U.S. Department
of Transportation

Air Travel Consumer Report

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

Issued: September 2015

Flight Delays[1]	July 2015
Mishandled Baggage[1]	July 2015
Oversales[1]	2nd. Quarter 2015 January – June 2015
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	July 2015
Customer Service Reports to the Dept. of Homeland Security[3]	July 2015
Airline Animal Incident Reports[4]	July 2015

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[1] Data collected by the Bureau of Transportation Statistics. Website: *http://www.bts.gov/*
[2] Data compiled by the Aviation Consumer Protection Division. Website: *http://www.dot.gov/airconsumer*
[3] Data provided by the Department of Homeland Security, Transportation Security Administration
[4] Data collected by the Aviation Consumer Protection Division

<u>INTRODUCTION</u>

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.dot.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 fourteen (14) 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), the Docking Guidance System (DGS) or Airborne Flight Information System (AFIS). Based on the latest information available to DOT, of the 13 reporting air carriers, six carriers (Envoy, ExpressJet, Frontier, Hawaiian, Southwest and Virgin America) use ACARS exclusively; SkyWest uses ACARS and AFIS; two carriers (American and United) use a combination of ACARS and DGS; and four carriers (Alaska, Delta, JetBlue and Spirit) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

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

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

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

JULY 2015

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	77.8	17	88.6
ALASKA AIRLINES S/	24	87.2	62	86.4
DELTA AIR LINES S/	29	84.3	145	84.2
AMERICAN AIRLINES S/**	28	80.0	86	80.0
EXPRESSJET AIRLINES S/	18	79.1	166	78.7
SKYWEST AIRLINES S/	21	78.5	168	78.7
ENVOY AIR S/	12	78.6	115	78.6
VIRGIN AMERICA S/	15	75.7	17	76.8
JETBLUE AIRWAYS S/	24	76.1	63	76.5
UNITED AIRLINES S/	28	73.8	79	73.5
SOUTHWEST AIRLINES S/***	24	73.4	86	73.5
FRONTIER AIRLINES S/	24	70.8	49	71.4
SPIRIT AIRLINES S/****	19	67.5	33	68.7
TOTAL		78.1		78.1

➢ **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, 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.

*** Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table.

**** Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

JULY 2015

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 07-09 2014		4th Quarter 10-12 2014		1st Quarter 01-03 2015		2nd Quarter 04-06 2015		May-15		Jun-15		Jul-15		12 Months Ending Jul 2015	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	85.0	3	84.1	3	85.1	1	88.2	2	88	2	87.4	2	86.4	2	85.8	2
AMERICAN**	77.9	7	78.8	8	75.9	7	78.0	7	80.9	6	77.2	7	80.0	4	77.3	8
-AMERICAN	75.4	(--)	75.8	(--)	75.1	(--)	77.9	(--)	78.3	(--)	76.2	(--)	(--)	(--)	(--)	(--)
-US AIRWAYS	81.3	(--)	82.5	(--)	77.1	(--)	81.5	(--)	84.5	(--)	78.5	(--)	(--)	(--)	(--)	(--)
DELTA	85.6	2	87.4	2	82.8	3	85.3	3	87.2	3	82.2	3	84.2	3	85.1	3
ENVOY	72.8	12	66.2	12	60.6	13	74.8	10	77.1	9	70.2	10	78.6	7	68.7	12
EXPRESSJET	74.1	11	77.3	6	73.6	9	76.1	9	77.6	8	70.5	9	78.7	5	75.7	10
FRONTIER	78.2	6	74.6	11	64.0	12	71.1	12	73.1	12	67.6	11	71.4	12	71.9	11
HAWAIIAN	92.8	1	89.0	1	85.1	2	91.3	1	90.9	1	90.5	1	88.6	1	89.2	1
JETBLUE	75.9	9	81.7	4	68.0	11	81.0	4	84.3	4	78.1	5	76.5	9	77.6	6
SKYWEST	78.3	5	74.9	10	76.8	6	80.8	5	82.1	5	77.3	6	78.7	6	77.9	5
SOUTHWEST**	75.3	10	77.9	7	79.0	5	77.6	8	78.6	7	72.5	8	73.5	11	77.6	7
-SOUTHWEST	74.7	(--)	77.5	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
-AIRTRAN	84.1	(--)	88.2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
SPIRIT***	(--)	(--)	(--)	(--)	70.5	10	61.8	13	61.2	13	49.9	13	68.7	13	(--)	(--)
UNITED	77.4	8	76.8	9	75.9	8	73.9	11	76.6	10	66.3	12	73.5	10	76.0	9
VIRGIN AMERICA	83.0	4	78.0	5	79.2	4	79.9	6	76.0	11	80.5	4	76.8	8	79.7	4
Total	78.0		78.6		76.3		79.0		80.5		74.8		78.1		78.2	

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

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**** Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

JULY 2015

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**	1046	74.3	2611	78.2	612	75.2	7912	83.4	2582	76.8	951	74.7	13161	85.3	537	82.7
ALASKA	31	87.1	155	90.3	31	93.5	H/		124	90.3	182	87.4	155	89.7	31	90.3
JETBLUE	H/		3740	77.1	169	86.4	124	84.7	891	78.9	93	62.4	58	89.7	124	75.8
DELTA	21589	87.2	1294	83.1	644	86.3	597	85.4	863	81.6	698	82.5	539	86.1	5255	86.7
EXPRESSJET	5478	80.5	229	85.6	14	71.4	416	66.1	255	73.3	13	69.2	2854	80.8	1912	81.0
FRONTIER	528	68.6	H/		H/		62	77.4	92	81.5	1973	71.8	123	78.9	80	80.0
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY	174	59.8	H/		119	83.2	H/		31	77.4	H/		4377	83.5	194	60.3
SPIRIT****	434	65.9	248	75.0	333	60.1	H/		H/		403	71.0	856	67.8	629	68.2
SKYWEST	426	78.4	23	91.3	H/		56	57.1	164	71.3	4619	79.2	353	74.2	1013	82.7
UNITED	316	75.6	1219	74.5	335	71.0	25	88.0	455	74.1	4606	76.8	419	67.1	121	76.9
VIRGIN AMERICA	H/		200	87.0	H/		H/		115	76.5	H/		H/		H/	
SOUTHWEST***	3713	76.0	1118	68.5	6488	75.0	178	59.6	1320	75.8	5545	76.8	H/		598	75.1
TOTAL	33735	83.5	10837	77.4	8745	75.5	9370	82.2	6892	77.4	19083	76.9	22895	83.2	10494	82.6

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

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	ARRIVAL AIRPORT*															
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
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**	756	62.2	700	78.4	279	71.7	878	80.8	1573	76.5	1375	79.2	3558	75.2	2343	72.4
ALASKA	62	82.3	31	90.3	31	90.3	54	98.1	H/		363	90.4	808	78.1	H/	
JETBLUE	588	67.9	1571	74.8	182	81.9	H/		4010	77.9	413	71.7	399	77.7	558	65.9
DELTA	499	74.9	954	82.3	242	87.6	343	86.9	2571	80.7	1086	83.2	2660	75.4	2097	67.9
EXPRESSJET	3134	70.5	H/		167	74.9	5466	87.8	H/		H/		H/		1068	60.5
FRONTIER	H/		49	77.6	215	72.6	155	66.5	H/		446	66.6	146	61.6	93	60.2
HAWAIIAN	H/		H/		H/		H/		31	51.6	76	90.8	186	91.9	H/	
ENVOY	30	80.0	H/		H/		H/		341	72.4	H/		31	71.0	1059	58.6
SPIRIT****	H/		1040	73.7	H/		527	64.5	H/		868	70.5	449	60.4	341	69.5
SKYWEST	H/		H/		36	88.9	1512	78.4	H/		182	82.4	3460	64.1	H/	
UNITED	4137	72.4	389	75.6	1821	78.4	5102	78.2	378	79.6	952	75.8	2859	65.1	801	67.4
VIRGIN AMERICA	184	79.3	61	52.5	148	90.5	H/		333	76.9	331	79.5	1103	70.0	112	64.3
SOUTHWEST***	518	62.0	1649	76.3	213	76.1	H/		H/		6600	77.1	3706	57.9	1003	66.2
TOTAL	9908	70.5	6444	76.4	3334	78.8	14037	81.8	9237	78.2	12692	77.4	19365	68.0	9475	66.7

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

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JULY 2015

AIR TRAVEL CONSUMER REPORT

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| | ARRIVAL AIRPORT* | | | | | | | | | | | | | | | |
| | MCO | | MDW | | MIA | | MSP | | ORD | | PDX | | PHL | | PHX | |
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**	1664	73.9	H/		4721	75.0	711	77.9	5301	78.8	451	80.5	4066	81.3	5661	84.4
ALASKA	58	77.6	H/		H/		62	82.3	196	88.3	1251	88.6	31	90.3	186	86.6
JETBLUE	1758	77.0	H/		H/		H/		278	68.0	213	79.8	151	83.4	62	75.8
DELTA	1437	79.4	254	87.4	773	80.1	6133	86.5	680	79.0	711	82.1	696	77.9	642	82.2
EXPRESSJET	8	100.0	107	74.8	H/		616	78.6	4457	76.8	H/		H/		2	50.0
FRONTIER	389	75.6	H/		186	66.7	204	67.2	493	67.1	93	84.9	279	74.9	155	71.0
HAWAIIAN	H/		H/		H/		H/		H/		31	48.4	H/		31	80.6
ENVOY	H/		H/		474	77.0	H/		6096	80.1	H/		3	66.7	H/	
SPIRIT****	390	74.6	H/		H/		310	57.4	1023	60.8	93	61.3	155	67.7	62	77.4
SKYWEST	H/		83	90.4	53	79.2	2643	81.6	3601	73.3	432	94.0	H/		2036	84.5
UNITED	1033	74.7	H/		183	66.1	386	70.2	5906	73.6	605	72.2	367	72.8	308	64.9
VIRGIN AMERICA	31	71.0	H/		H/		H/		152	82.2	31	83.9	H/		H/	
SOUTHWEST***	3746	75.3	7915	76.7	H/		740	69.5	H/		1200	73.6	702	66.2	5125	73.6
TOTAL	10514	75.9	8359	77.1	6390	75.3	11805	81.8	28183	76.1	5111	80.8	6450	78.3	14270	79.8

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	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**	855	83.2	973	81.9	1449	73.3	419	83.1	1128	78.1
ALASKA	538	89.0	5010	87.9	488	83.8	186	88.2	31	74.2
JETBLUE	124	79.0	337	72.4	461	66.4	124	72.6	513	80.3
DELTA	631	84.9	1590	84.7	1141	74.7	3514	89.4	945	81.0
EXPRESSJET	H/		H/		H/		4	75.0	H/	
FRONTIER	65	78.5	93	64.5	185	65.4	96	64.6	123	75.6
HAWAIIAN	31	61.3	62	59.7	62	72.6	H/		H/	
ENVOY	H/		H/		H/		H/		H/	
SPIRIT****	186	77.4	H/		H/		H/		178	67.4
SKYWEST	630	69.2	1327	85.2	3102	75.2	4216	88.5	H/	
UNITED	793	76.0	961	72.6	4677	73.4	122	70.5	517	68.3
VIRGIN AMERICA	176	83.0	198	75.8	1499	75.7	H/		H/	
SOUTHWEST***	3002	72.0	1438	74.8	1371	61.3	821	64.8	2417	74.3
TOTAL	7031	76.6	11989	82.9	14435	73.0	9502	85.9	5852	75.9

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

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AIR TRAVEL CONSUMER REPORT

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

| | ARRIVAL AIRPORT* | | | | | | | | | | | | | | | | | |
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	88.2	86.3	81.5	88.5	87.0	86.4	88.9	93.4	79.9	55.9	80.2	88.7	84.3	95.5	85.3	J/	77.6	89.2
700 - 759 AM	94.2	86.5	88.6	100.0	89.1	91.9	91.3	91.7	85.3	79.3	87.5	92.2	86.2	93.4	89.6	80.0	93.1	86.5
800 - 859 AM	92.2	83.9	85.2	90.8	91.5	87.8	92.6	90.8	84.8	94.1	84.5	90.9	87.6	92.1	79.8	82.9	92.5	90.8
900 - 959 AM	91.0	87.7	90.3	80.5	91.2	87.3	89.7	92.3	89.3	92.7	87.7	90.6	90.0	88.7	79.4	81.7	94.3	91.2
1000 - 1059 AM	89.9	89.2	92.3	88.3	87.5	82.9	88.0	95.2	82.5	88.9	87.5	88.9	91.4	88.2	77.3	80.0	90.4	86.9
1100 - 1159 AM	90.6	86.3	86.1	88.5	86.9	83.9	87.9	86.7	85.8	86.8	84.0	87.5	85.0	86.0	74.0	75.7	90.2	86.6
1200 - 1259 PM	87.6	82.9	84.4	88.1	88.2	82.9	87.4	88.8	78.1	80.9	94.4	86.1	87.9	84.1	77.0	75.4	83.6	86.4
100 - 159 PM	91.4	83.3	87.8	89.6	83.4	81.9	88.9	90.2	74.3	82.6	85.3	83.5	81.3	78.3	80.4	74.6	80.7	80.2
200 - 259 PM	88.3	85.4	80.8	85.2	84.1	77.6	83.5	84.0	76.1	80.6	87.5	82.7	83.4	76.9	69.2	67.1	76.1	77.2
300 - 359 PM	84.4	83.3	77.4	82.6	82.3	75.3	82.4	87.6	70.2	79.1	83.8	79.9	87.8	75.6	75.9	62.7	82.4	75.8
400 - 459 PM	81.1	78.6	70.2	74.9	77.2	72.2	81.2	82.2	67.7	73.0	75.9	79.5	76.2	70.9	63.8	63.3	71.8	69.4
500 - 559 PM	76.5	72.9	70.1	76.3	75.6	71.3	77.7	73.6	63.0	73.5	77.8	81.4	78.8	72.2	64.2	59.1	71.9	71.1
600 - 659 PM	78.7	70.5	70.4	73.7	70.7	66.4	75.8	76.3	59.3	72.8	80.8	72.8	67.7	69.0	66.7	54.7	67.8	68.8
700 - 759 PM	72.6	66.9	65.4	73.5	61.4	65.7	75.4	74.7	53.1	73.5	73.3	73.1	72.6	68.0	59.3	56.4	59.6	72.1
800 - 859 PM	70.1	69.1	60.9	75.4	66.1	63.4	79.1	77.6	53.1	59.2	68.8	74.6	67.9	66.0	56.4	49.2	62.4	66.1
900 - 959 PM	69.7	69.1	58.1	68.9	65.9	68.6	74.5	77.5	57.2	62.5	69.7	66.7	64.6	65.8	45.5	54.0	58.6	68.7
1000 - 1059 PM	73.1	69.1	66.9	79.0	68.7	70.1	72.5	74.2	61.4	58.1	72.9	64.4	64.4	64.6	43.5	58.2	63.1	57.8
1100 - 559 AM	70.9	70.5	61.0	74.3	69.8	60.8	79.8	66.1	71.0	66.1	71.7	73.2	75.7	68.1	65.6	69.5	65.9	66.4
TOTAL, ALL ARRIVALS, BY AIRPORT	83.5	77.4	75.5	82.2	77.4	76.9	83.2	82.6	70.5	76.4	78.8	81.8	78.2	77.4	68.0	66.7	75.9	77.1

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

JULY 2015

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	88.3	91.6	85.2	40.0	85.1	92.2	J/	88.7	95.7	100.0	72.6	87.0
700 - 759 AM	93.0	86.3	85.1	92.3	79.3	92.9	89.0	92.3	91.5	97.4	100.0	90.1
800 - 859 AM	89.2	86.5	82.3	95.5	88.2	89.4	89.4	93.2	83.4	96.3	93.7	88.7
900 - 959 AM	84.9	91.4	83.7	96.0	79.4	90.9	88.1	89.9	74.3	93.4	91.0	87.9
1000 - 1059 AM	86.0	86.1	81.3	92.5	86.5	85.7	84.9	88.3	77.2	94.4	88.9	86.5
1100 - 1159 AM	83.1	87.0	82.3	89.3	86.4	85.9	85.3	88.7	74.8	82.0	87.7	85.0
1200 - 1259 PM	78.1	91.3	80.0	84.7	90.7	88.4	81.9	85.8	73.0	86.8	82.0	84.0
100 - 159 PM	85.2	86.9	82.8	87.0	88.8	79.2	77.8	84.9	72.6	90.7	79.1	83.6
200 - 259 PM	78.5	85.7	80.1	70.0	84.7	82.8	71.6	88.6	71.8	87.3	79.2	81.0
300 - 359 PM	71.4	76.0	78.8	80.1	79.5	78.5	72.7	82.9	76.6	84.3	74.8	79.1
400 - 459 PM	67.8	80.2	73.0	83.2	75.0	68.5	62.9	80.9	71.3	84.3	71.9	75.5
500 - 559 PM	69.1	78.7	69.6	82.4	68.9	73.4	75.0	77.7	73.4	65.6	71.9	72.9
600 - 659 PM	58.0	75.5	62.7	74.3	69.3	69.9	70.5	83.5	72.9	75.5	71.1	71.0
700 - 759 PM	61.3	63.8	66.3	79.6	72.9	74.2	74.3	82.3	67.7	85.2	73.9	70.1
800 - 859 PM	58.6	79.8	65.8	83.1	59.5	69.8	72.2	80.8	69.0	81.8	63.6	68.6
900 - 959 PM	70.0	73.1	63.6	70.8	76.5	71.3	63.0	75.4	67.8	73.6	60.2	65.9
1000 - 1059 PM	65.4	68.9	69.8	71.5	75.0	70.1	68.7	74.0	60.6	72.9	65.2	65.7
1100 - 559 AM	70.7	71.8	73.5	65.1	65.8	63.1	73.0	75.1	66.5	61.4	64.9	69.3
TOTAL, ALL ARRIVALS, BY AIRPORT	75.3	81.8	76.1	80.8	78.3	79.8	76.6	82.9	73.0	85.9	75.9	78.1

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

JULY 2015

AIR TRAVEL CONSUMER REPORT

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT*																	
	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	89.9	93.5	89.0	91.6	95.1	95.2	90.1	89.7	88.6	95.3	94.0	81.3	91.5	93.3	91.2	92.2	92.8	90.6
700 - 759 AM	89.6	89.8	85.6	91.4	94.8	87.8	88.5	88.5	86.4	90.2	84.4	87.0	90.4	91.0	87.8	89.4	92.7	84.4
800 - 859 AM	91.5	84.0	81.6	87.4	91.2	88.2	88.9	91.6	87.7	89.8	83.5	83.6	89.7	86.7	84.1	84.4	89.4	79.6
900 - 959 AM	88.0	86.4	76.4	90.8	90.4	84.0	84.6	89.4	80.5	87.3	90.2	88.3	89.4	82.9	74.7	81.5	88.8	82.8
1000 - 1059 AM	88.1	85.3	79.0	70.5	86.7	82.5	83.7	88.2	84.3	90.5	79.7	80.4	85.6	82.3	75.7	80.6	90.0	85.1
1100 - 1159 AM	84.2	83.2	76.3	89.7	87.0	74.6	81.6	89.2	78.1	84.5	100.0	80.7	87.3	81.8	74.5	78.2	86.7	77.4
1200 - 1259 PM	83.6	81.9	77.2	74.7	82.8	78.1	81.4	87.2	77.7	80.8	78.4	77.6	84.2	72.8	67.5	75.3	84.6	72.7
100 - 159 PM	84.5	80.1	69.9	83.2	87.1	70.1	79.4	86.8	74.2	81.2	85.7	78.3	79.9	75.4	72.0	70.5	71.8	68.8
200 - 259 PM	82.0	77.9	62.4	81.2	80.7	73.7	78.3	77.7	66.0	72.1	73.3	75.7	76.4	64.6	70.7	67.6	71.8	48.9
300 - 359 PM	78.3	76.5	65.0	68.8	79.1	66.8	77.4	82.3	58.6	66.3	76.4	74.7	74.1	64.9	64.9	61.9	63.1	65.3
400 - 459 PM	78.9	76.0	61.7	73.4	74.2	67.8	74.3	74.2	62.5	66.8	71.4	76.6	78.8	59.2	70.1	61.5	60.4	55.9
500 - 559 PM	69.5	67.7	56.6	69.1	73.5	62.0	74.6	79.5	63.6	67.5	64.1	68.7	72.5	62.0	67.8	57.5	59.2	48.1
600 - 659 PM	67.5	66.8	50.2	66.3	70.5	60.9	71.9	62.9	48.3	68.0	70.0	62.1	69.5	64.2	63.5	57.6	57.1	53.7
700 - 759 PM	73.2	64.0	57.3	64.4	68.5	63.3	70.5	74.5	44.5	60.5	72.0	68.3	65.9	52.4	60.8	54.3	55.6	47.7
800 - 859 PM	67.4	65.5	43.7	69.4	61.1	54.3	70.6	79.4	51.0	76.0	61.8	51.0	66.7	48.6	51.8	49.2	55.6	54.6
900 - 959 PM	63.1	66.7	42.3	50.0	66.3	59.1	76.8	83.1	51.9	52.6	70.0	69.8	63.2	48.4	50.3	52.1	55.2	51.1
1000 - 1059 PM	66.8	J/	33.2	72.2	79.2	60.5	78.4	76.6	83.3	79.6	65.8	60.7	58.9	67.4	56.9	25.8	36.1	53.7
1100 - 559 AM	77.7	91.6	93.3	83.0	94.1	85.0	88.5	88.6	80.8	89.4	94.5	81.7	75.1	80.5	69.0	91.4	88.0	91.3
TOTAL, ALL DEPARTURES, BY AIRPORT	**79.2**	**79.7**	**66.4**	**78.4**	**82.0**	**73.2**	**79.4**	**83.7**	**70.1**	**77.9**	**76.1**	**76.3**	**79.0**	**72.8**	**71.2**	**70.9**	**74.3**	**66.9**

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

JULY 2015

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	85.5	88.7	85.5	94.5	91.2	93.9	91.4	93.7	92.7	92.6	94.7	91.3
700 - 759 AM	84.9	90.4	82.6	92.0	91.6	89.6	89.8	86.7	90.9	91.0	92.6	88.6
800 - 859 AM	85.5	83.3	82.9	94.2	88.5	85.6	88.1	88.9	87.8	90.9	89.8	87.2
900 - 959 AM	82.8	86.5	75.6	93.2	81.4	83.7	84.5	89.1	81.4	91.6	90.0	84.3
1000 - 1059 AM	84.4	88.8	77.7	91.1	83.1	86.4	82.5	83.5	67.5	85.4	84.8	82.9
1100 - 1159 AM	79.0	87.6	76.5	88.8	83.5	75.7	79.0	79.1	77.7	90.7	81.6	81.7
1200 - 1259 PM	74.7	81.7	77.7	84.6	83.2	79.8	73.4	80.1	70.4	80.2	78.7	78.5
100 - 159 PM	69.0	87.1	74.9	80.4	81.6	79.9	70.6	76.5	65.7	85.1	76.1	77.5
200 - 259 PM	67.2	79.2	70.3	82.0	87.3	72.4	75.2	83.3	67.9	79.6	67.4	73.7
300 - 359 PM	63.0	85.5	69.6	78.3	77.3	73.7	65.0	79.3	69.2	85.4	60.9	72.9
400 - 459 PM	62.4	66.5	70.9	64.5	69.5	71.5	59.3	82.2	69.0	73.2	53.5	70.2
500 - 559 PM	57.9	82.2	65.3	76.8	67.3	57.7	70.1	71.5	73.0	81.1	58.0	68.2
600 - 659 PM	57.3	67.4	63.2	69.5	71.0	68.0	68.0	74.5	68.5	59.2	64.8	64.8
700 - 759 PM	60.9	75.6	58.6	71.1	60.6	55.3	59.1	81.6	66.0	41.9	68.4	64.9
800 - 859 PM	61.8	62.6	66.1	77.0	71.8	65.8	64.8	80.8	65.9	84.1	66.1	65.1
900 - 959 PM	58.6	82.7	65.7	73.3	89.9	59.6	64.7	77.3	72.7	86.5	61.7	65.0
1000 - 1059 PM	J/	88.4	68.0	81.9	78.0	65.7	85.4	78.5	74.4	86.1	41.7	67.2
1100 - 559 AM	54.8	91.9	92.0	84.5	89.3	89.0	J/	88.0	81.5	86.6	89.3	83.6
TOTAL, ALL DEPARTURES, BY AIRPORT	69.7	83.4	72.8	83.7	79.7	77.0	76.5	82.6	74.8	85.7	75.3	76.4

* 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***

CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

None

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

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

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***
SPIRIT	500	May	IAH-ORD	1839	31	26	83.87	108.92
SPIRIT	500	Jun	IAH-ORD	1839	30	23	76.67	108.50
SPIRIT	500	Jul	IAH-ORD	1839	31	16	51.61	83.81
SPIRIT	709	May	LAX-DTW	2158	31	18	58.06	75.41
SPIRIT	709	Jun	LAX-DTW	2158	30	20	66.67	140.67
SPIRIT	709	Jul	LAX-DTW	2158	31	17	54.84	75.33
SPIRIT	912	May	MCO-ORD	1726	31	16	51.61	76.38
SPIRIT	912	Jun	MCO-ORD	1726	30	21	70.00	135.21
SPIRIT	912	Jul	MCO-ORD	1717	31	16	51.61	105.08
SPIRIT	992	May	MSY-ORD	1755	31	20	64.52	92.32
SPIRIT	992	Jun	MSY-ORD	1755	30	23	76.67	124.16
SPIRIT	992	Jul	MSY-ORD	1755	31	17	54.84	86.76
SPIRIT	853	May	ORD-DEN	2155	31	26	83.87	109.73
SPIRIT	853	Jun	ORD-DEN	2155	30	24	80.00	119.50
SPIRIT	853	Jul	ORD-DEN	2155	31	19	61.29	83.11
SPIRIT	903	May	ORD-DFW	2008	31	21	67.74	83.58
SPIRIT	903	Jun	ORD-DFW	2008	30	21	70.00	146.88
SPIRIT	903	Jul	ORD-DFW	2010	31	17	54.84	92.07

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
DELTA	2643	Jun	LAX-LAS	2110	27	20	74.07	126.75
DELTA	914	Jul	LAX-LAS	2110	26	21	80.77	104.24
DELTA	2760	Jun	LAX-SFO	1705	24	15	62.50	84.21
DELTA	2772	Jul	LAX-SFO	1705	30	17	56.67	90.18
DELTA	2770	Jun	SFO-LAX	1500	22	14	63.64	75.38
DELTA	2776	Jul	SFO-LAX	1500	26	17	65.38	86.65
DELTA	2764	Jun	SFO-LAX	1900	23	20	86.96	100.70
DELTA	2770	Jul	SFO-LAX	1900	27	21	77.78	96.45
ENVOY	3271	Jun	ASE-DFW	1605	27	16	59.26	105.56
ENVOY	3271	Jul	ASE-DFW	1617	31	18	58.06	110.33
EXPRESSJET	4969	Jun	CLT-LGA	1800	20	14	70.00	101.44
EXPRESSJET	4959	Jul	CLT-LGA	1800	26	15	57.69	59.60
EXPRESSJET	6069	Jun	PWM-EWR	1929	23	13	56.52	101.90
EXPRESSJET	6069	Jul	PWM-EWR	1927	29	15	51.72	99.50
SOUTHWEST	3850	Jun	ATL-LGA	1725	21	12	57.14	117.40
SOUTHWEST	3850	Jul	ATL-LGA	1725	28	16	57.14	91.94
SOUTHWEST	829	Jun	AUS-BWI	1710	21	14	66.67	94.64
SOUTHWEST	829	Jul	AUS-BWI	1710	27	15	55.56	52.13
SOUTHWEST	35	Jun	BNA-BWI	1920	29	18	62.07	101.88
SOUTHWEST	35	Jul	BNA-BWI	1920	30	16	53.33	67.93
SOUTHWEST	469	Jun	BWI-BOS	2055	22	12	54.55	97.00
SOUTHWEST	469	Jul	BWI-BOS	2055	28	18	64.29	72.50
SOUTHWEST	4285	Jun	BWI-DAL	2035	26	14	53.85	76.82
SOUTHWEST	4285	Jul	BWI-DAL	2035	27	15	55.56	63.53

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
				CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)				
SOUTHWEST	889	Jun	BWI-MCO	2115	29	15	51.72	75.20
SOUTHWEST	889	Jul	BWI-MCO	2115	29	17	58.62	87.27
SOUTHWEST	829	Jun	BWI-ORF	2210	24	18	75.00	95.85
SOUTHWEST	829	Jul	BWI-ORF	2210	29	20	68.97	66.63
SOUTHWEST	675	Jun	BWI-PWM	2225	26	16	61.54	69.75
SOUTHWEST	675	Jul	BWI-PWM	2225	27	16	59.26	67.31
SOUTHWEST	1003	Jun	CAK-ATL	1840	21	11	52.38	73.82
SOUTHWEST	1003	Jul	CAK-ATL	1840	27	16	59.26	72.40
SOUTHWEST	3138	Jun	CLT-BWI	1935	26	17	65.38	87.25
SOUTHWEST	3138	Jul	CLT-BWI	1935	27	15	55.56	85.57
SOUTHWEST	858	Jun	DAL-TUL	1915	21	14	66.67	75.86
SOUTHWEST	858	Jul	DAL-TUL	1915	27	19	70.37	59.53
SOUTHWEST	2427	Jun	DCA-ATL	1930	26	14	53.85	75.46
SOUTHWEST	2427	Jul	DCA-ATL	1930	27	14	51.85	107.31
SOUTHWEST	2155	Jun	DCA-BNA	1925	21	13	61.90	56.45
SOUTHWEST	2155	Jul	DCA-BNA	1925	27	14	51.85	66.50
SOUTHWEST	377	Jun	LAS-PHX	2035	24	14	58.33	81.57
SOUTHWEST	377	Jul	LAS-PHX	2035	31	18	58.06	55.06
SOUTHWEST	4027	Jun	LAX-ABQ	2205	26	15	57.69	69.40
SOUTHWEST	4027	Jul	LAX-ABQ	2205	27	20	74.07	71.63
SOUTHWEST	1626	Jun	LAX-PHX	2105	21	15	71.43	93.36
SOUTHWEST	1626	Jul	LAX-PHX	2105	26	23	88.46	85.67
SOUTHWEST	1751	Jun	LAX-RNO	2130	21	13	61.90	53.54
SOUTHWEST	1751	Jul	LAX-RNO	2130	27	17	62.96	98.76

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

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

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

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***
SOUTHWEST	581	Jun	LAX-SFO	1210	26	16	61.54	93.71
SOUTHWEST	581	Jul	LAX-SFO	1210	27	15	55.56	68.88
SOUTHWEST	159	Jun	LAX-TUS	2220	21	12	57.14	67.67
SOUTHWEST	159	Jul	LAX-TUS	2220	26	17	65.38	93.07
SOUTHWEST	902	Jun	LGA-MDW	2055	29	16	55.17	84.00
SOUTHWEST	902	Jul	LGA-MDW	2055	30	17	56.67	92.44
SOUTHWEST	4636	Jun	MCO-RIC	2000	27	16	59.26	100.19
SOUTHWEST	4636	Jul	MCO-RIC	2000	27	17	62.96	90.88
SOUTHWEST	415	Jun	PHL-ATL	1815	21	11	52.38	143.09
SOUTHWEST	415	Jul	PHL-ATL	1815	27	15	55.56	71.07
SOUTHWEST	181	Jun	PHX-LAX	2025	21	12	57.14	69.25
SOUTHWEST	181	Jul	PHX-LAX	2025	27	21	77.78	83.40
SOUTHWEST	717	Jun	PVD-BWI	1845	27	15	55.56	90.42
SOUTHWEST	717	Jul	PVD-BWI	1845	27	15	55.56	49.07
SOUTHWEST	858	Jun	SAT-DAL	1740	26	14	53.85	56.43
SOUTHWEST	858	Jul	SAT-DAL	1740	27	16	59.26	58.63
SOUTHWEST	923	Jun	SJC-LAX	1940	26	16	61.54	61.56
SOUTHWEST	923	Jul	SJC-LAX	1940	27	19	70.37	87.74
SOUTHWEST	1335	Jun	SLC-LAX	1945	21	13	61.90	80.85
SOUTHWEST	1335	Jul	SLC-LAX	1945	27	24	88.89	72.54
SOUTHWEST	4523	Jun	STL-DAL	2040	21	12	57.14	117.90
SOUTHWEST	4523	Jul	STL-DAL	2040	27	14	51.85	60.93
SPIRIT	464	Jun	FLL-ORD	2144	30	16	53.33	108.00
SPIRIT	464	Jul	FLL-ORD	2145	31	16	51.61	81.00

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

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

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

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

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***
SPIRIT	680	Jun	IAH-MSY	1816	30	22	73.33	131.47
SPIRIT	680	Jul	IAH-MSY	1809	31	17	54.84	73.06
SPIRIT	500	Jun	IAH-ORD	1839	30	23	76.67	108.50
SPIRIT	500	Jul	IAH-ORD	1839	31	16	51.61	83.81
SPIRIT	719	Jun	LAS-LAX	1955	30	21	70.00	101.14
SPIRIT	719	Jul	LAS-LAX	1955	31	20	64.52	63.83
SPIRIT	709	Jun	LAX-DTW	2158	30	20	66.67	140.67
SPIRIT	709	Jul	LAX-DTW	2158	31	17	54.84	75.33
SPIRIT	912	Jun	MCO-ORD	1726	30	21	70.00	135.21
SPIRIT	912	Jul	MCO-ORD	1717	31	16	51.61	105.08
SPIRIT	680	Jun	MSY-FLL	1959	30	23	76.67	121.32
SPIRIT	680	Jul	MSY-FLL	1959	31	16	51.61	80.94
SPIRIT	992	Jun	MSY-ORD	1755	30	23	76.67	124.16
SPIRIT	992	Jul	MSY-ORD	1755	31	17	54.84	86.76
SPIRIT	853	Jun	ORD-DEN	2155	30	24	80.00	119.50
SPIRIT	853	Jul	ORD-DEN	2155	31	19	61.29	83.11
SPIRIT	903	Jun	ORD-DFW	2008	30	21	70.00	146.88
SPIRIT	903	Jul	ORD-DFW	2010	31	17	54.84	92.07
UNITED	1196	Jun	ORD-DSM	1910	23	15	65.22	116.18
UNITED	1196	Jul	ORD-DSM	1910	22	12	54.55	103.64
UNITED	1237	Jun	RDU-EWR	1729	23	16	69.57	118.69
UNITED	1237	Jul	RDU-EWR	1728	27	14	51.85	133.79

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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
SPIRIT***	332	10	3.0
SOUTHWEST**	3,786	110	2.9
VIRGIN AMERICA	182	4	2.2
FRONTIER	266	2	0.8
UNITED	1,575	9	0.6
SKYWEST	1,729	9	0.5
DELTA	2,717	9	0.3
ENVOY	822	2	0.2
AMERICAN*	2,711	6	0.2
ALASKA	512	1	0.2
EXPRESSJET	1,719	1	0.1
JETBLUE	786	0	0.0
HAWAIIAN	218	0	0.0
TOTAL	**17,355**	**163**	**0.9**

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

* 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.

** Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table.

*** Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	83.9	77.4	62	62	BUFFALO NY (BUF)	73.7	81.4	1,683	1,683
ABILENE TX (ABI)	85.3	82.9	211	211	BURBANK CA (BUR)	81.1	82.6	1,821	1,821
ADAK ISLAND AK (ADK)	100.0	33.3	9	9	BURLINGTON VT (BTV)	74.4	81.3	305	304
AGUADILLA PR (BQN)	70.5	76.7	173	172	BUTTE MT (BTM)	98.4	96.8	62	62
AKRON OH (CAK)	74.3	81.2	579	579	CASPER WY (CPR)	82.2	88.7	213	212
ALBANY GA (ABY)	72.7	90.9	77	77	CEDAR CITY UT (CDC)	87.0	94.4	54	54
ALBANY NY (ALB)	72.4	81.1	717	716	CEDAR RAPIDS/IOWA CITY IA (CID)	79.9	81.5	712	710
ALBUQUERQUE NM (ABQ)	75.9	80.1	2,045	2,045	CHAMPAIGN/URBANA IL (CMI)	84.9	87.2	179	179
ALEXANDRIA LA (AEX)	73.6	84.3	299	299	CHANTILLY VA (IAD)	78.8	76.1	3,334	3,334
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	80.6	83.2	232	232	CHARLESTON SC (CHS)	77.9	79.5	1,182	1,183
ALPENA MI (APN)	87.0	85.2	54	54	CHARLESTON/DUNBAR WV (CRW)	77.1	78.5	223	223
AMARILLO TX (AMA)	81.5	87.4	453	454	CHARLOTTE AMALIE VI (STT)	79.3	79.5	396	396
ANCHORAGE AK (ANC)	76.1	82.4	2,086	2,086	CHARLOTTE NC (CLT)	82.2	78.4	9,370	9,370
APPLETON WI (ATW)	80.7	84.1	316	315	CHARLOTTESVILLE VA (CHO)	72.7	75.1	205	205
ARCATA/EUREKA CA (ACV)	69.9	75.4	123	122	CHATTANOOGA TN (CHA)	82.9	85.9	403	403
ARLINGTON VA (DCA)	77.4	82.0	6,892	6,891	CHICAGO IL (MDW)	77.1	66.9	8,359	8,359
ASHEVILLE NC (AVL)	78.9	79.2	342	342	CHICAGO IL (ORD)	76.1	72.8	28,183	28,223
ASPEN CO (ASE)	72.5	76.6	262	261	CHRISTIANSTED VI (STX)	71.3	79.2	101	101
ATLANTA GA (ATL)	83.5	79.2	33,735	33,735	CLEVELAND OH (CLE)	77.7	80.9	3,367	3,364
ATLANTIC CITY NJ (ACY)	72.7	78.3	341	341	CODY WY (COD)	79.6	77.6	98	98
AUGUSTA GA (AGS)	83.3	85.5	222	221	COLLEGE STATION/BRYAN TX (CLL)	90.3	92.1	216	215
AUSTIN TX (AUS)	79.5	82.6	4,302	4,301	COLORADO SPRINGS CO (COS)	71.9	82.7	640	643
BAKERSFIELD CA (BFL)	81.7	86.0	257	257	COLUMBIA MO (COU)	73.6	81.0	121	121
BALTIMORE MD (BWI)	75.5	66.4	8,745	8,745	COLUMBIA SC (CAE)	78.3	85.7	461	460
BANGOR ME (BGR)	97.0	95.5	66	66	COLUMBUS GA (CSG)	76.5	83.3	102	102
BARROW AK (BRW)	69.6	70.9	79	79	COLUMBUS MS (GTR)	78.2	83.9	87	87
BATON ROUGE LA (BTR)	77.2	82.1	675	675	COLUMBUS OH (CMH)	73.8	77.5	2,361	2,360
BEAUMONT/PORT ARTHUR TX (BPT)	76.9	84.6	91	91	CORDOVA AK (CDV)	90.3	90.3	62	62
BEMIDJI MN (BJI)	90.3	90.3	62	62	CORPUS CHRISTI TX (CRP)	83.4	89.9	367	367
BEND/REDMOND OR (RDM)	86.0	88.1	243	243	COVINGTON KY (CVG)	75.5	78.0	1,918	1,919
BETHEL AK (BET)	83.5	89.4	85	85	DALLAS TX (DAL)	78.0	72.4	5,582	5,581
BILLINGS MT (BIL)	81.4	89.3	338	337	DALLAS/FORT WORTH TX (DFW)	83.2	79.4	22,895	22,895
BINGHAMTON NY (BGM)	90.0	95.1	60	61	DAYTON OH (DAY)	77.4	81.1	907	907
BIRMINGHAM AL (BHM)	77.0	80.4	1,202	1,202	DAYTONA BEACH FL (DAB)	80.5	85.9	149	149
BISMARCK/MANDAN ND (BIS)	81.3	86.9	359	358	DEADHORSE AK (SCC)	83.5	82.3	79	79
BLOOMINGTON/NORMAL IL (BMI)	79.8	91.4	258	257	DENVER CO (DEN)	76.9	73.2	19,083	19,076
BOISE ID (BOI)	75.6	80.3	1,198	1,198	DES MOINES IA (DSM)	75.7	82.9	787	788
BOSTON MA (BOS)	77.4	79.7	10,837	10,837	DETROIT MI (DTW)	82.6	83.7	10,494	10,503
BOZEMAN MT (BZN)	85.4	86.1	513	512	DEVILS LAKE ND (DVL)	82.0	90.0	50	50
BRAINERD MN (BRD)	93.5	90.3	62	62	DICKINSON ND (DIK)	96.9	96.9	64	64
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	79.0	79.0	195	195	DILLINGHAM AK (DLG)	93.5	83.9	31	31
BROWNSVILLE TX (BRO)	86.4	91.9	236	236	DOTHAN AL (DHN)	80.5	85.6	118	118
BRUNSWICK GA (BQK)	78.2	84.6	78	78	DUBUQUE IA (DBQ)	85.2	88.6	88	88

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
DULUTH MN (DLH)	83.7	82.4	153	153	HAYS KS (HYS)	81.5	79.6	54	54
DURANGO CO (DRO)	85.1	86.1	208	208	HELENA MT (HLN)	87.7	93.8	146	146
EAGLE CO (EGE)	81.8	84.1	44	44	HIBBING MN (HIB)	88.2	90.6	85	85
EAU CLAIRE WI (EAU)	71.0	71.0	62	62	HILO HI (ITO)	91.5	93.8	564	564
EL PASO TX (ELP)	74.4	84.5	1,142	1,142	HOBBS NM (HOB)	89.7	87.9	58	58
ELKO NV (EKO)	93.1	96.6	58	58	HONOLULU HI (HNL)	84.0	89.7	4,308	4,307
ELMIRA/CORNING NY (ELM)	75.1	80.1	201	201	HOUSTON TX (HOU)	79.1	71.8	5,086	5,086
ERIE PA (ERI)	75.4	83.6	61	61	HOUSTON TX (IAH)	81.8	76.3	14,037	14,029
ESCANABA MI (ESC)	92.6	96.3	54	54	HUNTSVILLE AL (HSV)	87.3	87.0	424	424
EUGENE OR (EUG)	83.5	85.7	364	364	HYANNIS MA (HYA)	83.9	67.7	31	31
EVANSVILLE IN (EVV)	82.2	84.4	398	397	IDAHO FALLS ID (IDA)	87.2	93.6	265	265
FAIRBANKS AK (FAI)	72.8	80.6	279	279	INDIANAPOLIS IN (IND)	76.7	79.4	2,551	2,553
FARGO ND (FAR)	81.7	86.4	627	626	INTERNATIONAL FALLS MN (INL)	83.0	83.0	53	53
FAYETTEVILLE AR (XNA)	73.8	79.3	932	933	IRON MOUNTAIN/KINGSFD MI (IMT)	86.2	87.9	58	58
FAYETTEVILLE NC (FAY)	79.9	81.2	149	149	ISLIP NY (ISP)	71.4	80.3	406	406
FLAGSTAFF AZ (FLG)	80.2	85.7	182	182	JACKSON WY (JAC)	78.7	87.2	479	476
FLINT MI (FNT)	75.9	85.5	468	468	JACKSON/VICKSBURG MS (JAN)	83.5	85.7	699	699
FORT LAUDERDALE FL (FLL)	76.4	77.9	6,444	6,447	JACKSONVILLE FL (JAX)	75.4	81.6	1,747	1,746
FORT MYERS FL (RSW)	79.1	82.4	1,709	1,709	JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	71.4	84.8	105	105
FORT SMITH AR (FSM)	75.6	88.4	172	172	JAMESTOWN ND (JMS)	84.4	84.4	77	77
FORT WAYNE IN (FWA)	79.5	84.3	527	527	JOPLIN MO (JLN)	64.5	77.4	62	62
FRESNO CA (FAT)	75.4	79.5	662	662	JUNEAU AK (JNU)	80.3	85.5	523	523
GAINESVILLE FL (GNV)	72.8	84.4	243	243	KAHULUI HI (OGG)	87.2	88.8	1,988	1,987
GARDEN CITY KS (GCK)	87.1	91.9	62	62	KALAMAZOO MI (AZO)	84.6	92.3	130	130
GILLETTE WY (GCC)	89.9	94.4	89	89	KALISPELL MT (FCA)	84.9	88.6	317	316
GRAND FORKS ND (GFK)	93.9	94.1	33	34	KANSAS CITY MO (MCI)	76.0	79.9	3,811	3,810
GRAND ISLAND NE (GRI)	87.9	94.8	58	58	KETCHIKAN AK (KTN)	80.7	82.4	280	279
GRAND JUNCTION CO (GJT)	88.2	93.1	288	289	KEY WEST FL (EYW)	80.9	82.8	157	157
GRAND RAPIDS MI (GRR)	78.9	83.8	979	978	KILLEEN TX (GRK)	85.1	91.2	377	376
GREAT FALLS MT (GTF)	91.0	92.3	233	233	KING SALMON AK (AKN)	93.5	90.3	31	31
GREEN BAY WI (GRB)	82.6	87.7	545	545	KNOXVILLE TN (TYS)	71.1	78.9	705	706
GREENSBORO/HIGH POINT NC (GSO)	77.0	77.2	547	549	KODIAK AK (ADQ)	89.7	74.1	58	58
GREER SC (GSP)	79.5	84.6	591	591	KONA HI (KOA)	90.6	92.5	1,173	1,173
GUAM TT (GUM)	41.9	64.5	31	31	KOTZEBUE AK (OTZ)	69.4	72.6	62	62
GULFPORT/BILOXI MS (GPT)	81.6	88.6	332	332	LA CROSSE WI (LSE)	89.5	88.9	162	162
GUNNISON CO (GUC)	52.0	70.0	50	50	LAFAYETTE LA (LFT)	85.4	87.7	473	473
GUSTAVUS AK (GST)	74.2	48.4	31	31	LAKE CHARLES LA (LCH)	81.4	88.5	156	156
HANCOCK/HOUGHTON MI (CMX)	80.6	84.1	62	63	LANSING MI (LAN)	81.8	85.9	170	170
HARLINGEN/SAN BENITO TX (HRL)	86.9	93.1	289	289	LARAMIE WY (LAR)	81.5	87.0	54	54
HARRISBURG PA (MDT)	80.0	84.3	280	280	LAREDO TX (LRD)	89.9	95.7	207	207
HARTFORD CT (BDL)	74.9	80.8	1,842	1,842	LAS VEGAS NV (LAS)	77.4	72.8	12,692	12,687
HATTIESBURG/LAUREL MS (PIB)	88.9	88.9	54	54	LATROBE PA (LBE)	70.5	76.7	146	146
HAYDEN CO (HDN)	80.6	96.8	31	31	LAWTON/FORT SILL OK (LAW)	86.2	94.3	123	123

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LEWISTON ID (LWS)	100.0	100.0	62	62	NEWPORT NEWS/WILLIAMSBURG VA (PHF)	68.6	81.4	118	118
LEXINGTON KY (LEX)	79.9	84.6	611	611	NIAGARA FALLS NY (IAG)	85.2	88.9	27	27
LIHUE HI (LIH)	90.8	92.6	1,086	1,086	NOME AK (OME)	79.0	80.6	62	62
LINCOLN NE (LNK)	73.0	87.7	237	236	NORFOLK VA (ORF)	76.1	81.7	845	843
LITTLE ROCK AR (LIT)	79.5	83.9	1,055	1,057	NORTH BEND/COOS BAY OR (OTH)	72.5	77.5	40	40
LONG BEACH CA (LGB)	81.1	82.6	920	920	OAKLAND CA (OAK)	74.7	73.7	4,192	4,192
LONGVIEW TX (GGG)	90.2	91.8	61	61	OKLAHOMA CITY OK (OKC)	75.4	81.0	1,624	1,623
LOS ANGELES CA (LAX)	68.0	71.2	19,365	19,371	OMAHA NE (OMA)	76.6	82.0	1,572	1,571
LOUISVILLE KY (SDF)	77.1	83.3	912	912	ONTARIO CA (ONT)	74.8	80.0	1,730	1,730
LUBBOCK TX (LBB)	76.5	86.3	422	423	ORLANDO FL (MCO)	75.9	74.3	10,514	10,514
MADISON WI (MSN)	80.1	85.3	924	925	PADUCAH KY (PAH)	71.0	85.5	62	62
MANCHESTER NH (MHT)	71.5	83.0	594	593	PAGO PAGO TT (PPG)	92.9	92.9	14	14
MANHATTAN/FT. RILEY KS (MHK)	84.3	88.9	153	153	PALM SPRINGS CA (PSP)	75.9	81.8	435	435
MARQUETTE MI (MQT)	59.3	96.3	27	27	PANAMA CITY FL (ECP)	80.6	88.0	490	490
MARTHA'S VINEYARD MA (MVY)	80.6	64.5	62	62	PASCO/KENNEWICK/RICHLAND WA (PSC)	79.8	88.7	267	266
MEDFORD OR (MFR)	84.1	87.3	245	245	PELLSTON MI (PLN)	82.5	81.7	120	120
MELBOURNE FL (MLB)	84.1	87.9	132	132	PENSACOLA FL (PNS)	81.0	83.4	749	749
MEMPHIS TN (MEM)	76.0	78.7	1,354	1,355	PEORIA IL (PIA)	83.2	84.5	441	440
MERIDIAN MS (MEI)	88.2	89.4	85	85	PETERSBURG AK (PSG)	80.6	77.4	62	62
MIAMI FL (MIA)	75.3	69.7	6,390	6,391	PHILADELPHIA PA (PHL)	78.3	79.7	6,450	6,451
MIDLAND/ODESSA TX (MAF)	76.3	82.8	658	656	PHOENIX AZ (PHX)	79.8	77.0	14,270	14,274
MILWAUKEE WI (MKE)	79.8	81.6	2,897	2,898	PITTSBURGH PA (PIT)	78.1	84.4	2,367	2,366
MINNEAPOLIS MN (MSP)	81.8	83.4	11,805	11,814	PLATTSBURGH NY (PBG)	61.5	76.0	26	25
MINOT ND (MOT)	77.7	84.4	220	218	POCATELLO ID (PIH)	93.1	94.8	58	58
MISSION/MCALLEN/EDINBURG TX (MFE)	77.2	82.0	259	261	PONCE PR (PSE)	68.8	82.8	93	93
MISSOULA MT (MSO)	82.8	87.7	303	302	PORTLAND ME (PWM)	73.3	78.9	629	629
MOBILE AL (MOB)	79.4	86.6	476	476	PORTLAND OR (PDX)	80.8	83.7	5,111	5,108
MOLINE IL (MLI)	74.5	81.1	318	318	PROVIDENCE RI (PVD)	71.4	79.0	992	991
MONROE LA (MLU)	83.8	86.6	290	290	RALEIGH/DURHAM NC (RDU)	74.8	77.8	3,245	3,246
MONTEREY CA (MRY)	77.9	77.6	303	303	RAPID CITY SD (RAP)	78.5	82.7	516	515
MONTGOMERY AL (MGM)	75.7	81.2	292	292	REDDING CA (RDD)	83.9	88.7	62	62
MONTROSE/DELTA CO (MTJ)	82.1	88.7	123	124	RENO NV (RNO)	74.3	76.5	1,395	1,394
MOSINEE WI (CWA)	76.3	82.2	118	118	RHINELANDER WI (RHI)	88.8	87.6	89	89
MUSKEGON MI (MKG)	75.8	83.9	62	62	RICHMOND VA (RIC)	72.7	78.3	1,583	1,583
MYRTLE BEACH SC (MYR)	80.8	81.5	589	589	ROANOKE VA (ROA)	77.9	79.3	231	232
NANTUCKET MA (ACK)	82.7	75.5	139	139	ROCHESTER MN (RST)	80.9	84.2	215	215
NASHVILLE TN (BNA)	76.2	74.6	4,752	4,752	ROCHESTER NY (ROC)	75.3	80.6	688	687
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	71.9	86.0	57	57	ROCK SPRINGS WY (RKS)	84.5	89.7	58	58
NEW ORLEANS LA (MSY)	79.2	81.2	3,576	3,575	ROSWELL NM (ROW)	80.2	86.8	91	91
NEW YORK NY (JFK)	78.2	79.0	9,237	9,238	SACRAMENTO CA (SMF)	75.1	77.7	3,644	3,642
NEW YORK NY (LGA)	66.7	70.9	9,475	9,474	SAGINAW/BAY CITY/MIDLAND MI (MBS)	79.6	82.3	147	147
NEWARK NJ (EWR)	70.5	70.1	9,908	9,871	SALT LAKE CITY UT (SLC)	85.9	85.7	9,502	9,508
NEWBURGH/POUGHKEEPSIE NY (SWF)	75.8	85.5	62	62	SAN ANGELO TX (SJT)	83.4	82.8	151	151

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
SAN ANTONIO TX (SAT)	76.7	80.8	3,004	3,003	SUN VALLEY/HAILEY/KETCHUM ID (SUN)	76.3	80.9	131	131
SAN DIEGO CA (SAN)	76.6	76.5	7,031	7,028	SYRACUSE NY (SYR)	74.8	83.5	539	538
SAN FRANCISCO CA (SFO)	73.0	74.8	14,435	14,444	TALLAHASSEE FL (TLH)	79.9	84.9	284	284
SAN JOSE CA (SJC)	74.3	75.5	3,828	3,828	TAMPA FL (TPA)	75.9	75.3	5,852	5,853
SAN JUAN PR (SJU)	77.6	79.8	2,553	2,549	TEXARKANA AR (TXK)	83.7	92.4	92	92
SAN LUIS OBISPO CA (SBP)	74.3	77.1	218	218	TOLEDO OH (TOL)	87.9	86.8	91	91
SANTA ANA CA (SNA)	80.3	81.8	3,602	3,601	TRAVERSE CITY MI (TVC)	85.1	87.6	382	380
SANTA BARBARA CA (SBA)	80.6	79.6	624	624	TRENTON NJ (TTN)	73.8	81.4	279	279
SANTA FE NM (SAF)	78.7	79.5	155	156	TUCSON AZ (TUS)	73.9	82.2	1,251	1,251
SANTA MARIA CA (SMX)	82.3	87.1	62	62	TULSA OK (TUL)	77.8	81.1	1,286	1,285
SARASOTA/BRADENTON FL (SRQ)	81.7	84.6	241	241	TWIN FALLS ID (TWF)	89.9	92.1	89	89
SAULT STE. MARIE MI (CIU)	87.1	83.6	62	61	TYLER TX (TYR)	83.7	89.7	233	233
SAVANNAH GA (SAV)	77.2	75.3	745	746	VALDOSTA GA (VLD)	73.6	85.1	87	87
SCRANTON/WILKES-BARRE PA (AVP)	70.5	88.3	146	145	VALPARAISO FL (VPS)	82.8	85.7	540	540
SEATTLE WA (SEA)	82.9	82.6	11,989	11,998	WACO TX (ACT)	76.5	86.6	149	149
SHREVEPORT LA (SHV)	81.0	83.2	594	594	WATERLOO IA (ALO)	79.3	91.4	58	58
SIOUX CITY IA (SUX)	84.5	91.4	58	58	WEST PALM BEACH/PALM BEACH FL (PBI)	75.8	78.5	1,681	1,682
SIOUX FALLS SD (FSD)	78.2	84.6	487	487	WEST YELLOWSTONE MT (WYS)	84.9	92.5	53	53
SITKA AK (SIT)	78.6	88.7	187	186	WHITE PLAINS NY (HPN)	73.1	78.1	698	699
SOUTH BEND IN (SBN)	77.4	86.7	398	399	WICHITA FALLS TX (SPS)	84.4	85.2	122	122
SPOKANE WA (GEG)	79.3	84.8	929	929	WICHITA KS (ICT)	78.4	81.2	779	780
SPRINGFIELD IL (SPI)	78.6	86.4	154	154	WILLISTON ND (ISN)	82.3	87.1	249	249
SPRINGFIELD MO (SGF)	73.7	82.7	472	474	WILMINGTON NC (ILM)	79.8	88.8	198	197
ST. AUGUSTINE FL (UST)	61.5	38.5	13	13	WORCESTER MA (ORH)	90.3	83.9	62	62
ST. GEORGE UT (SGU)	79.7	94.1	153	153	WRANGELL AK (WRG)	83.9	82.3	62	62
ST. LOUIS MO (STL)	77.9	76.6	4,612	4,613	YAKUTAT AK (YAK)	85.5	93.5	62	62
STATE COLLEGE PA (SCE)	79.7	85.1	148	148	YUMA AZ (YUM)	88.1	92.1	177	177

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL US 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
ENVOY	12	12,923	313	2.4	115	24,750	634	2.6
EXPRESSJET	18	26,207	490	1.9	166	50,381	909	1.8
SKYWEST	21	29,968	423	1.4	168	52,627	821	1.6
SPIRIT***	19	8,527	116	1.4	33	10,351	131	1.3
UNITED	28	39,797	391	1.0	79	46,478	468	1.0
JETBLUE	24	16,942	155	0.9	63	24,029	225	0.9
SOUTHWEST**	24	61,127	451	0.7	86	113,650	839	0.7
AMERICAN*	28	68,279	473	0.7	86	81,434	562	0.7
FRONTIER	24	6,319	25	0.4	49	8,090	33	0.4
VIRGIN AMERICA	15	4,674	13	0.3	17	5,411	18	0.3
ALASKA	24	10,100	15	0.1	62	15,821	49	0.3
HAWAIIAN	8	510	2	0.4	17	6,955	11	0.2
DELTA	29	61,095	95	0.2	145	80,741	106	0.1
Total		346,468	2,962	0.9	Total	520,718	4,806	0.9

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

* 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.

** Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table.

*** Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
ENVOY	1,065	167	15.6
SPIRIT***	360	30	8.3
EXPRESSJET	3,138	257	8.1
SKYWEST	3,467	238	6.8
JETBLUE	800	40	5.0
UNITED	4,750	186	3.9
AMERICAN*	3,600	94	2.6
SOUTHWEST**	11,729	240	2.0
FRONTIER	308	6	1.9
ALASKA	562	9	1.6
HAWAIIAN	246	2	0.8
VIRGIN AMERICA	195	1	0.5
DELTA	3,869	9	0.2
TOTAL	34,089	1,279	3.8

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**	81434	65170	80.03%	562	0.69%	222	0.27%	4943	6.07%	510	0.63%	4827	5.93%	42	0.05%	5158	6.33%
ALASKA	15821	13664	86.37%	49	0.31%	41	0.26%	591	3.74%	30	0.19%	822	5.20%	16	0.10%	607	3.84%
JETBLUE	24029	18389	76.53%	225	0.94%	57	0.24%	1553	6.46%	142	0.59%	1705	7.10%	13	0.06%	1945	8.09%
DELTA	80741	68016	84.24%	106	0.13%	249	0.31%	3802	4.71%	672	0.83%	4136	5.12%	6	0.01%	3753	4.65%
EXPRESSJET	50381	39669	78.74%	909	1.80%	151	0.30%	2806	5.57%	101	0.20%	3096	6.14%	0	0.00%	3650	7.24%
FRONTIER	8090	5774	71.37%	33	0.41%	19	0.23%	474	5.86%	25	0.30%	1151	14.23%	0	0.00%	614	7.59%
HAWAIIAN	6955	6161	88.58%	11	0.16%	8	0.12%	423	6.07%	18	0.26%	17	0.25%	1	0.02%	316	4.54%
ENVOY	24750	19463	78.64%	634	2.56%	69	0.28%	1270	5.13%	250	1.01%	1382	5.58%	10	0.04%	1672	6.75%
SPIRIT****	10351	7109	68.68%	131	1.27%	18	0.17%	755	7.30%	47	0.45%	1333	12.88%	31	0.30%	926	8.94%
SKYWEST	52627	41429	78.72%	821	1.56%	148	0.28%	2677	5.09%	238	0.45%	2748	5.22%	20	0.04%	4545	8.64%
UNITED	46478	34180	73.54%	468	1.01%	137	0.29%	4335	9.33%	341	0.73%	2771	5.96%	0	0.00%	4247	9.14%
VIRGIN AMERICA	5411	4158	76.84%	18	0.33%	9	0.17%	230	4.25%	77	1.42%	477	8.81%	4	0.08%	438	8.10%
SOUTHWEST***	113650	83575	73.54%	839	0.74%	400	0.35%	8805	7.75%	797	0.70%	4602	4.05%	37	0.03%	14595	12.84%
TOTAL	520718	406757	78.11%	4806	0.92%	1528	0.29%	32664	6.27%	3246	0.62%	29068	5.58%	183	0.04%	42466	8.16%

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

A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.
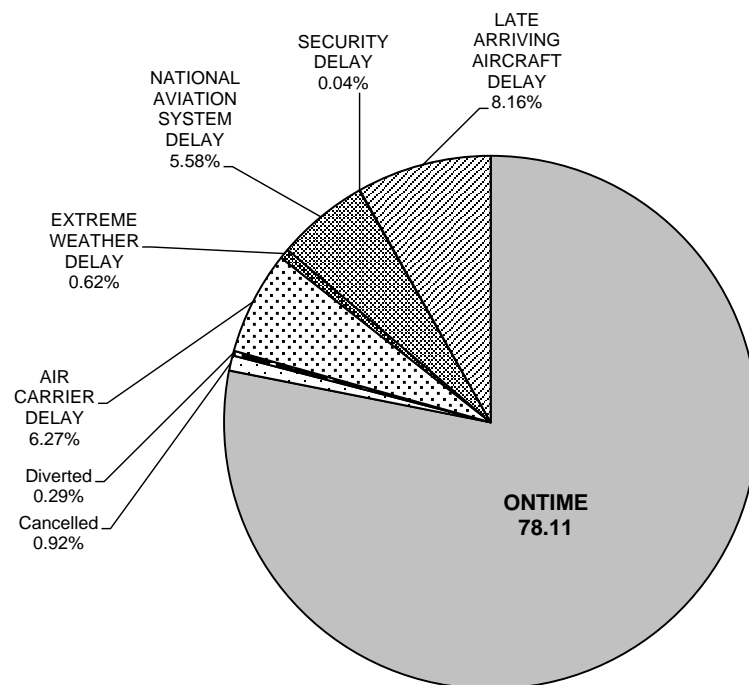
** Effective July 2015, data of the merged operations of American Airlines and US Airways are combined, and appear only as American Airlines in this table.

*** Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table.

**** Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

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TABLE 10. OVERALL CAUSES OF DELAY*

LATE
ARRIVING
AIRCRAFT
DELAY
8.16%

SECURITY
DELAY
0.04%

NATIONAL
AVIATION
SYSTEM
DELAY
5.58%

EXTREME
WEATHER
DELAY
0.62%

AIR
CARRIER
DELAY
6.27%

Diverted
0.29%

Cancelled
0.92%

ONTIME
78.11

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

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

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

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

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

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

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

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

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

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

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
FRONTIER	8,090	9	0.11
UNITED	46,478	42	0.09
AMERICAN*	81,434	65	0.08
VIRGIN AMERICA	5,411	4	0.07
JETBLUE	24,029	17	0.07
EXPRESSJET	50,381	33	0.07
DELTA	80,741	46	0.06
ENVOY	24,750	14	0.06
SPIRIT***	10,351	4	0.04
SKYWEST	52,627	15	0.03
SOUTHWEST**	113,650	11	0.01
ALASKA	15,821	0	0.00
HAWAIIAN	6,955	0	0.00
TOTAL	520,718	260	0.05

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.

** Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table.

*** Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

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
MQ	Envoy Air
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 #24, issued October 10, 2014, effective January 1, 2015.

** 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.

*** Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined and appear as WN, Southwest, or Southwest Airlines.

****Effective January 2015 Spirit Airlines became a reporting carrier, and appears as NK, Spirit, or Spirit Airlines.

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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.
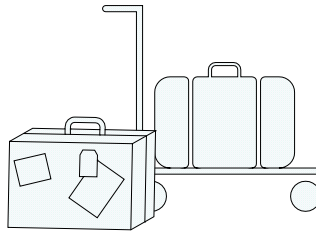
MISHANDLED BAGGAGE REPORTS

FILED BY PASSENGERS

***U.S. AIRLINES*[*]**

RANK	AIRLINE	JULY 2015			JULY 2014		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	539	605,489	0.89	687	567,655	1.21
2	JETBLUE AIRWAYS	5,138	2,752,654	1.87	5,578	2,553,498	2.18
3	DELTA AIR LINES	21,993	11,184,704	1.97	20,840	10,331,666	2.02
4	HAWAIIAN AIRLINES	2,339	944,493	2.48	1,977	903,232	2.19
5	SPIRIT AIRLINES****	4,352	1,490,160	2.92	****	****	****
6	UNITED AIRLINES	21,116	6,735,898	3.13	21,530	6,216,950	3.46
7	FRONTIER AIRLINES	3,538	1,088,993	3.25	1,819	1,129,357	1.61
8	SOUTHWEST AIRLINES***	47,347	13,616,427	3.48	51,224	12,166,494	4.21
9	AMERICAN AIRLINES**	42,832	11,483,171	3.73	25,061	6,413,759	3.91
10	SKYWEST AIRLINES	10,817	2,655,406	4.07	10,653	2,552,687	4.17
11	ALASKA AIRLINES	8,678	2,130,159	4.07	5,907	1,951,446	3.03
12	EXPRESSJET AIRLINES	11,194	2,265,335	4.94	12,962	2,677,582	4.84
13	ENVOY AIR	7,147	1,080,695	6.61	12,039	1,391,186	8.65
	TOTALS	187,030	58,033,584	3.22	170,277	48,855,512	3.49

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.

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*   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 July 2014 reflect the deletion of US Airways data for that month.

*** Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table. Totals for June 2014 reflect the deletion of AirTran's data for that month.

**** Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

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.
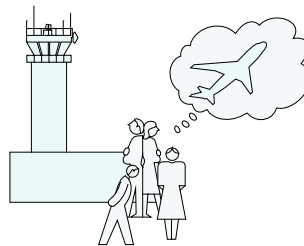
PASSENGERS DENIED BOARDING

BY U.S. AIRLINES[*]

RANK	AIRLINE	APRIL - JUNE 2015				APRIL - JUNE 2014			
		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	JETBLUE AIRWAYS	266	5	8,105,136	**0.01**	279	70	7,489,539	**0.09**
2	HAWAIIAN AIRLINES	54	2	2,605,895	**0.01**	102	10	2,505,196	**0.04**
3	VIRGIN AMERICA	669	15	1,772,262	**0.08**	137	11	1,703,282	**0.06**
4	DELTA AIR LINES	38,643	389	32,706,490	**0.12**	29,451	1,405	30,361,746	**0.46**
5	ALASKA AIRLINES	1,315	191	5,624,304	**0.34**	1,027	196	4,999,049	**0.39**
6	AMERICAN AIRLINES**	18,026	2,245	36,140,078	**0.62**	17,824	2,304	35,406,731	0.65
	-AMERICAN	*11,703*	*1,089*	*20,066,407*	*0.54*	*9,014*	*696*	*19,957,730*	*0.35*
	-US AIRWAYS	*6,323*	*1,156*	*16,073,671*	*0.72*	*8,810*	*1,608*	*15,449,001*	*1.04*
7	UNITED AIRLINES	22,068	1,647	21,166,446	**0.78**	16,498	2,171	20,144,390	**1.08**
8	FRONTIER AIRLINES	699	253	2,962,152	**0.85**	934	349	2,937,116	**1.19**
9	SOUTHWEST AIRLINES	29,084	4,436	37,496,853	**1.18**	26,341	3,605	22,614,856	**1.59**
10	SPIRIT AIRLINES****/*****	1,966*****	624*****	4,208,617*****	**1.48*****	****	****	****	****
11	EXPRESSJET AIRLINES	12,001	1,338	6,567,149	**2.04**	16,961	2,784	7,735,969	**3.60**
12	SKYWEST AIRLINES	13,941	1,739	7,403,792	**2.35**	10,717	1,836	6,861,891	**2.68**
13	ENVOY AIR	5,596	924	3,255,510	**2.84**	5,351	702	4,146,074	**1.69**
	TOTALS	**144,328*****	**13,808*****	**170,014,684*****	**0.81*****	**125,622**	**15,443**	**146,905,839**	**1.05**

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.

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*   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 January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

*** Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table. Totals for April - June 2014 reflect the deletion of AirTran's data for that quarter.

**** Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

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

PASSENGERS DENIED BOARDING

BY U.S. AIRLINES[*]

RANK	AIRLINE	JANUARY - JUNE 2015				JANUARY - JUNE 2014			
		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	164	9	5,078,326	**0.02**	196	35	4,905,568	**0.07**
2	JETBLUE AIRWAYS	885	44	15,462,525	**0.03**	748	94	14,186,326	**0.07**
3	VIRGIN AMERICA	955	20	3,282,327	**0.06**	373	36	3,162,743	**0.11**
4	DELTA AIR LINES	79,582	993	60,268,482	**0.16**	53,780	3,283	55,719,641	**0.59**
5	ALASKA AIRLINES	3,052	410	10,599,851	**0.39**	2,053	444	9,383,680	**0.47**
6	AMERICAN AIRLINES**	33,508	4,901	69,303,054	**0.71**	34,636	4,693	67,875,516	**0.69**
	-AMERICAN	*21,631*	*2,520*	*38,167,530*	*0.66*	*18,989*	*1,960*	*38,374,719*	*0.51*
	-US AIRWAYS	*11,877*	*2,381*	*31,135,524*	*0.76*	*15,647*	*2,733*	*29,500,797*	*0.93*
7	FRONTIER AIRLINES	1,381	462	5,594,562	**0.83**	1,589	635	5,339,113	**1.19**
8	UNITED AIRLINES	39,441	3,464	39,272,084	**0.88**	37,967	6,566	38,038,590	**1.73**
9	SPIRIT AIRLINES****/*****	3,407*****	738******	7,937,491*****	**0.93*****	****	****	****	****
10	SOUTHWEST AIRLINES***	49,725	7,762	69,489,911	**1.12**	44,091	6,980	50,634,484	**1.38**
11	EXPRESSJET AIRLINES	24,438	2,650	12,650,715	**2.09**	33,054	5,594	14,541,770	**3.85**
12	SKYWEST AIRLINES	27,982	3,369	13,862,365	**2.43**	22,673	4,465	13,010,929	**3.43**
13	ENVOY AIR	10,081	1,708	6,349,727	**2.69**	10,526	1,468	7,858,174	**1.87**
	TOTALS	**274,601*****	**26,530*****	**319,151,420*****	**0.83*****	**241,686**	**34,293**	**284,656,534**	**1.20**

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.

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*   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 January 2014, the American Airlines and US Airways data are combined for ranking purposes and appear as American Airlines data in this table to reflect the company merger. The data of the individual operating carriers appears below the combined data while operations remain separate.

*** Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table. Totals for January - June 2014 reflect the deletion of AirTran's data.

**** Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

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

	JULY 2015				JULY 2014			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,687	50	2	144	1,236	52	3	131
FOREIGN AIRLINES	416	5	3	30	374	3	1	38
TRAVEL AGENTS	34	0	0	12	23	0	0	16
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	26	6	0	8	17	37	0	18
INDUSTRY TOTALS	2,163	61	5	194	1,650	92	4	203

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES[*]

COMPLAINT CATEGORY	JULY 2015			JULY 2014		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	749		1	577	
CANCELLATIONS			311			255
DELAYS			245			180
MISCONNECTIONS			124			75
BAGGAGE	2	340		2	289	
RES/TKTG/BOARDING	3	297		3	191	
CUSTOMER SERVICE	4	224		4	173	
FARES	5	169		5	125	
REFUNDS	6	159		6	116	
DISABILITY	7	97		7	70	
OVERSALES	8	66		9	41	
OTHER	9	40		8	46	
FREQUENT FLYER			18			21
ADVERTISING	10	13		10	15	
DISCRIMINATION	11	9		11	7	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		2,163			1,650	

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* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

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

Table 3

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY*

JULY 2015

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	1	0	1	0	1	2	0	0	0	0	0	0	5
ALLEGIANT AIR	45	1	36	7	17	8	12	3	0	0	0	0	129
AMERICAN AIRLINES	97	15	40	32	32	47	40	20	2	2	0	13	340
DELTA AIR LINES	41	5	10	12	4	11	14	10	1	1	0	5	114
ENVOY AIR	12	0	0	0	0	1	3	0	0	0	0	0	16
EXPRESSJET AIRLINES	26	0	0	0	0	0	2	0	0	0	0	0	28
FRONTIER AIRLINES	24	2	16	10	7	20	7	1	1	0	0	1	89
GOJET AIRLINES	6	0	0	0	0	0	1	0	0	0	0	0	7
HAWAIIAN AIRLINES	0	0	1	4	0	2	1	1	0	0	0	1	10
HORIZON AIRLINES	3	0	1	0	0	1	1	0	0	0	0	0	6
JETBLUE AIRWAYS	11	0	5	5	2	3	8	2	0	0	0	0	36
MESA AIRLINES	14	0	0	0	0	0	0	1	0	0	0	0	15
PIEDMONT AIRLINES	5	0	0	0	0	1	0	2	0	0	0	0	8
REPUBLIC AIRLINES	12	0	0	0	0	0	0	0	0	0	0	1	13
SHUTTLE AMERICA	10	0	0	0	0	1	0	0	0	0	0	0	11
SILVER AIRWAYS	16	1	1	2	0	1	1	1	0	0	0	0	23
SKYWEST AIRLINES	18	0	0	0	0	0	1	0	0	1	0	0	20
SOUTHWEST AIRLINES	41	3	9	1	1	16	13	5	1	0	0	0	90
SPIRIT AIRLINES	84	5	25	19	20	38	10	6	1	0	0	0	208
TRANS STATES AIRLINES	8	0	0	0	0	0	0	0	0	0	0	0	8
UNITED AIRLINES	120	13	43	26	20	48	35	15	2	2	0	6	330
US AIRWAYS	43	10	24	13	7	16	16	11	0	1	0	1	142
VIRGIN AMERICA	1	0	0	1	1	3	3	1	0	0	0	0	10
OTHER U.S. AIRLINES	23	0	0	0	0	1	0	2	0	1	0	2	29
TOTAL JULY 2015	661	55	212	132	112	220	168	81	8	8	0	30	1,687
% OF TOTAL COMPLAINTS	39.2	3.3	12.6	7.8	6.6	13.0	10.0	4.8	0.5	0.5	0.0	1.8	
TOTAL JULY 2014	516	33	124	96	76	166	116	58	12	6	0	33	1,236
% OF TOTAL COMPLAINTS	41.7	2.7	10.0	7.8	6.1	13.4	9.4	4.7	1.0	0.5	0.0	2.7	

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

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

Table 4

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY INCIDENT DATE

JULY 2015

U.S. AIRLINES* ALPHABETICAL	COMPS RECD IN JUL	INCI- DENTS IN JUL	PERCENT	INCI- DENTS IN JUN	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	5	2	40.0	1	20.0	1	20.0	1	20.0
ALLEGIANT AIR	129	71	55.0	35	27.1	9	7.0	14	10.9
AMERICAN AIRLINES	340	157	46.2	59	17.4	88	25.9	36	10.6
DELTA AIR LINES	114	60	52.6	25	21.9	22	19.3	7	6.1
ENVOY AIR	16	8	50.0	2	12.5	2	12.5	4	25.0
EXPRESSJET AIRLINES	28	21	75.0	4	14.3	3	10.7	0	0.0
FRONTIER AIRLINES	89	53	59.6	15	16.9	12	13.5	9	10.1
GOJET AIRLINES	7	4	57.1	2	28.6	1	14.3	0	0.0
HAWAIIAN AIRLINES	10	1	10.0	1	10.0	5	50.0	3	30.0
HORIZON AIRLINES	6	2	33.3	3	50.0	1	16.7	0	0.0
JETBLUE AIRWAYS	36	18	50.0	6	16.7	7	19.4	5	13.9
MESA AIRLINES	15	8	53.3	4	26.7	3	20.0	0	0.0
PIEDMONT AIRLINES	8	1	12.5	3	37.5	0	0.0	4	50.0
REPUBLIC AIRLINES	13	8	61.5	4	30.8	0	0.0	1	7.7
SHUTTLE AMERICA	11	8	72.7	1	9.1	1	9.1	1	9.1
SILVER AIRWAYS	23	15	65.2	1	4.3	4	17.4	3	13.0
SKYWEST AIRLINES	20	14	70.0	5	25.0	1	5.0	0	0.0
SOUTHWEST AIRLINES	90	57	63.3	14	15.6	12	13.3	7	7.8
SPIRIT AIRLINES	208	98	47.1	55	26.4	35	16.8	20	9.6
TRANS STATES AIRLINES	8	5	62.5	2	25.0	0	0.0	1	12.5
UNITED AIRLINES	330	165	50.0	87	26.4	44	13.3	34	10.3
US AIRWAYS	142	51	35.9	35	24.6	16	11.3	40	28.2
VIRGIN AMERICA	10	6	60.0	1	10.0	1	10.0	2	20.0
OTHER U.S. AIRLINES	29	16	55.2	9	31.0	2	6.9	2	6.9
TOTALS	1,687	849	50.3	374	22.2	270	16.0	194	11.5
PREVIOUS YEAR'S TOTALS	1,236	624	50.5	287	23.2	242	19.6	83	6.7

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

Table 5

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

JULY 2015

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	1	0	2	0	1	3	0	1	0	0	0	0	8
AEROMEXICO	3	0	10	3	2	2	1	1	0	0	0	1	23
AIR BERLIN	0	0	3	0	0	3	1	0	0	0	0	0	7
AIR CANADA	23	4	7	6	3	19	21	5	0	1	0	1	90
AIR FRANCE	2	0	3	2	1	5	4	0	0	0	0	0	17
ALITALIA AIRLINES	2	1	2	1	1	10	0	0	0	0	0	0	17
AVIANCA	0	1	1	1	2	0	0	0	0	0	0	0	5
BRITISH AIRWAYS	3	0	3	0	4	3	4	1	0	0	0	1	19
COPA	1	0	1	0	0	2	0	0	0	0	0	1	5
EMIRATES AIRLINES	1	0	4	0	0	2	3	0	0	0	0	0	10
ETIHAD AIRWAYS	3	0	3	1	0	4	1	0	0	0	0	0	12
FIJI AIRWAYS	2	0	1	0	0	2	0	1	0	0	0	0	6
IBERIA AIRLINES	0	1	1	0	1	2	1	0	0	0	0	0	6
KLM	2	0	0	0	0	7	0	2	0	0	0	0	11
LUFTHANSA	2	0	4	2	3	9	1	1	1	0	0	0	23
NORWEGIAN AIR SHUTTLE	2	0	0	0	1	1	1	1	0	0	0	0	6
PHILIPPINE AIRLINES	1	0	1	0	1	2	1	0	0	0	0	0	6
QATAR AIRWAYS	1	0	4	1	2	2	1	0	0	0	0	0	11
ROYAL AIR MAROC	9	2	2	1	0	2	1	0	0	0	0	0	17
SWISS AIR	2	0	1	0	1	1	1	0	0	0	0	0	6
TURKISH AIRLINES	1	0	5	1	2	9	1	1	0	0	0	0	20
VOLARIS AIRLINES	0	0	0	3	1	1	0	0	1	0	0	0	6
OTHER FOREIGN AIRLINES	20	1	16	8	6	25	5	2	1	0	0	1	85
TOTALS	81	10	74	30	32	116	48	16	3	1	0	5	416
TRAVEL AGENTS													
EXPEDIA.COM	0	0	2	1	4	0	0	0	0	0	0	0	7
JUSTFLY.COM	0	0	3	1	2	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	2	0	6	5	5	0	1	0	2	0	0	0	21
TOTALS	2	0	11	7	11	0	1	0	2	0	0	0	34
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
MISCELLANEOUS													
TSA	0	0	0	0	0	2	4	0	0	0	0	1	7
OTHER MISCELLANEOUS	5	1	0	0	4	2	3	0	0	0	0	4	19
TOTALS	5	1	0	0	4	4	7	0	0	0	0	5	26

* 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	JULY 2015			JULY 2014		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	5	2,176,556	0.23	9	2,055,698	0.44
2	SOUTHWEST AIRLINES***	90	13,635,167	0.66	71	11,971,733	0.59
3	SKYWEST AIRLINES	20	2,795,919	0.72	25	2,588,316	0.97
4	DELTA AIR LINES	114	13,343,933	0.85	82	12,439,328	0.66
5	HAWAIIAN AIRLINES	10	988,367	1.01	7	945,665	0.74
6	JETBLUE AIRWAYS	36	3,319,794	1.08	41	3,087,283	1.33
7	EXPRESSJET AIRLINES	28	2,378,232	1.18	25	2,885,810	0.87
8	ENVOY AIR	16	1,106,555	1.45	21	1,462,666	1.44
9	VIRGIN AMERICA	10	633,589	1.58	11	598,817	1.84
10	AMERICAN AIRLINES**	482	13,968,670	3.45	182	8,260,283	2.20
11	UNITED AIRLINES	330	9,200,685	3.59	291	8,572,956	3.39
12	FRONTIER AIRLINES	89	1,187,059	7.50	50	1,183,511	4.22
13	SPIRIT AIRLINES****	208	1,656,246	12.56	****	****	****
	TOTAL	1,438	66,390,772	2.17	815	56,052,066	1.45

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 July 2014 reflect the deletion of US Airways data for that month.

*** Effective January 2015, complaints of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table. Totals for July 2014 reflect the deletion of AirTran's complaints for that month.

**** Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

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 July 2015 as provided by the Transportation Security Administration[a*]

The Transportation Security Administration (TSA) screened approximately 65 million airline passengers and their 52 million checked bags in the month of July as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations [b]. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of July.

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 passengers property in carry-on luggage.

Courtesy[c]		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public[c]	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
439	.0006	33	.00005	74	.0001	486	.0007

NOTES

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

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

[c] The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of July 2015.

As of October 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.

*Reflects the corrected data provided by the Transportation Security Administration on June 14, 2016.

**July 2015 Airline Reports to DOT of Incidents Involving the
Loss, Injury or Death of Animals During Air Transportation**

Section 710 of the Wendell H. Ford Aviation Investment and Reform Act for the 21st Century ("AIR-21"; P.L. 106-81) requires U.S. airlines that perform scheduled passenger transportation to file reports with the Department concerning incidents involving the loss, injury or death of animals in air transportation. This requirement was implemented through 14 CFR 234.13 through December 31, 2014, and 14 CFR Part 235 for incidents that occur on or after January 1, 2015.

An airline is required to submit a report for any month in which it experienced a loss, injury or death of an animal (as defined in the rule) during air transportation. In addition, each airline is required to submit the total number of reportable incidents for the entire calendar year and the total number of animals transported in the calendar year within 15 days after the end of December of that year. The first such annual report will be due on January 15, 2016. 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 here 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 actual reports filed by these airlines (with the name of the animal owner redacted), choose this report at http://www.dot.gov/individuals/air-consumer/air-travel-consumer-reports and on the resulting web page click the airline's name in the "Redacted Animal Incident Reports" section near the bottom of that page.

Carrier	Death	Injury	Loss
Alaska		1	
United	4		
Total	4	1	