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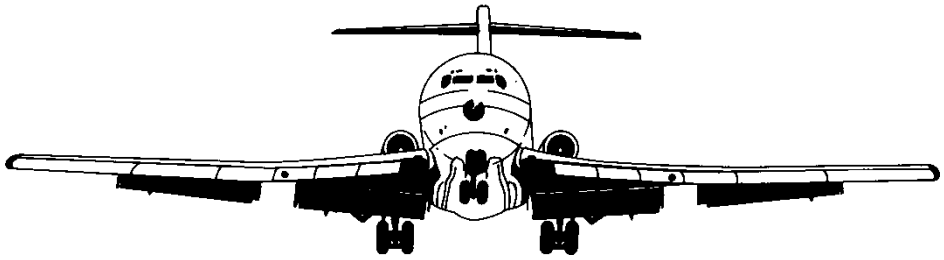
of Transportation



Air Travel Consumer Report

A Product Of The

OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Aviation Consumer Protection Division

Issued: February 2016

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

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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*																
	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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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.

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

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

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

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

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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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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.

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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.

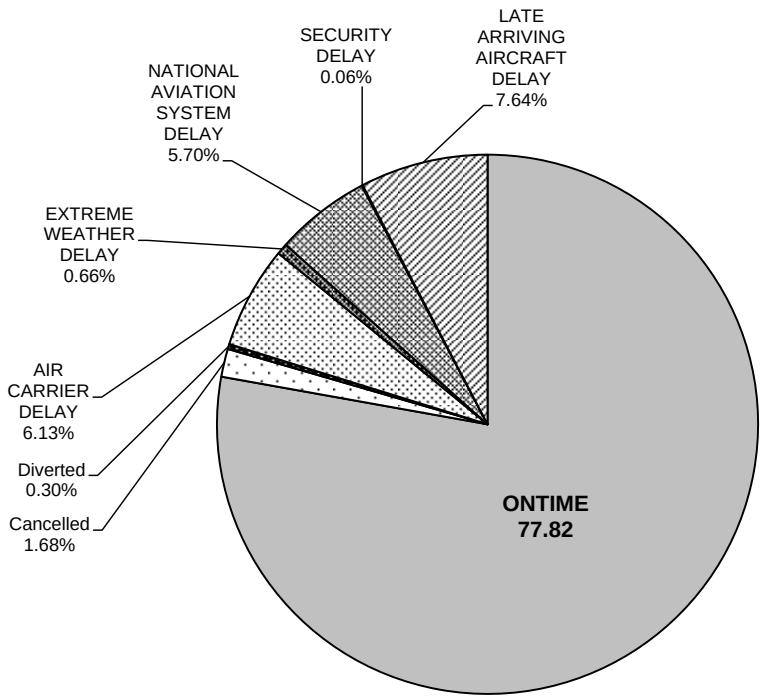
**** Effective July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table.**

***** 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.**

DECEMBER 2015

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



Causes of Delay:

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
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.**

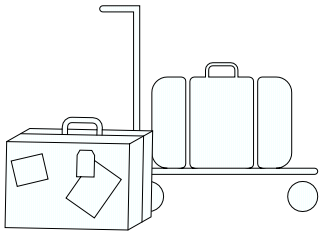
** Effective July 2015, data of the merged operations of American Airlines and US Airways are combined and appear only as AA, American, or American Airlines.

*** 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.**

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****** 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.**

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

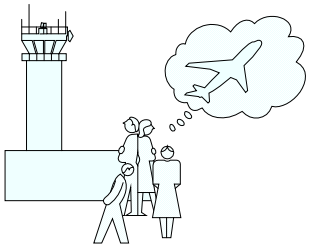
OVERSALES

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.

*** 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

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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
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

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** 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**