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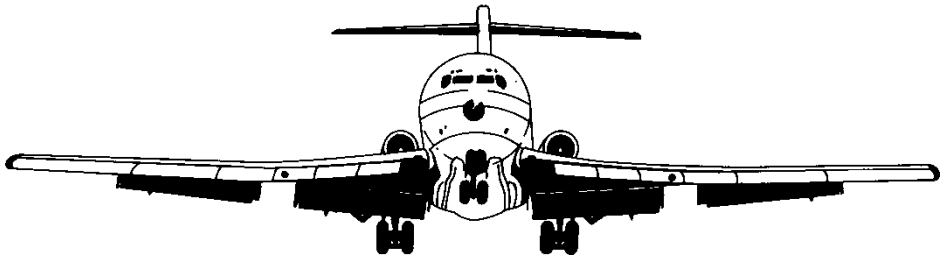

Air Travel Consumer Report

A Product Of The

OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Aviation Consumer Protection Division

Issued: January 2016

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

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

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INTRODUCTION

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

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

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

FLIGHT DELAYS

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

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS), the Docking Guidance System (DGS) or Airborne Flight Information System (AFIS). Based on the latest information available to DOT, of the 13 reporting air carriers, six carriers (Envoy, ExpressJet, Frontier, Hawaiian, Southwest and Virgin America) use ACARS exclusively; SkyWest uses ACARS and AFIS; two carriers (American and United) use a combination of ACARS and DGS; and four carriers (Alaska, Delta, JetBlue and Spirit) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 29 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 29 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time.

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the regularly scheduled flights with more than 50% delayed arrivals of more than 30 minutes for two or more consecutive months. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 3, 4, and 5 contain information on the time of day that a flight operated. All times are local. A 10:50 a.m. departure from Atlanta is 10:50 a.m. Atlanta time; if that flight arrived in Dallas at 11:45 a.m., that is 11:45 a.m. Dallas time. If a flight's scheduled operating time changed during the month, Table 5 shows the time that was in effect for the last flight operation performed that month.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system. Table 8A displays the number and percentage of regularly scheduled flights canceled 5% or more of the time.

Table 9 displays airline flight delay causation data by categories, and Table 10 provides an overall graphic representation of that data.

Table 11 lists the regularly scheduled flights with tarmac delays of more than 3 hours and Table 11A lists the regularly scheduled international flights with tarmac delays of more than 4 hours. Table 12 displays the number and percentage of regularly scheduled flights with tarmac delays of 2 hours or more.

Except for the flights listed in Tables 5, 11 and 11A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at http://www.bts.gov/programs/airline_information/airline_ontime_statistics/
Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at https://www.bts.gov/pdc/index.xml CDs for earlier months can be purchased by sending an email to: Orders@bts.gov Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at:
http://www.transtats.bts.gov/HomeDrillChart.asp
Cause of delay data for airports and airlines can be found at:
http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp

Information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights have a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.

NOVEMBER 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	89.0	17	93.9
DELTA AIR LINES S/	29	89.1	140	89.5
ALASKA AIRLINES S/	25	86.1	64	85.5
UNITED AIRLINES S/	27	84.2	84	83.9
AMERICAN AIRLINES S/**	28	84.0	89	83.7
VIRGIN AMERICA S/	15	83.7	19	83.5
SOUTHWEST AIRLINES S/***	24	83.7	86	83.3
JETBLUE AIRWAYS S/	24	82.9	59	83.0
ENVOY AIR S/	13	81.7	114	81.9
SKYWEST AIRLINES S/	23	81.2	184	81.1
EXPRESSJET AIRLINES S/	17	80.5	159	80.8
SPIRIT AIRLINES S/****	19	74.0	33	75.3
FRONTIER AIRLINES S/	24	72.7	49	74.0
TOTAL		83.8		83.7

- 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.

* 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.

NOVEMBER 2015

AIR TRAVEL CONSUMER REPORT

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

Carrier*	4th Quarter 10-12 2014		1st Quarter 01-03 2015		2nd Quarter 04-06 2015		3rd Quarter 07-09 2015		Sep-15		Oct-15		Nov-15		12 Months Ending Nov 2015	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	84.1	3	85.1	1	88.2	2	85.9	2	88.7	2	88.2	3	85.5	3	86.0	3
AMERICAN**	78.8	8	75.9	7	78.0	7	*82.0*	*4*	*85.6*	*8*	85.7	8	83.7	5	79.9	4
-AMERICAN	*75.8*	*(--)*	*75.1*	*(--)*	*77.9*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	(--)	(--)	(--)	(--)	(--)	(--)
-US AIRWAYS	*82.5*	*(--)*	*77.1*	*(--)*	*81.5*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	(--)	(--)	(--)	(--)	(--)	(--)
DELTA	87.4	2	82.8	3	85.3	3	86.6	1	90.5	1	92.1	1	89.5	2	86.3	2
ENVOY	66.2	12	60.6	13	74.8	10	81.1	8	84.7	10	88.1	4	81.9	9	72.5	12
EXPRESSJET	77.3	6	73.6	9	76.1	9	81.6	5	85.8	6	84.0	10	80.8	11	77.8	8
FRONTIER	74.6	11	64.0	12	71.1	12	78.0	11	85.8	7	85.1	9	74.0	13	72.6	11
HAWAIIAN	89.0	1	85.1	2	91.3	1	84.8	3	84.2	11	90.7	2	93.9	1	88.0	1
JETBLUE	81.7	4	68.0	11	81.0	4	76.7	12	80.0	12	80.9	12	83.0	8	76.8	10
SKYWEST	74.9	10	76.8	6	80.8	5	81.1	7	85.3	9	85.7	7	81.1	10	79.2	7
SOUTHWEST***	77.9	7	79.0	5	77.6	8	*80.0*	*9*	*87.8*	*3*	87.6	5	83.3	7	79.4	6
-SOUTHWEST	*77.5*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	(--)	(--)	(--)	(--)	(--)	(--)
-AIRTRAN	*88.2*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	(--)	(--)	(--)	(--)	(--)	(--)
SPIRIT****	(--)	(--)	70.5	10	61.8	13	69.6	13	76.7	13	78.0	13	75.3	12	(--)	(--)
UNITED	76.8	9	75.9	8	73.9	11	79.3	10	86.2	5	87.6	6	83.9	4	77.7	9
VIRGIN AMERICA	78.0	5	79.2	4	79.9	6	81.2	6	86.4	4	83.3	11	83.5	6	79.8	5
Total	78.6		76.3		79.0		81.5		86.5		87.0		83.7		79.7	

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.

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

NOVEMBER 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**	932	79.4	2368	84.4	494	84.0	7948	88.9	2440	82.9	755	78.5	11565	83.1	513	84.4
ALASKA	59	79.7	117	88.9	60	88.3	H/		118	80.5	115	79.1	89	84.3	30	80.0
JETBLUE	H/		3258	84.3	186	86.6	106	84.0	851	89.3	80	77.5	55	76.4	117	87.2
DELTA	20183	90.4	1152	88.1	590	92.0	538	88.5	775	87.1	628	87.3	402	89.6	4661	91.7
EXPRESSJET	4388	78.5	202	90.6	68	73.5	126	74.6	223	80.7	H/		2512	81.0	2089	88.8
FRONTIER	421	61.8	H/		H/		59	83.1	90	80.0	1926	74.4	116	74.1	80	83.8
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY	24	70.8	H/		142	75.4	52	78.8	2	100.0	H/		3448	85.0	100	79.0
SPIRIT****	604	71.2	202	80.7	286	80.1	H/		H/		299	74.2	711	73.3	666	77.2
SKYWEST	480	77.1	4	50.0	H/		121	71.1	157	77.1	3802	76.7	339	75.8	922	84.7
UNITED	322	81.4	1059	84.9	291	83.2	56	85.7	428	86.4	4441	83.5	306	80.4	113	77.9
VIRGIN AMERICA	H/		117	94.9	H/		H/		113	92.0	H/		H/		H/	
SOUTHWEST***	3490	84.1	984	82.7	5771	86.6	179	81.6	1283	85.6	5074	83.0	H/		570	81.4
TOTAL	30903	86.6	9463	84.9	7888	86.2	9185	88.1	6480	84.9	17120	80.5	19543	82.7	9861	88.0

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

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NOVEMBER 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**	649	69.8	714	85.7	193	83.9	771	80.7	1455	84.7	1218	85.3	3156	81.8	2046	77.9
ALASKA	60	78.3	30	63.3	30	90.0	30	93.3	30	90.0	351	85.8	808	88.7	H/	
JETBLUE	561	77.0	1754	81.3	169	88.2	H/		3547	81.3	354	81.4	393	78.9	537	77.5
DELTA	450	79.6	871	92.1	211	91.5	222	93.2	2183	88.3	1012	87.5	2630	83.2	1982	85.7
EXPRESSJET	2970	73.0	H/		58	82.8	4305	84.8	H/		H/		H/		999	74.7
FRONTIER	H/		16	100.0	60	58.3	164	70.7	H/		523	75.1	163	63.8	58	72.4
HAWAIIAN	H/		H/		H/		H/		26	76.9	73	94.5	120	93.3	H/	
ENVOY	84	75.0	H/		H/		H/		148	87.2	H/		H/		226	69.0
SPIRIT****	H/		1036	81.8	H/		504	63.5	H/		866	71.1	496	67.5	330	74.2
SKYWEST	H/		H/		20	75.0	1830	77.7	H/		177	86.4	1951	84.3	17	58.8
UNITED	3869	81.5	484	83.1	1620	88.6	4869	86.2	H/		970	85.2	2220	83.6	702	74.6
VIRGIN AMERICA	169	85.8	143	91.6	145	93.1	H/		356	90.2	322	80.7	1096	83.8	108	75.9
SOUTHWEST***	482	74.3	1657	87.9	178	84.8	H/		H/		6038	83.6	3430	76.3	928	77.5
TOTAL	9294	77.2	6705	85.2	2684	87.6	12695	83.2	7745	84.4	11904	83.0	16463	81.3	7933	78.5

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NOVEMBER 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**	1519	83.1	H/		4283	85.1	695	82.7	5010	83.0	314	83.4	3597	86.2	4809	86.2
ALASKA	60	76.7	H/		H/		58	82.8	145	76.6	1203	90.9	30	76.7	221	88.2
JETBLUE	1606	86.2	H/		H/		H/		166	78.3	85	80.0	153	87.6	57	82.5
DELTA	1287	90.4	222	87.8	759	91.6	4756	88.4	657	83.4	505	86.7	574	88.2	642	85.8
EXPRESSJET	3	100.0	76	82.9	H/		266	77.8	3474	80.1	H/		7	57.1	H/	
FRONTIER	593	76.4	H/		208	76.4	109	71.6	483	70.6	87	79.3	312	67.9	137	65.0
HAWAIIAN	H/		H/		H/		H/		H/		30	100.0	H/		30	90.0
ENVOY	H/		H/		331	82.2	5	80.0	5943	80.7	H/		H/		H/	
SPIRIT****	444	80.2	H/		H/		319	76.5	893	73.8	41	73.2	130	68.5	94	60.6
SKYWEST	H/		29	79.3	4	75.0	2696	79.3	3548	76.8	488	84.6	4	100.0	1269	87.9
UNITED	1004	84.4	H/		316	85.1	292	85.6	5603	84.6	525	86.9	344	83.7	583	81.1
VIRGIN AMERICA	30	93.3	H/		H/		H/		141	83.7	29	86.2	H/		H/	
SOUTHWEST***	3342	88.7	6589	85.7	H/		617	82.0	H/		1082	85.9	812	84.2	4689	81.9
TOTAL	9888	86.1	6916	85.7	5901	85.4	9813	84.1	26063	81.0	4389	86.9	5963	84.6	12531	84.1

* 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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NOVEMBER 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**	693	78.6	625	78.9	1352	82.4	277	87.7	988	85.6
ALASKA	428	86.4	4322	84.8	432	87.3	174	92.0	30	86.7
JETBLUE	110	80.0	139	78.4	489	81.0	119	88.2	467	87.2
DELTA	497	86.9	1261	87.5	1062	82.1	2891	90.7	876	89.7
EXPRESSJET	H/		H/		H/		3	66.7	H/	
FRONTIER	53	77.4	69	73.9	223	69.5	117	74.4	147	76.2
HAWAIIAN	30	86.7	60	73.3	60	90.0	H/		H/	
ENVOY	H/		H/		H/		46	67.4	H/	
SPIRIT****	180	65.0	H/		H/		H/		328	75.0
SKYWEST	371	83.6	1349	81.0	3116	82.7	3890	87.6	H/	
UNITED	718	84.0	670	83.6	4009	85.6	151	80.1	523	83.9
VIRGIN AMERICA	170	80.6	190	76.3	1530	81.1	H/		H/	
SOUTHWEST***	2715	79.0	1055	79.1	1254	81.1	767	81.0	2307	89.3
TOTAL	5965	80.7	9740	83.2	13527	83.0	8435	87.7	5666	86.9

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

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*																	
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	91.8	86.3	96.2	90.7	J/	86.0	89.3	92.3	89.0	67.8	90.7	91.7	85.4	94.3	91.6	85.7	84.3	94.3
700 - 759 AM	94.6	90.0	96.1	94.0	94.4	85.8	86.5	93.2	92.2	55.2	95.2	86.8	88.8	92.8	91.3	90.6	90.2	91.5
800 - 859 AM	89.4	91.5	94.4	92.4	91.4	83.8	86.4	96.4	90.6	98.1	100.0	83.0	93.5	92.5	85.6	92.9	96.1	89.4
900 - 959 AM	89.7	96.4	92.7	94.1	90.7	81.8	84.3	94.2	90.8	89.9	86.3	85.4	95.1	90.4	85.2	89.0	94.3	93.0
1000 - 1059 AM	90.4	90.2	93.3	88.8	89.7	81.8	88.2	83.3	94.0	91.0	78.6	87.8	92.6	87.3	87.6	87.6	92.0	90.2
1100 - 1159 AM	90.7	91.4	90.3	89.6	85.9	83.2	87.5	88.7	91.1	90.9	92.9	84.7	90.6	85.9	85.3	85.9	92.3	90.5
1200 - 1259 PM	88.9	91.0	91.6	93.4	89.5	84.9	86.6	90.6	84.7	89.3	67.6	88.0	90.7	87.3	85.1	82.2	87.6	92.4
100 - 159 PM	87.9	87.1	90.0	89.7	90.7	80.7	86.8	93.1	82.3	90.2	89.5	81.9	86.8	84.5	77.8	85.7	86.9	87.0
200 - 259 PM	89.6	88.6	88.2	90.3	89.1	80.2	85.0	89.1	78.8	85.1	89.2	84.8	89.2	81.7	81.2	78.4	89.8	87.0
300 - 359 PM	87.3	87.6	83.9	88.5	85.0	84.6	83.2	86.9	77.3	87.4	88.2	83.9	88.4	82.7	83.9	77.4	86.0	82.7
400 - 459 PM	86.5	83.6	83.6	83.0	81.4	80.3	81.9	90.5	71.1	89.6	87.5	82.5	86.3	79.5	76.3	75.3	86.0	81.6
500 - 559 PM	84.1	83.4	81.6	84.2	86.3	80.2	78.6	81.3	68.8	82.7	88.3	79.6	84.1	81.2	76.5	72.9	81.5	83.0
600 - 659 PM	83.9	81.8	83.8	81.6	81.0	76.9	77.2	85.6	67.4	84.2	86.6	83.8	86.8	77.8	75.8	68.7	82.4	82.8
700 - 759 PM	80.5	82.6	83.5	84.1	75.7	77.3	77.7	87.3	60.4	87.1	83.7	77.4	80.5	80.4	76.3	72.0	77.8	83.4
800 - 859 PM	80.3	78.6	76.2	85.4	82.5	80.1	75.7	86.0	66.0	79.6	83.1	79.5	77.0	77.6	80.2	67.7	79.7	76.8
900 - 959 PM	80.2	76.9	77.3	87.7	78.3	76.3	76.7	87.7	68.4	80.6	85.7	70.6	73.1	73.5	75.4	67.5	81.4	82.7
1000 - 1059 PM	78.7	75.1	80.3	86.5	81.5	75.4	75.8	72.1	70.7	76.3	81.8	75.2	80.9	70.8	79.8	74.6	78.3	77.8
1100 - 559 AM	78.0	81.9	82.0	84.4	83.9	75.1	81.0	77.5	79.8	78.8	85.1	80.5	78.1	79.1	79.6	79.8	85.0	83.5
TOTAL, ALL ARRIVALS, BY AIRPORT	86.6	84.9	86.2	88.1	84.9	80.5	82.7	88.0	77.2	85.2	87.6	83.2	84.4	83.0	81.3	78.5	86.1	85.7

* 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	84.8	88.5	84.0	J/	89.0	J/	78.9	84.9	93.4	J/	100.0	88.3
700 - 759 AM	87.8	94.8	80.5	96.7	100.0	87.6	96.8	84.4	92.6	92.3	91.3	89.3
800 - 859 AM	93.0	89.8	83.7	89.9	89.2	89.8	88.0	87.3	92.3	88.3	98.5	89.4
900 - 959 AM	95.0	89.6	83.6	89.2	90.5	89.8	90.2	88.2	84.1	92.4	95.7	88.2
1000 - 1059 AM	89.4	89.4	83.9	95.9	87.2	89.7	87.8	88.7	85.0	93.4	94.3	88.5
1100 - 1159 AM	91.5	81.7	82.5	90.2	85.5	86.4	85.3	88.1	85.0	88.2	89.7	87.3
1200 - 1259 PM	84.5	86.4	84.7	87.0	87.0	89.2	84.9	89.8	82.0	86.4	90.4	87.3
100 - 159 PM	87.8	87.9	81.9	83.1	84.1	87.0	82.9	86.2	82.3	89.0	84.8	85.7
200 - 259 PM	88.4	88.8	83.3	83.3	90.1	82.6	78.8	87.6	82.0	86.6	86.1	85.5
300 - 359 PM	88.6	84.7	82.7	82.0	88.9	82.2	75.9	85.1	83.0	89.2	86.7	84.7
400 - 459 PM	83.6	84.4	81.5	87.1	85.7	82.5	72.7	88.2	79.9	88.7	87.9	82.9
500 - 559 PM	84.8	85.4	80.4	84.3	82.4	83.2	77.8	83.9	83.9	75.5	87.0	81.2
600 - 659 PM	81.6	71.5	77.3	85.7	80.6	80.2	76.3	80.7	81.2	88.5	88.5	79.9
700 - 759 PM	83.4	77.9	75.6	84.0	81.3	77.1	77.9	81.8	81.6	84.9	79.0	79.3
800 - 859 PM	71.3	85.0	75.3	88.3	84.6	79.6	72.5	79.4	80.3	84.5	80.8	78.5
900 - 959 PM	78.7	79.0	75.5	89.0	76.7	82.7	72.5	74.3	79.1	85.8	82.3	77.9
1000 - 1059 PM	78.0	72.6	75.0	86.2	83.4	78.8	75.6	74.5	81.4	79.7	82.6	77.6
1100 - 559 AM	79.9	84.3	83.6	83.6	79.8	77.3	78.0	80.0	82.0	80.6	79.3	80.5
TOTAL, ALL ARRIVALS, BY AIRPORT	85.4	84.1	81.0	86.9	84.6	84.1	80.7	83.2	83.0	87.7	86.9	83.8

* 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	91.1	95.6	92.9	91.3	97.4	91.0	92.1	88.9	93.8	96.5	96.8	87.8	96.1	94.6	92.8	94.7	94.9	95.3
700 - 759 AM	90.8	93.6	95.2	93.8	92.3	86.4	88.9	89.9	92.4	93.4	95.8	88.4	93.3	92.4	92.6	94.5	94.3	89.2
800 - 859 AM	92.9	93.8	91.6	95.3	93.8	87.8	88.5	92.7	92.5	95.2	91.7	87.1	92.2	90.4	89.7	93.3	93.4	88.9
900 - 959 AM	88.6	91.9	85.4	92.9	90.9	80.9	86.0	89.1	88.4	94.7	89.6	88.2	94.1	88.5	82.2	89.8	92.4	84.7
1000 - 1059 AM	89.3	89.5	89.4	80.1	89.4	80.5	82.2	93.1	87.7	91.4	97.4	84.7	92.7	85.6	82.5	89.4	92.1	86.5
1100 - 1159 AM	88.7	92.3	86.9	90.7	89.1	77.9	82.4	85.2	90.3	84.3	87.1	82.6	88.1	82.3	81.6	85.1	89.3	83.8
1200 - 1259 PM	86.7	90.2	87.2	86.3	87.9	80.0	82.7	89.6	83.6	86.4	87.2	84.8	81.0	82.1	79.3	84.3	89.5	85.0
100 - 159 PM	86.6	87.8	84.5	89.8	87.4	77.3	82.5	87.1	81.8	85.0	82.4	83.4	87.5	81.8	81.5	80.7	82.1	82.3
200 - 259 PM	85.4	82.3	79.4	86.8	84.3	76.3	81.9	89.7	77.8	83.3	85.6	80.5	81.3	78.0	75.3	81.2	83.4	70.9
300 - 359 PM	84.4	82.6	77.0	94.9	84.8	77.9	80.9	85.8	74.2	81.9	84.1	81.6	84.2	73.9	71.8	75.5	85.7	80.1
400 - 459 PM	83.5	82.6	72.3	86.8	79.0	76.3	79.0	79.9	73.5	81.7	86.5	76.0	82.7	72.4	78.8	74.2	84.7	71.8
500 - 559 PM	82.2	81.2	73.6	82.6	82.1	78.7	76.9	84.9	71.9	81.6	85.4	77.6	83.6	73.6	80.5	76.3	78.1	71.0
600 - 659 PM	78.0	79.5	68.2	84.5	81.0	76.4	71.1	69.5	66.1	75.4	85.3	75.8	79.3	71.9	73.6	71.3	76.8	73.6
700 - 759 PM	82.3	76.8	79.5	79.7	80.4	78.2	72.7	82.6	57.0	83.0	84.5	79.4	77.4	70.7	74.5	69.4	76.4	71.9
800 - 859 PM	80.5	83.1	78.8	86.0	78.3	76.1	74.0	84.7	57.3	75.8	81.8	71.8	74.0	73.5	73.3	71.4	71.5	75.6
900 - 959 PM	82.7	90.0	72.4	81.3	74.0	76.0	72.5	86.9	67.3	78.0	33.3	80.2	72.6	72.9	80.5	69.0	79.7	76.4
1000 - 1059 PM	84.6	69.2	78.7	88.1	89.4	75.9	75.5	96.2	66.7	73.5	80.5	67.7	81.2	79.8	80.4	66.7	80.0	84.1
1100 - 559 AM	86.8	93.8	86.8	96.5	89.0	77.9	83.1	94.1	83.8	95.0	95.6	86.3	90.7	87.1	88.6	94.2	93.2	97.3
TOTAL, ALL DEPARTURES, BY AIRPORT	85.8	87.8	82.7	88.3	86.8	79.4	80.4	87.3	79.2	85.7	87.6	82.5	85.6	81.5	82.1	82.1	85.6	80.9

* 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	90.9	92.2	86.0	94.9	93.8	95.0	91.8	94.5	93.5	93.7	96.1	93.2
700 - 759 AM	91.7	93.3	86.7	95.5	92.0	92.1	93.2	90.4	94.0	93.5	96.4	91.5
800 - 859 AM	95.1	94.9	79.7	90.9	93.0	92.5	93.3	89.7	89.4	92.8	94.4	90.5
900 - 959 AM	88.8	90.0	79.3	91.5	90.9	89.6	86.9	87.6	84.8	92.3	94.2	87.8
1000 - 1059 AM	84.1	90.4	80.1	89.7	90.2	86.1	86.3	85.5	80.1	90.9	93.6	86.0
1100 - 1159 AM	87.0	90.0	80.5	94.0	85.6	87.8	85.5	82.4	77.4	91.3	88.9	85.5
1200 - 1259 PM	86.3	81.3	81.1	82.9	87.4	83.7	79.0	85.6	81.5	86.8	86.9	84.2
100 - 159 PM	82.9	85.8	80.8	82.5	81.6	84.9	75.1	84.3	80.8	85.8	86.2	83.4
200 - 259 PM	78.6	83.7	79.5	68.9	81.7	85.6	72.3	82.2	78.8	80.7	80.2	81.0
300 - 359 PM	76.7	85.0	79.9	88.3	90.3	72.9	76.8	82.4	79.3	87.5	82.6	81.2
400 - 459 PM	83.0	78.3	76.1	80.9	84.0	76.7	70.4	84.3	80.9	86.6	82.5	79.4
500 - 559 PM	78.1	83.4	75.6	88.1	77.6	81.3	74.2	83.2	79.5	87.9	84.3	79.5
600 - 659 PM	75.9	86.1	75.1	82.8	81.3	75.9	70.1	82.2	80.9	74.0	83.0	76.3
700 - 759 PM	81.0	79.3	72.5	87.2	75.1	80.0	78.7	84.7	80.6	87.8	81.1	77.9
800 - 859 PM	72.6	86.2	73.1	87.2	86.0	74.2	75.6	82.4	82.0	86.7	75.9	77.0
900 - 959 PM	76.8	90.6	76.6	81.2	72.0	81.0	81.0	80.3	84.4	89.9	79.6	79.4
1000 - 1059 PM	J/	83.5	77.0	89.8	76.7	80.7	81.3	77.7	88.1	87.0	89.5	81.9
1100 - 559 AM	91.4	90.1	90.0	92.2	94.5	84.3	100.0	87.2	90.3	87.7	96.1	88.3
TOTAL, ALL DEPARTURES, BY AIRPORT	82.6	86.4	79.0	88.5	86.2	83.9	82.0	85.4	83.8	88.9	87.6	83.6

* 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***	344	4	1.2
SOUTHWEST**	3,574	17	0.5
FRONTIER	254	1	0.4
AMERICAN*	2,610	1	0.0
DELTA	2,611	0	0.0
SKYWEST	1,543	0	0.0
UNITED	1,490	0	0.0
EXPRESSJET	1,463	0	0.0
JETBLUE	729	0	0.0
ENVOY	717	0	0.0
ALASKA	477	0	0.0
HAWAIIAN	199	0	0.0
VIRGIN AMERICA	189	0	0.0
TOTAL	16,200	23	0.1

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

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	84.1	87.3	63	63
ABILENE TX (ABI)	86.3	87.9	190	190
ADAK ISLAND AK (ADK)	44.4	0.0	9	9
AGUADILLA PR (BQN)	73.9	84.3	115	115
AKRON OH (CAK)	86.7	89.4	549	547
ALBANY GA (ABY)	74.1	82.7	81	81
ALBANY NY (ALB)	86.2	90.5	716	716
ALBUQUERQUE NM (ABQ)	79.6	82.0	1,636	1,637
ALEXANDRIA LA (AEX)	80.3	87.2	274	274
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	80.9	88.0	235	233
ALPENA MI (APN)	88.2	90.2	51	51
AMARILLO TX (AMA)	78.9	85.6	265	264
ANCHORAGE AK (ANC)	77.8	86.6	1,184	1,185
APPLETON WI (ATW)	84.9	88.4	251	249
ARCATA/EUREKA CA (ACV)	79.7	81.2	133	133
ARLINGTON VA (DCA)	84.9	86.8	6,480	6,473
ASHEVILLE NC (AVL)	81.9	83.2	215	214
ASPEN CO (ASE)	61.8	67.6	34	34
ATLANTA GA (ATL)	86.6	85.8	30,903	30,907
ATLANTIC CITY NJ (ACY)	84.2	88.8	278	278
AUGUSTA GA (AGS)	82.7	88.7	214	213
AUSTIN TX (AUS)	70.8	74.3	3,963	3,956
BAKERSFIELD CA (BFL)	83.2	88.6	238	237
BALTIMORE MD (BWI)	86.2	82.7	7,888	7,886
BANGOR ME (BGR)	85.3	97.1	34	34
BARROW AK (BRW)	88.2	88.2	76	76
BATON ROUGE LA (BTR)	83.5	84.9	648	647
BEAUMONT/PORT ARTHUR TX (BPT)	68.3	72.0	82	82
BELLINGHAM WA (BLI)	91.1	93.2	90	88
BEMIDJI MN (BJI)	91.5	89.8	59	59
BEND/REDMOND OR (RDM)	83.2	87.8	197	197
BETHEL AK (BET)	67.5	70.1	77	77
BILLINGS MT (BIL)	88.2	95.3	254	253
BINGHAMTON NY (BGM)	89.7	86.2	29	29
BIRMINGHAM AL (BHM)	85.6	87.0	1,109	1,110
BISMARCK/MANDAN ND (BIS)	86.7	86.1	301	302
BLOOMINGTON/NORMAL IL (BMI)	83.1	87.6	225	225
BOISE ID (BOI)	81.0	86.1	1,151	1,152
BOSTON MA (BOS)	84.9	87.8	9,463	9,464
BOZEMAN MT (BZN)	88.9	91.7	252	252
BRAINERD MN (BRD)	88.0	92.0	50	50
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	89.4	91.4	151	151
BROWNSVILLE TX (BRO)	85.1	90.4	188	187

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	79.3	85.4	82	82
BUFFALO NY (BUF)	86.7	87.7	1,497	1,495
BURBANK CA (BUR)	84.7	85.2	1,701	1,700
BURLINGTON VT (BTV)	83.8	82.3	235	237
BUTTE MT (BTM)	83.3	85.0	60	60
CASPER WY (CPR)	88.1	88.1	134	135
CEDAR CITY UT (CDC)	88.2	92.2	51	51
CEDAR RAPIDS/IOWA CITY IA (CID)	82.6	83.0	493	494
CHAMPAIGN/URBANA IL (CMI)	81.4	81.4	220	220
CHANTILLY VA (IAD)	87.6	87.6	2,684	2,693
CHARLESTON SC (CHS)	86.2	88.0	1,207	1,205
CHARLESTON/DUNBAR WV (CRW)	81.6	84.7	217	216
CHARLOTTE AMALIE VI (STT)	80.8	81.5	313	313
CHARLOTTE NC (CLT)	88.1	88.3	9,185	9,192
CHARLOTTESVILLE VA (CHO)	80.7	82.0	218	217
CHATTANOOGA TN (CHA)	80.1	82.8	397	396
CHICAGO IL (MDW)	85.7	80.9	6,916	6,915
CHICAGO IL (ORD)	81.0	79.0	26,063	26,078
CHRISTIANSTED VI (STX)	81.2	87.1	69	70
CLEVELAND OH (CLE)	85.6	86.0	3,067	3,068
CODY WY (COD)	87.5	93.8	32	32
COLLEGE STATION/BRYAN TX (CLL)	89.3	91.5	214	213
COLORADO SPRINGS CO (COS)	75.4	82.9	574	573
COLUMBIA MO (COU)	82.9	83.8	117	117
COLUMBIA SC (CAE)	78.8	84.4	443	443
COLUMBUS GA (CSG)	77.7	89.3	103	103
COLUMBUS MS (GTR)	85.5	89.2	83	83
COLUMBUS OH (CMH)	85.7	87.4	2,165	2,164
CORDOVA AK (CDV)	84.5	87.9	58	58
CORPUS CHRISTI TX (CRP)	80.4	86.8	372	372
COVINGTON KY (CVG)	85.2	87.2	1,763	1,763
DALLAS TX (DAL)	82.0	76.0	5,728	5,728
DALLAS/FORT WORTH TX (DFW)	82.7	80.4	19,543	19,534
DAYTON OH (DAY)	82.4	82.6	723	724
DAYTONA BEACH FL (DAB)	95.7	93.0	115	115
DEADHORSE AK (SCC)	90.8	90.8	76	76
DENVER CO (DEN)	80.5	79.4	17,120	17,117
DES MOINES IA (DSM)	81.1	83.7	750	750
DETROIT MI (DTW)	88.0	87.3	9,861	9,835
DEVILS LAKE ND (DVL)	68.8	74.5	48	47
DICKINSON ND (DIK)	96.4	96.4	55	56
DOTHAN AL (DHN)	77.7	83.9	112	112
DUBUQUE IA (DBQ)	81.9	80.7	83	83

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DULUTH MN (DLH)	77.6	78.1	192	192
DURANGO CO (DRO)	88.5	91.3	148	149
EAGLE CO (EGE)	100.0	100.0	11	11
EAU CLAIRE WI (EAU)	75.0	86.7	60	60
EL PASO TX (ELP)	80.0	84.2	1,071	1,070
ELKO NV (EKO)	75.5	77.6	49	49
ELMIRA/CORNING NY (ELM)	86.2	88.2	195	195
ERIE PA (ERI)	81.8	89.1	55	55
ESCANABA MI (ESC)	84.3	84.3	51	51
EUGENE OR (EUG)	81.3	85.1	289	289
EVANSVILLE IN (EVV)	84.5	85.0	380	380
FAIRBANKS AK (FAI)	86.9	91.1	168	168
FARGO ND (FAR)	80.8	83.6	500	499
FAYETTEVILLE AR (XNA)	79.1	81.2	815	814
FAYETTEVILLE NC (FAY)	89.0	87.2	164	164
FLAGSTAFF AZ (FLG)	82.2	82.2	152	152
FLINT MI (FNT)	87.3	89.1	433	433
FORT LAUDERDALE FL (FLL)	85.2	85.7	6,705	6,704
FORT MYERS FL (RSW)	86.0	87.2	2,466	2,462
FORT SMITH AR (FSM)	75.7	87.0	169	169
FORT WAYNE IN (FWA)	81.9	83.7	496	496
FRESNO CA (FAT)	84.9	89.2	581	582
GAINESVILLE FL (GNV)	85.3	88.0	224	225
GARDEN CITY KS (GCK)	82.8	91.4	58	58
GILLETTE WY (GCC)	81.4	87.2	86	86
GRAND FORKS ND (GFK)	81.9	84.3	116	115
GRAND ISLAND NE (GRI)	92.7	87.3	55	55
GRAND JUNCTION CO (GJT)	92.8	93.2	264	264
GRAND RAPIDS MI (GRR)	84.3	85.3	898	896
GREAT FALLS MT (GTF)	85.2	92.0	162	162
GREEN BAY WI (GRB)	86.3	86.0	444	443
GREENSBORO/HIGH POINT NC (GSO)	85.8	86.7	513	513
GREER SC (GSP)	83.3	86.4	618	618
GUAM TT (GUM)	70.0	86.7	30	30
GULFPORT/BILOXI MS (GPT)	86.2	90.9	276	276
GUNNISON CO (GUC)	50.0	50.0	2	2
HANCOCK/HOUGHTON MI (CMX)	78.3	85.0	60	60
HARLINGEN/SAN BENITO TX (HRL)	81.3	86.3	278	277
HARRISBURG PA (MDT)	85.6	88.0	326	325
HARTFORD CT (BDL)	85.3	89.1	1,755	1,755
HATTIESBURG/LAUREL MS (PIB)	82.4	92.2	51	51
HAYS KS (HYS)	74.5	76.5	51	51
HELENA MT (HLN)	84.3	92.1	140	140

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HIBBING MN (HIB)	87.3	84.8	79	79
HILO HI (ITO)	94.2	95.4	480	480
HOBBS NM (HOB)	80.4	88.2	51	51
HONOLULU HI (HNL)	91.2	93.7	3,730	3,733
HOUSTON TX (HOU)	84.1	79.6	4,712	4,714
HOUSTON TX (IAH)	83.2	82.5	12,695	12,707
HUNTSVILLE AL (HSV)	84.7	84.7	359	359
IDAHO FALLS ID (IDA)	88.0	94.8	192	192
INDIANAPOLIS IN (IND)	84.7	86.2	2,458	2,459
INTERNATIONAL FALLS MN (INL)	86.0	90.0	50	50
IRON MOUNTAIN/KINGSFD MI (IMT)	85.5	88.9	55	54
ISLIP NY (ISP)	83.2	82.1	392	392
JACKSON WY (JAC)	81.9	89.8	127	127
JACKSON/VICKSBURG MS (JAN)	82.0	85.9	632	632
JACKSONVILLE FL (JAX)	84.1	88.2	1,656	1,657
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	83.5	83.5	109	109
JAMESTOWN ND (JMS)	75.3	74.0	73	73
JOPLIN MO (JLN)	84.7	91.5	59	59
JUNEAU AK (JNU)	79.4	82.0	316	316
KAHULUI HI (OGG)	94.1	92.5	1,791	1,786
KALAMAZOO MI (AZO)	83.9	85.9	192	192
KALISPELL MT (FCA)	86.3	93.5	139	139
KANSAS CITY MO (MCI)	84.4	86.4	3,517	3,516
KETCHIKAN AK (KTN)	80.3	83.1	178	178
KEY WEST FL (EYW)	81.9	84.8	171	171
KILLEEN TX (GRK)	84.3	88.2	332	331
KNOXVILLE TN (TYS)	79.9	86.1	582	582
KODIAK AK (ADQ)	90.0	90.0	30	30
KONA HI (KOA)	94.1	94.1	919	921
KOTZEBUE AK (OTZ)	72.4	63.8	58	58
LA CROSSE WI (LSE)	82.9	84.1	164	164
LAFAYETTE LA (LFT)	86.1	87.9	389	390
LAKE CHARLES LA (LCH)	91.7	95.0	181	181
LANSING MI (LAN)	77.8	81.3	207	208
LARAMIE WY (LAR)	74.5	84.3	51	51
LAREDO TX (LRD)	85.2	89.3	196	196
LAS VEGAS NV (LAS)	83.0	81.5	11,904	11,905
LATROBE PA (LBE)	81.1	81.1	95	95
LAWTON/FORT SILL OK (LAW)	78.3	77.4	115	115
LEWISTON ID (LWS)	98.2	98.2	55	55
LEXINGTON KY (LEX)	84.3	88.5	490	488
LIHUE HI (LIH)	94.3	94.5	913	913
LINCOLN NE (LNK)	72.7	80.8	249	250

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LITTLE ROCK AR (LIT)	81.5	83.9	882	883
LONG BEACH CA (LGB)	82.6	82.5	731	732
LONGVIEW TX (GGG)	94.6	94.6	56	56
LOS ANGELES CA (LAX)	81.3	82.1	16,463	16,459
LOUISVILLE KY (SDF)	83.0	83.2	924	923
LUBBOCK TX (LBB)	75.7	79.2	424	424
MADISON WI (MSN)	83.8	88.3	743	744
MANCHESTER NH (MHT)	86.6	86.7	560	562
MANHATTAN/FT. RILEY KS (MHK)	85.4	87.5	144	144
MARQUETTE MI (MQT)	80.0	80.0	25	25
MEDFORD OR (MFR)	80.9	88.3	230	230
MELBOURNE FL (MLB)	91.0	90.1	111	111
MEMPHIS TN (MEM)	83.9	86.0	1,450	1,447
MERIDIAN MS (MEI)	80.2	85.2	81	81
MIAMI FL (MIA)	85.4	82.6	5,901	5,901
MIDLAND/ODESSA TX (MAF)	78.8	84.0	513	514
MILWAUKEE WI (MKE)	83.9	87.3	2,703	2,702
MINNEAPOLIS MN (MSP)	84.1	86.4	9,813	9,826
MINOT ND (MOT)	81.7	84.7	191	190
MISSION/MCALLEN/EDINBURG TX (MFE)	79.0	88.0	200	200
MISSOULA MT (MSO)	82.0	88.3	128	128
MOBILE AL (MOB)	78.3	85.9	460	461
MOLINE IL (MLI)	80.5	83.2	298	297
MONROE LA (MLU)	83.4	87.8	271	270
MONTEREY CA (MRY)	84.0	88.7	231	231
MONTGOMERY AL (MGM)	80.8	82.9	292	292
MONTROSE/DELTA CO (MTJ)	76.9	84.6	26	26
MOSINEE WI (CWA)	79.6	85.7	162	161
MUSKEGON MI (MKG)	76.7	78.3	60	60
MYRTLE BEACH SC (MYR)	85.6	85.6	298	298
NASHVILLE TN (BNA)	85.3	84.7	4,267	4,269
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	72.7	83.6	55	55
NEW ORLEANS LA (MSY)	86.1	87.0	3,542	3,543
NEW YORK NY (JFK)	84.4	85.6	7,745	7,753
NEW YORK NY (LGA)	78.5	82.1	7,933	7,956
NEWARK NJ (EWR)	77.2	79.2	9,294	9,293
NEWBURGH/POUGHKEEPSIE NY (SWF)	83.3	73.3	60	60
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	73.5	75.2	113	113
NIAGARA FALLS NY (IAG)	92.9	88.9	28	27
NOME AK (OME)	53.4	62.1	58	58
NORFOLK VA (ORF)	84.6	84.0	820	819
NORTH BEND/COOS BAY OR (OTH)	77.8	77.8	18	18
OAKLAND CA (OAK)	81.6	78.5	3,826	3,824

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
OKLAHOMA CITY OK (OKC)	78.8	81.8	1,537	1,538
OMAHA NE (OMA)	83.1	87.0	1,478	1,478
ONTARIO CA (ONT)	82.2	83.8	1,622	1,623
ORLANDO FL (MCO)	86.1	85.6	9,888	9,893
PADUCAH KY (PAH)	75.0	80.0	60	60
PAGO PAGO TT (PPG)	55.6	66.7	9	9
PALM SPRINGS CA (PSP)	84.7	87.6	852	850
PANAMA CITY FL (ECP)	89.0	91.0	345	345
PASCO/KENNEWICK/RICHLAND WA (PSC)	78.4	88.3	291	290
PELLSTON MI (PLN)	86.9	91.9	61	62
PENSACOLA FL (PNS)	85.7	87.5	456	456
PEORIA IL (PIA)	80.3	84.9	447	445
PETERSBURG AK (PSG)	82.8	86.2	58	58
PHILADELPHIA PA (PHL)	84.6	86.2	5,963	5,973
PHOENIX AZ (PHX)	84.1	83.9	12,531	12,512
PITTSBURGH PA (PIT)	85.4	87.4	2,168	2,167
PLATTSBURGH NY (PBG)	79.2	87.0	24	23
POCATELLO ID (PIH)	87.0	90.7	54	54
PONCE PR (PSE)	82.8	98.4	64	64
PORTLAND ME (PWM)	83.6	88.4	379	379
PORTLAND OR (PDX)	86.9	88.5	4,389	4,391
PROVIDENCE RI (PVD)	87.0	91.6	1,070	1,070
RALEIGH/DURHAM NC (RDU)	84.5	87.8	2,858	2,858
RAPID CITY SD (RAP)	87.4	85.4	246	246
REDDING CA (RDD)	89.7	89.7	58	58
RENO NV (RNO)	82.9	87.0	1,011	1,012
RHINELANDER WI (RHI)	78.3	78.6	83	84
RICHMOND VA (RIC)	81.6	80.9	1,405	1,406
ROANOKE VA (ROA)	78.2	82.5	206	206
ROCHESTER MN (RST)	78.2	82.8	174	174
ROCHESTER NY (ROC)	84.9	86.4	750	750
ROCK SPRINGS WY (RKS)	76.4	85.5	55	55
ROSWELL NM (ROW)	75.9	75.9	83	83
SACRAMENTO CA (SMF)	83.9	86.0	3,243	3,245
SAGINAW/BAY CITY/MIDLAND MI (MBS)	81.3	86.8	144	144
SALT LAKE CITY UT (SLC)	87.7	88.9	8,435	8,442
SAN ANGELO TX (SJT)	85.9	88.7	142	141
SAN ANTONIO TX (SAT)	82.2	86.4	2,501	2,501
SAN DIEGO CA (SAN)	80.7	82.0	5,965	5,966
SAN FRANCISCO CA (SFO)	83.0	83.8	13,527	13,537
SAN JOSE CA (SJC)	83.7	82.3	3,333	3,334
SAN JUAN PR (SJU)	80.6	85.5	2,151	2,146
SAN LUIS OBISPO CA (SBP)	86.9	90.7	214	214

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SANTA ANA CA (SNA)	84.8	85.8	3,448	3,443
SANTA BARBARA CA (SBA)	88.9	90.8	512	511
SANTA FE NM (SAF)	79.1	80.2	86	86
SANTA MARIA CA (SMX)	88.1	86.4	59	59
SARASOTA/BRADENTON FL (SRQ)	88.2	86.5	297	297
SAULT STE. MARIE MI (CIU)	78.7	78.3	61	60
SAVANNAH GA (SAV)	87.1	87.5	657	658
SCRANTON/WILKES-BARRE PA (AVP)	84.0	87.1	156	155
SEATTLE WA (SEA)	83.2	85.4	9,740	9,739
SHREVEPORT LA (SHV)	82.3	84.4	560	559
SIOUX CITY IA (SUX)	80.0	78.2	55	55
SIOUX FALLS SD (FSD)	74.1	80.9	451	450
SITKA AK (SIT)	72.4	78.2	87	87
SOUTH BEND IN (SBN)	82.4	85.3	386	387
SPOKANE WA (GEG)	80.7	86.6	829	829
SPRINGFIELD IL (SPI)	75.7	81.4	140	140
SPRINGFIELD MO (SGF)	81.8	83.8	532	530
ST. AUGUSTINE FL (UST)	94.1	76.5	17	17
ST. GEORGE UT (SGU)	79.5	86.5	171	171
ST. LOUIS MO (STL)	85.7	83.4	4,178	4,178
STATE COLLEGE PA (SCE)	75.0	83.3	60	60
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	72.4	76.8	58	56
SYRACUSE NY (SYR)	84.4	86.2	596	595

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TALLAHASSEE FL (TLH)	86.4	88.7	257	257
TAMPA FL (TPA)	86.9	87.6	5,666	5,665
TEXARKANA AR (TXK)	68.7	78.3	83	83
TOLEDO OH (TOL)	83.3	81.0	84	84
TRAVERSE CITY MI (TVC)	83.8	87.8	197	197
TRENTON NJ (TTN)	84.3	84.6	268	267
TUCSON AZ (TUS)	80.5	85.8	1,354	1,354
TULSA OK (TUL)	79.1	82.4	1,202	1,201
TWIN FALLS ID (TWF)	89.0	93.9	82	82
TYLER TX (TYR)	80.7	85.0	207	207
VALDOSTA GA (VLD)	82.1	90.5	84	84
VALPARAISO FL (VPS)	83.5	86.3	400	400
WACO TX (ACT)	79.6	88.0	142	142
WATERLOO IA (ALO)	78.6	80.0	56	55
WEST PALM BEACH/PALM BEACH FL (PBI)	84.6	82.0	2,023	2,023
WHITE PLAINS NY (HPN)	77.3	81.6	660	659
WICHITA FALLS TX (SPS)	88.9	91.1	90	90
WICHITA KS (ICT)	79.7	79.9	714	715
WILLISTON ND (ISN)	84.7	87.0	216	215
WILMINGTON NC (ILM)	82.6	86.5	207	207
WORCESTER MA (ORH)	88.3	86.7	60	60
WRANGELL AK (WRG)	84.5	87.9	58	58
YAKUTAT AK (YAK)	86.2	89.7	58	58
YUMA AZ (YUM)	90.6	93.1	160	160

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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	13	10,561	462	4.4		114	20,305	905	4.5
EXPRESSJET	17	21,772	389	1.8		159	42,572	783	1.8
SKYWEST	23	26,593	362	1.4		184	47,292	707	1.5
VIRGIN AMERICA	15	4,659	30	0.6		19	5,414	57	1.1
SPIRIT***	19	8,433	89	1.1		33	10,164	105	1.0
SOUTHWEST**	24	55,292	526	1.0		86	104,045	970	0.9
AMERICAN*	28	61,371	451	0.7		89	73,871	552	0.7
UNITED	27	36,511	255	0.7		84	42,647	307	0.7
JETBLUE	24	15,366	79	0.5		59	21,697	112	0.5
FRONTIER	24	6,211	30	0.5		49	7,763	36	0.5
ALASKA	25	9,034	13	0.1		64	13,950	46	0.3
HAWAIIAN	8	429	1	0.2		17	6,024	5	0.1
DELTA	29	54,484	8	0.0		142	72,228	14	0.0
Total		310,716	2,695	0.9		Total	467,972	4,599	1.0

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

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

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

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
SOUTHWEST**	812	794	97.7
ENVOY	501	297	59.2
EXPRESSJET	619	337	54.4
SKYWEST	542	281	51.8
SPIRIT***	77	34	44.1
UNITED	286	99	34.6
VIRGIN AMERICA	38	13	34.2
AMERICAN*	464	136	29.3
ALASKA	36	9	25.0
JETBLUE	104	16	15.3
FRONTIER	36	2	5.5
DELTA	14	0	0.0
HAWAIIAN	5	0	0.0
TOTAL	3,534	2,018	57.1

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

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**	73871	61828	83.70%	552	0.75%	187	0.25%	3716	5.03%	417	0.56%	3963	5.36%	77	0.10%	3132	4.24%
ALASKA	13950	11921	85.46%	46	0.33%	33	0.24%	464	3.33%	64	0.46%	903	6.47%	9	0.06%	511	3.66%
JETBLUE	21697	18007	82.99%	112	0.52%	43	0.20%	1317	6.07%	20	0.09%	1187	5.47%	11	0.05%	1000	4.61%
DELTA	72228	64619	89.47%	14	0.02%	76	0.11%	2557	3.54%	243	0.34%	2690	3.72%	6	0.01%	2023	2.80%
EXPRESSJET	42572	34383	80.76%	783	1.84%	145	0.34%	2054	4.83%	83	0.20%	2518	5.91%	0	0.00%	2605	6.12%
FRONTIER	7763	5743	73.98%	36	0.46%	14	0.18%	431	5.55%	13	0.16%	1003	12.92%	0	0.00%	523	6.74%
HAWAIIAN	6024	5658	93.92%	5	0.08%	7	0.12%	223	3.71%	11	0.19%	2	0.03%	0	0.00%	118	1.95%
ENVOY	20305	16625	81.88%	905	4.46%	69	0.34%	802	3.95%	221	1.09%	804	3.96%	3	0.01%	876	4.31%
SPIRIT****	10164	7653	75.30%	105	1.03%	9	0.09%	548	5.39%	35	0.34%	1299	12.78%	10	0.10%	505	4.97%
SKYWEST	47292	38349	81.09%	707	1.49%	112	0.24%	1895	4.01%	234	0.49%	2838	6.00%	16	0.03%	3142	6.64%
UNITED	42647	35796	83.94%	307	0.72%	104	0.24%	2199	5.16%	213	0.50%	1996	4.68%	1	0.00%	2031	4.76%
VIRGIN AMERICA	5414	4520	83.49%	57	1.05%	12	0.22%	229	4.24%	83	1.53%	223	4.13%	5	0.10%	284	5.25%
SOUTHWEST***	104045	86694	83.32%	970	0.93%	195	0.19%	5108	4.91%	350	0.34%	3211	3.09%	30	0.03%	7487	7.20%
TOTAL	467972	391796	83.72%	4599	0.98%	1006	0.21%	21544	4.60%	1985	0.42%	22636	4.84%	169	0.04%	24237	5.18%

***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.

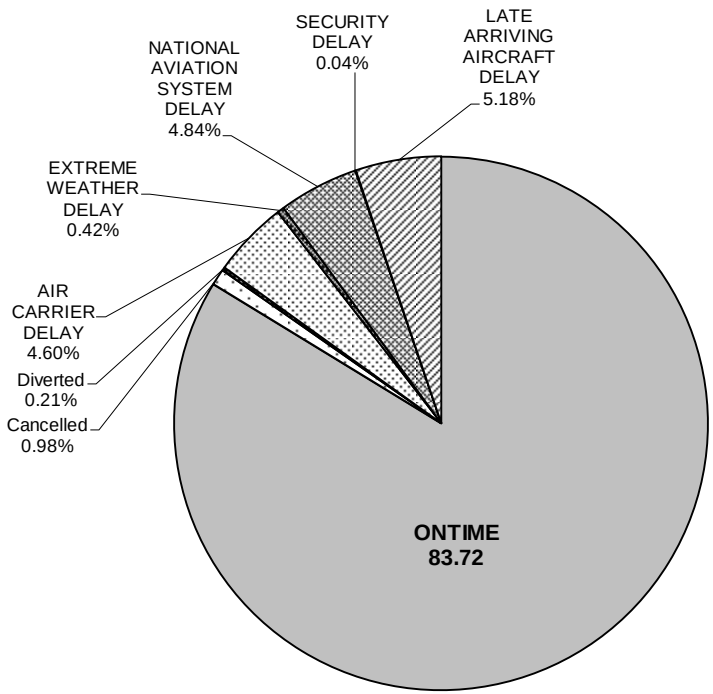
**** Effective July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table.**

***** 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.**

NOVEMBER 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
ALASKA	154	OTZ	ANC	11/8/2015	Origin Airport	260
DELTA	2812	JFK	TPA	11/14/2015	Origin Airport	193
MESA	3979	OKC	IAH	11/28/2015	Origin Airport	189
UNITED	1138	EWR	RSW	11/14/2015	Origin Airport	182
UNITED	1460	EWR	LAS	11/14/2015	Origin Airport	181

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

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

NOVEMBER 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
QATAR AIRWAYS	725	DOH	ORD	11/21/2015	Diversion Airport (DTW)	379

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.

NOVEMBER 2015

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
ENVOY	20,305	51	0.25
AMERICAN*	73,871	52	0.07
FRONTIER	7,763	5	0.06
EXPRESSJET	42,572	22	0.05
JETBLUE	21,697	9	0.04
SPIRIT***	10,164	4	0.04
VIRGIN AMERICA	5,414	2	0.04
SKYWEST	47,292	17	0.04
UNITED	42,647	15	0.04
DELTA	72,228	19	0.03
ALASKA	13,950	2	0.01
SOUTHWEST**	104,045	12	0.01
HAWAIIAN	6,024	0	0.00
TOTAL	467,972	210	0.04

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.**

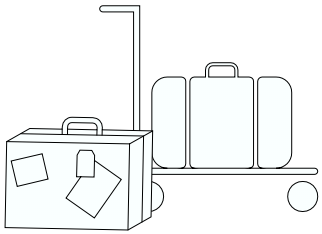
** Effective July 2015, data of the merged operations of American Airlines and US Airways are combined and appear only as AA, American, or American Airlines.

*** 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**

		NOVEMBER 2015			NOVEMBER 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**	525	585,479	**0.90**	364	507,096	**0.72**
2	**DELTA AIR LINES**	14,658	9,715,562	**1.51**	15,952	8,779,748	**1.82**
3	**JETBLUE AIRWAYS**	3,894	2,472,629	**1.57**	3,576	2,196,794	**1.63**
4	**SPIRIT AIRLINES******	2,914	1,384,611	**2.10**	********	********	********
5	**UNITED AIRLINES**	14,535	5,966,373	**2.44**	15,284	5,292,197	**2.89**
6	**HAWAIIAN AIRLINES**	1,971	784,159	**2.51**	1,458	754,455	**1.93**
7	**FRONTIER AIRLINES**	2,929	1,115,031	**2.63**	1,785	995,560	**1.79**
8	**ALASKA AIRLINES**	4,901	1,757,602	**2.79**	4,121	1,583,522	**2.60**
9	**SOUTHWEST AIRLINES*****	33,827	12,078,345	**2.80**	31,999	10,593,746	**3.02**
10	**SKYWEST AIRLINES**	7,076	2,344,320	**3.02**	6,824	2,163,862	**3.15**
11	**AMERICAN AIRLINES****	32,125	9,872,459	**3.25**	19,106	5,330,394	**3.58**
12	**EXPRESSJET AIRLINES**	6,886	1,823,692	**3.78**	9,336	2,179,341	**4.28**
13	**ENVOY AIR**	4,800	818,429	**5.86**	9,492	1,128,623	**8.41**
	TOTALS	131,041	50,718,691	**2.58**	119,297	41,505,338	**2.87**

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

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.
ENPLANED PASSENGERS—For the domestic system only.

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

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

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

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

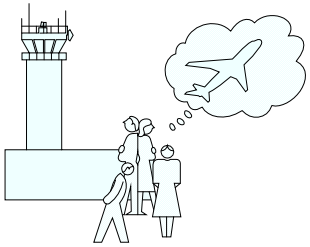
OVERSALES

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

****** 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

	NOVEMBER 2015				NOVEMBER 2014			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	989	33	1	122	635	37	1	64
FOREIGN AIRLINES	277	6	0	40	244	2	1	20
TRAVEL AGENTS	20	1	0	5	18	3	0	4
TOUR OPERATORS	2	0	0	0	0	0	0	0
MISCELLANEOUS	20	5	0	8	15	8	0	11
INDUSTRY TOTALS	1,308	45	1	175	912	50	2	99

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

	NOVEMBER 2015			NOVEMBER 2014		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	376		1	254	
DELAYS			161			82
CANCELLATIONS			113			95
MISCONNECTIONS			52			52
BAGGAGE	2	178		2	162	
RES/TKTG/BOARDING	3	165		4	115	
CUSTOMER SERVICE	4	157		3	119	
FARES	5	124		5	78	
REFUNDS	6	123		6	73	
DISABILITY	7	96		7	45	
OTHER	8	38		9	16	
FREQUENT FLYER			19			9
OVERSALES	9	37		8	39	
ADVERTISING	10	8		10	9	
DISCRIMINATION	11	6		11	2	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,308			912	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

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

Table 3

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY*

NOVEMBER 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	3	1	3	0	0	0	2	1	0	0	0	0	10
ALLEGIANT AIR	12	0	4	2	2	2	1	4	0	0	0	2	29
AMERICAN AIRLINES	78	14	43	24	40	52	28	20	1	1	0	13	314
DELTA AIR LINES	19	2	8	8	2	10	11	6	0	0	0	2	68
DYNAMIC AIRWAYS	1	0	1	1	2	0	0	0	0	0	0	0	5
ENVOY AIR	7	0	0	0	0	0	0	3	0	0	0	0	10
EXPRESSJET AIRLINES	9	0	0	0	0	0	1	0	0	0	0	0	10
FRONTIER AIRLINES	9	1	4	4	1	8	5	2	1	0	0	1	36
GOJET AIRLINES	9	0	0	0	0	0	0	0	0	0	0	0	9
HAWAIIAN AIRLINES	2	0	0	1	0	0	0	2	0	0	0	1	6
JETBLUE AIRWAYS	10	1	0	0	0	0	3	7	0	0	0	0	21
MESA AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
PIEDMONT AIRLINES	4	0	0	0	0	0	0	2	0	0	0	0	6
REPUBLIC AIRLINES	11	0	0	0	0	0	4	0	0	0	0	0	15
SHUTTLE AMERICA	5	0	0	0	0	0	0	0	0	0	0	0	5
SILVER AIRWAYS	2	0	2	1	1	2	0	0	0	0	0	0	8
SKYWEST AIRLINES	6	0	0	0	0	0	2	0	0	0	0	0	8
SOUTHWEST AIRLINES	12	1	2	3	1	4	5	10	2	0	0	0	40
SPIRIT AIRLINES	31	7	32	25	16	15	22	8	1	1	0	2	160
UNITED AIRLINES	63	6	15	16	11	25	28	10	3	3	0	5	185
VIRGIN AMERICA	6	0	1	1	1	1	4	2	0	0	0	0	16
XTRA AIRWAYS	9	0	0	0	0	0	0	0	0	0	0	0	9
OTHER U.S. AIRLINES	11	0	1	0	0	1	0	1	0	0	0	0	14
TOTAL NOVEMBER 2015	324	33	116	86	77	120	116	78	8	5	0	26	989
% OF TOTAL COMPLAINTS	32.8	3.3	11.7	8.7	7.8	12.1	11.7	7.9	0.8	0.5	0.0	2.6	
TOTAL NOVEMBER 2014	206	30	69	56	46	93	79	38	3	2	0	13	635
% OF TOTAL COMPLAINTS	32.4	4.7	10.9	8.8	7.2	14.6	12.4	6.0	0.5	0.3	0.0	2.0	

* 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

NOVEMBER 2015

U.S. AIRLINES* ALPHABETICAL	COMPS RECD IN NOV	INCI-DENTS IN NOV	PERCENT	INCI-DENTS IN OCT	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
ALASKA AIRLINES	10	2	20.0	2	20.0	6	60.0	0	0.0
ALLEGIANT AIR	29	17	58.6	4	13.8	5	17.2	3	10.3
AMERICAN AIRLINES	314	108	34.4	57	18.2	112	35.7	37	11.8
DELTA AIR LINES	68	30	44.1	13	19.1	14	20.6	11	16.2
DYNAMIC AIRWAYS	5	3	60.0	1	20.0	1	20.0	0	0.0
ENVOY AIR	10	9	90.0	0	0.0	0	0.0	1	10.0
EXPRESSJET AIRLINES	10	8	80.0	0	0.0	1	10.0	1	10.0
FRONTIER AIRLINES	36	23	63.9	4	11.1	6	16.7	3	8.3
GOJET AIRLINES	9	4	44.4	2	22.2	3	33.3	0	0.0
HAWAIIAN AIRLINES	6	0	0.0	4	66.7	2	33.3	0	0.0
JETBLUE AIRWAYS	21	11	52.4	4	19.0	4	19.0	2	9.5
MESA AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
PIEDMONT AIRLINES	6	5	83.3	0	0.0	1	16.7	0	0.0
REPUBLIC AIRLINES	15	11	73.3	0	0.0	3	20.0	1	6.7
SHUTTLE AMERICA	5	3	60.0	0	0.0	0	0.0	2	40.0
SILVER AIRWAYS	8	3	37.5	3	37.5	2	25.0	0	0.0
SKYWEST AIRLINES	8	6	75.0	1	12.5	1	12.5	0	0.0
SOUTHWEST AIRLINES	40	24	60.0	3	7.5	10	25.0	3	7.5
SPIRIT AIRLINES	160	79	49.4	19	11.9	49	30.6	13	8.1
UNITED AIRLINES	185	88	47.6	27	14.6	48	25.9	22	11.9
VIRGIN AMERICA	16	10	62.5	4	25.0	1	6.2	1	6.2
XTRA AIRWAYS	9	9	100.0	0	0.0	0	0.0	0	0.0
OTHER U.S. AIRLINES	14	8	57.1	2	14.3	3	21.4	1	7.1
TOTALS	989	465	47.0	150	15.2	273	27.6	101	10.2
PREVIOUS YEAR'S TOTALS	635	291	45.8	127	20.0	164	25.8	53	8.3

*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**

NOVEMBER 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	3	0	7	1	2	1	1	1	0	0	0	0	16
AIR BERLIN	1	0	1	0	1	2	1	0	0	0	0	0	6
AIR CANADA	12	1	10	4	0	11	6	3	0	0	0	0	47
AIR CHINA	0	0	1	0	0	4	0	0	0	0	0	0	5
AIR FRANCE	1	0	0	0	1	3	2	1	0	0	0	0	8
ALITALIA AIRLINES	0	1	2	0	0	1	3	0	0	0	0	0	7
BRITISH AIRWAYS	1	0	0	1	2	6	2	0	0	0	0	3	15
CATHAY PACIFIC AIRWAYS	0	0	2	0	2	0	1	0	0	0	0	0	5
COPA AVIACION	0	1	2	1	1	1	0	0	0	0	0	0	6
EMIRATES AIRLINES	1	0	1	1	1	0	0	1	0	0	0	0	5
ETIHAD AIRWAYS	1	0	1	0	1	2	1	1	0	0	0	0	7
LUFTHANSA	7	0	6	1	2	3	3	1	0	0	0	1	24
QATAR AIRWAYS	2	0	1	0	1	0	1	0	0	1	0	0	6
TURKISH AIRLINES	3	0	1	1	3	0	1	2	0	0	0	0	11
VOLARIS AIRLINES	0	1	0	1	2	1	0	0	0	0	0	0	5
WOW AIR	0	0	0	3	2	1	0	1	0	0	0	0	7
OTHER FOREIGN AIRLINES	13	0	8	12	18	20	14	7	0	0	0	5	97
TURKISH AIRLINES	0	1	0	1	2	5	1	1	0	0	0	0	11
WOW AIR	4	0	0	1	0	2	1	0	0	0	0	0	8
OTHER FOREIGN AIRLINES	16	2	21	9	9	27	8	2	1	0	0	2	97
TOTALS	45	4	43	26	39	56	36	18	0	1	0	9	277
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	2	0	6	6	4	0	2	0	0	0	0	0	20
TOTALS	2	0	6	6	4	0	2	0	0	0	0	0	20
TOUR OPERATORS													
OTHER TOUR OPERATORS	1	0	0	1	0	0	0	0	0	0	0	0	2
TOTALS	1	0	0	1	0	0	0	0	0	0	0	0	2
MISCELLANEOUS													
OTHER MISCELLANEOUS	4	0	0	5	3	2	3	0	0	0	0	3	20
TOTALS	4	0	0	5	3	2	3	0	0	0	0	3	20

* 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 *

		NOVEMBER 2015			NOVEMBER 2014		
RANK	*AIRLINE*	*COMPLAINTS*	*SYSTEMWIDE ENPLANEMENTS*	*COMPLAINTS PER 100,000 ENPLANEMENTS*	*COMPLAINTS*	*SYSTEMWIDE ENPLANEMENTS*	*COMPLAINTS PER 100,000 ENPLANEMENTS*
1	**SKYWEST AIRLINES**	8	2,469,281	**0.32**	13	2,214,084	**0.59**
2	**SOUTHWEST AIRLINES*** **	40	12,150,164	**0.33**	39	10,557,709	**0.37**
3	**EXPRESSJET AIRLINES**	10	1,919,652	**0.52**	11	2,320,586	**0.47**
4	**ALASKA AIRLINES**	10	1,847,381	**0.54**	7	1,675,120	**0.42**
5	**DELTA AIR LINES**	68	11,077,995	**0.61**	61	10,130,129	**0.60**
6	**HAWAIIAN AIRLINES**	6	831,248	**0.72**	5	802,511	**0.62**
7	**JETBLUE AIRWAYS**	21	2,877,938	**0.73**	19	2,544,423	**0.75**
8	**ENVOY AIR**	10	823,604	**1.21**	14	1,189,676	**1.18**
9	**UNITED AIRLINES**	185	7,666,658	**2.41**	121	6,918,426	**1.75**
10	**VIRGIN AMERICA**	16	600,550	**2.66**	6	519,444	**1.16**
11	**AMERICAN AIRLINES****	314	11,552,799	**2.72**	112	11,552,799	**0.97**
12	**FRONTIER AIRLINES**	36	1,181,177	**3.05**	35	1,031,537	**3.39**
13	**SPIRIT AIRLINES******	160	1,488,016	**10.75**	******	******	******
	TOTAL	**884**	**56,486,463**	**1.56**	**443**	**51,456,444**	**0.86**

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

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

The Transportation Security Administration (TSA) screened approximately 56 million airline passengers and their 45 million checked bags in the month of November 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 November.

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
547	.0009	55	.00009	118	.0002	421	.0008

NOTES

[a] Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the U.S. Department of Homeland Security, through TSA, has provided this customer service report on passenger and baggage screening complaints and incidents to the U.S. Department of Transportation.

[b] The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or telephone, (866) 289-9673. Contact Center representatives are available from 8:00AM to 11:00PM EST Monday through Friday. Weekends and holidays 9:00AM to 8:00PM.

[c] The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of November.

As of November 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.

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

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

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

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

Carrier	Death	Injury	Loss
American	**1**		
Delta	**2**		
United	**1**	**2**	
Total	**4**	**2**	