

AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*

JANUARY 2017

U. S. AIRLINES ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	0	0	1	0	1	3	3	1	2	0	0	0	11
ALLEGiant AIR	24	1	3	5	2	4	4	5	0	0	0	0	48
AMERICAN AIRLINES	91	8	20	14	14	42	18	12	0	2	0	6	227
COMMUTAIR	6	0	0	0	0	2	0	0	0	0	0	0	8
COMPASS AIRLINES	3	0	0	0	0	2	0	0	0	0	0	0	5
DELTA AIR LINES	23	0	9	1	3	24	6	7	0	0	0	6	79
DYNAMIC AIRWAYS	3	0	0	0	4	3	0	0	0	0	0	0	10
ENVOY AIR	12	0	2	0	0	0	1	0	0	1	0	0	16
EXPRESSJET AIRLINES	6	0	0	0	0	1	1	0	0	0	0	0	8
FRONTIER AIRLINES	35	1	9	4	8	36	2	0	0	1	0	0	96
HAWAIIAN AIRLINES	1	0	1	0	0	0	1	3	1	0	0	0	7
JETBLUE AIRWAYS	14	1	6	1	1	5	7	4	0	0	0	0	39
MESA AIRLINES	7	0	0	0	0	0	1	0	0	0	0	0	8
PIEDMONT AIRLINES	3	0	0	0	0	1	1	0	0	1	0	0	6
REPUBLIC AIRLINES	4	0	0	0	0	0	1	1	0	0	0	1	7
SILVER AIRWAYS	3	0	1	1	1	3	0	0	0	0	0	1	10
SKYWEST AIRLINES	9	0	0	0	0	0	2	0	0	0	0	0	11
SOUTHWEST AIRLINES	22	1	5	1	3	11	4	14	0	2	0	24	87
SPIRIT AIRLINES	48	1	10	6	9	7	11	0	0	0	0	1	93
UNITED AIRLINES	48	8	17	12	9	42	20	10	1	2	0	5	174
VIAAIR	4	0	0	0	2	0	0	0	0	0	0	0	6
VIRGIN AMERICA	6	0	0	1	1	2	4	2	1	0	0	2	19
OTHER U. S. AIRLINES	11	1	3	2	0	4	4	2	0	0	0	1	28
TOTAL JANUARY 2017	383	22	87	48	58	192	91	61	5	9	0	47	1,003
% of TOTAL COMPLAINTS	38.2	2.2	8.7	4.8	5.8	19.1	9.1	6.1	0.5	0.9	0	4.7	
TOTAL JANUARY 2016	421	45	141	82	106	229	122	72	6	7	0	28	1,259
% of TOTAL COMPLAINTS	33.4	3.6	11.2	6.5	8.4	18.2	9.7	5.7	0.5	0.6	0	2.2	

* 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.'