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of Transportation



Air Travel Consumer Report

HBJJ

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Aviation Consumer Protection Division

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

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

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

³ Data provided by the Department of Homeland Security, Transportation Security Administration

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the twelve (12) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues.

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 12 reporting air carriers, ten carriers (Alaska, Delta, ExpressJet, Frontier, JetBlue, Hawaiian, SkyWest, Spirit, Southwest and Virgin America) use ACARS and two carriers (American and United) use a combination of ACARS and DGS.

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

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

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

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

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

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

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

	AT 29 REPORTABLE AIRPORTS B/		AT ALL US AIRPORTS C/	
CARRIER	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	85.6	17	94.1
DELTA AIRLINES S/	29	90.2	146	90.3
ALASKA AIRLINES S/	25	88.2	64	89.4
FRONTIER AIRLINES S/	24	85.6	47	85.8
SKYWEST AIRLINES S/	24	85.5	196	85.7
EXPRESSJET AIRLINES S/	18	85.3	166	85.7
UNITED AIRLINES S/	27	85.0	87	85.1
AMERICAN AIRLINES S/**	28	83.3	92	83.5
SOUTHWEST AIRLINES S/	24	81.5	86	81.3
JETBLUE AIRWAYS S/	24	78.2	62	78.9
VIRGIN AMERICA S/	16	75.8	21	76.4
SPIRIT AIRLINES S/	20	73.0	35	73.8
TOTAL		84.3		84.5

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

Carrier*	2nd Quarter		3rd Quarter		4th Quarter		1st Quarter		Feb-16		Mar-16		Apr-16		12 Months Ending April 2016	
	04-06 2015		07-09 2015		10-12 2015		01-03 2016									
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	88.2	2	85.9	2	86.3	3	87.5	2	89.3	2	86.4	3	89.4	3	87.0	3
AMERICAN**	78.0	7	82.0	4	82.9	6	81.1	7	83.0	8	80.7	7	83.5	8	81.6	4
-AMERICAN	77.9	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
-US AIRWAYS	81.5	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
DELTA	85.3	3	86.6	1	88.5	2	86.6	3	86.4	5	87.9	2	90.3	2	87.0	2
ENVOY***	74.8	10	81.1	8	83.5	4	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET	76.1	9	81.6	5	80.7	8	81.0	8	78.5	10	83.0	4	85.7	6	80.2	8
FRONTIER	71.1	12	78.0	11	78.1	11	83.2	5	87.3	4	77.6	9	85.8	4	78.5	10
HAWAIIAN	91.3	1	84.8	3	92.5	1	91.1	1	91.9	1	89.8	1	94.1	1	90.0	1
JETBLUE	81.0	4	76.7	12	77.8	12	71.6	11	68.9	11	76.0	10	78.9	10	76.6	11
SKYWEST	80.8	5	81.1	7	80.0	9	79.3	9	81.9	9	78.7	8	85.7	5	80.6	6
SOUTHWEST	77.6	8	80.0	9	82.3	7	84.1	4	87.8	3	81.1	5	81.3	9	80.9	5
SPIRIT	61.8	13	69.6	13	73.9	13	65.3	12	63.2	12	64.6	12	73.8	12	67.7	12
UNITED	73.9	11	79.3	10	83.2	5	83.2	6	86.2	6	81.1	6	85.1	7	80.3	7
VIRGIN AMERICA	79.9	6	81.2	6	79.2	10	77.4	10	84.6	7	73.8	11	76.4	11	78.9	9
Total	79.0		81.5		82.8		82.1		83.6		81.5		84.5		81.5	

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

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

** Effective July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table. Individual carrier data for 2015 is provided for historical purposes.

*** Per BTS Technical Reporting Directive #25, issued October 30, 2015, effective January 1, 2016, Envoy is no longer a reporting carrier. Carrier data for 2015 is provided for historical purposes only.

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	846	81.4	2365	81.0	461	82.2	7873	89.6	2530	81.0	833	79.4	11603	83.4	508	83.1
ALASKA	60	83.3	137	86.9	55	89.1	H/		120	80.0	137	84.7	120	87.5	30	73.3
JETBLUE	H/		3551	77.4	222	79.3	111	84.7	860	80.1	85	78.8	51	84.3	111	73.0
DELTA	20596	92.2	1207	82.2	623	92.8	552	88.0	835	88.0	744	90.3	422	90.5	4741	91.0
EXPRESSJET	5163	89.9	178	87.1	27	85.2	47	78.7	286	87.4	H/		2429	80.2	1797	89.8
FRONTIER	304	86.2	H/		H/		68	83.8	90	85.6	1716	87.9	90	78.9	69	87.0
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
SPIRIT	618	71.7	257	76.3	386	73.6	H/		H/		374	71.9	754	68.4	719	74.1
SKYWEST	646	85.3	3	66.7	7	100.0	136	82.4	65	93.8	4248	82.5	410	83.4	1773	87.4
UNITED	415	87.0	1079	82.5	220	85.5	82	89.0	417	80.3	4543	86.2	270	82.6	114	84.2
VIRGIN AMERICA	H/		139	72.7	H/		H/		111	66.7	85	81.2	H/		H/	
SOUTHWEST	3540	82.3	981	79.5	5868	86.5	173	69.4	1290	83.0	5273	81.7	H/		592	79.6
TOTAL	32188	89.8	9897	79.8	7869	85.9	9042	88.8	6604	82.3	18038	83.7	16149	82.4	10454	87.7

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

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

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

ARRIVAL AIRPORT*																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	672	74.6	780	83.8	206	79.1	618	79.8	1508	77.5	1318	81.2	3277	80.1	2181	77.0
ALASKA	60	85.0	30	83.3	30	86.7	51	80.4	30	90.0	403	86.8	717	92.3	H/	
JETBLUE	619	72.5	1902	79.1	170	80.0	H/		3740	77.1	342	80.7	409	88.0	540	69.4
DELTA	475	78.5	991	90.3	191	90.6	261	87.7	2529	87.0	1140	88.2	3067	88.0	2094	83.4
EXPRESSJET	2831	81.8	H/		24	87.5	3555	84.7	H/		H/		H/		805	75.3
FRONTIER	H/		22	100.0	37	86.5	136	76.5	H/		471	81.1	145	83.4	76	86.8
HAWAIIAN	H/		H/		H/		H/		28	75.0	73	94.5	134	89.6	H/	
SPIRIT	H/		1091	76.3	H/		486	70.6	H/		914	71.0	746	73.5	329	76.0
SKYWEST	H/		H/		108	87.0	1505	76.5	H/		104	85.6	1580	85.0	43	69.8
UNITED	4421	84.1	523	84.1	1675	90.4	4564	84.5	H/		1054	82.3	2274	85.7	665	71.4
VIRGIN AMERICA	165	72.7	161	80.7	137	81.0	H/		371	77.1	400	68.8	1111	80.6	106	59.4
SOUTHWEST	484	74.6	1739	83.9	184	84.8	H/		H/		6306	79.1	3536	72.0	908	77.4
TOTAL	9727	81.1	7239	82.3	2762	87.9	11176	82.6	8206	80.3	12525	80.0	16996	81.6	7747	77.4

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	1653	80.4	H/		4505	82.0	678	83.6	5068	83.1	286	89.5	3577	83.7	4854	87.8
ALASKA	82	84.1	H/		H/		60	88.3	175	87.4	1159	92.7	30	93.3	246	89.0
JETBLUE	1679	79.1	H/		H/		H/		171	80.7	90	86.7	195	80.0	60	88.3
DELTA	1568	90.2	204	89.7	852	87.6	5113	90.8	624	90.5	550	93.8	601	87.0	677	94.4
EXPRESSJET	1	0.0	144	88.2	H/		274	88.3	3345	85.0	H/		10	70.0	1	100.0
FRONTIER	585	87.0	H/		169	85.8	96	84.4	399	86.0	85	91.8	260	84.2	150	86.0
HAWAIIAN	H/		H/		H/		H/		H/		30	93.3	H/		30	83.3
SPIRIT	496	78.6	H/		H/		349	71.9	936	72.0	106	74.5	179	75.4	131	74.0
SKYWEST	H/		69	91.3	1	0.0	3081	88.4	3583	82.7	714	90.1	21	76.2	1498	93.3
UNITED	1067	82.8	H/		335	82.4	310	84.5	5399	87.3	488	89.8	335	83.3	666	86.8
VIRGIN AMERICA	30	83.3	H/		H/		H/		111	70.3	63	84.1	H/		H/	
SOUTHWEST	3749	85.0	6880	85.2	H/		698	76.8	H/		1021	79.2	728	81.5	5089	82.1
TOTAL	10910	83.7	7297	85.4	5862	82.9	10659	87.8	19811	84.2	4592	88.2	5936	83.4	13402	86.4

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

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

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	770	84.2	623	84.9	1299	78.6	337	86.9	1047	84.4
ALASKA	467	92.7	4706	87.7	488	80.5	175	88.0	30	76.7
JETBLUE	110	88.2	145	78.6	486	78.6	142	83.8	491	77.2
DELTA	632	93.4	1501	90.9	1092	81.5	3136	92.7	1001	87.3
EXPRESSJET	H/		H/		H/		4	100.0	H/	
FRONTIER	75	96.0	77	83.1	208	75.5	119	88.2	137	84.7
HAWAIIAN	30	73.3	60	88.3	60	71.7	H/		H/	
SPIRIT	180	71.1	94	68.1	H/		H/		271	70.1
SKYWEST	438	89.7	1237	85.7	3091	78.2	3874	93.7	H/	
UNITED	668	87.0	699	83.8	4189	83.5	71	87.3	568	85.6
VIRGIN AMERICA	162	75.3	195	75.4	1704	75.0	H/		H/	
SOUTHWEST	2845	80.1	982	77.8	1334	71.4	792	78.8	2520	84.5
TOTAL	6377	84.1	10319	86.0	13951	79.1	8650	91.3	6065	83.8

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

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	91.0	74.3	91.5	94.7	J/	91.1	90.8	89.9	92.6	74.6	91.4	85.4	78.1	97.1	92.7	100.0	85.7	96.4
700 - 759 AM	94.9	88.1	94.7	97.6	94.1	92.6	83.7	93.9	89.0	85.6	90.3	84.4	85.0	96.0	92.2	90.9	92.0	96.0
800 - 859 AM	93.6	89.5	93.3	91.9	92.6	89.2	84.6	92.2	92.4	93.4	90.3	80.9	91.8	93.6	89.2	92.3	92.4	95.4
900 - 959 AM	93.8	90.7	93.7	82.5	86.2	88.6	84.1	95.0	92.7	91.9	92.7	83.4	85.3	92.2	89.3	92.3	94.0	95.7
1000 - 1059 AM	93.3	89.7	93.2	91.0	89.7	87.1	84.1	92.2	93.9	92.5	92.5	84.0	90.8	91.8	86.8	87.0	88.9	95.1
1100 - 1159 AM	92.5	86.8	89.9	92.4	92.0	86.8	87.2	91.0	90.3	87.1	92.2	88.4	88.4	86.6	83.1	85.9	90.1	90.5
1200 - 1259 PM	91.3	85.2	91.8	91.4	87.5	87.5	86.7	93.2	90.0	85.3	82.4	84.7	92.0	81.5	85.1	84.3	85.1	91.6
100 - 159 PM	91.9	87.1	91.2	90.8	87.5	89.1	84.9	89.3	84.2	80.9	90.5	81.9	82.0	76.7	82.0	85.9	85.0	87.9
200 - 259 PM	91.1	82.9	88.2	92.8	85.1	84.4	84.3	88.3	83.8	85.8	97.2	85.6	83.5	73.6	80.0	79.0	87.3	89.9
300 - 359 PM	89.0	82.5	86.4	88.2	82.7	82.5	80.0	86.3	80.2	83.1	91.8	84.7	84.7	72.7	82.1	75.4	83.9	90.8
400 - 459 PM	89.8	77.2	85.0	85.5	77.5	81.6	81.4	88.6	76.2	83.5	85.0	80.1	79.0	71.6	78.7	75.8	81.3	83.3
500 - 559 PM	86.7	78.7	81.9	87.8	78.7	79.3	78.7	82.8	72.7	81.6	87.1	82.1	76.4	70.8	79.4	72.6	84.7	84.6
600 - 659 PM	86.5	76.4	84.2	84.5	79.4	78.0	75.0	84.0	75.6	80.9	88.0	83.1	78.4	74.2	79.6	73.1	79.1	79.3
700 - 759 PM	84.9	71.9	82.5	82.7	85.2	73.4	80.7	84.8	72.5	74.4	84.1	80.2	75.2	74.2	75.7	65.7	79.3	76.0
800 - 859 PM	87.9	73.4	78.2	86.7	78.1	78.4	79.4	85.1	71.4	72.2	83.1	80.6	77.2	76.3	77.8	65.9	76.6	72.9
900 - 959 PM	86.5	70.3	78.9	86.3	72.0	78.5	80.1	87.7	68.5	73.7	89.5	78.5	73.7	73.1	73.9	63.3	76.4	78.9
1000 - 1059 PM	79.7	73.1	73.5	80.5	75.0	78.4	76.4	77.8	75.0	73.2	76.9	77.4	74.7	72.7	74.3	69.1	80.4	71.3
1100 - 559 AM	78.6	74.7	77.4	82.7	81.5	79.4	79.9	72.5	80.8	78.7	84.0	81.8	74.1	77.5	78.9	70.7	79.8	71.5
TOTAL, ALL ARRIVALS, BY AIRPORT	89.8	79.8	85.9	88.8	82.3	83.7	82.4	87.7	81.1	82.3	87.9	82.6	80.3	80.0	81.6	77.4	83.7	85.4

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	88.9	92.5	90.6	86.0	91.1	92.3	88.9	91.4	88.9	J/	94.7	89.9
700 - 759 AM	82.9	96.6	90.0	100.0	91.6	94.9	87.8	93.6	95.6	97.9	96.3	92.0
800 - 859 AM	92.0	94.4	89.1	96.0	87.8	87.1	87.6	93.1	92.6	95.6	91.1	91.2
900 - 959 AM	90.3	92.6	89.8	96.4	91.6	88.7	92.5	93.2	82.5	92.6	96.3	90.3
1000 - 1059 AM	89.9	92.5	92.1	95.5	88.4	89.0	90.7	87.6	79.0	94.3	89.9	89.5
1100 - 1159 AM	82.9	94.4	88.7	89.9	89.3	90.3	90.4	87.3	81.2	91.2	87.1	88.4
1200 - 1259 PM	84.8	92.9	88.8	92.4	90.4	87.1	89.2	89.9	74.1	91.8	85.6	87.3
100 - 159 PM	87.3	90.6	86.0	88.9	91.5	86.0	85.3	88.4	77.9	93.7	83.5	86.7
200 - 259 PM	86.1	91.3	84.2	85.2	84.6	87.0	81.3	87.8	77.7	92.8	85.3	85.7
300 - 359 PM	86.0	83.5	87.8	86.3	78.1	86.7	88.3	87.0	78.7	88.7	85.8	84.3
400 - 459 PM	83.7	88.2	82.8	84.8	80.7	86.7	73.4	86.1	78.9	92.3	87.4	82.8
500 - 559 PM	73.5	84.0	76.5	87.5	80.8	84.9	75.4	85.7	79.2	89.5	83.7	80.5
600 - 659 PM	82.2	78.5	77.7	81.1	80.4	78.6	84.4	87.7	75.0	84.5	78.0	80.1
700 - 759 PM	80.5	70.6	74.5	88.1	77.7	82.9	79.9	86.9	80.1	90.3	77.5	79.9
800 - 859 PM	68.9	87.8	78.7	88.6	78.3	81.7	77.9	80.0	74.7	86.1	79.9	79.1
900 - 959 PM	79.0	86.0	77.5	85.4	77.1	83.5	83.5	75.8	70.8	88.5	74.6	78.4
1000 - 1059 PM	76.7	77.8	79.0	82.0	79.3	83.9	74.1	81.6	71.7	90.4	76.4	76.3
1100 - 559 AM	80.7	80.0	85.4	86.8	81.8	79.1	85.2	83.5	80.8	80.0	79.2	79.3
TOTAL, ALL ARRIVALS, BY AIRPORT	82.9	87.8	84.2	88.2	83.4	86.4	84.1	86.0	79.1	91.3	83.8	84.3

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	93.7	92.6	95.8	97.8	97.6	94.6	92.2	93.4	91.7	95.0	92.9	84.1	93.1	96.5	93.3	95.4	94.9	95.8
700 - 759 AM	91.8	89.0	93.1	94.8	94.0	89.3	88.4	93.0	92.3	92.5	93.3	86.7	87.9	94.1	90.5	94.6	94.8	92.8
800 - 859 AM	92.9	87.6	89.9	93.4	92.0	88.9	88.8	91.8	91.1	93.4	90.3	84.9	92.8	89.4	88.4	90.9	91.8	92.6
900 - 959 AM	91.7	89.6	87.7	93.3	90.5	84.5	85.1	90.3	90.5	89.0	90.2	86.2	88.9	90.0	84.5	92.0	90.3	88.9
1000 - 1059 AM	91.4	87.8	90.3	80.0	87.4	85.5	83.6	91.3	91.9	90.3	82.1	80.6	88.6	86.0	82.7	87.9	90.6	90.9
1100 - 1159 AM	90.6	87.1	86.3	92.6	90.7	82.9	83.9	85.4	86.8	83.3	84.5	82.0	88.4	84.4	81.0	88.2	86.0	88.4
1200 - 1259 PM	87.5	86.7	86.2	88.3	88.5	81.6	82.3	88.8	89.0	83.4	88.0	82.6	86.0	79.1	76.3	86.9	86.8	84.7
100 - 159 PM	86.4	80.8	85.9	86.1	86.9	82.6	82.0	86.4	85.9	74.8	71.2	81.7	85.8	75.7	80.1	84.4	80.1	83.2
200 - 259 PM	88.1	80.2	78.2	90.0	86.1	84.6	79.3	88.7	79.2	77.4	88.5	81.3	72.9	70.2	76.8	80.5	79.4	77.5
300 - 359 PM	85.6	79.2	79.9	81.6	83.5	78.2	82.2	86.5	78.9	78.7	92.0	82.5	80.4	67.9	74.8	80.3	79.7	82.2
400 - 459 PM	83.6	75.4	77.1	88.4	75.0	75.6	77.0	85.1	76.4	73.7	79.3	80.2	76.4	67.9	77.2	70.6	79.8	79.4
500 - 559 PM	84.0	76.2	79.5	80.6	76.8	76.6	77.4	85.0	71.5	76.3	85.6	80.1	76.4	64.2	80.7	72.2	77.4	74.9
600 - 659 PM	79.5	70.3	74.4	83.8	76.5	76.0	77.7	73.5	72.2	75.2	77.8	77.7	68.7	63.3	75.1	74.8	79.0	72.8
700 - 759 PM	84.8	74.3	76.8	80.6	80.2	77.3	71.6	78.2	67.9	78.2	90.5	78.8	73.8	70.4	79.4	70.2	75.7	75.4
800 - 859 PM	78.7	72.2	74.0	82.8	80.8	71.3	79.5	83.7	72.2	66.7	76.4	80.6	68.0	64.4	71.6	70.1	74.3	70.2
900 - 959 PM	86.3	77.7	58.9	76.5	76.0	80.3	79.6	89.8	72.6	66.0	100.0	80.2	72.1	67.5	72.2	64.4	68.6	79.8
1000 - 1059 PM	85.7	60.0	72.5	89.1	76.0	77.1	81.6	86.9	64.3	80.0	87.8	78.9	66.8	76.7	78.3	76.5	73.3	75.7
1100 - 559 AM	87.7	92.2	93.3	90.0	93.0	86.4	89.9	93.4	89.3	87.0	J/	86.6	88.7	88.8	85.0	92.5	89.3	95.5
TOTAL, ALL DEPARTURES, BY AIRPORT	87.1	83.2	82.8	88.4	86.1	81.6	82.1	87.3	82.5	81.5	87.2	82.0	81.3	79.0	81.3	82.8	83.5	83.1

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	87.9	95.5	91.2	97.0	94.6	97.0	93.9	96.8	95.1	93.9	96.5	94.4
700 - 759 AM	91.2	92.6	88.2	94.9	93.7	93.2	88.9	91.5	93.4	95.2	96.0	91.5
800 - 859 AM	91.3	94.4	85.7	95.0	92.4	92.5	86.5	92.3	87.3	93.7	95.2	90.6
900 - 959 AM	89.8	93.0	84.4	94.8	90.1	86.0	85.2	91.4	87.9	92.3	92.8	89.1
1000 - 1059 AM	81.9	93.0	87.3	91.8	88.9	88.1	88.1	87.9	78.8	88.3	93.7	87.4
1100 - 1159 AM	88.1	91.9	81.6	93.4	85.6	83.6	87.2	83.6	79.4	92.3	86.0	86.4
1200 - 1259 PM	82.5	85.2	81.7	86.6	89.8	88.0	85.5	86.9	77.0	82.8	84.1	84.3
100 - 159 PM	83.7	89.7	81.7	87.9	82.2	84.6	82.4	88.5	73.7	90.3	78.4	83.1
200 - 259 PM	80.6	87.2	79.0	78.4	87.5	79.9	76.4	85.2	72.4	87.0	82.4	81.2
300 - 359 PM	80.0	87.4	81.5	83.6	82.8	84.2	86.1	85.3	79.3	88.0	79.0	82.2
400 - 459 PM	80.7	74.5	79.7	86.3	78.5	84.0	74.9	86.0	78.0	85.9	81.0	79.1
500 - 559 PM	75.9	87.9	80.2	82.7	76.3	79.4	74.1	83.3	78.6	90.2	80.0	79.3
600 - 659 PM	72.8	81.9	74.8	79.9	77.6	82.1	75.6	84.8	73.3	71.4	81.3	76.5
700 - 759 PM	77.3	83.6	75.5	82.7	70.1	73.4	82.8	90.1	73.5	64.5	73.0	78.0
800 - 859 PM	76.9	89.0	76.7	88.3	81.2	82.6	77.0	89.2	78.5	91.7	78.6	78.0
900 - 959 PM	80.5	92.1	78.9	86.8	78.4	78.7	79.2	81.4	79.1	92.6	74.9	79.1
1000 - 1059 PM	90.9	89.0	84.8	94.0	75.6	82.1	90.9	84.8	83.5	94.6	60.0	83.0
1100 - 559 AM	86.8	95.3	93.5	92.4	97.7	93.6	J/	91.5	85.2	89.1	99.3	89.5
TOTAL, ALL DEPARTURES, BY AIRPORT	82.5	89.5	82.0	90.0	85.1	86.0	84.2	88.1	81.3	90.7	85.4	84.1

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

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AIR TRAVEL CONSUMER REPORT

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

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

None								
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* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
VIRGIN AMERICA	200	1	0.5
SOUTHWEST	2,649	6	0.2
SKYWEST	1,716	1	0.1
DELTA	2,689	0	0.0
AMERICAN**	2,582	0	0.0
UNITED	1,528	0	0.0
EXPRESSJET	1,431	0	0.0
JETBLUE	796	0	0.0
ALASKA	506	0	0.0
SPIRIT	384	0	0.0
HAWAIIAN	206	0	0.0
FRONTIER	178	0	0.0
TOTAL	14,865	8	0.1

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

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

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	96.7	95.0	60	60
ADAK ISLAND AK (ADK)	100.0	100.0	8	8
AGUADILLA PR (BQN)	73.0	82.0	111	111
AKRON OH (CAK)	85.5	88.4	447	449
ALBANY GA (ABY)	87.1	89.4	85	85
ALBANY NY (ALB)	86.2	88.5	789	790
ALBUQUERQUE NM (ABQ)	81.3	83.5	1,548	1,548
ALEXANDRIA LA (AEX)	88.9	90.7	216	216
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	88.0	94.0	166	168
ALPENA MI (APN)	76.0	88.2	50	51
AMARILLO TX (AMA)	82.1	87.1	224	225
ANCHORAGE AK (ANC)	92.0	95.1	1,163	1,162
APPLETON WI (ATW)	90.4	94.1	322	322
ARCATA/EUREKA CA (ACV)	84.5	81.0	116	116
ARLINGTON VA (DCA)	82.3	86.1	6,604	6,602
ASHEVILLE NC (AVL)	90.1	89.7	272	272
ASPEN CO (ASE)	80.7	80.6	212	216
ATLANTA GA (ATL)	89.8	87.1	32,188	32,185
ATLANTIC CITY NJ (ACY)	79.4	78.2	316	317
AUGUSTA GA (AGS)	87.9	90.0	239	239
AUSTIN TX (AUS)	82.2	83.4	3,851	3,855
BAKERSFIELD CA (BFL)	88.0	91.6	225	226
BALTIMORE MD (BWI)	85.9	82.8	7,869	7,871
BANGOR ME (BGR)	87.1	90.0	31	30
BARROW AK (BRW)	93.6	97.4	78	78
BATON ROUGE LA (BTR)	80.8	85.1	582	583
BEAUMONT/PORT ARTHUR TX (BPT)	78.3	79.7	60	59
BELLINGHAM WA (BLI)	88.5	93.2	87	88
BEMIDJI MN (BJI)	90.0	93.3	60	60
BEND/REDMOND OR (RDM)	85.1	86.9	175	175
BETHEL AK (BET)	97.5	97.5	81	81
BILLINGS MT (BIL)	91.1	94.0	248	249
BINGHAMTON NY (BGM)	88.2	81.2	85	85
BIRMINGHAM AL (BHM)	85.5	88.4	1,042	1,043
BISMARCK/MANDAN ND (BIS)	83.5	89.0	255	255

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BLOOMINGTON/NORMAL IL (BMI)	89.0	92.6	136	135
BOISE ID (BOI)	83.5	86.5	1,100	1,100
BOSTON MA (BOS)	79.8	83.2	9,897	9,893
BOZEMAN MT (BZN)	89.2	93.6	249	250
BRAINERD MN (BRD)	96.1	96.1	51	51
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	89.8	89.8	166	166
BROWNSVILLE TX (BRO)	83.9	88.5	174	174
BRUNSWICK GA (BQK)	89.4	92.9	85	85
BUFFALO NY (BUF)	85.5	89.6	1,514	1,515
BURBANK CA (BUR)	82.8	83.1	1,829	1,827
BURLINGTON VT (BTV)	86.1	87.7	288	285
BUTTE MT (BTM)	92.7	94.5	55	55
CASPER WY (CPR)	84.6	91.5	117	117
CEDAR CITY UT (CDC)	92.2	98.0	51	51
CEDAR RAPIDS/IOWA CITY IA (CID)	89.1	92.1	430	431
CHANTILLY VA (IAD)	87.9	87.2	2,762	2,763
CHARLESTON SC (CHS)	85.4	86.1	1,346	1,345
CHARLESTON/DUNBAR WV (CRW)	85.6	84.2	222	222
CHARLOTTE AMALIE VI (STT)	86.2	89.0	493	492
CHARLOTTE NC (CLT)	88.8	88.4	9,042	9,033
CHARLOTTESVILLE VA (CHO)	79.9	87.3	204	205
CHATTANOOGA TN (CHA)	85.5	89.6	366	367
CHICAGO IL (MDW)	85.4	83.1	7,297	7,299
CHICAGO IL (ORD)	84.2	82.0	19,811	19,796
CHRISTIANSTED VI (STX)	89.4	89.4	104	104
CLEVELAND OH (CLE)	85.5	87.5	2,785	2,790
CODY WY (COD)	90.2	93.3	61	60
COLLEGE STATION/BRYAN TX (CLL)	76.6	85.1	47	47
COLORADO SPRINGS CO (COS)	79.0	82.1	637	637
COLUMBIA SC (CAE)	87.9	88.4	388	389
COLUMBUS GA (CSG)	91.3	92.2	115	115
COLUMBUS MS (GTR)	83.5	87.1	85	85
COLUMBUS OH (CMH)	84.9	88.6	1,797	1,798
CORDOVA AK (CDV)	93.3	91.7	60	60
CORPUS CHRISTI TX (CRP)	83.3	86.7	293	294

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COVINGTON KY (CVG)	85.5	86.7	1,359	1,358
DALLAS TX (DAL)	80.1	78.0	5,637	5,636
DALLAS/FORT WORTH TX (DFW)	82.4	82.1	16,149	16,147
DAYTON OH (DAY)	85.8	88.0	515	518
DAYTONA BEACH FL (DAB)	90.0	91.1	180	180
DEADHORSE AK (SCC)	94.9	94.9	78	78
DENVER CO (DEN)	83.7	81.6	18,038	18,038
DES MOINES IA (DSM)	86.1	88.0	631	633
DETROIT MI (DTW)	87.7	87.3	10,454	10,447
DEVILS LAKE ND (DVL)	87.0	80.9	46	47
DOTHAN AL (DHN)	88.7	92.2	115	115
DULUTH MN (DLH)	87.1	93.1	202	202
DURANGO CO (DRO)	84.2	90.3	177	176
EAGLE CO (EGE)	85.9	85.9	71	71
EAU CLAIRE WI (EAU)	87.3	87.3	55	55
EL PASO TX (ELP)	79.8	83.2	887	886
ELKO NV (EKO)	96.1	98.0	51	51
ELMIRA/CORNING NY (ELM)	88.7	92.1	150	151
ERIE PA (ERI)	96.4	92.7	55	55
ESCANABA MI (ESC)	90.2	94.1	51	51
EUGENE OR (EUG)	91.8	84.9	291	291
EVANSVILLE IN (EVV)	90.0	92.0	251	251
FAIRBANKS AK (FAI)	92.4	94.2	172	171
FARGO ND (FAR)	84.3	90.0	281	281
FAYETTEVILLE AR (XNA)	86.3	87.2	498	499
FAYETTEVILLE NC (FAY)	89.3	85.0	140	140
FLAGSTAFF AZ (FLG)	90.1	92.1	151	151
FLINT MI (FNT)	90.2	91.5	316	318
FORT LAUDERDALE FL (FLL)	82.3	81.5	7,239	7,249
FORT MYERS FL (RSW)	84.7	84.2	3,024	3,030
FORT SMITH AR (FSM)	92.2	93.3	90	90
FORT WAYNE IN (FWA)	86.8	88.9	341	341
FRESNO CA (FAT)	88.4	86.8	661	659
GAINESVILLE FL (GNV)	88.8	91.9	197	197
GILLETTE WY (GCC)	88.2	90.6	85	85
GRAND FORKS ND (GFK)	92.9	95.8	140	142

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
GRAND JUNCTION CO (GJT)	92.0	94.5	238	237
GRAND RAPIDS MI (GRR)	86.3	91.7	745	746
GREAT FALLS MT (GTF)	93.2	93.3	118	119
GREEN BAY WI (GRB)	90.3	93.1	319	320
GREENSBORO/HIGH POINT NC (GSO)	88.5	89.3	541	540
GREER SC (GSP)	84.1	86.0	649	651
GUAM TT (GUM)	90.0	96.7	30	30
GULFPORT/BILOXI MS (GPT)	87.0	84.3	254	254
GUNNISON CO (GUC)	100.0	100.0	5	5
HANCOCK/HOUGHTON MI (CMX)	80.0	83.3	60	60
HARLINGEN/SAN BENITO TX (HRL)	81.3	81.3	246	246
HARRISBURG PA (MDT)	88.5	93.2	192	192
HARTFORD CT (BDL)	84.0	86.1	1,711	1,708
HATTIESBURG/LAUREL MS (PIB)	74.5	82.4	51	51
HAYDEN CO (HDN)	89.7	84.6	39	39
HAYS KS (HYS)	92.2	92.2	51	51
HELENA MT (HLN)	91.5	94.3	141	141
HIBBING MN (HIB)	90.1	91.4	81	81
HILO HI (ITO)	95.0	96.0	503	503
HOBBS NM (HOB)	85.1	87.2	47	47
HONOLULU HI (HNL)	92.6	94.3	3,827	3,828
HOUSTON TX (HOU)	76.7	76.5	4,359	4,357
HOUSTON TX (IAH)	82.6	82.0	11,176	11,174
HUNTSVILLE AL (HSV)	90.2	90.2	327	326
IDAHO FALLS ID (IDA)	90.5	93.5	199	199
INDIANAPOLIS IN (IND)	84.2	87.0	2,318	2,319
INTERNATIONAL FALLS MN (INL)	88.2	84.3	51	51
IRON MOUNTAIN/KINGSFID MI (IMT)	87.3	91.1	55	56
ISLIP NY (ISP)	84.0	88.6	431	431
ITHACA/CORTLAND NY (ITH)	89.4	90.6	85	85
JACKSON WY (JAC)	89.8	89.9	157	158
JACKSON/VICKSBURG MS (JAN)	88.0	91.3	415	414
JACKSONVILLE FL (JAX)	85.6	88.3	1,558	1,559
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	85.0	91.2	113	113
JAMESTOWN ND (JMS)	87.5	87.5	72	72
JOPLIN MO (JLN)	86.7	81.7	60	60

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JUNEAU AK (JNU)	93.4	95.2	351	351
KAHULUI HI (OGG)	92.1	93.1	1,894	1,892
KALAMAZOO MI (AZO)	91.9	92.8	209	208
KALISPELL MT (FCA)	93.0	95.3	172	172
KANSAS CITY MO (MCI)	83.1	85.8	3,626	3,622
KETCHIKAN AK (KTN)	93.3	95.6	180	180
KEY WEST FL (EYW)	93.2	92.1	177	177
KILLEEN TX (GRK)	83.9	87.2	236	235
KNOXVILLE TN (TYS)	83.2	87.1	582	581
KODIAK AK (ADQ)	96.8	96.8	31	31
KONA HI (KOA)	95.1	93.4	976	977
KOTZEBUE AK (OTZ)	93.3	93.3	60	60
LA CROSSE WI (LSE)	89.4	87.5	47	48
LAFAYETTE LA (LFT)	87.3	89.2	267	268
LAKE CHARLES LA (LCH)	90.3	85.9	72	71
LANSING MI (LAN)	89.2	88.5	287	286
LARAMIE WY (LAR)	74.5	86.3	51	51
LAREDO TX (LRD)	84.0	90.2	162	163
LAS VEGAS NV (LAS)	80.0	79.0	12,525	12,520
LATROBE PA (LBE)	78.7	78.9	94	95
LAWTON/FORT SILL OK (LAW)	80.2	90.7	86	86
LEWISTON ID (LWS)	96.7	100.0	60	60
LEXINGTON KY (LEX)	86.6	90.2	359	358
LIHUE HI (LIH)	94.5	94.2	943	944
LINCOLN NE (LNK)	85.4	90.5	199	201
LITTLE ROCK AR (LIT)	84.9	88.7	682	682
LONG BEACH CA (LGB)	86.0	86.4	759	759
LONGVIEW TX (GGG)	90.0	90.0	30	30
LOS ANGELES CA (LAX)	81.6	81.3	16,996	16,990
LOUISVILLE KY (SDF)	85.1	85.5	826	827
LUBBOCK TX (LBB)	79.7	86.0	385	386
MADISON WI (MSN)	89.4	92.6	652	653
MAMMOTH LAKES CA (MMH)	100.0	100.0	3	3
MANCHESTER NH (MHT)	87.2	92.0	576	575
MARQUETTE MI (MQT)	90.9	87.3	55	55
MEDFORD OR (MFR)	81.5	82.4	227	227

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MELBOURNE FL (MLB)	86.2	90.3	145	145
MEMPHIS TN (MEM)	85.2	85.7	1,147	1,150
MERIDIAN MS (MEI)	77.8	79.0	81	81
MIAMI FL (MIA)	82.9	82.5	5,862	5,866
MIDLAND/ODESSA TX (MAF)	80.8	85.6	516	515
MILWAUKEE WI (MKE)	84.8	87.3	2,758	2,754
MINNEAPOLIS MN (MSP)	87.8	89.5	10,659	10,652
MINOT ND (MOT)	85.3	85.8	156	155
MISSION/MCALLEN/EDINBURG TX (MFE)	84.9	88.2	186	186
MISSOULA MT (MSO)	90.8	96.1	153	154
MOBILE AL (MOB)	85.5	87.9	372	372
MOLINE IL (MLI)	87.0	92.5	307	306
MONROE LA (MLU)	86.0	88.0	242	242
MONTEREY CA (MRY)	86.6	90.0	202	200
MONTGOMERY AL (MGM)	87.5	89.3	224	224
MONTROSE/DELTA CO (MTJ)	83.1	86.4	59	59
MOSINEE WI (CWA)	84.2	89.3	57	56
MUSKEGON MI (MKG)	87.3	83.6	55	55
MYRTLE BEACH SC (MYR)	86.2	83.8	549	549
NASHVILLE TN (BNA)	84.3	84.3	4,052	4,054
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	93.2	93.2	59	59
NEW ORLEANS LA (MSY)	82.4	83.3	3,683	3,681
NEW YORK NY (JFK)	80.3	81.3	8,206	8,206
NEW YORK NY (LGA)	77.4	82.8	7,747	7,752
NEWARK NJ (EWR)	81.1	82.5	9,727	9,733
NEWBURGH/POUGHKEEPSIE NY (SWF)	78.3	80.0	60	60
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	94.4	93.3	90	90
NIAGARA FALLS NY (IAG)	84.8	82.4	33	34
NOME AK (OME)	91.7	91.7	60	60
NORFOLK VA (ORF)	87.3	88.1	963	965
NORTH BEND/COOS BAY OR (OTH)	70.6	82.4	17	17
OAKLAND CA (OAK)	81.6	81.6	3,843	3,840
OKLAHOMA CITY OK (OKC)	82.5	87.4	1,267	1,265
OMAHA NE (OMA)	85.0	89.1	1,429	1,429
ONTARIO CA (ONT)	82.3	83.7	1,647	1,646
ORLANDO FL (MCO)	83.7	83.5	10,910	10,908

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PADUCAH KY (PAH)	89.3	87.5	56	56
PAGO PAGO TT (PPG)	77.8	33.3	9	9
PALM SPRINGS CA (PSP)	85.5	86.4	1,031	1,033
PANAMA CITY FL (ECP)	85.2	86.7	405	405
PASCO/KENNEWICK/RICHLAND WA (PSC)	83.4	85.0	326	327
PELLSTON MI (PLN)	79.1	80.0	86	85
PENSACOLA FL (PNS)	84.9	87.1	482	482
PEORIA IL (PIA)	88.9	88.9	225	225
PETERSBURG AK (PSG)	93.3	95.0	60	60
PHILADELPHIA PA (PHL)	83.4	85.1	5,936	5,920
PHOENIX AZ (PHX)	86.4	86.0	13,402	13,404
PITTSBURGH PA (PIT)	86.2	89.4	2,084	2,085
PLATTSBURGH NY (PBG)	81.5	85.7	27	28
POCATELLO ID (PIH)	98.8	98.8	81	81
PONCE PR (PSE)	68.3	75.0	60	60
PORTLAND ME (PWM)	83.9	86.4	485	485
PORTLAND OR (PDX)	88.2	90.0	4,592	4,595
PROVIDENCE RI (PVD)	87.6	90.0	1,069	1,070
RALEIGH/DURHAM NC (RDU)	84.6	87.4	2,837	2,838
RAPID CITY SD (RAP)	88.4	90.0	250	249
REDDING CA (RDD)	83.7	86.0	86	86
RENO NV (RNO)	86.5	84.7	1,087	1,087
RHINELANDER WI (RHI)	89.5	89.4	86	85
RICHMOND VA (RIC)	83.6	85.1	1,282	1,283
ROANOKE VA (ROA)	82.6	84.1	195	195
ROCHESTER MN (RST)	87.6	92.0	113	113
ROCHESTER NY (ROC)	83.7	89.2	508	509
ROCK SPRINGS WY (RKS)	81.8	85.5	55	55
ROSWELL NM (ROW)	97.1	91.4	35	35
SACRAMENTO CA (SMF)	84.0	84.4	3,284	3,281
SAGINAW/BAY CITY/MIDLAND MI (MBS)	83.7	92.1	178	177
SALT LAKE CITY UT (SLC)	91.3	90.7	8,650	8,652

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAN ANGELO TX (SJT)	84.7	86.0	85	86
SAN ANTONIO TX (SAT)	80.4	84.0	2,446	2,450
SAN DIEGO CA (SAN)	84.1	84.2	6,377	6,373
SAN FRANCISCO CA (SFO)	79.1	81.3	13,951	13,955
SAN JOSE CA (SJC)	84.1	82.5	3,263	3,264
SAN JUAN PR (SJU)	85.8	86.5	2,352	2,350
SAN LUIS OBISPO CA (SBP)	86.5	85.4	281	280
SANTA ANA CA (SNA)	87.2	85.7	3,472	3,478
SANTA BARBARA CA (SBA)	86.3	85.5	496	496
SANTA FE NM (SAF)	80.9	80.9	89	89
SANTA MARIA CA (SMX)	86.7	90.0	60	60
SARASOTA/BRADENTON FL (SRQ)	84.0	79.1	344	344
SAULT STE. MARIE MI (CIU)	87.3	92.7	55	55
SAVANNAH GA (SAV)	87.6	86.4	639	639
SCRANTON/WILKES-BARRE PA (AVP)	92.6	94.1	68	68
SEATTLE WA (SEA)	86.0	88.1	10,319	10,311
SHREVEPORT LA (SHV)	83.3	87.2	437	438
SIOUX FALLS SD (FSD)	87.2	90.3	329	331
SITKA AK (SIT)	92.2	95.6	90	90
SOUTH BEND IN (SBN)	84.3	85.6	445	445
SPOKANE WA (GEG)	84.4	88.0	784	785
SPRINGFIELD IL (SPI)	84.1	87.6	145	145
SPRINGFIELD MO (SGF)	91.0	92.8	221	221
ST. AUGUSTINE FL (UST)	94.1	94.1	17	17
ST. GEORGE UT (SGU)	90.3	92.6	175	175
ST. LOUIS MO (STL)	83.6	82.6	4,531	4,535
STATE COLLEGE PA (SCE)	78.3	88.3	60	60
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	93.8	96.9	65	64
SYRACUSE NY (SYR)	84.8	89.2	462	464
TALLAHASSEE FL (TLH)	87.2	90.7	257	257
TAMPA FL (TPA)	83.8	85.4	6,065	6,068
TEXARKANA AR (TXK)	79.7	81.4	59	59

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TRAVERSE CITY MI (TVC)	83.7	84.5	129	129
TRENTON NJ (TTN)	92.2	93.4	166	166
TUCSON AZ (TUS)	85.0	84.5	1,314	1,315
TULSA OK (TUL)	80.7	86.5	1,183	1,185
TWIN FALLS ID (TWF)	98.8	97.7	85	86
TYLER TX (TYR)	100.0	100.0	6	6
VALDOSTA GA (VLD)	90.6	91.8	85	85
VALPARAISO FL (VPS)	85.8	87.4	388	388
WACO TX (ACT)	80.0	84.1	145	145
WEST PALM BEACH/PALM BEACH FL (PBI)	83.3	81.9	2,292	2,293
WHITE PLAINS NY (HPN)	80.3	84.9	589	589
WICHITA FALLS TX (SPS)	81.3	90.6	64	64
WICHITA KS (ICT)	86.2	86.5	726	726
WILLISTON ND (ISN)	86.1	88.9	144	144
WILMINGTON NC (ILM)	87.4	96.6	175	175
WORCESTER MA (ORH)	81.7	80.0	60	60
WRANGELL AK (WRG)	95.0	96.7	60	60
YAKUTAT AK (YAK)	90.0	91.7	60	60
YUMA AZ (YUM)	93.7	97.1	174	174

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/					AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED		NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
SPRIT	20	9,412	158	1.7		35	11,281	193	1.7
EXPRESSJET	18	20,906	299	1.4		166	40,773	623	1.5
UNITED	27	37,108	540	1.5		86	43,281	650	1.5
SKYWEST	24	28,237	367	1.3		196	50,117	694	1.4
SOUTHWEST	24	57,509	498	0.9		86	107,855	968	0.9
AMERICAN**	28	62,267	505	0.8		92	74,859	660	0.9
VIRGIN AMERICA	16	5,051	35	0.7		21	5,644	45	0.8
JETBLUE	24	16,281	125	0.8		62	23,187	173	0.7
FRONTIER	24	5,579	21	0.4		47	7,125	28	0.4
ALASKA	25	9,596	6	0.1		64	14,662	16	0.1
HAWAIIAN	8	444	0	0.0		17	6,239	6	0.1
DELTA	29	58,012	46	0.1		145	76,607	53	0.1
Total		310,402	2,600	0.8		Total	461,630	4,109	0.9

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE OF THE TIME	
		NUMBER	PERCENTAGE
SPIRIT	534	71	13.2
SKYWEST	3872	257	6.6
EXPRESSJET	3588	212	5.9
UNITED	2732	156	5.7
SOUTHWEST	16124	864	5.3
JETBLUE	828	33	3.9
AMERICAN**	3775	136	3.6
FRONTIER	523	17	3.2
VIRGIN AMERICA	257	7	2.7
ALASKA	593	1	0.1
DELTA	5025	10	0.1
HAWAIIAN	240	0	0.0
TOTAL	38,091	1,764	4.6

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

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

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

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

								CAUSES OF DELAY									
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AMERICAN*	74859	62516	83.51%	660	0.88%	170	0.23%	3557	4.75%	316	0.42%	4418	5.90%	33	0.04%	3189	4.26%
ALASKA	14662	13108	89.40%	16	0.11%	18	0.12%	383	2.61%	12	0.08%	748	5.10%	12	0.08%	366	2.50%
JETBLUE	23187	18303	78.94%	173	0.75%	49	0.21%	1601	6.91%	38	0.17%	1374	5.92%	13	0.05%	1636	7.06%
DELTA	76607	69166	90.29%	53	0.07%	94	0.12%	2746	3.58%	161	0.21%	2380	3.11%	2	0.00%	2005	2.62%
EXPRESSJET	40773	34942	85.70%	623	1.53%	90	0.22%	1582	3.88%	77	0.19%	1786	4.38%	0	0.00%	1674	4.11%
FRONTIER	7125	6112	85.78%	28	0.39%	12	0.17%	219	3.07%	8	0.11%	431	6.05%	0	0.00%	315	4.42%
HAWAIIAN	6239	5869	94.07%	6	0.10%	5	0.08%	210	3.37%	7	0.11%	4	0.06%	3	0.04%	136	2.17%
SPIRIT	11281	8326	73.81%	193	1.71%	22	0.20%	644	5.71%	48	0.42%	1282	11.37%	13	0.11%	753	6.68%
SKYWEST	50117	42959	85.72%	694	1.38%	88	0.18%	1666	3.32%	193	0.39%	1986	3.96%	7	0.01%	2523	5.03%
UNITED	43281	36832	85.10%	650	1.50%	81	0.19%	1736	4.01%	161	0.37%	1855	4.29%	0	0.00%	1967	4.54%
VIRGIN AMERICA	5644	4314	76.44%	45	0.80%	6	0.11%	237	4.20%	100	1.77%	439	7.77%	9	0.16%	494	8.75%
SOUTHWEST	107855	87648	81.26%	968	0.90%	184	0.17%	5131	4.76%	466	0.43%	4216	3.91%	50	0.05%	9191	8.52%
TOTAL	461630	390095	84.50%	4109	0.89%	819	0.18%	19712	4.27%	1585	0.34%	20919	4.53%	142	0.03%	24249	5.25%

***Causes of Delay:**

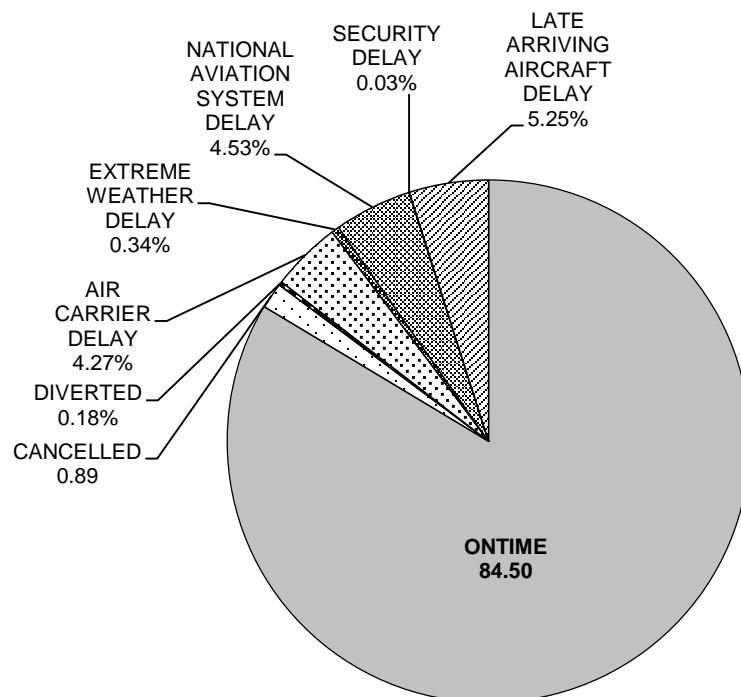
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

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

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

APRIL 2016

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



Causes of Delay:

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

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

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

APRIL 2016

AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
AMERICAN	2076	STX	CLT	4/30/2016	Diversion Airport (CAE)	231
ALASKA	3	DCA	SEA	4/26/2016	Origin Airport	183

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.

APRIL 2016

AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
UNITED	128	GIG	IAH	4/17/2016	Diversion Airport (MSY)	321
UNITED	818	EZE	IAH	4/17/2016	Diversion Airport (MSY)	280

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.

APRIL 2016

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
AMERICAN**	74859	49	0.07
JETBLUE	23187	15	0.06
EXPRESSJET	40773	15	0.04
VIRGIN AMERICA	5644	2	0.04
FRONTIER	7125	2	0.03
DELTA	76607	18	0.02
SPIRIT	11281	2	0.02
UNITED	43281	7	0.02
SKYWEST	50117	4	0.01
ALASKA	14662	1	0.01
SOUTHWEST	107855	7	0.01
HAWAIIAN	6239	0	0.00
TOTAL	461,630	122	0.31

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

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

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

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

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

APPENDIX

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

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

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors *

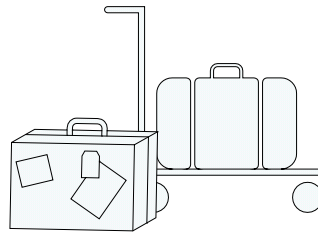
AS	Alaska Airlines
AA**	American Airlines
EV	ExpressJet Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines
VX	Virgin America

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

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

MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	APRIL 2016			APRIL 2015		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	484	635,455	0.76	412	565,530	0.73
2	DELTA AIR LINES	13,703	10,112,129	1.36	18,488	9,732,602	1.90
3	ALASKA AIRLINES	2,763	1,914,344	1.44	4,819	1,765,110	2.73
4	JETBLUE AIRWAYS	3,832	2,653,107	1.44	4,385	2,515,103	1.74
5	UNITED AIRLINES	12,487	5,977,624	2.09	15,683	5,750,753	2.73
6	SPIRIT AIRLINES	3,347	1,585,779	2.11	3,340	1,300,123	2.57
7	FRONTIER AIRLINES	2,625	1,034,775	2.54	2,971	882,802	3.37
8	SKYWEST AIRLINES	6,248	2,430,041	2.57	7,850	2,410,999	3.26
9	SOUTHWEST AIRLINES	35,934	12,541,854	2.87	35,363	12,202,998	2.90
10	AMERICAN AIRLINES**	28,934	10,013,797	2.89	23,167	5,932,797	3.90
11	HAWAIIAN AIRLINES	2,459	809,920	3.04	1,567	763,882	2.05
12	EXPRESSJET AIRLINES	6,361	1,783,117	3.57	9,390	2,142,618	4.38
TOTALS		119,177	51,491,942	2.31	127,435	45,965,317	2.77

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

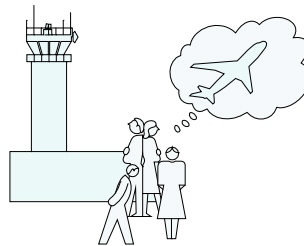
OVERSALES

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

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

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

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



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

RANK	AIRLINE	JANUARY - MARCH 2016				JANUARY - MARCH 2015			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	HAWAIIAN AIRLINES	37	2	2,599,123	0.01	110	7	2,472,431	0.03
2	JETBLUE AIRWAYS	488	28	8,244,033	0.03	619	39	7,357,389	0.05
3	DELTA AIR LINES	28,325	304	29,449,621	0.10	40,939	604	27,561,992	0.22
4	VIRGIN AMERICA	427	30	1,739,517	0.17	286	5	1,510,065	0.03
5	UNITED AIRLINES	14,380	929	18,965,779	0.49	17,373	1,817	18,105,638	1.00
6	FRONTIER AIRLINES	379	161	3,151,585	0.51	682	209	2,632,410	0.79
7	ALASKA AIRLINES	1,982	284	5,344,476	0.53	1,737	219	4,975,547	0.44
8	AMERICAN AIRLINES**	14,766	2,642	31,360,650	0.84	9,928	1,431	18,101,123	0.79
9	SOUTHWEST AIRLINES	18,278	3,116	34,393,320	0.91	20,641	3,326	31,993,058	1.04
10	SPIRIT AIRLINES***	1,312***	483***	4,704,094***	1.03***	1,441***	114***	3,728,874***	0.31***
11	SKYWEST AIRLINES	9,537	709	6,858,709	1.03	14,041	1,630	6,458,573	2.52
12	EXPRESSJET AIRLINES	7,708	757	5,175,359	1.46	12,437	1,312	6,083,566	2.16
TOTALS		97,619***	9,445***	151,986,266***	0.62***	120,234***	10,713***	130,980,666***	0.82***

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

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

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

***On May 9, 2017, Spirit Airlines revised its denied boarding reports and enplanements for 2015 and 2016. This table reflects the revisions for the 1st quarters of 2016 and 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**

	APRIL 2016				APRIL 2015			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	870	43	2	87	1, 083	55	1	96
FOREIGN AIRLINES	224	7	2	28	299	4	1	26
TRAVEL AGENTS	22	3	0	10	29	1	0	11
TOUR OPERATORS	0	0	0	0	1	0	0	0
MISCELLANEOUS	6	8	0	11	7	17	0	10
INDUSTRY TOTALS	1, 122	61	4	136	1, 419	77	2	143

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	APRIL 2016			APRIL 2015		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	372		1	417	
DELAYS			139			150
CANCELLATIONS			137			145
MISCONNECTIONS			54			66
CUSTOMER SERVICE	2	141		4	174	
RES/TKTG/BOARDING	3	139		2	206	
BAGGAGE	4	136		3	187	
REFUNDS	5	103		5	135	
FARES	6	103		6	126	
DISABILITY	7	52		7	62	
OVERSALES	8	42		8	51	
OTHER	9	26		9	35	
FREQUENT FLYER			16			18
DISCRIMINATION	10	4		11	7	
ADVERTISING	11	4		10	19	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1, 122			1, 419	

* 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*

APRIL 2016

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	3	0	5	1	0	1	3	0	0	0	0	0	13
ALLEGiant AIR	15	0	2	1	5	4	2	0	0	0	0	0	29
AMERICAN AIRLINES	81	11	29	30	28	25	32	14	1	1	0	1	253
DELTA AIR LINES	23	2	10	6	5	6	13	2	0	1	0	4	72
ENDEAVOR AIR	5	0	0	0	0	1	0	0	0	0	0	0	6
ENVOY AIR	9	1	1	0	0	0	0	0	0	0	0	0	11
EXPRESSJET AIRLINES	5	0	0	0	0	0	2	0	0	0	0	0	7
FRONTIER AIRLINES	9	3	4	2	3	5	2	0	1	0	0	1	30
HAWAIIAN AIRLINES	1	0	1	1	0	2	3	7	0	0	0	0	15
JETBLUE AIRWAYS	12	1	3	4	0	6	2	1	0	0	0	3	32
MESA AIRLINES	10	0	0	0	0	0	0	0	0	0	0	0	10
PIEDMONT AIRLINES	4	1	0	0	0	0	0	0	0	0	0	0	5
PSA AIRLINES	6	0	0	0	0	0	3	0	0	0	0	0	9
REPUBLIC AIRLINES	6	0	0	0	0	0	0	0	0	0	0	0	6
SILVER AIRWAYS	2	1	1	1	0	1	1	1	0	0	0	0	8
SKYWEST AIRLINES	9	0	0	0	0	0	1	0	0	0	0	1	11
SOUTHWEST AIRLINES	18	2	2	1	2	8	9	3	0	0	0	1	46
SPIRIT AIRLINES	46	6	18	12	10	6	9	6	1	1	0	2	117
TRANS STATES AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
UNITED AIRLINES	44	8	13	17	9	21	23	13	1	1	0	6	156
VIRGIN AMERICA	0	1	0	1	0	2	5	1	0	0	0	0	10
OTHER U. S. AIRLINES	15	1	0	0	0	1	1	0	0	0	0	1	19
TOTAL APRIL 2016	328	38	89	77	62	89	111	48	4	4	0	20	870
% OF TOTAL COMPLAINTS	37. 7	4. 4	10. 2	8. 9	7. 1	10. 2	12. 8	5. 5	0. 5	0. 5	0	2. 3	
TOTAL APRIL 2015	356	40	136	96	97	125	136	48	14	5	0	30	1, 083
% OF TOTAL COMPLAINTS	32. 9	3. 7	12. 6	8. 9	9	11. 5	12. 6	4. 4	1. 3	0. 5	0	2. 8	

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

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

Table 4

Office of Aviation Enforcement and Proceedings
U.S. Department of TransportationCOMPLAINTS AGAINST U. S. AIRLINES
BY INCIDENT DATE

APRIL 2016

U. S. AIRLINES*	COMPS RECD IN APR	INCI- DENTS IN APR	PERCENT	INCI- DENTS IN MAR	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
ALASKA AIRLINES	13	7	53.8	2	15.4	4	30.8	0	0.0
ALLEGIANT AIR	29	21	72.4	3	10.3	4	13.8	1	3.4
AMERICAN AIRLINES	253	113	44.7	43	17.0	71	28.1	26	10.3
DELTA AIR LINES	72	30	41.7	18	25.0	19	26.4	5	6.9
ENDEAVOR AIR	6	5	83.3	1	16.7	0	0.0	0	0.0
ENVOY AIR	11	9	81.8	1	9.1	1	9.1	0	0.0
EXPRESSJET AIRLINES	7	6	85.7	0	0.0	0	0.0	1	14.3
FRONTIER AIRLINES	30	11	36.7	6	20.0	8	26.7	5	16.7
HAWAIIAN AIRLINES	15	9	60.0	1	6.7	4	26.7	1	6.7
JETBLUE AIRWAYS	32	19	59.4	8	25.0	5	15.6	0	0.0
MESA AIRLINES	10	5	50.0	3	30.0	1	10.0	1	10.0
PIEDMONT AIRLINES	5	5	100.0	0	0.0	0	0.0	0	0.0
PSA AIRLINES	9	6	66.7	1	11.1	1	11.1	1	11.1
REPUBLIC AIRLINES	6	3	50.0	1	16.7	2	33.3	0	0.0
SILVER AIRWAYS	8	4	50.0	3	37.5	0	0.0	1	12.5
SKYWEST AIRLINES	11	10	90.9	1	9.1	0	0.0	0	0.0
SOUTHWEST AIRLINES	46	28	60.9	6	13.0	8	17.4	4	8.7
SPIRIT AIRLINES	117	65	55.6	19	16.2	29	24.8	4	3.4
TRANS STATES AIRLINES	5	3	60.0	1	20.0	1	20.0	0	0.0
UNITED AIRLINES	156	77	49.4	31	19.9	30	19.2	18	11.5
VIRGIN AMERICA	10	5	50.0	2	20.0	3	30.0	0	0.0
OTHER U. S. AIRLINES	19	8	42.1	3	15.8	7	36.8	1	5.3
TOTALS	870	449	51.6	154	17.7	198	22.8	69	7.9
PREVIOUS YEAR' S TOTALS	1,083	510	47.1	214	19.8	259	23.9	100	9.2

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

Table 5

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

APRIL 2016

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXICO	2	1	5	0	1	1	4	0	0	0	0	0	14
AIR CANADA	7	1	7	1	0	3	6	0	0	0	0	0	25
AIR FRANCE	2	0	2	0	1	1	2	0	0	0	0	0	8
ALITALIA AIRLINES	1	0	1	1	2	1	2	1	0	0	0	0	9
BRITISH AIRWAYS	3	0	1	0	1	1	0	1	0	0	0	1	8
EMIRATES AIRLINES	2	1	0	2	1	2	0	0	0	0	0	0	8
ETIHAD AIRWAYS	0	0	3	1	1	6	1	0	0	0	0	0	12
FIJI AIRWAYS	3	0	1	0	2	2	0	0	0	0	0	0	8
LUFTHANSA	2	0	1	2	2	0	0	1	0	0	0	0	8
QATAR AIRWAYS	0	0	3	0	1	2	0	0	0	0	0	0	6
TURKISH AIRLINES	2	0	2	0	4	3	1	0	0	0	0	1	13
VOLARIS AIRLINES	0	1	0	1	1	3	1	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	16	0	16	14	15	22	11	1	0	0	0	3	98
TOTALS	40	4	42	22	32	47	28	4	0	0	0	5	224
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	0	0	2	1	2	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	0	0	6	3	7	0	1	0	0	0	0	0	17
TOTALS	0	0	8	4	9	0	1	0	0	0	0	0	22
<u>TOUR OPERATORS</u>													
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS ***</u>													
OTHER MISCELLANEOUS	4	0	0	0	0	0	1	0	0	0	0	1	6
TOTALS	4	0	0	0	0	0	1	0	0	0	0	1	6

* 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	APRIL 2016			APRIL 2015		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	46	12,613,432	0.36	54	12,202,840	0.44
2	EXPRESSJET AIRLINES	7	1,860,111	0.38	18	2,258,400	0.80
3	SKYWEST AIRLINES	11	2,549,454	0.43	13	2,486,062	0.52
4	DELTA AIR LINES	72	11,845,010	0.61	72	11,415,609	0.63
5	ALASKA AIRLINES	13	2,013,543	0.65	18	1,845,538	0.98
6	JETBLUE AIRWAYS	32	3,127,620	1.02	20	2,923,031	0.68
7	VIRGIN AMERICA	10	657,741	1.52	9	583,905	1.54
8	HAWAIIAN AIRLINES	15	850,866	1.76	5	799,873	0.63
9	UNITED AIRLINES	156	7,796,681	2.00	215	7,676,526	2.80
10	AMERICAN AIRLINES**	253	11,870,487	2.13	240	7,376,199	3.25
11	FRONTIER AIRLINES	30	1,087,479	2.76	87	1,003,779	8.67
12	SPIRIT AIRLINES	117	1,717,673	6.81	104	1,417,179	7.34
TOTAL		762	57,990,097	1.31	855	51,988,941	1.64

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

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



**Customer Service Reports to the U.S. Department of Homeland Security for the Month of April 2016
as provided by the Transportation Security Administration^{a*}**

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

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
788	.001	66	.0001	551	.0009	471	.0008

NOTES

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

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

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

As of February 2007, TSA calculates the number of checked bags screened. In the past, TSA used data provided by the Air Transport Association to calculate the number of checked bags screened.

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

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

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

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

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

Carrier	Death	Injury	Loss
Alaska Airlines	1	0	0
Delta Air Lines	1	0	0
SkyWest Airlines	1	0	0
United Airlines	0	4	0
Totals:	3	4	0