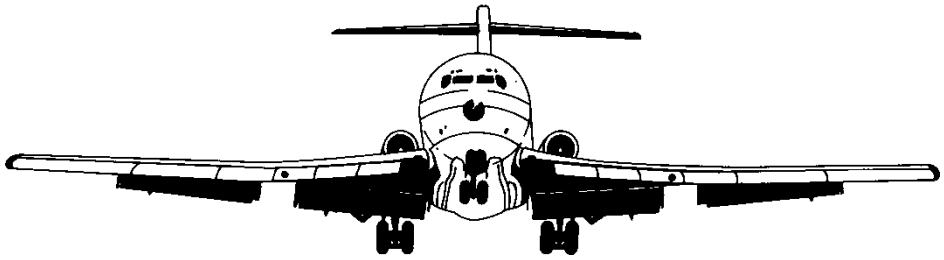
U.S. Department
of Transportation



# *Air Travel Consumer Report*

**A Product Of The**

## OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

***Aviation Consumer Protection Division***

***Issued: February 2016***

| | |
|---|---|
| **Flight Delays**[1] | December 2015<br>12 Months ending December 2015 |
| **Mishandled Baggage**[1] | December 2015<br>January – December 2015 |
| **Oversales**[1] | 4th Quarter 2015<br>January – December 2015 |
| **Consumer Complaints**[2]<br>(Includes Disability and Discrimination Complaints) | December 2015<br>January – December 2015 |
| **Customer Service Reports to the Dept. of Homeland Security**[3] | December 2015 |
| **Airline Animal Incident Reports**[4] | December 2015<br>January – December 2015 |

[1] Data collected by the Bureau of Transportation Statistics. Website: *http://www.bts.gov*
[2] Data compiled by the Aviation Consumer Protection Division. Website: *http://www.transportation.gov/airconsumer*
[3] Data provided by the Department of Homeland Security, Transportation Security Administration
[4] Data collected by the Aviation Consumer Protection Division

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# INTRODUCTION

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

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

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

# FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the thirteen (13) 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.

DECEMBER 2015

AIR TRAVEL CONSUMER REPORT

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

| | AT 29 REPORTABLE AIRPORTS B/ | | AT ALL US AIRPORTS C/ | |
|---|---|---|---|---|
| CARRIER | NUMBER OF AIRPORTS REPORTED | PERCENT OF ARRIVALS ON TIME D/ | NUMBER OF AIRPORTS REPORTED | PERCENT OF ARRIVALS ON TIME D/ |
| HAWAIIAN AIRLINES S/ | 8 | 81.8 | 17 | 93.0 |
| ALASKA AIRLINES S/ | 25 | 84.2 | 64 | 85.3 |
| DELTA AIRLINES S/ | 29 | 83.1 | 147 | 83.6 |
| ENVOY AIR S/ | 12 | 80.4 | 110 | 80.4 |
| AMERICAN AIRLINES S/** | 28 | 79.3 | 92 | 79.2 |
| UNITED AIRLINES S/ | 27 | 78.1 | 86 | 77.9 |
| EXPRESSJET AIRLINES S/ | 17 | 77.0 | 161 | 77.3 |
| SOUTHWEST AIRLINES S/*** | 24 | 76.0 | 86 | 76.1 |
| FRONTIER AIRLINES S/ | 24 | 74.5 | 50 | 75.0 |
| SKYWEST AIRLINES S/ | 23 | 72.5 | 182 | 72.9 |
| VIRGIN AMERICA S/ | 15 | 69.6 | 20 | 71.1 |
| JETBLUE AIRWAYS S/ | 24 | 70.4 | 60 | 70.1 |
| SPIRIT AIRLINES S/**** | 19 | 68.0 | 33 | 68.7 |
| TOTAL | | 77.6 | | 77.8 |

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

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

** Effective 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.

DECEMBER 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* | 1st Quarter 01-03 2015 | | 2nd Quarter 04-06 2015 | | 3rd Quarter 07-09 2015 | | 4th Quarter 10-12 2015 | | Oct-15 | | Nov-15 | | Dec-15 | | 12 Months Ending Dec 2015 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | % | Rank | % | Rank | % | Rank | % | Rank | % | Rank | % | Rank | % | Rank | % | Rank |
| ALASKA | 85.1 | 1 | 88.2 | 2 | 85.9 | 2 | 86.3 | 3 | 88.2 | 3 | 85.5 | 3 | 85.3 | 2 | 86.4 | 2 |
| AMERICAN** | 75.9 | 7 | 78.0 | 7 | *82.0* | *4* | 82.9 | 6 | 85.7 | 8 | 83.7 | 5 | 79.2 | 5 | 80.3 | 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 | 92.1 | 1 | 89.5 | 2 | 83.6 | 3 | 85.9 | 3 |
| ENVOY | 60.6 | 13 | 74.8 | 10 | 81.1 | 8 | 83.5 | 4 | 88.1 | 4 | 81.9 | 9 | 80.4 | 4 | 74.1 | 11 |
| EXPRESSJET | 73.6 | 9 | 76.1 | 9 | 81.6 | 5 | 80.7 | 8 | 84.0 | 10 | 80.8 | 11 | 77.3 | 7 | 77.9 | 9 |
| FRONTIER | 64.0 | 12 | 71.1 | 12 | 78.0 | 11 | 78.1 | 11 | 85.1 | 9 | 74.0 | 13 | 75.0 | 9 | 73.2 | 12 |
| HAWAIIAN | 85.1 | 2 | 91.3 | 1 | 84.8 | 3 | 92.5 | 1 | 90.7 | 2 | 93.9 | 1 | 93.0 | 1 | 88.4 | 1 |
| JETBLUE | 68.0 | 11 | 81.0 | 4 | 76.7 | 12 | 77.8 | 12 | 80.9 | 12 | 83.0 | 8 | 70.1 | 12 | 76.0 | 10 |
| SKYWEST | 76.8 | 6 | 80.8 | 5 | 81.1 | 7 | 80.0 | 9 | 85.7 | 7 | 81.1 | 10 | 72.9 | 10 | 79.7 | 6 |
| SOUTHWEST*** | 79.0 | 5 | 77.6 | 8 | *80.0* | *9* | 82.3 | 7 | 87.6 | 5 | 83.3 | 7 | 76.1 | 8 | 79.7 | 7 |
| *-SOUTHWEST* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* |
| *-AIRTRAN* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* | *(--)* |
| SPIRIT**** | 70.5 | 10 | 61.8 | 13 | 69.6 | 13 | 73.9 | 13 | 78.0 | 13 | 75.3 | 12 | 68.7 | 13 | 69.0 | 13 |
| UNITED | 75.9 | 8 | 73.9 | 11 | 79.3 | 10 | 83.2 | 5 | 87.6 | 6 | 83.9 | 4 | 77.9 | 6 | 78.2 | 8 |
| VIRGIN AMERICA | 79.2 | 4 | 79.9 | 6 | 81.2 | 6 | 79.2 | 10 | 83.3 | 11 | 83.5 | 6 | 71.1 | 11 | 79.9 | 5 |
| Total | 76.3 | | 79.0 | | 81.5 | | 82.8 | | 87.0 | | 83.7 | | 77.8 | | 79.9 | |

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

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

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

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

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

DECEMBER 2015

AIR TRAVEL CONSUMER REPORT

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

| ARRIVAL AIRPORT* | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | ATL | | BOS | | BWI | | CLT | | DCA | | DEN | | DFW | | DTW | |
| CARRIER | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME |
| AMERICAN** | 933 | 78.1 | 2202 | 82.1 | 544 | 77.9 | 8097 | 82.3 | 2394 | 77.4 | 828 | 73.1 | 12054 | 81.4 | 547 | 84.5 |
| ALASKA | 59 | 71.2 | 115 | 87.0 | 61 | 96.7 | H/ | | 124 | 88.7 | 122 | 84.4 | 109 | 79.8 | 31 | 96.8 |
| JETBLUE | H/ | | 3358 | 75.8 | 207 | 78.7 | 105 | 67.6 | 890 | 76.4 | 85 | 70.6 | 46 | 80.4 | 118 | 72.0 |
| DELTA | 19291 | 85.1 | 1061 | 82.8 | 537 | 86.6 | 433 | 82.7 | 732 | 79.0 | 673 | 81.3 | 429 | 84.1 | 4399 | 87.9 |
| EXPRESSJET | 5331 | 75.0 | 152 | 86.2 | 60 | 70.0 | 126 | 77.8 | 314 | 73.6 | H/ | | 2730 | 82.5 | 1586 | 84.1 |
| FRONTIER | 432 | 72.5 | H/ | | H/ | | 61 | 80.3 | 93 | 76.3 | 2009 | 76.2 | 119 | 78.2 | 91 | 82.4 |
| HAWAIIAN | H/ | | H/ | | H/ | | H/ | | H/ | | H/ | | H/ | | H/ | |
| ENVOY | H/ | | H/ | | 148 | 77.7 | 64 | 60.9 | H/ | | H/ | | 3854 | 80.6 | 145 | 77.9 |
| SPIRIT**** | 608 | 56.6 | 186 | 72.0 | 273 | 71.8 | H/ | | H/ | | 304 | 75.3 | 709 | 67.8 | 731 | 74.3 |
| SKYWEST | 427 | 71.2 | 6 | 83.3 | H/ | | 119 | 54.6 | 146 | 61.6 | 4063 | 74.2 | 306 | 70.9 | 1291 | 79.6 |
| UNITED | 297 | 73.4 | 925 | 79.8 | 252 | 81.7 | 68 | 82.4 | 308 | 77.6 | 4636 | 80.2 | 319 | 74.6 | 116 | 73.3 |
| VIRGIN AMERICA | H/ | | 108 | 86.1 | H/ | | H/ | | 117 | 80.3 | H/ | | H/ | | H/ | |
| SOUTHWEST*** | 3652 | 75.7 | 990 | 76.7 | 5915 | 81.0 | 184 | 62.5 | 1321 | 77.4 | 5281 | 78.6 | H/ | | 587 | 76.3 |
| TOTAL | 31030 | 81.0 | 9103 | 79.0 | 7997 | 80.8 | 9257 | 81.2 | 6439 | 77.2 | 18001 | 77.5 | 20675 | 80.7 | 9642 | 83.7 |

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

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

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DECEMBER 2015

AIR TRAVEL CONSUMER REPORT

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

| ARRIVAL AIRPORT* | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | EWR | | FLL | | IAD | | IAH | | JFK | | LAS | | LAX | | LGA | |
| CARRIER | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME |
| AMERICAN** | 667 | 71.5 | 819 | 76.3 | 217 | 78.8 | 742 | 79.9 | 1593 | 75.6 | 1184 | 80.5 | 3383 | 73.7 | 1986 | 78.5 |
| ALASKA | 62 | 75.8 | 31 | 80.6 | 31 | 93.5 | 31 | 87.1 | 31 | 96.8 | 379 | 90.8 | 812 | 83.4 | H/ | |
| JETBLUE | 620 | 65.8 | 2056 | 65.3 | 172 | 76.7 | H/ | | 3820 | 68.1 | 363 | 71.3 | 384 | 70.3 | 558 | 65.2 |
| DELTA | 418 | 72.0 | 1091 | 83.8 | 208 | 89.4 | 223 | 82.5 | 2278 | 81.5 | 980 | 81.3 | 2543 | 75.2 | 2342 | 80.1 |
| EXPRESSJET | 3102 | 67.5 | H/ | | 68 | 77.9 | 4198 | 81.3 | H/ | | H/ | | H/ | | 763 | 74.4 |
| FRONTIER | H/ | | 16 | 81.2 | 62 | 83.9 | 168 | 71.4 | H/ | | 557 | 74.3 | 186 | 67.7 | 58 | 65.5 |
| HAWAIIAN | H/ | | H/ | | H/ | | H/ | | 29 | 72.4 | 75 | 86.7 | 146 | 85.6 | H/ | |
| ENVOY | 131 | 67.9 | H/ | | H/ | | 27 | 66.7 | 109 | 75.2 | H/ | | 14 | 42.9 | H/ | |
| SPIRIT**** | H/ | | 1142 | 66.7 | H/ | | 470 | 66.6 | H/ | | 877 | 65.2 | 543 | 65.4 | 341 | 72.7 |
| SKYWEST | H/ | | H/ | | 36 | 83.3 | 1523 | 68.1 | H/ | | 166 | 78.9 | 2009 | 69.0 | 10 | 90.0 |
| UNITED | 4019 | 76.7 | 594 | 78.6 | 1687 | 84.1 | 5160 | 79.9 | H/ | | 771 | 80.7 | 2359 | 77.7 | 683 | 69.0 |
| VIRGIN AMERICA | 172 | 75.0 | 139 | 68.3 | 132 | 81.1 | H/ | | 371 | 77.1 | 417 | 67.6 | 1140 | 72.5 | 117 | 77.8 |
| SOUTHWEST*** | 501 | 66.5 | 1710 | 77.8 | 186 | 78.5 | H/ | | H/ | | 6320 | 77.7 | 3536 | 66.1 | 956 | 73.2 |
| TOTAL | 9692 | 71.8 | 7598 | 73.4 | 2799 | 83.1 | 12542 | 78.4 | 8231 | 73.9 | 12089 | 77.4 | 17055 | 72.4 | 7814 | 75.8 |

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

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

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DECEMBER 2015

AIR TRAVEL CONSUMER REPORT

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

| ARRIVAL AIRPORT* | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | MCO | | MDW | | MIA | | MSP | | ORD | | PDX | | PHL | | PHX | |
| CARRIER | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME |
| AMERICAN** | 1666 | 76.4 | H/ | | 4705 | 75.2 | 625 | 84.3 | 4925 | 85.0 | 328 | 75.6 | 3572 | 77.8 | 5184 | 80.8 |
| ALASKA | 56 | 76.8 | H/ | | H/ | | 46 | 71.7 | 149 | 84.6 | 1240 | 84.1 | 31 | 64.5 | 214 | 90.2 |
| JETBLUE | 1794 | 72.2 | H/ | | H/ | | H/ | | 153 | 69.3 | 91 | 73.6 | 173 | 65.9 | 60 | 63.3 |
| DELTA | 1482 | 82.1 | 174 | 89.7 | 893 | 79.4 | 4721 | 84.0 | 575 | 83.3 | 537 | 79.0 | 532 | 74.1 | 690 | 81.6 |
| EXPRESSJET | 5 | 100.0 | 90 | 73.3 | H/ | | 486 | 71.8 | 3746 | 77.3 | H/ | | 17 | 64.7 | H/ | |
| FRONTIER | 662 | 80.4 | H/ | | 200 | 79.0 | 106 | 72.6 | 497 | 73.8 | 75 | 72.0 | 306 | 69.3 | 124 | 61.3 |
| HAWAIIAN | H/ | | H/ | | H/ | | H/ | | H/ | | 31 | 93.5 | H/ | | 31 | 80.6 |
| ENVOY | H/ | | H/ | | 394 | 80.7 | 34 | 50.0 | 6062 | 81.2 | H/ | | H/ | | H/ | |
| SPIRIT**** | 519 | 72.3 | H/ | | H/ | | 341 | 73.6 | 881 | 70.6 | 42 | 54.8 | 124 | 54.0 | 124 | 60.5 |
| SKYWEST | H/ | | 65 | 66.2 | 4 | 75.0 | 2529 | 76.9 | 3157 | 70.7 | 502 | 80.3 | 2 | 0.0 | 1482 | 80.6 |
| UNITED | 1131 | 78.0 | H/ | | 434 | 74.2 | 249 | 79.5 | 5282 | 81.6 | 546 | 77.5 | 344 | 70.3 | 536 | 81.0 |
| VIRGIN AMERICA | 31 | 87.1 | H/ | | H/ | | H/ | | 141 | 75.9 | 29 | 62.1 | H/ | | H/ | |
| SOUTHWEST*** | 3455 | 80.1 | 6777 | 77.1 | H/ | | 653 | 75.5 | H/ | | 1114 | 71.6 | 824 | 71.8 | 4873 | 75.8 |
| TOTAL | 10801 | 77.9 | 7106 | 77.3 | 6630 | 76.1 | 9790 | 80.3 | 25568 | 79.6 | 4535 | 77.8 | 5925 | 74.8 | 13318 | 78.7 |

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

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

| ARRIVAL AIRPORT* | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | 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** | 789 | 76.9 | 717 | 77.0 | 1377 | 67.0 | 392 | 77.8 | 1054 | 77.8 |
| ALASKA | 462 | 85.3 | 4519 | 84.5 | 443 | 71.3 | 182 | 91.2 | 31 | 96.8 |
| JETBLUE | 116 | 74.1 | 151 | 66.2 | 493 | 60.0 | 124 | 64.5 | 519 | 73.8 |
| DELTA | 544 | 84.4 | 1310 | 82.7 | 995 | 66.8 | 2915 | 83.5 | 975 | 81.5 |
| EXPRESSJET | H/ | | H/ | | H/ | | H/ | | 1 | 100.0 |
| FRONTIER | 56 | 82.1 | 58 | 79.3 | 248 | 55.6 | 116 | 79.3 | 145 | 73.1 |
| HAWAIIAN | 31 | 83.9 | 62 | 64.5 | 62 | 82.3 | H/ | | H/ | |
| ENVOY | H/ | | H/ | | H/ | | 26 | 84.6 | H/ | |
| SPIRIT**** | 186 | 65.1 | H/ | | H/ | | H/ | | 414 | 68.4 |
| SKYWEST | 361 | 75.1 | 1510 | 73.2 | 3288 | 58.6 | 4070 | 78.3 | H/ | |
| UNITED | 716 | 76.8 | 743 | 77.1 | 4057 | 70.5 | 177 | 76.8 | 569 | 75.6 |
| VIRGIN AMERICA | 176 | 68.2 | 199 | 62.8 | 1600 | 62.6 | H/ | | H/ | |
| SOUTHWEST*** | 2794 | 74.5 | 1106 | 68.6 | 1270 | 60.6 | 802 | 67.2 | 2371 | 80.1 |
| TOTAL | 6231 | 76.4 | 10375 | 79.1 | 13833 | 64.7 | 8804 | 79.1 | 6079 | 78.1 |

* 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 | 84.3 | 77.1 | 92.6 | 84.6 | 100.0 | 90.5 | 84.8 | 84.1 | 82.7 | 63.4 | 80.3 | 84.1 | 76.3 | 90.2 | 87.3 | 20.0 | 67.9 | 89.2 |
| 700 - 759 AM | 88.7 | 88.0 | 89.2 | 90.1 | 83.3 | 84.4 | 85.8 | 91.1 | 86.7 | 58.1 | 85.0 | 84.5 | 79.1 | 90.4 | 87.4 | 85.5 | 78.9 | 82.6 |
| 800 - 859 AM | 82.3 | 88.6 | 92.2 | 84.0 | 87.4 | 82.9 | 83.8 | 90.5 | 87.5 | 93.9 | 89.3 | 78.2 | 87.5 | 89.0 | 79.0 | 83.7 | 90.2 | 82.8 |
| 900 - 959 AM | 81.6 | 86.9 | 91.9 | 83.0 | 81.8 | 83.9 | 84.1 | 88.1 | 87.6 | 82.0 | 91.3 | 79.6 | 86.1 | 90.6 | 77.2 | 83.2 | 90.2 | 84.6 |
| 1000 - 1059 AM | 83.3 | 87.6 | 89.6 | 82.6 | 84.7 | 79.8 | 83.4 | 87.6 | 87.8 | 87.6 | 66.7 | 84.0 | 90.1 | 84.2 | 74.8 | 82.9 | 86.6 | 82.2 |
| 1100 - 1159 AM | 82.9 | 86.2 | 84.1 | 85.0 | 84.1 | 82.0 | 83.2 | 87.4 | 84.7 | 83.4 | 89.5 | 81.6 | 82.7 | 82.9 | 75.7 | 83.0 | 81.4 | 81.8 |
| 1200 - 1259 PM | 84.5 | 86.5 | 85.9 | 88.7 | 83.8 | 80.2 | 84.1 | 87.7 | 78.4 | 77.5 | 94.6 | 82.1 | 82.1 | 81.1 | 75.2 | 79.7 | 80.4 | 82.3 |
| 100 - 159 PM | 78.5 | 79.5 | 83.7 | 84.9 | 81.4 | 78.6 | 84.3 | 84.5 | 74.7 | 76.9 | 85.1 | 78.1 | 78.3 | 78.6 | 72.5 | 80.4 | 79.5 | 78.6 |
| 200 - 259 PM | 83.4 | 85.4 | 87.7 | 94.5 | 77.8 | 76.3 | 83.7 | 88.0 | 74.5 | 77.2 | 85.7 | 81.4 | 79.0 | 75.0 | 73.1 | 74.5 | 80.6 | 83.3 |
| 300 - 359 PM | 80.4 | 83.1 | 81.0 | 80.9 | 75.8 | 73.5 | 79.8 | 84.3 | 67.5 | 73.6 | 87.7 | 80.1 | 81.0 | 74.6 | 73.7 | 75.8 | 80.1 | 77.1 |
| 400 - 459 PM | 82.1 | 78.0 | 79.1 | 77.1 | 72.5 | 75.7 | 80.0 | 86.2 | 67.8 | 74.8 | 80.1 | 80.6 | 75.0 | 75.9 | 70.6 | 72.5 | 79.2 | 74.9 |
| 500 - 559 PM | 79.2 | 77.1 | 75.0 | 79.1 | 79.9 | 76.4 | 78.6 | 80.9 | 63.5 | 76.4 | 84.7 | 76.2 | 80.2 | 71.6 | 68.3 | 71.9 | 75.4 | 74.2 |
| 600 - 659 PM | 79.7 | 72.4 | 74.3 | 79.8 | 77.4 | 75.3 | 72.4 | 77.3 | 60.9 | 68.2 | 77.0 | 77.3 | 73.1 | 72.0 | 66.8 | 70.3 | 75.9 | 76.5 |
| 700 - 759 PM | 77.2 | 73.1 | 75.3 | 74.1 | 71.2 | 71.1 | 79.5 | 75.0 | 54.2 | 72.9 | 85.1 | 74.5 | 65.5 | 71.1 | 69.3 | 70.6 | 70.8 | 71.2 |
| 800 - 859 PM | 79.4 | 73.6 | 70.1 | 79.9 | 74.6 | 76.3 | 77.4 | 80.8 | 60.6 | 61.6 | 81.7 | 74.3 | 63.1 | 67.0 | 69.9 | 69.6 | 72.0 | 68.5 |
| 900 - 959 PM | 77.5 | 72.3 | 75.6 | 74.5 | 71.6 | 74.0 | 75.6 | 82.3 | 59.4 | 65.3 | 83.7 | 74.2 | 58.9 | 70.1 | 64.5 | 67.1 | 68.6 | 66.3 |
| 1000 - 1059 PM | 78.9 | 73.7 | 68.8 | 75.2 | 69.8 | 71.7 | 68.7 | 70.5 | 65.0 | 63.3 | 72.0 | 67.2 | 58.6 | 62.0 | 67.1 | 76.2 | 71.0 | 71.2 |
| 1100 - 559 AM | 67.1 | 71.7 | 71.1 | 75.2 | 69.7 | 65.4 | 75.0 | 75.5 | 79.0 | 62.0 | 79.1 | 68.3 | 69.1 | 71.3 | 69.6 | 74.9 | 70.5 | 72.5 |
| TOTAL, ALL ARRIVALS, BY AIRPORT | 81.0 | 79.0 | 80.8 | 81.2 | 77.2 | 77.5 | 80.7 | 83.7 | 71.8 | 73.4 | 83.1 | 78.4 | 73.9 | 77.4 | 72.4 | 75.8 | 77.9 | 77.3 |

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

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AIR TRAVEL CONSUMER REPORT

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

| | ARRIVAL AIRPORT | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SCHEDULED ARRIVAL TIME | MIA | MSP | ORD | PDX | PHL | PHX | SAN | SEA | SFO | SLC | TPA | TOTAL |
| 600 - 659 AM | 91.8 | 86.2 | 84.6 | 84.6 | 80.9 | 66.7 | 90.9 | 84.4 | 85.4 | 76.9 | 56.7 | 83.4 |
| 700 - 759 AM | 82.7 | 92.0 | 82.4 | 80.9 | 61.9 | 77.7 | 90.5 | 85.3 | 85.7 | 83.5 | 99.0 | 85.5 |
| 800 - 859 AM | 85.1 | 88.0 | 80.4 | 88.5 | 83.4 | 87.1 | 85.4 | 82.1 | 79.2 | 85.7 | 94.4 | 84.2 |
| 900 - 959 AM | 84.3 | 85.1 | 82.0 | 87.2 | 73.9 | 85.9 | 87.5 | 87.6 | 70.5 | 87.1 | 89.0 | 83.4 |
| 1000 - 1059 AM | 83.4 | 82.8 | 82.1 | 89.8 | 81.3 | 85.1 | 84.2 | 83.2 | 74.1 | 87.2 | 88.2 | 83.3 |
| 1100 - 1159 AM | 82.4 | 86.7 | 78.5 | 89.0 | 78.3 | 81.9 | 79.7 | 86.1 | 68.8 | 78.4 | 82.5 | 81.6 |
| 1200 - 1259 PM | 75.9 | 83.0 | 81.1 | 82.1 | 79.4 | 83.6 | 76.3 | 81.8 | 61.3 | 76.0 | 81.8 | 80.8 |
| 100 - 159 PM | 80.4 | 82.4 | 76.6 | 74.6 | 70.7 | 81.2 | 75.0 | 83.6 | 58.9 | 78.3 | 79.5 | 78.7 |
| 200 - 259 PM | 79.1 | 81.9 | 81.0 | 78.5 | 77.7 | 77.3 | 74.7 | 83.9 | 63.5 | 75.4 | 80.2 | 79.5 |
| 300 - 359 PM | 80.5 | 81.3 | 79.6 | 75.5 | 74.0 | 78.3 | 76.3 | 78.6 | 60.7 | 83.4 | 74.7 | 77.6 |
| 400 - 459 PM | 72.8 | 77.6 | 78.4 | 79.8 | 73.8 | 77.8 | 62.6 | 81.0 | 61.3 | 78.6 | 83.8 | 77.1 |
| 500 - 559 PM | 71.9 | 78.2 | 77.7 | 75.6 | 69.2 | 74.7 | 73.2 | 78.2 | 64.7 | 65.7 | 77.8 | 75.4 |
| 600 - 659 PM | 70.5 | 68.6 | 74.5 | 67.8 | 71.7 | 74.7 | 75.8 | 76.2 | 60.5 | 73.8 | 78.1 | 73.5 |
| 700 - 759 PM | 59.8 | 66.5 | 80.7 | 77.2 | 70.8 | 75.0 | 74.1 | 78.2 | 61.7 | 78.6 | 73.2 | 73.6 |
| 800 - 859 PM | 63.8 | 84.5 | 78.2 | 79.7 | 67.9 | 75.1 | 68.4 | 74.9 | 59.0 | 75.4 | 63.4 | 72.2 |
| 900 - 959 PM | 65.7 | 77.9 | 79.4 | 73.7 | 66.6 | 73.9 | 74.5 | 70.8 | 57.8 | 77.0 | 70.6 | 71.2 |
| 1000 - 1059 PM | 74.6 | 80.3 | 76.2 | 68.1 | 72.5 | 74.4 | 69.1 | 69.4 | 55.7 | 61.0 | 67.8 | 68.9 |
| 1100 - 559 AM | 73.5 | 82.2 | 75.8 | 72.1 | 74.6 | 67.4 | 70.7 | 78.2 | 62.4 | 69.3 | 65.3 | 71.3 |
| TOTAL, ALL ARRIVALS, BY AIRPORT | 76.1 | 80.3 | 79.6 | 77.8 | 74.8 | 78.7 | 76.4 | 79.1 | 64.7 | 79.1 | 78.1 | 77.6 |

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

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AIR TRAVEL CONSUMER REPORT

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

| | DEPARTURE AIRPORT* | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SCHEDULED DEPARTURE TIME | ATL | BOS | BWI | CLT | DCA | DEN | DFW | DTW | EWR | FLL | IAD | IAH | JFK | LAS | LAX | LGA | MCO | MDW |
| 600 - 659 AM | 85.7 | 87.7 | 92.6 | 90.3 | 95.0 | 88.3 | 88.7 | 88.6 | 87.1 | 95.1 | 97.0 | 81.7 | 89.0 | 93.9 | 88.8 | 91.5 | 92.0 | 90.9 |
| 700 - 759 AM | 87.8 | 84.8 | 90.4 | 91.4 | 92.0 | 81.5 | 87.0 | 89.1 | 90.0 | 90.0 | 92.6 | 84.0 | 88.6 | 91.6 | 88.2 | 92.4 | 89.1 | 84.1 |
| 800 - 859 AM | 86.3 | 86.2 | 82.9 | 78.6 | 87.6 | 83.7 | 86.3 | 88.1 | 84.9 | 91.7 | 87.7 | 83.3 | 86.5 | 88.3 | 84.9 | 87.8 | 89.3 | 78.6 |
| 900 - 959 AM | 81.7 | 85.3 | 81.0 | 84.7 | 84.8 | 78.1 | 81.6 | 87.7 | 80.1 | 86.3 | 85.1 | 83.6 | 82.1 | 83.1 | 73.5 | 81.9 | 88.0 | 77.2 |
| 1000 - 1059 AM | 79.9 | 80.3 | 85.0 | 69.9 | 83.4 | 78.7 | 79.8 | 87.1 | 82.1 | 82.9 | 86.0 | 79.5 | 83.1 | 80.6 | 72.3 | 79.3 | 84.8 | 79.0 |
| 1100 - 1159 AM | 79.9 | 83.9 | 81.1 | 82.6 | 82.6 | 71.2 | 80.9 | 82.8 | 82.8 | 79.1 | 75.0 | 75.5 | 83.5 | 78.8 | 68.8 | 75.4 | 83.6 | 71.8 |
| 1200 - 1259 PM | 79.2 | 83.3 | 78.9 | 77.1 | 82.7 | 73.3 | 80.1 | 85.3 | 78.4 | 76.0 | 83.6 | 78.0 | 67.7 | 73.6 | 66.3 | 75.9 | 78.8 | 66.7 |
| 100 - 159 PM | 79.0 | 80.9 | 71.3 | 82.3 | 79.3 | 70.3 | 78.9 | 82.1 | 73.3 | 71.4 | 83.3 | 81.0 | 76.1 | 77.1 | 70.3 | 77.1 | 75.0 | 68.7 |
| 200 - 259 PM | 79.0 | 76.5 | 65.4 | 80.7 | 77.2 | 69.6 | 77.5 | 76.6 | 68.0 | 71.0 | 85.7 | 76.6 | 72.3 | 68.0 | 64.7 | 75.7 | 72.9 | 65.9 |
| 300 - 359 PM | 77.2 | 75.3 | 74.2 | 75.5 | 70.6 | 68.9 | 79.4 | 84.7 | 70.3 | 77.0 | 81.2 | 77.7 | 69.7 | 65.5 | 65.5 | 73.5 | 75.9 | 72.2 |
| 400 - 459 PM | 77.4 | 74.0 | 65.4 | 79.5 | 70.7 | 65.2 | 75.8 | 74.8 | 62.1 | 68.5 | 81.4 | 73.6 | 70.2 | 64.6 | 71.3 | 68.4 | 73.4 | 65.8 |
| 500 - 559 PM | 74.7 | 72.5 | 67.3 | 73.3 | 71.9 | 70.8 | 74.5 | 80.8 | 60.2 | 69.8 | 75.7 | 75.2 | 69.1 | 67.0 | 68.0 | 71.4 | 71.9 | 61.9 |
| 600 - 659 PM | 72.6 | 70.3 | 59.9 | 76.4 | 78.6 | 67.8 | 73.9 | 72.8 | 60.7 | 64.2 | 76.5 | 66.6 | 64.4 | 61.8 | 65.9 | 72.7 | 71.9 | 66.8 |
| 700 - 759 PM | 75.8 | 70.9 | 69.2 | 77.1 | 78.2 | 70.0 | 71.3 | 72.7 | 54.0 | 67.0 | 68.7 | 73.1 | 67.2 | 58.6 | 67.5 | 68.6 | 71.6 | 62.6 |
| 800 - 859 PM | 75.4 | 63.1 | 63.8 | 73.3 | 69.4 | 66.2 | 77.7 | 77.6 | 52.9 | 68.0 | 73.1 | 63.8 | 60.1 | 58.4 | 63.3 | 70.1 | 61.0 | 54.2 |
| 900 - 959 PM | 77.4 | 72.1 | 50.8 | 77.8 | 60.9 | 58.3 | 76.5 | 81.7 | 60.0 | 57.4 | 100.0 | 73.4 | 48.7 | 60.2 | 71.0 | 67.5 | 62.5 | 63.4 |
| 1000 - 1059 PM | 78.8 | J/ | 64.1 | 75.0 | 81.4 | 67.9 | 75.4 | 90.1 | 64.9 | 44.4 | 78.3 | 66.7 | 51.8 | 74.9 | 64.6 | 66.7 | 64.8 | 60.6 |
| 1100 - 559 AM | 83.4 | 83.3 | 76.8 | 82.7 | 98.9 | 73.5 | 75.1 | 88.8 | 81.4 | 82.4 | 92.0 | 71.8 | 72.1 | 80.7 | 77.8 | 91.9 | 83.2 | 88.8 |
| TOTAL, ALL DEPARTURES, BY AIRPORT | 79.1 | 79.5 | 74.5 | 80.0 | 80.8 | 72.8 | 79.1 | 82.9 | 72.5 | 76.4 | 82.5 | 77.3 | 74.1 | 74.8 | 72.9 | 77.9 | 78.3 | 70.0 |

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

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AIR TRAVEL CONSUMER REPORT

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

| | DEPARTURE AIRPORT* | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SCHEDULED DEPARTURE TIME | MIA | MSP | ORD | PDX | PHL | PHX | SAN | SEA | SFO | SLC | TPA | TOTAL |
| 600 - 659 AM | 88.3 | 89.9 | 83.8 | 92.6 | 87.0 | 92.2 | 93.8 | 91.8 | 85.8 | 90.6 | 95.0 | 90.0 |
| 700 - 759 AM | 86.7 | 91.4 | 83.3 | 90.6 | 88.9 | 94.0 | 91.4 | 87.0 | 85.9 | 87.7 | 94.3 | 88.0 |
| 800 - 859 AM | 91.2 | 85.4 | 80.0 | 87.0 | 87.7 | 87.8 | 86.7 | 86.3 | 80.4 | 83.5 | 93.9 | 85.3 |
| 900 - 959 AM | 83.3 | 88.2 | 73.1 | 93.2 | 79.9 | 86.5 | 82.9 | 87.0 | 76.1 | 84.7 | 94.5 | 81.9 |
| 1000 - 1059 AM | 80.1 | 84.9 | 74.4 | 85.1 | 78.3 | 84.3 | 82.7 | 79.7 | 66.9 | 83.0 | 86.0 | 79.6 |
| 1100 - 1159 AM | 78.5 | 84.4 | 76.1 | 85.9 | 76.0 | 79.5 | 79.5 | 78.3 | 65.8 | 84.8 | 78.9 | 78.4 |
| 1200 - 1259 PM | 78.4 | 79.4 | 75.7 | 76.0 | 75.0 | 77.6 | 74.2 | 82.4 | 65.3 | 71.3 | 76.4 | 76.5 |
| 100 - 159 PM | 73.1 | 81.6 | 75.0 | 72.9 | 74.7 | 79.4 | 67.3 | 80.0 | 60.0 | 71.8 | 76.4 | 75.6 |
| 200 - 259 PM | 70.8 | 80.6 | 75.7 | 70.4 | 68.6 | 77.0 | 64.6 | 78.8 | 57.9 | 74.8 | 76.9 | 73.3 |
| 300 - 359 PM | 72.5 | 80.9 | 76.7 | 78.6 | 72.3 | 72.2 | 68.8 | 74.5 | 59.6 | 79.5 | 73.8 | 74.7 |
| 400 - 459 PM | 72.7 | 76.6 | 73.8 | 73.9 | 71.1 | 75.4 | 63.8 | 80.4 | 64.6 | 78.0 | 73.9 | 72.3 |
| 500 - 559 PM | 71.8 | 78.4 | 72.3 | 71.4 | 63.5 | 78.5 | 62.1 | 73.8 | 62.7 | 80.4 | 76.1 | 72.0 |
| 600 - 659 PM | 66.3 | 67.4 | 72.5 | 67.6 | 74.9 | 64.5 | 65.9 | 73.5 | 61.0 | 62.7 | 71.2 | 69.5 |
| 700 - 759 PM | 66.8 | 75.9 | 69.4 | 63.2 | 63.4 | 70.8 | 72.2 | 79.3 | 65.8 | 77.7 | 73.3 | 70.7 |
| 800 - 859 PM | 68.3 | 80.8 | 76.5 | 76.9 | 71.0 | 68.4 | 73.0 | 78.1 | 55.6 | 81.5 | 69.8 | 70.2 |
| 900 - 959 PM | 64.1 | 83.3 | 73.7 | 74.4 | 59.1 | 71.6 | 71.1 | 74.0 | 62.1 | 87.2 | 53.6 | 70.3 |
| 1000 - 1059 PM | 100.0 | 86.0 | 80.9 | 79.8 | 76.6 | 75.2 | 81.1 | 60.2 | 70.7 | 77.7 | 41.7 | 72.3 |
| 1100 - 559 AM | 81.6 | 88.7 | 83.4 | 86.1 | 86.8 | 78.4 | 100.0 | 84.8 | 71.6 | 80.6 | 89.8 | 80.3 |
| TOTAL, ALL DEPARTURES, BY AIRPORT | 75.0 | 82.5 | 75.7 | 81.3 | 76.3 | 78.6 | 77.2 | 80.7 | 68.3 | 81.3 | 80.8 | 77.0 |

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

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AIR TRAVEL CONSUMER REPORT

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

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

CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

| None |
|---|

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

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

| None |
|---|

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

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

| None |
|---|

* Minimum of 10 flights per month
** Includes canceled and diverted flights
*** For flights late more than 30 minutes only. Excludes canceled and diverted flights

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

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

| CARRIER | NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA | REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/ | |
|---|---|---|---|
| | | NUMBER | PERCENTAGE |
| SPIRIT**** | 348 | 5 | 1.4 |
| SKYWEST | 1,479 | 12 | 0.8 |
| JETBLUE | 782 | 5 | 0.6 |
| VIRGIN AMERICA | 190 | 1 | 0.5 |
| SOUTHWEST*** | 3,623 | 15 | 0.4 |
| AMERICAN** | 2,516 | 7 | 0.3 |
| EXPRESSJET | 1,481 | 3 | 0.2 |
| DELTA | 2,412 | 1 | 0.0 |
| UNITED | 1,467 | 0 | 0.0 |
| ENVOY | 715 | 0 | 0.0 |
| ALASKA | 485 | 0 | 0.0 |
| FRONTIER | 262 | 0 | 0.0 |
| HAWAIIAN | 199 | 0 | 0.0 |
| TOTAL | 15,959 | 49 | 0.3 |

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.

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

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

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

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

| CITY (AIRPORTS) | PERCENT ONTIME | | REPORTED OPERATIONS | |
|---|---|---|---|---|
| | ARR. | DEP. | ARR. | DEP. |
| ABERDEEN SD (ABR) | 82.3 | 80.6 | 62 | 62 |
| ABILENE TX (ABI) | 81.0 | 81.5 | 210 | 211 |
| ADAK ISLAND AK (ADK) | 55.6 | 44.4 | 9 | 9 |
| AGUADILLA PR (BQN) | 63.1 | 72.7 | 141 | 139 |
| AKRON OH (CAK) | 82.3 | 85.8 | 497 | 500 |
| ALBANY GA (ABY) | 66.7 | 80.3 | 75 | 76 |
| ALBANY NY (ALB) | 79.5 | 84.2 | 777 | 778 |
| ALBUQUERQUE NM (ABQ) | 74.1 | 72.2 | 1,624 | 1,627 |
| ALEXANDRIA LA (AEX) | 78.0 | 79.8 | 286 | 287 |
| ALLENTOWN/BETHLEHEM/EASTON PA (ABE) | 80.4 | 85.1 | 153 | 154 |
| ALPENA MI (APN) | 77.8 | 81.5 | 54 | 54 |
| AMARILLO TX (AMA) | 75.4 | 78.1 | 260 | 260 |
| ANCHORAGE AK (ANC) | 84.5 | 88.7 | 1,266 | 1,264 |
| APPLETON WI (ATW) | 75.3 | 78.4 | 231 | 232 |
| ARCATA/EUREKA CA (ACV) | 60.0 | 64.0 | 125 | 125 |
| ARLINGTON VA (DCA) | 77.2 | 80.8 | 6,439 | 6,450 |
| ASHEVILLE NC (AVL) | 74.3 | 74.9 | 210 | 211 |
| ASPEN CO (ASE) | 41.8 | 43.9 | 457 | 456 |
| ATLANTA GA (ATL) | 81.0 | 79.1 | 31,030 | 31,019 |
| ATLANTIC CITY NJ (ACY) | 80.5 | 88.9 | 298 | 298 |
| AUGUSTA GA (AGS) | 81.3 | 84.1 | 219 | 220 |
| AUSTIN TX (AUS) | 78.7 | 79.8 | 3,892 | 3,896 |
| BAKERSFIELD CA (BFL) | 78.3 | 78.4 | 230 | 231 |
| BALTIMORE MD (BWI) | 80.8 | 74.5 | 7,997 | 7,990 |
| BANGOR ME (BGR) | 68.0 | 75.0 | 25 | 24 |
| BARROW AK (BRW) | 93.5 | 89.6 | 77 | 77 |
| BATON ROUGE LA (BTR) | 78.8 | 78.1 | 612 | 611 |
| BEAUMONT/PORT ARTHUR TX (BPT) | 73.0 | 76.4 | 89 | 89 |
| BELLINGHAM WA (BLI) | 88.2 | 86.3 | 102 | 102 |
| BEMIDJI MN (BJI) | 91.9 | 91.9 | 62 | 62 |
| BEND/REDMOND OR (RDM) | 69.9 | 80.9 | 209 | 209 |
| BETHEL AK (BET) | 80.0 | 72.5 | 80 | 80 |
| BILLINGS MT (BIL) | 77.8 | 84.8 | 270 | 269 |
| BINGHAMTON NY (BGM) | 81.0 | 88.7 | 63 | 62 |
| BIRMINGHAM AL (BHM) | 76.2 | 77.1 | 1,058 | 1,059 |
| BISMARCK/MANDAN ND (BIS) | 79.9 | 85.1 | 309 | 308 |
| BLOOMINGTON/NORMAL IL (BMI) | 81.6 | 81.6 | 255 | 255 |
| BOISE ID (BOI) | 72.9 | 78.5 | 1,200 | 1,200 |
| BOSTON MA (BOS) | 79.0 | 79.5 | 9,103 | 9,120 |
| BOZEMAN MT (BZN) | 69.7 | 76.5 | 337 | 336 |
| BRAINERD MN (BRD) | 94.4 | 96.3 | 54 | 54 |
| BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI) | 89.9 | 88.2 | 178 | 178 |
| BROWNSVILLE TX (BRO) | 82.9 | 87.9 | 199 | 198 |

| CITY (AIRPORTS) | PERCENT ONTIME | | REPORTED OPERATIONS | |
|---|---|---|---|---|
| | ARR. | DEP. | ARR. | DEP. |
| BRUNSWICK GA (BQK) | 77.4 | 83.3 | 84 | 84 |
| BUFFALO NY (BUF) | 79.9 | 84.4 | 1,521 | 1,526 |
| BURBANK CA (BUR) | 78.3 | 79.0 | 1,740 | 1,740 |
| BURLINGTON VT (BTV) | 75.3 | 77.6 | 377 | 375 |
| BUTTE MT (BTM) | 67.2 | 68.9 | 61 | 61 |
| CASPER WY (CPR) | 79.6 | 85.6 | 98 | 97 |
| CEDAR CITY UT (CDC) | 61.1 | 74.1 | 54 | 54 |
| CEDAR RAPIDS/IOWA CITY IA (CID) | 78.3 | 82.8 | 549 | 548 |
| CHAMPAIGN/URBANA IL (CMI) | 81.8 | 82.3 | 209 | 209 |
| CHANTILLY VA (IAD) | 83.1 | 82.5 | 2,799 | 2,801 |
| CHARLESTON SC (CHS) | 80.6 | 81.7 | 1,072 | 1,073 |
| CHARLESTON/DUNBAR WV (CRW) | 84.0 | 82.6 | 213 | 213 |
| CHARLOTTE AMALIE VI (STT) | 68.2 | 76.4 | 443 | 441 |
| CHARLOTTE NC (CLT) | 81.2 | 80.0 | 9,257 | 9,259 |
| CHARLOTTESVILLE VA (CHO) | 73.4 | 77.2 | 188 | 189 |
| CHATTANOOGA TN (CHA) | 79.3 | 79.1 | 372 | 373 |
| CHICAGO IL (MDW) | 77.3 | 70.0 | 7,106 | 7,102 |
| CHICAGO IL (ORD) | 79.6 | 75.7 | 25,568 | 25,579 |
| CHRISTIANSTED VI (STX) | 70.1 | 81.4 | 87 | 86 |
| CLEVELAND OH (CLE) | 82.0 | 82.6 | 2,847 | 2,854 |
| CODY WY (COD) | 74.3 | 68.6 | 35 | 35 |
| COLLEGE STATION/BRYAN TX (CLL) | 88.4 | 90.1 | 190 | 192 |
| COLORADO SPRINGS CO (COS) | 75.6 | 82.6 | 622 | 622 |
| COLUMBIA MO (COU) | 88.7 | 88.7 | 124 | 124 |
| COLUMBIA SC (CAE) | 75.5 | 81.0 | 425 | 426 |
| COLUMBUS GA (CSG) | 75.7 | 82.4 | 74 | 74 |
| COLUMBUS MS (GTR) | 85.5 | 83.1 | 76 | 77 |
| COLUMBUS OH (CMH) | 80.3 | 81.7 | 2,100 | 2,102 |
| CORDOVA AK (CDV) | 86.7 | 90.0 | 60 | 60 |
| CORPUS CHRISTI TX (CRP) | 73.9 | 79.6 | 333 | 334 |
| COVINGTON KY (CVG) | 80.3 | 81.4 | 1,653 | 1,654 |
| DALLAS TX (DAL) | 77.3 | 71.5 | 5,870 | 5,870 |
| DALLAS/FORT WORTH TX (DFW) | 80.7 | 79.1 | 20,675 | 20,674 |
| DAYTON OH (DAY) | 77.1 | 78.7 | 711 | 712 |
| DAYTONA BEACH FL (DAB) | 80.8 | 83.7 | 130 | 129 |
| DEADHORSE AK (SCC) | 90.9 | 92.2 | 77 | 77 |
| DENVER CO (DEN) | 77.5 | 72.8 | 18,001 | 17,976 |
| DES MOINES IA (DSM) | 79.8 | 80.8 | 788 | 786 |
| DETROIT MI (DTW) | 83.7 | 82.9 | 9,642 | 9,647 |
| DEVILS LAKE ND (DVL) | 72.0 | 78.0 | 50 | 50 |
| DOTHAN AL (DHN) | 71.3 | 76.5 | 115 | 115 |
| DUBUQUE IA (DBQ) | 77.5 | 79.8 | 89 | 89 |
| DULUTH MN (DLH) | 77.7 | 78.8 | 184 | 184 |

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| CITY (AIRPORTS) | PERCENT ONTIME | | REPORTED OPERATIONS | |
|---|---|---|---|---|
| | ARR. | DEP. | ARR. | DEP. |
| DURANGO CO (DRO) | 79.4 | 74.2 | 194 | 194 |
| EAGLE CO (EGE) | 63.0 | 62.0 | 189 | 187 |
| EAU CLAIRE WI (EAU) | 77.4 | 83.9 | 62 | 62 |
| EL PASO TX (ELP) | 76.3 | 79.9 | 1,027 | 1,028 |
| ELKO NV (EKO) | 80.4 | 84.3 | 51 | 51 |
| ELMIRA/CORNING NY (ELM) | 83.1 | 86.7 | 172 | 173 |
| ERIE PA (ERI) | 82.5 | 86.0 | 57 | 57 |
| ESCANABA MI (ESC) | 85.2 | 90.7 | 54 | 54 |
| EUGENE OR (EUG) | 64.3 | 72.1 | 305 | 305 |
| EVANSVILLE IN (EVV) | 84.5 | 84.3 | 348 | 351 |
| FAIRBANKS AK (FAI) | 86.5 | 86.5 | 170 | 170 |
| FARGO ND (FAR) | 81.8 | 82.9 | 537 | 538 |
| FAYETTEVILLE AR (XNA) | 77.9 | 79.3 | 778 | 778 |
| FAYETTEVILLE NC (FAY) | 80.9 | 78.9 | 152 | 152 |
| FLAGSTAFF AZ (FLG) | 81.9 | 80.0 | 160 | 160 |
| FLINT MI (FNT) | 78.8 | 80.8 | 405 | 407 |
| FORT LAUDERDALE FL (FLL) | 73.4 | 76.4 | 7,598 | 7,584 |
| FORT MYERS FL (RSW) | 76.2 | 78.6 | 3,020 | 3,011 |
| FORT SMITH AR (FSM) | 78.0 | 87.1 | 177 | 178 |
| FORT WAYNE IN (FWA) | 80.8 | 83.1 | 447 | 449 |
| FRESNO CA (FAT) | 75.9 | 80.0 | 551 | 550 |
| GAINESVILLE FL (GNV) | 83.3 | 83.3 | 251 | 251 |
| GARDEN CITY KS (GCK) | 93.3 | 90.2 | 60 | 61 |
| GILLETTE WY (GCC) | 82.0 | 82.2 | 89 | 90 |
| GRAND FORKS ND (GFK) | 83.0 | 87.5 | 112 | 112 |
| GRAND ISLAND NE (GRI) | 93.3 | 88.3 | 60 | 60 |
| GRAND JUNCTION CO (GJT) | 79.0 | 83.1 | 300 | 296 |
| GRAND RAPIDS MI (GRR) | 77.3 | 81.9 | 850 | 856 |
| GREAT FALLS MT (GTF) | 79.8 | 87.2 | 163 | 164 |
| GREEN BAY WI (GRB) | 81.0 | 87.1 | 363 | 364 |
| GREENSBORO/HIGH POINT NC (GSO) | 77.5 | 80.8 | 457 | 459 |
| GREER SC (GSP) | 80.2 | 80.5 | 625 | 626 |
| GUAM TT (GUM) | 90.3 | 100.0 | 31 | 31 |
| GULFPORT/BILOXI MS (GPT) | 87.4 | 87.1 | 262 | 263 |
| GUNNISON CO (GUC) | 65.4 | 73.1 | 52 | 52 |
| HANCOCK/HOUGHTON MI (CMX) | 71.0 | 79.0 | 62 | 62 |
| HARLINGEN/SAN BENITO TX (HRL) | 79.3 | 85.8 | 275 | 274 |
| HARRISBURG PA (MDT) | 83.0 | 85.8 | 265 | 267 |
| HARTFORD CT (BDL) | 78.3 | 81.3 | 1,702 | 1,704 |
| HATTIESBURG/LAUREL MS (PIB) | 88.9 | 87.0 | 54 | 54 |
| HAYDEN CO (HDN) | 62.8 | 68.8 | 129 | 128 |
| HAYS KS (HYS) | 77.4 | 83.0 | 53 | 53 |
| HELENA MT (HLN) | 75.4 | 87.4 | 118 | 119 |

| CITY (AIRPORTS) | PERCENT ONTIME | | REPORTED OPERATIONS | |
|---|---|---|---|---|
| | ARR. | DEP. | ARR. | DEP. |
| HIBBING MN (HIB) | 88.2 | 87.1 | 85 | 85 |
| HILO HI (ITO) | 94.5 | 95.6 | 505 | 505 |
| HOBBS NM (HOB) | 76.9 | 78.8 | 52 | 52 |
| HONOLULU HI (HNL) | 89.3 | 93.9 | 3,987 | 3,988 |
| HOUSTON TX (HOU) | 78.3 | 73.4 | 4,793 | 4,796 |
| HOUSTON TX (IAH) | 78.4 | 77.3 | 12,542 | 12,527 |
| HUNTSVILLE AL (HSV) | 83.6 | 82.7 | 383 | 382 |
| IDAHO FALLS ID (IDA) | 79.6 | 91.2 | 206 | 205 |
| INDIANAPOLIS IN (IND) | 79.3 | 80.6 | 2,499 | 2,497 |
| INTERNATIONAL FALLS MN (INL) | 77.8 | 83.3 | 54 | 54 |
| IRON MOUNTAIN/KINGSFD MI (IMT) | 84.7 | 84.7 | 59 | 59 |
| ISLIP NY (ISP) | 76.4 | 79.2 | 402 | 403 |
| ITHACA/CORTLAND NY (ITH) | 69.6 | 63.6 | 23 | 22 |
| JACKSON WY (JAC) | 70.8 | 69.7 | 363 | 363 |
| JACKSON/VICKSBURG MS (JAN) | 81.1 | 83.7 | 613 | 613 |
| JACKSONVILLE FL (JAX) | 77.6 | 80.8 | 1,733 | 1,733 |
| JACKSONVILLE/CAMP LEJEUNE NC (OAJ) | 76.5 | 75.5 | 98 | 98 |
| JAMESTOWN ND (JMS) | 80.5 | 76.6 | 77 | 77 |
| JOPLIN MO (JLN) | 85.5 | 88.7 | 62 | 62 |
| JUNEAU AK (JNU) | 85.6 | 83.7 | 327 | 326 |
| KAHULUI HI (OGG) | 90.5 | 89.7 | 1,986 | 1,986 |
| KALAMAZOO MI (AZO) | 86.8 | 85.5 | 220 | 220 |
| KALISPELL MT (FCA) | 72.8 | 83.0 | 147 | 147 |
| KANSAS CITY MO (MCI) | 78.8 | 79.2 | 3,399 | 3,404 |
| KETCHIKAN AK (KTN) | 89.7 | 88.0 | 184 | 184 |
| KEY WEST FL (EYW) | 81.3 | 83.2 | 208 | 208 |
| KILLEEN TX (GRK) | 82.0 | 84.6 | 333 | 337 |
| KNOXVILLE TN (TYS) | 74.5 | 80.7 | 557 | 555 |
| KODIAK AK (ADQ) | 76.7 | 80.0 | 30 | 30 |
| KONA HI (KOA) | 93.0 | 93.5 | 987 | 987 |
| KOTZEBUE AK (OTZ) | 88.3 | 88.3 | 60 | 60 |
| LA CROSSE WI (LSE) | 80.6 | 89.2 | 186 | 186 |
| LAFAYETTE LA (LFT) | 83.3 | 85.4 | 401 | 403 |
| LAKE CHARLES LA (LCH) | 84.5 | 89.2 | 174 | 176 |
| LANSING MI (LAN) | 79.1 | 82.0 | 211 | 211 |
| LARAMIE WY (LAR) | 75.5 | 75.5 | 53 | 53 |
| LAREDO TX (LRD) | 82.0 | 83.7 | 189 | 190 |
| LAS VEGAS NV (LAS) | 77.4 | 74.8 | 12,089 | 12,082 |
| LATROBE PA (LBE) | 73.6 | 82.8 | 87 | 87 |
| LAWTON/FORT SILL OK (LAW) | 86.9 | 87.0 | 122 | 123 |
| LEWISTON ID (LWS) | 87.9 | 89.8 | 58 | 59 |
| LEXINGTON KY (LEX) | 83.8 | 85.4 | 457 | 460 |
| LIHUE HI (LIH) | 92.5 | 93.9 | 999 | 1,000 |

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| CITY (AIRPORTS) | PERCENT ONTIME | | REPORTED OPERATIONS | |
|---|---|---|---|---|
| | ARR. | DEP. | ARR. | DEP. |
| LINCOLN NE (LNK) | 75.1 | 81.2 | 217 | 218 |
| LITTLE ROCK AR (LIT) | 76.2 | 79.9 | 890 | 890 |
| LONG BEACH CA (LGB) | 72.8 | 73.1 | 760 | 759 |
| LONGVIEW TX (GGG) | 83.3 | 81.7 | 60 | 60 |
| LOS ANGELES CA (LAX) | 72.4 | 72.9 | 17,055 | 17,045 |
| LOUISVILLE KY (SDF) | 76.8 | 79.5 | 842 | 844 |
| LUBBOCK TX (LBB) | 72.6 | 77.3 | 430 | 431 |
| MADISON WI (MSN) | 81.0 | 82.6 | 742 | 742 |
| MAMMOTH LAKES CA (MMH) | 17.6 | 17.6 | 17 | 17 |
| MANCHESTER NH (MHT) | 78.8 | 82.6 | 546 | 547 |
| MANHATTAN/FT. RILEY KS (MHK) | 86.9 | 88.9 | 153 | 153 |
| MARQUETTE MI (MQT) | 69.6 | 77.8 | 46 | 45 |
| MEDFORD OR (MFR) | 61.2 | 67.9 | 245 | 246 |
| MELBOURNE FL (MLB) | 75.4 | 76.9 | 130 | 130 |
| MEMPHIS TN (MEM) | 79.9 | 81.2 | 1,223 | 1,227 |
| MERIDIAN MS (MEI) | 77.9 | 82.4 | 86 | 85 |
| MIAMI FL (MIA) | 76.1 | 75.0 | 6,630 | 6,631 |
| MIDLAND/ODESSA TX (MAF) | 76.8 | 79.1 | 544 | 545 |
| MILWAUKEE WI (MKE) | 78.8 | 80.3 | 2,609 | 2,607 |
| MINNEAPOLIS MN (MSP) | 80.3 | 82.5 | 9,790 | 9,783 |
| MINOT ND (MOT) | 82.3 | 84.9 | 158 | 159 |
| MISSION/MCALLEN/EDINBURG TX (MFE) | 79.5 | 86.9 | 195 | 198 |
| MISSOULA MT (MSO) | 76.8 | 83.0 | 177 | 176 |
| MOBILE AL (MOB) | 80.3 | 83.5 | 462 | 462 |
| MOLINE IL (MLI) | 78.1 | 79.7 | 270 | 271 |
| MONROE LA (MLU) | 82.8 | 85.9 | 256 | 256 |
| MONTEREY CA (MRY) | 73.4 | 83.8 | 222 | 222 |
| MONTGOMERY AL (MGM) | 78.6 | 79.0 | 290 | 291 |
| MONTROSE/DELTA CO (MTJ) | 60.5 | 70.2 | 124 | 124 |
| MOSINEE WI (CWA) | 79.5 | 86.8 | 127 | 129 |
| MUSKEGON MI (MKG) | 65.6 | 65.6 | 61 | 61 |
| MYRTLE BEACH SC (MYR) | 75.6 | 76.9 | 242 | 242 |
| NASHVILLE TN (BNA) | 79.1 | 78.4 | 4,233 | 4,237 |
| NEW BERN/MOREHEAD/BEAUFORT NC (EWN) | 75.4 | 84.2 | 57 | 57 |
| NEW ORLEANS LA (MSY) | 78.5 | 80.1 | 3,494 | 3,489 |
| NEW YORK NY (JFK) | 73.9 | 74.1 | 8,231 | 8,228 |
| NEW YORK NY (LGA) | 75.8 | 77.9 | 7,814 | 7,813 |
| NEWARK NJ (EWR) | 71.8 | 72.5 | 9,692 | 9,706 |
| NEWBURGH/POUGHKEEPSIE NY (SWF) | 80.6 | 87.7 | 62 | 65 |
| NEWPORT NEWS/WILLIAMSBURG VA (PHF) | 72.6 | 81.1 | 106 | 106 |
| NIAGARA FALLS NY (IAG) | 77.4 | 83.9 | 31 | 31 |
| NOME AK (OME) | 78.3 | 80.0 | 60 | 60 |
| NORFOLK VA (ORF) | 76.7 | 78.6 | 863 | 864 |

| CITY (AIRPORTS) | PERCENT ONTIME | | REPORTED OPERATIONS | |
|---|---|---|---|---|
| | ARR. | DEP. | ARR. | DEP. |
| NORTH BEND/COOS BAY OR (OTH) | 42.1 | 47.4 | 19 | 19 |
| OAKLAND CA (OAK) | 72.7 | 67.4 | 3,965 | 3,971 |
| OKLAHOMA CITY OK (OKC) | 74.1 | 79.9 | 1,515 | 1,514 |
| OMAHA NE (OMA) | 76.7 | 78.4 | 1,555 | 1,557 |
| ONTARIO CA (ONT) | 77.0 | 78.9 | 1,565 | 1,567 |
| ORLANDO FL (MCO) | 77.9 | 78.3 | 10,801 | 10,787 |
| PADUCAH KY (PAH) | 70.5 | 78.7 | 61 | 61 |
| PAGO PAGO TT (PPG) | 80.0 | 90.0 | 10 | 10 |
| PALM SPRINGS CA (PSP) | 79.5 | 79.2 | 884 | 883 |
| PANAMA CITY FL (ECP) | 85.3 | 86.8 | 327 | 326 |
| PASCO/KENNEWICK/RICHLAND WA (PSC) | 72.8 | 82.6 | 298 | 298 |
| PELLSTON MI (PLN) | 80.6 | 82.3 | 62 | 62 |
| PENSACOLA FL (PNS) | 78.4 | 80.7 | 490 | 488 |
| PEORIA IL (PIA) | 79.9 | 80.4 | 462 | 464 |
| PETERSBURG AK (PSG) | 88.3 | 88.3 | 60 | 60 |
| PHILADELPHIA PA (PHL) | 74.8 | 76.3 | 5,925 | 5,932 |
| PHOENIX AZ (PHX) | 78.7 | 78.6 | 13,318 | 13,319 |
| PITTSBURGH PA (PIT) | 78.5 | 83.3 | 2,106 | 2,109 |
| PLATTSBURGH NY (PBG) | 64.5 | 71.0 | 31 | 31 |
| POCATELLO ID (PIH) | 75.0 | 85.7 | 56 | 56 |
| PONCE PR (PSE) | 54.2 | 78.0 | 83 | 82 |
| PORTLAND ME (PWM) | 72.9 | 77.8 | 420 | 423 |
| PORTLAND OR (PDX) | 77.8 | 81.3 | 4,535 | 4,538 |
| PROVIDENCE RI (PVD) | 80.7 | 84.4 | 1,085 | 1,086 |
| RALEIGH/DURHAM NC (RDU) | 77.1 | 78.6 | 2,890 | 2,891 |
| RAPID CITY SD (RAP) | 79.2 | 79.4 | 221 | 218 |
| REDDING CA (RDD) | 67.2 | 75.4 | 61 | 61 |
| RENO NV (RNO) | 69.0 | 72.2 | 1,098 | 1,099 |
| RHINELANDER WI (RHI) | 87.8 | 85.6 | 90 | 90 |
| RICHMOND VA (RIC) | 76.0 | 79.0 | 1,348 | 1,350 |
| ROANOKE VA (ROA) | 70.9 | 75.4 | 203 | 203 |
| ROCHESTER MN (RST) | 83.0 | 80.1 | 171 | 171 |
| ROCHESTER NY (ROC) | 78.7 | 83.7 | 687 | 689 |
| ROCK SPRINGS WY (RKS) | 86.0 | 86.0 | 57 | 57 |
| ROSWELL NM (ROW) | 79.1 | 77.0 | 86 | 87 |
| SACRAMENTO CA (SMF) | 76.2 | 79.8 | 3,224 | 3,225 |
| SAGINAW/BAY CITY/MIDLAND MI (MBS) | 70.7 | 75.3 | 150 | 150 |
| SALT LAKE CITY UT (SLC) | 79.1 | 81.3 | 8,804 | 8,795 |
| SAN ANGELO TX (SJT) | 88.1 | 87.5 | 151 | 152 |
| SAN ANTONIO TX (SAT) | 77.1 | 81.7 | 2,595 | 2,595 |
| SAN DIEGO CA (SAN) | 76.4 | 77.2 | 6,231 | 6,229 |
| SAN FRANCISCO CA (SFO) | 64.7 | 68.3 | 13,833 | 13,821 |
| SAN JOSE CA (SJC) | 76.3 | 75.6 | 3,314 | 3,314 |

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| CITY (AIRPORTS) | PERCENT ONTIME | | REPORTED OPERATIONS | |
|---|---|---|---|---|
| | ARR. | DEP. | ARR. | DEP. |
| SAN JUAN PR (SJU) | 68.5 | 74.2 | 2,585 | 2,577 |
| SAN LUIS OBISPO CA (SBP) | 77.1 | 75.2 | 218 | 218 |
| SANTA ANA CA (SNA) | 78.8 | 78.5 | 3,588 | 3,587 |
| SANTA BARBARA CA (SBA) | 70.5 | 76.9 | 458 | 458 |
| SANTA FE NM (SAF) | 82.0 | 81.1 | 89 | 90 |
| SANTA MARIA CA (SMX) | 66.1 | 75.0 | 59 | 60 |
| SARASOTA/BRADENTON FL (SRQ) | 75.9 | 76.5 | 361 | 361 |
| SAULT STE. MARIE MI (CIU) | 79.0 | 82.3 | 62 | 62 |
| SAVANNAH GA (SAV) | 78.7 | 80.3 | 563 | 563 |
| SCRANTON/WILKES-BARRE PA (AVP) | 83.3 | 87.1 | 114 | 116 |
| SEATTLE WA (SEA) | 79.1 | 80.7 | 10,375 | 10,369 |
| SHREVEPORT LA (SHV) | 80.0 | 84.9 | 554 | 555 |
| SIOUX CITY IA (SUX) | 74.1 | 75.9 | 58 | 58 |
| SIOUX FALLS SD (FSD) | 77.0 | 80.1 | 361 | 366 |
| SITKA AK (SIT) | 85.6 | 87.9 | 90 | 91 |
| SOUTH BEND IN (SBN) | 76.7 | 80.3 | 390 | 391 |
| SPOKANE WA (GEG) | 75.8 | 81.6 | 873 | 875 |
| SPRINGFIELD IL (SPI) | 74.1 | 77.7 | 147 | 148 |
| SPRINGFIELD MO (SGF) | 77.9 | 80.2 | 556 | 556 |
| ST. AUGUSTINE FL (UST) | 82.4 | 82.4 | 17 | 17 |
| ST. GEORGE UT (SGU) | 71.9 | 82.6 | 160 | 161 |
| ST. LOUIS MO (STL) | 79.1 | 76.1 | 4,297 | 4,293 |
| STATE COLLEGE PA (SCE) | 71.8 | 81.4 | 71 | 70 |
| SUN VALLEY/HAILEY/KETCHUM ID (SUN) | 45.1 | 49.0 | 102 | 102 |
| SYRACUSE NY (SYR) | 78.9 | 83.9 | 607 | 608 |

| CITY (AIRPORTS) | PERCENT ONTIME | | REPORTED OPERATIONS | |
|---|---|---|---|---|
| | ARR. | DEP. | ARR. | DEP. |
| TALLAHASSEE FL (TLH) | 84.1 | 83.0 | 264 | 265 |
| TAMPA FL (TPA) | 78.1 | 80.8 | 6,079 | 6,067 |
| TEXARKANA AR (TXK) | 77.5 | 79.1 | 89 | 91 |
| TOLEDO OH (TOL) | 81.2 | 88.4 | 85 | 86 |
| TRAVERSE CITY MI (TVC) | 80.5 | 83.5 | 195 | 194 |
| TRENTON NJ (TTN) | 78.1 | 78.3 | 278 | 277 |
| TUCSON AZ (TUS) | 76.5 | 80.8 | 1,371 | 1,373 |
| TULSA OK (TUL) | 77.1 | 81.6 | 1,167 | 1,168 |
| TWIN FALLS ID (TWF) | 61.4 | 72.9 | 70 | 70 |
| TYLER TX (TYR) | 92.6 | 90.1 | 190 | 191 |
| VALDOSTA GA (VLD) | 80.0 | 83.5 | 85 | 85 |
| VALPARAISO FL (VPS) | 79.3 | 80.9 | 420 | 419 |
| WACO TX (ACT) | 86.8 | 90.8 | 151 | 152 |
| WATERLOO IA (ALO) | 82.8 | 89.7 | 58 | 58 |
| WEST PALM BEACH/PALM BEACH FL (PBI) | 71.1 | 70.8 | 2,432 | 2,425 |
| WHITE PLAINS NY (HPN) | 68.2 | 69.3 | 614 | 610 |
| WICHITA FALLS TX (SPS) | 82.4 | 82.6 | 91 | 92 |
| WICHITA KS (ICT) | 77.1 | 79.1 | 739 | 740 |
| WILLISTON ND (ISN) | 83.3 | 88.8 | 186 | 187 |
| WILMINGTON NC (ILM) | 82.6 | 86.5 | 184 | 185 |
| WORCESTER MA (ORH) | 67.7 | 70.0 | 62 | 60 |
| WRANGELL AK (WRG) | 90.0 | 88.3 | 60 | 60 |
| YAKUTAT AK (YAK) | 90.0 | 90.0 | 60 | 60 |
| YUMA AZ (YUM) | 81.8 | 91.5 | 176 | 176 |

DECEMBER 2015

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 |
| ENVOY | 12 | 11,002 | 409 | 3.7 | | 110 | 20,993 | 805 | 3.8 |
| EXPRESSJET | 16 | 22,757 | 768 | 3.4 | | 160 | 44,140 | 1,517 | 3.4 |
| SKYWEST | 23 | 27,063 | 721 | 2.7 | | 184 | 47,590 | 1,395 | 2.9 |
| UNITED | 27 | 36,968 | 628 | 1.7 | | 86 | 43,443 | 786 | 1.8 |
| SPIRIT**** | 19 | 8,816 | 157 | 1.8 | | 33 | 10,671 | 182 | 1.7 |
| AMERICAN** | 28 | 63,541 | 1,000 | 1.6 | | 92 | 76,562 | 1,278 | 1.7 |
| SOUTHWEST*** | 24 | 57,156 | 982 | 1.7 | | 86 | 107,476 | 1,622 | 1.5 |
| FRONTIER | 24 | 6,444 | 66 | 1.0 | | 50 | 8,120 | 85 | 1.0 |
| VIRGIN AMERICA | 15 | 4,887 | 41 | 0.8 | | 20 | 5,534 | 44 | 0.8 |
| ALASKA | 25 | 9,371 | 32 | 0.3 | | 64 | 14,459 | 93 | 0.6 |
| JETBLUE | 24 | 16,464 | 42 | 0.3 | | 60 | 23,343 | 66 | 0.3 |
| DELTA | 29 | 53,939 | 130 | 0.2 | | 147 | 70,639 | 185 | 0.3 |
| HAWAIIAN | 8 | 465 | 0 | 0.0 | | 17 | 6,260 | 5 | 0.1 |
| Total | | 318,873 | 4,976 | 1.6 | | Total | 479,230 | 8,063 | 1.7 |

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.

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

| CARRIER | NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED | REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE | |
|---|---|---|---|
| | | NUMBER | PERCENTAGE |
| EXPRESSJET | 1098 | 789 | 71.8 |
| SKYWEST | 923 | 590 | 63.9 |
| SOUTHWEST*** | 1374 | 825 | 60.0 |
| ENVOY | 586 | 297 | 50.6 |
| AMERICAN** | 990 | 494 | 49.8 |
| UNITED | 665 | 281 | 42.2 |
| VIRGIN AMERICA | 32 | 12 | 37.5 |
| ALASKA | 64 | 21 | 32.8 |
| DELTA | 178 | 51 | 28.6 |
| SPIRIT**** | 136 | 38 | 27.9 |
| FRONTIER | 80 | 21 | 26.2 |
| JETBLUE | 55 | 14 | 25.4 |
| HAWAIIAN | 5 | 1 | 20.0 |
| TOTAL | 6,186 | 3,434 | 55.5 |

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

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

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

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

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

**DECEMBER 2015**

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

| | | | | | | | | CAUSES OF DELAY | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| CARRIER | TOTAL RECORDS | ONTIME | % ONTIME | CANCELLED | % CANCELLED | DIVERTED | % DIVERTED | AIR CARRIER DELAY | % AIR CARRIER DELAY | EXTREME WEATHER DELAY | % EXTREME WEATHER DELAY | NATIONAL AVIATION SYSTEM DELAY | % NATIONAL AVIATION SYSTEM DELAY | SECURITY DELAY | % SECURITY DELAY | LATE ARRIVING AIRCRAFT DELAY | % LATE ARRIVING AIRCRAFT DELAY |
| AMERICAN** | 76562 | 60661 | 79.23% | 1278 | 1.67% | 206 | 0.27% | 4811 | 6.28% | 432 | 0.56% | 5084 | 6.64% | 66 | 0.09% | 4024 | 5.26% |
| ALASKA | 14459 | 12328 | 85.26% | 93 | 0.64% | 56 | 0.39% | 522 | 3.61% | 52 | 0.36% | 885 | 6.12% | 18 | 0.13% | 505 | 3.49% |
| JETBLUE | 23343 | 16365 | 70.11% | 66 | 0.28% | 80 | 0.34% | 2373 | 10.16% | 72 | 0.31% | 1845 | 7.91% | 42 | 0.18% | 2500 | 10.71% |
| DELTA | 70639 | 59020 | 83.55% | 185 | 0.26% | 166 | 0.23% | 3485 | 4.93% | 763 | 1.08% | 3589 | 5.08% | 5 | 0.01% | 3425 | 4.85% |
| EXPRESSJET | 44140 | 34129 | 77.32% | 1517 | 3.44% | 193 | 0.44% | 2370 | 5.37% | 132 | 0.30% | 2618 | 5.93% | 0 | 0.00% | 3181 | 7.21% |
| FRONTIER | 8120 | 6089 | 74.99% | 85 | 1.05% | 17 | 0.21% | 494 | 6.08% | 36 | 0.44% | 703 | 8.66% | 0 | 0.00% | 696 | 8.57% |
| HAWAIIAN | 6260 | 5821 | 92.99% | 5 | 0.08% | 0 | 0.00% | 291 | 4.64% | 4 | 0.06% | 5 | 0.07% | 1 | 0.02% | 134 | 2.14% |
| ENVOY | 20993 | 16872 | 80.37% | 805 | 3.83% | 97 | 0.46% | 790 | 3.76% | 362 | 1.72% | 960 | 4.57% | 20 | 0.10% | 1087 | 5.18% |
| SPIRIT**** | 10671 | 7336 | 68.75% | 182 | 1.71% | 16 | 0.15% | 844 | 7.91% | 33 | 0.31% | 1283 | 12.03% | 27 | 0.26% | 949 | 8.90% |
| SKYWEST | 47590 | 34704 | 72.92% | 1395 | 2.93% | 211 | 0.44% | 2574 | 5.41% | 326 | 0.68% | 3612 | 7.59% | 38 | 0.08% | 4731 | 9.94% |
| UNITED | 43443 | 33860 | 77.94% | 786 | 1.81% | 103 | 0.24% | 3075 | 7.08% | 359 | 0.83% | 2320 | 5.34% | 0 | 0.00% | 2939 | 6.77% |
| VIRGIN AMERICA | 5534 | 3932 | 71.05% | 44 | 0.80% | 20 | 0.36% | 264 | 4.77% | 91 | 1.64% | 532 | 9.61% | 13 | 0.23% | 639 | 11.55% |
| SOUTHWEST*** | 107476 | 81828 | 76.14% | 1622 | 1.51% | 285 | 0.27% | 7491 | 6.97% | 489 | 0.45% | 3882 | 3.61% | 65 | 0.06% | 11814 | 10.99% |
| TOTAL | 479230 | 372945 | 77.82% | 8063 | 1.68% | 1450 | 0.30% | 29383 | 6.13% | 3150 | 0.66% | 27318 | 5.70% | 297 | 0.06% | 36624 | 7.64% |

***Causes of Delay:**

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

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

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

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

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

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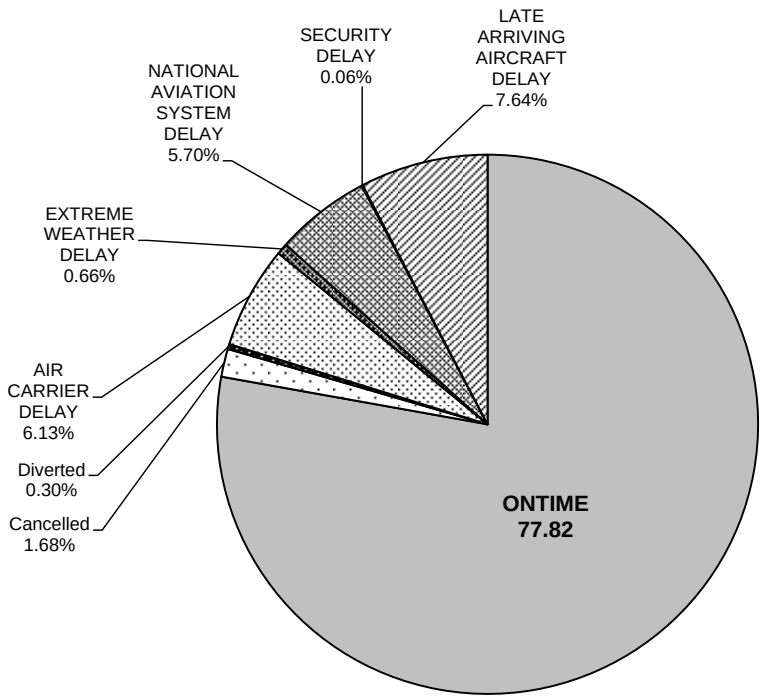
**AIR TRAVEL CONSUMER REPORT**
**TABLE 10. OVERALL CAUSES OF DELAY***




**Causes of Delay:**

- **Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).**
- **Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.**
- **National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.**
- **Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security 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**

DECEMBER 2015

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 |
|---|---|---|---|---|---|---|
| SHUTTLE AMERICA | 3556 | DCA | IAH | 12/27/2015 | Diversion Airport (MSY) | 269 |
| AMERICAN | 126 | LAX | ORD | 12/28/2015 | Destination Airport | 248 |
| MESA | 5090 | PIT | IAH | 12/27/2015 | Diversion Airport (MSY) | 222 |
| AMERICAN** | 1092 | DFW | EGE | 12/26/2015 | Origin Airport | 209 |
| AMERICAN | 1398 | LAS | DFW | 12/26/2015 | Diversion Airport (AUS) | 204 |
| MESA | 5853 | MEM | DFW | 12/26/2015 | Diversion Airport (AUS) | 202 |
| ALASKA | 652 | PDX | DFW | 12/27/2015 | Diversion Airport (AUS) | 196 |
| COMPASS | 5726 | DFW | LAX | 12/26/2015 | Origin Airport | 195 |
| AMERICAN | 1540 | HDN | DFW | 12/26/2015 | Diversion Airport (AUS) | 194 |
| AMERICAN | 1355 | PDX | DFW | 12/26/2015 | Diversion Airport (AUS) | 190 |
| TRANS STATES | 3349 | MCI | IAH | 12/27/2015 | Diversion Airport (SAT) | 186 |
| UNITED | 1863 | SFO | ORD | 12/28/2015 | Diversion Airport (MSP) | 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.

**American Airlines submitted the report of the tarmac delay that occurred in December 2015 on March 1, 2016 after the ATCR report was published. This table has been updated from what was originally published to include this delay.

DECEMBER 2015

AIR TRAVEL CONSUMER REPORT

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

| Air Carrier | Flight Number | Origin Airport | Destination Airport | Date of Flight | Location of Longest Tarmac Time | Minutes of Tarmac Delay |
|---|---|---|---|---|---|---|
| AVIANCA | 86 | BOG | LAX | 12/9/2015 | Diversion Airport (ONT) | 322 |
| AEROMEXICO | 648 | MEX | LAX | 12/9/2015 | Diversion Airport (ONT) | 278 |
| UNITED | 1516 | LIR | IAH | 12/27/2015 | Diversion Airport (SAT) | 248 |

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.

DECEMBER 2015

AIR TRAVEL CONSUMER REPORT

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

| CARRIER | NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER | TARMAC DELAYS OVER 2 HOURS | |
|---|---|---|---|
| | | NUMBERS | PERCENTAGE |
| AMERICAN** | 76,562 | 105 | 0.14 |
| UNITED | 43,443 | 39 | 0.09 |
| DELTA | 70,639 | 54 | 0.08 |
| FRONTIER | 8,120 | 6 | 0.07 |
| JETBLUE | 23,343 | 15 | 0.06 |
| ENVOY | 20,993 | 13 | 0.06 |
| EXPRESSJET | 44,140 | 24 | 0.05 |
| SKYWEST | 47,590 | 19 | 0.04 |
| SPIRIT**** | 10,671 | 3 | 0.03 |
| ALASKA | 14,459 | 2 | 0.01 |
| SOUTHWEST*** | 107,476 | 14 | 0.01 |
| HAWAIIAN | 6,260 | 0 | 0.00 |
| VIRGIN AMERICA | 5,534 | 0 | 0.00 |
| TOTAL | 479,230 | 294 | 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.

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

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

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

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

**A** See Appendix for list of carrier codes.

**B** See Appendix for list of 29 airports for which data must be reported. Data include all reported domestic flight operations to the 29 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).

**C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 29 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).

**D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.

**E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.

**F** Incomplete data; percentage based on operations reported.

**G** Carrier did not report useable data.

**H** Carrier did not serve airport.

**I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.

**J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.

**K** Flights listed arrived at the scheduled destination gate more than 30 minutes after the published arrival time more than 50 percent of the time in each month. Some flights on the list are a combination of flights operated by the same carrier between the same origin and destination with a change in scheduled departure time of 30 minutes or less.

**S** Carrier reported data for entire domestic system.

**V** Carrier reported data voluntarily.

# APPENDIX

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

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

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

**Air Carriers Required to Report Data to DOT and to CRS Vendors ***

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

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

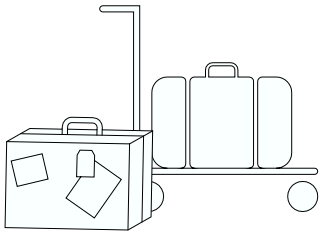
** Effective July 2015, data of the merged operations of American Airlines and US Airways are combined and appear only as AA, American, or American Airlines.

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

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

# MISHANDLED BAGGAGE

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



## *MISHANDLED BAGGAGE REPORTS*

## *FILED BY PASSENGERS*

## *U.S. AIRLINES**

| | | DECEMBER 2015 | | | DECEMBER 2014 | | |
|---|---|---|---|---|---|---|---|
| RANK | AIRLINE | TOTAL BAGGAGE REPORTS | ENPLANED PASSENGERS | REPORTS PER 1,000 PASSENGERS | TOTAL BAGGAGE REPORTS | ENPLANED PASSENGERS | REPORTS PER 1,000 PASSENGERS |
| 1 | **VIRGIN AMERICA** | 608 | 600,623 | **1.01** | 660 | 557,434 | **1.18** |
| 2 | **JETBLUE AIRWAYS** | 5,733 | 2,635,033 | **2.18** | 4,777 | 2,405,545 | **1.99** |
| 3 | **DELTA AIR LINES** | 24,372 | 9,329,657 | **2.61** | 17,746 | 8,748,469 | **2.03** |
| 4 | **SPIRIT AIRLINES****** | 4,120 | 1,466,523 | **2.81** | ******** | ******** | ******** |
| 5 | **HAWAIIAN AIRLINES** | 2,720 | 838,344 | **3.24** | 2,094 | 812,769 | **2.58** |
| 6 | **FRONTIER AIRLINES** | 4,101 | 1,166,234 | **3.52** | 1,899 | 801,282 | **2.37** |
| 7 | **ALASKA AIRLINES** | 7,039 | 1,853,078 | **3.80** | 6,404 | 1,716,167 | **3.73** |
| 8 | **SOUTHWEST AIRLINES***** | 50,385 | 12,278,370 | **4.10** | 49,825 | 11,423,231 | **4.36** |
| 9 | **UNITED AIRLINES** | 26,107 | 6,027,206 | **4.33** | 28,928 | 5,563,338 | **5.20** |
| 10 | **AMERICAN AIRLINES**** | 51,817 | 10,090,041 | **5.14** | 30,267 | 5,804,343 | **5.21** |
| 11 | **SKYWEST AIRLINES** | 12,869 | 2,320,767 | **5.55** | 14,799 | 2,307,940 | **6.41** |
| 12 | **EXPRESSJET AIRLINES** | 10,715 | 1,881,217 | **5.70** | 13,671 | 2,249,515 | **6.08** |
| 13 | **ENVOY AIR** | 7,020 | 848,047 | **8.28** | 14,660 | 1,194,045 | **12.28** |
| | TOTALS | 207,606 | 51,335,140 | **4.04** | 185,730 | 43,584,078 | **4.26** |

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 December 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 December 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.**

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

## *MISHANDLED BAGGAGE REPORTS*

## *FILED BY PASSENGERS*

## *U.S. AIRLINES**

| | | JANUARY - DECEMBER 2015 | | | JANUARY - DECEMBER 2014 | | |
|---|---|---|---|---|---|---|---|
| RANK | AIRLINE | TOTAL BAGGAGE REPORTS | ENPLANED PASSENGERS | REPORTS PER 1,000 PASSENGERS | TOTAL BAGGAGE REPORTS | ENPLANED PASSENGERS | REPORTS PER 1,000 PASSENGERS |
| 1 | **VIRGIN AMERICA** | 5,741 | 6,848,642 | **0.84** | 5,973 | 6,312,344 | **0.95** |
| 2 | **JETBLUE AIRWAYS** | 53,920 | 29,858,553 | **1.81** | 54,878 | 27,400,149 | **2.00** |
| 3 | **DELTA AIR LINES** | 245,272 | 117,696,029 | **2.08** | 250,230 | 108,668,163 | **2.30** |
| 4 | **SPIRIT AIRLINES****** | 41,618 | 16,168,873 | **2.57** | ******** | ******** | ******** |
| 5 | **HAWAIIAN AIRLINES** | 26,312 | 9,927,254 | **2.65** | 20,875 | 9,493,537 | **2.20** |
| 6 | **FRONTIER AIRLINES** | 37,050 | 12,037,050 | **3.08** | 20,416 | 11,323,177 | **1.80** |
| 7 | **UNITED AIRLINES** | 231,501 | 72,086,699 | **3.21** | 248,098 | 67,602,164 | **3.67** |
| 8 | **SOUTHWEST AIRLINES***** | 478,327 | 144,680,828 | **3.31** | 524,437 | 129,051,340 | **4.06** |
| 9 | **ALASKA AIRLINES** | 74,452 | 22,128,159 | **3.36** | 53,931 | 19,821,204 | **2.72** |
| 10 | **AMERICAN AIRLINES**** | 386,649 | 97,135,595 | **3.98** | 269,372 | 69,230,371 | **3.89** |
| 11 | **SKYWEST AIRLINES** | 117,196 | 28,917,938 | **4.05** | 127,931 | 27,257,086 | **4.69** |
| 12 | **EXPRESSJET AIRLINES** | 124,556 | 24,625,754 | **5.06** | 161,295 | 28,752,921 | **5.61** |
| 13 | **ENVOY AIR** | 101,772 | 11,950,332 | **8.52** | 138,667 | 15,366,591 | **9.02** |
| | TOTALS | 1,924,366 | 594,061,706 | **3.24** | 1,876,103 | 520,279,047 | **3.61** |

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 January - December 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 January - December 2014 reflect the deletion of AirTran's data for that month.**

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

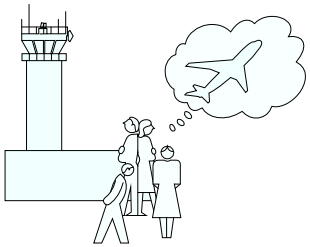
# OVERSALES

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

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

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

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



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

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

| | | 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.**

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*** 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

| | DECEMBER 2015 | | | | DECEMBER 2014 | | | |
|---|---|---|---|---|---|---|---|---|
| | COMPLAINTS | OPINIONS | COMPLIMENTS | INFO REQUESTS | COMPLAINTS | OPINIONS | COMPLIMENTS | INFO REQUESTS |
| U.S. AIRLINES | 1,203 | 50 | 2 | 123 | 747 | 27 | 1 | 88 |
| FOREIGN AIRLINES | 302 | 2 | 1 | 43 | 277 | 3 | 0 | 37 |
| TRAVEL AGENTS | 36 | 1 | 0 | 9 | 28 | 1 | 0 | 10 |
| TOUR OPERATORS | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MISCELLANEOUS | 23 | 4 | 0 | 16 | 13 | 7 | 0 | 14 |
| INDUSTRY TOTALS | 1,565 | 57 | 3 | 191 | 1,065 | 38 | 1 | 149 |

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

| | DECEMBER 2015 | | | DECEMBER 2014 | | |
|---|---|---|---|---|---|---|
| COMPLAINT CATEGORY | RANKING | COMPLAINTS** | SUB-CATEGORY | RANKING | COMPLAINTS** | SUB-CATEGORY |
| FLIGHT PROBLEMS | 1 | 533 | | 1 | 288 | |
| DELAYS | | | 205 | | | 107 |
| CANCELLATIONS | | | 198 | | | 119 |
| MISCONNECTIONS | | | 71 | | | 32 |
| BAGGAGE | 2 | 278 | | 2 | 191 | |
| RES/TKTG/BOARDING | 3 | 205 | | 3 | 151 | |
| CUSTOMER SERVICE | 4 | 166 | | 4 | 124 | |
| REFUNDS | 5 | 111 | | 6 | 75 | |
| FARES | 6 | 105 | | 5 | 107 | |
| DISABILITY | 7 | 81 | | 7 | 67 | |
| OVERSALES | 8 | 45 | | 8 | 30 | |
| OTHER | 9 | 28 | | 9 | 21 | |
| FREQUENT FLYER | | | 11 | | | 10 |
| ADVERTISING | 10 | 8 | | 10 | 6 | |
| DISCRIMINATION | 11 | 5 | | 11 | 5 | |
| ANIMALS | 12 | 0 | | 12 | 0 | |
| COMPLAINT TOTAL | | 1,565 | | | 1,065 | |

* 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*

DECEMBER 2015

| U.S. AIRLINES** ALPHABETICAL | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/ BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER SERVICE | DIS-ABILITY | ADVER-TISING | DISCRIM-INATION | ANIMALS | OTHER | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ALASKA AIRLINES | 6 | 0 | 1 | 0 | 0 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 11 |
| ALLEGIANT AIR | 11 | 0 | 7 | 2 | 2 | 5 | 3 | 3 | 0 | 0 | 0 | 2 | 35 |
| AMERICAN AIRLINES | 134 | 16 | 35 | 29 | 40 | 62 | 45 | 19 | 1 | 1 | 0 | 4 | 386 |
| DELTA AIR LINES | 26 | 5 | 8 | 2 | 0 | 16 | 16 | 7 | 0 | 0 | 0 | 2 | 82 |
| ENVOY AIR | 6 | 0 | 0 | 0 | 0 | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 10 |
| EXPRESSJET AIRLINES | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11 |
| FRONTIER AIRLINES | 21 | 3 | 12 | 6 | 0 | 9 | 5 | 4 | 1 | 0 | 0 | 2 | 63 |
| GOJET AIRLINES | 13 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 15 |
| JETBLUE AIRWAYS | 10 | 0 | 0 | 1 | 0 | 4 | 2 | 2 | 1 | 1 | 0 | 1 | 22 |
| MESA AIRLINES | 12 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 14 |
| PIEDMONT AIRLINES | 7 | 0 | 2 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 11 |
| PSA AIRLINES | 5 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 6 |
| REPUBLIC AIRLINES | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 |
| SILVER AIRWAYS | 4 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 7 |
| SKYWEST AIRLINES | 12 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 14 |
| SOUTHWEST AIRLINES | 27 | 2 | 3 | 2 | 4 | 14 | 3 | 7 | 0 | 0 | 0 | 2 | 64 |
| SPIRIT AIRLINES | 49 | 4 | 33 | 23 | 12 | 26 | 21 | 3 | 1 | 0 | 0 | 3 | 175 |
| UNITED AIRLINES | 72 | 7 | 29 | 11 | 9 | 43 | 26 | 14 | 1 | 3 | 0 | 2 | 217 |
| VIRGIN AMERICA | 6 | 0 | 0 | 0 | 0 | 4 | 2 | 0 | 0 | 0 | 0 | 0 | 12 |
| OTHER U.S. AIRLINES | 25 | 0 | 1 | 0 | 2 | 3 | 1 | 3 | 0 | 0 | 0 | 1 | 36 |
| TOTAL DECEMBER 2015 | 469 | 37 | 132 | 76 | 70 | 190 | 131 | 69 | 5 | 5 | 0 | 19 | 1,203 |
| % OF TOTAL COMPLAINTS | 39.0 | 3.1 | 11.0 | 6.3 | 5.8 | 15.8 | 10.9 | 5.7 | 0.4 | 0.4 | 0.0 | 1.6 | |
| TOTAL DECEMBER 2014 | 234 | 26 | 83 | 72 | 49 | 124 | 86 | 46 | 5 | 4 | 0 | 18 | 747 |
| % OF TOTAL COMPLAINTS | 31.3 | 3.5 | 11.1 | 9.6 | 6.6 | 16.6 | 11.5 | 6.2 | 0.7 | 0.5 | 0.0 | 2.4 | |

* 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

DECEMBER 2015

| U.S. AIRLINES* ALPHABETICAL | COMPS RECD IN DEC | INCI-DENTS IN DEC | PERCENT | INCI-DENTS IN NOV | PERCENT | INCI-DENTS IN ALL PRIOR MONTHS | PERCENT | UN-KNOWN INCI-DENT DATE | PERCENT |
|---|---|---|---|---|---|---|---|---|---|
| ALASKA AIRLINES | 11 | 7 | 63.6 | 4 | 36.4 | 0 | 0.0 | 0 | 0.0 |
| ALLEGIANT AIR | 35 | 18 | 51.4 | 5 | 14.3 | 10 | 28.6 | 2 | 5.7 |
| AMERICAN AIRLINES | 386 | 202 | 52.3 | 57 | 14.8 | 93 | 24.1 | 34 | 8.8 |
| DELTA AIR LINES | 82 | 50 | 61.0 | 15 | 18.3 | 12 | 14.6 | 5 | 6.1 |
| ENVOY AIR | 10 | 9 | 90.0 | 1 | 10.0 | 0 | 0.0 | 0 | 0.0 |
| EXPRESSJET AIRLINES | 11 | 11 | 100.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| FRONTIER AIRLINES | 63 | 41 | 65.1 | 5 | 7.9 | 13 | 20.6 | 4 | 6.3 |
| GOJET AIRLINES | 15 | 12 | 80.0 | 1 | 6.7 | 2 | 13.3 | 0 | 0.0 |
| JETBLUE AIRWAYS | 22 | 12 | 54.5 | 2 | 9.1 | 7 | 31.8 | 1 | 4.5 |
| MESA AIRLINES | 14 | 8 | 57.1 | 2 | 14.3 | 1 | 7.1 | 3 | 21.4 |
| PIEDMONT AIRLINES | 11 | 9 | 81.8 | 0 | 0.0 | 2 | 18.2 | 0 | 0.0 |
| PSA AIRLINES | 6 | 4 | 66.7 | 1 | 16.7 | 1 | 16.7 | 0 | 0.0 |
| REPUBLIC AIRLINES | 12 | 9 | 75.0 | 2 | 16.7 | 0 | 0.0 | 1 | 8.3 |
| SILVER AIRWAYS | 7 | 1 | 14.3 | 3 | 42.9 | 2 | 28.6 | 1 | 14.3 |
| SKYWEST AIRLINES | 14 | 10 | 71.4 | 3 | 21.4 | 0 | 0.0 | 1 | 7.1 |
| SOUTHWEST AIRLINES | 64 | 38 | 59.4 | 11 | 17.2 | 10 | 15.6 | 5 | 7.8 |
| SPIRIT AIRLINES | 175 | 121 | 69.1 | 18 | 10.3 | 26 | 14.9 | 10 | 5.7 |
| UNITED AIRLINES | 217 | 128 | 59.0 | 31 | 14.3 | 35 | 16.1 | 23 | 10.6 |
| VIRGIN AMERICA | 12 | 10 | 83.3 | 1 | 8.3 | 0 | 0.0 | 1 | 8.3 |
| OTHER U.S. AIRLINES | 36 | 31 | 86.1 | 4 | 11.1 | 1 | 2.8 | 0 | 0.0 |
| **TOTALS** | 1,203 | 731 | 60.8 | 166 | 13.8 | 215 | 17.9 | 91 | 7.6 |
| **PREVIOUS YEAR'S TOTALS** | 747 | 391 | 52.3 | 137 | 18.3 | 156 | 20.9 | 63 | 8.4 |

*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**

DECEMBER 2015

| | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/ BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER SERVICE | DISAB-ILITY | ADVERT-ISING | DISCRIM-INATION | ANIMALS | OTHER | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FOREIGN AIRLINES** | | | | | | | | | | | | | |
| AEROMEXICO | 6 | 1 | 4 | 1 | 3 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 19 |
| AIR CANADA | 7 | 2 | 9 | 1 | 0 | 9 | 11 | 3 | 0 | 0 | 0 | 0 | 42 |
| AIR CHINA | 1 | 0 | 3 | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 1 | 15 |
| AIR FRANCE | 3 | 0 | 4 | 0 | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 1 | 12 |
| AIR INDIA | 1 | 0 | 0 | 1 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| AVIANCA | 2 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| BRITISH AIRWAYS | 1 | 0 | 3 | 0 | 2 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 9 |
| COPA | 0 | 0 | 1 | 2 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 7 |
| EMIRATES AIRLINES | 2 | 0 | 3 | 1 | 2 | 6 | 4 | 2 | 0 | 0 | 0 | 0 | 20 |
| ETIHAD AIRWAYS | 2 | 0 | 1 | 4 | 0 | 3 | 0 | 1 | 0 | 0 | 0 | 0 | 11 |
| FIJI AIRWAYS | 1 | 0 | 3 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 1 | 8 |
| IBERIA AIRLINES | 0 | 0 | 0 | 0 | 1 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| JET AIRWAYS | 2 | 0 | 2 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 7 |
| LAN AIRLINES | 0 | 2 | 0 | 0 | 1 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 7 |
| LUFTHANSA | 3 | 1 | 3 | 2 | 2 | 7 | 4 | 0 | 0 | 0 | 0 | 0 | 22 |
| NORWEGIAN AIR SHUTTLE | 3 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| QATAR AIRWAYS | 3 | 0 | 3 | 1 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 10 |
| TURKISH AIRLINES | 1 | 0 | 3 | 0 | 1 | 4 | 2 | 0 | 0 | 0 | 0 | 0 | 11 |
| VIRGIN ATLANTIC AIRWAYS | 0 | 0 | 2 | 2 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 7 |
| VOLARIS AIRLINES | 2 | 0 | 1 | 1 | 2 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 9 |
| OTHER FOREIGN AIRLINES | 15 | 2 | 11 | 3 | 9 | 16 | 4 | 2 | 1 | 0 | 0 | 2 | 65 |
| TOTALS | 55 | 8 | 58 | 20 | 28 | 81 | 31 | 12 | 3 | 0 | 0 | 6 | 302 |
| **TRAVEL AGENTS** | | | | | | | | | | | | | |
| EXPEDIA.COM | 0 | 0 | 3 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 |
| OTHER TRAVEL AGENTS | 2 | 0 | 10 | 7 | 7 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 29 |
| TOTALS | 2 | 0 | 13 | 8 | 10 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 36 |
| **TOUR OPERATORS** | | | | | | | | | | | | | |
| OTHER TOUR OPERATORS | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| TOTALS | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| **MISCELLANEOUS** | | | | | | | | | | | | | |
| TSA | 0 | 0 | 1 | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 5 |
| OTHER MISCELLANEOUS | 7 | 0 | 1 | 0 | 3 | 4 | 1 | 0 | 0 | 0 | 0 | 2 | 18 |
| TOTALS | 7 | 0 | 2 | 0 | 3 | 7 | 2 | 0 | 0 | 0 | 0 | 2 | 23 |

* 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 *

| | | DECEMBER 2015 | | | DECEMBER 2014 | | |
|---|---|---|---|---|---|---|---|
| *RANK* | *AIRLINE* | *COMPLAINTS* | *SYSTEMWIDE ENPLANEMENTS* | *COMPLAINTS PER 100,000 ENPLANEMENTS* | *COMPLAINTS* | *SYSTEMWIDE ENPLANEMENTS* | *COMPLAINTS PER 100,000 ENPLANEMENTS* |
| 1 | **HAWAIIAN AIRLINES** | 3 | 887,606 | **0.34** | 11 | 860,426 | **1.28** |
| 2 | **SOUTHWEST AIRLINES*** ** | 64 | 12,378,845 | **0.52** | 41 | 11,417,694 | **0.36** |
| 3 | **EXPRESSJET AIRLINES** | 11 | 1,982,782 | **0.55** | 8 | 2,405,332 | **0.33** |
| 4 | **ALASKA AIRLINES** | 11 | 1,965,045 | **0.56** | 7 | 1,830,450 | **0.38** |
| 5 | **SKYWEST AIRLINES** | 14 | 2,460,470 | **0.57** | 19 | 2,334,590 | **0.81** |
| 6 | **JETBLUE AIRWAYS** | 22 | 3,157,832 | **0.70** | 11 | 2,855,830 | **0.39** |
| 7 | **DELTA AIR LINES** | 82 | 10,981,637 | **0.75** | 64 | 10,389,918 | **0.62** |
| 8 | **ENVOY AIR** | 10 | 859,797 | **1.16** | 5 | 1,255,710 | **0.40** |
| 9 | **VIRGIN AMERICA** | 12 | 626,009 | **1.92** | 5 | 569,688 | **0.88** |
| 10 | **UNITED AIRLINES** | 217 | 8,028,650 | **2.70** | 153 | 7,453,065 | **2.05** |
| 11 | **AMERICAN AIRLINES**** | 386 | 12,120,007 | **3.18** | 149 | 7,461,479 | **2.00** |
| 12 | **FRONTIER AIRLINES** | 63 | 1,237,802 | **5.09** | 45 | 1,085,380 | **4.15** |
| 13 | **SPIRIT AIRLINES****** | 175 | 1,595,224 | **10.97** | ****** | ****** | ****** |
| | **TOTAL** | **1,070** | **58,281,706** | **1.84** | **518** | **49,919,562** | **1.04** |

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

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

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS

| | JANUARY - DECEMBER 2015 | | | | JANUARY - DECEMBER 2014 | | | |
|---|---|---|---|---|---|---|---|---|
| | COMPLAINTS | OPINIONS | COMPLIMENTS | INFO REQUESTS | COMPLAINTS | OPINIONS | COMPLIMENTS | INFO REQUESTS |
| U.S. AIRLINES | 15,260 | 15,741* | 23 | 1,861 | 11,365 | 587 | 24 | 1,387 |
| FOREIGN AIRLINES | 4,305 | 63 | 10 | 459 | 3,739 | 43 | 2 | 459 |
| TRAVEL AGENTS | 353 | 11 | 0 | 174 | 276 | 10 | 0 | 147 |
| TOUR OPERATORS | 5 | 1 | 0 | 0 | 4 | 0 | 0 | 0 |
| MISCELLANEOUS | 247 | 93 | 0 | 149 | 155 | 146 | 0 | 186 |
| INDUSTRY TOTALS | 20,170 | 15,909 | 33 | 2,643 | 15,539 | 786 | 26 | 2,179 |

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

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

| | JANUARY - DECEMBER 2015 | | | JANUARY - DECEMBER 2014 | | |
|---|---|---|---|---|---|---|
| COMPLAINT CATEGORY | RANKING | COMPLAINTS** | SUB-CATEGORY | RANKING | COMPLAINTS** | SUB-CATEGORY |
| FLIGHT PROBLEMS | 1 | 6,433 | | 1 | 4,974 | |
| CANCELLATIONS | | | 2,502 | | | 2,143 |
| DELAYS | | | 2,340 | | | 1,542 |
| MISCONNECTIONS | | | 934 | | | 753 |
| BAGGAGE | 2 | 3,133 | | 2 | 2,667 | |
| RES/TKTG/BOARDING | 3 | 2,698 | | 3 | 2,256 | |
| CUSTOMER SERVICE | 4 | 2,274 | | 4 | 1,708 | |
| FARES | 5 | 1,813 | | 6 | 916 | |
| REFUNDS | 6 | 1,573 | | 5 | 1,156 | |
| DISABILITY | 7 | 939 | | 7 | 784 | |
| OVERSALES | 8 | 648 | | 8 | 514 | |
| OTHER | 9 | 428 | | 9 | 364 | |
| FREQUENT FLYER | | | 223 | | | 187 |
| ADVERTISING | 10 | 163 | | 10 | 130 | |
| DISCRIMINATION | 11 | 65 | | 11 | 68 | |
| ANIMALS | 12 | 3 | | 12 | 2 | |
| COMPLAINT TOTAL | | 20,170 | | | 15,539 | |

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY*

JANUARY - DECEMBER 2015

| U.S. AIRLINES** ALPHABETICAL | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/ BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER SERVICE | DIS-ABILITY | ADVER-TISING | DISCRIM-INATION | ANIMALS | OTHER | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| AIR WISCONSIN | 47 | 0 | 0 | 0 | 0 | 0 | 3 | 2 | 0 | 0 | 0 | 0 | 52 |
| ALASKA AIRLINES | 27 | 3 | 16 | 6 | 4 | 17 | 22 | 13 | 3 | 0 | 0 | 4 | 115 |
| ALLEGIANT AIR | 197 | 5 | 153 | 52 | 68 | 41 | 62 | 32 | 11 | 0 | 0 | 8 | 629 |
| AMERICAN AIRLINES | 1,094 | 152 | 506 | 479 | 415 | 601 | 426 | 183 | 24 | 9 | 0 | 94 | 3,983 |
| CAPE AIR | 5 | 0 | 2 | 0 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 11 |
| COMMUTAIR | 21 | 1 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 26 |
| COMPASS AIRLINES | 36 | 1 | 0 | 1 | 0 | 1 | 4 | 1 | 0 | 0 | 0 | 0 | 44 |
| DELTA AIR LINES | 362 | 52 | 121 | 65 | 15 | 134 | 147 | 83 | 9 | 4 | 2 | 31 | 1,025 |
| DYNAMIC AIRWAYS | 15 | 0 | 3 | 1 | 5 | 6 | 0 | 0 | 0 | 0 | 0 | 1 | 31 |
| ENDEAVOR AIR | 22 | 1 | 4 | 1 | 0 | 4 | 2 | 0 | 0 | 0 | 0 | 2 | 36 |
| ENVOY AIR | 129 | 5 | 4 | 0 | 0 | 5 | 21 | 12 | 0 | 1 | 0 | 2 | 179 |
| EXPRESSJET AIRLINES | 143 | 0 | 0 | 0 | 0 | 0 | 10 | 6 | 0 | 2 | 0 | 1 | 162 |
| FRONTIER AIRLINES | 345 | 19 | 170 | 80 | 81 | 160 | 124 | 34 | 9 | 1 | 0 | 14 | 1,037 |
| GOJET AIRLINES | 67 | 3 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 74 |
| GREAT LAKES AVIATION | 9 | 0 | 3 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 15 |
| HAWAIIAN AIRLINES | 13 | 2 | 7 | 21 | 7 | 12 | 15 | 27 | 1 | 0 | 0 | 6 | 111 |
| HORIZON AIRLINES | 10 | 2 | 1 | 0 | 0 | 1 | 2 | 5 | 0 | 0 | 0 | 0 | 21 |
| JETBLUE AIRWAYS | 106 | 7 | 21 | 22 | 19 | 41 | 51 | 25 | 3 | 2 | 0 | 5 | 302 |
| MESA AIRLINES | 105 | 0 | 1 | 0 | 1 | 0 | 11 | 3 | 0 | 0 | 0 | 2 | 123 |
| PIEDMONT AIRLINES | 59 | 6 | 7 | 0 | 0 | 2 | 5 | 17 | 0 | 0 | 0 | 1 | 97 |
| PSA AIRLINES | 49 | 0 | 0 | 0 | 0 | 0 | 8 | 2 | 0 | 1 | 0 | 1 | 61 |
| REPUBLIC AIRLINES | 149 | 1 | 0 | 0 | 1 | 1 | 8 | 2 | 0 | 0 | 0 | 1 | 163 |
| SHUTTLE AMERICA | 69 | 1 | 2 | 0 | 0 | 5 | 1 | 1 | 0 | 0 | 0 | 1 | 80 |
| SILVER AIRWAYS | 78 | 1 | 13 | 14 | 14 | 20 | 7 | 3 | 1 | 0 | 0 | 1 | 152 |
| SKYWEST AIRLINES | 161 | 4 | 5 | 0 | 0 | 3 | 17 | 3 | 0 | 3 | 0 | 1 | 197 |
| SOUTHWEST AIRLINES | 258 | 20 | 62 | 21 | 37 | 162 | 86 | 65 | 22 | 5 | 0 | 16 | 754 |
| SPIRIT AIRLINES | 720 | 60 | 285 | 249 | 193 | 262 | 201 | 44 | 15 | 7 | 0 | 33 | 2,069 |
| SUN COUNTRY AIRLINES | 4 | 0 | 0 | 0 | 1 | 4 | 2 | 1 | 0 | 0 | 0 | 1 | 13 |
| TRANS STATES AIRLINES | 53 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 56 |
| UNITED AIRLINES | 863 | 108 | 295 | 229 | 164 | 441 | 368 | 143 | 18 | 14 | 0 | 78 | 2,721 |
| US AIRWAYS | 236 | 52 | 115 | 50 | 59 | 93 | 82 | 43 | 1 | 4 | 0 | 16 | 751 |
| VIRGIN AMERICA | 28 | 2 | 3 | 7 | 6 | 21 | 35 | 11 | 1 | 1 | 0 | 1 | 116 |
| XTRA AIR | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 |
| OTHER U.S. AIRLINES | 14 | 0 | 5 | 2 | 4 | 11 | 0 | 3 | 1 | 0 | 1 | 1 | 42 |
| TOTAL JAN - DEC 2015 | 5,506 | 509 | 1,807 | 1,300 | 1,095 | 2,050 | 1,728 | 765 | 119 | 54 | 3 | 324 | 15,260 |
| % OF TOTAL COMPLAINTS | 36.1 | 3.3 | 11.8 | 8.5 | 7.2 | 13.4 | 11.3 | 5.0 | 0.8 | 0.4 | 0.0 | 2.1 | |
| TOTAL JAN - DEC 2014 | 4,304 | 411 | 1,276 | 699 | 791 | 1,628 | 1,201 | 633 | 86 | 60 | 2 | 274 | 11,365 |
| % OF TOTAL COMPLAINTS | 37.9 | 3.6 | 11.2 | 6.2 | 7.0 | 14.3 | 10.6 | 5.6 | 0.8 | 0.5 | 0.0 | 2.4 | |

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

**AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES.'

TABLE 4 (YTD)

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

JANUARY - DECEMBER 2015

| | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/ BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER SERVICE | DISAB-ILITY | ADVERT-ISING | DISCRIM-INATION | ANIMALS | OTHER | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FOREIGN AIRLINES** | | | | | | | | | | | | | |
| AER LINGUS | 4 | 1 | 6 | 5 | 4 | 11 | 4 | 1 | 1 | 0 | 0 | 3 | 40 |
| AEROFLOT | 5 | 1 | 4 | 1 | 4 | 11 | 5 | 1 | 0 | 0 | 0 | 1 | 33 |
| AEROLINEAS ARGENTINAS | 2 | 1 | 4 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 10 |
| AEROMEXICO | 38 | 9 | 81 | 17 | 26 | 30 | 18 | 2 | 1 | 0 | 0 | 2 | 224 |
| AIR BERLIN | 8 | 1 | 12 | 2 | 5 | 39 | 4 | 0 | 1 | 0 | 0 | 1 | 73 |
| AIR CANADA | 233 | 40 | 105 | 51 | 17 | 114 | 154 | 26 | 1 | 2 | 0 | 4 | 747 |
| AIR CHINA | 8 | 1 | 9 | 3 | 2 | 18 | 0 | 3 | 0 | 0 | 0 | 2 | 46 |
| AIR EUROPA | 2 | 0 | 1 | 2 | 2 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 12 |
| AIR FRANCE | 36 | 4 | 29 | 7 | 12 | 46 | 22 | 11 | 1 | 1 | 0 | 5 | 174 |
| AIR INDIA | 5 | 2 | 3 | 5 | 3 | 21 | 5 | 2 | 0 | 0 | 0 | 0 | 46 |
| AIR NEW ZEALAND | 1 | 0 | 2 | 4 | 0 | 1 | 2 | 2 | 0 | 0 | 0 | 0 | 12 |
| ALITALIA AIRLINES | 13 | 14 | 10 | 5 | 9 | 65 | 13 | 3 | 0 | 0 | 0 | 1 | 133 |
| ALL NIPPON AIRLINES | 1 | 0 | 2 | 4 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 10 |
| AUSTRIAN AIRLINES | 3 | 2 | 2 | 2 | 1 | 8 | 2 | 0 | 0 | 0 | 0 | 0 | 20 |
| AVIANCA | 5 | 7 | 15 | 7 | 7 | 4 | 3 | 0 | 0 | 0 | 0 | 0 | 48 |
| BRITISH AIRWAYS | 33 | 1 | 36 | 33 | 38 | 43 | 10 | 16 | 4 | 1 | 0 | 5 | 220 |
| BRUSSELS AIRLINES | 3 | 1 | 3 | 2 | 0 | 15 | 0 | 1 | 0 | 0 | 0 | 0 | 25 |
| CARIBBEAN AIRLINES | 6 | 0 | 7 | 4 | 0 | 5 | 1 | 0 | 1 | 0 | 0 | 1 | 25 |
| CATHAY PACIFIC AIRWAYS | 9 | 0 | 8 | 1 | 3 | 9 | 5 | 1 | 0 | 0 | 0 | 0 | 36 |
| CHINA AIRLINES | 5 | 0 | 3 | 0 | 0 | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 13 |
| CHINA EASTERN AIRLINES | 1 | 0 | 4 | 2 | 3 | 6 | 0 | 1 | 0 | 0 | 0 | 1 | 18 |
| CHINA SOUTHERN AIRLINES | 4 | 0 | 3 | 0 | 2 | 7 | 0 | 4 | 0 | 0 | 0 | 0 | 20 |
| CONDOR | 2 | 1 | 6 | 1 | 1 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 15 |
| COPA | 3 | 4 | 11 | 8 | 7 | 15 | 3 | 1 | 0 | 0 | 0 | 2 | 54 |
| EGYPTAIR | 6 | 0 | 0 | 1 | 1 | 1 | 7 | 1 | 0 | 0 | 0 | 1 | 18 |
| EL AL | 3 | 0 | 1 | 0 | 2 | 3 | 5 | 2 | 0 | 0 | 0 | 1 | 17 |
| EMIRATES AIRLINES | 15 | 6 | 32 | 15 | 11 | 40 | 16 | 11 | 3 | 0 | 0 | 8 | 157 |
| ETHIOPIAN AIRLINES | 10 | 0 | 6 | 1 | 1 | 20 | 7 | 0 | 0 | 0 | 0 | 0 | 45 |
| ETIHAD AIRWAYS | 84 | 4 | 38 | 17 | 17 | 59 | 8 | 9 | 2 | 2 | 0 | 2 | 242 |
| EVA AIRWAYS | 2 | 0 | 4 | 1 | 1 | 2 | 2 | 0 | 0 | 0 | 0 | 1 | 13 |
| FIJI AIRWAYS | 9 | 0 | 11 | 0 | 4 | 19 | 9 | 2 | 0 | 0 | 0 | 1 | 55 |
| HAINAN | 1 | 0 | 3 | 1 | 1 | 4 | 2 | 1 | 1 | 0 | 0 | 0 | 14 |
| IBERIA AIRLINES | 6 | 2 | 3 | 7 | 6 | 20 | 5 | 6 | 0 | 0 | 0 | 1 | 56 |
| ICELANDAIR | 0 | 0 | 4 | 0 | 2 | 4 | 1 | 1 | 0 | 0 | 0 | 0 | 12 |
| JET AIRWAYS | 4 | 1 | 5 | 4 | 2 | 5 | 1 | 2 | 0 | 0 | 0 | 0 | 24 |
| KLM | 13 | 1 | 7 | 2 | 4 | 26 | 9 | 4 | 0 | 0 | 0 | 0 | 66 |

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.
** A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

TABLE 4 (YTD, contd.)

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

JANUARY - DECEMBER 2015

| | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/ BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER SERVICE | DISAB-ILITY | ADVERT-ISING | DISCRIM-INATION | ANIMALS | OTHER | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FOREIGN AIRLINES, contd.** | | | | | | | | | | | | | |
| KOREAN AIR LINES | 3 | 0 | 1 | 69 | 0 | 2 | 1 | 1 | 0 | 0 | 0 | 1 | 78 |
| KUWAIT AIRWAYS | 4 | 0 | 5 | 0 | 2 | 1 | 3 | 1 | 0 | 0 | 0 | 0 | 16 |
| LAN AIRLINES | 11 | 2 | 7 | 2 | 3 | 7 | 4 | 2 | 1 | 0 | 0 | 5 | 44 |
| LAN CHILE AIRLINES | 1 | 1 | 3 | 0 | 4 | 2 | 3 | 2 | 1 | 0 | 0 | 0 | 17 |
| LUFTHANSA | 44 | 6 | 47 | 20 | 21 | 58 | 27 | 8 | 1 | 0 | 0 | 1 | 233 |
| NORWEGIAN AIR SHUTTLE | 26 | 2 | 2 | 5 | 5 | 12 | 3 | 2 | 0 | 0 | 0 | 1 | 58 |
| PAKISTAN AIRLINES | 2 | 0 | 2 | 1 | 2 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 11 |
| PHILIPPINE AIRLINES | 9 | 1 | 8 | 5 | 10 | 9 | 6 | 2 | 0 | 0 | 0 | 1 | 51 |
| QANTAS AIRWAYS | 3 | 0 | 1 | 2 | 1 | 4 | 1 | 1 | 0 | 0 | 0 | 0 | 13 |
| QATAR AIRWAYS | 20 | 1 | 33 | 9 | 11 | 22 | 13 | 3 | 1 | 1 | 0 | 3 | 117 |
| ROYAL AIR MAROC | 19 | 2 | 6 | 1 | 0 | 16 | 2 | 3 | 0 | 0 | 0 | 0 | 49 |
| ROYAL JORDANIAN AIRLINES | 2 | 0 | 1 | 1 | 1 | 5 | 1 | 2 | 0 | 0 | 0 | 0 | 13 |
| SAS | 8 | 0 | 2 | 3 | 1 | 7 | 2 | 1 | 2 | 0 | 0 | 0 | 26 |
| SINGAPORE AIRLINES | 1 | 0 | 3 | 3 | 7 | 8 | 8 | 1 | 1 | 0 | 0 | 1 | 33 |
| SOUTH AFRICAN AIRWAYS | 1 | 3 | 2 | 2 | 4 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 14 |
| SWISS AIR | 9 | 2 | 12 | 4 | 4 | 5 | 2 | 4 | 0 | 0 | 0 | 2 | 44 |
| TAM | 10 | 1 | 21 | 4 | 7 | 28 | 16 | 0 | 0 | 1 | 0 | 2 | 90 |
| TAME | 2 | 1 | 3 | 0 | 3 | 4 | 1 | 2 | 0 | 0 | 0 | 1 | 17 |
| TAP | 2 | 0 | 0 | 0 | 2 | 6 | 0 | 2 | 0 | 0 | 0 | 0 | 12 |
| TRANSAERO | 2 | 0 | 5 | 0 | 10 | 2 | 1 | 0 | 0 | 0 | 0 | 1 | 21 |
| TURKISH AIRLINES | 24 | 2 | 32 | 11 | 24 | 54 | 20 | 5 | 2 | 0 | 0 | 3 | 177 |
| VIRGIN ATLANTIC AIRWAYS | 6 | 0 | 8 | 9 | 2 | 10 | 4 | 0 | 0 | 1 | 0 | 0 | 40 |
| VIRGIN AUSTRALIA | 3 | 1 | 2 | 0 | 0 | 6 | 1 | 0 | 1 | 0 | 0 | 0 | 14 |
| VIVA AEROBUS | 1 | 0 | 1 | 1 | 7 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 25 |
| VOLARIS AIRLINES | 5 | 5 | 21 | 8 | 12 | 10 | 4 | 2 | 3 | 0 | 0 | 1 | 71 |
| VUELING AIRLINES | 0 | 0 | 1 | 0 | 0 | 9 | 1 | 0 | 0 | 0 | 0 | 0 | 11 |
| WOW AIR | 6 | 0 | 1 | 5 | 2 | 4 | 2 | 1 | 0 | 0 | 0 | 0 | 21 |
| XL AIRWAYS | 2 | 0 | 6 | 2 | 0 | 3 | 0 | 0 | 0 | 1 | 0 | 0 | 14 |
| OTHER FOREIGN AIRLINES | 55 | 3 | 32 | 18 | 21 | 37 | 20 | 8 | 0 | 1 | 0 | 7 | 202 |
| TOTALS | 864 | 137 | 748 | 401 | 365 | 1,033 | 476 | 168 | 29 | 11 | 0 | 73 | 4,305 |

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

TABLE 4 (YTD, contd.)

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

JANUARY - DECEMBER 2015

| | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/ BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER SERVICE | DISAB-ILITY | ADVERT-ISING | DISCRIM-INATION | ANIMALS | OTHER | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **TRAVEL AGENTS** | | | | | | | | | | | | | |
| AIRFARE.COM | 0 | 0 | 5 | 2 | 5 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 13 |
| CHEAP TICKETS | 0 | 0 | 5 | 2 | 4 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 12 |
| CHEAPOAIR.COM | 1 | 0 | 13 | 3 | 3 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 21 |
| EXPEDIA.COM | 3 | 0 | 23 | 10 | 14 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 54 |
| JUSTFLY.COM | 3 | 0 | 8 | 3 | 7 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 25 |
| KAYAK | 1 | 0 | 2 | 2 | 2 | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 11 |
| MAKEMYTRIP.COM | 0 | 0 | 6 | 3 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 12 |
| ORBITZ.COM | 3 | 0 | 9 | 9 | 11 | 0 | 6 | 0 | 2 | 0 | 0 | 0 | 40 |
| PRICELINE.COM | 0 | 0 | 6 | 31 | 5 | 0 | 4 | 0 | 1 | 0 | 0 | 0 | 47 |
| TRAVELOCITY.COM | 1 | 0 | 7 | 1 | 2 | 0 | 2 | 0 | 1 | 0 | 0 | 1 | 15 |
| VAYAMA | 0 | 0 | 6 | 1 | 3 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 14 |
| OTHER TRAVEL AGENTS | 6 | 0 | 26 | 18 | 28 | 0 | 6 | 0 | 5 | 0 | 0 | 0 | 89 |
| TOTALS | 18 | 0 | 116 | 85 | 86 | 0 | 34 | 0 | 13 | 0 | 0 | 1 | 353 |
| **TOUR OPERATORS** | | | | | | | | | | | | | |
| OTHER TOUR OPERATORS | 1 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 5 |
| TOTALS | 1 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 5 |
| **MISCELLANEOUS** | | | | | | | | | | | | | |
| TSA | 0 | 0 | 3 | 0 | 0 | 23 | 19 | 2 | 0 | 0 | 0 | 3 | 50 |
| OTHER MISCELLANEOUS | 44 | 2 | 23 | 25 | 27 | 27 | 17 | 4 | 2 | 0 | 0 | 26 | 197 |
| TOTALS | 44 | 2 | 26 | 25 | 27 | 50 | 36 | 6 | 2 | 0 | 0 | 29 | 247 |

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

TABLE 5 (YTD)

CONSUMER COMPLAINTS: RANKINGS

U.S. AIRLINES *

| | | JANUARY - DECEMBER 2015 | | | JANUARY - DECEMBER 2014 | | |
|---|---|---|---|---|---|---|---|
| ***RANK*** | ***AIRLINE*** | ***COMPLAINTS*** | ***SYSTEMWIDE ENPLANEMENTS*** | ***COMPLAINTS PER 100,000 ENPLANEMENTS*** | ***COMPLAINTS*** | ***SYSTEMWIDE ENPLANEMENTS*** | ***COMPLAINTS PER 100,000 ENPLANEMENTS*** |
| 1 | **ALASKA AIRLINES** | 115 | 22,868,774 | **0.50** | 89 | 20,972,229 | **0.42** |
| 2 | **SOUTHWEST AIRLINES*** ** | 754 | 144,678,444 | **0.52** | 635 | 127,205,137 | **0.50** |
| 3 | **EXPRESSJET AIRLINES** | 162 | 25,974,860 | **0.62** | 313 | 30,932,431 | **1.01** |
| 4 | **SKYWEST AIRLINES** | 197 | 30,156,563 | **0.65** | 234 | 27,855,176 | **0.84** |
| 5 | **DELTA AIR LINES** | 1,025 | 138,854,392 | **0.74** | 926 | 129,518,774 | **0.72** |
| 6 | **JETBLUE AIRWAYS** | 302 | 35,094,797 | **0.86** | 376 | 32,064,157 | **1.17** |
| 7 | **HAWAIIAN AIRLINES** | 111 | 10,468,509 | **1.06** | 90 | 10,088,018 | **0.89** |
| 8 | **ENVOY AIR** | 179 | 12,304,302 | **1.45** | 256 | 16,125,422 | **1.59** |
| 9 | **VIRGIN AMERICA** | 116 | 6,993,412 | **1.66** | 74 | 6,498,798 | **1.14** |
| 10 | **UNITED AIRLINES** | 2,721 | 95,464,381 | **2.85** | 2,458 | 90,520,319 | **2.72** |
| 11 | **AMERICAN AIRLINES** ** | 3,983 | 118,544,019 | **3.36** | 1,792 | 92,694,146 | **1.93** |
| 12 | **FRONTIER AIRLINES** | 1,037 | 13,188,933 | **7.86** | 466 | 11,884,941 | **3.92** |
| 13 | **SPIRIT AIRLINES**** ** | 2,069 | 17,642,136 | **11.73** | **** | **** | **** |
| | **TOTAL** | **12,771** | **672,233,522** | **1.90** | **7,709** | **596,359,548** | **1.29** |

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

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

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

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

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

## *COMPLAINT CATEGORIES*

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

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

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

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

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

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

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

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

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

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

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

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

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

The Transportation Security Administration (TSA) screened approximately 58 million airline passengers and their 46 million checked bags in the month of December 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 December.

**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 |
| 675 | .001 | 62 | .00010 | 199 | .0003 | 496 | .0009 |

**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 December.

As of December 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.

## 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 tables below. To see the redacted version of the actual reports filed by these airlines, 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.

### Monthly Reports of December 2015 Incidents

| Carrier | Death | Injury | Loss |
|---|---|---|---|
| ***American*** | **1** | | |
| ***Delta*** | **1** | **1** | |
| ***United*** | **1** | | |
| ***Total*** | **3** | **1** | |

**See next page for a recap of incidents that occurred during calendar year 2015.**

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

### Summary of Calendar Year 2015 Incidents

| Calendar Year 2015 | | | | |
|---|---|---|---|---|
| **Carrier** | **Death** | **Injury** | **Loss** | **Total** |
| *Alaska Airlines* | 3 | 6 | 0 | 9 |
| *American Airlines* | 3 | 3 | 1 | 7 |
| *Delta Air Lines* | 11 | 5 | 2 | 18 |
| *Endeavor Air* | 1 | 0 | 0 | 1 |
| *Envoy Air* | 0 | 1 | 0 | 1 |
| *ExpressJet Airlines* | 1 | 1 | 0 | 2 |
| *Hawaiian Airlines* | 1 | 0 | 0 | 1 |
| *SkyWest Airlines* | 1 | 0 | 0 | 1 |
| *United Airlines* | 14 | 9 | 0 | 23 |
| **TOTAL** | **35** | **25** | **3** | **63** |