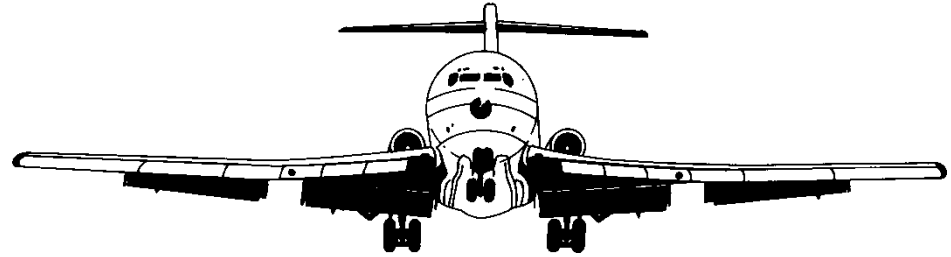U.S. Department
of Transportation

Air Travel Consumer Report

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

Issued: March 2015

Flight Delays[1]	January 2015
Mishandled Baggage[1]	January 2015
Oversales[1]	4th Quarter 2014 January – December 2014
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	January 2015
Customer Service Reports to the Dept. of Homeland Security[3]	January 2015
Airline Animal Incident Reports[4]	January 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

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<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 14 reporting air carriers, seven carriers (Envoy, ExpressJet, Frontier, Hawaiian, Southwest, US Airways 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.

JANUARY 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/
DELTA AIR LINES S/	29	85.7	145	86.1
HAWAIIAN AIRLINES S/	8	87.4	17	85.5
ALASKA AIRLINES S/	23	85.0	59	84.6
VIRGIN AMERICA S/	15	82.6	18	82.2
SOUTHWEST AIRLINES S/***	24	79.3	86	79.1
AMERICAN AIRLINES S/ **	28	77.4	94	77.4
-AMERICAN AIRLINES S/	*28*	*76.2*	*81*	*76.1*
-US AIRWAYS S/	*27*	*78.8*	*74*	*79.0*
UNITED AIRLINES S/*****	28	75.5	77	75.4
EXPRESSJET AIRLINES S/	18	74.6	166	74.3
SKYWEST AIRLINES S/	23	74.2	176	73.4
SPIRIT AIRLINES S/****	19	71.3	33	71.9
JETBLUE AIRWAYS S/	24	70.8	57	71.9
FRONTIER AIRLINES S/	25	66.7	63	67.1
ENVOY AIR S/	11	61.0	122	60.4
TOTAL		**77.1**		**76.8**

➢ **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.**

* 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 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.

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

***** United Airlines revised its January 2015 on-time and flight cancellation data after the *ATCR* was originally published. This table reflects the revisions.

JANUARY 2015

AIR TRAVEL CONSUMER REPORT

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

Carrier*	1st Quarter 01-03 2014		2nd Quarter 04-06 2014		3rd Quarter 07-09 2014		4th Quarter 10-12 2014		Nov14		Dec-14		Jan-15		12 Months Ending Jan 2015	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	87.3	2	88.5	2	85.0	3	84.1	3	84.7	3	80.4	3	84.6	3	85.9	2
AMERICAN**	77.1	5	77.9	8	77.9	7	78.8	8	77.7	9	76.7	5	77.4	6	77.3	5
-AMERICAN	76.6	(--)	75.4	(--)	75.4	(--)	75.8	(--)	78.2	(--)	73.3	(--)	76.1	(--)	76.3	(--)
-US AIRWAYS	77.8	(--)	81.1	(--)	81.3	(--)	82.5	(--)	77.0	(--)	81.3	(--)	79.0	(--)	81.4	(--)
ENVOY	66.3	11	69.7	12	72.8	12	66.2	12	69.3	12	63.1	12	60.4	13	69.0	12
DELTA	77.6	4	83.4	3	85.6	2	87.4	2	86.6	2	88.9	1	86.1	1	84.9	3
EXPRESSJET	62.2	12	69.8	11	74.1	11	77.3	6	80.7	7	76.0	6	74.3	8	72.3	11
FRONTIER	67.3	9	74.3	9	78.2	6	74.6	11	72.3	11	67.8	10	67.1	12	74.3	10
HAWAIIAN	91.6	1	94.2	1	92.8	1	89.0	1	89.4	1	87.9	2	85.5	2	91.3	1
JETBLUE	66.5	10	77.3	6	75.9	9	81.7	4	81.1	6	80.4	4	71.9	11	76.6	6
SKYWEST	74.2	6	77.8	5	78.3	5	74.9	10	76.4	10	67.2	11	73.4	9	76.5	7
SOUTHWEST**	69.1	8	71.8	10	75.3	10	77.9	7	81.4	5	72.0	8	79.1	5	74.5	9
-SOUTHWEST	68.6	(--)	70.9	(--)	74.7	(--)	77.5	(--)	81.0	(--)	71.5	(--)	(--)	(--)	(--)	(--)
-AIRTRAN	73.6	(--)	83.2	(--)	84.1	(--)	88.2	(--)	90.4	(--)	87.3	(--)	(--)	(--)	(--)	(--)
SPIRIT***	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	71.9	10	(--)	(--)
UNITED	73.7	7	75.9	7	77.4	8	76.8	9	80.6	8	72.4	7	75.4	7	76.3	8
VIRGIN AMERICA	81.6	3	83.3	4	83.0	4	78.0	5	82.7	4	68.2	9	82.2	4	81.3	4
Total	72.2		76.0		78.0		78.6		80.6		75.3		76.8		77.0	

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily (Mesa).

** 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. Individual carrier data for 2014 is provided for historical purposes.

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

JANAUARY 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**	910	78.4	2280	68.9	541	76.2	8129	82.9	2602	75.2	856	75.9	12991	78.5	526	81.2
-AMERICAN	397	77.6	862	67.6	216	69.9	409	80.9	930	77.8	480	73.5	12466	78.6	238	79.8
-US AIRWAYS	513	78.9	1418	69.7	325	80.3	7720	83.0	1672	73.7	376	79.0	525	76.4	288	82.3
ALASKA	31	71.0	108	81.5	31	90.3	H/		120	80.8	124	87.9	105	88.6	31	77.4
JETBLUE	H/		3278	70.2	129	70.5	115	72.2	869	75.0	80	65.0	50	68.0	92	80.4
DELTA	18529	88.4	1275	71.7	513	88.1	517	85.9	726	86.6	555	84.0	407	88.5	3892	87.1
EXPRESSJET	5254	77.9	186	66.7	22	54.5	343	67.6	281	74.0	1219	75.0	1371	69.7	2457	78.8
FRONTIER	188	66.5	H/		H/		21	66.7	91	73.6	1942	70.9	137	73.0	24	62.5
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
ENVOY	134	56.0	H/		92	50.0	H/		154	55.2	H/		6713	68.1	407	54.5
SPIRIT****	248	70.2	124	74.2	155	71.0	H/		H/		274	67.5	723	75.1	695	70.4
SKYWEST	307	67.8	30	63.3	1	100.0	55	80.0	106	51.9	3594	68.3	385	56.4	748	70.7
UNITED*****	219	72.6	711	69.1	180	67.2	23	78.3	306	80.0	3772	76.6	291	78.0	47	72.3
VIRGIN AMERICA	H/		127	78.7	H/		H/		111	83.8	H/		H/		H/	
SOUTHWEST***	3672	78.6	722	69.7	5249	80.0	148	73.6	1314	80.0	4643	80.8	H/		549	74.1
TOTAL	29492	84.2	8841	70.2	6913	79.2	9351	82.1	6680	77.0	17059	75.3	23173	74.6	9468	79.7

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

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JANUARY 2015

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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**	649	67.2	860	79.7	211	71.6	862	78.1	1619	69.3	1389	82.4	3206	81.6	2209	65.9
-AMERICAN	*326*	*59.5*	*314*	*77.7*	*211*	*71.6*	*447*	*77.4*	*1369*	*70.0*	*889*	*81.4*	*2633*	*81.4*	*1201*	*66.2*
-US AIRWAYS	*323*	*74.9*	*546*	*80.8*	*H/*		*415*	*78.8*	*250*	*65.6*	*500*	*84.0*	*573*	*82.4*	*1008*	*65.6*
ALASKA	58	69.0	31	87.1	H/		31	67.7	H/		383	85.4	592	85.3	H/	
JETBLUE	621	69.2	1660	70.8	169	69.8	H/		3494	70.4	325	80.3	357	76.8	589	55.3
DELTA	410	76.3	1009	86.8	186	89.8	224	89.7	2077	73.5	836	88.6	1797	89.1	2216	70.4
EXPRESSJET	2675	67.7	H/		1230	70.9	5777	80.4	H/		H/		H/		1047	57.0
FRONTIER	H/		105	79.0	226	58.0	115	73.0	H/		229	69.9	86	79.1	62	46.8
HAWAIIAN	H/		H/		H/		H/		29	82.8	75	89.3	130	89.2	H/	
ENVOY	H/		H/		H/		H/		526	54.0	H/		31	54.8	1298	56.5
SPIRIT****	H/		1082	73.5	H/		360	69.4	H/		744	78.9	274	72.6	338	56.8
SKYWEST	H/		H/		19	73.7	1150	72.3	H/		261	72.0	4188	79.2	5	80.0
UNITED*****	3645	73.9	523	75.9	1337	78.1	4859	77.3	375	77.9	1050	81.9	2372	75.9	720	64.9
VIRGIN AMERICA	144	68.8	167	82.6	117	80.3	H/		341	77.1	340	85.9	1010	87.4	110	61.8
SOUTHWEST***	503	66.6	1733	82.2	205	77.6	H/		H/		5982	82.9	3289	80.0	918	61.7
TOTAL	8705	70.7	7170	78.1	3700	74.3	13378	78.2	8461	70.6	11614	82.5	17332	80.9	9512	63.1

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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**	1734	77.1	H/		4669	74.6	719	74.3	4538	74.9	261	80.8	3835	72.3	4957	83.4
-AMERICAN	943	75.6	H/		4330	74.5	353	72.8	3904	75.1	112	75.9	283	66.8	510	77.3
-US AIRWAYS	791	78.9	H/		339	76.7	366	75.7	634	73.5	149	84.6	3552	72.7	4447	84.1
ALASKA	64	85.9	H/		H/		34	85.3	98	83.7	1132	89.0	31	58.1	206	79.1
JETBLUE	1594	71.0	H/		H/		H/		170	72.4	81	80.2	135	66.7	61	73.8
DELTA	1371	84.0	219	84.5	745	85.2	4180	87.2	570	84.6	338	82.2	518	80.5	588	87.9
EXPRESSJET	19	78.9	228	68.0	H/		804	76.4	3771	72.6	H/		31	67.7	H/	
FRONTIER	439	58.5	20	80.0	180	55.0	72	58.3	282	59.9	49	65.3	120	43.3	229	72.9
HAWAIIAN	H/		H/		H/		H/		H/		31	90.3	H/		31	80.6
ENVOY	H/		H/		729	84.5	63	47.6	5657	52.3	H/		H/		H/	
SPIRIT****	417	77.9	H/		H/		341	67.7	767	63.1	35	88.6	62	62.9	124	68.5
SKYWEST	H/		4	50.0	2	0.0	1886	79.0	3216	63.4	507	78.1	H/		1589	82.2
UNITED*****	1044	75.3	H/		368	69.6	160	76.9	4372	73.1	378	73.5	279	68.5	553	75.6
VIRGIN AMERICA	31	80.6	H/		H/		H/		74	82.4	31	83.9	H/		H/	
SOUTHWEST***	3362	80.9	6275	77.7	H/		647	72.6	H/		793	78.1	773	70.9	4783	81.6
TOTAL	10075	77.4	6746	77.6	6693	76.0	8906	80.9	23515	66.9	3636	81.7	5784	71.7	13121	82.0

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	\multicolumn 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**	715	82.4	595	74.6	1303	75.4	386	78.0	1102	79.8
-AMERICAN	436	79.6	371	73.6	876	75.5	173	73.4	508	77.6
-US AIRWAYS	279	86.7	224	76.3	427	75.4	213	81.7	594	81.6
ALASKA	439	87.2	4058	84.5	451	79.2	212	95.3	31	96.8
JETBLUE	98	77.6	142	69.7	402	77.9	144	72.2	531	71.0
DELTA	455	91.4	897	83.8	622	84.6	2680	89.4	964	85.5
EXPRESSJET	H/		H/		H/		17	23.5	H/	
FRONTIER	73	72.6	44	59.1	140	71.4	155	69.7	182	56.0
HAWAIIAN	31	83.9	62	83.9	62	90.3	H/		H/	
ENVOY	H/		H/		H/		H/		H/	
SPIRIT****	128	79.7	H/		H/		H/		274	71.5
SKYWEST	716	81.7	977	71.0	3567	68.3	4082	85.8	H/	
UNITED*****	570	80.5	670	75.1	3742	77.5	135	81.5	562	75.8
VIRGIN AMERICA	138	88.4	192	85.4	1349	82.2	H/		H/	
SOUTHWEST***	2721	80.6	789	77.3	1245	72.9	815	76.8	2320	82.4
TOTAL	6084	82.3	8426	80.4	12883	75.2	8626	85.3	5966	79.6

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

 ** 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.

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

***** United Airlines revised its January 2015 on-time and flight cancellation data after the *ATCR* was originally published. This table reflects the revisions.

JANUARY 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	**ATL**	**BOS**	**BWI**	**CLT**	**DCA**	**DEN**	**DFW**	**DTW**	**EWR**	**FLL**	**IAD**	**IAH**	**JFK**	**LAS**	**LAX**	**LGA**	**MCO**	**MDW**
600 - 659 AM	92.8	79.3	83.3	86.8	J/	82.5	84.2	85.2	84.3	70.7	68.2	86.7	82.1	94.2	90.7	J/	77.0	87.7
700 - 759 AM	92.9	76.4	87.0	75.5	75.3	85.7	79.3	83.7	75.9	84.3	77.9	81.0	82.4	95.1	91.0	72.0	83.9	87.4
800 - 859 AM	87.2	74.8	92.8	85.7	79.2	83.9	79.4	84.0	75.3	93.9	82.1	81.0	82.8	92.5	86.6	74.6	81.3	85.4
900 - 959 AM	87.9	79.1	88.6	82.1	81.6	82.2	80.8	86.1	80.6	86.8	83.5	81.5	82.6	90.5	83.2	72.7	87.3	90.6
1000 - 1059 AM	87.4	77.2	90.8	83.0	83.4	75.5	78.9	73.4	83.9	86.8	86.0	82.3	82.4	90.3	84.2	67.0	83.8	86.3
1100 - 1159 AM	88.0	77.3	89.2	87.9	84.3	79.3	80.6	83.2	82.0	79.1	78.3	79.2	73.2	87.1	83.3	66.5	83.5	87.2
1200 - 1259 PM	86.5	74.2	84.8	84.0	77.9	80.6	78.6	87.0	79.4	83.4	83.7	83.5	79.4	82.4	81.7	64.3	79.3	89.9
100 - 159 PM	87.6	75.1	87.4	83.5	74.8	77.7	76.2	80.9	78.2	81.7	68.2	82.3	74.9	83.2	78.9	65.6	84.1	83.4
200 - 259 PM	84.9	74.0	80.6	76.6	76.1	73.1	74.6	81.2	76.0	82.4	79.3	81.2	70.7	80.2	81.6	61.3	80.4	78.3
300 - 359 PM	86.0	75.9	80.7	83.3	80.0	71.2	73.5	78.3	75.7	85.0	74.8	80.8	72.6	80.8	80.4	64.8	80.1	79.6
400 - 459 PM	85.0	71.8	83.1	79.5	79.6	69.0	72.9	82.5	67.4	82.6	70.6	74.7	70.3	80.4	79.3	62.7	77.2	75.2
500 - 559 PM	83.1	66.2	75.3	85.5	77.3	75.0	69.7	71.4	62.2	78.4	77.5	71.4	71.3	79.6	77.7	62.0	75.0	75.5
600 - 659 PM	79.6	61.1	78.4	82.1	76.1	73.4	69.4	75.1	56.9	75.4	77.9	72.0	64.3	79.4	76.4	59.3	73.5	66.8
700 - 759 PM	76.6	63.0	70.1	76.5	75.3	67.6	69.9	80.3	60.0	67.9	77.6	75.5	56.4	75.8	78.8	54.6	71.0	66.3
800 - 859 PM	77.4	65.9	67.0	75.7	73.2	71.3	67.8	73.0	61.8	71.3	73.4	77.1	58.8	77.1	78.5	54.1	71.1	64.5
900 - 959 PM	78.2	64.2	66.7	78.3	73.1	63.2	67.6	75.8	65.0	73.6	69.8	68.1	58.2	74.0	75.9	55.0	73.0	63.7
1000 - 1059 PM	76.8	64.1	64.2	80.3	72.4	72.4	70.6	69.9	63.5	71.7	66.2	67.2	65.2	77.5	79.8	60.5	70.9	63.8
1100 - 559 AM	73.3	64.7	70.6	72.9	68.6	65.7	73.4	69.7	69.3	62.6	65.6	71.3	69.3	76.8	79.3	64.4	69.8	69.1
TOTAL, ALL ARRIVALS, BY AIRPORT	**84.2**	**70.2**	**79.2**	**82.1**	**77.0**	**75.3**	**74.6**	**79.7**	**70.7**	**78.1**	**74.3**	**78.2**	**70.6**	**82.5**	**80.9**	**63.1**	**77.4**	**77.6**

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

Note: United Airlines revised its January 2015 on-time and flight cancellation data after the *ATCR* was originally published. This table reflects the revisions.

JANUARY 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	92.9	89.3	72.6	89.2	81.7	80.0	95.7	85.3	83.3	J/	80.0	84.4
700 - 759 AM	79.8	60.0	73.2	100.0	82.1	87.5	97.9	83.3	88.0	90.6	50.0	83.7
800 - 859 AM	83.5	85.2	72.7	83.2	80.5	86.6	93.2	85.6	91.7	90.6	89.9	83.7
900 - 959 AM	81.4	90.3	72.7	91.2	73.3	90.8	91.6	86.7	71.3	89.7	88.4	83.3
1000 - 1059 AM	77.9	85.1	67.0	83.2	78.7	87.4	88.1	86.5	71.1	90.4	86.0	81.9
1100 - 1159 AM	79.0	81.2	71.1	87.8	66.3	86.6	86.2	82.3	70.6	82.1	82.8	80.9
1200 - 1259 PM	78.1	89.6	69.3	92.4	82.9	84.1	78.9	81.5	67.0	87.9	82.4	80.3
100 - 159 PM	78.4	83.4	71.3	79.2	74.2	83.8	85.7	82.2	68.9	83.9	83.3	79.9
200 - 259 PM	72.2	85.9	67.8	77.8	72.0	79.5	80.5	74.1	72.3	87.6	81.6	77.7
300 - 359 PM	83.4	77.4	70.3	81.5	75.2	82.3	84.1	79.2	72.1	82.0	77.4	77.9
400 - 459 PM	75.8	76.2	66.6	77.9	65.5	81.2	75.4	86.0	78.0	88.7	79.1	75.9
500 - 559 PM	68.3	64.9	63.4	80.2	61.6	77.2	79.1	80.0	77.3	74.5	75.3	73.3
600 - 659 PM	69.8	77.1	60.6	82.7	69.2	78.9	79.1	78.7	74.2	75.8	76.3	73.0
700 - 759 PM	74.6	71.4	54.5	78.1	68.4	73.7	78.2	80.3	79.0	85.0	80.8	71.6
800 - 859 PM	66.9	81.6	56.2	82.4	60.8	79.7	77.3	75.5	79.6	87.1	79.9	72.2
900 - 959 PM	75.0	72.4	55.7	69.6	69.8	79.0	75.4	73.7	78.4	77.9	70.6	70.8
1000 - 1059 PM	72.9	67.2	68.8	79.7	69.1	75.7	79.1	79.4	73.9	71.5	73.6	72.0
1100 - 559 AM	73.4	74.5	72.1	75.9	67.7	73.2	83.6	80.9	75.0	74.5	69.8	71.4
TOTAL, ALL ARRIVALS, BY AIRPORT	**76.0**	**80.9**	**66.9**	**81.7**	**71.7**	**82.0**	**82.3**	**80.4**	**75.2**	**85.3**	**79.6**	**77.1**

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

Note: United Airlines revised its January 2015 on-time and flight cancellation data after the *ATCR* was originally published. This table reflects the revisions.

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AIR TRAVEL CONSUMER REPORT

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

SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	89.3	86.3	91.8	92.3	87.7	93.7	87.1	84.9	81.1	94.0	89.0	88.3	86.1	95.7	94.0	83.8	93.9	91.6
700 - 759 AM	93.2	82.9	89.5	91.0	85.5	83.2	83.4	87.2	82.5	89.8	88.6	89.6	86.8	93.6	92.1	83.0	92.4	81.6
800 - 859 AM	91.7	79.8	86.5	90.1	85.5	85.6	81.4	84.3	75.8	90.5	74.4	88.1	80.4	88.1	88.5	74.0	90.3	81.4
900 - 959 AM	87.1	78.7	84.1	89.8	83.4	74.5	76.8	82.9	74.9	87.3	82.4	86.6	78.0	86.9	83.6	72.7	87.8	79.5
1000 - 1059 AM	85.7	76.2	83.9	80.0	82.4	74.6	76.0	82.9	74.0	86.8	87.2	82.6	73.4	86.5	80.9	68.2	84.1	81.0
1100 - 1159 AM	87.5	78.8	84.8	84.4	86.7	61.1	74.3	84.0	77.9	80.8	92.0	79.8	79.7	79.5	80.6	71.7	82.2	74.8
1200 - 1259 PM	86.7	76.7	80.3	79.0	79.1	70.6	77.3	78.8	74.9	78.7	73.3	81.1	73.4	79.8	77.0	67.7	78.7	74.7
100 - 159 PM	85.2	73.3	78.2	84.3	79.6	71.8	72.5	82.8	75.0	77.5	81.4	84.4	76.8	74.9	78.8	65.9	75.2	75.3
200 - 259 PM	82.7	75.1	70.0	80.9	76.5	70.8	71.4	76.4	65.1	75.2	75.6	76.0	76.1	74.8	73.8	64.2	79.7	65.2
300 - 359 PM	81.8	71.3	71.3	79.3	77.7	62.1	73.0	77.6	64.2	79.7	70.0	79.0	62.9	75.4	73.4	63.2	72.5	63.1
400 - 459 PM	80.2	70.6	64.3	80.4	77.6	60.6	69.2	63.3	65.7	74.1	69.5	73.4	68.0	70.4	80.0	63.7	73.4	66.7
500 - 559 PM	82.4	64.7	67.0	80.1	78.8	62.9	70.8	77.9	62.0	74.4	65.0	72.8	69.5	74.1	79.2	61.1	68.4	59.4
600 - 659 PM	76.5	60.2	62.4	80.0	72.5	63.2	66.4	55.2	51.3	69.8	67.3	64.2	69.4	71.3	76.5	58.7	72.0	64.0
700 - 759 PM	78.0	63.7	68.5	77.2	77.4	63.3	71.8	73.0	52.7	71.0	67.2	71.2	59.8	70.2	76.9	57.0	69.8	57.2
800 - 859 PM	75.6	67.0	52.7	80.6	82.6	62.3	69.1	73.6	54.0	71.5	75.7	56.7	61.8	67.1	75.8	56.3	64.2	55.3
900 - 959 PM	75.6	68.1	68.6	33.3	75.8	62.9	69.7	71.5	62.9	62.0	69.8	76.4	54.2	69.2	81.8	48.1	71.1	60.3
1000 - 1059 PM	82.1	J/	54.2	83.1	65.2	47.2	74.5	80.0	63.4	76.9	71.2	61.9	64.6	88.5	84.6	J/	60.0	62.5
1100 - 559 AM	68.9	86.1	92.6	83.2	83.9	78.8	85.4	75.7	82.7	93.3	76.7	88.1	77.6	87.1	85.1	87.0	89.0	87.0
TOTAL, ALL DEPARTURES, BY AIRPORT	83.1	75.1	74.3	83.5	81.0	69.0	74.0	78.6	69.3	79.4	73.0	79.3	73.2	80.1	81.4	67.7	78.9	71.2

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

Note: United Airlines revised its January 2015 on-time and flight cancellation data after the *ATCR* was originally published. This table reflects the revisions.

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AIR TRAVEL CONSUMER REPORT

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

SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	82.9	88.7	78.9	95.6	86.0	92.0	94.8	94.1	92.9	92.3	94.3	89.5
700 - 759 AM	83.4	89.2	78.0	94.7	88.5	92.0	92.5	90.3	90.2	89.8	95.1	87.8
800 - 859 AM	87.0	82.9	71.2	88.5	87.0	89.9	89.8	86.4	86.7	86.1	93.5	84.4
900 - 959 AM	83.7	86.5	70.0	86.4	78.1	87.6	87.3	84.9	89.8	88.9	93.8	82.6
1000 - 1059 AM	72.4	88.6	69.9	80.1	78.5	84.8	84.9	81.9	67.9	84.9	88.1	79.7
1100 - 1159 AM	70.9	82.9	67.5	82.1	77.4	83.0	80.0	77.2	72.0	89.2	81.5	78.4
1200 - 1259 PM	76.7	77.9	68.1	84.1	83.2	80.9	77.7	78.1	70.9	79.5	81.1	77.1
100 - 159 PM	74.5	81.3	67.3	86.6	75.9	81.5	73.0	79.9	70.2	81.1	79.8	76.6
200 - 259 PM	71.7	78.6	62.2	78.5	71.6	79.8	77.5	74.6	69.9	77.6	81.6	74.3
300 - 359 PM	62.7	81.3	61.2	81.3	73.3	75.0	80.9	73.5	72.1	86.2	77.9	73.3
400 - 459 PM	78.7	71.9	65.5	78.0	71.5	80.1	75.8	80.6	72.0	79.7	66.9	72.8
500 - 559 PM	72.2	76.8	59.2	78.4	62.3	76.7	76.6	82.6	79.7	84.5	73.7	71.9
600 - 659 PM	69.4	67.3	57.4	76.6	65.9	68.9	75.0	79.4	73.0	71.8	73.3	67.8
700 - 759 PM	70.3	77.3	55.1	79.1	72.4	78.5	82.1	78.3	76.6	69.6	67.9	70.2
800 - 859 PM	71.8	79.8	52.5	81.7	71.8	64.6	69.8	80.5	84.0	88.8	74.9	69.6
900 - 959 PM	71.0	80.2	54.9	75.0	71.4	80.2	70.5	75.5	83.1	87.7	54.3	70.4
1000 - 1059 PM	J/	20.0	52.8	91.3	60.8	81.2	91.4	77.1	83.4	79.5	J/	76.4
1100 - 559 AM	78.1	84.6	90.1	92.5	83.3	85.1	100.0	87.2	85.4	84.8	96.2	85.5
TOTAL, ALL DEPARTURES, BY AIRPORT	75.0	81.5	64.9	85.8	75.8	81.2	82.3	82.2	78.2	85.5	81.6	77.0

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

Note: United Airlines revised its January 2015 on-time and flight cancellation data after the *ATCR* was originally published. This table reflects the revisions.

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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

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

NONE

CHRONICALLY DELAYED FLIGHTS FOR TWO 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
ENVOY	3616	Dec	LGA-SDF	1900	25	16	64.00	88.43
ENVOY	3616	Jan	LGA-SDF	1900	25	13	52.00	78.70
EXPRESSJET	4955	Dec	LGA-MHT	2115	17	12	70.59	62.22
EXPRESSJET	4976	Jan	LGA-MHT	2115	24	14	58.33	84.63
FRONTIER	1255	Dec	LGA-MIA	1720	12	10	83.33	107.20
FRONTIER	1255	Jan	LGA-MIA	1720	31	18	58.06	78.53
FRONTIER	1249	Dec	MIA-DEN	2120	12	11	91.67	105.00
FRONTIER	1249	Jan	MIA-DEN	2120	31	21	67.74	73.40
FRONTIER	1254	Dec	MIA-LGA	1345	12	10	83.33	111.11
FRONTIER	1254	Jan	MIA-LGA	1345	31	20	64.52	64.82
FRONTIER	1277	Dec	PHL-MCO	1810	12	9	75.00	71.56
FRONTIER	1277	Jan	PHL-MCO	1810	31	19	61.29	118.35
SKYWEST	6396	Dec	BOI-SFO	854	20	11	55.00	91.27
SKYWEST	6396	Jan	BOI-SFO	900	27	17	62.96	141.78
SKYWEST	5394	Dec	SMF-SFO	855	31	22	70.97	117.67
SKYWEST	5392	Jan	SMF-SFO	905	31	18	58.06	127.55

* Minimum of 10 flights per month
** Includes canceled and diverted flights
*** For flights late more than 30 minutes only. Excludes canceled and diverted flights

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
FRONTIER	227	5	2.2
SPIRIT* **	280	5	1.8
ENVOY	1,005	16	1.6
SKYWEST	1,506	14	0.9
JETBLUE	709	2	0.3
SOUTHWEST **	3,384	3	0.1
EXPRESSJET	1,566	1	0.1
AMERICAN*	2,569	1	0.0
-AMERICAN	*1,454*	*1*	*0.1*
-US AIRWAYS	*1,115*	*0*	*0.0*
DELTA	2,260	0	0.0
UNITED	882	0	0.0
ALASKA	431	0	0.0
HAWAIIAN	204	0	0.0
VIRGIN AMERICA	161	0	0.0
TOTAL	**15,184**	**47**	**0.3**

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

* 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.

*** 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 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)	80.6	85.5	62	62	BURBANK CA (BUR)	81.4	83.4	1,703	1,703
ABILENE TX (ABI)	67.8	78.7	239	239	BURLINGTON VT (BTV)	72.5	76.3	240	241
ADAK ISLAND AK (ADK)	100.0	88.9	9	9	BUTTE MT (BTM)	85.7	93.5	63	62
AGUADILLA PR (BQN)	70.4	75.0	115	116	CARLSBAD CA (CLD)	84.3	91.2	204	204
AKRON OH (CAK)	78.9	85.9	559	559	CASPER WY (CPR)	77.8	88.6	167	166
ALBANY GA (ABY)	78.0	86.4	82	81	CEDAR CITY UT (CDC)	86.8	92.5	53	53
ALBANY NY (ALB)	74.5	81.7	569	569	CEDAR RAPIDS/IOWA CITY IA (CID)	59.8	69.8	667	665
ALBUQUERQUE NM (ABQ)	78.7	79.0	1,570	1,574	CHAMPAIGN/URBANA IL (CMI)	50.0	67.8	208	208
ALEXANDRIA LA (AEX)	80.1	85.8	282	282	CHANTILLY VA (IAD)	74.3	73.0	3,700	3,701
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	75.5	81.7	163	164	CHARLESTON SC (CHS)	76.1	82.1	930	928
ALPENA MI (APN)	56.6	62.3	53	53	CHARLESTON/DUNBAR WV (CRW)	71.6	78.4	176	176
AMARILLO TX (AMA)	71.6	77.3	525	525	CHARLOTTE AMALIE VI (STT)	77.7	76.3	475	476
ANCHORAGE AK (ANC)	84.2	90.1	1,179	1,184	CHARLOTTE NC (CLT)	82.1	83.5	9,351	9,350
APPLETON WI (ATW)	73.9	81.0	226	226	CHARLOTTESVILLE VA (CHO)	55.9	70.1	202	201
ARCATA/EUREKA CA (ACV)	80.5	70.0	149	150	CHATTANOOGA TN (CHA)	80.4	84.6	312	312
ARLINGTON VA (DCA)	77.0	81.0	6,680	6,683	CHICAGO IL (MDW)	77.6	71.2	6,746	6,749
ASHEVILLE NC (AVL)	80.4	88.9	209	207	CHICAGO IL (ORD)	66.9	64.9	23,515	23,484
ASPEN CO (ASE)	61.1	61.8	627	626	CHRISTIANSTED VI (STX)	82.4	78.0	91	91
ATLANTA GA (ATL)	84.2	83.1	29,492	29,512	CLEVELAND OH (CLE)	75.4	81.8	2,996	2,996
ATLANTIC CITY NJ (ACY)	78.0	85.9	341	341	CODY WY (COD)	82.3	82.3	62	62
AUGUSTA GA (AGS)	81.0	83.0	200	200	COLLEGE STATION/BRYAN TX (CLL)	68.0	76.2	203	202
AUSTIN TX (AUS)	76.4	81.8	3,372	3,376	COLORADO SPRINGS CO (COS)	65.8	76.0	608	608
BAKERSFIELD CA (BFL)	73.2	79.7	231	231	COLUMBIA MO (COU)	60.5	73.4	124	124
BALTIMORE MD (BWI)	79.2	74.3	6,913	6,921	COLUMBIA SC (CAE)	75.8	80.4	532	531
BARROW AK (BRW)	76.3	81.3	80	80	COLUMBUS GA (CSG)	70.0	82.5	80	80
BATON ROUGE LA (BTR)	75.8	79.8	656	655	COLUMBUS MS (GTR)	85.7	89.2	84	83
BEAUMONT/PORT ARTHUR TX (BPT)	57.0	60.2	93	93	COLUMBUS OH (CMH)	70.3	74.9	2,070	2,066
BELLINGHAM WA (BLI)	80.0	94.7	95	94	CORDOVA AK (CDV)	86.7	88.3	60	60
BEMIDJI MN (BJI)	90.3	90.3	62	62	CORPUS CHRISTI TX (CRP)	72.2	80.0	546	546
BEND/REDMOND OR (RDM)	75.2	75.8	165	165	COVINGTON KY (CVG)	74.2	79.8	1,707	1,713
BETHEL AK (BET)	90.2	90.2	82	82	CRESCENT CITY CA (CEC)	77.0	65.0	61	60
BILLINGS MT (BIL)	78.4	90.9	222	220	DALLAS TX (DAL)	81.5	77.8	5,153	5,152
BIRMINGHAM AL (BHM)	75.3	82.3	1,149	1,146	DALLAS/FORT WORTH TX (DFW)	74.6	74.0	23,173	23,153
BISMARCK/MANDAN ND (BIS)	66.1	78.5	310	307	DAYTON OH (DAY)	68.2	80.2	782	783
BLOOMINGTON/NORMAL IL (BMI)	61.6	71.9	250	249	DAYTONA BEACH FL (DAB)	92.4	92.5	119	120
BOISE ID (BOI)	70.9	74.7	945	945	DEADHORSE AK (SCC)	83.8	80.0	80	80
BOSTON MA (BOS)	70.2	75.1	8,841	8,837	DENVER CO (DEN)	75.3	69.0	17,059	17,090
BOZEMAN MT (BZN)	71.7	79.8	251	252	DES MOINES IA (DSM)	66.4	73.0	843	840
BRAINERD MN (BRD)	89.1	94.4	55	54	DETROIT MI (DTW)	79.7	78.6	9,468	9,473
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	89.8	89.2	167	166	DEVILS LAKE ND (DVL)	47.9	57.1	48	49
BROWNSVILLE TX (BRO)	71.4	79.9	203	204	DICKINSON ND (DIK)	71.8	83.5	110	109
BRUNSWICK GA (BQK)	88.2	89.4	85	85	DOTHAN AL (DHN)	78.4	80.2	116	116
BUFFALO NY (BUF)	73.8	77.7	1,296	1,294	DUBUQUE IA (DBQ)	52.3	65.1	86	86

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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)	75.5	80.8	151	151	HELENA MT (HLN)	85.5	91.8	110	110
DURANGO CO (DRO)	76.7	79.3	189	188	HIBBING MN (HIB)	77.6	83.1	76	77
EAGLE CO (EGE)	75.3	72.9	299	299	HILO HI (ITO)	85.1	88.9	505	505
EAU CLAIRE WI (EAU)	66.1	79.0	62	62	HOBBS NM (HOB)	71.4	83.7	49	49
EL PASO TX (ELP)	75.2	80.0	1,088	1,087	HONOLULU HI (HNL)	79.9	89.5	3,898	3,897
ELKO NV (EKO)	90.2	98.4	61	61	HOUSTON TX (HOU)	80.0	77.5	4,651	4,650
ELMIRA/CORNING NY (ELM)	62.8	80.2	164	162	HOUSTON TX (IAH)	78.2	79.3	13,378	13,376
ERIE PA (ERI)	70.3	74.0	128	127	HUNTSVILLE AL (HSV)	78.5	84.2	419	418
ESCANABA MI (ESC)	58.5	73.6	53	53	IDAHO FALLS ID (IDA)	69.3	80.0	189	190
EUGENE OR (EUG)	70.9	77.0	330	330	INDIANAPOLIS IN (IND)	74.9	79.3	2,104	2,104
EVANSVILLE IN (EVV)	66.3	74.7	309	308	INTERNATIONAL FALLS MN (INL)	83.0	90.6	53	53
FAIRBANKS AK (FAI)	86.5	90.3	155	155	IRON MOUNTAIN/KINGSFD MI (IMT)	75.4	79.3	57	58
FARGO ND (FAR)	65.0	75.9	480	481	ISLIP NY (ISP)	75.4	71.4	378	377
FAYETTEVILLE AR (XNA)	69.2	76.7	764	765	JACKSON WY (JAC)	69.5	70.0	354	353
FAYETTEVILLE NC (FAY)	85.4	85.9	157	156	JACKSON/VICKSBURG MS (JAN)	77.1	84.2	633	634
FLAGSTAFF AZ (FLG)	78.2	84.5	142	142	JACKSONVILLE FL (JAX)	78.1	83.4	1,497	1,498
FLINT MI (FNT)	73.3	82.2	389	387	JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	81.3	84.8	112	112
FORT LAUDERDALE FL (FLL)	78.1	79.4	7,170	7,187	JAMESTOWN ND (JMS)	51.3	52.0	76	75
FORT MYERS FL (RSW)	78.1	80.6	3,103	3,107	JOPLIN MO (JLN)	69.4	75.8	62	62
FORT SMITH AR (FSM)	74.7	80.4	198	199	JUNEAU AK (JNU)	83.4	81.8	302	303
FORT WAYNE IN (FWA)	61.4	67.7	303	303	KAHULUI HI (OGG)	83.4	85.8	1,919	1,919
FRESNO CA (FAT)	73.2	76.4	695	696	KALAMAZOO MI (AZO)	61.5	68.2	213	211
GAINESVILLE FL (GNV)	83.5	83.1	224	225	KALISPELL MT (FCA)	69.8	85.3	129	129
GARDEN CITY KS (GCK)	74.2	80.6	62	62	KANSAS CITY MO (MCI)	77.1	82.2	3,237	3,236
GILLETTE WY (GCC)	76.7	82.6	120	121	KETCHIKAN AK (KTN)	78.5	81.7	186	186
GRAND FORKS ND (GFK)	82.0	84.0	50	50	KEY WEST FL (EYW)	87.8	93.1	245	245
GRAND ISLAND NE (GRI)	73.8	78.7	61	61	KILLEEN TX (GRK)	70.2	76.9	383	381
GRAND JUNCTION CO (GJT)	81.4	86.0	279	279	KNOXVILLE TN (TYS)	71.6	76.6	603	603
GRAND RAPIDS MI (GRR)	71.1	73.4	1,049	1,049	KODIAK AK (ADQ)	83.3	90.0	30	30
GREAT FALLS MT (GTF)	78.8	84.9	146	146	KONA HI (KOA)	84.9	87.6	991	990
GREEN BAY WI (GRB)	65.1	79.2	367	365	KOTZEBUE AK (OTZ)	86.9	82.0	61	61
GREENSBORO/HIGH POINT NC (GSO)	69.2	75.1	679	680	LA CROSSE WI (LSE)	57.4	73.0	115	115
GREER SC (GSP)	73.6	79.7	550	548	LAFAYETTE LA (LFT)	78.0	80.7	491	488
GUAM TT (GUM)	61.3	51.6	31	31	LAKE CHARLES LA (LCH)	79.1	83.0	148	147
GULFPORT/BILOXI MS (GPT)	79.5	86.9	337	337	LANSING MI (LAN)	71.2	80.6	191	191
GUNNISON CO (GUC)	57.1	67.9	77	78	LARAMIE WY (LAR)	75.8	88.7	62	62
HANCOCK/HOUGHTON MI (CMX)	60.0	68.3	60	60	LAREDO TX (LRD)	73.7	85.6	209	208
HARLINGEN/SAN BENITO TX (HRL)	82.4	89.2	289	286	LAS VEGAS NV (LAS)	82.5	80.1	11,614	11,604
HARRISBURG PA (MDT)	80.0	84.6	295	292	LATROBE PA (LBE)	71.0	78.5	93	93
HARTFORD CT (BDL)	71.2	75.6	1,682	1,680	LAWTON/FORT SILL OK (LAW)	64.3	69.0	129	129
HATTIESBURG/LAUREL MS (PIB)	77.4	84.9	53	53	LEWISTON ID (LWS)	98.1	100.0	53	53
HAYDEN CO (HDN)	72.8	70.0	151	150	LEXINGTON KY (LEX)	71.0	76.8	507	505
HAYS KS (HYS)	64.2	81.1	53	53	LIHUE HI (LIH)	88.2	89.4	957	957

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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.
LINCOLN NE (LNK)	71.6	86.6	201	201	NORFOLK VA (ORF)	76.5	82.1	854	855
LITTLE ROCK AR (LIT)	69.1	78.3	912	915	NORTH BEND/COOS BAY OR (OTH)	52.9	52.9	17	17
LONG BEACH CA (LGB)	86.8	86.0	770	770	OAKLAND CA (OAK)	82.9	81.4	3,633	3,631
LONGVIEW TX (GGG)	74.1	70.4	54	54	OKLAHOMA CITY OK (OKC)	74.6	82.5	1,381	1,383
LOS ANGELES CA (LAX)	80.9	81.4	17,332	17,340	OMAHA NE (OMA)	74.5	81.5	1,546	1,543
LOUISVILLE KY (SDF)	72.8	79.0	941	944	ONTARIO CA (ONT)	78.7	80.9	1,590	1,589
LUBBOCK TX (LBB)	71.0	77.5	472	472	ORLANDO FL (MCO)	77.4	78.9	10,075	10,083
MADISON WI (MSN)	69.9	77.3	821	822	PADUCAH KY (PAH)	70.5	85.2	61	61
MAMMOTH LAKES CA (MMH)	75.0	77.8	36	36	PAGO PAGO TT (PPG)	90.0	90.0	10	10
MANCHESTER NH (MHT)	70.7	80.0	471	469	PALM SPRINGS CA (PSP)	79.2	79.1	1,079	1,078
MANHATTAN/FT. RILEY KS (MHK)	59.6	76.2	151	151	PANAMA CITY FL (ECP)	80.8	86.3	234	233
MARQUETTE MI (MQT)	53.8	65.4	26	26	PASCO/KENNEWICK/RICHLAND WA (PSC)	72.2	85.6	180	180
MEDFORD OR (MFR)	71.6	76.7	222	223	PELLSTON MI (PLN)	67.9	75.5	53	53
MELBOURNE FL (MLB)	90.7	93.2	118	118	PENSACOLA FL (PNS)	78.7	82.0	635	635
MEMPHIS TN (MEM)	77.9	84.1	1,238	1,241	PEORIA IL (PIA)	68.0	73.9	362	364
MERIDIAN MS (MEI)	79.8	79.8	84	84	PETERSBURG AK (PSG)	72.6	79.0	62	62
MIAMI FL (MIA)	76.0	75.0	6,693	6,695	PHILADELPHIA PA (PHL)	71.7	75.8	5,784	5,767
MIDLAND/ODESSA TX (MAF)	70.7	74.1	819	818	PHOENIX AZ (PHX)	82.0	81.2	13,121	13,122
MILWAUKEE WI (MKE)	74.4	78.9	2,574	2,567	PITTSBURGH PA (PIT)	76.5	82.5	2,084	2,081
MINNEAPOLIS MN (MSP)	80.9	81.5	8,906	8,903	PLATTSBURGH NY (PBG)	67.7	67.7	31	31
MINOT ND (MOT)	65.5	81.0	168	168	POCATELLO ID (PIH)	88.5	90.2	61	61
MISSION/MCALLEN/EDINBURG TX (MFE)	78.0	85.8	373	373	PONCE PR (PSE)	79.5	86.5	73	74
MISSOULA MT (MSO)	83.0	83.9	135	137	PORTLAND ME (PWM)	72.7	79.6	227	226
MOAB UT (CNY)	98.1	100.0	54	54	PORTLAND OR (PDX)	81.7	85.8	3,636	3,636
MOBILE AL (MOB)	76.9	83.4	441	441	PROVIDENCE RI (PVD)	72.4	77.4	1,024	1,024
MOLINE IL (MLI)	64.4	73.6	427	425	PUEBLO CO (PUB)	71.7	69.8	53	53
MONROE LA (MLU)	78.9	80.5	251	251	RALEIGH/DURHAM NC (RDU)	77.1	81.6	2,733	2,738
MONTEREY CA (MRY)	80.8	84.2	323	322	RAPID CITY SD (RAP)	72.2	78.6	209	210
MONTGOMERY AL (MGM)	75.6	81.2	283	282	REDDING CA (RDD)	70.7	75.0	92	92
MONTROSE/DELTA CO (MTJ)	72.3	81.3	166	166	RENO NV (RNO)	82.8	85.3	1,092	1,092
MOSINEE WI (CWA)	55.8	69.2	120	120	RHINELANDER WI (RHI)	80.9	83.0	89	88
MUSKEGON MI (MKG)	61.3	66.1	62	62	RICHMOND VA (RIC)	71.5	78.6	1,272	1,274
MYRTLE BEACH SC (MYR)	79.9	78.9	268	266	ROANOKE VA (ROA)	75.2	82.9	141	140
NASHVILLE TN (BNA)	76.6	80.3	4,097	4,096	ROCHESTER MN (RST)	58.0	69.5	188	187
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	80.7	91.2	57	57	ROCHESTER NY (ROC)	72.9	78.2	608	610
NEW ORLEANS LA (MSY)	81.9	84.7	3,339	3,342	ROCK SPRINGS WY (RKS)	81.7	83.3	120	120
NEW YORK NY (JFK)	70.6	73.2	8,461	8,456	ROSWELL NM (ROW)	62.9	67.4	89	89
NEW YORK NY (LGA)	63.1	67.7	9,512	9,517	SACRAMENTO CA (SMF)	78.9	81.5	3,218	3,218
NEWARK NJ (EWR)	70.7	69.3	8,705	8,697	SAGINAW/BAY CITY/MIDLAND MI (MBS)	70.1	77.3	164	163
NEWBURGH/POUGHKEEPSIE NY (SWF)	75.8	72.6	62	62	SALT LAKE CITY UT (SLC)	85.3	85.5	8,626	8,635
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	79.4	85.7	141	140	SAN ANGELO TX (SJT)	75.5	79.5	151	151
NIAGARA FALLS NY (IAG)	54.8	83.9	31	31	SAN ANTONIO TX (SAT)	73.8	81.6	2,586	2,592
NOME AK (OME)	85.2	83.6	61	61	SAN DIEGO CA (SAN)	82.3	82.3	6,084	6,086

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	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
SAN FRANCISCO CA (SFO)	75.2	78.2	12,883	12,891	SYRACUSE NY (SYR)	67.9	76.5	464	463
SAN JOSE CA (SJC)	81.6	82.6	3,334	3,334	TALLAHASSEE FL (TLH)	80.7	84.9	332	331
SAN JUAN PR (SJU)	74.2	75.2	2,341	2,349	TAMPA FL (TPA)	79.6	81.6	5,966	5,970
SAN LUIS OBISPO CA (SBP)	81.6	79.7	419	419	TEXARKANA AR (TXK)	76.4	75.3	89	89
SANTA ANA CA (SNA)	85.7	84.3	3,180	3,185	TOLEDO OH (TOL)	55.1	66.3	89	89
SANTA BARBARA CA (SBA)	77.7	78.0	578	578	TRAVERSE CITY MI (TVC)	61.6	68.0	198	197
SANTA FE NM (SAF)	58.1	65.5	117	119	TRENTON NJ (TTN)	55.6	61.9	239	239
SANTA MARIA CA (SMX)	90.0	88.3	60	60	TUCSON AZ (TUS)	76.3	85.1	1,455	1,453
SARASOTA/BRADENTON FL (SRQ)	80.2	79.2	313	312	TULSA OK (TUL)	76.5	83.4	1,287	1,287
SAULT STE. MARIE MI (CIU)	77.2	84.2	57	57	TWIN FALLS ID (TWF)	83.9	87.1	62	62
SAVANNAH GA (SAV)	74.3	78.8	610	612	TYLER TX (TYR)	73.2	78.2	194	193
SCRANTON/WILKES-BARRE PA (AVP)	65.8	76.1	117	117	VALDOSTA GA (VLD)	85.1	87.4	87	87
SEATTLE WA (SEA)	80.4	82.2	8,426	8,427	VALPARAISO FL (VPS)	79.4	82.9	384	385
SHREVEPORT LA (SHV)	76.7	78.5	550	550	VERNAL UT (VEL)	83.0	86.8	53	53
SIOUX CITY IA (SUX)	53.4	69.0	58	58	WACO TX (ACT)	68.0	77.6	147	147
SIOUX FALLS SD (FSD)	66.2	73.8	610	608	WATERLOO IA (ALO)	50.0	60.3	58	58
SITKA AK (SIT)	79.6	85.9	93	92	WEST PALM BEACH/PALM BEACH FL (PBI)	74.9	76.6	2,422	2,425
SOUTH BEND IN (SBN)	69.4	73.4	386	384	WHITE PLAINS NY (HPN)	67.8	68.9	730	726
SPOKANE WA (GEG)	76.7	83.3	833	831	WICHITA FALLS TX (SPS)	67.9	70.8	106	106
SPRINGFIELD IL (SPI)	64.3	79.8	129	129	WICHITA KS (ICT)	68.8	77.4	666	663
SPRINGFIELD MO (SGF)	68.0	77.1	590	590	WILLISTON ND (ISN)	70.9	81.8	258	258
ST. AUGUSTINE FL (UST)	87.5	62.5	16	16	WILMINGTON DE (ILG)	80.8	73.1	26	26
ST. CLOUD MN (STC)	58.6	69.0	58	58	WILMINGTON NC (ILM)	85.9	87.9	149	149
ST. GEORGE UT (SGU)	86.4	91.1	147	146	WORCESTER MA (ORH)	66.1	67.7	62	62
ST. LOUIS MO (STL)	77.8	78.7	4,079	4,078	WRANGELL AK (WRG)	71.0	79.0	62	62
STATE COLLEGE PA (SCE)	61.2	69.2	67	65	YAKUTAT AK (YAK)	86.7	86.7	60	60
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	64.6	72.4	99	98	YUMA AZ (YUM)	81.3	89.1	166	165

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ENVOY	11	15,794	1,191	7.5	122	29,900	2,288	7.7
JETBLUE	24	15,176	818	5.4	57	21,623	1,102	5.1
EXPRESSJET	19	26,751	915	3.4	167	49,925	1,702	3.4
UNITED	28	33,261	930	2.8	77	38,395	1,016	2.6
SKYWEST	23	27,394	621	2.3	176	48,114	1,262	2.6
AMERICAN*	28	64,643	1,661	2.6	94	77,548	1,859	2.4
-AMERICAN	*28*	*36,180*	*782*	*2.2*	*81*	*44,059*	*900*	*2.0*
-US AIRWAYS	*27*	*28,463*	*879*	*3.1*	*74*	*33,489*	*959*	*2.9*
SOUTHWEST**	24	53,476	1,057	2.0	86	100,042	1,767	1.8
VIRGIN AMERICA	15	4,284	70	1.6	18	4,731	80	1.7
FRONTIER	25	5,212	64	1.2	63	6,829	89	1.3
SPIRIT***	19	7,166	72	1.0	33	8,743	98	1.1
DELTA	29	49,338	610	1.2	145	64,421	678	1.1
ALASKA	23	8,399	22	0.3	59	13,257	64	0.5
HAWAIIAN	8	451	2	0.4	17	6,440	26	0.4
Total		311,345	8,033	2.6	Total	469,968	12,031	2.5

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

* 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.

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

JANUARY 2015

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	1,438	755	52.5
JETBLUE	857	380	44.3
*AMERICAN**	4,615	681	14.8
-AMERICAN	*1,839*	*318*	*17.2*
-US AIRWAYS	*2,776*	*363*	*13.0*
EXPRESSJET	5,543	754	13.6
VIRGIN AMERICA	215	27	12.5
SKYWEST	4,401	521	11.8
FRONTIER	406	40	9.8
UNITED	7,138	645	9.0
SPIRIT***	307	22	7.1
SOUTHWEST**	14,624	821	5.6
DELTA	4,520	248	5.4
ALASKA	530	15	2.8
HAWAIIAN	226	5	2.2
TOTAL	44,820	4,914	11.0

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

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

* 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.

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

JANUARY 2015
AIR TRAVEL CONSUMER REPORT
TABLE 9. CAUSES OF DELAY*, BY CARRIER

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AMERICAN**	77548	60001	77.37%	1859	2.40%	137	0.18%	4972	6.41%	434	0.56%	5383	6.94%	40	0.05%	4722	6.09%
-AMERICAN	*44059*	*33545*	*76.14%*	*900*	*2.04%*	*85*	*0.19%*	*3063*	*6.95%*	*343*	*0.78%*	*2785*	*6.32%*	*15*	*0.03%*	*3324*	*7.54%*
-US AIRWAYS	*33489*	*26456*	*79.00%*	*959*	*2.86%*	*52*	*0.16%*	*1909*	*5.70%*	*91*	*0.27%*	*2598*	*7.76%*	*26*	*0.08%*	*1398*	*4.17%*
ALASKA	13257	11212	84.57%	64	0.48%	42	0.32%	503	3.79%	85	0.64%	706	5.32%	4	0.03%	641	4.84%
JETBLUE	21623	15538	71.86%	1102	5.10%	39	0.18%	1412	6.53%	101	0.47%	1802	8.33%	20	0.09%	1609	7.44%
DELTA	64421	55490	86.14%	678	1.05%	67	0.10%	2682	4.16%	494	0.77%	2980	4.63%	5	0.01%	2026	3.14%
EXPRESSJET	49925	37093	74.30%	1702	3.41%	139	0.28%	2994	6.00%	189	0.38%	3888	7.79%	0	0.00%	3920	7.85%
FRONTIER	6829	4584	67.13%	89	1.30%	5	0.07%	467	6.84%	19	0.28%	953	13.95%	0	0.00%	712	10.42%
HAWAIIAN	6440	5507	85.51%	26	0.40%	6	0.09%	416	6.45%	19	0.30%	59	0.92%	3	0.04%	405	6.28%
ENVOY	29900	18071	60.44%	2288	7.65%	44	0.15%	2220	7.42%	660	2.21%	3040	10.17%	25	0.08%	3553	11.88%
SPIRIT****	8743	6286	71.90%	98	1.12%	13	0.15%	369	4.22%	11	0.13%	1634	18.69%	5	0.06%	326	3.73%
SKYWEST	48114	35300	73.37%	1262	2.62%	197	0.41%	2800	5.82%	346	0.72%	3161	6.57%	20	0.04%	5028	10.45%
UNITED*****	38395	28962	75.43%	967	2.52%	65	0.17%	3296	8.59%	453	1.18%	2501	6.51%	1	0.00%	2149	5.60%
VIRGIN AMERICA	4731	3891	82.24%	80	1.69%	4	0.08%	185	3.91%	123	2.59%	242	5.12%	4	0.08%	202	4.27%
SOUTHWEST***	100042	79127	79.09%	1767	1.77%	215	0.21%	5950	5.95%	379	0.38%	3529	3.53%	23	0.02%	9053	9.05%
TOTAL	469968	361044	76.83%	12031	2.55%	973	0.21%	28240	6.01%	3312	0.70%	29875	6.36%	148	0.03%	34345	7.31%

*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 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.
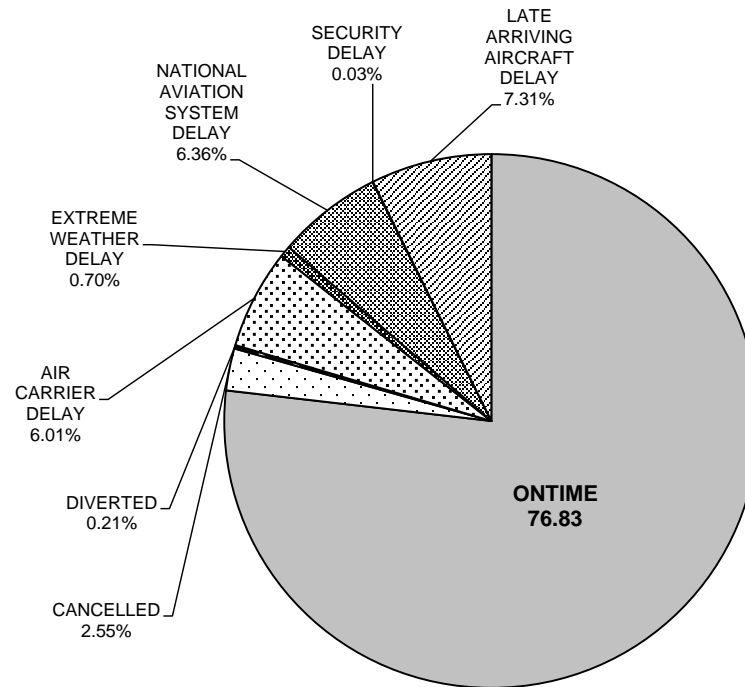
*** Effective January 2015, data of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table.
**** Per BTS Technical Directive #24 issued October 10, 2014, Spirit Airlines became a reporting carrier effective January 2015.

***** **United Airlines revised its January 2015 on-time and flight cancellation data after the *ATCR* was originally published. This table reflects the revisions.**

JANUARY 2015

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

SECURITY
DELAY
0.03%

LATE
ARRIVING
AIRCRAFT
DELAY
7.31%

NATIONAL
AVIATION
SYSTEM
DELAY
6.36%

EXTREME
WEATHER
DELAY
0.70%

AIR
CARRIER
DELAY
6.01%

DIVERTED
0.21%

ONTIME
76.83

CANCELLED
2.55%

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
Note: United Airlines revised its January 2015 on-time and flight cancellation data after the *ATCR* was originally published. This chart reflects the revisions.

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AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport*	Destination Airport*	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
SOUTHWEST	3476	ATL	MSY	1/11/2015	Diversion Airport (JAN)	212
SOUTHWEST	2141	DAL	MSY	1/11/2015	Diversion Airport (JAN)	210
EXPRESSJET	3943	ORD	MCI	1/5/2015	Origin Airport	200
ALASKA	21	ORD	SEA	1/5/2015	Origin Airport	198
US AIRWAYS	831	ORD	CLT	1/5/2015	Origin Airport	185

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.

JANUARY 2015

AIR TRAVEL CONSUMER REPORT

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

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

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

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

JANUARY 2015

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
ENVOY	29,900	40	0.13
UNITED****	38,395	40	0.10
JETBLUE	21,623	12	0.06
SKYWEST	48,114	23	0.05
AMERICAN*	77,548	40	0.05
-AMERICAN	*44,059*	*20*	*0.05*
-US AIRWAYS	*33,489*	*20*	*0.06*
EXPRESSJET	49,925	20	0.04
ALASKA	13,257	5	0.04
DELTA	64,421	18	0.03
SPIRIT***	8,743	2	0.02
VIRGIN AMERICA	4,731	1	0.02
SOUTHWEST**	100,042	14	0.01
FRONTIER	6,829	0	0.00
HAWAIIAN	6,440	0	0.00
TOTAL	469,968	215	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.

* 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.

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

****United Airlines revised its January 2015 on-time and flight cancellation data after the *ATCR* was originally published. This table reflects the revisions.

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
US**	US Airways
VX	Virgin America

* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #24, issued October 10, 2014, effective January 1, 2015.

** Effective January 2014, data of the merged operations of American Airlines and US Airways are combined for ranking purposes in this report to reflect the company merger, and appears as AA, American, or American Airlines. 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 appears as WN, Southwest, or Southwest Airlines.

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

MISHANDLED BAGGAGE

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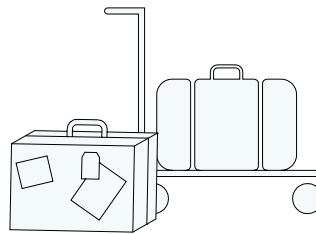
MISHANDLED BAGGAGE REPORTS

FILED BY PASSENGERS

U.S. AIRLINES[*]

RANK	AIRLINE	JANUARY 2015			JANUARY 2014		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	424	503,940	0.84	574	479,932	1.20
2	JETBLUE AIRWAYS	4,311	2,230,102	1.93	7,014	1,985,900	3.53
3	SPIRIT AIRLINES****	2,713	1,154,194	2.35	****	****	****
4	DELTA AIR LINES	19,039	7,942,936	2.40	34,008	7,258,323	4.69
5	FRONTIER AIRLINES	2,105	872,638	2.41	2,019	768,554	2.63
6	HAWAIIAN AIRLINES	2,136	784,459	2.72	1,845	766,998	2.41
7	ALASKA AIRLINES	5,946	1,587,095	3.75	4,534	1,417,036	3.20
8	SOUTHWEST AIRLINES***	41,221	10,082,570	4.09	60,523	8,774,099	6.90
9	AMERICAN AIRLINES**	44,768	9,302,245	4.81	42,442	9,712,821	4.37
	-AMERICAN	*26,764*	*5,372,845*	*4.98*	*24,535*	*5,447,285*	*4.50*
	-US AIRWAYS	*18,004*	*3,929,400*	*4.58*	*17,907*	*4,265,536*	*4.20*
10	UNITED AIRLINES	26,733	5,031,987	5.31	26,695	5,012,633	5.33
11	SKYWEST AIRLINES	13,612	2,131,697	6.39	14,526	1,995,711	7.28
12	EXPRESSJET AIRLINES	14,217	1,963,028	7.24	21,195	2,055,213	10.31
13	ENVOY AIR	16,245	1,056,044	15.38	12,698	1,165,617	10.89
	TOTALS	193,470	44,642,935	4.33	228,073	41,392,837	5.51

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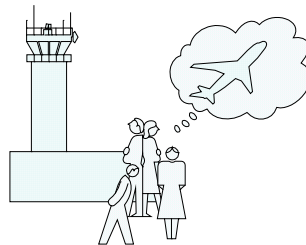
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES[*]

		OCTOBER - DECEMBER 2014				OCTOBER - DECEMBER 2013			
		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
RANK	AIRLINE	Voluntary	Involuntary			Voluntary	Involuntary		
1	HAWAIIAN AIRLINES	78	0	2,507,376	**0.00**	167	44	2,405,889	**0.18**
2	JETBLUE AIRWAYS	407	30	7,350,027	**0.04**	145	1	6,831,371	**0.00**
3	DELTA AIR LINES	27,149	205	28,707,710	**0.07**	19,924	1,359	26,365,699	**0.52**
4	VIRGIN AMERICA	302	16	1,598,058	**0.10**	104	1	1,555,207	**0.01**
5	ALASKA AIRLINES	818	137	4,937,496	**0.28**	754	127	4,436,523	**0.29**
6	AMERICAN AIRLINES**	13,174	1,475	33,013,513	**0.45**	**	**	**	**
	-AMERICAN	*8,549*	*720*	*18,826,185*	*0.38*	*12,864*	*677*	*18,664,581*	*0.36*
	-US AIRWAYS	*4,625*	*755*	*14,187,328*	*0.53*	*6,045*	*784*	*14,228,483*	*0.55*
7	UNITED AIRLINES	12,582	982	18,946,348	**0.52**	17,074	2,601	18,969,272	**1.37**
8	SOUTHWEST AIRLINES***	13,520	1,946	33,994,762	**0.57**	***	***	***	***
	-SOUTHWEST	*13,126*	*1,864*	*32,903,774*	*0.57*	*14,512*	*1,948*	*29,378,897*	*0.66*
	-AIRTRAN	*394*	*82*	*1,090,988*	*0.75*	*3,507*	*502*	*3,822,884*	*1.31*
9	FRONTIER AIRLINES	1,206	441	3,125,104	**1.41**	924	319	2,665,493	**1.20**
10	ENVOY AIR*****	4,749	611	3,643,382	**1.68**	5,018	548	4,098,294	**1.34**
11	EXPRESSJET AIRLINES	11,856	1,247	6,968,965	**1.79**	13,427	1,908	7,769,435	**2.46**
12	SKYWEST AIRLINES	11,280	1,332	6,656,843	**2.00**	10,214	2,161	6,395,843	**3.38**
	TOTALS****	97,121	8,422	151,449,584	**0.56**	104,679	12,980	147,587,871	**0.88**

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, plus other carriers that report flight delay data voluntarily (Mesa). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," 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 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.
**** Mesa Airlines' and Endeavor Air's ranking in this table ceased effective January 2014. Totals for October - December 2013 reflect the deletion of Mesa's and Endeavor's data for that quarter.
***** Formerly American Eagle Airlines.

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

RANK	AIRLINE	JANUARY - DECEMBER 2014				JANUARY - DECEMBER 2013			
		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	VIRGIN AMERICA	910	57	6,438,023	0.09	351	26	6,244,574	0.04
2	HAWAIIAN AIRLINES	366	116	10,084,811	0.12	1,147	172	9,928,830	0.17
3	JETBLUE AIRWAYS	2,006	650	29,264,332	0.22	502	19	28,166,771	0.01
4	DELTA AIR LINES	107,706	4,052	115,737,180	0.35	81,025	6,070	106,783,155	0.57
5	AMERICAN AIRLINES**	60,924	7,471	135,748,581	0.55	**	**	**	**
	-AMERICAN	35,152	3,188	77,065,600	0.41	52,806	3,233	76,062,625	0.43
	-US AIRWAYS	25,772	4,283	58,682,981	0.73	27,271	3,531	57,834,693	0.61
6	ALASKA AIRLINES	4,176	864	19,838,878	0.44	3,834	714	18,517,953	0.39
7	SOUTHWEST AIRLINES***	88,921	13,899	125,381,374	1.11	***	***	***	***
	-SOUTHWEST	82,039	12,041	116,809,601	1.03	80,920	12,221	115,645,836	1.06
	-AIRTRAN	6,882	1,858	8,571,773	2.17	27,474	2,302	17,832,245	1.29
8	UNITED AIRLINES	64,968	9,078	77,317,281	1.17	57,716	9,015	77,212,471	1.17
9	FRONTIER AIRLINES	3,864	1,616	11,787,602	1.37	3,493	1,272	10,361,896	1.23
10	ENVOY AIR*****	18,615	2,501	15,441,723	1.62	19,659	1,923	16,939,092	1.14
11	EXPRESSJET AIRLINES	55,525	7,961	29,344,974	2.71	47,844	6,422	31,356,714	2.05
12	SKYWEST AIRLINES	42,446	7,170	26,420,593	2.71	35,942	6,768	26,518,312	2.55
	TOTALS****	450,427	55,435	602,805,352	0.92	439,984	53,688	599,405,167	0.90

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, plus other carriers that report flight delay data voluntarily (Mesa). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," 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 2014, the Southwest Airlines and AirTran Airways data are combined for ranking purposes and appear as Southwest Airlines data in this table to reflect Southwest Airlines' acquisition of AirTran Airways. The data of the individual operating carriers appears below the combined data while operations remain separate.
**** Mesa Airlines' and Endeavor Air's ranking in this table ceased effective January 2014. Totals for January - December 2013 reflect the deletion of Mesa's and Endeavor's data for that time period.
***** Formerly American Eagle Airlines.

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

	JANUARY 2015				JANUARY 2015			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,054	38	3	85	1,292	76	5	114
FOREIGN AIRLINES	389	7	0	38	387	4	0	34
TRAVEL AGENTS	27	2	0	8	27	1	0	13
TOUR OPERATORS	1	1	0	0	0	0	0	0
MISCELLANEOUS	9	5	0	20	7	17	0	19
INDUSTRY TOTALS	1,480	53	3	151	1,713	98	5	180

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES[*]

COMPLAINT CATEGORY	JANUARY 2015			JANUARY 2014		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	493		1	587	
CANCELLATIONS			207			291
DELAYS			190			163
MISCONNECTIONS			51			68
BAGGAGE	2	328		2	366	
RES/TKTG/BOARDING	3	184		3	229	
CUSTOMER SERVICE	4	139		4	190	
FARES	5	105		8	46	
REFUNDS	6	98		5	113	
DISABILITY	7	53		6	75	
OVERSALES	8	36		7	54	
OTHER	9	30		9	34	
FREQUENT FLYER			14			18
ADVERTISING	10	7		10	11	
DISCRIMINATION	11	6		11	8	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		1,480			1,713	

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* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

AIR TRAVEL CONSUMER REPORT

**COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY***

JANUARY 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	2	0	1	0	0	3	1	0	0	0	0	0	7
ALLEGIANT AIR	13	0	8	0	4	1	6	1	0	0	0	1	34
AMERICAN AIRLINES	49	4	29	16	24	71	24	9	1	0	0	5	232
COMMUTAIR	7	1	0	0	0	0	0	0	0	0	0	0	8
DELTA AIR LINES	21	0	5	6	1	17	10	6	1	0	1	0	68
ENDEAVOR AIR	1	0	1	0	0	2	0	0	0	0	0	1	5
ENVOY AIR	19	0	0	0	0	1	1	0	0	0	0	0	21
EXPRESSJET AIRLINES	14	0	0	0	0	0	0	0	0	1	0	0	15
FRONTIER AIRLINES	45	1	8	5	2	11	8	3	0	0	0	0	83
HAWAIIAN AIRLINES	0	0	1	3	1	1	0	0	0	0	0	0	6
HORIZON AIRLINES	1	1	0	0	0	0	0	3	0	0	0	0	5
JETBLUE AIRWAYS	3	0	2	2	2	5	2	2	0	0	0	1	19
MESA AIRLINES	6	0	0	0	0	0	0	0	0	0	0	0	6
PIEDMONT AIRLINES	2	1	1	0	0	0	0	3	0	0	0	0	7
PSA AIRLINES	3	0	0	0	0	0	1	0	0	1	0	1	6
REPUBLIC AIRLINES	10	0	0	0	0	0	0	0	0	0	0	0	10
SHUTTLE AMERICA	4	0	1	0	0	0	0	0	0	0	0	0	5
SILVER AIRWAYS	1	0	2	0	1	2	0	0	0	0	0	0	6
SKYWEST AIRLINES	22	1	1	0	0	1	1	0	0	0	0	0	26
SOUTHWEST AIRLINES	15	0	9	1	2	20	10	2	0	1	0	1	61
SPIRIT AIRLINES	28	5	13	14	10	17	9	1	1	1	0	3	102
UNITED AIRLINES	63	9	19	11	12	63	24	7	0	0	0	7	215
US AIRWAYS	29	1	11	8	6	12	9	3	0	1	0	3	83
VIRGIN AMERICA	0	0	1	1	0	2	2	0	0	0	0	0	6
OTHER U.S. AIRLINES	11	0	0	1	2	4	0	0	0	0	0	0	18
TOTAL JANUARY 2015	369	24	113	68	67	233	108	40	3	5	1	23	1,054
% OF TOTAL COMPLAINTS	35.0	2.3	10.7	6.5	6.4	22.1	10.2	3.8	0.3	0.5	0.1	2.2	
TOTAL JANUARY 2014	509	39	148	27	83	254	130	64	5	6	0	27	1,292
% OF TOTAL COMPLAINTS	39.4	3.0	11.5	2.1	6.4	19.7	10.1	5.0	0.4	0.5	0.0	2.1	

* 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

JANUARY 2015

U.S. AIRLINES* ALPHABETICAL	COMPS RECD IN JAN	INCI-DENTS IN JAN	PERCENT	INCI-DENTS IN DEC	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
ALASKA AIRLINES	7	2	28.6	3	42.9	1	14.3	1	14.3
ALLEGIANT AIR	34	16	47.1	7	20.6	7	20.6	4	11.8
AMERICAN AIRLINES	232	111	47.8	45	19.4	63	27.2	13	5.6
COMMUTAIR	8	6	75.0	1	12.5	1	12.5	0	0.0
DELTA AIR LINES	68	34	50.0	11	16.2	21	30.9	2	2.9
ENDEAVOR AIR	5	3	60.0	2	40.0	0	0.0	0	0.0
ENVOY AIR	21	14	66.7	4	19.0	3	14.3	0	0.0
EXPRESSJET AIRLINES	15	10	66.7	2	13.3	3	20.0	0	0.0
FRONTIER AIRLINES	83	41	49.4	21	25.3	17	20.5	4	4.8
HAWAIIAN AIRLINES	6	2	33.3	2	33.3	1	16.7	1	16.7
HORIZON AIRLINES	5	1	20.0	3	60.0	1	20.0	0	0.0
JETBLUE AIRWAYS	19	7	36.8	2	10.5	6	31.6	4	21.1
MESA AIRLINES	6	3	50.0	2	33.3	1	16.7	0	0.0
PIEDMONT AIRLINES	7	1	14.3	2	28.6	4	57.1	0	0.0
PSA AIRLINES	6	6	100.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRLINES	10	5	50.0	4	40.0	1	10.0	0	0.0
SHUTTLE AMERICA	5	2	40.0	3	60.0	0	0.0	0	0.0
SILVER AIRWAYS	6	2	33.3	3	50.0	1	16.7	0	0.0
SKYWEST AIRLINES	26	12	46.2	8	30.8	4	15.4	2	7.7
SOUTHWEST AIRLINES	61	31	50.8	13	21.3	9	14.8	8	13.1
SPIRIT AIRLINES	102	60	58.8	18	17.6	16	15.7	8	7.8
UNITED AIRLINES	215	98	45.6	59	27.4	36	16.7	22	10.2
US AIRWAYS	83	39	47.0	15	18.1	23	27.7	6	7.2
VIRGIN AMERICA	6	0	0.0	3	50.0	2	33.3	1	16.7
OTHER U.S. AIRLINES	18	6	33.3	7	38.9	4	22.2	1	5.6
TOTALS	1,054	512	48.6	240	22.8	225	21.3	77	7.3
PREVIOUS YEAR'S TOTALS	1,292	720	55.7	278	21.5	198	15.3	96	7.4

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

** FORMERLY AMERICAN EAGLE AIRLINES

Table 5

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

JANUARY 2015

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AEROMEXICO	3	0	6	5	1	4	3	0	0	0	0	0	22
AIR CANADA	20	3	7	1	5	13	11	0	0	0	0	0	60
AIR FRANCE	5	0	2	0	0	2	1	1	0	0	0	0	11
ALITALIA AIRLINES	1	2	1	1	1	7	0	0	0	0	0	0	13
BRITISH AIRWAYS	2	0	2	2	1	2	0	2	0	0	0	0	11
CARIBBEAN AIRLINES	0	0	1	2	0	1	0	0	0	0	0	1	5
CATHAY PACIFIC AIRWAYS	2	0	1	0	0	2	1	0	0	0	0	0	6
COPA AVIACION	1	1	2	0	1	1	0	0	0	0	0	0	6
EMIRATES AIRLINES	2	0	1	2	1	2	1	0	0	0	0	3	12
ETHIOPIAN AIRLINES	4	0	3	0	0	4	0	0	0	0	0	0	11
ETIHAD AIRWAYS	55	0	4	2	3	20	1	0	0	0	0	0	85
IBERIA AIRLINES	2	0	0	1	0	0	0	2	0	0	0	0	5
LUFTHANSA	4	0	2	1	0	3	1	1	0	0	0	0	12
PHILIPPINE AIRLINES	1	1	2	1	3	2	0	0	0	0	0	0	10
QATAR AIRWAYS	5	1	6	0	1	0	2	0	0	0	0	0	15
ROYAL AIR MAROC	3	0	1	0	0	2	0	1	0	0	0	0	7
TURKISH AIRLINES	2	0	2	0	0	5	1	0	1	0	0	0	11
VIRGIN ATLANTIC AIRWAYS	2	0	0	2	0	1	0	0	0	1	0	0	6
VOLARIS AIRLINES	0	1	3	0	0	0	1	0	0	0	0	1	6
OTHER FOREIGN AIRLINES	9	3	13	12	6	19	6	6	0	0	0	1	75
TOTALS	123	12	59	32	23	90	29	13	1	1	0	6	389
TRAVEL AGENTS													
ORBITZ.COM	0	0	3	0	1	0	2	0	0	0	0	0	6
PRICELINE.COM	0	0	1	1	2	0	0	0	1	0	0	0	5
OTHER TRAVEL AGENTS	1	0	8	2	3	0	0	0	2	0	0	0	16
TOTALS	1	0	12	3	6	0	2	0	3	0	0	0	27
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	1	1
TOTALS	0	0	0	0	0	0	0	0	0	0	0	1	1
MISCELLANEOUS													
OTHER MISCELLANEOUS	0	0	0	2	2	5	0	0	0	0	0	0	9
TOTALS	0	0	0	2	2	5	0	0	0	0	0	0	9

* 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	JANUARY 2015			JANUARY 2014		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	7	1,680,036	0.42	11	1,537,266	0.72
2	SOUTHWEST AIRLINES***	61	10,044,956	0.61	85	8,579,344	0.99
3	DELTA AIR LINES	68	9,647,041	0.70	116	8,878,880	1.31
4	JETBLUE AIRWAYS	19	2,656,517	0.72	73	2,341,217	3.12
5	EXPRESSJET AIRLINES	15	2,090,762	0.72	35	2,231,428	1.57
6	HAWAIIAN AIRLINES	6	832,797	0.72	8	824,824	0.97
7	SKYWEST AIRLINES	26	2,195,117	1.18	23	2,049,342	1.12
8	VIRGIN AMERICA	6	490,758	1.22	4	491,084	0.81
9	ENVOY AIR	21	1,104,039	1.90	48	1,226,781	3.91
10	AMERICAN AIRLINES**	315	11,225,335	2.81	305	11,716,627	2.60
	-AMERICAN	*232*	*6,964,941*	*3.33*	*200*	*7,104,491*	*2.82*
	-US AIRWAYS	*83*	*4,260,394*	*1.95*	*105*	*4,612,136*	*2.28*
11	UNITED AIRLINES	215	6,790,917	3.17	312	6,763,036	4.61
12	SPIRIT AIRLINES****	102	1,276,472	7.99	****	****	****
13	FRONTIER AIRLINES	83	963,980	8.61	32	759,946	4.21
	TOTAL	944	50,998,727	1.85	1,052	47,399,775	2.22

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

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

** 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, complaints of the merged operations of Southwest Airlines and AirTran Airways are combined, and appear only as Southwest Airlines in this table. Totals for January 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 January 2015 as provided by the Transportation Security Administration[a]

The Transportation Security Administration (TSA) screened approximately 50 million airline passengers and their 40 million checked bags in the month of January 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 January.

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
242	.0005	14	.00003	22	.00004	324	.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 January.

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.

**January 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	
Delta	1		
Endeavor	1		
Total	2	1	0