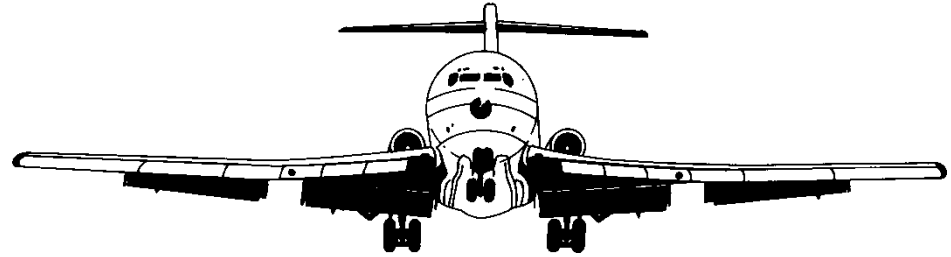




U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

**Issued: May 2015**



<b>Flight Delays<sup>1</sup></b>	March 2015
<b>Mishandled Baggage<sup>1</sup></b>	March 2015 January - March 2015
<b>Oversales<sup>1</sup></b>	1 <sup>st</sup> Quarter 2015
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	March 2015 January - March 2015
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	March 2015
<b>Airline Animal Incident Reports<sup>4</sup></b>	March 2015

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

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

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

<sup>4</sup> Data collected by the Aviation Consumer Protection Division

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## **INTRODUCTION**

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

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

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

## FLIGHT DELAYS

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

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS), the Docking Guidance System (DGS) or Airborne Flight Information System (AFIS). Based on the latest information available to DOT, of the 14 reporting air carriers, seven carriers (Envoy, ExpressJet, Frontier, Hawaiian, Southwest, US Airways and Virgin America) use ACARS exclusively; SkyWest uses ACARS and AFIS; two carriers (American and United) use a combination of ACARS and DGS; and four carriers (Alaska, Delta, JetBlue and Spirit) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

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

Except for the flights listed in Tables 5, 11 and 11A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at [http://www.bts.gov/programs/airline\\_information/airline\\_ontime\\_statistics/](http://www.bts.gov/programs/airline_information/airline_ontime_statistics/). Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml>. CDs for earlier months can be purchased by sending an email to: [Orders@bts.gov](mailto:Orders@bts.gov). Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>. Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp).

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

MARCH 2015

## AIR TRAVEL CONSUMER REPORT

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

	AT 29 REPORTABLE AIRPORTS B/		AT ALL US AIRPORTS C/	
CARRIER	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	81.5	17	87.3
ALASKA AIRLINES S/	24	87.2	60	85.6
DELTA AIR LINES S/	29	83.4	143	84.0
SKYWEST AIRLINES S/	22	82.1	170	82.5
SOUTHWEST AIRLINES S/***	24	79.9	86	80.0
VIRGIN AMERICA S/	15	79.3	18	78.9
UNITED AIRLINES S/	27	78.4	75	78.2
AMERICAN AIRLINES S/ **	28	77.3	94	77.0
-AMERICAN AIRLINES S/	28	75.9	82	75.4
-US AIRWAYS S/	27	79.0	72	79.1
EXPRESSJET AIRLINES S/	18	76.1	167	76.2
SPIRIT AIRLINES S/****	19	73.1	34	73.9
JETBLUE AIRWAYS S/	24	70.9	57	71.5
ENVOY AIR S/	11	68.4	122	67.8
FRONTIER AIRLINES S/	25	65.5	51	65.2
TOTAL		78.5		78.7

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the “Mishandled Baggage” and “Consumer Complaints” sections of this report.

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

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

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

MARCH 2015

## AIR TRAVEL CONSUMER REPORT

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

Carrier*	2nd Quarter 04-06 2014		3rd Quarter 07-09 2014		4th Quarter 10-12 2014		1st Quarter 01-03 2015		Jan-15		Feb-15		Mar-15		12 Months Ending Mar 2015	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	88.5	2	85.0	3	84.1	3	85.1	1	84.6	3	85.1	1	85.6	2	85.7	2
AMERICAN**	77.9	8	77.9	7	78.8	8	75.9	7	77.4	6	73.1	8	77.0	8	76.1	7
-AMERICAN	75.4	(--)	75.4	(--)	75.8	(--)	75.1	(--)	76.1	(--)	73.4	(--)	75.4	(--)	75.9	(--)
-US AIRWAYS	81.1	(--)	81.3	(--)	82.5	(--)	77.1	(--)	79.0	(--)	72.7	(--)	79.1	(--)	81.1	(--)
ENVOY	69.7	12	72.8	12	66.2	12	60.6	13	60.4	13	53.3	13	67.8	12	67.6	12
DELTA	83.4	3	85.6	2	87.4	2	82.8	3	86.1	1	78.0	3	84.0	3	84.8	3
EXPRESSJET	69.8	11	74.1	11	77.3	6	73.6	9	74.3	8	69.7	9	76.2	9	73.6	10
FRONTIER	74.3	9	78.2	6	74.6	11	64.0	12	67.1	12	58.8	12	65.2	13	73.1	11
HAWAIIAN	94.2	1	92.8	1	89.0	1	85.1	2	85.5	2	82.2	2	87.3	1	90.3	1
JETBLUE	77.3	6	75.9	9	81.7	4	68.0	11	71.9	11	59.7	11	71.5	11	75.7	8
SKYWEST	77.8	5	78.3	5	74.9	10	76.8	6	73.4	9	74.0	6	82.5	4	77.0	5
SOUTHWEST***	71.8	10	75.3	10	77.9	7	79.0	5	79.1	5	77.5	4	80.0	5	75.6	9
-SOUTHWEST	70.9	(--)	74.7	(--)	77.5	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
-AIRTRAN	83.2	(--)	84.1	(--)	88.2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
SPIRIT****	(--)	(--)	(--)	(--)	(--)	(--)	70.5	10	71.9	10	64.9	10	73.9	10	(--)	(--)
UNITED	75.9	7	77.4	8	76.8	9	75.9	8	75.4	7	73.6	7	78.2	7	76.5	6
VIRGIN AMERICA	83.3	4	83.0	4	78.0	5	79.2	4	82.2	4	76.1	5	78.9	6	80.9	4
Total	76.0		78.0		78.6		76.3		76.8		72.8		78.7		77.2	

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily (Mesa).

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\* Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table. Individual carrier data for 2014 is provided for historical purposes.

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

MARCH 2015

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	996	74.1	2466	71.9	559	77.1	8105	82.5	2721	71.5	908	77.5	13226	77.8	497	77.7
-AMERICAN	497	73.4	882	72.6	213	72.3	395	78.0	932	68.7	496	76.8	12700	78.0	243	71.6
-US AIRWAYS	499	74.7	1584	71.5	346	80.1	7710	82.7	1789	73.0	412	78.4	526	73.4	254	83.5
ALASKA	31	93.5	120	92.5	31	87.1	H/		123	86.2	145	89.7	121	92.6	31	96.8
JETBLUE	H/		3611	74.3	147	78.2	120	68.3	887	76.7	89	55.1	57	68.4	89	64.0
DELTA	20957	87.2	1474	76.7	634	86.8	566	88.0	713	80.2	685	82.0	453	87.2	4442	84.4
EXPRESSJET	5802	75.1	218	82.1	26	84.6	331	73.4	320	70.9	1320	86.1	1713	58.3	2580	81.0
FRONTIER	281	60.1	H/		H/		42	71.4	93	81.7	1915	71.5	118	58.5	17	76.5
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY	130	60.8	H/		62	59.7	H/		143	58.0	H/		6092	68.1	291	67.7
SPIRIT****	248	77.8	163	79.1	171	68.4	H/		H/		310	74.2	751	74.0	751	72.2
SKYWEST	350	71.4	21	81.0	H/		66	71.2	127	74.8	3959	84.0	366	75.7	936	84.4
UNITED	308	78.9	983	75.5	245	78.0	H/		422	76.5	4165	81.8	311	76.8	59	84.7
VIRGIN AMERICA	H/		128	89.1	H/		H/		115	73.0	H/		H/		H/	
SOUTHWEST***	3672	80.1	796	75.6	5888	78.7	153	75.8	1340	80.4	5121	85.0	H/		586	77.8
TOTAL	32775	83.2	9980	75.0	7763	78.9	9383	82.1	7004	75.2	18617	82.0	23208	73.8	10279	81.3

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

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

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MARCH 2015

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ARRIVAL AIRPORT*																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	675	68.7	993	79.3	214	72.4	855	76.1	1600	68.1	1403	79.5	3441	75.5	2364	64.0
-AMERICAN	308	61.7	388	80.4	214	72.4	425	70.8	1358	68.2	889	78.9	2815	75.8	1235	64.9
-US AIRWAYS	367	74.7	605	78.5	H/		430	81.4	242	67.8	514	80.7	626	74.3	1129	63.0
ALASKA	61	82.0	31	77.4	21	90.5	31	67.7	H/		405	85.4	667	79.0	H/	
JETBLUE	615	67.5	1699	70.2	177	71.8	H/		3656	68.8	337	74.2	360	71.9	589	53.3
DELTA	419	79.0	1120	83.8	209	87.6	253	85.0	2360	68.0	971	83.7	2092	78.8	2601	66.2
EXPRESSJET	3022	69.9	H/		337	73.0	6167	80.8	H/		H/		H/		958	59.1
FRONTIER	H/		108	59.3	176	46.6	112	70.5	H/		287	66.6	66	68.2	90	61.1
HAWAIIAN	H/		H/		H/		H/		21	71.4	75	80.0	124	83.9	H/	
ENVOY	H/		H/		H/		H/		516	53.5	H/		31	54.8	1361	55.3
SPIRIT****	H/		1102	74.6	H/		371	79.2	H/		775	79.6	279	71.3	341	57.8
SKYWEST	H/		H/		4	75.0	1302	77.5	H/		361	79.8	4072	73.3	6	83.3
UNITED	4096	74.9	634	78.7	1569	83.3	4957	78.5	349	73.6	1060	81.0	2475	74.3	790	62.0
VIRGIN AMERICA	170	81.2	166	75.9	114	88.6	H/		339	71.1	342	82.7	1049	76.5	111	50.5
SOUTHWEST***	509	70.7	1935	80.2	212	84.0	H/		H/		6379	82.8	3350	72.0	938	62.5
TOTAL	9567	72.5	7788	77.1	3033	79.2	14048	79.3	8841	67.9	12395	81.5	18006	74.6	10149	61.6

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

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

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ARRIVAL AIRPORT*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	1717	76.2	H/		4773	77.9	753	72.2	4950	76.8	285	85.3	3829	74.4	5368	84.9
-AMERICAN	900	74.2	H/		4466	77.7	393	72.5	4312	77.2	124	86.3	298	70.5	538	76.6
-US AIRWAYS	817	78.5	H/		307	80.8	360	71.9	638	74.1	161	84.5	3531	74.7	4830	85.8
ALASKA	61	91.8	H/		H/		55	92.7	162	87.0	1139	88.8	31	83.9	244	90.6
JETBLUE	1703	71.3	H/		H/		H/		182	62.1	80	76.2	147	75.5	62	71.0
DELTA	1583	79.4	240	87.1	845	80.0	4872	86.0	604	82.1	449	81.3	601	78.7	734	85.6
EXPRESSJET	12	83.3	222	73.4	H/		810	77.3	4603	79.9	H/		8	75.0	H/	
FRONTIER	489	56.4	13	53.8	188	64.9	91	76.9	335	48.7	58	77.6	174	56.3	217	65.4
HAWAIIAN	H/		H/		H/		H/		H/		31	83.9	H/		31	61.3
ENVOY	H/		H/		589	74.2	7	42.9	5481	73.4	H/		H/		H/	
SPIRIT****	437	78.0	H/		H/		341	72.7	805	61.2	31	83.9	71	69.0	124	73.4
SKYWEST	H/		1	0.0	1	100.0	2075	84.5	3138	78.8	577	88.4	H/		1743	85.4
UNITED	1175	77.5	H/		370	75.7	266	77.4	5760	78.0	334	79.6	338	73.4	653	79.9
VIRGIN AMERICA	31	87.1	H/		H/		H/		102	85.3	31	80.6	H/		H/	
SOUTHWEST***	4083	81.6	6965	78.8	H/		670	80.6	H/		884	83.4	804	72.9	5347	82.1
TOTAL	11291	77.4	7441	78.8	6766	77.4	9940	82.8	26122	76.4	3899	85.0	6003	74.1	14523	83.3

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

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

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

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

MARCH 2015

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	755	78.5	632	81.8	1319	79.8	432	81.9	1178	77.3
-AMERICAN	463	76.0	374	79.9	902	78.3	213	78.4	547	73.3
-US AIRWAYS	292	82.5	258	84.5	417	83.2	219	85.4	631	80.8
ALASKA	467	88.9	4496	87.9	500	82.2	188	89.9	31	100.0
JETBLUE	120	71.7	151	65.6	451	76.7	127	77.2	549	71.8
DELTA	556	85.6	967	81.5	712	83.8	3171	87.5	1110	83.5
EXPRESSJET	H/		H/		H/		18	88.9	H/	
FRONTIER	61	80.3	55	87.3	143	75.5	123	61.8	161	62.1
HAWAIIAN	31	80.6	62	88.7	62	83.9	H/		H/	
ENVOY	H/		H/		H/		H/		H/	
SPIRIT****	155	86.5	H/		H/		H/		289	74.4
SKYWEST	704	79.7	1085	87.3	3510	80.6	4383	91.2	H/	
UNITED	684	82.2	773	83.6	4017	82.2	203	88.2	636	76.9
VIRGIN AMERICA	138	92.0	196	89.3	1379	80.6	H/		H/	
SOUTHWEST***	2918	82.9	849	80.3	1338	73.8	830	77.6	2901	82.2
TOTAL	6589	82.7	9266	85.4	13431	80.4	9475	87.7	6855	79.5

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

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

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

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

MARCH 2015

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	88.7	81.9	74.2	85.2	J/	87.2	81.9	85.5	82.9	56.6	83.7	89.9	78.7	94.8	85.7	69.2	79.9	89.8
700 - 759 AM	90.3	82.5	90.0	86.5	85.0	89.4	79.8	87.1	84.4	74.1	81.9	84.9	80.2	94.6	92.3	80.6	90.0	81.2
800 - 859 AM	85.2	82.6	90.1	86.3	80.8	89.7	78.8	84.7	88.1	87.3	83.0	83.5	87.4	92.9	86.9	77.1	85.6	83.9
900 - 959 AM	86.2	86.2	88.7	79.7	84.9	89.7	80.2	90.2	82.9	85.0	93.1	85.3	84.8	90.1	80.8	79.0	87.0	83.7
1000 - 1059 AM	88.0	88.3	90.9	84.6	81.2	84.3	75.5	88.3	88.8	84.7	85.0	81.2	84.8	85.9	81.0	70.7	82.4	87.2
1100 - 1159 AM	87.4	82.5	89.2	84.7	85.9	83.1	78.6	83.1	84.7	85.9	83.7	83.4	79.9	87.8	79.1	72.1	85.4	88.9
1200 - 1259 PM	82.3	79.5	84.2	86.8	80.5	84.5	75.5	89.0	83.8	84.2	75.4	80.7	81.6	81.0	77.1	71.6	82.9	86.1
100 - 159 PM	82.6	81.6	81.8	83.3	78.2	81.9	74.3	83.0	78.1	83.9	82.8	81.9	73.2	79.9	71.0	67.7	84.7	84.0
200 - 259 PM	85.1	74.3	81.7	79.1	74.1	83.0	72.4	84.2	77.6	81.8	88.5	81.1	66.7	78.7	75.1	62.0	82.5	83.2
300 - 359 PM	82.6	79.6	80.0	82.4	81.4	80.8	72.7	85.0	70.9	81.6	79.9	83.4	66.2	78.6	77.5	57.9	80.7	80.3
400 - 459 PM	84.7	78.6	77.8	78.6	79.0	80.7	71.9	82.4	70.8	82.4	81.6	76.6	63.4	78.0	76.7	59.9	75.3	76.3
500 - 559 PM	83.0	72.8	72.6	78.6	71.7	82.0	70.3	76.7	61.0	74.7	81.2	78.1	71.5	76.3	74.9	49.9	76.4	70.7
600 - 659 PM	80.7	67.1	69.4	81.3	65.8	77.5	67.2	76.0	61.7	72.5	75.1	75.5	60.1	80.0	75.3	48.0	73.1	72.7
700 - 759 PM	77.9	65.3	67.8	77.2	64.6	75.0	69.3	73.2	57.6	69.6	80.0	67.9	53.5	77.6	68.7	49.7	73.5	75.6
800 - 859 PM	80.0	69.1	71.6	74.9	71.4	72.4	68.8	78.2	57.6	73.7	65.1	74.7	55.3	79.4	63.9	46.6	65.9	72.9
900 - 959 PM	76.8	63.6	67.1	78.5	68.3	81.4	72.7	70.9	61.3	69.0	74.6	73.9	54.5	77.3	62.9	50.2	69.1	71.3
1000 - 1059 PM	77.4	62.7	77.0	76.1	67.3	74.2	70.9	67.5	64.1	63.2	63.7	65.8	57.8	73.1	62.4	57.4	71.5	70.8
1100 - 559 AM	76.4	70.2	70.3	89.3	71.1	71.0	73.2	73.4	72.5	70.4	79.0	76.5	66.5	77.1	73.8	62.6	68.3	68.5
TOTAL, ALL ARRIVALS, BY AIRPORT	83.2	75.0	78.9	82.1	75.2	82.0	73.8	81.3	72.5	77.1	79.2	79.3	67.9	81.5	74.6	61.6	77.4	78.8

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

MARCH 2015

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	89.7	91.2	84.9	100.0	75.6	95.1	100.0	92.7	93.6	J/	69.2	85.8
700 - 759 AM	72.9	92.2	80.8	89.8	89.2	90.4	96.5	90.0	93.0	96.0	97.3	86.9
800 - 859 AM	83.5	86.3	77.0	92.0	84.6	89.2	92.8	88.9	91.3	95.6	93.4	85.4
900 - 959 AM	83.9	84.6	79.4	92.8	76.6	89.0	93.5	92.4	81.2	93.3	87.3	85.4
1000 - 1059 AM	84.6	86.6	76.7	90.0	83.0	83.0	89.9	88.1	75.6	89.3	85.6	83.5
1100 - 1159 AM	85.2	86.6	77.8	93.0	84.3	85.4	87.4	87.6	74.7	87.9	87.3	83.1
1200 - 1259 PM	76.0	88.2	77.7	87.2	82.4	88.3	82.6	87.4	76.1	88.2	85.5	81.5
100 - 159 PM	83.7	83.2	77.0	87.9	81.6	78.2	80.8	85.4	80.6	87.5	82.6	80.2
200 - 259 PM	79.5	82.0	79.8	79.2	78.4	82.3	78.6	87.3	77.8	88.8	81.7	79.7
300 - 359 PM	79.0	82.5	77.7	87.8	68.1	87.7	82.1	86.3	79.4	87.2	81.7	78.9
400 - 459 PM	82.0	80.9	77.3	81.0	68.5	79.2	80.8	85.9	81.5	86.7	79.7	77.7
500 - 559 PM	74.5	78.7	76.9	85.4	70.6	83.3	80.1	84.8	81.4	81.4	81.8	76.0
600 - 659 PM	71.0	80.2	72.1	87.2	64.8	77.4	81.5	88.9	81.1	81.1	76.2	74.6
700 - 759 PM	71.4	70.6	68.9	82.7	66.6	84.1	79.6	83.4	80.2	88.9	73.5	73.1
800 - 859 PM	69.4	80.4	66.1	85.2	64.1	77.6	73.0	81.7	80.2	88.4	76.8	72.2
900 - 959 PM	68.5	77.6	74.2	78.4	69.6	76.5	78.8	77.7	79.9	81.1	67.2	72.1
1000 - 1059 PM	63.7	75.6	75.2	78.5	69.1	80.3	75.2	83.8	77.8	69.0	66.6	70.3
1100 - 559 AM	73.3	82.8	76.7	78.8	72.4	74.0	82.2	82.7	78.6	77.7	72.4	73.9
TOTAL, ALL ARRIVALS, BY AIRPORT	77.4	82.8	76.4	85.0	74.1	83.3	82.7	85.4	80.4	87.7	79.5	78.5

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

MARCH 2015

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	90.0	89.7	90.5	93.8	85.4	93.3	85.5	88.2	83.9	93.9	86.4	86.6	88.5	94.7	91.1	83.7	94.0	90.5
700 - 759 AM	92.5	87.2	84.6	91.1	88.2	89.4	80.3	88.4	84.8	89.5	84.0	88.2	82.4	93.1	89.3	85.4	90.6	85.7
800 - 859 AM	89.2	83.7	83.5	87.4	87.3	88.6	79.5	87.6	79.1	88.3	80.4	84.5	79.7	89.1	88.2	79.3	91.1	84.1
900 - 959 AM	84.4	83.7	76.3	88.7	85.3	86.9	73.6	81.7	80.0	83.2	84.0	83.9	78.7	88.2	81.6	79.2	87.8	79.8
1000 - 1059 AM	85.7	82.1	79.3	82.4	84.9	81.3	72.2	88.0	83.0	84.3	88.1	82.7	76.1	81.3	77.5	73.2	84.9	78.1
1100 - 1159 AM	84.0	81.7	83.3	85.2	82.2	75.9	70.6	81.8	81.5	77.6	79.7	81.4	74.3	82.0	74.7	71.8	80.8	77.6
1200 - 1259 PM	82.4	78.6	76.9	82.2	81.0	76.3	71.4	82.2	78.9	76.0	75.5	82.0	78.5	80.9	73.5	73.1	79.9	76.0
100 - 159 PM	80.1	77.6	69.6	82.2	79.1	80.4	71.9	83.2	76.2	75.0	72.2	79.4	73.4	73.4	71.2	67.7	76.7	75.6
200 - 259 PM	82.3	71.9	63.9	80.5	76.5	77.4	65.2	77.7	63.1	75.7	68.4	78.7	71.3	70.7	68.9	64.8	77.6	69.1
300 - 359 PM	78.5	75.8	69.5	80.6	76.0	73.9	67.8	79.7	62.5	72.9	72.7	77.8	60.4	70.4	74.4	59.0	73.5	70.4
400 - 459 PM	77.3	76.9	64.1	79.9	72.7	72.7	67.2	67.1	60.4	73.7	67.2	74.3	57.1	68.5	76.4	59.4	71.5	64.0
500 - 559 PM	77.8	67.3	65.0	76.4	71.2	76.6	67.3	78.1	60.0	70.9	71.9	72.9	63.8	70.1	76.0	55.4	68.6	66.6
600 - 659 PM	78.4	66.6	53.3	77.8	66.4	75.3	65.3	70.1	57.6	64.6	68.2	70.2	62.3	63.7	74.1	53.6	65.1	62.7
700 - 759 PM	78.2	64.9	60.1	70.5	65.0	75.0	65.3	74.1	50.4	63.7	68.1	70.0	55.6	69.9	72.5	45.3	68.9	56.1
800 - 859 PM	73.5	66.0	57.8	78.5	67.5	75.4	65.7	77.7	48.1	67.7	82.1	68.1	54.3	68.4	66.3	52.3	65.0	60.9
900 - 959 PM	78.5	59.1	53.7	100.0	61.8	72.3	65.8	77.5	52.5	67.3	40.0	72.3	55.7	70.2	64.6	44.2	66.2	69.6
1000 - 1059 PM	77.7	J/	56.2	81.2	66.7	83.1	74.4	75.0	60.3	68.7	62.3	73.0	54.5	81.6	68.8	30.8	64.1	65.3
1100 - 559 AM	82.4	87.7	86.5	96.7	86.2	83.8	85.8	90.7	88.7	88.2	74.2	90.6	67.9	83.1	78.7	86.2	88.1	88.7
TOTAL, ALL DEPARTURES, BY AIRPORT	81.2	78.3	70.6	82.6	78.0	79.3	70.7	81.1	69.4	76.7	74.3	78.5	69.4	78.3	76.8	66.9	77.9	73.4

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

MARCH 2015

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	89.4	92.4	83.2	93.4	85.2	96.2	93.3	95.4	92.7	93.3	93.7	90.1
700 - 759 AM	87.1	90.9	81.4	93.6	83.4	91.8	89.8	90.4	92.9	92.6	92.8	88.0
800 - 859 AM	89.5	87.6	76.8	88.7	82.3	89.9	88.4	89.0	90.3	91.2	90.0	85.7
900 - 959 AM	81.2	87.8	75.4	87.4	75.9	82.8	85.7	83.5	85.5	93.6	92.2	82.8
1000 - 1059 AM	79.0	87.4	78.2	85.2	81.6	82.2	85.8	87.8	76.7	87.7	83.8	81.4
1100 - 1159 AM	81.4	87.8	72.7	87.4	79.8	76.8	82.7	81.5	73.7	89.3	80.2	79.6
1200 - 1259 PM	78.9	79.5	74.6	89.8	80.5	81.9	80.0	80.1	75.7	81.9	80.4	78.1
100 - 159 PM	76.5	85.3	75.5	82.3	76.2	82.4	77.6	84.8	74.2	85.2	79.7	77.0
200 - 259 PM	75.1	81.6	72.9	83.7	72.3	76.2	69.3	83.7	75.9	83.0	77.4	74.3
300 - 359 PM	59.4	81.4	74.4	82.0	76.3	78.1	75.5	81.0	78.6	89.7	77.8	74.9
400 - 459 PM	72.9	78.7	74.6	80.2	66.2	80.8	76.0	82.9	79.9	83.0	71.1	72.6
500 - 559 PM	70.2	81.9	70.5	83.7	66.6	75.1	75.8	83.7	79.0	83.4	76.8	72.6
600 - 659 PM	70.3	71.9	67.8	75.6	65.8	78.3	77.9	80.9	78.1	75.1	71.1	69.5
700 - 759 PM	67.5	81.0	68.6	84.6	67.7	69.0	78.6	82.8	82.5	80.8	68.6	70.1
800 - 859 PM	67.8	84.7	68.1	87.9	71.4	75.8	75.0	81.1	81.0	85.9	66.8	69.8
900 - 959 PM	68.1	82.4	70.9	74.0	65.1	78.3	71.0	74.4	77.5	89.6	68.0	71.6
1000 - 1059 PM	85.7	J/	75.9	76.2	71.9	76.5	90.0	74.4	84.2	82.9	61.4	75.7
1100 - 559 AM	89.7	85.3	88.5	93.4	87.8	88.4	J/	89.2	84.6	84.5	100.0	85.2
TOTAL, ALL DEPARTURES, BY AIRPORT	75.3	84.5	74.2	86.2	75.3	81.5	81.7	84.8	81.3	87.5	80.1	77.7

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

MARCH 2015

## AIR TRAVEL CONSUMER REPORT

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

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

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

ENVOY	3402	Jan	CMH-LGA	1609	25	16	64.00	70.38
ENVOY	3402	Feb	CMH-LGA	1609	23	14	60.87	87.33
ENVOY	3402	Mar	CMH-LGA	1609	27	14	51.85	78.60
ENVOY	3365	Jan	DCA-JFK	1935	30	20	66.67	57.80
ENVOY	3365	Feb	DCA-JFK	1927	28	18	64.29	50.00
ENVOY	3365	Mar	DCA-JFK	1927	28	15	53.57	78.13
ENVOY	3199	Jan	GSO-LGA	1715	26	15	57.69	80.70
ENVOY	3199	Feb	GSO-LGA	1715	24	18	75.00	76.40
ENVOY	3199	Mar	GSO-LGA	1715	27	16	59.26	113.44

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

\*\*\* For flights late more than 30 minutes only. Excludes canceled and diverted flights

Chronically Delayed Flights for individual months can be found on the BTS website <http://www.bts.gov>

MARCH 2015

## AIR TRAVEL CONSUMER REPORT

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

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

ENVOY	3402	Jan	LGA-CMH	1349	26	15	57.69	68.29
ENVOY	3402	Feb	LGA-CMH	1349	23	13	56.52	58.00
ENVOY	3402	Mar	LGA-CMH	1356	24	14	58.33	70.67
ENVOY	3391	Jan	LGA-CMH	1938	25	14	56.00	65.27
ENVOY	3391	Feb	LGA-CMH	1929	24	13	54.17	66.56
ENVOY	3391	Mar	LGA-CMH	1930	27	17	62.96	101.70
ENVOY	3349	Jan	LGA-LIT	1800	26	18	69.23	67.56
ENVOY	3349	Feb	LGA-LIT	1800	24	18	75.00	84.13
ENVOY	3349	Mar	LGA-LIT	1800	24	20	83.33	108.06
ENVOY	3265	Jan	ORF-LGA	1825	25	14	56.00	66.90
ENVOY	3265	Feb	ORF-LGA	1825	24	17	70.83	61.83
ENVOY	3265	Mar	ORF-LGA	1825	27	15	55.56	73.50
EXPRESSJET	5214	Jan	BNA-LGA	1628	21	11	52.38	104.00
EXPRESSJET	5214	Feb	BNA-LGA	1628	14	8	57.14	67.00
EXPRESSJET	5138	Mar	BNA-LGA	1610	21	12	57.14	97.78
JETBLUE	1371	Jan	LGA-FLL	2130	31	18	58.06	89.65
JETBLUE	1371	Feb	LGA-FLL	2130	27	19	70.37	89.12
JETBLUE	1371	Mar	LGA-FLL	2130	31	19	61.29	89.67
JETBLUE	1262	Jan	PBI-LGA	1803	31	19	61.29	87.22
JETBLUE	1262	Feb	PBI-LGA	1804	28	18	64.29	76.18
JETBLUE	1262	Mar	PBI-LGA	1800	31	20	64.52	82.00

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

\*\*\* For flights late more than 30 minutes only. Excludes canceled and diverted flights

Chronically Delayed Flights for individual months can be found on the BTS website <http://www.bts.gov>



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## AIR TRAVEL CONSUMER REPORT

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

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

DELTA	2687	Feb	BOS-LGA	1700	22	16	72.73	110.67
DELTA	2687	Mar	BOS-LGA	1700	26	15	57.69	76.27
DELTA	2689	Feb	BOS-LGA	1800	22	19	86.36	104.87
DELTA	2689	Mar	BOS-LGA	1800	23	12	52.17	78.18
DELTA	2693	Feb	BOS-LGA	2000	20	15	75.00	89.33
DELTA	2693	Mar	BOS-LGA	2000	22	12	54.55	90.25
ENVOY	3674	Feb	ATL-LGA	1630	24	13	54.17	52.38
ENVOY	3674	Mar	ATL-LGA	1630	27	15	55.56	89.08
ENVOY	3382	Feb	BNA-LGA	1825	24	16	66.67	54.14
ENVOY	3382	Mar	BNA-LGA	1825	27	14	51.85	68.63
ENVOY	3402	Feb	CMH-LGA	1609	23	14	60.87	87.33
ENVOY	3402	Mar	CMH-LGA	1609	27	14	51.85	78.60
ENVOY	3284	Feb	DAY-LGA	1629	23	13	56.52	69.00
ENVOY	3284	Mar	DAY-LGA	1629	27	14	51.85	80.67
ENVOY	3365	Feb	DCA-JFK	1927	28	18	64.29	50.00
ENVOY	3365	Mar	DCA-JFK	1927	28	15	53.57	78.13
ENVOY	3199	Feb	GSO-LGA	1715	24	18	75.00	76.40
ENVOY	3199	Mar	GSO-LGA	1715	27	16	59.26	113.44
ENVOY	3260	Feb	LGA-BNA	1945	24	17	70.83	61.17
ENVOY	3260	Mar	LGA-BNA	1945	27	15	55.56	67.64
ENVOY	3402	Feb	LGA-CMH	1349	23	13	56.52	58.00
ENVOY	3402	Mar	LGA-CMH	1356	24	14	58.33	70.67
ENVOY	3391	Feb	LGA-CMH	1929	24	13	54.17	66.56
ENVOY	3391	Mar	LGA-CMH	1930	27	17	62.96	101.70

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

\*\*\* For flights late more than 30 minutes only. Excludes canceled and diverted flights

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## AIR TRAVEL CONSUMER REPORT

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

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

ENVOY	3384	Feb	LGA-GSO	1730	24	13	54.17	88.80
ENVOY	3384	Mar	LGA-GSO	1730	27	16	59.26	102.42
ENVOY	3349	Feb	LGA-LIT	1800	24	18	75.00	84.13
ENVOY	3349	Mar	LGA-LIT	1800	24	20	83.33	108.06
ENVOY	3168	Feb	LGA-SDF	1355	24	15	62.50	89.11
ENVOY	3168	Mar	LGA-SDF	1355	24	14	58.33	100.38
ENVOY	3265	Feb	ORF-LGA	1825	24	17	70.83	61.83
ENVOY	3265	Mar	ORF-LGA	1825	27	15	55.56	73.50
ENVOY	3471	Feb	RDU-LGA	1930	24	15	62.50	71.25
ENVOY	3471	Mar	RDU-LGA	1930	24	16	66.67	81.42
ENVOY	3168	Feb	SDF-LGA	1645	24	13	54.17	90.14
ENVOY	3168	Mar	SDF-LGA	1645	24	15	62.50	114.56
ENVOY	3620	Feb	STL-LGA	1655	24	16	66.67	80.73
ENVOY	3620	Mar	STL-LGA	1655	27	17	62.96	76.73
ENVOY	3553	Feb	XNA-LGA	1755	24	16	66.67	67.08
ENVOY	3553	Mar	XNA-LGA	1755	24	16	66.67	73.73
EXPRESSJET	4930	Feb	BHM-LGA	1630	23	13	56.52	87.27
EXPRESSJET	4993	Mar	BHM-LGA	1603	18	11	61.11	86.25
EXPRESSJET	5214	Feb	BNA-LGA	1628	14	8	57.14	67.00
EXPRESSJET	5138	Mar	BNA-LGA	1610	21	12	57.14	97.78
EXPRESSJET	4995	Feb	LGA-CHO	2045	24	15	62.50	75.00
EXPRESSJET	4995	Mar	LGA-CHO	2115	23	12	52.17	75.38
JETBLUE	402	Feb	FLL-JFK	1815	23	14	60.87	67.09
JETBLUE	402	Mar	FLL-JFK	1828	31	17	54.84	96.07

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

\*\*\* For flights late more than 30 minutes only. Excludes canceled and diverted flights

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## AIR TRAVEL CONSUMER REPORT

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

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

JETBLUE	1472	Feb	FLL-LGA	2015	28	15	53.57	59.40
JETBLUE	1472	Mar	FLL-LGA	2009	31	17	54.84	58.94
JETBLUE	1371	Feb	LGA-FLL	2130	27	19	70.37	89.12
JETBLUE	1371	Mar	LGA-FLL	2130	31	19	61.29	89.67
JETBLUE	561	Feb	LGA-PBI	1401	28	15	53.57	75.79
JETBLUE	561	Mar	LGA-PBI	1415	31	18	58.06	78.24
JETBLUE	1161	Feb	LGA-PBI	1629	28	15	53.57	78.71
JETBLUE	1161	Mar	LGA-PBI	1629	31	16	51.61	110.29
JETBLUE	698	Feb	MCO-LGA	1927	28	17	60.71	64.53
JETBLUE	698	Mar	MCO-LGA	1919	31	16	51.61	96.50
JETBLUE	122	Feb	PBI-BOS	2020	26	17	65.38	77.27
JETBLUE	122	Mar	PBI-BOS	2020	31	18	58.06	113.06
JETBLUE	1262	Feb	PBI-LGA	1804	28	18	64.29	76.18
JETBLUE	1262	Mar	PBI-LGA	1800	31	20	64.52	82.00
SOUTHWEST	762	Feb	LGA-MDW	2055	24	13	54.17	66.11
SOUTHWEST	762	Mar	LGA-MDW	2055	27	16	59.26	58.73
SPIRIT	762	Feb	ATL-ORD	928	28	17	60.71	68.65
SPIRIT	762	Mar	ATL-ORD	928	31	21	67.74	66.90
SPIRIT	689	Feb	DTW-RSW	2015	28	15	53.57	79.00
SPIRIT	689	Mar	DTW-RSW	2015	31	16	51.61	107.80
SPIRIT	732	Feb	LAX-ORD	1421	28	19	67.86	85.83
SPIRIT	732	Mar	LAX-ORD	1421	31	21	67.74	84.38
SPIRIT	968	Feb	ORD-BWI	2104	28	18	64.29	82.12
SPIRIT	968	Mar	ORD-BWI	2104	31	18	58.06	84.17

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
FRONTIER	225	4	1.8
SPIRIT***	304	5	1.6
ENVOY	929	14	1.5
JETBLUE	742	8	1.1
SOUTHWEST**	3,678	24	0.7
EXPRESSJET	1,683	8	0.5
UNITED	832	2	0.2
DELTA	2,462	4	0.2
AMERICAN*	2,689	4	0.1
-AMERICAN	1,511	2	0.1
-US AIRWAYS	1,178	2	0.2
SKYWEST	1,572	2	0.1
ALASKA	471	0	0.0
HAWAIIAN	200	0	0.0
VIRGIN AMERICA	165	0	0.0
TOTAL	15,952	75	0.5

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

\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

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

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

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	93.5	91.9	62	62
ABILENE TX (ABI)	69.3	80.4	244	245
ADAK ISLAND AK (ADK)	77.8	66.7	9	9
AGUADILLA PR (BQN)	69.7	78.6	99	98
AKRON OH (CAK)	80.0	83.5	669	667
ALBANY GA (ABY)	75.0	76.1	88	88
ALBANY NY (ALB)	75.0	81.3	685	685
ALBUQUERQUE NM (ABQ)	77.9	79.6	1,689	1,685
ALEXANDRIA LA (AEX)	74.1	78.7	301	301
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	76.9	81.4	216	215
ALPENA MI (APN)	84.9	86.8	53	53
AMARILLO TX (AMA)	76.3	81.4	485	485
ANCHORAGE AK (ANC)	80.8	86.3	1,208	1,209
APPLETON WI (ATW)	85.3	87.3	286	284
ARCATA/EUREKA CA (ACV)	74.3	75.2	101	101
ARLINGTON VA (DCA)	75.2	78.0	7,004	6,999
ASHEVILLE NC (AVL)	81.6	86.8	234	235
ASPEN CO (ASE)	69.6	73.9	746	746
ATLANTA GA (ATL)	83.2	81.2	32,775	32,754
ATLANTIC CITY NJ (ACY)	78.1	83.9	360	361
AUGUSTA GA (AGS)	81.7	83.8	229	229
AUSTIN TX (AUS)	75.3	77.2	3,751	3,745
BAKERSFIELD CA (BFL)	86.0	89.3	242	242
BALTIMORE MD (BWI)	78.9	70.6	7,763	7,762
BARROW AK (BRW)	81.3	82.5	80	80
BATON ROUGE LA (BTR)	72.5	74.6	705	704
BEAUMONT/PORT ARTHUR TX (BPT)	50.5	49.5	93	93
BELLINGHAM WA (BLI)	84.1	92.5	107	107
BEMIDJI MN (BJI)	91.9	95.2	62	62
BEND/REDMOND OR (RDM)	90.8	91.8	184	184
BETHEL AK (BET)	91.7	86.9	84	84
BILLINGS MT (BIL)	84.1	89.6	251	250
BIRMINGHAM AL (BHM)	77.4	80.9	1,206	1,206
BISMARCK/MANDAN ND (BIS)	80.2	85.9	298	298
BLOOMINGTON/NORMAL IL (BMI)	73.0	79.8	267	267
BOISE ID (BOI)	84.9	87.7	964	961
BOSTON MA (BOS)	75.0	78.3	9,980	9,971
BOZEMAN MT (BZN)	84.6	86.7	298	301
BRAINERD MN (BRD)	84.9	92.5	53	53
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	84.4	85.0	173	173
BROWNSVILLE TX (BRO)	66.7	75.3	243	243
BRUNSWICK GA (BQK)	75.0	77.5	80	80
BUFFALO NY (BUF)	76.4	81.8	1,564	1,568

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BURBANK CA (BUR)	84.2	85.3	1,756	1,758
BURLINGTON VT (BTV)	70.3	79.8	239	238
BUTTE MT (BTM)	95.2	95.2	62	62
CARLSBAD CA (CLD)	83.7	84.2	209	209
CASPER WY (CPR)	89.4	93.0	199	199
CEDAR CITY UT (CDC)	90.6	90.6	53	53
CEDAR RAPIDS/IOWA CITY IA (CID)	75.8	78.9	648	648
CHAMPAIGN/URBANA IL (CMI)	73.5	76.9	185	186
CHANTILLY VA (IAD)	79.2	74.3	3,033	3,032
CHARLESTON SC (CHS)	78.4	82.8	1,032	1,029
CHARLESTON/DUNBAR WV (CRW)	71.7	72.6	237	237
CHARLOTTE AMALIE VI (STT)	76.0	77.7	488	488
CHARLOTTE NC (CLT)	82.1	82.6	9,383	9,384
CHARLOTTESVILLE VA (CHO)	72.2	77.5	209	209
CHATTANOOGA TN (CHA)	75.9	76.9	382	381
CHICAGO IL (MDW)	78.8	73.4	7,441	7,442
CHICAGO IL (ORD)	76.4	74.2	26,122	26,129
CHRISTIANSTED VI (STX)	73.9	80.6	92	93
CLEVELAND OH (CLE)	77.4	79.2	3,154	3,158
CODY WY (COD)	90.3	91.9	62	62
COLLEGE STATION/BRYAN TX (CLL)	62.4	71.8	213	213
COLORADO SPRINGS CO (COS)	80.9	84.7	640	641
COLUMBIA MO (COU)	64.5	72.6	124	124
COLUMBIA SC (CAE)	74.5	76.4	514	516
COLUMBUS GA (CSG)	75.7	76.6	111	111
COLUMBUS MS (GTR)	79.8	77.5	89	89
COLUMBUS OH (CMH)	76.5	78.8	2,406	2,408
CORDOVA AK (CDV)	77.4	77.4	62	62
CORPUS CHRISTI TX (CRP)	66.7	71.9	592	591
COVINGTON KY (CVG)	78.3	80.8	1,877	1,874
CRESCENT CITY CA (CEC)	67.7	66.1	62	62
DALLAS TX (DAL)	81.6	75.8	5,135	5,136
DALLAS/FORT WORTH TX (DFW)	73.8	70.7	23,208	23,224
DAYTON OH (DAY)	75.3	79.4	819	819
DAYTONA BEACH FL (DAB)	89.0	88.4	155	155
DEADHORSE AK (SCC)	78.8	80.0	80	80
DENVER CO (DEN)	82.0	79.3	18,617	18,609
DES MOINES IA (DSM)	74.1	80.0	814	813
DETROIT MI (DTW)	81.3	81.1	10,279	10,317
DEVILS LAKE ND (DVL)	75.5	85.4	49	48
DICKINSON ND (DIK)	86.2	87.7	138	138
DOTHAN AL (DHN)	78.3	83.3	120	120
DUBUQUE IA (DBQ)	73.8	83.3	84	84

MARCH 2015

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DULUTH MN (DLH)	85.7	81.9	105	105
DURANGO CO (DRO)	81.0	83.8	184	185
EAGLE CO (EGE)	78.3	77.6	290	290
EAU CLAIRE WI (EAU)	75.8	77.8	62	63
EL PASO TX (ELP)	81.3	83.8	1,132	1,128
ELKO NV (EKO)	98.3	96.6	58	58
ELMIRA/CORNING NY (ELM)	82.1	85.8	190	190
ERIE PA (ERI)	89.7	86.8	68	68
ESCANABA MI (ESC)	81.1	86.8	53	53
EUGENE OR (EUG)	85.9	86.9	327	328
EVANSVILLE IN (EVV)	78.7	79.9	333	333
FAIRBANKS AK (FAI)	81.4	89.0	172	172
FARGO ND (FAR)	81.8	85.1	512	510
FAYETTEVILLE AR (XNA)	68.9	75.2	882	882
FAYETTEVILLE NC (FAY)	82.4	83.1	142	142
FLAGSTAFF AZ (FLG)	75.9	86.1	137	137
FLINT MI (FNT)	83.3	90.8	448	447
FORT LAUDERDALE FL (FLL)	77.1	76.7	7,788	7,794
FORT MYERS FL (RSW)	77.9	78.1	4,081	4,079
FORT SMITH AR (FSM)	67.2	75.5	204	204
FORT WAYNE IN (FWA)	77.3	78.4	520	519
FRESNO CA (FAT)	79.0	82.1	651	652
GAINESVILLE FL (GNV)	74.1	78.4	270	269
GARDEN CITY KS (GCK)	66.1	77.4	62	62
GILLETTE WY (GCC)	92.5	91.4	93	93
GRAND FORKS ND (GFK)	100.0	100.0	3	3
GRAND ISLAND NE (GRI)	74.2	85.5	62	62
GRAND JUNCTION CO (GJT)	85.0	89.1	293	293
GRAND RAPIDS MI (GRR)	76.9	83.2	1,074	1,072
GREAT FALLS MT (GTF)	87.0	91.1	146	146
GREEN BAY WI (GRB)	83.6	86.9	535	535
GREENSBORO/HIGH POINT NC (GSO)	73.8	78.4	741	745
GREER SC (GSP)	77.5	83.0	622	623
GUAM TT (GUM)	45.2	67.7	31	31
GULFPORT/BILOXI MS (GPT)	77.5	82.7	386	387
GUNNISON CO (GUC)	83.6	84.7	110	111
HANCOCK/HOUGHTON MI (CMX)	73.8	85.2	61	61
HARLINGEN/SAN BENITO TX (HRL)	81.8	87.6	291	291
HARRISBURG PA (MDT)	82.6	86.2	384	383
HARTFORD CT (BDL)	76.7	83.1	1,726	1,724
HATTIESBURG/LAUREL MS (PIB)	62.3	73.6	53	53
HAYDEN CO (HDN)	83.2	81.7	173	175
HAYS KS (HYS)	81.1	88.7	53	53

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HELENA MT (HLN)	92.2	97.4	115	115
HIBBING MN (HIB)	91.7	92.9	84	84
HILO HI (ITO)	92.9	94.2	537	537
HOBBS NM (HOB)	83.0	94.3	53	53
HONOLULU HI (HNL)	79.9	89.4	3,950	3,950
HOUSTON TX (HOU)	80.5	75.4	4,795	4,796
HOUSTON TX (IAH)	79.3	78.5	14,048	14,045
HUNTSVILLE AL (HSV)	80.8	85.6	433	430
IDAHO FALLS ID (IDA)	90.7	94.2	172	172
INDIANAPOLIS IN (IND)	78.8	82.3	2,403	2,402
INTERNATIONAL FALLS MN (INL)	92.5	96.2	53	53
IRON MOUNTAIN/KINGSFID MI (IMT)	89.7	89.5	58	57
ISLIP NY (ISP)	72.9	75.0	436	436
JACKSON WY (JAC)	86.2	90.6	369	373
JACKSON/VICKSBURG MS (JAN)	74.5	75.4	652	650
JACKSONVILLE FL (JAX)	78.6	83.0	1,714	1,709
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	84.0	91.5	94	94
JAMESTOWN ND (JMS)	82.7	81.3	75	75
JOPLIN MO (JLN)	64.5	71.0	62	62
JUNEAU AK (JNU)	83.4	83.4	307	307
KAHULUI HI (OGG)	81.7	85.0	1,968	1,968
KALAMAZOO MI (AZO)	77.8	86.5	194	193
KALISPELL MT (FCA)	87.7	90.9	154	154
KANSAS CITY MO (MCI)	80.3	84.3	3,540	3,538
KETCHIKAN AK (KTN)	79.6	83.3	186	186
KEY WEST FL (EYW)	86.8	89.5	220	220
KILLEEN TX (GRK)	68.7	72.9	399	398
KNOXVILLE TN (TYS)	73.7	76.7	665	664
KODIAK AK (ADQ)	83.9	87.1	31	31
KONA HI (KOA)	84.0	87.8	1,041	1,041
KOTZEBUE AK (OTZ)	71.0	66.1	62	62
LA CROSSE WI (LSE)	84.6	88.8	188	187
LAFAYETTE LA (LFT)	76.3	80.4	514	514
LAKE CHARLES LA (LCH)	75.8	83.5	182	182
LANSING MI (LAN)	88.7	91.0	133	134
LARAMIE WY (LAR)	90.6	92.5	53	53
LAREDO TX (LRD)	68.9	75.6	209	209
LAS VEGAS NV (LAS)	81.5	78.3	12,395	12,397
LATROBE PA (LBE)	80.7	82.7	109	110
LAWTON/FORT SILL OK (LAW)	62.1	66.1	124	124
LEWISTON ID (LWS)	91.8	91.8	49	49
LEXINGTON KY (LEX)	80.7	84.4	534	533
LIHUE HI (LIH)	85.2	88.7	947	947

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LINCOLN NE (LNK)	83.8	88.5	234	234
LITTLE ROCK AR (LIT)	73.1	76.6	979	978
LONG BEACH CA (LGB)	86.4	84.3	759	760
LONGVIEW TX (GGG)	64.5	62.9	62	62
LOS ANGELES CA (LAX)	74.6	76.8	18,006	18,014
LOUISVILLE KY (SDF)	76.2	79.7	1,042	1,045
LUBBOCK TX (LBB)	74.8	78.9	413	412
MADISON WI (MSN)	79.1	85.0	865	866
MAMMOTH LAKES CA (MMH)	84.9	73.6	53	53
MANCHESTER NH (MHT)	74.9	81.2	626	623
MANHATTAN/FT. RILEY KS (MHK)	72.5	80.9	153	152
MARQUETTE MI (MQT)	77.8	92.6	27	27
MEDFORD OR (MFR)	86.4	90.1	213	213
MELBOURNE FL (MLB)	83.9	87.9	124	124
MEMPHIS TN (MEM)	73.9	78.7	1,349	1,344
MERIDIAN MS (MEI)	66.7	69.0	84	84
MIAMI FL (MIA)	77.4	75.3	6,766	6,776
MIDLAND/ODESSA TX (MAF)	75.5	81.6	887	886
MILWAUKEE WI (MKE)	80.2	82.7	2,967	2,968
MINNEAPOLIS MN (MSP)	82.8	84.5	9,940	9,946
MINOT ND (MOT)	83.7	85.8	135	134
MISSION/MCALLEN/EDINBURG TX (MFE)	69.9	79.3	376	376
MISSOULA MT (MSO)	92.0	96.0	150	150
MOAB UT (CNY)	96.2	96.2	53	53
MOBILE AL (MOB)	75.1	78.3	469	470
MOLINE IL (MLI)	72.3	78.9	350	351
MONROE LA (MLU)	69.6	75.3	270	271
MONTEREY CA (MRY)	80.0	81.2	260	260
MONTGOMERY AL (MGM)	72.4	77.7	301	301
MONTROSE/DELTA CO (MTJ)	81.4	80.1	145	146
MOSINEE WI (CWA)	80.6	88.2	144	144
MUSKEGON MI (MKG)	80.6	83.9	62	62
MYRTLE BEACH SC (MYR)	77.2	76.7	448	450
NASHVILLE TN (BNA)	77.9	78.6	4,460	4,461
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	75.5	85.7	49	49
NEW ORLEANS LA (MSY)	80.6	82.3	3,915	3,915
NEW YORK NY (JFK)	67.9	69.4	8,841	8,846
NEW YORK NY (LGA)	61.6	66.9	10,149	10,140
NEWARK NJ (EWR)	72.5	69.4	9,567	9,564
NEWBURGH/POUGHKEEPSIE NY (SWF)	87.3	77.8	63	63
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	75.8	73.8	149	149
NIAGARA FALLS NY (IAG)	70.0	80.0	40	40
NOME AK (OME)	67.7	66.1	62	62

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
NORFOLK VA (ORF)	75.5	78.8	890	891
NORTH BEND/COOS BAY OR (OTH)	72.2	72.2	18	18
OAKLAND CA (OAK)	83.2	82.7	3,703	3,703
OKLAHOMA CITY OK (OKC)	75.8	81.5	1,380	1,381
OMAHA NE (OMA)	79.6	85.4	1,634	1,633
ONTARIO CA (ONT)	82.5	83.2	1,557	1,557
ORLANDO FL (MCO)	77.4	77.9	11,291	11,296
PADUCAH KY (PAH)	79.0	83.9	62	62
PAGO PAGO TT (PPG)	66.7	55.6	9	9
PALM SPRINGS CA (PSP)	83.9	82.8	1,298	1,301
PANAMA CITY FL (ECP)	83.4	87.2	415	413
PASCO/KENNEWICK/RICHLAND WA (PSC)	89.5	94.3	209	209
PELLSTON MI (PLN)	77.4	90.6	53	53
PENSACOLA FL (PNS)	76.0	78.0	626	626
PEORIA IL (PIA)	77.2	81.2	447	446
PETERSBURG AK (PSG)	82.3	82.3	62	62
PHILADELPHIA PA (PHL)	74.1	75.3	6,003	6,005
PHOENIX AZ (PHX)	83.3	81.5	14,523	14,526
PITTSBURGH PA (PIT)	79.9	84.1	2,325	2,320
PLATTSBURGH NY (PBG)	67.7	76.7	31	30
POCATELLO ID (PIH)	96.6	96.6	58	58
PONCE PR (PSE)	75.8	80.6	62	62
PORTLAND ME (PWM)	73.5	77.9	324	326
PORTLAND OR (PDX)	85.0	86.2	3,899	3,904
PROVIDENCE RI (PVD)	76.6	79.4	1,060	1,056
PUEBLO CO (PUB)	92.5	94.3	53	53
RALEIGH/DURHAM NC (RDU)	76.9	79.0	2,876	2,875
RAPID CITY SD (RAP)	83.0	86.4	241	242
REDDING CA (RDD)	77.3	89.4	66	66
RENO NV (RNO)	83.5	82.2	1,192	1,192
RHINELANDER WI (RHI)	84.1	83.1	88	89
RICHMOND VA (RIC)	78.3	81.2	1,336	1,336
ROANOKE VA (ROA)	78.7	83.1	225	225
ROCHESTER MN (RST)	77.8	80.4	189	189
ROCHESTER NY (ROC)	75.4	81.7	716	714
ROCK SPRINGS WY (RKS)	91.9	90.3	62	62
ROSWELE NM (ROW)	69.9	75.3	93	93
SACRAMENTO CA (SMF)	84.0	83.5	3,223	3,223
SAGINAW/BAY CITY/MIDLAND MI (MBS)	82.1	83.4	168	169
SALT LAKE CITY UT (SLC)	87.7	87.5	9,475	9,476
SAN ANGELO TX (SJT)	56.8	60.6	155	155
SAN ANTONIO TX (SAT)	76.1	81.4	2,744	2,738
SAN DIEGO CA (SAN)	82.7	81.7	6,589	6,589

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAN FRANCISCO CA (SFO)	80.4	81.3	13,431	13,422
SAN JOSE CA (SJC)	82.7	83.3	3,334	3,330
SAN JUAN PR (SJU)	73.5	76.2	2,268	2,270
SAN LUIS OBISPO CA (SBP)	83.8	81.0	431	432
SANTA ANA CA (SNA)	85.6	85.4	3,377	3,372
SANTA BARBARA CA (SBA)	82.7	84.2	480	480
SANTA FE NM (SAF)	79.7	80.9	153	152
SANTA MARIA CA (SMX)	88.7	77.4	62	62
SARASOTA/BRADENTON FL (SRQ)	79.3	76.8	460	461
SAULT STE. MARIE MI (CIU)	84.5	84.5	58	58
SAVANNAH GA (SAV)	79.9	77.7	680	681
SCRANTON/WILKES-BARRE PA (AVP)	76.3	88.0	93	92
SEATTLE WA (SEA)	85.4	84.8	9,266	9,271
SHREVEPORT LA (SHV)	67.5	70.9	548	549
SIOUX CITY IA (SUX)	69.0	87.9	58	58
SIOUX FALLS SD (FSD)	75.7	84.6	535	533
SITKA AK (SIT)	78.5	86.0	93	93
SOUTH BEND IN (SBN)	78.6	84.6	467	468
SPOKANE WA (GEG)	86.0	89.1	910	909
SPRINGFIELD IL (SPI)	74.8	78.8	151	151
SPRINGFIELD MO (SGF)	71.6	78.0	655	654
ST. AUGUSTINE FL (UST)	84.6	61.5	13	13
ST. GEORGE UT (SGU)	89.3	92.1	178	177
ST. LOUIS MO (STL)	80.9	80.1	4,434	4,431
STATE COLLEGE PA (SCE)	79.7	82.2	74	73
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	82.5	86.7	120	120
SYRACUSE NY (SYR)	77.2	79.8	501	499

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TALLAHASSEE FL (TLH)	79.8	86.0	356	357
TAMPA FL (TPA)	79.5	80.1	6,855	6,854
TEXARKANA AR (TXK)	64.5	68.8	93	93
TOLEDO OH (TOL)	73.0	78.7	89	89
TRAVERSE CITY MI (TVC)	83.7	88.2	246	246
TRENTON NJ (TTN)	57.5	71.0	233	231
TUCSON AZ (TUS)	80.9	83.9	1,627	1,628
TULSA OK (TUL)	77.7	84.0	1,456	1,456
TWIN FALLS ID (TWF)	91.4	98.3	58	58
TYLER TX (TYR)	60.6	67.5	208	209
VALDOSTA GA (VLD)	73.0	85.4	89	89
VALPARAISO FL (VPS)	73.6	79.1	440	440
VERNAL UT (VEL)	96.2	98.1	53	53
WACO TX (ACT)	51.6	64.5	155	155
WATERLOO IA (ALO)	75.9	81.0	58	58
WEST PALM BEACH/PALM BEACH FL (PBI)	72.8	72.1	2,662	2,660
WHITE PLAINS NY (HPN)	72.1	74.7	687	685
WICHITA FALLS TX (SPS)	61.3	63.7	124	124
WICHITA KS (ICT)	81.0	82.1	754	756
WILLISTON ND (ISN)	86.1	90.4	273	272
WILMINGTON DE (ILG)	55.6	46.4	27	28
WILMINGTON NC (ILM)	85.3	84.7	150	150
WORCESTER MA (ORH)	83.9	86.9	62	61
WRANGELL AK (WRG)	74.2	80.6	62	62
YAKUTAT AK (YAK)	75.8	83.9	62	62
YUMA AZ (YUM)	86.0	89.2	186	186



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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL US AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ENVOY	11	14,712	1,061	7.2	122	28,146	2,031	7.2
EXPRESSJET	18	28,469	1,120	3.9	168	54,190	2,135	3.9
AMERICAN*	28	67,020	1,868	2.8	94	80,482	2,212	2.7
-AMERICAN	28	37,520	1,150	3.1	82	45,966	1,428	3.1
-US AIRWAYS	27	29,500	718	2.4	72	34,516	784	2.3
JETBLUE	24	16,009	330	2.1	57	22,590	458	2.0
SOUTHWEST**	24	58,475	1,305	2.2	86	109,245	2,148	2.0
SPIRIT***	19	7,514	107	1.4	34	9,400	139	1.5
UNITED	27	37,640	547	1.5	76	43,603	641	1.5
VIRGIN AMERICA	15	4,410	47	1.1	18	4,873	57	1.2
SKYWEST	23	28,789	278	1.0	171	50,078	544	1.1
FRONTIER	25	5,410	47	0.9	51	6,950	61	0.9
DELTA	29	56,410	472	0.8	144	74,166	524	0.7
ALASKA	24	9,192	12	0.1	60	14,276	39	0.3
HAWAIIAN	8	438	1	0.2	17	6,313	13	0.2
Total		334,488	7,195	2.2	Total	504,312	11,002	2.2

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

\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

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

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
ENVOY	1,951	646	33.1
EXPRESSJET	5,267	872	16.5
<b>AMERICAN*</b>	<b>4,972</b>	<b>657</b>	<b>13.2</b>
-AMERICAN	2,663	417	15.6
-US AIRWAYS	2,309	240	10.3
JETBLUE	797	116	14.5
SPIRIT***	335	33	9.8
SOUTHWEST**	13,432	1,257	9.3
FRONTIER	494	39	7.8
SKYWEST	4,298	223	5.1
VIRGIN AMERICA	205	9	4.3
UNITED	11,011	468	4.2
DELTA	3,949	164	4.1
ALASKA	646	8	1.2
HAWAIIAN	253	1	0.3
<b>TOTAL</b>	<b>47,610</b>	<b>4,493</b>	<b>9.4</b>

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

NOTE: For a complete list of flights canceled 5% or more of the time, go to <http://www.bts.gov/5PctCancels/index.html>

\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AMERICAN**	80482	61983	77.01%	2212	2.75%	183	0.23%	5328	6.62%	283	0.35%	5662	7.04%	44	0.06%	4786	5.95%
-AMERICAN	45966	34675	75.44%	1428	3.11%	98	0.21%	3429	7.46%	183	0.40%	2908	6.33%	12	0.03%	3233	7.03%
-US AIRWAYS	34516	27308	79.12%	784	2.27%	85	0.25%	1899	5.50%	100	0.29%	2754	7.98%	32	0.09%	1554	4.50%
ALASKA	14276	12226	85.64%	39	0.27%	41	0.29%	558	3.91%	43	0.30%	716	5.02%	7	0.05%	645	4.52%
JETBLUE	22590	16162	71.54%	458	2.03%	105	0.46%	1808	8.00%	80	0.36%	1942	8.60%	13	0.06%	2022	8.95%
DELTA	74166	62276	83.97%	524	0.71%	135	0.18%	3812	5.14%	385	0.52%	3801	5.12%	3	0.00%	3230	4.35%
EXPRESSJET	54190	41283	76.18%	2135	3.94%	180	0.33%	3042	5.61%	129	0.24%	3295	6.08%	0	0.00%	4127	7.62%
FRONTIER	6950	4530	65.18%	61	0.88%	9	0.13%	541	7.78%	14	0.20%	1036	14.90%	0	0.00%	759	10.92%
HAWAIIAN	6313	5514	87.34%	13	0.21%	6	0.10%	419	6.64%	56	0.89%	11	0.17%	0	0.00%	294	4.65%
ENVOY	28146	19084	67.80%	2031	7.22%	53	0.19%	1955	6.95%	355	1.26%	2043	7.26%	23	0.08%	2602	9.25%
SPIRIT****	9400	6949	73.93%	139	1.48%	7	0.07%	623	6.63%	36	0.38%	1025	10.90%	8	0.08%	614	6.53%
SKYWEST	50078	41310	82.49%	544	1.09%	99	0.20%	2070	4.13%	182	0.36%	2450	4.89%	16	0.03%	3406	6.80%
UNITED	43603	34083	78.17%	641	1.47%	91	0.21%	3348	7.68%	369	0.85%	2550	5.85%	0	0.00%	2521	5.78%
VIRGIN AMERICA	4873	3845	78.90%	57	1.17%	20	0.41%	211	4.33%	102	2.08%	307	6.30%	1	0.02%	330	6.78%
SOUTHWEST***	109245	87441	80.04%	2148	1.97%	243	0.22%	6378	5.84%	314	0.29%	3445	3.15%	33	0.03%	9242	8.46%
TOTAL	504312	396686	78.66%	11002	2.18%	1172	0.23%	30094	5.97%	2348	0.47%	28283	5.61%	149	0.03%	34577	6.86%

**\*Causes of Delay:**

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

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

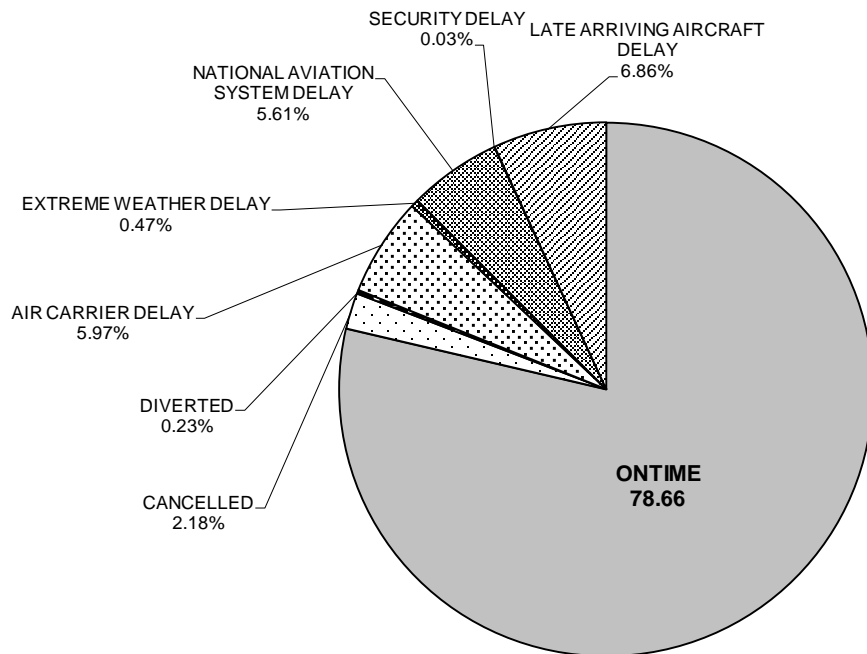
\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

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

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

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



**Causes of Delay:**

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

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

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

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## AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport*	Destination Airport*	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
ALLEGiant AIR	2986	PGD	IAG	3/1/2015	Diversion Airport (CLE)	184

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.

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## AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport*	Destination Airport*	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
NONE						

**Note:** Tarmac delays of more than 4 hours on any international flight at its U.S. airport departure from or arrival in the U.S. based on reports from all U.S. and foreign carriers operating international flights to and from the U.S. (Part 244).

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
JETBLUE	22,590	17	0.08
UNITED	43,603	26	0.06
ENVOY	28,146	14	0.05
DELTA	74,166	35	0.05
VIRGIN AMERICA	4,873	2	0.04
AMERICAN*	80,482	44	0.05
-AMERICAN	45,966	16	0.03
-US AIRWAYS	34,516	28	0.08
EXPRESSJET	54,190	18	0.03
SPIRIT***	9,400	3	0.03
FRONTIER	6,950	2	0.03
ALASKA	14,276	2	0.01
SKYWEST	50,078	6	0.01
SOUTHWEST**	109,245	12	0.01
HAWAIIAN	6,313	0	0.00
TOTAL	504,312	181	0.04

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

\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

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

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

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

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



## APPENDIX

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

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

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

### Air Carriers Required to Report

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

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

\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #24, issued October 10, 2014, effective January 1, 2015.

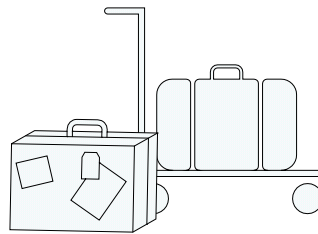
\*\* Effective January 2014, data of the merged operations of American Airlines and US Airways are combined for ranking purposes in this report to reflect the company merger, and appears as AA, American, or American Airlines. The data of the individual operating carriers appears below the combined data while operations remain separate

\*\*\* Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appears as WN, Southwest, or Southwest Airlines.

\*\*\*\*Effective January 2015 Spirit Airlines became a reporting carrier, and appears as NK, Spirit, or Spirit Airlines.

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	MARCH 2015			MARCH 2014		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	386	584,723	0.66	357	531,855	0.67
2	JETBLUE AIRWAYS	4,876	2,576,614	1.89	4,163	2,389,604	1.74
3	DELTA AIR LINES	22,938	10,080,529	2.28	22,213	9,394,640	2.36
4	SPIRIT AIRLINES****	3,224	1,333,715	2.42	****	****	****
5	HAWAIIAN AIRLINES	2,221	828,390	2.68	1,799	778,537	2.31
6	FRONTIER AIRLINES	2,760	904,363	3.05	1,329	831,161	1.60
7	ALASKA AIRLINES	5,678	1,858,122	3.06	3,704	1,613,640	2.30
8	UNITED AIRLINES	19,867	6,032,656	3.29	22,580	5,887,673	3.84
9	SOUTHWEST AIRLINES***	41,449	12,544,818	3.30	48,639	11,130,028	4.37
10	SKYWEST AIRLINES	9,950	2,405,198	4.14	12,008	2,311,048	5.20
11	AMERICAN AIRLINES**	44,340	10,557,832	4.20	39,178	10,668,507	3.67
	-AMERICAN	26,070	5,981,147	4.36	21,566	5,968,915	3.61
	-US AIRWAYS	18,270	4,576,685	3.99	17,612	4,699,592	3.75
12	EXPRESSJET AIRLINES	12,522	2,285,787	5.48	14,378	2,619,818	5.49
13	ENVOY AIR	11,305	1,075,435	10.51	11,192	1,378,581	8.12
TOTALS		181,516	53,068,182	3.42	181,540	49,535,092	3.66

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

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

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

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

RANK	AIRLINE	JANUARY - MARCH 2015			JANUARY - MARCH 2014		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	1,292	1,553,702	0.83	1,329	1,449,085	0.92
2	JETBLUE AIRWAYS	13,181	6,885,644	1.91	14,806	6,292,594	2.35
3	SPIRIT AIRLINES****	8,428	3,588,014	2.35	****	****	****
4	DELTA AIR LINES	66,061	25,792,102	2.56	75,632	23,606,462	3.20
5	FRONTIER AIRLINES	6,946	2,536,691	2.74	4,843	2,294,462	2.11
6	HAWAIIAN AIRLINES	6,487	2,341,689	2.77	5,635	2,245,020	2.51
7	ALASKA AIRLINES	15,877	4,965,934	3.20	12,018	4,378,325	2.74
8	SOUTHWEST AIRLINES***	114,902	32,206,736	3.57	147,463	28,458,059	5.18
9	UNITED AIRLINES	65,212	15,884,635	4.11	71,003	15,674,881	4.53
10	AMERICAN AIRLINES**	131,707	28,414,808	4.64	115,303	29,102,511	3.96
	-US AIRWAYS	53,351	12,176,120	4.38	48,685	12,674,838	3.84
	-AMERICAN	78,356	16,238,688	4.83	66,618	16,427,673	4.06
11	SKYWEST AIRLINES	32,930	6,576,389	5.01	38,350	6,202,158	6.18
12	EXPRESSJET AIRLINES	38,073	6,047,952	6.30	53,784	6,690,339	8.04
13	ENVOY AIR	39,015	3,075,322	12.69	34,336	3,692,478	9.30
TOTALS		540,111	139,869,618	3.86	574,502	130,086,374	4.42

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

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

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

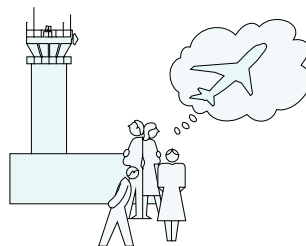
## **OVERSALES**

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

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

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

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



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

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

RANK	AIRLINE	JANUARY - MARCH 2015				JANUARY - MARCH 2014			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	HAWAIIAN AIRLINES	110	7	2,472,431	0.03	94	25	2,400,372	0.10
2	VIRGIN AMERICA	286	5	1,510,065	0.03	236	25	1,459,461	0.17
3	JETBLUE AIRWAYS	619	39	7,357,389	0.05	469	24	6,696,787	0.04
4	DELTA AIR LINES	40,939	604	27,561,992	0.22	24,329	1,878	25,357,895	0.74
5	SPIRIT AIRLINES****/*****	1,441*****	114*****	3,728,874*****	0.31*****	****	****	****	****
6	ALASKA AIRLINES	1,737	219	4,975,547	0.44	1,026	248	4,384,631	0.57
7	FRONTIER AIRLINES	682	209	2,632,410	0.79	655	286	2,401,997	1.19
8	AMERICAN AIRLINES**	15,482	2,656	33,162,976	0.80	16,812	2,389	32,468,785	0.74
	-AMERICAN	9,928	1,431	18,101,123	0.79	9,975	1,264	18,416,989	0.69
	-US AIRWAYS	5,554	1,225	15,061,853	0.81	6,837	1,125	14,051,796	0.80
9	UNITED AIRLINES	17,373	1,817	18,105,638	1.00	21,469	4,395	17,894,200	2.46
10	SOUTHWEST AIRLINES***	20,641	3,326	31,993,058	1.04	17,750	3,375	28,019,628	1.20
11	EXPRESSJET AIRLINES	12,437	1,312	6,083,566	2.16	16,093	2,810	6,805,801	4.13
12	SKYWEST AIRLINES	14,041	1,630	6,458,573	2.52	11,956	2,629	6,149,038	4.28
13	ENVOY AIR	4,485	784	3,094,217	2.53	5,175	766	3,712,100	2.06
	<b>TOTALS****</b>	130,273*****	12,722*****	149,136,736*****	0.85	116,064	18,850	137,750,695	1.37

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

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

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

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

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

\*\*\*\*\* On May 9, 2017, Spirit Airlines revised its denied boarding reports and enplanements for 2015 and 2016. This table reflects the revisions for the 1<sup>st</sup> quarter of 2015.

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

TABLE 1

**AIR TRAVEL CONSUMER REPORT**  
**CONSUMER COMPLAINTS**  
**SUMMARY**

	MARCH 2015				MARCH 2014			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1, 378	36	2	141	853	19	2	129
FOREIGN AIRLINES	305	7	3	31	235	8	0	37
TRAVEL AGENTS	32	1	0	8	14	2	0	18
TOUR OPERATORS	0	0	0	0	1	0	0	0
MISCELLANEOUS	18	14	0	11	14	9	0	22
INDUSTRY TOTALS	1, 733	58	5	191	1, 117	38	2	206



Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	MARCH 2015			MARCH 2014		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	582		1	345	
CANCELLATIONS			253			141
DELAYS			193			92
MISCONNECTIONS			70			67
RES/TKTG/BOARDING	2	232		3	158	
CUSTOMER SERVICE	3	226		4	127	
FARES	4	207		7	44	
BAGGAGE	5	204		2	203	
REFUNDS	6	121		5	90	
OVERSALES	7	61		8	44	
DISABILITY	8	52		6	66	
OTHER	9	33		9	28	
FREQUENT FLYER			21			17
ADVERTISING	10	12		10	8	
DISCRIMINATION	11	3		11	4	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1, 733			1, 117	

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\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB- CATEGORIES.

Table 3

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY COMPLAINT CATEGORY\*  
MARCH 2015

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	5	0	0	0	0	0	1	0	0	0	0	0	6
ALASKA AIRLINES	2	0	0	1	0	2	3	2	1	0	0	0	11
ALLEGiant AIR	8	1	9	5	3	2	4	3	2	0	0	0	37
AMERICAN AIRLINES	84	7	27	110	24	29	26	11	3	2	0	7	330
DELTA AIR LINES	45	4	6	5	1	5	7	2	1	0	0	5	81
ENDEAVOR AIR	3	1	1	0	0	0	0	0	0	0	0	0	5
ENVOY AIR	14	1	2	0	0	0	3	1	0	0	0	1	22
EXPRESSJET AIRLINES	13	0	0	0	0	0	2	0	0	0	0	0	15
FRONTIER AIRLINES	63	3	23	2	16	16	35	3	0	1	0	0	162
GOJET AIRLINES	5	2	0	0	0	1	0	0	0	0	0	0	8
HAWAIIAN AIRLINES	2	0	0	2	2	4	2	1	0	0	0	0	13
JETBLUE AIRWAYS	17	1	2	0	0	4	8	3	1	0	0	0	36
MESA AIRLINES	7	0	0	0	1	0	1	0	0	0	0	1	10
PIEDMONT AIRLINES	6	0	0	0	0	0	0	0	0	0	0	1	7
REPUBLIC AIRLINES	13	0	0	0	0	0	0	0	0	0	0	0	13
SHUTTLE AMERICA	5	0	0	0	0	2	0	0	0	0	0	0	7
SILVER AIRWAYS	17	0	1	3	2	6	2	0	0	0	0	0	31
SKYWEST AIRLINES	10	0	1	0	0	1	2	0	0	0	0	0	14
SOUTHWEST AIRLINES	21	4	3	3	3	14	6	2	0	0	0	2	58
SPIRIT AIRLINES	54	4	28	20	11	13	10	4	2	0	0	3	149
UNITED AIRLINES	63	9	20	17	8	30	35	6	0	0	0	2	190
US AIRWAYS	46	10	29	5	12	15	15	2	0	0	0	2	136
VIRGIN AMERICA	0	0	1	0	1	0	4	0	0	0	0	0	6
OTHER U. S. AIRLINES	16	2	4	1	0	4	4	0	0	0	0	0	31
TOTAL MARCH 2015	519	49	157	174	84	148	170	40	10	3	0	24	1,378
% OF TOTAL COMPLAINTS	37.7	3.6	11.4	12.6	6.1	10.7	12.3	2.9	0.7	0.2	0.0	1.7	
TOTAL MARCH 2014	308	38	92	30	70	133	94	56	7	4	0	21	853
% OF TOTAL COMPLAINTS	36.1	4.5	10.8	3.5	8.2	15.6	11.0	6.6	0.8	0.5	0.0	2.5	

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

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

Table 4

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

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY INCIDENT DATE  
MARCH 2015

U. S. AIRLINES*	COMPS RECD IN MAR	INCI- DENTS IN MAR	PERCENT	INCI- DENTS IN FEB	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	6	5	83.3	0	0.0	1	16.7	0	0.0
ALASKA AIRLINES	11	9	81.8	1	9.1	1	9.1	0	0.0
ALLEGiant AIR	37	24	64.9	2	5.4	8	21.6	3	8.1
AMERICAN AIRLINES	330	97	29.4	63	19.1	144	43.6	26	7.9
DELTA AIR LINES	81	36	44.4	22	27.2	17	21.0	6	7.4
ENDEAVOR AIR	5	2	40.0	3	60.0	0	0.0	0	0.0
ENVOY AIR	22	12	54.5	8	36.4	2	9.1	0	0.0
EXPRESSJET AIRLINES	15	10	66.7	2	13.3	2	13.3	1	6.7
FRONTIER AIRLINES	162	97	59.9	18	11.1	39	24.1	8	4.9
GOJET AIRLINES	8	6	75.0	1	12.5	1	12.5	0	0.0
HAWAIIAN AIRLINES	13	1	7.7	4	30.8	6	46.2	2	15.4
JETBLUE AIRWAYS	36	22	61.1	7	19.4	3	8.3	4	11.1
MESA AIRLINES	10	8	80.0	2	20.0	0	0.0	0	0.0
PIEDMONT AIRLINES	7	5	71.4	1	14.3	1	14.3	0	0.0
REPUBLIC AIRLINES	13	7	53.8	5	38.5	1	7.7	0	0.0
SHUTTLE AMERICA	7	4	57.1	3	42.9	0	0.0	0	0.0
SILVER AIRWAYS	31	19	61.3	4	12.9	3	9.7	5	16.1
SKYWEST AIRLINES	14	4	28.6	7	50.0	3	21.4	0	0.0
SOUTHWEST AIRLINES	58	35	60.3	9	15.5	10	17.2	4	6.9
SPIRIT AIRLINES	149	75	50.3	32	21.5	24	16.1	18	12.1
UNITED AIRLINES	190	88	46.3	47	24.7	39	20.5	16	8.4
US AIRWAYS	136	68	50.0	17	12.5	34	25.0	17	12.5
VIRGIN AMERICA	6	4	66.7	1	16.7	1	16.7	0	0.0
OTHER U. S. AIRLINES	31	15	48.4	9	29.0	4	12.9	3	9.7
<b>TOTALS</b>	<b>1,378</b>	<b>653</b>	<b>47.4</b>	<b>268</b>	<b>19.4</b>	<b>344</b>	<b>25.0</b>	<b>113</b>	<b>8.2</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>853</b>	<b>393</b>	<b>46.1</b>	<b>172</b>	<b>20.2</b>	<b>214</b>	<b>25.1</b>	<b>74</b>	<b>8.7</b>

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

Table 5

Office of Aviation Enforcement and Proceedings  
U.S. Department of TransportationAIR TRAVEL CONSUMER REPORT  
COMPANIES OTHER THAN U. S. AIRLINES\*  
BY COMPLAINT CATEGORY\*\*

MARCH 2015

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXICO	4	2	5	1	2	4	5	0	0	0	0	0	23
AIR CANADA	18	3	8	2	0	7	18	2	0	0	0	1	59
AIR CHINA	2	0	1	1	0	1	0	0	0	0	0	0	5
AIR FRANCE	2	0	4	0	0	2	1	1	0	0	0	1	11
ALITALIA AIRLINES	0	1	0	0	0	4	0	0	0	0	0	0	5
AVIANCA	0	1	2	1	0	2	2	0	0	0	0	0	8
BRITISH AIRWAYS	2	1	3	1	5	1	0	0	0	0	0	0	13
COPA	1	0	2	1	2	2	0	0	0	0	0	0	8
EMIRATES AIRLINES	2	1	6	3	0	3	0	3	1	0	0	2	21
ETIHAD AIRWAYS	0	1	7	2	1	3	0	1	0	0	0	0	15
IBERIA AIRLINES	0	0	0	1	2	1	1	1	0	0	0	1	7
KLM	0	0	1	0	0	2	2	0	0	0	0	0	5
LAN AIRLINES	2	0	0	0	1	0	0	0	0	0	0	2	5
LUFTHANSA	4	1	3	4	2	4	0	1	0	0	0	0	19
QATAR AIRWAYS	2	0	4	2	0	1	2	0	0	0	0	0	11
TAM	0	0	3	0	0	2	1	0	0	0	0	0	6
TURKISH AIRLINES	1	0	1	1	0	3	2	0	0	0	0	0	8
OTHER FOREIGN AIRLINES	17	1	13	6	11	14	10	3	1	0	0	0	76
TOTALS	57	12	63	26	26	56	44	12	2	0	0	7	305
<b><u>TRAVEL AGENTS</u></b>													
EXPEDIA.COM	2	0	1	0	2	0	1	0	0	0	0	0	6
ORBITZ.COM	1	0	0	2	1	0	3	0	0	0	0	0	7
OTHER TRAVEL AGENTS	1	0	7	2	6	0	3	0	0	0	0	0	19
TOTALS	4	0	8	4	9	0	7	0	0	0	0	0	32
<b><u>TOUR OPERATORS</u></b>													
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
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	2	0	4	3	2	0	5	0	0	0	0	2	18
TOTALS	2	0	4	3	2	0	5	0	0	0	0	2	18

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

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

TABLE 6

CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	MARCH 2015			MARCH 2014		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES***	58	12,536,474	0.46	49	10,954,570	0.45
2	ALASKA AIRLINES	11	1,956,334	0.56	5	1,742,553	0.29
3	SKYWEST AIRLINES	14	2,488,999	0.56	14	2,360,217	0.59
4	EXPRESSJET AIRLINES	15	2,399,473	0.63	32	2,834,997	1.13
5	DELTA AIR LINES	81	11,902,191	0.68	47	11,212,952	0.42
6	VIRGIN AMERICA	6	570,383	1.05	10	543,705	1.84
7	JETBLUE AIRWAYS	36	2,997,997	1.20	24	2,753,630	0.87
8	HAWAIIAN AIRLINES	13	869,450	1.50	7	825,599	0.85
9	ENVOY AIR	22	1,126,047	1.95	18	1,442,368	1.25
10	UNITED AIRLINES	190	8,048,123	2.36	224	7,926,943	2.83
11	AMERICAN AIRLINES**	466	12,526,257	3.72	224	12,706,484	1.76
	-US AIRWAYS	136	5,001,052	2.72	103	5,140,933	2.00
	-AMERICAN	330	7,525,205	4.39	121	7,565,551	1.60
12	SPIRIT AIRLINES****	149	1,451,475	10.27	****	****	****
13	FRONTIER AIRLINES	162	1,022,979	15.84	22	871,570	2.52
	TOTAL	1,223	59,896,182	2.04	676	56,175,588	1.20

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

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

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

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

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

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS

	JANUARY - MARCH 2015				JANUARY - MARCH 2014			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	3, 475	15, 301*	7	341	3, 008	147	14	354
FOREIGN AIRLINES	980	16	3	119	909	17	0	98
TRAVEL AGENTS	83	3	0	25	56	3	0	42
TOUR OPERATORS	1	1	0	0	3	0	0	0
MISCELLANEOUS	41	26	0	40	26	31	0	50
INDUSTRY TOTALS	4, 580	15, 347	10	525	4, 002	198	14	544

\*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](http://www.dot.gov/sites/dot.gov/files/docs/Mistaken_Fare_AEP_Statement_on_United_Airlines.pdf).

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - MARCH 2015			JANUARY - MARCH 2014		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	1, 507		1	1316	
CANCELLATIONS			635			617
DELAYS			528			359
MISCONNECTI ONS			179			184
BAGGAGE	2	738		2	770	
RES/TKTG/BOARDING	3	606		3	619	
CUSTOMER SERVICE	4	533		4	432	
FARES	5	407		8	125	
REFUNDS	6	343		5	302	
DISABILITY	7	163		6	176	
OVERSALES	8	144		7	138	
OTHER	9	94		9	84	
FREQUENT FLYER			51			45
ADVERTISING	10	30		10	23	
DISCRIMINATION	11	14		11	17	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		4, 580			4, 002	

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

## AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U. S. AIRLINES  
BY COMPLAINT CATEGORY\*

JANUARY – MARCH 2015

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
ALASKA AIRLINES	9	0	2	1	0	6	4	3	1	0	0	0	26
ALLEGiant AIR	27	1	20	12	10	5	13	6	3	0	0	1	98
AMERICAN AIRLINES	192	19	78	139	79	137	74	25	5	2	0	16	766
COMMUTAIR	10	1	2	0	0	0	0	0	0	0	0	1	14
DELTA AIR LINES	99	12	26	18	2	36	26	16	3	2	1	6	247
ENDEAVOR AIR	7	1	2	0	0	2	0	0	0	0	0	2	14
ENVOY AIR	42	1	2	0	0	2	4	1	0	1	0	1	54
EXPRESSJET AIRLINES	38	0	0	0	0	0	4	1	0	1	0	0	44
FRONTIER AIRLINES	157	7	61	14	24	37	59	6	1	1	0	1	368
GOJET AIRLINES	11	2	0	0	0	1	0	0	0	0	0	0	14
HAWAIIAN AIRLINES	2	0	1	5	3	6	4	2	0	0	0	0	23
JETBLUE AIRWAYS	31	1	6	3	7	12	18	6	1	0	0	1	86
MESA AIRLINES	20	0	0	0	1	0	2	0	0	0	0	1	24
PIEDMONT AIRLINES	12	1	1	0	0	0	0	4	0	0	0	1	19
PSA AIRLINES	12	0	0	0	0	0	2	0	0	1	0	1	16
REPUBLIC AIRLINES	35	0	0	0	0	1	0	0	0	0	0	0	36
SHUTTLE AMERICA	13	0	1	0	0	3	0	1	0	0	0	0	18
SILVER AIRWAYS	23	0	3	5	6	8	4	0	0	0	0	0	49
SKYWEST AIRLINES	42	1	2	0	0	2	4	0	0	0	0	1	52
SOUTHWEST AIRLINES	58	4	15	5	10	47	20	6	1	1	0	3	170
SPIRIT AIRLINES	117	15	52	44	31	42	32	5	3	2	0	11	354
TRANS STATES AIRLINES	8	1	0	0	0	0	1	0	0	0	0	0	10
UNITED AIRLINES	165	23	57	45	30	122	87	24	1	0	0	14	568
US AIRWAYS	111	13	56	16	28	40	38	13	0	2	0	9	326
VIRGIN AMERICA	4	0	2	1	1	3	6	5	0	0	0	0	22
OTHER U. S. AIRLINES	25	3	4	2	3	10	7	3	0	0	0	0	57
<b>TOTAL JAN - MAR 2015</b>	<b>1,270</b>	<b>106</b>	<b>393</b>	<b>310</b>	<b>235</b>	<b>522</b>	<b>409</b>	<b>127</b>	<b>19</b>	<b>13</b>	<b>1</b>	<b>70</b>	<b>3,475</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>36.5</b>	<b>3.1</b>	<b>11.3</b>	<b>8.9</b>	<b>6.8</b>	<b>15</b>	<b>11.8</b>	<b>3.7</b>	<b>0.5</b>	<b>0.4</b>	<b>0.0</b>	<b>2.0</b>	
<b>TOTAL JAN - MAR 2014</b>	<b>1,145</b>	<b>110</b>	<b>375</b>	<b>84</b>	<b>223</b>	<b>522</b>	<b>305</b>	<b>149</b>	<b>15</b>	<b>15</b>	<b>0</b>	<b>65</b>	<b>3,008</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>38.1</b>	<b>3.7</b>	<b>12.5</b>	<b>2.8</b>	<b>7.4</b>	<b>17.4</b>	<b>10.1</b>	<b>5.0</b>	<b>0.5</b>	<b>0.5</b>	<b>0.0</b>	<b>2.2</b>	

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

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



TABLE 4 (YTD)

AIR TRAVEL CONSUMER REPORT  
COMPANIES OTHER THAN U. S. AIRLINES\*  
BY COMPLAINT CATEGORY\*\*  
JANUARY - MARCH 2015

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXICO	10	3	19	7	7	10	8	0	0	0	0	0	64
AIR CANADA	45	12	23	4	5	24	37	2	0	0	0	1	153
AIR FRANCE	12	0	9	0	0	4	3	2	0	0	0	2	32
AIR INDIA	2	0	0	3	1	5	0	1	0	0	0	0	12
ALITALIA AIRLINES	2	4	1	1	3	20	0	0	0	0	0	0	31
AVIANCA	0	3	6	2	0	2	2	0	0	0	0	0	15
BRITISH AIRWAYS	8	1	10	5	6	5	0	6	1	0	0	0	42
CATHAY PACIFIC AIRWAYS	4	0	2	0	1	6	1	0	0	0	0	0	14
COPA	2	1	5	1	4	5	0	0	0	0	0	0	18
EMIRATES AIRLINES	5	3	11	6	1	12	2	3	2	0	0	7	52
ETHIOPIAN AIRLINES	4	0	3	0	0	5	1	0	0	0	0	0	13
ETIHAD AIRWAYS	62	2	19	7	9	26	2	1	0	0	0	0	128
IBERIA AIRLINES	2	0	0	2	2	2	1	3	0	0	0	1	13
KLM	0	0	1	1	0	4	4	1	0	0	0	0	11
LAN AIRLINES	4	0	2	0	1	1	0	0	0	0	0	2	10
LUFTHANSA	11	1	6	5	4	8	3	3	0	0	0	0	41
PHILIPPINE AIRLINES	2	1	4	1	5	2	1	0	0	0	0	0	16
QATAR AIRWAYS	8	1	12	2	4	3	4	0	0	0	0	1	35
ROYAL AIR MAROC	4	0	1	0	0	4	0	1	0	0	0	0	10
TAM	1	1	3	2	1	4	4	0	0	0	0	0	16
TURKISH AIRLINES	6	0	5	1	2	11	4	0	2	0	0	1	32
VIRGIN ATLANTIC AIRWAYS	3	0	2	3	0	1	2	0	0	1	0	0	12
VOLARIS AIRLINES	1	1	6	0	0	2	1	1	1	0	0	1	14
OTHER FOREIGN AIRLINES	32	4	32	25	25	42	21	10	0	0	0	5	196
<b>TOTALS</b>	<b>230</b>	<b>38</b>	<b>182</b>	<b>78</b>	<b>81</b>	<b>208</b>	<b>101</b>	<b>34</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>21</b>	<b>980</b>
<b><u>TRAVEL AGENTS</u></b>													
EXPEDIA.COM	2	0	3	2	4	0	2	0	0	0	0	0	13
ORBITZ.COM	1	0	3	2	3	0	6	0	0	0	0	0	15
OTHER TRAVEL AGENTS	2	0	19	8	14	0	7	0	5	0	0	0	55
<b>TOTALS</b>	<b>5</b>	<b>0</b>	<b>25</b>	<b>12</b>	<b>21</b>	<b>0</b>	<b>15</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>83</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	1	1
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	2	0	6	7	6	8	8	2	0	0	0	2	41
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>41</b>

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

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

TABLE 5 (YTD)

## CONSUMER COMPLAINTS: RANKINGS

## U.S. AIRLINES \*

RANK	AIRLINE	JANUARY - MARCH 2015			JANUARY - MARCH 2014		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	26	5,235,702	0.50	18	4,736,560	0.38
2	SOUTHWEST AIRLINES***	170	32,124,684	0.53	172	27,920,935	0.62
3	EXPRESSJET AIRLINES	44	6,399,989	0.69	95	7,256,307	1.31
4	SKYWEST AIRLINES	52	6,765,938	0.77	53	6,354,030	0.83
5	DELTA AIR LINES	247	30,769,614	0.80	245	28,450,040	0.86
6	HAWAIIAN AIRLINES	23	2,473,276	0.93	19	2,401,312	0.79
7	JETBLUE AIRWAYS	86	8,090,799	1.06	128	7,325,621	1.75
8	VIRGIN AMERICA	22	1,514,154	1.45	20	1,482,417	1.35
9	ENVOY AIR	54	3,218,497	1.68	90	3,872,879	2.32
10	UNITED AIRLINES	568	21,167,899	2.68	718	20,987,426	3.42
11	AMERICAN AIRLINES**	1,092	33,950,985	3.22	763	34,672,292	2.20
	-US AIRWAYS	326	13,229,747	2.46	309	13,771,158	2.24
	-AMERICAN	766	20,721,238	3.70	454	20,901,134	2.17
12	SPIRIT AIRLINES****	354	3,935,660	8.99	****	****	****
13	FRONTIER AIRLINES	368	2,842,210	12.95	76	2,317,177	3.28
	TOTAL	3,106	158,489,407	1.96	2,397	147,776,996	1.62

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

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

\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

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

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

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

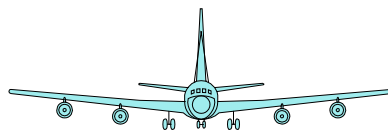
**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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



**Customer Service Reports to the U.S. Department of Homeland Security for the Month of March 2015  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 59 million airline passengers and their 47 million checked bags in the month of March as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of March.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
294	.0005	29	.00005	48	.00008	349	.0006

**NOTES**

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

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

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

As of October 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.

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

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<i>Delta</i>	<b>1</b>		
<i>United</i>	<b>2</b>		
<i>Total</i>	<b>3</b>	<b>0</b>	<b>0</b>

Delta Air Lines had an incident concerning a deceased cat that occurred during February, which the carrier failed to report in time to appear in the table for February Animal Incidents. (*Air Travel Consumer Report* issued April 2015). That table was updated on our website on April 23.

See: [https://cms.dot.gov/sites/dot.gov/files/docs/Delta\\_Redacted\\_February\\_2015.pdf](https://cms.dot.gov/sites/dot.gov/files/docs/Delta_Redacted_February_2015.pdf)

**June 2015 update:** United Airlines submitted data on the animal deaths in March in error. The carrier submitted an animal incident report which indicated that a dog chewed through its shipping container, causing fatal injury to several rabbits and guinea pigs. Subsequent review of this incident revealed that while four guinea pigs were deceased, the rabbits and guinea pigs were part of a commercial breeder shipment and not reportable under our regulation. For commercial shipments, including shipments by trainers and breeders, only dogs and cats are reportable. United will not include this report in the total number of incidents involving an animal during air transport for the calendar year, which is required to be filed within 15 days after the end of December of each year.