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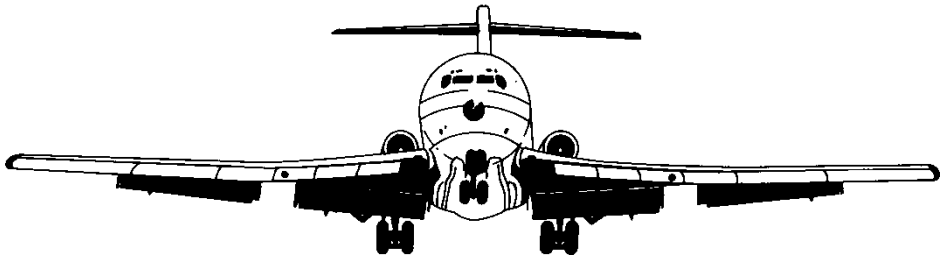

Air Travel Consumer Report

A Product Of The

OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Aviation Consumer Protection Division

Issued: March 2016

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

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

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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/ 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.

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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	95.1	17	91.7
ALASKA AIRLINES S/	25	87.0	64	87.0
DELTA AIRLINES S/	29	84.9	148	85.2
FRONTIER AIRLINES S/	24	84.9	50	85.1
SOUTHWEST AIRLINES S/	24	83.0	86	83.8
UNITED AIRLINES S/	27	82.9	86	82.5
EXPRESSJET AIRLINES S/	16	81.3	163	81.2
AMERICAN AIRLINES S/**	28	79.6	95	79.8
SKYWEST AIRLINES S/	23	77.6	183	77.6
VIRGIN AMERICA S/	15	73.8	20	74.5
JETBLUE AIRWAYS S/	24	69.1	62	69.4
SPIRIT AIRLINES S/	19	68.4	33	68.1
TOTAL		80.8		81.3

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

* 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*	1st Quarter 01-03 2015		2nd Quarter 04-06 2015		3rd Quarter 07-09 2015		4th Quarter 10-12 2015		Nov-15		Dec-15		Jan-16		12 Months Ending Jan 2016	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	85.1	1	88.2	2	85.9	2	86.3	3	85.5	3	85.3	2	87.0	2	86.6	2
AMERICAN**	75.9	7	78.0	7	*82.0*	*4*	82.9	6	83.7	5	79.2	5	79.8	8	80.4	4
-AMERICAN	*75.1*	*(--)*	*77.9*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
-US AIRWAYS	*77.1*	*(--)*	*81.5*	*(--)*	*(--)*	*(--)*	*(--)*	*(--)*	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
DELTA	82.8	3	85.3	3	86.6	1	88.5	2	89.5	2	83.6	3	85.2	3	85.8	3
ENVOY***	60.6	13	74.8	10	81.1	8	83.5	4	81.9	9	80.4	4	(--)	(--)	(--)	(--)
EXPRESSJET	73.6	9	76.1	9	81.6	5	80.7	8	80.8	11	77.3	7	81.2	7	78.5	9
FRONTIER	64.0	12	71.1	12	78.0	11	78.1	11	74.0	13	75.0	9	85.1	4	74.6	11
HAWAIIAN	85.1	2	91.3	1	84.8	3	92.5	1	93.9	1	93.0	1	91.7	1	88.9	1
JETBLUE	68.0	11	81.0	4	76.7	12	77.8	12	83.0	8	70.1	12	69.4	11	75.7	10
SKYWEST	76.8	6	80.8	5	81.1	7	80.0	9	81.1	10	72.9	10	77.6	9	80.1	6
SOUTHWEST	79.0	5	77.6	8	*80.0*	*9*	82.3	7	83.3	7	76.1	8	83.8	5	80.1	5
SPIRIT	70.5	10	61.8	13	69.6	13	73.9	13	75.3	12	68.7	13	68.1	12	68.7	12
UNITED	75.9	8	73.9	11	79.3	10	83.2	5	83.9	4	77.9	6	82.5	6	78.7	8
VIRGIN AMERICA	79.2	4	79.9	6	81.2	6	79.2	10	83.5	6	71.1	11	74.5	10	79.3	7
Total	76.3		79.0		81.5		82.8		83.7		77.8		81.3		80.3	

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

* 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**	833	80.9	2236	80.6	460	73.7	8130	79.7	2524	73.1	818	81.3	11956	85.4	588	80.8
ALASKA	62	88.7	116	87.9	57	86.0	H/		124	78.2	120	87.5	95	85.3	31	90.3
JETBLUE	H/		3423	75.8	198	71.2	116	79.3	888	70.6	88	80.7	50	92.0	122	73.0
DELTA	19115	87.4	1216	83.7	521	82.7	478	80.1	763	76.8	610	85.1	423	88.7	4292	86.9
EXPRESSJET	4690	81.8	158	86.1	25	76.0	142	69.0	275	77.5	H/		2573	89.5	1740	82.8
FRONTIER	215	82.8	H/		H/		7	71.4	93	74.2	1753	87.6	93	91.4	66	89.4
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
SPIRIT	620	63.4	186	65.1	328	71.6	H/		H/		310	76.8	736	70.5	749	72.8
SKYWEST	533	76.5	2	50.0	H/		118	55.9	127	62.2	4236	84.2	256	79.3	1203	77.6
UNITED	239	80.8	721	81.6	190	72.6	55	80.0	233	74.2	4520	89.7	390	85.4	91	87.9
VIRGIN AMERICA	H/		138	83.3	H/		H/		115	74.8	H/		H/		H/	
SOUTHWEST	3547	84.1	904	81.9	5395	80.8	178	71.9	1313	79.4	5072	89.4	H/		581	83.6
TOTAL	29854	85.2	9100	79.3	7174	79.6	9224	79.1	6455	74.6	17527	87.2	16572	85.4	9463	83.1

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

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

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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**	675	72.1	819	76.7	216	68.1	662	79.8	1595	70.0	1293	80.3	3192	78.5	2136	71.5
ALASKA	62	82.3	31	71.0	31	83.9	31	90.3	31	93.5	372	87.6	739	85.5	H/	
JETBLUE	613	66.9	1976	59.7	162	78.4	H/		3645	68.9	367	63.2	382	79.8	558	58.1
DELTA	372	80.4	1027	81.2	205	85.4	214	90.2	2325	82.5	1005	82.6	2623	77.1	2277	77.6
EXPRESSJET	2494	71.6	H/		103	63.1	4101	86.9	H/		H/		H/		934	67.7
FRONTIER	H/		28	78.6	62	85.5	132	84.8	H/		531	83.2	132	86.4	59	81.4
HAWAIIAN	H/		H/		H/		H/		29	86.2	76	97.4	143	97.9	H/	
SPIRIT	H/		1178	60.1	H/		470	66.6	H/		930	71.5	589	71.1	341	65.1
SKYWEST	H/		H/		27	92.6	1262	80.0	H/		180	76.7	2084	77.5	83	55.4
UNITED	3690	76.2	571	77.2	1415	80.6	4770	88.4	H/		959	81.2	2012	83.4	614	73.1
VIRGIN AMERICA	144	79.2	166	77.7	115	75.7	H/		389	75.6	434	75.8	1131	81.4	107	80.4
SOUTHWEST	486	79.4	1869	78.4	197	80.2	H/		H/		6098	84.3	3379	77.4	926	75.8
TOTAL	8536	74.3	7665	70.8	2533	79.1	11642	85.6	8014	73.5	12245	81.6	16406	79.0	8035	72.2

* 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**	1639	71.6	H/		4628	69.8	737	82.1	4664	84.8	273	86.1	3508	79.4	4993	85.9
ALASKA	64	82.8	H/		H/		62	82.3	124	90.3	1174	87.7	31	67.7	201	93.5
JETBLUE	1694	64.6	H/		H/		H/		164	79.9	83	75.9	191	76.4	62	72.6
DELTA	1554	82.8	192	89.6	851	79.3	4316	86.9	593	84.0	466	86.3	532	88.0	668	88.6
EXPRESSJET	6	100.0	129	82.2	H/		502	79.5	3841	79.7	H/		22	68.2	H/	
FRONTIER	708	87.4	H/		184	77.2	74	91.9	414	82.9	59	91.5	197	80.7	137	89.8
HAWAIIAN	H/		H/		H/		H/		H/		31	96.8	H/		31	100.0
SPIRIT	563	68.9	H/		H/		341	72.7	899	70.4	62	75.8	124	64.5	124	71.0
SKYWEST	H/		21	66.7	4	75.0	2671	77.9	3171	74.0	585	87.9	8	62.5	1313	83.7
UNITED	1045	78.7	H/		421	77.2	224	82.6	4661	86.0	389	84.3	292	74.3	649	85.7
VIRGIN AMERICA	31	87.1	H/		H/		H/		74	67.6	31	67.7	H/		H/	
SOUTHWEST	3426	84.6	6334	85.0	H/		658	85.0	H/		990	86.5	766	79.1	4857	85.3
TOTAL	10730	78.0	6676	85.1	6088	71.8	9585	82.9	18605	81.4	4143	86.4	5671	79.4	13035	85.5

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

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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**	718	83.0	607	82.5	1270	67.7	408	84.1	1028	76.4
ALASKA	448	87.5	4444	88.7	444	70.7	181	90.1	31	90.3
JETBLUE	108	79.6	142	83.8	502	60.8	147	72.8	515	67.0
DELTA	503	89.7	1271	86.2	965	67.0	2845	89.2	936	82.1
EXPRESSJET	H/		H/		H/		H/		H/	
FRONTIER	60	86.7	59	88.1	186	62.9	123	91.9	178	83.1
HAWAIIAN	31	96.8	62	87.1	62	93.5	H/		H/	
SPIRIT	186	70.4	H/		H/		H/		421	63.9
SKYWEST	392	80.4	1408	78.5	3288	61.2	3989	83.4	H/	
UNITED	640	88.4	638	84.2	3684	75.2	195	88.2	526	80.6
VIRGIN AMERICA	164	68.3	188	80.3	1542	64.8	H/		H/	
SOUTHWEST	2766	83.1	920	84.0	1263	65.6	811	82.1	2361	83.9
TOTAL	6016	83.6	9739	85.5	13206	67.5	8699	85.4	5996	79.2

* 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	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	84.5	75.4	87.8	79.4	J/	91.5	93.6	85.8	79.5	45.5	83.8	90.1	74.6	93.7	92.5	100.0	84.1	96.3
700 - 759 AM	90.3	76.7	85.7	80.8	86.4	92.8	87.0	86.5	76.3	74.6	79.3	90.8	77.3	94.0	88.8	79.2	80.7	92.2
800 - 859 AM	87.3	84.0	90.6	82.3	82.7	89.7	89.5	89.0	82.1	83.1	95.2	85.1	82.3	93.3	85.6	81.0	82.9	91.5
900 - 959 AM	87.2	85.2	89.3	78.4	82.3	89.9	87.1	87.9	81.0	74.6	100.0	89.2	83.4	90.3	81.1	84.1	83.7	92.2
1000 - 1059 AM	88.8	88.2	85.7	80.2	83.4	87.4	89.1	85.6	84.1	80.2	80.0	88.7	88.0	85.9	81.9	77.0	83.9	90.9
1100 - 1159 AM	88.1	88.2	85.9	80.4	83.6	89.5	88.3	85.0	80.5	76.9	85.1	88.5	82.3	83.4	79.2	79.0	80.3	92.3
1200 - 1259 PM	85.9	85.0	85.2	83.8	81.1	89.2	88.6	90.9	78.7	77.2	67.6	88.5	79.4	84.5	80.5	75.2	80.6	90.7
100 - 159 PM	86.4	82.3	82.7	83.6	79.4	88.8	85.6	80.5	76.9	73.8	82.1	84.9	72.4	81.7	79.3	80.2	78.2	86.7
200 - 259 PM	87.2	81.0	83.3	87.2	77.6	87.3	88.3	83.9	76.1	76.6	84.2	89.8	78.3	83.0	79.2	73.8	83.8	88.1
300 - 359 PM	86.1	82.7	78.1	81.6	74.2	86.0	87.9	84.0	76.2	75.9	82.1	89.2	79.1	80.2	80.4	74.1	80.0	86.3
400 - 459 PM	84.0	80.2	75.6	74.7	70.1	86.1	84.0	83.0	75.4	73.8	76.9	86.1	74.1	80.8	79.2	72.8	78.8	84.9
500 - 559 PM	83.8	78.4	77.8	82.4	72.1	85.2	82.7	83.6	71.6	71.4	80.8	79.8	72.3	74.7	77.6	71.0	78.2	79.7
600 - 659 PM	83.4	74.8	75.4	72.1	68.7	85.3	82.0	79.9	67.2	68.0	80.3	84.7	73.4	76.0	74.2	66.7	76.6	82.1
700 - 759 PM	82.4	76.0	73.8	70.7	68.9	85.0	84.2	80.1	66.0	59.1	78.9	80.3	68.5	75.6	74.1	67.8	75.3	80.1
800 - 859 PM	81.8	73.8	74.0	72.5	71.6	85.9	82.5	85.9	68.5	62.6	79.9	83.9	70.0	74.1	78.4	63.6	68.6	75.0
900 - 959 PM	79.5	72.7	75.8	74.8	65.7	85.8	79.6	83.0	71.3	64.5	78.0	74.6	65.6	74.7	73.9	60.3	71.3	79.2
1000 - 1059 PM	79.5	76.4	73.2	72.7	69.7	81.7	79.0	73.1	68.4	60.3	62.5	78.9	66.5	75.2	75.9	66.8	70.9	76.5
1100 - 559 AM	77.4	74.9	70.9	81.3	71.8	82.9	80.4	74.8	71.4	68.4	77.1	80.9	66.6	79.1	76.4	66.6	75.1	77.4
TOTAL, ALL ARRIVALS, BY AIRPORT	85.2	79.3	79.6	79.1	74.6	87.2	85.4	83.1	74.3	70.8	79.1	85.6	73.5	81.6	79.0	72.2	78.0	85.1

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

JANUARY 2016

AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*											
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	82.5	88.0	85.6	80.0	76.3	89.5	90.5	82.1	88.8	100.0	96.8	84.1
700 - 759 AM	84.8	86.0	85.2	88.4	75.0	85.7	92.2	87.5	88.6	89.9	87.9	87.1
800 - 859 AM	76.6	85.5	84.9	92.9	86.6	89.3	91.9	87.4	90.6	85.7	89.8	86.5
900 - 959 AM	68.9	89.7	87.5	86.3	87.7	91.0	88.9	91.9	71.8	92.7	84.8	85.5
1000 - 1059 AM	75.0	87.1	81.8	89.8	86.9	86.0	88.9	87.2	65.7	90.9	84.1	84.8
1100 - 1159 AM	70.5	94.3	86.4	92.1	89.6	89.3	87.3	87.8	67.9	90.3	81.9	84.5
1200 - 1259 PM	74.5	87.0	84.4	89.5	80.7	86.6	87.6	86.7	62.6	82.0	86.0	83.3
100 - 159 PM	78.4	84.0	82.6	86.6	85.8	87.6	83.6	88.0	64.0	80.6	87.5	82.5
200 - 259 PM	74.7	83.2	82.9	79.5	85.1	86.8	80.4	87.8	65.1	84.6	80.8	82.8
300 - 359 PM	76.2	83.5	81.6	87.1	80.2	86.0	77.8	85.2	61.0	87.4	81.8	81.3
400 - 459 PM	79.9	81.3	80.4	87.7	80.5	84.9	78.7	92.1	62.3	85.4	82.4	80.5
500 - 559 PM	72.4	86.1	76.5	89.9	80.4	83.7	80.0	86.2	65.4	81.7	74.3	78.8
600 - 659 PM	71.0	74.3	74.1	82.3	79.6	82.9	80.5	83.8	64.1	85.9	76.5	77.5
700 - 759 PM	66.7	74.5	75.9	87.5	73.2	83.8	74.7	83.5	64.4	81.7	76.5	76.8
800 - 859 PM	55.0	82.5	75.2	85.7	66.7	82.1	79.9	81.6	65.5	81.8	71.3	76.0
900 - 959 PM	71.0	82.9	78.5	81.7	71.7	83.4	87.0	81.2	64.1	87.4	66.8	75.6
1000 - 1059 PM	66.7	77.3	79.2	80.5	78.0	86.1	80.5	83.2	61.3	74.7	73.2	74.4
1100 - 559 AM	74.9	83.9	82.5	86.6	73.6	78.6	85.5	85.2	72.6	80.3	73.1	76.3
TOTAL, ALL ARRIVALS, BY AIRPORT	71.8	82.9	81.4	86.4	79.4	85.5	83.6	85.5	67.5	85.4	79.2	80.8

* 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	89.1	90.6	86.0	84.4	86.4	95.6	89.8	84.0	82.2	92.2	82.9	85.6	84.6	94.4	94.5	85.1	91.4	94.4
700 - 759 AM	90.2	89.7	85.8	85.5	80.3	89.7	89.1	83.5	81.6	83.9	81.9	88.6	84.4	91.7	92.1	83.4	89.3	91.3
800 - 859 AM	89.1	83.1	80.8	74.9	81.5	91.9	90.8	86.8	77.3	86.5	82.4	89.0	82.2	87.3	85.2	80.2	87.8	87.6
900 - 959 AM	85.6	85.7	83.3	83.0	81.5	86.5	84.1	86.5	74.6	79.6	83.3	88.3	82.6	87.9	77.8	79.7	87.6	91.3
1000 - 1059 AM	85.4	86.4	83.8	77.0	79.1	85.6	83.0	84.8	73.4	76.6	77.2	86.0	75.8	84.0	77.0	77.4	82.4	90.9
1100 - 1159 AM	83.8	87.6	84.9	82.2	81.0	82.4	82.3	85.4	73.8	74.6	74.5	87.4	77.2	82.3	74.8	77.1	80.8	88.5
1200 - 1259 PM	84.3	87.0	79.7	78.4	80.0	85.7	85.2	82.5	73.9	74.1	77.4	87.5	73.7	80.4	73.5	78.0	76.0	83.8
100 - 159 PM	83.1	81.0	74.8	79.9	78.5	84.2	84.4	84.4	74.3	72.5	75.7	87.3	76.7	79.9	77.2	76.2	77.7	76.4
200 - 259 PM	82.9	78.3	72.7	79.2	74.7	82.1	80.1	79.3	66.6	70.5	82.9	83.9	62.9	77.9	73.0	75.1	72.0	72.5
300 - 359 PM	82.3	77.6	75.5	81.5	74.6	82.2	84.5	81.6	72.6	70.2	76.9	85.3	71.0	74.1	73.1	73.1	75.9	80.4
400 - 459 PM	84.6	75.3	69.2	78.1	68.3	78.5	79.8	76.6	69.9	68.1	80.5	82.7	73.2	73.6	74.4	71.9	74.5	76.9
500 - 559 PM	79.2	74.4	71.8	72.9	69.3	79.3	79.7	79.7	66.7	66.7	74.9	80.3	69.2	76.4	76.4	71.4	73.2	72.1
600 - 659 PM	78.1	72.2	67.5	75.5	73.2	81.7	80.9	70.2	67.9	60.7	69.7	77.8	64.3	66.3	69.2	71.0	74.7	76.3
700 - 759 PM	80.7	73.3	68.8	69.5	70.7	83.5	76.3	74.9	56.7	58.3	70.1	78.2	65.2	69.5	73.7	62.8	71.2	69.9
800 - 859 PM	76.1	66.9	69.0	76.6	72.0	80.0	82.7	80.2	60.2	63.0	77.3	78.2	64.4	69.8	69.6	66.8	69.2	67.2
900 - 959 PM	79.6	73.1	59.0	88.9	75.9	85.4	85.6	81.3	68.3	56.7	50.0	82.0	63.1	69.4	77.5	64.8	58.8	71.7
1000 - 1059 PM	85.0	40.0	69.7	79.5	68.8	84.6	87.9	82.1	69.7	36.4	75.9	87.1	66.9	73.7	71.6	66.7	55.4	71.2
1100 - 559 AM	85.3	90.0	81.8	92.0	85.5	88.3	83.3	90.4	72.2	80.0	100.0	91.8	75.3	84.9	85.8	88.3	86.4	95.2
TOTAL, ALL DEPARTURES, BY AIRPORT	83.4	81.9	76.2	79.1	76.8	84.4	83.8	81.9	71.7	72.2	77.8	84.5	73.7	80.2	78.4	75.5	78.3	80.1

* 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	80.7	91.3	85.6	92.3	85.0	95.1	94.0	93.9	92.6	95.1	95.5	90.1
700 - 759 AM	82.7	90.0	86.0	95.0	83.3	95.5	88.9	87.7	89.2	92.1	93.6	87.7
800 - 859 AM	84.8	87.8	82.7	90.6	83.5	88.9	88.0	85.9	89.0	87.4	93.5	86.4
900 - 959 AM	78.3	86.6	77.5	89.7	81.6	89.1	83.7	84.3	84.6	89.2	89.5	84.0
1000 - 1059 AM	78.2	87.1	78.3	82.6	82.0	84.9	84.0	87.2	69.4	90.9	86.2	82.2
1100 - 1159 AM	73.7	86.0	74.9	88.8	82.3	84.7	87.5	85.1	74.0	89.1	84.2	82.3
1200 - 1259 PM	75.3	90.6	77.9	86.3	83.1	88.2	79.8	85.3	66.9	79.7	77.2	80.4
100 - 159 PM	69.5	86.0	75.5	80.1	76.9	85.5	80.5	83.8	67.0	77.0	85.8	79.9
200 - 259 PM	71.9	81.4	75.6	75.0	77.7	83.5	75.4	83.2	68.7	81.4	81.3	77.3
300 - 359 PM	64.9	81.4	73.0	82.4	80.3	80.0	78.0	84.2	67.0	85.1	74.2	78.4
400 - 459 PM	70.1	75.4	74.0	84.7	73.6	81.6	71.8	83.1	66.6	84.6	77.7	76.4
500 - 559 PM	69.9	81.0	69.9	82.3	70.3	77.7	78.1	84.1	63.2	90.0	71.7	75.3
600 - 659 PM	63.3	76.6	65.4	86.3	73.9	77.7	73.5	86.0	63.6	81.7	77.2	73.6
700 - 759 PM	56.8	79.8	67.9	79.2	77.0	79.0	74.8	85.4	69.3	89.5	71.8	74.1
800 - 859 PM	62.5	85.6	68.8	92.5	81.0	80.9	73.7	88.0	65.9	84.5	73.1	74.5
900 - 959 PM	60.6	86.6	66.7	78.1	73.6	79.7	74.2	85.2	69.4	90.8	63.7	74.7
1000 - 1059 PM	J/	84.9	79.2	85.0	74.7	79.2	89.5	72.5	79.2	90.7	90.9	79.6
1100 - 559 AM	86.4	90.0	84.7	91.8	86.6	86.0	100.0	90.9	79.8	84.4	86.4	86.2
TOTAL, ALL DEPARTURES, BY AIRPORT	70.8	84.5	75.1	86.9	79.0	84.1	82.4	86.0	74.2	87.0	82.2	80.2

* 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

JETBLUE	813	Dec	HPN-FLL	1845	31	20	64.52	117.25
JETBLUE	813	Jan	HPN-FLL	1839	31	16	51.61	74.93
JETBLUE	761	Dec	LGA-PBI	1530	17	11	64.71	57.89
JETBLUE	761	Jan	LGA-PBI	1530	27	17	62.96	71.13
JETBLUE	1262	Dec	PBI-LGA	1915	17	11	64.71	76.50
JETBLUE	1262	Jan	PBI-LGA	1919	27	18	66.67	76.35
SKYWEST	4610	Dec	SLC-SUN	1115	31	18	58.06	57.33
SKYWEST	4610	Jan	SLC-SUN	1115	31	16	51.61	71.20
SPIRIT	251	Dec	ATL-TPA	1935	31	19	61.29	71.00
SPIRIT	251	Jan	ATL-TPA	1935	31	19	61.29	74.53
UNITED	1417	Dec	EWR-MCO	1929	30	16	53.33	87.50
UNITED	1417	Jan	EWR-MCO	1929	31	19	61.29	124.00
VIRGIN AMERICA	917	Dec	LAS-SFO	2050	18	11	61.11	125.45
VIRGIN AMERICA	917	Jan	LAS-SFO	2050	21	11	52.38	112.64

* 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
JETBLUE	762	12	1.6
SPIRIT	356	2	0.6
SKYWEST	1,566	2	0.1
AMERICAN**	2,518	3	0.1
SOUTHWEST	3,513	1	0.0
DELTA	2,422	0	0.0
EXPRESSJET	1,428	0	0.0
UNITED	1,354	0	0.0
ALASKA	470	0	0.0
FRONTIER	228	0	0.0
HAWAIIAN	205	0	0.0
VIRGIN AMERICA	185	0	0.0
TOTAL	15,007	20	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	90.3	62	62
ADAK ISLAND AK (ADK)	88.9	66.7	9	9
AGUADILLA PR (BQN)	66.3	71.5	172	172
AKRON OH (CAK)	82.9	82.8	492	493
ALBANY GA (ABY)	83.8	89.9	80	79
ALBANY NY (ALB)	81.0	86.3	759	758
ALBUQUERQUE NM (ABQ)	86.2	86.1	1,445	1,443
ALEXANDRIA LA (AEX)	79.4	85.6	209	208
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	76.8	81.1	181	180
ALPENA MI (APN)	67.3	69.2	52	52
AMARILLO TX (AMA)	84.1	89.4	246	246
ANCHORAGE AK (ANC)	92.5	94.2	1,230	1,232
APPLETON WI (ATW)	74.3	82.2	272	270
ARCATA/EUREKA CA (ACV)	64.8	63.2	125	125
ARLINGTON VA (DCA)	74.6	76.8	6,455	6,447
ASHEVILLE NC (AVL)	79.4	79.4	204	204
ASPEN CO (ASE)	75.6	72.5	607	607
ATLANTA GA (ATL)	85.2	83.4	29,854	29,870
ATLANTIC CITY NJ (ACY)	67.7	74.2	310	310
AUGUSTA GA (AGS)	80.1	82.1	196	196
AUSTIN TX (AUS)	86.8	87.8	3,581	3,581
BAKERSFIELD CA (BFL)	83.1	86.7	189	188
BALTIMORE MD (BWI)	79.6	76.2	7,174	7,181
BANGOR ME (BGR)	75.0	100.0	4	6
BARROW AK (BRW)	92.5	90.0	80	80
BATON ROUGE LA (BTR)	83.4	86.4	589	590
BEAUMONT/PORT ARTHUR TX (BPT)	83.5	81.2	85	85
BELLINGHAM WA (BLI)	88.3	93.7	94	95
BEMIDJI MN (BJI)	82.3	90.3	62	62
BEND/REDMOND OR (RDM)	77.6	80.9	183	183
BETHEL AK (BET)	95.1	96.3	81	81
BILLINGS MT (BIL)	89.0	94.0	281	283
BINGHAMTON NY (BGM)	71.1	82.9	76	76
BIRMINGHAM AL (BHM)	84.5	86.0	892	891
BISMARCK/MANDAN ND (BIS)	79.8	84.1	208	208
BLOOMINGTON/NORMAL IL (BMI)	79.1	84.6	91	91
BOISE ID (BOI)	84.3	86.2	1,172	1,172
BOSTON MA (BOS)	79.3	81.9	9,100	9,088
BOZEMAN MT (BZN)	89.5	86.6	267	269
BRAINERD MN (BRD)	86.5	84.6	52	52
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	87.7	85.8	162	162
BROWNSVILLE TX (BRO)	88.4	89.3	189	187
BRUNSWICK GA (BQK)	84.9	87.2	86	86

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUFFALO NY (BUF)	78.8	80.3	1,314	1,307
BURBANK CA (BUR)	80.7	81.9	1,783	1,783
BURLINGTON VT (BTV)	75.2	76.9	262	264
BUTTE MT (BTM)	84.5	91.4	58	58
CASPER WY (CPR)	91.4	93.5	139	139
CEDAR CITY UT (CDC)	72.5	80.4	51	51
CEDAR RAPIDS/IOWA CITY IA (CID)	79.4	82.6	243	242
CHANTILLY VA (IAD)	79.1	77.8	2,533	2,537
CHARLESTON SC (CHS)	79.6	83.0	1,015	1,015
CHARLESTON/DUNBAR WV (CRW)	76.5	77.0	196	196
CHARLOTTE AMALIE VI (STT)	76.9	75.4	446	448
CHARLOTTE NC (CLT)	79.1	79.1	9,224	9,213
CHARLOTTESVILLE VA (CHO)	71.3	77.1	171	170
CHATTANOOGA TN (CHA)	84.0	86.0	344	343
CHICAGO IL (MDW)	85.1	80.1	6,676	6,679
CHICAGO IL (ORD)	81.4	75.1	18,605	18,610
CHRISTIANSTED VI (STX)	71.4	79.6	98	98
CLEVELAND OH (CLE)	82.2	83.4	2,688	2,680
CODY WY (COD)	78.8	75.8	33	33
COLLEGE STATION/BRYAN TX (CLL)	89.1	94.4	55	54
COLORADO SPRINGS CO (COS)	80.6	85.5	629	628
COLUMBIA SC (CAE)	78.7	83.8	428	427
COLUMBUS GA (CSG)	76.5	84.0	81	81
COLUMBUS MS (GTR)	81.0	81.9	84	83
COLUMBUS OH (CMH)	83.2	85.5	1,778	1,774
CORDOVA AK (CDV)	91.7	93.3	60	60
CORPUS CHRISTI TX (CRP)	86.6	91.9	247	248
COVINGTON KY (CVG)	81.4	85.4	1,252	1,253
DALLAS TX (DAL)	86.8	81.9	5,795	5,795
DALLAS/FORT WORTH TX (DFW)	85.4	83.8	16,572	16,565
DAYTON OH (DAY)	77.3	82.7	573	572
DAYTONA BEACH FL (DAB)	86.3	86.4	146	147
DEADHORSE AK (SCC)	95.0	95.0	80	80
DENVER CO (DEN)	87.2	84.4	17,527	17,519
DES MOINES IA (DSM)	84.5	84.8	659	656
DETROIT MI (DTW)	83.1	81.9	9,463	9,489
DEVILS LAKE ND (DVL)	70.8	79.2	48	48
DOTHAN AL (DHN)	75.0	79.3	116	116
DULUTH MN (DLH)	75.7	79.2	173	173
DURANGO CO (DRO)	82.9	84.8	105	105
EAGLE CO (EGE)	81.5	81.6	308	309
EAU CLAIRE WI (EAU)	77.4	83.9	62	62
EL PASO TX (ELP)	85.7	87.0	882	879

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CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ELKO NV (EKO)	67.9	77.4	53	53
ELMIRA/CORNING NY (ELM)	80.6	87.2	180	179
ERIE PA (ERI)	72.4	79.3	58	58
ESCANABA MI (ESC)	82.7	86.5	52	52
EUGENE OR (EUG)	76.9	72.2	290	291
EVANSVILLE IN (EVV)	79.2	78.6	221	220
FAIRBANKS AK (FAI)	94.3	94.3	174	174
FARGO ND (FAR)	75.9	79.1	378	374
FAYETTEVILLE AR (XNA)	80.9	86.9	367	367
FAYETTEVILLE NC (FAY)	81.8	79.9	154	154
FLAGSTAFF AZ (FLG)	83.4	84.1	157	157
FLINT MI (FNT)	82.2	87.8	297	296
FORT LAUDERDALE FL (FLL)	70.8	72.2	7,665	7,678
FORT MYERS FL (RSW)	77.1	78.6	3,288	3,294
FORT SMITH AR (FSM)	87.2	92.6	149	148
FORT WAYNE IN (FWA)	75.7	84.4	309	308
FRESNO CA (FAT)	80.8	79.3	598	598
GAINESVILLE FL (GNV)	82.1	82.0	195	194
GILLETTE WY (GCC)	92.0	93.2	88	88
GRAND FORKS ND (GFK)	82.8	88.3	93	94
GRAND JUNCTION CO (GJT)	86.7	89.9	188	188
GRAND RAPIDS MI (GRR)	84.3	85.8	758	753
GREAT FALLS MT (GTF)	80.9	91.4	152	151
GREEN BAY WI (GRB)	79.0	84.2	243	241
GREENSBORO/HIGH POINT NC (GSO)	79.0	81.3	428	427
GREER SC (GSP)	82.5	83.8	538	536
GUAM TT (GUM)	77.4	87.1	31	31
GULFPORT/BILOXI MS (GPT)	88.3	87.5	264	264
GUNNISON CO (GUC)	85.4	85.4	48	48
HANCOCK/HOUGHTON MI (CMX)	61.9	72.6	63	62
HARLINGEN/SAN BENITO TX (HRL)	88.6	91.0	245	244
HARRISBURG PA (MDT)	80.5	81.5	190	189
HARTFORD CT (BDL)	78.1	79.4	1,520	1,520
HATTIESBURG/LAUREL MS (PIB)	92.3	86.5	52	52
HAYDEN CO (HDN)	84.2	82.2	184	185
HAYS KS (HYS)	76.9	80.8	52	52
HELENA MT (HLN)	88.2	91.5	119	118
HIBBING MN (HIB)	73.5	77.1	83	83
HILO HI (ITO)	94.5	96.1	492	492
HOBBS NM (HOB)	91.8	87.8	49	49
HONOLULU HI (HNL)	80.4	91.9	3,878	3,870
HOUSTON TX (HOU)	85.9	84.4	4,546	4,540
HOUSTON TX (IAH)	85.6	84.5	11,642	11,660

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HUNTSVILLE AL (HSV)	87.9	90.1	315	314
IDAHO FALLS ID (IDA)	82.1	90.9	207	208
INDIANAPOLIS IN (IND)	83.6	85.9	2,207	2,209
INTERNATIONAL FALLS MN (INL)	75.9	88.9	54	54
IRON MOUNTAIN/KINGSFD MI (IMT)	75.4	78.9	57	57
ISLIP NY (ISP)	79.3	82.4	382	381
ITHACA/CORTLAND NY (ITH)	81.4	84.7	59	59
JACKSON WY (JAC)	76.9	75.2	403	403
JACKSON/VICKSBURG MS (JAN)	88.1	90.4	428	429
JACKSONVILLE FL (JAX)	81.1	83.6	1,499	1,500
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	77.8	87.8	90	90
JAMESTOWN ND (JMS)	75.7	79.7	74	74
JOPLIN MO (JLN)	91.9	91.9	62	62
JUNEAU AK (JNU)	85.8	88.1	346	345
KAHULUI HI (OGG)	82.8	87.9	1,906	1,909
KALAMAZOO MI (AZO)	80.7	86.4	207	206
KALISPELL MT (FCA)	86.9	89.1	137	138
KANSAS CITY MO (MCI)	84.6	86.7	3,325	3,320
KETCHIKAN AK (KTN)	89.8	86.6	186	186
KEY WEST FL (EYW)	83.2	85.3	184	184
KILLEEN TX (GRK)	90.7	95.3	216	214
KNOXVILLE TN (TYS)	78.0	85.0	523	525
KODIAK AK (ADQ)	83.7	83.7	43	43
KONA HI (KOA)	82.6	85.7	985	990
KOTZEBUE AK (OTZ)	95.1	91.8	61	61
LA CROSSE WI (LSE)	69.4	85.7	49	49
LAFAYETTE LA (LFT)	87.0	85.9	270	269
LAKE CHARLES LA (LCH)	89.5	96.0	76	75
LANSING MI (LAN)	77.7	84.7	251	249
LARAMIE WY (LAR)	90.4	94.2	52	52
LAREDO TX (LRD)	87.9	86.4	165	162
LAS VEGAS NV (LAS)	81.6	80.2	12,245	12,246
LATROBE PA (LBE)	64.5	71.0	93	93
LAWTON/FORT SILL OK (LAW)	90.9	95.4	88	87
LEWISTON ID (LWS)	94.5	94.5	55	55
LEXINGTON KY (LEX)	77.1	79.7	367	365
LIHUE HI (LIH)	86.1	91.7	1,005	1,005
LINCOLN NE (LNK)	81.6	86.1	234	231
LITTLE ROCK AR (LIT)	85.7	89.7	614	614
LONG BEACH CA (LGB)	74.4	72.6	755	755
LOS ANGELES CA (LAX)	79.0	78.4	16,406	16,427
LOUISVILLE KY (SDF)	80.5	81.6	747	746
LUBBOCK TX (LBB)	88.5	91.2	400	399

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MADISON WI (MSN)	81.5	87.2	577	576
MAMMOTH LAKES CA (MMH)	59.4	53.1	32	32
MANCHESTER NH (MHT)	79.0	85.6	442	443
MARQUETTE MI (MQT)	67.3	74.1	55	54
MEDFORD OR (MFR)	75.3	78.7	235	235
MELBOURNE FL (MLB)	92.3	94.0	117	117
MEMPHIS TN (MEM)	85.8	88.4	1,154	1,151
MERIDIAN MS (MEI)	85.5	86.7	83	83
MIAMI FL (MIA)	71.8	70.8	6,088	6,083
MIDLAND/ODESSA TX (MAF)	86.0	90.7	472	471
MILWAUKEE WI (MKE)	83.4	84.3	2,706	2,703
MINNEAPOLIS MN (MSP)	82.9	84.5	9,585	9,581
MINOT ND (MOT)	78.7	83.4	150	151
MISSION/MCALLEN/EDINBURG TX (MFE)	94.8	95.4	194	194
MISSOULA MT (MSO)	81.8	89.5	181	181
MOBILE AL (MOB)	87.3	87.8	353	353
MOLINE IL (MLI)	80.8	89.4	219	216
MONROE LA (MLU)	88.2	88.7	246	247
MONTEREY CA (MRY)	81.4	88.6	210	210
MONTGOMERY AL (MGM)	78.6	76.4	192	191
MONTROSE/DELTA CO (MTJ)	84.2	86.3	152	153
MOSINEE WI (CWA)	82.8	78.9	58	57
MUSKEGON MI (MKG)	67.7	69.4	62	62
MYRTLE BEACH SC (MYR)	74.6	75.4	228	228
NASHVILLE TN (BNA)	82.7	83.8	3,903	3,898
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	70.9	87.3	55	55
NEW ORLEANS LA (MSY)	83.2	86.1	3,501	3,507
NEW YORK NY (JFK)	73.5	73.7	8,014	8,027
NEW YORK NY (LGA)	72.2	75.5	8,035	8,028
NEWARK NJ (EWR)	74.3	71.7	8,536	8,526
NEWBURGH/POUGHKEEPSIE NY (SWF)	67.7	68.7	62	67
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	86.4	86.4	88	88
NIAGARA FALLS NY (IAG)	77.4	77.4	31	31
NOME AK (OME)	88.5	86.9	61	61
NORFOLK VA (ORF)	79.1	81.0	847	846
NORTH BEND/COOS BAY OR (OTH)	52.9	52.9	17	17
OAKLAND CA (OAK)	80.9	78.8	3,652	3,654
OKLAHOMA CITY OK (OKC)	86.0	90.4	1,324	1,322
OMAHA NE (OMA)	82.5	86.4	1,414	1,409
ONTARIO CA (ONT)	81.0	82.2	1,598	1,598
ORLANDO FL (MCO)	78.0	78.3	10,730	10,739
PADUCAH KY (PAH)	69.4	82.3	62	62
PAGO PAGO TT (PPG)	90.0	100.0	10	10

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PALM SPRINGS CA (PSP)	80.2	77.1	977	978
PANAMA CITY FL (ECP)	90.1	90.4	324	323
PASCO/KENNEWICK/RICHLAND WA (PSC)	80.2	84.9	298	298
PELLSTON MI (PLN)	74.1	75.9	54	54
PENSACOLA FL (PNS)	85.0	86.5	441	443
PEORIA IL (PIA)	79.6	83.1	250	249
PETERSBURG AK (PSG)	93.5	95.2	62	62
PHILADELPHIA PA (PHL)	79.4	79.0	5,671	5,664
PHOENIX AZ (PHX)	85.5	84.1	13,035	13,024
PITTSBURGH PA (PIT)	84.2	88.1	1,888	1,887
PLATTSBURGH NY (PBG)	74.2	80.6	31	31
POCATELLO ID (PIH)	80.4	87.5	56	56
PONCE PR (PSE)	65.3	79.5	72	73
PORTLAND ME (PWM)	78.1	84.4	379	377
PORTLAND OR (PDX)	86.4	86.9	4,143	4,136
PROVIDENCE RI (PVD)	80.0	83.2	996	996
RALEIGH/DURHAM NC (RDU)	77.9	81.7	2,571	2,569
RAPID CITY SD (RAP)	80.6	86.2	217	218
REDDING CA (RDD)	70.5	72.1	61	61
RENO NV (RNO)	80.6	82.1	1,001	1,001
RHINELANDER WI (RHI)	84.1	87.5	88	88
RICHMOND VA (RIC)	73.8	78.5	1,156	1,155
ROANOKE VA (ROA)	78.7	83.6	183	183
ROCHESTER MN (RST)	82.1	83.1	78	77
ROCHESTER NY (ROC)	78.6	83.6	585	585
ROCK SPRINGS WY (RKS)	87.7	93.0	57	57
ROSWELL NM (ROW)	75.0	50.0	4	4
SACRAMENTO CA (SMF)	82.2	83.7	3,154	3,152
SAGINAW/BAY CITY/MIDLAND MI (MBS)	77.2	78.3	189	189
SALT LAKE CITY UT (SLC)	85.4	87.0	8,699	8,684
SAN ANTONIO TX (SAT)	85.8	89.3	2,340	2,342
SAN DIEGO CA (SAN)	83.6	82.4	6,016	6,016
SAN FRANCISCO CA (SFO)	67.5	74.2	13,206	13,207
SAN JOSE CA (SJC)	84.0	84.2	3,217	3,214
SAN JUAN PR (SJU)	73.8	74.1	2,395	2,408
SAN LUIS OBISPO CA (SBP)	75.1	74.2	221	221
SANTA ANA CA (SNA)	87.2	86.2	3,463	3,465
SANTA BARBARA CA (SBA)	80.0	80.4	500	500
SANTA FE NM (SAF)	93.2	82.8	59	58
SANTA MARIA CA (SMX)	56.5	68.9	62	61
SARASOTA/BRADENTON FL (SRQ)	84.4	79.2	327	327
SAULT STE. MARIE MI (CIU)	75.9	84.5	58	58
SAVANNAH GA (SAV)	79.5	85.3	531	531

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SCRANTON/WILKES-BARRE PA (AVP)	80.0	85.0	155	153
SEATTLE WA (SEA)	85.5	86.0	9,739	9,749
SHREVEPORT LA (SHV)	86.3	87.7	481	481
SIOUX FALLS SD (FSD)	74.9	79.0	347	343
SITKA AK (SIT)	87.1	85.9	93	92
SOUTH BEND IN (SBN)	75.5	82.3	396	396
SPOKANE WA (GEG)	84.4	87.2	859	857
SPRINGFIELD IL (SPI)	77.6	84.5	143	142
SPRINGFIELD MO (SGF)	78.9	84.8	232	231
ST. AUGUSTINE FL (UST)	100.0	100.0	3	3
ST. GEORGE UT (SGU)	78.4	90.8	153	153
ST. LOUIS MO (STL)	84.4	83.0	4,320	4,321
STATE COLLEGE PA (SCE)	76.7	86.2	60	58
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	51.7	48.7	118	115
SYRACUSE NY (SYR)	79.0	78.6	458	458
TALLAHASSEE FL (TLH)	85.1	86.1	208	208
TAMPA FL (TPA)	79.2	82.2	5,996	6,006
TEXARKANA AR (TXK)	83.3	91.6	84	83
TRAVERSE CITY MI (TVC)	73.4	80.0	94	95
TRENTON NJ (TTN)	83.2	82.1	167	168
TUCSON AZ (TUS)	86.1	86.8	1,419	1,419

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TULSA OK (TUL)	85.9	90.1	1,200	1,199
TWIN FALLS ID (TWF)	83.7	82.0	86	122
TYLER TX (TYR)	89.5	92.9	172	170
VALDOSTA GA (VLD)	77.4	82.1	84	84
VALPARAISO FL (VPS)	87.7	90.0	359	360
WACO TX (ACT)	91.1	92.4	146	145
WEST PALM BEACH/PALM BEACH FL (PBI)	68.7	69.0	2,430	2,436
WHITE PLAINS NY (HPN)	68.3	75.2	545	548
WICHITA KS (ICT)	84.4	87.6	688	688
WILLISTON ND (ISN)	81.7	88.8	169	169
WILMINGTON NC (ILM)	76.1	81.1	197	196
WORCESTER MA (ORH)	69.4	73.3	62	60
WRANGELL AK (WRG)	91.9	93.5	62	62
YAKUTAT AK (YAK)	95.0	95.0	60	60
YUMA AZ (YUM)	84.7	87.0	177	177

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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
JETBLUE	24	16,178	669	4.1		62	23,018	897	3.9
AMERICAN*	28	62,596	2,389	3.8		95	75,580	2,720	3.6
EXPRESSJET	16	21,760	771	3.5		163	41,970	1,427	3.4
UNITED	27	33,844	1,201	3.5		86	39,761	1,336	3.4
VIRGIN AMERICA	15	4,770	144	3.0		20	5,384	159	3.0
SPIRIT	19	9,158	247	2.7		33	11,047	308	2.8
SOUTHWEST	24	55,123	1,667	3.0		86	104,154	2,640	2.5
SKYWEST	23	26,933	502	1.9		183	47,619	984	2.1
DELTA	29	53,196	832	1.6		147	69,711	974	1.4
FRONTIER	24	5,550	64	1.2		50	7,099	77	1.1
ALASKA	25	9,105	88	1.0		64	14,205	139	1.0
HAWAIIAN	8	466	2	0.4		17	6,279	4	0.1
Total		298,679	8,576	2.9		Total	445,827	11,665	2.6

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

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
SOUTHWEST	2036	1612	79.1
UNITED	633	491	77.5
AMERICAN*	1629	1225	75.1
EXPRESSJET	782	561	71.7
VIRGIN AMERICA	95	62	65.2
JETBLUE	504	313	62.1
FRONTIER	46	27	58.6
SKYWEST	594	330	55.5
DELTA	712	388	54.4
SPIRIT	177	95	53.6
ALASKA	89	38	42.6
HAWAIIAN	4	0	0.00
TOTAL	7,301	5,142	70.4

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.

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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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*	75580	60292	79.77%	2720	3.60%	124	0.16%	4398	5.82%	374	0.50%	4236	5.60%	35	0.05%	3401	4.50%
ALASKA	14205	12361	87.02%	139	0.98%	50	0.35%	411	2.89%	65	0.46%	729	5.13%	7	0.05%	443	3.12%
JETBLUE	23018	15971	69.38%	897	3.90%	52	0.23%	2205	9.58%	98	0.43%	1604	6.97%	30	0.13%	2162	9.39%
DELTA	69711	59415	85.23%	974	1.40%	88	0.13%	2920	4.19%	549	0.79%	3230	4.63%	3	0.00%	2532	3.63%
EXPRESSJET	41970	34073	81.18%	1427	3.40%	95	0.23%	2041	4.86%	129	0.31%	2015	4.80%	0	0.00%	2190	5.22%
FRONTIER	7099	6040	85.08%	77	1.08%	4	0.06%	259	3.64%	21	0.30%	386	5.44%	0	0.00%	312	4.39%
HAWAIIAN	6279	5760	91.73%	4	0.06%	5	0.08%	345	5.50%	27	0.43%	10	0.15%	2	0.04%	126	2.01%
SPIRIT	11047	7519	68.06%	308	2.79%	10	0.09%	873	7.90%	31	0.28%	1297	11.74%	17	0.16%	992	8.98%
SKYWEST	47619	36942	77.58%	984	2.07%	194	0.41%	2314	4.86%	252	0.53%	3126	6.56%	15	0.03%	3792	7.96%
UNITED	39761	32798	82.49%	1336	3.36%	56	0.14%	2065	5.19%	295	0.74%	1716	4.31%	2	0.01%	1494	3.76%
VIRGIN AMERICA	5384	4013	74.54%	159	2.95%	7	0.13%	238	4.42%	71	1.32%	451	8.38%	4	0.08%	441	8.19%
SOUTHWEST	104154	87232	83.75%	2640	2.53%	179	0.17%	4505	4.33%	330	0.32%	2893	2.78%	38	0.04%	6336	6.08%
TOTAL	445827	362416	81.29%	11665	2.62%	864	0.19%	22572	5.06%	2243	0.50%	21693	4.87%	154	0.03%	24221	5.43%

***Causes of Delay:**

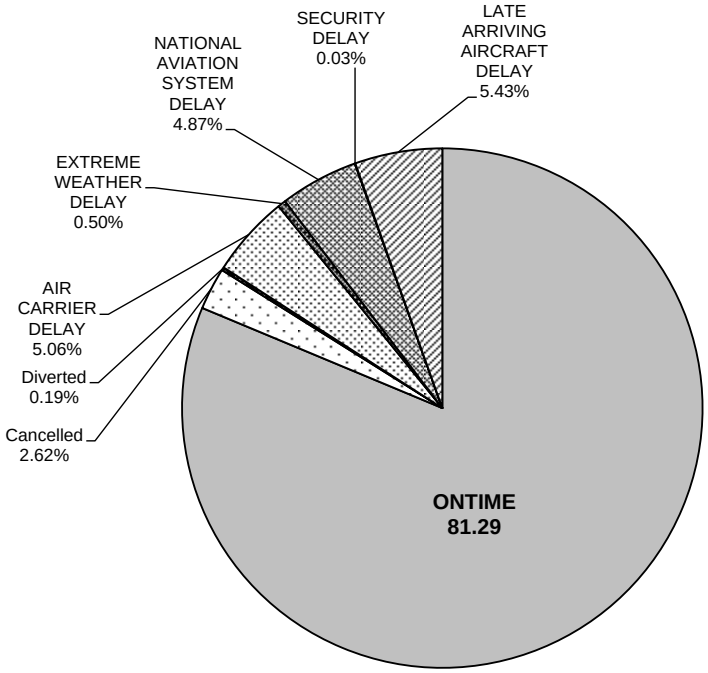
- **Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).**
- **Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

JANUARY 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.**
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- **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
NONE						

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.

JANUARY 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
NORWEGIAN	7002	JFK	OSL	1/23/2016	Origin Airport	422
COPA	209	SFO	PTY	1/17/2016	Diversion Airport (DFW)	292
QATAR	708	IAD	DOH	1/22/2016	Origin Airport	267
AMERICAN	992	CNF	MIA	1/15/2016	Diversion Airport (TPA)	261
AMERICAN	214	BSB	MIA	1/15/2016	Diversion Airport (MCO)	261
AMERICAN	984	MVD	MIA	1/15/2016	Diversion Airport (TPA)	258
VIRGIN ATLANTIC	22	IAD	LHR	1/22/2016	Origin Airport	257
AIR FRANCE	55	IAD	CDG	1/22/2016	Origin Airport	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.

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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
DELTA	69,711	80	0.11
SPIRIT	11,047	10	0.09
JETBLUE	23,018	11	0.05
VIRGIN AMERICA	5,384	2	0.04
EXPRESSJET	41,970	15	0.04
FRONTIER	7,099	2	0.03
AMERICAN*	75,580	21	0.03
UNITED	39,761	11	0.03
SKYWEST	47,619	7	0.01
SOUTHWEST	104,154	8	0.01
ALASKA	14,205	1	0.01
HAWAIIAN	6,279	0	0.00
TOTAL	445,827	168	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.

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

A See Appendix for list of carrier codes.

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

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

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

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

F Incomplete data; percentage based on operations reported.

G Carrier did not report useable data.

H Carrier did not serve airport.

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

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

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

S Carrier reported data for entire domestic system.

V Carrier reported data voluntarily.

APPENDIX

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

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

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

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

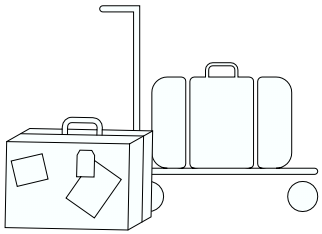
AS	Alaska Airlines
AA**	American Airlines
EV	ExpressJet Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines
VX	Virgin America

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

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

MISHANDLED BAGGAGE

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



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

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

		JANUARY 2016			JANUARY 2015		
RANK	**AIRLINE**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**
1	**VIRGIN AMERICA**	592	538,055	**1.10**	424	503,940	**0.84**
2	**JETBLUE AIRWAYS**	4,726	2,441,249	**1.94**	4,311	2,230,102	**1.93**
3	**HAWAIIAN AIRLINES**	1,751	817,449	**2.14**	2,136	784,459	**2.72**
4	**DELTA AIR LINES**	20,635	8,669,134	**2.38**	19,039	7,942,936	**2.40**
5	**SPIRIT AIRLINES**	3,771	1,467,217	**2.57**	2,713	1,154,194	**2.35**
6	**ALASKA AIRLINES**	5,120	1,708,182	**3.00**	5,946	1,587,095	**3.75**
7	**UNITED AIRLINES**	16,372	5,278,600	**3.10**	26,733	5,031,987	**5.31**
8	**FRONTIER AIRLINES**	3,441	1,010,595	**3.40**	2,105	872,638	**2.41**
9	**SOUTHWEST AIRLINES**	38,631	10,868,194	**3.55**	41,221	10,082,570	**4.09**
10	**AMERICAN AIRLINES****	39,844	9,413,077	**4.23**	26,764	5,372,845	**4.98**
11	**SKYWEST AIRLINES**	9,498	2,178,010	**4.36**	13,612	2,131,697	**6.39**
12	**EXPRESSJET AIRLINES**	8,689	1,653,985	**5.25**	14,217	1,963,028	**7.24**
	TOTALS	153,070	46,043,747	**3.32**	159,221	39,657,491	**4.01**

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

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

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

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

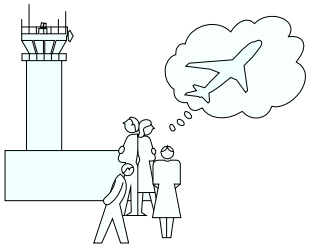
OVERSALES

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

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

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

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



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U.S. Department of Transportation

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

		OCTOBER - DECEMBER 2015				OCTOBER - DECEMBER 2014			
		DENIED BOARDINGS (DB'S)				DENIED BOARDINGS (DB'S)			
RANK	AIRLINE	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs
1	**JETBLUE AIRWAYS**	598	21	8,168,250	**0.03**	407	30	7,350,027	**0.04**
2	**HAWAIIAN AIRLINES**	70	8	2,608,124	**0.03**	78	0	2,507,376	**0.00**
3	**DELTA AIR LINES**	32,658	466	31,061,602	**0.15**	27,149	205	28,707,710	**0.07**
4	**VIRGIN AMERICA**	488	43	1,832,945	**0.23**	302	16	1,598,058	**0.10**
5	**ALASKA AIRLINES**	1,093	159	5,430,824	**0.29**	818	137	4,937,496	**0.28**
6	**SPIRIT AIRLINES******	1,158	124	4,230,180	**0.29**	********	********	********	********
7	**UNITED AIRLINES**	18,743	1,475	20,930,474	**0.70**	12,582	982	18,946,348	**0.52**
8	**SOUTHWEST AIRLINES*****	19,473	3,433	36,839,451	**0.93**	13,126	1,864	32,903,774	**0.57**
9	**FRONTIER AIRLINES**	648	380	3,547,147	**1.07**	1,206	441	3,125,104	**1.41**
10	**AMERICAN AIRLINES****	13,320	2,426	22,033,306	**1.10**	8,549	720	18,826,185	**0.38**
11	**SKYWEST AIRLINES**	10,896	786	6,990,054	**1.12**	11,280	1,332	6,656,843	**2.00**
12	**EXPRESSJET AIRLINES**	8,968	996	5,757,488	**1.73**	11,856	1,247	6,968,965	**1.79**
13	**ENVOY AIR**	3,765	555	2,592,952	**2.14**	4,749	611	3,643,382	**1.68**
	TOTALS	111,878	10,872	152,022,797	**0.72**	92,102	7,585	136,171,268	**0.56**

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

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

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

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

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

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

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

		JANUARY - DECEMBER 2015				JANUARY - DECEMBER 2014			
		DENIED BOARDINGS (DB'S)				DENIED BOARDINGS (DB'S)			
RANK	AIRLINE	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs
1	**JETBLUE AIRWAYS**	1,841	73	31,949,251	**0.02**	2,006	650	29,264,332	**0.22**
2	**HAWAIIAN AIRLINES**	358	29	10,462,344	**0.03**	366	116	10,084,811	**0.12**
3	**VIRGIN AMERICA**	1,722	80	6,928,805	**0.12**	910	57	6,438,023	**0.09**
4	**DELTA AIR LINES**	145,406	1,938	125,044,855	**0.16**	107,706	4,052	115,737,180	**0.35**
5	**SPIRIT AIRLINES******	6,589	496	16,010,164	**0.31**	********	********	********	********
6	**ALASKA AIRLINES**	5,412	740	22,095,126	**0.33**	4,176	864	19,838,878	**0.44**
7	**UNITED AIRLINES**	81,390	6,317	82,081,914	**0.77**	64,968	9,078	77,317,281	**1.17**
8	**AMERICAN AIRLINES****	50,317	7,504	97,091,951	**0.77**	35,152	3,188	77,065,600	**0.41**
9	**FRONTIER AIRLINES**	2,744	1,232	12,343,540	**1.00**	3,864	1,616	11,787,602	**1.37**
10	**SOUTHWEST AIRLINES*****	96,513	15,608	143,932,752	**1.08**	82,039	12,041	116,809,601	**1.03**
11	**SKYWEST AIRLINES**	51,829	5,079	28,562,760	**1.78**	42,446	7,170	26,420,593	**2.71**
12	**EXPRESSJET AIRLINES**	42,933	4,608	24,736,601	**1.86**	55,525	7,961	29,344,974	**2.71**
13	**ENVOY AIR**	18,125	2,792	11,901,028	**2.35**	18,615	2,501	15,441,723	**1.62**
	TOTALS	505,179	46,496	613,141,091	**0.76**	417,773	49,294	535,550,598	**0.92**

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

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

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

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

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

CONSUMER COMPLAINTS

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints (which are handled by the Federal Aviation Administration) or security complaints (which are handled by the Transportation Security Administration). An explanation of each section of the report appears below:

Summary - Table 1 gives the total number of complaints, and also breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

Complaint Categories - Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

U.S. Airlines - Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

Incident Date - Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods (Incident Date data is not included in YTD section).

Companies Other Than U.S. Airlines - Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc.

Airline Rankings - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

TABLE 1

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS

SUMMARY

	JANUARY 2016				JANUARY 2015			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,257	34	0	115	1,053	38	3	87
FOREIGN AIRLINES	388	1	0	26	391	7	0	39
TRAVEL AGENTS	30	1	0	9	25	2	0	11
TOUR OPERATORS	0	0	0	0	1	1	0	0
MISCELLANEOUS	22	4	0	17	8	5	0	20
INDUSTRY TOTALS	1,697	40	0	167	1,478	53	3	157

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

	JANUARY 2016			JANUARY 2015		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	489		1	493	
CANCELLATIONS			185			207
DELAYS			179			190
MISCONNECTIONS			77			51
BAGGAGE	2	356		2	328	
RES/TKTG/BOARDING	3	220		3	182	
CUSTOMER SERVICE	4	166		4	140	
REFUNDS	5	151		6	98	
FARES	6	123		5	105	
DISABILITY	7	79		7	52	
OVERSALES	8	59		8	36	
OTHER	9	36		9	30	
FREQUENT FLYER			17			14
ADVERTISING	10	11		10	7	
DISCRIMINATION	11	7		11	6	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		1,697			1,478	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

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U.S. Department of Transportation

Table 3

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY*

JANUARY 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
ALASKA AIRLINES	3	0	1	0	0	2	4	1	0	0	0	0	11
ALLEGIANT AIR	5	1	4	2	7	2	4	0	1	0	0	1	27
AMERICAN AIRLINES	115	17	41	28	44	111	32	19	3	3	0	14	427
DELTA AIR LINES	24	7	9	5	1	14	15	7	0	1	0	1	84
DYNAMIC AIRWAYS	1	0	2	0	1	0	0	1	0	0	0	0	5
ENVOY AIR	10	0	0	0	0	0	0	2	0	0	0	0	12
EXPRESSJET AIRLINES	6	0	0	0	0	0	1	0	0	0	0	0	7
FRONTIER AIRLINES	9	3	8	4	3	7	4	3	0	0	0	3	44
GOJET AIRLINES	7	1	0	0	0	1	1	0	0	0	0	0	10
HAWAIIAN AIRLINES	0	0	1	0	1	1	1	4	0	0	0	0	8
JETBLUE AIRWAYS	7	0	0	0	0	7	3	2	1	0	0	1	21
MESA AIRLINES	13	0	0	0	0	0	1	0	0	0	0	0	14
REPUBLIC AIRLINES	8	0	0	0	0	0	0	0	0	0	0	0	8
SHUTTLE AMERICA	4	0	0	0	0	1	0	0	0	0	0	0	5
SILVER AIRWAYS	2	0	1	0	1	3	0	0	0	0	0	0	7
SKYWEST AIRLINES	12	0	0	0	0	0	2	0	0	0	0	0	14
SOUTHWEST AIRLINES	23	0	3	3	3	16	7	7	0	0	0	1	63
SPIRIT AIRLINES	65	5	35	30	18	18	12	5	0	2	0	2	192
UNITED AIRLINES	82	11	33	9	26	42	29	18	1	0	0	5	256
VIRGIN AMERICA	3	0	3	1	1	0	4	0	0	0	0	0	12
OTHER U.S. AIRLINES	21	0	1	0	0	3	2	3	0	0	0	0	30
TOTAL JANUARY 2016	420	45	142	82	106	228	122	72	6	6	0	28	1,257
% OF TOTAL COMPLAINTS	33.4	3.6	11.3	6.5	8.4	18.1	9.7	5.7	0.5	0.5	0.0	2.2	
TOTAL JANUARY 2015	369	24	113	67	67	233	108	40	3	5	1	23	1,053
% OF TOTAL COMPLAINTS	35.0	2.3	10.7	6.4	6.4	22.1	10.3	3.8	0.3	0.5	0.1	2.2	

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

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

Table 4

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

COMPLAINTS AGAINST U.S. AIRLINES
BY INCIDENT DATE

JANUARY 2016

U.S. AIRLINES* ALPHABETICAL	COMPS RECD IN JAN	INCI-DENTS IN JAN	PERCENT	INCI-DENTS IN DEC	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
ALASKA AIRLINES	11	8	72.7	2	18.2	0	0.0	1	9.1
ALLEGIANT AIR	27	15	55.6	3	11.1	8	29.6	1	3.7
AMERICAN AIRLINES	427	156	36.5	138	32.3	97	22.7	36	8.4
DELTA AIR LINES	84	38	45.2	26	31.0	15	17.9	5	6.0
DYNAMIC AIRWAYS	5	3	60.0	1	20.0	1	20.0	0	0.0
ENVOY AIR	12	6	50.0	2	16.7	4	33.3	0	0.0
EXPRESSJET AIRLINES	7	4	57.1	3	42.9	0	0.0	0	0.0
FRONTIER AIRLINES	44	22	50.0	8	18.2	9	20.5	5	11.4
GOJET AIRLINES	10	5	50.0	5	50.0	0	0.0	0	0.0
HAWAIIAN AIRLINES	8	3	37.5	2	25.0	2	25.0	1	12.5
JETBLUE AIRWAYS	21	11	52.4	5	23.8	3	14.3	2	9.5
MESA AIRLINES	14	6	42.9	6	42.9	2	14.3	0	0.0
REPUBLIC AIRLINES	8	4	50.0	4	50.0	0	0.0	0	0.0
SHUTTLE AMERICA	5	1	20.0	3	60.0	1	20.0	0	0.0
SILVER AIRWAYS	7	3	42.9	1	14.3	1	14.3	2	28.6
SKYWEST AIRLINES	14	9	64.3	4	28.6	1	7.1	0	0.0
SOUTHWEST AIRLINES	63	25	39.7	24	38.1	11	17.5	3	4.8
SPIRIT AIRLINES	192	97	50.5	55	28.6	33	17.2	7	3.6
UNITED AIRLINES	256	87	34.0	100	39.1	43	16.8	26	10.2
VIRGIN AMERICA	12	2	16.7	6	50.0	4	33.3	0	0.0
OTHER U.S. AIRLINES	30	18	60.0	9	30.0	0	0.0	3	10.0
TOTALS	1,257	523	41.6	407	32.4	235	18.7	92	7.3
PREVIOUS YEAR'S TOTALS	1,053	513	48.7	240	22.8	224	21.3	76	7.2

*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

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

JANUARY 2016

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AEROMEXICO	3	1	8	2	3	6	1	0	0	0	0	0	24
AIR BERLIN	0	0	0	2	0	3	0	0	0	0	0	0	5
AIR CANADA	17	0	11	2	3	14	13	2	0	0	0	0	62
AIR CHINA	1	0	0	0	2	8	1	0	0	0	0	0	12
AIR FRANCE	3	0	2	1	2	5	0	0	0	0	0	0	13
ALITALIA AIRLINES	1	2	0	0	1	3	2	0	0	0	0	0	9
AVIANCA	2	0	0	3	2	2	0	0	0	0	0	0	9
BRITISH AIRWAYS	0	0	2	2	2	9	1	1	0	0	0	0	17
CHINA EASTERN AIRLINES	0	0	2	0	1	1	0	0	0	0	0	1	5
COPA	1	1	1	0	2	3	0	0	0	0	0	0	8
EGYPTAIR	2	0	0	0	0	0	2	0	0	0	0	1	5
EMIRATES AIRLINES	2	2	1	2	1	1	0	0	1	0	0	0	10
ETIHAD AIRWAYS	2	0	2	5	0	6	0	1	0	0	0	0	16
FIJI AIRWAYS	2	1	1	1	1	5	1	0	0	0	0	0	12
IBERIA AIRLINES	0	0	2	0	0	3	0	0	0	0	0	1	6
LAN AIRLINES	0	0	1	0	1	3	1	0	0	0	0	0	6
LUFTHANSA	5	1	5	2	1	5	3	0	0	0	0	0	22
NORWEGIAN AIR SHUTTLE	2	0	0	0	1	2	0	0	0	0	0	0	5
PHILIPPINE AIRLINES	2	0	0	1	0	3	1	0	0	0	0	1	8
QATAR AIRWAYS	2	2	3	1	2	4	1	0	0	0	0	0	15
TURKISH AIRLINES	7	0	4	2	3	12	4	1	0	0	0	0	33
VOLARIS AIRLINES	2	2	1	1	0	0	0	0	1	0	0	0	7
OTHER FOREIGN AIRLINES	12	0	14	6	10	26	8	1	1	1	0	0	79
TOTALS	68	12	60	33	38	124	39	6	3	1	0	4	388
TRAVEL AGENTS													
ORBITZ.COM	0	0	4	1	0	0	1	0	0	0	0	0	6
OTHER TRAVEL AGENTS	0	0	9	7	5	1	0	0	1	0	0	1	24
TOTALS	0	0	13	8	5	1	1	0	1	0	0	1	30
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
MISCELLANEOUS													
OTHER MISCELLANEOUS	1	2	5	0	2	3	4	1	1	0	0	3	22
TOTALS	1	2	5	0	2	3	4	1	1	0	0	3	22

* 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 *

		JANUARY 2016			JANUARY 2015		
RANK	***AIRLINE***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***
1	**EXPRESSJET AIRLINES**	7	1,741,184	**0.40**	15	2,090,762	**0.72**
2	**SOUTHWEST AIRLINES**	63	10,933,939	**0.58**	61	10,044,956	**0.61**
3	**SKYWEST AIRLINES**	14	2,315,644	**0.60**	26	2,195,117	**1.18**
4	**ALASKA AIRLINES**	11	1,810,936	**0.61**	7	1,680,036	**0.42**
5	**JETBLUE AIRWAYS**	21	2,944,441	**0.71**	19	2,656,517	**0.72**
6	**DELTA AIR LINES**	84	10,413,781	**0.81**	68	9,647,041	**0.70**
7	**HAWAIIAN AIRLINES**	8	869,997	**0.92**	6	832,797	**0.72**
8	**VIRGIN AMERICA**	12	558,039	**2.15**	6	490,758	**1.22**
9	**UNITED AIRLINES**	256	7,117,861	**3.60**	215	6,790,917	**3.17**
10	**AMERICAN AIRLINES****	427	11,307,633	**3.78**	232	6,964,941	**3.33**
11	**FRONTIER AIRLINES**	44	1,084,051	**4.06**	83	963,980	**8.61**
12	**SPIRIT AIRLINES**	192	1,595,927	**12.03**	102	1,276,472	**7.99**
	TOTAL	**1,139**	**52,693,433**	**2.16**	**840**	**45,634,294**	**1.84**

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 January 2016 as provided by the Transportation Security Administration[a*]

The Transportation Security Administration (TSA) screened approximately 53 million airline passengers and their 42 million checked bags in the month of January 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 January.

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
635	.001	51	.00009	243	.0004	431	.0008

NOTES

[a] Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (January 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 January.

As of January 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.

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

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

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

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

Carrier	Death	Injury	Loss
Delta Air Lines	1	0	0