

2016 AIRLINE QUALITY RATING



The **Airline Quality Rating (AQR)** is the most comprehensive study of the performance and quality of the 13 largest airlines in the United States. The rating is a multifactor look of the airlines based on mishandled baggage, consumer complaints, on-time performance and involuntary denied boardings.

Of the 13 carriers rated for performance, 6 airlines showed improvement in AQR scores in 2015. The overall industry AQR score improved for 2015. Improved performance was seen in three of the four areas tracked. However, the 37% increase in the rate of consumer complaints in 2015 over 2014 suggests, even with improved performance in important areas, that consumers are still finding problems with how airlines deliver their services.

The AQR is conducted jointly by **Dr. Brent Bowen** of Embry-Riddle Aeronautical University in Prescott, AZ and **Dr. Dean Headley** of Wichita State University.



The industry rate of **mishandled baggage** decreased from 3.62 per 1,000 passengers in 2014 to 3.24 in 2015.



Frontier, Hawaiian, Jet Blue, Skywest, Southwest & United improved their **denied boardings** rate in 2015.



Hawaiian, Alaska and Delta held the top three **on-time arrival** performances in 2015.



Alaska had the lowest consumer complaint rate of all airlines in 2015. Their consumer complaint rate was 0.50/100,000 passengers.

TOP AIRLINES

