



U.S. Department
of Transportation



Air Travel Consumer Report

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

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Flight Delays¹

September 2016

Mishandled Baggage¹

September 2016
January - September 2016

Oversales¹

^{3rd}. Quarter 2016
January - September 2016

Consumer Complaints²
(Includes Disability and
Discrimination Complaints)

September 2016
January - September 2016

**Customer Service Reports to
the Dept. of Homeland Security³**

September 2016

Airline Animal Incident Reports⁴

September 2016

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml> CDs for earlier months can be purchased by sending an email to: Orders@bts.gov Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>

Cause of delay data for airports and airlines can be found at: http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp

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

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AIR TRAVEL CONSUMER REPORT

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

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	82.3	17	91.3
ALASKA AIRLINES S/	25	89.6	64	90.3
DELTA AIR LINES S/	29	89.8	149	90.2
SKYWEST AIRLINES S/	19	88.0	188	88.6
SOUTHWEST AIRLINES S/	24	85.2	87	85.6
SPIRIT AIRLINES S/	20	84.7	34	85.1
UNITED AIRLINES S/	27	84.2	87	84.4
EXPRESSJET AIRLINES S/	15	83.2	160	83.1
AMERICAN AIRLINES S/	28	82.7	95	83.0
VIRGIN AMERICA	16	81.9	21	82.3
JETBLUE AIRWAYS S/	24	77.8	66	78.7
FRONTIER AIRLINES S/	24	71.4	53	71.7
TOTAL		84.9		85.5

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

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	4th Quarter 10-12 2015		1st Quarter 01-03 2016		2 nd Quarter 04-06 2016		3 rd Quarter 07-9 2016		Jul-16		Aug-16		Sept-16		12 Months Ending Sep 2016	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	86.3	3	87.5	2	88.7	2	89.1	2	89.4	1	87.8	2	90.3	2	87.9	2
AMERICAN	82.9	6	81.1	7	78.8	9	74.9	10	70.7	10	71.9	10	83.0	9	79.4	8
DELTA	88.5	2	86.6	3	87.4	3	83.7	4	81.6	4	79.9	4	90.2	3	86.5	3
ENVOY**	83.5	4	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET	80.7	8	81.0	8	82.3	6	75.6	9	70.9	8	73.7	8	83.1	8	79.9	7
FRONTIER	78.1	11	83.2	5	80.3	7	66.9	12	63.3	12	65.9	12	71.7	12	76.6	10
HAWAIIAN	92.5	1	91.1	1	92.4	1	90.9	1	88.8	2	92.6	1	91.3	1	91.7	1
JETBLUE	77.8	12	71.6	11	78.0	10	73.0	11	67.8	11	73.0	9	78.7	11	75.1	11
SKYWEST	80.0	9	79.3	9	85.1	4	84.2	3	82.9	3	81.5	3	88.6	4	82.3	4
SOUTHWEST	82.3	7	84.1	4	78.9	8	78.5	6	70.8	9	79.9	5	85.6	5	80.9	6
SPIRIT	74.0	13	65.3	12	74.4	12	76.3	8	72.8	7	71.8	11	85.1	6	72.6	12
UNITED	83.3	5	83.2	6	82.6	5	79.4	5	76.6	5	77.5	6	84.4	7	82.0	5
VIRGIN AMERICA	79.2	10	77.4	10	75.2	11	77.1	7	75.4	6	73.9	7	82.3	10	77.2	9
Total	82.8		82.1		81.9		79.2		75.2		77.6		85.5		81.5	

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL 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	52	90.4	146	78.8	60	93.3	0	0.0	120	84.2	120	93.3	116	89.7	30	80.0	60	78.3	30	83.3
AMERICAN	1056	83.5	2277	76.2	455	83.1	7907	86.1	2301	80.1	867	84.5	11563	85.3	440	86.1	678	74.3	505	79.6
DELTA	20315	93.1	1257	78.3	575	93.6	535	90.1	788	85.4	817	89.8	471	88.5	4724	92.8	477	82.6	772	89.0
EXPRESSJET	4514	85.6	164	73.8	58	77.6	58	86.2	303	74.3	0	0.0	2279	80.6	1302	87.7	2989	76.6	0	0.0
FRONTIER	422	77.0	0	0.0	0	0.0	94	79.8	89	66.3	2062	66.8	102	70.6	93	76.3	0	0.0	16	81.3
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	3549	73.6	266	82.0	107	87.9	879	81.0	87	78.2	55	85.5	115	78.3	601	74.9	1661	75.5
SKYWEST	431	90.5	0	0.0	0	0.0	168	84.5	78	80.8	4161	90.5	290	78.3	2057	91.1	0	0.0	0	0.0
SOUTHWEST	3521	87.9	1075	74.9	5650	88.6	205	76.1	1314	86.0	5594	88.0	0	0.0	563	88.3	504	80.6	1217	83.4
SPIRIT	594	82.8	320	73.1	468	83.8	0	0.0	0	0.0	379	89.7	775	84.1	722	85.6	0	0.0	1041	83.1
UNITED	577	86.3	1150	76.2	303	83.5	107	80.4	412	85.0	5093	91.4	435	83.9	201	84.6	4248	80.0	306	85.0
VIRGIN AMERICA	0	0.0	145	79.3	0	0.0	0	0.0	112	83.9	85	81.2	0	0.0	0	0.0	167	76.0	85	83.5
TOTAL	31482	90.5	10083	75.3	7835	87.9	9181	86.0	6396	82.1	19265	87.1	16086	84.5	10247	90.2	9724	78.3	5633	81.5

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL 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	30	76.7	44	88.6	30	86.7	344	93.0	688	91.1	0	0.0	61	83.6	0	0.0	0	0.0	60	88.3
AMERICAN	206	79.1	681	82.5	1397	76.9	1180	81.8	3204	83.3	2239	77.5	1407	75.1	0	0.0	3998	80.6	722	81.7
DELTA	244	91.8	219	90.4	2396	86.0	1123	88.9	2836	84.4	1924	79.1	1262	86.8	221	92.8	742	91.0	5435	88.8
EXPRESSJET	59	78.0	3747	89.3	0	0.0	0	0.0	0	0.0	1213	73.9	0	0.0	55	81.8	0	0.0	289	81.3
FRONTIER	60	60.0	145	76.6	0	0.0	611	76.8	150	71.3	90	81.1	627	74.2	0	0.0	148	73.0	79	63.3
HAWAIIAN	0	0.0	0	0.0	30	66.7	73	91.8	127	83.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	168	81.5	0	0.0	3463	80.2	434	81.3	447	82.6	530	76.8	1528	77.3	0	0.0	0	0.0	0	0.0
SKYWEST	0	0.0	1017	88.1	0	0.0	73	64.4	2278	83.3	2	100.0	0	0.0	50	86.0	0	0.0	2429	86.4
SOUTHWEST	168	88.7	0	0.0	0	0.0	6302	85.1	3459	73.1	952	77.8	2594	84.9	6951	88.8	0	0.0	793	84.6
SPIRIT	0	0.0	521	89.1	0	0.0	946	89.2	773	86.0	330	76.7	487	85.8	0	0.0	0	0.0	383	86.4
UNITED	1821	87.2	4401	88.3	0	0.0	1078	86.5	2397	74.7	765	77.0	823	83.1	0	0.0	218	78.4	403	87.1
VIRGIN AMERICA	136	89.0	0	0.0	347	82.1	417	82.0	1169	80.8	108	78.7	30	80.0	0	0.0	0	0.0	0	0.0
TOTAL	2892	86.0	10775	88.2	7663	81.5	12581	85.0	17528	80.4	8153	77.3	8819	81.4	7277	88.9	5106	81.8	10593	86.9

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

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

ARRIVAL 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	179	81.0	1045	90.9	30	86.7	176	96.0	461	91.8	4535	89.6	459	85.4	210	94.8	30	96.7
AMERICAN	5036	81.8	330	81.2	3438	81.6	4106	88.5	694	81.3	756	82.0	1335	79.2	340	85.0	885	78.9
DELTA	626	85.6	619	86.9	622	86.0	536	92.2	547	92.1	1678	88.1	987	88.6	3248	90.9	816	88.4
EXPRESSJET	2993	84.1	0	0.0	2	100.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER	385	77.7	101	64.4	343	76.1	226	74.3	87	54.0	126	73.0	244	67.6	145	66.2	114	71.1
HAWAIIAN	0	0.0	30	80.0	0	0.0	30	86.7	30	80.0	60	78.3	60	80.0	0	0.0	0	0.0
JETBLUE	210	81.0	127	80.3	202	77.7	60	75.0	138	87.7	182	78.0	483	81.2	140	75.7	414	78.5
SKYWEST	3257	85.8	651	89.6	0	0.0	1509	92.7	539	88.1	1217	89.2	3069	81.1	3863	93.2	0	0.0
SOUTHWEST	0	0.0	1224	86.6	669	83.4	4796	86.7	2825	85.9	1189	80.5	1401	77.4	811	85.0	1790	85.0
SPIRIT	836	84.4	120	88.3	234	76.1	67	94.0	180	88.9	120	84.2	0	0.0	0	0.0	171	81.9
UNITED	6735	82.7	579	87.2	357	77.0	459	84.1	766	87.9	920	85.9	4693	84.1	110	80.0	405	80.7
VIRGIN AMERICA	141	80.9	83	85.5	0	0.0	0	0.0	170	84.1	219	84.5	1703	82.2	0	0.0	0	0.0
TOTAL	20398	83.2	4909	87.0	5897	81.3	11965	88.1	6437	86.4	11002	86.9	14434	82.1	8867	90.5	4625	83.1

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
0600-0659	96.3	78.5	91.4	88.2	0.0	88.3	88.7	94.5	90.1	75.7	89.1	95.7	83.9	96.6	92.0	83.3	90.0	94.0
0700-0759	96.3	88.0	94.1	97.1	95.1	92.7	90.3	94.0	87.7	93.3	90.4	96.6	89.6	97.2	94.8	89.3	97.2	94.5
0800-0859	94.9	90.4	95.7	92.5	92.2	91.3	94.6	93.4	91.1	93.3	100.0	94.2	84.9	96.4	84.4	89.0	93.5	90.9
0900-0959	94.6	87.3	96.8	95.0	90.8	91.9	87.1	95.2	93.0	92.9	96.3	94.2	91.7	93.4	85.7	84.7	93.5	93.5
1000-1059	93.5	89.0	92.6	88.7	90.3	93.5	89.6	93.9	89.6	92.0	90.5	92.2	90.1	90.5	84.1	83.7	91.6	90.8
1100-1159	94.5	88.4	93.1	93.2	90.5	93.6	90.1	92.7	88.1	88.8	93.7	91.9	91.2	86.7	83.9	83.5	91.4	94.7
1200-1259	91.7	91.2	94.6	90.7	90.5	93.7	88.6	94.1	88.0	84.6	76.0	93.9	85.7	91.2	81.1	83.4	88.5	96.3
1300-1359	94.4	84.8	92.7	89.7	89.4	88.9	88.1	92.4	83.7	77.9	95.0	88.5	84.9	84.3	85.2	84.6	81.0	92.5
1400-1459	92.6	79.7	91.5	87.1	87.0	88.3	85.8	91.1	80.2	76.3	94.5	86.4	82.7	79.1	85.9	80.6	85.4	92.2
1500-1559	93.0	78.2	91.7	88.4	85.7	80.6	83.6	90.3	74.1	79.1	91.2	85.4	84.0	83.2	87.1	80.8	83.1	90.5
1600-1659	89.7	72.1	85.5	80.5	79.9	85.9	82.6	90.1	71.9	82.0	87.7	83.3	78.8	81.0	79.0	75.9	79.7	86.5
1700-1759	86.6	68.5	86.8	83.7	79.7	83.5	81.7	91.5	70.2	82.6	83.7	84.7	78.5	80.3	80.9	73.3	77.0	89.3
1800-1859	87.3	60.2	85.6	77.6	73.6	85.8	82.9	89.3	71.0	77.7	80.0	83.4	74.0	80.7	79.0	67.8	69.7	81.4
1900-1959	81.5	60.9	82.2	81.0	71.6	80.1	77.5	87.3	67.1	75.9	76.6	81.4	76.2	77.2	72.9	71.6	70.5	84.9
2000-2059	85.0	55.4	80.2	73.0	76.6	79.7	74.0	86.4	66.7	69.7	78.1	86.8	79.2	82.9	68.9	64.2	73.4	80.5
2100-2159	83.2	63.1	78.5	77.0	69.9	79.4	78.3	83.9	68.7	75.8	77.4	77.7	72.2	80.1	68.1	65.3	71.4	88.2
2200-2259	85.4	68.1	78.1	87.1	75.4	73.6	78.4	82.8	69.5	73.2	79.7	82.8	75.1	76.4	71.4	71.1	77.1	79.2
2300-0559	81.7	76.4	78.8	81.2	77.8	79.1	81.5	81.6	81.3	81.7	82.8	85.0	81.1	83.4	80.8	76.2	77.1	86.6
TOTAL	90.5	75.3	87.9	86.0	82.1	87.1	84.5	90.2	78.3	81.5	86.0	88.2	81.5	85.0	80.4	77.3	81.4	88.9

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	91.7	91.2	94.1	100.0	85.1	95.1	100.0	92.6	89.8	0.0	50.0	91.0
0700-0759	0.0	89.6	88.9	98.7	99.0	94.3	93.2	96.3	94.8	96.9	0.0	93.4
0800-0859	90.0	88.0	87.7	96.2	91.8	86.0	95.7	88.1	89.0	97.6	97.1	91.4
0900-0959	89.0	89.9	89.2	92.8	88.1	95.1	90.6	94.9	83.4	93.3	96.0	91.3
1000-1059	93.3	90.8	85.6	90.6	88.3	94.7	89.7	89.4	80.5	95.8	91.9	90.1
1100-1159	88.7	92.0	88.7	86.1	91.1	92.0	92.8	86.3	76.4	86.9	91.8	89.6
1200-1259	81.3	91.3	84.1	91.3	89.1	91.1	90.5	88.2	79.9	91.2	87.9	88.9
1300-1359	83.3	88.0	86.4	92.2	80.4	84.1	88.6	89.1	84.3	91.9	88.2	88.1
1400-1459	78.6	91.8	86.5	87.2	86.8	85.9	85.1	85.0	82.3	90.9	85.2	86.7
1500-1559	77.2	90.8	85.6	89.1	80.6	90.1	85.9	84.5	82.9	89.1	85.4	85.8
1600-1659	78.4	86.6	81.6	86.5	76.5	86.0	81.3	88.0	84.3	88.3	84.9	83.0
1700-1759	72.1	86.2	74.2	87.2	75.5	81.9	84.6	86.3	84.3	89.6	85.7	81.3
1800-1859	74.4	81.6	75.0	81.3	78.6	80.5	84.3	87.6	80.0	84.8	75.0	80.1
1900-1959	82.6	82.3	72.9	81.0	75.0	85.6	79.3	87.5	79.9	87.1	81.8	79.0
2000-2059	69.4	82.0	76.1	85.8	79.2	86.9	80.4	85.7	80.7	87.5	73.3	78.0
2100-2159	93.5	78.4	80.4	84.9	73.5	85.1	82.8	79.8	77.5	89.2	74.5	77.2
2200-2259	79.3	82.2	80.5	81.8	75.7	79.5	85.4	83.5	80.1	81.3	75.8	77.5
2300-0559	81.7	83.5	84.8	83.8	80.2	80.6	79.7	87.7	80.9	80.3	73.2	81.0
TOTAL	81.8	86.9	83.2	87.0	81.3	88.1	86.4	86.9	82.1	90.5	83.1	84.9

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
0600-0659	94.6	93.7	95.9	92.2	96.2	95.6	94.1	93.9	94.1	96.7	90.2	95.5	94.3	95.6	94.1	96.8	90.3	97.5
0700-0759	95.7	92.8	94.2	92.4	93.2	88.2	93.3	93.6	94.3	94.2	95.5	92.2	93.2	94.1	93.8	95.5	95.1	95.0
0800-0859	94.5	91.3	93.4	91.0	92.8	92.5	89.8	93.1	88.1	91.9	93.6	93.1	92.3	94.1	90.2	89.1	95.3	90.6
0900-0959	92.5	90.2	93.8	90.7	89.1	87.5	89.1	89.9	88.7	92.0	94.8	94.0	92.3	91.5	80.7	88.0	94.7	91.2
1000-1059	92.0	89.5	93.0	88.2	88.4	86.1	88.0	92.3	90.7	88.6	88.9	92.6	90.8	88.7	78.1	87.7	90.9	89.0
1100-1159	91.2	87.3	87.6	90.0	90.9	90.3	88.3	87.6	87.8	88.2	93.0	88.3	88.1	87.1	79.0	86.4	88.8	86.1
1200-1259	89.0	88.1	89.2	89.9	88.8	90.8	87.8	91.4	87.9	79.6	89.9	92.0	84.7	85.1	78.3	85.6	88.3	90.3
1300-1359	87.6	85.1	89.3	89.4	89.6	90.9	84.4	88.4	81.6	70.5	78.6	88.2	85.9	87.6	76.5	81.3	81.5	90.2
1400-1459	88.2	81.9	87.7	88.3	87.0	86.1	83.5	92.2	79.4	71.1	87.5	87.0	75.7	78.9	80.8	77.0	76.5	84.2
1500-1559	88.3	76.7	84.5	82.5	82.7	83.3	82.1	89.2	77.2	77.3	89.9	83.3	79.0	78.1	80.5	80.8	76.3	80.1
1600-1659	86.7	75.8	84.0	84.4	80.1	68.9	83.6	86.3	70.5	71.2	87.8	73.8	80.3	77.9	80.5	77.0	72.3	87.3
1700-1759	84.3	70.1	75.4	72.1	80.1	80.9	77.8	82.8	69.3	77.2	82.7	81.0	78.0	76.4	82.3	74.5	70.1	78.6
1800-1859	82.1	65.1	77.2	78.1	75.9	83.6	80.1	82.7	66.7	78.2	78.4	85.7	78.3	76.8	81.1	76.4	65.7	80.3
1900-1959	83.7	60.9	82.1	80.1	74.3	84.8	78.0	81.5	70.9	76.5	80.3	81.3	71.6	78.2	75.6	66.1	65.4	79.4
2000-2059	79.3	58.6	81.9	80.5	72.6	78.4	74.3	89.6	64.1	77.0	82.2	90.1	73.4	76.4	65.2	71.6	70.5	81.5
2100-2159	83.8	64.0	81.4	84.6	73.5	76.3	75.0	89.1	68.9	65.5	100.0	90.7	71.7	81.6	71.4	68.5	66.9	80.1
2200-2259	84.8	0.0	79.2	80.4	76.5	90.1	81.7	87.4	56.1	73.2	84.1	71.1	75.8	83.8	75.9	75.9	62.8	80.0
2300-0559	85.0	94.8	94.4	86.4	93.3	65.8	93.2	93.1	92.8	92.0	100.0	89.4	80.8	84.2	84.8	99.2	91.3	0.0
TOTAL	88.0	81.9	87.4	85.5	86.0	85.4	84.7	89.6	80.7	81.7	87.4	87.8	83.4	84.8	81.1	82.6	81.7	86.3

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	93.3	93.4	93.3	95.2	91.2	96.3	93.7	96.3	95.4	96.1	94.8	94.7
0700-0759	91.7	93.4	90.4	93.0	92.5	94.7	90.1	94.6	93.6	96.0	95.3	93.3
0800-0859	90.0	89.5	88.1	93.5	93.9	93.7	91.6	92.0	92.1	92.8	95.1	92.2
0900-0959	82.7	90.7	84.2	93.3	88.5	91.7	87.8	89.0	87.2	95.7	95.4	89.5
1000-1059	91.9	90.2	86.1	88.8	90.6	91.4	85.7	93.3	81.7	85.6	95.7	88.6
1100-1159	91.5	91.8	81.0	90.2	89.5	92.0	82.5	88.1	77.2	94.7	88.2	88.1
1200-1259	85.8	84.8	85.0	89.0	87.3	89.1	83.8	87.1	76.1	89.0	89.5	86.8
1300-1359	74.5	90.0	81.9	87.1	87.1	87.6	84.1	86.5	75.5	90.0	86.5	85.2
1400-1459	73.1	86.7	82.3	87.3	86.7	82.7	82.5	84.6	81.4	93.0	86.5	83.5
1500-1559	71.4	90.8	81.2	86.5	77.9	86.5	82.4	86.1	83.9	89.4	84.4	83.4
1600-1659	77.8	81.1	82.6	89.5	76.9	87.8	76.6	85.5	84.4	89.3	84.0	81.5
1700-1759	76.1	84.2	77.2	86.1	71.7	88.6	85.9	85.5	82.7	88.4	72.6	79.4
1800-1859	76.0	85.8	72.5	86.1	69.4	83.7	82.6	90.3	83.6	88.2	78.9	78.8
1900-1959	82.0	84.3	74.8	82.9	73.0	84.8	85.0	87.9	81.1	76.7	71.0	78.5
2000-2059	80.2	86.1	75.1	75.9	80.4	86.0	85.5	89.5	86.0	90.4	80.0	79.2
2100-2159	73.0	88.8	79.8	75.9	77.1	90.8	81.1	90.4	87.5	94.4	63.0	80.6
2200-2259	0.0	84.6	82.9	86.7	70.5	85.0	95.6	88.2	84.3	94.5	100.0	83.3
2300-0559	96.4	92.1	91.2	93.2	93.6	93.5	0.0	91.8	88.0	86.4	100.0	87.6
TOTAL	81.4	88.7	82.3	89.5	83.3	89.5	85.8	89.7	84.4	91.8	86.1	85.5

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

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AIR TRAVEL CONSUMER REPORT

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

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

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

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

SOUTHWEST	2462	Aug	SMF-SEA	1915	22	17	77.27	77.76
SOUTHWEST	2462	Sep	SMF-SEA	1915	25	13	52	53.77

* 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>

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AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/ 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
SOUTHWEST	3650	11	0.3
DELTA	2694	0	0.0
AMERICAN	2563	0	0.0
UNITED	1674	0	0.0
SKYWEST	1669	0	0.0
EXPRESSJET	1403	0	0.0
JETBLUE	774	0	0.0
ALASKA	471	0	0.0
SPIRIT	372	0	0.0
FRONTIER	269	0	0.0
HAWAIIAN	204	0	0.0
VIRGIN AMERICA	200	0	0.0
TOTAL	15,943	11	0.1

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

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AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	88.3	95.0	60	60
Abilene, TX (ABI)	80.8	76.9	26	26
Adak Island, AK (ADK)	100.0	100.0	9	9
Aguadilla, PR (BQN)	80.7	82.0	140	139
Akron, OH (CAK)	87.3	91.6	395	395
Albany, GA (ABY)	88.1	90.5	84	84
Albany, NY (ALB)	88.1	91.6	740	740
Albuquerque, NM (ABQ)	87.9	88.8	1,614	1,612
Alexandria, LA (AEX)	85.6	86.8	243	242
Allentown/Bethlehem/Easton, PA (ABE)	83.4	88.1	169	168
Alpena, MI (APN)	88.5	92.3	52	52
Amarillo, TX (AMA)	88.7	93.8	257	257
Anchorage, AK (ANC)	90.6	93.3	1,390	1,395
Appleton, WI (ATW)	84.7	87.7	308	309
Arcata/Eureka, CA (ACV)	82.5	83.3	120	120
Asheville, NC (AVL)	89.0	88.3	309	309
Aspen, CO (ASE)	87.4	89.3	269	270
Atlanta, GA (ATL)	90.5	88.0	31,482	31,503
Atlantic City, NJ (ACY)	82.4	88.5	261	260
Augusta, GA (AGS)	83.3	85.4	240	240
Austin, TX (AUS)	84.5	87.2	3,844	3,842
Bakersfield, CA (BFL)	86.1	88.3	223	223
Baltimore, MD (BWI)	87.9	87.4	7,835	7,833
Bangor, ME (BGR)	84.7	87.4	118	119
Barrow, AK (BRW)	89.6	89.6	77	77
Baton Rouge, LA (BTR)	83.6	85.0	519	519
Bemidji, MN (BJI)	91.7	93.3	60	60
Bend/Redmond, OR (RDM)	89.9	89.6	268	268
Bethel, AK (BET)	91.4	92.6	81	81
Billings, MT (BIL)	90.2	93.0	244	243
Binghamton, NY (BGM)	89.3	92.9	56	56
Birmingham, AL (BHM)	88.8	89.7	1,027	1,025
Bismarck/Mandan, ND (BIS)	87.3	93.6	204	203
Bloomington/Normal, IL (BMI)	88.9	90.4	135	135
Boise, ID (BOI)	89.2	90.4	1,230	1,230

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Boston, MA (BOS)	75.3	81.9	10,083	10,084
Bozeman, MT (BZN)	89.4	90.4	435	436
Brainerd, MN (BRD)	94.2	94.2	52	52
Bristol/Johnson City/Kingsport, TN (TRI)	82.4	83.5	188	188
Brownsville, TX (BRO)	94.0	94.1	151	152
Brunswick, GA (BQK)	75.9	81.9	83	83
Buffalo, NY (BUF)	84.6	88.6	1,548	1,548
Burbank, CA (BUR)	88.5	88.6	1,882	1,882
Burlington, VT (BTV)	81.6	84.0	375	374
Butte, MT (BTM)	98.2	100.0	56	56
Casper, WY (CPR)	94.6	97.3	111	111
Cedar City, UT (CDC)	90.4	94.2	52	52
Cedar Rapids/Iowa City, IA (CID)	84.6	86.3	415	416
Charleston, SC (CHS)	84.7	84.5	1,212	1,211
Charleston/Dunbar, WV (CRW)	81.7	81.2	213	213
Charlotte Amalie, VI (STT)	82.5	86.1	251	251
Charlotte, NC (CLT)	86.0	85.5	9,181	9,183
Charlottesville, VA (CHO)	83.0	84.0	200	200
Chattanooga, TN (CHA)	86.0	87.6	413	411
Chicago, IL (MDW)	88.9	86.3	7,277	7,279
Chicago, IL (ORD)	83.2	82.3	20,398	20,406
Christiansted, VI (STX)	86.7	88.3	60	60
Cincinnati, OH (CVG)	86.0	86.7	1,093	1,093
Cleveland, OH (CLE)	85.0	85.9	2,904	2,902
Cody, WY (COD)	96.2	93.4	106	106
College Station/Bryan, TX (CLL)	89.2	90.8	130	130
Colorado Springs, CO (COS)	86.3	89.8	738	738
Columbia, SC (CAE)	81.3	85.1	342	342
Columbus, GA (CSG)	83.8	85.9	99	99
Columbus, MS (GTR)	75.0	85.7	84	84
Columbus, OH (CMH)	86.7	90.4	1,909	1,911
Cordova, AK (CDV)	100.0	93.3	60	60
Corpus Christi, TX (CRP)	89.1	92.3	220	220
Dallas, TX (DAL)	85.5	83.0	5,656	5,656
Dallas/Fort Worth, TX (DFW)	84.5	84.7	16,086	16,089

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dayton, OH (DAY)	88.6	89.4	598	597
Daytona Beach, FL (DAB)	90.3	91.7	145	145
Deadhorse, AK (SCC)	98.3	93.3	60	60
Denver, CO (DEN)	87.1	85.4	19,265	19,268
Des Moines, IA (DSM)	84.5	92.5	601	600
Detroit, MI (DTW)	90.2	89.6	10,247	10,211
Devils Lake, ND (DVL)	92.3	96.2	52	52
Dothan, AL (DHN)	77.7	76.8	112	112
Duluth, MN (DLH)	85.6	86.1	174	173
Durango, CO (DRO)	92.1	93.9	164	164
Eagle, CO (EGE)	88.6	93.6	79	78
Eau Claire, WI (EAU)	94.6	94.6	56	56
El Paso, TX (ELP)	84.0	87.8	1,049	1,048
Elko, NV (EKO)	96.4	98.2	55	55
Elmira/Corning, NY (ELM)	91.7	92.4	145	145
Erie, PA (ERI)	87.3	90.9	55	55
Escanaba, MI (ESC)	86.5	84.6	52	52
Eugene, OR (EUG)	93.2	92.5	281	280
Evansville, IN (EVV)	86.0	89.2	186	186
Fairbanks, AK (FAI)	93.5	93.0	185	186
Fargo, ND (FAR)	82.5	89.5	325	325
Fayetteville, AR (XNA)	86.2	86.0	508	508
Fayetteville, NC (FAY)	91.5	92.2	141	141
Flagstaff, AZ (FLG)	91.2	93.2	148	148
Flint, MI (FNT)	88.1	90.8	303	303
Fort Lauderdale, FL (FLL)	81.5	81.7	5,633	5,630
Fort Myers, FL (RSW)	83.4	84.7	1,346	1,345
Fort Smith, AR (FSM)	85.6	86.7	90	90
Fort Wayne, IN (FWA)	86.4	88.6	352	351
Fresno, CA (FAT)	90.4	88.7	700	700
Gainesville, FL (GNV)	79.5	82.1	190	190
Garden City, KS (GCK)	90.0	91.7	60	60
Gillette, WY (GCC)	96.5	97.7	86	86
Grand Forks, ND (GFK)	98.8	96.3	83	82
Grand Island, NE (GRI)	82.1	91.1	56	56
Grand Junction, CO (GJT)	93.8	94.2	225	224

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Rapids, MI (GRR)	88.0	90.7	773	773
Great Falls, MT (GTF)	94.6	96.6	147	148
Green Bay, WI (GRB)	86.0	92.8	236	236
Greensboro/High Point, NC (GSO)	85.4	87.3	584	584
Greer, SC (GSP)	85.9	87.2	583	585
Guam, TT (GUM)	76.7	86.7	30	30
Gulfport/Biloxi, MS (GPT)	86.6	90.2	246	246
Gunnison, CO (GUC)	100.0	100.0	3	4
Hancock/Houghton, MI (CMX)	88.3	93.3	60	60
Harlingen/San Benito, TX (HRL)	89.0	93.1	246	246
Harrisburg, PA (MDT)	85.3	88.7	265	265
Hartford, CT (BDL)	87.4	91.9	1,590	1,590
Hattiesburg/Laurel, MS (PIB)	80.8	84.6	52	52
Hayden, CO (HDN)	91.7	93.3	60	60
Hays, KS (HYS)	92.3	94.3	52	53
Helena, MT (HLN)	90.3	97.2	144	144
Hibbing, MN (HIB)	87.8	86.6	82	82
Hilo, HI (ITO)	92.5	94.0	496	466
Hobbs, NM (HOB)	89.4	93.6	47	47
Honolulu, HI (HNL)	88.1	91.6	3,726	3,724
Houston, TX (HOU)	85.4	86.0	4,362	4,362
Houston, TX (IAH)	88.2	87.7	10,775	10,780
Huntsville, AL (HSV)	90.3	94.0	350	350
Hyannis, MA (HYA)	78.6	78.6	14	14
Idaho Falls, ID (IDA)	95.0	94.5	201	201
Indianapolis, IN (IND)	84.3	87.2	2,007	2,006
International Falls, MN (INL)	92.3	90.4	52	52
Iron Mountain/Kingsfd, MI (IMT)	91.1	92.9	56	56
Islip, NY (ISP)	85.5	88.6	352	352
Ithaca/Cortland, NY (ITH)	96.5	93.0	86	86
Jackson, WY (JAC)	85.2	87.6	352	354
Jackson/Vicksburg, MS (JAN)	91.8	92.3	377	377
Jacksonville, FL (JAX)	86.0	87.1	1,553	1,553
Jacksonville/Camp Lejeune, NC (OAJ)	82.2	86.0	107	107
Jamestown, ND (JMS)	95.1	93.9	82	82
Joplin, MO (JLN)	100.0	100.0	2	2

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Juneau, AK (JNU)	89.1	91.2	338	340
Kahului, HI (OGG)	91.7	92.2	1,826	1,825
Kalamazoo, MI (AZO)	86.1	87.6	137	137
Kalispell, MT (FCA)	92.0	93.1	261	261
Kansas City, MO (MCI)	87.5	90.1	3,530	3,528
Ketchikan, AK (KTN)	89.2	89.7	194	194
Key West, FL (EYW)	78.6	86.6	112	112
Killeen, TX (GRK)	89.0	91.5	118	118
Knoxville, TN (TYS)	81.1	86.1	604	605
Kodiak, AK (ADQ)	96.4	94.6	56	56
Kona, HI (KOA)	91.9	92.7	880	908
Kotzebue, AK (OTZ)	98.3	93.2	59	59
La Crosse, WI (LSE)	88.0	92.9	83	84
Lafayette, LA (LFT)	89.5	92.8	266	265
Lake Charles, LA (LCH)	91.0	91.7	144	144
Lansing, MI (LAN)	84.6	90.3	104	103
Laramie, WY (LAR)	96.2	96.2	52	52
Laredo, TX (LRD)	88.7	90.9	186	186
Las Vegas, NV (LAS)	85.0	84.8	12,581	12,575
Latrobe, PA (LBE)	84.3	80.0	70	70
Lawton/Fort Sill, OK (LAW)	79.7	83.1	118	118
Lewiston, ID (LWS)	91.5	96.6	59	59
Lexington, KY (LEX)	84.9	87.5	449	448
Lihue, HI (LIH)	91.3	91.5	854	852
Lincoln, NE (LNK)	85.4	86.8	226	227
Little Rock, AR (LIT)	89.2	89.9	715	715
Long Beach, CA (LGB)	85.3	85.0	1,011	1,012
Longview, TX (GGG)	80.8	76.9	26	26
Los Angeles, CA (LAX)	80.4	81.1	17,528	17,527
Louisville, KY (SDF)	88.3	89.4	831	830
Lubbock, TX (LBB)	90.0	91.3	390	390
Madison, WI (MSN)	87.7	90.5	676	673
Manchester, NH (MHT)	89.2	91.2	600	600
Marquette, MI (MQT)	85.5	89.1	55	55
Martha's Vineyard, MA (MVY)	86.1	72.2	36	36
Medford, OR (MFR)	88.7	88.3	266	266

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Melbourne, FL (MLB)	90.8	87.2	109	109
Memphis, TN (MEM)	87.3	89.5	1,207	1,206
Meridian, MS (MEI)	82.9	84.1	82	82
Miami, FL (MIA)	81.8	81.4	5,106	5,107
Midland/Odessa, TX (MAF)	87.6	92.1	460	458
Milwaukee, WI (MKE)	86.1	89.1	2,564	2,562
Minneapolis, MN (MSP)	86.9	88.7	10,593	10,600
Minot, ND (MOT)	95.0	96.7	60	60
Mission/McAllen/Edinburg, TX (MFE)	88.5	92.3	183	183
Missoula, MT (MSO)	92.2	91.1	245	246
Mobile, AL (MOB)	83.0	83.7	448	448
Moline, IL (MLI)	86.2	87.6	145	145
Monroe, LA (MLU)	83.2	87.8	262	262
Monterey, CA (MRY)	76.3	80.7	198	197
Montgomery, AL (MGM)	85.8	85.3	218	218
Montrose/Delta, CO (MTJ)	85.6	83.7	104	104
Mosinee, WI (CWA)	91.4	93.1	58	58
Muskegon, MI (MKG)	91.1	89.3	56	56
Myrtle Beach, SC (MYR)	87.2	86.8	531	531
Nantucket, MA (ACK)	89.2	80.6	93	93
Nashville, TN (BNA)	87.4	87.2	4,421	4,423
New Bern/Morehead/Beaufort, NC (EWN)	80.7	89.5	57	57
New Orleans, LA (MSY)	86.4	87.0	3,357	3,358
New York, NY (JFK)	81.5	83.4	7,663	7,666
New York, NY (LGA)	77.3	82.6	8,153	8,156
Newark, NJ (EWR)	78.3	80.7	9,724	9,730
Newburgh/Poughkeepsie, NY (SWF)	76.7	81.7	60	60
Newport News/Williamsburg, VA (PHF)	90.4	90.4	83	83
Niagara Falls, NY (IAG)	95.7	95.7	23	23
Nome, AK (OME)	86.4	88.1	59	59
Norfolk, VA (ORF)	84.8	85.7	907	904
North Bend/Coos Bay, OR (OTH)	89.2	89.2	37	37
Oakland, CA (OAK)	85.8	86.4	4,159	4,163
Oklahoma City, OK (OKC)	86.2	90.0	1,355	1,354
Omaha, NE (OMA)	87.7	89.8	1,578	1,576
Ontario, CA (ONT)	88.7	89.0	1,595	1,595

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Orlando, FL (MCO)	81.4	81.7	8,819	8,824
Paducah, KY (PAH)	92.9	89.3	56	56
Pago Pago, TT (PPG)	88.9	77.8	9	9
Palm Springs, CA (PSP)	89.0	89.9	592	592
Panama City, FL (ECP)	87.7	91.1	359	359
Pasco/Kennewick/Richland, WA (PSC)	89.0	91.8	319	319
Pellston, MI (PLN)	95.3	91.9	86	86
Pensacola, FL (PNS)	89.6	91.6	479	479
Peoria, IL (PIA)	87.6	92.4	210	210
Petersburg, AK (PSG)	88.3	86.7	60	60
Philadelphia, PA (PHL)	81.3	83.3	5,897	5,904
Phoenix, AZ (PHX)	88.1	89.5	11,965	11,963
Pittsburgh, PA (PIT)	84.1	89.9	2,063	2,063
Plattsburgh, NY (PBG)	91.3	87.0	23	23
Pocatello, ID (PIH)	98.8	97.5	80	80
Ponce, PR (PSE)	69.5	79.7	59	59
Portland, ME (PWM)	84.0	85.4	720	721
Portland, OR (PDX)	87.0	89.5	4,909	4,913
Providence, RI (PVD)	86.5	89.9	991	990
Raleigh/Durham, NC (RDU)	84.4	86.1	2,867	2,866
Rapid City, SD (RAP)	88.8	88.0	241	241
Redding, CA (RDD)	90.6	80.0	85	85
Reno, NV (RNO)	87.7	86.7	1,289	1,289
Rhineland, WI (RHI)	90.7	90.7	86	86
Richmond, VA (RIC)	80.1	83.4	1,403	1,404
Roanoke, VA (ROA)	83.9	81.3	193	193
Rochester, MN (RST)	81.6	84.2	114	114
Rochester, NY (ROC)	85.3	87.3	655	655
Rock Springs, WY (RKS)	96.4	98.2	56	56
Roswell, NM (ROW)	85.7	83.9	56	56
Sacramento, CA (SMF)	86.1	87.4	3,388	3,387
Saginaw/Bay City/Midland, MI (MBS)	84.2	87.9	139	140
Salt Lake City, UT (SLC)	90.5	91.8	8,867	8,866
San Angelo, TX (SJT)	85.2	89.3	122	122
San Antonio, TX (SAT)	85.6	88.0	2,520	2,517
San Diego, CA (SAN)	86.4	85.8	6,437	6,433

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Francisco, CA (SFO)	82.1	84.4	14,434	14,425
San Jose, CA (SJC)	88.0	88.2	3,566	3,565
San Juan, PR (SJU)	82.6	85.0	1,605	1,607
San Luis Obispo, CA (SBP)	87.2	90.7	257	258
Santa Ana, CA (SNA)	89.8	88.5	3,511	3,511
Santa Barbara, CA (SBA)	84.3	83.9	517	517
Santa Fe, NM (SAF)	81.3	82.2	107	107
Santa Maria, CA (SMX)	71.7	75.0	60	60
Sarasota/Bradenton, FL (SRQ)	86.3	90.0	190	190
Sault Ste. Marie, MI (CIU)	96.4	92.7	55	55
Savannah, GA (SAV)	85.3	83.5	653	654
Scranton/Wilkes-Barre, PA (AVP)	87.5	91.7	168	168
Seattle, WA (SEA)	86.9	89.7	11,002	10,997
Shreveport, LA (SHV)	84.4	87.7	494	494
Sioux Falls, SD (FSD)	84.8	88.6	341	341
Sitka, AK (SIT)	92.7	87.6	96	97
South Bend, IN (SBN)	85.4	89.2	453	453
Spokane, WA (GEG)	90.2	92.6	841	842
Springfield, IL (SPI)	89.0	92.4	145	145
Springfield, MO (SGF)	91.0	90.0	222	221
St. Augustine, FL (UST)	82.8	75.9	29	29
St. George, UT (SGU)	94.2	96.5	173	173
St. Louis, MO (STL)	86.2	86.2	4,569	4,569
State College, PA (SCE)	80.7	86.0	57	57
Sun Valley/Hailey/Ketchum, ID (SUN)	91.6	92.7	107	109
Syracuse, NY (SYR)	84.9	89.1	496	497
Tallahassee, FL (TLH)	93.2	94.2	191	191
Tampa, FL (TPA)	83.1	86.1	4,625	4,627
Texarkana, AR (TXK)	75.4	89.5	57	57
Traverse City, MI (TVC)	93.9	92.9	181	182
Trenton, NJ (TTN)	79.8	78.1	178	178
Tucson, AZ (TUS)	84.7	88.0	1,171	1,171
Tulsa, OK (TUL)	87.6	91.4	1,164	1,163
Twin Falls, ID (TWF)	96.4	98.8	83	83
Valdosta, GA (VLD)	87.1	88.2	85	85
Valparaiso, FL (VPS)	91.8	90.8	305	305

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Waco, TX (ACT)	85.8	86.8	106	106
Washington, DC (DCA)	82.1	86.0	6,396	6,395
Washington, DC (IAD)	86.0	87.4	2,892	2,899
West Palm Beach/Palm Beach, FL (PBI)	82.4	83.6	1,528	1,528
West Yellowstone, MT (WYS)	94.2	90.4	52	52
White Plains, NY (HPN)	76.6	79.0	564	563
Wichita Falls, TX (SPS)	80.0	85.9	85	85
Wichita, KS (ICT)	88.4	90.7	621	622
Williston, ND (ISN)	91.4	93.6	140	140
Wilmington, NC (ILM)	87.8	91.8	255	255
Worcester, MA (ORH)	85.0	87.9	60	58
Wrangell, AK (WRG)	86.7	91.7	60	60
Yakutat, AK (YAK)	91.7	96.7	60	60
Yuma, AZ (YUM)	91.6	95.5	154	154

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
EXPRESSJET	15	20,024	165	0.8	160	38,994	324	0.8
FRONTIER	24	6,557	30	0.5	53	8,646	43	0.5
JETBLUE	24	15,847	61	0.4	66	22,396	110	0.5
SPIRIT	20	9,468	37	0.4	34	11,151	49	0.4
UNITED	27	39,778	139	0.3	87	46,935	175	0.4
SKYWEST	19	27,136	91	0.3	188	48,976	187	0.4
SOUTHWEST	24	55,569	189	0.3	87	104,083	315	0.3
AMERICAN	28	60,009	200	0.3	95	72,460	243	0.3
VIRGIN AMERICA	16	5,117	11	0.2	21	5,726	18	0.3
ALASKA	25	9,114	9	0.1	64	13,858	34	0.2
HAWAIIAN	8	441	2	0.5	17	6,178	9	0.1
DELTA	29	56,813	6	0.0	149	75,475	10	0.0
Total		305,873	940	0.3		454,878	1,517	0.3

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.

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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
FRONTIER	471	22	4.6
EXPRESSJET	2698	99	3.6
SPIRIT	437	11	2.5
ALASKA	551	12	2.1
JETBLUE	898	18	2.0
SKYWEST	3371	47	1.3
AMERICAN	3470	48	1.3
UNITED	2582	29	1.1
HAWAIIAN	310	2	0.6
SOUTHWEST	10866	56	0.5
VIRGIN AMERICA	229	1	0.4
DELTA	3645	0	0.0
TOTAL	29,528	345	1.2

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

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

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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	13858	12507	90.25%	34	0.25%	22	0.16%	319	2.30%	25	0.18%	654	4.72%	10	0.07%	287	2.07%
AMERICAN	72460	60121	82.97%	243	0.34%	114	0.16%	3634	5.02%	487	0.67%	4,611	6.36%	22	0.03%	3,228	4.45%
DELTA	75475	68063	90.18%	10	0.01%	134	0.18%	2507	3.32%	271	0.36%	2,640	3.50%	6	0.01%	1,843	2.44%
EXPRESSJET	38994	32404	83.10%	324	0.83%	119	0.31%	1939	4.97%	62	0.16%	1,918	4.92%	0	0.00%	2,228	5.71%
FRONTIER	8646	6202	71.73%	43	0.50%	10	0.12%	646	7.47%	21	0.24%	831	9.61%	0	0.00%	893	10.33%
HAWAIIAN	6178	5639	91.28%	9	0.15%	4	0.06%	272	4.40%	4	0.06%	53	0.86%	7	0.11%	191	3.09%
JETBLUE	22396	17635	78.74%	110	0.49%	38	0.17%	1309	5.84%	140	0.63%	1,554	6.94%	15	0.07%	1,594	7.12%
SKYWEST	48976	43385	88.58%	187	0.38%	122	0.25%	1284	2.62%	177	0.36%	1,802	3.68%	4	0.01%	2,015	4.11%
SOUTHWEST	104083	89099	85.60%	315	0.30%	140	0.13%	3971	3.82%	414	0.40%	3,511	3.37%	15	0.01%	6,619	6.36%
SPIRIT	11151	9492	85.12%	49	0.44%	13	0.12%	37	0.33%	5	0.04%	1,513	13.57%	0	0.00%	42	0.38%
UNITED	46935	39614	84.40%	175	0.37%	83	0.18%	2259	4.81%	236	0.50%	2,495	5.32%	0	0.00%	2,073	4.42%
VIRGIN AMERICA	5726	4711	82.27%	18	0.31%	4	0.07%	231	4.03%	97	1.69%	323	5.64%	14	0.24%	329	5.75%
TOTAL	454878	388872	85.49%	1517	0.33%	803	0.18%	18408	4.05%	1939	0.43%	21905	4.82%	93	0.02%	21342	4.69%

***Causes of Delay:**

Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).

Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.

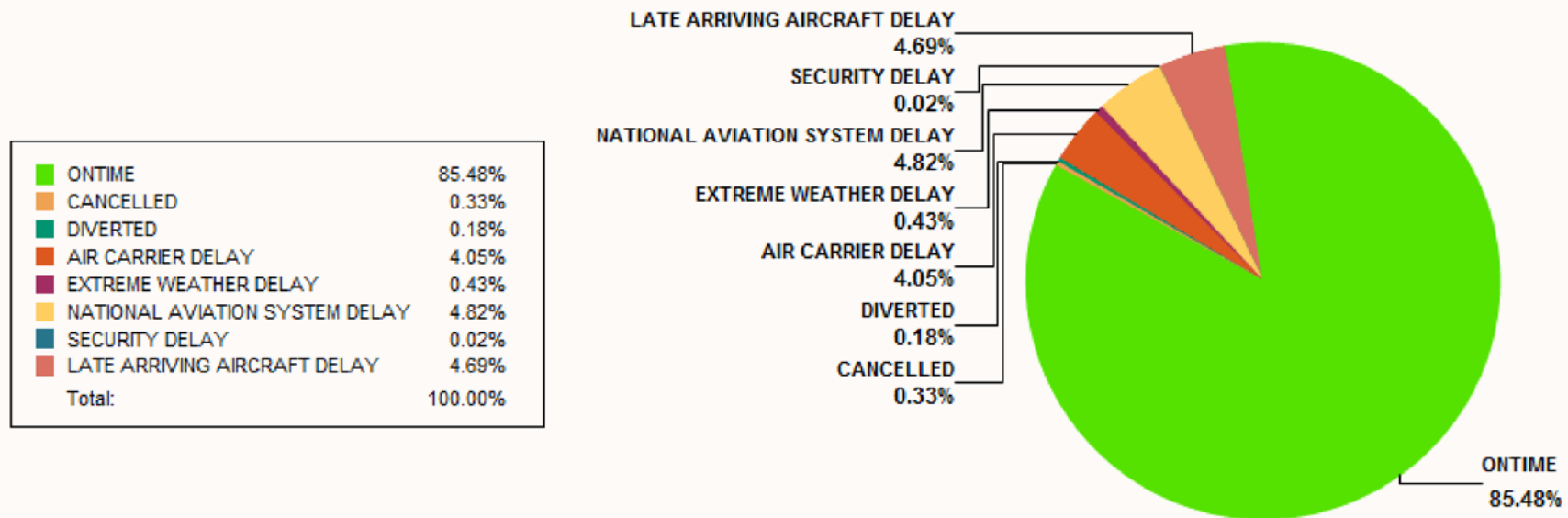
National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.

Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.

Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

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

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TABLE 10. OVERALL CAUSES OF DELAY*



Causes of Delay:

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

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

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

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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
NONE						

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

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

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

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

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

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

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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	72460	52	0.07
SPIRIT	11151	6	0.05
JETBLUE	22396	7	0.03
UNITED	46935	16	0.03
DELTA	75475	17	0.02
VIRGIN AMERICA	5726	1	0.02
SKYWEST	48976	10	0.02
EXPRESSJET	38994	5	0.01
FRONTIER	8646	1	0.01
ALASKA	13858	1	0.01
SOUTHWEST	104083	3	0.00
HAWAIIAN	6178	0	0.00
TOTAL	454878	119	0.03

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 *

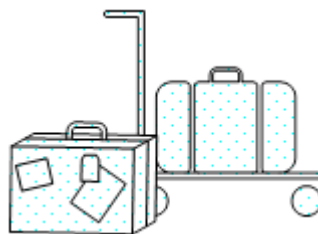
AS	Alaska Airlines
AA**	American Airlines
EV	ExpressJet Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines
VX	Virgin America

*** 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.



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

		SEPTEMBER 2016			SEPTEMBER 2015		
RANK	AIRLINE	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	VIRGIN AMERICA	608	645,207	0.94	377	543,112	0.69
2	ALASKA AIRLINES	2,269	1,858,867	1.22	5,877	1,789,874	3.28
3	JETBLUE AIRWAYS	3,233	2,504,970	1.29	3,421	2,278,533	1.50
4	DELTA AIR LINES	13,571	10,036,521	1.35	14,448	9,583,540	1.51
5	SPIRIT AIRLINES	2,625	1,536,668	1.71	2,944	1,321,201	2.23
6	UNITED AIRLINES	14,171	6,602,926	2.15	12,867	5,878,639	2.19
7	SOUTHWEST AIRLINES	30,049	12,331,334	2.44	30,514	11,612,332	2.63
8	SKYWEST AIRLINES	6,524	2,475,618	2.64	7,020	2,375,753	2.95
9	AMERICAN AIRLINES	25,805	9,643,323	2.68	28,906	9,788,483	2.95
10	HAWAIIAN AIRLINES	2,622	802,333	3.27	1,976	781,994	2.53
11	EXPRESSJET AIRLINES	5,849	1,706,869	3.43	6,688	1,908,416	3.50
12	FRONTIER AIRLINES	7,291	1,296,953	5.62	2,512	1,005,251	2.50
TOTALS		114,617	51,441,589	2.23	117,550	48,867,128	2.41

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.

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

JANUARY - SEPTEMBER 2016					JANUARY - SEPTEMBER 2015		
RANK	AIRLINE	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	VIRGIN AMERICA	5,838	5,774,364	1.01	4,157	5,056,177	0.82
2	JETBLUE AIRWAYS	40,217	24,206,849	1.66	40,495	22,250,636	1.82
3	ALASKA AIRLINES	30,228	17,694,281	1.71	57,842	16,643,673	3.48
4	DELTA AIR LINES	171,120	91,843,082	1.86	190,884	88,213,445	2.16
5	SPIRIT AIRLINES	33,320	14,713,311	2.26	31,352	11,893,917	2.64
6	UNITED AIRLINES	146,781	56,814,811	2.58	176,200	53,513,916	3.29
7	HAWAIIAN AIRLINES	20,509	7,737,844	2.65	19,341	7,465,924	2.59
8	SOUTHWEST AIRLINES	342,155	112,535,819	3.04	358,290	107,770,315	3.32
9	SKYWEST AIRLINES	74,066	22,567,986	3.28	90,017	21,768,735	4.14
10	FRONTIER AIRLINES	36,541	10,687,658	3.42	27,049	8,574,191	3.15
11	AMERICAN AIRLINES	327,157	92,348,321	3.54	270,679	66,600,178	4.06
12	EXPRESSJET AIRLINES	71,284	16,169,649	4.41	99,513	18,893,738	5.27
Totals		1,299,216	473,093,975	2.75	1,365,819	428,644,845	3.19

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.



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PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

Rank	Airline	JULY - SEPTEMBER 2016				JULY - SEPTEMBER 2015			
		<u>DENIED BOARDINGS</u> <u>(DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 Passengers	<u>DENIED BOARDINGS</u> <u>(DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	HAWAIIAN AIRLINES	104	10	2,854,932	0.04	124	12	2,775,894	0.04
2	DELTA AIR LINES	33,387	306	33,949,408	0.09	33,166	479	33,714,771	0.14
3	VIRGIN AMERICA	948	31	2,137,471	0.15	279	17	1,813,533	0.09
4	ALASKA AIRLINES	1,627	185	6,321,507	0.29	1,267	171	6,064,451	0.28
5	UNITED AIRLINES	15,880	1,074	23,436,935	0.46	23,206	1,378	21,879,356	0.63
6	FRONTIER AIRLINES	425	253	4,129,349	0.61	715	390	3,201,831	1.22
7	AMERICAN AIRLINES	15,470	2,156	33,773,358	0.64	15,366	2,558	36,891,115	0.69
8	SPIRIT AIRLINES**	1,503**	367**	5,288,659**	0.69**	1,124**	209**	4,441,767**	0.47**
9	SKYWEST AIRLINES	10,868	754	7,961,031	0.95	12,951	924	7,710,341	1.20
10	SOUTHWEST AIRLINES	24,247	4,582	38,561,412	1.19	27,315	4,413	37,603,390	1.17
11	JETBLUE AIRWAYS	480	1,313	8,951,162	1.47	358	8	8,318,476	0.01
12	EXPRESSJET AIRLINES	9,180	937	5,445,840	1.72	9,527	962	6,328,398	1.52
TOTALS		114,119**	11,968**	172,811,064**	0.69**	125,398**	11,521**	170,743,323**	0.67**

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.

**On May 9, 2017, Spirit Airlines revised its denied boarding reports and enplanements for 2015 and 2016. This table reflects the revisions for the 3rd quarter of 2016 and 2015.

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AIR TRAVEL CONSUMER REPORT
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

Rank	Airline	JANUARY - SEPTEMBER 2016				JANUARY - SEPTEMBER 2015			
		<u>DENIED BOARDINGS</u> <u>(DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 Passengers	<u>DENIED BOARDINGS</u> <u>(DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	HAWAIIAN AIRLINES	200	30	8,154,838	0.04	288	21	7,854,220	0.03
2	DELTA AIR LINES	93,354	912	97,237,060	0.09	112,748	1,472	93,983,253	0.16
3	VIRGIN AMERICA	1,764	77	5,927,938	0.13	1,234	37	5,095,860	0.07
4	ALASKA AIRLINES	5,206	734	17,725,197	0.41	4,319	581	16,664,302	0.35
5	UNITED AIRLINES	47,199	2,874	64,438,132	0.45	62,647	4,842	61,151,440	0.79
6	FRONTIER AIRLINES	1,646	688	10,895,052	0.63	2,096	852	8,796,393	0.97
7	AMERICAN AIRLINES	42,453	6,598	99,348,093	0.66	36,997	5,078	75,058,645	0.68
8	JETBLUE AIRWAYS	1,266	2,140	25,990,828	0.82	1,243	52	23,781,001	0.02
9	SPIRIT AIRLINES**	4,671**	1,418**	15,234,924**	0.93**	4,531**	947**	12,379,258**	0.76**
10	SKYWEST AIRLINES	30,796	2,177	22,575,383	0.96	40,933	4,293	21,572,706	1.99
11	SOUTHWEST AIRLINES	69,512	11,907	112,153,048	1.06	77,040	12,175	107,093,301	1.14
12	EXPRESSJET AIRLINES	24,975	2,541	16,119,866	1.58	33,965	3,612	18,979,113	1.90
TOTALS		323,042**	32,096**	495,800,359**	0.65**	378,041**	33,962**	452,409,492**	0.75**

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.

**On May 9, 2017, Spirit Airlines revised its denied boarding reports and enplanements for 2015 and 2016. This table reflects the revisions for the 1st, 2nd and 3rd 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.

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TABLE 1

	SEPTEMBER 2016				SEPTEMBER 2015			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	879	32	1	101	1,351	56	0	263
FOREIGN AIRLINES	386	3	0	42	463	9	0	36
TRAVEL AGENTS	26	0	0	14	24	0	0	10
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	12	6	0	8	20	1	0	13
INDUSTRY TOTALS	1,303	41	1	165	1,858	66	0	322

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Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	SEPTEMBER 2016			SEPTEMBER 2015		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	432		1	532	
DELAY			174			193
CANCELLATION			143			195
MISCONNECTION			59			92
BAGGAGE	2	215		2	287	
CUSTOMER SERVICE	3	148		4	208	
RESERVATIONS/TICKETING/BOARDING	4	147		3	258	
FARES	5	103		5	199	
REFUNDS	6	96		6	141	
DISABILITY	7	61		7	116	
OVERSALES	8	45		8	63	
OTHER	9	39		9	30	
FREQUENT FLYER			24			11
ADVERTISING	10	11		10	15	
DISCRIMINATION	11	6		11	8	
ANIMALS	0	0		12	1	
COMPLAINT TOTAL		1, 303			1, 858	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

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Table 3

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
ALASKA AIRLINES	3	0	0	0	0	0	1	1	0	0	0	0	5
ALLEGiant AIR	15	0	3	1	3	2	9	0	0	0	0	0	33
AMERICAN AIRLINES	87	6	24	22	16	27	32	13	3	3	0	13	246
COMPASS AIRLINES	4	0	0	0	0	0	1	0	0	0	0	0	5
DELTA AIR LINES	24	4	6	4	1	7	7	4	1	0	0	6	64
DYNAMIC AIRWAYS	26	0	0	2	11	3	0	0	0	0	0	0	42
ENDEAVOR AIR	3	0	0	0	0	3	0	0	0	0	0	0	6
ENVOY AIR	9	1	0	0	0	0	0	0	0	0	0	0	10
EXPRESSJET AIRLINES	9	0	0	0	0	0	1	0	0	0	0	1	11
FRONTIER AIRLINES	34	0	4	6	1	11	4	3	1	0	0	2	66
HAWAIIAN AIRLINES	1	0	1	1	0	0	1	2	0	0	0	0	6
JETBLUE AIRWAYS	1	0	4	1	0	1	3	1	0	0	0	0	11
PIEDMONT AIRLINES	4	0	0	0	0	0	1	0	0	0	0	0	5
PSA AIRLINES	3	0	0	0	0	0	0	3	0	0	0	0	6
REPUBLIC AIRLINES	3	0	0	0	0	0	1	0	0	0	0	1	5
SILVER AIRWAYS	2	3	1	0	0	0	1	0	0	0	0	0	7
SKYWEST AIRLINES	9	0	0	0	0	1	1	0	0	0	0	0	11
SOUTHWEST AIRLINES	19	1	2	2	2	8	5	3	1	0	0	0	43
SPIRIT AIRLINES	18	6	16	14	5	7	12	2	2	2	0	1	85
TRANS STATES AIRLINES	7	0	0	0	0	0	0	0	0	0	0	0	7
UNITED AIRLINES	46	8	25	12	11	31	20	11	1	1	0	9	175
VIRGIN AMERICA	5	0	2	1	0	0	0	0	0	0	0	0	8
OTHER U. S. AIRLINES	10	2	0	1	0	7	0	0	0	0	0	2	22
TOTAL SEPTEMBER 2016	342	31	88	67	50	108	100	43	9	6	0	35	879
% of TOTAL COMPLAINTS	38.9	3.5	10.0	7.6	5.7	12.3	11.4	4.9	1.0	0.7	0	4.0	
TOTAL SEPTEMBER 2015	422	52	162	158	104	171	153	92	9	5	1	22	1,351
% of TOTAL COMPLAINTS	31.2	3.8	12.0	11.7	7.7	12.7	11.3	6.8	0.7	0.4	0.1	1.6	

* 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.'

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Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U. S. AIRLINES ALPHABETICAL	COMPS RECD IN SEP	INCI - DENTS IN SEP	PERCENT	INCI - DENTS IN AUG	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALASKA AIRLINES	5	5	100.0	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	33	12	36.4	8	24.2	7	21.2	6	18.2
AMERICAN AIRLINES	246	87	35.4	60	24.4	60	24.4	39	15.9
COMPASS AIRLINES	5	3	60.0	1	20.0	1	20.0	0	0.0
DELTA AIR LINES	64	17	26.6	22	34.4	18	28.1	7	10.9
DYNAMIC AIRWAYS	42	8	19.0	8	19.0	20	47.6	6	14.3
ENDEAVOR AIR	6	4	66.7	0	0.0	1	16.7	1	16.7
ENVOY AIR	10	3	30.0	6	60.0	1	10.0	0	0.0
EXPRESSJET AIRLINES	11	4	36.4	1	9.1	3	27.3	3	27.3
FRONTIER AIRLINES	66	41	62.1	11	16.7	8	12.1	6	9.1
HAWAIIAN AIRLINES	6	2	33.3	3	50.0	0	0.0	1	16.7
JETBLUE AIRWAYS	11	4	36.4	3	27.3	3	27.3	1	9.1
PIEDMONT AIRLINES	5	3	60.0	1	20.0	1	20.0	0	0.0
PSA AIRLINES	6	5	83.3	0	0.0	1	16.7	0	0.0
REPUBLIC AIRLINES	5	1	20.0	2	40.0	2	40.0	0	0.0
SILVER AIRWAYS	7	4	57.1	1	14.3	0	0.0	2	28.6
SKYWEST AIRLINES	11	6	54.5	4	36.4	1	9.1	0	0.0
SOUTHWEST AIRLINES	43	31	72.1	5	11.6	2	4.7	5	11.6
SPIRIT AIRLINES	85	47	55.3	9	10.6	18	21.2	11	12.9
TRANS STATES AIRLINES	7	3	42.9	3	42.9	1	14.3	0	0.0
UNITED AIRLINES	175	71	40.6	31	17.7	54	30.9	19	10.9
VIRGIN AMERICA	8	6	75.0	0	0.0	0	0.0	2	25.0
OTHER U. S. AIRLINES	22	9	40.9	7	31.8	2	9.1	4	18.2
Totals	879	376	42.8	186	21.2	204	23.2	113	12.9
Previous Year's Totals	1,351	524	38.8	265	19.6	394	29.2	168	12.4

* 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.'

SEPTEMBER 2016

AIR TRAVEL CONSUMER REPORT

Table 5

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
<u>FOREIGN AIRLINES</u>													
AER LINGUS	1	0	1	0	0	3	0	0	0	0	0	0	5
AEROMEXICO	4	0	3	5	1	1	1	0	0	0	0	0	15
AIR BERLIN	2	0	0	0	0	11	0	0	0	0	0	0	13
AIR CANADA	10	4	7	0	4	13	14	1	0	0	0	0	53
AIR CHINA	3	0	2	1	1	2	0	0	0	0	0	0	9
AIR FRANCE	4	0	2	2	2	6	3	1	0	0	0	0	20
ALITALIA AIRLINES	4	1	1	0	0	2	4	0	0	0	0	0	12
BRITISH AIRWAYS	2	1	2	1	2	5	1	1	0	0	0	0	15
CONDOR	5	0	0	0	0	0	0	0	0	0	0	0	5
EMIRATES AIRLINES	4	0	2	1	0	3	2	0	0	0	0	0	12
ETHIOPIAN AIRLINES	0	1	1	0	2	0	0	0	0	0	0	1	5
ETIHAD AIRWAYS	0	2	2	1	1	3	2	1	0	0	0	0	12
IBERIA AIRLINES	0	0	2	0	3	1	0	0	0	0	0	0	6
KLM	0	0	1	1	2	5	2	0	0	0	0	0	11
LUFTHANSA	2	2	2	3	1	7	0	0	0	0	0	1	18
NORWEGIAN AIR SHUTTLE	1	0	0	0	0	3	3	0	0	0	0	0	7
QATAR AIRWAYS	3	1	4	0	3	1	1	1	0	0	0	0	14
SINGAPORE AIRLINES	1	0	0	0	0	4	1	0	0	0	0	0	6
SWISS AIR	5	0	0	1	0	2	0	0	0	0	0	0	8
TURKISH AIRLINES	0	0	3	1	5	2	2	2	0	0	0	0	15
VOLARIS AIRLINES	1	0	2	1	1	1	0	0	0	0	0	0	6
WEST JET	4	0	0	1	0	0	0	0	0	0	0	0	5
WOW AIR	2	1	1	3	1	4	3	2	1	0	0	0	18
OTHER FOREIGN AIRLINES	28	1	17	6	7	23	7	7	0	0	0	0	96
TOTALS	86	14	55	28	36	102	46	16	1	0	0	2	386
<u>TRAVEL AGENTS</u>													
JUSTFLY.COM	1	0	1	1	1	0	1	0	1	0	0	0	6
OTHER TRAVEL AGENTS	1	0	3	6	9	0	1	0	0	0	0	0	20
TOTALS	2	0	4	7	10	0	2	0	1	0	0	0	26
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	2	0	0	1	0	5	0	2	0	0	0	2	12
TOTALS	2	0	0	1	0	5	0	2	0	0	0	2	12

* 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.

SEPTEMBER 2016

AIR TRAVEL CONSUMER REPORT

TABLE 6

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES*

RANK	AIRLINE	SEPTEMBER 2016			SEPTEMBER 2015		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	5	1,910,842	0.26	9	1,813,360	0.50
2	SOUTHWEST AIRLINES	43	12,314,648	0.35	62	11,546,099	0.54
3	JETBLUE AIRWAYS	11	2,918,499	0.38	27	2,633,645	1.03
4	SKYWEST AIRLINES	11	2,563,788	0.43	21	2,500,275	0.84
5	DELTA AIR LINES	64	11,686,387	0.55	100	11,285,071	0.89
6	EXPRESSJET AIRLINES	11	1,795,075	0.61	7	2,014,225	0.35
7	HAWAIIAN AIRLINES	6	865,082	0.69	15	831,292	1.80
8	VIRGIN AMERICA	8	670,247	1.19	11	558,549	1.97
9	UNITED AIRLINES	175	8,367,104	2.09	236	7,625,175	3.10
10	AMERICAN AIRLINES	246	11,248,241	2.19	482	11,576,281	4.16
11	FRONTIER AIRLINES	66	1,324,626	4.98	83	1,104,931	7.51
12	SPIRIT AIRLINES	85	1,654,638	5.14	164	1,418,068	11.57
TOTAL		731	57,319,177	1.28	1,217	54,906,971	2.22

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.

SEPTEMBER 2016
AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

	CONSUMER COMPLAINTS SUMMARY							
	JANUARY - SEPTEMBER 2016				JANUARY - SEPTEMBER 2015			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	10,028	495	11	1,090	11,943	15,614	18	1,413
FOREIGN AIRLINES	3,429	35	4	344	3,416	44	8	353
TRAVEL AGENTS	277	11	0	82	299	10	0	152
TOUR OPERATORS	45	0	0	0	2	1	0	0
MISCELLANEOUS	109	116	0	139	117	73	0	110
INDUSTRY TOTALS	13,888	657	15	1,655	15,777	15,742*	26	2,028

* Of the 15,227 opinions received by the Department in February 2015, 15,190 were from consumers who purchased tickets on United Airlines' Denmark website at mistaken fare levels. For additional information see http://www.dot.gov/sites/dot.gov/files/docs/Mistaken_Fare_AEP_Statement_on_United_Airlines.pdf.

SEPTEMBER 2016
AIR TRAVEL CONSUMER REPORT

Table 2 (YTD)

COMPLAINT CATEGORIES*						
COMPLAINT CATEGORY	JANUARY - SEPTEMBER 2016			JANUARY - SEPTEMBER 2015		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	4, 841		1	5, 120	
DELAY			1, 945			1, 810
CANCELLATION			1, 836			2, 071
MISCONNECTION			569			736
BAGGAGE	2	2, 175		2	2, 427	
RESERVATIONS/TICKETING/BOARDING	3	1, 597		3	2, 109	
CUSTOMER SERVICE	4	1, 485		4	1, 774	
REFUNDS	5	1, 052		5	1, 213	
FARES	6	1, 041		6	1, 445	
DISABILITY	7	651		7	665	
OVERSALES	8	482		8	508	
OTHER	9	406		9	325	
FREQUENT FLYER			232			174
ADVERTISING	10	90		10	140	
DISCRIMINATION	11	67		11	49	
ANIMALS	12	1		12	2	
COMPLAINT TOTAL		13, 888			15, 777	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

SEPTEMBER 2016

AIR TRAVEL CONSUMER REPORT

Table 3 (YTD)

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

U. S. AIRLINES ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	35	0	0	0	0	2	4	2	0	0	0	1	44
ALASKA AIRLINES	19	2	14	8	2	8	17	7	0	0	0	8	85
ALLEGiant AIR	262	8	44	25	49	28	50	14	3	2	0	4	489
AMERICAN AIRLINES	1,044	123	280	238	249	433	316	164	17	17	0	85	2,966
COMMUTAIR	15	0	0	0	0	0	0	0	0	0	0	0	15
COMPASS AIRLINES	18	0	1	0	0	1	5	1	0	0	0	0	26
DELTA AIR LINES	304	34	79	46	14	77	107	51	15	5	1	28	761
DYNAMIC AIRWAYS	123	1	7	3	34	11	2	2	0	0	0	3	186
ENDEAVOR AIR	46	0	0	0	0	6	2	0	0	0	0	0	54
ENVOY AIR	105	12	8	0	0	3	5	3	0	1	0	0	137
EXPRESSJET AIRLINES	80	0	1	0	0	1	5	0	0	0	0	1	88
FRONTIER AIRLINES	143	15	43	37	22	67	37	17	3	3	0	14	401
GOJET AIRLINES	41	4	1	0	0	3	1	0	0	0	0	1	51
GREAT LAKES AVIATION	8	0	2	0	0	0	0	0	0	0	0	0	10
HAWAIIAN AIRLINES	9	1	12	8	4	9	14	35	0	0	0	2	94
HORIZON AIRLINES	6	0	2	0	0	1	3	1	0	0	0	0	13
JETBLUE AIRWAYS	93	6	23	11	3	42	24	14	1	1	0	16	234
MESA AIRLINES	79	1	0	1	0	0	2	0	0	0	0	2	85
NATIONAL AIRLINES	7	0	3	0	4	0	0	0	0	0	0	0	14
PIEDMONT AIRLINES	44	7	2	1	0	1	11	4	0	0	0	0	70
PSA AIRLINES	39	0	1	0	0	1	6	4	0	0	0	0	51
REPUBLIC AIRLINES	88	1	1	0	0	0	3	0	0	0	0	1	94
SEABORNE AIRLINES	8	0	0	0	2	8	0	0	0	0	0	1	19
SHUTTLE AMERICA	23	0	0	0	0	3	0	0	0	0	0	0	26
SILVER AIRWAYS	26	5	11	3	3	10	4	1	0	1	0	1	65
SKYWEST AIRLINES	83	5	2	0	0	2	17	1	0	1	0	4	115
SOUTHWEST AIRLINES	257	11	41	23	27	85	63	55	6	5	0	12	585
SPIRIT AIRLINES	503	57	180	121	94	101	106	32	9	11	0	17	1,231
SUN COUNTRY AIRLINES	3	2	3	1	0	4	1	3	0	0	0	1	18
TRANS STATES AIRLINES	47	0	0	0	0	1	1	0	0	0	0	1	50
UNITED AIRLINES	545	65	193	152	130	301	213	126	9	10	0	74	1,818
VIRGIN AMERICA	34	4	12	9	5	12	21	4	0	0	0	1	102
Other U. S. Airlines	16	0	1	1	0	6	2	4	0	0	0	1	31
TOTAL JAN - SEPTEMBER 2016	4,153	364	967	688	642	1,227	1,042	545	63	57	1	279	10,028
% of TOTAL COMPLAINTS	41.4	3.6	9.6	6.9	6.4	12.2	10.4	5.4	0.6	0.6	0.0	2.8	
TOTAL JAN - SEPTEMBER 2015	4,380	392	1,408	1,027	865	1,595	1,348	533	102	40	2	251	11,943
% of TOTAL COMPLAINTS	36.7	3.3	11.8	8.6	7.2	13.4	11.3	4.5	0.9	0.3	0.0	2.1	

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

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

SEPTEMBER 2016

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	3	0	8	3	4	15	2	4	0	0	0	1	40
AEROFLOT	0	0	5	2	3	13	0	1	0	0	0	1	25
AEROMEXICO	38	9	46	21	14	26	24	2	1	0	0	4	185
AIR BERLIN	14	2	9	16	5	61	6	0	0	0	0	0	113
AIR CANADA	167	31	70	15	13	116	111	15	0	3	0	1	542
AIR CHINA	5	2	9	1	13	21	1	2	0	0	0	0	54
AIR EUROPA	5	0	1	2	0	6	0	0	0	0	0	0	14
AIR FRANCE	30	2	22	7	14	52	14	3	0	1	0	2	147
AIR INDIA	5	1	8	2	1	7	7	1	0	0	0	0	32
ALITALIA AIRLINES	9	5	9	4	8	23	11	1	0	0	0	0	70
ALL NIPPON AIRLINES	3	0	2	1	1	2	2	0	0	0	0	0	11
ASIANA AIRLINES	1	0	1	3	0	1	1	1	1	0	0	1	10
AUSTRIAN AIRLINES	2	0	3	1	0	4	0	1	0	0	0	0	11
AVIANCA	8	1	6	6	11	7	1	2	0	0	0	1	43
BRITISH AIRWAYS	23	1	23	19	24	62	13	5	1	0	0	2	173
BRUSSELS AIRLINES	0	0	4	0	2	5	1	0	0	0	0	0	12
CARIBBEAN AIRLINES	1	0	4	0	2	2	2	0	0	0	0	0	11
CATHAY PACIFIC AIRWAYS	5	0	3	4	1	4	1	3	0	0	0	1	22
CHINA EASTERN AIRLINES	5	0	7	0	2	8	3	0	0	0	0	1	26
CHINA SOUTHERN AIRLINES	1	1	6	0	4	5	5	1	0	0	0	0	23
CONDOR FLUGDIENST	9	0	0	1	2	3	0	0	0	0	0	0	15
COPA	4	1	7	2	7	13	2	0	0	0	0	0	36
EGYPTAIR	4	1	0	0	2	7	6	0	0	0	0	1	21
EL AL ISRAEL	5	2	3	3	2	2	3	1	0	1	0	0	22
EMIRATES AIRLINES	14	7	15	13	12	32	13	6	2	1	0	0	115
ETHIOPIAN AIRLINES	6	1	2	3	2	12	3	1	0	0	0	2	32
ETIHAD AIRWAYS	8	3	17	16	8	48	12	2	1	1	0	1	117
EVA AIRWAYS	0	1	1	1	1	4	2	0	0	0	0	0	10
FIJI AIRWAYS	12	4	10	5	11	18	15	0	0	0	0	3	78
IBERIA AIRLINES	3	2	9	2	6	16	4	1	0	0	0	1	44
ICELANDAIR	4	0	0	0	3	6	0	1	0	0	0	1	15
INSEL AIR	11	1	1	1	2	2	0	0	0	0	0	0	18
INTERJET	7	0	3	0	3	5	1	0	0	0	0	0	19
JET AIRWAYS	1	0	4	1	0	6	2	2	0	0	0	0	16
KLM	2	0	5	4	4	18	7	3	0	0	0	0	43
KOREAN AIR LINES	1	0	3	2	0	3	2	1	0	0	0	0	12
LAN AIRLINES	5	0	5	1	2	8	2	0	0	0	0	1	24
LOT POLISH AIRLINES	3	0	3	0	0	3	2	0	0	0	0	0	11
LUFTHANSA	18	7	21	20	12	42	15	10	0	0	0	4	149
NORWEGIAN AIR SHUTTLE	23	1	3	6	6	21	10	0	1	0	0	0	71

Table 4 (YTD, cont'd.)

SEPTEMBER 2016

AIR TRAVEL CONSUMER REPORT													
COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY** / JANUARY - SEPTEMBER 2016													
	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
PHILIPPINE AIRLINES	13	0	5	3	3	6	6	0	0	0	0	2	38
QATAR AIRWAYS	14	7	30	10	18	19	14	5	1	1	0	2	121
ROYAL AIR MAROC	5	2	4	0	0	3	1	1	0	0	0	0	16
ROYAL JORDANIAN AIRLINES	2	0	0	0	0	12	0	0	0	0	0	0	14
SAS	9	1	2	3	2	7	4	0	0	0	0	0	28
SINGAPORE AIRLINES	3	0	2	2	3	7	4	0	0	0	0	0	21
SOUTH AFRICAN AIRWAYS	0	1	3	2	2	3	3	0	0	0	0	0	14
SWISS AIR	8	1	8	4	5	9	7	2	0	0	0	0	44
TAM	1	0	2	2	2	5	0	1	0	1	0	1	15
TAP	1	0	1	3	2	2	1	0	0	1	0	0	11
TURKISH AIRLINES	24	0	30	21	30	40	22	7	0	0	0	21	195
VIRGIN ATLANTIC AIRWAYS	1	1	6	5	2	5	0	2	1	0	0	1	24
VOLARIS AIRLINES	15	6	16	9	9	7	7	0	2	0	0	1	72
VUELING AIRLINES	0	0	0	0	1	12	0	0	0	0	0	0	13
WEST JET	9	0	3	2	0	0	2	0	0	0	0	0	16
WOW AIR	20	3	9	6	5	22	7	3	3	0	0	0	78
XL AIRWAYS	3	1	4	0	0	2	0	0	0	0	0	0	10
OTHER FOREIGN AIRLINES	66	7	41	25	36	59	18	11	1	0	0	3	267
TOTALS	659	116	524	285	327	929	402	102	15	10	0	60	3,429
<u>TRAVEL AGENTS</u>													
CHEAPOAIR.COM	1	0	11	6	8	0	2	0	1	0	0	0	29
EXPEDIA.COM	3	0	6	7	15	0	1	0	0	0	0	0	32
JUSTFLY.COM	3	0	10	6	10	0	1	0	2	0	0	0	32
ORBITZ.COM	0	0	15	4	6	0	1	0	1	0	0	0	27
PRICELINE.COM	0	0	3	1	6	0	0	0	0	0	0	0	10
TRAVELOCITY.COM	1	0	11	4	5	0	1	0	0	0	0	1	23
VAYAMA	0	0	3	5	5	0	2	0	1	0	0	0	16
OTHER TRAVEL AGENTS	2	1	39	29	26	2	2	0	5	0	0	2	108
TOTALS	10	1	98	62	81	2	10	0	10	0	0	3	277
<u>TOUR OPERATORS</u>													
SHARON TRAVEL & TOURS	0	0	0	0	0	0	0	0	0	0	0	44	44
OTHER TOUR OPERATORS	1	0	0	0	0	0	0	0	0	0	0	0	1
TOTALS	1	0	0	0	0	0	0	0	0	0	0	44	45
<u>MISCELLANEOUS</u>													
TSA	0	0	3	0	0	9	24	0	0	0	0	1	37
OTHER MISCELLANEOUS	18	1	5	6	2	8	7	4	2	0	0	19	72
TOTALS	18	1	8	6	2	17	31	4	2	0	0	20	109

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

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

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AIR TRAVEL CONSUMER REPORT

TABLE 5 (YTD)

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES*

RANK	AIRLINE	JANUARY - SEPTEMBER 2016			JANUARY - SEPTEMBER 2015		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	85	18,431,569	0.46	85	17,193,313	0.49
2	SKYWEST AIRLINES	115	23,617,122	0.49	161	22,599,360	0.71
3	SOUTHWEST AIRLINES	585	113,026,933	0.52	588	107,609,961	0.55
4	EXPRESSJET AIRLINES	88	16,952,965	0.52	129	19,933,653	0.65
5	DELTA AIR LINES	761	108,413,139	0.70	799	104,748,155	0.76
6	JETBLUE AIRWAYS	234	28,714,984	0.81	241	26,186,054	0.92
7	HAWAIIAN AIRLINES	94	8,157,400	1.15	89	7,857,758	1.13
8	VIRGIN AMERICA	102	5,996,189	1.70	76	5,143,113	1.48
9	UNITED AIRLINES	1,818	74,826,559	2.43	2,131	71,479,064	2.98
10	AMERICAN AIRLINES	2,966	109,830,206	2.70	2,898	82,412,604	3.52
11	FRONTIER AIRLINES	401	11,079,724	3.62	894	9,549,061	9.36
12	SPIRIT AIRLINES	1,231	15,974,857	7.71	1,558	13,056,354	11.93
	TOTAL	8,480	535,021,647	1.58	9,649	487,768,450	1.98

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.

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.



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AIR TRAVEL CONSUMER REPORT

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

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

	Race	Ancestry	National Origin	Color	Religion	Sex	Other
American	2		1				
Spirit	1				1		
United			1				
Total	3	0	2	0	1	0	0

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

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

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AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for January-September 2016

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

	Race	Ancestry	National Origin	Color	Religion	Sex	Other
Air Canada	3						
Air France	2						
Allegiant	1		1				
American	14		2	1			
Delta	4		1				
El Al						1	
Emirates			1				
Envoy	1						
Etihad	1						
Frontier	1					1	
JetBlue	1						
Qatar			1				
Silver	1						
SkyWest	1						
Southwest	4					1	
Spirit	9				2		
TAM	1						
TAP	1						
United	7		2			1	
Total	52	0	8	1	2	4	0

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

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

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AIR TRAVEL CONSUMER REPORT

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

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

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
690	.001	69	.0001	81	.0001	470	.0008

NOTES

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

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

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

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.

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AIR TRAVEL CONSUMER REPORT

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

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

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

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

Carrier	Death	Injury	Loss
American Airlines	0	1	0
SkyWest Airlines	1	0	0
United Airlines	2	1	0
Totals:	3	2	0