



# NOV | DOT AIR TRAVEL CONSUMER REPORT



## ON-TIME

89.5%  
1ST PLACE



## COMPLETIONS

99.98%  
1ST PLACE



## BAGGAGE

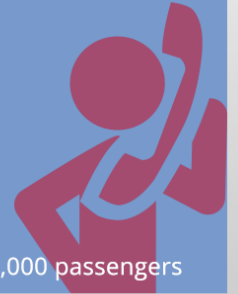
1.51  
1ST PLACE



per 1,000 passengers

## COMPLAINTS

0.61  
3RD PLACE



per 100,000 passengers

DELTA PEOPLE EARN \$100 IN SHARED REWARDS.

### Related Topics:

- [Operations](#)
- [Operational Reliability](#)

The Department of Transportation's November [Air Travel Consumer Report](#) is out today and again shows Delta among the top of the industry in several operational performance metrics.

November's 89.5 percent on-time performance put Delta in the second place spot among the 13 carriers that report to the DOT finishing a solid four points ahead of third place finisher Alaska Airlines. Hawaiian Airlines, with flying operations generally shielded from the impacts of weather seen on the mainland, topped the list.

Delta's 99.98 percent completion factor performance for the month—a measure of flights flown that were scheduled—bested the industry. Delta canceled just 14 mainline flights of 72,228 scheduled operations, per the DOT.

The airline's mishandled baggage rate of 1.51 per 1,000 enplaned passengers was the lowest among large network carriers and second only to much smaller Virgin America which flew roughly 600,000 customers compared to Delta's nearly 10 million in November.

The January 2016 Air Travel Consumer Report includes statistics for November 2015 based on

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domestic flights flown, completion rate based on domestic flights scheduled, and mishandled bags per 1,000 enplanements for domestic flights scheduled compared to Delta's competitive set: Alaska Airlines, American Airlines/US Airways, JetBlue Airways, Southwest Airlines, and United Airlines.

Eligible employees will earn a \$100 bonus for the results.