

AQR

AIRLINE QUALITY RATING

1 *Alaska*

2017 CALENDAR YEAR

2  DELTA

3 jetBlue

4 HAWAIIAN
— AIRLINES. —

5 Southwest 

6 *SkyWest*
AIRLINES®

7  america

8 UNITED 

9 American Airlines 

10  EXPRESSJET™

11 *FRONTIER*

12 *spirit*
airlines



On-time Performance

Best: Hawaiian Airlines

Worst: Virgin America

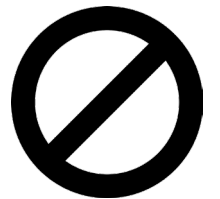
Four airlines improved: American Airlines, Frontier, Spirit, United

Involuntary Denied Boardings

Best: Delta

Worst: Spirit

Industry leaders with lowest rate of involuntary denied boardings are Delta and Hawaiian



Mishandled Baggage

Best: Spirit

Worst: ExpressJet

Industry as a whole improved with the lowest rate since AQR started in 1991

Consumer Complaints

Best: Southwest

Worst: Spirit

Top three complaints: Flight problems, Baggage, Customer Service



FOR FULL REPORT GO TO : AIRLINEQUALITYRATING.COM