U.S. Department
of Transportation

Air Travel Consumer Report

A Product Of The

OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Aviation Consumer Protection Division

Issued: December 2016

Flight Delays[1]	October 2016
Mishandled Baggage[1]	October 2016
Oversales[1]	3rd. Quarter 2016 January - September 2016
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	October 2016
Customer Service Reports to the Dept. of Homeland Security[3]	October 2016
Airline Animal Incident Reports[4]	October 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 sections (Flight Delays, Mishandled Baggage, Oversales, Consumer Complaints, Customer Service Reports to the Transportation Security Administration, and Airline Reports of the Loss, Injury, or Death of Animals During Air Transportation). The sections that deal with flight delays, mishandled baggage and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section that deals with consumer complaints is based on data compiled by the OAEP's Aviation Consumer Protection Division (ACPD). The section that deals with customer service reports to the Department of Homeland Security's Transportation Security Administration (TSA) is based on data provided by TSA. The section that deals with animal incidents during air transport is based on reports required to be submitted by airlines to the ACPD. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

	AT 29 REPORTABLE AIRPORTS		AT ALL US AIRPORTS	
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ONTIME	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ONTIME
HAWAIIAN AIRLINES S/	8	86.1	17	93.2
DELTA AIR LINES S/	29	91.7	148	92.2
ALASKA AIRLINES S/	25	86.7	64	87.5
SKYWEST AIRLINES S/	22	84.6	186	85.5
SOUTHWEST AIRLINES S/	24	83.6	87	84.8
AMERICAN AIRLINES S/	28	84.5	93	84.7
EXPRESSJET AIRLINES S/	15	84.7	159	84.7
SPIRIT AIRLINES S/	21	83.8	34	83.6
UNITED AIRLINES S/	27	83.0	89	83.4
FRONTIER AIRLINES S/	24	77.1	55	77.8
JETBLUE AIRWAYS S/	24	76.3	65	77.0
VIRGIN AMERICA	16	75.3	21	76.3
TOTAL		84.8		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		2nd Quarter 04-06 2016		3rd Quarter 06-09 2016		Aug-16		Sept-16		Oct-16		12 Months Ending Oct 2016	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	86.3	3	87.5	2	88.7	2	89.1	2	87.8	2	90.3	2	87.5	3	87.9	2
AMERICAN	82.9	6	81.1	7	78.8	9	74.9	10	71.9	10	83.0	9	84.7	6	79.3	8
DELTA	88.5	2	86.6	3	87.4	3	83.7	4	79.9	4	90.2	3	92.2	2	86.5	3
ENVOY**	83.5	4	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0
EXPRESSJET	80.7	8	81.0	8	82.3	6	75.6	9	73.7	8	83.1	8	84.7	7	79.9	7
FRONTIER	78.1	11	83.2	5	80.3	7	66.9	12	65.9	12	71.7	12	77.8	10	76.0	10
HAWAIIAN	92.5	1	91.1	1	92.4	1	90.9	1	92.6	1	91.3	1	93.2	1	91.9	1
JETBLUE	77.8	12	71.6	11	78.0	10	73.0	11	73.0	9	78.7	11	77.0	11	74.8	11
SKYWEST	80.0	9	79.3	9	85.1	4	84.2	3	81.5	3	88.6	4	85.5	4	82.2	4
SOUTHWEST	82.3	7	84.1	4	78.9	8	78.5	6	79.9	5	85.6	5	84.8	5	80.7	6
SPIRIT	74.0	13	65.3	12	74.4	12	76.3	8	71.8	11	85.1	6	83.6	8	73.1	12
UNITED	83.3	5	83.2	6	82.6	5	79.4	5	77.5	6	84.4	7	83.4	9	81.7	5
VIRGIN AMERICA	79.2	10	77.4	10	75.2	11	77.1	7	73.9	7	82.3	10	76.3	12	76.6	9
Total	82.8		82.1		81.9		79.2		77.6		85.5		85.5		81.4	

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	53	96.2	150	91.3	62	96.8	0	0.0	124	91.1	124	89.5	119	96.6	31	87.1	62	87.1	31	87.1
AMERICAN	1150	86.2	2363	81.0	477	90.4	8183	90.9	2365	83.5	838	84.6	11619	88.8	505	86.5	732	78.4	578	82.0
DELTA	21546	95.1	1284	83.0	622	96.1	521	95.4	811	94.6	836	90.2	492	94.1	4953	94.3	450	84.2	848	89.5
EXPRESSJET	4335	87.5	164	79.9	25	92.0	63	76.2	306	72.2	0	0.0	2270	88.1	1654	88.4	2952	72.0	0	0.0
FRONTIER	422	76.8	0	0.0	0	0.0	97	84.5	92	83.7	2015	78.6	104	76.0	100	81.0	0	0.0	18	94.4
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	3741	77.4	283	82.7	111	86.5	903	84.3	89	70.8	57	82.5	119	80.7	617	70.7	1780	73.2
SKYWEST	481	89.2	1	0.0	51	84.3	198	92.9	36	94.4	3975	91.3	381	86.6	2358	91.3	36	86.1	0	0.0
SOUTHWEST	3649	89.5	1098	83.4	5929	91.3	211	79.1	1344	90.5	5717	88.8	0	0.0	582	90.4	513	79.1	1290	80.2
SPIRIT	611	85.6	335	73.4	480	84.4	0	0.0	0	0.0	379	87.9	796	84.4	741	85.8	8	50.0	1062	80.0
UNITED	503	86.9	1189	80.4	297	87.2	92	91.3	478	87.7	5357	91.7	444	86.9	234	89.7	4527	83.1	317	81.4
VIRGIN AMERICA	0	0.0	141	73.0	0	0.0	0	0.0	114	89.5	88	80.7	0	0.0	0	0.0	171	78.4	89	66.3
TOTAL	32750	92.5	10466	79.9	8226	90.8	9476	90.7	6573	86.5	19418	88.8	16282	88.5	11277	91.3	10068	78.5	6013	79.5

*** 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*	IAD		IAH		JFK		LAS		LAX		LGA		MCO		MDW		MIA		MSP	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	31	96.8	44	95.5	31	93.5	353	88.7	705	80.7	0	0.0	63	84.1	0	0.0	0	0.0	62	93.5
AMERICAN	214	85.0	698	88.0	1453	82.8	1245	84.0	3336	78.4	2284	80.3	1495	80.2	0	0.0	4224	82.9	752	85.0
DELTA	242	95.0	229	95.6	2381	88.3	1174	90.0	2891	83.2	1938	83.7	1421	87.4	229	94.8	765	88.1	5470	93.2
EXPRESSJET	91	80.2	3816	91.9	0	0.0	0	0.0	0	0.0	931	76.0	0	0.0	33	100.0	0	0.0	326	83.7
FRONTIER	56	76.8	142	76.1	0	0.0	633	75.7	154	74.0	93	67.7	659	78.0	0	0.0	157	81.5	75	82.7
HAWAIIAN	0	0.0	0	0.0	29	96.6	75	88.0	124	85.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	176	88.1	0	0.0	3514	79.1	446	70.2	467	72.8	537	65.0	1612	74.9	0	0.0	0	0.0	0	0.0
SKYWEST	0	0.0	1131	88.9	0	0.0	63	81.0	2193	78.1	0	0.0	0	0.0	32	90.6	0	0.0	2833	90.5
SOUTHWEST	176	94.3	0	0.0	0	0.0	6596	84.3	3573	66.4	974	83.3	2853	84.5	7232	91.2	0	0.0	801	85.0
SPIRIT	0	0.0	542	89.1	0	0.0	984	86.0	796	81.8	341	73.3	564	83.9	0	0.0	0	0.0	395	87.3
UNITED	1959	89.6	4968	90.0	0	0.0	1158	84.5	2558	68.8	787	76.5	944	81.8	0	0.0	239	78.2	423	85.1
VIRGIN AMERICA	137	83.2	0	0.0	357	85.2	429	78.6	1194	78.3	109	77.1	31	74.2	0	0.0	0	0.0	0	0.0
TOTAL	3082	89.2	11570	90.3	7765	83.0	13156	83.9	17991	75.5	7994	79.1	9642	81.9	7526	91.4	5385	83.4	11137	90.5

*** 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*	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	181	92.3	1092	89.5	31	96.8	181	79.6	475	91.4	4569	86.8	473	68.3	212	90.6	31	93.5
AMERICAN	5253	84.5	329	76.0	3661	87.8	4536	79.1	723	84.1	664	74.4	1376	63.2	312	87.2	962	84.2
DELTA	660	92.0	638	87.0	597	94.5	612	83.3	571	95.3	1644	88.4	1106	72.0	3457	92.2	828	91.8
EXPRESSJET	3363	83.7	0	0.0	5	80.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER	389	85.3	73	64.4	351	85.8	241	62.7	72	79.2	109	68.8	247	56.3	146	76.0	125	80.0
HAWAIIAN	0	0.0	31	87.1	0	0.0	31	90.3	31	87.1	62	79.0	62	83.9	0	0.0	0	0.0
JETBLUE	211	82.0	102	66.7	207	86.5	64	76.6	150	75.3	156	66.7	494	65.4	155	73.5	459	74.7
SKYWEST	3441	85.4	700	85.4	45	80.0	1698	71.7	522	86.6	1298	82.2	3048	63.5	3952	92.2	0	0.0
SOUTHWEST	0	0.0	1266	84.5	697	88.4	4963	68.8	2915	84.0	1217	79.1	1440	58.1	840	81.1	1897	87.5
SPIRIT	837	86.1	124	80.6	265	80.4	54	90.7	186	89.2	124	80.6	0	0.0	0	0.0	178	85.4
UNITED	7017	83.9	587	79.9	358	87.4	582	69.1	819	85.6	814	79.9	4829	71.1	131	80.9	490	87.6
VIRGIN AMERICA	145	77.2	83	75.9	0	0.0	0	0.0	176	74.4	223	78.5	1743	68.3	0	0.0	0	0.0
TOTAL	21497	84.6	5025	84.1	6217	88.0	12962	73.7	6640	85.6	10880	83.6	14818	66.8	9205	90.2	4970	86.2

*** 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	93.9	84.8	89.3	92.4	0.0	92.6	94.9	92.6	87.5	73.8	84.5	91.9	92.5	98.4	87.4	100.0	69.2	96.7
0700-0759	94.8	88.8	94.4	94.7	95.2	92.4	92.0	92.3	88.4	83.3	88.1	93.6	87.5	92.4	94.0	93.3	70.6	94.5
0800-0859	94.9	90.4	97.2	91.2	93.5	91.6	89.3	92.9	88.7	89.4	100.0	93.2	88.3	91.9	79.5	87.4	88.5	95.0
0900-0959	94.6	90.7	93.2	95.4	91.6	92.2	88.0	94.5	90.2	87.4	95.8	93.4	89.9	92.5	75.9	91.9	90.5	96.3
1000-1059	94.5	94.4	95.8	92.1	90.3	93.1	87.9	93.0	90.4	84.3	91.1	94.0	93.2	88.3	75.6	88.0	89.2	96.3
1100-1159	94.5	90.1	93.5	92.7	89.4	94.4	90.7	93.4	92.3	84.6	93.2	92.2	85.5	86.9	74.8	86.2	87.4	93.4
1200-1259	93.0	91.2	96.1	93.3	90.9	92.0	91.3	94.1	86.4	84.5	81.5	92.8	88.4	87.9	77.6	86.9	83.2	96.2
1300-1359	93.6	89.5	91.0	93.9	89.3	87.8	90.7	93.3	83.2	82.9	91.5	92.9	81.7	86.2	77.5	89.6	85.0	91.3
1400-1459	93.4	86.9	93.3	89.1	84.0	89.5	87.5	93.5	79.9	82.2	96.4	91.1	84.8	79.8	79.5	83.0	87.4	90.9
1500-1559	92.9	84.8	92.7	94.0	87.5	87.4	88.6	94.0	75.1	84.2	91.9	89.8	88.0	81.7	81.1	82.4	80.8	91.1
1600-1659	91.5	76.5	91.8	86.2	87.9	87.9	90.3	91.8	74.0	77.0	91.7	89.6	85.1	82.7	75.9	78.2	82.6	87.4
1700-1759	91.1	72.2	89.1	90.8	88.0	88.2	87.9	91.6	65.3	79.3	87.7	93.8	83.0	82.8	73.0	73.9	79.9	90.5
1800-1859	91.2	62.0	90.8	86.0	83.1	88.6	85.7	90.3	73.9	76.5	88.7	90.2	74.7	79.4	74.9	74.4	82.8	88.1
1900-1959	90.5	64.9	88.2	87.2	83.4	85.2	86.7	88.5	66.9	71.5	83.6	83.9	73.5	78.0	72.2	64.8	77.8	92.6
2000-2059	92.9	65.8	82.6	85.0	78.7	84.6	86.7	88.3	66.7	71.7	79.5	87.9	77.5	77.8	69.8	68.3	73.7	86.4
2100-2159	89.9	74.4	88.2	87.5	81.3	83.6	85.7	88.3	68.2	72.8	89.0	81.7	77.0	77.4	68.6	62.5	73.5	94.1
2200-2259	84.6	73.2	79.0	90.2	80.9	72.2	83.2	81.4	76.1	71.4	81.3	77.7	74.5	79.5	65.0	69.8	75.5	82.9
2300-0559	80.5	80.4	88.2	90.9	88.4	79.4	86.3	85.6	81.0	75.1	88.9	80.7	82.9	79.6	73.3	76.4	74.1	86.5
TOTAL	92.5	79.9	90.8	90.7	86.5	88.8	88.5	91.3	78.5	79.5	89.2	90.3	83.0	83.9	75.5	79.1	81.9	91.4

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

OCTOBER 2016

AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*											
SCHEDULED	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	77.8	93.6	89.9	100.0	91.3	93.7	100.0	88.8	92.9	0.0	100.0	91.1
0700-0759	100.0	93.9	87.9	97.3	91.0	92.9	95.2	90.6	87.7	96.8	0.0	92.3
0800-0859	88.6	91.9	86.5	92.7	90.3	82.9	97.3	90.5	86.7	96.6	97.4	90.4
0900-0959	90.0	94.5	89.2	88.4	87.7	77.3	93.0	89.9	73.2	96.2	93.9	89.0
1000-1059	88.0	93.5	87.2	93.9	90.8	93.2	87.8	87.5	70.0	95.0	92.2	89.4
1100-1159	87.7	93.3	86.7	90.2	90.4	85.5	89.7	84.0	63.7	89.7	91.6	87.7
1200-1259	85.2	95.1	88.5	88.4	88.7	85.1	90.1	82.5	60.3	87.6	91.0	87.7
1300-1359	86.9	94.0	88.5	87.3	91.6	81.3	85.7	87.2	65.2	91.1	91.1	87.9
1400-1459	83.5	93.0	89.5	79.7	92.1	80.3	78.7	81.8	61.2	94.2	88.5	86.8
1500-1559	89.4	89.8	86.9	84.4	92.4	83.9	86.9	81.0	62.2	87.6	88.1	86.1
1600-1659	81.6	89.2	84.5	85.5	86.1	76.7	80.6	83.3	65.2	89.6	86.8	84.8
1700-1759	77.5	84.9	78.3	78.9	87.1	73.8	79.0	86.8	63.5	92.0	85.1	82.5
1800-1859	76.4	86.7	78.6	77.5	85.6	52.4	84.0	85.0	61.8	85.6	81.7	81.3
1900-1959	81.4	85.6	78.0	83.5	84.1	46.4	81.8	80.1	63.8	89.9	80.5	79.2
2000-2059	74.7	84.3	78.4	86.0	84.7	45.8	80.3	82.5	66.3	82.5	86.2	79.4
2100-2159	90.9	90.0	81.4	79.4	83.0	53.8	79.6	74.6	61.0	88.4	77.4	78.2
2200-2259	80.3	83.6	77.1	80.2	86.1	75.5	80.8	80.8	60.2	65.6	73.9	76.0
2300-0559	83.3	86.4	83.2	73.2	88.0	77.4	88.4	82.7	68.5	76.4	82.4	81.0
TOTAL	83.4	90.5	84.6	84.1	88.0	73.7	85.6	83.6	66.8	90.2	86.2	84.8

*** 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	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
0600-0659	93.2	95.0	91.8	93.2	95.1	97.0	91.5	96.8	91.5	90.5	92.9	92.9	90.7	95.9	95.1	92.5	87.5	95.5
0700-0759	93.6	91.5	92.2	94.3	95.1	90.7	92.0	93.8	91.1	86.2	93.8	92.3	93.1	95.1	92.6	93.3	89.0	94.5
0800-0859	93.4	89.0	94.9	96.6	93.4	90.2	92.7	90.7	85.6	88.9	92.3	92.8	92.9	89.9	87.7	89.0	90.4	91.3
0900-0959	92.8	91.1	93.1	92.1	90.9	87.6	88.5	94.0	88.7	85.1	93.7	90.6	88.9	86.3	78.2	84.4	86.3	93.4
1000-1059	91.1	87.0	93.4	84.9	92.0	90.2	89.0	90.7	89.2	83.7	79.4	88.3	86.1	88.2	70.6	89.9	85.9	90.9
1100-1159	90.9	88.8	89.3	91.8	91.1	89.1	87.3	91.3	85.5	82.3	89.6	87.4	89.0	81.6	71.2	86.0	86.4	89.0
1200-1259	90.4	86.4	90.7	89.3	88.2	88.1	89.6	90.8	83.3	82.8	90.5	87.6	83.7	82.8	74.7	89.0	84.0	88.6
1300-1359	88.3	85.6	88.0	92.5	87.3	86.4	90.4	88.7	85.1	73.8	82.1	90.9	83.4	81.8	73.6	82.6	76.7	88.4
1400-1459	89.6	85.1	84.6	88.8	88.7	84.2	89.5	91.3	76.1	81.1	80.8	83.7	72.9	80.5	74.2	80.3	82.3	84.3
1500-1559	90.9	81.1	89.5	83.1	80.8	85.0	84.7	88.9	75.0	80.1	87.2	86.5	80.0	75.2	76.6	81.6	81.3	84.0
1600-1659	88.2	78.7	85.5	87.0	82.5	77.8	86.9	87.5	72.3	78.0	95.2	81.6	80.4	74.0	73.2	78.9	74.4	84.6
1700-1759	87.8	71.9	84.5	81.2	81.4	82.7	83.2	86.3	65.6	73.7	86.0	84.9	78.8	76.9	74.2	75.0	79.7	79.2
1800-1859	85.0	61.3	81.0	84.3	81.6	82.3	83.9	84.0	63.7	70.7	81.1	85.9	80.1	74.1	77.2	74.8	74.7	83.0
1900-1959	89.5	61.8	89.4	86.2	79.0	84.1	82.3	84.4	63.1	73.3	88.7	85.1	72.2	75.4	72.1	68.1	76.0	82.7
2000-2059	87.9	61.7	83.1	83.8	85.4	81.5	86.9	88.1	62.9	72.6	73.1	79.2	69.2	75.4	66.5	64.4	73.6	85.3
2100-2159	90.0	82.2	88.1	69.2	72.3	78.5	100.0	91.7	67.0	62.7	100.0	87.0	73.1	81.1	71.9	61.3	72.1	85.7
2200-2259	90.9	66.7	87.7	87.7	68.0	90.3	86.3	88.6	66.0	71.3	89.1	81.1	71.0	83.5	71.9	72.0	61.8	90.2
2300-0559	87.5	91.1	98.2	95.2	94.9	74.3	94.5	93.6	100.0	85.7	100.0	93.0	86.7	84.8	82.6	97.4	82.4	0.0
TOTAL	90.1	82.5	89.2	88.8	87.6	86.0	88.1	89.7	78.6	79.3	88.2	87.6	82.6	82.8	77.3	82.2	82.1	87.6

*** 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	90.4	94.5	90.9	96.2	91.3	95.2	97.1	96.3	94.0	95.2	97.2	94.0
0700-0759	89.4	95.4	88.9	94.5	92.4	93.6	93.7	92.4	90.7	96.4	96.8	92.2
0800-0859	88.0	92.7	86.9	96.1	95.1	92.6	92.2	88.9	87.4	91.1	96.8	90.9
0900-0959	86.2	93.7	83.2	92.1	86.8	77.8	93.4	89.4	79.9	92.8	95.8	88.1
1000-1059	82.9	93.7	84.6	88.0	86.1	82.6	87.4	88.8	72.5	90.0	92.0	86.6
1100-1159	88.6	91.5	84.7	88.1	88.2	87.9	85.6	84.5	70.2	93.9	89.5	86.5
1200-1259	82.8	94.0	83.2	85.4	94.2	87.4	80.9	83.7	67.2	78.9	91.1	85.3
1300-1359	85.8	91.0	81.5	83.8	89.5	87.9	85.1	80.2	61.4	88.7	91.2	84.3
1400-1459	80.3	90.2	83.0	75.3	93.2	77.7	81.0	82.4	62.2	89.4	83.3	83.1
1500-1559	78.8	89.9	82.8	69.7	82.1	83.5	80.8	82.6	64.9	92.6	83.5	83.5
1600-1659	80.2	84.3	81.4	87.0	88.7	82.9	76.3	81.4	65.6	86.1	84.7	81.3
1700-1759	75.1	82.6	76.2	81.3	78.6	78.8	82.2	83.3	66.4	89.3	80.2	79.9
1800-1859	78.5	82.7	73.1	72.5	78.6	67.1	80.7	84.2	68.4	68.8	83.2	77.7
1900-1959	78.5	86.0	77.2	72.9	82.7	50.5	68.7	83.2	61.6	75.6	78.1	78.9
2000-2059	80.3	91.8	77.6	85.0	82.8	48.9	80.4	82.0	69.5	88.5	86.2	79.0
2100-2159	78.8	89.1	79.9	83.1	71.9	49.3	79.9	85.8	73.8	98.1	83.1	81.0
2200-2259	0.0	91.2	86.8	83.9	81.0	85.2	90.9	85.6	75.0	92.4	0.0	85.2
2300-0559	89.7	94.9	91.4	84.8	98.4	91.9	100.0	91.4	80.7	81.7	97.2	86.9
TOTAL	82.3	90.3	82.2	85.6	86.7	80.8	85.5	86.6	73.5	90.7	88.7	84.8

*** 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***
CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE								
NONE								

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***
CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS								
SOUTHWEST	2462	Aug	SMF-SEA	1915	22	17	77.27	77.76
SOUTHWEST	2462	Sep	SMF-SEA	1915	25	13	52.00	53.77
SOUTHWEST	2462	Oct	SMF-SEA	1915	25	13	52.00	65.15

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***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
SOUTHWEST	3099	Sep	BOS-STL	1855	26	15	57.69	79.60
SOUTHWEST	3099	Oct	BOS-STL	1855	25	13	52.00	56.08
SOUTHWEST	2462	Sep	SMF-SEA	1915	25	13	52.00	53.77
SOUTHWEST	2462	Oct	SMF-SEA	1915	25	13	52.00	65.15

*** 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 REGULAR SCHEDULED FLIGHTS (minimum 15 operations per flight number)	REGULARLY SCHEDULED FLIGHTS LATE 70% OR MORE OF THE TIME D/	
		NUMBERS	PERCENTAGE
SOUTHWEST	3,674	47	1.3
FRONTIER	279	1	0.3
UNITED	1,739	5	0.3
SKYWEST	1,736	5	0.3
JETBLUE	776	1	0.1
AMERICAN	2,559	1	0.0
EXPRESSJET	1,382	0	0.0
SPIRIT	374	0	0.0
DELTA	2,742	0	0.0
ALASKA	464	0	0.0
VIRGIN AMERICA	202	0	0.0
HAWAIIAN	202	0	0.0
TOTAL	16,129	60	0.4

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)	92.8	95.7	69	69
Abilene, TX (ABI)	93.1	93.1	29	29
Adak Island, AK (ADK)	100.0	66.7	9	9
Aguadilla, PR (BQN)	77.6	76.7	147	146
Akron, OH (CAK)	84.2	88.5	468	468
Albany, GA (ABY)	87.5	89.8	88	88
Albany, NY (ALB)	90.5	90.4	778	778
Albuquerque, NM (ABQ)	87.4	87.6	1,702	1,704
Alexandria, LA (AEX)	92.8	93.2	250	250
Allentown/Bethlehem/Easton, PA (ABE)	82.2	82.7	202	202
Alpena, MI (APN)	88.5	90.4	52	52
Amarillo, TX (AMA)	89.0	94.8	308	308
Anchorage, AK (ANC)	91.7	94.6	1,194	1,196
Appleton, WI (ATW)	88.6	91.2	378	377
Arcata/Eureka, CA (ACV)	65.1	65.1	126	126
Asheville, NC (AVL)	87.7	84.6	350	350
Aspen, CO (ASE)	88.9	92.5	199	200
Atlanta, GA (ATL)	92.5	90.1	32,750	32,769
Atlantic City, NJ (ACY)	83.9	90.7	248	248
Augusta, GA (AGS)	87.7	85.5	228	228
Austin, TX (AUS)	86.8	88.0	4,041	4,037
Bakersfield, CA (BFL)	72.2	78.6	234	234
Baltimore, MD (BWI)	90.8	89.2	8,226	8,226
Bangor, ME (BGR)	86.7	83.3	60	60
Barrow, AK (BRW)	91.3	93.8	80	80
Baton Rouge, LA (BTR)	88.5	87.7	521	521
Bemidji, MN (BJI)	90.3	91.9	62	62
Bend/Redmond, OR (RDM)	73.3	79.5	273	273
Bethel, AK (BET)	92.8	97.6	83	83
Billings, MT (BIL)	91.3	97.2	288	288
Binghamton, NY (BGM)	92.9	91.1	56	56
Birmingham, AL (BHM)	90.5	89.7	1,069	1,069
Bismarck/Mandan, ND (BIS)	88.6	94.6	166	168

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bloomington/Normal, IL (BMI)	93.1	91.7	145	145
Boise, ID (BOI)	85.8	87.3	1,272	1,272
Boston, MA (BOS)	79.9	82.5	10,466	10,473
Bozeman, MT (BZN)	89.8	90.7	313	313
Brainerd, MN (BRD)	100.0	98.1	52	52
Bristol/Johnson City/Kingsport, TN (TRI)	87.6	89.8	186	186
Brownsville, TX (BRO)	95.0	95.0	139	140
Brunswick, GA (BQK)	73.9	79.5	88	88
Buffalo, NY (BUF)	86.5	87.9	1,505	1,507
Burbank, CA (BUR)	81.8	82.3	1,929	1,929
Burlington, VT (BTV)	80.3	81.5	355	357
Butte, MT (BTM)	94.7	96.5	57	57
Casper, WY (CPR)	96.8	96.8	155	156
Cedar City, UT (CDC)	98.1	100.0	52	52
Cedar Rapids/Iowa City, IA (CID)	88.9	90.8	360	359
Charleston, SC (CHS)	81.7	81.2	1,271	1,268
Charleston/Dunbar, WV (CRW)	90.0	87.7	220	219
Charlotte Amalie, VI (STT)	81.0	85.3	300	300
Charlotte, NC (CLT)	90.7	88.8	9,476	9,469
Charlottesville, VA (CHO)	85.7	88.4	224	224
Chattanooga, TN (CHA)	87.0	86.3	461	461
Chicago, IL (MDW)	91.4	87.6	7,526	7,527
Chicago, IL (ORD)	84.6	82.2	21,497	21,555
Christiansted, VI (STX)	87.9	87.9	66	66
Cincinnati, OH (CVG)	89.8	88.4	1,231	1,230
Cleveland, OH (CLE)	86.3	85.9	2,937	2,938
Cody, WY (COD)	95.3	93.8	64	64
College Station/Bryan, TX (CLL)	87.5	91.1	136	135
Colorado Springs, CO (COS)	85.2	88.3	735	736
Columbia, SC (CAE)	90.8	90.8	283	284
Columbus, GA (CSG)	86.2	85.3	109	109
Columbus, MS (GTR)	83.0	88.6	88	88
Columbus, OH (CMH)	88.9	89.6	1,932	1,934

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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
Cordova, AK (CDV)	91.9	91.9	62	62
Corpus Christi, TX (CRP)	93.5	95.7	231	231
Dallas, TX (DAL)	89.1	85.0	5,815	5,815
Dallas/Fort Worth, TX (DFW)	88.5	88.1	16,282	16,279
Dayton, OH (DAY)	89.2	89.6	574	575
Daytona Beach, FL (DAB)	88.7	86.0	150	150
Deadhorse, AK (SCC)	91.9	95.2	62	62
Denver, CO (DEN)	88.8	86.0	19,418	19,405
Des Moines, IA (DSM)	89.0	93.9	635	637
Detroit, MI (DTW)	91.3	89.7	11,277	11,223
Devils Lake, ND (DVL)	92.5	88.7	53	53
Dothan, AL (DHN)	84.0	85.7	119	119
Duluth, MN (DLH)	89.3	91.2	262	261
Durango, CO (DRO)	83.8	86.6	142	142
Eagle, CO (EGE)	97.4	97.5	39	40
Eau Claire, WI (EAU)	91.2	93.0	57	57
El Paso, TX (ELP)	85.3	86.1	976	978
Elko, NV (EKO)	96.2	96.2	52	52
Elmira/Corning, NY (ELM)	89.3	94.0	150	150
Erie, PA (ERI)	87.7	87.7	57	57
Escanaba, MI (ESC)	88.5	90.4	52	52
Eugene, OR (EUG)	79.6	82.1	279	279
Evansville, IN (EVV)	88.9	89.7	244	243
Fairbanks, AK (FAI)	92.2	95.0	179	179
Fargo, ND (FAR)	90.4	91.4	313	313
Fayetteville, AR (XNA)	86.8	89.1	524	525
Fayetteville, NC (FAY)	82.1	82.1	145	145
Flagstaff, AZ (FLG)	88.5	85.4	157	157
Flint, MI (FNT)	91.5	92.9	294	294
Fort Lauderdale, FL (FLL)	79.5	79.3	6,013	6,013
Fort Myers, FL (RSW)	88.1	87.7	1,810	1,809
Fort Smith, AR (FSM)	87.1	91.4	93	93
Fort Wayne, IN (FWA)	81.4	86.2	370	370
Fresno, CA (FAT)	81.7	85.4	738	739

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Gainesville, FL (GNV)	87.4	85.4	198	198
Garden City, KS (GCK)	93.5	90.3	62	62
Gillette, WY (GCC)	98.9	96.6	88	88
Grand Forks, ND (GFK)	91.9	92.5	173	174
Grand Island, NE (GRI)	94.7	94.7	57	57
Grand Junction, CO (GJT)	93.6	87.5	280	280
Grand Rapids, MI (GRR)	88.7	89.1	811	810
Great Falls, MT (GTF)	92.7	99.2	124	124
Green Bay, WI (GRB)	89.0	92.3	300	300
Greensboro/High Point, NC (GSO)	87.5	87.0	633	633
Greer, SC (GSP)	90.8	91.3	566	566
Guam, TT (GUM)	87.5	87.5	32	32
Gulfport/Biloxi, MS (GPT)	92.5	94.0	267	267
Hancock/Houghton, MI (CMX)	83.9	88.7	62	62
Harlingen/San Benito, TX (HRL)	92.2	91.3	217	218
Harrisburg, PA (MDT)	91.6	89.2	296	296
Hartford, CT (BDL)	89.4	90.3	1,732	1,729
Hattiesburg/Laurel, MS (PIB)	86.5	92.3	52	52
Hayden, CO (HDN)	92.5	88.7	53	53
Hays, KS (HYS)	96.2	96.2	52	52
Helena, MT (HLN)	94.0	98.0	150	150
Hibbing, MN (HIB)	95.2	97.6	83	83
Hilo, HI (ITO)	95.7	95.7	515	483
Hobbs, NM (HOB)	94.2	94.2	52	52
Honolulu, HI (HNL)	88.5	93.4	3,805	3,809
Houston, TX (HOU)	88.4	88.1	4,464	4,465
Houston, TX (IAH)	90.3	87.6	11,570	11,571
Huntsville, AL (HSV)	91.6	94.3	368	368
Hyannis, MA (HYA)	100.0	80.0	5	5
Idaho Falls, ID (IDA)	95.2	97.1	207	207
Indianapolis, IN (IND)	87.5	89.5	2,119	2,119
International Falls, MN (INL)	94.2	96.2	52	52
Iron Mountain/Kingsfd, MI (IMT)	93.0	93.0	57	57
Islip, NY (ISP)	86.1	87.5	367	367

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TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Ithaca/Cortland, NY (ITH)	85.1	83.9	87	87
Jackson, WY (JAC)	88.6	90.5	176	179
Jackson/Vicksburg, MS (JAN)	91.9	93.8	454	454
Jacksonville, FL (JAX)	83.8	83.5	1,601	1,602
Jacksonville/Camp Lejeune, NC (OAJ)	90.8	92.7	109	109
Jamestown, ND (JMS)	88.1	86.9	84	84
Juneau, AK (JNU)	91.1	90.2	326	326
Kahului, HI (OGG)	88.9	91.1	1,860	1,860
Kalamazoo, MI (AZO)	88.9	91.9	199	198
Kalispell, MT (FCA)	92.8	94.0	166	166
Kansas City, MO (MCI)	89.1	90.7	3,658	3,658
Ketchikan, AK (KTN)	90.6	89.5	181	181
Key West, FL (EYW)	90.3	92.7	124	124
Killeen, TX (GRK)	89.8	91.3	127	127
Knoxville, TN (TYS)	88.3	91.7	682	683
Kodiak, AK (ADQ)	86.0	87.7	57	57
Kona, HI (KOA)	91.8	90.8	929	959
Kotzebue, AK (OTZ)	90.3	88.7	62	62
La Crosse, WI (LSE)	85.3	85.3	34	34
Lafayette, LA (LFT)	88.8	90.0	260	261
Lake Charles, LA (LCH)	95.3	93.9	148	148
Lansing, MI (LAN)	84.6	85.5	123	124
Laramie, WY (LAR)	96.2	94.2	52	52
Laredo, TX (LRD)	93.7	94.2	191	191
Las Vegas, NV (LAS)	83.9	82.8	13,156	13,156
Latrobe, PA (LBE)	79.7	76.8	69	69
Lawton/Fort Sill, OK (LAW)	89.4	92.7	123	123
Lewiston, ID (LWS)	98.4	96.8	62	62
Lexington, KY (LEX)	88.4	86.4	499	500
Lihue, HI (LIH)	93.8	94.7	898	899
Lincoln, NE (LNK)	88.6	94.1	255	253
Little Rock, AR (LIT)	90.3	91.1	771	772
Long Beach, CA (LGB)	78.7	79.2	1,087	1,084
Longview, TX (GGG)	84.0	84.0	25	25

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Los Angeles, CA (LAX)	75.5	77.3	17,991	17,988
Louisville, KY (SDF)	88.5	90.4	890	892
Lubbock, TX (LBB)	93.3	94.8	342	343
Madison, WI (MSN)	91.2	92.7	660	661
Manchester, NH (MHT)	86.5	89.5	631	630
Marquette, MI (MQT)	84.2	78.9	57	57
Martha's Vineyard, MA (MVY)	92.9	78.6	14	14
Medford, OR (MFR)	80.9	77.8	251	252
Melbourne, FL (MLB)	90.4	89.6	115	115
Memphis, TN (MEM)	91.6	92.1	1,273	1,271
Meridian, MS (MEI)	91.6	91.6	83	83
Miami, FL (MIA)	83.4	82.3	5,385	5,385
Midland/Odessa, TX (MAF)	91.9	93.5	519	520
Milwaukee, WI (MKE)	89.2	89.6	2,587	2,588
Minneapolis, MN (MSP)	90.5	90.3	11,137	11,165
Minot, ND (MOT)	94.7	91.4	94	93
Mission/McAllen/Edinburg, TX (MFE)	88.7	91.4	186	186
Missoula, MT (MSO)	89.4	92.6	161	162
Mobile, AL (MOB)	88.0	90.4	460	460
Moline, IL (MLI)	89.8	91.0	245	244
Monroe, LA (MLU)	89.0	88.2	272	272
Monterey, CA (MRY)	82.7	80.7	260	259
Montgomery, AL (MGM)	84.8	87.4	223	223
Montrose/Delta, CO (MTJ)	96.6	93.3	29	30
Mosinee, WI (CWA)	89.7	87.5	87	88
Muskegon, MI (MKG)	94.7	91.2	57	57
Myrtle Beach, SC (MYR)	78.9	77.4	522	522
Nantucket, MA (ACK)	82.4	70.6	34	34
Nashville, TN (BNA)	89.5	88.4	4,601	4,598
New Bern/Morehead/Beaufort, NC (EWN)	88.7	91.9	62	62
New Orleans, LA (MSY)	89.2	89.4	3,752	3,750
New York, NY (JFK)	83.0	82.6	7,765	7,775
New York, NY (LGA)	79.1	82.2	7,994	7,985
Newark, NJ (EWR)	78.5	78.6	10,068	10,016

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TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Newburgh/Poughkeepsie, NY (SWF)	71.0	77.8	62	63
Newport News/Williamsburg, VA (PHF)	82.8	88.2	93	93
Niagara Falls, NY (IAG)	69.6	60.9	23	23
Nome, AK (OME)	91.9	90.3	62	62
Norfolk, VA (ORF)	88.0	88.9	1,021	1,022
North Bend/Coos Bay, OR (OTH)	57.6	69.7	33	33
Oakland, CA (OAK)	79.7	81.5	4,325	4,330
Oklahoma City, OK (OKC)	89.9	91.8	1,397	1,396
Omaha, NE (OMA)	87.6	90.2	1,600	1,599
Ontario, CA (ONT)	81.1	81.3	1,654	1,655
Orlando, FL (MCO)	81.9	82.1	9,642	9,637
Paducah, KY (PAH)	87.7	87.7	57	57
Pago Pago, TT (PPG)	88.9	100.0	9	9
Palm Springs, CA (PSP)	78.2	80.9	753	752
Panama City, FL (ECP)	93.2	92.6	366	366
Pasco/Kennewick/Richland, WA (PSC)	84.2	90.0	329	329
Pellston, MI (PLN)	87.2	88.5	78	78
Pensacola, FL (PNS)	92.8	94.1	488	488
Peoria, IL (PIA)	92.9	88.7	238	238
Petersburg, AK (PSG)	80.6	82.3	62	62
Philadelphia, PA (PHL)	88.0	86.7	6,217	6,215
Phoenix, AZ (PHX)	73.7	80.8	12,962	12,955
Pittsburgh, PA (PIT)	87.3	89.6	2,212	2,214
Plattsburgh, NY (PBG)	77.3	72.7	22	22
Pocatello, ID (PIH)	96.4	97.6	83	83
Ponce, PR (PSE)	66.1	80.6	62	62
Portland, ME (PWM)	83.4	83.5	688	689
Portland, OR (PDX)	84.1	85.6	5,025	5,027
Providence, RI (PVD)	88.7	90.8	1,082	1,081
Punta Gorda, FL (PGD)	100.0	100.0	2	2
Raleigh/Durham, NC (RDU)	85.7	87.2	2,948	2,952
Rapid City, SD (RAP)	92.3	96.2	208	209
Redding, CA (RDD)	68.5	70.7	92	92
Reno, NV (RNO)	82.0	82.9	1,304	1,304

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Rhinelander, WI (RHI)	94.3	93.2	88	88
Richmond, VA (RIC)	84.5	86.3	1,462	1,463
Roanoke, VA (ROA)	86.1	83.6	201	201
Rochester, MN (RST)	93.3	93.3	119	119
Rochester, NY (ROC)	87.4	87.3	661	662
Rock Springs, WY (RKS)	98.2	94.7	57	57
Roswell, NM (ROW)	84.2	82.5	57	57
Sacramento, CA (SMF)	80.4	81.9	3,588	3,587
Saginaw/Bay City/Midland, MI (MBS)	84.6	87.7	156	155
Saipan, TT (SPN)	100.0	0.0	1	1
Salt Lake City, UT (SLC)	90.2	90.6	9,205	9,205
San Angelo, TX (SJT)	91.7	92.6	108	108
San Antonio, TX (SAT)	88.8	88.1	2,687	2,688
San Diego, CA (SAN)	85.6	85.4	6,640	6,645
San Francisco, CA (SFO)	66.8	73.5	14,818	14,801
San Jose, CA (SJC)	81.5	81.9	3,608	3,609
San Juan, PR (SJU)	77.9	81.0	1,758	1,760
San Luis Obispo, CA (SBP)	76.0	79.6	275	275
Santa Ana, CA (SNA)	83.7	80.5	3,606	3,609
Santa Barbara, CA (SBA)	76.0	76.6	534	534
Santa Fe, NM (SAF)	89.1	87.3	110	110
Santa Maria, CA (SMX)	55.6	80.0	9	10
Sarasota/Bradenton, FL (SRQ)	91.9	88.6	210	210
Sault Ste. Marie, MI (CIU)	91.2	91.2	57	57
Savannah, GA (SAV)	79.8	77.3	653	655
Scranton/Wilkes-Barre, PA (AVP)	87.6	92.1	177	177
Seattle, WA (SEA)	83.6	86.6	10,880	10,885
Shreveport, LA (SHV)	93.5	92.5	520	520
Sioux Falls, SD (FSD)	87.2	88.1	429	430
Sitka, AK (SIT)	94.4	91.0	89	89
South Bend, IN (SBN)	87.4	86.6	475	477
Spokane, WA (GEG)	88.9	89.6	808	808
Springfield, IL (SPI)	84.7	90.7	150	150
Springfield, MO (SGF)	86.6	88.3	239	239

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TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
St. Augustine, FL (UST)	78.6	67.9	28	28
St. George, UT (SGU)	92.3	96.1	181	181
St. Louis, MO (STL)	88.4	87.8	4,766	4,768
State College, PA (SCE)	83.0	83.0	88	88
Sun Valley/Hailey/Ketchum, ID (SUN)	91.2	91.2	57	57
Syracuse, NY (SYR)	83.2	87.1	475	474
Tallahassee, FL (TLH)	89.1	88.6	202	202
Tampa, FL (TPA)	86.2	88.7	4,970	4,972
Texarkana, AR (TXK)	96.8	93.7	63	63
Traverse City, MI (TVC)	95.2	97.2	145	145
Trenton, NJ (TTN)	82.2	87.6	185	185
Tucson, AZ (TUS)	85.3	85.3	1,380	1,378
Tulsa, OK (TUL)	86.8	89.8	1,148	1,150
Twin Falls, ID (TWF)	97.7	95.5	88	88
Valdosta, GA (VLD)	85.2	90.9	88	88
Valparaiso, FL (VPS)	93.0	92.7	286	286
Waco, TX (ACT)	87.3	92.7	110	110
Washington, DC (DCA)	86.5	87.6	6,573	6,574
Washington, DC (IAD)	89.2	88.1	3,082	3,080
West Palm Beach/Palm Beach, FL (PBI)	84.2	83.1	1,672	1,670
White Plains, NY (HPN)	75.9	77.6	642	642
Wichita Falls, TX (SPS)	88.0	94.6	92	92
Wichita, KS (ICT)	89.3	93.0	655	654
Williston, ND (ISN)	96.0	94.1	100	101
Wilmington, NC (ILM)	89.6	88.1	260	260
Worcester, MA (ORH)	82.3	79.7	62	59
Wrangell, AK (WRG)	82.3	79.0	62	62
Yakutat, AK (YAK)	90.3	93.5	62	62
Yuma, AZ (YUM)	88.3	78.9	171	171

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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
SPIRIT	21	9,802	213	2.2	34	11,503	295	2.6
JETBLUE	24	16,448	356	2.2	65	23,229	536	2.3
FRONTIER	24	6,566	91	1.4	55	8,693	122	1.4
VIRGIN AMERICA	16	5,230	63	1.2	21	5,854	70	1.2
AMERICAN	28	62,318	727	1.2	93	75,171	825	1.1
SKYWEST	22	28,470	285	1.0	186	51,015	533	1.0
SOUTHWEST	24	57,773	614	1.1	87	108,278	936	0.9
EXPRESSJET	15	20,329	158	0.8	159	39,645	318	0.8
UNITED	27	42,101	301	0.7	89	49,951	349	0.7
ALASKA	25	9,288	47	0.5	64	14,088	84	0.6
DELTA	29	59,206	355	0.6	148	78,967	473	0.6
HAWAIIAN	8	445	1	0.2	17	6,232	6	0.1
Total		317,976	3,211	1.0		472,626	4,547	1.0

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

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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
SPIRIT	412	94	22.8
JETBLUE	1031	149	14.4
FRONTIER	618	67	10.8
VIRGIN AMERICA	219	15	6.8
AMERICAN	3790	237	6.2
SKYWEST	3014	160	5.3
SOUTHWEST	8637	436	5.0
ALASKA	542	21	3.8
EXPRESSJET	2768	104	3.7
DELTA	3197	113	3.5
UNITED	2740	95	3.4
HAWAIIAN	232	1	0.4
TOTAL	27,200	1,492	5.5

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 9.

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

								CAUSES OF DELAY									
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA	14088	12332	87.54%	84	0.60%	29	0.21%	342	2.43%	37	0.26%	837	5.94%	4	0.03%	422	3.00%
AMERICAN	75171	63657	84.68%	825	1.10%	86	0.11%	3434	4.57%	86	0.11%	4,173	5.55%	22	0.03%	2,888	3.84%
DELTA	78967	72786	92.17%	473	0.60%	72	0.09%	2185	2.77%	76	0.10%	2,072	2.62%	9	0.01%	1,294	1.64%
EXPRESSJET	39645	33562	84.66%	318	0.80%	71	0.18%	1892	4.77%	39	0.10%	1,636	4.13%	0	0.00%	2,127	5.37%
FRONTIER	8693	6765	77.82%	122	1.40%	3	0.03%	491	5.65%	5	0.06%	672	7.73%	0	0.00%	635	7.30%
HAWAIIAN	6232	5809	93.21%	6	0.10%	7	0.11%	260	4.17%	1	0.02%	7	0.11%	2	0.03%	141	2.26%
JETBLUE	23229	17888	77.01%	536	2.31%	50	0.22%	1607	6.92%	61	0.26%	1,434	6.17%	19	0.08%	1,634	7.03%
SKYWEST	51015	43637	85.54%	533	1.04%	71	0.14%	1606	3.15%	179	0.35%	2,366	4.64%	9	0.02%	2,614	5.12%
SOUTHWEST	108278	91865	84.84%	936	0.86%	107	0.10%	3945	3.64%	217	0.20%	4,167	3.85%	12	0.01%	7,029	6.49%
SPIRIT	11503	9612	83.56%	295	2.56%	16	0.14%	187	1.63%	6	0.05%	1,160	10.08%	5	0.04%	222	1.93%
UNITED	49951	41638	83.36%	349	0.70%	65	0.13%	2519	5.04%	66	0.13%	2,818	5.64%	1	0.00%	2,495	4.99%
VIRGIN AMERICA	5854	4465	76.27%	70	1.20%	16	0.27%	227	3.88%	72	1.23%	574	9.81%	4	0.07%	426	7.28%
TOTAL	472626	404016	85.48%	4547	0.96%	593	0.13%	18695	3.96%	845	0.18%	21916	4.64%	87	0.02%	21927	4.64%

***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 breech, 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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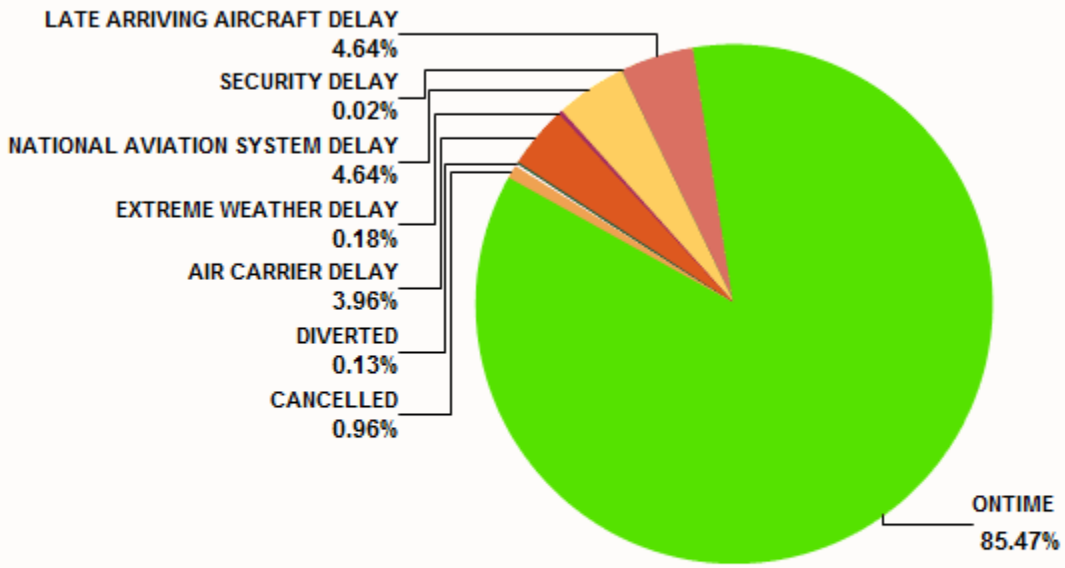
TABLE 10. OVERALL CAUSES OF DELAY*

ONTIME	85.47%
CANCELLED	0.96%
DIVERTED	0.13%
AIR CARRIER DELAY	3.96%
EXTREME WEATHER DELAY	0.18%
NATIONAL AVIATION SYSTEM DELAY	4.64%
SECURITY DELAY	0.02%
LATE ARRIVING AIRCRAFT DELAY	4.64%
Total:	100.00%



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 breech, 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>

OCTOBER 2016

AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
UNITED	1024	TPA	EWR	10/30/2016	Diversion Airport (JFK)	239
UNITED	1601	MCO	EWR	10/30/2016	Diversion Airport (RIC)	181

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

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

OCTOBER 2016

AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
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.

OCTOBER 2016

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
UNITED	49951	28	0.06
JETBLUE	23229	6	0.03
SPIRIT	11503	2	0.02
DELTA	78967	15	0.02
AMERICAN	75171	17	0.02
EXPRESSJET	39645	3	0.01
VIRGIN AMERICA	5854	0	0.00
SOUTHWEST	108278	3	0.00
FRONTIER	8693	0	0.00
ALASKA	14088	0	0.00
HAWAIIAN	6232	0	0.00
SKYWEST	51015	0	0.00
TOTAL	472626	74	0.02

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 *

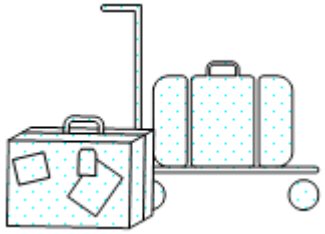
AS	Alaska Airlines
AA**	American Airlines
EV	ExpressJet Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines
VX	Virgin America

*** 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.



OCTOBER 2016

AIR TRAVEL CONSUMER REPORT

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

RANK	AIRLINE	OCTOBER 2016 TOTAL BAGGAGE REPORTS	OCTOBER 2016 ENPLANED PASSENGERS	OCTOBER 2016 REPORTS PER 1000 PASSENGERS	OCTOBER 2015 TOTAL BAGGAGE REPORTS	OCTOBER 2015 ENPLANED PASSENGERS	OCTOBER 2015 REPORTS PER 1000 PASSENGERS
1	**VIRGIN AMERICA**	624	657,048	**0.95**	451	606,363	**0.74**
2	**ALASKA AIRLINES**	2,072	1,858,813	**1.11**	4,670	1,873,806	**2.49**
3	**JETBLUE AIRWAYS**	3,303	2,624,539	**1.26**	3,798	2,500,255	**1.52**
4	**DELTA AIR LINES**	13,623	10,667,071	**1.28**	15,358	10,437,365	**1.47**
5	**SPIRIT AIRLINES**	2,846	1,596,534	**1.78**	3,232	1,423,822	**2.27**
6	**UNITED AIRLINES**	14,965	7,073,717	**2.12**	14,659	6,579,204	**2.23**
7	**SOUTHWEST AIRLINES**	29,068	13,025,226	**2.23**	35,825	12,553,798	**2.85**
8	**AMERICAN AIRLINES**	24,419	10,121,591	**2.41**	32,028	10,572,917	**3.03**
9	**SKYWEST AIRLINES**	6,442	2,590,735	**2.49**	7,234	2,484,116	**2.91**
10	**HAWAIIAN AIRLINES**	2,317	847,699	**2.73**	2,280	838,827	**2.72**
11	**EXPRESSJET AIRLINES**	5,696	1,760,941	**3.23**	7,442	2,027,107	**3.67**
12	**FRONTIER AIRLINES**	6,189	1,320,241	**4.69**	2,971	1,181,594	**2.51**
	TOTALS	111,572	54,144,155	**2.06**	129,948	53,079,174	**2.45**

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.**

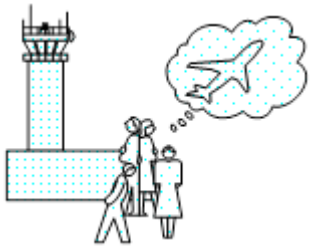
OVERSALES

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.



SEPTEMBER 2016

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

		JULY - SEPTEMBER 2016				JULY - SEPTEMBER 2015			
		DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per 10,000	DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per 10,000
Rank	Airline	Voluntary	Involuntary	Passengers	Passengers	Voluntary	Involuntary	Passengers	Passengers
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.**

SEPTEMBER 2016

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

		JANUARY - SEPTEMBER 2016				JANUARY - SEPTEMBER 2015			
		DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per 10,000	DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per 10,000
Rank	Airline	Voluntary	Involuntary	Passengers	Passengers	Voluntary	Involuntary	Passengers	Passengers
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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AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	OCTOBER 2016				OCTOBER 2015			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	842	44	3	110	1,131	45	2	208
FOREIGN AIRLINES	377	1	0	30	354	12	1	29
TRAVEL AGENTS	28	2	0	7	29	0	0	7
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	20	7	0	13	13	9	0	10
INDUSTRY TOTALS	1,267	54	3	160	1,527	66	3	254

OCTOBER 2016

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*

	OCTOBER 2016			OCTOBER 2015		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
ANIMALS	0	0		12	1	
FLIGHT PROBLEMS	1	348		1	405	
DELAY			143			164
CANCELLATION			119			121
MISCONNECTION			51			75
RESERVATIONS/TICKETING/BOARDING	2	182		3	219	
BAGGAGE	3	177		2	250	
CUSTOMER SERVICE	4	157		4	179	
REFUNDS	5	116		6	127	
FARES	6	107		5	139	
DISABILITY	7	79		7	100	
OVERSALES	8	46		8	58	
OTHER	9	35		9	37	
FREQUENT FLYER			20			19
ADVERTISING	10	12		10	7	
DISCRIMINATION	11	8		11	5	
COMPLAINT TOTAL		1,267			1,527	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

OCTOBER 2016

AIR TRAVEL CONSUMER REPORT

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
ALLEGIANT AIR	7	0	13	2	4	3	4	1	0	0	0	0	34
AMERICAN AIRLINES	67	16	28	17	13	34	29	28	2	1	0	2	237
DELTA AIR LINES	23	5	7	7	1	6	10	12	1	0	0	2	74
DYNAMIC AIRWAYS	26	0	3	1	25	0	0	0	0	0	0	0	55
ENDEAVOR AIR	3	0	0	0	0	2	0	0	0	0	0	1	6
ENVOY AIR	4	0	0	0	0	0	1	0	0	0	0	0	5
EXPRESSJET AIRLINES	5	0	0	0	0	0	1	0	0	0	0	0	6
FRONTIER AIRLINES	21	1	3	5	3	11	8	2	1	1	0	1	57
HAWAIIAN AIRLINES	3	0	1	1	1	0	6	4	1	2	0	0	19
JETBLUE AIRWAYS	7	1	7	0	0	0	3	1	0	0	0	0	19
MESA AIRLINES	6	0	0	0	0	0	2	0	0	0	0	0	8
PIEDMONT AIRLINES	3	0	1	0	0	0	1	0	0	0	0	0	5
SKYWEST AIRLINES	6	0	0	0	0	0	1	1	0	0	0	0	8
SOUTHWEST AIRLINES	5	0	2	1	3	2	6	10	0	2	0	2	33
SPIRIT AIRLINES	19	5	18	16	10	4	7	0	0	0	0	1	80
TRANS STATES AIRLINES	4	1	0	0	0	0	0	0	0	0	0	1	6
UNITED AIRLINES	52	1	15	11	11	17	24	7	0	1	0	10	149
VIRGIN AMERICA	4	0	3	1	0	1	5	0	0	0	0	1	15
Other U.S. Airlines	14	0	1	2	3	3	3	0	0	0	0	0	26
TOTAL OCTOBER 2016	279	30	102	64	74	83	111	66	5	7	0	21	842
% of TOTAL COMPLAINTS	33.1	3.6	12.1	7.6	8.8	9.9	13.2	7.8	0.6	0.8	0	2.5	
TOTAL OCTOBER 2015	333	47	152	111	84	145	132	90	4	4	1	28	1,131
% of TOTAL COMPLAINTS	29.4	4.2	13.4	9.8	7.4	12.8	11.7	8.0	0.4	0.4	0.1	2.5	

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

** AIRLINES ARE LISTED INDIVIDUALY 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.'

OCTOBER 2016

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN OCT	INCI-DENTS IN OCT	PERCENT	INCI-DENTS IN SEP	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
ALLEGIANT AIR	34	21	61.8	4	11.8	8	23.5	1	2.9
AMERICAN AIRLINES	237	107	45.1	38	16.0	73	30.8	19	8.0
DELTA AIR LINES	74	33	44.6	10	13.5	27	36.5	4	5.4
DYNAMIC AIRWAYS	55	12	21.8	3	5.5	37	67.3	3	5.5
ENDEAVOR AIR	6	3	50.0	2	33.3	1	16.7	0	0.0
ENVOY AIR	5	4	80.0	0	0.0	1	20.0	0	0.0
EXPRESSJET AIRLINES	6	5	83.3	1	16.7	0	0.0	0	0.0
FRONTIER AIRLINES	57	35	61.4	6	10.5	12	21.1	4	7.0
HAWAIIAN AIRLINES	19	7	36.8	2	10.5	5	26.3	5	26.3
JETBLUE AIRWAYS	19	13	68.4	3	15.8	1	5.3	2	10.5
MESA AIRLINES	8	4	50.0	1	12.5	3	37.5	0	0.0
PIEDMONT AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
SKYWEST AIRLINES	8	4	50.0	1	12.5	0	0.0	3	37.5
SOUTHWEST AIRLINES	33	12	36.4	10	30.3	7	21.2	4	12.1
SPIRIT AIRLINES	80	53	66.3	8	10.0	13	16.3	6	7.5
TRANS STATES AIRLINES	6	1	16.7	1	16.7	3	50.0	1	16.7
UNITED AIRLINES	149	74	49.7	20	13.4	31	20.8	24	16.1
VIRGIN AMERICA	15	14	93.3	0	0.0	1	6.7	0	0.0
Other U.S. Airlines	26	11	42.3	3	11.5	9	34.6	3	11.5
Totals	842	416	49.4	115	13.7	232	27.6	79	9.4
Previous Year's Totals	1,131	547	48.4	181	16.0	300	26.5	103	9.1

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

Table 5 **OCTOBER 2016 AIR TRAVEL CONSUMER REPORT/ COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY****

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	0	3	0	1	0	2	0	0	0	0	0	0	6
AEROFLOT	0	0	0	0	2	4	0	0	0	0	0	0	6
AEROMEXICO	1	0	3	1	3	0	1	2	0	0	0	0	11
AIR BERLIN	3	0	1	1	1	3	1	0	0	0	0	1	11
AIR CANADA	11	1	7	2	1	9	9	2	0	0	0	1	43
AIR CHINA	4	0	3	2	1	4	1	0	0	0	0	0	15
AIR FRANCE	3	1	1	1	0	6	1	1	0	0	0	0	14
AIR INDIA	1	0	1	1	0	1	0	0	1	0	0	1	6
ALITALIA AIRLINES	1	3	1	0	0	4	1	0	0	0	0	0	10
BRITISH AIRWAYS	2	1	5	0	5	2	0	0	0	0	0	0	15
BRUSSELS AIRLINES	1	0	2	0	1	5	0	0	0	0	0	0	9
CHINA EASTERN AIRLINES	0	0	3	0	0	1	1	0	0	0	0	0	5
CHINA SOUTHERN AIRLINES	1	0	3	0	0	3	0	0	0	0	0	0	7
COPA	1	0	1	0	0	2	0	1	0	0	0	0	5
EMIRATES AIRLINES	1	0	0	3	1	3	1	1	0	0	0	2	12
ETIHAD AIRWAYS	0	1	2	0	0	3	1	0	0	0	0	0	7
FIJI AIRWAYS	2	1	1	0	0	0	1	0	0	0	0	1	6
KLM	0	0	2	1	0	1	1	0	0	0	0	0	5
LATAM	1	0	2	0	0	2	0	0	0	0	0	0	5
LUFTHANSA	1	1	1	1	2	2	2	2	0	0	0	1	13
NORWEGIAN AIR SHUTTLE	1	0	2	0	1	2	0	0	1	0	0	0	7
QATAR AIRWAYS	3	0	2	3	0	4	1	1	0	0	0	0	14
SOUTH AFRICAN AIRWAYS	0	1	0	0	0	4	2	0	0	0	0	0	7
TURKISH AIRLINES	2	0	5	0	1	1	2	0	1	1	0	0	13
VIRGIN ATLANTIC AIRWAYS	1	0	1	0	2	1	0	0	0	0	0	0	5
VOLARIS AIRLINES	0	0	2	4	1	1	0	0	0	0	0	0	8
WOW AIR	3	0	2	1	3	2	1	1	0	0	0	0	13
OTHER FOREIGN AIRLINES	21	3	13	12	10	18	14	2	3	0	0	3	99
TOTALS	65	16	66	34	35	90	41	13	6	1	0	10	377
TRAVEL AGENTS													
CHEAPOAIR.COM	0	0	3	2	2	0	0	0	0	0	0	0	7
OTHER TRAVEL AGENTS	1	0	10	5	4	0	1	0	0	0	0	0	21
TOTALS	1	0	13	7	6	0	1	0	0	0	0	0	28
TOUR OPERATORS													
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
MISCELLAENOUS													
Other Miscellaenous	3	0	1	2	1	4	4	0	1	0	0	4	20
TOTALS	3	0	1	2	1	4	4	0	1	0	0	4	20

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.
** A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

OCTOBER 2016

AIR TRAVEL CONSUMER REPORT

TABLE 6

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES*

RANK	AIRLINE	OCTOBER 2016			OCTOBER 2015		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	**ALASKA AIRLINES**	3	1,949,326	**0.15**	8	1,863,035	**0.43**
2	**SOUTHWEST AIRLINES**	33	13,021,515	**0.25**	62	12,539,474	**0.49**
3	**SKYWEST AIRLINES**	8	2,669,325	**0.30**	14	2,627,452	**0.53**
4	**EXPRESSJET AIRLINES**	6	1,848,845	**0.32**	11	2,138,773	**0.51**
5	**DELTA AIR LINES**	74	12,219,222	**0.61**	76	12,046,605	**0.63**
6	**JETBLUE AIRWAYS**	19	3,035,313	**0.63**	18	2,872,973	**0.63**
7	**UNITED AIRLINES**	149	8,775,713	**1.70**	193	8,290,009	**2.33**
8	**AMERICAN AIRLINES**	237	11,814,630	**2.01**	386	12,458,609	**3.10**
9	**HAWAIIAN AIRLINES**	19	912,642	**2.08**	13	891,897	**1.46**
10	**VIRGIN AMERICA**	15	682,491	**2.20**	12	623,740	**1.92**
11	**FRONTIER AIRLINES**	57	1,350,855	**4.22**	46	1,220,893	**3.77**
12	**SPIRIT AIRLINES**	80	1,699,760	**4.71**	176	1,502,542	**11.71**
	TOTAL	700	59,979,637	**1.17**	1,015	59,076,002	**1.72**

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.**

Civil Rights Complaints by Air Travelers (Other Than Disability) for October 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	1						
Frontier	1						
Hawaiian			2				
Southwest	1				1		
Turkish					1		
United	1						
Total	4		2		2		

**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.*

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

Customer Service Reports to the U.S. Department of Homeland Security for the Month of October 2016 as provided by the Transportation Security Administration[a]

The Transportation Security Administration (TSA) screened approximately 61 million airline passengers and their 49 million checked bags in the month of October 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 October.

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
753	.001	48	.00008	62	.0001	467	.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 October.

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.

October 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	1	0	0
Delta Air Lines	0	1	0
United Airlines	2	0	0
Totals:	3	1	0