



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

**Issued: July 2016**



<b>Flight Delays<sup>1</sup></b>	May 2016
<b>Mishandled Baggage<sup>1</sup></b>	May 2016
<b>Oversales<sup>1</sup></b>	<sup>1st</sup> Quarter 2016
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	May 2016
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	May 2016
<b>Airline Animal Incident Reports<sup>4</sup></b>	May 2016

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

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

<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

<sup>4</sup> 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 twelve (12) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues.

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 12 reporting air carriers, ten carriers (Alaska, Delta, ExpressJet, Frontier, JetBlue, Hawaiian, SkyWest, Spirit, Southwest and Virgin America) use ACARS and two carriers (American and United) use a combination of ACARS and DGS.

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

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

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

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

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

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

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

Except for the flights listed in Tables 5, 11 and 11A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at [http://www.bts.gov/programs/airline\\_information/airline\\_ontime\\_statistics/](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](mailto: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](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.

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## 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	88.8	17	92.1
ALASKA AIRLINES S/	25	90.0	64	90.3
DELTA AIRLINES S/	29	88.7	145	88.6
SKYWEST AIRLINES S/	24	84.4	193	85.1
UNITED AIRLINES S/	27	83.8	85	83.7
EXPRESSJET AIRLINES S/	17	83.1	157	83.5
SOUTHWEST AIRLINES S/	24	81.2	86	81.2
JETBLUE AIRLINES S/	24	80.3	67	80.7
AMERICAN AIRLINES S/**	28	80.8	88	80.7
FRONTIER AIRLINES S/	24	79.7	52	80.2
VIRGIN AMERICA	16	76.4	21	76.7
SPIRIT AIRLINES S/	20	75.9	34	76.4
TOTAL		83.2		83.4

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

\* 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.

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## 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*	2nd Quarter		3rd Quarter		4th Quarter		1st Quarter		Mar-16		Apr-16		May-16		12 Months Ending MAY 2016	
	04-06 2015		07-09 2015		10-12 2015		01-03 2016									
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	88.2	2	85.9	2	86.3	3	87.5	2	86.4	3	89.4	3	90.3	2	87.2	2
AMERICAN**	78.0	7	82.0	4	82.9	6	81.1	7	80.7	7	83.5	8	80.7	9	81.7	4
-AMERICAN	77.9	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
-US AIRWAYS	81.5	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
DELTA	85.3	3	86.6	1	88.5	2	86.6	3	87.9	2	90.3	2	88.6	3	87.2	3
ENVOY***	74.8	10	81.1	8	83.5	4	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET	76.1	9	81.6	5	80.7	8	81.0	8	83.0	4	85.7	6	83.5	6	80.7	8
FRONTIER	71.1	12	78.0	11	78.1	11	83.2	5	77.6	9	85.8	4	80.2	10	79.1	9
HAWAIIAN	91.3	1	84.8	3	92.5	1	91.1	1	89.8	1	94.1	1	92.1	1	90.1	1
JETBLUE	81.0	4	76.7	12	77.8	12	71.6	11	76.0	10	78.9	10	80.7	8	76.3	11
SKYWEST	80.8	5	81.1	7	80.0	9	79.3	9	78.7	8	85.7	5	85.1	4	80.8	7
SOUTHWEST	77.6	8	80.0	9	82.3	7	84.1	4	81.1	5	81.3	9	81.2	7	81.1	5
SPIRIT	61.8	13	69.6	13	73.9	13	65.3	12	64.6	12	73.8	12	76.4	12	69.1	12
UNITED	73.9	11	79.3	10	83.2	5	83.2	6	81.1	6	85.1	7	83.7	5	80.9	6
VIRGIN AMERICA	79.9	6	81.2	6	79.2	10	77.4	10	73.8	11	76.4	11	76.7	11	78.9	10
Total	79.0		81.5		82.8		82.1		81.5		84.5		83.4		81.8	

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.

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

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	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**	1081	79.4	2499	81.5	528	78.8	8196	85.1	2519	77.6	901	76.2	11887	81.4	548	79.0
ALASKA	62	90.3	154	90.9	58	87.9	H/		124	88.7	142	81.7	124	90.3	31	77.4
JETBLUE	H/		3825	83.0	262	84.4	118	92.4	914	83.6	88	86.4	57	73.7	123	77.2
DELTA	21623	90.1	1215	85.2	654	92.4	593	85.5	899	86.8	809	84.8	464	85.8	5122	91.4
EXPRESSJET	4798	85.3	178	84.8	10	90.0	86	74.4	297	84.8	H/		2303	79.4	2158	90.2
FRONTIER	432	87.7	H/		H/		96	78.1	93	81.7	1883	78.5	93	86.0	95	78.9
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
SPIRIT	620	76.8	403	74.2	496	80.4	H/		H/		434	76.7	824	71.4	748	77.8
SKYWEST	614	86.2	1	H/	H/	H/	118	72.0	88	76.1	4452	84.2	456	79.2	1609	90.6
UNITED	548	83.9	1155	81.4	257	84.8	134	79.9	448	79.2	4831	86.0	346	81.8	97	88.7
VIRGIN AMERICA	H/		173	82.1	H/		H/		114	70.2	88	81.8	H/		H/	
SOUTHWEST	3603	79.6	1048	79.7	6084	86.2	181	77.9	1345	82.0	5415	80.3	H/		603	79.1
TOTAL	33381	87.5	10651	82.2	8349	85.8	9522	84.7	6841	81.0	19043	82.4	16554	80.8	11134	88.5

\* 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.

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	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**	777	69.4	668	78.3	242	77.7	653	73.2	1580	79.7	1337	83.5	3354	80.0	2268	73.3
ALASKA	62	80.6	31	87.1	31	83.9	53	83.0	31	96.8	429	90.2	740	90.0	H/	
JETBLUE	619	70.6	1849	76.0	182	87.9	H/		3789	82.1	411	80.3	413	84.7	558	65.8
DELTA	478	81.4	991	87.9	224	87.5	255	82.0	2571	86.5	1181	90.7	3184	84.5	2089	80.6
EXPRESSJET	2611	76.5	H/		3	100.0	3789	83.9	H/		H/		H/		860	72.7
FRONTIER	H/		16	100.0	65	73.8	154	83.1	H/		465	80.0	155	75.5	94	67.0
HAWAIIAN	H/		H/		H/		H/		31	87.1	75	94.7	140	92.9	H/	
SPIRIT	H/		1139	78.8	H/		528	72.2	H/		961	78.3	806	72.3	341	73.3
SKYWEST	1	0.0	H/		4	100.0	1438	78.6	H/		108	85.2	1606	82.3	63	68.3
UNITED	4276	84.1	403	83.4	1832	87.9	4984	83.6	H/		1049	86.3	2490	80.8	702	73.9
VIRGIN AMERICA	174	77.6	78	88.5	137	89.1	H/		362	79.0	426	76.3	1161	78.7	111	63.1
SOUTHWEST	511	76.3	1657	84.5	201	87.1	H/		H/		6497	85.0	3644	70.9	950	75.1
TOTAL	9509	79.2	6832	81.2	2921	86.7	11854	81.9	8364	83.0	12939	84.6	17693	79.4	8036	74.6

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	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**	1587	76.1	H/		4801	79.0	753	77.2	5627	78.1	328	86.6	3920	83.1	5051	87.7
ALASKA	84	96.4	H/		H/		62	91.9	181	87.3	1185	92.7	31	90.3	228	90.8
JETBLUE	1764	75.9	H/		H/		H/		235	86.4	134	84.3	208	77.4	62	79.0
DELTA	1516	87.6	235	85.5	862	86.7	5366	90.1	723	82.8	613		91.2	632	86.9	662
EXPRESSJET	4	100.0	108	79.6	3	66.7	304	86.8	3561	84.4	H/		4	75.0	H/	
FRONTIER	535	79.4	H/		159	81.8	98	84.7	419	80.7	122	81.1	302	73.5	157	79.0
HAWAIIAN	H/		H/		H/		H/		H/		31	77.4	H/		31	90.3
SPIRIT	478	80.5	H/		H/		403	75.4	961	74.6	124	76.6	248	70.2	124	70.2
SKYWEST	H/		56	85.7	3	100.0	2949	91.7	3657	81.3	750	91.3	31	67.7	1554	92.5
UNITED	1015	83.3	H/		284	80.6	327	86.5	6066	84.8	530	88.3	342	78.4	615	84.9
VIRGIN AMERICA	31	83.9	H/		H/		H/		149	82.6	89	78.7	H/		H/	
SOUTHWEST	3532	84.3	7147	82.7	H/		738	77.1	H/		1061	79.0	727	82.8	5186	81.7
TOTAL	10546	81.7	7546	82.8	6112	80.3	11000	88.0	21579	81.9	4967	87.3	6445	82.0	13670	85.7

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT										
	SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	775	85.2	738	81.3	1427	71.6	337	84.6	1048	80.0
ALASKA	480	91.9	5008	91.0	503	74.2	182	93.4	31	93.5
JETBLUE	119	87.4	203	90.1	485	78.4	160	84.4	468	79.5
DELTA	615	89.6	1754	93.5	1169	75.9	3313	92.8	989	87.6
EXPRESSJET	H/		H/		H/		H/		H/	
FRONTIER	88	81.8	93	81.7	209	74.6	132	81.1	96	85.4
HAWAIIAN	31	87.1	62	85.5	62	82.3	H/		H/	
SPIRIT	186	82.8	124	80.6	H/		H/		175	70.3
SKYWEST	446	83.4	1352	89.9	3401	67.7	3979	91.8	H/	
UNITED	704	84.8	824	86.7	4492	81.4	126	89.7	541	84.7
VIRGIN AMERICA	171	74.9	221	85.1	1769	71.5	H/		H/	
SOUTHWEST	2956	78.9	1121	80.8	1390	63.7	814	78.7	2364	85.8
TOTAL	6571	82.7	11500	89.0	14907	73.6	9043	90.4	5712	84.0

\* 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.

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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	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	94.4	84.5	90.5	93.3	94.4	91.7	83.5	90.5	89.7	84.5	87.8	88.5	89.6	98.2	91.9	78.9	87.0	92.3
700 - 759 AM	95.0	85.7	95.2	94.4	91.1	94.7	83.2	93.1	92.1	78.8	87.1	86.2	87.2	93.8	93.1	92.7	98.3	90.3
800 - 859 AM	90.5	92.4	95.9	92.6	91.8	91.9	86.9	88.5	94.3	91.7	88.0	86.7	86.7	95.0	82.2	86.9	90.9	91.3
900 - 959 AM	89.8	91.3	92.8	93.1	90.1	93.6	81.9	93.9	95.0	89.9	92.9	86.9	93.2	92.3	86.3	91.2	93.3	91.9
1000 - 1059 AM	91.2	92.2	94.1	89.3	88.5	92.5	84.8	91.5	92.1	90.1	95.9	86.8	94.3	90.5	84.9	87.2	90.1	94.0
1100 - 1159 AM	91.5	91.3	89.6	85.8	87.3	90.6	85.9	91.4	91.3	86.1	94.4	88.2	92.0	92.1	78.5	84.7	85.3	88.0
1200 - 1259 PM	89.5	88.8	90.9	93.2	86.6	92.4	87.8	97.0	86.5	87.1	87.5	87.2	91.6	87.1	83.8	82.2	87.8	93.3
100 - 159 PM	86.9	90.4	89.2	90.3	89.0	87.8	86.4	89.7	84.0	85.8	93.8	83.3	89.7	84.9	80.8	85.1	86.4	89.3
200 - 259 PM	90.3	87.0	89.4	92.0	82.1	81.1	86.4	91.7	83.1	87.1	91.3	83.4	85.6	84.3	84.4	79.9	82.9	86.3
300 - 359 PM	88.7	88.0	84.5	84.5	82.8	73.2	82.9	88.3	75.3	83.5	93.3	86.6	85.2	84.6	78.8	75.5	87.9	85.5
400 - 459 PM	86.5	82.4	82.8	81.6	79.6	70.9	84.1	89.8	76.1	79.9	83.7	76.1	80.4	83.6	79.0	74.6	80.2	81.2
500 - 559 PM	85.3	78.3	86.8	83.1	77.1	69.3	77.9	83.0	72.2	83.0	85.4	78.3	79.4	79.1	78.5	72.5	83.0	79.2
600 - 659 PM	83.9	73.5	86.0	74.5	76.3	72.8	76.3	85.3	72.7	76.1	92.4	78.1	79.6	82.8	76.5	65.7	80.0	73.9
700 - 759 PM	82.4	74.4	82.3	74.5	72.1	73.8	75.7	87.2	66.6	71.3	82.3	75.3	71.3	75.1	72.3	62.6	73.7	76.1
800 - 859 PM	82.8	72.3	78.4	71.1	79.9	72.9	71.0	84.9	67.5	64.9	82.9	76.7	72.9	79.8	72.3	55.9	70.9	71.6
900 - 959 PM	82.1	75.2	79.4	74.3	70.0	75.9	70.8	84.6	66.1	72.4	84.3	68.7	74.0	74.3	73.1	60.5	65.9	73.4
1000 - 1059 PM	80.7	72.9	69.9	72.7	75.0	75.8	69.2	79.0	70.8	73.4	79.0	84.1	78.2	81.5	72.2	63.2	72.3	68.1
1100 - 559 AM	77.1	76.7	76.0	81.6	75.9	77.9	77.8	72.5	78.6	75.6	79.9	78.7	81.9	76.7	77.9	68.2	74.4	74.0
TOTAL, ALL ARRIVALS, BY AIRPORT	87.5	82.2	85.8	84.7	81.0	82.4	80.8	88.5	79.2	81.2	86.7	81.9	83.0	84.6	79.4	74.6	81.7	82.8

\* 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	90.8	95.2	89.7	96.2	87.9	90.4	95.2	93.5	92.8	100.0	79.2	90.4
700 - 759 AM	77.1	96.2	90.7	90.9	95.2	94.3	97.9	94.9	96.1	97.2	94.9	92.3
800 - 859 AM	91.3	93.3	91.5	97.9	92.2	88.7	93.2	92.3	87.5	97.7	94.2	90.9
900 - 959 AM	88.1	93.5	89.4	97.7	91.0	89.3	88.4	92.3	75.9	94.1	94.5	89.5
1000 - 1059 AM	90.8	89.3	89.0	93.8	90.7	90.6	88.5	92.5	70.2	94.6	90.2	89.5
1100 - 1159 AM	82.2	91.4	89.5	91.5	87.3	92.1	91.5	86.3	70.1	85.6	89.7	87.6
1200 - 1259 PM	83.9	91.5	90.1	91.0	86.4	87.6	85.0	93.4	61.9	92.0	87.6	87.5
100 - 159 PM	84.8	91.9	86.1	90.0	93.2	89.6	85.0	91.1	68.1	91.5	85.0	86.6
200 - 259 PM	80.6	93.1	85.3	80.9	90.3	84.7	77.8	90.0	75.7	91.5	85.6	86.2
300 - 359 PM	79.7	81.9	81.5	92.7	82.3	86.8	85.1	87.3	76.1	87.4	91.4	83.6
400 - 459 PM	74.3	89.0	78.6	88.0	71.8	86.0	77.1	88.6	77.6	92.7	83.1	81.4
500 - 559 PM	73.3	84.9	74.7	88.0	71.4	84.2	65.6	86.7	77.9	79.2	85.2	79.2
600 - 659 PM	81.0	83.7	72.2	82.8	80.0	77.1	83.5	88.9	74.2	81.9	73.8	78.4
700 - 759 PM	74.9	67.4	68.0	87.5	78.0	79.1	78.0	87.7	72.9	89.0	81.0	77.2
800 - 859 PM	63.6	88.0	71.3	84.5	69.3	76.2	76.7	86.7	72.2	80.3	78.0	75.4
900 - 959 PM	84.3	77.4	71.7	80.4	78.2	83.0	76.8	83.6	67.6	89.0	76.4	75.5
1000 - 1059 PM	63.9	73.5	74.2	83.1	78.6	83.9	73.8	87.2	62.7	80.7	76.6	75.0
1100 - 559 AM	81.4	81.1	78.4	81.0	78.7	73.6	83.0	86.9	73.4	81.3	80.0	78.0
TOTAL, ALL ARRIVALS, BY AIRPORT	80.3	88.0	81.9	87.3	82.0	85.7	82.7	89.0	73.6	90.4	84.0	83.2

\* 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	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	92.3	96.1	93.5	92.8	96.1	95.4	83.2	93.1	94.2	95.8	96.0	81.8	93.6	96.2	94.1	95.5	96.0	96.1
700 - 759 AM	91.4	94.4	94.8	93.9	93.9	93.2	88.4	90.4	93.0	93.6	94.4	90.3	94.8	94.2	91.3	94.1	92.7	89.8
800 - 859 AM	91.8	89.5	91.7	87.5	92.6	90.1	85.4	91.5	90.4	91.3	91.7	88.8	92.0	90.9	87.5	95.0	93.7	87.7
900 - 959 AM	90.2	90.9	90.2	91.5	89.3	87.8	81.7	90.3	88.8	86.8	94.3	89.4	92.8	90.8	78.9	87.2	90.4	87.3
1000 - 1059 AM	88.2	89.5	91.2	83.1	87.9	88.6	80.5	92.1	90.7	85.9	90.7	85.8	87.7	86.9	79.2	89.6	88.0	90.1
1100 - 1159 AM	87.4	89.2	88.2	91.8	90.6	86.6	82.7	86.9	90.6	83.3	88.2	87.7	92.6	83.8	76.6	87.1	88.8	90.2
1200 - 1259 PM	85.9	88.3	84.3	85.0	86.3	85.3	85.9	90.8	85.6	88.0	91.0	86.9	90.3	84.7	76.6	87.7	82.6	82.6
100 - 159 PM	84.1	84.1	82.2	87.8	87.1	85.6	82.2	90.5	87.3	72.8	77.8	85.0	85.4	79.4	79.1	82.0	81.1	85.2
200 - 259 PM	84.9	83.4	78.2	86.0	86.9	81.3	82.2	87.0	79.9	83.5	89.4	79.5	75.2	74.4	73.4	79.6	79.2	81.8
300 - 359 PM	84.4	84.9	80.7	81.7	81.5	70.2	79.6	87.6	74.7	78.2	87.2	79.1	76.6	78.0	75.6	80.5	73.6	76.4
400 - 459 PM	83.4	82.3	75.9	79.7	76.0	65.1	77.1	80.2	70.0	74.7	91.2	76.7	77.7	76.2	74.7	71.2	85.8	72.4
500 - 559 PM	81.4	75.7	82.5	75.4	76.4	68.4	76.5	84.8	69.6	68.7	79.8	75.3	77.7	73.7	80.3	71.0	79.3	71.3
600 - 659 PM	76.3	73.4	75.1	75.9	72.1	72.7	74.4	75.3	72.9	67.9	77.9	70.2	72.8	70.5	74.8	73.1	80.5	64.2
700 - 759 PM	83.1	69.5	76.0	67.0	76.5	76.4	72.1	80.5	69.9	68.5	81.8	75.6	80.4	76.8	77.2	71.3	74.2	64.7
800 - 859 PM	74.4	71.2	75.6	70.5	68.9	70.2	69.8	85.2	68.3	66.9	73.6	74.1	74.9	72.4	64.2	66.4	70.0	71.1
900 - 959 PM	81.3	70.5	61.6	70.8	75.0	71.4	78.6	87.2	59.3	53.9	64.3	74.4	66.2	72.2	70.0	61.6	61.5	71.6
1000 - 1059 PM	79.8	J/	73.3	75.4	66.7	75.0	73.8	87.1	71.4	63.6	82.4	71.6	68.6	79.1	76.4	67.7	68.8	70.5
1100 - 559 AM	87.0	93.7	95.1	89.6	94.9	84.6	64.2	94.3	90.2	86.2	J/	88.2	87.7	87.0	82.3	94.2	93.8	90.8
TOTAL, ALL DEPARTURES, BY AIRPORT	84.6	85.1	83.1	82.6	84.5	80.7	79.5	87.8	81.4	79.0	86.5	81.7	83.6	82.3	79.6	82.0	83.2	79.5

\* 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	90.8	94.1	90.1	96.6	91.1	95.0	95.3	97.3	96.8	95.4	94.4	94.2
700 - 759 AM	89.3	94.7	88.6	93.5	93.9	90.9	90.5	94.7	92.7	95.4	92.9	92.1
800 - 859 AM	93.8	95.7	86.5	95.5	94.7	92.3	91.0	92.7	90.1	91.4	94.5	90.7
900 - 959 AM	89.2	92.5	85.8	93.6	93.1	90.3	86.4	87.3	87.1	93.2	91.0	88.7
1000 - 1059 AM	87.1	93.7	86.6	87.4	88.7	89.5	89.2	91.2	73.3	89.7	91.8	86.9
1100 - 1159 AM	83.8	92.4	80.8	90.7	89.0	84.9	83.9	85.3	71.3	91.0	86.9	86.4
1200 - 1259 PM	79.3	80.8	84.5	91.7	87.0	88.4	85.0	91.1	69.3	88.8	85.0	84.9
100 - 159 PM	70.0	89.2	81.9	84.8	84.1	84.9	79.9	87.6	66.7	87.8	84.8	83.0
200 - 259 PM	74.8	86.8	79.8	81.1	87.2	81.0	77.3	86.5	71.4	84.4	79.4	81.0
300 - 359 PM	69.3	89.5	80.6	83.1	82.3	83.0	85.0	86.2	75.6	89.0	82.6	80.8
400 - 459 PM	62.3	81.5	76.2	93.2	86.2	84.3	78.2	89.2	78.5	86.8	85.4	78.3
500 - 559 PM	65.9	84.6	72.9	84.7	68.4	77.1	75.8	86.5	74.2	90.3	78.2	77.0
600 - 659 PM	74.4	78.9	70.4	83.3	71.1	79.6	66.9	88.4	76.7	69.0	74.6	74.5
700 - 759 PM	78.8	85.8	72.6	77.4	80.0	67.6	78.5	90.0	73.4	75.6	72.7	76.5
800 - 859 PM	74.6	85.8	68.1	87.4	80.0	82.0	78.8	87.8	76.0	90.2	66.7	75.1
900 - 959 PM	69.8	92.1	73.7	80.7	77.8	72.2	76.6	89.0	73.2	89.8	68.4	75.1
1000 - 1059 PM	J/	88.7	80.3	87.6	81.5	86.4	89.4	89.6	76.5	92.7	88.9	78.6
1100 - 559 AM	91.2	95.9	91.4	90.0	89.7	92.0	96.8	93.3	80.5	91.8	98.1	87.7
TOTAL, ALL DEPARTURES, BY AIRPORT	77.9	89.4	80.2	88.9	84.4	85.4	84.2	89.7	78.4	90.2	84.6	83.1

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

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## AIR TRAVEL CONSUMER REPORT

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

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

None								
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CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

None								
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CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

None								
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\* 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
VIRGIN AMERICA	201	1	0.5
SOUTHWEST	3,748	11	0.3
SKYWEST	1,727	4	0.2
JETBLUE	807	1	0.1
UNITED	1,573	1	0.1
DELTA	2,739	1	0.0
AMERICAN**	2,612	0	0.0
EXPRESSJET	1,433	0	0.0
ALASKA	516	0	0.0
SPIRIT	384	0	0.0
FRONTIER	252	0	0.0
HAWAIIAN	202	0	0.0
TOTAL	16,194	19	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.



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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)	95.2	100.0	62	62
ADAK ISLAND AK (ADK)	88.9	100.0	9	9
AGUADILLA PR (BQN)	78.8	77.1	170	170
AKRON OH (CAK)	78.3	83.5	400	400
ALBANY GA (ABY)	75.6	82.6	86	86
ALBANY NY (ALB)	85.1	88.3	888	888
ALBUQUERQUE NM (ABQ)	81.1	83.2	1,690	1,692
ALEXANDRIA LA (AEX)	82.6	85.6	235	236
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	88.2	89.8	228	226
ALPENA MI (APN)	90.7	90.6	54	53
AMARILLO TX (AMA)	81.2	88.4	261	259
ANCHORAGE AK (ANC)	88.2	93.5	1,470	1,466
APPLETON WI (ATW)	86.7	91.1	271	271
ARCATA/EUREKA CA (ACV)	74.2	70.2	124	124
ARLINGTON VA (DCA)	81.0	84.5	6,841	6,841
ASHEVILLE NC (AVL)	84.5	88.3	265	265
ASPEN CO (ASE)	84.9	87.4	119	119
ATLANTA GA (ATL)	87.5	84.6	33,381	33,387
ATLANTIC CITY NJ (ACY)	78.0	78.6	341	341
AUGUSTA GA (AGS)	88.8	90.1	233	233
AUSTIN TX (AUS)	80.2	82.0	3,883	3,882
BAKERSFIELD CA (BFL)	82.1	89.7	235	234
BALTIMORE MD (BWI)	85.8	83.1	8,349	8,347
BANGOR ME (BGR)	86.1	97.2	36	36
BARROW AK (BRW)	95.0	93.8	80	80
BATON ROUGE LA (BTR)	80.6	82.8	604	603
BEAUMONT/PORT ARTHUR TX (BPT)	72.6	77.4	62	62
BELLINGHAM WA (BLI)	95.5	96.6	88	88
BEMIDJI MN (BJI)	96.8	96.8	62	62
BEND/REDMOND OR (RDM)	70.9	83.6	55	55
BETHEL AK (BET)	92.7	95.1	82	82
BILLINGS MT (BIL)	89.4	93.9	246	247
BINGHAMTON NY (BGM)	88.2	95.3	85	85
BIRMINGHAM AL (BHM)	84.2	84.3	1,086	1,086
BISMARCK/MANDAN ND (BIS)	89.8	93.9	196	198

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BLOOMINGTON/NORMAL IL (BMI)	86.2	87.6	145	145
BOISE ID (BOI)	84.9	87.6	1,181	1,181
BOSTON MA (BOS)	82.2	85.1	10,651	10,653
BOZEMAN MT (BZN)	86.9	86.1	244	244
BRAINERD MN (BRD)	94.3	96.2	53	53
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	88.6	90.3	176	176
BROWNSVILLE TX (BRO)	85.5	91.0	200	200
BRUNSWICK GA (BQK)	86.0	90.7	86	86
BUFFALO NY (BUF)	86.8	90.2	1,598	1,596
BURBANK CA (BUR)	85.1	85.8	1,887	1,887
BURLINGTON VT (BTV)	86.8	87.2	357	358
BUTTE MT (BTM)	91.4	93.1	58	58
CASPER WY (CPR)	89.6	90.1	163	162
CEDAR CITY UT (CDC)	88.7	96.2	53	53
CEDAR RAPIDS/IOWA CITY IA (CID)	90.6	92.2	438	438
CHANTILLY VA (IAD)	86.7	86.5	2,921	2,919
CHARLESTON SC (CHS)	86.0	85.4	1,382	1,385
CHARLESTON/DUNBAR WV (CRW)	81.8	81.8	236	236
CHARLOTTE AMALIE VI (STT)	80.9	87.7	429	430
CHARLOTTE NC (CLT)	84.7	82.6	9,522	9,524
CHARLOTTESVILLE VA (CHO)	78.6	84.9	206	205
CHATTANOOGA TN (CHA)	84.9	88.4	390	389
CHICAGO IL (MDW)	82.8	79.5	7,546	7,546
CHICAGO IL (ORD)	81.9	80.2	21,579	21,602
CHRISTIANSTED VI (STX)	84.2	89.1	101	101
CLEVELAND OH (CLE)	83.6	85.9	2,898	2,899
CODY WY (COD)	97.8	98.9	89	88
COLLEGE STATION/BRYAN TX (CLL)	83.6	86.0	122	121
COLORADO SPRINGS CO (COS)	77.6	85.3	695	694
COLUMBIA SC (CAE)	85.3	85.6	374	374
COLUMBUS GA (CSG)	86.3	88.0	117	117
COLUMBUS MS (GTR)	82.0	92.1	89	89
COLUMBUS OH (CMH)	85.3	87.6	1,932	1,929
CORDOVA AK (CDV)	90.2	90.2	61	61
CORPUS CHRISTI TX (CRP)	77.9	85.6	262	263

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COVINGTON KY (CVG)	85.7	85.9	1,470	1,471
DALLAS TX (DAL)	80.2	77.4	5,767	5,767
DALLAS/FORT WORTH TX (DFW)	80.8	79.5	16,554	16,544
DAYTON OH (DAY)	85.8	89.1	522	521
DAYTONA BEACH FL (DAB)	84.9	89.4	179	179
DEADHORSE AK (SCC)	90.0	95.0	80	80
DENVER CO (DEN)	82.4	80.7	19,043	19,060
DES MOINES IA (DSM)	80.8	82.3	683	682
DETROIT MI (DTW)	88.5	87.8	11,134	11,138
DEVILS LAKE ND (DVL)	85.7	91.7	49	48
DOTHAN AL (DHN)	87.3	91.5	118	118
DULUTH MN (DLH)	91.8	91.8	232	232
DURANGO CO (DRO)	88.3	85.9	240	241
EAGLE CO (EGE)	80.6	87.1	31	31
EAU CLAIRE WI (EAU)	84.5	87.9	58	58
EL PASO TX (ELP)	77.7	83.2	916	916
ELKO NV (EKO)	100.0	98.1	53	53
ELMIRA/CORNING NY (ELM)	91.3	94.0	150	150
ERIE PA (ERI)	87.7	86.0	57	57
ESCANABA MI (ESC)	100.0	98.1	53	53
EUGENE OR (EUG)	81.6	76.6	316	316
EVANSVILLE IN (EVV)	83.8	85.3	259	258
FAIRBANKS AK (FAI)	88.6	94.5	220	220
FARGO ND (FAR)	84.9	90.6	372	373
FAYETTEVILLE AR (XNA)	80.8	86.7	542	540
FAYETTEVILLE NC (FAY)	85.4	90.3	144	144
FLAGSTAFF AZ (FLG)	93.1	95.6	159	159
FLINT MI (FNT)	92.8	94.3	333	333
FORT LAUDERDALE FL (FLL)	81.2	79.0	6,832	6,838
FORT MYERS FL (RSW)	85.3	83.6	2,031	2,039
FORT SMITH AR (FSM)	85.4	89.9	89	89
FORT WAYNE IN (FWA)	90.3	90.8	381	380
FRESNO CA (FAT)	84.5	83.1	704	705
GAINESVILLE FL (GNV)	83.5	86.0	200	200
GILLETTE WY (GCC)	90.9	92.0	88	88
GRAND FORKS ND (GFK)	95.2	95.2	84	84

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
GRAND JUNCTION CO (GJT)	92.0	93.5	326	325
GRAND RAPIDS MI (GRR)	86.6	90.6	827	827
GREAT FALLS MT (GTF)	93.2	97.4	117	117
GREEN BAY WI (GRB)	86.3	92.4	329	328
GREENSBORO/HIGH POINT NC (GSO)	86.5	85.5	557	558
GREER SC (GSP)	84.2	86.8	692	688
GUAM TT (GUM)	61.3	93.5	31	31
GULFPORT/BILOXI MS (GPT)	87.2	89.8	265	265
HANCOCK/HOUGHTON MI (CMX)	82.3	80.6	62	62
HARLINGEN/SAN BENITO TX (HRL)	82.7	82.7	260	260
HARRISBURG PA (MDT)	80.3	84.2	254	253
HARTFORD CT (BDL)	84.7	88.8	1,800	1,800
HATTIESBURG/LAUREL MS (PIB)	84.9	92.5	53	53
HAYDEN CO (HDN)	80.6	90.3	31	31
HAYS KS (HYS)	81.1	79.2	53	53
HELENA MT (HLN)	90.3	98.6	145	146
HIBBING MN (HIB)	91.7	91.7	84	84
HILO HI (ITO)	91.3	90.7	516	516
HOBBS NM (HOB)	71.4	86.0	56	57
HONOLULU HI (HNL)	90.4	92.3	3,997	3,999
HOUSTON TX (HOU)	77.7	79.3	4,433	4,433
HOUSTON TX (IAH)	81.9	81.7	11,854	11,840
HUNTSVILLE AL (HSV)	87.6	87.6	347	348
HYANNIS MA (HYA)	100.0	93.3	15	15
IDAHO FALLS ID (IDA)	90.8	94.7	206	206
INDIANAPOLIS IN (IND)	82.3	86.9	2,452	2,450
INTERNATIONAL FALLS MN (INL)	96.2	92.5	53	53
IRON MOUNTAIN/KINGSFID MI (IMT)	93.1	86.0	58	57
ISLIP NY (ISP)	82.0	85.8	444	445
ITHACA/CORTLAND NY (ITH)	94.2	93.0	86	86
JACKSON WY (JAC)	90.8	90.3	185	185
JACKSON/VICKSBURG MS (JAN)	85.4	84.9	437	437
JACKSONVILLE FL (JAX)	82.4	84.9	1,599	1,599
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	86.3	88.9	117	117
JAMESTOWN ND (JMS)	89.3	89.3	75	75
JOPLIN MO (JLN)	82.3	88.7	62	62

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JUNEAU AK (JNU)	91.6	94.4	391	391
KAHULUI HI (OGG)	91.9	92.1	1,899	1,898
KALAMAZOO MI (AZO)	90.8	93.0	142	143
KALISPELL MT (FCA)	89.5	93.4	181	181
KANSAS CITY MO (MCI)	80.4	82.8	3,902	3,902
KETCHIKAN AK (KTN)	90.7	89.8	215	215
KEY WEST FL (EYW)	84.8	89.9	158	158
KILLEEN TX (GRK)	80.3	89.2	137	139
KNOXVILLE TN (TYS)	82.4	86.3	590	591
KODIAK AK (ADQ)	94.1	90.2	51	51
KONA HI (KOA)	94.1	94.4	994	994
KOTZEBUE AK (OTZ)	91.9	91.9	62	62
LA CROSSE WI (LSE)	92.0	94.3	88	87
LAFAYETTE LA (LFT)	86.9	84.1	251	251
LAKE CHARLES LA (LCH)	87.5	91.4	104	105
LANSING MI (LAN)	84.7	88.3	170	171
LARAMIE WY (LAR)	88.7	86.8	53	53
LAREDO TX (LRD)	84.7	89.6	202	201
LAS VEGAS NV (LAS)	84.6	82.3	12,939	12,944
LATROBE PA (LBE)	78.8	87.1	85	85
LAWTON/FORT SILL OK (LAW)	89.2	92.3	65	65
LEWISTON ID (LWS)	96.6	98.3	59	59
LEXINGTON KY (LEX)	83.0	88.1	412	411
LIHUE HI (LIH)	92.0	92.9	977	975
LINCOLN NE (LNK)	87.1	92.5	295	295
LITTLE ROCK AR (LIT)	85.6	87.3	743	743
LONG BEACH CA (LGB)	86.5	82.5	859	858
LONGVIEW TX (GGG)	88.7	90.6	53	53
LOS ANGELES CA (LAX)	79.4	79.6	17,693	17,692
LOUISVILLE KY (SDF)	84.2	83.8	945	946
LUBBOCK TX (LBB)	76.8	85.5	379	379
MADISON WI (MSN)	87.5	89.8	586	586
MANCHESTER NH (MHT)	86.0	90.4	670	669
MARQUETTE MI (MQT)	91.2	98.2	57	57
MARTHA'S VINEYARD MA (MVY)	80.6	90.3	31	31
MEDFORD OR (MFR)	80.5	81.6	267	266

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MELBOURNE FL (MLB)	85.3	87.4	143	143
MEMPHIS TN (MEM)	83.6	85.0	1,173	1,170
MERIDIAN MS (MEI)	85.7	86.9	84	84
MIAMI FL (MIA)	80.3	77.9	6,112	6,114
MIDLAND/ODESSA TX (MAF)	83.1	86.7	502	503
MILWAUKEE WI (MKE)	84.0	88.2	2,766	2,766
MINNEAPOLIS MN (MSP)	88.0	89.4	11,000	11,005
MINOT ND (MOT)	91.1	94.6	202	202
MISSION/MCALLEN/EDINBURG TX (MFE)	81.7	82.3	197	198
MISSOULA MT (MSO)	94.6	94.1	239	239
MOBILE AL (MOB)	85.9	90.3	391	391
MOLINE IL (MLI)	83.7	89.0	263	264
MONROE LA (MLU)	81.1	82.8	280	279
MONTEREY CA (MRY)	88.7	93.4	212	212
MONTGOMERY AL (MGM)	86.5	89.4	208	208
MONTROSE/DELTA CO (MTJ)	90.6	100.0	32	31
MOSINEE WI (CWA)	87.9	94.8	58	58
MUSKEGON MI (MKG)	82.8	77.6	58	58
MYRTLE BEACH SC (MYR)	81.3	84.3	604	604
NANTUCKET MA (ACK)	86.6	85.1	67	67
NASHVILLE TN (BNA)	83.1	82.0	4,276	4,272
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	76.7	91.7	60	60
NEW ORLEANS LA (MSY)	83.7	83.6	3,939	3,942
NEW YORK NY (JFK)	83.0	83.6	8,364	8,356
NEW YORK NY (LGA)	74.6	82.0	8,036	8,032
NEWARK NJ (EWR)	79.2	81.4	9,509	9,499
NEWBURGH/POUGHKEEPSIE NY (SWF)	75.8	83.9	62	62
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	87.1	89.2	93	93
NIAGARA FALLS NY (IAG)	84.6	73.1	26	26
NOME AK (OME)	88.5	91.8	61	61
NORFOLK VA (ORF)	84.5	83.4	969	967
NORTH BEND/COOS BAY OR (OTH)	44.4	66.7	18	18
OAKLAND CA (OAK)	81.6	80.6	4,034	4,035
OKLAHOMA CITY OK (OKC)	80.5	83.8	1,301	1,303
OMAHA NE (OMA)	83.6	86.7	1,499	1,499
ONTARIO CA (ONT)	81.4	82.6	1,738	1,739

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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.
ORLANDO FL (MCO)	81.7	83.2	10,546	10,550
PADUCAH KY (PAH)	79.3	84.5	58	58
PAGO PAGO TT (PPG)	80.0	80.0	10	10
PALM SPRINGS CA (PSP)	85.4	84.5	843	843
PANAMA CITY FL (ECP)	87.3	90.0	411	411
PASCO/KENNEWICK/RICHLAND WA (PSC)	89.5	88.9	332	332
PELLSTON MI (PLN)	89.7	89.8	87	88
PENSACOLA FL (PNS)	85.2	87.6	499	500
PEORIA IL (PIA)	86.0	87.8	271	271
PETERSBURG AK (PSG)	91.9	91.9	62	62
PHILADELPHIA PA (PHL)	82.0	84.4	6,445	6,448
PHOENIX AZ (PHX)	85.7	85.4	13,670	13,670
PITTSBURGH PA (PIT)	85.6	88.4	2,150	2,150
PLATTSBURGH NY (PBG)	88.9	81.5	27	27
POCATELLO ID (PIH)	96.3	97.5	81	81
PONCE PR (PSE)	86.3	95.9	73	73
PORTLAND ME (PWM)	85.7	87.3	488	488
PORTLAND OR (PDX)	87.3	88.9	4,967	4,959
PROVIDENCE RI (PVD)	85.2	91.1	1,098	1,097
RALEIGH/DURHAM NC (RDU)	82.9	84.3	3,206	3,202
RAPID CITY SD (RAP)	93.3	92.1	239	239
REDDING CA (RDD)	73.9	69.6	92	92
RENO NV (RNO)	83.9	85.2	1,109	1,109
RHINELANDER WI (RHI)	93.2	93.3	88	89
RICHMOND VA (RIC)	78.9	83.6	1,327	1,325
ROANOKE VA (ROA)	87.9	86.4	199	199
ROCHESTER MN (RST)	85.6	89.8	118	118
ROCHESTER NY (ROC)	85.0	89.6	605	606
ROCK SPRINGS WY (RKS)	86.0	82.5	57	57
ROSWELL NM (ROW)	97.1	97.1	35	35
SACRAMENTO CA (SMF)	84.6	85.5	3,531	3,532
SAGINAW/BAY CITY/MIDLAND MI (MBS)	82.1	82.1	95	95

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SALT LAKE CITY UT (SLC)	90.4	90.2	9,043	9,044
SAN ANGELO TX (SJT)	75.0	74.7	92	91
SAN ANTONIO TX (SAT)	80.4	84.4	2,719	2,719
SAN DIEGO CA (SAN)	82.7	84.2	6,571	6,574
SAN FRANCISCO CA (SFO)	73.6	78.4	14,907	14,899
SAN JOSE CA (SJC)	84.1	83.2	3,509	3,507
SAN JUAN PR (SJU)	82.2	84.3	2,293	2,300
SAN LUIS OBISPO CA (SBP)	83.4	84.7	307	307
SANTA ANA CA (SNA)	85.6	83.6	3,649	3,643
SANTA BARBARA CA (SBA)	82.1	77.8	514	514
SANTA FE NM (SAF)	73.0	78.7	89	89
SANTA MARIA CA (SMX)	64.5	75.8	62	62
SARASOTA/BRADENTON FL (SRQ)	81.3	79.3	246	246
SAULT STE. MARIE MI (CIU)	91.2	93.0	57	57
SAVANNAH GA (SAV)	86.3	81.9	569	570
SCRANTON/WILKES-BARRE PA (AVP)	87.5	89.2	168	167
SEATTLE WA (SEA)	89.0	89.7	11,500	11,500
SHREVEPORT LA (SHV)	83.7	87.4	503	501
SIOUX FALLS SD (FSD)	87.1	88.9	371	370
SITKA AK (SIT)	90.4	93.0	115	114
SOUTH BEND IN (SBN)	86.1	89.4	432	432
SPOKANE WA (GEG)	88.6	92.5	787	787
SPRINGFIELD IL (SPI)	80.0	82.7	150	150
SPRINGFIELD MO (SGF)	85.2	89.0	256	255
ST. AUGUSTINE FL (UST)	83.3	70.0	30	30
ST. GEORGE UT (SGU)	90.6	93.3	180	180
ST. LOUIS MO (STL)	81.2	80.7	4,645	4,644
STATE COLLEGE PA (SCE)	72.1	82.0	61	61
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	86.2	89.5	58	57
SYRACUSE NY (SYR)	82.3	87.5	519	520
TALLAHASSEE FL (TLH)	85.8	89.8	204	205
TAMPA FL (TPA)	84.0	84.6	5,712	5,712

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TEXARKANA AR (TXK)	72.4	79.3	87	87
TRAVERSE CITY MI (TVC)	87.1	89.2	139	139
TRENTON NJ (TTN)	81.7	87.0	186	185
TUCSON AZ (TUS)	82.0	87.1	1,276	1,276
TULSA OK (TUL)	81.2	86.6	1,146	1,144
TWIN FALLS ID (TWF)	94.2	96.6	86	87
TYLER TX (TYR)	100.0	100.0	1	1
VALDOSTA GA (VLD)	81.4	82.6	86	86
VALPARAISO FL (VPS)	86.3	89.0	364	365
WACO TX (ACT)	77.7	81.8	121	121
WEST PALM BEACH/PALM BEACH FL (PBI)	79.8	78.5	1,898	1,902
WEST YELLOWSTONE MT (WYS)	83.3	66.7	6	6
WHITE PLAINS NY (HPN)	77.6	83.3	606	606
WICHITA FALLS TX (SPS)	83.9	90.3	93	93
WICHITA KS (ICT)	81.6	86.8	619	619
WILLISTON ND (ISN)	89.9	94.0	149	149
WILMINGTON NC (ILM)	88.8	93.3	179	179
WORCESTER MA (ORH)	88.7	85.5	62	62
WRANGELL AK (WRG)	88.7	91.9	62	62
YAKUTAT AK (YAK)	93.4	93.4	61	61
YUMA AZ (YUM)	97.7	97.7	174	174

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/					AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED		NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
SPIRIT	20	10,121	140	1.4		34	11,992	164	1.4
EXPRESSJET	18	21,072	226	1.1		158	41,294	452	1.1
VIRGIN AMERICA	16	5,254	36	0.7		21	5,847	40	0.7
AMERICAN**	28	65,433	404	0.6		88	78,678	493	0.6
SKYWEST	24	28,737	161	0.6		196	51,253	305	0.6
SOUTHWEST	24	58,774	310	0.5		86	109,847	610	0.6
UNITED	27	39,426	197	0.5		85	45,914	247	0.5
JETBLUE	24	17,043	49	0.3		67	24,240	88	0.4
FRONTIER	24	6,048	13	0.2		51	7,920	21	0.3
HAWAIIAN	8	462	0	0.0		17	6,432	17	0.3
ALASKA	25	10,052	11	0.1		64	15,385	33	0.2
DELTA	29	60,815	31	0.1		145	80,556	39	0.0
Total		323,237	1,578	0.5		Total	479,358	2,509	0.5

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.

\*\* 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.

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE OF THE TIME	
		NUMBER	PERCENTAGE
SPIRIT	410	35	8.5
EXPRESSJET	2768	124	4.4
FRONTIER	433	11	2.5
AMERICAN**	4098	97	2.3
VIRGIN AMERICA	221	5	2.2
SKYWEST	3041	68	2.2
JETBLUE	1033	17	1.6
UNITED	2456	37	1.5
SOUTHWEST	12793	116	0.9
ALASKA	571	4	0.7
HAWAIIAN	287	2	0.6
DELTA	3548	2	0.0
TOTAL	31,659	518	1.6

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

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.

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AMERICAN**	78678	63482	80.69%	493	0.63%	263	0.33%	4247	5.40%	699	0.89%	5273	6.70%	52	0.07%	4169	5.30%
ALASKA	15385	13888	90.27%	33	0.21%	31	0.20%	404	2.63%	14	0.09%	677	4.40%	13	0.09%	325	2.11%
JETBLUE	24240	19565	80.71%	88	0.36%	37	0.15%	1615	6.66%	98	0.40%	1405	5.80%	14	0.06%	1419	5.85%
DELTA	80556	71394	88.63%	39	0.05%	118	0.15%	3342	4.15%	283	0.35%	2847	3.53%	11	0.01%	2522	3.13%
EXPRESSJET	41294	34460	83.45%	452	1.09%	133	0.32%	1795	4.35%	97	0.23%	2249	5.45%	0	0.00%	2108	5.11%
FRONTIER	7920	6349	80.16%	21	0.27%	22	0.28%	348	4.39%	38	0.48%	598	7.54%	0	0.00%	545	6.88%
HAWAIIAN	6432	5926	92.13%	17	0.26%	7	0.11%	256	3.98%	14	0.22%	9	0.14%	0	0.00%	203	3.16%
SPIRIT	11992	9164	76.42%	164	1.37%	14	0.12%	623	5.20%	72	0.60%	1224	10.21%	15	0.13%	716	5.97%
SKYWEST	51253	43601	85.07%	305	0.60%	151	0.29%	1796	3.50%	219	0.43%	2232	4.36%	11	0.02%	2937	5.73%
UNITED	45914	38443	83.73%	247	0.54%	172	0.37%	2204	4.80%	230	0.50%	2307	5.02%	0	0.00%	2311	5.03%
VIRGIN AMERICA	5847	4484	76.69%	40	0.68%	12	0.21%	281	4.80%	80	1.37%	445	7.62%	6	0.10%	499	8.53%
SOUTHWEST	109847	89245	81.24%	610	0.56%	390	0.36%	5222	4.75%	639	0.58%	4177	3.80%	54	0.05%	9510	8.66%
TOTAL	479358	400001	83.45%	2509	0.52%	1350	0.28%	22132	4.62%	2484	0.52%	23442	4.89%	176	0.04%	27263	5.69%

**\*Causes of Delay:**

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

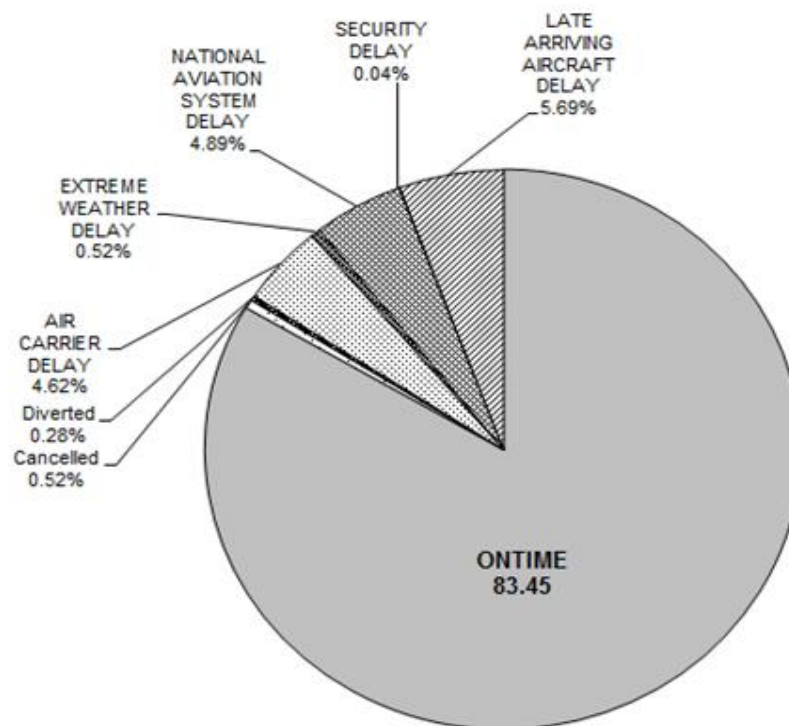
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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

\*\* 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.



MAY 2016

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



**Causes of Delay:**

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

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

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

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## 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
UNITED	1492	AUS	IAH	5/27/2016	Destination Airport	247
UNITED	61	EWR	SFO	5/19/2016	Diversion Airport (OAK)	213
MESA	6147	AUS	IAH	5/26/2016	Origin Airport	205
ENVOY	3248	OMA	DFW	5/29/2016	Diversion Airport (ABI)	200
AMERICAN	1453	CLT	ORD	5/31/2016	Origin Airport	195
MESA	5623	CAE	DFW	5/31/2016	Diversion Airport (LIT)	192
UNITED	1296	LAX	KOA	5/16/2016	Origin Airport	183
UNITED	341	EWR	IAH	5/27/2016	Destination Airport	183
UNITED	1765	PHL	IAH	5/27/2016	Destination Airport	181

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

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

MAY 2016

## AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
TACA	310	SAL	MIA	5/4/2016	Diversion Airport (TPA)	429
UNITED	1034	IAH	PTY	5/27/2016	Origin Airport	253
TACA	368	SAL	IAH	5/14/2016	Diversion Airport (GLS)	249
UNITED	104	GRU	IAH	5/26/2016	Diversion Airport (SAT)	246

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.

MAY 2016

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
UNITED	45914	70	0.15
AMERICAN**	78678	83	0.11
SPIRIT	11992	9	0.08
FRONTIER	7920	4	0.05
EXPRESSJET	41294	20	0.05
VIRGIN AMERICA	5847	2	0.03
SKYWEST	51253	14	0.03
DELTA	80556	17	0.02
SOUTHWEST	109847	22	0.02
ALASKA	15385	1	0.01
JETBLUE	24240	1	0.00
HAWAIIAN	6432	0	0.00
TOTAL	479358	243	0.05

Note: Tarmac delays of 2 hours or more on any scheduled domestic flight based on reports from carriers reporting Part 234 monthly on-time data.

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

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 29 airports for which data must be reported. Data include all reported domestic flight operations to the 29 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 29 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- K** Flights listed arrived at the scheduled destination gate more than 30 minutes after the published arrival time more than 50 percent of the time in each month. Some flights on the list are a combination of flights operated by the same carrier between the same origin and destination with a change in scheduled departure time of 30 minutes or less.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

## **APPENDIX**

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

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

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

### **Air Carriers Required to Report**

#### **Data to DOT and to CRS Vendors \***

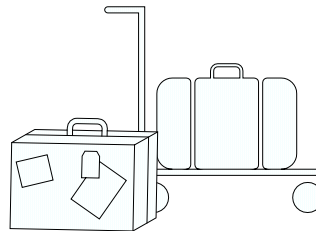
AS	Alaska Airlines
AA**	American Airlines
EV	ExpressJet Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines
VX	Virgin America

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

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

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	MAY 2016			MAY 2015		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	707	674,162	1.05	438	580,127	0.76
2	ALASKA AIRLINES	2,731	2,026,052	1.35	5,132	1,875,456	2.74
3	DELTA AIR LINES	17,044	10,948,278	1.56	18,617	10,250,625	1.82
4	JETBLUE AIRWAYS	4,448	2,796,107	1.59	4,311	2,563,854	1.68
5	SPIRIT AIRLINES	3,637	1,761,542	2.06	3,866	1,399,685	2.76
6	UNITED AIRLINES	14,990	6,553,922	2.29	17,806	6,237,383	2.85
7	SKYWEST AIRLINES	6,927	2,586,560	2.68	8,992	2,520,959	3.57
8	HAWAIIAN AIRLINES	2,333	858,693	2.72	1,983	829,532	2.39
9	FRONTIER AIRLINES	3,447	1,255,580	2.75	4,295	1,023,946	4.19
10	SOUTHWEST AIRLINES	36,539	13,186,881	2.77	40,214	12,573,546	3.20
11	AMERICAN AIRLINES**	33,069	10,724,949	3.08	26,092	5,961,701	4.38
12	EXPRESSJET AIRLINES	6,703	1,854,049	3.62	10,989	2,208,458	4.98
<b>TOTALS</b>		<b>132,575</b>	<b>55,226,775</b>	<b>2.40</b>	<b>142,735</b>	<b>48,025,272</b>	<b>2.97</b>

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

\*\* Effective July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table. Totals for the previous year's month reflect the deletion of US Airways data.



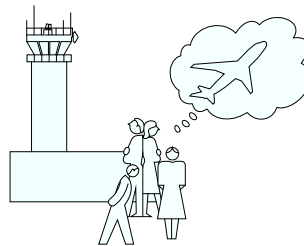
## OVERSALES

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

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

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

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



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

RANK	AIRLINE	JANUARY - MARCH 2016				JANUARY - MARCH 2015			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	HAWAIIAN AIRLINES	37	2	2,599,123	<b>0.01</b>	110	7	2,472,431	<b>0.03</b>
2	JETBLUE AIRWAYS	488	28	8,244,033	<b>0.03</b>	619	39	7,357,389	<b>0.05</b>
3	DELTA AIR LINES	28,325	304	29,449,621	<b>0.10</b>	40,939	604	27,561,992	<b>0.22</b>
4	VIRGIN AMERICA	427	30	1,739,517	<b>0.17</b>	286	5	1,510,065	<b>0.03</b>
5	SPIRIT AIRLINES	1,224	123	4,509,591	<b>0.27</b>	1,947	128	3,552,709	<b>0.36</b>
6	UNITED AIRLINES	14,380	929	18,965,779	<b>0.49</b>	17,373	1,817	18,105,638	<b>1.00</b>
7	FRONTIER AIRLINES	379	161	3,151,585	<b>0.51</b>	682	209	2,632,410	<b>0.79</b>
8	ALASKA AIRLINES	1,982	284	5,344,476	<b>0.53</b>	1,737	219	4,975,547	<b>0.44</b>
9	AMERICAN AIRLINES**	14,766	2,642	31,360,650	<b>0.84</b>	9,928	1,431	18,101,123	<b>0.79</b>
10	SOUTHWEST AIRLINES	18,278	3,116	34,393,320	<b>0.91</b>	20,641	3,326	31,993,058	<b>1.04</b>
11	SKYWEST AIRLINES	9,537	709	6,858,709	<b>1.03</b>	14,041	1,630	6,458,573	<b>2.52</b>
12	EXPRESSJET AIRLINES	7,708	757	5,175,359	<b>1.46</b>	12,437	1,312	6,083,566	<b>2.16</b>
<b>TOTALS</b>		<b>97,531</b>	<b>9,085</b>	<b>151,791,763</b>	<b>0.60</b>	<b>120,740</b>	<b>10,727</b>	<b>130,804,501</b>	<b>0.82</b>

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 previous quarter reflect the deletion of US Airways data.

## **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

	MAY 2016				MAY 2015			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	815	50	3	120	1,144	39	4	130
FOREIGN AIRLINES	286	6	0	33	303	3	0	40
TRAVEL AGENTS	19	2	0	8	37	1	0	11
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	14	8	0	20	8	7	0	10
INDUSTRY TOTALS	1,134	66	3	181	1,492	50	4	191

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	MAY 2016			MAY 2015		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	338		1	461	
DELAYS			129			177
CANCELLATIONS			117			172
MISCONNECTIONS			45			62
RES/TKTG/BOARDING	2	169		2	220	
CUSTOMER SERVICE	3	157		4	179	
BAGGAGE	4	144		3	209	
REFUNDS	5	84		5	123	
FARES	6	81		6	117	
DISABILITY	7	66		7	73	
OVERSALES	8	43		8	56	
OTHER	9	39		9	40	
FREQUENT FLYER			30			28
DISCRIMINATION	10	7		11	2	
ADVERTISING	11	6		10	12	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,134			1,492	

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\* 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\*

MAY 2016

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALLEGiant AIR	12	1	5	1	2	3	2	0	0	1	0	0	27
AMERICAN AIRLINES	80	15	28	19	21	34	34	13	1	2	0	5	252
DELTA AIR LINES	13	3	13	4	1	3	12	7	1	1	0	0	58
DYNAMIC AIRWAYS	8	0	0	0	1	0	0	1	0	0	0	0	10
ENVOY AIR	7	4	0	0	0	0	0	0	0	0	0	0	11
FRONTIER AIRLINES	10	1	3	4	1	5	2	3	1	1	0	1	32
HAWAIIAN AIRLINES	0	0	3	0	1	1	4	8	0	0	0	0	17
JETBLUE AIRWAYS	6	0	2	1	0	2	0	0	0	0	0	1	12
MESA AIRLINES	11	0	0	0	0	0	0	0	0	0	0	0	11
PIEDMONT AIRLINES	4	2	0	0	0	0	2	1	0	0	0	0	9
PSA AIRLINES	5	0	0	0	0	0	2	0	0	0	0	0	7
SILVER AIRWAYS	4	0	4	2	0	3	0	0	0	0	0	0	13
SKYWEST AIRLINES	8	0	0	0	0	0	0	0	0	1	0	0	9
SOUTHWEST AIRLINES	15	1	6	0	3	3	6	2	0	0	0	2	38
SPIRIT AIRLINES	36	3	16	8	9	8	11	3	0	1	0	1	96
UNITED AIRLINES	46	3	20	18	9	26	30	9	2	0	0	6	169
VIRGIN AMERICA	5	0	1	0	0	1	1	0	0	0	0	0	8
OTHER U.S. AIRLINES	25	0	2	0	0	3	3	3	0	0	0	0	36
TOTAL MAY 2016	295	33	103	57	48	92	109	50	5	7	0	16	815
% OF TOTAL COMPLAINTS	36.2	4.0	12.6	7.0	5.9	11.3	13.4	6.1	0.6	0.9	0.0	2	
TOTAL MAY 2015	406	39	141	90	84	142	138	62	8	2	0	32	1,144
% OF TOTAL COMPLAINTS	35.5	3.4	12.3	7.9	7.3	12.4	12.1	5.4	0.7	0.2	0.0	2.8	

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

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

Table 4

Office of Aviation Enforcement and Proceedings  
U.S. Department of TransportationCOMPLAINTS AGAINST U.S. AIRLINES  
BY INCIDENT DATE

MAY 2016

U.S. AIRLINES*	COMPS RECD IN MAY	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN APR	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
ALLEGiant AIR	27	15	55.6	3	11.1	6	22.2	3	11.1
AMERICAN AIRLINES	252	117	46.4	55	21.8	66	26.2	14	5.6
DELTA AIR LINES	58	26	44.8	11	19.0	16	27.6	5	8.6
DYNAMIC AIRWAYS	10	7	70.0	1	10.0	2	20.0	0	0.0
ENVOY AIR	11	5	45.5	3	27.3	2	18.2	1	9.1
FRONTIER AIRLINES	32	15	46.9	5	15.6	7	21.9	5	15.6
HAWAIIAN AIRLINES	17	5	29.4	5	29.4	4	23.5	3	17.6
JETBLUE AIRWAYS	12	6	50.0	2	16.7	4	33.3	0	0.0
MESA AIRLINES	11	9	81.8	0	0.0	1	9.1	1	9.1
PIEDMONT AIRLINES	9	7	77.8	2	22.2	0	0.0	0	0.0
PSA AIRLINES	7	3	42.9	1	14.3	1	14.3	2	28.6
SILVER AIRWAYS	13	7	53.8	1	7.7	4	30.8	1	7.7
SKYWEST AIRLINES	9	8	88.9	1	11.1	0	0.0	0	0.0
SOUTHWEST AIRLINES	38	23	60.5	7	18.4	5	13.2	3	7.9
SPIRIT AIRLINES	96	55	57.3	26	27.1	11	11.5	4	4.2
UNITED AIRLINES	169	87	51.5	35	20.7	33	19.5	14	8.3
VIRGIN AMERICA	8	7	87.5	0	0.0	0	0.0	1	12.5
OTHER U.S. AIRLINES	36	25	69.4	6	16.7	3	8.3	2	5.6
<b>TOTALS</b>	<b>815</b>	<b>427</b>	<b>52.4</b>	<b>164</b>	<b>20.1</b>	<b>165</b>	<b>20.2</b>	<b>59</b>	<b>7.2</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>1,144</b>	<b>610</b>	<b>53.3</b>	<b>184</b>	<b>16.1</b>	<b>246</b>	<b>21.5</b>	<b>104</b>	<b>9.1</b>

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

MAY 2016

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXICO	3	0	6	4	0	2	4	1	1	0	0	1	22
AIR BERLIN	0	1	2	1	0	2	1	0	0	0	0	0	7
AIR CANADA	4	2	6	2	0	10	7	2	0	0	0	0	33
AIR FRANCE	3	0	2	1	1	2	2	1	0	0	0	0	12
AVIANCA	2	0	1	0	3	0	0	0	0	0	0	0	6
BRITISH AIRWAYS	2	0	2	3	3	0	3	1	0	0	0	0	14
CATHAY PACIFIC AIRWAYS	3	0	1	0	0	0	0	1	0	0	0	0	5
EMIRATES AIRLINES	1	0	0	0	1	1	3	0	0	0	0	0	6
ETIHAD AIRWAYS	0	0	2	2	1	3	2	0	0	0	0	0	10
FIJI AIRWAYS	3	2	2	0	2	0	2	0	0	0	0	0	11
KLM	0	0	1	1	1	1	0	1	0	0	0	0	5
LUFTHANSA	0	0	1	0	1	0	1	2	0	0	0	1	6
QATAR AIRWAYS	3	0	4	1	2	0	2	1	0	0	0	1	14
TURKISH AIRLINES	2	0	5	1	1	3	1	0	0	0	0	17	30
VOLARIS AIRLINES	1	1	1	1	1	1	2	0	0	0	0	0	8
OTHER FOREIGN AIRLINES	13	4	21	5	9	26	11	6	0	0	0	2	97
<b>TOTALS</b>	<b>40</b>	<b>10</b>	<b>57</b>	<b>22</b>	<b>26</b>	<b>51</b>	<b>41</b>	<b>16</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>22</b>	<b>286</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	5	2	10	1	1	0	0	0	0	0	19
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>19</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS ***</u></b>													
TSA	0	0	1	0	0	0	6	0	0	0	0	0	7
OTHER MISCELLANEOUS	3	0	3	0	0	0	0	0	0	0	0	1	7
<b>TOTALS</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>14</b>

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

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



TABLE 6

CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	MAY 2016			MAY 2015		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	4	2,087,427	0.19	10	1,921,039	0.52
2	EXPRESSJET AIRLINES	4	1,937,462	0.21	10	2,313,007	0.43
3	SOUTHWEST AIRLINES	38	13,255,333	0.29	50	12,575,814	0.40
4	SKYWEST AIRLINES	9	2,725,380	0.33	13	2,612,266	0.50
5	JETBLUE AIRWAYS	12	3,242,860	0.37	20	2,958,669	0.68
6	DELTA AIR LINES	58	12,801,251	0.45	68	12,067,370	0.56
7	VIRGIN AMERICA	8	700,523	1.14	4	598,916	0.67
8	HAWAIIAN AIRLINES	17	901,086	1.89	14	873,751	1.60
9	UNITED AIRLINES	169	8,509,819	1.99	191	8,234,129	2.32
10	AMERICAN AIRLINES**	252	12,648,957	1.99	249	7,499,737	3.32
11	FRONTIER AIRLINES	32	1,228,292	2.61	92	1,121,654	8.20
12	SPIRIT AIRLINES	96	1,918,549	5.00	195	1,531,942	12.73
TOTAL		699	61,956,939	1.13	916	54,308,294	1.69

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

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

\*\* Effective July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table. Totals for the previous year's month reflect the deletion of US Airways data.

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

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

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

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

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

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



**Customer Service Reports to the U.S. Department of Homeland Security for the Month of May 2016  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 63 million airline passengers and their 50 million checked bags in the month of May 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<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of May.

**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 passenger's property in carry-on luggage.

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
950	.002	75	.0001	696	.0011	497	.0008

**NOTES**

<sup>a</sup> 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.

<sup>b</sup> The TSA Contact Center can be reached via e-mail, [TSA-ContactCenter@dhs.gov](mailto: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.

<sup>c</sup> 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 May.

As of February 2007, TSA calculates the number of checked bags screened. In the past, TSA used data provided by the Air Transport Association to calculate the number of checked bags screened.

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

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

An airline is required to submit a report for any month in which it experienced such a loss, injury or death during air transportation. DOT publishes these reports monthly and also forwards the reports to the U.S. Department of Agriculture, which enforces the Animal Welfare Act. The copies of the reports that appear on this website are redacted to remove identifying information about individuals, including the owner of the animal.

A statistical summary of the reports appears in the table below. To see the redacted version of the actual reports filed by these airlines, click the airline's name.

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#"><u>United Airlines</u></a>	1	3	0
Totals:	1	3	0