



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*

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

JUNE 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	82.1	17	90.5
ALASKA AIRLINES S/	24	88.8	63	87.4
DELTA AIR LINES S/	29	81.9	151	82.2
VIRGIN AMERICA S/	15	80.6	17	80.5
JETBLUE AIRWAYS S/	24	77.4	63	78.1
SKYWEST AIRLINES S/	22	77.4	176	77.3
AMERICAN AIRLINES S/ **	28	77.4	87	77.2
-AMERICAN AIRLINES S/	28	76.3	78	76.2
-US AIRWAYS S/	27	78.8	70	78.5
SOUTHWEST AIRLINES S/***	24	72.8	86	72.5
EXPRESSJET AIRLINES S/	19	70.5	175	70.5
ENVOY AIR S/	12	70.7	122	70.2
FRONTIER AIRLINES S/	24	66.6	49	67.6
UNITED AIRLINES S/	27	66.7	79	66.3
SPIRIT AIRLINES S/****	19	48.1	33	49.9
TOTAL		74.8		74.8

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

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

JUNE 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*	3rd Quarter 07-09 2014		4th Quarter 10-12 2014		1st Quarter 01-03 2015		2nd Quarter 04-06 2015		Apr -15		May-15		Jun-15		12 Months Ending June 2015	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	85.0	3	84.1	3	85.1	1	88.2	2	89.3	2	88.0	2	87.4	2	85.6	2
AMERICAN**	77.9	7	78.8	8	75.9	7	78.0	7	80.2	9	80.9	6	77.2	7	76.6	8
-AMERICAN	75.4	(--)	75.8	(--)	75.1	(--)	77.9	(--)	79.2	(--)	78.3	(--)	76.2	(--)	76.5	(--)
-US AIRWAYS	81.3	(--)	82.5	(--)	77.1	(--)	81.5	(--)	81.6	(--)	84.5	(--)	78.5	(--)	80.9	(--)
ENVOY	72.8	12	66.2	12	60.6	13	74.8	10	77.0	11	77.1	9	70.2	10	68.6	12
DELTA	85.6	2	87.4	2	82.8	3	85.3	3	86.8	3	87.2	3	82.2	3	85.3	3
EXPRESSJET	74.1	11	77.3	6	73.6	9	76.1	9	80.2	8	77.6	8	70.5	9	75.3	10
FRONTIER	78.2	6	74.6	11	64.0	12	71.1	12	72.5	13	73.1	12	67.6	11	72.3	11
HAWAIIAN	92.8	1	89.0	1	85.1	2	91.3	1	92.7	1	90.9	1	90.5	1	89.6	1
JETBLUE	75.9	9	81.7	4	68.0	11	81.0	4	80.4	7	84.3	4	78.1	5	76.7	7
SKYWEST	78.3	5	74.9	10	76.8	6	80.8	5	83.1	5	82.1	5	77.3	6	77.7	5
SOUTHWEST***	75.3	10	77.9	7	79.0	5	77.6	8	81.8	6	78.6	7	72.5	8	77.3	6
-SOUTHWEST	74.7	(--)	77.5	(--)	(--)	(--)	77.6	(--)	(--)	(--)	(--)	(--)	(--)	(--)	77.3	(--)
-AIRTRAN	84.1	(--)	88.2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	87.6	(--)
SPIRIT****	(--)	(--)	(--)	(--)	70.5	10	61.8	13	74.7	12	61.2	13	49.9	13	(--)	(--)
UNITED	77.4	8	76.8	9	75.9	8	73.9	11	79.4	10	76.6	10	66.3	12	76.0	9
VIRGIN AMERICA	83.0	4	78.0	5	79.2	4	79.9	6	83.5	4	76.0	11	80.5	4	80.0	4
Total	78.0		78.6		76.3		79.0		81.8		80.5		74.8		78.0	

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

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

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\*\*\* 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.

JUNE 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**	1006	73.7	2546	76.4	586	72.9	7627	82.7	2536	74.8	914	69.7	12696	80.1	510	77.1
-AMERICAN	484	75.6	994	73.6	267	74.5	328	76.8	859	72.6	475	72.4	12146	80.3	228	76.8
-US AIRWAYS	522	71.8	1552	78.1	319	71.5	7299	83.0	1677	75.8	439	66.7	550	76.5	282	77.3
ALASKA	30	76.7	150	90.0	30	96.7	H/		120	87.5	171	86.0	145	86.2	30	93.3
JETBLUE	H/		3512	77.4	171	79.5	118	83.9	860	79.1	93	72.0	56	71.4	121	76.9
DELTA	20815	84.2	1459	78.2	616	80.5	593	82.6	818	74.1	661	81.1	518	83.4	4803	80.7
EXPRESSJET	5507	75.3	226	77.0	8	100.0	399	56.9	253	66.8	401	75.1	2537	67.5	1942	75.6
FRONTIER	531	65.9	H/		H/		60	76.7	88	77.3	1933	68.9	112	69.6	77	79.2
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY	165	68.5	H/		110	82.7	H/		30	70.0	H/		4833	73.0	173	60.7
SPIRIT****	369	47.2	240	59.6	283	47.7	H/		H/		390	52.3	829	51.5	608	44.2
SKYWEST	310	73.5	29	86.2	H/		57	47.4	110	68.2	4253	76.2	418	69.4	897	75.1
UNITED	393	60.6	1207	66.9	330	60.0	H/		492	63.8	4524	68.3	431	63.3	85	49.4
VIRGIN AMERICA	H/		176	87.5	H/		H/		112	67.0	H/		H/		H/	
SOUTHWEST***	3613	73.7	999	67.2	6285	71.5	166	54.2	1280	72.3	5344	74.0	H/		578	68.2
TOTAL	32739	80.1	10544	75.0	8419	71.4	9020	80.8	6699	73.7	18684	72.3	22575	75.7	9824	75.3

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

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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**	681	64.3	680	75.1	264	74.6	847	75.0	1527	74.4	1330	78.9	3430	77.8	2296	68.6
-AMERICAN	325	58.8	242	76.4	264	74.6	393	72.0	1291	75.1	795	79.0	2711	78.5	1194	67.9
-US AIRWAYS	356	69.4	438	74.4	H/		454	77.5	236	70.8	535	78.9	719	75.4	1102	69.4
ALASKA	60	85.0	30	86.7	30	96.7	30	76.7	H/		360	91.4	758	89.2	H/	
JETBLUE	545	70.5	1528	78.9	174	83.9	H/		3777	76.6	407	82.6	384	83.9	540	67.4
DELTA	485	71.8	924	81.7	226	78.3	357	79.8	2481	79.1	976	84.8	2484	80.5	2287	69.2
EXPRESSJET	2998	63.6	H/		154	68.2	5614	74.7	H/		H/		H/		864	62.5
FRONTIER	H/		47	66.0	210	64.3	142	59.9	H/		429	64.6	141	63.8	90	66.7
HAWAIIAN	H/		H/		H/		H/		30	76.7	72	84.7	168	88.1	H/	
ENVOY	50	50.0	H/		H/		H/		333	70.6	H/		27	74.1	905	58.5
SPIRIT****	H/		1008	53.1	H/		511	45.4	H/		840	52.6	390	45.4	330	53.0
SKYWEST	H/		H/		52	86.5	1475	74.2	H/		174	81.0	3345	74.4	8	87.5
UNITED	4110	67.7	384	71.1	1918	68.7	5231	70.2	370	79.2	1009	69.9	2759	63.6	771	58.1
VIRGIN AMERICA	180	75.6	61	86.9	148	82.4	H/		326	79.8	323	82.4	1080	80.1	108	54.6
SOUTHWEST***	500	61.4	1597	75.4	206	63.1	H/		H/		6434	79.1	3576	67.7	963	61.3
TOTAL	9609	66.4	6259	73.4	3382	71.1	14207	72.0	8844	76.9	12354	77.1	18542	73.5	9162	64.7

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

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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**	1612	75.2	H/		4565	76.5	687	73.1	5147	71.6	429	72.0	3923	75.9	5436	83.5
-AMERICAN	836	74.4	H/		4265	76.4	324	70.7	4569	72.0	196	71.9	359	71.3	317	77.6
-US AIRWAYS	776	76.2	H/		300	77.0	363	75.2	578	68.3	233	72.1	3564	76.4	5119	83.9
ALASKA	56	83.9	H/		H/		60	83.3	185	87.6	1182	91.9	30	90.0	186	87.1
JETBLUE	1650	80.6	H/		H/		H/		251	64.5	156	78.2	146	73.3	60	80.0
DELTA	1403	78.1	253	80.2	752	83.6	5808	84.1	673	69.4	601	78.7	665	76.2	614	83.4
EXPRESSJET	4	25.0	116	72.4	H/		629	71.5	3947	64.8	H/		8	75.0	1	100.0
FRONTIER	377	67.9	H/		180	66.7	197	61.4	482	53.1	90	77.8	270	60.4	150	71.3
HAWAIIAN	H/		H/		H/		H/		H/		30	80.0	H/		30	50.0
ENVOY	H/		H/		454	77.5	3	33.3	6154	70.5	H/		H/		H/	
SPIRIT****	377	55.7	H/		H/		300	38.3	990	34.9	90	43.3	133	30.1	60	63.3
SKYWEST	H/		42	90.5	5	40.0	2609	79.7	3841	65.3	438	86.3	H/		1896	83.0
UNITED	1067	65.4	H/		209	63.6	379	60.2	5770	63.4	571	64.8	370	62.2	401	63.6
VIRGIN AMERICA	30	90.0	H/		H/		H/		150	74.0	30	96.7	H/		H/	
SOUTHWEST***	3685	75.9	7575	72.6	H/		698	64.3	H/		1094	72.8	701	65.9	5035	74.8
TOTAL	10261	74.8	7986	72.9	6165	76.7	11370	78.1	27590	66.2	4711	78.5	6246	72.4	13869	79.4

\* 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.

JUNE 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**	798	79.1	920	74.9	1406	76.3	408	80.1	1071	78.1
-AMERICAN	475	77.1	519	72.8	903	75.7	198	74.7	475	74.1
-US AIRWAYS	323	82.0	401	77.6	503	77.3	210	85.2	596	81.2
ALASKA	500	88.6	4791	88.6	476	87.2	180	88.9	30	76.7
JETBLUE	118	92.4	240	69.2	444	74.5	120	70.8	500	83.6
DELTA	591	86.1	1434	81.3	1042	80.1	3298	87.8	925	79.4
EXPRESSJET	H/		H/		H/		4	50.0	H/	
FRONTIER	84	76.2	89	68.5	180	73.9	115	64.3	119	73.9
HAWAIIAN	30	80.0	60	85.0	60	80.0	H/		H/	
ENVOY	H/		H/		H/		H/		H/	
SPIRIT****	180	66.7	H/		H/		H/		155	40.6
SKYWEST	571	78.3	1158	84.8	2933	78.9	3988	87.4	H/	
UNITED	777	69.1	1000	60.7	4505	70.5	63	60.3	520	60.8
VIRGIN AMERICA	172	86.6	194	89.7	1454	81.2	H/		H/	
SOUTHWEST***	2942	73.2	1305	72.0	1344	67.9	799	68.0	2412	74.5
TOTAL	6763	76.7	11191	81.1	13844	75.3	8975	84.8	5732	74.6

\* 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.

\*\*\* 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.

JUNE 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	84.0	89.7	67.9	87.0	89.5	77.4	87.1	90.3	73.9	62.5	81.6	83.3	87.3	91.5	85.4	J/	77.2	86.8
700 - 759 AM	91.1	87.0	89.8	86.1	83.9	85.0	84.9	89.2	79.5	78.9	80.2	84.4	85.7	91.7	84.2	78.5	81.5	84.8
800 - 859 AM	90.5	86.2	91.9	90.3	90.7	82.6	84.8	87.8	80.5	92.7	84.5	83.6	89.5	92.3	85.0	85.3	90.8	89.2
900 - 959 AM	89.0	89.9	91.7	85.3	90.1	84.6	85.2	92.3	86.0	81.7	88.9	81.0	92.9	91.0	84.3	80.9	89.3	86.4
1000 - 1059 AM	88.5	89.0	92.3	89.7	90.5	78.2	85.1	81.7	86.9	88.2	84.1	81.7	90.1	87.2	81.1	76.8	87.1	92.0
1100 - 1159 AM	88.8	88.3	86.5	88.1	89.8	79.9	78.8	81.7	83.6	79.6	82.3	79.5	88.9	84.0	79.4	77.7	87.4	84.8
1200 - 1259 PM	84.8	83.7	89.2	91.0	85.6	78.5	83.0	81.6	80.8	89.4	92.4	80.1	90.4	81.4	80.6	74.7	84.8	87.2
100 - 159 PM	86.8	84.6	86.3	88.6	87.1	79.9	81.5	89.9	74.1	84.4	76.6	73.7	81.5	82.9	81.1	74.8	85.2	75.9
200 - 259 PM	86.6	77.5	79.0	87.7	79.8	79.4	79.7	74.2	78.2	80.4	84.6	71.5	85.9	80.5	71.9	72.4	78.3	79.5
300 - 359 PM	82.0	78.4	79.1	81.4	84.2	78.6	74.5	80.0	70.1	78.9	78.5	70.6	87.7	78.6	76.0	65.0	85.2	78.7
400 - 459 PM	73.6	78.7	69.7	72.9	74.1	72.9	72.4	78.5	65.0	80.0	68.4	66.4	78.6	70.4	71.8	65.3	78.3	69.6
500 - 559 PM	69.1	70.8	62.8	73.1	68.3	66.2	69.5	61.3	60.4	72.6	71.3	65.9	79.2	74.4	70.9	57.0	71.3	67.2
600 - 659 PM	73.9	67.9	59.1	71.6	64.8	62.3	66.9	66.8	53.1	70.7	65.9	64.6	67.4	70.3	69.6	53.9	61.1	62.1
700 - 759 PM	68.5	60.2	55.5	68.0	59.4	56.6	65.0	61.9	44.6	70.8	60.5	59.4	67.2	68.0	64.8	49.3	56.2	61.1
800 - 859 PM	67.2	64.6	47.3	71.2	58.4	54.6	65.3	66.7	47.3	51.1	57.9	60.0	64.5	68.7	65.5	44.5	59.5	57.5
900 - 959 PM	66.9	66.7	50.8	70.3	57.2	55.6	62.3	68.1	49.9	52.2	51.5	51.7	56.7	68.6	57.9	46.9	59.9	58.1
1000 - 1059 PM	66.3	56.5	48.2	58.4	57.4	68.5	61.2	53.7	47.2	52.3	67.9	60.5	54.6	54.8	63.4	51.7	63.5	46.7
1100 - 559 AM	63.3	66.6	53.6	67.3	58.5	55.7	69.0	58.1	63.5	58.0	61.4	64.8	74.4	64.1	69.9	56.1	63.9	51.8
TOTAL, ALL ARRIVALS, BY AIRPORT	80.1	75.0	71.4	80.8	73.7	72.3	75.7	75.3	66.4	73.4	71.1	72.0	76.9	77.1	73.5	64.7	74.8	72.9

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

JUNE 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	88.2	89.9	81.2	66.7	81.1	91.3	100.0	89.9	85.8	96.7	76.1	84.6
700 - 759 AM	86.1	77.6	78.6	96.5	85.7	90.4	87.3	90.8	92.0	98.2	96.1	86.4
800 - 859 AM	90.1	84.8	77.0	94.1	88.6	88.2	83.8	93.1	87.3	95.8	90.4	87.4
900 - 959 AM	88.8	87.3	75.5	92.8	81.3	86.5	85.6	89.3	79.3	89.6	90.7	85.7
1000 - 1059 AM	85.9	80.8	76.6	89.4	85.3	88.3	84.5	84.4	76.8	91.0	90.9	84.6
1100 - 1159 AM	84.0	74.5	75.3	86.5	66.7	86.3	85.0	86.6	80.9	82.0	88.1	82.6
1200 - 1259 PM	88.6	87.8	70.9	84.6	88.8	87.5	84.8	87.0	78.7	87.7	82.2	82.9
100 - 159 PM	84.8	83.9	71.9	88.8	85.8	79.6	79.2	84.8	76.6	90.2	86.8	81.7
200 - 259 PM	79.7	84.5	69.5	73.8	81.4	83.1	72.4	83.8	73.6	89.4	82.5	78.8
300 - 359 PM	76.6	71.8	69.2	76.7	73.3	79.2	76.3	82.7	81.0	86.6	74.6	77.8
400 - 459 PM	76.8	76.4	61.5	83.1	70.0	71.5	65.9	83.1	69.5	86.7	78.1	72.5
500 - 559 PM	64.9	67.5	60.9	84.0	62.9	80.2	76.1	76.5	74.9	72.6	73.9	69.3
600 - 659 PM	67.5	76.3	48.4	71.0	60.6	72.6	72.1	77.7	74.0	79.3	64.5	66.6
700 - 759 PM	61.8	63.8	50.2	76.5	61.0	73.4	69.3	73.7	70.6	79.5	65.7	63.8
800 - 859 PM	62.1	73.7	51.4	75.9	49.0	70.5	72.8	80.8	68.3	72.9	58.5	63.1
900 - 959 PM	73.8	64.0	51.0	61.3	61.7	67.9	65.1	75.5	67.5	75.9	60.1	61.5
1000 - 1059 PM	66.9	55.3	54.5	72.2	63.0	65.8	68.6	71.3	67.7	68.0	57.7	60.6
1100 - 559 AM	64.9	67.0	66.2	60.1	57.1	60.1	74.5	72.1	67.9	61.6	56.4	64.3
TOTAL, ALL ARRIVALS, BY AIRPORT	76.7	78.1	66.2	78.5	72.4	79.4	76.7	81.1	75.3	84.8	74.6	74.8

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

JUNE 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	84.0	94.4	89.1	87.7	92.4	93.4	82.1	84.2	86.3	96.9	88.4	76.3	92.9	91.8	91.0	89.4	90.9	87.9
700 - 759 AM	87.3	91.1	86.6	92.3	90.0	86.8	82.9	84.9	86.9	86.0	92.5	84.3	91.5	89.6	88.5	90.9	89.1	85.8
800 - 859 AM	89.9	85.7	80.1	86.8	90.2	86.0	83.5	87.7	82.2	83.8	84.2	78.0	89.6	84.8	82.9	83.3	86.2	77.4
900 - 959 AM	87.4	86.1	81.3	87.9	88.9	79.0	78.8	84.0	77.2	88.2	88.6	79.6	89.6	86.2	76.9	84.7	83.5	79.1
1000 - 1059 AM	87.2	84.7	86.4	81.5	85.9	78.4	77.9	89.6	84.1	83.6	83.3	75.2	86.5	83.2	77.3	78.1	86.7	78.7
1100 - 1159 AM	84.0	84.4	81.6	87.5	90.7	69.8	74.7	73.0	78.0	79.6	72.5	76.7	89.9	78.4	73.6	79.2	82.0	72.8
1200 - 1259 PM	82.8	84.8	77.4	77.8	84.1	71.5	69.4	85.6	75.8	81.4	74.6	72.2	85.7	72.2	70.2	76.2	81.6	68.3
100 - 159 PM	77.7	78.8	76.0	83.4	81.1	67.7	74.5	82.6	70.8	79.3	84.6	72.5	82.8	69.3	73.6	77.9	71.5	67.1
200 - 259 PM	80.0	74.7	59.9	78.4	81.7	72.7	68.8	75.6	62.6	77.0	67.4	63.5	78.1	67.4	72.9	70.9	75.4	52.6
300 - 359 PM	77.1	70.1	62.5	71.8	75.3	70.6	70.6	71.9	60.5	67.7	76.7	65.5	78.0	63.6	68.1	68.8	63.3	65.6
400 - 459 PM	69.9	72.6	59.4	75.2	66.2	68.6	62.2	68.2	57.9	68.6	63.5	60.5	78.7	63.6	71.9	63.0	64.0	52.9
500 - 559 PM	62.8	62.6	48.6	64.3	64.1	64.5	66.5	74.2	55.8	62.7	53.2	55.8	75.6	57.2	71.9	56.8	62.9	49.0
600 - 659 PM	62.0	66.7	43.0	63.6	61.2	57.6	59.2	56.0	44.8	67.0	57.7	53.5	69.4	62.9	68.3	51.5	51.9	51.2
700 - 759 PM	69.8	60.1	47.6	56.6	61.8	53.7	61.7	65.7	40.5	66.9	52.2	56.1	66.3	48.0	66.3	53.0	48.0	45.4
800 - 859 PM	64.7	60.6	39.5	65.2	58.0	51.0	61.1	66.8	34.8	65.1	40.5	48.8	68.2	50.9	58.6	45.5	51.3	42.6
900 - 959 PM	61.3	60.8	32.2	61.5	58.7	48.4	66.6	69.6	40.8	44.7	64.7	55.8	60.6	58.9	64.2	46.1	52.8	44.0
1000 - 1059 PM	63.4	J/	40.0	70.1	75.0	51.7	62.5	100.0	36.2	61.5	45.3	42.6	49.4	63.8	68.1	46.7	50.0	43.4
1100 - 559 AM	75.4	92.4	82.7	86.3	94.0	84.5	79.4	97.4	85.1	88.0	91.7	82.8	74.3	71.6	72.9	89.7	85.1	91.5
TOTAL, ALL DEPARTURES, BY AIRPORT	76.2	78.6	65.5	76.8	78.4	69.9	70.9	77.4	66.0	75.6	69.1	67.8	79.7	71.5	74.1	71.5	72.1	63.5

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

JUNE 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	88.8	89.4	79.5	94.4	89.7	92.2	91.8	94.2	91.3	90.2	97.1	89.7
700 - 759 AM	87.5	91.0	78.5	89.3	87.9	89.1	90.8	89.8	90.8	89.9	90.1	87.3
800 - 859 AM	90.4	81.7	75.9	92.5	89.9	86.0	83.1	91.0	85.1	91.8	89.7	85.1
900 - 959 AM	86.1	85.5	70.7	90.6	82.5	82.4	80.2	89.3	79.8	89.9	85.5	82.6
1000 - 1059 AM	82.8	85.9	71.9	88.3	83.8	82.3	83.6	80.8	70.9	88.0	88.6	81.2
1100 - 1159 AM	80.8	80.9	67.6	86.5	84.5	74.5	76.2	76.5	75.5	90.6	82.0	79.0
1200 - 1259 PM	75.0	63.9	69.9	79.7	76.7	77.8	74.4	80.0	73.8	75.4	74.7	75.7
100 - 159 PM	75.4	80.5	65.2	75.8	80.6	76.4	74.7	72.3	67.9	85.0	79.1	74.5
200 - 259 PM	71.8	80.8	62.6	77.4	84.0	69.1	74.4	81.8	69.3	76.5	72.8	72.1
300 - 359 PM	73.1	79.8	59.4	80.3	73.0	71.8	66.2	76.9	65.4	85.7	66.2	70.4
400 - 459 PM	65.7	59.2	60.6	68.1	68.3	68.5	65.0	80.7	68.5	74.4	58.9	66.7
500 - 559 PM	62.5	74.5	55.6	80.5	58.7	61.2	69.3	73.9	70.9	82.2	59.9	63.8
600 - 659 PM	62.9	57.2	54.3	75.3	63.4	71.5	72.5	75.7	74.8	67.7	57.2	61.1
700 - 759 PM	67.4	77.2	45.7	68.0	51.3	55.9	67.6	81.4	68.5	25.0	59.7	60.5
800 - 859 PM	68.7	63.3	50.5	84.1	62.7	68.0	68.7	79.1	71.9	82.8	61.6	59.7
900 - 959 PM	62.1	75.7	53.5	73.5	61.2	59.2	69.6	74.2	75.9	86.9	58.2	60.7
1000 - 1059 PM	33.3	84.3	56.2	82.8	76.5	58.4	84.7	75.4	70.1	78.1	39.7	62.2
1100 - 559 AM	70.3	92.2	83.1	82.2	89.2	83.2	J/	83.7	77.8	81.3	90.6	80.9
TOTAL, ALL DEPARTURES, BY AIRPORT	73.8	80.0	63.8	82.9	75.7	75.4	77.3	81.7	74.9	85.3	74.7	73.4

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

JUNE 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

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

FRONTIER	1120	May	LAS-CVG	2245	31	18	58.06	95.56
FRONTIER	1120	Jun	LAS-CVG	2250	30	21	70.00	104.89
FRONTIER	1265	May	ORD-LAS	2010	31	19	61.29	74.21
FRONTIER	1265	Jun	ORD-LAS	2010	30	20	66.67	93.90
FRONTIER	1265	May	PHL-ORD	1810	31	18	58.06	101.28
FRONTIER	1265	Jun	PHL-ORD	1755	30	21	70.00	107.30
SOUTHWEST	3765	May	HOU-EWR	1725	26	17	65.38	90.00
SOUTHWEST	4295	Jun	HOU-EWR	1725	26	14	53.85	123.43

\* 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>

JUNE 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 TWO CONSECUTIVE MONTHS (CONTINUE)

SPIRIT	770	May	ATL-DTW	1605	31	19	61.29	96.56
SPIRIT	770	Jun	ATL-DTW	1605	17	13	76.47	113.38
SPIRIT	805	May	ATL-LAS	2131	25	16	64.00	77.20
SPIRIT	805	Jun	ATL-LAS	2137	30	19	63.33	91.44
SPIRIT	976	May	DEN-DTW	1959	31	17	54.84	88.31
SPIRIT	976	Jun	DEN-DTW	1959	30	18	60.00	126.79
SPIRIT	742	May	DFW-MSP	1535	31	18	58.06	108.72
SPIRIT	742	Jun	DFW-MSP	1535	30	16	53.33	79.33
SPIRIT	940	May	DFW-ORD	607	31	16	51.61	77.44
SPIRIT	940	Jun	DFW-ORD	610	30	16	53.33	62.77
SPIRIT	567	May	DTW-ATL	1842	31	19	61.29	68.88
SPIRIT	567	Jun	DTW-ATL	1859	30	17	56.67	111.82
SPIRIT	615	May	FLL-TPA	2150	31	17	54.84	103.06
SPIRIT	615	Jun	FLL-TPA	2150	30	22	73.33	100.11
SPIRIT	713	May	IAH-DEN	1739	31	20	64.52	87.32
SPIRIT	713	Jun	IAH-DEN	1739	30	17	56.67	140.71
SPIRIT	906	May	IAH-DTW	1900	25	21	84.00	109.00
SPIRIT	906	Jun	IAH-DTW	1905	30	25	83.33	92.68
SPIRIT	327	May	IAH-LAX	1425	25	20	80.00	111.90
SPIRIT	327	Jun	IAH-LAX	1425	30	17	56.67	127.88
SPIRIT	832	May	IAH-MCO	1318	31	16	51.61	71.63
SPIRIT	832	Jun	IAH-MCO	1318	30	17	56.67	96.06

\* 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 (CONTINUED)

SPIRIT	500	May	IAH-ORD	1839	31	26	83.87	108.92
SPIRIT	500	Jun	IAH-ORD	1839	30	23	76.67	108.50
SPIRIT	314	May	IAH-TPA	1250	24	17	70.83	72.13
SPIRIT	314	Jun	IAH-TPA	1250	16	11	68.75	80.67
SPIRIT	806	May	LAS-ATL	2340	25	14	56.00	80.17
SPIRIT	806	Jun	LAS-ATL	2340	30	18	60.00	84.06
SPIRIT	709	May	LAX-DTW	2158	31	18	58.06	75.41
SPIRIT	709	Jun	LAX-DTW	2158	30	20	66.67	140.67
SPIRIT	736	May	LAX-ORD	1700	31	21	67.74	122.33
SPIRIT	736	Jun	LAX-ORD	1700	30	27	90.00	105.08
SPIRIT	331	May	LGA-ORD	2155	31	20	64.52	73.89
SPIRIT	331	Jun	LGA-ORD	2155	30	22	73.33	86.50
SPIRIT	912	May	MCO-ORD	1726	31	16	51.61	76.38
SPIRIT	912	Jun	MCO-ORD	1726	30	21	70.00	135.21
SPIRIT	612	May	MSP-ORD	604	31	16	51.61	107.87
SPIRIT	612	Jun	MSP-ORD	604	30	25	83.33	110.90
SPIRIT	614	May	MSP-ORD	1832	31	19	61.29	81.47
SPIRIT	614	Jun	MSP-ORD	1832	30	20	66.67	108.80
SPIRIT	992	May	MSY-ORD	1755	31	20	64.52	92.32
SPIRIT	992	Jun	MSY-ORD	1755	30	23	76.67	124.16
SPIRIT	708	May	ORD-BOS	1336	31	16	51.61	84.69
SPIRIT	708	Jun	ORD-BOS	1336	30	20	66.67	93.82

\* 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)

SPIRIT	968	May	ORD-BWI	2105	31	22	70.97	84.62
SPIRIT	968	Jun	ORD-BWI	2105	30	21	70.00	105.18
SPIRIT	853	May	ORD-DEN	2155	31	26	83.87	109.73
SPIRIT	853	Jun	ORD-DEN	2155	30	24	80.00	119.50
SPIRIT	893	May	ORD-DFW	925	31	19	61.29	93.16
SPIRIT	893	Jun	ORD-DFW	925	30	17	56.67	82.79
SPIRIT	903	May	ORD-DFW	2008	31	21	67.74	83.58
SPIRIT	903	Jun	ORD-DFW	2008	30	21	70.00	146.88
SPIRIT	456	May	ORD-FLL	700	31	17	54.84	118.94
SPIRIT	456	Jun	ORD-FLL	700	30	24	80.00	81.79
SPIRIT	595	May	ORD-IAH	925	31	18	58.06	93.82
SPIRIT	595	Jun	ORD-IAH	925	30	18	60.00	106.81
SPIRIT	630	May	ORD-LGA	1759	31	19	61.29	77.24
SPIRIT	630	Jun	ORD-LGA	1759	30	20	66.67	92.55
SPIRIT	729	May	ORD-TPA	1515	18	10	55.56	113.11
SPIRIT	729	Jun	ORD-TPA	1515	17	14	82.35	148.14
SPIRIT	654	May	PDX-ORD	2355	31	16	51.61	91.42
SPIRIT	654	Jun	PDX-ORD	2355	30	19	63.33	89.06
SPIRIT	646	May	TPA-DTW	1935	18	11	61.11	106.90
SPIRIT	646	Jun	TPA-DTW	1935	17	15	88.24	139.13
SPIRIT	315	May	TPA-IAH	1635	24	21	87.50	99.83
SPIRIT	315	Jun	TPA-IAH	1635	16	12	75.00	106.10

\* 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 / 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
SPIRIT***	322	76	23.6
FRONTIER	272	11	4.0
SOUTHWEST**	3,779	147	3.9
UNITED	1,512	46	3.0
ENVOY	868	12	1.4
EXPRESSJET	1,687	14	0.8
SKYWEST	1,705	9	0.5
JETBLUE	750	2	0.3
DELTA	2,669	5	0.2
AMERICAN*	2,711	3	0.1
-AMERICAN	1,512	2	0.1
-US AIRWAYS	1,199	1	0.1
ALASKA	507	0	0.0
HAWAIIAN	218	0	0.0
VIRGIN AMERICA	180	0	0.0
TOTAL	17,180	325	1.9

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)	81.7	86.7	60	60
ABILENE TX (ABI)	75.7	85.9	206	206
ADAK ISLAND AK (ADK)	87.5	37.5	8	8
AGUADILLA PR (BQN)	66.0	70.9	150	151
AKRON OH (CAK)	70.1	80.3	559	559
ALBANY GA (ABY)	80.5	71.4	77	77
ALBANY NY (ALB)	70.1	85.0	638	638
ALBUQUERQUE NM (ABQ)	74.2	78.1	1,905	1,903
ALEXANDRIA LA (AEX)	69.3	80.4	296	296
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	75.6	82.8	205	204
ALPENA MI (APN)	88.5	84.6	52	52
AMARILLO TX (AMA)	74.3	81.3	478	476
ANCHORAGE AK (ANC)	79.9	85.8	1,894	1,891
APPLETON WI (ATW)	71.9	74.7	224	225
ARCATA/EUREKA CA (ACV)	71.8	81.8	110	110
ARLINGTON VA (DCA)	73.7	78.4	6,699	6,698
ASHEVILLE NC (AVL)	75.6	77.6	320	321
ASPEN CO (ASE)	63.3	72.6	237	234
ATLANTA GA (ATL)	80.1	76.2	32,739	32,735
ATLANTIC CITY NJ (ACY)	60.6	58.2	330	330
AUGUSTA GA (AGS)	75.7	80.4	218	219
AUSTIN TX (AUS)	75.0	79.8	4,060	4,058
BAKERSFIELD CA (BFL)	75.2	78.6	262	262
BALTIMORE MD (BWI)	71.4	65.5	8,419	8,422
BANGOR ME (BGR)	75.0	88.6	44	44
BARROW AK (BRW)	79.5	79.5	78	78
BATON ROUGE LA (BTR)	69.2	74.7	660	660
BEAUMONT/PORT ARTHUR TX (BPT)	65.6	77.8	90	90
BELLINGHAM WA (BLI)	100.0	100.0	17	19
BEMIDJI MN (BJI)	90.0	93.3	60	60
BEND/REDMOND OR (RDM)	78.4	82.3	227	226
BETHEL AK (BET)	89.0	87.8	82	82
BILLINGS MT (BIL)	83.5	92.1	278	279
BINGHAMTON NY (BGM)	86.4	88.4	44	43
BIRMINGHAM AL (BHM)	74.1	79.8	1,219	1,216
BISMARCK/MANDAN ND (BIS)	73.7	79.9	327	328
BLOOMINGTON/NORMAL IL (BMI)	70.6	82.9	269	269
BOISE ID (BOI)	76.4	83.3	1,137	1,138
BOSTON MA (BOS)	75.0	78.6	10,544	10,544
BOZEMAN MT (BZN)	81.6	85.2	365	364
BRAINERD MN (BRD)	92.3	94.2	52	52
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	82.1	82.1	196	196
BROWNSVILLE TX (BRO)	69.4	79.2	235	236

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	79.2	81.8	77	77
BUFFALO NY (BUF)	72.9	80.3	1,636	1,635
BURBANK CA (BUR)	78.7	83.4	1,736	1,736
BURLINGTON VT (BTV)	66.3	71.4	273	273
BUTTE MT (BTM)	95.0	95.0	60	60
CASPER WY (CPR)	86.9	82.8	168	169
CEDAR CITY UT (CDC)	90.4	94.2	52	52
CEDAR RAPIDS/IOWA CITY IA (CID)	70.6	74.4	664	664
CHAMPAIGN/URBANA IL (CMI)	72.2	82.4	176	176
CHANTILLY VA (IAD)	71.1	69.1	3,382	3,382
CHARLESTON SC (CHS)	75.6	74.8	1,096	1,097
CHARLESTON/DUNBAR WV (CRW)	72.2	73.9	230	230
CHARLOTTE AMALIE VI (STT)	79.9	77.3	384	384
CHARLOTTE NC (CLT)	80.8	76.8	9,020	9,022
CHARLOTTESVILLE VA (CHO)	76.0	75.4	179	179
CHATTANOOGA TN (CHA)	70.2	76.8	399	400
CHICAGO IL (MDW)	72.9	63.5	7,986	7,989
CHICAGO IL (ORD)	66.2	63.8	27,590	27,591
CHRISTIANSTED VI (STX)	82.3	84.4	96	96
CLEVELAND OH (CLE)	71.5	75.8	3,307	3,311
CODY WY (COD)	78.7	80.9	89	89
COLLEGE STATION/BRYAN TX (CLL)	76.6	84.5	231	232
COLORADO SPRINGS CO (COS)	69.4	78.9	679	679
COLUMBIA MO (COU)	52.1	64.7	119	119
COLUMBIA SC (CAE)	71.9	78.7	459	460
COLUMBUS GA (CSG)	78.9	89.5	76	76
COLUMBUS MS (GTR)	74.4	88.4	86	86
COLUMBUS OH (CMH)	71.7	75.6	2,330	2,331
CORDOVA AK (CDV)	81.7	86.7	60	60
CORPUS CHRISTI TX (CRP)	71.9	80.2	377	379
COVINGTON KY (CVG)	72.3	75.3	1,976	1,979
DALLAS TX (DAL)	75.5	68.3	5,407	5,409
DALLAS/FORT WORTH TX (DFW)	75.7	70.9	22,575	22,573
DAYTON OH (DAY)	71.2	74.0	824	824
DAYTONA BEACH FL (DAB)	80.0	86.0	150	150
DEADHORSE AK (SCC)	84.6	85.9	78	78
DENVER CO (DEN)	72.3	69.9	18,684	18,667
DES MOINES IA (DSM)	65.0	73.6	777	776
DETROIT MI (DTW)	75.3	77.4	9,824	9,823
DEVILS LAKE ND (DVL)	85.1	87.2	47	47
DICKINSON ND (DIK)	82.1	89.7	67	68
DILLINGHAM AK (DLG)	91.7	79.2	24	24
DOTHAN AL (DHN)	76.7	81.0	116	116

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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.
DUBUQUE IA (DBQ)	72.1	82.6	86	86
DULUTH MN (DLH)	75.8	78.9	182	180
DURANGO CO (DRO)	75.4	83.2	207	208
EAGLE CO (EGE)	63.3	89.7	30	29
EAU CLAIRE WI (EAU)	71.7	71.7	60	60
EL PASO TX (ELP)	71.3	80.8	1,134	1,133
ELKO NV (EKO)	96.4	94.6	56	56
ELMIRA/CORNING NY (ELM)	76.6	78.7	188	188
ERIE PA (ERI)	68.3	80.0	60	60
ESCANABA MI (ESC)	84.6	82.7	52	52
EUGENE OR (EUG)	81.6	86.5	348	348
EVANSVILLE IN (EVV)	71.6	75.9	395	395
FAIRBANKS AK (FAI)	76.2	82.3	265	265
FARGO ND (FAR)	74.5	80.5	560	559
FAYETTEVILLE AR (XNA)	67.8	73.7	902	901
FAYETTEVILLE NC (FAY)	83.6	87.7	146	146
FLAGSTAFF AZ (FLG)	79.8	83.8	173	173
FLINT MI (FNT)	73.0	82.9	455	455
FORT LAUDERDALE FL (FLL)	73.4	75.6	6,259	6,263
FORT MYERS FL (RSW)	76.8	80.7	1,721	1,721
FORT SMITH AR (FSM)	68.2	82.7	173	173
FORT WAYNE IN (FWA)	74.1	79.9	502	502
FRESNO CA (FAT)	80.3	81.2	628	629
GAINESVILLE FL (GNV)	68.9	76.6	244	244
GARDEN CITY KS (GCK)	73.3	85.0	60	60
GILLETTE WY (GCC)	82.6	90.7	86	86
GRAND FORKS ND (GFK)	90.2	87.7	82	81
GRAND ISLAND NE (GRI)	78.6	83.9	56	56
GRAND JUNCTION CO (GJT)	80.6	86.1	345	345
GRAND RAPIDS MI (GRR)	75.8	81.2	977	978
GREAT FALLS MT (GTF)	85.0	92.3	207	207
GREEN BAY WI (GRB)	77.5	78.4	503	501
GREENSBORO/HIGH POINT NC (GSO)	76.2	76.5	576	578
GREER SC (GSP)	71.3	77.9	609	611
GUAM TT (GUM)	80.0	63.3	30	30
GULFPORT/BILOXI MS (GPT)	71.8	75.6	348	348
GUNNISON CO (GUC)	42.1	57.9	19	19
GUSTAVUS AK (GST)	70.8	70.8	24	24
HANCOCK/HOUGHTON MI (CMX)	65.0	85.0	60	60
HARLINGEN/SAN BENITO TX (HRL)	75.3	85.7	279	279
HARRISBURG PA (MDT)	70.4	77.4	291	292
HARTFORD CT (BDL)	72.5	80.3	1,792	1,796
HATTIESBURG/LAUREL MS (PIB)	67.3	78.8	52	52

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HAYDEN CO (HDN)	66.7	100.0	6	5
HAYS KS (HYS)	90.4	80.8	52	52
HELENA MT (HLN)	84.2	91.4	139	139
HIBBING MN (HIB)	81.5	80.2	81	81
HILO HI (ITO)	94.3	96.1	543	543
HOBBS NM (HOB)	71.4	87.5	56	56
HONOLULU HI (HNL)	83.7	91.3	4,140	4,140
HOUSTON TX (HOU)	74.3	67.5	4,908	4,910
HOUSTON TX (IAH)	72.0	67.8	14,207	14,199
HUNTSVILLE AL (HSV)	71.0	77.6	445	447
HYANNIS MA (HYA)	84.6	76.9	13	13
IDAHO FALLS ID (IDA)	86.0	89.0	229	228
INDIANAPOLIS IN (IND)	74.3	77.9	2,421	2,418
INTERNATIONAL FALLS MN (INL)	86.8	83.0	53	53
IRON MOUNTAIN/KINGSFID MI (IMT)	85.7	91.1	56	56
ISLIP NY (ISP)	71.8	79.5	404	404
JACKSON WY (JAC)	75.4	82.5	341	338
JACKSON/VICKSBURG MS (JAN)	73.9	79.5	696	696
JACKSONVILLE FL (JAX)	73.7	78.1	1,692	1,692
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	68.9	79.6	103	103
JAMESTOWN ND (JMS)	84.9	86.3	73	73
JOPLIN MO (JLN)	66.7	80.0	60	60
JUNEAU AK (JNU)	81.4	85.7	484	483
KAHULUI HI (OGG)	85.2	87.8	1,942	1,943
KALAMAZOO MI (AZO)	77.0	77.0	161	161
KALISPELL MT (FCA)	84.6	89.1	201	201
KANSAS CITY MO (MCI)	71.9	75.4	3,843	3,845
KETCHIKAN AK (KTN)	78.8	84.1	264	264
KEY WEST FL (EYW)	81.0	80.3	147	147
KILLEEN TX (GRK)	73.3	78.6	378	378
KING SALMON AK (AKN)	70.8	83.3	24	24
KNOXVILLE TN (TYS)	63.6	73.1	681	680
KODIAK AK (ADQ)	82.5	84.2	57	57
KONA HI (KOA)	91.2	93.9	1,125	1,125
KOTZEBUE AK (OTZ)	88.3	91.7	60	60
LA CROSSE WI (LSE)	76.5	77.0	162	161
LAFAYETTE LA (LFT)	74.7	80.2	505	505
LAKE CHARLES LA (LCH)	74.4	78.4	176	176
LANSING MI (LAN)	74.4	80.6	160	160
LARAMIE WY (LAR)	81.1	84.6	53	52
LAREDO TX (LRD)	75.2	78.2	202	202
LAS VEGAS NV (LAS)	77.1	71.5	12,354	12,362
LATROBE PA (LBE)	54.9	60.6	142	142

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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.
LAWTON/FORT SILL OK (LAW)	70.0	73.3	120	120
LEWISTON ID (LWS)	96.4	98.2	56	56
LEXINGTON KY (LEX)	74.7	79.2	616	616
LIHUE HI (LIH)	91.6	93.8	1,039	1,040
LINCOLN NE (LNK)	72.6	79.0	208	210
LITTLE ROCK AR (LIT)	67.1	74.3	1,066	1,065
LONG BEACH CA (LGB)	84.5	82.9	865	865
LONGVIEW TX (GGG)	73.3	76.7	60	60
LOS ANGELES CA (LAX)	73.5	74.1	18,542	18,533
LOUISVILLE KY (SDF)	75.2	78.0	994	995
LUBBOCK TX (LBB)	72.0	85.4	396	396
MADISON WI (MSN)	72.1	77.9	911	913
MANCHESTER NH (MHT)	69.9	80.1	604	603
MANHATTAN/FT. RILEY KS (MHK)	74.7	80.7	150	150
MARQUETTE MI (MQT)	61.5	76.9	26	26
MARTHA'S VINEYARD MA (MVY)	81.6	65.8	38	38
MEDFORD OR (MFR)	82.8	86.7	209	210
MELBOURNE FL (MLB)	79.4	78.7	136	136
MEMPHIS TN (MEM)	71.6	75.4	1,323	1,324
MERIDIAN MS (MEI)	67.1	69.5	82	82
MIAMI FL (MIA)	76.7	73.8	6,165	6,164
MIDLAND/ODESSA TX (MAF)	70.1	75.7	642	645
MILWAUKEE WI (MKE)	74.2	78.8	2,800	2,800
MINNEAPOLIS MN (MSP)	78.1	80.0	11,370	11,365
MINOT ND (MOT)	81.1	85.1	180	181
MISSION/MCALLEN/EDINBURG TX (MFE)	74.3	77.1	339	340
MISSOULA MT (MSO)	84.5	88.0	233	234
MOBILE AL (MOB)	74.9	80.3	467	466
MOLINE IL (MLI)	64.3	74.2	336	337
MONROE LA (MLU)	72.7	79.4	282	282
MONTEREY CA (MRY)	71.9	74.9	267	267
MONTGOMERY AL (MGM)	69.8	75.7	288	288
MONTROSE/DELTA CO (MTJ)	73.6	83.7	87	86
MOSINEE WI (CWA)	66.7	81.9	117	116
MUSKEGON MI (MKG)	70.0	68.3	60	60
MYRTLE BEACH SC (MYR)	70.7	71.2	570	570
NANTUCKET MA (ACK)	68.2	63.6	88	88
NASHVILLE TN (BNA)	74.0	73.6	4,585	4,584
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	76.6	87.2	47	47
NEW ORLEANS LA (MSY)	75.3	75.6	3,499	3,504
NEW YORK NY (JFK)	76.9	79.7	8,844	8,843
NEW YORK NY (LGA)	64.7	71.5	9,162	9,154
NEWARK NJ (EWR)	66.4	66.0	9,609	9,611

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
NEWBURGH/POUGHKEEPSIE NY (SWF)	85.2	87.3	61	63
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	71.6	77.1	109	109
NIAGARA FALLS NY (IAG)	64.0	65.4	25	26
NOME AK (OME)	85.0	85.0	60	60
NORFOLK VA (ORF)	72.3	75.9	876	876
NORTH BEND/COOS BAY OR (OTH)	93.8	87.5	32	32
OAKLAND CA (OAK)	75.0	73.5	4,054	4,053
OKLAHOMA CITY OK (OKC)	69.4	76.5	1,522	1,523
OMAHA NE (OMA)	70.2	76.2	1,483	1,488
ONTARIO CA (ONT)	73.0	78.3	1,692	1,693
ORLANDO FL (MCO)	74.8	72.1	10,261	10,265
PADUCAH KY (PAH)	63.3	80.0	60	60
PAGO PAGO TT (PPG)	90.9	90.9	11	11
PALM SPRINGS CA (PSP)	81.2	83.2	457	458
PANAMA CITY FL (ECP)	77.5	84.1	453	453
PASCO/KENNEWICK/RICHLAND WA (PSC)	78.0	84.6	200	201
PELLSTON MI (PLN)	90.8	90.8	87	87
PENSACOLA FL (PNS)	74.9	79.3	696	694
PEORIA IL (PIA)	71.9	73.6	381	383
PETERSBURG AK (PSG)	73.3	75.0	60	60
PHILADELPHIA PA (PHL)	72.4	75.7	6,246	6,243
PHOENIX AZ (PHX)	79.4	75.4	13,869	13,871
PITTSBURGH PA (PIT)	72.5	80.3	2,312	2,314
PLATTSBURGH NY (PBG)	66.7	66.7	21	21
POCATELLO ID (PIH)	92.9	100.0	56	56
PONCE PR (PSE)	65.8	79.2	73	72
PORTLAND ME (PWM)	75.3	79.2	554	553
PORTLAND OR (PDX)	78.5	82.9	4,711	4,707
PROVIDENCE RI (PVD)	72.3	78.9	986	986
PUEBLO CO (PUB)	100.0	83.3	6	6
RALEIGH/DURHAM NC (RDU)	72.0	73.9	3,196	3,193
RAPID CITY SD (RAP)	74.6	81.4	409	408
REDDING CA (RDD)	65.0	66.7	60	60
RENO NV (RNO)	75.4	78.9	1,359	1,358
RHINELANDER WI (RHI)	89.5	88.4	86	86
RICHMOND VA (RIC)	71.3	76.5	1,452	1,451
ROANOKE VA (ROA)	75.0	74.1	228	228
ROCHESTER MN (RST)	78.2	81.2	197	197
ROCHESTER NY (ROC)	74.3	78.4	641	645
ROCK SPRINGS WY (RKS)	67.9	78.6	56	56
ROSWELL NM (ROW)	73.3	84.4	90	90
SACRAMENTO CA (SMF)	74.9	78.0	3,549	3,552
SAGINAW/BAY CITY/MIDLAND MI (MBS)	76.7	78.0	159	159

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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.
SALT LAKE CITY UT (SLC)	84.8	85.3	8,975	8,980
SAN ANGELO TX (SJT)	78.1	87.7	146	146
SAN ANTONIO TX (SAT)	72.7	78.3	2,965	2,970
SAN DIEGO CA (SAN)	76.7	77.3	6,763	6,767
SAN FRANCISCO CA (SFO)	75.3	74.9	13,844	13,846
SAN JOSE CA (SJC)	77.4	79.8	3,723	3,722
SAN JUAN PR (SJU)	77.7	81.0	2,333	2,328
SAN LUIS OBISPO CA (SBP)	84.2	85.0	240	240
SANTA ANA CA (SNA)	81.6	81.3	3,369	3,370
SANTA BARBARA CA (SBA)	79.8	82.7	598	596
SANTA FE NM (SAF)	75.0	80.4	184	184
SANTA MARIA CA (SMX)	86.7	91.7	60	60
SARASOTA/BRADENTON FL (SRQ)	84.6	84.0	293	293
SAULT STE. MARIE MI (CIU)	72.7	87.0	22	23
SAVANNAH GA (SAV)	74.1	72.7	762	762
SCRANTON/WILKES-BARRE PA (AVP)	67.0	75.9	115	116
SEATTLE WA (SEA)	81.1	81.7	11,191	11,186
SHREVEPORT LA (SHV)	71.3	75.2	581	581
SIOUX CITY IA (SUX)	69.6	80.4	56	56
SIOUX FALLS SD (FSD)	70.7	76.6	518	518
SITKA AK (SIT)	85.1	93.7	174	174
SOUTH BEND IN (SBN)	76.9	79.4	403	403
SPOKANE WA (GEG)	79.5	86.2	902	903
SPRINGFIELD IL (SPI)	65.3	79.3	150	150
SPRINGFIELD MO (SGF)	70.8	78.8	653	652
ST. AUGUSTINE FL (UST)	61.5	61.5	13	13
ST. GEORGE UT (SGU)	78.7	89.3	150	150
ST. LOUIS MO (STL)	73.0	71.4	4,442	4,441

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
STATE COLLEGE PA (SCE)	54.7	76.5	86	85
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	85.9	90.8	78	76
SYRACUSE NY (SYR)	74.2	83.5	485	485
TALLAHASSEE FL (TLH)	74.2	77.7	283	283
TAMPA FL (TPA)	74.6	74.7	5,732	5,737
TEXARKANA AR (TXK)	81.1	86.7	90	90
TOLEDO OH (TOL)	80.0	83.3	90	90
TRAVERSE CITY MI (TVC)	76.3	84.3	304	305
TRENTON NJ (TTN)	71.1	80.7	270	270
TUCSON AZ (TUS)	74.4	81.7	1,253	1,253
TULSA OK (TUL)	71.1	75.5	1,304	1,304
TWIN FALLS ID (TWF)	97.7	100.0	86	86
TYLER TX (TYR)	70.7	74.1	225	224
VALDOSTA GA (VLD)	79.1	81.4	86	86
VALPARAISO FL (VPS)	71.2	74.2	532	531
WACO TX (ACT)	70.5	76.7	146	146
WATERLOO IA (ALO)	76.8	82.1	56	56
WEST PALM BEACH/PALM BEACH FL (PBI)	73.9	76.4	1,625	1,626
WEST YELLOWSTONE MT (WYS)	92.2	92.2	51	51
WHITE PLAINS NY (HPN)	71.4	74.7	685	681
WICHITA FALLS TX (SPS)	73.3	80.0	120	120
WICHITA KS (ICT)	69.3	70.0	831	831
WILLISTON ND (ISN)	83.3	88.3	239	240
WILMINGTON NC (ILM)	73.6	84.5	193	193
WORCESTER MA (ORH)	93.3	91.7	60	60
WRANGELL AK (WRG)	70.0	75.0	60	60
YAKUTAT AK (YAK)	81.7	85.0	60	60
YUMA AZ (YUM)	80.7	86.0	171	171

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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	12	13,232	677	5.1	122	25,407	1,326	5.2
SPIRIT***	19	8,081	403	5.0	33	9,826	479	4.9
EXPRESSJET	19	25,600	914	3.6	175	49,119	1,742	3.5
UNITED	27	39,650	938	2.4	79	46,084	1,105	2.4
SKYWEST	22	28,603	597	2.1	176	50,307	1,108	2.2
SOUTHWEST**	24	59,141	1,114	1.9	86	109,776	1,884	1.7
AMERICAN*	28	65,876	725	1.1	87	78,660	861	1.1
-AMERICAN	28	36,431	438	1.2	78	44,360	539	1.2
-US AIRWAYS	27	29,445	287	1.0	70	34,300	322	0.9
JETBLUE	24	15,972	151	0.9	63	22,558	231	1.0
FRONTIER	24	6,194	35	0.6	49	7,893	54	0.7
VIRGIN AMERICA	15	4,544	15	0.3	17	5,260	21	0.4
ALASKA	24	9,617	28	0.3	63	15,075	60	0.4
DELTA	29	58,553	176	0.3	151	77,255	239	0.3
HAWAIIAN	8	479	0	0.0	17	6,677	10	0.1
Total		335,542	5,773	1.7	Total	503,897	9,120	1.8

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

\* 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
SPIRIT***	357	144	40.30
ENVOY	1,787	441	24.60
EXPRESSJET	3,769	573	15.20
UNITED	4,946	533	10.70
SKYWEST	3,618	359	9.90
SOUTHWEST**	13,935	912	6.50
JETBLUE	846	53	6.20
FRONTIER	301	14	4.60
AMERICAN*	3,949	174	4.41
-AMERICAN	1,952	86	4.40
-US AIRWAYS	1,997	88	4.40
ALASKA	648	13	2.00
DELTA	4,769	34	0.70
VIRGIN AMERICA	205	0	0.00
HAWAIIAN	246	0	0.00
TOTAL	39,376	3,250	8.25

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**	78660	60745	77.22%	861	1.09%	296	0.38%	5193	6.60%	682	0.87%	5642	7.17%	53	0.07%	5188	6.60%
-AMERICAN	44360	33807	76.21%	539	1.22%	207	0.47%	3019	6.80%	450	1.01%	2859	6.45%	15	0.03%	3465	7.81%
-US AIRWAYS	34300	26938	78.54%	322	0.94%	89	0.26%	2174	6.34%	232	0.68%	2783	8.11%	39	0.11%	1724	5.03%
ALASKA	15075	13182	87.44%	60	0.40%	30	0.20%	573	3.80%	49	0.33%	571	3.79%	10	0.07%	599	3.97%
JETBLUE	22558	17624	78.13%	231	1.02%	81	0.36%	1277	5.66%	125	0.55%	1678	7.44%	9	0.04%	1533	6.80%
DELTA	77255	63465	82.15%	239	0.31%	256	0.33%	4072	5.27%	788	1.02%	4392	5.69%	5	0.01%	4038	5.23%
EXPRESSJET	49119	34650	70.54%	1742	3.55%	223	0.45%	3505	7.14%	216	0.44%	3974	8.09%	0	0.00%	4809	9.79%
FRONTIER	7893	5338	67.63%	54	0.68%	25	0.32%	507	6.42%	27	0.35%	1157	14.66%	0	0.00%	785	9.95%
HAWAIIAN	6677	6046	90.55%	10	0.15%	4	0.06%	441	6.61%	2	0.03%	8	0.12%	1	0.02%	165	2.47%
ENVOY	25407	17835	70.20%	1326	5.22%	90	0.35%	1647	6.48%	368	1.45%	1869	7.36%	21	0.08%	2251	8.86%
SPIRIT****	9826	4906	49.93%	479	4.87%	22	0.22%	1176	11.97%	62	0.63%	1663	16.93%	19	0.19%	1499	15.25%
SKYWEST	50307	38871	77.27%	1108	2.20%	141	0.28%	2718	5.40%	337	0.67%	2739	5.44%	22	0.04%	4371	8.69%
UNITED	46084	30576	66.35%	1105	2.40%	234	0.51%	5008	10.87%	535	1.16%	3463	7.51%	0	0.00%	5164	11.21%
US AIRWAYS	34300	26938	78.54%	322	0.94%	89	0.26%	2174	6.34%	232	0.68%	2783	8.11%	39	0.11%	1724	5.03%
VIRGIN AMERICA	5260	4235	80.51%	21	0.40%	12	0.23%	228	4.33%	103	1.97%	318	6.05%	1	0.03%	341	6.48%
SOUTHWEST***	109776	79632	72.54%	1884	1.72%	516	0.47%	8783	8.00%	1069	0.97%	4218	3.84%	26	0.02%	13647	12.43%
TOTAL	503897	377105	74.84%	9120	1.81%	1930	0.38%	35128	6.97%	4362	0.87%	31692	6.29%	169	0.03%	44391	8.81%

**\*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.

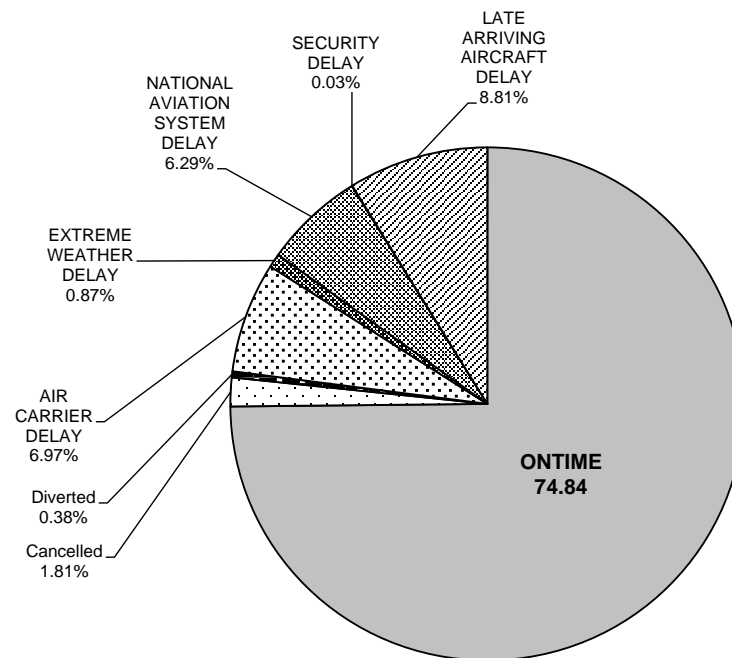
\*\* Effective January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

\*\*\* 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
JETBLUE	2417	MCO	AUS	6/17/2015	Diversion Airport(SAT)	228
SOUTHWEST	2230	SLC	BWI	6/23/2015	Diversion Airport(ORF)	181

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

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

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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
FRONTIER	7,893	11	0.14
ENVOY	25,407	31	0.12
AMERICAN*	78,660	114	0.14
-AMERICAN	44,360	52	0.12
-US AIRWAYS	34,300	62	0.18
UNITED	46,084	50	0.11
DELTA	77,255	70	0.09
SPIRIT***	9,826	8	0.08
JETBLUE	22,558	15	0.07
EXPRESSJET	49,119	29	0.06
SKYWEST	50,307	26	0.05
VIRGIN AMERICA	5,260	2	0.04
SOUTHWEST**	109,776	22	0.02
ALASKA	15,075	2	0.01
HAWAIIAN	6,677	0	0.00
TOTAL	503,897	380	0.08

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

\* 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

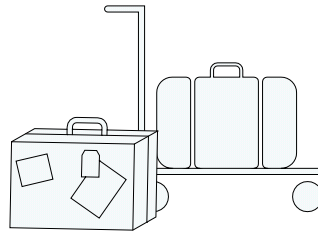
\*\*\* Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appears as WN, Southwest, or Southwest Airlines.

\*\*\*\*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	JUNE 2015			JUNE 2014		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	519	591,571	0.88	576	569,798	1.01
2	JETBLUE AIRWAYS	4,768	2,545,715	1.87	4,504	2,352,407	1.91
3	DELTA AIR LINES	24,649	10,728,816	2.30	22,884	9,850,134	2.32
4	HAWAIIAN AIRLINES	2,392	893,093	2.68	1,551	826,268	1.88
5	SPIRIT AIRLINES****	4,442	1,338,612	3.32	****	****	****
6	SOUTHWEST AIRLINES***	46,245	12,908,725	3.58	48,867	11,732,199	4.17
7	FRONTIER AIRLINES	3,829	1,029,996	3.72	1,889	1,056,610	1.79
8	UNITED AIRLINES	24,615	6,498,355	3.79	22,863	6,053,046	3.78
9	ALASKA AIRLINES	7,512	1,978,614	3.80	4,847	1,791,861	2.71
10	AMERICAN AIRLINES**	46,939	10,840,948	4.33	44,845	10,772,768	4.16
	-AMERICAN	28,677	6,210,683	4.62	27,283	6,193,673	4.40
	-US AIRWAYS	18,262	4,630,265	3.94	17,562	4,579,095	3.84
11	SKYWEST AIRLINES	11,499	2,583,789	4.45	11,638	2,376,442	4.90
12	EXPRESSJET AIRLINES	12,644	2,185,390	5.79	14,337	2,576,841	5.56
13	ENVOY AIR	10,125	1,095,613	9.24	14,755	1,361,119	10.84
<b>TOTALS</b>		200,178	55,219,237	3.63	193,556	51,319,493	3.77

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 June 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 - JUNE 2015			JANUARY - JUNE 2014		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	2,661	3,290,930	0.81	2,922	3,121,260	0.94
2	JETBLUE AIRWAYS	26,645	14,510,316	1.84	27,582	13,331,805	2.07
3	DELTA AIR LINES	127,815	56,504,145	2.26	134,048	52,150,827	2.57
4	HAWAIIAN AIRLINES	12,429	4,828,196	2.57	10,157	4,607,809	2.20
5	SPIRIT AIRLINES****	20,076	7,626,434	2.63	****	****	****
6	ALASKA AIRLINES	33,340	10,585,114	3.15	24,104	9,374,984	2.57
7	FRONTIER AIRLINES	18,041	5,473,435	3.30	9,512	5,168,173	1.84
8	SOUTHWEST AIRLINES***	236,724	69,892,005	3.39	278,375	62,169,905	4.48
9	UNITED AIRLINES	123,316	34,371,126	3.59	128,465	33,160,234	3.87
10	AMERICAN AIRLINES**	256,927	60,079,949	4.28	230,464	60,708,659	3.80
	-AMERICAN	156,292	34,343,869	4.55	133,602	34,345,985	3.89
	-US AIRWAYS	100,635	25,736,080	3.91	96,862	26,362,674	3.67
11	SKYWEST AIRLINES	61,271	14,092,136	4.35	67,696	13,105,292	5.17
12	EXPRESSJET AIRLINES	71,096	12,584,418	5.65	89,676	14,301,371	6.27
13	ENVOY AIR	66,306	6,338,605	10.46	69,215	7,832,702	8.84
<b>TOTALS</b>		1,056,647	300,176,809	3.52	1,072,216	279,033,021	3.84

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 January - June 2014 reflect the deletion of AirTran's data.

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

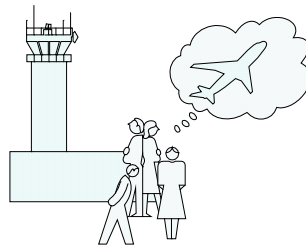
## **OVERSALES**

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

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

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

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



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

RANK	AIRLINE	APRIL - JUNE 2015				APRIL - JUNE 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	<b>JETBLUE AIRWAYS</b>	266	5	8,105,136	<b>0.01</b>	279	70	7,489,539	<b>0.09</b>
2	<b>HAWAIIAN AIRLINES</b>	54	2	2,605,895	<b>0.01</b>	102	10	2,505,196	<b>0.04</b>
3	<b>VIRGIN AMERICA</b>	669	15	1,772,262	<b>0.08</b>	137	11	1,703,282	<b>0.06</b>
4	<b>DELTA AIR LINES</b>	38,643	389	32,706,490	<b>0.12</b>	29,451	1,405	30,361,746	<b>0.46</b>
5	<b>ALASKA AIRLINES</b>	1,315	191	5,624,304	<b>0.34</b>	1,027	196	4,999,049	<b>0.39</b>
6	<b>AMERICAN AIRLINES**</b>	18,026	2,245	36,140,078	<b>0.62</b>	17,824	2,304	35,406,731	0.65
	-AMERICAN	11,703	1,089	20,066,407	0.54	9,014	696	19,957,730	0.35
	-US AIRWAYS	6,323	1,156	16,073,671	0.72	8,810	1,608	15,449,001	1.04
7	<b>UNITED AIRLINES</b>	22,068	1,647	21,166,446	<b>0.78</b>	16,498	2,171	20,144,390	<b>1.08</b>
8	<b>FRONTIER AIRLINES</b>	699	253	2,962,152	<b>0.85</b>	934	349	2,937,116	<b>1.19</b>
9	<b>SOUTHWEST AIRLINES</b>	29,084	4,436	37,496,853	<b>1.18</b>	26,341	3,605	22,614,856	<b>1.59</b>
10	<b>SPIRIT AIRLINES****/*****</b>	1,966*****	624*****	4,208,617*****	<b>1.48*****</b>	****	****	****	****
11	<b>EXPRESSJET AIRLINES</b>	12,001	1,338	6,567,149	<b>2.04</b>	16,961	2,784	7,735,969	<b>3.60</b>
12	<b>SKYWEST AIRLINES</b>	13,941	1,739	7,403,792	<b>2.35</b>	10,717	1,836	6,861,891	<b>2.68</b>
13	<b>ENVOY AIR</b>	5,596	924	3,255,510	<b>2.84</b>	5,351	702	4,146,074	<b>1.69</b>
	<b>TOTALS</b>	<b>144,328*****</b>	<b>13,808*****</b>	<b>170,014,684*****</b>	<b>0.81*****</b>	<b>125,622</b>	<b>15,443</b>	<b>146,905,839</b>	<b>1.05</b>

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

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

\*\* Effective 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 April - June 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 2<sup>nd</sup> quarter of 2015.

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

RANK	AIRLINE	JANUARY - JUNE 2015				JANUARY - JUNE 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	164	9	5,078,326	<b>0.02</b>	196	35	4,905,568	<b>0.07</b>
2	JETBLUE AIRWAYS	885	44	15,462,525	<b>0.03</b>	748	94	14,186,326	<b>0.07</b>
3	VIRGIN AMERICA	955	20	3,282,327	<b>0.06</b>	373	36	3,162,743	<b>0.11</b>
4	DELTA AIR LINES	79,582	993	60,268,482	<b>0.16</b>	53,780	3,283	55,719,641	<b>0.59</b>
5	ALASKA AIRLINES	3,052	410	10,599,851	<b>0.39</b>	2,053	444	9,383,680	<b>0.47</b>
6	AMERICAN AIRLINES**	33,508	4,901	69,303,054	<b>0.71</b>	34,636	4,693	67,875,516	<b>0.69</b>
	-AMERICAN	21,631	2,520	38,167,530	0.66	18,989	1,960	38,374,719	0.51
	-US AIRWAYS	11,877	2,381	31,135,524	0.76	15,647	2,733	29,500,797	0.93
7	FRONTIER AIRLINES	1,381	462	5,594,562	<b>0.83</b>	1,589	635	5,339,113	<b>1.19</b>
8	UNITED AIRLINES	39,441	3,464	39,272,084	<b>0.88</b>	37,967	6,566	38,038,590	<b>1.73</b>
9	SPIRIT AIRLINES****/*****	3,407*****	738*****	7,937,491*****	<b>0.93*****</b>	****	****	****	****
10	SOUTHWEST AIRLINES***	49,725	7,762	69,489,911	<b>1.12</b>	44,091	6,980	50,634,484	<b>1.38</b>
11	EXPRESSJET AIRLINES	24,438	2,650	12,650,715	<b>2.09</b>	33,054	5,594	14,541,770	<b>3.85</b>
12	SKYWEST AIRLINES	27,982	3,369	13,862,365	<b>2.43</b>	22,673	4,465	13,010,929	<b>3.43</b>
13	ENVOY AIR	10,081	1,708	6,349,727	<b>2.69</b>	10,526	1,468	7,858,174	<b>1.87</b>
	<b>TOTALS</b>	<b>274,601*****</b>	<b>26,530*****</b>	<b>319,151,420*****</b>	<b>0.83*****</b>	<b>241,686</b>	<b>34,293</b>	<b>284,656,534</b>	<b>1.20</b>

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

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

\*\* Effective 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 - June 2014 reflect the deletion of AirTran's data.

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

\*\*\*\*\* 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> and 2<sup>nd</sup> quarters 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**

	JUNE 2015				JUNE 2014			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1, 566	38	1	145	1, 090	46	0	82
FOREIGN AIRLINES	408	2	1	57	276	2	0	44
TRAVEL AGENTS	58	2	0	73	16	0	0	14
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS*	20	8	0	8	11	8	0	13
INDUSTRY TOTALS	2, 052	50	2	283	1, 393	56	0	153

\* EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE INCLUDED WITH THE "MISCELLANEOUS" GROUPING.



Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JUNE 2015			JUNE 2014		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	722		1	485	
CANCELLATIONS			318			205
DELAYS			255			169
MISCONNECTIONS			97			59
BAGGAGE	2	283		2	230	
RES/TKTG/BOARDING	3	250		3	154	
CUSTOMER SERVICE	4	235		4	131	
FARES	5	220		5	101	
REFUNDS	6	150		6	90	
DISABILITY	7	69		7	83	
OTHER	8	49		9	41	
FREQUENT FLYER			33			29
OVERSALES	9	39		8	51	
ADVERTISING	10	30		10	20	
DISCRIMINATION	11	5		11	5	
ANIMALS	12	0		12	2	
COMPLAINT TOTAL		2, 052			1, 393	

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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\*

JUNE 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	0	1	0	0	0	0	6
ALASKA AIRLINES	3	0	1	0	0	0	3	1	0	0	0	1	9
ALLEGiant AIR	35	1	53	12	10	3	9	1	1	0	0	2	127
AMERICAN AIRLINES	88	4	42	25	28	47	32	10	2	0	0	6	284
COMPASS AIRLINES	5	0	0	1	0	0	0	0	0	0	0	0	6
DELTA AIR LINES	37	3	9	3	1	16	13	7	1	0	0	5	95
ENDEAVOR AIR	3	0	0	0	0	2	2	0	0	0	0	0	7
ENVOY AIR	14	0	1	0	0	0	2	2	0	0	0	0	19
EXPRESSJET AIRLINES	13	0	0	0	0	0	0	1	0	0	0	0	14
FRONTIER AIRLINES	21	2	3	6	8	21	10	3	1	0	0	0	75
HAWAIIAN AIRLINES	1	1	0	3	1	1	2	4	0	0	0	2	15
JETBLUE AIRWAYS	6	2	3	1	2	5	3	0	0	0	0	1	23
MESA AIRLINES	19	0	0	0	0	0	4	0	0	0	0	0	23
PIEDMONT AIRLINES	8	0	0	0	0	0	1	2	0	0	0	0	11
PSA AIRLINES	8	0	0	0	0	0	2	0	0	0	0	0	10
REPUBLIC AIRLINES	9	0	0	0	0	0	1	1	0	0	0	0	11
SILVER AIRWAYS	4	0	2	1	0	0	0	0	0	0	0	1	8
SKYWEST AIRLINES	13	0	1	0	0	0	2	0	0	0	0	0	16
SOUTHWEST AIRLINES	31	0	10	0	3	13	8	4	17	2	0	1	89
SPIRIT AIRLINES	157	5	19	13	30	25	25	3	3	2	0	2	284
TRANS STATES AIRLINES	14	0	0	0	0	0	0	0	0	0	0	1	15
UNITED AIRLINES	112	2	28	22	20	50	39	6	1	1	0	16	297
US AIRWAYS	33	10	13	3	6	11	12	5	0	0	0	2	95
VIRGIN AMERICA	1	0	0	1	1	1	2	0	0	0	0	1	7
OTHER U. S. AIRLINES	13	0	1	1	1	1	2	1	0	0	0	0	20
<b>TOTAL JUNE 2015</b>	<b>653</b>	<b>30</b>	<b>186</b>	<b>92</b>	<b>111</b>	<b>196</b>	<b>174</b>	<b>52</b>	<b>26</b>	<b>5</b>	<b>0</b>	<b>41</b>	<b>1,566</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>41.7</b>	<b>1.9</b>	<b>11.9</b>	<b>5.9</b>	<b>7.1</b>	<b>12.5</b>	<b>11.1</b>	<b>3.3</b>	<b>1.7</b>	<b>0.3</b>	<b>0.0</b>	<b>2.6</b>	
<b>TOTAL JUNE 2014</b>	<b>448</b>	<b>45</b>	<b>90</b>	<b>80</b>	<b>65</b>	<b>143</b>	<b>99</b>	<b>60</b>	<b>15</b>	<b>5</b>	<b>2</b>	<b>38</b>	<b>1,090</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>41.1</b>	<b>4.1</b>	<b>8.3</b>	<b>7.3</b>	<b>6.0</b>	<b>13.1</b>	<b>9.1</b>	<b>5.5</b>	<b>1.4</b>	<b>0.5</b>	<b>0.2</b>	<b>3.5</b>	

\* 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  
JUNE 2015

U. S. AIRLINES*	COMPS RECD IN JUN	INCI- DENTS IN JUN	PERCENT	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	6	2	33.3	1	16.7	0	0.0	3	50.0
ALASKA AIRLINES	9	6	66.7	0	0.0	2	22.2	1	11.1
ALLEGiant AIR	127	78	61.4	4	3.1	32	25.2	13	10.2
AMERICAN AIRLINES	284	136	47.9	52	18.3	75	26.4	21	7.4
COMPASS AIRLINES	6	3	50.0	2	33.3	0	0.0	1	16.7
DELTA AIR LINES	95	43	45.3	16	16.8	28	29.5	8	8.4
ENDEAVOR AIR	7	6	85.7	1	14.3	0	0.0	0	0.0
ENVOY AIR	19	12	63.2	3	15.8	3	15.8	1	5.3
EXPRESSJET AIRLINES	14	9	64.3	2	14.3	1	7.1	2	14.3
FRONTIER AIRLINES	75	42	56.0	17	22.7	12	16.0	4	5.3
HAWAIIAN AIRLINES	15	6	40.0	0	0.0	7	46.7	2	13.3
JETBLUE AIRWAYS	23	16	69.6	0	0.0	6	26.1	1	4.3
MESA AIRLINES	23	15	65.2	2	8.7	3	13.0	3	13.0
PIEDMONT AIRLINES	11	5	45.5	2	18.2	3	27.3	1	9.1
PSA AIRLINES	10	6	60.0	1	10.0	2	20.0	1	10.0
REPUBLIC AIRLINES	11	7	63.6	3	27.3	1	9.1	0	0.0
SILVER AIRWAYS	8	2	25.0	2	25.0	4	50.0	0	0.0
SKYWEST AIRLINES	16	8	50.0	4	25.0	4	25.0	0	0.0
SOUTHWEST AIRLINES	89	56	62.9	5	5.6	11	12.4	17	19.1
SPIRIT AIRLINES	284	189	66.5	37	13.0	28	9.9	30	10.6
TRANS STATES AIRLINES	15	11	73.3	2	13.3	2	13.3	0	0.0
UNITED AIRLINES	297	160	53.9	48	16.2	61	20.5	28	9.4
US AIRWAYS	95	44	46.3	18	18.9	25	26.3	8	8.4
VIRGIN AMERICA	7	4	57.1	0	0.0	2	28.6	1	14.3
OTHER U. S. AIRLINES	20	10	50.0	4	20.0	3	15.0	3	15.0
<b>TOTALS</b>	<b>1,566</b>	<b>876</b>	<b>55.9</b>	<b>226</b>	<b>14.4</b>	<b>315</b>	<b>20.1</b>	<b>149</b>	<b>9.5</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>1,090</b>	<b>598</b>	<b>54.9</b>	<b>214</b>	<b>19.6</b>	<b>182</b>	<b>16.7</b>	<b>96</b>	<b>8.8</b>

\*AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 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\*\*

JUNE 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	3	0	5	0	3	2	0	0	0	0	0	0	13
AIR CANADA	29	2	7	3	3	7	21	2	0	0	0	1	75
AIR FRANCE	5	0	2	1	1	11	1	0	0	0	0	0	21
ALITALIA AIRLINES	1	0	3	1	0	2	1	2	0	0	0	0	10
AUSTRIAN AIRLINES	0	1	1	1	0	3	0	0	0	0	0	0	6
BRITISH AIRWAYS	2	0	4	1	3	0	1	0	1	0	0	0	12
EMIRATES AIRLINES	0	0	1	1	1	3	2	1	0	0	0	0	9
ETHIOPIAN AIRLINES	0	0	1	0	0	4	0	0	0	0	0	0	5
ETIHAD AIRWAYS	3	1	2	1	1	3	1	0	1	0	0	1	14
FIJI AIRWAYS	1	0	2	0	0	3	3	0	0	0	0	0	9
IBERIA AIRLINES	0	1	0	2	1	1	0	0	0	0	0	0	5
KOREAN AIRLINES	0	0	0	68	0	1	0	0	0	0	0	0	69
LUFTHANSA	0	0	4	1	0	4	2	0	0	0	0	0	11
PHILIPPINE AIRLINES	1	0	0	2	0	1	1	0	0	0	0	0	5
QATAR AIRWAYS	1	0	5	2	2	3	0	1	0	0	0	0	14
SWISS AIR	1	0	2	0	0	2	0	0	0	0	0	0	5
TAM	2	0	4	0	1	3	2	0	0	0	0	0	12
TURKISH AIRLINES	4	1	1	1	2	5	2	0	0	0	0	0	16
VOLARIS AIRLINES	1	0	1	1	1	1	0	1	0	0	0	0	6
OTHER FOREIGN AIRLINES	11	3	10	6	8	23	17	8	1	0	0	4	91
TOTALS	65	9	55	92	27	82	54	15	3	0	0	6	408
<b><u>TRAVEL AGENTS</u></b>													
EXPEDIA.COM	0	0	3	2	1	0	1	0	0	0	0	0	7
PRICELINE.COM	0	0	0	24	0	0	2	0	0	0	0	0	26
OTHER TRAVEL AGENTS	2	0	4	6	10	0	2	0	1	0	0	0	25
TOTALS	2	0	7	32	11	0	5	0	1	0	0	0	58
<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>													
TSA	0	0	0	0	0	3	1	1	0	0	0	0	5
OTHER MISCELLANEOUS	2	0	2	4	1	2	0	1	0	0	0	1	15
TOTALS	2	0	2	4	1	5	1	2	0	0	0	2	20

\* 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	JUNE 2015			JUNE 2014		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	9	2,020,209	0.45	11	1,886,562	0.58
2	SKYWEST AIRLINES	16	2,651,689	0.60	17	2,450,735	0.69
3	EXPRESSJET AIRLINES	14	2,309,444	0.61	39	2,781,812	1.40
4	SOUTHWEST AIRLINES***	89	12,916,078	0.69	65	11,515,386	0.56
5	DELTA AIR LINES	95	12,728,536	0.75	83	11,851,385	0.70
6	JETBLUE AIRWAYS	23	2,977,877	0.77	33	2,751,346	1.20
7	VIRGIN AMERICA	7	610,961	1.15	5	590,178	0.85
8	HAWAIIAN AIRLINES	15	932,896	1.61	2	877,636	0.23
9	ENVOY AIR	19	1,126,852	1.69	29	1,425,252	2.03
10	AMERICAN AIRLINES**	379	13,074,555	2.90	296	12,966,211	2.28
	-AMERICAN	284	7,906,750	3.59	152	7,867,874	1.93
	-US AIRWAYS	95	5,167,805	1.84	144	5,098,337	2.82
11	UNITED AIRLINES	297	8,701,863	3.41	235	8,257,566	2.85
12	FRONTIER AIRLINES	75	1,150,313	6.52	40	1,111,925	3.60
13	SPIRIT AIRLINES****	284	1,482,034	19.16	****	****	****
	TOTAL	1,322	62,683,307	2.11	855	58,465,994	1.46

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 June 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 - JUNE 2015				JANUARY - JUNE 2014			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	7, 274	15, 432*	13	712	6, 000	328	15	819
FOREIGN AIRLINES	1, 977	26	5	243	1, 772	26	0	237
TRAVEL AGENTS	196	7	0	120	104	3	0	80
TOUR OPERATORS	2	1	0	0	3	0	0	0
MISCELLANEOUS	93	57	0	70	56	49	0	97
INDUSTRY TOTALS	9, 542	15, 523	18	1, 145	7, 935	406	15	1, 233

\*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 - JUNE 2015			JANUARY - JUNE 2014		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	3, 107		1	2, 702	
CANCELLATIONS			1, 270			1, 212
DELAYS			1, 110			813
MISCONNECTIONS			404			388
BAGGAGE	2	1, 417		2	1, 327	
RES/TKTG/BOARDING	3	1, 282		3	1, 228	
CUSTOMER SERVICE	4	1, 121		4	832	
FARES	5	870		7	296	
REFUNDS	6	751		5	580	
DISABILITY	7	364		6	390	
OVERSALES	8	290		8	286	
OTHER	9	218		9	195	
FREQUENT FLYER			130			106
ADVERTISING	10	92		10	65	
DISCRIMINATION	11	29		11	32	
ANIMALS	12	1		12	2	
COMPLAINT TOTAL		9, 542			7, 935	

\* 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 – JUNE 2015

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	18	0	0	0	0	0	1	1	0	0	0	0	20
ALASKA AIRLINES	14	1	6	3	1	9	13	10	3	0	0	3	63
ALLEGiant AIR	77	3	89	31	29	16	33	9	7	0	0	3	297
AMERICAN AIRLINES	406	41	191	205	175	247	163	60	12	3	0	37	1,540
COMMUTAIR	15	1	2	0	0	0	1	0	0	0	0	1	20
COMPASS AIRLINES	12	1	0	1	0	0	2	1	0	0	0	0	17
DELTA AIR LINES	184	20	52	29	6	68	65	36	4	2	1	15	482
DYNAMIC AIRWAYS	7	0	0	0	0	3	0	0	0	0	0	0	10
ENDEAVOR AIR	10	1	2	1	0	4	2	0	0	0	0	2	22
ENVOY AIR	77	1	3	0	0	3	9	3	0	1	0	1	98
EXPRESSJET AIRLINES	75	0	0	0	0	0	5	4	0	1	0	1	86
FRONTIER AIRLINES	236	9	100	33	53	83	87	12	3	1	0	5	622
GOJET AIRLINES	19	2	0	0	0	1	0	0	0	0	0	0	22
HAWAIIAN AIRLINES	4	1	3	12	6	8	10	9	1	0	0	3	57
JETBLUE AIRWAYS	49	4	11	8	11	21	30	8	2	1	0	4	149
MESA AIRLINES	59	0	1	0	1	0	6	0	0	0	0	2	69
PIEDMONT AIRLINES	32	3	3	0	0	0	4	7	0	0	0	1	50
PSA AIRLINES	26	0	0	0	0	0	4	0	0	1	0	1	32
REPUBLIC AIRLINES	67	1	0	0	1	1	2	2	0	0	0	0	74
SHUTTLE AMERICA	36	0	1	0	0	3	1	1	0	0	0	0	42
SILVER AIRWAYS	47	0	8	10	11	13	5	1	0	0	0	1	96
SKYWEST AIRLINES	70	4	4	0	0	2	12	0	0	1	0	1	94
SOUTHWEST AIRLINES	119	6	35	7	16	86	47	15	18	5	0	9	363
SPIRIT AIRLINES	374	26	114	98	86	102	90	15	9	4	0	19	937
TRANS STATES AIRLINES	28	1	0	0	0	0	1	0	0	0	0	1	31
UNITED AIRLINES	403	42	133	108	73	222	183	51	7	2	0	47	1,271
US AIRWAYS	193	42	90	37	52	77	66	32	1	3	0	15	608
VIRGIN AMERICA	8	2	2	2	2	6	11	7	1	0	0	1	42
OTHER U. S. AIRLINES	21	3	7	4	4	10	6	5	0	0	0	0	60
<b>TOTAL JAN - JUN 2015</b>	<b>2,686</b>	<b>215</b>	<b>857</b>	<b>589</b>	<b>527</b>	<b>985</b>	<b>859</b>	<b>289</b>	<b>68</b>	<b>25</b>	<b>1</b>	<b>173</b>	<b>7,274</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>36.9</b>	<b>3.0</b>	<b>11.8</b>	<b>8.1</b>	<b>7.2</b>	<b>13.5</b>	<b>11.8</b>	<b>4.0</b>	<b>0.9</b>	<b>0.3</b>	<b>0.0</b>	<b>2.4</b>	
<b>TOTAL JAN - JUN 2014</b>	<b>2,399</b>	<b>237</b>	<b>689</b>	<b>217</b>	<b>425</b>	<b>887</b>	<b>598</b>	<b>321</b>	<b>42</b>	<b>30</b>	<b>2</b>	<b>153</b>	<b>6,000</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>40.0</b>	<b>4.0</b>	<b>11.5</b>	<b>3.6</b>	<b>7.1</b>	<b>14.8</b>	<b>10.0</b>	<b>5.4</b>	<b>0.7</b>	<b>0.5</b>	<b>0.0</b>	<b>2.6</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 - JUNE 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>													
AER LINGUS	1	1	3	3	1	1	2	0	0	0	0	2	14
AEROFLOT	3	1	2	0	1	7	3	1	0	0	0	0	18
AEROMEXICO	15	4	37	8	12	17	10	0	0	0	0	0	103
AIR BERLIN	3	1	1	0	1	12	1	0	0	0	0	1	20
AIR CANADA	98	21	46	11	9	45	70	7	0	0	0	2	309
AIR CHINA	4	0	3	3	0	3	0	1	0	0	0	1	15
AIR FRANCE	20	1	15	2	4	17	6	4	0	1	0	2	72
AIR INDIA	2	1	0	3	1	8	1	2	0	0	0	0	18
ALITALIA AIRLINES	7	5	5	3	4	35	1	2	0	0	0	1	63
AUSTRIAN AIRLINES	1	1	2	2	0	5	2	0	0	0	0	0	13
AVIANCA	2	6	10	4	3	2	3	0	0	0	0	0	30
BRITISH AIRWAYS	15	1	20	11	18	7	3	8	3	0	0	0	86
BRUSSELS AIRLINES	3	1	0	2	0	4	0	0	0	0	0	0	10
CARIBBEAN AIRLINES	3	0	4	2	0	1	1	0	0	0	0	1	12
CATHAY PACIFIC AIRWAYS	7	0	3	1	1	7	3	1	0	0	0	0	23
CHINA SOUTHERN AIRLINES	2	0	1	0	1	4	0	2	0	0	0	0	10
COPA	2	2	6	2	5	9	1	1	0	0	0	0	28
EMIRATES AIRLINES	10	6	16	10	6	21	6	5	2	0	0	7	89
ETHIOPIAN AIRLINES	4	0	5	0	0	11	2	0	0	0	0	0	22
ETIHAD AIRWAYS	74	4	28	10	12	35	4	4	1	1	0	2	175
FIJI AIRWAYS	3	0	6	0	1	7	6	0	0	0	0	0	23
IBERIA AIRLINES	3	1	0	4	3	4	1	5	0	0	0	1	22
KLM	3	0	4	1	3	6	7	1	0	0	0	0	25
KOREAN AIR LINES	2	0	1	69	0	1	1	1	0	0	0	0	75
LAN AIRLINES	7	0	4	0	2	2	2	0	0	1	0	3	21
LAN CHILE AIRLINES	0	0	1	0	1	2	3	2	1	0	0	0	10
LUFTHANSA	14	4	19	10	8	17	9	2	0	0	0	0	83
NORWEGIAN AIR SHUTTLE	4	1	0	3	1	1	0	0	0	0	0	1	11
PHILIPPINE AIRLINES	5	1	5	3	7	4	5	1	0	0	0	0	31
QATAR AIRWAYS	10	1	20	5	7	12	8	2	0	0	0	1	66
ROYAL AIR MAROC	5	0	1	0	0	7	1	2	0	0	0	0	16
SAS	3	0	2	1	1	2	2	0	1	0	0	0	12
SINGAPORE AIRLINES	0	0	1	2	3	5	3	1	1	0	0	1	17
SWISS AIR	4	2	7	2	1	2	1	1	0	0	0	1	21
TAM	5	1	10	3	2	16	11	0	0	0	0	1	49
TAME	2	1	1	0	2	3	1	1	0	0	0	0	11
TRANSAERO	2	0	4	0	1	2	1	0	0	0	0	0	10
VIRGIN ATLANTIC AIRWAYS	4	0	3	4	1	1	2	0	0	1	0	0	16

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

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

TABLE 4 (YTD, contd.)

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

JANUARY - JUNE 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, contd.</u></b>													
TURKISH AIRLINES	15	1	15	5	11	21	11	0	2	0	0	2	83
VIRGIN ATLANTIC AIRWAYS	4	0	4	5	1	1	3	0	0	1	0	0	19
VIVAEROBUS	1	0	0	0	6	7	0	0	0	0	0	0	14
VOLARIS AIRLINES	2	1	10	2	5	3	1	2	1	0	0	1	28
OTHER FOREIGN AIRLINES	33	4	39	21	20	39	26	12	0	0	0	6	199
<b>TOTALS</b>	<b>403</b>	<b>74</b>	<b>361</b>	<b>213</b>	<b>165</b>	<b>415</b>	<b>222</b>	<b>71</b>	<b>12</b>	<b>4</b>	<b>0</b>	<b>337</b>	<b>1,977</b>
<b><u>TRAVEL AGENTS</u></b>													
AIRFARE. COM	0	0	4	2	5	0	0	0	1	0	0	0	12
CHEAPOAIR. COM	1	0	6	1	2	0	0	0	0	0	0	0	10
EXPEDIA. COM	2	0	9	6	6	0	4	0	0	0	0	0	27
ORBITZ. COM	1	0	6	4	5	0	6	0	0	0	0	0	22
PRICELINE. COM	0	0	4	26	3	0	3	0	1	0	0	0	37
OTHER TRAVEL AGENTS	4	0	22	14	27	0	12	0	9	0	0	0	88
<b>TOTALS</b>	<b>8</b>	<b>0</b>	<b>51</b>	<b>53</b>	<b>48</b>	<b>0</b>	<b>25</b>	<b>0</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>196</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	1	0	0	0	0	0	0	0	0	1	2
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>1</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>2</b>
<b><u>MISCELLANEOUS</u></b>													
TSA	0	0	0	0	0	9	6	1	0	0	0	1	17
OTHER MISCELLANEOUS	10	1	11	14	9	8	7	3	1	0	0	12	76
<b>TOTALS</b>	<b>10</b>	<b>1</b>	<b>11</b>	<b>14</b>	<b>9</b>	<b>17</b>	<b>13</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>93</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 - JUNE 2015			JANUARY - JUNE 2014		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES***</b>	363	69,819,416	<b>0.52</b>	328	61,043,938	<b>0.54</b>
2	<b>ALASKA AIRLINES</b>	63	11,022,488	<b>0.57</b>	44	10,043,621	<b>0.44</b>
3	<b>EXPRESSJET AIRLINES</b>	86	13,280,840	<b>0.65</b>	210	15,458,588	<b>1.36</b>
4	<b>SKYWEST AIRLINES</b>	94	14,515,955	<b>0.65</b>	117	13,457,893	<b>0.87</b>
5	<b>DELTA AIR LINES</b>	482	66,981,129	<b>0.72</b>	505	62,417,817	<b>0.81</b>
6	<b>JETBLUE AIRWAYS</b>	149	16,950,376	<b>0.88</b>	233	15,502,916	<b>1.50</b>
7	<b>HAWAIIAN AIRLINES</b>	57	5,079,796	<b>1.12</b>	38	4,907,083	<b>0.77</b>
8	<b>VIRGIN AMERICA</b>	42	3,307,936	<b>1.27</b>	32	3,209,210	<b>1.00</b>
9	<b>ENVOY AIR</b>	98	6,586,452	<b>1.49</b>	173	8,195,504	<b>2.11</b>
10	<b>UNITED AIRLINES</b>	1,271	45,780,417	<b>2.78</b>	1,307	44,576,360	<b>2.93</b>
11	<b>AMERICAN AIRLINES**</b>	2,148	71,774,250	<b>2.99</b>	1,583	72,582,778	<b>2.18</b>
	-AMERICAN	1,540	43,503,924	3.54	867	43,655,287	1.99
	-US AIRWAYS	608	28,270,326	2.15	716	28,927,491	2.48
12	<b>FRONTIER AIRLINES</b>	622	6,117,956	<b>10.17</b>	186	5,274,247	<b>3.53</b>
13	<b>SPIRIT AIRLINES****</b>	937	8,366,815	<b>11.20</b>	****	****	****
	<b>TOTAL</b>	<b>6,412</b>	<b>339,583,826</b>	<b>1.89</b>	<b>4,756</b>	<b>316,669,955</b>	<b>1.50</b>

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 - June 2014 reflect the deletion of AirTran's complaints.

\*\*\*\* 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 June 2015  
as provided by the Transportation Security Administration<sup>a\*</sup>**

The Transportation Security Administration (TSA) screened approximately 62 million airline passengers and their 50 million checked bags in the month of June 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 June.

**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
482	.0007	34	.00005	79	.0001	388	.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 June 2015.

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.

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

## June 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>
<b><i>United</i></b>	<b>1</b>	<b>1</b>	
<b><i>Total</i></b>	<b>1</b>	<b>1</b>	

*American Airlines had an incident concerning an injured dog that occurred on May 31, which the carrier failed to report in time to appear in the table for May Animal Incidents in the Air Travel Consumer Report issued July 2015. That table was updated on our website on July 28 (See [https://cms.dot.gov/sites/dot.gov/files/docs/American\\_Redacted\\_May\\_2015\\_0.pdf](https://cms.dot.gov/sites/dot.gov/files/docs/American_Redacted_May_2015_0.pdf)).*