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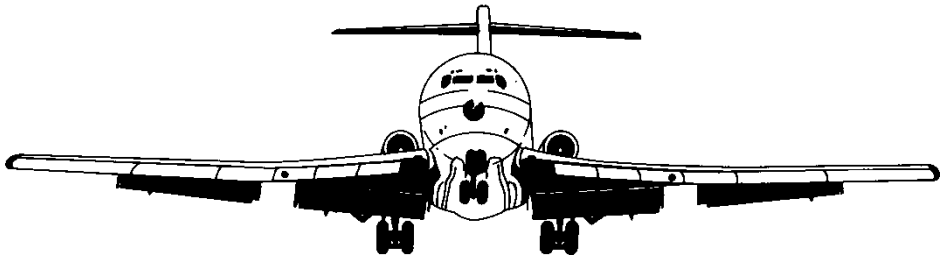

Air Travel Consumer Report

A Product Of The

OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Aviation Consumer Protection Division

Issued: April 2016

Flight Delays[1]	February 2016
Mishandled Baggage[1]	February 2016
Oversales[1]	4th Quarter 2015 January – December 2015
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	February 2016
Customer Service Reports to the Dept. of Homeland Security[3]	February 2016
Airline Animal Incident Reports[4]	February 2016

[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

TABLE OF CONTENTS

Section	Page
Introduction	2
Flight Delays	
Explanation	3
Table 1 Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier	4
Table 1A Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date	5
Table 2 Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport	6
Table 3 Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day	10
Table 4 Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day	12
Table 5 List of Regularly Scheduled Flights with More than 50% Delayed Arrivals of More Than 30 Minutes	14
Table 6 Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More	15
Table 7 On-Time Arrival and Departure Percentage, by Airport	16
Table 8 Overall Number and Percentage of Flight Cancellations, by Carrier	20
Table 8A Number and Percentage of Regularly Scheduled Flights Canceled 5% or More of the Time, By Carrier	21
Table 9 Flight Causation Data, By Airline and Category	22
Table 10 Flight Causation Data, Graphic Representation	23
Flight Delays (continued)	
Table 11 List of Regularly Scheduled Flights with Tarmac Delays Over 3 Hours, By Carrier	24
Table 11A List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Carrier	25
Table 12 Number and Percentage of Regularly Scheduled Flights With Tarmac Delays of 2 Hours or More, By Carrier	26
Footnotes	27
Appendix	28
Mishandled Baggage	
Explanation	29
Ranking— February 2016	30
Oversales	
Explanation	31
Ranking — 4th Quarter 2015	32
Ranking— January - December 2015	33
Consumer Complaints	
Explanation	34
Complaint Tables 1-5 (February 2016) Summary, Complaint Categories, U.S. Airlines, Incident Date and Companies Other Than U.S. Airlines	35
Ranking, Table 6 (February 2016)	40
Complaint Categories	41
Customer Service Reports to the Department of Homeland Security (February 2016)	42
Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation (February 2016)	43

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 twelve (12) 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) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 12 reporting air carriers, ten carriers (Alaska, Delta, ExpressJet, Frontier, JetBlue, Hawaiian, SkyWest, Spirit, Southwest and Virgin America) use ACARS and two carriers (American and United) use a combination of ACARS and DGS.

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.

FEBRUARY 2016

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/
HAWAIIAN AIRLINES S/	8	91.3	17	91.9
ALASKA AIRLINES S/	25	89.9	63	89.3
SOUTHWEST AIRLINES S/	24	87.0	86	87.8
FRONTIER AIRLINES S/	23	87.1	40	87.3
DELTA AIRLINES S/	29	86.1	150	86.4
UNITED AIRLINES S/	27	86.6	83	86.2
VIRGIN AMERICA S/	15	84.1	20	84.6
AMERICAN AIRLINES S/**	28	82.8	95	83.0
SKYWEST AIRLINES S/	23	82.2	183	81.9
EXPRESSJET AIRLINES S/	19	78.4	160	78.5
JETBLUE AIRWAYS S/	24	68.1	62	68.9
SPIRIT AIRLINES S/	19	63.2	33	63.2
TOTAL		83.2		83.6

- 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.

FEBRUARY 2016

AIR TRAVEL CONSUMER REPORT

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

Carrier	1st Quarter 01-03 2015		2nd Quarter 04-06 2015		3rd Quarter 07-09 2015		4th Quarter 10-12 2015		Dec-15		Jan-16		Feb-16		12 Months Ending Feb 2016	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	85.1	1	88.2	2	85.9	2	86.3	3	85.3	2	87.0	2	89.3	2	86.9	2
AMERICAN**	75.9	7	78.0	7	*82.0*	*4*	82.9	6	79.2	5	79.8	8	83.0	8	81.0	4
-AMERICAN	*75.1*	*(--)*	*77.9*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*
-US AIRWAYS	*77.1*	*(--)*	*81.5*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*
DELTA	82.8	3	85.3	3	86.6	1	88.5	2	83.6	3	85.2	3	86.4	5	86.4	3
ENVOY***	60.6	13	74.8	10	81.1	8	83.5	4	80.4	4	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET	73.6	9	76.1	9	81.6	5	80.7	8	77.3	7	81.2	7	78.5	10	79.2	9
FRONTIER	64.0	12	71.1	12	78.0	11	78.1	11	75.0	9	85.1	4	87.3	4	76.5	10
HAWAIIAN	85.1	2	91.3	1	84.8	3	92.5	1	93.0	1	91.7	1	91.9	1	89.7	1
JETBLUE	68.0	11	81.0	4	76.7	12	77.8	12	70.1	12	69.4	11	68.9	11	76.4	11
SKYWEST	76.8	6	80.8	5	81.1	7	80.0	9	72.9	10	77.6	9	81.9	9	80.7	6
SOUTHWEST	79.0	5	77.6	8	80.0	9	82.3	7	76.1	8	83.8	5	87.8	3	80.9	5
SPIRIT	70.5	10	61.8	13	69.6	13	73.9	13	68.7	13	68.1	12	63.2	12	68.5	12
UNITED	75.9	8	73.9	11	79.3	10	83.2	5	77.9	6	82.5	6	86.2	6	79.6	8
VIRGIN AMERICA	79.2	4	79.9	6	81.2	6	79.2	10	71.1	11	74.5	10	84.6	7	79.9	7
Total	76.3		79.0		81.5		82.8		77.8		81.3		83.6		81.1	

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues.

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

*** Per BTS Technical Reporting Directive #25, issued October 30, 2015, effective January 1, 2016, Envoy is no longer a reporting carrier. Carrier data for 2015 is provided for historical purposes only.

FEBRUARY 2016

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**	795	84.2	2228	75.4	429	85.1	7637	84.3	2438	75.1	782	82.4	11156	89.3	568	82.7
ALASKA	58	91.4	108	90.7	54	96.3	H/		116	87.9	112	89.3	87	95.4	29	100.0
JETBLUE	H/		3228	69.5	192	73.4	113	71.7	812	72.5	87	73.6	50	72.0	109	66.1
DELTA	18645	88.0	1208	77.2	517	88.2	456	84.0	739	80.1	590	87.3	415	88.7	4039	88.1
EXPRESSJET	4313	77.6	152	75.0	26	73.1	114	59.6	307	66.1	H/		2404	86.5	1859	79.8
FRONTIER	172	86.0	H/		H/		H/		87	80.5	1665	87.7	83	90.4	58	94.8
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
SPIRIT	580	59.3	174	60.3	307	66.8	H/		H/		290	65.9	660	63.2	715	69.9
SKYWEST	571	75.7	2	50.0	H/		185	69.7	115	72.2	3905	85.5	193	80.3	1175	77.1
UNITED	253	87.4	742	81.3	193	87.0	53	83.0	236	78.0	4392	90.5	373	85.5	105	85.7
VIRGIN AMERICA	H/		131	84.0	H/		H/		107	86.0	H/		H/		H/	
SOUTHWEST	3353	84.6	823	79.1	4967	85.9	166	78.3	1237	83.8	4731	90.5	H/		545	84.0
TOTAL	28740	85.1	8796	74.3	6685	84.9	8724	83.4	6194	77.2	16554	88.0	15421	87.5	9202	82.8

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

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FEBRUARY 2016

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**	620	70.3	847	84.5	199	81.9	616	84.4	1500	75.0	1195	87.4	3012	84.4	2115	63.2
ALASKA	58	81.0	29	89.7	29	93.1	29	96.6	29	100.0	366	91.5	679	88.4	H/	
JETBLUE	583	66.0	1889	67.1	148	68.2	H/		3492	65.8	339	70.2	384	77.1	522	51.3
DELTA	386	75.4	999	86.3	185	87.6	173	93.6	2253	81.8	926	89.6	2518	85.4	2198	70.4
EXPRESSJET	2582	67.5	H/		55	70.9	3895	91.7	H/		H/		H/		1027	55.0
FRONTIER	H/		28	85.7	58	86.2	116	85.3	H/		493	89.7	116	91.4	57	73.7
HAWAIIAN	H/		H/		H/		H/		25	76.0	70	92.9	128	92.2	H/	
SPIRIT	H/		1103	64.5	H/		439	64.2	H/		870	62.2	551	61.9	316	58.9
SKYWEST	H/		H/		25	80.0	1260	86.5	H/		153	79.1	1900	81.5	58	70.7
UNITED	3710	80.0	540	86.9	1255	90.6	4558	92.4	H/		918	89.7	1924	90.5	622	61.3
VIRGIN AMERICA	127	70.9	152	86.8	102	84.3	H/		362	79.0	396	85.6	1049	87.5	96	68.8
SOUTHWEST	458	74.5	1758	86.5	184	89.7	H/		H/		5696	90.7	3146	85.1	869	69.2
TOTAL	8524	73.9	7345	78.0	2240	87.1	11086	89.9	7661	73.1	11422	87.1	15407	84.6	7880	63.9

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

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FEBRUARY 2016

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**	1572	82.3	H/		4363	81.0	685	80.9	4451	79.4	243	81.5	3355	81.8	4683	89.3
ALASKA	58	98.3	H/		H/		58	91.4	112	83.0	1094	91.6	29	89.7	210	92.9
JETBLUE	1592	69.8	H/		H/		H/		152	75.0	75	76.0	167	68.9	58	72.4
DELTA	1493	86.5	189	87.3	803	84.6	4251	87.2	554	79.4	430	88.6	523	84.7	660	91.2
EXPRESSJET	4	75.0	122	63.9	1	100.0	320	75.3	3461	76.0	H/		8	75.0	4	100.0
FRONTIER	684	89.3	H/		174	87.4	82	85.4	376	84.0	56	87.5	170	81.8	123	91.1
HAWAIIAN	H/		H/		H/		H/		H/		29	96.6	H/		29	93.1
SPIRIT	509	64.4	H/		H/		319	63.6	835	61.4	58	65.5	120	46.7	116	66.4
SKYWEST	H/		10	80.0	1	100.0	2712	80.8	3099	73.7	638	87.6	4	75.0	1228	89.1
UNITED	1007	87.9	H/		401	87.8	241	80.5	4634	84.5	362	87.8	296	81.4	633	88.6
VIRGIN AMERICA	29	89.7	H/		H/		H/		64	81.2	29	86.2	H/		H/	
SOUTHWEST	3200	88.7	5887	85.9	H/		632	84.7	H/		909	90.1	707	86.1	4550	90.5
TOTAL	10148	83.2	6208	85.5	5743	82.1	9300	83.3	17738	78.3	3923	88.6	5379	81.5	12294	89.6

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

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FEBRUARY 2016

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**	686	84.4	568	80.6	1208	79.6	384	87.5	1021	83.2
ALASKA	415	88.7	4207	89.5	429	86.7	170	92.4	29	93.1
JETBLUE	104	83.7	137	67.2	486	66.0	138	63.8	471	70.9
DELTA	490	90.8	1193	88.7	926	82.1	2791	89.9	934	85.2
EXPRESSJET	H/		H/		H/		4	100.0	H/	
FRONTIER	70	88.6	58	87.9	166	78.9	143	90.9	170	82.9
HAWAIIAN	29	89.7	58	91.4	58	91.4	H/		H/	
SPIRIT	171	68.4	H/		H/		H/		390	60.0
SKYWEST	388	81.4	1346	87.7	2989	77.7	3678	88.4	H/	
UNITED	583	89.0	632	85.4	3552	85.6	207	87.9	502	85.5
VIRGIN AMERICA	153	85.0	175	86.9	1416	83.9	H/		H/	
SOUTHWEST	2596	88.7	830	88.4	1193	83.1	759	86.2	2195	87.4
TOTAL	5685	87.1	9204	87.8	12423	81.6	8274	88.3	5712	82.8

* 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.

FEBRUARY 2016

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	92.2	79.2	87.0	93.0	J/	87.2	94.9	92.0	89.9	55.7	88.1	96.7	80.4	96.0	88.3	76.9	75.9	92.8
700 - 759 AM	91.1	77.7	87.7	85.1	79.1	91.8	91.5	89.3	80.9	82.3	91.0	93.2	76.0	95.1	88.4	78.8	77.6	93.0
800 - 859 AM	85.9	77.4	88.2	88.2	87.9	91.9	92.3	90.9	89.7	91.4	77.8	90.2	84.4	93.7	85.8	74.9	91.2	92.3
900 - 959 AM	85.6	82.3	89.8	91.3	82.6	92.7	87.9	86.5	88.8	82.4	81.0	94.3	77.3	92.6	81.0	79.0	92.7	91.8
1000 - 1059 AM	85.8	81.8	89.1	84.6	84.8	89.2	90.4	83.4	86.7	85.0	95.2	93.5	90.6	89.5	87.7	69.8	87.8	84.3
1100 - 1159 AM	86.2	85.3	89.5	79.4	84.0	89.0	89.7	85.7	88.1	87.1	93.0	92.6	81.7	90.8	85.7	68.2	86.2	87.2
1200 - 1259 PM	86.2	80.7	93.8	85.4	85.4	89.8	91.2	89.7	80.4	82.0	79.1	93.0	78.2	89.6	86.9	67.7	85.7	91.4
100 - 159 PM	85.5	81.1	85.6	87.4	82.9	88.9	91.1	82.6	72.0	80.3	73.3	87.8	75.9	90.8	86.8	70.2	87.2	82.8
200 - 259 PM	85.3	76.7	92.5	88.6	75.4	86.2	89.9	81.3	72.9	84.3	91.8	92.4	76.2	85.9	87.5	61.0	85.4	89.3
300 - 359 PM	86.8	77.7	86.1	84.5	74.1	88.8	84.8	86.3	71.8	81.9	90.3	91.4	77.3	84.2	86.7	66.5	86.8	82.3
400 - 459 PM	85.8	73.6	83.3	79.8	72.0	86.9	89.2	84.6	72.2	79.8	87.0	89.7	73.4	86.1	82.6	62.6	89.5	80.8
500 - 559 PM	84.8	73.3	82.0	78.7	78.0	87.3	84.7	77.1	67.5	83.4	87.0	85.5	75.3	83.0	82.9	59.4	78.4	85.5
600 - 659 PM	83.1	67.7	83.4	78.7	71.3	87.9	82.1	77.4	67.1	77.3	79.5	91.4	72.6	82.9	84.4	56.7	81.8	78.2
700 - 759 PM	80.5	68.2	81.7	78.7	67.8	87.8	88.6	80.9	59.6	71.8	82.9	83.2	68.2	84.2	83.8	53.2	78.4	84.8
800 - 859 PM	83.1	65.3	85.7	79.2	74.1	83.0	84.3	82.6	64.3	68.5	92.0	88.2	64.3	85.9	84.6	53.4	76.2	81.9
900 - 959 PM	82.8	62.7	81.4	76.1	75.0	85.0	82.3	80.6	64.0	71.8	90.6	78.5	58.6	78.7	80.1	56.0	73.4	83.3
1000 - 1059 PM	82.4	67.6	72.4	76.6	73.3	79.8	76.7	73.9	66.3	64.7	80.1	84.8	63.8	81.7	83.5	57.7	76.7	81.7
1100 - 559 AM	81.7	73.0	77.3	84.9	78.1	79.0	82.8	73.4	79.2	72.2	84.3	81.5	70.5	83.3	83.1	64.7	78.5	82.0
TOTAL, ALL ARRIVALS, BY AIRPORT	85.1	74.3	84.9	83.4	77.2	88.0	87.5	82.8	73.9	78.0	87.1	89.9	73.1	87.1	84.6	63.9	83.2	85.5

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

FEBRUARY 2016

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	94.8	92.0	84.3	J/	82.3	90.2	83.8	91.5	93.3	J/	79.3	88.7
700 - 759 AM	92.0	93.8	84.0	96.6	100.0	90.5	91.9	95.2	93.7	96.5	93.5	89.0
800 - 859 AM	89.0	89.1	84.9	91.6	88.1	94.2	85.9	91.1	94.6	94.4	89.1	88.6
900 - 959 AM	81.8	93.5	86.5	89.1	84.0	93.6	91.9	89.0	82.6	91.8	89.6	87.4
1000 - 1059 AM	86.2	88.0	84.1	92.3	90.3	91.4	89.8	89.4	76.2	92.7	87.6	87.1
1100 - 1159 AM	87.3	88.9	83.0	88.4	84.7	92.1	91.7	88.8	80.5	88.8	87.5	86.6
1200 - 1259 PM	80.4	88.9	81.6	93.5	82.3	92.0	88.4	88.3	80.2	89.3	86.1	86.2
100 - 159 PM	90.1	81.7	78.1	88.0	85.2	91.0	88.2	90.4	78.2	86.8	86.5	84.8
200 - 259 PM	82.4	83.9	76.9	88.0	90.7	89.8	84.7	87.3	80.7	87.6	87.4	83.8
300 - 359 PM	80.6	82.0	77.0	89.6	85.9	88.3	86.7	88.5	79.7	87.7	87.1	83.3
400 - 459 PM	87.4	80.8	77.8	92.9	81.4	86.5	85.4	88.7	80.9	89.2	87.5	82.8
500 - 559 PM	81.7	80.4	73.0	87.5	79.6	89.8	83.9	90.1	83.7	84.0	76.7	81.1
600 - 659 PM	81.4	74.9	70.8	84.8	79.2	89.9	85.4	85.1	80.1	84.0	81.6	79.8
700 - 759 PM	78.2	72.4	68.9	90.6	73.0	89.1	85.1	83.3	80.8	84.8	79.3	79.5
800 - 859 PM	65.8	81.9	70.4	85.1	67.3	87.3	87.8	85.5	80.4	84.4	74.1	79.1
900 - 959 PM	77.1	81.5	72.6	85.9	68.5	85.8	87.1	85.9	81.6	88.9	69.2	77.9
1000 - 1059 PM	74.7	76.0	80.6	87.1	80.0	88.5	82.1	83.5	79.7	78.5	78.3	77.1
1100 - 559 AM	85.1	81.4	83.2	86.6	82.9	79.4	86.3	88.1	78.5	81.2	79.2	79.3
TOTAL, ALL ARRIVALS, BY AIRPORT	82.1	83.3	78.3	88.6	81.5	89.6	87.1	87.8	81.6	88.3	82.8	83.2

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

FEBRUARY 2016

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	89.4	88.6	89.8	94.4	91.9	94.9	87.8	86.3	87.4	93.5	92.8	79.7	87.9	95.9	94.2	89.9	93.4	94.8
700 - 759 AM	90.1	85.2	95.1	91.3	88.3	91.1	90.9	87.1	87.5	84.2	96.4	91.8	89.9	94.3	92.6	85.8	93.6	91.1
800 - 859 AM	88.5	80.9	85.5	89.0	88.1	90.3	89.8	86.3	81.3	89.9	92.6	91.7	82.3	90.7	87.7	84.2	90.9	89.5
900 - 959 AM	84.1	83.0	81.1	90.4	84.8	89.1	86.5	83.7	81.5	82.1	88.8	92.1	80.3	90.8	80.8	76.6	92.7	90.1
1000 - 1059 AM	84.4	82.7	88.4	77.8	82.3	86.6	86.1	85.1	84.0	85.4	86.8	91.5	80.9	88.5	80.0	71.8	89.5	84.4
1100 - 1159 AM	83.0	76.5	83.4	84.6	83.0	84.3	86.0	81.9	80.5	80.2	79.5	87.1	79.6	86.1	81.1	71.9	84.2	80.7
1200 - 1259 PM	81.6	79.9	81.0	76.7	82.7	84.6	86.5	83.8	81.1	81.5	85.6	90.3	75.6	87.0	79.0	70.5	83.5	84.0
100 - 159 PM	80.7	76.4	82.8	82.6	83.9	85.7	86.6	84.9	79.5	72.8	81.4	88.7	75.9	85.5	81.9	65.8	82.5	84.1
200 - 259 PM	82.9	70.5	79.7	85.9	79.0	85.3	82.6	74.9	67.0	77.8	75.0	86.6	64.1	84.0	81.8	63.9	79.8	76.9
300 - 359 PM	80.7	74.5	85.4	83.5	74.8	83.1	83.6	78.4	74.9	76.7	88.5	87.9	70.7	80.7	80.5	64.0	79.4	77.6
400 - 459 PM	81.1	72.9	76.2	84.3	74.1	80.4	81.1	78.6	68.5	76.5	88.1	86.3	73.7	80.1	81.5	62.2	85.0	79.5
500 - 559 PM	80.3	68.6	74.5	75.0	73.4	82.0	83.9	78.2	68.1	70.6	83.1	83.9	68.0	82.7	82.7	63.3	80.9	70.5
600 - 659 PM	78.6	68.7	73.1	79.8	74.1	85.5	83.4	67.4	67.0	75.0	78.8	83.9	65.5	77.3	80.9	63.8	76.5	82.2
700 - 759 PM	82.3	62.1	79.2	73.1	74.5	85.3	77.3	76.3	62.0	61.5	77.8	85.9	63.3	80.9	82.4	52.1	81.0	75.4
800 - 859 PM	75.9	62.5	75.8	78.2	76.2	81.6	87.0	80.9	60.9	64.7	83.3	84.7	62.7	83.2	79.5	57.0	73.5	79.6
900 - 959 PM	82.6	64.8	65.6	J/	74.5	84.5	85.9	80.6	62.0	59.8	85.7	86.5	55.8	79.8	84.8	50.5	63.2	79.3
1000 - 1059 PM	86.1	81.0	79.5	82.4	68.0	85.9	88.7	81.7	75.0	40.0	85.2	85.7	55.2	80.9	82.2	100.0	51.7	78.3
1100 - 559 AM	86.5	86.9	93.2	94.0	95.3	85.2	82.6	90.5	84.7	79.2	J/	91.9	79.6	86.5	87.0	87.5	91.2	96.2
TOTAL, ALL DEPARTURES, BY AIRPORT	82.9	77.1	81.9	83.6	80.8	85.7	85.7	81.7	75.2	77.3	86.2	88.1	73.7	85.8	83.6	69.9	83.8	82.8

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

FEBRUARY 2016

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	87.7	92.2	87.6	95.5	94.8	95.6	93.5	96.6	95.0	96.1	94.5	92.1
700 - 759 AM	90.4	91.2	84.3	96.7	89.0	97.4	92.3	89.7	91.3	96.1	93.6	90.1
800 - 859 AM	99.0	84.9	82.5	95.1	86.8	92.6	88.9	90.5	91.8	92.3	91.1	88.3
900 - 959 AM	86.6	89.3	80.7	92.3	87.3	93.4	85.7	87.8	88.2	92.2	94.3	86.4
1000 - 1059 AM	85.1	90.2	79.5	89.3	83.9	89.9	86.0	88.6	79.7	92.9	90.3	85.0
1100 - 1159 AM	83.4	85.2	75.4	86.3	87.1	89.7	87.3	88.0	74.7	89.6	84.1	83.7
1200 - 1259 PM	79.8	80.9	78.2	85.7	84.6	88.8	87.6	86.4	78.2	81.2	83.3	82.5
100 - 159 PM	76.2	86.1	76.5	88.0	82.5	90.0	86.1	88.2	76.7	84.7	85.6	82.5
200 - 259 PM	80.6	80.5	75.2	83.5	79.3	87.3	84.4	89.0	77.1	85.2	83.2	80.4
300 - 359 PM	79.4	80.8	69.7	93.9	84.7	86.0	82.7	87.6	80.8	84.0	80.2	79.9
400 - 459 PM	79.2	78.0	69.4	86.6	78.7	83.5	83.4	87.1	79.8	87.0	81.9	79.2
500 - 559 PM	74.9	77.7	71.2	88.7	74.3	85.1	87.7	88.2	81.5	86.9	75.8	78.0
600 - 659 PM	77.9	76.3	63.4	88.9	74.0	87.7	86.6	90.9	81.9	76.5	74.6	77.5
700 - 759 PM	75.4	76.9	66.5	76.9	70.3	86.8	87.7	87.7	81.5	92.2	76.4	77.5
800 - 859 PM	74.8	83.5	65.5	96.0	76.4	88.3	80.5	88.9	85.7	89.1	77.7	77.4
900 - 959 PM	74.6	92.7	69.0	92.9	59.2	88.7	87.8	85.2	84.5	92.6	60.5	78.7
1000 - 1059 PM	100.0	85.2	72.7	93.1	70.0	90.9	91.8	86.2	85.0	89.7	66.7	83.3
1100 - 559 AM	96.8	87.6	92.6	95.9	93.8	87.2	92.9	92.4	86.7	86.9	97.5	88.2
TOTAL, ALL DEPARTURES, BY AIRPORT	80.9	84.1	74.9	90.8	82.2	89.1	87.5	89.3	83.3	88.9	84.0	82.8

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

FEBRUARY 2016

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								
JETBLUE	761	Jan	LGA-PBI	1530	27	17	62.96	71.13
JETBLUE	761	Feb	LGA-PBI	1530	29	15	51.72	95.69
JETBLUE	1254	Jan	PBI-JFK	1435	31	16	51.61	102.73
JETBLUE	1254	Feb	PBI-JFK	1425	29	15	51.72	103.27
JETBLUE	1262	Jan	PBI-LGA	1919	27	18	66.67	76.35
JETBLUE	1262	Feb	PBI-LGA	1918	29	23	79.31	103.09

* 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

FEBRUARY 2016

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	356	6	1.7
JETBLUE	784	6	0.8
AMERICAN**	2,488	1	0.0
SOUTHWEST	3,539	0	0.0
DELTA	2,245	0	0.0
UNITED	1,382	0	0.0
SKYWEST	1,380	0	0.0
EXPRESSJET	1,142	0	0.0
ALASKA	473	0	0.0
FRONTIER	234	0	0.0
HAWAIIAN	199	0	0.0
VIRGIN AMERICA	179	0	0.0
TOTAL	14,401	13	0.1

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

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

FEBRUARY 2016

AIR TRAVEL CONSUMER REPORT
TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	86.2	82.8	58	58
ADAK ISLAND AK (ADK)	75.0	75.0	8	8
AGUADILLA PR (BQN)	63.2	72.0	117	118
AKRON OH (CAK)	84.6	84.6	507	506
ALBANY GA (ABY)	67.9	71.8	78	78
ALBANY NY (ALB)	88.4	85.8	674	676
ALBUQUERQUE NM (ABQ)	89.6	89.6	1,340	1,340
ALEXANDRIA LA (AEX)	84.1	85.0	207	207
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	72.8	82.2	162	163
ALPENA MI (APN)	66.0	70.0	50	50
AMARILLO TX (AMA)	92.8	94.6	223	224
ANCHORAGE AK (ANC)	91.8	92.3	1,124	1,125
APPLETON WI (ATW)	78.0	85.8	246	246
ARCATA/EUREKA CA (ACV)	78.4	82.8	116	116
ARLINGTON VA (DCA)	77.2	80.8	6,194	6,193
ASHEVILLE NC (AVL)	69.9	72.1	183	183
ASPEN CO (ASE)	70.1	68.5	663	661
ATLANTA GA (ATL)	85.1	82.9	28,740	28,746
ATLANTIC CITY NJ (ACY)	63.1	70.3	290	290
AUGUSTA GA (AGS)	76.9	84.4	173	173
AUSTIN TX (AUS)	88.5	89.3	3,329	3,328
BAKERSFIELD CA (BFL)	87.0	90.1	192	192
BALTIMORE MD (BWI)	84.9	81.9	6,685	6,685
BARROW AK (BRW)	81.3	80.0	75	75
BATON ROUGE LA (BTR)	85.7	85.8	565	565
BEAUMONT/PORT ARTHUR TX (BPT)	84.6	81.3	65	64
BELLINGHAM WA (BLI)	86.2	95.3	87	86
BEMIDJI MN (BJI)	81.0	84.5	58	58
BEND/REDMOND OR (RDM)	84.3	88.0	166	166
BETHEL AK (BET)	94.9	93.7	79	79
BILLINGS MT (BIL)	91.1	92.5	269	268
BINGHAMTON NY (BGM)	76.5	80.2	81	81
BIRMINGHAM AL (BHM)	85.2	87.7	911	910
BISMARCK/MANDAN ND (BIS)	80.6	86.0	170	172
BLOOMINGTON/NORMAL IL (BMI)	83.1	87.0	77	77
BOISE ID (BOI)	84.7	88.7	1,139	1,139
BOSTON MA (BOS)	74.3	77.1	8,796	8,796
BOZEMAN MT (BZN)	89.4	89.4	302	302
BRAINERD MN (BRD)	86.0	84.0	50	50
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	77.1	79.7	153	153
BROWNSVILLE TX (BRO)	92.0	93.0	187	187
BRUNSWICK GA (BQK)	75.3	82.7	81	81
BUFFALO NY (BUF)	79.5	80.5	1,282	1,284

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BURBANK CA (BUR)	89.5	89.4	1,688	1,688
BURLINGTON VT (BTV)	74.9	74.0	299	296
BUTTE MT (BTM)	94.4	96.3	54	54
CASPER WY (CPR)	84.3	86.9	83	84
CEDAR CITY UT (CDC)	80.0	88.0	50	50
CEDAR RAPIDS/IOWA CITY IA (CID)	81.1	84.4	328	327
CHANTILLY VA (IAD)	87.1	86.2	2,240	2,241
CHARLESTON SC (CHS)	82.7	84.5	939	938
CHARLESTON/DUNBAR WV (CRW)	76.2	79.6	181	181
CHARLOTTE AMALIE VI (STT)	81.4	78.9	440	440
CHARLOTTE NC (CLT)	83.4	83.6	8,724	8,725
CHARLOTTESVILLE VA (CHO)	67.9	71.2	156	156
CHATTANOOGA TN (CHA)	79.1	81.9	354	354
CHICAGO IL (MDW)	85.5	82.8	6,208	6,208
CHICAGO IL (ORD)	78.3	74.9	17,738	17,763
CHRISTIANSTED VI (STX)	79.8	88.3	94	94
CLEVELAND OH (CLE)	78.4	81.2	2,600	2,600
CODY WY (COD)	86.2	89.7	29	29
COLLEGE STATION/BRYAN TX (CLL)	95.9	96.0	49	50
COLORADO SPRINGS CO (COS)	81.7	85.8	564	565
COLUMBIA SC (CAE)	76.6	79.8	415	415
COLUMBUS GA (CSG)	73.4	77.7	94	94
COLUMBUS MS (GTR)	74.1	77.8	81	81
COLUMBUS OH (CMH)	84.5	85.4	1,716	1,717
CORDOVA AK (CDV)	98.3	98.3	58	58
CORPUS CHRISTI TX (CRP)	92.3	97.4	235	234
COVINGTON KY (CVG)	83.5	85.0	1,298	1,298
DALLAS TX (DAL)	91.8	89.2	5,436	5,436
DALLAS/FORT WORTH TX (DFW)	87.5	85.7	15,421	15,430
DAYTON OH (DAY)	78.6	82.1	485	485
DAYTONA BEACH FL (DAB)	88.8	83.6	160	159
DEADHORSE AK (SCC)	78.7	81.3	75	75
DENVER CO (DEN)	88.0	85.7	16,554	16,533
DES MOINES IA (DSM)	84.6	85.1	638	636
DETROIT MI (DTW)	82.8	81.7	9,202	9,201
DEVILS LAKE ND (DVL)	73.9	78.3	46	46
DOTHAN AL (DHN)	66.0	73.8	103	103
DULUTH MN (DLH)	81.9	88.0	193	192
DURANGO CO (DRO)	85.7	92.9	98	98
EAGLE CO (EGE)	81.9	83.6	304	304
EAU CLAIRE WI (EAU)	78.2	87.3	55	55
EL PASO TX (ELP)	90.4	93.2	804	806
ELKO NV (EKO)	92.0	96.0	50	50

FEBRUARY 2016

AIR TRAVEL CONSUMER REPORT
TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ELMIRA/CORNING NY (ELM)	79.0	84.5	181	181
ERIE PA (ERI)	64.2	77.4	53	53
ESCANABA MI (ESC)	82.0	92.0	50	50
EUGENE OR (EUG)	81.2	81.6	276	277
EVANSVILLE IN (EVV)	78.0	79.1	205	206
FAIRBANKS AK (FAI)	93.2	92.0	162	162
FARGO ND (FAR)	79.3	84.6	323	324
FAYETTEVILLE AR (XNA)	83.8	87.5	408	407
FAYETTEVILLE NC (FAY)	79.1	79.1	134	134
FLAGSTAFF AZ (FLG)	87.8	91.8	147	147
FLINT MI (FNT)	83.7	86.0	337	336
FORT LAUDERDALE FL (FLL)	78.0	77.3	7,345	7,346
FORT MYERS FL (RSW)	80.4	80.7	3,303	3,298
FORT SMITH AR (FSM)	79.0	89.5	143	143
FORT WAYNE IN (FWA)	74.6	75.9	311	311
FRESNO CA (FAT)	85.5	89.8	551	551
GAINESVILLE FL (GNV)	81.8	79.0	176	176
GILLETTE WY (GCC)	84.3	91.6	83	83
GRAND FORKS ND (GFK)	76.6	80.0	111	110
GRAND JUNCTION CO (GJT)	89.8	95.4	196	195
GRAND RAPIDS MI (GRR)	81.7	82.1	727	727
GREAT FALLS MT (GTF)	86.9	91.7	107	108
GREEN BAY WI (GRB)	77.4	82.6	243	242
GREENSBORO/HIGH POINT NC (GSO)	78.2	78.5	377	377
GREER SC (GSP)	81.4	84.4	547	546
GUAM TT (GUM)	96.6	93.1	29	29
GULFPORT/BILOXI MS (GPT)	90.2	91.5	246	246
GUNNISON CO (GUC)	93.0	90.7	43	43
HANCOCK/HOUGHTON MI (CMX)	62.1	72.4	58	58
HARLINGEN/SAN BENITO TX (HRL)	92.4	94.9	236	236
HARRISBURG PA (MDT)	77.9	81.4	140	140
HARTFORD CT (BDL)	79.9	79.8	1,436	1,434
HATTIESBURG/LAUREL MS (PIB)	88.0	90.0	50	50
HAYDEN CO (HDN)	87.4	94.8	175	174
HAYS KS (HYS)	88.0	86.0	50	50
HELENA MT (HLN)	85.2	93.4	122	122
HIBBING MN (HIB)	75.9	78.5	79	79
HILO HI (ITO)	93.3	94.4	465	465
HOBBS NM (HOB)	98.0	95.9	49	49
HONOLULU HI (HNL)	85.5	93.1	3,597	3,596
HOUSTON TX (HOU)	88.7	88.6	4,224	4,224
HOUSTON TX (IAH)	89.9	88.1	11,086	11,094
HUNTSVILLE AL (HSV)	88.7	90.0	309	309

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
IDAHO FALLS ID (IDA)	85.3	86.9	191	191
INDIANAPOLIS IN (IND)	86.0	86.5	2,109	2,110
INTERNATIONAL FALLS MN (INL)	78.0	80.0	50	50
IRON MOUNTAIN/KINGSFD MI (IMT)	74.1	90.6	54	53
ISLIP NY (ISP)	82.4	84.7	346	346
ITHACA/CORTLAND NY (ITH)	71.2	71.2	73	73
JACKSON WY (JAC)	83.1	82.4	397	397
JACKSON/VICKSBURG MS (JAN)	85.4	87.6	411	411
JACKSONVILLE FL (JAX)	81.1	83.3	1,427	1,423
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	72.8	76.9	92	91
JAMESTOWN ND (JMS)	76.4	78.9	72	71
JOPLIN MO (JLN)	89.7	93.1	58	58
JUNEAU AK (JNU)	92.9	94.6	336	336
KAHULUI HI (OGG)	87.1	89.6	1,795	1,793
KALAMAZOO MI (AZO)	78.3	81.2	203	202
KALISPELL MT (FCA)	89.1	91.9	137	136
KANSAS CITY MO (MCI)	86.6	88.8	3,147	3,147
KETCHIKAN AK (KTN)	96.0	91.4	174	174
KEY WEST FL (EYW)	88.6	92.0	176	176
KILLEEN TX (GRK)	86.2	91.7	203	204
KNOXVILLE TN (TYS)	79.6	81.0	500	500
KODIAK AK (ADQ)	79.5	82.1	39	39
KONA HI (KOA)	88.2	90.6	933	933
KOTZEBUE AK (OTZ)	86.2	87.9	58	58
LA CROSSE WI (LSE)	76.9	90.8	65	65
LAFAYETTE LA (LFT)	87.6	87.3	266	267
LAKE CHARLES LA (LCH)	86.8	92.1	76	76
LANSING MI (LAN)	75.1	78.9	245	246
LARAMIE WY (LAR)	84.0	86.0	50	50
LAREDO TX (LRD)	90.6	93.1	159	159
LAS VEGAS NV (LAS)	87.1	85.8	11,422	11,422
LATROBE PA (LBE)	71.3	83.2	101	101
LAWTON/FORT SILL OK (LAW)	89.5	89.5	86	86
LEWISTON ID (LWS)	96.5	96.5	57	57
LEXINGTON KY (LEX)	76.9	79.1	416	416
LIHUE HI (LIH)	90.8	93.5	921	919
LINCOLN NE (LNK)	80.9	87.1	241	241
LITTLE ROCK AR (LIT)	89.4	92.0	586	587
LONG BEACH CA (LGB)	78.0	75.9	709	709
LOS ANGELES CA (LAX)	84.6	83.6	15,407	15,407
LOUISVILLE KY (SDF)	84.0	83.0	736	735
LUBBOCK TX (LBB)	92.7	95.6	385	385
MADISON WI (MSN)	80.7	86.2	585	585

FEBRUARY 2016

AIR TRAVEL CONSUMER REPORT
TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MAMMOTH LAKES CA (MMH)	65.6	62.5	32	32
MANCHESTER NH (MHT)	83.9	85.3	461	456
MARQUETTE MI (MQT)	80.8	80.8	52	52
MEDFORD OR (MFR)	85.4	89.0	219	219
MELBOURNE FL (MLB)	89.6	87.7	106	106
MEMPHIS TN (MEM)	85.6	87.6	1,032	1,035
MERIDIAN MS (MEI)	81.0	86.1	79	79
MIAMI FL (MIA)	82.1	80.9	5,743	5,742
MIDLAND/ODESSA TX (MAF)	90.7	93.9	461	460
MILWAUKEE WI (MKE)	85.7	86.6	2,579	2,579
MINNEAPOLIS MN (MSP)	83.3	84.1	9,300	9,305
MINOT ND (MOT)	82.1	87.6	162	161
MISSION/MCALLEN/EDINBURG TX (MFE)	87.4	94.8	191	191
MISSOULA MT (MSO)	82.2	87.7	163	163
MOBILE AL (MOB)	79.5	85.3	327	327
MOLINE IL (MLI)	75.8	80.0	91	95
MONROE LA (MLU)	81.5	87.1	233	233
MONTEREY CA (MRY)	81.9	85.7	160	161
MONTGOMERY AL (MGM)	77.0	76.5	183	183
MONTROSE/DELTA CO (MTJ)	88.0	86.6	142	142
MOSINEE WI (CWA)	64.9	78.9	57	57
MUSKEGON MI (MKG)	76.4	78.2	55	55
MYRTLE BEACH SC (MYR)	70.8	73.3	288	288
NASHVILLE TN (BNA)	85.9	86.7	3,658	3,658
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	65.5	76.4	55	55
NEW ORLEANS LA (MSY)	86.6	87.3	3,467	3,465
NEW YORK NY (JFK)	73.1	73.7	7,661	7,672
NEW YORK NY (LGA)	63.9	69.9	7,880	7,879
NEWARK NJ (EWR)	73.9	75.2	8,524	8,522
NEWBURGH/POUGHKEEPSIE NY (SWF)	69.0	86.2	58	58
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	82.7	82.7	81	81
NIAGARA FALLS NY (IAG)	64.9	73.0	37	37
NOME AK (OME)	82.8	84.5	58	58
NORFOLK VA (ORF)	81.7	81.7	812	812
NORTH BEND/COOS BAY OR (OTH)	64.7	64.7	17	17
OAKLAND CA (OAK)	85.2	84.4	3,366	3,365
OKLAHOMA CITY OK (OKC)	88.1	89.6	1,242	1,241
OMAHA NE (OMA)	84.0	85.9	1,270	1,269
ONTARIO CA (ONT)	88.0	88.5	1,495	1,495
ORLANDO FL (MCO)	83.2	83.8	10,148	10,150
PADUCAH KY (PAH)	65.5	81.8	55	55
PAGO PAGO TT (PPG)	77.8	88.9	9	9
PALM SPRINGS CA (PSP)	84.9	84.5	1,035	1,034

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PANAMA CITY FL (ECP)	87.2	88.4	304	302
PASCO/KENNEWICK/RICHLAND WA (PSC)	84.0	88.8	268	268
PELLSTON MI (PLN)	72.9	73.2	70	71
PENSACOLA FL (PNS)	85.3	88.0	416	417
PEORIA IL (PIA)	72.7	80.4	271	270
PETERSBURG AK (PSG)	91.4	94.8	58	58
PHILADELPHIA PA (PHL)	81.5	82.2	5,379	5,377
PHOENIX AZ (PHX)	89.6	89.1	12,294	12,289
PITTSBURGH PA (PIT)	84.7	86.7	1,760	1,758
PLATTSBURGH NY (PBG)	65.5	72.4	29	29
POCATELLO ID (PIH)	82.7	88.5	52	52
PONCE PR (PSE)	69.0	81.0	58	58
PORTLAND ME (PWM)	69.6	77.7	369	368
PORTLAND OR (PDX)	88.6	90.8	3,923	3,929
PROVIDENCE RI (PVD)	78.7	82.1	868	870
RALEIGH/DURHAM NC (RDU)	82.0	84.1	2,438	2,439
RAPID CITY SD (RAP)	76.2	80.5	168	169
REDDING CA (RDD)	79.3	82.8	58	58
RENO NV (RNO)	85.7	85.7	935	935
RHINELANDER WI (RHI)	78.3	79.5	83	83
RICHMOND VA (RIC)	74.9	77.3	1,171	1,170
ROANOKE VA (ROA)	70.6	74.6	177	177
ROCHESTER MN (RST)	76.7	81.4	86	86
ROCHESTER NY (ROC)	78.6	78.4	594	593
ROCK SPRINGS WY (RKS)	90.7	90.7	54	54
ROSWELL NM (ROW)	100.0	100.0	4	4
SACRAMENTO CA (SMF)	87.6	89.0	2,988	2,988
SAGINAW/BAY CITY/MIDLAND MI (MBS)	73.0	74.2	163	163
SALT LAKE CITY UT (SLC)	88.3	88.9	8,274	8,271
SAN ANTONIO TX (SAT)	89.9	92.2	2,198	2,198
SAN DIEGO CA (SAN)	87.1	87.5	5,685	5,686
SAN FRANCISCO CA (SFO)	81.6	83.3	12,423	12,420
SAN JOSE CA (SJC)	88.3	88.6	3,022	3,025
SAN JUAN PR (SJU)	78.4	81.6	2,172	2,167
SAN LUIS OBISPO CA (SBP)	88.6	90.6	245	244
SANTA ANA CA (SNA)	89.8	88.8	3,274	3,274
SANTA BARBARA CA (SBA)	83.9	84.1	441	441
SANTA FE NM (SAF)	82.4	85.1	74	74
SANTA MARIA CA (SMX)	82.8	84.5	58	58
SARASOTA/BRADENTON FL (SRQ)	81.5	80.1	346	346
SAULT STE. MARIE MI (CIU)	75.9	82.8	58	58
SAVANNAH GA (SAV)	79.7	81.6	517	517
SCRANTON/WILKES-BARRE PA (AVP)	76.4	77.4	123	124

FEBRUARY 2016

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SEATTLE WA (SEA)	87.8	89.3	9,204	9,205
SHREVEPORT LA (SHV)	84.8	84.3	440	440
SIOUX FALLS SD (FSD)	78.2	83.5	340	340
SITKA AK (SIT)	92.0	97.7	87	87
SOUTH BEND IN (SBN)	74.7	79.2	380	380
SPOKANE WA (GEG)	88.9	91.0	790	790
SPRINGFIELD IL (SPI)	80.3	88.3	137	137
SPRINGFIELD MO (SGF)	79.7	82.2	241	241
ST. GEORGE UT (SGU)	88.8	90.0	161	160
ST. LOUIS MO (STL)	86.1	85.8	4,071	4,069
STATE COLLEGE PA (SCE)	60.0	78.2	55	55
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	79.6	78.8	113	113
SYRACUSE NY (SYR)	75.6	78.1	397	397
TALLAHASSEE FL (TLH)	83.3	88.6	228	228
TAMPA FL (TPA)	82.8	84.0	5,712	5,712
TEXARKANA AR (TXK)	76.9	82.1	78	78
TRAVERSE CITY MI (TVC)	69.9	73.8	146	145
TRENTON NJ (TTN)	84.0	84.0	144	144

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TUCSON AZ (TUS)	88.4	88.9	1,326	1,324
TULSA OK (TUL)	89.5	91.7	1,147	1,147
TWIN FALLS ID (TWF)	77.8	83.0	81	88
TYLER TX (TYR)	92.1	94.6	165	166
VALDOSTA GA (VLD)	75.3	81.5	81	81
VALPARAISO FL (VPS)	82.8	85.5	331	331
WACO TX (ACT)	83.5	89.9	139	139
WEST PALM BEACH/PALM BEACH FL (PBI)	73.3	71.6	2,375	2,374
WHITE PLAINS NY (HPN)	67.7	75.5	539	534
WICHITA KS (ICT)	86.7	86.9	626	625
WILLISTON ND (ISN)	88.4	88.3	172	171
WILMINGTON NC (ILM)	79.7	84.2	177	177
WORCESTER MA (ORH)	75.9	74.1	58	58
WRANGELL AK (WRG)	91.4	93.1	58	58
YAKUTAT AK (YAK)	98.3	100.0	58	58
YUMA AZ (YUM)	90.9	94.5	165	165

FEBRUARY 2016

AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/					AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED		NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
SPIRIT	19	8,523	328	3.8		33	10,354	404	3.9
EXPRESSJET	19	20,671	760	3.7		160	39,926	1,465	3.7
JETBLUE	24	15,340	403	2.6		62	21,776	559	2.6
SKYWEST	23	25,634	559	2.2		183	45,616	1,092	2.4
FRONTIER	23	5,205	88	1.7		40	6,646	104	1.6
SOUTHWEST	24	51,393	948	1.8		86	97,225	1,415	1.5
AMERICAN**	28	59,353	891	1.5		95	71,440	1,003	1.4
UNITED	27	32,929	286	0.9		83	38,944	348	0.9
VIRGIN AMERICA	15	4,388	34	0.8		20	4,941	38	0.8
ALASKA	25	8,596	25	0.3		63	13,399	79	0.6
DELTA	29	51,489	258	0.5		150	67,771	313	0.5
HAWAIIAN	8	428	0	0.0		17	5,851	3	0.1
Total		283,949	4,580	1.6		Total	423,889	6,823	1.6

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.

FEBRUARY 2016

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE OF THE TIME	
		NUMBER	PERCENTAGE
EXPRESSJET	907	835	92.0
SKYWEST	887	782	88.1
DELTA	271	167	61.6
JETBLUE	379	194	51.1
SPIRIT	228	111	48.6
UNITED	312	147	47.1
AMERICAN**	685	305	44.5
ALASKA	55	21	38.1
VIRGIN AMERICA	32	10	31.2
SOUTHWEST	1067	314	29.4
FRONTIER	95	25	26.3
HAWAIIAN	3	0	0.00
TOTAL	4,921	2,911	59.2

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.

FEBRUARY 2016

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*	71440	59301	83.01%	1003	1.40%	137	0.19%	3437	4.81%	327	0.46%	4223	5.91%	28	0.04%	2984	4.18%
ALASKA	13399	11963	89.28%	79	0.59%	64	0.48%	390	2.91%	27	0.20%	541	4.04%	10	0.07%	325	2.42%
JETBLUE	21776	15014	68.95%	559	2.57%	75	0.34%	1995	9.16%	207	0.95%	1728	7.94%	22	0.10%	2176	9.99%
DELTA	67771	58569	86.42%	313	0.46%	169	0.25%	2670	3.94%	461	0.68%	3036	4.48%	5	0.01%	2548	3.76%
EXPRESSJET	39926	31328	78.47%	1465	3.67%	120	0.30%	2102	5.27%	68	0.17%	2245	5.62%	0	0.00%	2598	6.51%
FRONTIER	6646	5801	87.29%	104	1.56%	16	0.24%	206	3.11%	11	0.16%	237	3.57%	0	0.00%	271	4.08%
HAWAIIAN	5851	5375	91.86%	3	0.05%	9	0.15%	263	4.50%	23	0.39%	13	0.21%	1	0.02%	164	2.80%
SPIRIT	10354	6540	63.16%	404	3.90%	12	0.12%	593	5.73%	23	0.22%	2098	20.26%	8	0.07%	676	6.53%
SKYWEST	45616	37368	81.92%	1092	2.39%	131	0.29%	1872	4.10%	179	0.39%	2100	4.60%	11	0.02%	2863	6.28%
UNITED	38944	33580	86.23%	348	0.89%	59	0.15%	1553	3.99%	285	0.73%	1650	4.24%	0	0.00%	1469	3.77%
VIRGIN AMERICA	4941	4180	84.60%	38	0.77%	9	0.18%	161	3.26%	75	1.52%	242	4.89%	6	0.11%	231	4.67%
SOUTHWEST	97225	85398	87.84%	1415	1.46%	168	0.17%	3140	3.23%	337	0.35%	2277	2.34%	19	0.02%	4471	4.60%
TOTAL	423889	354417	83.61%	6823	1.61%	969	0.23%	18383	4.34%	2022	0.48%	20390	4.81%	110	0.03%	20775	4.90%

***Causes of Delay:**

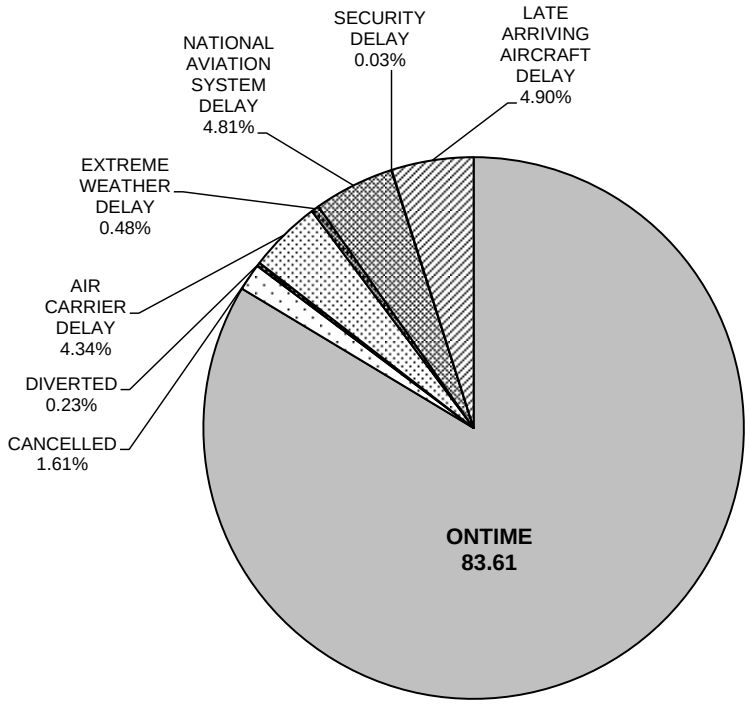
- **Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).**
- **Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents 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.**

FEBRUARY 2016

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

FEBRUARY 2016

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
JETBLUE	677	JFK	JAX	2/5/2016	Origin Airport	236
PSA AIRLINES**	5030	PHL	BDL	2/15/2016	Origin Airport	201
JETBLUE	586	JFK	ROC	2/5/2016	Origin Airport	198
REPUBLIC AIRLINES	4691	DCA	MCI	2/15/2016	Origin Airport	187
SPIRIT	239	BOS	RSW	2/5/2016	Origin Airport	186
AMERICAN	1958	DCA	PBI	2/15/2016	Origin Airport	185
AMERICAN	2031	BOS	PHL	2/5/2016	Origin Airport	182
PSA AIRLINES	4987	DTW	DCA	2/15/2016	Destination Airport	182
PSA AIRLINES	5023	DCA	BDL	2/15/2016	Origin Airport	181
REPUBLIC AIRLINES	4332	CMH	DCA	2/15/2016	Destination Airport	181

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

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

**PSA Airlines resubmitted February 2016 Part 244 Tarmac Delay report on May 2, 2016. PSA Airlines revised tarmac delay minutes to 201 instead of 191.

FEBRUARY 2016

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.**

FEBRUARY 2016

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 OVER 2 HOURS	
		NUMBERS	PERCENTAGE
JETBLUE	21,776	29	0.13
AMERICAN**	71,440	83	0.12
DELTA	67,771	43	0.06
VIRGIN AMERICA	4,941	3	0.06
UNITED	38,944	20	0.05
SKYWEST	45,616	20	0.04
SPIRIT	10,354	4	0.04
FRONTIER	6,646	2	0.03
EXPRESSJET	39,926	7	0.02
ALASKA	13,399	1	0.01
SOUTHWEST	97,225	6	0.01
HAWAIIAN	5,851	0	0.00
TOTAL	423,889	218	0.05

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.

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 *

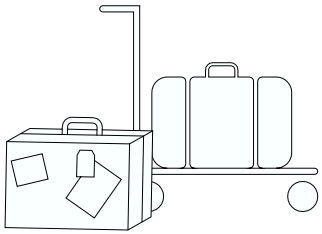
AS	Alaska Airlines
AA**	American Airlines
EV	ExpressJet Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines
VX	Virgin America

*** Based on the Bureau of Transportation Statistics' Technical Reporting Directive #25, issued October 30, 2015, effective January 1, 2016.**

** 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.

MISHANDLED BAGGAGE

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



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

MISHANDLED BAGGAGE REPORTS

FILED BY PASSENGERS

*U.S. AIRLINES**

		FEBRUARY 2016			FEBRUARY 2015		
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**	415	530,845	**0.78**	482	465,039	**1.04**
2	**JETBLUE AIRWAYS**	4,192	2,419,442	**1.73**	3,994	2,078,928	**1.92**
3	**ALASKA AIRLINES**	2,899	1,650,828	**1.76**	4,253	1,520,717	**2.80**
4	**DELTA AIR LINES**	16,688	8,561,199	**1.95**	24,084	7,768,637	**3.10**
5	**HAWAIIAN AIRLINES**	1,742	786,993	**2.21**	2,130	728,840	**2.92**
6	**SPIRIT AIRLINES**	3,229	1,422,371	**2.27**	2,491	1,100,105	**2.26**
7	**UNITED AIRLINES**	13,166	5,210,163	**2.53**	18,612	4,819,992	**3.86**
8	**FRONTIER AIRLINES**	2,541	984,582	**2.58**	2,081	759,690	**2.74**
9	**SOUTHWEST AIRLINES**	27,260	10,555,162	**2.58**	32,232	9,579,348	**3.36**
10	**SKYWEST AIRLINES**	7,032	2,136,364	**3.29**	9,368	2,039,494	**4.59**
11	**AMERICAN AIRLINES****	33,159	9,011,139	**3.68**	25,522	4,884,696	**5.22**
12	**EXPRESSJET AIRLINES**	6,231	1,596,751	**3.90**	11,334	1,799,137	**6.30**
	TOTALS	118,554	44,865,839	**2.64**	136,583	37,544,623	**3.64**

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 the previous year's month reflect the deletion of US Airways data.**

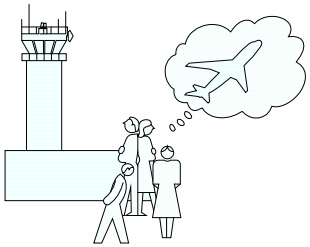
OVERSALES

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.



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

		OCTOBER - DECEMBER 2015				OCTOBER - DECEMBER 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**	598	21	8,168,250	**0.03**	407	30	7,350,027	**0.04**
2	**HAWAIIAN AIRLINES**	70	8	2,608,124	**0.03**	78	0	2,507,376	**0.00**
3	**DELTA AIR LINES**	32,658	466	31,061,602	**0.15**	27,149	205	28,707,710	**0.07**
4	**VIRGIN AMERICA**	488	43	1,832,945	**0.23**	302	16	1,598,058	**0.10**
5	**ALASKA AIRLINES**	1,093	159	5,430,824	**0.29**	818	137	4,937,496	**0.28**
6	**SPIRIT AIRLINES******	1,158	124	4,230,180	**0.29**	********	********	********	********
7	**UNITED AIRLINES**	18,743	1,475	20,930,474	**0.70**	12,582	982	18,946,348	**0.52**
8	**SOUTHWEST AIRLINES*****	19,473	3,433	36,839,451	**0.93**	13,126	1,864	32,903,774	**0.57**
9	**FRONTIER AIRLINES**	648	380	3,547,147	**1.07**	1,206	441	3,125,104	**1.41**
10	**AMERICAN AIRLINES****	13,320	2,426	22,033,306	**1.10**	8,549	720	18,826,185	**0.38**
11	**SKYWEST AIRLINES**	10,896	786	6,990,054	**1.12**	11,280	1,332	6,656,843	**2.00**
12	**EXPRESSJET AIRLINES**	8,968	996	5,757,488	**1.73**	11,856	1,247	6,968,965	**1.79**
13	**ENVOY AIR**	3,765	555	2,592,952	**2.14**	4,749	611	3,643,382	**1.68**
	TOTALS	111,878	10,872	152,022,797	**0.72**	92,102	7,585	136,171,268	**0.56**

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 October - December 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 October - December 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.**

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

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

		JANUARY - DECEMBER 2015				JANUARY - DECEMBER 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**	1,841	73	31,949,251	**0.02**	2,006	650	29,264,332	**0.22**
2	**HAWAIIAN AIRLINES**	358	29	10,462,344	**0.03**	366	116	10,084,811	**0.12**
3	**VIRGIN AMERICA**	1,722	80	6,928,805	**0.12**	910	57	6,438,023	**0.09**
4	**DELTA AIR LINES**	145,406	1,938	125,044,855	**0.16**	107,706	4,052	115,737,180	**0.35**
5	**SPIRIT AIRLINES******	6,589	496	16,010,164	**0.31**	********	********	********	********
6	**ALASKA AIRLINES**	5,412	740	22,095,126	**0.33**	4,176	864	19,838,878	**0.44**
7	**UNITED AIRLINES**	81,390	6,317	82,081,914	**0.77**	64,968	9,078	77,317,281	**1.17**
8	**AMERICAN AIRLINES****	50,317	7,504	97,091,951	**0.77**	35,152	3,188	77,065,600	**0.41**
9	**FRONTIER AIRLINES**	2,744	1,232	12,343,540	**1.00**	3,864	1,616	11,787,602	**1.37**
10	**SOUTHWEST AIRLINES*****	96,513	15,608	143,932,752	**1.08**	82,039	12,041	116,809,601	**1.03**
11	**SKYWEST AIRLINES**	51,829	5,079	28,562,760	**1.78**	42,446	7,170	26,420,593	**2.71**
12	**EXPRESSJET AIRLINES**	42,933	4,608	24,736,601	**1.86**	55,525	7,961	29,344,974	**2.71**
13	**ENVOY AIR**	18,125	2,792	11,901,028	**2.35**	18,615	2,501	15,441,723	**1.62**
	TOTALS	505,179	46,496	613,141,091	**0.76**	417,773	49,294	535,550,598	**0.92**

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 - December 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 - December 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

	FEBRUARY 2016				FEBRUARY 2015			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,113	40	2	96	1,039	15,228*	2	116
FOREIGN AIRLINES	342	2	1	42	287	3	0	52
TRAVEL AGENTS	22	2	0	5	29	0	0	7
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	27	9	0	29	14	6	0	10
INDUSTRY TOTALS	1,504	53	3	172	1,369	15,237	2	185

*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

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

	FEBRUARY 2016			FEBRUARY 2015		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	441		1	432	
CANCELLATION			*194*			*175*
DELAY			*153*			*145*
MISCONNECTION			*37*			*58*
BAGGAGE	2	220		2	206	
RES/TKTG/BOARDING	3	185		3	192	
CUSTOMER SERVICE	4	184		4	167	
REFUNDS	5	146		5	125	
FARES	6	141		6	95	
DISABILITY	7	71		7	57	
OVERSALES	8	64		8	47	
OTHER	9	33		9	32	
FREQUENT FLYER			*17*			*16*
ADVERTISING	10	12		10	11	
DISCRIMINATION	11	7		11	5	
COMPLAINT TOTAL		1,504			1,369	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

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U.S. Department of Transportation

Table 3

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY*

FEBRUARY 2016

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	7	0	0	0	0	0	1	0	0	0	0	0	8
ALASKA AIRLINES	1	0	1	2	0	2	1	0	0	0	0	1	8
ALLEGIANT AIR	7	1	4	2	4	1	6	2	1	1	0	1	30
AMERICAN AIRLINES	96	27	42	35	47	66	47	16	4	2	0	8	390
DELTA AIR LINES	25	4	7	7	0	10	9	10	2	0	0	2	76
DYNAMIC AIRWAYS	1	0	1	0	1	1	1	0	0	0	0	0	5
ENDEAVOR AIR	7	0	0	0	0	0	0	0	0	0	0	0	7
ENVOY AIR	10	1	1	0	0	0	2	0	0	0	0	0	14
EXPRESSJET AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
FRONTIER AIRLINES	11	2	4	5	2	7	2	1	0	0	0	5	39
GOJET AIRLINES	10	1	0	0	0	0	0	0	0	0	0	0	11
HAWAIIAN AIRLINES	2	0	1	1	0	1	1	1	0	0	0	0	7
JETBLUE AIRWAYS	13	0	3	2	2	3	4	3	0	0	0	0	30
MESA AIRLINES	4	0	0	1	0	0	0	0	0	0	0	0	5
PIEDMONT AIRLINES	4	0	0	0	0	0	3	0	0	0	0	0	7
PSA AIRLINES	5	0	0	0	0	0	1	0	0	0	0	0	6
REPUBLIC AIRLINES	9	0	1	0	0	0	0	0	0	0	0	0	10
SKYWEST AIRLINES	1	0	0	0	0	1	2	0	0	0	0	1	5
SOUTHWEST AIRLINES	9	1	9	1	2	7	10	6	3	1	0	1	50
SPIRIT AIRLINES	79	5	25	17	18	13	15	1	1	1	0	1	176
UNITED AIRLINES	53	7	23	18	24	30	21	18	1	1	0	6	202
VIRGIN AMERICA	1	0	1	0	0	1	3	0	0	0	0	0	6
OTHER U.S. AIRLINES	9	0	2	0	1	1	2	0	0	0	0	1	16
TOTAL FEBRUARY 2016	369	49	125	91	101	144	131	58	12	6	0	27	1,113
% OF TOTAL COMPLAINTS	33.2	4.4	11.2	8.2	9.1	12.9	11.8	5.2	1.1	0.5	0.0	2.4	
TOTAL FEBRUARY 2015	382	32	122	68	83	140	130	47	7	5	0	23	1,039
% OF TOTAL COMPLAINTS	36.8	3.1	11.7	6.5	8.0	13.5	12.5	4.5	0.7	0.5	0.0	2.2	

* 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

COMPLAINTS AGAINST U.S. AIRLINES
BY INCIDENT DATE

FEBRUARY 2016

U.S. AIRLINES* ALPHABETICAL	COMPS RECD IN FEB	INCI-DENTS IN FEB	PERCENT	INCI-DENTS IN JAN	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
AIR WISCONSIN	8	4	50.0	2	25.0	2	25.0	0	0.0
ALASKA AIRLINES	8	2	25.0	2	25.0	2	25.0	2	25.0
ALLEGIANT AIR	30	10	33.3	6	20.0	10	33.3	4	13.3
AMERICAN AIRLINES	390	144	36.9	67	17.2	140	35.9	39	10.0
DELTA AIR LINES	76	39	51.3	15	19.7	16	21.1	6	7.9
DYNAMIC AIRWAYS	5	1	20.0	1	20.0	3	60.0	0	0.0
ENDEAVOR AIR	7	5	71.4	1	14.3	1	14.3	0	0.0
ENVOY AIR	14	7	50.0	1	7.1	6	42.9	0	0.0
EXPRESSJET AIRLINES	5	3	60.0	1	20.0	1	20.0	0	0.0
FRONTIER AIRLINES	39	20	51.3	4	10.3	7	17.9	8	20.5
GOJET AIRLINES	11	6	54.5	0	0.0	3	27.3	2	18.2
HAWAIIAN AIRLINES	7	4	57.1	0	0.0	1	14.3	2	28.6
JETBLUE AIRWAYS	30	22	73.3	3	10.0	3	10.0	2	6.7
MESA AIRLINES	5	3	60.0	0	0.0	2	40.0	0	0.0
PIEDMONT AIRLINES	7	6	85.7	0	0.0	0	0.0	1	14.3
PSA AIRLINES	6	4	66.7	0	0.0	2	33.3	0	0.0
REPUBLIC AIRLINES	10	6	60.0	1	10.0	3	30.0	0	0.0
SKYWEST AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
SOUTHWEST AIRLINES	50	20	40.0	12	24.0	9	18.0	9	18.0
SPIRIT AIRLINES	176	120	68.2	16	9.1	25	14.2	15	8.5
UNITED AIRLINES	202	80	39.6	37	18.3	59	29.2	26	12.9
VIRGIN AMERICA	6	4	66.7	1	16.7	1	16.7	0	0.0
OTHER U.S. AIRLINES	16	3	18.8	5	31.3	6	37.5	2	12.5
TOTALS	1,113	516	46.4	177	15.9	302	27.1	118	10.6
PREVIOUS YEAR'S TOTALS	1,039	511	49.2	173	16.7	274	26.4	81	7.8

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

Table 5

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

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

FEBRUARY 2016

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AEROMEXICO	2	0	6	3	3	1	2	1	0	0	0	0	18
AIR BERLIN	0	0	1	9	0	0	0	0	0	0	0	0	10
AIR CANADA	25	7	8	2	0	10	11	1	0	0	0	0	64
AIR FRANCE	0	1	2	1	2	5	2	0	0	1	0	0	14
BRITISH AIRWAYS	2	0	1	2	4	3	1	1	0	0	0	0	14
COPA	1	0	1	0	0	3	2	0	0	0	0	0	7
EGYPTAIR	1	0	0	0	0	3	1	0	0	0	0	0	5
EMIRATES AIRLINES	1	0	2	0	3	5	3	0	0	0	0	0	14
ETIHAD AIRWAYS	1	0	2	2	1	4	2	0	0	0	0	0	12
FIJI AIRWAYS	1	0	1	1	3	1	3	0	0	0	0	2	12
LAN ARGENTINA	5	0	0	0	0	0	0	0	0	0	0	0	5
LUFTHANSA	2	1	1	3	1	4	3	1	0	0	0	0	16
NORWEGIAN AIR SHUTTLE	1	1	0	0	3	1	0	0	0	0	0	0	6
PHILIPPINE AIRLINES	0	0	2	2	0	2	2	0	0	0	0	0	8
QATAR AIRWAYS	1	0	3	0	1	4	3	2	0	0	0	1	15
SAS	0	1	0	1	1	1	1	0	0	0	0	0	5
TURKISH AIRLINES	3	0	1	2	1	4	1	1	0	0	0	0	13
VOLARIS AIRLINES	4	0	3	1	1	0	0	0	0	0	0	0	9
WOW AIR	2	0	1	2	0	0	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	16	4	15	9	13	21	5	6	0	0	0	1	90
TOTALS	68	15	50	40	37	72	42	13	0	1	0	4	342
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	8	6	7	0	1	0	0	0	0	0	22
TOTALS	0	0	8	6	7	0	1	0	0	0	0	0	22
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
MISCELLANEOUS													
TSA	0	0	0	0	0	0	5	0	0	0	0	0	5
OTHER MISCELLANEOUS	4	0	2	4	1	4	5	0	0	0	0	2	22
TOTALS	4	0	2	4	1	4	10	0	0	0	0	2	27

* 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 *

		FEBRUARY 2016			FEBRUARY 2015		
RANK	***AIRLINE***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***
1	**SKYWEST AIRLINES**	5	2,256,468	**0.22**	12	2,081,822	**0.58**
2	**EXPRESSJET AIRLINES**	5	1,678,049	**0.30**	14	1,909,754	**0.73**
3	**ALASKA AIRLINES**	8	1,741,732	**0.46**	8	1,599,332	**0.50**
4	**SOUTHWEST AIRLINES**	50	10,597,424	**0.47**	51	9,543,254	**0.53**
5	**DELTA AIR LINES**	76	10,033,070	**0.76**	98	9,220,382	**1.06**
6	**HAWAIIAN AIRLINES**	7	827,635	**0.85**	4	771,029	**0.52**
7	**JETBLUE AIRWAYS**	30	2,859,716	**1.05**	31	2,436,285	**1.27**
8	**VIRGIN AMERICA**	6	543,698	**1.10**	10	453,013	**2.21**
9	**UNITED AIRLINES**	202	6,791,294	**2.97**	164	6,328,859	**2.59**
10	**AMERICAN AIRLINES****	390	10,582,081	**3.69**	204	6,231,092	**3.27**
11	**FRONTIER AIRLINES**	39	1,046,975	**3.73**	123	855,251	**14.38**
12	**SPIRIT AIRLINES**	176	1,522,442	**11.56**	103	1,207,713	**8.53**
	TOTAL	994	50,480,584	**1.97**	822	42,637,786	**1.93**

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 the previous year's month reflect the deletion of US Airways data.**

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

Customer Service Reports to the U.S. Department of Homeland Security for the Month of February 2016 as provided by the Transportation Security Administration[a*]

The Transportation Security Administration (TSA) screened approximately 51 million airline passengers and their 41 million checked bags in the month of February as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations [b]. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of February.

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

Courtesy[c]		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public[c]	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
585	.001	51	.00001	312	.0006	428	.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 February.

As of February 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.

February 2016 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

14 CFR Part 235 of DOT regulations requires U.S. carriers that operate at least one aircraft that has a designed seating capacity of 60 or more seats to report to DOT on any incidents involving the loss, injury or death of an animal in its scheduled domestic or international passenger transportation. An "animal" for this purpose is (1) any animal which at the time of the transportation was being kept as a pet in a family household in the United States or (2) any dog or cat which was shipped as part of a commercial shipment on a scheduled passenger flight, including shipments by trainers and breeders.

An airline is required to submit a report for any month in which it experienced such a loss, injury or death during air transportation. 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 on this website 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 redacted version of the actual reports filed by these airlines, click the airline's name.

Carrier	Death	Injury	Loss
Delta Air Lines	1	1	0
Hawaiian Airlines	1	0	0
Totals:	2	1	0