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of Transportation

Air Travel Consumer Report

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Aviation Consumer Protection Division

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

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

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INTRODUCTION

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

The report is divided into 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.

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2016

	AT 29 REPORTABLE AIRPORTS		AT ALL US AIRPORTS	
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ONTIME	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ONTIME
HAWAIIAN AIRLINES S/	8	74.4	17	85.1
DELTA AIR LINES S/	29	81.0	148	81.4
AMERICAN AIRLINES S/	28	79.1	93	79.1
ALASKA AIRLINES S/	25	75.7	65	76.1
UNITED AIRLINES S/	27	76.0	92	76.0
SOUTHWEST AIRLINES S/	24	74.0	87	74.9
EXPRESSJET AIRLINES S/	15	73.9	160	73.5
SPIRIT AIRLINES S/	21	71.9	36	72.1
JETBLUE AIRWAYS S/	24	70.4	63	71.3
SKYWEST AIRLINES S/	24	70.1	187	69.8
VIRGIN AMERICA	16	67.1	21	68.3
FRONTIER AIRLINES S/	24	60.7	54	62.4
TOTAL		75.6		75.6

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

*** 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.**

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2016

CARRIER*	1st Quarter 01-03 2016		2nd Quarter 04-06 2016		3rd Quarter 07-09 2016		4th Quarter 10-12 2016		Oct-16		Nov-16		Dec-16		12 Months Ending Dec 2016	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	87.5	2	88.7	2	89.1	2	83.8	3	87.5	3	88.0	3	76.1	4	87.3	2
AMERICAN	81.1	7	78.8	9	74.9	10	83.1	4	84.7	6	85.4	8	79.1	3	79.4	8
DELTA	86.6	3	87.4	3	83.7	4	88.5	2	92.2	2	91.4	2	81.4	2	86.5	3
EXPRESSJET	81.0	8	82.3	6	75.6	9	80.4	8	84.7	7	82.8	11	73.5	7	79.8	7
FRONTIER	83.2	5	80.3	7	66.9	12	75.7	11	77.8	10	87.5	4	62.4	12	76.0	10
HAWAIIAN	91.1	1	92.4	1	90.9	1	89.9	1	93.2	1	91.5	1	85.1	1	91.1	1
JETBLUE	71.6	11	78.0	10	73.0	11	77.4	10	77.0	11	84.3	10	71.3	9	75.0	11
SKYWEST	79.3	9	85.1	4	84.2	3	80.2	9	85.5	4	85.2	9	69.8	10	82.3	4
SOUTHWEST	84.1	4	78.9	8	78.5	6	81.9	6	84.8	5	86.1	7	74.9	6	80.8	6
SPIRIT	65.3	12	74.4	12	76.3	8	80.5	7	83.6	8	86.4	5	72.1	8	74.3	12
UNITED	83.2	6	82.6	5	79.4	5	81.9	5	83.4	9	86.1	6	76.0	5	81.7	5
VIRGIN AMERICA	77.4	10	75.2	11	77.1	7	75.3	12	76.3	12	81.4	12	68.3	11	76.2	9
Total	82.1		81.9		79.2		82.5		85.5		86.5		75.6		81.4	

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

*** All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues.**

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2016

ARRIVAL REPORT*																				
CARRIER*	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW		EWR		FLL	
	# 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	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	63	81.0	116	87.9	62	88.7	0	0.0	124	86.3	119	75.6	107	85.0	31	80.6	124	76.6	39	89.7
AMERICAN	1085	82.6	1884	83.3	479	84.6	7884	84.9	1938	84.8	846	75.3	11157	82.2	568	73.6	731	71.8	677	80.9
DELTA	19349	85.9	1149	81.3	547	85.6	415	83.4	702	82.2	716	71.2	408	88.5	4285	82.4	454	69.2	1019	84.9
EXPRESSJET	4880	80.4	160	83.1	6	33.3	98	69.4	271	67.9	0	0.0	2448	74.0	1029	77.8	2512	57.0	0	0.0
FRONTIER	231	64.5	0	0.0	0	0.0	80	73.8	93	76.3	1880	56.3	44	61.4	141	64.5	0	0.0	31	67.7
HAWAIIAN	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	0	0.0	3636	76.9	231	71.9	104	77.9	883	78.0	87	50.6	48	56.3	114	60.5	849	58.5	2116	68.8
SKYWEST	542	68.5	13	53.8	0	0.0	121	67.8	52	73.1	3490	73.2	295	66.4	2022	69.6	12	83.3	0	0.0
SOUTHWEST	3509	78.0	1030	79.0	6254	82.9	212	75.5	1253	80.3	5616	74.1	0	0.0	581	75.7	518	69.3	1870	76.5
SPIRIT	589	74.2	327	74.3	508	76.0	0	0.0	0	0.0	341	71.6	545	73.4	778	78.1	186	58.6	1405	76.3
UNITED	395	77.7	912	80.8	240	79.6	64	85.9	353	81.0	4977	79.6	419	80.0	160	80.6	4357	73.2	570	72.6
VIRGIN AMERICA	0	0.0	134	84.3	0	0.0	0	0.0	116	88.8	88	75.0	0	0.0	0	0.0	217	74.7	158	70.3
TOTAL	30643	83.2	9361	79.6	8327	82.3	8978	84.0	5785	81.3	18160	73.4	15471	80.3	9709	77.5	9960	67.2	7885	75.5

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2016

ARRIVAL REPORT*																				
CARRIER*	IAD		IAH		JFK		LAS		LAX		LGA		MCO		MDW		MIA		MSP	
	# 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	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	31	83.9	53	88.7	31	93.5	371	73.3	726	61.8	0	0.0	60	86.7	0	0.0	0	0.0	57	73.7
AMERICAN	227	82.4	618	81.2	1511	80.6	1174	72.3	3394	68.2	1754	80.9	1572	78.1	0	0.0	4612	78.4	739	74.6
DELTA	203	85.2	245	82.4	2478	82.8	1082	76.4	2724	65.5	2161	79.3	1516	82.6	179	86.6	866	82.1	4694	78.8
EXPRESSJET	15	80.0	3981	79.7	0	0.0	0	0.0	0	0.0	781	74.6	0	0.0	43	44.2	0	0.0	392	66.3
FRONTIER	16	81.3	72	79.2	0	0.0	624	61.7	152	50.7	94	66.0	833	67.2	0	0.0	155	71.6	91	49.5
HAWAIIAN	0	0.0	0	0.0	29	65.5	75	78.7	152	75.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	178	80.9	0	0.0	3641	72.9	403	63.0	434	51.6	524	67.4	1798	69.7	0	0.0	0	0.0	0	0.0
SKYWEST	7	71.4	791	70.8	0	0.0	104	76.0	2432	57.0	39	69.2	0	0.0	82	65.9	1	100.0	2625	68.8
SOUTHWEST	204	84.8	0	0.0	0	0.0	6113	71.9	3487	53.9	908	77.9	3411	81.8	6854	75.4	0	0.0	668	69.2
SPIRIT	0	0.0	439	70.4	0	0.0	961	64.6	806	57.9	341	77.7	823	76.5	0	0.0	0	0.0	389	66.6
UNITED	1854	83.8	5021	83.3	0	0.0	755	77.7	2365	58.9	695	79.0	1058	78.4	0	0.0	433	72.7	302	73.8
VIRGIN AMERICA	132	81.8	0	0.0	382	79.1	424	62.7	1223	60.1	97	87.6	31	83.9	0	0.0	0	0.0	0	0.0
TOTAL	2867	83.5	11220	80.5	8072	77.7	12086	71.1	17895	60.5	7394	77.9	11102	77.6	7158	75.4	6067	78.4	9957	73.8

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2016

ARRIVAL REPORT*																		
CARRIER*	ORD		PDX		PHL		PHX		SAN		SEA		SFO		SLC		TPA	
	# 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	# OF ARR.	% ON TIME
ALASKA	166	87.3	1200	78.3	31	80.6	223	80.3	484	72.1	4551	75.2	436	74.8	212	79.7	31	74.2
AMERICAN	5037	77.5	327	65.7	3629	85.0	4961	76.9	789	72.1	680	59.1	1270	60.9	360	66.4	1009	80.3
DELTA	530	79.6	590	69.2	517	85.9	668	76.9	550	73.8	1392	71.6	957	64.4	3250	78.0	988	82.8
EXPRESSJET	2570	69.2	0	0.0	28	78.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER	295	63.4	72	48.6	245	70.2	315	50.8	93	58.1	76	56.6	165	45.5	130	53.8	182	70.3
HAWAIIAN	0	0.0	31	80.6	0	0.0	31	71.0	31	77.4	62	56.5	62	85.5	0	0.0	0	0.0
JETBLUE	164	65.9	90	61.1	181	70.2	62	54.8	143	60.1	148	61.5	488	60.5	169	58.6	485	71.3
SKYWEST	3466	69.4	735	65.2	23	56.5	1549	82.1	548	70.8	1536	71.7	3125	67.5	3943	75.1	0	0.0
SOUTHWEST	0	0.0	1235	64.5	809	78.1	5108	73.4	2860	70.3	1091	61.9	1414	58.8	818	66.9	2380	82.4
SPIRIT	775	74.7	62	58.1	217	81.1	124	61.3	124	55.6	124	75.0	0	0.0	0	0.0	434	74.2
UNITED	5640	79.1	534	68.2	319	83.4	586	70.8	751	75.5	745	71.4	4398	66.9	226	69.0	556	80.0
VIRGIN AMERICA	143	75.5	87	72.4	0	0.0	0	0.0	175	64.0	228	75.4	1824	62.1	0	0.0	0	0.0
TOTAL	18786	75.1	4963	68.8	5999	82.7	13627	75.1	6548	70.8	10633	71.1	14139	64.7	9108	74.4	6065	80.0

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

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)

DECEMBER 2016

	ARRIVAL AIRPORT*																	
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
0600-0659	88.0	81.3	90.3	88.2	0.0	84.4	85.8	79.3	77.9	69.5	73.0	84.9	81.5	87.0	88.4	0.0	72.0	89.0
0700-0759	91.8	81.3	88.6	88.4	88.5	78.4	86.5	77.6	76.7	70.5	80.2	85.8	78.3	89.9	84.7	89.3	63.6	87.0
0800-0859	84.9	86.3	90.7	87.2	89.1	80.4	85.1	83.3	81.0	85.3	84.4	80.1	80.1	83.0	69.0	82.3	90.3	88.5
0900-0959	84.7	89.2	89.5	84.9	85.2	80.6	82.8	84.0	83.8	85.2	89.5	85.1	84.0	85.9	62.1	85.4	87.0	88.6
1000-1059	86.1	85.9	90.1	85.5	81.6	80.1	79.9	86.3	83.6	83.8	92.3	82.6	89.9	79.9	60.6	82.4	85.2	85.6
1100-1159	87.4	86.9	90.7	84.7	86.2	76.8	85.4	81.2	79.6	79.5	87.0	85.1	81.3	76.2	57.8	84.3	83.8	86.1
1200-1259	87.1	85.3	84.3	87.7	83.2	76.0	82.7	81.6	81.1	77.3	100.0	83.4	82.2	74.2	52.5	83.6	78.7	85.6
1300-1359	85.3	81.9	87.9	85.8	87.8	75.3	83.6	83.5	76.9	79.3	88.0	81.9	79.2	70.6	59.8	82.8	79.1	84.5
1400-1459	84.1	80.5	85.4	90.8	86.9	75.5	82.9	78.1	71.9	79.8	88.0	80.9	84.5	70.4	62.8	81.6	78.6	77.8
1500-1559	83.8	83.7	83.0	84.7	82.8	69.5	80.1	82.1	65.9	79.7	90.7	78.8	86.1	73.1	61.9	78.0	78.8	85.4
1600-1659	83.8	82.3	79.9	81.5	82.7	72.7	80.1	77.9	65.5	74.3	85.7	80.8	83.9	65.4	61.4	81.3	81.3	79.2
1700-1759	79.5	78.5	80.9	83.1	81.0	68.5	73.9	78.7	58.0	73.3	82.7	75.9	79.6	67.0	57.5	75.1	80.0	71.9
1800-1859	80.6	73.6	79.3	82.5	78.5	71.2	76.6	75.3	55.3	70.2	81.1	81.8	70.8	65.5	57.4	73.0	75.4	59.9
1900-1959	79.1	74.4	75.9	78.2	75.4	71.2	77.3	71.3	41.1	68.4	77.8	74.8	62.4	67.5	57.3	73.9	76.3	62.7
2000-2059	78.3	74.4	75.4	82.8	77.3	66.5	76.8	73.0	47.5	75.1	81.3	78.5	77.6	60.8	55.8	72.5	72.6	60.8
2100-2159	78.8	73.7	75.8	80.5	77.1	67.5	76.8	74.4	52.2	68.9	84.3	76.7	68.9	63.3	58.2	70.5	70.7	60.4
2200-2259	75.3	73.2	74.7	67.4	72.8	58.3	73.1	72.2	63.9	74.9	73.5	67.0	68.0	59.4	48.5	69.0	67.9	61.7
2300-0559	75.2	75.0	73.9	78.3	78.8	57.0	76.6	69.6	74.6	64.6	79.9	73.7	75.1	60.4	59.6	71.4	68.6	64.2
TOTAL	83.2	79.6	82.3	84.0	81.3	73.4	80.3	77.5	67.2	75.5	83.5	80.5	77.7	71.1	60.5	77.9	77.6	75.4

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

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)

DECEMBER 2016

	ARRIVAL AIRPORT*											
SCHEDULED	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	72.7	74.2	77.2	70.0	85.7	92.3	97.4	83.9	83.9	0.0	78.6	82.9
0700-0759	82.3	74.4	78.5	92.5	83.0	91.4	90.4	80.0	88.7	77.7	93.3	83.5
0800-0859	86.0	76.7	77.4	78.4	86.4	87.1	83.5	76.2	81.6	83.8	85.7	82.3
0900-0959	82.8	77.0	83.0	84.3	82.9	81.6	86.6	80.4	71.5	81.1	88.8	81.8
1000-1059	83.5	74.2	79.7	79.2	84.1	80.4	75.7	73.9	65.9	79.8	90.0	80.1
1100-1159	80.2	81.0	78.5	73.2	88.9	79.4	76.4	74.8	61.4	73.8	84.0	79.4
1200-1259	77.1	80.4	82.7	74.7	89.4	80.0	68.6	75.0	61.6	67.4	80.5	78.1
1300-1359	87.7	76.3	78.4	77.3	87.4	75.7	71.8	71.1	62.2	75.1	83.0	78.4
1400-1459	80.4	77.5	80.4	65.3	86.6	70.3	74.0	68.3	57.7	72.2	81.8	77.4
1500-1559	75.1	78.9	73.8	64.4	82.0	73.4	68.3	71.6	63.4	74.8	82.8	76.8
1600-1659	78.6	71.0	73.4	70.8	82.1	76.0	72.7	70.6	63.6	74.9	84.5	76.0
1700-1759	75.8	71.3	69.3	68.1	83.7	71.1	69.7	68.8	62.4	67.7	79.7	72.7
1800-1859	68.5	67.1	64.4	60.2	81.8	73.5	70.1	68.4	64.2	66.4	79.1	71.4
1900-1959	80.4	67.6	67.1	70.1	80.0	68.0	66.0	69.8	62.2	74.7	77.0	70.5
2000-2059	70.1	73.1	69.9	65.5	85.2	71.1	62.4	72.4	62.0	59.8	73.7	70.1
2100-2159	61.3	70.1	67.8	68.4	75.2	68.9	66.9	65.6	58.9	74.9	73.6	69.5
2200-2259	69.5	76.5	74.1	59.7	79.3	69.3	59.2	63.6	50.8	62.3	68.2	65.7
2300-0559	77.5	71.9	76.9	58.9	74.1	65.3	58.0	67.2	62.4	66.3	72.6	69.5
TOTAL	78.4	73.8	75.1	68.8	82.7	75.1	70.8	71.1	64.7	74.4	80.0	75.6

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

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)

DECEMBER 2016

	DEPARTURE AIRPORT*																	
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
0600-0659	87.8	89.4	87.0	85.7	93.2	82.2	91.9	81.2	86.7	94.4	88.1	87.2	89.0	93.6	90.2	92.3	92.7	87.2
0700-0759	92.5	88.3	84.2	94.0	89.1	79.6	88.7	82.9	83.9	92.9	85.9	90.7	88.2	90.4	89.1	90.7	90.3	82.8
0800-0859	89.8	84.1	85.1	86.7	86.1	77.1	89.0	78.5	78.5	90.1	86.3	83.3	84.7	82.8	82.4	89.0	86.7	77.9
0900-0959	83.2	83.7	87.6	89.3	85.8	77.5	85.6	84.1	76.6	84.0	81.2	82.0	78.6	78.3	67.8	81.9	88.6	77.5
1000-1059	83.4	83.5	85.5	85.6	79.2	75.9	82.0	78.7	79.5	79.2	84.6	80.1	78.1	77.8	59.8	80.7	84.1	81.9
1100-1159	83.3	79.5	81.5	86.8	82.0	72.8	74.7	79.5	73.9	78.7	71.4	75.4	80.5	74.2	55.4	80.4	82.5	76.7
1200-1259	81.7	81.4	83.8	81.7	82.7	69.5	81.8	77.6	76.0	70.2	78.9	78.4	71.8	69.2	56.4	85.6	79.7	73.9
1300-1359	77.9	83.5	72.0	85.2	83.2	67.5	75.7	76.5	72.9	72.0	87.5	78.1	74.6	66.3	53.5	82.4	76.4	76.7
1400-1459	81.1	71.1	63.5	80.5	82.2	69.5	79.3	78.6	63.8	69.2	85.1	78.8	73.2	59.6	53.4	81.0	72.0	65.7
1500-1559	76.9	77.5	70.3	78.8	78.4	70.5	71.0	74.3	66.3	76.7	88.2	75.4	74.9	64.3	62.4	80.8	72.5	71.7
1600-1659	78.2	77.2	71.2	82.2	75.0	60.7	77.7	73.6	61.7	69.3	83.0	72.0	77.4	61.8	60.3	74.0	74.9	73.5
1700-1759	75.5	74.1	71.8	78.6	80.6	66.2	70.8	73.5	56.3	65.1	77.8	71.9	75.9	57.4	63.4	78.1	75.0	63.2
1800-1859	72.9	70.9	74.0	81.1	76.4	64.8	74.4	66.7	53.3	63.5	77.4	73.8	69.2	57.8	59.2	72.5	71.8	52.3
1900-1959	77.3	69.4	73.7	75.9	79.2	64.7	69.4	69.1	45.9	62.5	77.2	74.1	68.1	62.1	55.5	70.5	70.4	51.1
2000-2059	70.5	69.8	68.1	77.1	73.4	67.3	78.4	71.2	43.1	60.3	71.7	71.0	60.4	53.0	50.7	68.2	69.9	48.1
2100-2159	78.3	71.0	67.2	63.6	86.4	56.3	63.6	69.3	44.3	61.1	69.6	72.6	61.9	56.2	60.8	63.7	62.8	56.3
2200-2259	78.9	37.5	72.6	83.5	92.9	65.7	79.3	66.7	44.9	66.7	80.9	80.0	64.1	63.2	58.6	53.1	63.3	54.1
2300-0559	82.4	86.0	82.4	88.2	96.1	68.1	85.7	90.5	87.0	88.0	79.3	82.1	82.5	72.7	70.8	93.9	78.8	83.1
TOTAL	80.4	79.9	77.1	83.8	82.7	70.2	79.6	75.6	67.7	74.6	81.5	77.9	75.8	70.2	64.8	80.9	79.0	68.7

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

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)

DECEMBER 2016

	DEPARTURE AIRPORT*											
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	93.0	86.8	81.3	87.9	89.1	93.2	93.7	90.6	92.0	84.6	95.4	89.4
0700-0759	89.5	88.1	80.9	87.2	88.0	90.0	90.4	82.9	88.8	87.8	90.0	87.8
0800-0859	90.8	84.2	77.6	82.4	89.8	90.4	86.7	84.6	82.0	81.5	93.2	84.0
0900-0959	85.4	76.0	69.9	78.8	86.8	85.3	79.6	74.1	78.1	79.3	86.0	80.3
1000-1059	86.2	78.3	74.7	75.2	80.8	76.0	77.2	74.9	66.2	73.7	90.4	77.7
1100-1159	83.9	79.2	74.0	71.9	82.5	78.8	72.7	73.0	66.2	72.8	85.7	76.2
1200-1259	80.5	80.3	73.9	65.1	83.1	74.8	71.8	73.9	62.7	71.5	78.9	75.2
1300-1359	76.8	74.9	72.9	68.3	84.7	77.8	64.7	71.6	59.1	70.2	77.0	73.1
1400-1459	74.4	75.7	68.7	58.5	85.1	77.0	66.7	70.6	62.6	65.2	78.0	72.0
1500-1559	71.8	75.4	69.3	61.0	80.0	66.8	67.7	63.7	66.1	76.4	75.7	72.2
1600-1659	74.4	63.0	64.3	63.2	81.1	68.3	68.1	73.4	66.6	73.5	80.6	71.8
1700-1759	74.3	70.1	62.0	58.2	69.0	75.9	67.2	66.8	65.1	72.2	76.3	69.7
1800-1859	72.2	66.2	60.9	62.7	78.8	70.3	69.6	71.5	64.3	63.4	73.3	68.4
1900-1959	74.9	65.5	57.2	59.3	75.0	64.4	64.5	72.8	67.7	62.3	75.3	67.5
2000-2059	77.5	72.6	59.4	71.6	75.9	62.2	60.2	72.4	66.8	77.0	69.5	68.0
2100-2159	71.8	65.2	64.6	61.8	44.4	69.7	59.2	69.4	72.2	67.6	68.6	67.4
2200-2259	0.0	69.9	71.4	68.5	75.0	64.7	78.6	71.3	71.8	82.3	62.8	72.4
2300-0559	100.0	85.3	87.8	78.4	94.3	81.0	75.0	79.1	75.0	75.7	86.2	78.8
TOTAL	79.3	75.5	69.7	72.5	81.8	76.4	75.0	75.4	71.2	75.9	81.5	75.4

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

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/

DECEMBER 2016

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***

CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

NONE

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

NONE

AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 70% OR MORE OF THE TIME

DECEMBER 2016

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS (minimum 15 operations per flight number)	REGULARLY SCHEDULED FLIGHTS LATE 70% OR MORE OF THE TIME D/	
		NUMBERS	PERCENTAGE
FRONTIER	264	8	3.0
SOUTHWEST	2,755	48	1.7
EXPRESSJET	1,018	17	1.7
SKYWEST	1,473	23	1.6
JETBLUE	808	9	1.1
VIRGIN AMERICA	209	2	1.0
UNITED	1,499	9	0.6
SPIRIT	406	2	0.5
HAWAIIAN	204	1	0.5
AMERICAN	2,291	8	0.3
ALASKA	478	1	0.2
DELTA	2,257	2	0.1
TOTAL	13,662	130	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.

AIR TRAVEL CONSUMER REPORT
TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
DECEMBER 2016

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	72.1	72.1	61	61
Abilene, TX (ABI)	63.0	74.1	27	27
Adak Island, AK (ADK)	88.9	44.4	9	9
Aguadilla, PR (BQN)	68.1	69.8	163	162
Akron, OH (CAK)	76.4	77.8	423	423
Albany, GA (ABY)	83.6	87.7	73	73
Albany, NY (ALB)	81.3	84.1	743	743
Albuquerque, NM (ABQ)	73.7	77.1	1,607	1,603
Alexandria, LA (AEX)	78.1	81.5	260	260
Allentown/Bethlehem/Easton, PA (ABE)	72.9	85.2	181	182
Alpena, MI (APN)	53.8	64.2	52	53
Amarillo, TX (AMA)	81.5	90.4	248	249
Anchorage, AK (ANC)	82.0	87.7	1,256	1,253
Appleton, WI (ATW)	67.6	73.7	250	251
Arcata/Eureka, CA (ACV)	74.3	83.5	109	109
Asheville, NC (AVL)	71.9	77.0	256	256
Aspen, CO (ASE)	49.6	52.5	566	562
Atlanta, GA (ATL)	83.2	80.4	30,643	30,670
Atlantic City, NJ (ACY)	76.5	82.4	323	323
Augusta, GA (AGS)	82.0	84.9	205	205
Austin, TX (AUS)	78.2	81.0	3,827	3,833
Bakersfield, CA (BFL)	75.7	88.7	177	177
Baltimore, MD (BWI)	82.3	77.1	8,327	8,325
Barrow, AK (BRW)	82.3	81.0	79	79
Baton Rouge, LA (BTR)	79.4	77.9	543	542
Beaumont/Port Arthur, TX (BPT)	72.7	82.2	44	45
Bellingham, WA (BLI)	72.0	74.0	75	73
Bemidji, MN (BJI)	80.3	83.6	61	61
Bend/Redmond, OR (RDM)	72.1	68.0	272	272
Bethel, AK (BET)	80.2	82.7	81	81
Billings, MT (BIL)	71.0	82.3	300	300
Binghamton, NY (BGM)	62.5	67.9	56	56

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Birmingham, AL (BHM)	79.1	84.0	1,028	1,029
Bismarck/Mandan, ND (BIS)	67.7	71.1	158	159
Bloomington/Normal, IL (BMI)	76.3	83.2	118	119
Boise, ID (BOI)	65.5	74.1	1,283	1,282
Boston, MA (BOS)	79.6	79.9	9,361	9,369
Bozeman, MT (BZN)	64.5	71.8	403	401
Brainerd, MN (BRD)	79.2	79.2	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	82.1	88.1	184	185
Brownsville, TX (BRO)	66.7	69.6	81	79
Brunswick, GA (BQK)	83.3	84.5	84	84
Buffalo, NY (BUF)	72.8	77.3	1,427	1,430
Burbank, CA (BUR)	70.8	71.5	2,003	2,001
Burlington, VT (BTV)	65.6	70.9	352	350
Butte, MT (BTM)	78.6	78.2	56	55
Casper, WY (CPR)	78.5	84.8	93	92
Cedar City, UT (CDC)	71.7	81.1	53	53
Cedar Rapids/Iowa City, IA (CID)	65.5	73.4	307	305
Charleston, SC (CHS)	77.6	81.3	1,003	1,004
Charleston/Dunbar, WV (CRW)	82.4	84.2	182	183
Charlotte Amalie, VI (STT)	80.7	86.5	482	481
Charlotte, NC (CLT)	84.0	83.8	8,978	8,980
Charlottesville, VA (CHO)	75.9	77.5	199	200
Chattanooga, TN (CHA)	69.9	76.3	386	388
Chicago, IL (MDW)	75.4	68.7	7,158	7,158
Chicago, IL (ORD)	75.1	69.7	18,786	18,826
Christiansted, VI (STX)	81.9	89.4	105	104
Cincinnati, OH (CVG)	76.1	80.6	1,119	1,121
Cleveland, OH (CLE)	75.4	78.9	2,595	2,599
Cody, WY (COD)	78.7	68.9	61	61
College Station/Bryan, TX (CLL)	85.4	90.2	123	123
Colorado Springs, CO (COS)	67.5	76.6	790	788
Columbia, SC (CAE)	78.0	83.8	313	314

AIR TRAVEL CONSUMER REPORT
TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
DECEMBER 2016

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Columbus, GA (CSG)	79.2	80.6	72	72
Columbus, MS (GTR)	78.1	82.2	73	73
Columbus, OH (CMH)	78.4	78.4	1,983	1,984
Cordova, AK (CDV)	93.3	93.3	60	60
Corpus Christi, TX (CRP)	78.8	85.4	231	233
Dallas, TX (DAL)	79.6	75.5	5,818	5,818
Dallas/Fort Worth, TX (DFW)	80.3	79.6	15,471	15,488
Dayton, OH (DAY)	72.4	75.8	399	401
Daytona Beach, FL (DAB)	85.1	88.1	161	160
Deadhorse, AK (SCC)	91.8	91.8	61	61
Denver, CO (DEN)	73.4	70.4	18,160	18,125
Des Moines, IA (DSM)	73.9	72.4	559	562
Detroit, MI (DTW)	77.5	75.7	9,709	9,696
Devils Lake, ND (DVL)	69.8	71.2	53	52
Dothan, AL (DHN)	80.9	82.6	115	115
Duluth, MN (DLH)	65.6	68.2	192	192
Durango, CO (DRO)	80.7	79.8	114	114
Eagle, CO (EGE)	63.1	68.3	268	268
Eau Claire, WI (EAU)	66.1	69.6	56	56
El Paso, TX (ELP)	72.2	78.1	964	964
Elko, NV (EKO)	83.0	83.0	53	53
Elmira/Corning, NY (ELM)	75.0	84.2	100	101
Erie, PA (ERI)	68.1	72.5	69	69
Escanaba, MI (ESC)	62.3	62.3	53	53
Eugene, OR (EUG)	66.1	73.6	277	277
Evansville, IN (EVV)	72.5	78.5	204	205
Fairbanks, AK (FAI)	78.0	86.7	173	173
Fargo, ND (FAR)	67.3	73.3	284	281
Fayetteville, AR (XNA)	76.3	80.0	414	416
Fayetteville, NC (FAY)	90.0	87.7	130	130
Flagstaff, AZ (FLG)	81.0	83.8	105	105
Flint, MI (FNT)	70.9	82.4	285	284
Fort Lauderdale, FL (FLL)	75.5	74.6	7,885	7,874
Fort Myers, FL (RSW)	78.1	80.1	3,005	2,996

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Fort Smith, AR (FSM)	70.5	84.1	88	88
Fort Wayne, IN (FWA)	59.4	74.6	350	350
Fresno, CA (FAT)	69.7	75.1	759	759
Gainesville, FL (GNV)	81.9	82.0	188	189
Garden City, KS (GCK)	85.5	82.3	62	62
Gillette, WY (GCC)	82.6	90.7	86	86
Grand Forks, ND (GFK)	66.3	69.4	160	160
Grand Island, NE (GRI)	84.2	84.2	57	57
Grand Junction, CO (GJT)	86.0	90.5	179	179
Grand Rapids, MI (GRR)	71.4	75.3	742	742
Great Falls, MT (GTF)	79.7	84.6	123	123
Green Bay, WI (GRB)	70.1	79.6	284	285
Greensboro/High Point, NC (GSO)	76.8	78.8	397	401
Greer, SC (GSP)	72.2	78.1	504	507
Guam, TT (GUM)	67.7	80.6	31	31
Gulfport/Biloxi, MS (GPT)	78.9	85.0	247	247
Gunnison, CO (GUC)	61.5	64.1	39	39
Hancock/Houghton, MI (CMX)	68.9	70.5	61	61
Harlingen/San Benito, TX (HRL)	82.0	82.9	222	222
Harrisburg, PA (MDT)	74.9	83.6	199	201
Hartford, CT (BDL)	77.0	80.5	1,822	1,825
Hattiesburg/Laurel, MS (PIB)	94.3	92.5	53	53
Hayden, CO (HDN)	54.1	55.5	157	155
Hays, KS (HYS)	80.8	86.5	52	52
Helena, MT (HLN)	75.6	84.3	127	127
Hibbing, MN (HIB)	77.4	79.8	84	84
Hilo, HI (ITO)	88.1	88.2	522	491
Hobbs, NM (HOB)	81.5	76.9	54	52
Honolulu, HI (HNL)	78.6	88.2	4,015	4,014
Houston, TX (HOU)	80.4	78.7	4,655	4,656
Houston, TX (IAH)	80.5	77.9	11,220	11,200
Huntsville, AL (HSV)	75.3	83.7	287	289
Idaho Falls, ID (IDA)	75.1	73.5	189	189
Indianapolis, IN (IND)	78.3	79.6	2,027	2,028

AIR TRAVEL CONSUMER REPORT
TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
DECEMBER 2016

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
International Falls, MN (INL)	69.8	83.0	53	53
Iron Mountain/Kingsfd, MI (IMT)	80.4	80.7	56	57
Islip, NY (ISP)	82.1	86.7	414	414
Ithaca/Cortland, NY (ITH)	64.7	71.1	85	83
Jackson, WY (JAC)	55.2	48.5	310	309
Jackson/Vicksburg, MS (JAN)	79.4	84.4	418	418
Jacksonville, FL (JAX)	79.0	83.4	1,590	1,589
Jacksonville/Camp Lejeune, NC (OAJ)	80.6	79.6	98	98
Jamestown, ND (JMS)	65.9	62.7	82	83
Juneau, AK (JNU)	77.0	79.2	317	318
Kahului, HI (OGG)	80.3	84.5	2,039	2,040
Kalamazoo, MI (AZO)	63.5	71.0	137	138
Kalispell, MT (FCA)	79.1	81.4	172	172
Kansas City, MO (MCI)	76.4	77.5	3,544	3,546
Ketchikan, AK (KTN)	69.4	73.2	180	179
Key West, FL (EYW)	89.7	92.4	145	145
Killeen, TX (GRK)	79.0	89.5	124	124
Knoxville, TN (TYS)	74.0	79.4	611	612
Kodiak, AK (ADQ)	80.0	76.7	30	30
Kona, HI (KOA)	83.4	87.2	1,099	1,128
Kotzebue, AK (OTZ)	76.7	83.3	60	60
La Crosse, WI (LSE)	72.9	83.3	59	60
Lafayette, LA (LFT)	78.5	83.7	307	306
Lake Charles, LA (LCH)	75.2	79.9	133	134
Lansing, MI (LAN)	69.7	78.0	185	186
Laramie, WY (LAR)	77.4	77.4	53	53
Laredo, TX (LRD)	74.0	79.9	154	154
Las Vegas, NV (LAS)	71.1	70.2	12,086	12,085
Latrobe, PA (LBE)	82.8	89.2	93	93
Lawton/Fort Sill, OK (LAW)	68.9	73.0	122	122
Lewiston, ID (LWS)	80.3	77.0	61	61
Lexington, KY (LEX)	76.2	76.2	442	442
Lihue, HI (LIH)	86.5	88.9	995	995
Lincoln, NE (LNK)	70.0	78.8	230	231

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Little Rock, AR (LIT)	79.2	84.5	665	665
Long Beach, CA (LGB)	75.7	78.5	1,140	1,142
Longview, TX (GGG)	63.6	68.9	44	45
Los Angeles, CA (LAX)	60.5	64.8	17,895	17,880
Louisville, KY (SDF)	77.7	80.4	737	738
Lubbock, TX (LBB)	76.9	82.6	420	420
Madison, WI (MSN)	70.7	77.8	546	545
Mammoth Lakes, CA (MMH)	75.0	68.8	16	16
Manchester, NH (MHT)	75.7	82.6	535	536
Marquette, MI (MQT)	64.3	66.1	56	56
Medford, OR (MFR)	61.6	70.6	245	245
Melbourne, FL (MLB)	84.3	86.6	127	127
Memphis, TN (MEM)	77.4	79.3	1,082	1,086
Meridian, MS (MEI)	89.3	89.3	84	84
Miami, FL (MIA)	78.4	79.3	6,067	6,055
Midland/Odessa, TX (MAF)	78.1	87.6	485	484
Milwaukee, WI (MKE)	74.6	78.6	2,488	2,489
Minneapolis, MN (MSP)	73.8	75.5	9,957	9,961
Minot, ND (MOT)	67.2	69.5	58	59
Mission/McAllen/Edinburg, TX (MFE)	82.7	83.5	185	188
Missoula, MT (MSO)	67.8	75.4	202	203
Mobile, AL (MOB)	78.8	85.2	438	439
Moline, IL (MLI)	66.0	79.8	188	188
Monroe, LA (MLU)	81.2	85.1	255	255
Monterey, CA (MRY)	69.7	79.5	244	244
Montgomery, AL (MGM)	81.7	82.8	197	198
Montrose/Delta, CO (MTJ)	75.0	75.8	132	132
Mosinee, WI (CWA)	77.2	77.2	57	57
Muskegon, MI (MKG)	55.4	62.5	56	56
Myrtle Beach, SC (MYR)	76.1	76.1	272	272
Nashville, TN (BNA)	78.7	78.4	4,360	4,360
New Bern/Morehead/Beaufort, NC (EWN)	80.7	84.2	57	57
New Orleans, LA (MSY)	79.7	81.5	3,589	3,588
New York, NY (JFK)	77.7	75.8	8,072	8,065

AIR TRAVEL CONSUMER REPORT
TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
DECEMBER 2016

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
New York, NY (LGA)	77.9	80.9	7,394	7,394
Newark, NJ (EWR)	67.2	67.7	9,960	9,960
Newburgh/Poughkeepsie, NY (SWF)	79.0	75.8	62	62
Newport News/Williamsburg, VA (PHF)	83.0	81.8	88	88
Niagara Falls, NY (IAG)	75.8	58.1	62	62
Nome, AK (OME)	61.7	70.0	60	60
Norfolk, VA (ORF)	80.5	83.2	801	802
North Bend/Coos Bay, OR (OTH)	70.6	70.6	17	17
Oakland, CA (OAK)	68.9	68.5	4,183	4,183
Oklahoma City, OK (OKC)	76.5	79.5	1,217	1,217
Omaha, NE (OMA)	76.5	79.3	1,592	1,593
Ontario, CA (ONT)	70.3	74.6	1,729	1,730
Orlando, FL (MCO)	77.6	79.0	11,102	11,077
Paducah, KY (PAH)	60.7	73.2	56	56
Pago Pago, TT (PPG)	72.7	63.6	11	11
Palm Springs, CA (PSP)	72.4	76.7	907	906
Panama City, FL (ECP)	81.8	87.0	307	308
Pasco/Kennewick/Richland, WA (PSC)	71.4	82.0	311	311
Pellston, MI (PLN)	56.3	55.7	80	79
Pensacola, FL (PNS)	81.7	85.1	497	497
Peoria, IL (PIA)	72.5	74.8	207	210
Petersburg, AK (PSG)	55.0	71.7	60	60
Philadelphia, PA (PHL)	82.7	81.8	5,999	6,011
Phoenix, AZ (PHX)	75.1	76.4	13,627	13,624
Pittsburgh, PA (PIT)	82.0	84.5	2,166	2,167
Plattsburgh, NY (PBG)	80.6	77.4	62	62
Pocatello, ID (PIH)	68.3	73.5	82	83
Ponce, PR (PSE)	72.4	82.8	87	87
Portland, ME (PWM)	74.3	73.9	470	471
Portland, OR (PDX)	68.8	72.5	4,963	4,962
Providence, RI (PVD)	77.0	80.2	1,184	1,186
Punta Gorda, FL (PGD)	70.7	65.9	41	41
Raleigh/Durham, NC (RDU)	79.4	78.9	2,837	2,837
Rapid City, SD (RAP)	72.9	79.8	258	257
Redding, CA (RDD)	71.1	75.6	90	90
Reno, NV (RNO)	70.5	74.4	1,225	1,221
Rhinelander, WI (RHI)	67.0	67.8	88	87
Richmond, VA (RIC)	77.8	79.6	1,259	1,260
Roanoke, VA (ROA)	83.0	78.2	176	174
Rochester, MN (RST)	62.9	67.2	62	61
Rochester, NY (ROC)	72.7	75.5	571	575
Rock Springs, WY (RKS)	82.1	92.9	56	56
Roswell, NM (ROW)	79.2	81.1	53	53
Sacramento, CA (SMF)	68.4	69.8	3,502	3,505
Saginaw/Bay City/Midland, MI (MBS)	68.8	72.2	176	176
Salt Lake City, UT (SLC)	74.4	75.9	9,108	9,085
San Angelo, TX (SJT)	77.5	79.3	111	111
San Antonio, TX (SAT)	77.0	81.7	2,632	2,635
San Diego, CA (SAN)	70.8	75.0	6,548	6,547
San Francisco, CA (SFO)	64.7	71.2	14,139	14,138
San Jose, CA (SJC)	71.1	71.8	3,638	3,635
San Juan, PR (SJU)	79.3	82.1	2,530	2,517
San Luis Obispo, CA (SBP)	74.2	71.2	271	271
Santa Ana, CA (SNA)	73.8	75.6	3,524	3,529
Santa Barbara, CA (SBA)	65.6	72.0	465	464
Santa Fe, NM (SAF)	77.8	78.5	135	135
Sarasota/Bradenton, FL (SRQ)	79.0	79.9	310	308
Sault Ste. Marie, MI (CIU)	66.1	69.6	56	56
Savannah, GA (SAV)	76.1	73.8	581	581
Scranton/Wilkes-Barre, PA (AVP)	77.5	82.2	89	90
Seattle, WA (SEA)	71.1	75.4	10,633	10,628
Shreveport, LA (SHV)	75.5	79.7	474	474
Sioux Falls, SD (FSD)	68.4	72.6	313	318
Sitka, AK (SIT)	70.5	76.4	88	89
South Bend, IN (SBN)	63.1	69.7	406	406
Spokane, WA (GEG)	71.0	79.1	817	817
Springfield, IL (SPI)	65.3	70.7	124	123
Springfield, MO (SGF)	78.2	80.0	174	175

AIR TRAVEL CONSUMER REPORT
TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
DECEMBER 2016

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
St. George, UT (SGU)	79.6	86.5	191	193
St. Louis, MO (STL)	79.0	75.0	4,826	4,830
State College, PA (SCE)	66.7	78.5	66	65
Sun Valley/Hailey/Ketchum, ID (SUN)	37.1	39.2	132	120
Syracuse, NY (SYR)	71.1	78.0	457	460
Tallahassee, FL (TLH)	82.2	84.1	169	170
Tampa, FL (TPA)	80.0	81.5	6,065	6,063
Texarkana, AR (TXK)	73.2	80.4	56	56
Traverse City, MI (TVC)	57.0	64.3	128	129
Trenton, NJ (TTN)	75.9	74.2	199	198
Tucson, AZ (TUS)	69.6	77.1	1,394	1,395
Tulsa, OK (TUL)	78.2	84.6	1,190	1,191
Twin Falls, ID (TWF)	75.6	63.1	86	122
Tyler, TX (TYR)	58.8	70.6	17	17
Valdosta, GA (VLD)	74.4	81.4	86	86
Valparaiso, FL (VPS)	82.1	86.7	308	308
Waco, TX (ACT)	82.0	84.0	100	100
Washington, DC (DCA)	81.3	82.7	5,785	5,795
Washington, DC (IAD)	83.5	81.5	2,867	2,859
West Palm Beach/Palm Beach, FL (PBI)	76.0	76.2	2,416	2,412
White Plains, NY (HPN)	74.9	78.3	585	586
Wichita Falls, TX (SPS)	78.3	82.6	69	69
Wichita, KS (ICT)	75.5	81.7	604	605
Williston, ND (ISN)	71.8	65.9	85	85
Wilmington, NC (ILM)	83.9	85.4	211	213
Worcester, MA (ORH)	79.0	80.3	62	61
Wrangell, AK (WRG)	66.7	63.3	60	60
Yakutat, AK (YAK)	80.0	85.0	60	60
Yuma, AZ (YUM)	85.6	89.0	118	118

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2016

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	6,103	369	6.0	54	8,171	523	6.4
SKYWEST	24	27,545	904	3.3	187	49,628	1,830	3.7
EXPRESSJET	15	19,216	577	3.0	160	37,513	1,142	3.0
SPIRIT	21	10,300	228	2.2	36	12,426	286	2.3
SOUTHWEST	24	58,203	1141	2.0	87	110,806	1,876	1.7
VIRGIN AMERICA	16	5,456	90	1.6	21	6,083	98	1.6
ALASKA	25	9,451	136	1.4	65	14,515	232	1.6
UNITED	27	38,666	413	1.1	92	45,718	535	1.2
JETBLUE	24	16,978	160	0.9	63	24,328	248	1.0
AMERICAN	28	60,914	438	0.7	93	73,802	550	0.7
DELTA	29	54,595	110	0.2	148	71,612	135	0.2
HAWAIIAN	8	473	1	0.2	17	6,347	9	0.1
Total		307,900	4,567	1.5		460,949	7,464	1.6

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2016

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5%OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
FRONTIER	388	228	58.7
SKYWEST	3642	937	25.7
EXPRESSJET	2917	674	23.1
SPIRIT	421	72	17.1
VIRGIN AMERICA	235	32	13.6
UNITED	2815	280	9.9
ALASKA	582	51	8.7
SOUTHWEST	22434	1,676	7.4
JETBLUE	951	54	5.6
AMERICAN	4362	238	5.4
DELTA	4396	73	1.6
HAWAIIAN	223	0	0.0
TOTAL	43,366	4,315	10.0

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>

AIR TRAVEL CONSUMER REPORT

TABLE 9. CAUSES OF DELAY*, BY CARRIER

DECEMBER 2016

								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
ALASKA	14515	11048	76.11%	232	1.60%	71	0.49%	638	4.40%	134	0.92%	1,430	9.85%	15	0.10%	947	6.52%
AMERICAN	73802	58368	79.09%	550	0.75%	132	0.18%	4538	6.15%	397	0.54%	5,210	7.06%	43	0.06%	4,564	6.18%
DELTA	71612	58284	81.39%	135	0.19%	116	0.16%	4395	6.14%	695	0.97%	4,417	6.17%	11	0.02%	3,559	4.97%
EXPRESSJET	37513	27585	73.53%	1142	3.04%	116	0.31%	2597	6.92%	98	0.26%	2,564	6.83%	0	0.00%	3,411	9.09%
FRONTIER	8171	5102	62.44%	523	6.40%	10	0.12%	763	9.34%	40	0.49%	820	10.04%	0	0.00%	912	11.16%
HAWAIIAN	6347	5402	85.11%	9	0.14%	10	0.16%	497	7.83%	90	1.42%	8	0.13%	4	0.06%	328	5.17%
JETBLUE	24328	17345	71.30%	248	1.02%	100	0.41%	2212	9.09%	68	0.28%	1,905	7.83%	31	0.13%	2,418	9.94%
SKYWEST	49628	34650	69.82%	1830	3.69%	283	0.57%	2913	5.87%	529	1.07%	3,986	8.03%	13	0.03%	5,424	10.93%
SOUTHWEST	110806	82984	74.89%	1876	1.69%	217	0.20%	7435	6.71%	431	0.39%	5,088	4.59%	38	0.03%	12,737	11.49%
SPIRIT	12426	8961	72.11%	286	2.30%	15	0.12%	723	5.82%	41	0.33%	1,524	12.26%	7	0.06%	869	6.99%
UNITED	45718	34752	76.01%	535	1.17%	97	0.21%	3335	7.29%	469	1.03%	3,401	7.44%	7	0.02%	3,122	6.83%
VIRGIN AMERICA	6083	4155	68.31%	98	1.61%	89	1.46%	314	5.16%	211	3.47%	515	8.47%	8	0.13%	693	11.39%
TOTAL	460949	348636	75.63%	7464	1.62%	1256	0.27%	30360	6.59%	3203	0.69%	30868	6.70%	177	0.04%	38984	8.46%

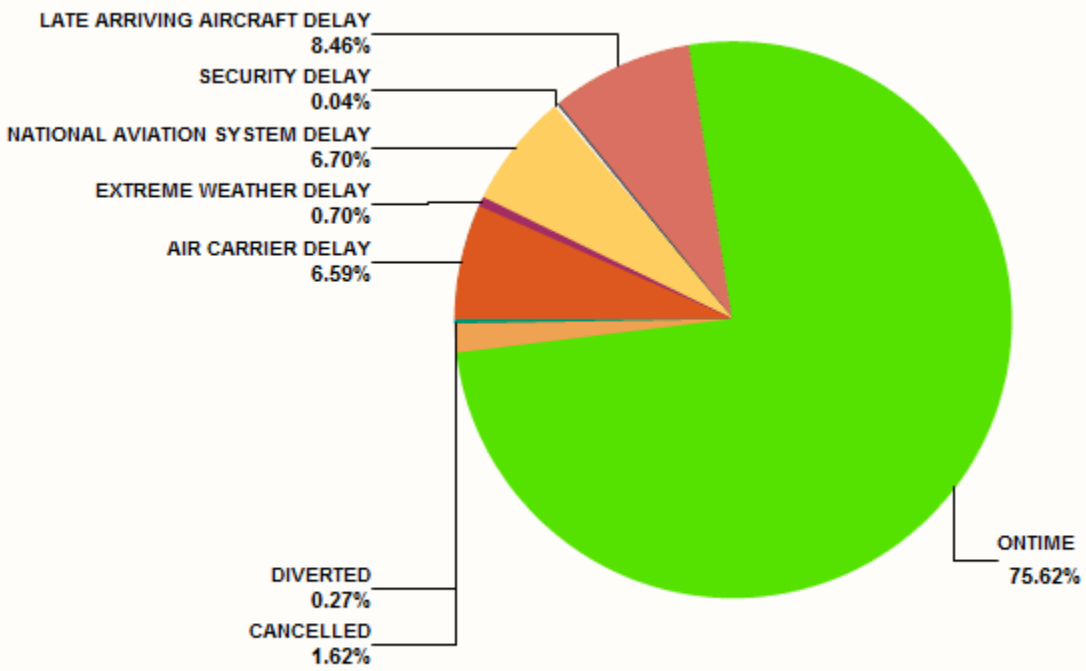
***Causes of Delay:**
Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays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

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

DECEMBER 2016

ONTIME	75.62%
CANCELLED	1.62%
DIVERTED	0.27%
AIR CARRIER DELAY	6.59%
EXTREME WEATHER DELAY	0.70%
NATIONAL AVIATION SYSTEM DELAY	6.70%
SECURITY DELAY	0.04%
LATE ARRIVING AIRCRAFT DELAY	8.46%
Total:	100.00%



***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.

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

DECEMBER 2016

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
FRONTIER	418	DEN	ATL	12/17/2016	Origin Airport	265
FRONTIER	277	PIT	DEN	12/17/2016	Destination Airport	250
FRONTIER	423	ATL	DEN	12/17/2016	Destination Airport	247
FRONTIER	163	MSN	DEN	12/16/2016	Destination Airport	228
FRONTIER	402	LAX	DEN	12/17/2016	Destination Airport	228
SOUTHWEST	1500	OMA	DEN	12/16/2016	Destination Airport	226
HAWAIIAN	51	JFK	HNL	12/17/2016	Origin Airport	219
FRONTIER	757	DEN	PHX	12/16/2016	Origin Airport	213
FRONTIER	608	DEN	IND	12/16/2016	Origin Airport	206
FRONTIER	866	MSO	DEN	12/16/2016	Destination Airport	205
FRONTIER	406	LAX	DEN	12/16/2016	Destination Airport	205
FRONTIER	200	CLT	DEN	12/17/2016	Destination Airport	202
COMPASS	5788	SMF	LAX	12/21/2016	Destination Airport	198
FRONTIER	778	LAS	DEN	12/17/2016	Destination Airport	196
FRONTIER	822	SEA	DEN	12/17/2016	Destination Airport	194
FRONTIER	582	SLC	DEN	12/16/2016	Destination Airport	192
JETBLUE	393	JFK	DAB	12/17/2016	Origin Airport	189
ALASKA	707	SLC	SEA	12/5/2016	Destination Airport	189
ALASKA	531	BUR	SEA	12/5/2016	Destination Airport	187
COMPASS	5782	OAK	LAX	12/21/2016	Destination Airport	182
FRONTIER	509	LGA	DEN	12/16/2016	Destination Airport	182

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.**

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2016

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
ALL NIPPON AIRWAYS	2	NRT	IAD	12/17/2016	Diversion Airport (BWI)	322
AVIANCA	0021	JFK	BOG	12/17/2016	Origin Airport	310
XTRA AIRWAYS	412	CCS	JFK	12/21/2016	Diversion Airport (MIA)	245

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).

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2016

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
FRONTIER	8171	34	0.42
ALASKA	14515	18	0.12
JETBLUE	24328	30	0.12
UNITED	45718	50	0.11
AMERICAN	73802	70	0.09
SKYWEST	49628	45	0.09
DELTA	71612	58	0.08
SPIRIT	12426	8	0.06
EXPRESSJET	37513	13	0.03
VIRGIN AMERICA	6083	2	0.03
SOUTHWEST	110806	21	0.02
HAWAIIAN	6347	1	0.02
TOTAL	460949	350	0.08

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.

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 *

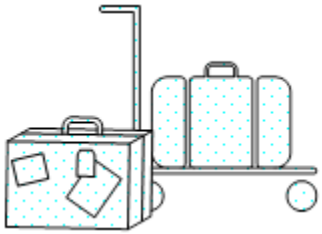
AS	Alaska Airlines
AA**	American Airlines
EV	ExpressJet Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines
VX	Virgin America

*** 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.



AIR TRAVEL CONSUMER REPORT

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

		DECEMBER 2016			DECEMBER 2015		
RANK	**AIRLINE**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1000 PASSENGERS**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1000 PASSENGERS**
1	**VIRGIN AMERICA**	892	650,961	**1.37**	608	600,623	**1.01**
2	**JETBLUE AIRWAYS**	5,082	2,804,881	**1.81**	5,733	2,635,033	**2.18**
3	**ALASKA AIRLINES**	3,919	1,917,631	**2.04**	7,039	1,853,078	**3.80**
4	**SPIRIT AIRLINES**	3,535	1,687,835	**2.09**	4,120	1,466,523	**2.81**
5	**DELTA AIR LINES**	24,396	9,573,952	**2.55**	24,372	9,329,657	**2.61**
6	**HAWAIIAN AIRLINES**	2,600	849,314	**3.06**	2,720	838,344	**3.24**
7	**SOUTHWEST AIRLINES**	48,783	12,729,957	**3.83**	50,385	12,278,370	**4.10**
8	**AMERICAN AIRLINES**	37,769	9,777,696	**3.86**	51,817	10,090,041	**5.14**
9	**UNITED AIRLINES**	25,918	6,466,450	**4.01**	26,107	6,027,206	**4.33**
10	**EXPRESSJET AIRLINES**	9,277	1,634,732	**5.67**	10,715	1,881,217	**5.70**
11	**SKYWEST AIRLINES**	14,076	2,444,664	**5.76**	12,869	2,320,767	**5.55**
12	**FRONTIER AIRLINES**	8,710	1,183,976	**7.36**	4,101	1,166,234	**3.52**
	TOTALS	184,957	51,722,049	**3.58**	200,586	50,487,093	**3.97**

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.**

AIR TRAVEL CONSUMER REPORT

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

		JANUARY - DECEMBER 2016			JANUARY - DECEMBER 2015		
RANK	**AIRLINE**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1000 PASSENGERS**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1000 PASSENGERS**
1	**VIRGIN AMERICA**	7,985	7,738,228	**1.03**	5,741	6,848,642	**0.84**
2	**JETBLUE AIRWAYS**	52,114	32,323,728	**1.61**	53,920	29,858,553	**1.81**
3	**ALASKA AIRLINES**	38,361	23,346,795	**1.64**	74,452	22,128,159	**3.36**
4	**DELTA AIR LINES**	221,607	122,195,140	**1.81**	245,272	117,696,029	**2.08**
5	**SPIRIT AIRLINES**	42,438	19,616,054	**2.16**	41,618	16,168,873	**2.57**
6	**UNITED AIRLINES**	200,329	76,903,504	**2.60**	231,501	72,086,699	**3.21**
7	**HAWAIIAN AIRLINES**	27,261	10,226,332	**2.67**	26,312	9,927,254	**2.65**
8	**SOUTHWEST AIRLINES**	451,006	151,153,238	**2.98**	478,327	144,680,828	**3.31**
9	**SKYWEST AIRLINES**	100,900	30,013,040	**3.36**	117,196	28,917,938	**4.05**
10	**AMERICAN AIRLINES**	412,450	121,900,816	**3.38**	386,649	97,135,595	**3.98**
11	**FRONTIER AIRLINES**	55,141	14,387,958	**3.83**	37,050	12,037,050	**3.08**
12	**EXPRESSJET AIRLINES**	91,383	21,186,018	**4.31**	124,556	24,625,754	**5.06**
	Totals	**1,700,975**	**630,990,851**	**2.70**	**1,822,594**	**582,111,374**	**3.13**

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.**

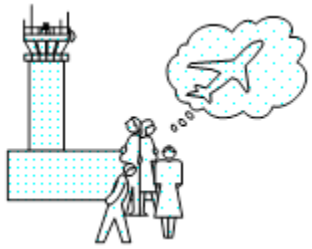
OVERSALES

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.



AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY U.S. AIRLINES*

		OCTOBER - DECEMBER 2016				OCTOBER - DECEMBER 2015			
		DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per	DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per
Rank	Airline	Voluntary	Involuntary	Passengers	10,000 Passengers	Voluntary	Involuntary	Passengers	10,000 Passengers
1	**HAWAIIAN AIRLINES**	126	19	2,669,657	**0.07**	70	8	2,608,124	**0.03**
2	**VIRGIN AMERICA**	611	17	2,017,391	**0.08**	488	43	1,832,945	**0.23**
3	**DELTA AIR LINES**	36,471	326	32,044,038	**0.10**	32,658	466	31,061,602	**0.15**
4	**SPIRIT AIRLINES**	1,113	121	4,850,101	**0.25**	1,158	124	4,230,180	**0.29**
5	**ALASKA AIRLINES**	1,600	197	5,665,703	**0.35**	1,093	159	5,430,824	**0.29**
6	**UNITED AIRLINES**	15,696	891	22,398,395	**0.40**	18,743	1,475	20,930,474	**0.70**
7	**FRONTIER AIRLINES**	450	163	3,771,280	**0.43**	648	380	3,547,147	**1.07**
8	**AMERICAN AIRLINES**	11,806	1,714	31,546,560	**0.54**	13,320	2,426	22,033,306	**1.10**
9	**SOUTHWEST AIRLINES**	19,116	3,072	38,502,306	**0.80**	19,473	3,433	36,839,451	**0.93**
10	**SKYWEST AIRLINES**	10,680	758	7,411,535	**1.02**	10,896	786	6,990,054	**1.12**
11	**JETBLUE AIRWAYS**	439	1,036	8,719,175	**1.19**	598	21	8,168,250	**0.03**
12	**EXPRESSJET AIRLINES**	8,615	641	5,019,172	**1.28**	8,968	996	5,757,488	**1.73**
	TOTALS	**106,723**	**8,955**	**164,615,313**	**0.54**	**108,113**	**10,317**	**149,429,845**	**0.69**

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.**

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY U.S. AIRLINES*

		JANUARY - DECEMBER 2016				JANUARY - DECEMBER 2015			
		DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per	DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per
Rank	Airline	Voluntary	Involuntary	Passengers	10,000 Passengers	Voluntary	Involuntary	Passengers	10,000 Passengers
1	**HAWAIIAN AIRLINES**	326	49	10,824,495	**0.05**	358	29	10,462,344	**0.03**
2	**DELTA AIR LINES**	129,825	1,238	129,281,098	**0.10**	145,406	1,938	125,044,855	**0.15**
3	**VIRGIN AMERICA**	2,375	94	7,945,329	**0.12**	1,722	80	6,928,805	**0.12**
4	**ALASKA AIRLINES**	6,806	931	23,390,900	**0.40**	5,412	740	22,095,126	**0.33**
5	**UNITED AIRLINES**	62,895	3,765	86,836,527	**0.43**	81,390	6,317	82,081,914	**0.77**
6	**SPIRIT AIRLINES**	10,444	1,117	19,418,650	**0.58**	6,589	496	16,010,164	**0.31**
7	**FRONTIER AIRLINES**	2,096	851	14,666,332	**0.58**	2,744	1,232	12,343,540	**1.00**
8	**AMERICAN AIRLINES**	54,259	8,312	130,894,653	**0.64**	50,317	7,504	97,091,951	**0.77**
9	**JETBLUE AIRWAYS**	1,705	3,176	34,710,003	**0.92**	1,841	73	31,949,251	**0.02**
10	**SKYWEST AIRLINES**	41,476	2,935	29,986,918	**0.98**	51,829	5,079	28,562,760	**1.78**
11	**SOUTHWEST AIRLINES**	88,628	14,979	150,655,354	**0.99**	96,513	15,608	143,932,752	**1.08**
12	**EXPRESSJET AIRLINES**	33,590	3,182	21,139,038	**1.51**	42,933	4,608	24,736,601	**1.86**
	TOTALS	**434,425**	**40,629**	**659,749,297**	**0.62**	**487,054**	**43,704**	**601,240,063**	**0.73**

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.**

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.

DECEMBER 2016

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	DECEMBER 2016				DECEMBER 2015			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,254	40	1	150	1,207	50	2	125
FOREIGN AIRLINES	430	3	1	41	315	2	1	45
TRAVEL AGENTS	23	2	0	5	33	2	0	12
TOUR OPERATORS	0	0	0	0	1	0	0	0
MISCELLANEOUS	19	20	0	14	10	3	0	16
INDUSTRY TOTALS	1,726	65	2	210	1,566	57	3	198

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*

	DECEMBER 2016			DECEMBER 2015		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	749		1	533	
CANCELLATION			402			198
DELAY			236			205
MISCONNECTION			67			71
BAGGAGE	2	284		2	278	
RESERVATIONS/TICKETING/BOARDING	3	188		3	203	
CUSTOMER SERVICE	4	146		4	167	
FARES	5	125		6	105	
REFUNDS	6	90		5	111	
DISABILITY	7	58		7	83	
OTHER	8	36		9	28	
FREQUENT FLYER			19			11
OVERSALES	9	35		8	45	
ADVERTISING	10	10		10	8	
DISCRIMINATION	11	5		11	5	
COMPLAINT TOTAL		1,726			1,566	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*

DECEMBER 2016

U.S. AIRLINES ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	7	0	0	4	0	4	3	0	1	0	0	0	19
ALLEGIANT AIR	25	0	8	1	3	4	5	2	0	0	0	0	48
AMERICAN AIRLINES	69	6	25	24	9	26	26	15	3	1	0	10	214
COMMUTAIR	10	0	1	0	0	3	0	0	0	0	0	0	14
DELTA AIR LINES	28	1	11	3	1	15	12	8	1	0	0	2	82
DYNAMIC AIRWAYS	3	0	1	0	7	0	0	0	0	0	0	0	11
ENDEAVOR AIR	7	0	0	0	0	2	0	0	0	0	0	0	9
ENVOY AIR	5	0	0	0	0	2	2	1	0	0	0	0	10
EXPRESSJET AIRLINES	9	0	0	0	0	0	0	0	0	0	0	1	10
FRONTIER AIRLINES	314	6	4	5	8	39	9	2	0	1	0	3	391
HAWAIIAN AIRLINES	1	0	0	2	0	2	0	1	0	0	0	1	7
JETBLUE AIRWAYS	8	2	2	0	0	6	2	1	0	1	0	0	22
MESA AIRLINES	3	0	0	0	0	0	0	1	0	1	0	0	5
PSA AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
REPUBLIC AIRLINES	5	0	2	0	0	0	1	0	0	0	0	0	8
SKYWEST AIRLINES	17	1	0	0	0	2	3	1	0	0	0	0	24
SOUTHWEST AIRLINES	17	0	5	3	2	12	10	6	0	0	0	1	56
SPIRIT AIRLINES	35	1	8	11	6	3	3	1	0	0	0	0	68
UNITED AIRLINES	52	6	25	17	6	47	27	11	0	0	0	4	195
VIRGIN AMERICA	16	0	1	1	1	1	1	0	1	0	0	0	22
Other U.S. Airlines	18	2	3	2	0	1	5	2	0	0	0	1	34
TOTAL DECEMBER 2016	654	25	96	73	43	169	109	52	6	4	0	23	1,254
% of TOTAL COMPLAINTS	52.2	2.0	7.7	5.8	3.4	13.5	8.7	4.1	0.5	0.3	0	1.8	
TOTAL DECEMBER 2015	469	37	132	76	71	190	132	71	5	5	0	19	1,207
% of TOTAL COMPLAINTS	38.9	3.1	10.9	6.3	5.9	15.7	10.9	5.9	0.4	0.4	0	1.6	

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

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

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN DEC	INCI-DENTS IN DEC	PERCENT	INCI-DENTS IN NOV	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
ALASKA AIRLINES	19	13	68.4	1	5.3	2	10.5	3	15.8
ALLEGIANT AIR	48	38	79.2	4	8.3	5	10.4	1	2.1
AMERICAN AIRLINES	214	118	55.1	34	15.9	47	22.0	15	7.0
COMMUTAIR	14	11	78.6	3	21.4	0	0.0	0	0.0
DELTA AIR LINES	82	55	67.1	6	7.3	14	17.1	7	8.5
DYNAMIC AIRWAYS	11	4	36.4	2	18.2	5	45.5	0	0.0
ENDEAVOR AIR	9	4	44.4	0	0.0	3	33.3	2	22.2
ENVOY AIR	10	7	70.0	1	10.0	2	20.0	0	0.0
EXPRESSJET AIRLINES	10	7	70.0	1	10.0	2	20.0	0	0.0
FRONTIER AIRLINES	391	358	91.6	5	1.3	15	3.8	13	3.3
HAWAIIAN AIRLINES	7	5	71.4	1	14.3	1	14.3	0	0.0
JETBLUE AIRWAYS	22	16	72.7	3	13.6	2	9.1	1	4.5
MESA AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
PSA AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
REPUBLIC AIRLINES	8	5	62.5	1	12.5	1	12.5	1	12.5
SKYWEST AIRLINES	24	19	79.2	2	8.3	0	0.0	3	12.5
SOUTHWEST AIRLINES	56	46	82.1	3	5.4	4	7.1	3	5.4
SPIRIT AIRLINES	68	52	76.5	3	4.4	8	11.8	5	7.4
UNITED AIRLINES	195	124	63.6	31	15.9	26	13.3	14	7.2
VIRGIN AMERICA	22	19	86.4	1	4.5	0	0.0	2	9.1
Other U.S. Airlines	34	19	55.9	3	8.8	9	26.5	3	8.8
Totals	1,254	927	73.9	107	8.5	147	11.7	73	5.8
Previous Year's Totals	1,207	732	60.6	166	13.8	215	17.8	94	7.8

* 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.'

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY/DECEMBER 2016**

Table 5	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	0	0	0	1	1	3	0	0	0	0	0	0	5
AEROMEXICO	1	1	3	0	1	3	1	0	0	0	0	0	10
AIR BERLIN	1	0	1	0	0	5	0	0	0	0	0	1	8
AIR CANADA	28	1	11	1	3	13	9	1	0	0	0	0	67
AIR CHINA	1	0	3	1	1	3	0	0	0	0	0	0	9
AIR FRANCE	4	0	4	0	0	8	0	0	0	0	0	0	16
AIR INDIA	0	1	1	0	1	3	1	0	0	0	0	0	7
ALITALIA AIRLINES	2	0	8	3	1	1	0	0	0	0	0	1	16
BRITISH AIRWAYS	1	2	1	1	2	2	2	0	0	0	0	0	11
CHINA SOUTHERN AIRLINES	1	0	1	1	0	2	0	0	0	0	0	0	5
EMIRATES AIRLINES	3	0	0	2	2	4	1	0	0	0	0	0	12
ETHIOPIAN AIRLINES	2	0	2	0	0	2	0	0	0	0	0	0	6
ETIHAD AIRWAYS	1	0	4	3	0	1	0	0	0	0	0	0	9
FIJI AIRWAYS	1	0	0	1	1	1	0	0	1	0	0	0	5
IBERIA AIRLINES	0	0	1	2	0	2	0	0	0	0	0	0	5
INTERJET	5	0	0	0	0	0	1	0	0	0	0	0	6
JET AIRWAYS	1	0	1	2	0	1	0	0	0	0	0	0	5
LATAM	0	0	0	3	0	1	1	0	0	0	0	0	5
LUFTHANSA	0	0	4	4	4	5	3	1	0	0	0	0	21
NORWEGIAN AIR SHUTTLE	2	1	5	0	0	3	0	0	0	1	0	0	12
PHILIPPINE AIRLINES	0	0	2	0	0	1	0	2	0	0	0	0	5
QATAR AIRWAYS	2	0	5	3	6	6	4	0	1	0	0	0	27
SOUTH AFRICAN AIRWAYS	2	0	1	0	0	1	1	0	0	0	0	0	5
TAME	4	0	0	0	0	4	0	0	0	0	0	0	8
TURKISH AIRLINES	3	0	3	3	6	5	0	1	1	0	0	4	26
VOLARIS AIRLINES	4	1	3	3	1	3	0	0	1	0	0	0	16
WOW AIR	3	0	0	2	1	3	3	0	0	0	0	0	12
OTHER FOREIGN AIRLINES	16	2	20	6	9	27	6	1	0	0	0	4	91
TOTALS	88	9	84	42	40	113	33	6	4	1	0	10	430
TRAVEL AGENTS													
EXPEDIA.COM	0	0	3	3	1	0	0	0	0	0	0	0	7
OTHER TRAVEL AGENTS	0	0	5	6	4	0	1	0	0	0	0	0	16
TOTALS	0	0	8	9	5	0	1	0	0	0	0	0	23
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
MISCELLANEOUS													
TSA	0	0	0	0	0	2	1	0	0	0	0	2	5
Other Miscellaenous	7	1	0	1	2	0	2	0	0	0	0	1	14
TOTALS	7	1	0	1	2	2	3	0	0	0	0	3	19

* 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.

AIR TRAVEL CONSUMER REPORT

TABLE 6

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES*

RANK	AIRLINE	DECEMBER 2016 COMPLAINTS	DECEMBER 2016 SYSTEMWIDE ENPLANEMENTS	DECEMBER 2016 COMPLAINTS PER 100,000 ENPLANEMENTS	DECEMBER 2015 COMPLAINTS	DECEMBER 2015 SYSTEMWIDE ENPLANEMENTS	DECEMBER 2015 COMPLAINTS PER 100,000 ENPLANEMENTS
1	**SOUTHWEST AIRLINES**	56	12,851,312	**0.44**	64	12,378,845	**0.52**
2	**EXPRESSJET AIRLINES**	10	1,701,634	**0.59**	11	1,982,782	**0.55**
3	**JETBLUE AIRWAYS**	22	3,376,704	**0.65**	22	3,157,832	**0.70**
4	**DELTA AIR LINES**	82	11,283,279	**0.73**	82	10,981,637	**0.75**
5	**HAWAIIAN AIRLINES**	7	908,298	**0.77**	3	887,606	**0.34**
6	**ALASKA AIRLINES**	19	2,051,887	**0.93**	11	1,965,045	**0.56**
7	**SKYWEST AIRLINES**	24	2,524,995	**0.95**	14	2,460,470	**0.57**
8	**AMERICAN AIRLINES**	214	11,719,612	**1.83**	389	12,120,007	**3.21**
9	**UNITED AIRLINES**	195	8,489,488	**2.30**	217	8,028,650	**2.70**
10	**VIRGIN AMERICA**	22	670,564	**3.28**	12	626,009	**1.92**
11	**SPIRIT AIRLINES**	68	1,823,940	**3.73**	175	1,595,224	**10.97**
12	**FRONTIER AIRLINES**	391	1,249,729	**31.29**	64	1,237,802	**5.17**
	TOTAL	1,110	58,651,442	**1.89**	1,064	57,421,909	**1.85**

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.**

AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

CONSUMER COMPLAINTS SUMMARY

	JANUARY - DECEMBER 2016				JANUARY - DECEMBER 2015			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	12,766	627	15	1,432	15,268	15,742*	23	1,869
FOREIGN AIRLINES	4,563	45	5	450	4,365	64	10	467
TRAVEL AGENTS	362	15	0	103	383	13	0	179
TOUR OPERATORS	46	0	0	0	5	1	0	0
MISCELLANEOUS	167	150	0	166	154	90	0	144
INDUSTRY TOTALS	17,904	837	20	2,151	20,175	15,910*	33	2,659

* 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.

AIR TRAVEL CONSUMER REPORT

TABLE 2 (YTD)

COMPLAINT CATEGORIES*

	JANUARY - DECEMBER 2016			JANUARY - DECEMBER 2015		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	6,179		1	6,434	
CANCELLATION			2,423			2,503
DELAY			2,420			2,340
MISCONNECTION			731			934
BAGGAGE	2	2,770		2	3,133	
RESERVATIONS/TICKETING/BOARDING	3	2,115		3	2,695	
CUSTOMER SERVICE	4	1,933		4	2,276	
FARES	5	1,363		5	1,813	
REFUNDS	6	1,362		6	1,573	
DISABILITY	7	862		7	944	
OVERSALES	8	597		8	648	
OTHER	9	504		9	428	
FREQUENT FLYER			283			223
ADVERTISING	10	124		10	163	
DISCRIMINATION	11	94		11	65	
ANIMALS	12	1		12	3	
COMPLAINT TOTAL		17,904			20,175	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

TABLE 3 (YTD)

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*
JANUARY - DECEMBER 2016

U.S. AIRLINES ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	40	0	0	0	0	2	4	3	0	0	0	1	50
ALASKA AIRLINES	27	2	18	12	4	14	26	8	1	1	0	8	121
ALLEGIANT AIR	303	8	70	28	61	35	63	19	3	2	0	6	598
AMERICAN AIRLINES	1,235	154	350	294	286	506	401	223	24	22	0	105	3,600
COMMUTAIR	26	2	1	0	0	3	0	0	0	0	0	0	32
COMPASS AIRLINES	25	0	1	0	0	1	6	0	0	0	0	0	33
DELTA AIR LINES	370	43	108	60	18	104	140	78	17	7	1	35	981
DYNAMIC AIRWAYS	155	1	12	4	81	11	2	2	0	0	0	3	271
ENDEAVOR AIR	57	0	1	0	0	11	2	0	0	0	0	1	72
ENVOY AIR	118	12	8	0	0	5	9	4	0	1	0	0	157
EXPRESSJET AIRLINES	100	0	1	0	0	3	7	0	0	0	0	2	113
FRONTIER AIRLINES	486	23	57	52	36	123	59	21	6	7	0	18	888
GOJET AIRLINES	45	4	1	0	0	3	1	0	0	0	0	1	55
GREAT LAKES AVIATION	8	0	3	0	1	0	0	0	0	0	0	0	12
HAWAIIAN AIRLINES	13	1	13	12	5	11	22	42	1	2	0	4	126
HORIZON AIRLINES	7	0	3	0	0	1	4	2	0	0	0	0	17
JETBLUE AIRWAYS	113	10	33	11	3	51	31	16	1	2	0	16	287
MESA AIRLINES	92	2	0	1	0	1	4	1	0	1	0	2	104
NATIONAL AIRLINES	8	0	3	0	4	0	0	0	0	0	0	0	15
PIEDMONT AIRLINES	52	8	3	1	0	2	13	4	0	0	0	0	83
PSA AIRLINES	49	0	1	0	0	1	8	7	0	0	0	0	66
REPUBLIC AIRLINES	99	1	3	0	0	0	4	0	0	0	0	1	108
SEABORNE AIRLINES	9	0	1	0	2	9	2	0	0	0	0	1	24
SHUTTLE AMERICA	29	0	0	0	0	3	0	0	0	0	0	0	32
SILVER AIRWAYS	29	5	11	6	5	11	4	1	0	1	0	2	75
SKYWEST AIRLINES	111	6	2	0	0	4	21	3	0	1	0	4	152
SOUTHWEST AIRLINES	286	14	48	29	34	101	87	78	7	8	0	15	707
SPIRIT AIRLINES	578	64	214	153	114	110	120	37	10	13	0	19	1,432
SUN COUNTRY AIRLINES	3	2	3	1	0	4	2	3	0	0	0	1	19
TRANS STATES AIRLINES	57	1	0	0	0	1	1	0	0	1	0	2	63
UNITED AIRLINES	678	75	250	190	154	382	276	158	11	11	0	92	2,277
VIRGIN AMERICA	55	4	20	12	6	16	28	5	1	0	0	2	149
Other U.S. Airlines	21	2	1	3	0	9	5	4	0	0	0	2	47
TOTAL JANUARY - DECEMBER 2016	5,284	444	1,240	869	814	1,538	1,352	719	82	80	1	343	12,766
% of TOTAL COMPLAINTS	41.4	3.5	9.7	6.8	6.4	12.0	10.6	5.6	0.6	0.6	0.0	2.7	
TOTAL JANUARY - DECEMBER 2015	5,506	509	1,807	1,300	1,097	2,050	1,728	771	119	54	3	324	15,268
% of TOTAL COMPLAINTS	36.1	3.3	11.8	8.5	7.2	13.4	11.3	5.0	0.8	0.4	0.0	2.1	

* 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.'

AIR TRAVEL CONSUMER REPORT

TABLE 4 (YTD)

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY / JANUARY - DECEMBER 2016**

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	3	3	9	5	5	22	3	4	0	0	0	1	55
AEROFLOT	0	0	6	2	6	22	1	1	0	0	0	1	39
AEROMEXICO	41	10	57	23	21	34	26	4	1	0	0	4	221
AIR BERLIN	18	2	11	17	6	71	8	0	0	0	0	2	135
AIR CANADA	215	34	94	20	20	144	145	20	0	4	0	2	698
AIR CHINA	12	3	17	4	15	30	3	2	0	0	0	0	86
AIR EUROPA	5	0	2	5	0	6	0	0	0	0	0	0	18
AIR FRANCE	37	3	28	9	15	71	16	7	0	1	0	2	189
AIR INDIA	7	2	11	4	2	13	9	1	1	0	0	1	51
AIR NEW ZEALAND	1	0	0	4	1	0	0	4	0	0	0	1	11
ALITALIA AIRLINES	12	9	19	8	10	30	13	2	0	0	0	1	104
ALL NIPPON AIRLINES	5	0	2	1	1	2	2	0	0	0	0	0	13
ASIANA AIRLINES	3	0	2	4	0	1	2	1	1	0	0	2	16
AUSTRIAN AIRLINES	2	0	3	1	0	4	1	1	0	0	0	0	12
AVIANCA	9	1	11	8	14	9	2	3	0	0	0	1	58
AZUL	2	0	2	0	1	3	1	1	0	0	0	0	10
BRITISH AIRWAYS	28	4	32	22	37	66	19	6	1	0	0	2	217
BRUSSELS AIRLINES	1	0	6	0	3	11	1	0	0	0	0	0	22
CARIBBEAN AIRLINES	1	0	5	0	4	2	2	0	0	0	0	0	14
CATHAY PACIFIC AIRWAYS	7	0	5	5	1	7	4	4	0	0	0	1	34
CHINA EASTERN AIRLINES	6	0	12	0	2	10	5	0	0	1	0	3	39
CHINA SOUTHERN AIRLINES	3	1	11	2	4	11	5	1	0	0	0	0	38
CONDOR	9	0	1	1	2	5	2	0	0	0	0	0	20
COPA	5	3	8	3	7	17	2	1	0	0	0	0	46
EGYPTAIR	5	1	0	0	2	12	6	0	0	0	0	1	27
EL AL ISRAEL	7	4	3	3	2	3	4	3	0	1	0	0	30
EMIRATES AIRLINES	19	7	18	19	16	43	15	7	2	1	0	2	149
ETHIOPIAN AIRLINES	9	1	6	3	2	15	4	1	0	0	0	3	44
ETIHAD AIRWAYS	9	4	25	19	9	55	15	4	1	1	0	2	144
EVA AIRWAYS	1	1	1	2	1	4	3	0	0	0	0	1	14
FIJI AIRWAYS	17	5	12	6	12	21	17	0	2	0	0	4	96
IBERIA AIRLINES	3	2	10	4	6	21	4	1	1	0	0	2	54
ICELANDAIR	7	0	0	1	3	6	0	1	0	0	0	1	19
INSEL AIR	13	1	1	1	3	2	0	0	0	0	0	0	21
INTERJET	13	0	5	0	6	6	3	0	0	0	0	0	33
JAPAN AIR LINES	2	0	3	0	1	1	3	1	0	0	0	0	11
JET AIRWAYS	3	0	9	4	1	9	2	2	0	0	0	0	30
JETSTAR AIRWAYS	0	0	0	3	1	4	2	1	0	0	0	0	11
KLM	2	0	7	8	4	21	11	3	0	0	0	0	56
KOREAN AIR LINES	2	0	4	2	0	4	2	1	0	0	0	0	15
KUWAIT AIRWAYS	2	0	5	0	4	2	2	1	0	0	0	0	16

AIR TRAVEL CONSUMER REPORT

TABLE 4 (YTD, cont'd.)

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY / JANUARY - DECEMBER 2016**

FOREIGN AIRLINES, cont'd.	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
LAN AIRLINES	6	0	5	1	2	8	4	0	0	0	0	1	27
LATAM	1	0	3	6	1	5	3	2	0	0	0	0	21
LOT POLISH AIRLINES	3	0	3	0	1	3	2	1	0	0	0	0	13
LUFTHANSA	21	8	27	27	20	53	20	14	0	0	0	6	196
NORWEGIAN AIR SHUTTLE	26	2	14	8	7	28	10	0	2	1	0	1	99
PHILIPPINE AIRLINES	13	0	7	4	4	7	8	3	0	0	0	2	48
QANTAS AIRWAYS	0	0	2	4	2	3	1	0	0	0	0	1	13
QATAR AIRWAYS	21	9	39	16	25	29	20	6	2	1	0	2	170
ROYAL AIR MAROC	5	2	4	0	0	7	1	1	0	0	0	0	20
ROYAL JORDANIAN AIRLINES	2	0	1	0	1	16	0	0	0	0	0	0	20
SANTA BARBARA AIRLINES	8	1	4	1	1	0	0	0	0	0	0	0	15
SAS	10	2	3	5	2	8	4	0	0	0	0	1	35
SATA INTERNACIONAL	5	0	1	1	1	1	3	0	0	0	0	0	12
SINGAPORE AIRLINES	4	0	3	2	3	8	6	1	1	0	0	2	30
SOUTH AFRICAN AIRWAYS	2	2	4	3	2	10	7	0	0	0	0	0	30
SWISS AIR	8	1	8	5	6	11	8	2	0	0	0	0	49
TAM	1	0	3	2	2	5	0	1	0	1	0	1	16
TAME	7	0	2	1	1	5	2	0	0	0	0	0	18
TAP	1	0	2	4	3	4	1	0	0	1	0	0	16
TURKISH AIRLINES	31	0	40	26	42	50	28	9	2	1	0	25	254
VIRGIN ATLANTIC AIRWAYS	3	1	8	5	5	7	1	2	1	0	0	1	34
VOLARIS AIRLINES	19	7	23	17	11	11	7	0	3	0	0	1	99
VUELING AIRLINES	2	0	0	0	1	13	0	0	0	0	0	0	16
WEST JET	11	0	3	3	0	1	2	0	0	0	0	0	20
WOW AIR	27	3	11	10	11	29	11	5	3	0	0	0	110
XL AIRWAYS	3	3	4	0	0	3	0	0	0	0	0	0	13
OTHER FOREIGN AIRLINES	64	8	43	26	37	60	8	2	2	0	0	3	253
TOTALS	850	150	730	400	441	1,205	522	138	26	14	0	87	4,563
TRAVEL AGENTS													
CHEAPOAIR.COM	1	0	14	9	12	0	2	0	1	0	0	0	39
EDREAMS.COM	0	0	6	3	3	0	0	0	0	0	0	0	12
EXPEDIA.COM	3	0	12	13	18	0	1	0	0	0	0	0	47
JUSTFLY.COM	3	0	14	10	11	0	2	0	2	0	0	0	42
ONETRAVEL	1	0	4	3	2	0	1	0	0	0	0	0	11
ORBITZ.COM	0	0	16	6	7	0	1	0	1	0	0	0	31
PRICELINE.COM	0	0	5	1	6	0	0	0	0	0	0	0	12
TRAVELOCITY.COM	1	0	12	5	5	0	1	0	2	0	0	1	27
VAYAMA	0	0	6	5	5	0	2	0	1	0	0	0	19
OTHER TRAVEL AGENTS	2	1	46	29	29	2	5	0	6	0	0	2	122
TOTALS	11	1	135	84	98	2	15	0	13	0	0	3	362

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD, cont'd.)

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY / JANUARY - DECEMBER 2016**

TOUR OPERATORS	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
SHARON TRAVEL & TOURS	0	0	0	0	0	0	0	0	0	0	0	44	44
OTHER TOUR OPERATORS	1	0	0	0	1	0	0	0	0	0	0	0	2
TOTALS	1	0	0	0	1	0	0	0	0	0	0	44	46
MISCELLAENOUS													
TSA	0	0	3	0	0	13	28	0	0	0	0	4	48
Other Miscellaneous	33	2	7	10	8	12	16	5	3	0	0	23	119
TOTALS	33	2	10	10	8	25	44	5	3	0	0	27	167

* 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)

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES*

RANK	AIRLINE	JANUARY - DECEMBER 2016			JANUARY - DECEMBER 2015		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	**SOUTHWEST AIRLINES**	707	151,827,582	**0.47**	754	144,678,444	**0.52**
2	**SKYWEST AIRLINES**	152	31,291,962	**0.49**	197	30,156,563	**0.65**
3	**ALASKA AIRLINES**	121	24,421,480	**0.50**	114	22,868,774	**0.50**
4	**EXPRESSJET AIRLINES**	113	22,197,289	**0.51**	161	25,974,860	**0.62**
5	**DELTA AIR LINES**	981	143,304,739	**0.68**	1,025	138,854,392	**0.74**
6	**JETBLUE AIRWAYS**	287	38,247,268	**0.75**	302	35,094,797	**0.86**
7	**HAWAIIAN AIRLINES**	126	10,829,051	**1.16**	111	10,468,509	**1.06**
8	**VIRGIN AMERICA**	149	8,032,369	**1.85**	116	6,993,412	**1.66**
9	**UNITED AIRLINES**	2,277	100,269,323	**2.27**	2,726	95,464,381	**2.86**
10	**AMERICAN AIRLINES**	3,600	144,575,815	**2.49**	3,987	118,544,019	**3.36**
11	**FRONTIER AIRLINES**	888	14,937,439	**5.94**	1,040	13,188,933	**7.89**
12	**SPIRIT AIRLINES**	1,432	21,232,612	**6.74**	2,069	17,642,136	**11.73**
	TOTAL	10,833	711,166,929	**1.52**	12,602	659,929,220	**1.91**

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.**

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for December 2016

This table includes complaints to the U.S. Department of Transportation's Aviation Consumer Protection Division* that allege discrimination in air travel based on race, ancestry/ethnicity, national origin, color, religion and sex**. All complaints alleging discrimination are investigated to determine if there has been a violation(s) of the passenger's civil rights.

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AMERICAN AIRLINES	1						
FRONTIER AIRLINES	1						
JETBLUE AIRWAYS	1						
MESA AIRLINES					1		
NORWEGIAN AIR SHUTTLE	1						
TOTAL	4	0	0	0	1	0	0

**To file an airline civil rights complaint: https://www.transportation.gov/airconsumer*

***One complaint may raise multiple grounds for discrimination. The Aviation Consumer Protection Division categorizes each complaint based on the primary ground of the alleged discrimination.*

AIR TRAVEL CONSUMER REPORT
Civil Rights Complaints by Air Travelers (Other Than Disability) for January - December 2016

This table includes complaints to the U.S. Department of Transportation's Aviation Consumer Protection Division* that allege discrimination in air travel based on race, ancestry/ethnicity, national origin, color, religion and sex**. All complaints alleging discrimination are investigated to determine if there has been a violation(s) of the passenger's civil rights.

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AIR CANADA	3				1		
AIR FRANCE	1						
ALASKA AIRLINES			1				
ALLEGIANT AIR	1		1				
AMERICAN AIRLINES	18		2	1		1	
CHINA EASTERN AIRLINES	1						
DELTA AIR LINES	4		2		1		
EL AL ISRAEL						1	
EMIRATES AIRLINES			1				
ENVOY AIR	1						
ETIHAD AIRWAYS	1						
FRONTIER AIRLINES	4			1		2	
HAWAIIAN AIRLINES			2				
JETBLUE AIRWAYS	2						
MESA AIRLINES					1		
NORWEGIAN AIR SHUTTLE	1						
QATAR AIRWAYS			1				
SILVER AIRWAYS	1						
SKYWEST AIRLINES	1						
SOUTHWEST AIRLINES	5				1	2	
SPIRIT AIRLINES	11				2		
TAM	1						
TAP	1						
TRANS STATES AIRLINES					1		
TURKISH AIRLINES					1		
UNITED AIRLINES	8		2			1	
Total	**65**	**0**	**12**	**2**	**8**	**7**	**0**

**To file an airline civil rights complaint: https://www.transportation.gov/airconsumer **One complaint may raise multiple grounds for discrimination. The Aviation Consumer Protection Division categorizes each complaint based on the primary ground of the alleged discrimination.*

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

Customer Service Reports to the U.S. Department of Homeland Security for the Month of December 2016 as provided by the Transportation Security Administration[a]

The Transportation Security Administration (TSA) screened approximately 60 million airline passengers and their 48 million checked bags in the month of December as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations[b]. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of December.

Note: Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. Complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the U.S. Department of Transportation to complain about an airline. Airlines themselves receive thousands of complaints and inquiries directly from passengers that are not recorded in this report. TSA no longer reports claims data, as the number of claims received does not reflect the incidents for that month. However, the personal property data below includes complaints of mishandling of a passenger's 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
874	.001	68	.0001	54	.0001	549	.0009

NOTES

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

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

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

As of 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.

AIR TRAVEL CONSUMER REPORT

December 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
Alaska Airlines	1	1	0
American Airlines	2	0	0
Delta Air Lines	0	1	0
Totals:	3	2	0

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

Annual Report of 2016 Incidents

The monthly reports on the previous page are required only during a month in which a carrier has a reportable incident. In addition, however, each covered airline is required to report the total number of reportable animal incidents for the entire calendar year and the total number of animals transported in the calendar year. This report must be filed with DOT within 15 days after the end of that year. This annual report is required even if a carrier had no reportable incidents during the year. Click the carrier's name to see the redacted version of the actual incident reports filed by these airlines.

Carrier*	Death	Injury	Loss	Total Incidents	Total Transported	Incidents per 10,000 animals transported
Horizon Air	0	0	0	0	16,159	0.00
Mesa Airlines	0	0	0	0	10,795	0.00
Republic Airlines	0	0	0	0	6,841	0.00
Sun Country Airlines	0	0	0	0	6,598	0.00
Endeavor Air	0	0	0	0	5,964	0.00
GoJet Airlines	0	0	0	0	5,730	0.00
Shuttle America	0	0	0	0	3,942	0.00
Compass Airline	0	0	0	0	2,627	0.00
Envoy Air	0	0	0	0	2,238	0.00
Island Air	0	0	0	0	506	0.00
Alaska Airlines	2	1	0	3	112,281	0.27
ExpressJet Airlines	1	0	0	1	28,598	0.35
American Airlines	4	1	0	5	80,888	0.62
SkyWest Airlines	2	1	0	3	42,839	0.70
Delta Air Lines	5	5	0	10	81,070	1.23
United Airlines	9	14	0	23	109,149	2.11
Hawaiian Airlines	3	0	0	3	7,518	3.99
TOTAL	26	22	0	48	523,743	0.92

**The rankings of the carriers that had no incidents are based on total number of animals transported.*

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

Annual Report of 2016 Incidents: cont'd

The following air carriers do not transport animals.

Carrier	Death	Injury	Loss	Total Incidents	Total Transported	Incidents per 10,000 animals transported
Allegiant	0	0	0	0	0	0
Frontier Airlines	0	0	0	0	0	0
JetBlue Airways	0	0	0	0	0	0
National Airlines	0	0	0	0	0	0
Southwest Airlines	0	0	0	0	0	0
Spirit	0	0	0	0	0	0
Virgin America	0	0	0	0	0	0

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

Annual Report of 2015 Incidents

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. In addition, however, each covered airline is required to report the total number of reportable animal incidents for the entire calendar year and the total number of animals transported in the calendar year. This report must be filed with DOT within 15 days after the end of that year. This annual report is required even if a carrier had no reportable incidents during the year. The first such annual reports were due on January 15, 2016. To see the redacted version of the actual incident reports filed by these airlines, click the following link: https://www.transportation.gov/airconsumer/february-2016-air-travel-consumer-report

Carrier*	Death	Injury	Loss	Total Incidents	Total Transported	Incidents per 10,000 animals transported
Horizon Air	0	0	0	0	16,674	0
Mesa Airlines	0	0	0	0	9,796	0
Republic Airlines	0	0	0	0	8,909	0
Shuttle America	0	0	0	0	6,863	0
Sun Country Airlines	0	0	0	0	5,283	0
GoJet Airlines	0	0	0	0	4,156	0
Compass Airlines	0	0	0	0	3,130	0
Island Air	0	0	0	0	484	0
SkyWest Airlines	1	0	0	1	34,381	0.29
ExpressJet Airlines	1	1	0	2	31,815	0.63
American Airlines	3	3	1	7	94,700	0.74
Hawaiian Airlines	1	0	0	1	12,706	0.79
Alaska Airlines	3	6	0	9	103,656	0.87
Endeavor Air	1	0	0	1	6,525	1.53
Delta Air Lines	11	5	2	18	96,630	1.86
United Airlines	14	9	0	23	97,156	2.37
Envoy Air	0	1	0	1	1,673	5.98
TOTAL	35	25	3	63	534,537	1.18

**The rankings of the carriers that had no incidents are based on total number of animals transported.*

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

Annual Report of 2015 Incidents: cont'd

The following air carriers do not transport animals.

Carrier	Death	Injury	Loss	Total Incidents	Total Transported	Incidents per 10,000 animals transported
Allegiant	0	0	0	0	0	0
Frontier Airlines	0	0	0	0	0	0
JetBlue Airways	0	0	0	0	0	0
National Airlines	0	0	0	0	0	0
Southwest Airlines	0	0	0	0	0	0
Spirit	0	0	0	0	0	0
Virgin America	0	0	0	0	0	0