



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

**Issued: August 2016**



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

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

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

<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

<sup>4</sup> Data collected by the Aviation Consumer Protection Division

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## **INTRODUCTION**

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

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

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

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

## **FLIGHT DELAYS**

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

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

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

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

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

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

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

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

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

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

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

Except for the flights listed in Tables 5, 11 and 11A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at [http://www.bts.gov/programs/airline\\_information/airline\\_ontime\\_statistics/](http://www.bts.gov/programs/airline_information/airline_ontime_statistics/) Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml> CDs for earlier months can be purchased by sending an email to: [Orders@bts.gov](mailto:Orders@bts.gov) Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp> Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp)

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER*	AT 29 REPORTABLE AIRPORTS B/		AT ALL US AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	77.1	17	91.1
ALASKA AIRLINES S/	25	85.6	68	86.4
SKYWEST AIRLINES S/	23	84.5	191	84.6
DELTA AIRLINES S/	29	83.5	151	83.4
UNITED AIRLINES S/	27	79.2	89	79.2
EXPRESSJET AIRLINES S/	17	77.9	162	78.1
FRONTIER AIRLINES S/	24	75.1	53	75.6
JETBLUE AIRLINES S/	24	73.7	66	74.4
SOUTHWESTAIRLINES S/	24	75.4	87	74.3
SPIRIT AIRLINES S/	20	72.3	34	73.0
VIRGIN AMERICA S/	16	72.4	21	72.6
AMERICAN AIRLINES S/**	28	72.7	89	72.4
<b>TOTAL</b>		<b>77.9</b>		<b>78.0</b>

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

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

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

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## AIR TRAVEL CONSUMER REPORT

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

Carrier	3rd Quarter		4th Quarter		1st Quarter		2nd Quarter		Apr-16		May-16		Jun-16		12 Months Ending Jun 2016	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	85.9	2	86.3	3	87.5	2	88.7	2	89.4	3	90.3	2	86.4	2	87.1	3
AMERICAN**	82.0	4	82.9	6	81.1	7	78.8	9	83.5	8	80.7	9	72.4	12	81.2	8
-AMERICAN	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
-US AIRWAYS	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
DELTA	86.6	1	88.5	2	86.6	3	87.4	3	90.3	2	88.6	3	83.4	4	87.2	2
ENVOY	81.1	8	83.5	4	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET	81.6	5	80.7	8	81.0	8	82.3	6	85.7	6	83.5	6	78.1	6	81.4	6
FRONTIER	78.0	11	78.1	11	83.2	5	80.3	7	85.8	4	80.2	10	75.6	7	79.8	9
HAWAIIAN	84.8	3	92.5	1	91.1	1	92.4	1	94.1	1	92.1	1	91.1	1	90.1	1
JETBLUE	76.7	12	77.8	12	71.6	11	78.0	10	78.9	10	80.7	8	74.4	8	76.0	11
SKYWEST	81.1	7	80.0	9	79.3	9	85.1	4	85.7	5	85.1	4	84.6	3	81.5	5
SOUTHWEST	80.0	9	82.3	7	84.1	4	78.9	8	81.3	9	81.2	7	74.3	9	81.3	7
SPIRIT	69.6	13	73.9	13	65.3	12	74.4	12	73.8	12	76.4	12	73.0	10	70.9	12
UNITED	79.3	10	83.2	5	83.2	6	82.6	5	85.1	7	83.7	5	79.2	5	82.1	4
VIRGIN AMERICA	81.2	6	79.2	10	77.4	10	75.2	11	76.4	11	76.7	11	72.6	11	78.2	10
Total	81.5		82.8		82.1		81.9		84.5		83.4		78.0		82.1	

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.

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

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

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	1011	70.9	2532	74.8	509	69.4	7862	80.8	2450	68.9	966	64.5	11890	72.0	530	67.5
ALASKA	79	94.9	150	92.0	56	87.5	H		120	90.0	174	79.3	142	87.3	49	87.8
JETBLUE	H		3799	76.9	256	80.5	118	81.4	890	75.7	101	67.3	56	83.9	120	78.3
DELTA	21386	85.8	1321	80.6	654	81.2	572	83.9	909	78.3	808	78.8	453	84.1	5019	89.5
EXPRESSJET	5061	78.7	180	81.1	24	66.7	65	70.8	316	71.5	H		2441	75.9	1562	85.6
FRONTIER	420	79.0	H		H		94	75.5	90	83.3	1915	73.0	96	76.0	94	80.9
HAWAIIAN	H		H		H		H		H		H		H		H	
SPIRIT	600	72.5	390	76.2	480	72.7	H		H		420	73.3	797	69.0	724	72.7
SKYWEST	544	84.0	H		H		194	70.6	92	80.4	4621	83.6	364	76.1	1987	91.1
UNITED	592	77.0	1178	77.5	262	72.1	106	83.0	394	69.8	4957	83.8	416	74.0	91	79.1
VIRGIN AMERICA	H		198	79.8	H		H		112	68.8	86	75.6	H		H	
SOUTHWEST	3575	73.7	1117	71.5	6342	77.9	199	66.3	1308	74.5	5698	76.0	H		605	73.2
<b>TOTAL</b>	<b>33268</b>	<b>82.5</b>	<b>10865</b>	<b>76.7</b>	<b>8583</b>	<b>77.3</b>	<b>9210</b>	<b>80.4</b>	<b>6681</b>	<b>73.1</b>	<b>19746</b>	<b>78.9</b>	<b>16655</b>	<b>73.1</b>	<b>10781</b>	<b>85.8</b>

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

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	710	61.0	620	74.4	240	58.8	710	65.6	1699	66.7	1401	71.3	3984	63.7	2317	67.5
ALASKA	60	83.3	30	86.7	30	73.3	52	82.7	30	83.3	370	84.3	770	77.8	H/	
JETBLUE	624	61.7	1730	71.6	172	75.0	H/		3670	72.6	397	77.6	436	80.3	540	59.6
DELTA	481	71.5	944	83.5	226	76.5	296	74.3	2657	76.8	1171	85.2	3323	77.4	2085	72.5
EXPRESSJET	2852	72.5	H/		61	68.9	3926	79.4	H/		H/		H/		1226	61.9
FRONTIER	H/		17	94.1	73	54.8	150	73.3	H/		496	78.4	150	66.7	90	63.3
HAWAIIAN	H/		H/		H/		H/		30	60.0	73	86.3	189	72.0	H/	
SPIRIT	H/		1100	75.3	H/		510	71.8	H/		930	73.9	780	65.9	330	70.0
SKYWEST	16	56.2	H/		44	88.6	1280	77.0	H/		109	80.7	2169	76.6	87	66.7
UNITED	4285	75.9	380	79.5	1996	81.2	4839	78.3	H/		909	83.3	2508	73.0	675	72.1
VIRGIN AMERICA	180	63.3	90	58.9	152	79.6	H/		352	70.2	416	76.7	1186	67.5	108	68.5
SOUTHWEST	499	66.9	1637	75.9	175	69.1	H/		H/		6518	79.6	3577	60.1	959	68.2
TOTAL	9707	72.0	6548	75.7	3169	77.2	11763	77.3	8438	72.6	12790	79.0	19072	69.5	8417	67.9

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	1638	72.0	H/		4648	72.0	736	64.1	5563	72.9	429	68.1	3907	76.7	5262	80.9
ALASKA	74	86.5	H/		H/		78	93.6	186	83.9	1170	91.2	30	86.7	173	92.5
JETBLUE	1740	73.5	H/		H/		H/		251	78.5	178	78.1	187	79.1	60	78.3
DELTA	1509	82.8	231	85.7	825	79.0	5685	84.2	724	86.7	745	81.9	630	79.0	645	87.6
EXPRESSJET	3	66.7	64	73.4	1	0.0	407	76.9	3750	83.9	H/		1	100.0	H/	
FRONTIER	543	75.9	H/		149	83.9	100	75.0	407	76.9	121	71.1	329	76.0	161	71.4
HAWAIIAN	H/		H/		H/		H/		H/		30	83.3	H/		30	90.0
SPIRIT	463	78.6	H/		H/		390	69.5	930	73.8	120	63.3	240	64.6	120	80.8
SKYWEST	H/		56	85.7	17	64.7	2988	87.2	3697	82.6	716	90.2	16	81.2	1583	91.2
UNITED	1007	79.4	H/		219	71.7	346	76.0	6006	82.5	561	79.9	334	75.4	499	81.6
VIRGIN AMERICA	30	80.0	H/		H/		H/		147	74.1	86	69.8	H/		H/	
SOUTHWEST	3610	79.5	7565	81.3	H/		757	65.5	H/		1200	74.5	709	73.5	5157	76.2
<b>TOTAL</b>	<b>10617</b>	<b>77.7</b>	<b>7916</b>	<b>81.4</b>	<b>5859</b>	<b>73.2</b>	<b>11487</b>	<b>81.4</b>	<b>21661</b>	<b>79.9</b>	<b>5356</b>	<b>81.1</b>	<b>6383</b>	<b>76.1</b>	<b>13690</b>	<b>80.7</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN**	858	76.1	1061	68.0	1455	68.5	422	73.7	1034	69.5
ALASKA	504	88.5	5095	84.9	471	81.1	197	91.4	30	90.0
JETBLUE	133	87.2	244	67.2	472	76.7	160	67.5	467	69.4
DELTA	633	84.8	1904	82.5	1270	80.8	3610	87.0	938	80.1
EXPRESSJET	H/		H/		H/		H/		H/	
FRONTIER	87	74.7	91	70.3	198	81.3	134	80.6	90	74.4
HAWAIIAN	30	83.3	60	75.0	60	80.0	H/		H/	
SPIRIT	180	78.9	120	70.8	H/		H/		171	65.5
SKYWEST	585	83.4	1409	84.2	3133	80.1	3853	91.5	H/	
UNITED	727	82.5	895	76.8	4715	79.8	121	80.2	507	76.1
VIRGIN AMERICA	171	73.7	224	75.4	1782	74.9	H/		H/	
SOUTHWEST	2968	75.3	1408	68.9	1375	70.5	810	69.9	2304	76.6
<b>TOTAL</b>	<b>6876</b>	<b>79.0</b>	<b>12511</b>	<b>79.8</b>	<b>14931</b>	<b>77.4</b>	<b>9307</b>	<b>86.3</b>	<b>5541</b>	<b>74.9</b>

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

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

JUNE 2016

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	89.9	75.4	95.2	82.9	100.0	92.3	78.5	92.4	85.0	75.4	82.0	88.0	81.3	97.8	86.1	100.0	80.8	92.7
700 - 759 AM	93.9	87.5	84.5	91.2	85.3	95.1	87.5	92.6	88.2	74.8	85.4	90.3	80.5	94.3	88.6	86.1	92.0	95.2
800 - 859 AM	93.5	87.0	90.5	92.2	86.2	90.6	86.9	92.3	88.6	95.9	100.0	88.3	76.5	94.2	73.9	84.0	93.7	92.5
900 - 959 AM	92.5	90.9	92.1	90.6	78.4	91.3	84.4	92.6	90.9	92.8	92.0	86.5	88.2	89.3	76.5	85.0	92.3	91.1
1000 - 1059 AM	90.2	90.2	89.5	88.4	87.3	91.4	88.5	91.3	90.2	94.2	84.1	84.6	88.3	89.8	76.3	85.0	90.7	92.9
1100 - 1159 AM	92.8	86.8	87.6	90.5	87.7	89.0	83.1	92.2	87.6	86.0	88.9	88.6	82.1	85.3	78.1	84.6	89.8	90.9
1200 - 1259 PM	90.7	87.3	89.1	88.8	82.8	85.7	85.5	91.1	84.3	85.6	75.0	83.8	87.9	85.9	80.7	79.1	86.3	92.6
100 - 159 PM	91.7	83.8	88.6	87.5	87.4	84.3	76.8	89.9	74.3	83.0	91.2	81.1	81.3	82.0	79.1	80.4	82.2	88.7
200 - 259 PM	87.4	80.8	82.5	94.2	81.6	85.1	73.4	90.5	78.8	79.7	82.7	77.0	77.7	80.5	76.1	71.8	85.9	82.6
300 - 359 PM	79.4	81.1	81.0	83.0	78.9	78.7	71.8	89.6	70.2	80.3	86.6	71.7	78.6	78.0	76.4	66.3	84.0	85.3
400 - 459 PM	73.7	75.6	74.6	71.7	71.0	76.3	70.0	87.2	63.7	79.5	74.5	70.0	72.0	75.5	71.5	65.5	75.1	78.8
500 - 559 PM	73.4	75.7	68.7	74.3	64.6	67.9	62.6	80.2	61.7	73.6	72.6	69.2	67.6	72.8	65.6	56.7	71.5	72.5
600 - 659 PM	75.7	69.4	70.4	74.1	63.9	67.3	62.0	81.6	59.8	72.6	69.6	68.2	66.8	75.8	65.9	54.0	70.4	75.8
700 - 759 PM	69.7	68.8	67.4	67.5	63.1	63.4	60.4	81.9	60.1	64.1	75.0	67.8	61.5	70.8	65.3	52.7	65.0	73.9
800 - 859 PM	71.2	65.6	61.0	60.2	61.9	60.6	60.2	79.6	59.0	52.0	72.9	71.4	60.3	68.8	58.7	51.0	63.2	71.0
900 - 959 PM	68.5	70.7	61.6	64.9	62.4	64.5	60.2	78.7	58.5	59.1	72.3	53.5	57.6	66.3	51.1	52.8	61.8	66.9
1000 - 1059 PM	71.5	62.0	63.0	72.1	59.4	61.3	57.4	67.7	59.4	57.4	71.4	70.4	59.0	68.8	46.4	52.4	65.4	64.9
1100 - 559 AM	66.5	65.5	65.2	71.8	65.1	62.4	67.6	63.5	68.7	64.2	70.6	70.2	70.4	64.0	58.8	63.4	68.4	63.4
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>82.5</b>	<b>76.7</b>	<b>77.3</b>	<b>80.4</b>	<b>73.1</b>	<b>78.9</b>	<b>73.1</b>	<b>85.8</b>	<b>72.0</b>	<b>75.7</b>	<b>77.2</b>	<b>77.3</b>	<b>72.6</b>	<b>79.0</b>	<b>69.5</b>	<b>67.9</b>	<b>77.7</b>	<b>81.4</b>

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

JUNE 2016

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	79.6	88.6	85.7	90.9	81.7	90.6	90.5	90.1	91.8	80.0	59.1	86.7
700 - 759 AM	81.8	91.1	86.6	98.3	94.1	93.7	87.6	91.7	93.8	97.9	97.1	90.9
800 - 859 AM	84.9	88.2	90.7	95.0	90.6	84.0	91.9	90.3	89.1	97.0	96.6	89.5
900 - 959 AM	89.2	93.1	88.9	94.2	89.7	90.4	89.8	88.0	83.1	94.4	94.7	88.8
1000 - 1059 AM	89.4	89.6	86.0	89.9	87.2	89.3	86.9	77.7	81.9	91.4	86.2	87.5
1100 - 1159 AM	80.1	90.1	86.8	85.2	86.7	87.1	85.0	75.4	80.0	86.4	94.1	86.4
1200 - 1259 PM	76.0	89.2	83.8	84.2	83.1	88.3	88.6	78.0	77.7	89.7	84.1	85.5
100 - 159 PM	82.3	87.7	86.3	86.5	81.7	81.3	81.4	83.3	81.1	89.7	78.3	84.0
200 - 259 PM	79.4	88.9	84.0	78.6	85.2	77.8	77.0	81.5	80.9	88.5	77.0	82.9
300 - 359 PM	75.6	75.9	81.1	85.8	79.4	82.5	76.7	83.3	77.5	89.0	81.5	78.8
400 - 459 PM	70.8	81.7	79.9	81.1	69.4	80.7	69.5	77.3	78.1	85.5	75.0	75.3
500 - 559 PM	62.6	74.6	70.0	82.5	69.9	78.6	74.0	83.2	77.4	79.5	76.5	70.9
600 - 659 PM	65.7	75.1	70.9	72.9	64.3	72.7	74.6	79.5	72.4	77.3	67.1	71.0
700 - 759 PM	59.8	62.8	67.6	77.5	68.8	70.6	70.2	86.0	73.4	83.3	65.9	69.2
800 - 859 PM	53.0	74.2	71.3	77.4	65.8	69.2	73.1	77.2	70.4	75.2	62.2	66.6
900 - 959 PM	59.3	66.6	68.7	74.5	67.2	75.2	78.6	74.2	66.6	80.7	57.7	65.7
1000 - 1059 PM	58.5	57.0	69.2	71.0	64.2	69.0	68.7	68.5	68.8	70.6	61.2	63.4
1100 - 559 AM	71.4	70.8	75.4	74.3	68.8	68.1	70.7	75.0	69.5	67.7	63.8	67.6
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>73.2</b>	<b>81.4</b>	<b>79.9</b>	<b>81.1</b>	<b>76.1</b>	<b>80.7</b>	<b>79.0</b>	<b>79.8</b>	<b>77.4</b>	<b>86.3</b>	<b>74.9</b>	<b>77.9</b>

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

JUNE 2016

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	87.7	94.5	92.5	93.3	93.8	93.5	90.6	93.9	91.2	95.5	89.0	84.1	92.9	95.4	92.0	93.2	95.2	94.8
700 - 759 AM	92.0	92.0	93.1	92.3	90.8	90.3	83.9	91.6	90.5	90.4	89.1	86.7	92.0	89.9	87.5	91.2	92.8	88.5
800 - 859 AM	92.3	87.1	89.5	90.7	87.1	90.1	88.0	91.2	89.3	88.1	88.3	85.3	90.1	87.9	81.9	88.9	92.2	89.1
900 - 959 AM	90.6	87.3	84.4	90.7	84.4	87.9	81.3	92.7	87.6	91.1	93.1	85.6	85.3	84.2	68.4	83.6	90.1	86.3
1000 - 1059 AM	90.4	88.8	86.8	89.9	82.5	87.2	79.6	90.5	84.6	88.4	83.5	84.0	85.5	84.4	69.1	83.4	88.4	84.6
1100 - 1159 AM	86.0	84.1	82.7	88.5	87.1	86.3	74.9	83.3	83.2	87.1	75.9	83.5	86.2	80.9	69.5	82.0	86.2	83.1
1200 - 1259 PM	84.6	84.9	82.5	82.1	85.4	80.2	77.0	89.5	80.8	81.5	86.4	81.5	78.9	77.2	73.6	81.0	80.7	82.2
100 - 159 PM	84.7	77.0	78.4	82.2	81.3	79.6	66.4	85.6	76.8	77.3	100.0	77.9	83.5	73.9	71.7	76.3	78.5	82.3
200 - 259 PM	81.5	77.2	72.7	83.5	82.6	80.1	66.4	84.2	68.9	71.4	77.8	73.7	75.5	66.6	69.9	72.7	74.1	72.4
300 - 359 PM	71.2	78.8	71.6	75.2	76.4	79.2	58.4	87.2	62.3	73.4	73.6	72.3	74.8	70.2	71.4	71.5	74.1	69.4
400 - 459 PM	69.1	76.5	70.8	70.8	70.3	65.7	64.1	80.4	62.8	67.6	68.3	67.1	71.9	64.9	66.0	60.8	71.4	71.3
500 - 559 PM	67.3	66.8	61.6	67.3	68.0	70.5	59.2	79.3	58.3	66.0	64.7	69.3	67.1	63.6	66.4	56.6	67.3	57.7
600 - 659 PM	64.5	73.8	53.9	64.9	60.7	62.2	55.7	70.2	56.7	67.2	61.2	60.4	65.3	55.4	62.6	55.0	63.9	59.1
700 - 759 PM	71.7	62.2	55.4	61.2	62.5	61.9	51.8	78.4	49.9	57.2	67.3	65.0	62.7	65.0	65.9	53.4	57.0	62.4
800 - 859 PM	62.1	67.9	55.5	62.5	60.6	58.5	55.6	82.3	54.4	62.8	66.3	65.9	57.7	52.3	59.3	53.0	59.2	60.1
900 - 959 PM	72.9	60.4	49.1	54.5	58.0	61.2	58.6	85.9	58.7	48.6	61.5	74.5	57.1	59.1	60.0	49.4	55.0	60.3
1000 - 1059 PM	64.2	J/	56.6	65.1	52.8	64.8	62.5	82.0	48.9	58.7	82.3	61.8	59.6	66.4	54.1	56.7	59.7	59.5
1100 - 559 AM	72.6	91.4	95.0	97.6	93.2	75.5	76.7	92.2	85.8	84.5	88.0	86.2	75.4	81.8	65.5	91.4	93.1	96.2
TOTAL, ALL DEPARTURES, BY AIRPORT	78.2	80.9	73.8	77.2	78.7	77.1	69.7	86.1	73.4	76.1	77.8	76.2	76.8	74.6	70.2	73.7	78.0	74.8

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	90.5	91.0	89.6	96.5	92.0	94.6	94.9	95.4	95.5	96.6	96.4	93.2
700 - 759 AM	88.6	92.4	86.5	89.2	90.9	91.3	91.0	92.6	90.1	95.1	93.5	90.1
800 - 859 AM	88.8	89.7	86.2	92.3	92.8	89.2	86.5	90.4	86.7	91.4	93.6	88.9
900 - 959 AM	84.4	92.8	84.0	91.0	90.2	84.8	85.9	87.4	82.0	92.1	89.1	86.1
1000 - 1059 AM	80.6	90.7	85.1	88.9	91.8	85.9	83.0	84.0	74.9	80.7	83.7	84.7
1100 - 1159 AM	84.4	86.1	76.9	87.4	83.1	85.3	84.2	74.9	77.2	91.0	85.8	83.0
1200 - 1259 PM	74.2	77.9	81.6	85.3	86.6	82.5	80.4	75.1	74.6	86.4	86.8	81.0
100 - 159 PM	70.4	85.0	77.4	82.2	79.1	80.4	83.7	75.4	69.7	86.3	78.2	78.6
200 - 259 PM	68.4	87.9	78.6	77.0	79.1	67.9	76.1	79.4	71.6	82.7	66.8	75.4
300 - 359 PM	71.8	82.9	77.4	75.6	79.1	69.3	75.4	79.3	74.4	85.4	58.8	74.9
400 - 459 PM	65.6	72.5	76.4	81.6	78.2	78.2	70.8	80.6	77.6	83.6	64.2	70.9
500 - 559 PM	62.7	76.9	68.6	74.3	67.3	72.4	68.2	75.5	75.3	78.9	65.7	68.2
600 - 659 PM	60.9	73.1	61.5	79.2	65.0	71.3	72.2	83.4	78.0	70.7	61.6	64.3
700 - 759 PM	63.3	73.9	68.8	62.4	63.7	60.0	70.0	78.9	72.9	71.1	60.5	65.4
800 - 859 PM	64.2	77.2	61.4	77.0	72.1	68.8	71.6	81.1	71.4	77.0	60.2	64.9
900 - 959 PM	63.6	80.9	73.7	70.0	69.3	63.9	73.7	73.6	79.4	82.4	64.0	67.3
1000 - 1059 PM	J/	73.2	71.8	80.9	64.0	68.8	87.2	73.2	75.6	87.2	47.4	66.9
1100 - 559 AM	88.4	91.7	88.7	88.1	92.7	87.0	100.0	85.5	79.6	80.3	94.4	82.1
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>73.2</b>	<b>83.5</b>	<b>77.2</b>	<b>84.3</b>	<b>80.1</b>	<b>79.2</b>	<b>81.3</b>	<b>82.2</b>	<b>78.5</b>	<b>85.7</b>	<b>77.1</b>	<b>77.5</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

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

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

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

AMERICAN	1612	May	MIA-ORD	1755	31	17	54.84	88.47
AMERICAN	1612	Jun	MIA-ORD	1755	30	16	53.33	83.44
EXPRESSJET	5079	May	SDF-LGA	1819	19	10	52.63	176.1
EXPRESSJET	5079	Jun	SDF-LGA	1815	24	13	54.17	103.5

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
SOUTHWEST	3,870	78	2.0
VIRGIN AMERICA	205	3	1.5
FRONTIER	254	2	0.8
AMERICAN**	2,739	20	0.7
SPIRIT	384	2	0.5
EXPRESSJET	1,477	6	0.4
JETBLUE	837	3	0.4
UNITED	1,603	3	0.2
SKYWEST	1,789	1	0.1
DELTA	2,823	1	0.0
ALASKA	541	0	0.0
HAWAIIAN	232	0	0.0
<b>TOTAL</b>	<b>16,754</b>	<b>119</b>	<b>0.7</b>

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

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



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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	90.0	93.3	60	60
ABILENE TX (ABI)	75.0	75.0	4	4
ADAK ISLAND AK (ADK)	66.7	77.8	9	9
AGUADILLA PR (BQN)	66.1	71.0	186	186
AKRON OH (CAK)	79.4	84.2	423	423
ALBANY GA (ABY)	83.7	86.0	86	86
ALBANY NY (ALB)	76.6	82.5	813	813
ALBUQUERQUE NM (ABQ)	70.0	74.6	1,649	1,648
ALEXANDRIA LA (AEX)	77.6	80.9	263	262
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	84.8	84.0	244	244
ALPENA MI (APN)	92.3	94.2	52	52
AMARILLO TX (AMA)	74.7	81.7	249	252
ANCHORAGE AK (ANC)	87.3	92.1	1,967	1,959
APPLETON WI (ATW)	89.6	92.7	259	261
ARCATA/EUREKA CA (ACV)	77.5	83.3	120	120
ARLINGTON VA (DCA)	73.1	78.7	6,681	6,680
ASHEVILLE NC (AVL)	80.1	76.6	336	337
ASPEN CO (ASE)	83.4	90.4	295	291
ATLANTA GA (ATL)	82.5	78.2	33,268	33,279
ATLANTIC CITY NJ (ACY)	75.5	74.2	330	330
AUGUSTA GA (AGS)	81.5	81.9	227	227
AUSTIN TX (AUS)	74.1	78.7	3,910	3,908
BAKERSFIELD CA (BFL)	85.5	93.0	227	227
BALTIMORE MD (BWI)	77.3	73.8	8,583	8,583
BANGOR ME (BGR)	71.6	82.7	81	81
BARROW AK (BRW)	88.2	90.8	76	76
BATON ROUGE LA (BTR)	74.9	78.2	634	633
BEAUMONT/PORT ARTHUR TX (BPT)	71.7	83.3	60	60
BELLINGHAM WA (BLI)	100.0	100.0	10	12
BEMIDJI MN (BJI)	93.3	96.7	60	60
BEND/REDMOND OR (RDM)	80.1	86.3	301	300
BETHEL AK (BET)	92.7	95.1	82	82
BILLINGS MT (BIL)	85.2	92.3	298	298
BINGHAMTON NY (BGM)	87.2	94.2	86	86
BIRMINGHAM AL (BHM)	77.1	77.8	1,040	1,042
BISMARCK/MANDAN ND (BIS)	80.3	83.7	234	233
BLOOMINGTON/NORMAL IL (BMI)	77.1	87.1	140	140
BOISE ID (BOI)	80.7	86.2	1,292	1,290
BOSTON MA (BOS)	76.7	80.9	10,865	10,866
BOZEMAN MT (BZN)	83.2	89.4	369	367
BRAINERD MN (BRD)	82.7	90.4	52	52
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	83.2	82.2	202	202
BROWNSVILLE TX (BRO)	77.1	83.7	258	258

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	74.4	84.9	86	86
BUFFALO NY (BUF)	78.7	85.8	1,524	1,523
BURBANK CA (BUR)	78.3	80.2	1,903	1,903
BURLINGTON VT (BTV)	76.3	78.7	379	381
BUTTE MT (BTM)	98.2	100.0	56	56
CASPER WY (CPR)	92.1	93.5	152	153
CEDAR CITY UT (CDC)	88.5	96.2	52	52
CEDAR RAPIDS/IOWA CITY IA (CID)	89.1	87.6	402	403
CHANTILLY VA (IAD)	77.2	77.8	3,169	3,168
CHARLESTON SC (CHS)	79.1	79.2	1,347	1,348
CHARLESTON/DUNBAR WV (CRW)	76.3	72.9	236	236
CHARLOTTE AMALIE VI (STT)	80.9	83.4	429	429
CHARLOTTE NC (CLT)	80.4	77.2	9,210	9,203
CHARLOTTESVILLE VA (CHO)	73.8	86.1	202	202
CHATTANOOGA TN (CHA)	74.4	80.4	387	387
CHICAGO IL (MDW)	81.4	74.8	7,916	7,917
CHICAGO IL (ORD)	79.9	77.2	21,661	21,692
CHRISTIANSTED VI (STX)	72.4	81.6	98	98
CLEVELAND OH (CLE)	77.7	81.6	3,071	3,068
CODY WY (COD)	93.3	95.0	119	120
COLLEGE STATION/BRYAN TX (CLL)	82.6	84.7	121	124
COLORADO SPRINGS CO (COS)	71.7	78.9	704	702
COLUMBIA SC (CAE)	74.4	79.6	356	357
COLUMBUS GA (CSG)	75.7	78.5	107	107
COLUMBUS MS (GTR)	75.6	88.4	86	86
COLUMBUS OH (CMH)	78.0	83.1	2,063	2,065
CORDOVA AK (CDV)	88.3	88.3	60	60
CORPUS CHRISTI TX (CRP)	72.4	76.1	228	230
COVINGTON KY (CVG)	81.7	84.7	1,504	1,502
DALLAS TX (DAL)	71.2	68.4	5,718	5,718
DALLAS/FORT WORTH TX (DFW)	73.1	69.7	16,655	16,671
DAYTON OH (DAY)	81.1	86.9	602	602
DAYTONA BEACH FL (DAB)	82.1	84.9	179	179
DEADHORSE AK (SCC)	89.5	89.5	76	76
DENVER CO (DEN)	78.9	77.1	19,746	19,708
DES MOINES IA (DSM)	77.4	81.1	614	614
DETROIT MI (DTW)	85.8	86.1	10,781	10,802
DEVILS LAKE ND (DVL)	75.0	77.1	48	48
DILLINGHAM AK (DLG)	88.5	84.6	26	26
DOTHAN AL (DHN)	81.0	81.9	116	116
DULUTH MN (DLH)	76.9	78.7	173	174
DURANGO CO (DRO)	91.2	85.7	181	182
EAGLE CO (EGE)	65.7	92.3	67	65

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EAU CLAIRE WI (EAU)	91.1	94.6	56	56
EL PASO TX (ELP)	70.8	75.9	983	983
ELKO NV (EKO)	98.2	96.4	56	56
ELMIRA/CORNING NY (ELM)	85.6	86.3	146	146
ERIE PA (ERI)	83.9	91.1	56	56
ESCANABA MI (ESC)	81.1	82.7	53	52
EUGENE OR (EUG)	80.5	83.4	313	313
EVANSVILLE IN (EVV)	84.1	88.5	207	208
FAIRBANKS AK (FAI)	84.6	84.2	279	279
FARGO ND (FAR)	83.0	88.6	412	411
FAYETTEVILLE AR (XNA)	81.9	84.7	537	537
FAYETTEVILLE NC (FAY)	88.0	86.6	142	142
FLAGSTAFF AZ (FLG)	92.4	89.4	170	170
FLINT MI (FNT)	84.9	90.0	299	299
FORT LAUDERDALE FL (FLL)	75.7	76.1	6,548	6,551
FORT MYERS FL (RSW)	78.7	79.3	1,624	1,625
FORT SMITH AR (FSM)	72.2	82.2	90	90
FORT WAYNE IN (FWA)	86.0	88.7	371	371
FRESNO CA (FAT)	81.3	83.5	766	765
GAINESVILLE FL (GNV)	76.0	74.4	196	195
GARDEN CITY KS (GCK)	66.1	79.7	59	59
GILLETTE WY (GCC)	89.5	94.2	86	86
GRAND FORKS ND (GFK)	86.7	93.3	150	149
GRAND JUNCTION CO (GJT)	90.4	95.4	280	281
GRAND RAPIDS MI (GRR)	81.8	87.7	836	835
GREAT FALLS MT (GTF)	86.4	93.2	191	190
GREEN BAY WI (GRB)	83.9	89.6	355	355
GREENSBORO/HIGH POINT NC (GSO)	76.6	79.2	539	539
GREER SC (GSP)	76.9	79.1	726	728
GUAM TT (GUM)	93.3	90.0	30	30
GULFPORT/BILOXI MS (GPT)	82.1	85.5	290	290
GUNNISON CO (GUC)	100.0	100.0	2	2
GUSTAVUS AK (GST)	88.5	84.6	26	26
HANCOCK/HOUGHTON MI (CMX)	76.1	78.8	67	66
HARLINGEN/SAN BENITO TX (HRL)	71.2	75.0	264	264
HARRISBURG PA (MDT)	78.1	80.4	178	179
HARTFORD CT (BDL)	76.2	83.7	1,768	1,768
HATTIESBURG/LAUREL MS (PIB)	76.9	90.4	52	52
HAYDEN CO (HDN)	73.3	83.3	30	30
HAYS KS (HYS)	79.2	84.6	53	52
HELENA MT (HLN)	90.3	97.2	145	144
HIBBING MN (HIB)	82.9	84.1	82	82
HILO HI (ITO)	92.6	92.4	511	511

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HOBBS NM (HOB)	67.9	80.4	56	56
HONOLULU HI (HNL)	87.2	91.1	4,158	4,158
HOUSTON TX (HOU)	70.7	66.1	4,658	4,658
HOUSTON TX (IAH)	77.3	76.2	11,763	11,747
HUNTSVILLE AL (HSV)	80.3	84.5	356	355
HYANNIS MA (HYA)	88.0	84.0	25	25
IDAHO FALLS ID (IDA)	89.9	93.8	207	208
INDIANAPOLIS IN (IND)	74.2	78.9	2,462	2,463
INTERNATIONAL FALLS MN (INL)	88.5	88.5	52	52
IRON MOUNTAIN/KINGSFID MI (IMT)	89.3	91.1	56	56
ISLIP NY (ISP)	74.3	82.6	397	397
ITHACA/CORTLAND NY (ITH)	93.0	93.0	86	86
JACKSON WY (JAC)	80.6	85.4	360	356
JACKSON/VICKSBURG MS (JAN)	81.7	84.5	443	444
JACKSONVILLE FL (JAX)	73.5	80.6	1,624	1,622
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	72.6	78.8	113	113
JAMESTOWN ND (JMS)	78.4	79.7	74	74
JOPLIN MO (JLN)	76.7	90.0	60	60
JUNEAU AK (JNU)	89.9	89.9	484	483
KAHULUI HI (OGG)	87.0	88.4	2,027	2,027
KALAMAZOO MI (AZO)	93.3	89.6	134	134
KALISPELL MT (FCA)	86.0	92.4	186	185
KANSAS CITY MO (MCI)	77.9	82.2	3,890	3,894
KETCHIKAN AK (KTN)	85.5	89.7	262	262
KEY WEST FL (EYW)	81.0	82.6	121	121
KILLEEN TX (GRK)	80.5	84.3	159	159
KING SALMON AK (AKN)	88.5	96.2	26	26
KNOXVILLE TN (TYS)	76.6	80.4	650	649
KODIAK AK (ADQ)	96.4	96.4	56	56
KONA HI (KOA)	90.1	89.9	1,105	1,106
KOTZEBUE AK (OTZ)	91.7	93.3	60	60
LA CROSSE WI (LSE)	91.3	95.7	23	23
LAFAYETTE LA (LFT)	78.5	78.2	247	248
LAKE CHARLES LA (LCH)	77.8	80.8	72	73
LANSING MI (LAN)	84.8	90.0	231	230
LARAMIE WY (LAR)	82.7	90.4	52	52
LAREDO TX (LRD)	86.6	82.8	149	151
LAS VEGAS NV (LAS)	79.0	74.6	12,790	12,796
LATROBE PA (LBE)	80.2	82.7	81	81
LAWTON/FORT SILL OK (LAW)	84.3	90.4	83	83
LEWISTON ID (LWS)	96.7	98.3	60	60
LEXINGTON KY (LEX)	79.5	83.0	404	406
LIHUE HI (LIH)	90.3	91.7	1,102	1,104

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LINCOLN NE (LNK)	86.9	90.6	267	267
LITTLE ROCK AR (LIT)	79.1	84.1	703	703
LONG BEACH CA (LGB)	83.2	83.1	968	968
LONGVIEW TX (GGG)	67.9	71.4	56	56
LOS ANGELES CA (LAX)	69.5	70.2	19,072	19,078
LOUISVILLE KY (SDF)	76.6	78.8	952	955
LUBBOCK TX (LBB)	74.9	79.1	362	364
MADISON WI (MSN)	81.9	87.0	670	668
MANCHESTER NH (MHT)	79.1	86.1	632	633
MANHATTAN/FT. RILEY KS (MHK)	100.0	100.0	1	1
MARQUETTE MI (MQT)	91.5	95.0	59	60
MARTHA'S VINEYARD MA (MVY)	85.4	70.8	48	48
MEDFORD OR (MFR)	81.5	84.6	259	260
MELBOURNE FL (MLB)	83.1	81.7	142	142
MEMPHIS TN (MEM)	76.3	80.0	1,296	1,296
MERIDIAN MS (MEI)	82.9	82.9	82	82
MIAMI FL (MIA)	73.2	73.2	5,859	5,857
MIDLAND/ODESSA TX (MAF)	75.3	81.4	469	469
MILWAUKEE WI (MKE)	80.3	84.2	2,932	2,933
MINNEAPOLIS MN (MSP)	81.4	83.5	11,487	11,466
MINOT ND (MOT)	82.1	90.5	168	169
MISSION/MCALLEN/EDINBURG TX (MFE)	70.0	74.4	160	160
MISSOULA MT (MSO)	88.8	90.3	259	259
MOBILE AL (MOB)	78.8	83.6	396	396
MOLINE IL (MLI)	80.2	86.4	288	286
MONROE LA (MLU)	80.1	85.7	286	286
MONTEREY CA (MRY)	83.0	84.5	206	206
MONTGOMERY AL (MGM)	81.0	81.0	200	200
MONTROSE/DELTA CO (MTJ)	84.7	80.0	59	60
MOSINEE WI (CWA)	82.5	89.7	97	97
MUSKEGON MI (MKG)	85.7	80.4	56	56
MYRTLE BEACH SC (MYR)	82.6	79.1	609	609
NANTUCKET MA (ACK)	83.2	77.9	113	113
NASHVILLE TN (BNA)	74.2	74.1	4,633	4,631
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	76.7	83.3	60	60
NEW ORLEANS LA (MSY)	75.1	76.7	3,597	3,602
NEW YORK NY (JFK)	72.6	76.8	8,438	8,437
NEW YORK NY (LGA)	67.9	73.7	8,417	8,418
NEWARK NJ (EWR)	72.0	73.4	9,707	9,705
NEWBURGH/POUGHKEEPSIE NY (SWF)	58.3	75.0	60	60
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	80.7	87.2	109	109
NIAGARA FALLS NY (IAG)	88.5	84.0	26	25
NOME AK (OME)	91.7	95.0	60	60

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
NORFOLK VA (ORF)	75.3	80.2	971	971
NORTH BEND/COOS BAY OR (OTH)	75.0	84.4	32	32
OAKLAND CA (OAK)	74.2	73.4	4,374	4,372
OKLAHOMA CITY OK (OKC)	73.3	82.4	1,260	1,261
OMAHA NE (OMA)	75.7	80.5	1,473	1,476
ONTARIO CA (ONT)	74.8	80.3	1,633	1,630
ORLANDO FL (MCO)	77.7	78.0	10,617	10,615
PADUCAH KY (PAH)	91.1	89.3	56	56
PAGO PAGO TT (PPG)	92.3	100.0	13	13
PALM SPRINGS CA (PSP)	84.8	87.0	597	599
PANAMA CITY FL (ECP)	79.4	83.1	456	455
PASCO/KENNEWICK/RICHLAND WA (PSC)	84.4	92.6	326	326
PELLSTON MI (PLN)	95.4	88.0	108	108
PENSACOLA FL (PNS)	78.7	82.2	572	573
PEORIA IL (PIA)	92.0	89.5	287	287
PETERSBURG AK (PSG)	86.7	90.0	60	60
PHILADELPHIA PA (PHL)	76.1	80.1	6,383	6,389
PHOENIX AZ (PHX)	80.7	79.2	13,690	13,691
PITTSBURGH PA (PIT)	76.8	84.8	2,237	2,234
PLATTSBURGH NY (PBG)	76.9	76.9	26	26
POCATELLO ID (PIH)	96.3	97.6	82	82
PONCE PR (PSE)	73.8	79.7	80	79
PORTLAND ME (PWM)	78.0	80.4	536	536
PORTLAND OR (PDX)	81.1	84.3	5,356	5,361
PROVIDENCE RI (PVD)	79.7	85.2	1,069	1,070
RALEIGH/DURHAM NC (RDU)	75.5	79.4	3,143	3,146
RAPID CITY SD (RAP)	81.2	87.7	303	302
REDDING CA (RDD)	86.7	88.9	90	90
RENO NV (RNO)	76.1	80.0	1,269	1,266
RHINELANDER WI (RHI)	93.0	93.0	86	86
RICHMOND VA (RIC)	74.0	78.2	1,368	1,370
ROANOKE VA (ROA)	85.9	83.8	198	197
ROCHESTER MN (RST)	86.7	88.0	75	75
ROCHESTER NY (ROC)	78.9	83.4	636	634
ROCK SPRINGS WY (RKS)	80.4	89.3	56	56
ROSWELL NM (ROW)	94.1	82.4	34	34
SACRAMENTO CA (SMF)	76.1	76.6	3,610	3,607
SAGINAW/BAY CITY/MIDLAND MI (MBS)	91.9	94.4	234	233
SALT LAKE CITY UT (SLC)	86.3	85.7	9,307	9,310
SAN ANGELO TX (SJT)	75.6	77.8	90	90
SAN ANTONIO TX (SAT)	73.2	78.1	2,680	2,682
SAN DIEGO CA (SAN)	79.0	81.3	6,876	6,870
SAN FRANCISCO CA (SFO)	77.4	78.5	14,931	14,927

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAN JOSE CA (SJC)	77.8	76.2	3,722	3,721
SAN JUAN PR (SJU)	79.7	84.1	2,404	2,399
SAN LUIS OBISPO CA (SBP)	82.7	88.1	278	278
SANTA ANA CA (SNA)	82.8	83.6	3,606	3,606
SANTA BARBARA CA (SBA)	77.9	82.7	497	497
SANTA FE NM (SAF)	68.1	76.7	116	116
SANTA MARIA CA (SMX)	86.7	91.7	60	60
SARASOTA/BRADENTON FL (SRQ)	80.9	81.3	209	209
SAULT STE. MARIE MI (CIU)	96.4	96.4	56	56
SAVANNAH GA (SAV)	80.5	78.2	615	611
SCRANTON/WILKES-BARRE PA (AVP)	80.9	92.7	110	110
SEATTLE WA (SEA)	79.8	82.2	12,511	12,512
SHREVEPORT LA (SHV)	76.8	80.6	531	532
SIoux FALLS SD (FSD)	82.7	89.0	364	365
SITKA AK (SIT)	87.2	93.0	172	172
SOUTH BEND IN (SBN)	82.6	89.2	453	453
SPOKANE WA (GEG)	82.1	86.8	903	902
SPRINGFIELD IL (SPI)	80.7	84.7	150	150
SPRINGFIELD MO (SGF)	82.2	85.2	303	304
ST. AUGUSTINE FL (UST)	93.1	89.7	29	29
ST. GEORGE UT (SGU)	84.0	92.0	162	162
ST. LOUIS MO (STL)	76.6	74.3	4,721	4,721
STATE COLLEGE PA (SCE)	86.7	85.0	60	60
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	82.4	93.0	102	100
SYRACUSE NY (SYR)	75.6	85.1	434	435
TALLAHASSEE FL (TLH)	74.8	82.5	258	257
TAMPA FL (TPA)	74.9	77.1	5,541	5,543
TEXARKANA AR (TXK)	55.0	66.3	80	80
TRAVERSE CITY MI (TVC)	84.0	86.8	244	243
TRENTON NJ (TTN)	69.6	80.1	181	181
TUCSON AZ (TUS)	76.4	82.2	1,279	1,278
TULSA OK (TUL)	71.7	81.0	1,083	1,087
TWIN FALLS ID (TWF)	88.4	97.7	86	86
VALDOSTA GA (VLD)	83.7	81.4	86	86
VALPARAISO FL (VPS)	82.6	82.3	385	385
WACO TX (ACT)	73.2	77.5	71	71
WEST PALM BEACH/PALM BEACH FL (PBI)	77.8	76.2	1,655	1,656

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WEST YELLOWSTONE MT (WYS)	90.2	86.3	51	51
WHITE PLAINS NY (HPN)	70.5	76.5	634	633
WICHITA FALLS TX (SPS)	77.8	81.1	90	90
WICHITA KS (ICT)	82.7	85.4	612	610
WILLISTON ND (ISN)	82.9	90.4	146	146
WILMINGTON NC (ILM)	76.9	86.8	221	220
WORCESTER MA (ORH)	65.0	65.0	60	60
WRANGELL AK (WRG)	85.0	91.7	60	60
YAKUTAT AK (YAK)	83.3	93.3	60	60
YUMA AZ (YUM)	95.8	96.4	167	167

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
EXPRESSJET	17	21,919	621	2.8	162	42,975	1,254	2.9
SPIRIT	20	9,796	225	2.3	34	11,605	270	2.3
SOUTHWEST	24	60,079	873	1.5	87	112,286	1,510	1.3
VIRGIN AMERICA	16	5,320	69	1.3	21	5,919	71	1.2
AMERICAN**	28	66,454	637	1.0	89	79,648	831	1.0
JETBLUE	24	16,802	132	0.8	66	23,845	201	0.8
SKYWEST	23	29,570	216	0.7	191	52,850	422	0.8
UNITED	27	39,520	305	0.8	89	46,424	357	0.8
ALASKA	25	10,121	13	0.1	68	15,730	35	0.2
HAWAIIAN	8	502	1	0.2	17	6,731	11	0.2
FRONTIER	24	6,098	5	0.1	53	8,107	7	0.1
DELTA	29	61,661	7	0.0	151	81,517	13	0.0
Total		327,842	3,104	0.9	Total	487,637	4,982	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.

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
SPIRIT	408	65	15.9
EXPRESSJET	3464	535	15.4
VIRGIN AMERICA	224	19	8.4
AMERICAN**	4044	178	4.4
SKYWEST	3921	171	4.3
JETBLUE	909	39	4.2
SOUTHWEST	14259	543	3.8
UNITED	2656	88	3.3
FRONTIER	452	4	0.8
ALASKA	668	6	0.8
HAWAIIAN	261	2	0.7
DELTA	5060	7	0.1
<b>TOTAL</b>	<b>36,326</b>	<b>1,657</b>	<b>4.6</b>

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

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

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

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

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
AMERICAN**	79648	57675	72.41%	831	1.04%	278	0.35%	6277	7.88%	786	0.99%	6492	8.15%	41	0.05%	7267	9.12%
ALASKA	15730	13593	86.41%	35	0.22%	44	0.28%	458	2.91%	35	0.22%	966	6.14%	13	0.08%	586	3.73%
JETBLUE	23845	17731	74.36%	201	0.84%	48	0.20%	1818	7.62%	111	0.47%	1863	7.81%	23	0.10%	2050	8.60%
DELTA	81517	68006	83.43%	13	0.02%	239	0.29%	4104	5.03%	673	0.83%	4206	5.16%	6	0.01%	4270	5.24%
EXPRESSJET	42975	33550	78.07%	1254	2.92%	190	0.44%	2504	5.83%	113	0.26%	2351	5.47%	0	0.00%	3013	7.01%
FRONTIER	8107	6128	75.59%	7	0.09%	20	0.25%	456	5.62%	24	0.30%	907	11.19%	0	0.00%	565	6.97%
HAWAIIAN	6731	6133	91.12%	11	0.16%	6	0.09%	343	5.10%	6	0.08%	22	0.33%	2	0.02%	208	3.10%
SPIRIT	11605	8470	72.99%	270	2.33%	21	0.18%	715	6.16%	55	0.48%	1276	11.00%	13	0.12%	784	6.76%
SKYWEST	52850	44727	84.63%	422	0.80%	173	0.33%	2073	3.92%	257	0.49%	2183	4.13%	10	0.02%	3005	5.69%
UNITED	46424	36772	79.21%	357	0.77%	242	0.52%	2866	6.17%	381	0.82%	2855	6.15%	0	0.00%	2952	6.36%
VIRGIN AMERICA	5919	4295	72.56%	71	1.20%	15	0.25%	388	6.56%	107	1.81%	444	7.50%	12	0.20%	587	9.92%
SOUTHWEST	112286	83475	74.34%	1510	1.34%	463	0.41%	7724	6.88%	788	0.70%	4958	4.42%	63	0.06%	13305	11.85%
TOTAL	487637	380555	78.04%	4982	1.02%	1739	0.36%	29726	6.10%	3337	0.68%	28523	5.85%	182	0.04%	38594	7.91%

**\*Causes of Delay:**

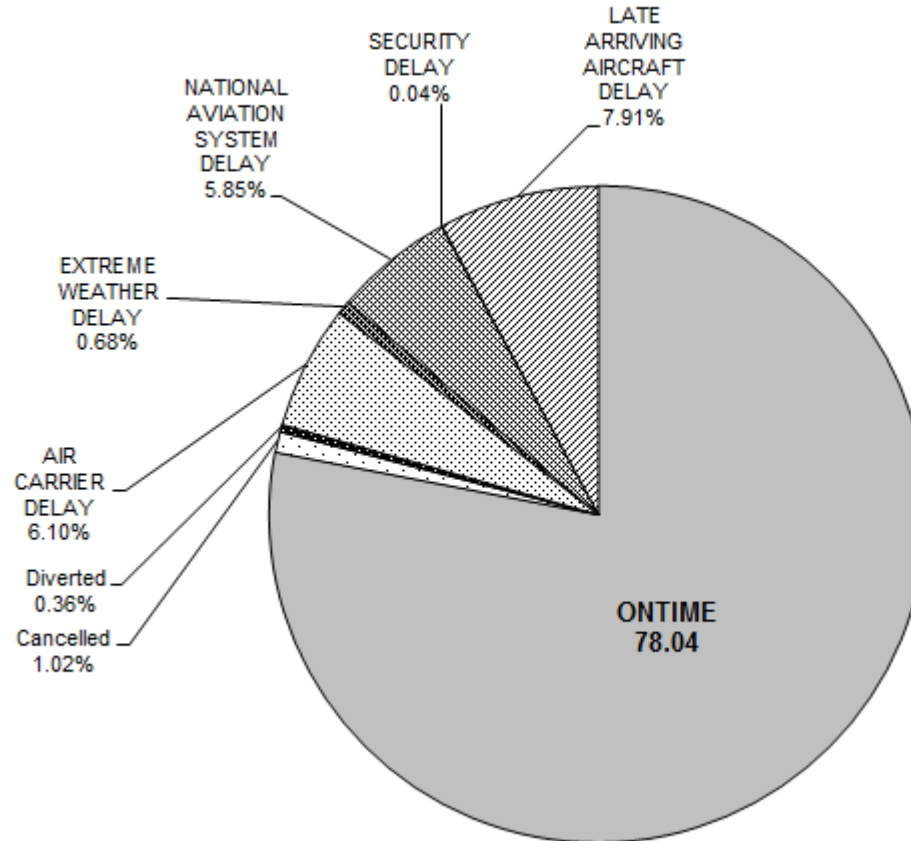
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

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

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

JUNE 2016

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



**Causes of Delay:**

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

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

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



JUNE 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
SPIRIT	719	DFW	DEN	28-Jun-16	Diversion Airport (COS)	278
SKYWEST	5931	FAT	DEN	28-Jun-16	Diversion Airport (COS)	243
MESA	6080	RDU	IAH	2-Jun-16	Diversion Airport (SAT)	225
UNITED	536	BIL	DEN	13-Jun-16	Diversion Airport (BFF)	208
GOJET	4884	MCI	DEN	28-Jun-16	Diversion Airport (COS)	196

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.

JUNE 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
MESA	5781	SLP	DFW	12-Jun-16	Diversion Airport (AUS)	318
EXPRESSJET	4443	CME	IAH	12-Jun-16	Diversion Airport (LCH)	276
BRITISH AIRWAYS	212	BOS	LHR	29-Jun-16	Origin Airport	275
EXPRESSJET	4493	VER	IAH	28-Jun-16	Diversion Airport (AUS)	254

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.

JUNE 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 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
AMERICAN **	79648	109	0.14
UNITED	46424	62	0.13
FRONTIER	8107	10	0.12
VIRGIN AMERICA	5919	6	0.10
DELTA	81517	61	0.07
EXPRESSJET	42975	32	0.07
JETBLUE	23845	14	0.06
SPIRIT	11605	6	0.05
SKYWEST	52850	22	0.04
SOUTHWEST	112286	40	0.04
ALASKA	15730	5	0.03
HAWAIIAN	6731	0	0.00
<b>TOTAL</b>	<b>487,637</b>	<b>367</b>	<b>0.08</b>

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

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

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

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

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

## APPENDIX

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

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

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

### Air Carriers Required to Report

#### Data to DOT and to CRS Vendors \*

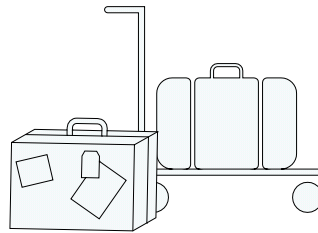
AS	Alaska Airlines
AA**	American Airlines
EV	ExpressJet Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines
VX	Virgin America

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

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

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	JUNE 2016			JUNE 2015		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	704	685,853	1.03	519	591,571	0.88
2	ALASKA AIRLINES	3,312	2,109,649	1.57	7,512	1,978,614	3.80
3	JETBLUE AIRWAYS	4,782	2,783,724	1.72	4,768	2,545,715	1.87
4	DELTA AIR LINES	20,341	11,123,374	1.83	24,649	10,728,816	2.30
5	SPIRIT AIRLINES	3,715	1,705,656	2.18	4,442	1,338,612	3.32
6	FRONTIER AIRLINES	2,988	1,256,407	2.38	3,829	1,029,996	3.72
7	UNITED AIRLINES	17,870	6,864,320	2.60	24,615	6,498,355	3.79
8	HAWAIIAN AIRLINES	2,443	910,675	2.68	2,392	893,093	2.68
9	SOUTHWEST AIRLINES	43,422	13,548,385	3.20	46,245	12,908,725	3.58
10	SKYWEST AIRLINES	8,709	2,705,726	3.22	11,499	2,583,789	4.45
11	AMERICAN AIRLINES**	42,399	11,068,691	3.83	28,677	6,210,683	4.62
12	EXPRESSJET AIRLINES	8,994	1,895,893	4.74	12,644	2,185,390	5.79
<b>TOTALS</b>		159,679	56,658,353	2.82	171,791	49,493,359	3.47

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

Office of Aviation Enforcement and Proceedings  
U.S. Department of Transportation

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

RANK	AIRLINE	JANUARY - JUNE 2016			JANUARY - JUNE 2015		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	3,426	3,705,116	0.92	2,661	3,290,930	0.81
2	JETBLUE AIRWAYS	26,478	15,899,945	1.67	26,645	14,510,316	1.84
3	DELTA AIR LINES	104,751	59,841,655	1.75	127,815	56,504,145	2.26
4	ALASKA AIRLINES	20,384	11,387,555	1.79	33,340	10,585,114	3.15
5	SPIRIT AIRLINES	21,514	9,610,092	2.24	20,076	7,626,434	2.63
6	UNITED AIRLINES	90,816	36,067,845	2.52	123,316	34,371,126	3.59
7	HAWAIIAN AIRLINES	13,128	5,046,440	2.60	12,429	4,828,196	2.57
8	FRONTIER AIRLINES	17,811	6,597,658	2.70	18,041	5,473,435	3.30
9	SOUTHWEST AIRLINES	216,359	73,757,428	2.93	236,724	69,892,005	3.39
10	SKYWEST AIRLINES	46,319	14,550,702	3.18	61,271	14,092,136	4.35
11	AMERICAN AIRLINES**	211,434	60,883,201	3.47	156,292	34,343,869	4.55
12	EXPRESSJET AIRLINES	44,691	10,724,541	4.17	71,096	12,584,418	5.65
<b>TOTALS</b>		<b>817,111</b>	<b>308,072,178</b>	<b>2.65</b>	<b>889,706</b>	<b>268,102,124</b>	<b>3.32</b>

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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



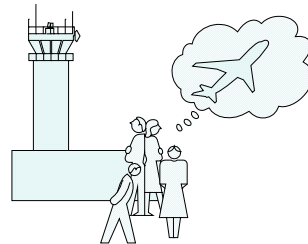
## OVERSALES

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

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

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

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



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

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

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

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

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

\*\*\*On May 9, 2017, Spirit Airlines revised its denied boarding reports and enplanements for 2015 and 2016. This table reflects the revisions for the 2<sup>nd</sup> quarter of 2016 and 2015.

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

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

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

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

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

\*\*\*On May 9, 2017, Spirit Airlines revised its denied boarding reports and enplanements for 2015 and 2016. This table reflects the revisions for the 1<sup>st</sup> and 2<sup>nd</sup> quarters of 2016 and 2015.

## **CONSUMER COMPLAINTS**

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints (which are handled by the Federal Aviation Administration) or security complaints (which are handled by the Transportation Security Administration). An explanation of each section of the report appears below:

**Summary** - Table 1 gives the total number of complaints, and also breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

**Complaint Categories** - Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

**U.S. Airlines** - Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

**Incident Date** - Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods (Incident Date data is not included in YTD section).

**Companies Other Than U.S. Airlines** - Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc.

**Airline Rankings** - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

TABLE 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JUNE 2016				JUNE 2015			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,078	46	0	142	1,567	38	1	147
FOREIGN AIRLINES	371	2	0	49	409	2	1	59
TRAVEL AGENTS	28	0	0	10	56	3	0	74
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	15	9	0	16	16	8	0	8
<b>INDUSTRY TOTALS</b>	<b>1,492</b>	<b>57</b>	<b>0</b>	<b>217</b>	<b>2,048</b>	<b>51</b>	<b>2</b>	<b>288</b>

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JUNE 2016			JUNE 2015		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	591		1	722	
- DELAY			271			255
- CANCELLATION			178			318
- MISCONNECTION			84			97
BAGGAGE	2	194		2	283	
RES/TKTG/BOARDING	3	164		3	249	
CUSTOMER SERVICE	4	154		4	234	
FARES	5	111		5	220	
REFUNDS	6	93		6	149	
DISABILITY	7	83		7	68	
OVERSALES	8	50		9	39	
OTHER	9	37		8	49	
- FREQUENT FLYER			26			33
ADVERTISING	10	9		10	30	
DISCRIMINATION	11	6		11	5	
<b>COMPLAINT TOTAL</b>		<b>1,492</b>			<b>2,048</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY COMPLAINT CATEGORY\*

JUNE 2016

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	3	0	1	2	1	1	2	1	0	0	0	0	11
ALLEGiant AIR	50	0	7	4	5	3	6	0	1	0	0	0	76
AMERICAN AIRLINES	131	7	27	18	14	36	34	27	1	1	0	7	303
DELTA AIR LINES	35	2	4	5	0	5	14	7	1	0	0	2	75
DYNAMIC AIRWAYS	1	0	0	1	5	0	1	0	0	0	0	0	8
ENVOY AIR	10	2	1	0	0	0	1	0	0	0	0	0	14
EXPRESSJET AIRLINES	14	0	0	0	0	0	0	0	0	0	0	0	14
FRONTIER AIRLINES	12	0	0	3	1	4	5	4	0	0	0	2	31
HAWAIIAN AIRLINES	1	0	0	1	1	2	1	2	0	0	0	2	10
JETBLUE AIRWAYS	10	2	3	0	0	4	5	3	0	0	0	8	35
MESA AIRLINES	17	0	0	0	0	0	0	0	0	0	0	1	18
NATIONAL AIRLINES	1	0	1	0	3	0	0	0	0	0	0	0	5
PIEDMONT AIRLINES	5	1	0	1	0	0	0	0	0	0	0	0	7
PSA AIRLINES	6	0	0	0	0	0	0	0	0	0	0	0	6
REPUBLIC AIRLINES	12	0	0	0	0	0	1	0	0	0	0	0	13
SEABORNE AIRLINES	1	0	0	0	1	4	0	0	0	0	0	0	6
SILVER AIRWAYS	2	0	3	0	1	0	0	0	0	0	0	0	6
SKYWEST AIRLINES	14	0	0	0	0	0	3	0	0	0	0	0	17
SOUTHWEST AIRLINES	34	0	5	4	1	8	4	4	0	1	0	2	63
SPIRIT AIRLINES	50	7	10	13	5	12	4	4	2	1	0	2	110
TRANS STATES AIRLINES	5	0	0	0	0	0	1	0	0	0	0	0	6
UNITED AIRLINES	69	11	21	19	12	24	26	15	1	2	0	5	205
VIRGIN AMERICA	6	2	0	3	3	3	0	0	0	0	0	0	17
OTHER U. S. AIRLINES	14	0	2	0	0	2	1	3	0	0	0	0	22
<b>TOTAL JUNE 2016</b>	<b>503</b>	<b>34</b>	<b>85</b>	<b>74</b>	<b>53</b>	<b>108</b>	<b>109</b>	<b>70</b>	<b>6</b>	<b>5</b>	<b>0</b>	<b>31</b>	<b>1,078</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>46.7</b>	<b>3.2</b>	<b>7.9</b>	<b>6.9</b>	<b>4.9</b>	<b>10.0</b>	<b>10.1</b>	<b>6.5</b>	<b>0.6</b>	<b>0.5</b>	<b>0</b>	<b>2.9</b>	
<b>TOTAL JUNE 2015</b>	<b>653</b>	<b>30</b>	<b>186</b>	<b>92</b>	<b>111</b>	<b>196</b>	<b>174</b>	<b>53</b>	<b>26</b>	<b>5</b>	<b>0</b>	<b>41</b>	<b>1,567</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>41.7</b>	<b>1.9</b>	<b>11.9</b>	<b>5.9</b>	<b>7.1</b>	<b>12.5</b>	<b>11.1</b>	<b>3.4</b>	<b>1.7</b>	<b>0.3</b>	<b>0</b>	<b>2.6</b>	

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

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

Table 4

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

JUNE 2016

U. S. AIRLINES*	COMPS RECD IN JUNE	INCI- DENTS IN JUNE	PERCENT	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	11	6	54.5	1	9.1	4	36.4	0	0.0
ALLEGiant AIR	76	56	73.7	8	10.5	8	10.5	4	5.3
AMERICAN AIRLINES	303	170	56.1	57	18.8	56	18.5	20	6.6
DELTA AIR LINES	75	43	57.3	17	22.7	11	14.7	4	5.3
ENVOY AIR	14	11	78.6	1	7.1	2	14.3	0	0.0
EXPRESSJET AIRLINES	14	12	85.7	2	14.3	0	0.0	0	0.0
FRONTIER AIRLINES	31	11	35.5	11	35.5	6	19.4	3	9.7
HAWAIIAN AIRLINES	10	3	30.0	1	10.0	2	20.0	4	40.0
JETBLUE AIRWAYS	35	20	57.1	5	14.3	3	8.6	7	20.0
MESA AIRLINES	18	16	88.9	1	5.6	1	5.6	0	0.0
NATIONAL AIRLINES	5	3	60.0	1	20.0	1	20.0	0	0.0
PIEDMONT AIRLINES	7	6	85.7	1	14.3	0	0.0	0	0.0
PSA AIRLINES	6	4	66.7	2	33.3	0	0.0	0	0.0
REPUBLIC AIRLINES	13	12	92.3	0	0.0	0	0.0	1	7.7
SEABORNE AIRLINES	6	3	50.0	0	0.0	2	33.3	1	16.7
SILVER AIRWAYS	6	5	83.3	0	0.0	0	0.0	1	16.7
SKYWEST AIRLINES	17	12	70.6	4	23.5	0	0.0	1	5.9
SOUTHWEST AIRLINES	63	42	66.7	7	11.1	10	15.9	4	6.3
SPIRIT AIRLINES	110	68	61.8	18	16.4	20	18.2	4	3.6
TRANS STATES AIRLINES	6	4	66.7	0	0.0	0	0.0	2	33.3
UNITED AIRLINES	205	109	53.2	34	16.6	39	19.0	23	11.2
VIRGIN AMERICA	17	12	70.6	3	17.6	0	0.0	2	11.8
DYNAMIC AIRWAYS	8	0	0.0	3	37.5	5	62.5	0	0.0
OTHER U. S. AIRLINES	22	13	59.1	4	18.2	3	13.6	2	9.1
<b>TOTALS</b>	<b>1,078</b>	<b>641</b>	<b>59.5</b>	<b>181</b>	<b>16.8</b>	<b>173</b>	<b>16.0</b>	<b>83</b>	<b>7.7</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>1,567</b>	<b>876</b>	<b>55.9</b>	<b>280</b>	<b>17.9</b>	<b>262</b>	<b>16.7</b>	<b>149</b>	<b>9.5</b>

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



Table 5

Office of Aviation Enforcement and Proceedings  
U.S. Department of TransportationAIR TRAVEL CONSUMER REPORT  
COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\*/JUNE 2016

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXICO	9	1	10	2	2	2	3	0	0	0	0	2	31
AIR BERLIN	3	0	1	1	2	7	0	0	0	0	0	0	14
AIR CANADA	18	3	8	0	0	7	12	3	0	1	0	0	52
AIR CHINA	0	1	0	0	2	2	0	0	0	0	0	0	5
AIR FRANCE	9	0	4	1	2	8	2	0	0	0	0	0	26
ALITALIA AIRLINES	0	0	1	0	2	2	0	0	0	0	0	0	5
AVIANCA	2	1	0	2	0	1	0	0	0	0	0	0	6
BRITISH AIRWAYS	5	0	6	1	1	5	2	0	0	0	0	0	20
EMIRATES AIRLINES	0	0	2	3	2	2	1	1	0	0	0	0	11
ETIHAD AIRWAYS	1	0	2	3	1	4	0	0	0	0	0	0	11
IBERIA AIRLINES	2	0	2	0	1	2	1	0	0	0	0	0	8
KLM	0	0	2	1	0	2	2	0	0	0	0	0	7
LUFTHANSA	1	1	2	2	1	2	2	0	0	0	0	0	11
NORWEGIAN AIR SHUTTLE	7	0	0	2	0	5	1	0	0	0	0	0	15
QATAR AIRWAYS	1	2	3	1	0	1	1	0	0	0	0	0	9
ROYAL AIR MAROC	2	1	2	0	0	0	0	0	0	0	0	0	5
SAS	3	0	0	1	0	2	1	0	0	0	0	0	7
SWISS AIR	0	0	1	0	2	1	2	0	0	0	0	0	6
TURKISH AIRLINES	0	0	4	1	0	2	1	3	0	0	0	1	12
VOLARIS AIRLINES	2	1	1	1	2	1	0	0	0	0	0	0	8
WOW AIR	8	1	1	0	1	5	1	0	0	0	0	0	17
XL AIRWAYS	1	0	3	0	0	1	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	13	4	15	5	9	20	6	5	1	0	0	2	80
<b>TOTALS</b>	<b>87</b>	<b>16</b>	<b>70</b>	<b>27</b>	<b>30</b>	<b>84</b>	<b>38</b>	<b>12</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>371</b>
<b><u>TRAVEL AGENTS</u></b>													
CHEAPOAIR.COM	0	0	2	2	1	0	0	0	0	0	0	0	5
EXPEDIA.COM	0	0	0	2	3	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	0	0	7	4	4	0	1	0	2	0	0	0	18
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>28</b>
<b><u>TOUR OPERATORS</u></b>													
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
TSA	0	0	0	0	0	2	5	0	0	0	0	0	7
OTHER MISCELLANEOUS	1	0	0	2	2	0	1	1	0	0	0	1	8
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>15</b>

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

TABLE 6

CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	JUNE 2016			JUNE 2015		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	63	13,630,649	0.46	89	12,916,078	0.69
2	ALASKA AIRLINES	11	2,181,217	0.50	8	2,020,209	0.40
3	DELTA AIR LINES	75	13,175,887	0.57	95	12,728,536	0.75
4	SKYWEST AIRLINES	17	2,849,066	0.60	17	2,651,689	0.64
5	EXPRESSJET AIRLINES	14	1,980,764	0.71	14	2,309,444	0.61
6	HAWAIIAN AIRLINES	10	949,045	1.05	15	932,896	1.61
7	JETBLUE AIRWAYS	35	3,283,888	1.07	23	2,977,877	0.77
8	UNITED AIRLINES	205	9,120,185	2.25	298	8,701,863	3.42
9	AMERICAN AIRLINES**	303	13,179,493	2.30	283	7,906,750	3.58
10	VIRGIN AMERICA	17	718,592	2.37	7	610,961	1.15
11	FRONTIER AIRLINES	31	1,298,252	2.39	75	1,150,313	6.52
12	SPIRIT AIRLINES	110	1,865,002	5.90	284	1,482,034	19.16
	<b>TOTAL</b>	891	64,232,040	1.39	1,208	56,388,650	2.14

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

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

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

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JANUARY - JUNE 2016				JANUARY - JUNE 2015			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	6,186	243	8	696	7,264	15,434	13	718
FOREIGN AIRLINES	1,954	21	3	218	2,003	26	5	249
TRAVEL AGENTS	163	11	0	54	219	8	0	123
TOUR OPERATORS	0	0	0	0	2	1	0	0
MISCELLANEOUS	73	46	0	105	54	57	0	68
<b>INDUSTRY TOTALS</b>	<b>8,376</b>	<b>321</b>	<b>11</b>	<b>1,073</b>	<b>9,542</b>	<b>15,526*</b>	<b>18</b>	<b>1,158</b>

\* Of the 15,227 opinions received by the Department in February 2015, 15,190 were from consumers who purchased tickets on United Airlines' Denmark website at mistaken fare levels. For additional information see:  
[http://www.dot.gov/sites/dot.gov/files/docs/Mistaken\\_Fare\\_AEP\\_Statement\\_on\\_United\\_Airlines.pdf](http://www.dot.gov/sites/dot.gov/files/docs/Mistaken_Fare_AEP_Statement_on_United_Airlines.pdf)

Table 2 (YTD)

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - JUNE 2016			JANUARY - JUNE 2015		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	2,667		1	3,107	
- DELAY			1,039			1,110
- CANCELLATION			997			1,270
- MISCONNECTION			350			404
BAGGAGE	2	1,257		2	1,417	
RES/TKTG/BOARDING	3	1,068		3	1,281	
CUSTOMER SERVICE	4	965		4	1,122	
REFUNDS	5	705		5	752	
FARES	6	668		6	870	
DISABILITY	7	426		7	364	
OVERSALES	8	327		8	290	
OTHER	9	201		9	219	
- FREQUENT FLYER			126			130
ADVERTISING	10	53		10	91	
DISCRIMINATION	11	38		11	28	
ANIMALS	12	1		12	1	
<b>COMPLAINT TOTAL</b>		<b>8,376</b>			<b>9,542</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3 (YTD)

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY COMPLAINT CATEGORY\*

JANUARY - JUNE 2016

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVI CE	DIS- ABI LI TY	ADVER- TI SING	DISCRIM- I NATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	20	0	0	0	0	0	1	1	0	0	0	0	22
ALASKA AIRLINES	11	0	11	6	2	7	13	3	0	0	0	3	56
ALLEGIAN AIR	111	4	27	14	26	16	25	4	3	2	0	3	235
AMERICAN AIRLINES	597	99	202	164	187	317	219	113	11	10	0	41	1,960
COMPASS AIRLINES	9	0	1	0	0	1	2	1	0	0	0	0	14
DELTA AIR LINES	137	22	54	32	9	46	70	34	7	3	1	10	425
DYNAMIC AIRWAYS	13	1	4	1	8	2	2	2	0	0	0	1	34
ENDEAVOR AIR	21	0	0	0	0	1	2	0	0	0	0	0	24
ENVOY AIR	59	8	5	0	0	1	3	3	0	0	0	0	79
EXPRESSJET AIRLINES	41	0	0	0	0	0	3	0	0	0	0	0	44
FRONTIER AIRLINES	67	11	28	20	17	30	25	11	2	2	0	12	225
GOJET AIRLINES	25	3	1	0	0	1	1	0	0	0	0	0	31
HAWAIIAN AIRLINES	4	0	6	4	3	8	12	26	0	0	0	2	65
HORIZON AIRLINES	5	0	2	0	0	1	2	1	0	0	0	0	11
JETBLUE AIRWAYS	53	4	13	7	3	26	18	10	1	0	0	13	148
MESA AIRLINES	59	0	0	1	0	0	1	0	0	0	0	1	62
PIEDMONT AIRLINES	25	5	0	1	0	1	6	3	0	0	0	0	41
PSA AIRLINES	28	0	0	0	0	0	6	0	0	0	0	0	34
REPUBLIC AIRLINES	47	0	1	0	0	0	1	0	0	0	0	0	49
SEABORNE AIRLINES	6	0	0	0	2	7	0	0	0	0	0	0	15
SHUTTLE AMERICA	15	0	0	0	0	1	0	0	0	0	0	0	16
SILVER AIRWAYS	16	1	9	3	3	7	1	1	0	0	0	1	42
SKYWEST AIRLINES	54	1	0	0	0	1	9	0	0	1	0	3	69
SOUTHWEST AIRLINES	117	5	31	15	13	46	42	32	3	2	0	9	315
SPIRIT AIRLINES	353	40	133	86	72	71	63	24	6	7	0	10	865
TRANS STATES AIRLINES	25	0	0	0	0	0	1	0	0	0	0	1	27
UNITED AIRLINES	342	43	123	98	94	183	154	87	6	7	0	36	1,173
VIRGIN AMERICA	19	3	7	5	4	8	15	3	0	0	0	0	64
OTHER U. S. AIRLINES	24	0	3	0	3	4	3	4	0	0	0	0	41
<b>TOTAL JAN-JUN 2016</b>	<b>2,303</b>	<b>250</b>	<b>661</b>	<b>457</b>	<b>446</b>	<b>786</b>	<b>700</b>	<b>363</b>	<b>39</b>	<b>34</b>	<b>1</b>	<b>146</b>	<b>6,186</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>37.2</b>	<b>4.0</b>	<b>10.7</b>	<b>7.4</b>	<b>7.2</b>	<b>12.7</b>	<b>11.3</b>	<b>5.9</b>	<b>0.6</b>	<b>0.5</b>	<b>0.0</b>	<b>2.4</b>	
<b>TOTAL JAN-JUN 2015</b>	<b>2,685</b>	<b>214</b>	<b>853</b>	<b>587</b>	<b>527</b>	<b>982</b>	<b>858</b>	<b>291</b>	<b>68</b>	<b>25</b>	<b>1</b>	<b>173</b>	<b>7,264</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>37.0</b>	<b>2.9</b>	<b>11.7</b>	<b>8.1</b>	<b>7.3</b>	<b>13.5</b>	<b>11.8</b>	<b>4.0</b>	<b>0.9</b>	<b>0.3</b>	<b>0.0</b>	<b>2.4</b>	

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

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

TABLE 4 (YTD)

AIR TRAVEL CONSUMER REPORT  
 COMPANIES OTHER THAN U. S. AIRLINES\* BY COMPLAINT CATEGORY\*\* /JANUARY - JUNE 2016

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	1	0	4	2	3	3	1	2	0	0	0	0	16
AEROFLOT	0	0	2	1	3	6	0	0	0	0	0	0	12
AEROMEXICO	20	6	37	13	11	14	16	2	1	0	0	3	123
AIR BERLIN	3	1	5	15	4	16	2	0	0	0	0	0	46
AIR CANADA	87	19	45	9	3	54	65	11	0	1	0	0	294
AIR CHINA	2	2	5	0	7	15	1	1	0	0	0	0	33
AIR FRANCE	17	1	13	4	10	25	8	1	0	1	0	0	80
AIR INDIA	2	0	6	2	1	5	3	0	0	0	0	0	19
ALITALIA AIRLINES	2	4	4	1	7	8	4	1	0	0	0	0	31
AVIANCA	6	1	4	5	9	6	0	0	0	0	0	0	31
BRITISH AIRWAYS	13	0	15	9	14	23	9	4	0	0	0	2	89
CATHAY PACIFIC AIRWAYS	4	0	2	3	1	3	0	2	0	0	0	1	16
CHINA EASTERN AIRLINES	2	0	4	0	1	7	3	0	0	0	0	1	18
CHINA SOUTHERN AIRLINES	0	1	5	0	4	4	3	0	0	0	0	0	17
COPA	3	1	5	2	3	8	2	0	0	0	0	0	24
EGYPTAIR	3	1	0	0	2	4	6	0	0	0	0	1	17
EMIRATES AIRLINES	7	3	9	7	9	15	7	2	1	0	0	0	60
ETHIOPIAN AIRLINES	3	0	1	2	0	11	2	1	0	0	0	1	21
ETIHAD AIRWAYS	6	0	11	14	5	24	6	1	1	0	0	0	68
FIJI AIRWAYS	9	4	5	4	9	13	8	0	0	0	0	2	54
IBERIA AIRLINES	2	2	5	1	2	9	1	0	0	0	0	1	23
INSEL AIR	10	1	1	1	1	1	0	0	0	0	0	0	15
KLM	0	0	4	2	1	5	5	2	0	0	0	0	19
LAN AIRLINES	3	0	4	1	2	6	2	0	0	0	0	0	18
LUFTHANSA	10	3	13	9	9	19	10	7	0	0	0	1	81
NORWEGIAN AIR SHUTTLE	13	1	1	2	6	9	5	0	0	0	0	0	37
PHILIPPINE AIRLINES	7	0	5	3	3	6	6	1	0	0	0	2	33
QATAR AIRWAYS	7	4	19	6	10	12	8	3	0	0	0	2	71
ROYAL AIR MAROC	3	2	3	0	0	0	1	1	0	0	0	0	10
SAS	6	1	2	3	2	5	3	0	0	0	0	0	22
SINGAPORE AIRLINES	2	0	1	2	3	3	3	0	0	0	0	0	14
SOUTH AFRICAN AIRWAYS	0	1	3	1	1	2	2	0	0	0	0	0	10
SWISS AIR	2	0	6	3	5	4	4	2	0	0	0	0	26
TAM	1	0	1	2	1	5	0	1	0	1	0	1	13
TURKISH AIRLINES	18	0	21	7	10	27	8	5	0	0	0	19	115
VIRGIN ATLANTIC AIRWAYS	1	1	5	2	1	1	0	1	1	0	0	1	14
VOLARIS AIRLINES	11	6	10	7	6	5	5	0	2	0	0	1	53
WOW AIR	11	2	3	2	3	6	1	1	0	0	0	0	29
OTHER FOREIGN AIRLINES	56	7	46	25	37	73	22	9	2	1	0	4	282
<b>TOTALS</b>	<b>353</b>	<b>75</b>	<b>335</b>	<b>172</b>	<b>209</b>	<b>462</b>	<b>232</b>	<b>61</b>	<b>8</b>	<b>4</b>	<b>0</b>	<b>43</b>	<b>1,954</b>

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

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

TABLE 4 (YTD, contd.)

AIR TRAVEL CONSUMER REPORT  
COMPANIES OTHER THAN U. S. AIRLINES\*  
BY COMPLAINT CATEGORY\*\*

JANUARY - JUNE 2016

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>TRAVEL AGENTS</u></b>													
CHEAPOAIR. COM	0	0	7	3	4	0	1	0	0	0	0	0	15
EXPEDIA. COM	0	0	4	5	9	0	0	0	0	0	0	0	18
JUSTFLY. COM	0	0	4	2	6	0	0	0	1	0	0	0	13
ORBITZ. COM	0	0	11	3	4	0	1	0	0	0	0	0	19
TRAVELOCITY. COM	0	0	4	2	3	0	0	0	0	0	0	1	10
VAYAMA	0	0	3	3	3	0	1	0	1	0	0	0	11
OTHER TRAVEL AGENTS	0	1	32	18	18	2	2	0	3	0	0	1	77
<b>TOTALS</b>	<b>0</b>	<b>1</b>	<b>65</b>	<b>36</b>	<b>47</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>163</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
TSA	0	0	3	0	0	4	22	0	0	0	0	0	29
OTHER MISCELLANEOUS	11	1	4	3	3	3	6	2	1	0	0	10	44
<b>TOTALS</b>	<b>11</b>	<b>1</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>28</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>73</b>

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

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

TABLE 5 (YTD)

CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	JANUARY - JUNE 2016			JANUARY - JUNE 2015		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	44	11,230,268	0.39	86	13,280,840	0.65
2	SOUTHWEST AIRLINES	315	74,152,007	0.42	363	69,819,416	0.52
3	SKYWEST AIRLINES	69	15,330,163	0.45	95	14,515,955	0.65
4	ALASKA AIRLINES	56	11,924,587	0.47	62	11,022,488	0.56
5	DELTA AIR LINES	425	70,487,801	0.60	482	66,981,129	0.72
6	JETBLUE AIRWAYS	148	18,765,384	0.79	149	16,950,376	0.88
7	HAWAIIAN AIRLINES	65	5,300,367	1.23	57	5,079,796	1.12
8	VIRGIN AMERICA	64	3,833,977	1.67	42	3,307,936	1.27
9	UNITED AIRLINES	1,173	47,541,473	2.47	1,274	45,780,417	2.78
10	AMERICAN AIRLINES**	1,960	72,246,045	2.71	1,540	43,503,924	3.54
11	FRONTIER AIRLINES	225	6,876,782	3.27	622	6,117,956	10.17
12	SPIRIT AIRLINES	865	10,417,156	8.30	937	8,366,815	11.20
	<b>TOTAL</b>	5,409	348,106,010	1.55	5,709	304,727,048	1.87

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

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

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



## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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



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

The Transportation Security Administration (TSA) screened approximately 66 million airline passengers and their 53 million checked bags in the month of June as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of June.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
738	.001	54	.00008	109	.0002	434	.0007

**NOTES**

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

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

<sup>c</sup> The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of June.

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.

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

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">ExpressJet Airlines</a>	1	0	0
<a href="#">United Airlines</a>	1	4	0
Totals:	2	4	0