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of Transportation



Air Travel Consumer Report

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

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Flight Delays¹	July 2016
Mishandled Baggage¹	July 2016
Oversales¹	^{2nd} Quarter 2016 January - June 2016
Consumer Complaints² (Includes Disability and Discrimination Complaints)	July 2016
Customer Service Reports to the Dept. of Homeland Security³	July 2016
Airline Animal Incident Reports⁴	July 2016

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

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

³ Data provided by the Department of Homeland Security, Transportation Security Administration

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

JULY 2016

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	AT 29 REPORTABLE AIRPORTS		AT ALL US AIRPORTS	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ONTIME	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ONTIME
ALASKA AIRLINES S/	25	88.4	67	89.4
HAWAIIAN AIRLINES S/	8	82.9	17	88.8
SKYWEST AIRLINES S/	23	82.7	190	82.9
DELTA AIR LINES S/	29	81.8	147	81.6
UNITED AIRLINES S/	27	76.5	86	76.6
VIRGIN AMERICA	16	74.9	21	75.4
SPIRIT AIRLINES S/	20	71.9	34	72.8
EXPRESSJET AIRLINES S/	16	71.5	163	70.9
SOUTHWEST AIRLINES S/	24	71.1	87	70.8
AMERICAN AIRLINES S/	28	70.8	88	70.7
JETBLUE AIRWAYS S/	24	66.4	66	67.8
FRONTIER AIRLINES S/	24	62.0	53	63.3
TOTAL		75.0		75.2

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

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	3rd Quarter 07-09 2015		4th Quarter 10-12 2015		1st Quarter 01-03 2016		2nd Quarter 04-06 2016		May-16		Jun-16		Jul-16		12 Months Ending Jul 2016	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	85.9	2	86.3	3	87.5	2	88.7	2	90.3	2	86.4	2	89.4	1	87.4	2
AMERICAN	82.0	4	82.9	6	81.1	7	78.8	9	80.7	9	72.4	12	70.7	10	80.3	8
DELTA	86.6	1	88.5	2	86.6	3	87.4	3	88.6	3	83.4	4	81.6	4	87.0	3
ENVOY***	81.1	8	83.5	4	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET	81.6	5	80.7	8	81.0	8	82.3	6	83.5	6	78.1	6	70.9	8	80.8	7
FRONTIER	78.0	11	78.1	11	83.2	5	80.3	7	80.2	10	75.6	7	63.3	12	78.9	9
HAWAIIAN	84.8	3	92.5	1	91.1	1	92.4	1	92.1	1	91.1	1	88.8	2	90.1	1
JETBLUE	76.7	12	77.8	12	71.6	11	78.0	10	80.7	8	74.4	8	67.8	11	75.2	11
SKYWEST	81.1	7	80.0	9	79.3	9	85.1	4	85.1	4	84.6	3	82.9	3	81.8	5
SOUTHWEST	80.0	9	82.3	7	84.1	4	78.9	8	81.2	7	74.3	9	70.8	9	81.0	6
SPIRIT	69.6	13	74.0	13	65.3	12	74.4	12	76.4	12	73.0	10	72.8	7	71.2	12
UNITED	79.3	10	83.2	5	83.2	6	82.6	5	83.7	5	79.2	5	76.6	5	82.3	4
VIRGIN AMERICA	81.2	6	79.2	10	77.4	10	75.2	11	76.7	11	72.6	11	75.4	6	78.1	10
Total	81.5		82.8		82.1		81.9		83.4		78.0		75.2		81.8	

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.

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL REPORT*																				
CARRIER*	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW		EWR		FLL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	83	90.4	155	85.8	57	71.9	0	0.0	124	80.6	185	91.9	151	89.4	53	81.1	62	64.5	31	96.8
AMERICAN	1063	68.5	2548	69.0	522	68.6	8056	78.1	2459	66.7	998	61.6	12229	72.8	501	69.1	724	57.6	633	71.7
DELTA	21681	83.8	1360	75.4	661	80.3	571	79.2	877	74.0	778	78.0	532	80.3	5005	88.0	503	65.2	968	82.4
EXPRESSJET	5267	73.4	179	70.9	18	88.9	98	57.1	329	61.1	0	0.0	2596	66.9	1489	79.7	3237	63.5	0	0.0
FRONTIER	459	70.8	0	0.0	0	0.0	98	65.3	93	51.6	2125	60.4	106	60.4	97	75.3	0	0.0	17	88.2
HAWAIIAN	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	0	0.0	3957	69.5	260	68.1	122	73.8	913	74.8	119	53.8	57	78.9	124	62.9	670	57.6	1815	67.4
SKYWEST	543	74.2	1	100.0	0	0.0	135	71.1	141	63.1	5205	84.8	347	78.7	1661	86.8	0	0.0	0	0.0
SOUTHWEST	3654	68.8	1145	66.2	6524	72.3	205	60.0	1345	68.8	5887	73.4	0	0.0	617	68.4	508	61.2	1680	73.8
SPIRIT	620	69.4	403	65.8	496	69.6	0	0.0	0	0.0	434	77.9	824	71.2	749	71.2	0	0.0	1139	76.4
UNITED	570	71.6	1196	73.2	314	77.4	95	80.0	347	66.0	5078	83.9	448	75.0	106	81.1	4320	70.8	394	74.9
VIRGIN AMERICA	0	0.0	198	81.8	0	0.0	0	0.0	114	75.4	87	86.2	0	0.0	0	0.0	200	73.5	91	65.9
TOTAL	33940	79.3	11142	70.5	8852	72.6	9380	77.2	6742	69.0	20896	77.3	17290	72.3	10402	82.8	10224	66.0	6768	73.7

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL REPORT*																				
CARRIER*	IAD		IAH		JFK		LAS		LAX		LGA		MCO		MDW		MIA		MSP	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	31	83.9	53	98.1	31	93.5	377	94.4	797	86.1	0	0.0	78	94.9	0	0.0	0	0.0	84	88.1
AMERICAN	247	61.9	730	70.7	1748	61.8	1452	69.1	4096	68.5	2346	63.4	1695	70.1	0	0.0	4733	71.6	751	65.2
DELTA	228	79.4	283	75.3	2829	70.9	1187	84.8	3462	79.7	2072	70.4	1564	80.8	232	73.7	852	80.0	6304	83.0
EXPRESSJET	6	100.0	3709	83.5	0	0.0	0	0.0	0	0.0	1266	57.2	1	0.0	49	63.3	0	0.0	203	69.5
FRONTIER	75	45.3	155	59.4	0	0.0	530	62.1	155	51.6	93	55.9	643	64.1	0	0.0	153	63.4	124	61.3
HAWAIIAN	0	0.0	0	0.0	31	87.1	76	89.5	197	72.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	181	71.8	0	0.0	3773	62.2	398	69.1	469	63.3	557	58.2	1858	66.9	0	0.0	0	0.0	0	0.0
SKYWEST	43	81.4	1471	81.9	0	0.0	88	85.2	2370	81.3	62	66.1	0	0.0	53	83.0	5	80.0	3266	85.7
SOUTHWEST	175	67.4	0	0.0	0	0.0	6653	74.2	3617	60.1	993	59.9	3768	75.5	7806	73.5	0	0.0	771	63.8
SPIRIT	0	0.0	527	72.7	0	0.0	961	76.0	806	72.1	341	62.8	478	77.6	0	0.0	0	0.0	403	65.3
UNITED	2083	79.7	4753	82.5	0	0.0	904	78.9	2693	70.8	659	61.5	1033	76.5	0	0.0	202	70.8	321	82.6
VIRGIN AMERICA	166	83.1	0	0.0	359	69.1	429	77.4	1253	72.7	109	64.2	31	87.1	0	0.0	0	0.0	0	0.0
TOTAL	3235	76.7	11681	81.1	8771	65.4	13055	75.3	19915	71.6	8498	63.2	11149	73.7	8140	73.6	5945	72.5	12227	80.4

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL REPORT*																		
CARRIER*	ORD		PDX		PHL		PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	195	84.6	1208	91.7	31	77.4	173	94.2	528	91.5	5261	87.7	480	86.3	208	94.2	31	87.1
AMERICAN	5651	65.4	448	67.9	4061	74.8	5433	78.2	889	72.9	1127	63.0	1492	66.0	453	70.2	1064	66.5
DELTA	665	74.0	855	84.2	648	74.1	651	81.7	723	84.9	2035	84.9	1382	75.3	3713	89.3	954	78.1
EXPRESSJET	3826	70.0	0	0.0	34	85.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER	420	63.1	122	57.4	338	60.1	252	71.8	93	57.0	151	60.3	249	62.7	150	62.7	93	55.9
HAWAIIAN	0	0.0	31	96.8	0	0.0	31	77.4	31	90.3	62	95.2	62	85.5	0	0.0	0	0.0
JETBLUE	272	55.5	210	73.3	179	71.5	62	51.6	151	70.9	269	68.8	481	71.1	155	66.5	483	66.9
SKYWEST	3743	72.9	697	90.7	8	62.5	1685	86.9	609	83.6	1430	82.7	3034	75.7	4165	90.3	0	0.0
SOUTHWEST	0	0.0	1255	72.8	735	70.2	5254	71.6	3032	74.7	1503	67.3	1397	64.7	823	65.9	2379	71.9
SPIRIT	961	70.1	124	77.4	248	60.5	124	81.5	186	74.7	124	74.2	0	0.0	0	0.0	178	64.6
UNITED	6325	73.8	679	77.8	347	72.0	347	75.5	755	79.9	976	75.5	5109	77.3	116	76.7	504	74.0
VIRGIN AMERICA	148	69.6	88	79.5	0	0.0	0	0.0	164	79.9	227	77.5	1807	75.3	0	0.0	0	0.0
TOTAL	22206	70.4	5717	80.9	6629	72.8	14012	76.9	7161	77.9	13165	80.4	15493	74.2	9783	86.0	5686	71.3

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
0600-0659	90.0	76.4	88.6	80.9	78.9	87.5	80.4	88.8	70.0	76.1	80.5	90.3	85.0	90.1	92.6	78.3	86.1	85.7
0700-0759	92.7	84.5	84.0	86.6	87.4	91.2	81.9	90.3	82.1	81.9	83.9	93.1	76.1	89.0	92.1	82.6	82.0	87.0
0800-0859	91.5	84.0	89.8	90.0	87.0	89.6	87.9	84.8	86.3	93.1	83.3	94.9	67.9	88.9	80.5	83.7	84.3	89.9
0900-0959	89.9	87.8	91.1	88.2	84.3	90.2	78.9	89.7	89.7	89.2	89.5	91.1	80.2	84.5	80.9	82.4	89.4	85.1
1000-1059	88.5	87.6	90.6	88.3	87.1	87.6	84.0	88.5	89.1	92.4	90.5	89.2	84.6	86.5	76.5	86.0	86.9	84.0
1100-1159	91.3	88.5	89.9	88.3	87.8	89.2	81.0	89.6	88.1	85.2	93.8	90.7	83.6	80.7	77.1	85.3	87.6	85.4
1200-1259	89.2	87.3	89.2	89.6	83.8	83.4	81.0	91.4	83.4	86.4	100.0	88.4	87.3	80.4	78.8	82.7	85.1	86.7
1300-1359	84.9	81.5	87.7	86.3	87.0	86.8	78.6	88.1	75.3	87.6	82.3	80.8	78.5	76.6	77.4	80.7	84.3	83.0
1400-1459	83.2	84.3	82.3	85.4	78.3	84.0	76.3	88.9	72.9	80.4	88.4	81.6	77.0	76.8	72.5	70.9	83.3	78.6
1500-1559	80.1	77.3	78.2	77.7	72.1	73.1	72.3	78.5	63.2	78.4	86.7	76.6	80.3	77.0	78.0	59.1	74.5	77.5
1600-1659	77.2	65.5	68.5	67.9	64.8	75.9	68.0	87.1	55.9	78.8	74.1	76.8	64.7	72.7	69.1	55.3	72.6	70.8
1700-1759	70.2	63.8	60.2	65.9	61.1	67.8	62.7	76.3	51.3	76.9	81.6	73.5	58.9	73.5	69.6	48.9	73.9	66.6
1800-1859	69.8	52.2	61.0	66.9	55.8	66.1	63.8	78.6	53.1	68.8	65.1	75.0	52.2	71.7	71.1	47.0	63.9	65.2
1900-1959	65.2	52.3	56.3	64.1	49.5	64.4	63.1	76.7	47.7	55.4	65.6	70.8	49.8	66.5	69.4	41.5	59.4	58.4
2000-2059	62.8	52.7	50.6	62.6	61.1	57.7	60.2	70.7	45.5	49.6	72.6	74.1	44.0	66.6	59.8	39.8	55.8	59.0
2100-2159	59.1	55.2	53.8	60.8	51.1	62.0	57.2	74.2	46.1	56.6	66.4	61.0	44.7	65.0	55.7	47.5	54.2	60.7
2200-2259	65.7	55.9	47.8	62.3	54.8	57.7	62.9	67.9	52.4	49.9	73.6	65.4	46.7	61.9	51.3	46.4	62.3	54.8
2300-0559	63.5	63.3	61.0	61.6	59.9	59.0	68.5	67.0	64.1	64.1	66.2	69.8	61.8	60.1	59.8	52.4	62.7	56.4
TOTAL	79.3	70.5	72.6	77.2	69.0	77.3	72.3	82.8	66.0	73.7	76.7	81.1	65.4	75.3	71.6	63.2	73.7	73.6

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	80.9	81.3	81.6	96.8	78.8	89.5	85.0	89.3	87.9	100.0	62.2	84.7
0700-0759	77.3	88.0	83.7	97.6	85.5	89.9	95.5	91.7	95.1	96.1	91.4	88.8
0800-0859	82.5	87.8	82.6	93.9	87.9	85.4	91.3	90.4	83.8	96.0	90.5	87.7
0900-0959	89.7	89.4	80.6	93.5	89.4	88.3	89.3	89.5	77.3	95.1	93.1	86.4
1000-1059	83.7	87.6	80.3	90.3	85.6	87.8	85.0	78.8	74.1	92.3	88.6	85.6
1100-1159	79.1	86.8	78.8	85.8	86.4	85.7	84.1	78.1	74.2	86.2	89.7	84.5
1200-1259	80.4	87.4	76.3	86.9	85.7	84.5	85.2	81.3	72.8	91.5	84.8	84.0
1300-1359	85.8	85.1	73.8	85.4	86.7	80.7	82.5	78.2	77.4	90.2	81.0	82.0
1400-1459	81.0	88.5	73.8	84.0	83.8	78.4	75.3	81.5	78.6	88.3	79.3	80.9
1500-1559	80.1	81.1	71.2	84.8	72.6	75.3	75.1	81.7	76.0	87.4	76.1	76.0
1600-1659	73.0	81.8	71.9	82.8	64.1	77.2	76.4	78.4	76.2	85.9	74.2	73.1
1700-1759	60.4	73.8	58.5	82.7	57.8	71.8	76.4	89.0	75.1	79.8	64.9	68.0
1800-1859	67.6	75.3	55.6	74.5	62.6	68.7	69.8	79.9	70.1	79.9	65.7	66.6
1900-1959	59.4	67.8	53.7	76.9	63.5	66.1	70.4	81.8	72.4	83.6	60.3	65.0
2000-2059	51.7	66.9	56.7	75.8	54.7	62.3	66.6	78.4	72.8	69.1	56.3	61.1
2100-2159	72.7	69.2	57.5	75.1	64.3	65.0	77.9	72.5	65.1	81.3	50.1	61.1
2200-2259	59.7	55.6	57.9	70.1	61.2	65.7	67.8	70.3	63.1	68.3	50.9	59.1
2300-0559	65.6	71.0	69.7	69.8	64.5	63.4	67.2	77.4	65.6	64.3	59.2	64.4
TOTAL	72.5	80.4	70.4	80.9	72.8	76.9	77.9	80.4	74.2	86.0	71.3	75.0

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

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AIR TRAVEL CONSUMER REPORT

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT*																	
	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
0600-0659	92.0	93.1	90.2	92.9	89.6	91.1	86.7	87.6	85.5	92.6	89.8	92.7	87.0	92.4	91.7	91.0	92.5	87.9
0700-0759	90.1	87.2	88.4	90.6	90.2	88.8	84.2	87.8	84.2	89.2	82.3	89.7	86.4	88.1	89.3	86.8	90.5	79.2
0800-0859	89.7	84.0	85.6	88.5	87.4	85.8	84.1	89.5	81.9	86.1	89.5	87.2	86.6	83.6	85.1	81.8	88.8	76.7
0900-0959	89.2	83.3	83.4	87.1	87.2	87.0	77.6	87.0	79.7	88.6	89.0	91.0	80.0	80.1	76.5	82.5	85.7	83.0
1000-1059	87.7	85.1	86.7	87.9	86.1	82.7	76.5	86.5	82.1	86.0	78.2	84.1	81.1	77.1	71.1	80.1	86.9	78.2
1100-1159	85.7	82.4	84.5	85.0	87.8	83.2	70.0	83.7	79.6	86.5	83.9	85.7	78.5	77.5	70.3	80.9	78.9	70.7
1200-1259	82.4	80.6	78.1	83.6	81.5	79.4	72.3	87.7	77.1	81.8	84.3	81.5	75.3	69.8	70.2	83.2	81.2	76.4
1300-1359	77.0	76.6	79.5	80.7	82.5	76.5	65.8	84.5	70.1	72.2	100.0	78.4	75.8	69.3	71.2	75.8	78.7	71.8
1400-1459	72.3	70.8	72.0	75.9	74.8	77.3	70.1	78.9	61.6	73.7	85.4	74.7	67.8	63.5	66.2	61.0	72.9	60.8
1500-1559	72.8	70.6	63.9	68.2	68.9	75.5	63.2	81.2	55.1	62.6	78.5	75.8	60.9	65.8	71.3	58.0	65.3	60.5
1600-1659	69.7	66.7	59.5	65.3	60.9	60.0	64.4	78.8	49.3	66.8	62.1	72.2	59.9	64.4	69.2	46.8	64.1	56.4
1700-1759	67.3	51.1	52.6	56.4	59.0	66.7	61.5	73.2	50.2	65.9	56.2	71.5	49.8	59.2	73.8	46.6	59.9	53.3
1800-1859	62.4	56.5	42.9	55.9	54.3	60.8	58.1	70.9	47.5	67.4	63.8	67.0	51.5	58.6	70.8	47.2	61.4	51.6
1900-1959	62.3	44.5	45.7	54.5	53.2	63.5	56.1	63.7	44.5	58.0	59.0	70.3	45.7	64.7	69.1	43.7	58.5	50.2
2000-2059	53.7	47.2	54.2	55.1	50.6	59.4	58.7	74.2	41.2	59.0	63.9	75.4	45.7	56.0	62.1	41.7	56.5	51.1
2100-2159	64.6	48.8	35.2	57.6	44.8	55.5	67.9	0.0	41.8	51.0	64.7	78.0	36.1	60.9	63.6	36.8	47.1	53.4
2200-2259	58.9	100.0	50.5	63.8	55.8	63.4	59.2	74.5	36.0	54.5	69.0	65.2	39.7	64.0	55.6	25.0	43.4	52.6
2300-0559	65.7	91.0	94.4	90.7	97.3	69.9	77.0	83.3	86.9	81.3	95.0	87.8	65.9	73.7	66.2	93.7	93.0	92.8
TOTAL	74.6	73.4	68.9	72.5	74.7	74.6	69.3	81.2	65.6	74.1	75.1	79.2	66.8	71.4	72.4	67.4	74.4	66.3

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.2	90.2	84.2	95.0	92.3	92.8	94.2	93.8	92.1	95.6	92.2	90.8
0700-0759	85.2	89.9	82.3	91.3	87.4	89.2	89.3	91.6	90.5	94.7	90.9	87.9
0800-0859	83.4	87.6	82.0	91.9	88.5	87.1	87.5	90.0	85.7	91.9	85.5	86.5
0900-0959	79.9	90.9	77.5	91.9	86.4	85.4	87.5	89.3	80.3	92.3	88.8	84.5
1000-1059	77.1	86.7	76.8	88.1	84.1	86.0	84.5	84.8	71.5	87.2	83.3	82.1
1100-1159	79.3	84.3	69.6	85.1	82.4	76.6	79.3	77.7	71.9	89.8	84.7	80.3
1200-1259	73.9	69.1	74.0	85.4	85.0	77.5	75.7	78.7	71.0	84.3	84.8	78.0
1300-1359	63.5	83.0	66.8	82.7	80.7	79.7	79.5	74.8	70.6	86.8	75.7	75.5
1400-1459	66.7	83.8	66.3	78.4	75.8	66.2	75.6	76.6	71.2	76.3	67.2	71.3
1500-1559	72.1	82.9	67.5	72.8	73.6	68.9	73.0	82.3	70.6	86.8	61.4	71.2
1600-1659	62.4	77.1	67.5	87.5	63.6	73.9	73.2	79.3	75.6	80.9	60.0	66.7
1700-1759	63.5	75.8	62.0	75.1	54.2	70.0	74.0	76.1	77.0	83.1	59.4	64.6
1800-1859	56.4	71.9	46.7	81.0	58.2	67.6	74.0	86.0	75.2	69.4	60.1	61.2
1900-1959	54.8	73.1	50.9	62.5	53.1	63.6	68.8	81.9	72.8	85.5	55.0	59.9
2000-2059	61.1	78.9	47.4	78.1	65.0	63.5	70.8	81.1	75.5	80.0	46.1	61.2
2100-2159	59.8	39.4	54.8	72.4	67.8	62.2	75.1	77.0	78.2	87.6	49.6	61.0
2200-2259	0.0	77.0	58.8	80.6	65.2	57.2	88.8	78.5	70.6	82.6	37.0	63.5
2300-0559	96.8	92.1	84.3	84.4	85.6	83.4	100.0	82.9	76.0	76.9	91.5	78.9
TOTAL	70.3	82.3	67.5	84.3	74.4	76.5	80.9	82.9	76.6	85.8	73.3	74.2

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

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AIR TRAVEL CONSUMER REPORT

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

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

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

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

AMERICAN	2514	Jul	ORD-TUS	2015	26	16	61.54	88.09
AMERICAN	2514	Jun	ORD-TUS	2015	25	13	52.00	88.25
AMERICAN	1370	Jul	ORD-TUL	1755	26	14	53.85	99.46
AMERICAN	1370	Jun	ORD-TUL	1755	25	14	56.00	91.17
AMERICAN	1529	Jul	ORD-RDU	1830	31	17	54.84	156.50
AMERICAN	1529	Jun	ORD-RDU	1830	30	16	53.33	117.67
AMERICAN	2185	Jul	ORD-MSP	2025	26	17	65.38	100.29
AMERICAN	2185	Jun	ORD-MSP	2025	26	16	61.54	185.80
AMERICAN	2225	Jul	ORD-LAX	1825	31	20	64.52	154.30

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)								
AMERICAN	2225	Jun	ORD-LAX	1820	29	16	55.17	115.56
AMERICAN	2349	Jul	ORD-DFW	1735	21	17	80.95	186.41
AMERICAN	2349	Jun	ORD-DFW	1735	22	14	63.64	127.08
AMERICAN	1024	Jul	LAX-MIA	1205	31	18	58.06	61.35
AMERICAN	1024	Jun	LAX-MIA	1205	30	17	56.67	164.25
AMERICAN	1019	Jul	DFW-COS	1910	29	17	58.62	90.76
AMERICAN	1019	Jun	DFW-COS	1900	29	16	55.17	98.44
AMERICAN	2634	Jul	DEN-DFW	1940	31	16	51.61	203.31
AMERICAN	2634	Jun	DEN-DFW	1940	29	15	51.72	204.67
AMERICAN	2658	Jul	CLT-JFK	2000	31	21	67.74	115.38
AMERICAN	2658	Jun	CLT-JFK	2000	30	20	66.67	210.90
AMERICAN	1380	Jul	CLT-EWR	2009	31	18	58.06	96.93
AMERICAN	1380	Jun	CLT-EWR	2009	30	17	56.67	133.87
EXPRESSJET	5147	Jul	RDU-LGA	1905	23	18	78.26	228.33
EXPRESSJET	5153	Jun	RDU-LGA	1900	19	14	73.68	69.90
EXPRESSJET	5212	Jul	PIT-LGA	1559	20	15	75.00	140.17
EXPRESSJET	5331	Jun	PIT-LGA	1552	15	8	53.33	192.17
EXPRESSJET	5221	Jul	LGA-RIC	1954	24	15	62.50	92.91
EXPRESSJET	5221	Jun	LGA-RIC	1950	19	11	57.89	186.80
EXPRESSJET	5268	Jul	LGA-RDU	1631	25	17	68.00	105.44
EXPRESSJET	5186	Jun	LGA-RDU	1630	19	10	52.63	76.50
EXPRESSJET	5153	Jul	LGA-OMA	2030	24	14	58.33	81.17
EXPRESSJET	5250	Jun	LGA-OMA	2042	19	11	57.89	71.40
EXPRESSJET	5251	Jul	LGA-CLT	1500	24	14	58.33	125.42
EXPRESSJET	5508	Jun	LGA-CLT	1500	17	9	52.94	116.71

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)								
EXPRESSJET	4040	Jul	CVG-ORD	1804	28	17	60.71	152.33
EXPRESSJET	3719	Jun	CVG-ORD	1809	19	11	57.89	86.78
EXPRESSJET	5209	Jul	CLT-LGA	1800	24	16	66.67	120.75
EXPRESSJET	5135	Jun	CLT-LGA	1800	17	12	70.59	102.78
EXPRESSJET	5180	Jul	CLE-LGA	1412	23	13	56.52	125.00
EXPRESSJET	5180	Jun	CLE-LGA	1413	19	10	52.63	65.10
EXPRESSJET	5202	Jul	CAE-LGA	1650	21	13	61.90	101.11
EXPRESSJET	5166	Jun	CAE-LGA	1650	24	15	62.50	158.43
EXPRESSJET	5199	Jul	BHM-LGA	1635	24	15	62.50	106.13
EXPRESSJET	5199	Jun	BHM-LGA	1630	20	13	65.00	127.09
FRONTIER	413	Jul	DEN-LAX	1955	30	16	53.33	67.00
FRONTIER	415	Jun	DEN-LAX	1959	16	11	68.75	83.82
FRONTIER	423	Jul	ATL-DEN	2215	31	23	74.19	70.96
FRONTIER	423	Jun	ATL-DEN	2215	30	16	53.33	79.94
JETBLUE	1116	Jul	TPA-LGA	1910	31	21	67.74	95.44
JETBLUE	1116	Jun	TPA-LGA	1910	30	17	56.67	106.82
JETBLUE	812	Jul	RSW-EWR	2045	31	18	58.06	134.40
JETBLUE	812	Jun	RSW-EWR	2045	15	9	60.00	155.75
JETBLUE	975	Jul	PHL-FLL	1855	31	19	61.29	101.81
JETBLUE	975	Jun	PHL-FLL	1855	15	8	53.33	116.38
JETBLUE	1262	Jul	PBI-LGA	1835	31	16	51.61	121.13
JETBLUE	1262	Jun	PBI-LGA	1835	15	9	60.00	119.29
JETBLUE	1444	Jul	PBI-EWR	1920	31	21	67.74	133.20
JETBLUE	1444	Jun	PBI-EWR	1920	15	8	53.33	96.75
JETBLUE	428	Jul	MCO-EWR	2120	30	18	60.00	99.72
JETBLUE	428	Jun	MCO-EWR	2120	29	15	51.72	102.60

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)								
JETBLUE	499	Jul	LGA-MCO	2130	31	19	61.29	95.12
JETBLUE	499	Jun	LGA-MCO	2130	30	16	53.33	100.19
JETBLUE	225	Jul	JFK-TPA	2155	31	18	58.06	121.35
JETBLUE	225	Jun	JFK-TPA	2155	15	8	53.33	102.63
JETBLUE	283	Jul	JFK-MCO	1905	31	24	77.42	122.18
JETBLUE	283	Jun	JFK-MCO	1905	15	9	60.00	101.00
JETBLUE	1677	Jul	JFK-JAX	2100	31	20	64.52	128.76
JETBLUE	1677	Jun	JFK-JAX	2046	30	16	53.33	80.50
JETBLUE	1201	Jul	JFK-FLL	1930	31	18	58.06	89.87
JETBLUE	1201	Jun	JFK-FLL	1930	15	9	60.00	94.33
JETBLUE	282	Jul	HOU-JFK	1300	26	14	53.85	116.54
JETBLUE	282	Jun	HOU-JFK	1300	14	8	57.14	79.43
JETBLUE	202	Jul	FLL-JFK	1505	31	20	64.52	147.53
JETBLUE	1802	Jul	FLL-JFK	1831	31	19	61.29	127.00
JETBLUE	202	Jun	FLL-JFK	1505	15	9	60.00	78.89
JETBLUE	402	Jun	FLL-JFK	1814	30	19	63.33	102.00
JETBLUE	6	Jul	FLL-EWR	2045	31	18	58.06	121.39
JETBLUE	6	Jun	FLL-EWR	2045	15	8	53.33	100.63
SOUTHWEST	1781	Jul	SMF-LAX	1835	25	18	72.00	72.76
SOUTHWEST	1781	Jun	SMF-LAX	1835	26	19	73.08	64.95
SOUTHWEST	468	Jul	SJC-LAX	2030	24	17	70.83	72.94
SOUTHWEST	468	Jun	SJC-LAX	2030	26	18	69.23	65.17
SOUTHWEST	1809	Jul	SFO-LAX	2045	25	16	64.00	79.36
SOUTHWEST	1809	Jun	SFO-LAX	2045	26	19	73.08	66.80

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)								
SOUTHWEST	609	Jul	SEA-OAK	2130	25	16	64.00	61.80
SOUTHWEST	609	Jun	SEA-OAK	2130	23	13	56.52	77.54
SOUTHWEST	2036	Jul	PHX-LAX	2015	29	15	51.72	104.00
SOUTHWEST	1762	Jul	PHX-LAX	2130	26	14	53.85	73.58
SOUTHWEST	2036	Jun	PHX-LAX	2015	27	19	70.37	53.42
SOUTHWEST	1762	Jun	PHX-LAX	2130	26	17	65.38	80.35
SOUTHWEST	1971	Jul	PDX-PHX	2020	25	14	56.00	64.43
SOUTHWEST	1971	Jun	PDX-PHX	2020	23	13	56.52	75.62
SOUTHWEST	211	Jul	OMA-DEN	1905	26	14	53.85	96.77
SOUTHWEST	211	Jun	OMA-DEN	1905	24	13	54.17	112.77
SOUTHWEST	3435	Jul	OAK-LAX	2150	19	11	57.89	65.78
SOUTHWEST	3435	Jun	OAK-LAX	2150	22	13	59.09	73.77
SOUTHWEST	1925	Jul	MDW-LGA	1445	26	14	53.85	84.14
SOUTHWEST	1925	Jun	MDW-LGA	1445	23	14	60.87	69.20
SOUTHWEST	3524	Jul	LAX-SLC	2030	29	20	68.97	93.11
SOUTHWEST	3524	Jun	LAX-SLC	2030	26	19	73.08	67.05
SOUTHWEST	212	Jul	LAX-PHX	2225	25	18	72.00	69.86
SOUTHWEST	212	Jun	LAX-PHX	2225	23	17	73.91	87.06
SOUTHWEST	2303	Jul	LAX-OAK	2255	19	11	57.89	86.60
SOUTHWEST	2303	Jun	LAX-OAK	2255	22	14	63.64	61.36
SOUTHWEST	1732	Jul	LAX-DEN	2215	25	15	60.00	69.08
SOUTHWEST	1732	Jun	LAX-DEN	2215	23	19	82.61	76.06
SOUTHWEST	566	Jul	LAX-ABQ	2205	24	16	66.67	110.75
SOUTHWEST	566	Jun	LAX-ABQ	2205	23	17	73.91	74.41
SOUTHWEST	3447	Jul	LAS-LAX	2220	24	16	66.67	68.23
SOUTHWEST	3447	Jun	LAS-LAX	2220	26	15	57.69	89.93

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)								
SOUTHWEST	725	Jul	IAD-ATL	1740	26	14	53.85	100.38
SOUTHWEST	725	Jun	IAD-ATL	1740	26	15	57.69	83.85
SOUTHWEST	492	Jul	DEN-SDF	1915	26	16	61.54	96.57
SOUTHWEST	492	Jun	DEN-SDF	1915	26	16	61.54	125.85
SOUTHWEST	211	Jul	DEN-LAX	2020	26	20	76.92	68.35
SOUTHWEST	211	Jun	DEN-LAX	2020	23	16	69.57	110.38
SOUTHWEST	2375	Jul	DEN-DAL	1735	25	13	52.00	78.00
SOUTHWEST	1894	Jun	DEN-DAL	1735	24	17	70.83	88.00
SOUTHWEST	1650	Jul	DAL-SAT	2200	24	13	54.17	99.00
SOUTHWEST	1650	Jun	DAL-SAT	2200	26	15	57.69	83.40
SOUTHWEST	46	Jul	DAL-DCA	1905	26	17	65.38	96.71
SOUTHWEST	46	Jun	DAL-DCA	1905	26	15	57.69	107.00
SOUTHWEST	2696	Jul	DAL-AUS	2045	26	14	53.85	73.36
SOUTHWEST	2696	Jun	DAL-AUS	2045	26	17	65.38	118.18
SOUTHWEST	1644	Jul	BWI-DAL	1825	25	15	60.00	117.31
SOUTHWEST	1644	Jun	BWI-DAL	1825	23	12	52.17	64.91
SOUTHWEST	441	Jul	BNA-PNS	2010	24	14	58.33	110.08
SOUTHWEST	441	Jun	BNA-PNS	2010	23	15	65.22	61.67
SOUTHWEST	1968	Jul	ATL-MSP	2200	25	13	52.00	88.91
SOUTHWEST	2438	Jun	ATL-MSP	2155	26	14	53.85	60.57
SOUTHWEST	932	Jul	ATL-DAL	2200	25	18	72.00	78.40
SOUTHWEST	932	Jun	ATL-DAL	2200	26	14	53.85	60.14

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OR MORE OF THE TIME D/	
		NUMBERS	PERCENTAGE
FRONTIER	294	19	6.5
SOUTHWEST	3,870	153	4.0
JETBLUE	822	30	3.6
EXPRESSJET	1,537	24	1.6
SPIRIT	384	4	1.0
AMERICAN	2740	25	0.9
UNITED	1,627	8	0.5
VIRGIN AMERICA	209	1	0.5
DELTA	2853	6	0.2
SKYWEST	1,846	1	0.1
ALASKA	546	0	0.0
HAWAIIAN	226	0	0.0
TOTAL	16,954	271	1.6

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TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	90.3	90.3	62	62
Abilene, TX (ABI)	78.3	73.9	23	23
Adak Island, AK (ADK)	55.6	88.9	9	9
Aguadilla, PR (BQN)	60.8	65.9	209	208
Akron, OH (CAK)	72.3	80.7	404	404
Albany, GA (ABY)	73.3	81.4	86	86
Albany, NY (ALB)	70.4	74.3	793	795
Albuquerque, NM (ABQ)	71.7	74.6	1,658	1,658
Alexandria, LA (AEX)	78.3	82.6	235	236
Allentown/Bethlehem/Easton, PA (ABE)	71.4	77.4	238	239
Alpena, MI (APN)	95.2	90.3	62	62
Amarillo, TX (AMA)	74.6	85.2	264	263
Anchorage, AK (ANC)	87.6	91.1	2,112	2,112
Appleton, WI (ATW)	76.6	85.7	231	230
Arcata/Eureka, CA (ACV)	77.7	79.3	121	121
Asheville, NC (AVL)	72.1	74.3	358	358
Aspen, CO (ASE)	79.4	86.7	436	435
Atlanta, GA (ATL)	79.3	74.6	33,940	33,941
Atlantic City, NJ (ACY)	73.9	72.7	341	341
Augusta, GA (AGS)	69.2	74.4	227	227
Austin, TX (AUS)	73.2	76.9	4,134	4,131
Bakersfield, CA (BFL)	79.5	88.6	229	229
Baltimore, MD (BWI)	72.6	68.9	8,852	8,851
Bangor, ME (BGR)	77.9	69.9	122	123
Barrow, AK (BRW)	88.8	92.5	80	80
Baton Rouge, LA (BTR)	71.8	74.9	617	617
Beaumont/Port Arthur, TX (BPT)	74.2	72.6	62	62
Bemidji, MN (BJI)	87.1	82.3	62	62
Bend/Redmond, OR (RDM)	80.8	82.9	333	333
Bethel, AK (BET)	93.8	97.5	80	80
Billings, MT (BIL)	81.4	89.9	338	337
Binghamton, NY (BGM)	88.9	89.9	99	99
Birmingham, AL (BHM)	71.0	73.8	1,051	1,050
Bismarck/Mandan, ND (BIS)	82.1	84.4	212	212
Bloomington/Normal, IL (BMI)	77.4	84.3	159	159

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Boise, ID (BOI)	80.4	85.3	1,344	1,344
Boston, MA (BOS)	70.5	73.4	11,142	11,145
Bozeman, MT (BZN)	83.8	84.5	567	567
Brainerd, MN (BRD)	91.9	90.3	62	62
Bristol/Johnson City/Kingsport, TN (TRI)	70.6	74.2	194	194
Brownsville, TX (BRO)	81.1	82.6	206	207
Brunswick, GA (BQK)	78.0	82.4	91	91
Buffalo, NY (BUF)	72.4	78.5	1,610	1,611
Burbank, CA (BUR)	78.7	78.6	1,919	1,919
Burlington, VT (BTV)	70.9	70.9	395	395
Butte, MT (BTM)	94.7	87.7	57	57
Casper, WY (CPR)	86.7	90.4	135	135
Cedar City, UT (CDC)	90.4	98.1	52	52
Cedar Rapids/Iowa City, IA (CID)	77.2	81.6	316	315
Charleston, SC (CHS)	74.5	72.8	1,417	1,417
Charleston/Dunbar, WV (CRW)	70.3	70.6	232	231
Charlotte Amalie, VI (STT)	80.6	86.9	464	464
Charlotte, NC (CLT)	77.2	72.5	9,380	9,381
Charlottesville, VA (CHO)	64.2	73.0	204	204
Chattanooga, TN (CHA)	74.4	82.6	332	333
Chicago, IL (MDW)	73.6	66.3	8,140	8,140
Chicago, IL (ORD)	70.4	67.5	22,206	22,214
Christiansted, VI (STX)	72.8	78.6	103	103
Cincinnati, OH (CVG)	78.7	80.1	1,348	1,351
Cleveland, OH (CLE)	72.7	76.4	3,098	3,102
Cody, WY (COD)	91.7	81.7	121	120
College Station/Bryan, TX (CLL)	76.4	77.5	89	89
Colorado Springs, CO (COS)	74.6	83.3	739	738
Columbia, SC (CAE)	62.9	73.6	372	371
Columbus, GA (CSG)	72.0	77.6	107	107
Columbus, MS (GTR)	69.8	81.4	86	86
Columbus, OH (CMH)	73.9	77.9	2,093	2,095
Cordova, AK (CDV)	87.1	86.9	62	61
Corpus Christi, TX (CRP)	76.0	80.2	258	257
Dallas, TX (DAL)	71.2	67.5	5,816	5,816

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dallas/Fort Worth, TX (DFW)	72.3	69.3	17,290	17,291
Dayton, OH (DAY)	72.0	78.0	603	604
Daytona Beach, FL (DAB)	75.0	82.6	184	184
Deadhorse, AK (SCC)	93.5	95.2	62	62
Denver, CO (DEN)	77.3	74.6	20,896	20,919
Des Moines, IA (DSM)	74.9	80.5	773	773
Detroit, MI (DTW)	82.8	81.2	10,402	10,371
Devils Lake, ND (DVL)	83.0	88.7	53	53
Dillingham, AK (DLG)	96.8	90.3	31	31
Dothan, AL (DHN)	60.9	69.6	115	115
Duluth, MN (DLH)	78.7	78.7	235	235
Durango, CO (DRO)	78.4	78.4	218	218
Eagle, CO (EGE)	74.8	89.7	107	107
Eau Claire, WI (EAU)	77.2	86.0	57	57
El Paso, TX (ELP)	70.4	75.7	969	969
Elko, NV (EKO)	89.3	92.9	56	56
Elmira/Corning, NY (ELM)	81.8	88.5	148	148
Erie, PA (ERI)	74.5	72.7	55	55
Escanaba, MI (ESC)	88.5	88.5	52	52
Eugene, OR (EUG)	83.1	88.0	308	308
Evansville, IN (EVV)	72.6	74.1	248	247
Fairbanks, AK (FAI)	87.7	85.5	310	310
Fargo, ND (FAR)	76.6	81.4	350	350
Fayetteville, AR (XNA)	75.1	79.6	515	514
Fayetteville, NC (FAY)	68.5	71.3	143	143
Flagstaff, AZ (FLG)	83.1	76.8	177	177
Flint, MI (FNT)	78.2	84.3	376	375
Fort Lauderdale, FL (FLL)	73.7	74.1	6,768	6,766
Fort Myers, FL (RSW)	77.0	78.3	1,637	1,637
Fort Smith, AR (FSM)	69.1	80.9	68	68
Fort Wayne, IN (FWA)	80.1	83.4	342	343
Fresno, CA (FAT)	84.5	86.6	773	774
Gainesville, FL (GNV)	70.4	74.9	179	179
Garden City, KS (GCK)	74.2	82.3	62	62
Gillette, WY (GCC)	85.1	92.0	87	87
Grand Forks, ND (GFK)	85.0	90.0	120	120

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Island, NE (GRI)	70.0	71.4	50	49
Grand Junction, CO (GJT)	90.2	93.9	264	264
Grand Rapids, MI (GRR)	73.1	79.2	692	691
Great Falls, MT (GTF)	87.8	92.2	245	245
Green Bay, WI (GRB)	74.5	81.6	372	380
Greensboro/High Point, NC (GSO)	67.8	70.6	491	493
Greer, SC (GSP)	68.1	75.3	551	551
Guam, TT (GUM)	74.2	80.6	31	31
Gulfport/Biloxi, MS (GPT)	76.3	83.3	270	270
Gunnison, CO (GUC)	72.7	84.4	33	32
Gustavus, AK (GST)	87.1	77.4	31	31
Hancock/Houghton, MI (CMX)	72.6	80.6	62	62
Harlingen/San Benito, TX (HRL)	73.0	79.2	274	274
Harrisburg, PA (MDT)	74.7	76.4	174	174
Hartford, CT (BDL)	73.8	82.7	1,771	1,773
Hattiesburg/Laurel, MS (PIB)	61.5	78.8	52	52
Hayden, CO (HDN)	78.1	81.3	32	32
Hays, KS (HYS)	86.5	76.9	52	52
Helena, MT (HLN)	89.2	93.9	148	148
Hibbing, MN (HIB)	86.7	83.1	83	83
Hilo, HI (ITO)	87.7	88.1	543	531
Hobbs, NM (HOB)	83.9	83.9	56	56
Honolulu, HI (HNL)	86.0	90.6	4,339	4,338
Houston, TX (HOU)	70.0	66.0	4,758	4,758
Houston, TX (IAH)	81.1	79.2	11,681	11,683
Huntsville, AL (HSV)	73.0	80.3	355	355
Hyannis, MA (HYA)	87.1	64.5	31	31
Idaho Falls, ID (IDA)	87.8	92.6	245	244
Indianapolis, IN (IND)	72.4	76.1	2,418	2,421
International Falls, MN (INL)	90.7	87.0	54	54
Iron Mountain/Kingsfd, MI (IMT)	91.2	91.2	57	57
Islip, NY (ISP)	67.6	75.9	407	407
Ithaca/Cortland, NY (ITH)	81.8	84.1	44	44
Jackson, WY (JAC)	81.5	87.2	574	571
Jackson/Vicksburg, MS (JAN)	75.6	77.0	472	470
Jacksonville, FL (JAX)	69.9	75.5	1,576	1,577

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Jacksonville/Camp Lejeune, NC (OAJ)	73.0	80.2	111	111
Jamestown, ND (JMS)	90.5	86.9	84	84
Joplin, MO (JLN)	60.7	72.6	61	62
Juneau, AK (JNU)	92.0	94.1	512	512
Kahului, HI (OGG)	88.6	90.5	2,150	2,150
Kalamazoo, MI (AZO)	76.6	82.4	154	153
Kalispell, MT (FCA)	82.5	89.6	309	309
Kansas City, MO (MCI)	74.4	77.3	3,947	3,950
Ketchikan, AK (KTN)	83.9	88.6	273	273
Key West, FL (EYW)	90.6	83.5	127	127
Killeen, TX (GRK)	77.3	87.5	128	128
King Salmon, AK (AKN)	93.5	67.7	31	31
Knoxville, TN (TYS)	70.0	78.1	641	640
Kodiak, AK (ADQ)	91.1	92.9	56	56
Kona, HI (KOA)	89.7	89.1	1,166	1,178
Kotzebue, AK (OTZ)	90.2	88.5	61	61
La Crosse, WI (LSE)	85.5	91.6	83	83
Lafayette, LA (LFT)	75.7	76.7	206	206
Lake Charles, LA (LCH)	78.0	83.3	91	90
Lansing, MI (LAN)	78.5	81.8	247	247
Laramie, WY (LAR)	88.5	88.5	52	52
Laredo, TX (LRD)	76.5	81.3	200	198
Las Vegas, NV (LAS)	75.3	71.4	13,055	13,057
Latrobe, PA (LBE)	81.0	78.6	84	84
Lawton/Fort Sill, OK (LAW)	74.2	79.0	62	62
Lewiston, ID (LWS)	96.7	98.3	60	60
Lexington, KY (LEX)	74.2	79.8	462	461
Lihue, HI (LIH)	90.7	92.0	1,149	1,149
Lincoln, NE (LNK)	78.0	84.4	282	282
Little Rock, AR (LIT)	75.0	80.8	752	751
Long Beach, CA (LGB)	80.6	81.4	1,009	1,010
Longview, TX (GGG)	57.6	63.6	33	33
Los Angeles, CA (LAX)	71.6	72.4	19,915	19,920
Louisville, KY (SDF)	70.8	75.6	864	864
Lubbock, TX (LBB)	73.4	78.9	350	350
Madison, WI (MSN)	76.0	82.5	693	692

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Manchester, NH (MHT)	73.2	77.2	564	566
Marquette, MI (MQT)	89.5	96.1	76	77
Martha's Vineyard, MA (MVY)	64.5	51.6	62	62
Medford, OR (MFR)	84.4	87.6	275	274
Melbourne, FL (MLB)	78.6	80.2	131	131
Memphis, TN (MEM)	70.7	75.6	1,265	1,265
Meridian, MS (MEI)	61.4	67.5	83	83
Miami, FL (MIA)	72.5	70.3	5,945	5,943
Midland/Odessa, TX (MAF)	74.8	80.9	456	456
Milwaukee, WI (MKE)	75.3	78.7	2,939	2,939
Minneapolis, MN (MSP)	80.4	82.3	12,227	12,254
Minot, ND (MOT)	86.1	90.2	173	173
Mission/McAllen/Edinburg, TX (MFE)	77.3	82.8	203	204
Missoula, MT (MSO)	86.4	87.0	345	345
Mobile, AL (MOB)	68.8	73.2	464	462
Moline, IL (MLI)	76.1	84.8	163	165
Monroe, LA (MLU)	70.7	80.7	259	259
Monterey, CA (MRY)	77.1	80.5	210	210
Montgomery, AL (MGM)	69.0	72.1	197	197
Montrose/Delta, CO (MTJ)	73.7	73.7	76	76
Mosinee, WI (CWA)	72.3	80.7	83	83
Muskegon, MI (MKG)	84.2	70.2	57	57
Myrtle Beach, SC (MYR)	79.9	77.6	677	678
Nantucket, MA (ACK)	80.4	75.3	158	158
Nashville, TN (BNA)	71.7	70.5	4,621	4,623
New Bern/Morehead/Beaufort, NC (EWN)	63.3	76.7	60	60
New Orleans, LA (MSY)	74.4	76.0	3,587	3,588
New York, NY (JFK)	65.4	66.8	8,771	8,774
New York, NY (LGA)	63.2	67.4	8,498	8,497
Newark, NJ (EWR)	66.0	65.6	10,224	10,183
Newburgh/Poughkeepsie, NY (SWF)	74.2	75.8	62	62
Newport News/Williamsburg, VA (PHF)	74.8	76.5	115	115
Niagara Falls, NY (IAG)	92.6	81.5	27	27
Nome, AK (OME)	95.1	95.1	61	61
Norfolk, VA (ORF)	71.4	73.4	1,075	1,074
North Bend/Coos Bay, OR (OTH)	64.1	59.0	39	39

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Oakland, CA (OAK)	73.9	72.1	4,504	4,504
Oklahoma City, OK (OKC)	71.5	79.6	1,338	1,338
Omaha, NE (OMA)	73.0	79.0	1,517	1,517
Ontario, CA (ONT)	73.7	78.7	1,624	1,624
Orlando, FL (MCO)	73.7	74.4	11,149	11,146
Paducah, KY (PAH)	73.7	64.9	57	57
Pago Pago, TT (PPG)	92.9	92.9	14	14
Palm Springs, CA (PSP)	80.4	82.9	581	579
Panama City, FL (ECP)	77.4	80.8	452	452
Pasco/Kennewick/Richland, WA (PSC)	79.2	87.8	337	337
Pellston, MI (PLN)	90.5	91.1	169	169
Pensacola, FL (PNS)	78.1	82.1	593	593
Peoria, IL (PIA)	77.5	81.0	262	263
Petersburg, AK (PSG)	85.5	93.5	62	62
Philadelphia, PA (PHL)	72.8	74.4	6,629	6,626
Phoenix, AZ (PHX)	76.9	76.5	14,012	14,009
Pittsburgh, PA (PIT)	72.8	80.0	2,312	2,312
Plattsburgh, NY (PBG)	84.6	76.9	26	26
Pocatello, ID (PIH)	91.4	91.4	81	81
Ponce, PR (PSE)	65.6	81.7	93	93
Portland, ME (PWM)	69.7	72.2	679	679
Portland, OR (PDX)	80.9	84.3	5,717	5,716
Providence, RI (PVD)	72.5	78.5	1,086	1,087
Raleigh/Durham, NC (RDU)	69.0	71.4	3,216	3,216
Rapid City, SD (RAP)	81.4	85.2	430	427
Redding, CA (RDD)	80.4	80.4	92	92
Reno, NV (RNO)	74.3	78.5	1,347	1,347
Rhineland, WI (RHI)	92.0	93.2	88	88
Richmond, VA (RIC)	68.6	72.0	1,407	1,408
Roanoke, VA (ROA)	70.1	75.6	164	164
Rochester, MN (RST)	80.7	82.6	114	115
Rochester, NY (ROC)	71.2	77.6	669	670
Rock Springs, WY (RKS)	83.9	98.2	56	56
Roswell, NM (ROW)	83.3	88.9	36	36
Sacramento, CA (SMF)	72.4	74.1	3,673	3,670
Saginaw/Bay City/Midland, MI (MBS)	83.3	83.3	203	203

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Salt Lake City, UT (SLC)	86.0	85.8	9,783	9,782
San Angelo, TX (SJT)	69.9	78.8	113	113
San Antonio, TX (SAT)	74.1	78.3	2,749	2,749
San Diego, CA (SAN)	77.9	80.9	7,161	7,161
San Francisco, CA (SFO)	74.2	76.5	15,493	15,491
San Jose, CA (SJC)	78.1	77.4	3,800	3,800
San Juan, PR (SJU)	73.1	78.7	2,638	2,638
San Luis Obispo, CA (SBP)	80.4	85.9	255	255
Santa Ana, CA (SNA)	82.2	82.0	3,667	3,667
Santa Barbara, CA (SBA)	85.6	86.0	534	534
Santa Fe, NM (SAF)	62.8	65.3	121	121
Santa Maria, CA (SMX)	72.6	75.8	62	62
Sarasota/Bradenton, FL (SRQ)	76.8	75.4	211	211
Sault Ste. Marie, MI (CIU)	90.2	88.5	61	61
Savannah, GA (SAV)	70.7	73.7	635	636
Scranton/Wilkes-Barre, PA (AVP)	70.9	81.2	165	165
Seattle, WA (SEA)	80.4	82.9	13,165	13,165
Shreveport, LA (SHV)	72.3	77.6	545	545
Sioux Falls, SD (FSD)	76.9	84.5	329	329
Sitka, AK (SIT)	90.7	91.8	182	182
South Bend, IN (SBN)	77.4	82.2	477	478
Spokane, WA (GEG)	79.8	84.4	897	897
Springfield, IL (SPI)	66.2	73.4	154	154
Springfield, MO (SGF)	74.8	79.4	246	247
St. Augustine, FL (UST)	79.3	82.8	29	29
St. George, UT (SGU)	84.9	91.2	159	159
St. Louis, MO (STL)	71.6	68.7	4,935	4,935
State College, PA (SCE)	65.6	75.4	61	61
Sun Valley/Hailey/Ketchum, ID (SUN)	85.3	87.7	163	163
Syracuse, NY (SYR)	68.4	77.1	570	567
Tallahassee, FL (TLH)	73.4	74.6	199	201
Tampa, FL (TPA)	71.3	73.3	5,686	5,686
Texarkana, AR (TXK)	54.2	66.3	83	83
Traverse City, MI (TVC)	76.0	76.1	425	426
Trenton, NJ (TTN)	67.0	74.6	185	185
Tucson, AZ (TUS)	71.1	79.3	1,327	1,327

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TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tulsa, OK (TUL)	73.0	82.0	1,160	1,158
Twin Falls, ID (TWF)	96.5	96.5	85	85
Valdosta, GA (VLD)	74.7	79.1	87	86
Valparaiso, FL (VPS)	78.7	78.9	417	417
Waco, TX (ACT)	67.0	73.2	112	112
Washington, DC (DCA)	69.0	74.7	6,742	6,743
Washington, DC (IAD)	76.7	75.1	3,235	3,239
West Palm Beach/Palm Beach, FL (PBI)	75.7	75.3	1,653	1,653
West Yellowstone, MT (WYS)	86.2	82.8	58	58
White Plains, NY (HPN)	62.6	68.6	607	609
Wichita Falls, TX (SPS)	70.7	76.1	92	92
Wichita, KS (ICT)	78.6	84.0	676	677
Williston, ND (ISN)	89.0	89.7	145	145
Wilmington, NC (ILM)	70.2	78.2	238	238
Worcester, MA (ORH)	62.9	57.4	62	61
Wrangell, AK (WRG)	87.1	88.7	62	62
Yakutat, AK (YAK)	83.6	87.1	61	62
Yuma, AZ (YUM)	92.9	94.7	170	170

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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
EXPRESSJET	16	22,295	1190	5.3	163	43,562	2,319	5.3
SOUTHWEST	24	61,726	1829	3.0	87	115,208	3,395	2.9
SPIRIT	20	10,127	218	2.2	34	11,995	251	2.1
JETBLUE	24	17,535	373	2.1	66	24,927	510	2.0
AMERICAN	28	68,148	1229	1.8	88	81,678	1,432	1.8
UNITED	27	40,673	467	1.1	86	48,049	561	1.2
SKYWEST	23	30,766	277	0.9	190	54,964	501	0.9
VIRGIN AMERICA	16	5,471	28	0.5	21	6,100	32	0.5
FRONTIER	24	6,791	22	0.3	53	9,019	31	0.3
DELTA	29	63,574	200	0.3	147	83,677	241	0.3
HAWAIIAN	8	521	2	0.4	17	7,022	16	0.2
ALASKA	25	10,467	8	0.1	67	16,256	20	0.1
Total		338,094	5,843	1.7		502,457	9,309	1.9

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
EXPRESSJET	2496	606	24.2
SPIRIT	408	61	14.9
JETBLUE	844	120	14.2
SOUTHWEST	13192	1,324	10.0
AMERICAN	3843	375	9.7
UNITED	2194	128	5.8
SKYWEST	2955	144	4.8
FRONTIER	432	15	3.4
VIRGIN AMERICA	227	5	2.2
DELTA	3776	52	1.3
ALASKA	586	3	0.5
HAWAIIAN	266	1	0.3
TOTAL	31,219	2,834	9.1

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

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

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA	16256	14538	89.43%	20	0.12%	23	0.14%	467	2.87%	27	0.17%	767	4.72%	21	0.13%	393	2.42%
AMERICAN	81678	57721	70.67%	1432	1.75%	334	0.41%	6566	8.04%	954	1.17%	6,874	8.42%	56	0.07%	7,742	9.48%
DELTA	83677	68298	81.62%	241	0.29%	310	0.37%	4699	5.62%	891	1.06%	4,805	5.74%	8	0.01%	4,425	5.29%
EXPRESSJET	43562	30903	70.94%	2319	5.32%	221	0.51%	3148	7.23%	139	0.32%	2,727	6.26%	0	0.00%	4,106	9.43%
FRONTIER	9019	5709	63.30%	31	0.34%	19	0.21%	794	8.80%	42	0.47%	1,394	15.46%	0	0.00%	1,030	11.42%
HAWAIIAN	7022	6232	88.75%	16	0.23%	16	0.23%	379	5.40%	10	0.14%	31	0.44%	0	0.00%	338	4.81%
JETBLUE	24927	16887	67.75%	510	2.05%	75	0.30%	2399	9.62%	207	0.83%	2,100	8.42%	30	0.12%	2,718	10.90%
SKYWEST	54964	45574	82.92%	501	0.91%	186	0.34%	2332	4.24%	322	0.59%	2,409	4.38%	20	0.04%	3,621	6.59%
SOUTHWEST	115208	81619	70.84%	3395	2.95%	483	0.42%	9070	7.87%	1,067	0.93%	4,920	4.27%	40	0.03%	14,614	12.68%
SPRIT	11995	8729	72.77%	251	2.09%	34	0.28%	216	1.80%	17	0.14%	2,426	20.23%	2	0.02%	319	2.66%
UNITED	48049	36785	76.56%	561	1.17%	230	0.48%	3152	6.56%	571	1.19%	3,175	6.61%	0	0.00%	3,574	7.44%
VIRGIN AMERICA	6100	4602	75.44%	32	0.52%	19	0.31%	358	5.87%	97	1.59%	462	7.57%	3	0.05%	528	8.66%
TOTAL	502457	377597	75.15%	9309	1.85%	1950	0.39%	33580	6.68%	4344	0.86%	32090	6.39%	180	0.04%	43408	8.64%

***Causes of Delay:**

Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).

Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.

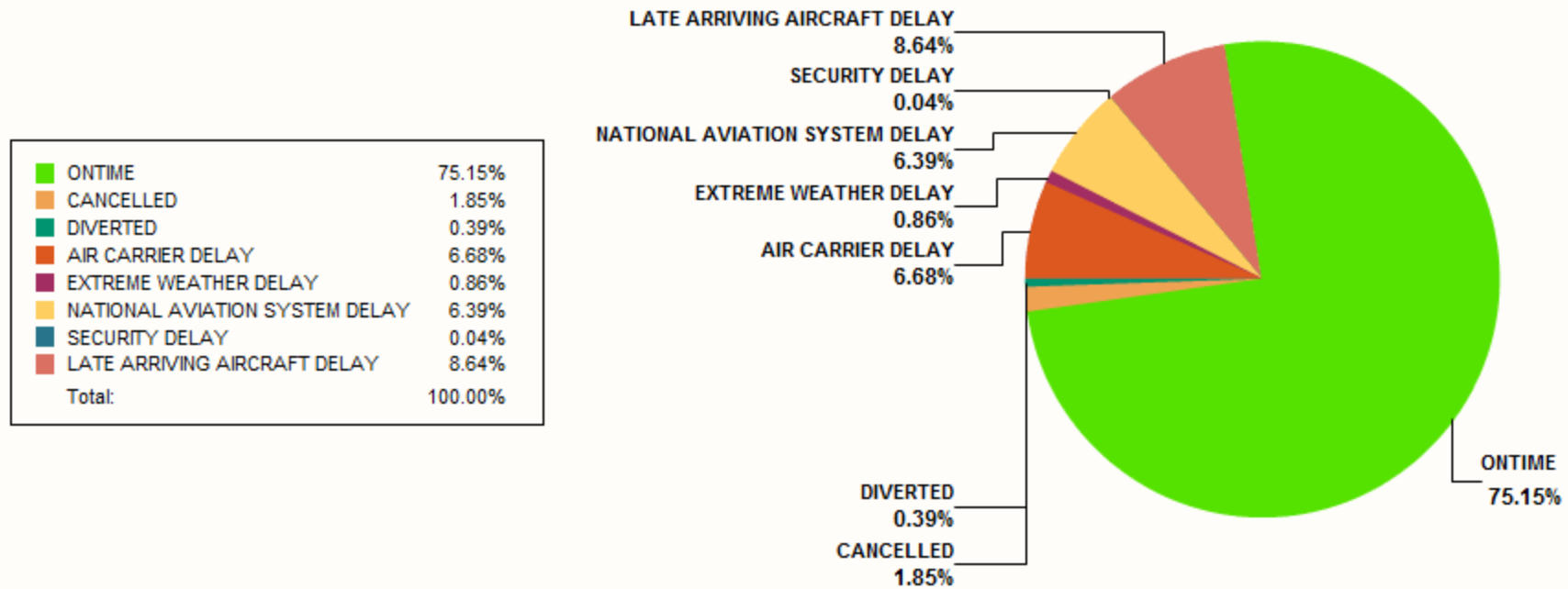
National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.

Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.

Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

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

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 TABLE 10. OVERALL CAUSES OF DELAY*



Causes of Delay:

Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).

Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.

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

Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.

Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

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

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
UNITED	994	SFO	EWR	7/25/2016	Diversion Airport (RIC)	208
AMERICAN	627	DTW	PHX	7/18/2016	Diversion Airport (TUS)	199
PIEDMONT	4805	AGS	CLT	7/18/2016	Origin Airport	195
UNITED	1640	LAX	EWR	7/25/2016	Diversion Airport (IAD)	192
DELTA	1666	ATL	RDU	7/21/2016	Origin Airport	190
ENDEAVOR	4018	JFK	CLE	7/25/2016	Origin Airport	186
DELTA	1341	ATL	GSP	7/21/2016	Origin Airport	185
DELTA	1132	ATL	PWM	7/21/2016	Origin Airport	184
DELTA	419	JFK	LAX	7/25/2016	Origin Airport	183
DELTA	495	JFK	SLC	7/25/2016	Origin Airport	183
DELTA	448	JFK	SFO	7/25/2016	Origin Airport	181

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

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

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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
LUFTHANSA	446	FRA	DEN	07/18/2016	Diversion Airport (COS)	388
AIR SERBIA	501	JFK	BEG	07/01/2016	Origin Airport	306
UNITED	1518	PUJ	EWR	07/01/2016	Diversion Airport (JFK)	270
JAPAN	4	NRT	JFK	07/25/2016	Diversion Airport (BOS)	264
CHINA EASTERN	588	JFK	PVG	07/07/2016	Origin Airport	263
UNITED	1518	PUJ	EWR	07/25/2016	Diversion Airport (RDU)	250
TAP PORTUGAL	213	OPO	EWR	07/25/2016	Diversion Airport (BOS)	249
UNITED	1473	SDQ	EWR	07/25/2016	Diversion Airport (BWI)	248
ETIHAD	102	JFK	AUH	07/01/2016	Origin Airport	244
DELTA	470	JFK	AGP	07/01/2016	Origin Airport	242

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

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
AMERICAN	81678	198	0.24
DELTA	83677	191	0.23
UNITED	48049	96	0.20
JETBLUE	24927	48	0.19
EXPRESSJET	43562	78	0.18
FRONTIER	9019	12	0.13
VIRGIN AMERICA	6100	8	0.13
SPIRIT	11995	13	0.11
SKYWEST	54964	38	0.07
SOUTHWEST	115208	41	0.04
ALASKA	16256	3	0.02
HAWAIIAN	7022	0	0.00
TOTAL	502457	726	0.14

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

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

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

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

APPENDIX

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

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

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

Air Carriers Required to Report

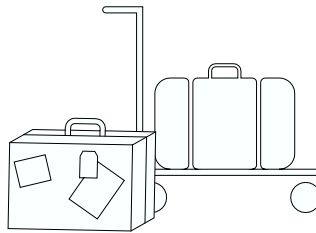
Data to DOT and to CRS Vendors *

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

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

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.



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

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

RANK	AIRLINE	JULY 2016			JULY 2015		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	874	720,543	1.21	539	605,489	0.89
2	ALASKA AIRLINES	3,630	2,212,298	1.64	8,678	2,130,159	4.07
3	JETBLUE AIRWAYS	5,451	2,920,410	1.87	5,138	2,752,654	1.87
4	DELTA AIR LINES	23,833	11,305,701	2.11	21,993	11,184,704	1.97
5	HAWAIIAN AIRLINES	2,397	972,395	2.47	2,339	944,493	2.48
6	SPIRIT AIRLINES	5,013	1,808,903	2.77	4,352	1,490,160	2.92
7	UNITED AIRLINES	21,888	7,060,467	3.10	21,116	6,735,898	3.13
8	SKYWEST AIRLINES	10,485	2,801,031	3.74	10,817	2,655,406	4.07
9	FRONTIER AIRLINES	5,549	1,421,076	3.90	3,538	1,088,993	3.25
10	AMERICAN AIRLINES	46,286	11,242,399	4.12	42,832	11,483,171	3.73
11	SOUTHWEST AIRLINES	56,354	13,532,771	4.16	47,347	13,616,427	3.48
12	EXPRESSJET AIRLINES	10,363	1,889,329	5.49	11,194	2,265,335	4.94
TOTALS		192,123	57,887,323	3.32	179,883	56,952,889	3.16

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

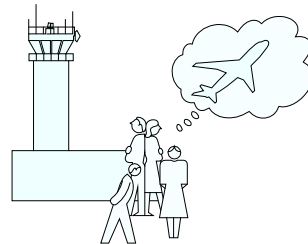
OVERSALES

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

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

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

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



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

RANK	AIRLINE	APRIL - JUNE 2016				APRIL - JUNE 2015			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	HAWAIIAN AIRLINES	59	18	2,700,783	0.07	54	2	2,605,895	0.01
2	VIRGIN AMERICA	389	16	2,050,950	0.08	669	15	1,772,262	0.08
3	DELTA AIR LINES	31,642	302	33,838,031	0.09	38,643	389	32,706,490	0.12
4	UNITED AIRLINES	16,939	871	22,035,418	0.40	22,068	1,647	21,166,446	0.78
5	ALASKA AIRLINES	1,597	265	6,059,214	0.44	1,315	191	5,624,304	0.34
6	AMERICAN AIRLINES**	12,217	1,800	34,214,085	0.53	11,703	1,089	20,066,407	0.54
7	FRONTIER AIRLINES	842	274	3,614,118	0.76	699	253	2,962,152	0.85
8	JETBLUE AIRWAYS	298	799	8,795,633	0.91	266	5	8,105,136	0.01
9	SKYWEST AIRLINES	10,391	714	7,755,643	0.92	13,941	1,739	7,403,792	2.35
10	SOUTHWEST AIRLINES	26,987	4,209	39,198,316	1.07	29,084	4,436	37,496,853	1.18
11	SPIRIT AIRLINES	6,696	692	5,005,877	1.38	2,484	179	4,001,225	0.45
12	EXPRESSJET AIRLINES	8,087	847	5,498,667	1.54	12,001	1,338	6,567,149	2.04
TOTALS		116,144	10,807	170,766,735	0.63	132,927	11,283	150,478,111	0.75

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

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

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

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

RANK	AIRLINE	JANUARY - JUNE 2016				JANUARY - JUNE 2015			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	HAWAIIAN AIRLINES	96	20	5,299,906	0.04	164	9	5,078,326	0.02
2	DELTA AIR LINES	59,967	606	63,287,652	0.10	79,582	993	60,268,482	0.16
3	VIRGIN AMERICA	816	46	3,790,467	0.12	955	20	3,282,327	0.06
4	UNITED AIRLINES	31,319	1,800	41,001,197	0.44	39,441	3,464	39,272,084	0.88
5	ALASKA AIRLINES	3,579	549	11,403,690	0.48	3,052	410	10,599,851	0.39
6	JETBLUE AIRWAYS	786	827	17,039,666	0.49	885	44	15,462,525	0.03
7	FRONTIER AIRLINES	1,221	435	6,765,703	0.64	1,381	462	5,594,562	0.83
8	AMERICAN AIRLINES**	26,983	4,442	65,574,735	0.68	21,631	2,520	38,167,530	0.66
9	SPIRIT AIRLINES	7,920	815	9,515,468	0.86	4,431	307	7,553,934	0.41
10	SKYWEST AIRLINES	19,928	1,423	14,614,352	0.97	27,982	3,369	13,862,365	2.43
11	SOUTHWEST AIRLINES	45,265	7,325	73,591,636	1.00	49,725	7,762	69,489,911	1.12
12	EXPRESSJET AIRLINES	15,795	1,604	10,674,026	1.50	24,438	2,650	12,650,715	2.09
	TOTALS	213,675	19,892	322,558,498	0.62	253,667	22,010	281,282,612	0.78

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

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JULY 2016				JULY 2015			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,357	124	2	129	1,689	50	2	145
FOREIGN AIRLINES	506	5	0	44	426	6	3	33
TRAVEL AGENTS	50	0	0	6	36	0	0	13
TOUR OPERATORS	42	0	0	0	0	0	0	0
MISCELLANEOUS	8	8	0	9	15	5	0	7
INDUSTRY TOTALS	1,963	137	2	188	2,166	61	5	198

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JULY 2016			JULY 2015		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	804		1	750	
DELAYS			347			245
CANCELLATIONS			313			312
MISCONNECTIONS			71			124
BAGGAGE	2	308		2	340	
CUSTOMER SERVICE	3	203		4	225	
RES/TKTG/BOARDING	4	167		3	297	
REFUNDS	5	125		6	159	
FARES	6	113		5	169	
OTHER	7	89		9	40	
FREQUENT FLYER			23			18
DISABILITY	8	70		7	100	
OVERSALES	9	60		8	66	
ADVERTISING	10	16		10	12	
DISCRIMINATION	11	8		11	8	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,963			2,166	

* 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*

JULY 2016

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	7	0	0	0	0	1	2	0	0	0	0	1	11
ALASKA AIRLINES	3	1	1	0	0	1	1	1	0	0	0	2	10
ALLEGIAN AIR	81	2	8	4	14	8	7	4	0	0	0	0	128
AMERICAN AIRLINES	160	14	23	19	20	35	40	18	3	2	0	15	349
COMPASS AIRLINES	4	0	0	0	0	0	1	0	0	0	0	0	5
DELTA AIR LINES	51	5	9	2	1	9	15	4	4	0	0	5	105
DYNAMIC AIRWAYS	17	0	2	0	4	3	0	0	0	0	0	1	27
ENDEAVOR AIR	9	0	0	0	0	0	0	0	0	0	0	0	9
ENVOY AIR	17	1	0	0	0	2	1	0	0	0	0	0	21
EXPRESSJET AIRLINES	14	0	0	0	0	0	0	0	0	0	0	0	14
FRONTIER AIRLINES	21	3	5	5	2	11	5	0	0	0	0	0	52
GOJET AIRLINES	8	1	0	0	0	0	0	0	0	0	0	1	10
HAWAIIAN AIRLINES	2	0	3	1	0	1	0	7	0	0	0	0	14
JETBLUE AIRWAYS	23	0	4	1	0	5	1	2	0	0	0	3	39
MESA AIRLINES	10	1	0	0	0	0	1	0	0	0	0	1	13
PIEDMONT AIRLINES	7	0	1	0	0	0	3	1	0	0	0	0	12
PSA AIRLINES	4	0	0	0	0	1	0	1	0	0	0	0	6
REPUBLIC AIRLINES	15	1	0	0	0	0	1	0	0	0	0	0	17
SHUTTLE AMERICA	5	0	0	0	0	0	0	0	0	0	0	0	5
SILVER AIRWAYS	4	1	0	0	0	1	1	0	0	0	0	0	7
SKYWEST AIRLINES	6	1	1	0	0	0	2	1	0	0	0	0	11
SOUTHWEST AIRLINES	69	5	4	1	6	19	12	10	1	1	0	0	128
SPIRIT AIRLINES	56	7	10	12	8	15	12	3	1	1	0	3	128
SUN COUNTRY AIRLINES	1	0	2	1	0	1	0	1	0	0	0	0	6
TRANS STATES AIRLINES	5	0	0	0	0	1	0	0	0	0	0	0	6
UNITED AIRLINES	76	5	17	17	11	34	17	7	1	1	0	7	193
VIRGIN AMERICA	7	0	2	2	1	1	4	1	0	0	0	0	18
XTRA AIR	3	0	0	0	0	0	0	1	0	0	0	1	5
OTHER U.S. AIRLINES	6	0	0	0	0	1	1	0	0	0	0	0	8
TOTAL JULY 2016	691	48	92	65	67	150	127	62	10	5	0	40	1,357
% OF TOTAL COMPLAINTS	50.9	3.5	6.8	4.8	4.9	11.1	9.4	4.6	0.7	0.4	0	2.9	
TOTAL JULY 2015	661	55	212	132	112	220	168	84	8	7	0	30	1,689
% OF TOTAL COMPLAINTS	39.1	3.3	12.6	7.8	6.6	13.0	9.9	5.0	0.5	0.4	0	1.8	

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

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

Table 4

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

JULY 2016

U.S. AIRLINES*	COMPS RECD IN JULY	INCI- DENTS IN JULY	PERCENT	INCI- DENTS IN JUNE	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	11	9	81.8	2	18.2	0	0.0	0	0.0
ALASKA AIRLINES	10	8	80.0	2	20.0	0	0.0	0	0.0
ALLEGiant AIR	128	98	76.6	12	9.4	12	9.4	6	4.7
AMERICAN AIRLINES	349	173	49.6	93	26.6	49	14.0	34	9.7
COMPASS AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
DELTA AIR LINES	105	60	57.1	19	18.1	19	18.1	7	6.7
DYNAMIC AIRWAYS	27	21	77.8	1	3.7	4	14.8	1	3.7
ENDEAVOR AIR	9	7	77.8	2	22.2	0	0.0	0	0.0
ENVOY AIR	21	14	66.7	5	23.8	1	4.8	1	4.8
EXPRESSJET AIRLINES	14	12	85.7	1	7.1	1	7.1	0	0.0
FRONTIER AIRLINES	52	36	69.2	7	13.5	4	7.7	5	9.6
GOJET AIRLINES	10	10	100.0	0	0.0	0	0.0	0	0.0
HAWAIIAN AIRLINES	14	5	35.7	1	7.1	7	50.0	1	7.1
JETBLUE AIRWAYS	39	26	66.7	1	2.6	4	10.3	8	20.5
MESA AIRLINES	13	8	61.5	5	38.5	0	0.0	0	0.0
PIEDMONT AIRLINES	12	10	83.3	0	0.0	2	16.7	0	0.0
PSA AIRLINES	6	5	83.3	1	16.7	0	0.0	0	0.0
REPUBLIC AIRLINES	17	16	94.1	1	5.9	0	0.0	0	0.0
SHUTTLE AMERICA	5	3	60.0	0	0.0	2	40.0	0	0.0
SILVER AIRWAYS	7	3	42.9	0	0.0	2	28.6	2	28.6
SKYWEST AIRLINES	11	6	54.5	3	27.3	0	0.0	2	18.2
SOUTHWEST AIRLINES	128	85	66.4	21	16.4	9	7.0	13	10.2
SPIRIT AIRLINES	128	68	53.1	26	20.3	21	16.4	13	10.2
SUN COUNTRY AIRLINES	6	3	50.0	2	33.3	1	16.7	0	0.0
TRANS STATES AIRLINES	6	4	66.7	0	0.0	2	33.3	0	0.0
UNITED AIRLINES	193	103	53.4	49	25.4	25	13.0	16	8.3
VIRGIN AMERICA	18	10	55.6	2	11.1	5	27.8	1	5.6
XTRA AIR	5	3	60.0	0	0.0	2	40.0	0	0.0
OTHER U.S. AIRLINES	8	4	50.0	3	37.5	1	12.5	0	0.0
TOTALS	1,357	814	60.0	260	19.2	173	12.7	110	8.1
PREVIOUS YEAR'S TOTALS	1,689	849	50.3	374	22.1	274	16.2	192	11.4

*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.'

Table 5

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

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	1	0	2	1	0	1	1	0	0	0	0	1	7
AEROMEXICO	9	1	2	1	1	4	6	0	0	0	0	0	24
AIR BERLIN	3	1	3	0	1	17	2	0	0	0	0	0	27
AIR CANADA	29	3	5	5	3	20	18	0	0	1	0	0	84
AIR CHINA	0	0	2	0	2	2	0	1	0	0	0	0	7
AIR FRANCE	3	1	3	0	0	8	2	0	0	0	0	1	18
AIR INDIA	0	0	1	0	0	1	2	1	0	0	0	0	5
ALITALIA AIRLINES	1	0	1	1	0	9	2	0	0	0	0	0	14
BRITISH AIRWAYS	7	0	1	4	4	21	3	0	1	0	0	0	41
COPA	1	0	0	0	3	4	0	0	0	0	0	0	8
EL AL ISRAEL	0	1	1	2	1	1	1	0	0	0	0	0	7
EMIRATES AIRLINES	1	0	0	2	2	1	1	2	1	0	0	0	10
ETIHAD AIRWAYS	2	1	0	0	1	11	2	0	0	1	0	0	18
FIJI AIRWAYS	0	0	1	0	1	2	3	0	0	0	0	1	8
ICELANDAIR	1	0	0	0	2	1	0	0	0	0	0	1	5
INTERJET	5	0	0	0	1	0	0	0	0	0	0	0	6
LUFTHANSA	2	2	3	3	0	8	3	3	0	0	0	0	24
NORWEGIAN AIR SHUTTLE	5	0	0	1	0	5	1	0	0	0	0	0	12
QATAR AIRWAYS	2	0	6	1	2	1	4	0	0	1	0	0	17
SWISS AIR	1	1	0	0	0	1	2	0	0	0	0	0	5
TURKISH AIRLINES	2	0	3	9	9	6	11	0	0	0	0	1	41
VOLARIS AIRLINES	3	0	3	1	0	0	1	0	0	0	0	0	8
VUELING AIRLINES	0	0	0	0	1	6	0	0	0	0	0	0	7
WOW AIR	4	0	2	0	1	6	2	0	1	0	0	0	16
OTHER FOREIGN AIRLINES	23	1	19	7	8	22	6	1	0	0	0	0	87
TOTALS	105	12	58	38	43	158	73	8	3	3	0	5	506
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	1	0	0	2	3	0	1	0	0	0	0	0	7
JUSTFLY.COM	0	0	3	2	1	0	0	0	0	0	0	0	6
ORBITZ.COM	0	0	2	0	2	0	0	0	1	0	0	0	5
TRAVELOCITY.COM	0	0	4	0	1	0	1	0	0	0	0	0	6
OTHER TRAVEL AGENTS	1	0	8	6	8	0	0	0	2	0	0	1	26
TOTALS	2	0	17	10	15	0	2	0	3	0	0	1	50
<u>TOUR OPERATORS</u>													
SHARON TRAVEL & TOURS	0	0	0	0	0	0	0	0	0	0	0	42	42
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	42	42
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	6	0	0	0	0	0	1	0	0	0	0	1	8
TOTALS	6	0	0	0	0	0	1	0	0	0	0	1	8

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

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

TABLE 6

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JULY 2016			JULY 2015		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SKYWEST AIRLINES	11	2,893,349	0.38	20	2,795,919	0.72
2	ALASKA AIRLINES	10	2,293,135	0.44	5	2,176,556	0.23
3	EXPRESSJET AIRLINES	14	1,984,667	0.71	28	2,378,232	1.18
4	DELTA AIR LINES	105	13,476,793	0.78	114	13,343,933	0.85
5	SOUTHWEST AIRLINES	128	13,636,184	0.94	90	13,635,167	0.66
6	JETBLUE AIRWAYS	39	3,527,143	1.11	36	3,319,794	1.08
7	HAWAIIAN AIRLINES	14	1,016,019	1.38	10	988,367	1.01
8	UNITED AIRLINES	193	9,585,595	2.01	332	9,200,685	3.61
9	VIRGIN AMERICA	18	753,028	2.39	10	633,589	1.58
10	AMERICAN AIRLINES	349	13,598,779	2.57	340	13,968,670	2.43
11	FRONTIER AIRLINES	52	1,470,212	3.54	90	1,187,059	7.58
12	SPIRIT AIRLINES	128	1,980,526	6.46	208	1,656,246	12.56
	TOTAL	1,061	66,215,430	1.60	1,283	65,284,217	1.97

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.

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



**Customer Service Reports to the U.S. Department of Homeland Security for the Month of July 2016
as provided by the Transportation Security Administration^a**

The Transportation Security Administration (TSA) screened approximately 68 million airline passengers and their 54 million checked bags in the month of July as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of July.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
700	.001	54	.00008	60	.00009	448	.0007

NOTES

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

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

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

As of February 2007, TSA calculates the number of checked bags screened. In the past, TSA used data provided by the Air Transport Association to calculate the number of checked bags screened.

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

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

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

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

Carrier	Death	Injury	Loss
Hawaiian Airlines	1	0	0
United Airlines	1	0	0
Totals:	2	0	0