FL (GNV)	69.6	77.5	253	253
GARDEN CITY KS (GCK)	90.3	91.9	62	62
GILLETTE WY (GCC)	92.0	93.1	88	87
GRAND FORKS ND (GFK)	89.5	90.7	76	75
GRAND ISLAND NE (GRI)	84.2	87.7	57	57
GRAND JUNCTION CO (GJT)	87.8	92.5	295	295
GRAND RAPIDS MI (GRR)	80.9	83.5	1,010	1,009
GREAT FALLS MT (GTF)	84.7	93.5	229	230
GREEN BAY WI (GRB)	81.7	86.7	520	520
GREENSBORO/HIGH POINT NC (GSO)	79.8	79.8	563	559
GREER SC (GSP)	79.1	84.3	578	578
GUAM TT (GUM)	61.3	64.5	31	31
GULFPORT/BILOXI MS (GPT)	80.4	83.2	327	327
GUNNISON CO (GUC)	68.9	80.4	45	46
GUSTAVUS AK (GST)	68.2	59.1	22	22
HANCOCK/HOUGHTON MI (CMX)	73.0	82.5	63	63
HARLINGEN/SAN BENITO TX (HRL)	81.6	86.9	283	283
HARRISBURG PA (MDT)	84.7	86.7	294	293
HARTFORD CT (BDL)	77.3	82.1	1,755	1,757
HATTIESBURG/LAUREL MS (PIB)	84.6	92.3	52	52

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HAYDEN CO (HDN)	77.4	90.3	31	31
HAYS KS (HYS)	90.4	84.6	52	52
HELENA MT (HLN)	91.8	96.6	146	146
HIBBING MN (HIB)	94.0	94.0	83	83
HILO HI (ITO)	82.4	86.0	557	557
HOBBS NM (HOB)	76.5	88.2	51	51
HONOLULU HI (HNL)	76.7	85.5	4,197	4,202
HOUSTON TX (HOU)	79.6	75.6	4,897	4,894
HOUSTON TX (IAH)	81.4	78.1	13,427	13,419
HUNTSVILLE AL (HSV)	82.3	85.0	441	441
HYANNIS MA (HYA)	80.6	80.6	31	31
IDAHO FALLS ID (IDA)	86.6	92.9	253	253
INDIANAPOLIS IN (IND)	81.5	83.3	2,366	2,372
INTERNATIONAL FALLS MN (INL)	90.7	88.9	54	54
IRON MOUNTAIN/KINGSFD MI (IMT)	93.0	91.2	57	57
ISLIP NY (ISP)	67.3	78.1	379	379
JACKSON WY (JAC)	78.8	86.0	486	486
JACKSON/VICKSBURG MS (JAN)	83.9	88.6	691	691
JACKSONVILLE FL (JAX)	75.6	81.4	1,669	1,671
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	74.5	84.0	106	106
JAMESTOWN ND (JMS)	70.3	70.7	74	75
JOPLIN MO (JLN)	85.5	85.5	62	62
JUNEAU AK (JNU)	82.5	84.0	513	512
KAHULUI HI (OGG)	81.4	83.1	1,928	1,925
KALAMAZOO MI (AZO)	83.2	82.4	143	142
KALISPELL MT (FCA)	83.9	85.5	316	318
KANSAS CITY MO (MCI)	80.7	84.7	3,654	3,659
KETCHIKAN AK (KTN)	78.5	80.0	270	270
KEY WEST FL (EYW)	82.6	84.3	172	172
KILLEEN TX (GRK)	83.3	88.7	372	372
KING SALMON AK (AKN)	87.5	75.0	8	8
KNOXVILLE TN (TYS)	77.5	80.8	683	683
KODIAK AK (ADQ)	84.2	73.7	57	57
KONA HI (KOA)	85.0	87.3	1,139	1,138
KOTZEBUE AK (OTZ)	82.3	85.5	62	62
LA CROSSE WI (LSE)	87.5	86.3	168	168
LAFAYETTE LA (LFT)	81.1	85.9	461	461
LAKE CHARLES LA (LCH)	82.9	86.9	175	175
LANSING MI (LAN)	85.7	87.8	147	148
LARAMIE WY (LAR)	94.2	92.3	52	52
LAREDO TX (LRD)	87.3	91.7	205	205
LAS VEGAS NV (LAS)	80.6	76.7	12,701	12,698
LATROBE PA (LBE)	65.3	64.6	147	147

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LAWTON/FORT SILL OK (LAW)	84.4	89.3	122	122
LEWISTON ID (LWS)	98.3	98.3	60	60
LEXINGTON KY (LEX)	81.8	86.4	595	595
LIHUE HI (LIH)	84.2	86.5	1,062	1,062
LINCOLN NE (LNK)	77.2	85.2	237	237
LITTLE ROCK AR (LIT)	80.6	84.5	1,032	1,033
LONG BEACH CA (LGB)	78.0	78.5	918	918
LONGVIEW TX (GGG)	78.3	85.0	60	60
LOS ANGELES CA (LAX)	74.0	76.2	19,270	19,265
LOUISVILLE KY (SDF)	83.3	86.0	872	873
LUBBOCK TX (LBB)	82.8	90.1	413	413
MADISON WI (MSN)	83.1	86.8	881	881
MANCHESTER NH (MHT)	73.7	82.4	617	618
MANHATTAN/FT. RILEY KS (MHK)	88.4	90.3	155	155
MARQUETTE MI (MQT)	80.8	84.6	26	26
MARTHA'S VINEYARD MA (MVY)	80.6	67.7	62	62
MEDFORD OR (MFR)	81.5	84.0	248	250
MELBOURNE FL (MLB)	81.8	83.3	132	132
MEMPHIS TN (MEM)	82.0	83.4	1,328	1,325
MERIDIAN MS (MEI)	85.5	91.6	83	83
MIAMI FL (MIA)	76.0	71.3	6,329	6,328
MIDLAND/ODESSA TX (MAF)	80.8	83.8	646	647
MILWAUKEE WI (MKE)	80.9	82.8	2,760	2,758
MINNEAPOLIS MN (MSP)	83.2	86.0	11,625	11,622
MINOT ND (MOT)	87.9	91.7	206	206
MISSION/MCALLEN/EDINBURG TX (MFE)	82.6	84.8	259	257
MISSOULA MT (MSO)	84.9	86.9	284	283
MOBILE AL (MOB)	83.0	86.5	466	466
MOLINE IL (MLI)	77.0	83.6	318	317
MONROE LA (MLU)	83.9	86.7	286	286
MONTEREY CA (MRY)	64.3	74.4	308	308
MONTGOMERY AL (MGM)	78.6	85.5	290	290
MONROSE/DELTA CO (MTJ)	89.7	93.8	97	97
MOSINEE WI (CWA)	78.6	83.2	131	131
MUSKEGON MI (MKG)	74.2	79.0	62	62
MYRTLE BEACH SC (MYR)	73.2	71.7	575	575
NANTUCKET MA (ACK)	84.8	82.6	138	138
NASHVILLE TN (BNA)	82.9	82.1	4,573	4,576
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	71.9	75.4	57	57
NEW ORLEANS LA (MSY)	82.0	84.1	3,416	3,419
NEW YORK NY (JFK)	80.3	79.5	9,196	9,198
NEW YORK NY (LGA)	76.6	77.4	9,243	9,241
NEWARK NJ (EWR)	77.5	74.8	9,645	9,612

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
NEWBURGH/POUGHKEEPSIE NY (SWF)	71.4	79.4	63	63
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	78.2	83.2	119	119
NIAGARA FALLS NY (IAG)	63.0	74.1	27	27
NOME AK (OME)	74.2	67.7	62	62
NORFOLK VA (ORF)	77.7	82.5	883	882
NORTH BEND/COOS BAY OR (OTH)	62.5	62.5	40	40
OAKLAND CA (OAK)	79.0	76.8	4,142	4,141
OKLAHOMA CITY OK (OKC)	79.4	85.0	1,583	1,582
OMAHA NE (OMA)	83.3	85.4	1,487	1,489
ONTARIO CA (ONT)	80.8	82.0	1,727	1,726
ORLANDO FL (MCO)	73.3	71.6	9,667	9,666
PADUCAH KY (PAH)	69.4	75.8	62	62
PAGO PAGO TT (PPG)	90.9	81.8	11	11
PALM SPRINGS CA (PSP)	78.8	83.2	453	453
PANAMA CITY FL (ECP)	83.0	86.3	460	460
PASCO/KENNEWICK/RICHLAND WA (PSC)	81.6	89.6	239	240
PELLSTON MI (PLN)	81.7	86.0	93	93
PENSACOLA FL (PNS)	80.5	85.4	687	687
PEORIA IL (PIA)	86.3	87.6	459	458
PETERSBURG AK (PSG)	71.0	75.8	62	62
PHILADELPHIA PA (PHL)	79.7	80.6	6,416	6,415
PHOENIX AZ (PHX)	82.4	79.1	13,704	13,703
PITTSBURGH PA (PIT)	80.1	84.1	2,281	2,282
PLATTSBURGH NY (PBG)	61.5	65.4	26	26
POCATELLO ID (PIH)	91.4	95.7	70	70
PONCE PR (PSE)	50.8	70.3	65	64
PORTLAND ME (PWM)	78.0	81.0	615	616
PORTLAND OR (PDX)	84.0	86.3	5,103	5,105
PROVIDENCE RI (PVD)	74.1	80.6	996	995
RALEIGH/DURHAM NC (RDU)	77.9	80.7	3,033	3,033
RAPID CITY SD (RAP)	84.4	87.4	435	437
REDDING CA (RDD)	74.2	75.8	62	62
RENO NV (RNO)	80.8	80.5	1,330	1,331
RHINELANDER WI (RHI)	95.5	96.6	88	88
RICHMOND VA (RIC)	74.7	80.8	1,618	1,616
ROANOKE VA (ROA)	75.8	78.0	236	236
ROCHESTER MN (RST)	83.8	87.3	204	205
ROCHESTER NY (ROC)	77.4	82.0	672	671
ROCK SPRINGS WY (RKS)	86.0	96.5	57	57
ROSWELL NM (ROW)	94.6	96.8	93	93
SACRAMENTO CA (SMF)	77.4	80.1	3,638	3,639
SAGINAW/BAY CITY/MIDLAND MI (MBS)	80.6	80.9	139	141
SALT LAKE CITY UT (SLC)	87.1	86.5	9,502	9,500

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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 ANGELO TX (SJT)	88.0	90.0	150	150
SAN ANTONIO TX (SAT)	81.6	86.1	2,782	2,786
SAN DIEGO CA (SAN)	81.4	81.7	6,876	6,877
SAN FRANCISCO CA (SFO)	77.2	78.0	14,605	14,590
SAN JOSE CA (SJC)	80.6	82.2	3,752	3,754
SAN JUAN PR (SJU)	74.8	74.6	2,317	2,324
SAN LUIS OBISPO CA (SBP)	77.6	77.6	228	228
SANTA ANA CA (SNA)	85.7	84.2	3,613	3,613
SANTA BARBARA CA (SBA)	83.2	80.9	612	613
SANTA FE NM (SAF)	90.6	85.6	139	139
SANTA MARIA CA (SMX)	79.0	77.4	62	62
SARASOTA/BRADENTON FL (SRQ)	81.8	84.5	225	226
SAULT STE. MARIE MI (CIU)	83.9	87.1	62	62
SAVANNAH GA (SAV)	82.4	81.8	751	752
SCRANTON/WILKES-BARRE PA (AVP)	67.8	83.6	121	122
SEATTLE WA (SEA)	78.6	79.9	12,092	12,082
SHREVEPORT LA (SHV)	77.9	84.3	578	578
SIOUX CITY IA (SUX)	82.5	78.9	57	57
SIOUX FALLS SD (FSD)	76.3	81.8	459	461
SITKA AK (SIT)	82.5	88.0	217	217
SOUTH BEND IN (SBN)	78.4	83.3	412	414
SPOKANE WA (GEG)	81.3	84.9	941	941
SPRINGFIELD IL (SPI)	81.7	89.5	153	153
SPRINGFIELD MO (SGF)	84.1	83.5	502	502
ST. AUGUSTINE FL (UST)	46.2	38.5	13	13
ST. GEORGE UT (SGU)	86.5	91.6	155	155
ST. LOUIS MO (STL)	83.2	82.9	4,454	4,457
STATE COLLEGE PA (SCE)	84.7	91.0	144	144

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	76.6	84.4	128	128
SYRACUSE NY (SYR)	77.1	86.7	572	571
TALLAHASSEE FL (TLH)	78.5	84.0	293	293
TAMPA FL (TPA)	76.3	76.5	5,432	5,431
TEXARKANA AR (TXK)	87.9	92.3	91	91
TOLEDO OH (TOL)	84.9	88.2	93	93
TRAVERSE CITY MI (TVC)	87.1	87.6	379	380
TRENTON NJ (TTN)	70.6	82.1	279	279
TUCSON AZ (TUS)	80.1	83.5	1,270	1,270
TULSA OK (TUL)	80.4	85.1	1,293	1,291
TWIN FALLS ID (TWF)	87.5	90.9	88	88
TYLER TX (TYR)	76.9	81.9	225	226
VALDOSTA GA (VLD)	72.4	83.9	87	87
VALPARAISO FL (VPS)	80.5	85.4	493	494
WACO TX (ACT)	81.1	85.8	148	148
WATERLOO IA (ALO)	80.7	87.7	57	57
WEST PALM BEACH/PALM BEACH FL (PBI)	72.0	76.4	1,650	1,650
WEST YELLOWSTONE MT (WYS)	88.9	98.1	54	54
WHITE PLAINS NY (HPN)	77.5	79.5	698	698
WICHITA FALLS TX (SPS)	91.0	96.7	122	122
WICHITA KS (ICT)	79.6	85.2	776	775
WILLISTON ND (ISN)	87.0	91.8	230	231
WILMINGTON NC (ILM)	80.9	91.0	188	189
WORCESTER MA (ORH)	72.6	67.7	62	62
WRANGELL AK (WRG)	69.4	77.4	62	62
YAKUTAT AK (YAK)	82.3	91.9	62	62
YUMA AZ (YUM)	83.9	90.8	174	174

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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	12	12,455	349	2.8	113	23,881	703	2.9
SPIRIT***	19	8,598	146	1.7	33	10,432	186	1.8
SKYWEST	22	30,113	414	1.4	174	52,730	794	1.5
EXPRESSJET	17	25,176	367	1.5	165	48,554	728	1.5
JETBLUE	24	16,830	175	1.0	63	23,826	255	1.1
AMERICAN*	28	66,998	664	1.0	85	79,748	790	1.0
SOUTHWEST**	24	58,047	594	1.0	86	108,179	1,056	1.0
UNITED	28	38,929	268	0.7	80	45,413	341	0.8
HAWAIIAN	8	507	1	0.2	17	6,901	44	0.6
VIRGIN AMERICA	15	5,014	23	0.5	17	5,688	24	0.4
FRONTIER	24	6,344	19	0.3	49	8,142	26	0.3
ALASKA	24	10,409	11	0.1	63	16,095	36	0.2
DELTA	29	61,189	48	0.1	146	80,947	69	0.1
Total		340,609	3,079	0.9	Total	510,536	5,052	1.0

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
ENVOY	1,001	235	23.4
SPIRIT***	363	42	11.5
EXPRESSJET	3,897	346	8.8
SKYWEST	3,883	339	8.7
SOUTHWEST**	15,175	850	5.6
AMERICAN*	3,834	203	5.2
JETBLUE	805	42	5.2
UNITED	5,478	221	4.0
FRONTIER	314	7	2.2
HAWAIIAN	246	5	2.0
ALASKA	629	7	1.1
DELTA	4,577	23	0.5
VIRGIN AMERICA	230	0	0.0
TOTAL	40,432	2,320	5.7

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

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

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AMERICAN**	79748	64260	80.58%	790	0.99%	250	0.31%	4877	6.12%	574	0.72%	4456	5.59%	62	0.08%	4478	5.62%
ALASKA	16095	13346	82.92%	36	0.22%	28	0.17%	652	4.05%	74	0.46%	1174	7.29%	33	0.21%	752	4.67%
JETBLUE	23826	17630	73.99%	255	1.07%	65	0.27%	1794	7.53%	192	0.81%	1627	6.83%	62	0.26%	2200	9.24%
DELTA	80947	69183	85.47%	69	0.09%	203	0.25%	3633	4.49%	725	0.90%	3621	4.47%	4	0.01%	3509	4.33%
EXPRESSJET	48554	39224	80.78%	728	1.50%	158	0.33%	2500	5.15%	118	0.24%	2658	5.47%	0	0.00%	3168	6.52%
FRONTIER	8142	6274	77.06%	26	0.32%	13	0.16%	378	4.64%	27	0.33%	937	11.50%	0	0.00%	488	5.99%
HAWAIIAN	6901	5626	81.52%	44	0.64%	7	0.10%	607	8.80%	26	0.37%	24	0.34%	2	0.03%	565	8.19%
ENVOY	23881	19216	80.47%	703	2.94%	62	0.26%	1265	5.30%	191	0.80%	990	4.15%	5	0.02%	1449	6.07%
SPIRIT****	10432	6640	63.65%	186	1.78%	19	0.18%	746	7.15%	41	0.39%	1888	18.10%	8	0.08%	904	8.67%
SKYWEST	52730	42067	79.78%	794	1.51%	150	0.28%	2585	4.90%	241	0.46%	2673	5.07%	28	0.05%	4192	7.95%
UNITED	45413	35807	78.85%	341	0.75%	131	0.29%	3311	7.29%	371	0.82%	2433	5.36%	12	0.03%	3008	6.62%
VIRGIN AMERICA	5688	4585	80.61%	24	0.42%	6	0.11%	211	3.71%	50	0.88%	387	6.80%	5	0.08%	420	7.39%
SOUTHWEST***	108179	85985	79.48%	1056	0.98%	436	0.40%	6484	5.99%	824	0.76%	3738	3.46%	31	0.03%	9624	8.90%
TOTAL	510536	409843	80.28%	5052	0.99%	1528	0.30%	29044	5.69%	3453	0.68%	26606	5.21%	253	0.05%	34757	6.81%

***Causes of Delay:**

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

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

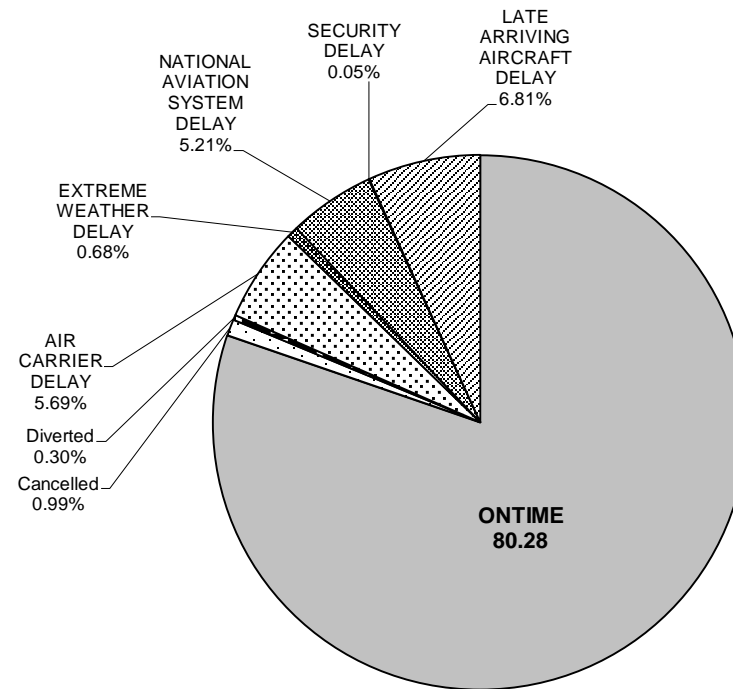
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TABLE 10. OVERALL CAUSES OF DELAY*



Causes of Delay:

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

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

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

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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
DELTA	897	MCO	ATL	8/20/2015	Origin Airport	232
PSA AIRLINES	4947	CLT	IAD	8/20/2015	Origin Airport	185

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

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

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

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

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

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
AMERICAN*	79,748	88	0.11
ENVOY	23,881	24	0.10
FRONTIER	8,142	8	0.10
UNITED	45,413	41	0.09
JETBLUE	23,826	18	0.08
EXPRESSJET	48,554	36	0.07
DELTA	80,947	36	0.04
SKYWEST	52,730	19	0.04
SOUTHWEST**	108,179	24	0.02
ALASKA	16,095	1	0.01
VIRGIN AMERICA	5,688	0	0.00
HAWAIIAN	6,901	0	0.00
SPIRIT***	10,432	0	0.00
TOTAL	510,536	295	0.06

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.

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*** 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.

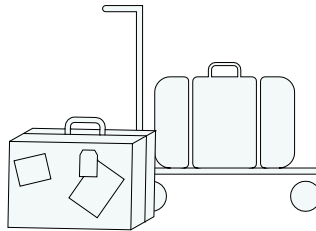
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*** Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined and appear as WN, Southwest, or Southwest Airlines.

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

MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	AUGUST 2015			AUGUST 2014		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	580	616,646	0.94	598	562,259	1.06
2	JETBLUE AIRWAYS	5,291	2,709,133	1.95	6,013	2,592,273	2.32
3	DELTA AIR LINES	26,628	10,941,056	2.43	24,865	10,135,371	2.45
4	SPIRIT AIRLINES****	3,980	1,456,122	2.73	****	****	****
5	HAWAIIAN AIRLINES	2,597	911,241	2.85	1,880	862,820	2.18
6	UNITED AIRLINES	18,901	6,528,253	2.90	20,301	6,108,431	3.32
7	FRONTIER AIRLINES	2,958	1,006,512	2.94	2,089	1,114,504	1.87
8	SOUTHWEST AIRLINES***	43,705	12,649,551	3.46	47,216	11,306,211	4.18
9	AMERICAN AIRLINES**	42,649	10,984,655	3.88	25,276	6,112,206	4.14
10	SKYWEST AIRLINES	10,909	2,645,440	4.12	11,339	2,547,848	4.45
11	ALASKA AIRLINES	9,947	2,138,526	4.65	5,747	1,950,961	2.95
12	EXPRESSJET AIRLINES	10,535	2,135,569	4.93	14,527	2,586,210	5.62
13	ENVOY AIR	7,074	1,003,666	7.05	14,348	1,326,877	10.81
TOTALS		185,754	55,726,370	3.33	174,199	47,205,971	3.69

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 August 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 August 2014 reflect the deletion of AirTran's data for that month.

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

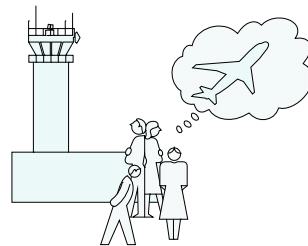
OVERSALES

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

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

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

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



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

RANK	AIRLINE	APRIL - JUNE 2015				APRIL - JUNE 2014			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	266	5	8,105,136	0.01	279	70	7,489,539	0.09
2	HAWAIIAN AIRLINES	54	2	2,605,895	0.01	102	10	2,505,196	0.04
3	VIRGIN AMERICA	669	15	1,772,262	0.08	137	11	1,703,282	0.06
4	DELTA AIR LINES	38,643	389	32,706,490	0.12	29,451	1,405	30,361,746	0.46
5	ALASKA AIRLINES	1,315	191	5,624,304	0.34	1,027	196	4,999,049	0.39
6	SPIRIT AIRLINES****	2,484	179	4,001,225	0.45	****	****	****	****
7	AMERICAN AIRLINES**	18,026	2,245	36,140,078	0.62	17,824	2,304	35,406,731	0.65
	-AMERICAN	11,703	1,089	20,066,407	0.54	9,014	696	19,957,730	0.35
	-US AIRWAYS	6,323	1,156	16,073,671	0.72	8,810	1,608	15,449,001	1.04
8	UNITED AIRLINES	22,068	1,647	21,166,446	0.78	16,498	2,171	20,144,390	1.08
9	FRONTIER AIRLINES	699	253	2,962,152	0.85	934	349	2,937,116	1.19
10	SOUTHWEST AIRLINES	29,084	4,436	37,496,853	1.18	26,341	3,605	22,614,856	1.59
11	EXPRESSJET AIRLINES	12,001	1,338	6,567,149	2.04	16,961	2,784	7,735,969	3.60
12	SKYWEST AIRLINES	13,941	1,739	7,403,792	2.35	10,717	1,836	6,861,891	2.68
13	ENVOY AIR	5,596	924	3,255,510	2.84	5,351	702	4,146,074	1.69
	TOTALS	144,846	13,363	169,807,292	0.79	125,622	15,443	146,905,839	1.05

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

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

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

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

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

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

RANK	AIRLINE	JANUARY - JUNE 2015				JANUARY - JUNE 2014			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	HAWAIIAN AIRLINES	164	9	5,078,326	0.02	196	35	4,905,568	0.07
2	JETBLUE AIRWAYS	885	44	15,462,525	0.03	748	94	14,186,326	0.07
3	VIRGIN AMERICA	955	20	3,282,327	0.06	373	36	3,162,743	0.11
4	DELTA AIR LINES	79,582	993	60,268,482	0.16	53,780	3,283	55,719,641	0.59
5	ALASKA AIRLINES	3,052	410	10,599,851	0.39	2,053	444	9,383,680	0.47
6	SPIRIT AIRLINES****	4,431	307	7,553,934	0.41	****	****	****	****
7	AMERICAN AIRLINES**	33,508	4,901	69,303,054	0.71	34,636	4,693	67,875,516	0.69
	-AMERICAN	21,631	2,520	38,167,530	0.66	18,989	1,960	38,374,719	0.51
	-US AIRWAYS	11,877	2,381	31,135,524	0.76	15,647	2,733	29,500,797	0.93
8	FRONTIER AIRLINES	1,381	462	5,594,562	0.83	1,589	635	5,339,113	1.19
9	UNITED AIRLINES	39,441	3,464	39,272,084	0.88	37,967	6,566	38,038,590	1.73
10	SOUTHWEST AIRLINES***	49,725	7,762	69,489,911	1.12	44,091	6,980	50,634,484	1.38
11	EXPRESSJET AIRLINES	24,438	2,650	12,650,715	2.09	33,054	5,594	14,541,770	3.85
12	SKYWEST AIRLINES	27,982	3,369	13,862,365	2.43	22,673	4,465	13,010,929	3.43
13	ENVOY AIR	10,081	1,708	6,349,727	2.69	10,526	1,468	7,858,174	1.87
	TOTALS	275,625	26,099	318,767,863	0.82	241,686	34,293	284,656,534	1.20

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

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

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

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

	AUGUST 2015				AUGUST 2014			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1, 633	74	3	287	1, 107	53	1	105
FOREIGN AIRLINES	511	3	0	34	421	1	0	52
TRAVEL AGENTS	17	1	0	4	51	1	0	16
TOUR OPERATORS	0	0	0	0	1	0	0	0
MISCELLANEOUS	44	11	0	22	25	7	0	19
INDUSTRY TOTALS	2, 205	89	3	347	1, 605	62	1	192

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	AUGUST 2015			AUGUST 2014		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	731		1	525	
CANCELLATIONS			294			214
DELAYS			262			165
MISCONNECTI ONS			116			93
BAGGAGE	2	382		2	289	
RES/TKTG/BOARDING	3	274		3	246	
CUSTOMER SERVICE	4	216		4	168	
FARES	5	207		5	113	
REFUNDS	6	161		6	89	
OVERSALES	7	89		8	40	
DISABILITY	8	82		7	85	
OTHER	9	36		9	29	
FREQUENT FLYER			15			13
ADVERTISING	10	22		10	14	
DISCRIMINATION	11	5		11	7	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		2, 205			1, 605	

* 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*

AUGUST 2015

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	6	0	0	0	0	0	0	0	0	0	0	0	6
ALASKA AIRLINES	2	1	2	0	0	1	3	0	0	0	0	0	9
ALLEGiant AIR	35	0	8	1	10	4	6	5	2	0	0	0	71
AMERICAN AIRLINES	156	33	69	65	40	76	63	22	2	0	0	10	536
COMPASS AIRLINES	7	0	0	0	0	0	0	0	0	0	0	0	7
DELTA AIR LINES	37	7	13	7	1	13	14	4	4	1	0	2	103
ENVOY AIR	14	1	0	0	0	0	1	0	0	0	0	1	17
EXPRESSJET AIRLINES	7	0	0	0	0	0	1	0	0	0	0	0	8
FRONTIER AIRLINES	26	1	15	14	10	21	5	4	2	0	0	1	99
GOJET AIRLINES	7	0	0	0	0	0	0	0	0	0	0	0	7
HAWAIIAN AIRLINES	2	0	1	2	0	0	1	1	0	0	0	0	7
JETBLUE AIRWAYS	9	1	2	5	2	5	5	0	0	0	0	0	29
MESA AIRLINES	7	0	0	0	0	0	1	0	0	0	0	0	8
PIEDMONT AIRLINES	6	1	0	0	0	1	0	1	0	0	0	0	9
PSA AIRLINES	4	0	0	0	0	0	0	2	0	0	0	0	6
REPUBLIC AIRLINES	21	0	0	0	0	0	0	0	0	0	0	0	21
SHUTTLE AMERICA	12	1	1	0	0	1	0	0	0	0	0	0	15
SILVER AIRWAYS	7	0	1	1	1	2	0	0	1	0	0	0	13
SKYWEST AIRLINES	23	0	0	0	0	0	1	0	0	1	0	0	25
SOUTHWEST AIRLINES	26	1	3	2	8	15	8	9	1	0	0	0	73
SPIRIT AIRLINES	93	7	31	29	25	34	23	1	1	0	0	5	249
UNITED AIRLINES	96	17	30	24	21	42	30	12	3	0	0	7	282
VIRGIN AMERICA	3	0	0	0	1	3	5	0	0	1	0	0	13
OTHER U. S. AIRLINES	6	0	5	0	2	3	2	1	1	0	0	0	20
TOTAL AUGUST 2015	612	71	181	150	121	221	169	62	17	3	0	26	1,633
% OF TOTAL COMPLAINTS	37.5	4.3	11.1	9.2	7.4	13.5	10.3	3.8	1.0	0.2	0.0	1.6	
TOTAL AUGUST 2014	448	31	103	90	60	150	124	68	11	4	0	18	1,107
% OF TOTAL COMPLAINTS	40.5	2.8	9.3	8.1	5.4	13.6	11.2	6.1	1.0	0.4	0.0	1.6	

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

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

Table 4

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

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

AUGUST 2015

U. S. AIRLINES*	COMPS RECD IN AUG	INCI- DENTS IN AUG	PERCENT	INCI- DENTS IN JUL	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	6	3	50.0	0	0.0	3	50.0	0	0.0
ALASKA AIRLINES	9	5	55.6	1	11.1	1	11.1	2	22.2
ALLEGIAN AIR	71	35	49.3	14	19.7	14	19.7	8	11.3
AMERICAN AIRLINES	536	227	42.4	101	18.8	131	24.4	77	14.4
COMPASS AIRLINES	7	5	71.4	1	14.3	1	14.3	0	0.0
DELTA AIR LINES	103	62	60.2	19	18.4	16	15.5	6	5.8
ENVOY AIR	17	11	64.7	3	17.6	1	5.9	2	11.8
EXPRESSJET AIRLINES	8	4	50.0	3	37.5	0	0.0	1	12.5
FRONTIER AIRLINES	99	57	57.6	18	18.2	18	18.2	6	6.1
GOJET AIRLINES	7	5	71.4	1	14.3	1	14.3	0	0.0
HAWAIIAN AIRLINES	7	3	42.9	1	14.3	1	14.3	2	28.6
JETBLUE AIRWAYS	29	14	48.3	5	17.2	6	20.7	4	13.8
MESA AIRLINES	8	3	37.5	0	0.0	2	25.0	3	37.5
PIEDMONT AIRLINES	9	2	22.2	2	22.2	2	22.2	3	33.3
PSA AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
REPUBLIC AIRLINES	21	13	61.9	4	19.0	1	4.8	3	14.3
SHUTTLE AMERICA	15	9	60.0	1	6.7	4	26.7	1	6.7
SILVER AIRWAYS	13	4	30.8	2	15.4	2	15.4	5	38.5
SKYWEST AIRLINES	25	14	56.0	7	28.0	3	12.0	1	4.0
SOUTHWEST AIRLINES	73	42	57.5	14	19.2	11	15.1	6	8.2
SPIRIT AIRLINES	249	152	61.0	34	13.7	45	18.1	18	7.2
UNITED AIRLINES	282	125	44.3	59	20.9	55	19.5	43	15.2
VIRGIN AMERICA	13	9	69.2	2	15.4	2	15.4	0	0.0
OTHER U. S. AIRLINES	20	14	70.0	3	15.0	2	10.0	1	5.0
TOTALS	1,633	822	50.3	296	18.1	323	19.8	192	11.8
PREVIOUS YEAR'S TOTALS	1,107	549	49.6	228	20.6	239	21.6	91	8.2

*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

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

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

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXICO	6	1	6	2	3	2	1	0	0	0	0	0	21
AIR BERLIN	3	0	3	2	0	9	1	0	0	0	0	0	18
AIR CANADA	38	6	15	23	4	17	17	6	1	1	0	0	128
AIR FRANCE	4	1	2	0	1	6	2	0	0	0	0	0	16
AIR INDIA	0	0	2	1	0	5	1	0	0	0	0	0	9
ALITALIA AIRLINES	2	4	0	0	0	11	1	0	0	0	0	0	18
BRITISH AIRWAYS	3	0	3	9	2	9	0	2	0	1	0	0	29
EMIRATES AIRLINES	0	0	4	2	1	4	0	1	0	0	0	1	13
ETHIOPIAN AIRLINES	3	0	0	0	0	3	0	0	0	0	0	0	6
ETIHAD AIRWAYS	1	0	3	0	1	6	0	2	0	0	0	0	13
FIJI AIRWAYS	0	0	0	0	1	5	0	0	0	0	0	0	6
IBERIA AIRLINES	2	0	1	0	1	3	1	1	0	0	0	0	9
JET AIRWAYS	1	0	2	1	0	1	0	0	0	0	0	0	5
KLM	1	0	1	0	0	3	0	0	0	0	0	0	5
LAN AIRLINES	1	0	1	1	0	1	0	0	1	0	0	1	6
LUFTHANSA	6	1	2	1	3	11	3	2	0	0	0	0	29
NORWEGIAN AIR SHUTTLE	2	0	0	1	1	2	2	1	0	0	0	0	9
QATAR AIRWAYS	1	0	2	2	0	1	1	0	0	0	0	0	7
ROYAL AIR MAROC	4	0	1	0	0	3	0	0	0	0	0	0	8
SWISS AIR	1	0	1	0	1	2	0	0	0	0	0	0	5
TAM	1	0	4	1	2	4	0	0	0	0	0	0	12
TURKISH AIRLINES	4	0	1	2	3	12	2	0	0	0	0	1	25
VIRGIN ATLANTIC AIRWAYS	0	0	1	0	0	4	0	0	0	0	0	0	5
VIRGIN AUSTRALIA	2	0	0	0	0	2	1	0	1	0	0	0	6
VIVAEROBUS	0	0	1	0	0	4	0	0	0	0	0	0	5
VOLARIS AIRLINES	0	2	3	1	0	2	2	0	0	0	0	0	10
OTHER FOREIGN AIRLINES	22	3	17	6	9	22	4	4	1	0	0	0	88
TOTALS	108	18	76	55	33	154	39	19	4	2	0	3	511
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	1	0	12	0	2	0	1	0	1	0	0	0	17
TOTALS	1	0	12	0	2	0	1	0	1	0	0	0	17
<u>TOUR OPERATORS</u>													
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
<u>MISCELLANEOUS</u>													
TSA	0	0	0	0	0	3	5	0	0	0	0	0	8
OTHER MISCELLANEOUS	10	0	5	2	5	4	2	1	0	0	0	7	36
TOTALS	10	0	5	2	5	7	7	1	0	0	0	7	44

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

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

TABLE 6

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	AUGUST 2015			AUGUST 2014		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	8	2,260,356	0.35	25	2,795,635	0.89
2	ALASKA AIRLINES	9	2,180,909	0.41	14	2,046,335	0.68
3	SOUTHWEST AIRLINES***	73	12,609,279	0.58	64	11,119,512	0.58
4	HAWAIIAN AIRLINES	7	958,303	0.73	8	915,519	0.87
5	DELTA AIR LINES	103	13,138,022	0.78	79	12,302,037	0.64
6	JETBLUE AIRWAYS	29	3,282,239	0.88	28	3,129,736	0.89
7	SKYWEST AIRLINES	25	2,787,211	0.90	32	2,583,012	1.24
8	ENVOY AIR	17	1,031,816	1.65	16	1,398,480	1.14
9	VIRGIN AMERICA	13	643,039	2.02	7	585,070	1.20
10	UNITED AIRLINES	282	8,872,787	3.18	249	8,352,341	2.98
11	AMERICAN AIRLINES**	536	13,363,729	4.01	195	7,835,556	2.49
12	FRONTIER AIRLINES	99	1,139,115	8.69	56	1,149,477	4.87
13	SPIRIT AIRLINES****	249	1,615,225	15.42	****	****	****
	TOTAL	1,450	63,882,030	2.27	773	54,212,710	1.43

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 July 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 July 2014 reflect the deletion of AirTran's complaints for that month.

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



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

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

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

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

Carrier	Death	Injury	Loss
<i>Delta</i>		1	
<i>ExpressJet</i>	1		
<i>United</i>	3		
<i>Total</i>	4	1	

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

The Transportation Security Administration (TSA) screened approximately 62 million airline passengers and their 50 million checked bags in the month of August 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 August.

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
584	.0009	44	.00007	138	.00002	491	.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 August.

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.