

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

Rank	Airline	JANUARY - DECEMBER 2016				JANUARY - DECEMBER 2015			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 Passengers	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	HAWAIIAN AIRLINES	326	49	10,824,495	0.05	358	29	10,462,344	0.03
2	DELTA AIR LINES	129,825	1,238	129,281,098	0.10	145,406	1,938	125,044,855	0.15
3	VIRGIN AMERICA	2,375	94	7,945,329	0.12	1,722	80	6,928,805	0.12
4	ALASKA AIRLINES	6,806	931	23,390,900	0.40	5,412	740	22,095,126	0.33
5	UNITED AIRLINES	62,895	3,765	86,836,527	0.43	81,390	6,317	82,081,914	0.77
6	SPIRIT AIRLINES	10,444	1,117	19,418,650	0.58	6,589	496	16,010,164	0.31
7	FRONTIER AIRLINES	2,096	851	14,666,332	0.58	2,744	1,232	12,343,540	1.00
8	AMERICAN AIRLINES	54,259	8,312	130,894,653	0.64	50,317	7,504	97,091,951	0.77
9	JETBLUE AIRWAYS	1,705	3,176	34,710,003	0.92	1,841	73	31,949,251	0.02
10	SKYWEST AIRLINES	41,476	2,935	29,986,918	0.98	51,829	5,079	28,562,760	1.78
11	SOUTHWEST AIRLINES	88,628	14,979	150,655,354	0.99	96,513	15,608	143,932,752	1.08
12	EXPRESSJET AIRLINES	33,590	3,182	21,139,038	1.51	42,933	4,608	24,736,601	1.86
TOTALS		434,425	40,629	659,749,297	0.62	487,054	43,704	601,240,063	0.73

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.