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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	November 2016
Mishandled Baggage¹	November 2016
Oversales¹	^{3rd.} Quarter 2016 January - September 2016
Consumer Complaints² (Includes Disability and Discrimination Complaints)	November 2016
Customer Service Reports to the Dept. of Homeland Security³	November 2016
Airline Animal Incident Reports⁴	November 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.

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2016

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	71.8	17	91.5
DELTA AIR LINES S/	29	91.0	150	91.4
ALASKA AIRLINES S/	25	87.2	65	88.0
FRONTIER AIRLINES S/	24	87.1	54	87.5
SPIRIT AIRLINES S/	21	86.3	36	86.4
UNITED AIRLINES S/	27	85.8	88	86.1
SOUTHWEST AIRLINES S/	24	85.9	87	86.1
AMERICAN AIRLINES S/	28	85.4	91	85.4
SKYWEST AIRLINES S/	23	84.7	191	85.2
JETBLUE AIRWAYS S/	24	83.2	63	84.3
EXPRESSJET AIRLINES S/	15	82.3	162	82.8
VIRGIN AMERICA	16	81.4	21	81.4
TOTAL		86.2		86.5

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.

AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME CARRIER RANK BY MONTH, QUARTER, AND 12 MONTHS
NOVEMBER 2016

CARRIER	4th Quarter 10-12 2015		1st Quarter 01-03 2016		2ndQuarter 04-06 2016		3rdQuarter 07-09 2016		Sept-16		Oct-16		Nov-16		12 Months Ending Nov 2016	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	86.3	3	87.5	2	88.7	2	89.1	2	90.3	2	87.5	3	88.0	3	88.1	2
AMERICAN	82.9	6	81.1	7	78.8	9	74.9	10	83.0	9	84.7	6	85.4	8	79.4	8
DELTA	88.5	2	86.6	3	87.4	3	83.7	4	90.2	3	92.2	2	91.4	2	86.7	3
ENVOY	83.5	4	(--)	(--)	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	83.1	8	84.7	7	82.8	11	80.1	7
FRONTIER	78.1	11	83.2	5	80.3	7	66.9	12	71.7	12	77.8	10	87.5	4	77.1	9
HAWAIIAN	92.5	1	91.1	1	92.4	1	90.9	1	91.3	1	93.2	1	91.5	1	91.7	1
JETBLUE	77.8	12	71.6	11	78.0	10	73.0	11	78.7	11	77.0	11	84.3	10	74.9	11
SKYWEST	80.0	9	79.3	9	85.1	4	84.2	3	88.6	4	85.5	4	85.2	9	82.6	4
SOUTHWEST	82.3	7	84.1	4	78.9	8	78.5	6	85.6	5	84.8	5	86.1	7	80.9	6
SPIRIT	74.0	13	65.3	12	74.4	12	76.3	8	85.1	6	83.6	8	86.4	5	74.1	12
UNITED	83.3	5	83.2	6	82.6	5	79.4	5	84.4	7	83.4	9	86.1	6	81.9	5
VIRGIN AMERICA	79.2	10	77.4	10	75.2	11	77.1	7	82.3	10	76.3	12	81.4	12	76.5	10
Total	82.8		82.1		81.9		79.2		85.5		85.5		86.5		81.6	

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

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

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2016

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	55	85.5	122	82.8	60	81.7	0	0.0	120	79.2	114	91.2	117	88.0	30	93.3	86	75.6	30	90.0
AMERICAN	1078	86.6	2133	80.6	455	80.7	7895	90.3	2059	83.5	769	87.0	11016	86.0	511	81.6	691	68.0	586	91.6
DELTA	20416	93.3	1277	84.4	578	93.1	501	89.6	757	90.8	672	90.5	448	90.4	4616	92.5	465	75.1	827	93.6
EXPRESSJET	4214	86.6	160	85.0	8	87.5	63	74.6	319	83.4	0	0.0	2202	81.1	1184	83.6	2536	69.7	0	0.0
FRONTIER	251	84.9	0	0.0	0	0.0	77	94.8	90	86.7	1777	87.7	47	95.7	131	87.0	0	0.0	29	96.6
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	3605	82.6	242	86.8	104	87.5	848	88.8	79	91.1	54	94.4	115	81.7	800	75.1	1961	85.9
SKYWEST	430	85.1	0	0.0	80	81.3	139	91.4	12	83.3	3441	87.7	340	82.4	2158	85.1	25	84.0	0	0.0
SOUTHWEST	3481	87.7	1002	79.7	5971	89.5	206	83.5	1215	84.8	5438	89.6	0	0.0	571	86.0	491	68.6	1686	91.0
SPIRIT	575	86.6	310	81.3	473	88.6	0	0.0	0	0.0	336	91.1	598	85.1	731	86.0	161	70.8	1270	87.8
UNITED	454	87.2	1007	82.9	261	87.0	86	89.5	484	82.2	4896	91.0	391	87.2	197	85.8	4314	77.6	386	88.9
VIRGIN AMERICA	0	0.0	127	82.7	0	0.0	0	0.0	114	86.0	86	86.0	0	0.0	0	0.0	195	71.8	156	79.5
TOTAL	30954	91.1	9743	82.1	8128	88.9	9071	90.0	6018	85.3	17608	89.4	15213	85.4	10244	88.2	9764	73.9	6931	89.0

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2016

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	29	82.8	45	88.9	30	93.3	369	88.1	694	83.0	0	0.0	58	87.9	0	0.0	0	0.0	48	89.6
AMERICAN	209	82.8	619	87.4	1376	80.8	1183	87.8	3179	86.3	1960	70.8	1432	87.7	0	0.0	4278	87.4	709	82.2
DELTA	218	92.2	226	91.2	2361	89.0	1078	92.8	2627	84.3	1886	74.2	1325	91.8	219	93.2	727	92.7	4946	91.0
EXPRESSJET	35	71.4	3864	88.3	0	0.0	0	0.0	0	0.0	922	68.0	0	0.0	15	73.3	0	0.0	461	82.2
FRONTIER	15	80.0	65	84.6	0	0.0	598	86.0	141	82.3	90	67.8	750	90.4	0	0.0	180	91.1	84	85.7
HAWAIIAN	0	0.0	0	0.0	26	69.2	73	76.7	120	67.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	172	85.5	0	0.0	3409	80.2	347	83.6	427	89.7	511	66.3	1690	85.9	0	0.0	0	0.0	0	0.0
SKYWEST	31	67.7	922	84.7	0	0.0	93	89.2	2170	77.2	3	100.0	0	0.0	37	75.7	0	0.0	2543	85.4
SOUTHWEST	197	87.3	0	0.0	0	0.0	6055	88.3	3413	74.8	896	66.5	3216	90.7	6619	86.5	0	0.0	684	86.7
SPIRIT	0	0.0	451	90.0	0	0.0	934	89.6	767	84.2	330	74.2	707	89.8	0	0.0	0	0.0	365	83.3
UNITED	1865	89.1	4687	89.6	0	0.0	973	91.0	2323	78.9	733	69.2	949	88.7	0	0.0	324	87.0	376	86.7
VIRGIN AMERICA	134	82.1	0	0.0	376	79.5	415	82.7	1182	84.2	110	63.6	30	73.3	0	0.0	0	0.0	0	0.0
TOTAL	2905	87.6	10879	88.6	7578	83.0	12118	88.4	17043	81.1	7441	70.4	10157	89.3	6890	86.6	5509	88.2	10216	87.8

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2016

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	173	85.5	1163	91.1	30	73.3	220	86.4	445	88.8	4400	87.1	439	84.3	204	93.1	30	83.3
AMERICAN	4976	83.0	306	85.9	3567	86.0	4464	86.4	696	86.1	628	85.4	1303	82.7	261	84.3	957	89.0
DELTA	615	90.6	551	90.2	577	85.6	576	91.1	523	93.5	1289	91.5	967	86.7	3298	94.4	868	92.6
EXPRESSJET	2663	84.4	0	0.0	3	100.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER	290	84.8	70	88.6	236	93.6	264	77.7	84	81.0	72	95.8	166	84.9	127	84.3	172	91.9
HAWAIIAN	0	0.0	30	86.7	0	0.0	30	60.0	30	70.0	60	73.3	60	73.3	0	0.0	0	0.0
JETBLUE	161	88.2	83	84.3	197	85.3	60	90.0	135	94.1	136	89.7	474	83.1	150	82.7	445	89.7
SKYWEST	3325	83.9	708	87.3	27	88.9	1482	83.3	532	85.5	1448	88.3	2965	77.3	3597	91.0	0	0.0
SOUTHWEST	0	0.0	1197	89.9	771	81.6	4961	81.3	2805	85.6	1089	88.3	1373	76.8	807	85.4	2225	92.0
SPIRIT	766	84.7	77	89.6	223	83.4	98	82.7	138	89.1	120	89.2	0	0.0	0	0.0	337	89.3
UNITED	6348	86.6	523	88.5	344	83.4	595	84.4	756	90.7	704	89.5	4373	84.2	133	88.0	475	91.4
VIRGIN AMERICA	142	79.6	83	83.1	0	0.0	0	0.0	172	82.6	222	87.8	1753	80.5	0	0.0	0	0.0
TOTAL	19459	84.9	4791	89.2	5975	85.4	12750	83.9	6316	87.2	10168	88.1	13873	81.5	8577	91.3	5509	91.1

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

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)

NOVEMBER 2016

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	95.2	81.0	90.1	92.1	0.0	97.6	88.6	93.9	93.8	82.6	89.2	91.7	83.4	94.4	90.2	100.0	83.3	95.3
0700-0759	95.4	87.8	96.9	91.2	94.4	95.3	91.0	89.4	88.7	90.2	90.7	90.3	88.1	95.2	91.1	92.6	94.5	94.7
0800-0859	93.2	93.5	95.2	93.2	96.3	92.2	89.5	80.0	90.2	96.5	97.0	87.4	87.4	95.2	77.3	83.6	97.1	94.7
0900-0959	95.5	93.7	97.2	93.3	91.9	90.0	88.3	90.7	91.6	96.1	86.2	90.6	92.5	92.6	77.2	87.5	95.3	94.3
1000-1059	95.6	92.8	97.0	93.1	92.5	92.0	90.2	88.4	92.3	92.9	90.0	89.7	98.1	91.4	77.2	78.2	95.0	91.7
1100-1159	93.4	90.2	93.6	94.2	90.3	92.7	85.9	91.2	88.4	94.7	95.2	92.3	91.1	89.8	77.2	81.2	95.3	93.3
1200-1259	91.9	87.6	91.8	94.4	89.5	89.8	87.9	91.6	89.5	93.7	71.4	91.1	90.4	90.9	77.5	80.7	90.4	91.0
1300-1359	91.9	88.6	91.1	92.4	89.2	88.5	83.9	89.0	87.8	92.6	96.3	89.4	87.9	86.6	83.6	77.3	92.3	91.9
1400-1459	91.5	87.2	89.6	88.2	90.6	91.7	86.5	89.2	75.3	92.4	89.0	90.3	88.8	85.9	82.7	71.3	90.9	91.4
1500-1559	89.3	84.5	92.8	93.1	85.1	87.8	83.8	87.8	68.6	90.5	88.5	89.5	90.6	88.1	86.1	69.5	91.0	86.0
1600-1659	90.4	78.7	86.0	81.0	81.3	89.4	82.2	92.0	65.0	88.4	85.7	86.9	85.3	86.1	81.9	64.9	86.7	91.3
1700-1759	86.7	77.2	86.1	90.5	82.0	87.1	83.0	88.7	61.8	87.5	86.3	83.4	82.2	85.2	82.0	66.3	86.8	79.7
1800-1859	88.1	74.7	86.4	80.6	81.3	86.9	85.6	87.3	60.3	85.2	86.4	86.9	77.7	89.0	81.9	66.2	86.3	78.1
1900-1959	88.8	73.6	85.2	82.2	80.9	85.6	83.7	86.0	54.4	85.3	84.3	85.8	71.4	86.1	82.3	60.7	86.6	77.3
2000-2059	89.9	72.8	86.6	90.3	76.8	83.2	79.8	81.5	57.2	83.3	84.1	88.0	76.7	85.5	80.9	59.2	82.3	79.1
2100-2159	86.8	78.0	77.4	87.1	78.5	87.9	81.8	84.5	59.1	83.4	88.4	84.4	73.6	84.0	80.8	53.3	86.1	78.1
2200-2259	87.0	74.9	80.9	88.9	80.8	84.8	86.0	78.7	66.9	88.6	79.6	88.7	77.8	84.3	78.2	58.0	84.3	78.1
2300-0559	84.5	79.0	85.1	88.7	88.6	83.4	88.4	85.4	76.9	78.5	84.8	88.6	76.6	86.7	83.2	63.9	85.7	83.2
TOTAL	91.1	82.1	88.9	90.0	85.3	89.4	85.4	88.2	73.9	89.0	87.6	88.6	83.0	88.4	81.1	70.4	89.3	86.6

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

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)

NOVEMBER 2016

ARRIVAL AIRPORT*												
SCHEDULED	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	75.8	87.9	92.1	93.3	87.9	89.5	82.1	89.7	90.8	0.0	80.0	90.6
0700-0759	94.8	89.4	91.0	86.4	90.0	90.8	89.6	95.6	91.7	95.7	96.8	92.4
0800-0859	95.2	88.1	89.0	94.8	94.4	88.1	91.0	90.1	90.8	95.3	98.6	90.9
0900-0959	91.6	92.6	90.4	93.4	91.5	84.5	92.9	89.1	83.0	96.2	95.1	90.5
1000-1059	94.2	91.6	86.9	96.6	93.0	93.7	88.5	92.6	82.1	95.7	98.0	91.1
1100-1159	91.5	89.0	86.8	93.1	96.4	86.2	91.3	88.1	75.2	88.5	97.8	88.9
1200-1259	91.0	89.6	88.0	91.7	92.4	88.5	90.0	88.0	75.9	88.0	93.3	88.6
1300-1359	92.6	89.8	87.8	96.4	94.7	86.6	88.8	89.1	75.1	92.9	95.1	88.4
1400-1459	90.3	90.1	86.0	85.2	90.7	84.5	89.0	88.2	73.6	91.6	90.5	87.7
1500-1559	85.6	87.3	84.1	85.3	87.5	84.2	84.5	89.6	78.7	90.7	93.7	86.0
1600-1659	80.5	85.6	83.1	90.4	82.1	87.4	84.3	88.6	77.6	90.9	91.5	84.7
1700-1759	84.7	89.5	78.5	83.3	79.4	84.5	87.4	85.4	80.5	88.1	90.1	82.7
1800-1859	89.6	84.2	78.1	87.2	74.6	78.1	86.0	89.5	82.1	86.0	90.3	83.1
1900-1959	86.7	81.4	78.4	87.7	76.5	69.0	82.3	89.2	84.0	90.7	83.8	82.1
2000-2059	79.3	83.0	80.8	88.5	74.9	78.9	83.6	86.4	84.1	79.8	87.3	81.8
2100-2159	87.1	87.7	83.8	83.7	81.1	74.3	83.5	83.0	82.4	90.2	84.2	81.5
2200-2259	83.3	83.5	84.4	88.4	83.1	83.3	85.7	86.0	83.1	84.4	82.8	81.7
2300-0559	85.3	88.7	84.8	86.4	80.8	84.6	85.7	86.9	87.5	82.7	87.9	83.4
TOTAL	88.2	87.8	84.9	89.2	85.4	83.9	87.2	88.1	81.5	91.3	91.1	86.2

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

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)

NOVEMBER 2016

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	95.4	96.3	94.2	96.5	95.9	93.8	94.4	91.4	93.3	97.1	92.2	96.2	94.5	94.8	94.9	94.8	95.5	94.7
0700-0759	94.9	93.8	94.3	95.4	94.4	92.0	90.0	90.3	93.3	96.3	91.0	89.5	90.3	94.1	93.9	95.9	96.0	95.6
0800-0859	94.3	92.6	95.2	95.3	94.0	92.7	89.5	88.3	88.5	93.5	94.0	89.0	90.8	92.5	87.6	92.4	96.3	93.3
0900-0959	92.0	91.9	92.2	94.3	93.1	88.0	86.7	87.9	88.9	92.5	84.8	89.7	89.9	89.4	75.4	87.8	93.6	89.9
1000-1059	93.4	89.2	94.7	94.4	92.7	89.6	87.7	88.1	87.0	91.3	93.0	89.8	85.5	91.3	74.4	87.4	92.6	88.8
1100-1159	92.2	91.5	91.1	92.2	90.0	89.3	84.7	85.9	86.8	89.5	82.8	88.9	89.2	87.4	71.6	81.7	92.0	90.2
1200-1259	89.9	87.1	91.1	90.5	86.9	87.0	86.6	87.8	87.2	89.3	90.8	87.3	84.4	85.5	69.6	84.5	90.9	85.7
1300-1359	87.1	88.4	83.0	91.5	87.5	84.7	85.4	85.9	85.2	85.4	92.0	87.1	78.7	85.1	75.1	75.2	86.9	89.4
1400-1459	87.9	81.4	83.1	89.2	84.5	86.4	84.9	85.0	77.7	83.7	88.1	85.3	81.1	81.6	76.4	75.6	85.1	81.9
1500-1559	87.6	81.4	81.5	88.4	85.5	87.3	78.5	85.2	73.5	85.3	87.8	83.3	84.1	79.7	82.1	72.5	85.4	84.2
1600-1659	84.9	80.4	84.9	89.9	82.1	76.9	84.2	85.0	69.4	83.9	91.3	79.6	88.0	81.0	81.7	70.0	83.1	81.2
1700-1759	84.4	71.0	79.0	81.7	82.1	86.1	79.6	84.4	60.9	82.7	85.3	84.4	82.8	80.0	83.2	71.9	81.5	78.3
1800-1859	83.8	72.3	76.7	86.3	81.8	84.1	81.0	81.2	62.4	82.9	82.7	81.3	77.5	82.4	79.0	66.2	81.0	71.9
1900-1959	86.6	72.7	85.5	83.5	80.0	83.3	79.4	80.7	59.2	80.5	87.3	82.5	80.5	83.3	78.8	62.8	80.3	77.0
2000-2059	86.6	75.1	84.5	86.3	84.3	84.0	84.3	85.1	59.1	75.7	79.0	82.4	72.7	77.6	74.7	57.9	83.0	68.1
2100-2159	89.6	72.2	80.8	100.0	81.8	81.0	72.7	84.3	61.8	81.0	66.7	87.6	66.3	84.0	83.9	58.1	83.2	77.8
2200-2259	88.2	50.0	81.3	90.5	80.4	83.5	84.0	87.8	57.1	83.5	94.7	100.0	77.3	85.1	83.6	47.4	85.5	79.7
2300-0559	90.0	95.8	85.8	95.7	98.6	92.3	90.1	93.8	94.4	95.1	100.0	94.2	90.4	92.1	87.5	94.0	95.5	96.2
TOTAL	89.2	85.4	87.3	90.3	88.0	87.1	85.2	86.5	77.9	86.8	88.8	86.5	84.4	86.5	80.7	78.8	88.4	84.5

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

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)

NOVEMBER 2016

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.2	94.3	91.7	96.5	93.5	96.1	96.0	94.4	95.5	96.9	97.6	94.8
0700-0759	93.7	95.0	90.4	94.9	94.4	94.8	92.5	92.4	93.2	93.7	93.0	93.1
0800-0859	95.0	91.5	88.7	93.8	93.8	94.1	89.7	91.5	87.7	90.9	97.1	91.6
0900-0959	88.6	88.5	83.5	89.8	89.3	88.9	86.7	89.3	83.8	93.1	96.9	88.6
1000-1059	92.6	91.2	85.7	89.8	92.1	86.2	88.4	87.7	79.1	93.0	94.6	88.4
1100-1159	94.6	88.4	84.6	93.4	91.3	89.0	84.7	87.0	80.8	92.4	95.2	88.1
1200-1259	88.2	92.2	84.6	87.0	89.6	81.7	85.3	89.0	73.7	87.6	91.9	85.8
1300-1359	88.1	85.8	85.3	90.2	90.6	88.1	84.3	86.3	75.3	87.0	89.9	85.1
1400-1459	80.5	84.9	82.1	87.8	88.7	87.0	80.5	88.2	75.3	89.5	88.4	83.7
1500-1559	83.4	89.3	82.1	81.3	87.5	79.1	85.7	85.2	75.9	92.1	86.0	83.8
1600-1659	83.7	81.0	80.8	91.4	83.3	83.4	80.4	90.1	80.1	91.7	85.6	82.6
1700-1759	76.3	81.7	78.9	86.7	78.4	85.6	82.3	85.4	77.6	90.1	87.9	81.2
1800-1859	78.0	86.4	76.9	84.9	82.0	81.4	85.3	88.3	81.2	86.1	86.6	80.3
1900-1959	88.2	82.6	77.4	86.5	78.4	81.7	83.3	85.6	82.2	82.2	86.3	80.9
2000-2059	84.1	87.1	80.4	86.9	79.5	67.7	74.1	86.9	84.2	90.8	81.6	81.1
2100-2159	87.1	82.1	81.9	83.9	66.7	82.5	78.4	87.8	87.6	89.0	82.3	83.1
2200-2259	100.0	87.0	83.9	87.1	80.8	79.6	92.1	90.7	88.4	91.2	82.4	86.3
2300-0559	96.4	94.9	94.4	92.9	96.1	90.3	100.0	94.4	89.8	89.0	98.4	91.9
TOTAL	86.3	87.5	83.6	90.2	87.4	86.0	86.3	89.3	82.8	91.3	90.7	86.1

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

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/

NOVEMBER 2016

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

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

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

NONE								
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AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2016

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS (minimum 15 operations per flight number)	REGULARLY SCHEDULED FLIGHTS LATE 70% OR MORE OF THE TIME D/	
		NUMBERS	PERCENTAGE
FRONTIER	253	1	0.3
SOUTHWEST	2,395	7	0.2
DELTA	2,654	0	0.0
AMERICAN	2,534	0	0.0
UNITED	1,671	0	0.0
SKYWEST	1,615	0	0.0
EXPRESSJET	1,309	0	0.0
JETBLUE	790	0	0.0
ALASKA	483	0	0.0
SPIRIT	388	0	0.0
VIRGIN AMERICA	206	0	0.0
HAWAIIAN	202	0	0.0
TOTAL	14,500	8	0.1

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

AIR TRAVEL CONSUMER REPORT
TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

NOVEMBER 2016

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	90.8	92.3	65	65
Abilene, TX (ABI)	76.0	80.0	25	25
Adak Island, AK (ADK)	87.5	62.5	8	8
Aguadilla, PR (BQN)	84.6	85.4	143	144
Akron, OH (CAK)	88.1	87.3	411	411
Albany, GA (ABY)	84.8	88.6	79	79
Albany, NY (ALB)	85.3	87.9	773	774
Albuquerque, NM (ABQ)	87.2	87.0	1,604	1,605
Alexandria, LA (AEX)	86.3	84.4	262	262
Allentown/Bethlehem/Easton, PA (ABE)	81.6	86.7	196	196
Alpena, MI (APN)	77.4	88.7	53	53
Amarillo, TX (AMA)	85.0	93.2	266	266
Anchorage, AK (ANC)	92.2	94.5	1,115	1,115
Appleton, WI (ATW)	85.6	88.6	299	298
Arcata/Eureka, CA (ACV)	80.7	76.5	119	119
Asheville, NC (AVL)	87.7	86.6	261	262
Aspen, CO (ASE)	85.5	85.5	124	124
Atlanta, GA (ATL)	91.1	89.2	30,954	30,965
Atlantic City, NJ (ACY)	85.1	93.3	282	282
Augusta, GA (AGS)	87.0	83.7	207	208
Austin, TX (AUS)	86.0	85.8	3,838	3,842
Bakersfield, CA (BFL)	85.6	88.6	202	202
Baltimore, MD (BWI)	88.9	87.3	8,128	8,132
Bangor, ME (BGR)	72.4	90.0	29	30
Barrow, AK (BRW)	92.1	89.5	76	76
Baton Rouge, LA (BTR)	84.9	80.7	535	534
Beaumont/Port Arthur, TX (BPT)	100.0	100.0	2	1
Bellingham, WA (BLI)	91.7	90.0	60	60
Bemidji, MN (BJI)	84.7	89.8	59	59
Bend/Redmond, OR (RDM)	87.3	88.1	260	260
Bethel, AK (BET)	97.4	96.2	78	78
Billings, MT (BIL)	90.6	96.4	276	277
Binghamton, NY (BGM)	81.5	77.8	54	54

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Birmingham, AL (BHM)	87.9	90.2	1,018	1,017
Bismarck/Mandan, ND (BIS)	90.5	89.3	148	149
Bloomington/Normal, IL (BMI)	83.3	87.1	132	132
Boise, ID (BOI)	88.6	90.7	1,195	1,196
Boston, MA (BOS)	82.1	85.4	9,743	9,748
Bozeman, MT (BZN)	92.0	94.3	212	212
Brainerd, MN (BRD)	86.3	94.1	51	51
Bristol/Johnson City/Kingsport, TN (TRI)	87.3	88.9	189	189
Brownsville, TX (BRO)	85.5	87.1	62	62
Brunswick, GA (BQK)	90.1	90.1	81	81
Buffalo, NY (BUF)	84.7	88.2	1,450	1,452
Burbank, CA (BUR)	84.7	84.3	1,874	1,874
Burlington, VT (BTV)	76.6	83.1	231	231
Butte, MT (BTM)	92.7	92.7	55	55
Casper, WY (CPR)	95.7	98.9	92	92
Cedar City, UT (CDC)	86.5	90.4	52	52
Cedar Rapids/Iowa City, IA (CID)	83.9	86.4	411	413
Charleston, SC (CHS)	87.1	85.5	1,175	1,177
Charleston/Dunbar, WV (CRW)	85.6	81.7	202	202
Charlotte Amalie, VI (STT)	89.1	90.3	339	339
Charlotte, NC (CLT)	90.0	90.3	9,071	9,068
Charlottesville, VA (CHO)	82.4	87.4	222	222
Chattanooga, TN (CHA)	82.3	83.0	430	430
Chicago, IL (MDW)	86.6	84.5	6,890	6,893
Chicago, IL (ORD)	84.9	83.6	19,459	19,488
Christiansted, VI (STX)	84.9	91.9	86	86
Cincinnati, OH (CVG)	90.3	91.7	1,126	1,125
Cleveland, OH (CLE)	85.9	85.0	2,623	2,624
Cody, WY (COD)	93.1	94.8	58	58
College Station/Bryan, TX (CLL)	86.7	88.6	105	105
Colorado Springs, CO (COS)	87.2	89.6	728	728
Columbia, SC (CAE)	86.9	90.1	335	334
Columbus, GA (CSG)	80.2	82.2	101	101

AIR TRAVEL CONSUMER REPORT
TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

NOVEMBER 2016

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Columbus, MS (GTR)	87.5	85.0	80	80
Columbus, OH (CMH)	86.8	88.7	1,935	1,932
Cordova, AK (CDV)	89.7	91.4	58	58
Corpus Christi, TX (CRP)	90.0	87.3	260	259
Dallas, TX (DAL)	84.6	81.0	5,711	5,712
Dallas/Fort Worth, TX (DFW)	85.4	85.2	15,213	15,224
Dayton, OH (DAY)	88.2	89.4	498	498
Daytona Beach, FL (DAB)	93.1	88.3	145	145
Deadhorse, AK (SCC)	96.6	94.9	59	59
Denver, CO (DEN)	89.4	87.2	17,608	17,589
Des Moines, IA (DSM)	88.3	90.0	613	612
Detroit, MI (DTW)	88.2	86.5	10,244	10,196
Devils Lake, ND (DVL)	82.4	88.0	51	50
Dothan, AL (DHN)	81.7	83.5	109	109
Duluth, MN (DLH)	89.9	89.4	179	180
Durango, CO (DRO)	86.1	85.4	137	137
Eagle, CO (EGE)	95.5	90.9	44	44
Eau Claire, WI (EAU)	87.3	96.4	55	55
El Paso, TX (ELP)	83.8	85.7	952	952
Elko, NV (EKO)	82.0	89.8	50	49
Elmira/Corning, NY (ELM)	82.7	85.6	139	139
Erie, PA (ERI)	78.4	82.8	116	116
Escanaba, MI (ESC)	76.0	80.0	50	50
Eugene, OR (EUG)	85.0	86.1	294	294
Evansville, IN (EVV)	88.4	89.8	225	225
Fairbanks, AK (FAI)	91.6	98.2	167	167
Fargo, ND (FAR)	88.8	90.8	260	261
Fayetteville, AR (XNA)	86.9	89.8	449	449
Fayetteville, NC (FAY)	88.4	85.5	138	138
Flagstaff, AZ (FLG)	86.2	85.5	145	145
Flint, MI (FNT)	85.9	89.9	277	277
Fort Lauderdale, FL (FLL)	89.0	86.9	6,931	6,930
Fort Myers, FL (RSW)	91.9	92.1	2,491	2,488
Fort Smith, AR (FSM)	82.8	86.2	87	87

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Fort Wayne, IN (FWA)	84.5	88.4	354	354
Fresno, CA (FAT)	84.9	87.7	735	734
Gainesville, FL (GNV)	89.9	89.9	189	189
Garden City, KS (GCK)	85.0	85.0	60	60
Gillette, WY (GCC)	90.6	94.1	85	85
Grand Forks, ND (GFK)	86.2	89.2	159	158
Grand Island, NE (GRI)	88.4	90.7	43	43
Grand Junction, CO (GJT)	89.3	92.5	225	227
Grand Rapids, MI (GRR)	88.5	88.4	792	792
Great Falls, MT (GTF)	94.6	95.5	112	112
Green Bay, WI (GRB)	88.8	90.4	321	323
Greensboro/High Point, NC (GSO)	84.9	82.9	537	537
Greer, SC (GSP)	88.4	90.2	542	540
Guam, TT (GUM)	90.0	76.7	30	30
Gulfport/Biloxi, MS (GPT)	89.3	88.2	262	262
Gunnison, CO (GUC)	100.0	100.0	1	1
Hancock/Houghton, MI (CMX)	78.3	81.4	60	59
Harlingen/San Benito, TX (HRL)	87.7	89.0	228	228
Harrisburg, PA (MDT)	88.3	87.2	282	282
Hartford, CT (BDL)	85.1	89.8	1,857	1,857
Hattiesburg/Laurel, MS (PIB)	84.6	78.8	52	52
Hayden, CO (HDN)	79.3	80.0	29	30
Hays, KS (HYS)	88.2	88.2	51	51
Helena, MT (HLN)	93.6	95.7	140	140
Hibbing, MN (HIB)	86.3	86.3	80	80
Hilo, HI (ITO)	93.4	94.7	498	468
Hobbs, NM (HOB)	92.3	94.2	52	52
Honolulu, HI (HNL)	90.7	93.5	3,697	3,697
Houston, TX (HOU)	86.1	86.0	4,476	4,477
Houston, TX (IAH)	88.6	86.5	10,879	10,886
Huntsville, AL (HSV)	92.4	94.2	328	328
Idaho Falls, ID (IDA)	90.8	89.7	196	195
Indianapolis, IN (IND)	88.2	89.4	2,033	2,032
International Falls, MN (INL)	84.3	82.4	51	51

AIR TRAVEL CONSUMER REPORT
TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

NOVEMBER 2016

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Iron Mountain/Kingsfd, MI (IMT)	83.6	85.5	55	55
Islip, NY (ISP)	86.8	88.5	385	384
Ithaca/Cortland, NY (ITH)	82.7	85.2	81	81
Jackson, WY (JAC)	86.3	90.1	80	81
Jackson/Vicksburg, MS (JAN)	85.4	88.2	431	431
Jacksonville, FL (JAX)	89.4	90.6	1,484	1,483
Jacksonville/Camp Lejeune, NC (OAJ)	85.6	90.4	104	104
Jamestown, ND (JMS)	86.3	86.3	80	80
Juneau, AK (JNU)	90.6	91.6	309	309
Kahului, HI (OGG)	91.5	93.1	1,845	1,846
Kalamazoo, MI (AZO)	80.5	85.7	174	175
Kalispell, MT (FCA)	86.1	91.1	158	158
Kansas City, MO (MCI)	88.3	89.4	3,533	3,530
Ketchikan, AK (KTN)	84.5	87.9	174	174
Key West, FL (EYW)	94.8	93.0	115	115
Killeen, TX (GRK)	82.9	90.2	123	123
Knoxville, TN (TYS)	83.4	85.4	607	608
Kodiak, AK (ADQ)	97.1	88.2	34	34
Kona, HI (KOA)	93.4	93.9	948	979
Kotzebue, AK (OTZ)	100.0	93.1	58	58
La Crosse, WI (LSE)	82.0	91.8	50	49
Lafayette, LA (LFT)	89.3	89.7	271	271
Lake Charles, LA (LCH)	87.8	89.2	139	139
Lansing, MI (LAN)	88.3	90.5	180	179
Laramie, WY (LAR)	92.2	86.3	51	51
Laredo, TX (LRD)	84.4	87.7	179	179
Las Vegas, NV (LAS)	88.4	86.5	12,118	12,118
Latrobe, PA (LBE)	91.0	94.8	78	77
Lawton/Fort Sill, OK (LAW)	88.6	86.0	114	114
Lewiston, ID (LWS)	93.1	96.6	58	58
Lexington, KY (LEX)	88.0	86.9	475	475
Lihue, HI (LIH)	93.3	94.4	886	886
Lincoln, NE (LNK)	84.9	88.3	239	239
Little Rock, AR (LIT)	87.4	86.7	685	686

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Long Beach, CA (LGB)	86.3	86.0	1,016	1,015
Longview, TX (GGG)	83.9	78.2	56	55
Los Angeles, CA (LAX)	81.1	80.7	17,043	17,044
Louisville, KY (SDF)	86.8	86.7	795	797
Lubbock, TX (LBB)	84.2	88.3	367	367
Madison, WI (MSN)	86.5	87.4	593	594
Manchester, NH (MHT)	84.2	88.5	562	565
Marquette, MI (MQT)	83.6	85.5	55	55
Medford, OR (MFR)	86.5	83.0	230	230
Melbourne, FL (MLB)	96.3	93.5	107	108
Memphis, TN (MEM)	87.8	88.7	1,212	1,213
Meridian, MS (MEI)	75.3	79.0	81	81
Miami, FL (MIA)	88.2	86.3	5,509	5,498
Midland/Odessa, TX (MAF)	86.2	90.8	500	500
Milwaukee, WI (MKE)	86.4	87.8	2,478	2,477
Minneapolis, MN (MSP)	87.8	87.5	10,216	10,235
Minot, ND (MOT)	82.1	79.4	106	107
Mission/McAllen/Edinburg, TX (MFE)	83.1	91.5	189	189
Missoula, MT (MSO)	86.3	91.1	168	168
Mobile, AL (MOB)	84.9	88.7	450	450
Moline, IL (MLI)	83.3	88.0	258	259
Monroe, LA (MLU)	84.3	84.7	236	236
Monterey, CA (MRY)	81.5	81.1	259	259
Montgomery, AL (MGM)	83.8	83.3	210	210
Montrose/Delta, CO (MTJ)	100.0	100.0	11	11
Mosinee, WI (CWA)	84.2	84.2	76	76
Muskegon, MI (MKG)	83.6	81.8	55	55
Myrtle Beach, SC (MYR)	87.1	83.8	333	333
Nashville, TN (BNA)	88.2	86.8	4,353	4,350
New Bern/Morehead/Beaufort, NC (EWN)	83.9	85.7	56	56
New Orleans, LA (MSY)	88.2	87.7	3,715	3,713
New York, NY (JFK)	83.0	84.4	7,578	7,582
New York, NY (LGA)	70.4	78.8	7,441	7,438
Newark, NJ (EWR)	73.9	77.9	9,764	9,745

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TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

NOVEMBER 2016

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Newburgh/Poughkeepsie, NY (SWF)	79.3	75.9	58	58
Newport News/Williamsburg, VA (PHF)	88.5	87.4	87	87
Niagara Falls, NY (IAG)	87.5	84.6	40	39
Nome, AK (OME)	87.9	84.5	58	58
Norfolk, VA (ORF)	85.6	87.1	814	816
North Bend/Coos Bay, OR (OTH)	62.5	68.8	16	16
Oakland, CA (OAK)	86.6	84.2	4,088	4,089
Oklahoma City, OK (OKC)	84.4	87.1	1,262	1,263
Omaha, NE (OMA)	88.2	89.2	1,553	1,557
Ontario, CA (ONT)	85.5	86.0	1,609	1,609
Orlando, FL (MCO)	89.3	88.4	10,157	10,161
Paducah, KY (PAH)	89.1	92.7	55	55
Pago Pago, TT (PPG)	100.0	100.0	8	8
Palm Springs, CA (PSP)	84.9	85.1	907	907
Panama City, FL (ECP)	90.8	94.5	327	327
Pasco/Kennewick/Richland, WA (PSC)	84.3	86.1	287	287
Pellston, MI (PLN)	81.8	80.5	77	77
Pensacola, FL (PNS)	91.4	93.5	444	444
Peoria, IL (PIA)	86.5	86.4	207	206
Petersburg, AK (PSG)	84.5	89.7	58	58
Philadelphia, PA (PHL)	85.4	87.4	5,975	5,980
Phoenix, AZ (PHX)	83.9	86.0	12,750	12,744
Pittsburgh, PA (PIT)	86.0	88.5	2,161	2,164
Plattsburgh, NY (PBG)	82.5	82.5	40	40
Pocatello, ID (PIH)	88.5	88.5	78	78
Ponce, PR (PSE)	89.0	94.2	73	69
Portland, ME (PWM)	83.0	82.7	446	445
Portland, OR (PDX)	89.2	90.2	4,791	4,789
Providence, RI (PVD)	85.1	88.2	1,129	1,127
Punta Gorda, FL (PGD)	92.5	85.0	40	40
Raleigh/Durham, NC (RDU)	86.0	86.8	2,928	2,927
Rapid City, SD (RAP)	92.1	92.2	152	153
Redding, CA (RDD)	86.7	83.3	90	90
Reno, NV (RNO)	87.2	87.3	1,152	1,154

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Rhineland, WI (RHI)	86.9	86.9	84	84
Richmond, VA (RIC)	85.0	84.4	1,295	1,295
Roanoke, VA (ROA)	88.8	87.2	188	188
Rochester, MN (RST)	86.4	85.6	103	104
Rochester, NY (ROC)	83.2	84.1	624	623
Rock Springs, WY (RKS)	87.3	94.5	55	55
Roswell, NM (ROW)	78.8	82.7	52	52
Sacramento, CA (SMF)	87.0	84.9	3,496	3,499
Saginaw/Bay City/Midland, MI (MBS)	88.4	91.3	138	138
Salt Lake City, UT (SLC)	91.3	91.3	8,577	8,582
San Angelo, TX (SJT)	85.9	85.9	85	85
San Antonio, TX (SAT)	84.6	86.3	2,632	2,631
San Diego, CA (SAN)	87.2	86.3	6,316	6,313
San Francisco, CA (SFO)	81.5	82.8	13,873	13,874
San Jose, CA (SJC)	86.4	85.6	3,595	3,596
San Juan, PR (SJU)	89.6	89.8	2,047	2,045
San Luis Obispo, CA (SBP)	83.0	79.6	265	265
Santa Ana, CA (SNA)	89.0	86.5	3,452	3,450
Santa Barbara, CA (SBA)	80.9	82.4	466	466
Santa Fe, NM (SAF)	75.5	75.5	106	106
Sarasota/Bradenton, FL (SRQ)	95.2	91.2	227	227
Sault Ste. Marie, MI (CIU)	83.6	83.6	55	55
Savannah, GA (SAV)	88.6	83.6	587	586
Scranton/Wilkes-Barre, PA (AVP)	87.3	90.1	150	151
Seattle, WA (SEA)	88.1	89.3	10,168	10,171
Shreveport, LA (SHV)	87.0	87.6	493	493
Sioux Falls, SD (FSD)	84.3	88.1	363	361
Sitka, AK (SIT)	85.5	88.0	83	83
South Bend, IN (SBN)	86.4	85.3	440	441
Spokane, WA (GEG)	91.2	92.2	771	771
Springfield, IL (SPI)	85.2	89.0	135	136
Springfield, MO (SGF)	88.6	87.1	202	202
St. George, UT (SGU)	91.0	93.9	199	198
St. Louis, MO (STL)	87.4	84.9	4,660	4,657

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TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

NOVEMBER 2016

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
State College, PA (SCE)	86.2	87.7	58	57
Sun Valley/Hailey/Ketchum, ID (SUN)	93.1	93.1	58	58
Syracuse, NY (SYR)	87.6	86.3	466	466
Tallahassee, FL (TLH)	92.6	93.2	190	190
Tampa, FL (TPA)	91.1	90.7	5,509	5,507
Texarkana, AR (TXK)	90.2	86.3	51	51
Traverse City, MI (TVC)	84.0	84.0	106	106
Trenton, NJ (TTN)	89.4	83.9	180	180
Tucson, AZ (TUS)	83.8	86.7	1,424	1,423
Tulsa, OK (TUL)	86.9	90.2	1,152	1,150
Twin Falls, ID (TWF)	89.0	93.9	82	82
Valdosta, GA (VLD)	92.8	92.8	83	83
Valparaiso, FL (VPS)	87.7	89.5	285	285
Waco, TX (ACT)	76.5	80.4	102	102
Washington, DC (DCA)	85.3	88.0	6,018	6,019
Washington, DC (IAD)	87.6	88.8	2,905	2,909
West Palm Beach/Palm Beach, FL (PBI)	87.8	84.2	2,032	2,031
White Plains, NY (HPN)	80.9	83.8	593	592
Wichita Falls, TX (SPS)	84.1	86.6	82	82
Wichita, KS (ICT)	88.5	90.0	636	637
Williston, ND (ISN)	95.4	89.7	87	87
Wilmington, NC (ILM)	88.2	92.7	246	246
Worcester, MA (ORH)	89.8	89.7	59	58
Wrangell, AK (WRG)	84.5	86.2	58	58
Yakutat, AK (YAK)	89.7	93.1	58	58
Yuma, AZ (YUM)	91.7	87.6	145	145

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2016

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	18,651	172	0.9	162	36,499	345	0.9
SKYWEST	23	26,501	160	0.6	191	47,286	328	0.7
SPIRIT	21	9,769	33	0.3	36	11,607	38	0.3
AMERICAN	28	59,293	132	0.2	91	71,819	181	0.3
UNITED	27	38,962	93	0.2	88	46,082	116	0.3
VIRGIN AMERICA	16	5,296	11	0.2	21	5,917	13	0.2
SOUTHWEST	24	56,378	129	0.2	87	106,924	220	0.2
JETBLUE	24	16,208	23	0.1	63	22,974	42	0.2
HAWAIIAN	8	429	2	0.5	17	6,074	11	0.2
FRONTIER	24	5,805	2	0.0	54	7,707	6	0.1
ALASKA	25	9,110	0	0.0	65	13,946	10	0.1
DELTA	29	55,426	0	0.0	150	74,103	0	0.0
Total		301,828	757	0.3		450,938	1,310	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.

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2016

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
EXPRESSJET	3406	131	3.8
SKYWEST	4221	82	1.9
SPIRIT	544	8	1.4
AMERICAN	4349	63	1.4
FRONTIER	363	5	1.3
VIRGIN AMERICA	232	2	0.8
JETBLUE	912	7	0.7
UNITED	2717	20	0.7
SOUTHWEST	31314	205	0.6
HAWAIIAN	299	1	0.3
ALASKA	622	0	0.0
DELTA	6224	0	0.0
TOTAL	55,203	524	0.9

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

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

AIR TRAVEL CONSUMER REPORT
TABLE 9. CAUSES OF DELAY*, BY CARRIER
NOVEMBER 2016

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	13946	12265	87.95%	10	0.07%	19	0.14%	417	2.99%	23	0.16%	820	5.88%	9	0.06%	383	2.75%
AMERICAN	71819	61344	85.41%	181	0.25%	87	0.12%	3032	4.22%	112	0.16%	4,293	5.98%	26	0.04%	2,743	3.82%
DELTA	74103	67707	91.37%	0	0.00%	79	0.11%	2235	3.02%	141	0.19%	2,362	3.19%	8	0.01%	1,571	2.12%
EXPRESSJET	36499	30202	82.75%	345	0.95%	105	0.29%	1798	4.93%	45	0.12%	1,666	4.56%	0	0.00%	2,338	6.41%
FRONTIER	7707	6744	87.50%	6	0.08%	8	0.10%	266	3.45%	3	0.04%	422	5.48%	0	0.00%	259	3.36%
HAWAIIAN	6074	5559	91.52%	11	0.18%	6	0.10%	314	5.17%	13	0.21%	8	0.13%	1	0.02%	163	2.68%
JETBLUE	22974	19376	84.34%	42	0.18%	40	0.17%	1263	5.50%	20	0.09%	1,174	5.11%	11	0.05%	1,048	4.56%
SKYWEST	47286	40292	85.21%	328	0.69%	146	0.31%	1524	3.22%	258	0.55%	2,112	4.47%	9	0.02%	2,617	5.53%
SOUTHWEST	106924	92026	86.07%	220	0.21%	154	0.14%	3922	3.67%	279	0.26%	3,685	3.45%	48	0.04%	6,591	6.16%
SPIRIT	11607	10033	86.44%	38	0.33%	7	0.06%	324	2.79%	18	0.16%	833	7.18%	3	0.03%	350	3.02%
UNITED	46082	39673	86.09%	116	0.25%	64	0.14%	1922	4.17%	122	0.26%	2,253	4.89%	0	0.00%	1,932	4.19%
VIRGIN AMERICA	5917	4819	81.44%	13	0.22%	2	0.03%	233	3.94%	138	2.33%	351	5.93%	1	0.02%	360	6.08%
TOTAL	450938	390040	86.50%	1310	0.29%	717	0.16%	17250	3.83%	1172	0.26%	19979	4.43%	116	0.03%	20355	4.51%

***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.

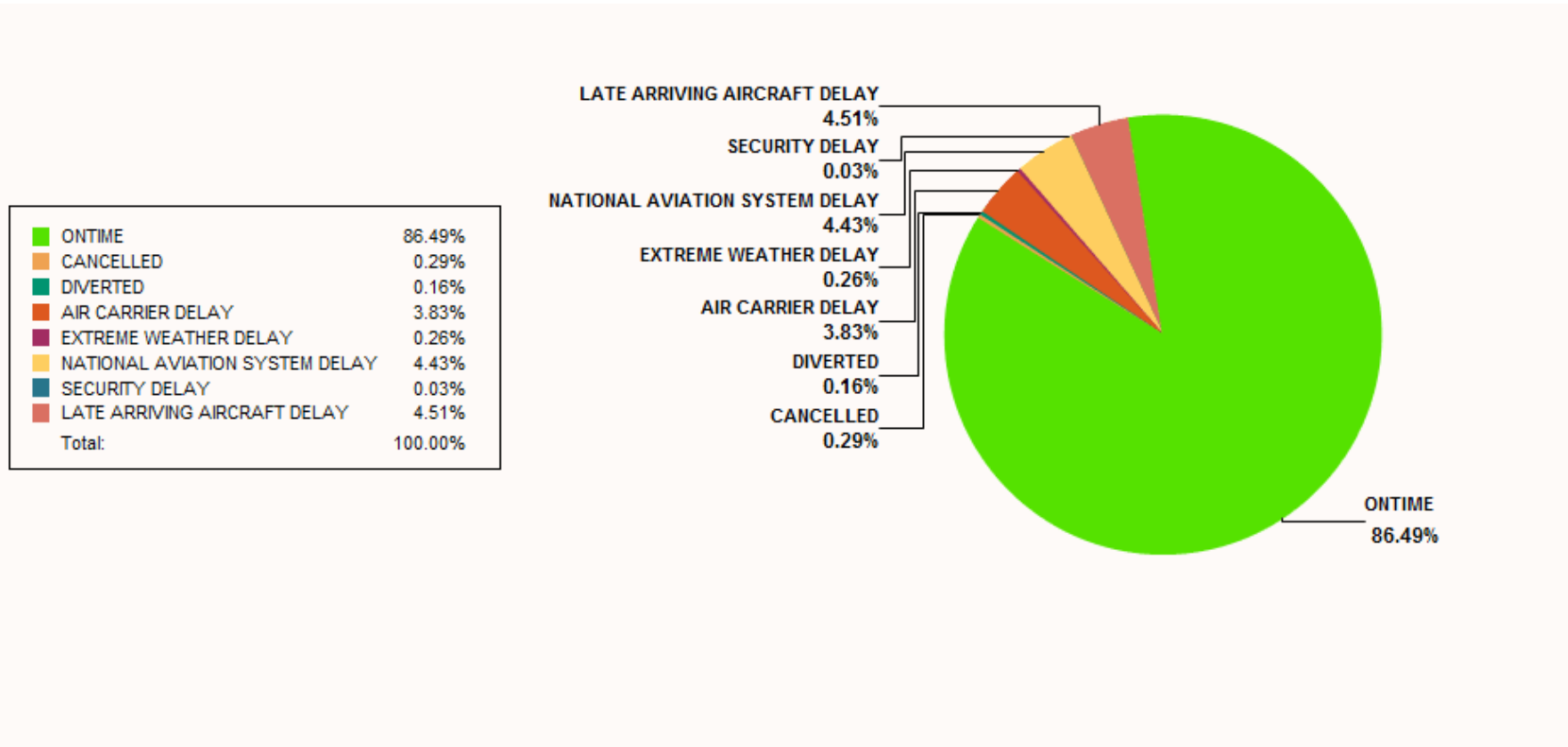
National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.

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.

AIR TRAVEL CONSUMER REPORT
TABLE 10. OVERALL CAUSES OF DELAY*
NOVEMBER 2016



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

NOVEMBER 2016

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
SOUTHWEST	3227	DEN	OKC	11/15/2016	Destination Airport	205
UNITED	775	DEN	LAS	11/17/2016	Origin Airport	189

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

NOVEMBER 2016

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

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

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2016

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
SKYWEST	47286	22	0.05
UNITED	46082	19	0.04
EXPRESSJET	36499	10	0.03
DELTA	74103	4	0.01
SPIRIT	11607	1	0.01
FRONTIER	7707	1	0.01
SOUTHWEST	106924	7	0.01
AMERICAN	71819	6	0.01
JETBLUE	22974	1	0.00
VIRGIN AMERICA	5917	0	0.00
ALASKA	13946	0	0.00
HAWAIIAN	6074	0	0.00
TOTAL	450938	71	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 *

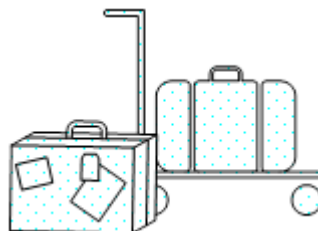
AS	Alaska Airlines
AA**	American Airlines
EV	ExpressJet Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines
VX	Virgin America

* 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.



AIR TRAVEL CONSUMER REPORT

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

RANK	AIRLINE	NOVEMBER 2016			NOVEMBER 2015		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	VIRGIN AMERICA	631	655,855	0.96	525	585,479	0.90
2	ALASKA AIRLINES	2,142	1,876,070	1.14	4,901	1,757,602	2.79
3	DELTA AIR LINES	12,468	10,111,035	1.23	14,658	9,715,562	1.51
4	JETBLUE AIRWAYS	3,512	2,687,459	1.31	3,894	2,472,629	1.57
5	SPIRIT AIRLINES	2,737	1,618,374	1.69	2,914	1,384,611	2.10
6	UNITED AIRLINES	12,665	6,548,526	1.93	14,535	5,966,373	2.44
7	HAWAIIAN AIRLINES	1,835	791,475	2.32	1,971	784,159	2.51
8	AMERICAN AIRLINES	23,105	9,653,208	2.39	32,125	9,872,459	3.25
9	SOUTHWEST AIRLINES	31,000	12,862,236	2.41	33,827	12,078,345	2.80
10	SKYWEST AIRLINES	6,316	2,409,655	2.62	7,076	2,344,320	3.02
11	FRONTIER AIRLINES	3,701	1,196,083	3.09	2,929	1,115,031	2.63
12	EXPRESSJET AIRLINES	5,126	1,620,696	3.16	6,886	1,823,692	3.78
TOTALS		105,239	52,030,672	2.02	126,241	49,900,262	2.53

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*

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.

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

Rank	Airline	JANUARY - SEPTEMBER 2016				JANUARY - SEPTEMBER 2015			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 Passengers	<u>DENIED BOARDINGS (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.

AIR TRAVEL CONSUMER REPORT

TABLE 1

	CONSUMER COMPLAINTS SUMMARY							
	NOVEMBER 2016				NOVEMBER 2015			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	642	47	0	80	987	33	1	123
FOREIGN AIRLINES	324	6	0	36	280	6	0	40
TRAVEL AGENTS	35	0	0	7	22	1	0	8
TOUR OPERATORS	0	0	0	0	2	0	0	0
MISCELLANEOUS	19	6	0	0	14	5	0	8
INDUSTRY TOTALS	1,020	59	0	123	1,305	45	1	179

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	NOVEMBER 2016			NOVEMBER 2015		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	239		1	376	
DELAY			95			161
CANCELLATION			65			113
MISCONNECTION			44			52
RESERVATIONS/TICKETING/BOARDING	2	149		3	164	
CUSTOMER SERVICE	3	144		4	156	
BAGGAGE	4	134		2	178	
REFUNDS	5	102		6	122	
FARES	6	91		5	124	
DISABILITY	7	73		7	96	
OVERSALES	8	34		9	37	
OTHER	9	28		8	38	
FREQUENT FLYER			13			19
DISCRIMINATION	10	14		11	6	
ADVERTISING	11	12		10	8	
COMPLAINT TOTAL		1,020			1,305	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*

NOVEMBER 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
ALASKA AIRLINES	1	0	3	0	2	2	4	1	0	1	0	0	14
ALLEGIAN AIR	8	0	5	0	5	0	4	2	0	0	0	2	26
AMERICAN AIRLINES	54	9	17	15	15	13	30	16	2	4	0	8	183
DELTA AIR LINES	15	3	11	5	2	6	11	7	0	2	0	3	65
DYNAMIC AIRWAYS	3	0	1	0	15	0	0	0	0	0	0	0	19
ENVOY AIR	4	0	0	0	0	0	1	0	0	0	0	0	5
EXPRESSJET AIRLINES	6	0	0	0	0	2	1	0	0	0	0	0	9
FRONTIER AIRLINES	8	1	7	5	3	6	5	1	2	2	0	0	40
HAWAIIAN AIRLINES	0	0	0	1	0	0	2	1	0	0	0	1	5
JETBLUE AIRWAYS	5	1	1	0	0	3	2	0	0	0	0	0	12
MESA AIRLINES	4	1	0	0	0	1	0	0	0	0	0	0	6
PIEDMONT AIRLINES	4	1	0	0	0	1	1	0	0	0	0	0	7
PSA AIRLINES	2	0	0	0	0	0	1	2	0	0	0	0	5
SILVER AIRWAYS	3	0	0	0	0	1	0	0	0	0	0	1	5
SKYWEST AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
SOUTHWEST AIRLINES	7	3	0	2	2	2	8	7	1	1	0	0	33
SPIRIT AIRLINES	21	1	9	5	4	2	4	4	1	2	0	1	54
UNITED AIRLINES	29	3	18	10	7	17	12	14	2	0	0	4	116
VIRGIN AMERICA	1	0	4	1	0	2	1	1	0	0	0	0	10
Other U. S. Airlines	16	2	1	1	0	1	2	0	0	0	0	0	23
TOTAL NOVEMBER 2016	196	25	77	45	55	59	89	56	8	12	0	20	642
% of TOTAL COMPLAINTS	30.5	3.9	12.0	7.0	8.6	9.2	13.9	8.7	1.2	1.9	0	3.1	
TOTAL NOVEMBER 2015	324	33	115	86	77	120	116	77	8	5	0	26	987
% of TOTAL COMPLAINTS	32.8	3.3	11.7	8.7	7.8	12.2	11.8	7.8	0.8	0.5	0	2.6	

* 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.'

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U. S. AIRLINES ALPHABETICAL	COMPS	INCI-	PERCENT	INCI-	PERCENT	INCI-	PERCENT	UN-	PERCENT
	RECD IN NOV	DENTS IN NOV		DENTS IN OCT		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
ALASKA AIRLINES	14	3	21.4	3	21.4	6	42.9	2	14.3
ALLEGIAN AIR	26	16	61.5	4	15.4	4	15.4	2	7.7
AMERICAN AIRLINES	183	80	43.7	31	16.9	53	29.0	19	10.4
DELTA AIR LINES	65	31	47.7	15	23.1	16	24.6	3	4.6
DYNAMIC AIRWAYS	19	8	42.1	2	10.5	8	42.1	1	5.3
EXPRESSJET AIRLINES	9	6	66.7	3	33.3	0	0.0	0	0.0
FRONTIER AIRLINES	40	25	62.5	6	15.0	7	17.5	2	5.0
JETBLUE AIRWAYS	12	8	66.7	2	16.7	1	8.3	1	8.3
MESA AIRLINES	6	3	50.0	2	33.3	1	16.7	0	0.0
PSA AIRLINES	5	3	60.0	1	20.0	0	0.0	1	20.0
SILVER AIRWAYS	5	2	40.0	1	20.0	1	20.0	1	20.0
SKYWEST AIRLINES	5	3	60.0	1	20.0	1	20.0	0	0.0
SOUTHWEST AIRLINES	33	18	54.5	7	21.2	5	15.2	3	9.1
SPIRIT AIRLINES	54	38	70.4	7	13.0	7	13.0	2	3.7
UNITED AIRLINES	116	45	38.8	25	21.6	28	24.1	18	15.5
VIRGIN AMERICA	10	2	20.0	4	40.0	4	40.0	0	0.0
PIEDMONT AIRLINES	7	0	0.0	4	57.1	1	14.3	2	28.6
HAWAIIAN AIRLINES	5	0	0.0	1	20.0	3	60.0	1	20.0
Other U. S. Airlines	23	14	60.9	4	17.4	4	17.4	1	4.3
Totals	642	305	47.5	123	19.2	153	23.8	61	9.5
Previous Year's Totals	987	465	47.1	171	17.3	251	25.4	100	10.1

* 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.'

AIR TRAVEL CONSUMER REPORT

Table 5

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**
NOVEMBER 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>													
AEROFLOT	0	0	1	0	1	2	1	0	0	0	0	0	5
AEROMEXI CO	1	0	5	0	3	5	0	0	0	0	0	0	14
AIR CANADA	9	1	6	2	3	6	16	2	0	1	0	0	46
AIR CHINA	2	1	2	0	0	2	1	0	0	0	0	0	8
AIR FRANCE	0	0	1	1	1	5	1	3	0	0	0	0	12
AIR INDIA	1	0	1	1	0	2	1	0	0	0	0	0	6
ALITALIA AIRLINES	0	1	1	1	1	2	1	1	0	0	0	0	8
AVIANCA	1	0	3	2	1	1	0	1	0	0	0	0	9
BRITISH AIRWAYS	2	0	3	2	6	0	4	1	0	0	0	0	18
CATHAY PACIFIC AIRWAYS	0	0	2	0	0	2	1	1	0	0	0	0	6
CHINA EASTERN AIRLINES	1	0	2	0	0	0	1	0	0	1	0	0	5
EMIRATES AIRLINES	1	0	3	1	1	4	0	0	0	0	0	0	10
ETIHAD AIRWAYS	0	0	2	0	1	3	2	1	0	0	0	1	10
FIJI AIRWAYS	2	0	1	0	0	2	1	0	1	0	0	0	7
JET AIRWAYS	0	0	3	1	0	1	0	0	0	0	0	0	5
KLM	0	0	0	2	0	1	2	0	0	0	0	0	5
LUFTHANSA	2	0	1	2	2	4	0	1	0	0	0	1	13
NORWEGIAN AIR SHUTTLE	0	0	4	2	0	2	0	0	0	0	0	1	9
QATAR AIRWAYS	2	2	2	0	1	0	1	0	0	0	0	0	8
TURKISH AIRLINES	2	0	2	2	5	4	4	1	0	0	0	0	20
WOW AIR	1	0	0	1	2	2	0	1	0	0	0	0	7
OTHER FOREIGN AIRLINES	11	4	10	18	10	23	9	4	0	0	0	4	93
TOTALS	38	9	55	38	38	73	46	17	1	2	0	7	324
<u>TRAVEL AGENTS</u>													
EDREAMS.COM	0	0	5	0	0	0	0	0	0	0	0	0	5
EXPEDIA.COM	0	0	1	3	1	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	0	0	10	4	5	0	3	0	3	0	0	0	25
TOTALS	0	0	16	7	6	0	3	0	3	0	0	0	35
<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	5	0	1	1	3	2	6	0	0	0	0	1	19
TOTALS	5	0	1	1	3	2	6	0	0	0	0	1	19

* 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.

AIR TRAVEL CONSUMER REPORT

TABLE 6

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES*

RANK	AIRLINE	NOVEMBER 2016			NOVEMBER 2015		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SKYWEST AIRLINES	5	2,480,520	0.20	8	2,469,281	0.32
2	SOUTHWEST AIRLINES	33	12,927,822	0.26	40	12,150,164	0.33
3	JETBLUE AIRWAYS	12	3,120,267	0.38	21	2,877,938	0.73
4	EXPRESSJET AIRLINES	9	1,693,845	0.53	10	1,919,652	0.52
5	DELTA AIR LINES	65	11,389,099	0.57	68	11,077,995	0.61
6	HAWAIIAN AIRLINES	5	850,711	0.59	6	831,248	0.72
7	ALASKA AIRLINES	14	1,988,698	0.70	10	1,847,381	0.54
8	UNITED AIRLINES	116	8,177,563	1.42	185	7,666,658	2.41
9	VIRGIN AMERICA	10	683,125	1.46	16	600,550	2.66
10	AMERICAN AIRLINES	183	11,211,367	1.63	314	11,552,799	2.72
11	SPIRIT AIRLINES	54	1,734,055	3.11	160	1,488,016	10.75
12	FRONTIER AIRLINES	40	1,257,131	3.18	36	1,181,177	3.05
	TOTAL	546	57,514,203	0.95	874	55,662,859	1.57

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.

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for November 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/ Ethnicity	National Origin	Color	Religion	Sex	Other
Air Canada					1		
Alaska			1				
American	2				1	1	
China Eastern	1						
Delta			1		1		
Frontier				1		1	
Southwest						1	
Spirit	2						
Total	5		2	1	3	3	

*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.

AIR TRAVEL CONSUMER REPORT

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of November 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 November 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 November.

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
727	.001	69	.0001	72	.0001	487	.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 November.

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.

November 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
SkyWest Airlines	0	1	0
United Airlines	1	1	0
Totals:	2	2	0