



U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: May 2016



Flight Delays¹	March 2016
Mishandled Baggage¹	March 2016 January – March 2016
Oversales¹	^{1st} Quarter 2016
Consumer Complaints² (Includes Disability and Discrimination Complaints)	March 2016 January – March 2016
Customer Service Reports to the Dept. of Homeland Security³	March 2016
Airline Animal Incident Reports⁴	March 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

TABLE OF CONTENTS

Section	Page	Section	Page
Introduction		Flight Delays (continued)	
Flight Delays		Table 11	24
Explanation	3	List of Regularly Scheduled Flights with Tarmac Delays Over 3 Hours, By Carrier	
Table 1	4	Table 11A	25
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Carrier	
Table 1A	5	Table 12	26
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		Number and Percentage of Regularly Scheduled Flights With Tarmac Delays of 2 Hours or More, By Carrier	
Table 2	6	Footnotes	27
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		Appendix	28
Table 3	10	Mishandled Baggage	
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		Explanation	29
Table 4	12	Ranking— March 2016	30
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		Ranking— January - March 2016	31
Table 5	14	Oversales	
List of Regularly Scheduled Flights with More than 50% Delayed Arrivals of More Than 30 Minutes		Explanation	32
Table 6	15	Ranking — 1st Quarter 2016	33
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More		Consumer Complaints	
Table 7	16	Explanation	34
On-Time Arrival and Departure Percentage, by Airport		Complaint Tables 1-5 (March 2016)	35
Table 8	20	Summary, Complaint Categories, U.S. Airlines, Incident Date and Companies Other Than U.S. Airlines	
Overall Number and Percentage of Flight Cancellations, by Carrier		Ranking, Table 6 (March 2016)	40
Table 8A	21	Complaint Tables 1-4 (January – March 2016)	41
Number and Percentage of Regularly Scheduled Flights Canceled 5% or More of the Time, By Carrier		Summary, Complaint Categories, U.S. Airlines, and Companies Other Than U.S. Airlines	
Table 9	22	Ranking, Table 5 (January – March 2016)	46
Flight Causation Data, By Airline and Category		Complaint Categories	47
Table 10	23	Customer Service Reports to the Department of Homeland Security (March 2016)	48
Flight Causation Data, Graphic Representation		Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation (March 2016)	49

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.

MARCH 2016

AIR TRAVEL CONSUMER REPORT

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

	AT 29 REPORTABLE AIRPORTS B/		AT ALL US AIRPORTS C/	
CARRIER	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	89.3	17	89.8
DELTA AIRLINES S/	29	87.9	147	87.9
ALASKA AIRLINES S/	25	86.6	64	86.4
EXPRESSJET AIRLINES S/	18	82.9	165	83.0
SOUTHWEST AIRLINES S/	24	81.0	86	81.1
UNITED AIRLINES S/	27	81.3	86	81.1
AMERICAN AIRLINES S/**	28	80.9	92	80.7
SKYWEST AIRLINES S/	23	78.4	188	78.7
FRONTIER AIRLINES S/	24	77.3	41	77.6
JETBLUE AIRWAYS S/	24	75.7	62	76.0
VIRGIN AMERICA S/	16	73.2	21	73.8
SPIRIT AIRLINES S/	20	64.7	34	64.6
TOTAL		81.4		81.5

➤ 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.

* 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.

MARCH 2016

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		Jan-16		Feb-16		Mar-16		12 Months Ending Mar 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	87.0	2	89.3	2	86.4	3	87.0	2
AMERICAN**	78.0	7	82.0	4	82.9	6	81.1	7	79.8	8	83.0	8	80.7	7	81.3	4
-AMERICAN	77.9	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
-US AIRWAYS	81.5	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
DELTA	85.3	3	86.6	1	88.5	2	86.6	3	85.2	3	86.4	5	87.9	2	86.7	3
ENVOY***	74.8	10	81.1	8	83.5	4	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET	76.1	9	81.6	5	80.7	8	81.0	8	81.2	7	78.5	10	83.0	4	79.8	8
FRONTIER	71.1	12	78.0	11	78.1	11	83.2	5	85.1	4	87.3	4	77.6	9	77.5	10
HAWAIIAN	91.3	1	84.8	3	92.5	1	91.1	1	91.7	1	91.9	1	89.8	1	89.9	1
JETBLUE	81.0	4	76.7	12	77.8	12	71.6	11	69.4	11	68.9	11	76.0	10	76.7	11
SKYWEST	80.8	5	81.1	7	80.0	9	79.3	9	77.6	9	81.9	9	78.7	8	80.3	6
SOUTHWEST	77.6	8	80.0	9	82.3	7	84.1	4	83.8	5	87.8	3	81.1	5	81.0	5
SPIRIT	61.8	13	69.6	13	73.9	13	65.3	12	68.1	12	63.2	12	64.6	12	67.7	12
UNITED	73.9	11	79.3	10	83.2	5	83.2	6	82.5	6	86.2	6	81.1	6	79.9	7
VIRGIN AMERICA	79.9	6	81.2	6	79.2	10	77.4	10	74.5	10	84.6	7	73.8	11	79.4	9
Total	79.0		81.5		82.8		82.1		81.3		83.6		81.5		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.

** 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.

MARCH 2016

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**	861	80.7	2427	81.8	476	82.1	8228	88.4	2625	79.0	905	75.4	12278	80.2	596	80.9
ALASKA	62	82.3	121	90.9	58	89.7	H/		124	79.8	133	81.2	112	88.4	31	83.9
JETBLUE	H/		3644	80.3	232	86.6	116	87.9	890	82.5	89	67.4	54	66.7	116	73.3
DELTA	20792	91.5	1242	83.7	630	90.8	565	90.3	808	86.0	823	83.2	461	83.7	4576	88.9
EXPRESSJET	5534	88.1	190	86.8	35	85.7	53	73.6	356	84.6	H/		2618	78.3	2001	85.4
FRONTIER	164	80.5	H/		H/		19	89.5	93	79.6	1744	78.0	93	74.2	60	88.3
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
SPIRIT	620	64.7	186	66.1	324	69.4	H/		H/		310	59.0	734	60.6	779	69.3
SKYWEST	731	79.6	29	86.2	H/		124	71.0	152	82.2	4494	77.7	404	69.1	1603	81.5
UNITED	421	84.8	1009	83.6	187	82.4	60	86.7	250	86.0	5135	82.1	281	74.0	129	76.7
VIRGIN AMERICA	H/		142	85.2	H/		H/		116	77.6	48	81.2	H/		H/	
SOUTHWEST	3701	82.4	937	84.0	5896	85.3	178	77.5	1339	83.9	5423	80.6	H/		613	80.4
TOTAL	32886	88.7	9927	81.8	7838	84.9	9343	87.9	6753	81.9	19104	79.6	17035	78.8	10504	84.3

* 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.

MARCH 2016

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**	696	73.7	951	76.4	217	72.4	664	78.0	1605	77.7	1346	82.2	3410	79.3	2276	70.5
ALASKA	62	75.8	31	74.2	31	90.3	45	80.0	31	87.1	398	90.2	738	89.7	H/	
JETBLUE	636	72.8	1980	71.0	173	84.4	H/		3825	76.4	358	75.4	421	84.6	558	61.5
DELTA	414	84.3	1114	82.9	193	94.3	225	84.9	2668	87.3	1144	89.1	2971	84.1	2384	75.8
EXPRESSJET	2905	79.5	H/		7	71.4	4032	83.3	H/		H/		H/		890	66.2
FRONTIER	H/		29	82.8	43	86.0	135	71.9	H/		527	77.8	126	77.8	58	67.2
HAWAIIAN	H/		H/		H/		H/		31	74.2	75	94.7	136	94.9	H/	
SPIRIT	H/		1178	63.6	H/		469	60.6	H/		930	66.7	612	66.0	341	62.2
SKYWEST	H/		H/		71	77.5	1307	75.2	H/		160	85.0	1842	73.8	65	80.0
UNITED	4348	83.4	630	79.0	1625	89.7	4892	83.7	H/		952	80.3	2260	78.8	672	65.5
VIRGIN AMERICA	160	79.4	170	65.3	115	83.5	H/		391	81.1	422	73.0	1164	79.3	111	67.6
SOUTHWEST	503	75.5	1992	79.6	167	82.0	H/		H/		6422	83.9	3625	72.5	947	72.5
TOTAL	9724	80.4	8075	74.9	2642	87.1	11769	81.3	8551	80.3	12734	82.1	17305	78.3	8302	70.5

* 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.

MARCH 2016

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**	1753	72.6	H/		4715	75.1	715	80.6	5054	82.8	306	83.7	3772	84.5	5471	86.9
ALASKA	60	75.0	H/		H/		62	90.3	158	86.7	1203	87.3	31	87.1	260	91.2
JETBLUE	1721	72.1	H/		H/		H/		178	75.3	88	75.0	203	78.3	62	85.5
DELTA	1707	84.7	211	91.9	892	83.1	5329	89.4	619	85.0	574	87.3	552	91.5	825	90.2
EXPRESSJET	4	75.0	144	73.6	H/		270	85.9	3836	83.1	H/		5	100.0	1	100.0
FRONTIER	740	80.0	H/		184	77.2	96	75.0	402	78.6	60	86.7	206	77.2	124	72.6
HAWAIIAN	H/		H/		H/		H/		H/		31	90.3	H/		31	83.9
SPIRIT	548	67.2	H/		H/		341	73.0	899	65.0	69	69.6	138	62.3	124	58.1
SKYWEST	H/		108	84.3	10	30.0	3105	85.4	3509	77.2	793	82.8	48	75.0	1508	88.6
UNITED	1189	79.6	H/		412	76.0	233	79.0	5163	83.9	404	83.9	318	81.4	684	82.0
VIRGIN AMERICA	31	77.4	H/		H/		H/		95	76.8	47	63.8	H/		H/	
SOUTHWEST	3999	79.0	6867	84.4	H/		689	83.5	H/		1041	80.8	796	79.6	5355	83.2
TOTAL	11752	77.4	7330	84.4	6213	76.3	10840	86.4	19913	81.3	4616	83.8	6069	83.3	14445	85.4

* 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.

MARCH 2016

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**	802	84.3	647	82.7	1302	66.1	405	82.0	1173	78.8
ALASKA	463	91.1	4661	87.1	486	70.2	182	87.9	31	96.8
JETBLUE	116	81.0	151	76.8	505	61.0	136	71.3	502	72.9
DELTA	614	87.0	1507	84.8	1166	67.9	3430	89.8	1094	84.0
EXPRESSJET	H/		H/		H/		1	0.0	H/	
FRONTIER	57	75.4	60	81.7	200	56.0	130	79.2	186	75.3
HAWAIIAN	31	100.0	62	80.6	62	83.9	H/		H/	
SPIRIT	186	59.1	15	66.7	H/		H/		420	60.7
SKYWEST	444	74.8	1398	85.7	3388	57.7	4189	87.4	H/	
UNITED	651	82.6	672	80.1	4165	73.1	231	79.7	628	83.1
VIRGIN AMERICA	168	68.5	195	71.3	1639	65.9	H/		H/	
SOUTHWEST	2915	81.7	908	77.4	1342	60.1	830	75.9	2793	80.9
TOTAL	6447	81.9	10276	84.4	14255	65.6	9534	86.5	6827	79.3

* 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.

MARCH 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	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	91.2	84.0	85.2	87.5	J/	89.1	92.2	89.5	84.1	73.1	91.3	92.9	80.0	97.1	87.3	81.5	80.0	83.1
700 - 759 AM	94.3	85.4	91.5	93.3	89.8	87.8	88.0	89.5	86.4	77.4	89.3	85.9	84.3	94.2	88.1	91.1	85.5	90.1
800 - 859 AM	92.9	87.5	93.1	93.0	93.4	87.6	88.5	90.9	94.0	87.2	82.5	84.8	91.5	92.6	82.5	86.3	90.8	87.8
900 - 959 AM	92.9	89.4	94.5	94.9	89.4	86.4	81.5	90.8	92.6	85.8	100.0	86.9	90.1	93.0	81.4	84.3	93.3	94.2
1000 - 1059 AM	93.2	91.6	93.7	91.5	91.3	82.9	83.2	86.6	91.8	86.7	88.5	85.4	93.2	89.1	83.5	82.7	86.4	96.2
1100 - 1159 AM	92.1	90.9	92.3	85.9	90.6	83.3	82.6	88.2	91.0	87.8	92.0	84.8	92.3	87.7	80.3	78.2	84.8	92.1
1200 - 1259 PM	90.0	86.0	90.3	92.1	90.6	83.0	83.8	90.9	89.2	87.3	91.3	86.7	89.9	87.2	82.4	79.3	80.1	92.6
100 - 159 PM	91.6	86.8	93.4	91.4	89.1	84.1	80.2	87.4	89.0	83.3	87.5	83.0	86.3	83.4	79.1	83.4	78.4	90.5
200 - 259 PM	90.4	89.2	90.9	90.8	90.3	76.6	82.5	88.0	87.0	79.4	97.6	84.1	86.7	81.2	78.8	76.1	82.3	93.1
300 - 359 PM	89.7	85.9	86.4	89.5	78.7	76.4	78.2	86.4	80.0	75.9	89.3	83.2	85.6	81.3	83.4	75.7	76.9	87.2
400 - 459 PM	88.2	82.5	82.6	81.1	77.1	75.9	75.0	88.2	75.0	73.4	85.3	79.3	79.6	78.1	70.9	66.7	77.7	80.1
500 - 559 PM	85.5	83.6	82.8	85.8	76.4	75.1	73.8	74.2	72.3	70.6	81.6	76.2	77.4	79.4	75.6	65.7	71.0	82.1
600 - 659 PM	87.1	77.8	79.5	83.4	78.9	74.0	72.2	78.3	75.0	67.3	84.7	78.8	77.5	76.5	74.1	63.8	73.6	83.3
700 - 759 PM	82.9	75.2	82.1	82.6	77.5	72.8	75.2	79.7	69.7	62.6	86.7	71.8	71.6	78.0	76.2	57.4	70.4	76.8
800 - 859 PM	82.9	73.6	71.3	86.7	77.1	73.5	72.9	79.3	68.7	64.8	89.5	76.7	71.1	77.2	75.0	50.7	67.8	72.8
900 - 959 PM	82.3	74.5	76.3	83.1	73.8	74.6	72.8	78.9	68.9	68.3	87.6	75.6	66.3	72.2	70.0	52.7	69.4	78.6
1000 - 1059 PM	81.5	69.4	73.8	90.4	72.4	75.2	66.0	67.3	71.5	58.0	73.5	71.8	73.9	71.8	75.2	58.0	72.5	69.3
1100 - 559 AM	76.4	74.5	77.6	78.3	78.1	76.0	74.3	74.0	79.8	69.0	85.4	77.5	75.8	71.2	77.0	65.8	71.4	74.3
TOTAL, ALL ARRIVALS, BY AIRPORT	88.7	81.8	84.9	87.9	81.9	79.6	78.8	84.3	80.4	74.9	87.1	81.3	80.3	82.1	78.3	70.5	77.4	84.4

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

MARCH 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	89.1	89.4	87.7	90.5	87.2	89.4	78.6	89.7	85.8	J/	70.5	87.9
700 - 759 AM	78.1	88.3	87.6	96.2	90.8	92.9	88.1	92.1	88.4	94.3	96.4	89.6
800 - 859 AM	89.9	90.5	87.6	91.7	92.2	90.5	82.9	90.1	87.0	95.2	92.7	89.8
900 - 959 AM	86.6	90.1	88.5	87.9	91.3	88.1	89.3	90.0	72.8	94.1	95.7	87.9
1000 - 1059 AM	86.2	91.6	90.1	89.8	91.5	89.7	87.5	87.2	62.0	92.5	91.4	87.5
1100 - 1159 AM	83.6	91.4	86.9	89.7	90.9	89.8	86.3	85.6	67.5	83.8	89.9	86.0
1200 - 1259 PM	80.2	91.6	87.3	88.0	88.9	90.1	83.5	89.6	58.8	88.7	80.8	85.6
100 - 159 PM	84.6	89.4	85.1	85.0	92.4	87.6	83.5	87.6	59.6	86.8	77.8	85.1
200 - 259 PM	76.8	89.6	80.9	77.4	86.7	82.7	78.4	84.8	65.3	87.4	80.6	83.6
300 - 359 PM	75.6	82.7	80.4	86.1	87.8	83.1	85.3	86.4	60.1	79.0	74.9	81.9
400 - 459 PM	74.3	85.6	80.1	77.5	78.9	86.3	74.3	84.2	63.0	88.6	75.4	79.6
500 - 559 PM	68.7	80.0	76.7	86.7	81.9	82.6	77.9	79.7	63.8	66.3	75.3	77.1
600 - 659 PM	72.2	80.6	74.8	83.5	84.2	80.7	79.7	82.7	56.6	81.3	78.0	77.2
700 - 759 PM	70.6	76.3	70.6	83.7	76.5	79.4	77.0	84.3	61.7	83.4	74.6	75.9
800 - 859 PM	58.6	87.3	72.6	81.0	74.8	82.6	77.0	82.7	62.7	76.8	74.3	74.4
900 - 959 PM	68.1	81.8	73.2	74.8	72.4	82.4	81.2	80.7	58.5	84.9	68.6	74.3
1000 - 1059 PM	77.3	82.5	73.9	79.3	76.6	80.6	76.3	78.9	58.1	84.2	71.8	72.7
1100 - 559 AM	69.7	79.8	79.3	82.5	79.5	78.4	84.3	80.0	70.8	76.4	74.5	75.8
TOTAL, ALL ARRIVALS, BY AIRPORT	76.3	86.4	81.3	83.8	83.3	85.4	81.9	84.4	65.6	86.5	79.3	81.4

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

MARCH 2016

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	91.2	95.4	93.3	93.3	96.3	88.0	87.1	87.6	93.3	96.6	97.3	81.7	94.9	95.2	91.6	93.7	93.9	90.9
700 - 759 AM	92.9	90.6	92.2	95.0	93.0	85.5	88.4	89.8	92.1	91.0	94.6	89.3	90.9	93.5	89.2	92.1	93.7	88.2
800 - 859 AM	93.3	85.2	90.1	88.4	92.3	84.5	85.8	89.7	89.6	90.7	92.0	91.0	91.2	88.5	83.7	89.8	89.1	87.5
900 - 959 AM	91.1	90.2	88.2	91.7	91.9	81.9	81.8	88.3	87.1	85.6	90.3	83.4	90.4	87.1	77.8	85.7	88.0	85.5
1000 - 1059 AM	89.9	88.6	91.3	89.8	91.0	80.2	78.6	88.1	88.2	89.4	82.1	84.2	85.2	85.2	77.0	82.8	88.7	88.5
1100 - 1159 AM	86.4	91.4	85.6	91.7	89.3	79.7	79.2	84.5	88.1	79.5	86.2	84.2	85.9	86.1	76.3	80.9	84.6	87.4
1200 - 1259 PM	87.7	89.1	84.0	86.3	85.7	79.2	76.7	86.6	86.0	86.6	84.6	83.7	84.6	83.7	76.1	76.0	79.8	85.4
100 - 159 PM	85.2	85.0	85.4	89.8	86.3	78.5	76.7	86.9	89.1	77.4	83.0	83.3	83.0	76.9	75.4	83.8	77.9	83.6
200 - 259 PM	86.1	81.0	77.6	86.8	88.1	77.1	71.9	82.7	79.7	78.2	89.1	79.5	74.9	76.1	74.3	78.2	76.7	79.1
300 - 359 PM	85.1	80.8	74.4	79.8	78.2	71.1	74.1	82.1	83.6	69.4	83.7	83.0	78.6	75.7	73.8	73.8	73.0	84.8
400 - 459 PM	84.6	76.7	76.1	86.5	77.3	70.1	70.1	82.3	75.2	66.8	81.5	78.0	77.8	73.0	73.9	67.2	71.8	73.2
500 - 559 PM	81.1	78.7	75.9	80.3	76.1	70.7	73.1	81.0	74.9	68.6	82.7	76.0	74.5	72.7	75.7	68.3	70.4	70.2
600 - 659 PM	78.8	76.0	73.5	83.6	73.1	69.2	69.9	69.6	69.7	61.0	70.5	73.7	74.1	73.0	70.6	71.6	66.7	76.8
700 - 759 PM	81.4	70.7	73.7	79.0	80.6	74.0	69.2	74.9	64.0	59.0	80.7	78.4	72.2	71.4	71.1	56.5	68.7	71.5
800 - 859 PM	74.7	72.1	76.1	80.7	79.8	70.5	70.3	80.2	71.9	62.4	78.9	73.0	69.4	68.2	65.9	60.9	61.9	63.1
900 - 959 PM	80.9	73.6	55.2	50.0	73.6	79.0	75.8	76.2	72.9	57.5	75.0	76.0	62.1	68.6	73.9	52.3	57.1	74.9
1000 - 1059 PM	81.6	81.0	74.7	84.8	71.4	74.3	77.0	81.4	62.7	58.1	84.7	79.4	64.1	76.8	71.7	100.0	65.3	79.8
1100 - 559 AM	84.7	91.9	97.6	93.2	100.0	84.8	78.2	90.7	87.6	81.3	J/	86.4	86.6	84.9	81.4	92.6	90.3	89.2
TOTAL, ALL DEPARTURES, BY AIRPORT	85.4	84.5	82.1	87.1	85.4	77.2	76.6	83.8	82.0	76.6	85.7	81.5	80.7	80.7	77.4	77.4	78.4	80.6

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

MARCH 2016

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	89.1	93.3	86.7	95.4	93.0	94.2	95.0	95.3	92.9	95.5	98.0	93.0
700 - 759 AM	88.3	92.7	87.1	95.7	94.0	92.5	91.3	91.4	90.5	89.8	95.4	90.9
800 - 859 AM	94.2	89.9	84.3	91.9	90.0	90.9	86.4	93.8	85.6	91.3	92.7	89.0
900 - 959 AM	84.5	89.5	82.4	93.5	88.9	88.5	81.8	87.1	83.8	93.8	93.8	86.9
1000 - 1059 AM	77.4	89.5	84.1	87.0	89.2	87.0	82.8	87.2	68.6	85.7	93.1	84.6
1100 - 1159 AM	85.8	90.0	79.7	89.8	84.8	87.6	85.4	83.4	67.8	90.6	88.8	84.4
1200 - 1259 PM	81.6	88.5	81.8	83.6	87.7	86.0	80.0	87.0	61.6	81.1	84.1	82.0
100 - 159 PM	73.7	88.7	81.7	79.6	80.6	85.4	81.7	84.0	61.5	85.7	75.8	81.5
200 - 259 PM	68.9	84.9	79.8	72.9	85.4	82.5	73.6	82.7	61.4	83.0	72.9	78.8
300 - 359 PM	69.0	84.9	78.1	75.6	79.1	77.7	77.7	83.3	65.0	86.0	74.3	78.3
400 - 459 PM	76.8	79.2	72.1	78.8	81.7	82.0	73.0	83.7	66.4	76.0	69.5	76.2
500 - 559 PM	65.4	84.4	72.7	86.3	75.0	79.7	71.8	83.5	64.0	87.9	67.4	75.6
600 - 659 PM	69.2	73.6	71.5	86.2	76.5	79.8	79.0	80.5	65.1	41.7	68.6	73.0
700 - 759 PM	67.9	82.7	69.2	81.4	81.8	80.3	76.9	83.8	63.4	70.1	73.9	74.1
800 - 859 PM	68.9	86.5	66.3	84.6	79.4	81.5	72.7	87.2	63.1	87.2	70.9	73.6
900 - 959 PM	68.2	87.9	74.0	83.8	77.2	81.6	73.9	81.9	68.7	88.0	59.5	74.0
1000 - 1059 PM	J/	81.1	84.5	86.6	88.9	83.4	91.8	87.2	71.1	89.7	52.5	79.1
1100 - 559 AM	93.1	91.3	91.5	92.7	95.5	88.8	100.0	87.3	79.6	87.1	95.6	86.5
TOTAL, ALL DEPARTURES, BY AIRPORT	76.0	87.2	78.6	87.4	84.2	85.1	82.2	86.4	71.8	87.6	80.8	81.3

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

MARCH 2016

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	1677	Feb	JFK-JAX	2030	19	10	52.63	107.89
JETBLUE	1677	Mar	JFK-JAX	2030	31	17	54.84	103.35
JETBLUE	499	Feb	LGA-MCO	2100	29	16	55.17	129.80
JETBLUE	499	Mar	LGA-MCO	2100	31	18	58.06	100.17
JETBLUE	698	Feb	MCO-LGA	1928	29	16	55.17	109.94
JETBLUE	698	Mar	MCO-LGA	1914	31	19	61.29	96.89

* 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>

MARCH 2016

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	790	7	0.9
SPIRIT	360	3	0.8
SOUTHWEST	3,762	23	0.6
SKYWEST	1,724	3	0.2
AMERICAN**	2,598	2	0.1
EXPRESSJET	1,502	1	0.1
DELTA	2,630	0	0.0
UNITED	1,502	0	0.0
ALASKA	486	0	0.0
FRONTIER	234	0	0.0
HAWAIIAN	209	0	0.0
VIRGIN AMERICA	196	0	0.0
TOTAL	15,993	39	0.2

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.

MARCH 2016

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	82.3	77.4	62	62
ADAK ISLAND AK (ADK)	66.7	66.7	9	9
AGUADILLA PR (BQN)	75.7	82.6	115	115
AKRON OH (CAK)	84.4	87.7	538	538
ALBANY GA (ABY)	82.0	87.6	89	89
ALBANY NY (ALB)	84.3	86.8	836	835
ALBUQUERQUE NM (ABQ)	82.0	82.7	1,487	1,489
ALEXANDRIA LA (AEX)	83.9	83.6	218	219
ALLEN TOWN/BETHLEHEM/EASTON PA (ABE)	85.6	88.6	167	166
ALPENA MI (APN)	83.6	87.0	55	54
AMARILLO TX (AMA)	82.4	87.5	255	255
ANCHORAGE AK (ANC)	84.6	91.0	1,224	1,227
APPLETON WI (ATW)	84.4	88.2	288	288
ARCATA/EUREKA CA (ACV)	67.4	70.5	95	95
ARLINGTON VA (DCA)	81.9	85.4	6,753	6,753
ASHEVILLE NC (AVL)	82.9	88.4	269	268
ASPEN CO (ASE)	63.4	63.8	719	721
ATLANTA GA (ATL)	88.7	85.4	32,886	32,894
ATLANTIC CITY NJ (ACY)	55.2	63.5	310	310
AUGUSTA GA (AGS)	81.8	89.4	236	235
AUSTIN TX (AUS)	80.9	84.2	3,956	3,952
BAKERSFIELD CA (BFL)	81.9	87.8	237	237
BALTIMORE MD (BWI)	84.9	82.1	7,838	7,839
BANGOR ME (BGR)	100.0	100.0	1	1
BARROW AK (BRW)	87.3	84.8	79	79
BATON ROUGE LA (BTR)	79.5	82.4	591	592
BEAUMONT/PORT ARTHUR TX (BPT)	70.3	77.4	64	62
BELLINGHAM WA (BLI)	82.7	94.2	104	104
BEMIDJI MN (BJI)	91.9	95.2	62	62
BEND/REDMOND OR (RDM)	70.5	80.9	183	183
BETHEL AK (BET)	83.5	82.4	85	85
BILLINGS MT (BIL)	85.4	93.4	302	302
BINGHAMTON NY (BGM)	83.1	89.9	89	89
BIRMINGHAM AL (BHM)	81.8	84.3	1,081	1,081
BISMARCK/MANDAN ND (BIS)	86.5	88.1	229	227
BLOOMINGTON/NORMAL IL (BMI)	83.9	88.2	93	93
BOISE ID (BOI)	79.6	85.3	1,166	1,166
BOSTON MA (BOS)	81.8	84.5	9,927	9,927
BOZEMAN MT (BZN)	84.1	87.6	372	371

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRAINERD MN (BRD)	90.7	92.6	54	54
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	84.0	87.0	169	169
BROWNSVILLE TX (BRO)	88.2	90.7	204	204
BRUNSWICK GA (BQK)	83.1	89.9	89	89
BUFFALO NY (BUF)	83.7	85.4	1,622	1,621
BURBANK CA (BUR)	79.5	81.1	1,831	1,833
BURLINGTON VT (BTV)	83.7	82.9	332	334
BUTTE MT (BTM)	89.7	89.7	58	58
CASPER WY (CPR)	90.1	89.1	101	101
CEDAR CITY UT (CDC)	85.2	87.0	54	54
CEDAR RAPIDS/IOWA CITY IA (CID)	79.9	85.0	442	441
CHANTILLY VA (IAD)	87.1	85.7	2,642	2,636
CHARLESTON SC (CHS)	85.5	87.1	1,226	1,226
CHARLESTON/DUNBAR WV (CRW)	81.5	84.4	205	205
CHARLOTTE AMALIE VI (STT)	83.2	81.7	531	531
CHARLOTTE NC (CLT)	87.9	87.1	9,343	9,346
CHARLOTTESVILLE VA (CHO)	80.7	82.1	207	207
CHATTANOOGA TN (CHA)	79.5	82.6	391	391
CHICAGO IL (MDW)	84.4	80.6	7,330	7,327
CHICAGO IL (ORD)	81.3	78.6	19,913	19,904
CHRISTIANSTED VI (STX)	74.5	77.4	106	106
CLEVELAND OH (CLE)	84.3	84.6	2,811	2,812
CODY WY (COD)	86.2	82.8	65	64
COLLEGE STATION/BRYAN TX (CLL)	90.0	92.0	50	50
COLORADO SPRINGS CO (COS)	75.7	82.4	581	581
COLUMBIA SC (CAE)	81.6	87.1	457	457
COLUMBUS GA (CSG)	89.2	94.2	120	120
COLUMBUS MS (GTR)	84.3	93.3	89	89
COLUMBUS OH (CMH)	84.1	86.5	1,978	1,979
CORDOVA AK (CDV)	90.3	91.9	62	62
CORPUS CHRISTI TX (CRP)	86.6	86.6	254	254
COVINGTON KY (CVG)	84.7	86.0	1,424	1,426
DALLAS TX (DAL)	79.7	78.6	5,931	5,932
DALLAS/FORT WORTH TX (DFW)	78.8	76.6	17,035	17,044
DAYTON OH (DAY)	83.4	88.3	548	547
DAYTONA BEACH FL (DAB)	85.7	85.7	182	182
DEADHORSE AK (SCC)	91.1	89.9	79	79
DENVER CO (DEN)	79.6	77.2	19,104	19,088
DES MOINES IA (DSM)	83.6	87.6	672	671

MARCH 2016

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DETROIT MI (DTW)	84.3	83.8	10,504	10,505
DEVILS LAKE ND (DVL)	77.6	83.7	49	49
DOTHAN AL (DHN)	88.2	89.9	119	119
DULUTH MN (DLH)	79.1	85.5	234	234
DURANGO CO (DRO)	82.4	84.0	176	175
EAGLE CO (EGE)	77.3	77.6	322	322
EAU CLAIRE WI (EAU)	75.9	87.9	58	58
EL PASO TX (ELP)	81.5	85.3	941	940
ELKO NV (EKO)	92.5	92.5	53	53
ELMIRA/CORNING NY (ELM)	84.9	87.9	199	199
ERIE PA (ERI)	84.7	86.2	59	58
ESCANABA MI (ESC)	81.5	85.7	54	56
EUGENE OR (EUG)	68.6	69.6	306	306
EVANSVILLE IN (EVV)	86.0	88.4	242	241
FAIRBANKS AK (FAI)	81.1	87.4	175	174
FARGO ND (FAR)	85.7	88.8	321	322
FAYETTEVILLE AR (XNA)	78.5	83.0	480	481
FAYETTEVILLE NC (FAY)	88.8	90.2	143	143
FLAGSTAFF AZ (FLG)	91.1	91.7	168	168
FLINT MI (FNT)	88.8	93.2	385	384
FORT LAUDERDALE FL (FLL)	74.9	76.6	8,075	8,071
FORT MYERS FL (RSW)	76.5	78.8	4,176	4,174
FORT SMITH AR (FSM)	84.5	89.8	97	98
FORT WAYNE IN (FWA)	79.5	86.2	356	356
FRESNO CA (FAT)	78.5	80.2	567	567
GAINESVILLE FL (GNV)	83.2	87.1	202	202
GILLETTE WY (GCC)	86.5	87.6	89	89
GRAND FORKS ND (GFK)	82.7	91.0	168	167
GRAND JUNCTION CO (GJT)	88.7	91.0	265	266
GRAND RAPIDS MI (GRR)	83.7	86.0	792	793
GREAT FALLS MT (GTF)	84.3	89.1	166	165
GREEN BAY WI (GRB)	81.7	89.1	366	366
GREENSBORO/HIGH POINT NC (GSO)	87.3	90.1	473	473
GREER SC (GSP)	82.3	85.3	682	681
GUAM TT (GUM)	87.1	90.3	31	31
GULFPORT/BILOXI MS (GPT)	85.1	88.1	268	268

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
GUNNISON CO (GUC)	69.4	71.4	49	49
HANCOCK/HOUGHTON MI (CMX)	77.4	82.3	62	62
HARLINGEN/SAN BENITO TX (HRL)	81.0	91.1	269	269
HARRISBURG PA (MDT)	84.6	83.9	175	174
HARTFORD CT (BDL)	83.2	86.7	1,622	1,622
HATTIESBURG/LAUREL MS (PIB)	68.5	85.2	54	54
HAYDEN CO (HDN)	81.5	83.6	189	189
HAYS KS (HYS)	79.6	77.8	54	54
HELENA MT (HLN)	84.2	94.5	146	146
HIBBING MN (HIB)	88.2	87.1	85	85
HILO HI (ITO)	91.9	93.0	517	517
HOBBS NM (HOB)	93.9	89.8	49	49
HONOLULU HI (HNL)	83.0	91.0	3,961	3,965
HOUSTON TX (HOU)	79.2	79.2	4,651	4,652
HOUSTON TX (IAH)	81.3	81.5	11,769	11,780
HUNTSVILLE AL (HSV)	82.8	88.9	361	361
IDAHO FALLS ID (IDA)	86.2	89.7	195	195
INDIANAPOLIS IN (IND)	81.0	83.6	2,459	2,462
INTERNATIONAL FALLS MN (INL)	74.1	85.2	54	54
IRON MOUNTAIN/KINGSFID MI (IMT)	84.5	86.2	58	58
ISLIP NY (ISP)	80.6	82.5	407	406
ITHACA/CORTLAND NY (ITH)	82.7	84.0	75	75
JACKSON WY (JAC)	81.8	83.5	407	407
JACKSON/VICKSBURG MS (JAN)	86.3	87.9	437	437
JACKSONVILLE FL (JAX)	85.7	88.6	1,555	1,556
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	90.2	91.1	102	101
JAMESTOWN ND (JMS)	77.6	82.9	76	76
JOPLIN MO (JLN)	75.8	83.9	62	62
JUNEAU AK (JNU)	88.7	90.1	363	362
KAHULUI HI (OGG)	83.2	86.9	2,009	2,010
KALAMAZOO MI (AZO)	84.0	85.4	212	213
KALISPELL MT (FCA)	83.8	91.4	185	185
KANSAS CITY MO (MCI)	82.3	85.8	3,651	3,650
KETCHIKAN AK (KTN)	89.2	90.3	186	186
KEY WEST FL (EYW)	83.8	90.8	185	185
KILLEEN TX (GRK)	83.0	88.2	229	229

MARCH 2016

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
KNOXVILLE TN (TYS)	82.2	87.4	574	573
KODIAK AK (ADQ)	87.1	87.1	31	31
KONA HI (KOA)	86.9	86.6	1,067	1,067
KOTZEBUE AK (OTZ)	87.1	82.3	62	62
LA CROSSE WI (LSE)	81.2	90.6	85	85
LAFAYETTE LA (LFT)	82.7	83.8	254	253
LAKE CHARLES LA (LCH)	85.5	84.5	83	84
LANSING MI (LAN)	84.5	86.4	174	176
LARAMIE WY (LAR)	74.1	74.1	54	54
LAREDO TX (LRD)	85.0	89.0	173	173
LAS VEGAS NV (LAS)	82.1	80.7	12,734	12,731
LATROBE PA (LBE)	64.9	77.2	114	114
LAWTON/FORT SILL OK (LAW)	76.3	80.6	93	93
LEWISTON ID (LWS)	93.5	93.5	62	62
LEXINGTON KY (LEX)	86.0	88.2	413	415
LIHUE HI (LIH)	87.4	91.7	993	992
LINCOLN NE (LNK)	82.6	88.4	293	293
LITTLE ROCK AR (LIT)	84.5	88.9	696	695
LONG BEACH CA (LGB)	78.4	79.4	770	770
LONGVIEW TX (GGG)	79.3	75.9	29	29
LOS ANGELES CA (LAX)	78.3	77.4	17,305	17,304
LOUISVILLE KY (SDF)	82.7	84.3	774	775
LUBBOCK TX (LBB)	77.7	87.1	413	412
MADISON WI (MSN)	85.2	89.1	595	594
MAMMOTH LAKES CA (MMH)	55.9	52.9	34	34
MANCHESTER NH (MHT)	83.5	88.1	468	469
MARQUETTE MI (MQT)	75.9	82.5	58	57
MEDFORD OR (MFR)	72.0	74.3	214	214
MELBOURNE FL (MLB)	82.3	84.4	147	147
MEMPHIS TN (MEM)	82.9	86.6	1,021	1,022
MERIDIAN MS (MEI)	77.6	74.1	85	85
MIAMI FL (MIA)	76.3	76.0	6,213	6,217
MIDLAND/ODESSA TX (MAF)	82.6	85.5	517	517
MILWAUKEE WI (MKE)	83.6	84.2	2,948	2,952
MINNEAPOLIS MN (MSP)	86.4	87.2	10,840	10,845
MINOT ND (MOT)	87.7	88.3	162	162
MISSION/MCALLEN/EDINBURG TX (MFE)	83.0	87.9	165	165

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MISSOULA MT (MSO)	83.5	87.0	231	230
MOBILE AL (MOB)	85.1	87.9	348	348
MOLINE IL (MLI)	85.6	90.9	188	186
MONROE LA (MLU)	78.8	82.6	241	241
MONTEREY CA (MRY)	75.0	79.5	176	176
MONTGOMERY AL (MGM)	83.0	83.5	200	200
MONTROSE/DELTA CO (MTJ)	75.5	77.9	208	208
MOSINEE WI (CWA)	90.9	91.2	33	34
MUSKEGON MI (MKG)	75.9	77.6	58	58
MYRTLE BEACH SC (MYR)	77.7	75.6	475	475
NASHVILLE TN (BNA)	84.0	85.7	4,206	4,207
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	89.7	89.8	58	59
NEW ORLEANS LA (MSY)	80.4	81.3	3,773	3,774
NEW YORK NY (JFK)	80.3	80.7	8,551	8,545
NEW YORK NY (LGA)	70.5	77.4	8,302	8,302
NEWARK NJ (EWR)	80.4	82.0	9,724	9,706
NEWBURGH/POUGHKEEPSIE NY (SWF)	66.1	77.4	62	62
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	89.2	93.5	93	93
NIAGARA FALLS NY (IAG)	70.5	72.7	44	44
NOME AK (OME)	88.7	77.4	62	62
NORFOLK VA (ORF)	86.7	85.6	862	863
NORTH BEND/COOS BAY OR (OTH)	29.4	23.5	17	17
OAKLAND CA (OAK)	80.4	78.6	3,761	3,765
OKLAHOMA CITY OK (OKC)	81.0	85.9	1,363	1,363
OMAHA NE (OMA)	84.6	90.4	1,528	1,526
ONTARIO CA (ONT)	80.8	81.1	1,649	1,651
ORLANDO FL (MCO)	77.4	78.4	11,752	11,748
PADUCAH KY (PAH)	84.5	91.4	58	58
PAGO PAGO TT (PPG)	100.0	87.5	8	8
PALM SPRINGS CA (PSP)	80.3	80.1	1,257	1,254
PANAMA CITY FL (ECP)	83.9	90.5	411	411
PASCO/KENNEWICK/RICHLAND WA (PSC)	77.2	86.9	338	337
PELLSTON MI (PLN)	75.3	79.0	81	81
PENSACOLA FL (PNS)	83.2	86.9	495	495
PEORIA IL (PIA)	82.5	86.2	275	276
PETERSBURG AK (PSG)	83.9	88.7	62	62
PHILADELPHIA PA (PHL)	83.3	84.2	6,069	6,068

MARCH 2016

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PHOENIX AZ (PHX)	85.4	85.1	14,445	14,443
PITTSBURGH PA (PIT)	84.3	88.4	2,065	2,065
PLATTSBURGH NY (PBG)	58.1	67.7	31	31
POCATELLO ID (PIH)	90.5	98.8	84	84
PONCE PR (PSE)	67.7	90.3	62	62
PORTLAND ME (PWM)	83.6	85.4	396	397
PORTLAND OR (PDX)	83.8	87.4	4,616	4,615
PROVIDENCE RI (PVD)	84.0	84.7	1,059	1,056
RALEIGH/DURHAM NC (RDU)	82.6	87.0	2,813	2,810
RAPID CITY SD (RAP)	89.1	85.1	174	174
REDDING CA (RDD)	54.8	67.7	62	62
RENO NV (RNO)	77.6	76.2	1,106	1,106
RHINELANDER WI (RHI)	86.5	85.4	89	89
RICHMOND VA (RIC)	81.9	85.2	1,327	1,327
ROANOKE VA (ROA)	91.4	90.9	163	164
ROCHESTER MN (RST)	83.5	88.7	115	115
ROCHESTER NY (ROC)	83.2	87.9	612	611
ROCK SPRINGS WY (RKS)	77.6	84.5	58	58
ROSWELL NM (ROW)	93.9	93.9	33	33
SACRAMENTO CA (SMF)	81.0	81.4	3,338	3,342
SAGINAW/BAY CITY/MIDLAND MI (MBS)	79.2	80.2	125	126
SALT LAKE CITY UT (SLC)	86.5	87.6	9,534	9,530
SAN ANGELO TX (SJT)	73.5	75.6	83	82
SAN ANTONIO TX (SAT)	81.1	84.7	2,562	2,560
SAN DIEGO CA (SAN)	81.9	82.2	6,447	6,449
SAN FRANCISCO CA (SFO)	65.6	71.8	14,255	14,259
SAN JOSE CA (SJC)	82.0	82.4	3,264	3,265
SAN JUAN PR (SJU)	78.7	82.1	2,407	2,407
SAN LUIS OBISPO CA (SBP)	78.0	80.8	287	287
SANTA ANA CA (SNA)	85.1	83.7	3,572	3,573
SANTA BARBARA CA (SBA)	79.2	74.8	480	480
SANTA FE NM (SAF)	69.6	73.6	92	91
SANTA MARIA CA (SMX)	53.2	69.4	62	62
SARASOTA/BRADENTON FL (SRQ)	80.6	77.0	453	453
SAULT STE. MARIE MI (CIU)	82.8	72.4	58	58
SAVANNAH GA (SAV)	85.6	81.8	637	637

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SCRANTON/WILKES-BARRE PA (AVP)	88.4	90.1	121	121
SEATTLE WA (SEA)	84.4	86.4	10,276	10,288
SHREVEPORT LA (SHV)	81.9	84.9	502	502
SIOUX FALLS SD (FSD)	79.1	85.8	345	344
SITKA AK (SIT)	94.6	92.5	93	93
SOUTH BEND IN (SBN)	80.3	81.0	462	463
SPOKANE WA (GEG)	80.6	88.8	882	882
SPRINGFIELD IL (SPI)	80.1	84.8	151	151
SPRINGFIELD MO (SGF)	83.3	88.1	234	235
ST. GEORGE UT (SGU)	85.7	88.5	182	182
ST. LOUIS MO (STL)	83.0	83.4	4,645	4,645
STATE COLLEGE PA (SCE)	75.8	90.3	62	62
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	68.6	71.0	140	138
SYRACUSE NY (SYR)	80.0	85.7	600	595
TALLAHASSEE FL (TLH)	84.2	90.4	260	260
TAMPA FL (TPA)	79.3	80.8	6,827	6,824
TEXARKANA AR (TXK)	86.3	88.8	80	80
TRAVERSE CITY MI (TVC)	78.4	84.3	134	134
TRENTON NJ (TTN)	81.0	79.1	153	153
TUCSON AZ (TUS)	78.8	81.1	1,490	1,488
TULSA OK (TUL)	80.4	86.2	1,220	1,219
TWIN FALLS ID (TWF)	89.9	85.2	89	108
TYLER TX (TYR)	88.7	92.6	53	54
VALDOSTA GA (VLD)	82.0	91.0	89	89
VALPARAISO FL (VPS)	82.1	86.1	397	397
WACO TX (ACT)	73.8	78.5	149	149
WEST PALM BEACH/PALM BEACH FL (PBI)	76.2	73.5	2,668	2,669
WHITE PLAINS NY (HPN)	78.8	84.8	613	613
WICHITA FALLS TX (SPS)	80.7	85.1	88	87
WICHITA KS (ICT)	80.7	85.5	683	684
WILLISTON ND (ISN)	85.9	89.9	156	158
WILMINGTON NC (ILM)	85.6	90.8	174	174
WORCESTER MA (ORH)	79.0	72.6	62	62
WRANGELL AK (WRG)	83.9	88.7	62	62
YAKUTAT AK (YAK)	90.3	95.2	62	62
YUMA AZ (YUM)	89.3	93.8	177	177

MARCH 2016

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
FRONTIER	24	5,536	148	2.7		41	7,057	181	2.6
SKYWEST	23	29,466	606	2.1		188	52,057	1,214	2.3
SPIRIT	20	9,223	146	1.6		34	11,246	174	1.5
EXPRESSJET	18	22,880	303	1.3		165	44,584	611	1.4
VIRGIN AMERICA	16	5,014	65	1.3		21	5,635	68	1.2
SOUTHWEST	24	59,272	842	1.4		86	112,003	1,278	1.1
UNITED	27	37,593	404	1.1		86	44,250	483	1.1
ALASKA	25	9,577	35	0.4		64	14,781	108	0.7
AMERICAN**	28	65,677	349	0.5		92	79,119	431	0.5
JETBLUE	24	16,749	79	0.5		62	23,825	118	0.5
HAWAIIAN	8	458	1	0.2		17	6,355	9	0.1
DELTA	29	59,543	56	0.1		148	78,210	58	0.1
Total		320,988	3,034	0.9		Total	479,122	4,733	1.0

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

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

MARCH 2016

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
FRONTIER	300	59	19.6
SKYWEST	3,456	397	11.4
SPIRIT	384	38	9.8
VIRGIN AMERICA	259	21	8.1
SOUTHWEST	18,078	1,046	5.7
EXPRESSJET	3,215	182	5.6
ALASKA	628	33	5.2
UNITED	2,739	64	2.3
AMERICAN*	3,692	72	1.9
HAWAIIAN	277	5	1.8
JETBLUE	840	10	1.1
DELTA	4,660	6	0.1
TOTAL	38,528	1,933	5.0

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

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.

MARCH 2016

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

								CAUSES OF DELAY									
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AMERICAN*	79119	63812	80.65%	431	0.54%	174	0.22%	4302	5.44%	412	0.52%	5304	6.70%	64	0.08%	4620	5.84%
ALASKA	14781	12770	86.39%	108	0.73%	49	0.33%	449	3.04%	23	0.15%	862	5.83%	19	0.13%	501	3.39%
JETBLUE	23825	18114	76.03%	118	0.50%	60	0.25%	1834	7.70%	72	0.30%	1652	6.93%	27	0.11%	1948	8.18%
DELTA	78210	68710	87.85%	58	0.07%	142	0.18%	3034	3.88%	350	0.45%	3227	4.13%	9	0.01%	2679	3.43%
EXPRESSJET	44584	36992	82.97%	611	1.37%	143	0.32%	1980	4.44%	98	0.22%	2309	5.18%	0	0.00%	2451	5.50%
FRONTIER	7057	5473	77.55%	181	2.56%	18	0.26%	289	4.09%	29	0.41%	468	6.63%	0	0.00%	599	8.49%
HAWAIIAN	6355	5707	89.80%	9	0.14%	5	0.08%	283	4.45%	63	0.99%	8	0.13%	7	0.11%	274	4.30%
SPIRIT	11246	7262	64.57%	174	1.55%	20	0.18%	57	0.51%	3	0.03%	3664	32.58%	2	0.02%	63	0.56%
SKYWEST	52057	40971	78.70%	1214	2.33%	189	0.36%	2198	4.22%	244	0.47%	3144	6.04%	17	0.03%	4080	7.84%
UNITED	44250	35891	81.11%	483	1.09%	77	0.17%	2330	5.27%	265	0.60%	2544	5.75%	1	0.00%	2658	6.01%
VIRGIN AMERICA	5635	4156	73.75%	68	1.21%	9	0.16%	266	4.72%	72	1.28%	507	9.00%	4	0.07%	553	9.81%
SOUTHWEST	112003	90859	81.12%	1278	1.14%	217	0.19%	5238	4.68%	538	0.48%	4376	3.91%	42	0.04%	9455	8.44%
TOTAL	479122	390717	81.55%	4733	0.99%	1103	0.99%	22259	4.65%	2169	0.45%	28067	5.86%	192	0.04%	29881	6.24%

***Causes of Delay:**

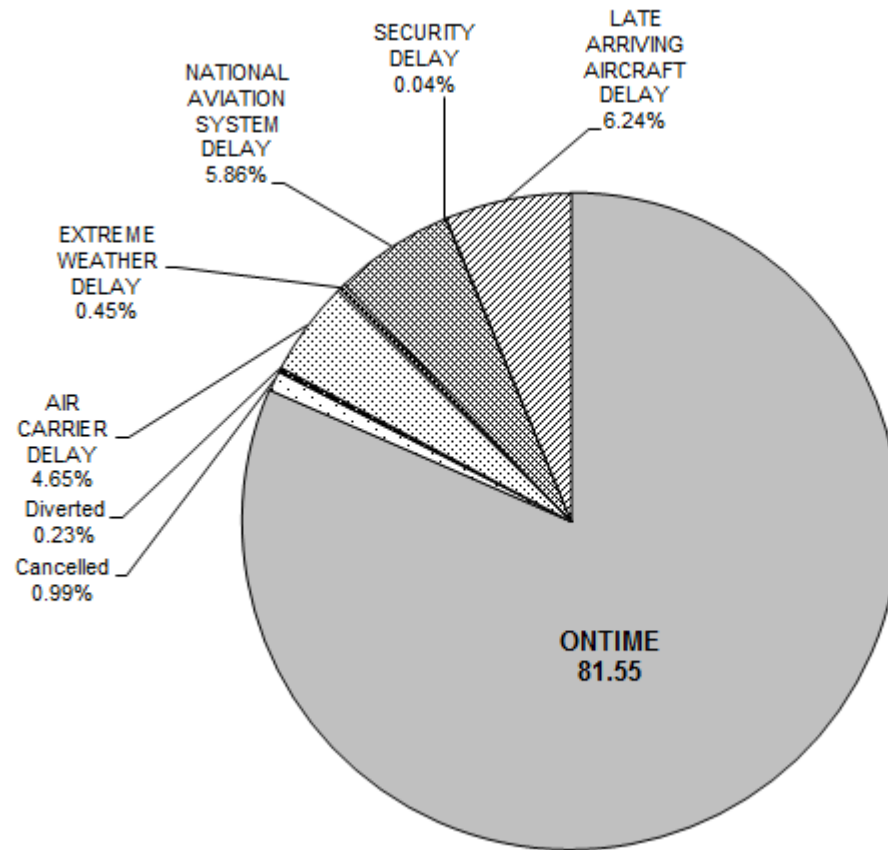
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

MARCH 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>

MARCH 2016

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
DELTA	1517	DEN	ATL	3/23/2016	Origin Airport	247
FRONTIER	1280	DEN	ORD	3/23/2016	Origin Airport	239
FRONTIER	250	DEN	IAH	3/23/2016	Origin Airport	238
FRONTIER	214	DEN	AUS	3/23/2016	Origin Airport	227
DELTA	1616	DEN	ATL	3/23/2016	Origin Airport	223
DELTA	1940	LAX	ATL	3/5/2016	Origin Airport	187

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.

MARCH 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
SOUTHWEST	720	DEN	SJD	3/23/2016	Origin Airport	294

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.

MARCH 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
FRONTIER	7,057	4	0.06
SPIRIT	11,246	6	0.05
AMERICAN**	79,119	42	0.05
VIRGIN AMERICA	5,635	2	0.04
EXPRESSJET	44,584	14	0.03
DELTA	78,210	19	0.02
UNITED	44,250	8	0.02
JETBLUE	23,825	4	0.02
SKYWEST	52,057	8	0.02
SOUTHWEST	112,003	13	0.01
ALASKA	14,781	1	0.01
HAWAIIAN	6,355	0	0.00
TOTAL	479,122	121	0.03

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 *

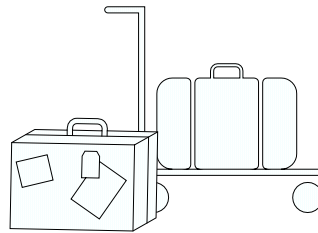
AS	Alaska Airlines
AA**	American Airlines
EV	ExpressJet Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines
VX	Virgin America

*** 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	MARCH 2016			MARCH 2015		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	524	640,746	0.82	386	584,723	0.66
2	DELTA AIR LINES	16,340	10,427,541	1.57	22,938	10,080,529	2.28
3	JETBLUE AIRWAYS	4,498	2,806,316	1.60	4,876	2,576,614	1.89
4	ALASKA AIRLINES	3,559	1,978,500	1.80	5,678	1,858,122	3.06
5	SPIRIT AIRLINES	3,815	1,667,527	2.29	3,224	1,333,715	2.42
6	UNITED AIRLINES	15,931	6,183,216	2.58	19,867	6,032,656	3.29
7	FRONTIER AIRLINES	2,769	1,055,719	2.62	2,760	904,363	3.05
8	SOUTHWEST AIRLINES	34,573	13,056,952	2.65	41,449	12,544,818	3.30
9	HAWAIIAN AIRLINES	2,400	862,710	2.78	2,221	828,390	2.68
10	SKYWEST AIRLINES	7,905	2,514,001	3.14	9,950	2,405,198	4.14
11	AMERICAN AIRLINES**	34,029	10,651,548	3.19	26,070	5,981,147	4.36
12	EXPRESSJET AIRLINES	7,713	1,940,746	3.97	12,522	2,285,787	5.48
TOTALS		134,056	53,785,522	2.49	151,941	47,416,062	3.20

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.

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

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

RANK	AIRLINE	JANUARY - MARCH 2016			JANUARY - MARCH 2015		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	1,531	1,709,646	0.90	1,292	1,553,702	0.83
2	JETBLUE AIRWAYS	13,416	7,667,007	1.75	13,181	6,885,644	1.91
3	DELTA AIR LINES	53,663	27,657,874	1.94	66,061	25,792,102	2.56
4	ALASKA AIRLINES	11,578	5,337,510	2.17	15,877	4,965,934	3.20
5	SPIRIT AIRLINES	10,815	4,557,115	2.37	8,428	3,588,014	2.35
6	HAWAIIAN AIRLINES	5,893	2,467,152	2.39	6,487	2,341,689	2.77
7	UNITED AIRLINES	45,469	16,671,979	2.73	65,212	15,884,635	4.11
8	FRONTIER AIRLINES	8,751	3,050,896	2.87	6,946	2,536,691	2.74
9	SOUTHWEST AIRLINES	100,464	34,480,308	2.91	114,902	32,206,736	3.57
10	SKYWEST AIRLINES	24,435	6,828,375	3.58	32,930	6,576,389	5.01
11	AMERICAN AIRLINES**	107,032	29,075,764	3.68	78,356	16,238,688	4.83
12	EXPRESSJET AIRLINES	22,633	5,191,482	4.36	38,073	6,047,952	6.30
TOTALS		405,680	144,695,108	2.80	447,745	124,618,176	3.59

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 quarter reflect the deletion of US Airways data.

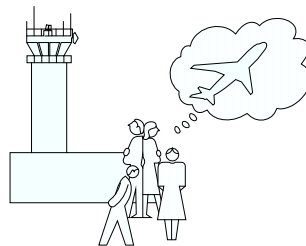
OVERSALES

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

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

	MARCH 2016				MARCH 2015			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,055	31	1	133	1,378	36	2	142
FOREIGN AIRLINES	323	3	0	37	311	7	3	32
TRAVEL AGENTS	39	3	0	8	36	1	0	9
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	12	8	0	14	11	14	0	11
INDUSTRY TOTALS	1,429	45	1	192	1,736	58	5	194

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	MARCH 2016			MARCH 2015		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	436		1	582	
<i>CANCELLATION</i>			<i>186</i>			<i>253</i>
<i>DELAY</i>			<i>168</i>			<i>193</i>
<i>MISCONNECTION</i>			<i>53</i>			<i>70</i>
BAGGAGE	2	206		5	204	
RES/TKTG/BOARDING	3	192		2	232	
CUSTOMER SERVICE	4	162		3	228	
REFUNDS	5	132		6	122	
FARES	6	108		4	207	
DISABILITY	7	77		8	52	
OVERSALES	8	69		7	61	
OTHER	9	29		9	33	
<i>FREQUENT FLYER</i>			<i>19</i>			<i>21</i>
ADVERTISING	10	11		10	12	
DISCRIMINATION	11	6		11	3	
ANIMALS	12	1		0	0	
COMPLAINT TOTAL		1,429			1,736	

* 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*
MARCH 2016

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	5	0	0	0	0	0	0	0	0	0	0	0	5
ALASKA AIRLINES	0	0	2	1	1	1	2	0	0	0	0	1	8
ALLEGiant AIR	22	1	5	4	3	3	5	2	0	0	0	1	46
AMERICAN AIRLINES	94	22	35	34	33	44	40	24	1	1	0	6	334
DELTA AIR LINES	17	4	11	5	2	10	7	2	3	0	1	1	63
ENDEAVOR AIR	5	0	0	0	0	0	1	0	0	0	0	0	6
ENVOY AIR	13	0	2	0	0	1	0	1	0	0	0	0	17
EXPRESSJET AIRLINES	7	0	0	0	0	0	0	0	0	0	0	0	7
FRONTIER AIRLINES	16	2	9	2	7	2	10	0	0	1	0	0	49
HAWAIIAN AIRLINES	0	0	0	1	0	1	2	4	0	0	0	0	8
JETBLUE AIRWAYS	5	1	2	0	1	4	4	1	0	0	0	0	18
PIEDMONT AIRLINES	5	1	0	0	0	1	1	0	0	0	0	0	8
PSA AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
REPUBLIC AIRLINES	9	0	0	0	0	0	0	0	0	0	0	0	9
SILVER AIRWAYS	5	0	0	0	0	0	0	0	0	0	0	0	5
SKYWEST AIRLINES	10	1	0	0	0	0	1	0	0	0	0	1	13
SOUTHWEST AIRLINES	18	1	6	6	2	4	6	10	0	0	0	2	55
SPIRIT AIRLINES	77	14	29	6	12	14	12	5	2	1	0	2	174
TRANS STATES AIRLINES	6	0	0	0	0	0	0	0	0	0	0	1	7
UNITED AIRLINES	49	3	14	17	15	40	25	14	0	2	0	8	187
VIRGIN AMERICA	4	0	2	0	0	1	2	2	0	0	0	0	11
OTHER U.S. AIRLINES	16	1	1	0	1	0	0	1	0	0	0	0	20
TOTAL MARCH 2016	388	51	118	76	77	126	118	66	6	5	1	23	1,055
% OF TOTAL COMPLAINTS	36.8	4.8	11.2	7.2	7.3	11.9	11.2	6.3	0.6	0.5	0.1	2.2	
TOTAL MARCH 2015	519	49	155	174	85	146	172	41	10	3	0	24	1,378
% OF TOTAL COMPLAINTS	37.7	3.6	11.2	12.6	6.2	10.6	12.5	3.0	0.7	0.2	0.0	1.7	

* 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

MARCH 2016

U.S. AIRLINES*	COMPS RECD IN MAR	INCI- DENTS IN MAR	PERCENT	INCI- DENTS IN FEB	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	5	2	40.0	3	60.0	0	0.0	0	0.0
ALASKA AIRLINES	8	3	37.5	0	0.0	2	25.0	3	37.5
ALLEGiant AIR	46	29	63.0	3	6.5	8	17.4	6	13.0
AMERICAN AIRLINES	334	120	35.9	58	17.4	112	33.5	44	13.2
DELTA AIR LINES	63	30	47.6	4	6.3	24	38.1	5	7.9
ENDEAVOR AIR	6	3	50.0	1	16.7	2	33.3	0	0.0
ENVOY AIR	17	7	41.2	3	17.6	4	23.5	3	17.6
EXPRESSJET AIRLINES	7	5	71.4	1	14.3	1	14.3	0	0.0
FRONTIER AIRLINES	49	35	71.4	5	10.2	4	8.2	5	10.2
HAWAIIAN AIRLINES	8	2	25.0	4	50.0	2	25.0	0	0.0
JETBLUE AIRWAYS	18	12	66.7	3	16.7	3	16.7	0	0.0
PIEDMONT AIRLINES	8	7	87.5	0	0.0	0	0.0	1	12.5
PSA AIRLINES	5	2	40.0	2	40.0	0	0.0	1	20.0
REPUBLIC AIRLINES	9	4	44.4	1	11.1	4	44.4	0	0.0
SILVER AIRWAYS	5	5	100.0	0	0.0	0	0.0	0	0.0
SKYWEST AIRLINES	13	10	76.9	2	15.4	1	7.7	0	0.0
SOUTHWEST AIRLINES	55	36	65.5	4	7.3	5	9.1	10	18.2
SPIRIT AIRLINES	174	97	55.7	31	17.8	28	16.1	18	10.3
TRANS STATES AIRLINES	7	6	85.7	0	0.0	1	14.3	0	0.0
UNITED AIRLINES	187	85	45.5	34	18.2	42	22.5	26	13.9
VIRGIN AMERICA	11	11	100.0	0	0.0	0	0.0	0	0.0
OTHER U.S. AIRLINES	20	11	55.0	5	25.0	2	10.0	2	10.0
TOTALS	1,055	522	49.5	164	15.5	245	23.2	124	11.8
PREVIOUS YEAR'S TOTALS	1,378	654	47.5	267	19.4	346	25.1	111	8.1

*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**

MARCH 2016

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXICO	1	3	2	2	2	2	2	0	0	0	0	0	14
AIR BERLIN	0	0	1	1	1	4	0	0	0	0	0	0	7
AIR CANADA	16	6	5	2	0	10	16	3	0	0	0	0	58
AIR CHINA	0	0	3	0	1	1	0	1	0	0	0	0	6
AIR FRANCE	0	0	1	0	2	4	0	0	0	0	0	0	7
AIR INDIA	1	0	1	0	0	2	2	0	0	0	0	0	6
BRITISH AIRWAYS	1	0	3	1	3	5	2	0	0	0	0	1	16
CHINA SOUTHERN AIRLINES	0	1	3	0	2	1	1	0	0	0	0	0	8
EMIRATES AIRLINES	1	0	4	0	1	4	0	1	0	0	0	0	11
ETHIOPIAN AIRLINES	1	0	0	2	0	3	1	1	0	0	0	0	8
ETIHAD AIRWAYS	2	0	0	1	0	1	1	0	1	0	0	0	6
EVA AIRWAYS	0	1	0	0	1	2	1	0	0	0	0	0	5
FIJI AIRWAYS	0	0	0	2	1	4	0	0	0	0	0	0	7
LUFTHANSA	0	0	3	0	3	8	1	3	0	0	0	0	18
NORWEGIAN AIR SHUTTLE	3	0	1	0	2	0	1	0	0	0	0	0	7
PHILIPPINE AIRLINES	4	0	1	0	1	1	0	0	0	0	0	0	7
QATAR AIRWAYS	0	0	3	3	4	1	1	0	0	0	0	0	12
SWISS AIR	0	0	3	1	2	1	1	0	0	0	0	0	8
TURKISH AIRLINES	4	0	5	1	1	3	0	0	0	0	0	0	14
VOLARIS AIRLINES	2	1	4	2	1	0	2	0	1	0	0	1	14
OTHER FOREIGN AIRLINES	11	6	10	9	15	20	8	2	1	1	0	1	84
TOTALS	47	18	53	27	43	77	40	11	3	1	0	3	323
<u>TRAVEL AGENTS</u>													
CHEAPOAIR.COM	0	0	1	0	4	0	0	0	0	0	0	0	5
ORBITZ.COM	0	0	4	0	1	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	0	0	14	5	7	0	0	0	2	0	0	1	29
TOTALS	0	0	19	5	12	0	0	0	2	0	0	1	39
<u>TOUR OPERATORS</u>													
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
<u>MISCELLANEOUS</u>													
TSA	0	0	2	0	0	2	3	0	0	0	0	0	7
OTHER MISCELLANEOUS	1	0	0	0	0	1	1	0	0	0	0	2	5
TOTALS	1	0	2	0	0	3	4	0	0	0	0	2	12

* 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	MARCH 2016			MARCH 2015		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	7	2,032,698	0.34	15	2,399,473	0.63
2	ALASKA AIRLINES	8	2,089,732	0.38	11	1,956,334	0.56
3	SOUTHWEST AIRLINES	55	13,121,230	0.42	58	12,536,474	0.46
4	SKYWEST AIRLINES	13	2,634,151	0.49	14	2,488,999	0.56
5	DELTA AIR LINES	63	12,218,802	0.52	81	11,902,191	0.68
6	JETBLUE AIRWAYS	18	3,306,859	0.54	36	2,997,997	1.20
7	HAWAIIAN AIRLINES	8	901,738	0.89	13	869,450	1.50
8	VIRGIN AMERICA	11	655,384	1.68	6	570,383	1.05
9	UNITED AIRLINES	187	8,205,633	2.28	191	8,048,123	2.37
10	AMERICAN AIRLINES**	334	12,657,394	2.64	332	7,525,205	4.41
11	FRONTIER AIRLINES	49	1,131,733	4.33	162	1,022,979	15.84
12	SPIRIT AIRLINES	174	1,797,563	9.68	149	1,451,475	10.27
	TOTAL	927	60,752,917	1.53	1,068	53,769,083	1.99

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.

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS

	JANUARY - MARCH 2016				JANUARY - MARCH 2015			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	3,425	105	3	345	3,470	15,302*	7	345
FOREIGN AIRLINES	1,069	6	1	108	992	17	3	124
TRAVEL AGENTS	97	6	0	23	97	3	0	27
TOUR OPERATORS	0	0	0	0	1	1	0	0
MISCELLANEOUS	38	21	0	58	23	25	0	40
INDUSTRY TOTALS	4,629	138	4	534	4,583	15,348	10	536

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

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - MARCH 2016			JANUARY - MARCH 2015		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	1,366		1	1,507	
<i>CANCELLATION</i>			<i>565</i>			<i>635</i>
<i>DELAY</i>			<i>500</i>			<i>528</i>
<i>MISCONNECTION</i>			<i>167</i>			<i>179</i>
BAGGAGE	2	783		2	738	
RES/TKTG/BOARDING	3	597		3	606	
CUSTOMER SERVICE	4	512		4	535	
REFUNDS	5	428		5	345	
FARES	6	373		6	407	
DISABILITY	7	225		7	161	
OVERSALES	8	192		8	144	
OTHER	9	98		9	95	
<i>FREQUENT FLYER</i>			<i>53</i>			<i>51</i>
ADVERTISING	10	34		10	30	
DISCRIMINATION	11	20		11	14	
ANIMALS	12	1		12	1	
COMPLAINT TOTAL		4,629			4,583	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY*

JANUARY - MARCH 2016

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	13	0	0	0	0	0	1	0	0	0	0	0	14
ALASKA AIRLINES	4	0	4	3	1	5	7	1	0	0	0	2	27
ALLEGiant AIR	34	3	13	8	14	6	15	4	2	1	0	3	103
AMERICAN AIRLINES	305	66	118	97	124	222	119	59	8	6	0	28	1,152
DELTA AIR LINES	66	15	27	17	3	34	31	18	5	1	1	4	222
DYNAMIC AIRWAYS	2	1	4	0	2	1	1	1	0	0	0	0	12
ENDEAVOR AIR	14	0	0	0	0	0	1	0	0	0	0	0	15
ENVOY AIR	33	1	3	0	0	1	2	3	0	0	0	0	43
EXPRESSJET AIRLINES	18	0	0	0	0	0	1	0	0	0	0	0	19
FRONTIER AIRLINES	36	7	21	11	12	16	16	4	0	1	0	8	132
GOJET AIRLINES	19	2	0	0	0	1	1	0	0	0	0	0	23
HAWAIIAN AIRLINES	2	0	2	2	1	3	4	9	0	0	0	0	23
JETBLUE AIRWAYS	25	1	5	2	3	14	11	6	1	0	0	1	69
MESA AIRLINES	21	0	0	1	0	0	1	0	0	0	0	0	23
PIEDMONT AIRLINES	12	1	0	0	0	1	4	2	0	0	0	0	20
PSA AIRLINES	11	0	0	0	0	0	1	0	0	0	0	0	12
REPUBLIC AIRLINES	26	0	1	0	0	0	0	0	0	0	0	0	27
SHUTTLE AMERICA	11	0	0	0	0	1	0	0	0	0	0	0	12
SILVER AIRWAYS	8	0	1	0	2	3	0	0	0	0	0	1	15
SKYWEST AIRLINES	23	1	0	0	0	1	5	0	0	0	0	2	32
SOUTHWEST AIRLINES	50	2	18	10	7	27	23	23	3	1	0	4	168
SPIRIT AIRLINES	221	24	89	53	48	45	39	11	3	4	0	5	542
TRANS STATES AIRLINES	11	0	0	0	0	0	0	0	0	0	0	1	12
UNITED AIRLINES	183	21	70	44	65	112	75	50	2	3	0	19	644
VIRGIN AMERICA	8	0	6	1	1	2	9	2	0	0	0	0	29
OTHER U.S. AIRLINES	21	0	3	0	1	4	4	2	0	0	0	0	35
TOTAL JAN - MAR 2016	1,177	145	385	249	284	499	371	195	24	17	1	78	3,425
% OF TOTAL COMPLAINTS	34.4	4.2	11.2	7.3	8.3	14.6	10.8	5.7	0.7	0.5	0.0	2.3	
TOTAL JAN - MAR 2015	1,270	105	390	309	235	519	410	128	20	13	1	70	3,470
% OF TOTAL COMPLAINTS	36.6	3.0	11.2	8.9	6.8	15.0	11.8	3.7	0.6	0.4	0.0	2.0	

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

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

TABLE 4 (YTD)

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

JANUARY - MARCH 2016

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXICO	6	4	16	7	8	9	5	1	0	0	0	0	56
AIR BERLIN	0	0	2	12	1	7	0	0	0	0	0	0	22
AIR CANADA	58	13	24	6	3	34	40	6	0	0	0	0	184
AIR CHINA	1	0	4	0	4	10	1	1	0	0	0	0	21
AIR FRANCE	3	1	5	2	6	14	2	0	0	1	0	0	34
AIR INDIA	1	0	4	1	0	3	3	0	0	0	0	0	12
ALITALIA AIRLINES	1	3	0	0	3	5	2	0	0	0	0	0	14
AVIANCA	2	0	1	3	5	5	0	0	0	0	0	0	16
BRITISH AIRWAYS	3	0	6	5	9	17	4	2	0	0	0	1	47
CHINA EASTERN AIRLINES	1	0	3	0	1	4	2	0	0	0	0	1	12
CHINA SOUTHERN AIRLINES	0	1	4	0	2	2	1	0	0	0	0	0	10
COPA	2	1	4	1	2	7	2	0	0	0	0	0	19
EGYPTAIR	3	1	0	0	1	3	4	0	0	0	0	1	13
EMIRATES AIRLINES	4	2	7	2	5	10	3	1	1	0	0	0	35
ETHIOPIAN AIRLINES	1	0	0	2	0	7	2	1	0	0	0	1	14
ETIHAD AIRWAYS	5	0	4	8	1	11	3	1	1	0	0	0	34
FIJI AIRWAYS	3	1	2	4	5	10	4	0	0	0	0	2	31
IBERIA AIRLINES	0	2	2	0	1	5	0	0	0	0	0	1	11
INSEL AIR	8	0	1	1	1	0	0	0	0	0	0	0	11
LAN AIRLINES	1	0	2	1	2	4	1	0	0	0	0	0	11
LUFTHANSA	7	2	9	5	5	17	7	4	0	0	0	0	56
NORWEGIAN AIR SHUTTLE	6	1	1	0	6	3	1	0	0	0	0	0	18
PHILIPPINE AIRLINES	6	0	3	3	1	6	3	0	0	0	0	1	23
QATAR AIRWAYS	3	2	9	4	7	9	5	2	0	0	0	1	42
SAS	3	1	1	1	2	2	2	0	0	0	0	0	12
SWISS AIR	0	0	4	2	2	3	2	1	0	0	0	0	14
TURKISH AIRLINES	14	0	10	5	5	19	5	2	0	0	0	0	60
VOLARIS AIRLINES	8	3	8	4	2	0	2	0	2	0	0	1	30
OTHER FOREIGN AIRLINES	36	7	30	22	30	52	18	7	2	2	0	1	207
TOTALS	186	45	166	101	120	278	124	29	6	3	0	11	1,069
<u>TRAVEL AGENTS</u>													
CHEAPOAIR.COM	0	0	4	0	6	0	0	0	0	0	0	0	10
ORBITZ.COM	0	0	9	1	2	0	1	0	0	0	0	0	13
OTHER TRAVEL AGENTS	0	1	30	21	15	1	1	0	3	0	0	2	74
TOTALS	0	1	43	22	23	1	2	0	3	0	0	2	97

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

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

TABLE 4 (YTD, contd.)

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

JANUARY - MARCH 2016

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>TOUR OPERATORS</u>													
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
<u>MISCELLANEOUS</u>													
TSA	0	0	2	0	0	2	11	0	0	0	0	0	15
OTHER MISCELLANEOUS	3	1	1	1	1	3	4	1	1	0	0	7	23
TOTALS	3	1	3	1	1	5	15	1	1	0	0	7	38

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

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

TABLE 5 (YTD)

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JANUARY - MARCH 2016			JANUARY - MARCH 2015		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	19	5,451,931	0.35	44	6,399,989	0.69
2	SKYWEST AIRLINES	32	7,206,263	0.44	52	6,765,938	0.77
3	ALASKA AIRLINES	27	5,642,400	0.48	26	5,235,702	0.50
4	SOUTHWEST AIRLINES	168	34,652,593	0.48	170	32,124,684	0.53
5	DELTA AIR LINES	222	32,665,653	0.68	247	30,769,614	0.80
6	JETBLUE AIRWAYS	69	9,111,016	0.76	86	8,090,799	1.06
7	HAWAIIAN AIRLINES	23	2,599,370	0.88	23	2,473,276	0.93
8	VIRGIN AMERICA	29	1,757,121	1.65	22	1,514,154	1.45
9	UNITED AIRLINES	644	22,114,788	2.91	570	21,167,899	2.69
10	AMERICAN AIRLINES**	1,152	34,547,108	3.33	768	20,721,238	3.71
11	FRONTIER AIRLINES	132	3,262,759	4.05	368	2,842,210	12.95
12	SPIRIT AIRLINES	542	4,915,932	11.03	354	3,935,660	8.99
TOTAL		3,059	163,926,934	1.87	2,730	142,041,163	1.92

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 quarter 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 March 2016
as provided by the Transportation Security Administration^{a*}**

The Transportation Security Administration (TSA) screened approximately 62 million airline passengers and their 49 million checked bags in the month of March 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 March.

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
769	.001	70	.0001	513	.0008	521	.0008

NOTES

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

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

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

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.

*Reflects the corrected data provided by the Transportation Security Administration on June 14, 2016.

March 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	2	1	0
Totals:	2	1	0

NOTE: Due to a technical error, two animal incident reports submitted by Delta for February 2016 were not included in the April Air Travel Consumer Report (which includes February data). The incidents concerned a deceased cat and an injured dog. That table was updated on our website on April 22, 2016.