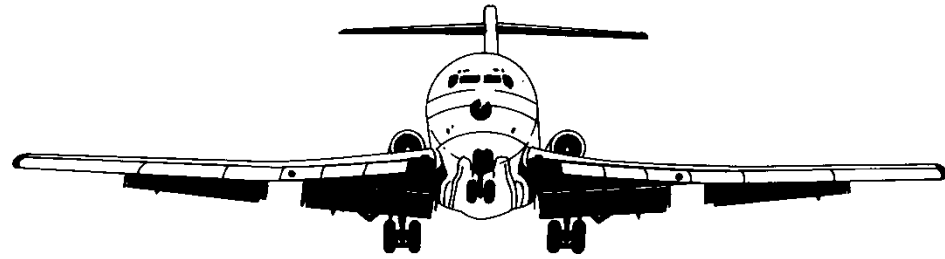




U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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A Product Of The  
**OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS**  
*Aviation Consumer Protection Division*  
*Issued: October 2016*



<b>Flight Delays<sup>1</sup></b>	August 2016
<b>Mishandled Baggage<sup>1</sup></b>	August 2016
<b>Oversales<sup>1</sup></b>	<sup>2nd</sup> Quarter 2016 January - June 2016
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	August 2016
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	August 2016
<b>Airline Animal Incident Reports<sup>4</sup></b>	August 2016

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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.transportation.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

## TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>		<i>Flight Delays (continued)</i>	
		<b>Table 11</b>	30
	2	List of Regularly Scheduled Flights with Tarmac Delays Over 3 Hours, By Carrier	
<i>Flight Delays</i>		<b>Table 11A</b>	31
<b>Explanation</b>	3	List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Carrier	
<b>Table 1</b>	4	<b>Table 12</b>	32
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		Number and Percentage of Regularly Scheduled Flights With Tarmac Delays of 2 Hours or More, By Carrier	
<b>Table 1A</b>	5	<b>Footnotes</b>	33
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		<b>Appendix</b>	34
<b>Table 2</b>	6		
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		<i>Mishandled Baggage</i>	
<b>Table 3</b>	9	<b>Explanation</b>	35
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		<b>Ranking— August 2016</b>	36
<b>Table 4</b>	11		
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		<i>Oversales</i>	
<b>Table 5</b>	13	<b>Explanation</b>	37
List of Regularly Scheduled Flights with More than 50% Delayed Arrivals of More Than 30 Minutes		<b>Ranking — 2<sup>nd</sup> Quarter 2016</b>	38
<b>Table 6</b>	20	<b>Ranking— January - June 2016</b>	39
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More			
<b>Table 7</b>	21	<i>Consumer Complaints</i>	
On-Time Arrival and Departure Percentage, by Airport		<b>Explanation</b>	40
<b>Table 8</b>	26	<b>Complaint Tables 1-5 (August 2016)</b>	41
Overall Number and Percentage of Flight Cancellations, by Carrier		Summary, Complaint Categories, U.S. Airlines, Incident Date and Companies Other Than U.S. Airlines	
<b>Table 8A</b>	27	<b>Ranking, Table 6 (August 2016)</b>	46
Number and Percentage of Regularly Scheduled Flights Canceled 5% or More of the Time, By Carrier			
<b>Table 9</b>	28	<b>Complaint Categories</b>	47
Flight Causation Data, By Airline and Category			
<b>Table 10</b>	29	<b>Customer Service Reports to the Department of Homeland Security (August 2016)</b>	48
Flight Causation Data, Graphic Representation			
		<b>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation (August 2016)</b>	49

## **INTRODUCTION**

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

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

The report normally is released by the end of the second week of each month. The report is available via the Internet at:

<http://www.transportation.gov/airconsumer>

## FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

Except for the flights listed in Tables 5, 11 and 11A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at [http://www.bts.gov/programs/airline\\_information/airline\\_ontime\\_statistics/](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.

AUGUST 2016

## AIR TRAVEL CONSUMER REPORT

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

CARRIER*	AT 29 REPORTABLE AIRPORTS		AT ALL US AIRPORTS	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ONTIME	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ONTIME
HAWAIIAN AIRLINES S/	8	86.1	17	92.6
ALASKA AIRLINES S/	25	87.2	67	87.8
SKYWEST AIRLINES S/	22	80.8	193	81.5
DELTA AIR LINES S/	29	79.8	151	79.9
SOUTHWEST AIRLINES S/	24	79.7	87	79.8
UNITED AIRLINES S/	27	77.3	88	77.5
VIRGIN AMERICA	16	73.4	21	73.9
EXPRESSJET AIRLINES S/	16	74.1	164	73.7
JETBLUE AIRWAYS S/	24	71.8	66	73.0
AMERICAN AIRLINES S/	28	72.0	93	71.9
SPIRIT AIRLINES S/	20	71.3	34	71.8
FRONTIER AIRLINES S/	24	65.1	53	65.9
<b>TOTAL</b>		<b>76.8</b>		<b>77.6</b>

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

\* 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.

## AUGUST 2016

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	3rd Quarter 07-09 2015		4th Quarter 10-12 2015		1st Quarter 01-03 2016		2ndQuarter 04-06 2016		Jun-16		Jul-16		Aug-16		12 Months Ending Aug 2016	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	85.9	2	86.3	3	87.5	2	88.7	2	86.4	2	89.4	1	87.8	2	87.8	2
AMERICAN	82.0	4	82.9	6	81.1	7	78.8	9	72.4	12	70.7	10	71.9	10	79.6	8
DELTA	86.6	1	88.5	2	86.6	3	87.4	3	83.4	4	81.6	4	79.9	4	86.5	3
ENVOY***	81.1	8	83.5	4	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET	81.6	5	80.7	8	81.0	8	82.3	6	78.1	6	70.9	8	73.7	8	80.2	7
FRONTIER	78.0	11	78.1	11	83.2	5	80.3	7	75.6	7	63.3	12	65.9	12	77.8	9
HAWAIIAN	84.8	3	92.5	1	91.1	1	92.4	1	91.1	1	88.8	2	92.6	1	91.1	1
JETBLUE	76.7	12	77.8	12	71.6	11	78.0	10	74.4	8	67.8	11	73.0	9	75.1	11
SKYWEST	81.1	7	80.0	9	79.3	9	85.1	4	84.6	3	82.9	3	81.5	3	82.0	5
SOUTHWEST	80.0	9	82.3	7	84.1	4	78.9	8	74.3	9	70.8	9	79.8	5	81.1	6
SPIRIT	69.6	13	74.0	13	65.3	12	74.4	12	73.0	10	72.8	7	71.8	11	71.8	12
UNITED	79.3	10	83.3	5	83.2	6	82.6	5	79.2	5	76.6	5	77.5	6	82.2	4
VIRGIN AMERICA	81.2	6	79.2	10	77.4	10	75.2	11	72.6	11	75.4	6	73.9	7	77.5	10
Total	81.5		82.8		82.1		81.9		78.0		75.2		77.6		81.6	

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

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

\*\*\* 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.-

AUGUST 2016

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL REPORT*																				
CARRIER*	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW		EWR		FLL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	79	87.3	155	87.1	60	71.7	0	0.0	124	80.6	192	85.4	147	83.7	50	84.0	62	75.8	31	83.9
AMERICAN	1072	74.7	2554	73.0	503	67.4	8192	80.8	2501	70.9	966	71.3	12237	71.3	502	73.7	725	60.3	608	71.9
DELTA	21977	82.1	1402	76.6	672	77.7	588	78.7	826	76.8	778	78.7	533	74.1	5172	83.1	521	70.8	938	83.3
EXPRESSJET	5135	78.0	181	73.5	12	75.0	87	65.5	347	70.0	0	0.0	2553	65.9	1513	78.7	3202	69.8	0	0.0
FRONTIER	463	71.3	0	0.0	0	0.0	98	68.4	93	57.0	2108	64.0	106	58.5	98	77.6	0	0.0	18	100.0
HAWAIIAN	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	0	0.0	3951	75.6	267	77.2	119	82.4	922	78.3	105	63.8	58	77.6	122	75.4	670	60.1	1772	70.1
SKYWEST	528	76.3	2	100.0	0	0.0	146	71.9	112	76.8	5079	84.2	381	71.1	1761	86.0	0	0.0	0	0.0
SOUTHWEST	3689	80.6	1124	77.7	6033	82.2	213	75.1	1360	78.5	5853	81.4	0	0.0	601	80.4	521	68.5	1370	79.0
SPIRIT	620	73.2	403	68.0	496	68.1	0	0.0	0	0.0	434	72.1	824	70.8	748	69.5	0	0.0	1137	73.9
UNITED	603	76.9	1246	77.9	302	73.8	93	81.7	354	69.8	5262	85.8	464	72.4	143	76.9	4581	74.2	388	75.3
VIRGIN AMERICA	0	0.0	204	79.4	0	0.0	0	0.0	116	77.6	89	74.2	0	0.0	0	0.0	196	68.4	93	59.1
<b>TOTAL</b>	<b>34166</b>	<b>80.6</b>	<b>11222</b>	<b>75.5</b>	<b>8345</b>	<b>79.6</b>	<b>9536</b>	<b>80.2</b>	<b>6755</b>	<b>74.2</b>	<b>20866</b>	<b>80.6</b>	<b>17303</b>	<b>70.7</b>	<b>10710</b>	<b>81.2</b>	<b>10478</b>	<b>70.5</b>	<b>6355</b>	<b>75.1</b>

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

AUGUST 2016

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL REPORT*																				
CARRIER*	IAD		IAH		JFK		LAS		LAX		LGA		MCO		MDW		MIA		MSP	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	31	90.3	51	90.2	31	100.0	372	91.7	797	89.7	0	0.0	72	80.6	0	0.0	0	0.0	82	84.1
AMERICAN	238	69.3	721	66.7	1677	65.2	1380	70.6	3891	69.1	2405	69.3	1622	68.4	0	0.0	4569	68.6	753	68.0
DELTA	237	79.7	286	73.8	2808	70.8	1197	82.5	3433	75.1	2109	74.4	1526	77.2	241	81.7	836	80.6	6278	80.0
EXPRESSJET	15	86.7	3959	79.4	0	0.0	0	0.0	0	0.0	1321	67.4	0	0.0	66	63.6	0	0.0	226	69.5
FRONTIER	67	52.2	151	60.3	0	0.0	535	72.0	155	65.8	93	50.5	649	64.4	0	0.0	154	67.5	98	72.4
HAWAIIAN	0	0.0	0	0.0	31	80.6	75	93.3	180	82.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	180	78.3	0	0.0	3732	70.4	416	70.4	450	72.2	558	65.1	1801	69.4	0	0.0	0	0.0	0	0.0
SKYWEST	46	76.1	1331	76.6	0	0.0	106	68.9	2367	80.4	32	78.1	0	0.0	57	84.2	0	0.0	3117	85.0
SOUTHWEST	178	74.2	0	0.0	0	0.0	6599	83.5	3661	67.5	990	71.8	2999	80.3	7474	83.1	0	0.0	783	78.4
SPIRIT	0	0.0	527	69.3	0	0.0	961	76.8	806	71.7	341	68.0	479	72.9	0	0.0	0	0.0	403	70.0
UNITED	2018	84.2	4651	80.7	0	0.0	1002	81.1	2712	69.2	759	66.1	978	74.8	0	0.0	220	66.4	407	77.6
VIRGIN AMERICA	172	80.2	0	0.0	364	70.9	396	82.1	1269	74.5	81	65.4	31	71.0	0	0.0	0	0.0	0	0.0
<b>TOTAL</b>	<b>3182</b>	<b>80.9</b>	<b>11677</b>	<b>78.0</b>	<b>8643</b>	<b>69.7</b>	<b>13039</b>	<b>80.6</b>	<b>19721</b>	<b>72.7</b>	<b>8689</b>	<b>69.8</b>	<b>10157</b>	<b>74.1</b>	<b>7838</b>	<b>82.9</b>	<b>5779</b>	<b>70.2</b>	<b>12147</b>	<b>79.8</b>

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



AUGUST 2016

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL REPORT*																		
CARRIER*	ORD		PDX		PHL		PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	194	80.4	1202	92.1	31	83.9	174	90.8	530	92.5	5420	86.6	482	74.7	240	92.5	31	77.4
AMERICAN	5622	66.8	408	69.6	3978	77.7	4898	78.5	842	70.0	1043	67.0	1475	63.9	418	70.8	1021	71.4
DELTA	680	69.6	830	80.1	669	73.5	647	80.2	684	81.3	2127	79.9	1371	71.9	3715	84.3	948	81.0
EXPRESSJET	3513	73.7	0	0.0	27	74.1	0	0.0	0	0.0	0	0.0	0	0.0	4	75.0	0	0.0
FRONTIER	404	63.9	114	61.4	348	65.2	248	66.1	93	67.7	146	61.0	254	59.8	149	62.4	92	64.1
HAWAIIAN	0	0.0	31	100.0	0	0.0	31	90.3	31	77.4	62	85.5	62	85.5	0	0.0	0	0.0
JETBLUE	256	60.5	199	78.9	182	75.8	62	66.1	154	77.3	267	73.0	504	71.0	155	71.6	477	70.4
SKYWEST	3720	72.6	703	87.5	4	100.0	1634	85.6	564	81.9	1443	84.4	3090	63.6	4170	90.5	0	0.0
SOUTHWEST	0	0.0	1283	82.4	711	73.4	5101	80.3	2997	83.6	1335	75.4	1452	64.6	850	78.7	2024	80.8
SPIRIT	961	68.5	124	75.0	248	60.1	124	79.8	186	72.6	124	80.6	0	0.0	0	0.0	178	64.0
UNITED	6735	74.8	689	84.9	368	71.2	393	76.8	856	81.9	1031	78.2	5441	74.8	106	79.2	470	77.0
VIRGIN AMERICA	151	70.2	89	83.1	0	0.0	0	0.0	178	73.6	232	72.8	1837	71.1	0	0.0	0	0.0
<b>TOTAL</b>	<b>22236</b>	<b>71.5</b>	<b>5672</b>	<b>83.5</b>	<b>6566</b>	<b>75.1</b>	<b>13312</b>	<b>80.0</b>	<b>7115</b>	<b>81.2</b>	<b>13230</b>	<b>81.1</b>	<b>15968</b>	<b>69.7</b>	<b>9807</b>	<b>85.4</b>	<b>5241</b>	<b>76.8</b>

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

AUGUST 2016

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
0600-0659	83.8	73.9	86.9	85.1	87.5	89.2	81.1	86.2	79.9	74.2	88.4	90.6	82.1	93.9	93.6	87.5	88.2	95.3
0700-0759	89.6	87.6	91.0	89.9	91.0	92.0	83.0	87.2	83.8	79.1	86.9	93.3	79.4	94.6	90.5	88.5	79.3	90.1
0800-0859	87.3	86.2	93.3	90.8	91.4	90.1	85.3	85.1	87.6	93.9	80.8	90.9	70.7	95.0	76.9	85.8	84.3	90.7
0900-0959	88.1	90.0	94.2	87.4	85.6	91.4	80.2	88.5	89.4	92.4	87.1	88.2	86.8	88.3	79.7	85.2	91.7	94.0
1000-1059	85.6	91.1	90.5	88.7	89.5	89.4	80.1	90.9	88.1	91.1	96.5	87.1	89.0	89.3	76.7	83.8	91.8	87.8
1100-1159	87.0	89.1	91.6	87.4	90.1	90.1	79.1	86.9	85.3	84.5	91.2	87.9	87.2	87.2	77.5	87.1	86.5	88.0
1200-1259	86.4	85.5	95.4	91.2	85.0	88.9	82.4	87.4	87.0	84.7	83.3	85.1	84.8	85.7	80.5	85.7	83.0	91.8
1300-1359	86.7	83.7	89.9	88.9	87.8	85.3	76.7	87.7	80.6	83.2	91.3	75.2	81.5	82.8	78.3	82.7	76.2	86.5
1400-1459	84.3	84.7	88.0	89.7	83.2	85.0	72.2	86.2	82.2	78.0	88.2	74.7	79.9	81.3	75.7	79.7	75.2	86.9
1500-1559	78.5	78.8	87.6	84.0	79.1	76.2	67.9	82.0	70.9	77.8	87.7	76.4	82.3	78.8	77.7	72.8	70.3	85.0
1600-1659	79.4	74.4	74.0	75.6	69.8	76.1	64.7	81.5	66.0	74.9	80.8	72.6	73.2	78.4	68.9	67.5	73.1	80.0
1700-1759	74.6	71.7	72.0	76.3	70.9	73.6	60.8	79.0	56.7	75.3	83.0	74.4	66.2	77.7	75.1	59.7	71.9	79.4
1800-1859	73.7	68.9	73.0	64.0	62.5	69.7	61.0	75.2	58.5	70.4	74.4	64.6	55.0	74.2	69.8	53.7	62.2	75.5
1900-1959	72.2	63.0	70.6	61.2	64.7	69.1	58.9	73.1	52.7	64.3	70.4	68.7	53.8	71.6	69.5	55.8	65.2	74.8
2000-2059	72.5	60.8	65.8	62.2	62.5	67.7	55.6	78.0	51.9	65.2	78.0	72.3	55.2	71.4	61.7	52.8	56.9	73.1
2100-2159	71.6	65.1	61.8	67.4	58.7	71.8	58.0	75.5	54.4	55.4	75.4	62.8	51.9	72.0	57.4	51.5	60.6	76.8
2200-2259	69.6	58.9	57.9	62.1	62.5	63.3	62.7	71.0	59.2	57.8	71.6	66.5	57.1	68.0	54.3	47.6	67.5	67.5
2300-0559	69.2	68.2	63.2	68.7	60.5	69.9	69.4	64.6	62.5	65.2	69.6	72.8	64.2	69.2	67.4	59.6	67.1	75.8
<b>TOTAL</b>	<b>80.6</b>	<b>75.5</b>	<b>79.6</b>	<b>80.2</b>	<b>74.2</b>	<b>80.6</b>	<b>70.7</b>	<b>81.2</b>	<b>70.5</b>	<b>75.1</b>	<b>80.9</b>	<b>78.0</b>	<b>69.7</b>	<b>80.6</b>	<b>72.7</b>	<b>69.8</b>	<b>74.1</b>	<b>82.9</b>

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

AUGUST 2016

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	82.9	83.7	84.5	100.0	83.9	91.9	100.0	85.2	88.3	100.0	72.0	85.3
0700-0759	63.6	85.0	84.0	98.1	88.5	93.5	90.0	92.5	92.2	94.3	100.0	89.0
0800-0859	81.0	82.2	82.1	96.2	89.8	84.5	93.6	92.7	76.8	90.8	93.7	86.5
0900-0959	90.6	90.0	77.3	91.4	91.2	88.2	90.7	87.3	64.2	89.2	92.3	85.8
1000-1059	81.7	82.4	75.6	89.5	87.5	90.7	86.7	81.9	62.1	90.3	91.8	85.4
1100-1159	82.6	86.0	75.4	90.8	84.5	87.5	85.0	80.6	60.7	82.2	90.9	83.3
1200-1259	78.7	86.6	76.6	88.9	86.7	84.8	86.2	81.7	56.8	90.4	87.4	83.8
1300-1359	78.2	85.4	77.2	88.0	87.3	82.3	80.8	76.1	66.1	88.8	84.4	81.8
1400-1459	77.1	85.6	74.1	85.2	86.6	79.0	80.1	75.0	72.9	89.8	82.5	81.1
1500-1559	75.0	81.5	71.4	83.1	76.0	80.9	83.4	80.8	73.1	82.8	83.4	77.5
1600-1659	68.2	79.9	69.0	82.6	72.6	82.0	74.7	81.4	75.3	86.1	72.1	75.0
1700-1759	54.3	73.6	59.9	82.1	64.2	71.1	81.4	82.9	75.9	77.9	81.4	71.4
1800-1859	61.6	75.4	60.6	76.1	59.8	63.4	77.4	84.3	69.5	82.9	65.3	68.8
1900-1959	53.4	69.6	57.8	80.2	63.5	69.2	70.0	84.1	75.2	83.7	70.0	68.4
2000-2059	50.7	72.6	62.0	80.8	68.2	71.9	77.6	79.2	73.8	76.6	68.8	66.8
2100-2159	64.7	70.7	65.7	77.9	69.1	71.9	76.7	73.3	67.5	80.0	68.8	66.9
2200-2259	54.7	59.6	63.1	74.0	58.3	73.0	71.7	74.1	64.1	71.0	58.1	63.7
2300-0559	69.8	72.5	73.5	78.2	65.2	68.7	74.2	82.5	68.4	72.1	64.9	68.9
<b>TOTAL</b>	<b>70.2</b>	<b>79.8</b>	<b>71.5</b>	<b>83.5</b>	<b>75.1</b>	<b>80.0</b>	<b>81.2</b>	<b>81.1</b>	<b>69.7</b>	<b>85.4</b>	<b>76.8</b>	<b>76.8</b>

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

AUGUST 2016

## AIR TRAVEL CONSUMER REPORT

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT*																	
	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
0600-0659	92.1	91.9	91.3	91.2	91.9	90.2	88.5	90.7	87.2	93.3	92.3	90.1	83.1	91.9	89.1	89.9	90.7	96.5
0700-0759	84.8	89.4	90.2	92.9	91.5	88.1	85.5	87.2	85.9	85.8	86.8	91.7	87.0	88.2	87.0	87.3	93.2	91.1
0800-0859	86.5	87.7	91.5	92.2	89.7	88.7	83.2	85.1	84.6	85.8	92.5	89.1	84.6	89.6	84.6	85.8	89.7	85.7
0900-0959	85.9	83.2	87.8	89.6	88.7	84.7	78.1	83.7	83.5	91.1	89.0	90.1	80.3	85.3	71.4	79.6	83.4	82.4
1000-1059	84.7	87.7	88.0	87.7	86.5	84.4	78.0	87.4	84.6	85.6	84.5	86.2	86.9	81.1	70.4	81.6	88.4	85.0
1100-1159	82.1	85.3	82.8	86.8	87.5	84.9	75.8	85.2	79.2	89.3	96.6	84.4	81.1	79.8	69.2	82.7	83.2	77.8
1200-1259	81.3	83.1	86.4	87.8	88.3	83.1	75.1	82.8	77.6	83.5	90.6	82.2	77.6	76.8	72.7	82.7	78.5	80.4
1300-1359	80.4	80.3	83.8	85.2	84.0	82.6	71.9	80.6	76.4	75.7	83.3	78.3	75.5	78.2	70.4	78.6	74.4	80.6
1400-1459	76.1	79.4	77.6	81.1	80.8	79.1	68.5	83.8	72.0	74.2	79.6	74.4	70.9	74.8	70.8	74.5	65.5	72.8
1500-1559	75.4	75.5	76.5	80.3	82.0	75.2	63.4	79.4	66.8	64.8	84.6	69.7	67.1	73.6	69.3	71.0	61.3	70.9
1600-1659	71.6	74.4	79.1	72.8	68.3	61.8	63.2	76.9	62.0	65.2	70.5	67.9	70.6	71.6	69.0	64.9	62.2	76.0
1700-1759	72.0	62.9	61.2	60.4	67.6	69.1	57.8	73.7	57.0	67.3	73.6	71.4	63.3	70.9	75.0	60.8	63.2	68.3
1800-1859	67.5	65.7	62.9	64.9	61.5	70.8	58.4	73.2	51.8	61.4	72.7	66.3	59.8	67.3	70.3	59.3	60.0	69.0
1900-1959	69.1	62.0	65.2	54.3	67.0	70.6	52.2	70.0	49.6	62.0	68.3	66.1	51.0	70.1	71.1	51.6	61.3	69.9
2000-2059	66.2	58.0	63.0	58.6	64.7	66.2	59.0	75.2	44.7	52.5	64.3	71.1	48.5	63.7	64.4	55.9	59.2	60.4
2100-2159	69.5	61.3	57.7	71.4	60.8	60.5	70.0	90.3	47.3	62.5	100.0	73.9	48.1	69.6	64.9	51.7	52.5	70.9
2200-2259	71.5	0.0	57.6	66.9	72.2	79.5	59.2	75.9	48.3	55.1	79.1	52.0	57.3	70.4	57.9	30.8	52.7	75.2
2300-0559	72.1	91.3	89.5	69.5	98.7	62.0	85.1	83.3	83.9	80.5	78.1	85.6	71.2	77.4	66.7	94.2	85.9	96.2
<b>TOTAL</b>	<b>76.9</b>	<b>78.9</b>	<b>78.6</b>	<b>76.6</b>	<b>80.4</b>	<b>77.8</b>	<b>70.0</b>	<b>80.5</b>	<b>70.5</b>	<b>73.8</b>	<b>82.4</b>	<b>78.0</b>	<b>71.0</b>	<b>77.5</b>	<b>72.4</b>	<b>73.8</b>	<b>74.8</b>	<b>77.8</b>

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

AUGUST 2016

## AIR TRAVEL CONSUMER REPORT

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT*											TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	
0600-0659	89.5	89.6	82.2	92.5	90.1	91.6	92.9	94.0	92.6	94.0	94.7	90.6
0700-0759	83.5	86.8	81.2	89.2	90.4	87.2	86.6	87.2	89.0	91.2	92.2	87.7
0800-0859	86.6	79.1	79.2	92.5	88.7	89.0	84.4	89.9	85.1	84.7	90.8	86.5
0900-0959	75.2	84.5	75.7	89.6	85.6	86.1	85.3	86.1	78.0	87.7	89.4	83.0
1000-1059	75.2	87.3	74.5	85.6	86.3	84.3	85.5	84.2	62.7	88.0	88.6	82.0
1100-1159	80.4	82.0	69.3	85.7	84.1	80.7	83.8	79.0	64.4	85.9	92.1	80.9
1200-1259	68.4	78.2	71.9	85.5	81.9	80.7	78.2	76.5	59.7	89.3	86.8	78.4
1300-1359	70.9	83.0	69.3	86.0	82.6	82.9	82.9	75.8	61.3	84.9	81.1	77.7
1400-1459	70.1	84.4	66.6	84.8	84.1	73.9	77.4	73.4	62.8	84.0	78.5	74.5
1500-1559	67.1	80.3	65.8	79.0	75.6	74.0	82.3	80.8	74.1	85.4	71.3	73.4
1600-1659	62.5	76.7	65.4	87.0	78.0	79.4	78.2	82.6	76.7	84.0	69.6	71.3
1700-1759	59.2	72.8	64.2	81.3	68.3	79.1	77.5	79.8	77.4	84.3	63.6	69.3
1800-1859	54.7	71.3	56.4	78.9	67.2	69.1	80.0	84.9	79.6	81.9	68.1	66.6
1900-1959	57.5	73.9	58.3	71.7	57.2	68.1	77.6	82.8	72.5	78.1	61.6	65.5
2000-2059	53.8	78.9	56.8	80.9	71.8	70.6	79.7	86.2	76.7	82.4	63.9	65.6
2100-2159	49.9	78.6	63.4	91.7	65.6	72.5	81.9	83.4	82.1	88.8	60.3	67.4
2200-2259	0.0	74.8	68.1	82.3	70.6	75.8	88.8	80.7	73.4	84.7	63.9	70.5
2300-0559	91.9	90.4	88.0	85.4	90.1	87.4	0.0	83.5	75.7	79.4	96.5	79.1
<b>TOTAL</b>	<b>67.5</b>	<b>80.7</b>	<b>69.3</b>	<b>85.4</b>	<b>79.4</b>	<b>80.4</b>	<b>83.3</b>	<b>83.1</b>	<b>74.3</b>	<b>85.3</b>	<b>79.5</b>	<b>76.5</b>

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

AUGUST 2016  
AIR TRAVEL CONSUMER REPORT

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

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

AMERICAN	2634	Jun	DEN-DFW	1940	29	15	51.72	204.67
AMERICAN	2634	Jul	DEN-DFW	1940	31	16	51.61	203.31
AMERICAN	2634	Aug	DEN-DFW	1938	26	15	57.69	83.79
AMERICAN	1019	Jun	DFW-COS	1900	29	16	55.17	98.44
AMERICAN	1019	Jul	DFW-COS	1910	29	17	58.62	90.76
AMERICAN	1019	Aug	DFW-COS	1910	31	17	54.84	107.63
AMERICAN	2225	Jun	ORD-LAX	1820	29	16	55.17	115.56
AMERICAN	2225	Jul	ORD-LAX	1825	31	20	64.52	154.30
AMERICAN	2225	Aug	ORD-LAX	1825	31	20	64.52	129.84
AMERICAN	2514	Jun	ORD-TUS	2015	25	13	52.00	88.25
AMERICAN	2514	Jul	ORD-TUS	2015	26	16	61.54	88.09
AMERICAN	2514	Aug	ORD-TUS	2015	19	11	57.89	72.67
JETBLUE	6	Jun	FLL-EWR	2045	15	8	53.33	100.63
JETBLUE	6	Jul	FLL-EWR	2045	31	18	58.06	121.39
JETBLUE	6	Aug	FLL-EWR	2045	31	19	61.29	87.06
JETBLUE	283	Jun	JFK-MCO	1905	15	9	60.00	101.00
JETBLUE	283	Jul	JFK-MCO	1905	31	24	77.42	122.18
JETBLUE	283	Aug	JFK-MCO	1905	31	18	58.06	131.33
JETBLUE	499	Jun	LGA-MCO	2130	30	16	53.33	100.19

AUGUST 2016  
AIR TRAVEL CONSUMER REPORT

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

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

JETBLUE	499	Jul	LGA-MCO	2130	31	19	61.29	95.12
JETBLUE	499	Aug	LGA-MCO	2130	31	18	58.06	88.62
JETBLUE	428	Jun	MCO-EWR	2120	29	15	51.72	102.60
JETBLUE	428	Jul	MCO-EWR	2120	30	18	60.00	99.72
JETBLUE	428	Aug	MCO-EWR	2120	31	20	64.52	102.25
JETBLUE	698	Jun	MCO-LGA	1915	15	9	60.00	73.89
JETBLUE	698	Jul	MCO-LGA	1800	15	9	60.00	111.25
JETBLUE	698	Aug	MCO-LGA	1800	31	18	58.06	71.31
SOUTHWEST	211	Jun	DEN-LAX	2020	23	16	69.57	110.38
SOUTHWEST	211	Jul	DEN-LAX	2020	26	20	76.92	68.35
SOUTHWEST	211	Aug	DEN-LAX	2020	27	15	55.56	77.00

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**

AMERICAN	85	Jul	BOS-JFK	1740	31	16	51.61	285.82
AMERICAN	85	Aug	BOS-JFK	1740	31	16	51.61	162.90
AMERICAN	1721	Jul	CLT-EWR	1805	31	20	64.52	78.72
AMERICAN	1721	Aug	CLT-EWR	1805	31	17	54.84	91.06
AMERICAN	2634	Jul	DEN-DFW	1940	31	16	51.61	203.31
AMERICAN	2634	Aug	DEN-DFW	1938	26	15	57.69	83.79
AMERICAN	2568	Jul	DFW-ABQ	1900	31	17	54.84	100.18
AMERICAN	2568	Aug	DFW-ABQ	1900	31	17	54.84	68.64

AUGUST 2016

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
<b>CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS</b>								
AMERICAN	1019	Jul	DFW-COS	1910	29	17	58.62	90.76
AMERICAN	1019	Aug	DFW-COS	1910	31	17	54.84	107.63
AMERICAN	1379	Jul	JFK-SJU	2000	31	16	51.61	174.58
AMERICAN	1379	Aug	JFK-SJU	1950	22	13	59.09	98.45
AMERICAN	355	Jul	LGA-ORD	1737	31	18	58.06	153.87
AMERICAN	355	Aug	LGA-ORD	1737	31	16	51.61	82.73
AMERICAN	2254	Jul	MIA-JFK	1725	31	17	54.84	101.69
AMERICAN	2254	Aug	MIA-JFK	1725	31	17	54.84	100.50
AMERICAN	2225	Jul	ORD-LAX	1825	31	20	64.52	154.30
AMERICAN	2225	Aug	ORD-LAX	1825	31	20	64.52	129.84
AMERICAN	241	Jul	ORD-MIA	1320	31	17	54.84	158.00
AMERICAN	241	Aug	ORD-MIA	1320	31	22	70.97	133.26
AMERICAN	2656	Jul	ORD-RNO	2030	21	14	66.67	117.33
AMERICAN	2656	Aug	ORD-RNO	2030	27	15	55.56	70.53
AMERICAN	1316	Jul	ORD-SMF	2020	29	16	55.17	81.63
AMERICAN	1316	Aug	ORD-SMF	2005	23	12	52.17	83.58
AMERICAN	2514	Jul	ORD-TUS	2015	26	16	61.54	88.09
AMERICAN	2514	Aug	ORD-TUS	2015	19	11	57.89	72.67
AMERICAN	2601	Jul	RDU-ORD	1800	26	17	65.38	131.75
AMERICAN	2601	Aug	RDU-ORD	1800	27	16	59.26	74.44
DELTA	1910	Jul	EWR-ATL	1915	19	14	73.68	104.92
DELTA	1910	Aug	EWR-ATL	1915	23	12	52.17	116.09
DELTA	2653	Jul	JFK-DCA	2100	31	22	70.97	126.10
DELTA	2653	Aug	JFK-DCA	2100	26	17	65.38	147.50
DELTA	2785	Jul	JFK-RDU	1930	24	16	66.67	163.86
DELTA	2785	Aug	JFK-RDU	1930	21	14	66.67	190.14



AUGUST 2016  
AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
<b>CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS</b>								
DELTA	2543	Jul	JFK-TPA	1925	30	20	66.67	108.58
DELTA	2543	Aug	JFK-TPA	1925	26	14	53.85	128.42
DELTA	2125	Jul	MCO-JFK	1710	31	20	64.52	145.15
DELTA	2125	Aug	MCO-JFK	1710	31	18	58.06	131.18
DELTA	350	Jul	RDU-JFK	1823	29	21	72.41	120.80
DELTA	350	Aug	RDU-JFK	1823	26	15	57.69	129.80
DELTA	401	Jul	TPA-JFK	1547	31	17	54.84	172.06
DELTA	401	Aug	TPA-JFK	1549	25	13	52.00	155.75
EXPRESSJET	5209	Jul	CLT-LGA	1800	24	16	66.67	120.75
EXPRESSJET	5209	Aug	CLT-LGA	1800	23	13	56.52	82.86
EXPRESSJET	4428	Jul	HPN-ORD	1729	25	17	68.00	89.67
EXPRESSJET	4428	Aug	HPN-ORD	1729	27	17	62.96	117.79
EXPRESSJET	5392	Jul	LGA-BHM	2040	24	14	58.33	89.57
EXPRESSJET	5392	Aug	LGA-BHM	2040	27	14	51.85	95.00
EXPRESSJET	5293	Jul	LGA-ORF	1855	24	14	58.33	252.14
EXPRESSJET	5293	Aug	LGA-ORF	1855	23	13	56.52	101.63
EXPRESSJET	5285	Jul	LGA-SAV	2100	19	12	63.16	68.50
EXPRESSJET	5285	Aug	LGA-SAV	2100	19	11	57.89	63.00
EXPRESSJET	5447	Jul	PWM-LGA	1835	20	15	75.00	76.00
EXPRESSJET	5447	Aug	PWM-LGA	1835	20	11	55.00	256.40
EXPRESSJET	5147	Jul	RDU-LGA	1905	23	18	78.26	228.33
EXPRESSJET	5147	Aug	RDU-LGA	1905	23	16	69.57	71.50
EXPRESSJET	5604	Jul	SAV-LGA	1751	24	14	58.33	109.67
EXPRESSJET	5604	Aug	SAV-LGA	1751	26	14	53.85	239.71
FRONTIER	504	Jul	DEN-LGA	1611	31	16	51.61	90.36
FRONTIER	504	Aug	DEN-LGA	1605	31	24	77.42	67.09

AUGUST 2016  
AIR TRAVEL CONSUMER REPORT

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

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

FRONTIER	667	Jul	DEN-SFO	2104	27	14	51.85	100.64
FRONTIER	667	Aug	DEN-SFO	2104	31	19	61.29	64.37
FRONTIER	157	Jul	DSM-DEN	2005	31	17	54.84	78.53
FRONTIER	157	Aug	DSM-DEN	2005	13	7	53.85	68.29
FRONTIER	509	Jul	LGA-DEN	2245	31	18	58.06	81.69
FRONTIER	509	Aug	LGA-DEN	2245	31	18	58.06	73.31
FRONTIER	181	Jul	OMA-DEN	1845	30	16	53.33	94.31
FRONTIER	181	Aug	OMA-DEN	1845	21	15	71.43	61.13
FRONTIER	1285	Jul	ORD-DEN	2035	31	17	54.84	130.59
FRONTIER	1285	Aug	ORD-DEN	2035	13	9	69.23	77.33
FRONTIER	1740	Jul	SFO-MCO	2320	27	15	55.56	87.64
FRONTIER	1740	Aug	SFO-MCO	2320	13	12	92.31	72.58
JETBLUE	1951	Jul	BOS-MCO	2135	30	16	53.33	73.13
JETBLUE	1951	Aug	BOS-MCO	2135	27	17	62.96	80.88
JETBLUE	1118	Jul	CLT-JFK	1950	31	18	58.06	80.64
JETBLUE	1118	Aug	CLT-JFK	1950	27	15	55.56	100.92
JETBLUE	890	Jul	DCA-BOS	1850	31	16	51.61	104.08
JETBLUE	890	Aug	DCA-BOS	1850	31	16	51.61	87.69
JETBLUE	1298	Jul	DEN-JFK	1307	26	14	53.85	130.43
JETBLUE	1298	Aug	DEN-JFK	1307	12	7	58.33	86.57
JETBLUE	227	Jul	EWR-MCO	1840	31	18	58.06	146.50
JETBLUE	227	Aug	EWR-MCO	1840	31	19	61.29	113.29
JETBLUE	6	Jul	FLL-EWR	2045	31	18	58.06	121.39
JETBLUE	6	Aug	FLL-EWR	2045	31	19	61.29	87.06
JETBLUE	478	Jul	JAX-JFK	1910	31	22	70.97	105.83

AUGUST 2016  
AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
<b>CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS</b>								
JETBLUE	478	Aug	JAX-JFK	1910	31	16	51.61	93.85
JETBLUE	1295	Jul	JFK-AUS	2116	31	16	51.61	113.25
JETBLUE	1295	Aug	JFK-AUS	2116	13	8	61.54	70.25
JETBLUE	283	Jul	JFK-MCO	1905	31	24	77.42	122.18
JETBLUE	283	Aug	JFK-MCO	1905	31	18	58.06	131.33
JETBLUE	105	Jul	JFK-ORD	2040	30	19	63.33	103.69
JETBLUE	105	Aug	JFK-ORD	2040	22	12	54.55	98.67
JETBLUE	971	Jul	LGA-FLL	1626	31	19	61.29	106.93
JETBLUE	971	Aug	LGA-FLL	1629	31	17	54.84	125.33
JETBLUE	1271	Jul	LGA-FLL	1930	31	20	64.52	119.89
JETBLUE	1271	Aug	LGA-FLL	1930	31	18	58.06	97.40
JETBLUE	299	Jul	LGA-MCO	1744	31	20	64.52	133.84
JETBLUE	299	Aug	LGA-MCO	1744	31	19	61.29	94.12
JETBLUE	499	Jul	LGA-MCO	2130	31	19	61.29	95.12
JETBLUE	499	Aug	LGA-MCO	2130	31	18	58.06	88.62
JETBLUE	828	Jul	MCO-EWR	1510	31	18	58.06	109.17
JETBLUE	828	Aug	MCO-EWR	1510	31	20	64.52	111.00
JETBLUE	428	Jul	MCO-EWR	2120	30	18	60.00	99.72
JETBLUE	428	Aug	MCO-EWR	2120	31	20	64.52	102.25
JETBLUE	1198	Jul	MCO-LGA	1615	31	19	61.29	125.56
JETBLUE	1198	Aug	MCO-LGA	1615	31	16	51.61	109.57
SOUTHWEST	211	Jul	DEN-LAX	2020	26	20	76.92	68.35
SOUTHWEST	211	Aug	DEN-LAX	2020	27	15	55.56	77.00
SOUTHWEST	343	Jul	MDW-EWR	1720	26	16	61.54	94.58
SOUTHWEST	343	Aug	MDW-EWR	1720	27	14	51.85	89.93
SPIRIT	414	Jul	BWI-BOS	1842	31	18	58.06	101.63

AUGUST 2016  
AIR TRAVEL CONSUMER REPORT

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

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

SPIRIT	414	Aug	BWI-BOS	1842	31	19	61.29	102.89
SPIRIT	347	Jul	DTW-LGA	1613	31	21	67.74	65.50
SPIRIT	347	Aug	DTW-LGA	1613	31	16	51.61	127.07
SPIRIT	347	Jul	LGA-MYR	1848	31	19	61.29	69.83
SPIRIT	347	Aug	LGA-MYR	1848	31	17	54.84	100.43
SPIRIT	1009	Jul	PHL-FLL	1801	31	21	67.74	94.39
SPIRIT	1009	Aug	PHL-FLL	1801	31	17	54.84	76.94
UNITED	665	Jul	EWR-LAS	2025	25	14	56.00	86.57
UNITED	665	Aug	EWR-LAS	2025	15	8	53.33	105.86
UNITED	639	Jul	ORD-MCO	1750	31	17	54.84	106.25
UNITED	639	Aug	ORD-MCO	1750	31	17	54.84	104.25
UNITED	690	Jul	RDU-EWR	1743	21	14	66.67	148.69
UNITED	690	Aug	RDU-EWR	1743	27	14	51.85	109.79

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

\*\*\* Flights late more than 30 minutes only. Excludes cancelled and diverted flights

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

AUGUST 2016

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OR MORE OF THE TIME D/	
		NUMBERS	PERCENTAGE
FRONTIER	266	6	2.3
SOUTHWEST	3,656	44	1.2
SPIRIT	384	4	1.0
VIRGIN AMERICA	203	2	1.0
JETBLUE	818	5	0.6
UNITED	1,668	10	0.6
AMERICAN	2,679	16	0.6
SKYWEST	1,746	10	0.6
EXPRESSJET	1,406	3	0.2
DELTA	2,826	3	0.1
ALASKA	548	0	0.0
HAWAIIAN	222	0	0.0
<b>TOTAL</b>	<b>16,422</b>	<b>103</b>	<b>0.6</b>

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

AUGUST 2016  
AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	95.2	98.4	62	62
Abilene, TX (ABI)	74.1	77.8	27	27
Adak Island, AK (ADK)	87.5	75.0	8	8
Aguadilla, PR (BQN)	63.8	69.2	199	201
Akron, OH (CAK)	75.0	78.2	408	408
Albany, GA (ABY)	79.8	83.1	89	89
Albany, NY (ALB)	76.0	82.3	759	759
Albuquerque, NM (ABQ)	80.0	82.8	1,624	1,625
Alexandria, LA (AEX)	74.9	73.7	263	262
Allentown/Bethlehem/Easton, PA (ABE)	76.6	75.7	235	235
Alpena, MI (APN)	91.4	82.8	58	58
Amarillo, TX (AMA)	76.4	88.2	271	271
Anchorage, AK (ANC)	83.4	89.2	2,006	2,012
Appleton, WI (ATW)	84.1	88.7	258	257
Arcata/Eureka, CA (ACV)	56.7	58.7	127	126
Asheville, NC (AVL)	74.4	73.5	332	332
Aspen, CO (ASE)	79.5	86.6	400	402
Atlanta, GA (ATL)	80.6	76.9	34,166	34,166
Atlantic City, NJ (ACY)	68.9	71.6	341	341
Augusta, GA (AGS)	78.3	76.1	230	230
Austin, TX (AUS)	75.0	80.7	4,071	4,075
Bakersfield, CA (BFL)	76.1	88.5	234	234
Baltimore, MD (BWI)	79.6	78.6	8,345	8,345
Bangor, ME (BGR)	73.4	76.4	124	123
Barrow, AK (BRW)	91.3	93.8	80	80
Baton Rouge, LA (BTR)	70.3	71.8	600	602
Beaumont/Port Arthur, TX (BPT)	68.2	71.1	44	45
Bemidji, MN (BJI)	85.5	83.9	62	62
Bend/Redmond, OR (RDM)	78.4	78.1	319	319
Bethel, AK (BET)	96.5	94.1	85	85
Billings, MT (BIL)	81.3	90.6	320	320
Binghamton, NY (BGM)	85.2	85.2	54	54
Birmingham, AL (BHM)	79.1	82.1	1,057	1,057
Bismarck/Mandan, ND (BIS)	82.7	89.8	197	196
Bloomington/Normal, IL (BMI)	78.1	85.6	146	146

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Boise, ID (BOI)	83.7	85.3	1,335	1,334
Boston, MA (BOS)	75.5	78.9	11,222	11,218
Bozeman, MT (BZN)	88.0	88.2	518	519
Brainerd, MN (BRD)	93.1	86.2	58	58
Bristol/Johnson City/Kingsport, TN (TRI)	80.1	80.6	191	191
Brownsville, TX (BRO)	78.9	84.5	194	193
Brunswick, GA (BQK)	79.3	82.6	92	92
Buffalo, NY (BUF)	79.7	83.7	1,629	1,627
Burbank, CA (BUR)	83.3	83.0	2,000	1,999
Burlington, VT (BTV)	70.9	73.2	419	421
Butte, MT (BTM)	91.4	91.4	58	58
Casper, WY (CPR)	88.7	91.0	133	133
Cedar City, UT (CDC)	90.7	90.7	54	54
Cedar Rapids/Iowa City, IA (CID)	77.0	78.4	366	366
Charleston, SC (CHS)	81.9	79.4	1,342	1,343
Charleston/Dunbar, WV (CRW)	75.3	76.3	227	228
Charlotte Amalie, VI (STT)	74.3	82.8	401	401
Charlotte, NC (CLT)	80.2	76.6	9,536	9,551
Charlottesville, VA (CHO)	70.3	75.6	209	209
Chattanooga, TN (CHA)	78.8	84.4	339	339
Chicago, IL (MDW)	82.9	77.8	7,838	7,836
Chicago, IL (ORD)	71.5	69.2	22,236	22,226
Christiansted, VI (STX)	69.2	78.3	91	92
Cincinnati, OH (CVG)	77.1	78.7	1,305	1,306
Cleveland, OH (CLE)	76.8	80.2	3,099	3,097
Cody, WY (COD)	94.0	84.7	117	118
College Station/Bryan, TX (CLL)	77.6	80.2	107	106
Colorado Springs, CO (COS)	72.8	79.2	754	754
Columbia, SC (CAE)	74.1	78.6	370	370
Columbus, GA (CSG)	74.3	76.1	113	113
Columbus, MS (GTR)	76.4	77.5	89	89
Columbus, OH (CMH)	78.5	82.5	2,023	2,024
Cordova, AK (CDV)	79.0	72.6	62	62
Corpus Christi, TX (CRP)	81.7	86.6	246	246
Dallas, TX (DAL)	78.2	76.0	5,862	5,862

AUGUST 2016  
AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dallas/Fort Worth, TX (DFW)	70.7	70.0	17,303	17,277
Dayton, OH (DAY)	78.0	81.7	578	578
Daytona Beach, FL (DAB)	77.4	76.9	168	169
Deadhorse, AK (SCC)	91.9	93.5	62	62
Denver, CO (DEN)	80.6	77.8	20,866	20,884
Des Moines, IA (DSM)	77.0	83.0	710	711
Detroit, MI (DTW)	81.2	80.5	10,710	10,680
Devils Lake, ND (DVL)	92.5	90.6	53	53
Dillingham, AK (DLG)	92.6	88.9	27	27
Dothan, AL (DHN)	72.5	75.8	120	120
Duluth, MN (DLH)	74.8	75.7	230	230
Durango, CO (DRO)	84.8	81.0	210	210
Eagle, CO (EGE)	69.5	84.5	82	84
Eau Claire, WI (EAU)	75.9	77.6	58	58
El Paso, TX (ELP)	73.9	81.8	1,026	1,026
Elko, NV (EKO)	98.3	98.3	58	58
Elmira/Corning, NY (ELM)	79.5	76.2	151	151
Erie, PA (ERI)	77.6	84.5	58	58
Escanaba, MI (ESC)	75.9	74.1	54	54
Eugene, OR (EUG)	87.2	86.6	305	306
Evansville, IN (EVV)	75.5	75.6	249	250
Fairbanks, AK (FAI)	85.4	82.6	288	288
Fargo, ND (FAR)	82.8	83.4	361	361
Fayetteville, AR (XNA)	80.6	84.9	535	536
Fayetteville, NC (FAY)	75.5	76.2	147	147
Flagstaff, AZ (FLG)	80.2	82.1	162	162
Flint, MI (FNT)	83.8	88.6	376	377
Fort Lauderdale, FL (FLL)	75.1	73.8	6,355	6,361
Fort Myers, FL (RSW)	77.8	80.9	1,514	1,515
Fort Smith, AR (FSM)	78.6	81.4	70	70
Fort Wayne, IN (FWA)	78.9	83.8	351	351
Fresno, CA (FAT)	84.0	83.1	764	764
Gainesville, FL (GNV)	79.2	83.7	178	178
Garden City, KS (GCK)	71.0	77.4	62	62
Gillette, WY (GCC)	88.8	87.6	89	89
Grand Forks, ND (GFK)	91.3	92.2	115	115

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Island, NE (GRI)	74.1	72.4	58	58
Grand Junction, CO (GJT)	89.7	96.1	253	254
Grand Rapids, MI (GRR)	78.8	82.8	723	726
Great Falls, MT (GTF)	87.2	89.0	227	227
Green Bay, WI (GRB)	75.5	84.3	359	363
Greensboro/High Point, NC (GSO)	71.8	75.3	529	530
Greer, SC (GSP)	74.6	80.1	579	578
Guam, TT (GUM)	64.5	58.1	31	31
Gulfport/Biloxi, MS (GPT)	75.6	80.7	270	270
Gunnison, CO (GUC)	57.9	84.2	19	19
Gustavus, AK (GST)	92.6	81.5	27	27
Hancock/Houghton, MI (CMX)	64.1	77.4	64	62
Harlingen/San Benito, TX (HRL)	83.2	89.2	268	268
Harrisburg, PA (MDT)	71.2	75.0	205	204
Hartford, CT (BDL)	75.9	83.1	1,693	1,691
Hattiesburg/Laurel, MS (PIB)	64.8	79.6	54	54
Hayden, CO (HDN)	80.9	91.5	47	47
Hays, KS (HYS)	83.3	85.2	54	54
Helena, MT (HLN)	89.4	96.0	151	151
Hibbing, MN (HIB)	81.2	78.8	85	85
Hilo, HI (ITO)	93.1	93.2	562	531
Hobbs, NM (HOB)	76.8	80.0	56	55
Honolulu, HI (HNL)	88.5	92.5	4,295	4,295
Houston, TX (HOU)	77.6	78.8	4,622	4,620
Houston, TX (IAH)	78.0	78.0	11,677	11,677
Huntsville, AL (HSV)	77.9	79.8	366	366
Hyannis, MA (HYA)	93.5	80.6	31	31
Idaho Falls, ID (IDA)	89.6	91.3	240	240
Indianapolis, IN (IND)	76.9	82.3	2,223	2,225
International Falls, MN (INL)	92.3	88.5	52	52
Iron Mountain/Kingsfd, MI (IMT)	79.3	82.8	58	58
Islip, NY (ISP)	73.1	83.0	376	376
Ithaca/Cortland, NY (ITH)	89.7	86.2	58	58
Jackson, WY (JAC)	76.7	84.4	528	531
Jackson/Vicksburg, MS (JAN)	77.8	81.0	478	479
Jacksonville, FL (JAX)	77.1	82.8	1,588	1,589

AUGUST 2016  
AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Jacksonville/Camp Lejeune, NC (OAJ)	71.3	78.3	115	115
Jamestown, ND (JMS)	89.3	92.9	84	84
Joplin, MO (JLN)	85.7	75.0	7	8
Juneau, AK (JNU)	88.0	87.8	507	507
Kahului, HI (OGG)	89.2	91.0	2,072	2,071
Kalamazoo, MI (AZO)	78.8	86.5	170	171
Kalispell, MT (FCA)	85.3	89.0	307	308
Kansas City, MO (MCI)	78.1	83.6	3,844	3,844
Ketchikan, AK (KTN)	88.6	87.5	271	271
Key West, FL (EYW)	86.4	83.2	125	125
Killeen, TX (GRK)	76.9	86.2	130	130
King Salmon, AK (AKN)	100.0	83.3	6	6
Knoxville, TN (TYS)	70.8	79.1	651	650
Kodiak, AK (ADQ)	94.8	93.1	58	58
Kona, HI (KOA)	92.1	91.2	1,146	1,177
Kotzebue, AK (OTZ)	87.1	85.5	62	62
La Crosse, WI (LSE)	88.8	92.1	89	89
Lafayette, LA (LFT)	77.0	79.1	230	230
Lake Charles, LA (LCH)	77.8	87.2	126	125
Lansing, MI (LAN)	77.1	84.0	236	237
Laramie, WY (LAR)	87.0	87.0	54	54
Laredo, TX (LRD)	73.3	78.2	206	206
Las Vegas, NV (LAS)	80.6	77.5	13,039	13,036
Latrobe, PA (LBE)	76.2	76.2	84	84
Lawton/Fort Sill, OK (LAW)	67.3	72.3	101	101
Lewiston, ID (LWS)	98.4	98.4	62	62
Lexington, KY (LEX)	76.9	77.2	472	473
Lihue, HI (LIH)	92.0	92.5	1,107	1,107
Lincoln, NE (LNK)	82.4	85.0	295	294
Little Rock, AR (LIT)	78.7	81.7	780	780
Long Beach, CA (LGB)	82.8	82.7	1,083	1,081
Longview, TX (GGG)	46.7	53.3	30	30
Los Angeles, CA (LAX)	72.7	72.4	19,721	19,726
Louisville, KY (SDF)	81.4	83.1	843	839
Lubbock, TX (LBB)	77.8	85.8	383	381
Madison, WI (MSN)	76.0	81.0	703	705

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Manchester, NH (MHT)	77.0	84.0	574	570
Marquette, MI (MQT)	88.7	88.7	62	62
Martha's Vineyard, MA (MVY)	78.9	45.6	57	57
Medford, OR (MFR)	80.9	78.8	277	278
Melbourne, FL (MLB)	83.6	83.6	128	128
Memphis, TN (MEM)	78.1	80.0	1,263	1,263
Meridian, MS (MEI)	69.4	71.8	85	85
Miami, FL (MIA)	70.2	67.4	5,779	5,791
Midland/Odessa, TX (MAF)	81.5	84.8	504	500
Milwaukee, WI (MKE)	80.4	84.4	2,832	2,833
Minneapolis, MN (MSP)	79.8	80.6	12,147	12,165
Minot, ND (MOT)	85.7	91.0	154	155
Mission/McAllen/Edinburg, TX (MFE)	73.3	79.9	180	179
Missoula, MT (MSO)	84.4	89.2	333	332
Mobile, AL (MOB)	75.7	77.4	460	461
Moline, IL (MLI)	68.4	79.8	174	173
Monroe, LA (MLU)	73.9	80.8	261	261
Monterey, CA (MRY)	78.1	82.4	210	210
Montgomery, AL (MGM)	79.7	77.7	197	197
Montrose/Delta, CO (MTJ)	88.4	87.2	95	94
Mosinee, WI (CWA)	79.8	81.2	84	85
Muskegon, MI (MKG)	75.9	69.0	58	58
Myrtle Beach, SC (MYR)	77.3	74.9	665	665
Nantucket, MA (ACK)	85.0	80.3	147	147
Nashville, TN (BNA)	78.8	78.7	4,592	4,593
New Bern/Morehead/Beaufort, NC (EWN)	79.0	88.7	62	62
New Orleans, LA (MSY)	78.4	80.7	3,544	3,541
New York, NY (JFK)	69.7	71.0	8,643	8,646
New York, NY (LGA)	69.8	73.8	8,689	8,688
Newark, NJ (EWR)	70.5	70.5	10,478	10,458
Newburgh/Poughkeepsie, NY (SWF)	54.8	74.2	62	62
Newport News/Williamsburg, VA (PHF)	80.4	84.1	107	107
Niagara Falls, NY (IAG)	76.9	66.7	26	27
Nome, AK (OME)	85.5	83.9	62	62
Norfolk, VA (ORF)	76.2	78.4	1,042	1,044
North Bend/Coos Bay, OR (OTH)	50.0	50.0	40	40



AUGUST 2016  
AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Oakland, CA (OAK)	82.3	82.4	4,519	4,519
Oklahoma City, OK (OKC)	77.2	83.7	1,372	1,372
Omaha, NE (OMA)	75.5	83.5	1,519	1,517
Ontario, CA (ONT)	81.6	82.4	1,671	1,670
Orlando, FL (MCO)	74.1	74.8	10,157	10,160
Paducah, KY (PAH)	74.1	81.0	58	58
Pago Pago, TT (PPG)	90.9	100.0	11	11
Palm Springs, CA (PSP)	82.2	78.8	584	584
Panama City, FL (ECP)	82.6	85.9	390	390
Pasco/Kennewick/Richland, WA (PSC)	81.6	86.4	337	337
Pellston, MI (PLN)	88.8	90.4	125	125
Pensacola, FL (PNS)	78.4	81.4	565	565
Peoria, IL (PIA)	78.9	80.6	247	247
Petersburg, AK (PSG)	75.8	80.6	62	62
Philadelphia, PA (PHL)	75.1	79.4	6,566	6,562
Phoenix, AZ (PHX)	80.0	80.4	13,312	13,310
Pittsburgh, PA (PIT)	77.4	84.4	2,203	2,200
Plattsburgh, NY (PBG)	81.5	73.1	27	26
Pocatello, ID (PIH)	92.9	95.3	85	85
Ponce, PR (PSE)	72.4	84.1	87	88
Portland, ME (PWM)	74.8	78.1	715	713
Portland, OR (PDX)	83.5	85.4	5,672	5,667
Providence, RI (PVD)	77.0	82.6	1,057	1,057
Raleigh/Durham, NC (RDU)	75.0	78.2	3,161	3,163
Rapid City, SD (RAP)	81.1	83.1	365	366
Redding, CA (RDD)	78.5	73.1	93	93
Reno, NV (RNO)	78.2	82.8	1,363	1,363
Rhineland, WI (RHI)	86.5	85.4	89	89
Richmond, VA (RIC)	72.2	76.8	1,470	1,468
Roanoke, VA (ROA)	74.9	78.8	179	179
Rochester, MN (RST)	82.5	86.0	114	114
Rochester, NY (ROC)	75.6	80.5	661	661
Rock Springs, WY (RKS)	76.7	95.3	43	43
Roswell, NM (ROW)	87.8	85.4	41	41
Sacramento, CA (SMF)	81.2	82.5	3,711	3,711
Saginaw/Bay City/Midland, MI (MBS)	84.9	81.5	199	200

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Salt Lake City, UT (SLC)	85.4	85.3	9,807	9,808
San Angelo, TX (SJT)	65.6	70.5	122	122
San Antonio, TX (SAT)	74.1	81.0	2,681	2,681
San Diego, CA (SAN)	81.2	83.3	7,115	7,116
San Francisco, CA (SFO)	69.7	74.3	15,968	15,962
San Jose, CA (SJC)	83.2	83.4	3,871	3,873
San Juan, PR (SJU)	72.5	74.4	2,267	2,274
San Luis Obispo, CA (SBP)	79.8	86.1	252	252
Santa Ana, CA (SNA)	83.6	82.3	3,778	3,777
Santa Barbara, CA (SBA)	82.8	78.5	540	540
Santa Fe, NM (SAF)	62.1	55.2	116	116
Santa Maria, CA (SMX)	56.5	64.5	62	62
Sarasota/Bradenton, FL (SRQ)	79.0	73.8	210	210
Sault Ste. Marie, MI (CIU)	95.0	86.7	60	60
Savannah, GA (SAV)	75.5	73.3	709	709
Scranton/Wilkes-Barre, PA (AVP)	77.6	79.9	174	174
Seattle, WA (SEA)	81.1	83.1	13,230	13,214
Shreveport, LA (SHV)	72.2	76.8	525	525
Sioux Falls, SD (FSD)	80.2	86.6	359	358
Sitka, AK (SIT)	86.3	92.9	182	182
South Bend, IN (SBN)	77.3	80.6	490	490
Spokane, WA (GEG)	82.0	87.6	904	904
Springfield, IL (SPI)	69.7	72.3	155	155
Springfield, MO (SGF)	79.4	82.5	228	229
St. Augustine, FL (UST)	76.7	83.3	30	30
St. George, UT (SGU)	88.3	95.1	163	163
St. Louis, MO (STL)	79.0	79.0	4,870	4,876
State College, PA (SCE)	67.7	72.6	62	62
Sun Valley/Hailey/Ketchum, ID (SUN)	77.0	78.1	161	160
Syracuse, NY (SYR)	73.7	79.4	548	548
Tallahassee, FL (TLH)	79.4	82.9	199	199
Tampa, FL (TPA)	76.8	79.5	5,241	5,246
Texarkana, AR (TXK)	67.9	80.8	78	78
Traverse City, MI (TVC)	72.2	76.4	352	352
Trenton, NJ (TTN)	72.7	80.6	187	186
Tucson, AZ (TUS)	75.2	81.6	1,288	1,289

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tulsa, OK (TUL)	78.1	85.5	1,197	1,197
Twin Falls, ID (TWF)	96.6	96.6	58	59
Valdosta, GA (VLD)	80.9	80.9	89	89
Valparaiso, FL (VPS)	76.5	78.3	383	383
Waco, TX (ACT)	63.9	68.1	119	119
Washington, DC (DCA)	74.2	80.4	6,755	6,760
Washington, DC (IAD)	80.9	82.4	3,182	3,190
West Palm Beach/Palm Beach, FL (PBI)	79.7	78.2	1,661	1,661
West Yellowstone, MT (WYS)	89.5	87.7	57	57
White Plains, NY (HPN)	68.6	69.7	612	613
Wichita Falls, TX (SPS)	65.6	75.3	93	93
Wichita, KS (ICT)	78.0	83.0	717	716
Williston, ND (ISN)	85.1	87.9	148	149
Wilmington, NC (ILM)	77.5	84.7	249	249
Worcester, MA (ORH)	59.7	56.5	62	62
Wrangell, AK (WRG)	80.6	79.0	62	62
Yakutat, AK (YAK)	71.0	72.6	62	62
Yuma, AZ (YUM)	86.9	89.3	168	168

AUGUST 2016

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
EXPRESSJET	16	22,149	826	3.7	164	43,255	1,609	3.7
DELTA	29	64,024	1277	2.0	151	84,540	1,807	2.1
AMERICAN	28	66,827	1235	1.8	93	80,241	1,498	1.9
SPIRIT	20	10,124	166	1.6	34	11,992	197	1.6
JETBLUE	24	17,376	227	1.3	66	24,728	315	1.3
SKYWEST	22	30,386	198	0.7	193	54,552	356	0.7
SOUTHWEST	24	59,200	363	0.6	87	110,775	703	0.6
UNITED	27	42,276	264	0.6	88	49,758	313	0.6
FRONTIER	24	6,730	28	0.4	53	8,931	36	0.4
VIRGIN AMERICA	16	5,498	13	0.2	21	6,071	17	0.3
HAWAIIAN	8	505	1	0.2	17	7,049	17	0.2
ALASKA	25	10,631	6	0.1	67	16,455	25	0.2
<b>Total</b>		<b>335,726</b>	<b>4,604</b>	<b>1.4</b>		<b>498,347</b>	<b>6,893</b>	<b>1.4</b>

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

AUGUST 2016

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
EXPRESSJET	3499	606	17.3
SPIRIT	408	47	11.5
AMERICAN	4364	426	9.7
JETBLUE	852	78	9.1
DELTA	4756	415	8.7
UNITED	2933	105	3.5
FRONTIER	501	18	3.5
SKYWEST	4075	141	3.4
SOUTHWEST	13825	278	2.0
HAWAIIAN	254	5	1.9
ALASKA	649	3	0.4
VIRGIN AMERICA	222	1	0.4
<b>TOTAL</b>	<b>36,338</b>	<b>2,123</b>	<b>5.8</b>

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

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

AUGUST 2016

**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
ALASKA	16455	14444	87.78%	25	0.15%	32	0.19%	461	2.80%	39	0.24%	909	5.52%	21	0.13%	523	3.18%
AMERICAN	80241	57670	71.87%	1498	1.87%	317	0.40%	6114	7.62%	836	1.04%	6,776	8.44%	63	0.08%	6,967	8.68%
DELTA	84540	67560	79.91%	1807	2.14%	173	0.20%	5936	7.02%	476	0.56%	3,876	4.58%	16	0.02%	4,695	5.55%
EXPRESSJET	43255	31856	73.65%	1609	3.72%	174	0.40%	2947	6.81%	119	0.28%	2,700	6.24%	0	0.00%	3,851	8.90%
FRONTIER	8931	5883	65.87%	36	0.40%	8	0.09%	779	8.72%	34	0.38%	1,218	13.64%	0	0.00%	974	10.91%
HAWAIIAN	7049	6528	92.61%	17	0.24%	4	0.06%	272	3.86%	3	0.04%	21	0.30%	1	0.01%	203	2.88%
JETBLUE	24728	18045	72.97%	315	1.27%	41	0.17%	1980	8.01%	168	0.68%	1,743	7.05%	22	0.09%	2,415	9.77%
SKYWEST	54552	44444	81.47%	356	0.65%	175	0.32%	2164	3.97%	275	0.50%	2,919	5.35%	14	0.03%	4,206	7.71%
SOUTHWEST	110775	88453	79.85%	703	0.63%	362	0.33%	5762	5.20%	775	0.70%	4,947	4.47%	43	0.04%	9,731	8.78%
SPRIT	11992	8604	71.75%	197	1.64%	15	0.13%	303	2.53%	53	0.44%	2,337	19.49%	9	0.08%	473	3.94%
UNITED	49758	38571	77.52%	313	0.63%	181	0.36%	3084	6.20%	431	0.87%	3,613	7.26%	10	0.02%	3,555	7.14%
VIRGIN AMERICA	6071	4486	73.89%	17	0.28%	7	0.12%	313	5.16%	105	1.73%	586	9.65%	7	0.12%	550	9.06%
TOTAL	498347	386544	77.57%	6893	1.38%	1489	0.30%	30115	6.04%	3314	0.66%	31645	6.35%	206	0.04%	38143	7.65%

**\*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.

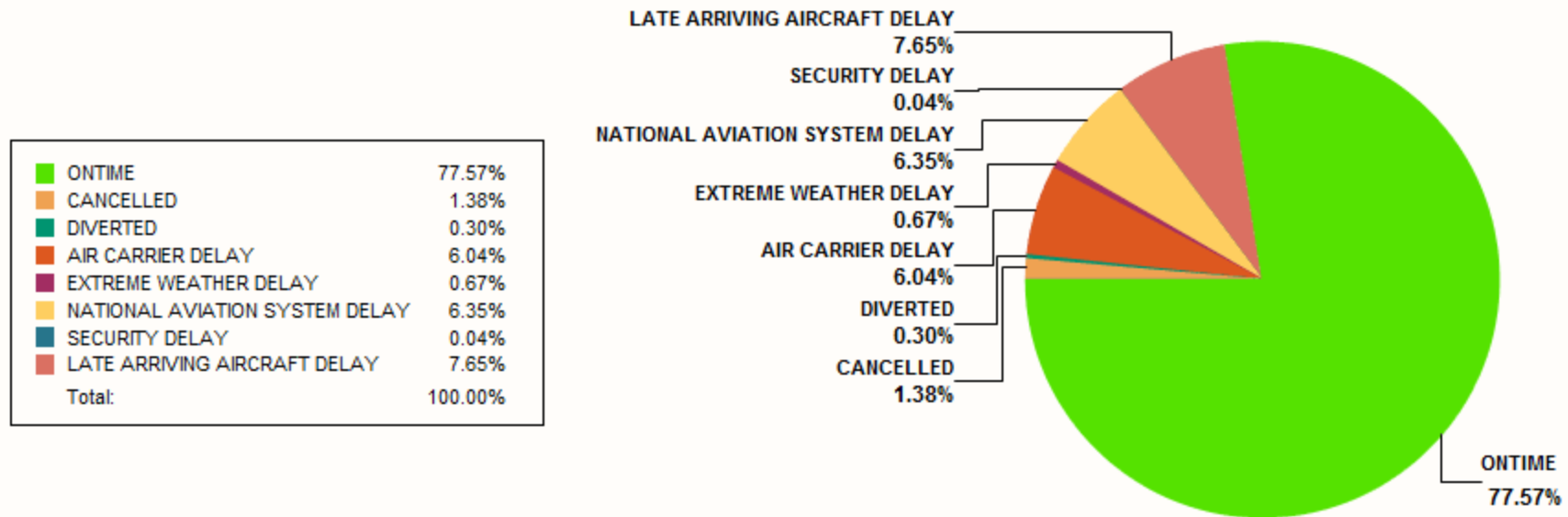
**National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.

**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.

AUGUST 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>

AUGUST 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	1293	STX	MIA	8/2/2016	Diversion Airport (PBI)	394
AMERICAN	152	DCA	DFW	8/12/2016	Diversion Airport (AUS)	292
SKYWEST	6009	SAT	LAX	8/28/2016	Destination Airport	216
SKYWEST	5191	SEA	LAX	8/28/2016	Destination Airport	213
UNITED	584	LAS	LAX	8/28/2016	Destination Airport	209
AMERICAN	2254	MIA	JFK	8/14/2016	Destination Airport	200
JETBLUE	1580	FLL	DCA	8/2/2016	Origin Airport	192
AMERICAN	1284	MIA	ORD	8/2/2016	Origin Airport	186
AMERICAN	1278	SNA	DFW	8/19/2016	Diversion Airport (SAT)	186
AMERICAN	267	JFK	SEA	8/14/2016	Origin Airport	186
AMERICAN	2658	CLT	JFK	8/14/2016	Destination Airport	186
AMERICAN	1109	MIA	ORD	8/2/2016	Origin Airport	184
UNITED	411	ORD	LAX	8/28/2016	Destination Airport	184
EXPRESSJET	4131	LGA	CLE	8/11/2016	Origin Airport	183
AMERICAN	760	MIA	CLT	8/2/2016	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.

## AUGUST 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
CHINA EASTERN	297	PVG	JFK	08/14/2016	Destination Airport	309
AMERICAN	916	BOG	MIA	08/02/2016	Diversion Airport (PBI)	304
AMERICAN	914	CCS	MIA	08/02/2016	Diversion Airport (PBI)	278
AVIANCA	0004	BOG	MIA	08/02/2016	Diversion Airport (PBI)	267
EVA AIRWAYS	032	TPE	JFK	08/14/2016	Destination Airport	243

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

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



AUGUST 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	80241	167	0.21
JETBLUE	24728	33	0.13
VIRGIN AMERICA	6071	7	0.12
DELTA	84540	89	0.11
EXPRESSJET	43255	37	0.09
UNITED	49758	41	0.08
SPIRIT	11992	6	0.05
SKYWEST	54552	22	0.04
SOUTHWEST	110775	23	0.02
FRONTIER	8931	2	0.02
ALASKA	16455	2	0.01
HAWAIIAN	7049	0	0.00
<b>TOTAL</b>	<b>498347</b>	<b>429</b>	<b>0.09</b>

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

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

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

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

## APPENDIX

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

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

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

### Air Carriers Required to Report Data to DOT and to CRS Vendors \*

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

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

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

## **MISHANDLED BAGGAGE**

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



**AUGUST 2016**  
**AIR TRAVEL CONSUMER REPORT**  
**MISHANDLED BAGGAGE REPORTS FILED BY PASSENGERS**  
**U.S. AIRLINES\***

RANK	AIRLINE	AUGUST 2016			AUGUST 2015		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	VIRGIN AMERICA	930	703,498	1.32	580	616,646	0.94
2	JETBLUE AIRWAYS	5,055	2,881,524	1.75	5,291	2,709,133	1.95
3	ALASKA AIRLINES	3,945	2,235,561	1.76	9,947	2,138,526	4.65
4	SPIRIT AIRLINES	4,168	1,757,648	2.37	3,980	1,456,122	2.73
5	HAWAIIAN AIRLINES	2,362	916,676	2.58	2,597	911,241	2.85
6	DELTA AIR LINES	28,965	10,659,205	2.72	26,628	10,941,056	2.43
7	UNITED AIRLINES	19,906	7,083,573	2.81	18,901	6,528,253	2.90
8	SOUTHWEST AIRLINES	39,393	12,914,286	3.05	43,705	12,649,551	3.46
9	SKYWEST AIRLINES	10,738	2,740,635	3.92	10,909	2,645,440	4.12
10	AMERICAN AIRLINES	43,632	10,579,398	4.12	42,649	10,984,655	3.88
11	FRONTIER AIRLINES	5,890	1,371,971	4.29	2,958	1,006,512	2.94
12	EXPRESSJET AIRLINES	10,381	1,848,910	5.61	10,535	2,135,569	4.93
	<b>TOTALS</b>	175,365	55,692,885	3.15	178,680	54,722,704	3.27

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

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

ENPLANED PASSENGERS - For the domestic system only.

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

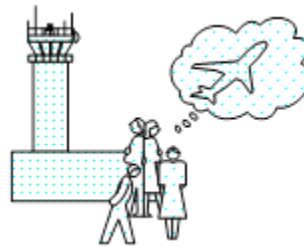
## OVERSALES

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

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

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

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



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

RANK	AIRLINE	APRIL - JUNE 2016				APRIL - JUNE 2015			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	HAWAIIAN AIRLINES	59	18	2,700,783	0.07	54	2	2,605,895	0.01
2	VIRGIN AMERICA	389	16	2,050,950	0.08	669	15	1,772,262	0.08
3	DELTA AIR LINES	31,642	302	33,838,031	0.09	38,643	389	32,706,490	0.12
4	UNITED AIRLINES	16,939	871	22,035,418	0.40	22,068	1,647	21,166,446	0.78
5	ALASKA AIRLINES	1,597	265	6,059,214	0.44	1,315	191	5,624,304	0.34
6	AMERICAN AIRLINES**	12,217	1,800	34,214,085	0.53	11,703	1,089	20,066,407	0.54
7	FRONTIER AIRLINES	842	274	3,614,118	0.76	699	253	2,962,152	0.85
8	JETBLUE AIRWAYS	298	799	8,795,633	0.91	266	5	8,105,136	0.01
9	SKYWEST AIRLINES	10,391	714	7,755,643	0.92	13,941	1,739	7,403,792	2.35
10	SOUTHWEST AIRLINES	26,987	4,209	39,198,316	1.07	29,084	4,436	37,496,853	1.18
11	SPIRIT AIRLINES***	1,856***	568***	5,242,171***	1.08***	1,966***	624***	4,208,617***	1.48***
12	EXPRESSJET AIRLINES	8,087	847	5,498,667	1.54	12,001	1,338	6,567,149	2.04
<b>TOTALS</b>		<b>111,304***</b>	<b>10,683***</b>	<b>171,003,029***</b>	<b>0.62***</b>	<b>132,409***</b>	<b>11,728***</b>	<b>150,685,503***</b>	<b>0.78***</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 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 2<sup>nd</sup> quarters of 2016 and 2015.

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

RANK	AIRLINE	JANUARY - JUNE 2016				JANUARY - JUNE 2015			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	HAWAIIAN AIRLINES	96	20	5,299,906	0.04	164	9	5,078,326	0.02
2	DELTA AIR LINES	59,967	606	63,287,652	0.10	79,582	993	60,268,482	0.16
3	VIRGIN AMERICA	816	46	3,790,467	0.12	955	20	3,282,327	0.06
4	UNITED AIRLINES	31,319	1,800	41,001,197	0.44	39,441	3,464	39,272,084	0.88
5	ALASKA AIRLINES	3,579	549	11,403,690	0.48	3,052	410	10,599,851	0.39
6	JETBLUE AIRWAYS	786	827	17,039,666	0.49	885	44	15,462,525	0.03
7	FRONTIER AIRLINES	1,221	435	6,765,703	0.64	1,381	462	5,594,562	0.83
8	AMERICAN AIRLINES**	26,983	4,442	65,574,735	0.68	21,631	2,520	38,167,530	0.66
9	SKYWEST AIRLINES	19,928	1,423	14,614,352	0.97	27,982	3,369	13,862,365	2.43
10	SOUTHWEST AIRLINES	45,265	7,325	73,591,636	1.00	49,725	7,762	69,489,911	1.12
11	SPIRIT AIRLINES***	3,168***	1,051***	9,946,265***	1.06***	3,407***	738***	7,937,491***	0.93***
12	EXPRESSJET AIRLINES	15,795	1,604	10,674,026	1.50	24,438	2,650	12,650,715	2.09
<b>TOTALS</b>		<b>208,923***</b>	<b>20,128***</b>	<b>322,989,295***</b>	<b>0.62***</b>	<b>252,643***</b>	<b>22,441***</b>	<b>281,666,169***</b>	<b>0.80***</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 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 1<sup>st</sup> and 2<sup>nd</sup> 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

**AUGUST 2016**  
**AIR TRAVEL CONSUMER REPORT**  
**CONSUMER COMPLAINTS**  
**SUMMARY**

	AUGUST 2016				AUGUST 2015			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,602	96	0	157	1,639	74	3	287
FOREIGN AIRLINES	582	6	1	38	524	3	0	35
TRAVEL AGENTS	40	0	0	7	20	2	0	6
TOUR OPERATORS	3	0	0	0	0	0	0	0
MISCELLANEOUS	23	56	0	18	28	10	0	22
<b>INDUSTRY TOTALS</b>	<b>2,250</b>	<b>158</b>	<b>1</b>	<b>220</b>	<b>2,211</b>	<b>89</b>	<b>3</b>	<b>350</b>

TABLE 2

AUGUST 2016						
AIR TRAVEL CONSUMER REPORT						
COMPLAINT CATEGORIES*						
COMPLAINT CATEGORY	AUGUST 2016			AUGUST 2015		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	938		1	731	
DELAY			385			262
CANCELLATION			383			294
MISCONNECTION			89			116
BAGGAGE	2	393		2	383	
RESERVATIONS/TICKETING/BOARDING	3	215		3	273	
CUSTOMER SERVICE	4	169		4	219	
FARES	5	157		5	207	
REFUNDS	6	128		6	161	
DISABILITY	7	96		8	85	
OTHER	8	79		9	36	
FREQUENT FLYER			61			15
OVERSALES	9	50		7	89	
DISCRIMINATION	10	15		11	5	
ADVERTISING	11	10		10	22	
COMPLAINT TOTAL		2,250			2,211	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3

**AUGUST 2016**  
**AIR TRAVEL CONSUMER REPORT**  
**COMPLAINTS AGAINST U.S. AIRLINES**  
**BY COMPLAINT CATEGORIES\***

U.S. AIRLINES ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	7	0	0	0	0	0	1	1	0	0	0	0	9
ALASKA AIRLINES	2	1	2	2	0	0	2	2	0	0	0	3	14
ALLEGIAN AIR	55	2	6	6	6	2	9	6	0	0	0	1	93
AMERICAN AIRLINES	200	4	31	33	26	53	25	22	0	2	0	16	412
DELTA AIR LINES	92	3	10	8	3	15	15	9	3	2	0	7	167
DYNAMIC AIRWAYS	67	0	1	0	11	3	0	0	0	0	0	1	83
ENDEAVOR AIR	13	0	0	0	0	2	0	0	0	0	0	0	15
ENVOY AIR	20	2	3	0	0	0	1	0	0	1	0	0	27
EXPRESSJET AIRLINES	16	0	1	0	0	1	1	0	0	0	0	0	19
FRONTIER AIRLINES	21	1	6	6	2	15	3	3	0	1	0	0	58
GOJET AIRLINES	6	0	0	0	0	1	0	0	0	0	0	0	7
HAWAIIAN AIRLINES	2	1	2	2	1	0	1	0	0	0	0	0	9
JETBLUE AIRWAYS	16	2	2	2	0	10	2	2	0	1	0	0	37
MESA AIRLINES	8	0	0	0	0	0	0	0	0	0	0	0	8
PIEDMONT AIRLINES	8	2	1	0	0	0	1	0	0	0	0	0	12
PSA AIRLINES	4	0	1	0	0	0	0	0	0	0	0	0	5
REPUBLIC AIRLINES	23	0	0	0	0	0	0	0	0	0	0	0	23
SILVER AIRWAYS	4	0	1	0	0	2	1	0	0	1	0	0	9
SKYWEST AIRLINES	14	3	1	0	0	0	5	0	0	0	0	1	24
SOUTHWEST AIRLINES	52	0	4	4	6	12	4	10	1	2	0	4	99
SPIRIT AIRLINES	76	4	21	9	9	8	19	3	0	1	0	3	153
TRANS STATES AIRLINES	10	0	0	0	0	0	0	0	0	0	0	0	10
UNITED AIRLINES	81	9	28	25	14	53	22	21	1	1	0	23	278
VIRGIN AMERICA	3	1	1	1	0	3	2	0	0	0	0	1	12
Other U.S. Airlines	13	0	2	0	0	2	1	1	0	0	0	0	19
<b>TOTAL AUGUST 2016</b>	<b>813</b>	<b>35</b>	<b>124</b>	<b>98</b>	<b>78</b>	<b>182</b>	<b>115</b>	<b>80</b>	<b>5</b>	<b>12</b>	<b>0</b>	<b>60</b>	<b>1,602</b>
<b>% of TOTAL COMPLAINTS</b>	<b>50.7</b>	<b>2.2</b>	<b>7.7</b>	<b>6.1</b>	<b>4.9</b>	<b>11.4</b>	<b>7.2</b>	<b>5.0</b>	<b>0.3</b>	<b>0.7</b>	<b>0</b>	<b>3.7</b>	
<b>TOTAL AUGUST 2015</b>	<b>612</b>	<b>71</b>	<b>181</b>	<b>150</b>	<b>122</b>	<b>222</b>	<b>169</b>	<b>66</b>	<b>17</b>	<b>3</b>	<b>0</b>	<b>26</b>	<b>1,639</b>
<b>% of TOTAL COMPLAINTS</b>	<b>37.3</b>	<b>4.3</b>	<b>11.0</b>	<b>9.2</b>	<b>7.4</b>	<b>13.5</b>	<b>10.3</b>	<b>4.0</b>	<b>1.0</b>	<b>0.2</b>	<b>0</b>	<b>1.6</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

**AUGUST 2016**  
**AIR TRAVEL CONSUMER REPORT**  
**COMPLAINTS AGAINST U.S. AIRLINES**  
**BY INCIDENT DATE\***

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN AUG	INCI- DENTS IN AUG	PERCENT	INCI- DENTS IN JUL	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
AIR WISCONSIN	9	6	66.7	2	22.2	0	0.0	1	11.1
ALASKA AIRLINES	14	6	42.9	2	14.3	5	35.7	1	7.1
ALLEGiant AIR	93	48	51.6	22	23.7	16	17.2	7	7.5
AMERICAN AIRLINES	412	215	52.2	89	21.6	59	14.3	49	11.9
DELTA AIR LINES	167	97	58.1	32	19.2	22	13.2	16	9.6
DYNAMIC AIRWAYS	83	45	54.2	14	16.9	19	22.9	5	6.0
ENDEAVOR AIR	15	9	60.0	3	20.0	2	13.3	1	6.7
ENVOY AIR	27	20	74.1	4	14.8	3	11.1	0	0.0
EXPRESSJET AIRLINES	19	12	63.2	5	26.3	2	10.5	0	0.0
FRONTIER AIRLINES	58	32	55.2	21	36.2	2	3.4	3	5.2
GOJET AIRLINES	7	6	85.7	1	14.3	0	0.0	0	0.0
HAWAIIAN AIRLINES	9	2	22.2	3	33.3	2	22.2	2	22.2
JETBLUE AIRWAYS	37	20	54.1	9	24.3	6	16.2	2	5.4
MESA AIRLINES	8	5	62.5	2	25.0	0	0.0	1	12.5
PIEDMONT AIRLINES	12	6	50.0	3	25.0	2	16.7	1	8.3
PSA AIRLINES	5	2	40.0	3	60.0	0	0.0	0	0.0
REPUBLIC AIRLINES	23	7	30.4	11	47.8	2	8.7	3	13.0
SILVER AIRWAYS	9	4	44.4	3	33.3	1	11.1	1	11.1
SKYWEST AIRLINES	24	16	66.7	7	29.2	1	4.2	0	0.0
SOUTHWEST AIRLINES	99	30	30.3	36	36.4	15	15.2	18	18.2
SPIRIT AIRLINES	153	82	53.6	33	21.6	23	15.0	15	9.8
TRANS STATES AIRLINES	10	7	70.0	2	20.0	0	0.0	1	10.0
UNITED AIRLINES	278	121	43.5	61	21.9	53	19.1	43	15.5
VIRGIN AMERICA	12	5	41.7	4	33.3	0	0.0	3	25.0
Other U.S. Airlines	19	9	47.4	6	31.6	4	21.1	0	0.0
<b>TOTALS</b>	<b>1,602</b>	<b>812</b>	<b>50.7</b>	<b>378</b>	<b>23.6</b>	<b>239</b>	<b>14.9</b>	<b>173</b>	<b>10.8</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>1,639</b>	<b>824</b>	<b>50.3</b>	<b>298</b>	<b>18.2</b>	<b>324</b>	<b>19.8</b>	<b>193</b>	<b>11.8</b>

\*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

AUGUST 2016

## AIR TRAVEL CONSUMER REPORT

## COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\*

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	0	0	1	0	1	8	0	2	0	0	0	0	12
AEROFLOT	0	0	1	0	0	3	0	1	0	0	0	1	6
AEROMEXICO	5	2	4	2	1	7	1	0	0	0	0	1	23
AIR BERLIN	6	0	1	1	0	17	2	0	0	0	0	0	27
AIR CANADA	41	5	13	1	3	29	14	3	0	1	0	1	111
AIR CHINA	0	0	0	0	3	2	0	0	0	0	0	0	5
AIR EUROPA	1	0	0	2	0	5	0	0	0	0	0	0	8
AIR FRANCE	6	0	4	1	2	13	1	1	0	0	0	1	29
AIR INDIA	1	1	1	0	0	0	2	0	0	0	0	0	5
ALITALIA AIRLINES	2	0	3	2	1	4	1	0	0	0	0	0	13
BRITISH AIRWAYS	1	0	5	5	4	13	0	0	0	0	0	0	28
EMIRATES AIRLINES	2	4	4	3	1	13	3	2	0	1	0	0	33
ETIHAD AIRWAYS	0	0	4	1	1	10	2	0	0	0	0	1	19
FIJI AIRWAYS	3	0	4	1	1	2	3	0	0	0	0	0	14
IBERIA AIRLINES	1	0	2	1	0	4	2	1	0	0	0	0	11
ICELANDAIR	2	0	0	0	0	2	0	1	0	0	0	0	5
KLM	1	0	0	1	1	7	0	1	0	0	0	0	11
LATAM	0	0	0	1	1	0	2	1	0	0	0	0	5
LUFTHANSA	4	0	3	5	2	8	2	0	0	0	0	2	26
NORWEGIAN AIR SHUTTLE	4	0	2	3	0	4	1	0	1	0	0	0	15
QATAR AIRWAYS	2	2	1	3	3	5	1	1	1	0	0	0	19
SWISS AIR	0	0	2	0	0	2	1	0	0	0	0	0	5
TURKISH AIRLINES	4	0	3	4	7	5	1	0	0	0	0	1	25
VOLARIS AIRLINES	0	0	1	0	2	1	1	0	0	0	0	0	5
WOW AIR	3	0	3	1	0	6	1	0	1	0	0	0	15
OTHER FOREIGN AIRLINES	26	1	14	9	6	36	10	2	0	1	0	2	107
<b>TOTALS</b>	<b>115</b>	<b>15</b>	<b>76</b>	<b>47</b>	<b>40</b>	<b>206</b>	<b>51</b>	<b>16</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>10</b>	<b>582</b>
<b><u>TRAVEL AGENTS</u></b>													
CHEAPOAIR.COM	0	0	2	2	2	0	1	0	0	0	0	0	7
JUSTFLY.COM	2	0	2	1	2	0	0	0	0	0	0	0	7
TRAVELCITY.COM	1	0	2	1	1	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	3	0	6	6	5	0	0	0	1	0	0	0	21
<b>TOTALS</b>	<b>6</b>	<b>0</b>	<b>12</b>	<b>10</b>	<b>10</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>40</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	1	0	0	0	0	0	0	0	0	0	0	2	3
<b>TOTALS</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>0</b>	<b>0</b>	<b>2</b>	<b>3</b>
<b><u>MISCELLAENOUS</u></b>													
OTHER MISCELLANEOUS	3	0	3	2	0	5	2	0	1	0	0	7	23
<b>TOTALS</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>23</b>

\* 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

**AUGUST 2016**  
**AIR TRAVEL CONSUMER REPORT**  
**CONSUMER COMPLAINTS: RANKINGS**  
**U.S. AIRLINES \***

RANK	AIRLINE	AUGUST 2016			AUGUST 2015		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	14	2,303,005	0.61	9	2,180,909	0.41
2	SOUTHWEST AIRLINES	99	12,924,094	0.77	73	12,609,279	0.58
3	SKYWEST AIRLINES	24	2,829,822	0.85	25	2,787,211	0.90
4	HAWAIIAN AIRLINES	9	975,932	0.92	7	958,303	0.73
5	EXPRESSJET AIRLINES	19	1,942,955	0.98	8	2,260,356	0.35
6	JETBLUE AIRWAYS	37	3,503,958	1.06	29	3,282,239	0.88
7	DELTA AIR LINES	167	12,762,158	1.31	103	13,138,022	0.78
8	VIRGIN AMERICA	12	738,937	1.62	13	643,039	2.02
9	UNITED AIRLINES	278	9,332,387	2.98	289	8,872,787	3.26
10	AMERICAN AIRLINES	412	12,737,141	3.23	536	13,363,729	4.01
11	FRONTIER AIRLINES	58	1,408,104	4.12	99	1,139,115	8.69
12	SPIRIT AIRLINES	153	1,922,537	7.96	249	1,615,225	15.42
	<b>TOTAL</b>	1,282	63,381,030	2.02	1,440	62,850,214	2.29

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.

AUGUST 2016

AIR TRAVEL CONSUMER REPORT

## 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.



## AIR TRAVEL CONSUMER REPORT

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of August 2016  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 65 million airline passengers and their 52 million checked bags in the month of August 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 August.

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

Courtesy <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
769	.001	63	.00001	83	.0001	503	.0008

**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 August.

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.

AUGUST 2016

## AIR TRAVEL CONSUMER REPORT

### August 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.

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">Delta Air Lines</a>	0	1	0
<a href="#">Hawaiian Airlines</a>	1	0	0
<a href="#">United Airlines</a>	1	1	0
Totals:	2	2	0