U.S. Department
of Transportation

Air Travel Consumer Report

A Product Of The
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
Aviation Consumer Protection Division

Issued: April 2018

Flight Delays[1]	February 2018
Mishandled Baggage[1]	February 2018
Oversales[1]	4th. Quarter 2017 January – December 2017
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	February 2018
Airline Animal Incident Reports[4]	February 2018
Customer Service Reports to the Dept. of Homeland Security[3]	February 2018

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[1] Data collected by the Bureau of Transportation Statistics. Website: *http://www.bts.gov*
[2] Data compiled by the Aviation Consumer Protection Division. Website: *http://www.transportation.gov/airconsumer*
[3] Data provided by the Department of Homeland Security, Transportation Security Administration
[4] Data collected by the Aviation Consumer Protection Division

TABLE OF CONTENTS

INTRODUCTION

The *Air Travel Consumer Report* is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings (OAEP). The report is designed to assist consumers with information on the quality of services provided by the airlines.

The report is divided into sections (Flight Delays, Mishandled Baggage, Oversales, Consumer Complaints, Customer Service Reports to the Transportation Security Administration, and Airline Reports of the Loss, Injury, or Death of Animals During Air Transportation). The sections that deal with flight delays, mishandled baggage and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section that deals with consumer complaints is based on data compiled by the OAEP's Aviation Consumer Protection Division (ACPD). The section that deals with customer service reports to the Department of Homeland Security's Transportation Security Administration (TSA) is based on data provided by TSA. The section that deals with animal incidents during air transport is based on reports required to be submitted by airlines to the ACPD. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

The report normally is released by the end of the second week of each month. The report is available via the Internet at:
 http://www.transportation.gov/airconsumer

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the eighteen (18) U.S. air carriers that have at least 0.5 percent of total domestic scheduled-service passenger revenues.

The reportable airports with respect to which data must be submitted to the Department are those large, medium, small, or non-hub airports as defined in 49 U.S.C. 47102. Airports can be accessed through the FAA at: https://www.faa.gov/airports/planning_capacity/passenger_allcargo_stats/categories/. This report includes 30 largest U.S. airports, except Table 5, which lists more than 200 airports in alphabetical order with the corresponding on-time arrival and departure percentages.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 18 reporting air carriers, 16 carriers (Alaska, Delta, Endeavor, Envoy, ExpressJet, Frontier, JetBlue, Mesa, PSA, Republic, Hawaiian, SkyWest, Spirit, Southwest, United and Virgin America) use ACARS, one carrier (American) uses a combination of ACARS and DGS, and one carrier (Allegiant) uses manual system.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 2A, 3, and 4 are limited to the 30 largest airports; Tables 5, 6, 6A, 7 and 7A contain data on flights to/from all airports that were reported.

Tables 1 through 4 display percentages of flight operations that were on time. Tables 1, 1A, 1B, 2 and 2A present data by marketing or operating carrier; airlines are ranked by performance in Tables 1/1A and are listed in alphabetical order in Table 2/2A (see Appendix for codes). Table 1B shows marketing carrier rankings by month and Year-to-Date (YTD) on the percentage of flight operations that arrived on time.

Tables 3 and 4 contain information by airport and time of day time of day that a flight operated in 24-hour clock format. All times are local. A 10:50 departure from Atlanta is 10:50 Atlanta time; if that flight arrived in Dallas at 23:45, that is 11:45 pm Dallas time. Table 5 lists more than 200 airports in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 6 and 6A display the number of operations, number of flight cancellations, and percentage of cancellations by air carrier marketing and operating flights at all airports and for the air carriers' domestic system. Table 9 displays airline flight delay causation data by categories, and Table 10 provides an overall graphic representation of that data.

Table 8 lists the regularly scheduled flights with tarmac delays of more than 3 hours and Table 8A lists the regularly scheduled international flights with tarmac delays of more than 4 hours.

Except for the flights listed in Tables 8 and 8A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at https://www.transtats.bts.gov/ONTIME/

Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at https://apps.bts.gov/pdc/user/products/src/category.xml?pdc_start=1&pdc_end=15&pdc_page=1&c=1&pdc_sort=2+DESC,+4+DESC . CDs for earlier months can be purchased by sending an email to: Orders@bts.gov
Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: http://www.transtats.bts.gov/HomeDrillChart.asp

Cause of delay data for airports and airlines can be found at: http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp

Information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights have a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

FEBRUARY 2018

Based on the latest data available to DOT, for the period covered by this Air Travel Consumer Report, American Airlines, Alaska Airlines, Delta Air Lines, Hawaiian Airlines and United Airlines were holding out flights operated by their branded codeshare partner airlines. Flight Delay and Consumer Complaints sections of this report contain information on these marketing carriers' networks, which consist of flights operated by carriers as identified below:

American Airlines Branded Codeshare Partners	Alaska Airlines Branded Codeshare Partners	Delta Air Lines Branded Codeshare Partners	Hawaiian Airlines Branded Codeshare Partners	United Airlines Branded Codeshare Partners
American Airlines	Alaska Airlines	Delta Air Lines	Hawaiian Airlines	United Airlines
Air Wisconsin Airlines	Horizon Air	Compass Airlines	Empire Airlines	Air Wisconsin Airlines
Compass Airlines	Peninsula Airways	Endeavor Air		Cape Air
Envoy Air	SkyWest Airlines	ExpressJet Airlines		Commutair
ExpressJet Airlines		GoJet Airlines		ExpressJet Airlines
Mesa Airlines		Republic Airline		GoJet
Piedmont Airlines		SkyWest Airlines		Mesa Airlines
PSA Airlines				Republic Airline
Republic Airline				SkyWest Airlines
SkyWest Airlines				Trans States Airlines
Trans States Airlines				

AIR TRAVEL CONSUMER REPORT
TABLE 1. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME BY MARKETING CARRIER*

FEBRUARY 2018

CARRIER*	AT ALL US AIRPORTS		RANK
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON TIME ARRIVALS	
ALASKA AIRLINES NETWORK	**97**	**85.2**	**1**
- ALASKA AIRLINES	67	85.3	
- BRANDED CODESHARE PARTNERS	55	85.2	
DELTA AIR LINES NETWORK	**221**	**83.3**	**2**
- DELTA AIR LINES	146	87.9	
- BRANDED CODESHARE PARTNERS	197	78.0	
SPIRIT AIRLINES	**39**	**81.9**	**3**
VIRGIN AMERICA	**27**	**81.7**	**4**
ALLEGIANT AIR	**116**	**78.3**	**5**
UNITED AIRLINES NETWORK	**218**	**78.1**	**6**
- UNITED AIRLINES	95	84.7	
- BRANDED CODESHARE PARTNERS	206	74.0	
HAWAIIAN AIRLINES NETWORK	**20**	**78.1**	**7**
- HAWAIIAN AIRLINES	17	80.3	
- BRANDED CODESHARE PARTNERS	6	62.2	
SOUTHWEST AIRLINES	**86**	**77.1**	**8**
AMERICAN AIRLINES NETWORK	**229**	**76.7**	**9**
- AMERICAN AIRLINES	96	80.8	
- BRANDED CODESHARE PARTNERS	214	73.2	
JETBLUE AIRWAYS	**64**	**74.6**	**10**
FRONTIER AIRLINES	**60**	**73.8**	**11**
TOTAL	**352**	**78.9**	

For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.

AIR TRAVEL CONSUMER REPORT
TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME BY REPORTING CARRIER*

FEBRUARY 2018

CARRIER*	AT ALL US AIRPORTS		RANK
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON TIME ARRIVALS	
DELTA AIR LINES	146	87.9	1
ALASKA AIRLINES	67	85.3	2
UNITED AIRLINES	95	84.7	3
SPIRIT AIRLINES	39	81.9	4
VIRGIN AMERICA	27	81.7	5
AMERICAN AIRLINES	96	80.8	6
REPUBLIC AIRLINE	76	80.3	7
HAWAIIAN AIRLINES	17	80.3	8
ENDEAVOR AIR	99	78.8	9
ALLEGIANT AIR	116	78.3	10
SOUTHWEST AIRLINES	86	77.1	11
SKYWEST AIRLINES	218	76.0	12
EXPRESSJET AIRLINES	117	74.9	13
MESA AIRLINES	94	74.7	14
JETBLUE AIRWAYS	64	74.6	15
FRONTIER AIRLINES	60	73.8	16
PSA AIRLINES	95	72.1	17
ENVOY AIR	120	70.6	18
TOTAL	1,632	79.3	

For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.

AIR TRAVEL CONSUMER REPORT
TABLE 1B. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME BY MARKETING CARRIER RANK BY MONTH, AND YEAR TO DATE

FEBRUARY 2018

CARRIER*	Jan 2018		Feb 2018		Year-to-date (YTD)	
	%	Rank	%	Rank		
ALASKA AIRLINES NETWORK	**87.6**	**2**	**85.2**	**1**	**86.5**	**1**
- ALASKA AIRLINES	88.9		85.3		87.2	
- BRANDED CODESHARE PARTNERS	86.2		85.2		85.7	
ALLEGIANT AIR	**78.6**	**7**	**78.3**	**5**	**78.4**	**7**
AMERICAN AIRLINES NETWORK	**77.6**	**9**	**76.7**	**9**	**77.1**	**9**
- AMERICAN AIRLINES	82.5		80.8		81.6	
- BRANDED CODESHARE PARTNERS	73.6		73.2		73.4	
DELTA AIR LINES NETWORK	**80.3**	**6**	**83.3**	**2**	**81.8**	**5**
- DELTA AIR LINES	84.3		87.9		86.0	
- BRANDED CODESHARE PARTNERS	75.8		78.0		76.9	
FRONTIER AIRLINES	**74.9**	**10**	**73.8**	**11**	**74.4**	**10**
HAWAIIAN AIRLINES NETWORK	**88.3**	**1**	**78.1**	**7**	**83.5**	**2**
- HAWAIIAN AIRLINES	88.3		80.3		84.5	
- BRANDED CODESHARE PARTNERS	88.2		62.2		75.9	
JETBLUE AIRWAYS	**65.8**	**11**	**74.6**	**10**	**70.0**	**11**
SOUTHWEST AIRLINES	**81.8**	**5**	**77.1**	**8**	**79.6**	**6**
SPIRIT AIRLINES	**82.9**	**3**	**81.9**	**3**	**82.4**	**3**
UNITED AIRLINES NETWORK	**78.5**	**8**	**78.1**	**6**	**78.3**	**8**
- UNITED AIRLINES	84.7		84.7		84.7	
- BRANDED CODESHARE PARTNERS	74.6		74.0		74.3	
VIRGIN AMERICA	**82.5**	**4**	**81.7**	**4**	**82.1**	**4**
TOTAL	**79.4**		**78.9**		**79.1**	

For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.

AIR TRAVEL CONSUMER REPORT
TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME BY MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

FEBRUARY 2018

	ARRIVAL AIRPORT*															
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	28	85.7	96	88.5	80	91.3	0	0.0	136	91.2	112	84.8	84	77.4	28	92.9
- ALASKA AIRLINES	28	85.7	96	88.5	80	91.3	0	0.0	112	93.8	112	84.8	84	77.4	28	92.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	24	79.2	0	0.0	0	0.0	0	0.0
ALLEGIANT AIR	0	0.0	0	0.0	12	100.0	0	0.0	0	0.0	8	37.5	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	1318	81.3	2207	84.7	624	83.5	16289	81.3	6562	79.3	788	77.2	17976	74.2	1028	73.3
- AMERICAN AIRLINES	858	83.3	2017	86.0	458	86.9	7278	87.4	1869	87.1	786	77.1	10664	77.0	444	80.0
- BRANDED CODESHARE PARTNERS	460	77.6	190	70.5	166	74.1	9011	76.3	4693	76.2	2	100.0	7312	70.2	584	68.2
DELTA AIR LINES NETWORK	21961	87.7	2252	86.8	639	85.8	803	80.6	1300	81.4	916	83.6	980	75.4	9571	81.1
- DELTA AIR LINES	17790	89.3	1259	89.1	457	90.8	405	88.6	667	87.4	717	84.1	447	85.2	3849	87.7
- BRANDED CODESHARE	4171	81.2	993	83.9	182	73.1	398	72.4	633	75.0	199	81.9	533	67.2	5722	76.7
FRONTIER AIRLINES	243	74.5	0	0.0	0	0.0	84	83.3	84	71.4	1438	74.2	34	64.7	60	76.7
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	132	78.8	3717	78.4	224	79.0	108	75.0	790	77.0	80	62.5	48	50.0	108	62.0
SOUTHWEST AIRLINES	3123	84.1	703	86.6	4958	87.0	209	81.3	1157	77.9	4857	78.4	0	0.0	488	78.7
SPIRIT AIRLINES	570	82.1	446	84.8	577	85.6	0	0.0	0	0.0	224	86.2	546	79.7	823	80.4
UNITED AIRLINES NETWORK	815	81.4	978	88.6	329	83.9	510	81.6	986	78.3	9893	80.2	873	74.7	597	76.6
- UNITED AIRLINES	386	88.3	905	88.5	211	83.9	50	78.0	382	83.8	4257	87.5	487	76.0	94	81.9
- BRANDED CODESHARE	429	75.1	73	89.0	118	83.9	460	82.0	604	74.8	5636	74.7	386	73.1	503	75.6
VIRGIN AMERICA	0	0.0	80	96.3	28	100.0	0	0.0	82	85.4	52	80.8	0	0.0	0	0.0
TOTAL	28,190	86.6	10,479	83.5	7,471	86.2	18,003	81.2	11,097	79.3	18,368	79.3	20,541	74.4	12,703	80.0

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT
TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME BY MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

FEBRUARY 2018

	ARRIVAL AIRPORT*															
	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
CARRIER	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	**152**	**79.0**	**28**	**92.9**	**168**	**94.1**	**28**	**92.9**	**28**	**64.3**	**56**	**89.3**	**272**	**89.3**	**861**	**90.7**
- ALASKA AIRLINES	152	79.0	28	92.9	168	94.1	28	92.9	28	64.3	56	89.3	272	89.3	605	92.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	256	86.3
ALLEGIANT AIR	**30**	**90.0**	**235**	**74.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**657**	**74.1**	**100**	**55.0**
AMERICAN AIRLINES NETWORK	**621**	**72.1**	**562**	**77.4**	**196**	**88.3**	**396**	**80.8**	**911**	**69.9**	**1739**	**85.2**	**1113**	**79.2**	**4687**	**87.1**
- AMERICAN AIRLINES	548	74.5	562	77.4	196	88.3	171	78.4	481	72.4	1247	87.1	1113	79.2	2885	86.1
- BRANDED CODESHARE PARTNERS	73	54.8	0	0.0	0	0.0	225	82.7	430	67.2	492	80.5	0	0.0	1802	88.7
DELTA AIR LINES NETWORK	**684**	**70.5**	**955**	**91.9**	**235**	**87.2**	**464**	**83.8**	**645**	**73.6**	**4086**	**86.2**	**1377**	**86.8**	**3761**	**81.7**
- DELTA AIR LINES	352	76.1	927	91.8	235	87.2	198	91.9	190	86.8	2051	90.7	957	87.6	2256	81.1
- BRANDED CODESHARE PARTNERS	332	64.5	28	96.4	0	0.0	266	77.8	455	68.1	2035	81.7	420	85.0	1505	82.5
FRONTIER AIRLINES	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**84**	**78.6**	**52**	**78.9**	**0**	**0.0**	**579**	**71.3**	**112**	**64.3**
HAWAIIAN AIRLINES NETWORK	**0**	**0.0**	**0**	**0.0**	**2799**	**79.1**	**0**	**0.0**	**0**	**0.0**	**28**	**82.1**	**72**	**83.3**	**140**	**65.0**
- HAWAIIAN AIRLINES	0	0.0	0	0.0	2519	81.7	0	0.0	0	0.0	28	82.1	72	83.3	140	65.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	280	56.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	**777**	**63.5**	**2034**	**76.2**	**0**	**0.0**	**145**	**79.3**	**0**	**0.0**	**3164**	**77.7**	**354**	**70.1**	**482**	**66.6**
SOUTHWEST AIRLINES	**439**	**62.4**	**2051**	**83.8**	**0**	**0.0**	**177**	**88.1**	**0**	**0.0**	**0**	**0.0**	**5323**	**79.0**	**3173**	**70.4**
SPIRIT AIRLINES	**252**	**77.0**	**1345**	**84.8**	**0**	**0.0**	**0**	**0.0**	**448**	**81.5**	**0**	**0.0**	**965**	**78.7**	**616**	**79.2**
UNITED AIRLINES NETWORK	**8694**	**71.6**	**589**	**86.9**	**355**	**89.6**	**4807**	**84.7**	**10994**	**80.8**	**0**	**0.0**	**927**	**84.1**	**3337**	**81.1**
- UNITED AIRLINES	4207	79.7	589	86.9	355	89.6	1472	91.7	4515	85.6	0	0.0	885	83.8	1915	83.8
- BRANDED CODESHARE PARTNERS	4487	64.0	0	0.0	0	0.0	3335	81.6	6479	77.5	0	0.0	42	90.5	1422	77.5
VIRGIN AMERICA	**166**	**83.1**	**100**	**83.0**	**56**	**87.5**	**104**	**95.2**	**0**	**0.0**	**324**	**87.0**	**312**	**83.7**	**1104**	**82.0**
TOTAL	**11,815**	**71.1**	**7,899**	**82.5**	**3,809**	**81.8**	**6,205**	**84.5**	**13,078**	**79.7**	**9,397**	**83.2**	**11,951**	**79.8**	**18,373**	**80.6**

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT
TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME BY MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

FEBRUARY 2018

	ARRIVAL AIRPORT*															
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	**104**	**77.9**	**104**	**85.6**	**0**	**0.0**	**0**	**0.0**	**140**	**76.4**	**114**	**77.2**	**3254**	**87.3**	**28**	**92.9**
- *ALASKA AIRLINES*	0	0.0	104	85.6	0	0.0	0	0.0	56	67.9	114	77.2	1476	86.5	28	92.9
- *BRANDED CODESHARE PARTNERS*	104	77.9	0	0.0	0	0.0	0	0.0	84	82.1	0	0.0	1778	88.0	0	0.0
ALLEGIANT AIR	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**4006**	**73.8**	**1411**	**84.6**	**0**	**0.0**	**5678**	**87.1**	**810**	**78.5**	**11347**	**73.6**	**340**	**75.0**	**8350**	**79.3**
- *AMERICAN AIRLINES*	1694	79.6	1411	84.6	0	0.0	4013	87.5	542	78.8	4644	79.6	248	71.8	3586	85.3
- *BRANDED CODESHARE PARTNERS*	2312	69.6	0	0.0	0	0.0	1665	86.0	268	78.0	6703	69.4	92	83.7	4764	74.8
DELTA AIR LINES NETWORK	**5932**	**75.5**	**1526**	**87.4**	**390**	**75.9**	**708**	**88.7**	**8684**	**84.1**	**1263**	**70.9**	**657**	**87.1**	**666**	**82.1**
- *DELTA AIR LINES*	1755	84.3	1498	87.7	133	88.0	702	88.8	4317	89.3	496	79.2	500	88.2	505	84.0
- *BRANDED CODESHARE PARTNERS*	4177	71.9	28	71.4	257	69.7	6	83.3	4367	78.9	767	65.5	157	83.4	161	76.4
FRONTIER AIRLINES	**84**	**76.2**	**1014**	**73.5**	**0**	**0.0**	**317**	**72.6**	**111**	**62.2**	**197**	**81.2**	**27**	**81.5**	**281**	**76.5**
HAWAIIAN AIRLINES NETWORK	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**56**	**53.6**	**0**	**0.0**
- *HAWAIIAN AIRLINES*	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	56	53.6	0	0.0
- *BRANDED CODESHARE PARTNERS*	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	**471**	**69.2**	**1512**	**74.9**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**148**	**51.4**	**73**	**74.0**	**185**	**70.3**
SOUTHWEST AIRLINES	**840**	**71.4**	**3234**	**83.2**	**5477**	**73.3**	**0**	**0.0**	**590**	**76.4**	**0**	**0.0**	**951**	**74.3**	**638**	**78.1**
SPIRIT AIRLINES	**308**	**76.6**	**977**	**81.3**	**0**	**0.0**	**0**	**0.0**	**352**	**83.0**	**700**	**77.7**	**28**	**67.9**	**230**	**85.2**
UNITED AIRLINES NETWORK	**1078**	**78.0**	**931**	**87.0**	**0**	**0.0**	**388**	**85.3**	**674**	**78.8**	**13421**	**74.4**	**469**	**83.8**	**448**	**79.7**
- *UNITED AIRLINES*	652	82.2	931	87.0	0	0.0	388	85.3	265	79.6	4816	84.5	457	84.5	287	79.8
- *BRANDED CODESHARE PARTNERS*	426	71.6	0	0.0	0	0.0	0	0.0	409	78.2	8605	68.7	12	58.3	161	79.5
VIRGIN AMERICA	**0**	**0.0**	**56**	**76.8**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**56**	**82.1**	**57**	**79.0**	**56**	**100.0**
TOTAL	**12,823**	**74.8**	**10,765**	**82.0**	**5,867**	**73.4**	**7,091**	**86.5**	**11,361**	**82.6**	**27,246**	**73.9**	**5,912**	**83.5**	**10,882**	**79.5**

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT
TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME BY MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)
FEBRUARY 2018

CARRIER	ARRIVAL AIRPORT*											
	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	**247**	**72.1**	**995**	**83.6**	**7015**	**85.0**	**633**	**87.2**	**296**	**80.7**	**28**	**89.3**
- ALASKA AIRLINES	247	72.1	470	83.6	4222	86.2	442	89.1	192	79.7	28	89.3
- BRANDED CODESHARE PARTNERS	0	0.0	525	83.6	2793	83.1	191	82.7	104	82.7	0	0.0
ALLEGIANT AIR	**0**	**0.0**	**8**	**87.5**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**6842**	**69.8**	**820**	**74.2**	**646**	**76.3**	**1322**	**79.6**	**604**	**74.0**	**944**	**84.2**
- AMERICAN AIRLINES	4363	71.3	652	71.5	568	74.3	1002	78.0	442	73.5	944	84.2
- BRANDED CODESHARE PARTNERS	2479	67.2	168	84.5	78	91.0	320	84.4	162	75.3	0	0.0
DELTA AIR LINES NETWORK	**826**	**66.1**	**796**	**85.1**	**3019**	**81.8**	**1189**	**83.0**	**6106**	**83.5**	**965**	**90.0**
- DELTA AIR LINES	562	68.0	474	86.1	1542	82.3	675	84.0	3157	85.3	935	90.4
- BRANDED CODESHARE PARTNERS	264	62.1	322	83.5	1477	81.3	514	81.7	2949	81.6	30	76.7
FRONTIER AIRLINES	**229**	**55.0**	**97**	**79.4**	**40**	**80.0**	**115**	**62.6**	**106**	**66.0**	**357**	**70.6**
HAWAIIAN AIRLINES NETWORK	**28**	**50.0**	**28**	**78.6**	**56**	**37.5**	**56**	**67.9**	**0**	**0.0**	**0**	**0.0**
- HAWAIIAN AIRLINES	28	50.0	28	78.6	56	37.5	56	67.9	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	**56**	**41.1**	**130**	**67.7**	**131**	**71.8**	**482**	**71.2**	**224**	**74.1**	**390**	**80.3**
SOUTHWEST AIRLINES	**4534**	**56.5**	**2736**	**77.0**	**758**	**74.4**	**1231**	**71.5**	**886**	**69.2**	**2214**	**79.7**
SPIRIT AIRLINES	**84**	**67.9**	**140**	**72.9**	**84**	**76.2**	**0**	**0.0**	**0**	**0.0**	**585**	**80.2**
UNITED AIRLINES NETWORK	**685**	**70.5**	**836**	**84.5**	**706**	**82.2**	**6449**	**82.9**	**582**	**76.5**	**548**	**88.0**
- UNITED AIRLINES	593	70.2	683	84.3	648	82.6	3973	85.9	178	80.3	548	88.0
- BRANDED CODESHARE PARTNERS	92	72.8	153	85.0	58	77.6	2476	78.2	404	74.8	0	0.0
VIRGIN AMERICA	**0**	**0.0**	**150**	**86.0**	**228**	**70.2**	**1735**	**77.5**	**0**	**0.0**	**0**	**0.0**
TOTAL	**13,531**	**64.8**	**6,736**	**79.5**	**12,683**	**82.3**	**13,212**	**80.4**	**8,804**	**80.4**	**6,031**	**82.4**

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT
TABLE 2A. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME BY REPORTING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

FEBRUARY 2018

	ARRIVAL AIRPORT*															
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	28	85.7	96	88.5	80	91.3	0	0.0	112	93.8	112	84.8	84	77.4	28	92.9
ALLEGIANT AIR	0	0.0	0	0.0	12	100.0	0	0.0	0	0.0	8	37.5	0	0.0	0	0.0
AMERICAN AIRLINES	858	83.3	2017	86.0	458	86.9	7278	87.4	1869	87.1	786	77.1	10664	77.0	444	80.0
DELTA AIR LINES	17790	89.3	1259	89.1	457	90.8	405	88.6	667	87.4	717	84.1	447	85.2	3849	87.7
ENDEAVOR AIR	1889	82.5	396	86.4	155	71.0	205	74.2	164	86.0	4	75.0	220	70.5	1340	79.9
ENVOY AIR	53	67.9	0	0.0	104	72.1	166	75.3	53	84.9	0	0.0	4024	70.0	107	57.0
EXPRESSJET AIRLINES	519	84.2	147	86.4	50	94.0	200	73.0	277	71.5	0	0.0	841	70.6	415	75.7
FRONTIER AIRLINES	243	74.5	0	0.0	0	0.0	84	83.3	84	71.4	1438	74.2	34	64.7	60	76.7
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	132	78.8	3717	78.4	224	79.0	108	75.0	790	77.0	80	62.5	48	50.0	108	62.0
MESA AIRLINES	194	77.3	5	60.0	0	0.0	184	81.5	44	88.6	0	0.0	2354	70.5	199	78.9
PSA AIRLINES	68	66.2	0	0.0	6	83.3	7218	75.1	2238	72.1	0	0.0	0	0.0	166	66.9
REPUBLIC AIRLINE	417	82.3	519	82.5	98	76.5	796	87.6	2037	82.3	290	82.8	250	68.4	507	77.9
SKYWEST AIRLINES	1858	78.4	24	66.7	27	85.2	100	71.0	121	76.9	3427	77.1	468	68.4	2721	72.9
SOUTHWEST AIRLINES	3123	84.1	703	86.6	4958	87.0	209	81.3	1157	77.9	4857	78.4	0	0.0	488	78.7
SPIRIT AIRLINES	570	82.1	446	84.8	577	85.6	0	0.0	0	0.0	224	86.2	546	79.7	823	80.4
UNITED AIRLINES	386	88.3	905	88.5	211	83.9	50	78.0	382	83.8	4257	87.5	487	76.0	94	81.9
VIRGIN AMERICA	0	0.0	80	96.3	28	100.0	0	0.0	82	85.4	52	80.8	0	0.0	0	0.0
TOTAL	28,128	86.6	10,314	83.8	7,445	86.2	17,003	81.4	10,077	80.2	16,252	80.5	20,467	74.4	11,349	80.1

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT
TABLE 2A. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME BY REPORTING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

FEBRUARY 2018

	ARRIVAL AIRPORT*															
CARRIER	**EWR**		**FLL**		**HNL**		**IAD**		**IAH**		**JFK**		**LAS**		**LAX**	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	152	79.0	28	92.9	168	94.1	28	92.9	28	64.3	56	89.3	272	89.3	605	92.6
ALLEGIANT AIR	30	90.0	235	74.0	0	0.0	0	0.0	0	0.0	0	0.0	657	74.1	100	55.0
AMERICAN AIRLINES	548	74.5	562	77.4	196	88.3	171	78.4	481	72.4	1247	87.1	1113	79.2	2885	86.1
DELTA AIR LINES	352	76.1	927	91.8	235	87.2	198	91.9	190	86.8	2051	90.7	957	87.6	2256	81.1
ENDEAVOR AIR	93	67.7	28	96.4	0	0.0	139	78.4	99	67.7	1944	81.7	0	0.0	0	0.0
ENVOY AIR	61	55.7	0	0.0	0	0.0	0	0.0	118	50.0	196	83.7	0	0.0	0	0.0
EXPRESSJET AIRLINES	1558	59.8	0	0.0	0	0.0	11	63.6	3261	78.8	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	0	0.0	0	0.0	0	0.0	84	78.6	52	78.9	0	0.0	579	71.3	112	64.3
HAWAIIAN AIRLINES	0	0.0	0	0.0	2519	81.7	0	0.0	0	0.0	28	82.1	72	83.3	140	65.0
JETBLUE AIRWAYS	777	63.5	2034	76.2	0	0.0	145	79.3	0	0.0	3164	77.7	354	70.1	482	66.6
MESA AIRLINES	0	0.0	0	0.0	0	0.0	1616	85.8	2099	75.6	0	0.0	0	0.0	0	0.0
PSA AIRLINES	12	50.0	0	0.0	0	0.0	186	79.6	0	0.0	28	57.1	0	0.0	0	0.0
REPUBLIC AIRLINE	1865	72.2	0	0.0	0	0.0	48	89.6	1177	77.5	227	82.4	0	0.0	0	0.0
SKYWEST AIRLINES	103	67.0	0	0.0	0	0.0	99	82.8	512	66.4	0	0.0	360	84.7	2704	81.4
SOUTHWEST AIRLINES	439	62.4	2051	83.8	0	0.0	177	88.1	0	0.0	0	0.0	5323	79.0	3173	70.4
SPIRIT AIRLINES	252	77.0	1345	84.8	0	0.0	0	0.0	448	81.5	0	0.0	965	78.7	616	79.2
UNITED AIRLINES	4207	79.7	589	86.9	355	89.6	1472	91.7	4515	85.6	0	0.0	885	83.8	1915	83.8
VIRGIN AMERICA	166	83.1	100	83.0	56	87.5	104	95.2	0	0.0	324	87.0	312	83.7	1104	82.0
TOTAL	10,615	72.8	7,899	82.5	3,529	83.9	4,478	87.3	12,980	79.7	9,265	83.3	11,849	79.7	16,092	79.8

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT
TABLE 2A. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME BY REPORTING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

FEBRUARY 2018

CARRIER	ARRIVAL AIRPORT*															
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	0	0.0	104	85.6	0	0.0	0	0.0	56	67.9	114	77.2	1476	86.5	28	92.9
ALLEGIANT AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	1694	79.6	1411	84.6	0	0.0	4013	87.5	542	78.8	4644	79.6	248	71.8	3586	85.3
DELTA AIR LINES	1755	84.3	1498	87.7	133	88.0	702	88.8	4317	89.3	496	79.2	500	88.2	505	84.0
ENDEAVOR AIR	1816	72.2	15	86.7	0	0.0	1	100.0	972	81.7	139	75.5	0	0.0	121	74.4
ENVOY AIR	982	66.4	0	0.0	0	0.0	677	81.0	19	57.9	4249	70.2	0	0.0	0	0.0
EXPRESSJET AIRLINES	1128	70.9	4	25.0	12	66.7	0	0.0	95	80.0	766	70.2	0	0.0	0	0.0
FRONTIER AIRLINES	84	76.2	1014	73.5	0	0.0	317	72.6	111	62.2	197	81.2	27	81.5	281	76.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	56	53.6	0	0.0
JETBLUE AIRWAYS	471	69.2	1512	74.9	0	0.0	0	0.0	0	0.0	148	51.4	73	74.0	185	70.3
MESA AIRLINES	112	72.3	0	0.0	0	0.0	0	0.0	133	85.7	0	0.0	14	78.6	159	79.9
PSA AIRLINES	164	56.7	0	0.0	0	0.0	0	0.0	30	70.0	164	67.1	0	0.0	590	73.9
REPUBLIC AIRLINE	2507	73.4	4	50.0	0	0.0	992	89.3	390	78.7	1406	77.2	0	0.0	1567	81.9
SKYWEST AIRLINES	211	73.5	0	0.0	101	73.3	0	0.0	3183	78.4	5462	67.1	527	87.9	31	80.7
SOUTHWEST AIRLINES	840	71.4	3234	83.2	5477	73.3	0	0.0	590	76.4	0	0.0	951	74.3	638	78.1
SPIRIT AIRLINES	308	76.6	977	81.3	0	0.0	0	0.0	352	83.0	700	77.7	28	67.9	230	85.2
UNITED AIRLINES	652	82.2	931	87.0	0	0.0	388	85.3	265	79.6	4816	84.5	457	84.5	287	79.8
VIRGIN AMERICA	0	0.0	56	76.8	0	0.0	0	0.0	0	0.0	56	82.1	57	79.0	56	100.0
TOTAL	**12,724**	**74.8**	**10,760**	**82.0**	**5,723**	**73.6**	**7,090**	**86.5**	**11,055**	**82.9**	**23,357**	**75.2**	**4,414**	**82.3**	**8,264**	**82.2**

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT
TABLE 2A. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME BY REPORTING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

FEBRUARY 2018

	ARRIVAL AIRPORT*											
	PHX		SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	247	72.1	470	83.6	4222	86.2	442	89.1	192	79.7	28	89.3
ALLEGIANT AIR	0	0.0	8	87.5	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4363	71.3	652	71.5	568	74.3	1002	78.0	442	73.5	944	84.2
DELTA AIR LINES	562	68.0	474	86.1	1542	82.3	675	84.0	3157	85.3	935	90.4
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	6	83.3
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	229	55.0	97	79.4	40	80.0	115	62.6	106	66.0	357	70.6
HAWAIIAN AIRLINES	28	50.0	28	78.6	56	37.5	56	67.9	0	0.0	0	0.0
JETBLUE AIRWAYS	56	41.1	130	67.7	131	71.8	482	71.2	224	74.1	390	80.3
MESA AIRLINES	1530	64.0	0	0.0	0	0.0	0	0.0	58	77.6	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRLINE	0	0.0	0	0.0	0	0.0	0	0.0	3	33.3	0	0.0
SKYWEST AIRLINES	1041	72.3	820	86.0	1262	85.5	3010	78.8	3246	80.6	0	0.0
SOUTHWEST AIRLINES	4534	56.5	2736	77.0	758	74.4	1231	71.5	886	69.2	2214	79.7
SPIRIT AIRLINES	84	67.9	140	72.9	84	76.2	0	0.0	0	0.0	585	80.2
UNITED AIRLINES	593	70.2	683	84.3	648	82.6	3973	85.9	178	80.3	548	88.0
VIRGIN AMERICA	0	0.0	150	86.0	228	70.2	1735	77.5	0	0.0	0	0.0
TOTAL	13,267	64.8	6,388	79.5	9,539	82.6	12,721	80.2	8,492	80.4	6,007	82.4

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT
TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

FEBRUARY 2018

							ARRIVAL AIRPORT*									
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	95.2	80.7	92.7	89.6	87.2	79.5	85.9	88.3	98.1	79.3	89.1	96.7	90.6	86.5	96.3	87.4
0700-0759	95.2	88.5	90.5	85.0	85.4	82.8	80.6	86.4	86.3	91.0	91.4	91.9	90.5	85.8	90.4	90.1
0800-0859	86.6	88.3	92.2	85.9	87.0	87.7	80.4	82.4	88.7	95.0	95.4	88.5	78.6	84.3	90.5	84.3
0900-0959	84.5	91.5	94.2	76.3	84.1	88.6	78.8	85.8	92.1	90.9	94.0	92.1	77.1	92.4	90.0	84.1
1000-1059	87.7	86.8	86.8	81.9	86.0	85.2	77.2	78.8	90.2	88.1	91.4	88.1	75.6	89.3	81.5	82.7
1100-1159	86.8	90.0	92.8	84.0	85.3	82.8	76.8	81.8	87.5	86.4	97.3	86.3	79.3	82.1	83.7	82.0
1200-1259	86.8	87.7	88.3	83.8	81.3	86.6	76.4	87.1	93.4	87.0	89.0	88.9	77.7	85.2	81.4	81.8
1300-1359	87.3	85.9	92.1	82.1	81.6	79.1	74.2	77.1	82.4	86.3	87.6	87.9	79.9	81.5	78.5	80.1
1400-1459	87.5	84.8	89.7	81.5	78.8	82.8	73.0	79.7	68.5	85.8	84.8	91.0	83.8	86.4	78.7	78.8
1500-1559	87.6	87.6	88.7	80.2	81.9	76.1	70.7	79.4	64.8	81.8	71.9	88.8	81.9	87.0	81.9	78.6
1600-1659	86.0	87.2	91.1	78.0	76.6	79.5	72.8	79.0	63.9	83.0	76.5	87.2	83.1	85.1	77.7	78.2
1700-1759	86.0	81.5	86.1	77.9	72.0	77.1	68.7	76.5	60.2	80.2	75.3	86.5	77.1	82.9	75.9	78.5
1800-1859	86.2	77.7	78.9	76.3	72.9	79.1	71.1	76.7	59.4	74.1	68.4	83.8	79.7	80.9	74.2	80.5
1900-1959	83.9	78.1	82.6	78.4	77.0	78.6	69.4	75.0	54.9	76.8	74.1	84.4	82.2	81.8	76.1	77.5
2000-2059	84.3	76.5	79.7	75.3	79.0	71.5	76.7	78.8	55.8	79.7	80.7	82.7	79.4	76.3	76.0	76.4
2100-2159	85.9	80.7	84.7	80.2	78.0	70.8	70.6	79.5	59.9	78.0	86.3	88.0	83.4	77.0	74.3	72.3
2200-2259	81.7	80.4	76.2	70.2	76.6	72.3	75.5	74.5	63.6	73.1	89.4	77.8	75.6	78.2	71.7	72.8
2300-0559	82.8	81.4	78.7	79.7	83.6	74.7	80.7	79.3	80.0	75.3	87.6	84.8	73.6	81.7	73.1	78.9
TOTAL	**86.6**	**83.8**	**86.2**	**81.4**	**80.2**	**80.5**	**74.4**	**80.1**	**72.8**	**82.5**	**83.9**	**87.3**	**79.7**	**83.3**	**79.7**	**79.8**

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT
TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

FEBRUARY 2018

							ARRIVAL AIRPORT*								
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	80.0	91.9	80.0	85.5	85.0	80.4	75.0	89.0	100.0	72.7	88.5	92.6	0.0	50.0	86.8
0700-0759	83.6	86.6	77.9	92.8	80.7	77.1	91.5	91.4	86.7	81.7	89.2	94.2	89.5	97.9	86.7
0800-0859	87.6	93.5	78.9	91.7	83.0	81.9	90.0	88.1	87.0	84.7	92.3	91.6	89.5	93.2	86.2
0900-0959	85.0	90.6	79.6	89.5	88.4	78.1	87.1	87.0	67.0	85.2	87.0	83.6	83.4	91.8	84.4
1000-1059	83.9	88.9	85.1	87.8	86.1	78.7	86.3	90.7	73.0	84.3	80.2	81.1	84.3	87.3	83.5
1100-1159	83.4	83.5	83.8	89.0	83.4	76.5	82.7	87.5	71.9	81.2	80.3	81.4	76.8	83.4	82.4
1200-1259	81.7	85.1	85.3	85.7	86.7	76.7	86.2	91.9	78.0	80.2	82.8	84.1	81.6	88.6	83.5
1300-1359	79.1	84.9	78.9	88.4	85.6	76.7	87.3	87.0	69.7	78.2	83.8	78.2	82.1	88.0	81.1
1400-1459	77.9	84.0	78.5	85.4	80.8	73.4	81.3	85.5	69.4	78.7	83.5	77.3	77.8	81.5	80.6
1500-1559	73.4	86.2	74.2	85.0	81.9	72.4	71.0	83.3	74.6	81.2	86.9	75.2	84.1	84.0	79.7
1600-1659	73.5	81.1	72.3	85.0	83.4	74.1	82.8	78.2	70.7	83.9	84.1	81.9	78.6	82.6	79.5
1700-1759	69.8	80.2	70.2	84.7	77.9	71.6	83.9	71.4	68.8	73.6	78.0	80.0	62.3	79.2	75.6
1800-1859	62.8	81.1	67.2	87.1	79.4	68.9	86.4	69.3	56.8	80.7	82.4	76.9	76.9	78.7	76.2
1900-1959	66.2	77.2	63.9	81.0	83.9	68.1	83.6	73.0	38.6	77.1	81.6	77.7	79.9	77.4	74.0
2000-2059	62.0	71.6	66.5	86.2	80.0	71.8	75.3	77.1	42.5	74.6	84.1	76.9	71.6	74.3	74.3
2100-2159	63.9	79.7	65.4	80.8	80.2	75.0	80.2	74.9	41.3	72.6	79.9	78.6	76.0	80.9	75.5
2200-2259	70.4	75.2	62.3	81.7	75.2	85.4	77.7	84.0	48.2	75.4	78.4	69.4	71.6	80.0	74.4
2300-0559	71.6	76.9	58.9	79.2	83.9	83.1	76.5	83.6	72.2	83.1	80.0	76.1	69.1	74.0	78.4
TOTAL	74.8	82.0	73.6	86.5	82.9	75.2	82.3	82.2	64.8	79.5	82.6	80.2	80.4	82.4	79.9

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT
TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

FEBRUARY 2018

	DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	91.6	92.9	94.3	88.9	92.6	92.1	91.9	89.1	93.9	93.9	100.0	91.2	95.0	94.5	94.8	95.0
0700-0759	95.6	89.2	89.1	89.7	89.6	81.4	86.2	85.9	91.5	92.2	96.4	95.2	93.1	91.4	91.1	93.3
0800-0859	90.9	86.5	90.6	91.6	86.1	86.5	83.2	84.7	87.1	91.5	97.4	89.9	91.5	90.8	87.3	90.2
0900-0959	86.7	90.5	91.7	84.4	84.5	83.8	81.6	81.3	87.3	89.9	93.5	90.2	86.3	86.7	83.3	83.7
1000-1059	85.7	86.0	89.3	77.8	85.7	80.8	79.0	81.5	91.8	88.8	94.6	97.8	85.6	86.5	87.1	80.2
1100-1159	85.8	87.2	85.6	83.2	85.7	81.5	77.6	72.7	92.4	82.5	92.8	84.9	82.2	92.1	77.8	78.5
1200-1259	84.0	85.2	87.7	75.6	83.5	72.7	75.8	78.8	88.8	78.1	92.4	89.5	82.7	88.4	75.2	82.4
1300-1359	83.8	85.4	78.7	79.2	74.9	73.2	72.9	75.1	90.8	78.9	84.3	83.7	71.8	87.0	74.2	76.8
1400-1459	84.3	79.1	80.4	79.0	78.6	76.0	72.3	74.6	85.8	78.0	84.9	81.4	81.8	83.6	66.4	78.4
1500-1559	83.6	80.5	81.8	77.9	75.9	78.3	71.7	75.9	73.1	75.5	85.7	89.7	83.4	85.5	71.0	78.6
1600-1659	85.9	82.4	78.2	77.3	75.8	68.0	71.4	73.2	73.8	72.1	82.5	90.7	83.6	80.2	70.8	77.7
1700-1759	82.4	76.2	78.8	75.6	75.4	75.3	71.9	72.4	68.9	71.0	82.4	83.9	76.4	80.5	65.3	76.0
1800-1859	81.2	77.6	75.7	78.4	67.3	74.8	67.7	72.9	69.7	71.0	88.0	82.5	82.6	79.8	71.9	75.2
1900-1959	80.7	70.0	75.7	73.8	73.8	76.9	66.7	76.4	66.1	63.6	84.2	80.6	83.1	80.6	63.9	79.0
2000-2059	81.1	68.3	75.0	80.1	73.9	76.1	71.9	76.8	64.9	72.4	91.7	59.1	83.6	77.8	66.5	77.9
2100-2159	84.5	75.9	77.0	82.1	83.2	68.1	78.1	78.2	64.5	66.5	92.0	100.0	85.3	75.4	73.0	79.5
2200-2259	86.7	83.1	79.6	83.4	78.5	68.2	73.5	81.1	46.2	82.6	90.4	85.0	82.3	67.7	75.1	78.2
2300-0559	88.3	92.8	95.0	92.3	96.1	85.3	90.2	79.6	92.2	86.4	94.5	93.8	93.6	92.9	86.4	87.7
TOTAL	**85.2**	**83.4**	**83.6**	**81.0**	**80.6**	**78.4**	**75.5**	**78.8**	**79.7**	**79.1**	**89.8**	**87.1**	**84.6**	**84.8**	**77.7**	**82.2**

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT
TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

FEBRUARY 2018

	DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	**LGA**	**MCO**	**MDW**	**MIA**	**MSP**	**ORD**	**PDX**	**PHL**	**PHX**	**SAN**	**SEA**	**SFO**	**SLC**	**TPA**	**TOTAL**
0600-0659	91.0	93.3	83.8	95.9	90.8	88.0	95.1	87.5	95.9	95.3	92.2	92.9	94.2	94.9	92.7
0700-0759	90.6	93.6	77.8	93.0	89.0	83.5	94.0	92.7	94.6	88.4	94.2	93.1	90.0	95.6	90.1
0800-0859	85.2	91.4	71.8	92.9	85.1	80.2	86.4	91.3	92.0	85.8	94.9	91.8	86.0	96.2	87.9
0900-0959	88.3	88.0	68.6	86.3	86.1	75.7	91.1	82.2	85.9	84.2	90.1	88.6	86.7	91.1	85.4
1000-1059	84.8	88.8	75.1	91.0	83.6	76.4	84.1	88.2	69.1	83.5	89.5	82.5	75.5	85.6	82.9
1100-1159	82.9	84.9	66.1	88.5	83.6	75.9	77.9	85.4	75.7	74.7	79.5	83.4	82.3	81.8	82.0
1200-1259	80.4	77.7	73.7	84.6	83.0	74.7	81.0	87.6	73.3	79.8	83.7	82.5	62.0	85.4	80.3
1300-1359	79.3	81.4	69.8	85.6	85.1	73.0	81.3	86.9	78.8	74.3	82.5	82.7	77.2	84.7	79.4
1400-1459	74.9	77.2	57.6	85.5	81.2	76.9	79.5	82.1	71.8	73.7	78.4	79.2	76.1	75.0	77.7
1500-1559	73.6	77.3	62.7	83.4	79.5	70.8	77.1	83.0	73.0	72.0	79.6	76.6	79.3	75.0	77.7
1600-1659	74.6	77.5	61.6	83.6	77.3	71.9	65.4	80.5	74.6	75.1	83.5	80.7	80.5	74.2	77.0
1700-1759	67.6	76.1	54.7	79.8	75.6	71.1	87.4	70.5	68.1	71.9	85.9	83.5	77.1	77.0	75.4
1800-1859	70.6	74.5	49.6	80.4	65.7	70.7	75.8	73.5	71.0	78.2	79.1	81.4	60.0	68.8	73.9
1900-1959	62.9	76.5	55.9	85.6	77.7	70.8	89.3	66.2	48.4	72.5	89.4	85.2	70.1	78.0	74.3
2000-2059	64.1	64.7	54.6	85.3	83.0	71.7	78.2	74.7	41.8	79.5	79.0	83.9	80.6	56.7	74.1
2100-2159	63.5	66.4	64.5	89.0	75.5	76.4	87.4	81.0	49.5	74.2	92.2	83.7	85.8	72.0	76.6
2200-2259	60.7	83.3	65.1	87.1	80.0	70.0	84.4	91.7	45.7	89.3	89.3	88.8	83.6	71.4	79.4
2300-0559	95.1	96.6	85.9	87.9	89.8	89.9	91.3	90.7	87.8	100.0	90.4	89.3	79.2	97.0	88.9
TOTAL	**78.0**	**81.7**	**66.1**	**87.2**	**82.1**	**75.2**	**85.1**	**82.4**	**72.1**	**80.4**	**87.0**	**85.3**	**81.5**	**81.8**	**80.7**

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT
TABLE 5. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
FEBRUARY 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	82.1	78.6	56	56	Brainerd, MN (BRD)	83.3	89.6	48	48
Abilene, TX (ABI)	67.6	72.0	142	143	Bristol/Johnson City/Kingsport, TN (TRI)	78.7	83.0	272	271
Adak Island, AK (ADK)	62.5	50.0	8	8	Brownsville, TX (BRO)	79.3	85.0	188	187
Aguadilla, PR (BQN)	69.2	80.7	94	93	Brunswick, GA (BQK)	87.0	88.3	77	77
Akron, OH (CAK)	72.1	78.4	574	575	Buffalo, NY (BUF)	78.9	81.4	1807	1807
Albany, GA (ABY)	75.3	75.3	77	77	Bullhead City, AZ (IFP)	85.7	78.6	14	14
Albany, NY (ALB)	79.1	82.1	976	974	Burbank, CA (BUR)	77.5	78.2	1995	1995
Albuquerque, NM (ABQ)	72.6	77.8	1581	1582	Burlington, VT (BTV)	77.3	79.2	635	635
Alexandria, LA (AEX)	77.9	83.0	253	253	Butte, MT (BTM)	86.5	86.5	52	52
Allentown/Bethlehem/Easton, PA (ABE)	75.1	79.0	289	291	Concord, NC (USA)	72.7	72.7	66	66
Alpena, MI (APN)	79.2	79.2	48	48	Cape Girardeau, MO (CGI)	60.4	68.8	48	48
Amarillo, TX (AMA)	78.2	83.4	367	367	Casper, WY (CPR)	82.6	85.7	69	70
Anchorage, AK (ANC)	73.7	89.4	1070	1070	Cedar City, UT (CDC)	75.0	85.4	48	48
Appleton, WI (ATW)	79.4	79.4	296	296	Cedar Rapids/Iowa City, IA (CID)	75.3	77.7	681	681
Arcata/Eureka, CA (ACV)	82.1	84.5	84	84	Champaign/Urbana, IL (CMI)	67.1	74.1	170	170
Asheville, NC (AVL)	73.7	76.0	437	438	Charleston, SC (CHS)	83.5	83.3	1547	1546
Ashland, WV (HTS)	95.5	72.7	22	22	Charleston/Dunbar, WV (CRW)	80.5	81.5	344	345
Aspen, CO (ASE)	59.8	60.6	908	906	Charlotte Amalie, VI (STT)	83.3	89.1	138	138
Atlanta, GA (ATL)	86.6	85.1	28128	28125	Charlotte, NC (CLT)	81.4	81.1	17003	17005
Atlantic City, NJ (ACY)	88.2	92.1	280	280	Charlottesville, VA (CHO)	71.1	75.8	422	422
Augusta, GA (AGS)	76.7	78.3	300	299	Chattanooga, TN (CHA)	73.6	76.7	591	591
Austin, TX (AUS)	80.0	80.3	4281	4278	Chicago, IL (MDW)	73.6	66.2	5723	5726
Bakersfield, CA (BFL)	74.2	80.5	159	159	Chicago, IL (ORD)	75.2	74.1	23357	23353
Baltimore, MD (BWI)	86.2	83.6	7445	7447	Christiansted, VI (STX)	88.4	87.4	103	103
Bangor, ME (BGR)	79.8	78.7	258	258	Cincinnati, OH (CVG)	78.7	80.3	3449	3451
Barrow, AK (BRW)	80.4	83.9	56	56	Clarksburg/Fairmont, WV (CKB)	75.4	78.7	61	61
Baton Rouge, LA (BTR)	80.3	82.0	569	568	Cleveland, OH (CLE)	81.1	84.0	3585	3587
Beaumont/Port Arthur, TX (BPT)	64.3	75.0	56	56	Cody, WY (COD)	83.6	87.5	55	56
Belleville, IL (BLV)	83.6	79.5	73	73	College Station/Bryan, TX (CLL)	73.5	80.6	170	170
Bellingham, WA (BLI)	82.7	84.1	214	214	Colorado Springs, CO (COS)	75.1	81.3	767	769
Bemidji, MN (BJI)	82.1	87.5	56	56	Columbia, MO (COU)	63.5	69.7	178	178
Bend/Redmond, OR (RDM)	85.7	88.1	237	236	Columbia, SC (CAE)	83.7	85.0	387	387
Bethel, AK (BET)	86.8	88.2	68	68	Columbus, GA (CSG)	79.3	82.8	87	87
Billings, MT (BIL)	81.0	84.5	316	316	Columbus, MS (GTR)	84.4	88.3	77	77
Binghamton, NY (BGM)	75.0	78.9	52	52	Columbus, OH (LCK)	92.3	81.5	65	65
Birmingham, AL (BHM)	78.4	81.9	1233	1234	Columbus, OH (CMH)	81.1	82.0	3258	3255
Bismarck/Mandan, ND (BIS)	75.8	78.3	244	244	Cordova, AK (CDV)	80.4	87.5	56	56
Bloomington/Normal, IL (BMI)	67.9	69.6	224	224	Corpus Christi, TX (CRP)	71.4	74.8	395	396
Boise, ID (BOI)	80.8	86.6	1394	1394	Dallas, TX (DAL)	74.7	65.2	5394	5394
Boston, MA (BOS)	83.8	83.3	10314	10317	Dallas/Fort Worth, TX (DFW)	74.4	75.6	20467	20470
Bozeman, MT (BZN)	79.3	78.0	463	463	Dayton, OH (DAY)	71.2	75.7	1020	1019

AIR TRAVEL CONSUMER REPORT
TABLE 5. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
FEBRUARY 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	82.3	84.8	271	270	Greer, SC (GSP)	79.4	80.3	815	815
Deadhorse, AK (SCC)	80.4	82.1	56	56	Guam, TT (GUM)	78.6	92.9	28	28
Denver, CO (DEN)	80.5	7877.3	16252	16243	Gulfport/Biloxi, MS (GPT)	77.4	87.5	297	297
Des Moines, IA (DSM)	76.5	79.1	1152	1153	Gunnison, CO (GUC)	75.0	77.8	36	36
Detroit, MI (DTW)	80.1	78.4	11349	11354	Hagerstown, MD (HGR)	62.5	62.5	8	8
Devils Lake, ND (DVL)	95.8	89.6	48	48	Hancock/Houghton, MI (CMX)	55.4	58.9	56	56
Dothan, AL (DHN)	81.0	86.7	105	105	Harlingen/San Benito, TX (HRL)	66.9	71.9	260	260
Dubuque, IA (DBQ)	56.3	60.0	80	80	Harrisburg, PA (MDT)	81.0	84.5	483	484
Duluth, MN (DLH)	70.4	75.8	186	186	Hartford, CT (BDL)	82.2	86.8	2113	2111
Durango, CO (DRO)	66.5	67.8	227	227	Hattiesburg/Laurel, MS (PIB)	64.3	76.8	56	56
Eagle, CO (EGE)	65.2	64.2	388	388	Hayden, CO (HDN)	72.1	71.2	208	208
Eau Claire, WI (EAU)	61.1	75.9	54	54	Hays, KS (HYS)	75.0	83.3	48	48
El Paso, TX (ELP)	73.7	77.7	1158	1158	Helena, MT (HLN)	78.8	83.9	118	118
Elko, NV (EKO)	80.0	90.0	50	50	Hibbing, MN (HIB)	89.6	87.5	48	48
Elmira/Corning, NY (ELM)	85.7	82.1	28	28	Hilo, HI (ITO)	84.4	84.6	488	460
Erie, PA (ERI)	74.7	74.7	79	79	Hobbs, NM (HOB)	82.7	88.5	52	52
Escanaba, MI (ESC)	75.0	77.1	48	48	Honolulu, HI (HNL)	83.9	88.2	3529	3528
Eugene, OR (EUG)	80.8	83.9	292	292	Houston, TX (IAH)	79.7	84.7	12980	12974
Evansville, IN (EVV)	74.4	79.2	332	332	Houston, TX (HOU)	72.0	70.2	4214	4214
Fairbanks, AK (FAI)	76.6	88.7	248	248	Huntsville, AL (HSV)	81.3	84.1	604	604
Fargo, ND (FAR)	75.2	76.4	432	432	Idaho Falls, ID (IDA)	80.7	88.6	176	176
Fayetteville, AR (XNA)	73.1	77.6	958	958	Indianapolis, IN (IND)	81.0	83.6	3514	3516
Fayetteville, NC (FAY)	79.0	81.6	266	266	International Falls, MN (INL)	81.3	87.5	48	48
Flagstaff, AZ (FLG)	61.0	54.9	82	82	Iron Mountain/Kingsfd, MI (IMT)	73.1	69.2	52	52
Flint, MI (FNT)	78.7	83.9	329	329	Islip, NY (ISP)	80.2	79.8	515	516
Florence, SC (FLO)	85.7	85.7	14	14	Ithaca/Cortland, NY (ITH)	69.6	79.8	79	79
Fort Lauderdale, FL (FLL)	82.5	79.1	7899	7899	Jackson, WY (JAC)	81.4	76.0	338	338
Fort Myers, FL (RSW)	80.8	80.6	3596	3594	Jackson/Vicksburg, MS (JAN)	80.4	81.7	557	557
Fort Smith, AR (FSM)	70.1	75.3	154	154	Jacksonville, FL (JAX)	80.4	83.3	2068	2068
Fort Wayne, IN (FWA)	72.4	79.5	544	545	Jacksonville/Camp Lejeune, NC (OAJ)	74.3	80.4	214	214
Fresno, CA (FAT)	82.3	83.0	699	699	Jamestown, ND (JMS)	80.3	86.8	76	76
Gainesville, FL (GNV)	76.2	76.5	336	336	Joplin, MO (JLN)	67.1	72.9	70	70
Garden City, KS (GCK)	71.4	76.8	56	56	Juneau, AK (JNU)	81.4	84.8	296	296
Gillette, WY (GCC)	69.4	83.3	72	72	Kahului, HI (OGG)	85.8	83.0	1862	1861
Grand Forks, ND (GFK)	77.9	83.8	154	154	Kalamazoo, MI (AZO)	76.7	77.3	193	194
Grand Island, NE (GRI)	72.1	72.1	68	68	Kalispell, MT (FCA)	81.0	81.0	116	116
Grand Junction, CO (GJT)	79.4	83.5	267	266	Kansas City, MO (MCI)	77.8	78.4	3946	3948
Grand Rapids, MI (GRR)	77.3	79.4	1280	1281	Ketchikan, AK (KTN)	72.0	82.9	164	164
Great Falls, MT (GTF)	82.2	89.1	101	101	Key West, FL (EYW)	84.9	83.6	438	438
Green Bay, WI (GRB)	77.4	82.5	327	326	Killeen, TX (GRK)	73.7	77.1	205	205
Greensboro/High Point, NC (GSO)	75.8	81.5	891	891	Knoxville, TN (TYS)	74.6	80.1	1066	1067

AIR TRAVEL CONSUMER REPORT
TABLE 5. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
FEBRUARY 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Kodiak, AK (ADQ)	68.8	77.1	48	48	Moline, IL (MLI)	74.1	78.7	363	362
Kona, HI (KOA)	87.7	83.9	1065	1093	Monroe, LA (MLU)	78.8	81.1	222	222
Kotzebue, AK (OTZ)	69.6	66.1	56	56	Monterey, CA (MRY)	82.5	82.1	252	252
La Crosse, WI (LSE)	72.2	76.2	151	151	Montgomery, AL (MGM)	77.1	79.4	301	301
Lafayette, LA (LFT)	79.2	80.7	342	342	Montrose/Delta, CO (MTJ)	77.6	68.2	192	192
Lake Charles, LA (LCH)	72.5	80.4	138	138	Mosinee, WI (CWA)	72.4	79.8	203	203
Lansing, MI (LAN)	73.9	77.8	253	252	Muskegon, MI (MKG)	59.3	70.4	54	54
Laramie, WY (LAR)	79.2	85.4	48	48	Myrtle Beach, SC (MYR)	81.5	81.1	512	512
Laredo, TX (LRD)	72.5	80.3	193	193	Nashville, TN (BNA)	80.8	79.3	5127	5123
Las Vegas, NV (LAS)	79.7	77.8	11849	11849	New Bern/Morehead/Beaufort, NC (EWN)	71.4	82.7	133	133
Latrobe, PA (LBE)	89.3	93.6	93	94	New Haven, CT (HVN)	71.3	72.5	80	80
Lawton/Fort Sill, OK (LAW)	67.0	74.2	97	97	New Orleans, LA (MSY)	81.2	79.9	4324	4325
Lewiston, ID (LWS)	93.2	88.6	44	44	New York, NY (JFK)	83.3	84.8	9265	9268
Lexington, KY (LEX)	78.2	82.1	673	670	New York, NY (LGA)	74.8	78.0	12724	12726
Liberal, KS (LBL)	77.5	87.2	40	39	Newark, NJ (EWR)	72.8	78.3	10615	10606
Lihue, HI (LIH)	86.4	86.5	1029	1029	Newburgh/Poughkeepsie, NY (SWF)	72.9	72.2	133	133
Lincoln, NE (LNK)	72.5	79.7	138	138	Newport News/Williamsburg, VA (PHF)	79.0	83.9	200	199
Little Rock, AR (LIT)	75.4	81.6	910	911	Niagara Falls, NY (IAG)	88.5	83.3	78	78
Long Beach, CA (LGB)	75.3	77.1	1387	1387	Nome, AK (OME)	73.2	76.8	56	56
Longview, TX (GGG)	67.3	68.6	52	51	Norfolk, VA (ORF)	75.8	82.0	1444	1442
Los Angeles, CA (LAX)	79.8	82.6	16092	16101	North Bend/Coos Bay, OR (OTH)	81.3	75.0	16	16
Louisville, KY (SDF)	79.3	76.6	1464	1464	North Platte, NE (LBF)	85.4	83.0	48	47
Lubbock, TX (LBB)	74.0	75.1	481	481	Oakland, CA (OAK)	79.5	80.6	3654	3653
Lynchburg, VA (LYH)	71.4	76.8	56	56	Ogden, UT (OGD)	93.8	81.3	16	16
Madison, WI (MSN)	78.8	82.4	765	766	Ogdensburg, NY (OGS)	68.8	62.5	16	16
Mammoth Lakes, CA (MMH)	60.7	57.1	28	28	Oklahoma City, OK (OKC)	75.5	78.0	1556	1556
Manchester, NH (MHT)	80.2	84.2	757	757	Omaha, NE (OMA)	76.7	81.0	1706	1702
Manhattan/Ft. Riley, KS (MHK)	62.9	73.5	132	132	Ontario, CA (ONT)	78.7	80.8	1575	1574
Marquette, MI (MQT)	70.7	68.3	82	82	Orlando, FL (MCO)	82.0	81.7	10760	10752
Medford, OR (MFR)	77.4	79.5	301	302	Owensboro, KY (OWB)	62.5	62.5	8	8
Melbourne, FL (MLB)	87.3	89.9	197	197	Paducah, KY (PAH)	64.8	68.5	54	54
Memphis, TN (MEM)	79.0	82.7	1642	1644	Pago Pago, TT (PPG)	50.0	37.5	8	8
Meridian, MS (MEI)	77.4	70.2	84	84	Palm Springs, CA (PSP)	78.0	80.4	1013	1012
Miami, FL (MIA)	86.5	87.2	7090	7093	Panama City, FL (ECP)	79.1	85.1	268	268
Midland/Odessa, TX (MAF)	75.2	78.0	681	681	Pasco/Kennewick/Richland, WA (PSC)	78.6	86.3	299	299
Milwaukee, WI (MKE)	80.1	80.8	2577	2577	Pellston, MI (PLN)	75.0	72.1	68	68
Minneapolis, MN (MSP)	82.9	81.9	11055	11064	Pensacola, FL (PNS)	83.4	86.9	698	697
Minot, ND (MOT)	81.8	80.7	181	181	Peoria, IL (PIA)	73.2	75.8	388	388
Mission/McAllen/Edinburg, TX (MFE)	72.2	77.9	317	317	Petersburg, AK (PSG)	69.6	80.4	56	56
Missoula, MT (MSO)	80.7	84.2	114	114	Philadelphia, PA (PHL)	82.2	80.6	8264	8264
Mobile, AL (MOB)	78.0	80.8	504	504	Phoenix, AZ (AZA)	70.1	84.1	455	454

AIR TRAVEL CONSUMER REPORT
TABLE 5. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
FEBRUARY 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Phoenix, AZ (PHX)	64.8	72.1	13267	13270	Sarasota/Bradenton, FL (SRQ)	82.5	84.4	473	473
Pittsburgh, PA (PIT)	82.4	85.5	3482	3482	Sault Ste. Marie, MI (CIU)	75.0	73.1	52	52
Plattsburgh, NY (PBG)	92.4	83.5	79	79	Savannah, GA (SAV)	82.7	84.6	930	928
Pocatello, ID (PIH)	76.3	81.3	80	80	Scottsbluff, NE (BFF)	75.0	79.2	48	48
Ponce, PR (PSE)	83.6	85.5	55	55	Scranton/Wilkes-Barre, PA (AVP)	73.7	73.8	236	237
Portland, ME (PWM)	80.7	81.8	679	680	Seattle, WA (SEA)	82.6	86.2	9539	9537
Portland, OR (PDX)	82.3	86.0	4414	4417	Shreveport, LA (SHV)	79.8	82.3	509	509
Portsmouth, NH (PSM)	84.6	66.7	26	27	Sioux City, IA (SUX)	56.4	69.9	94	93
Providence, RI (PVD)	78.3	84.2	1320	1319	Sioux Falls, SD (FSD)	74.3	73.5	467	468
Provo, UT (PVU)	79.1	79.1	43	43	Sitka, AK (SIT)	72.8	80.3	81	81
Pueblo, CO (PUB)	74.6	82.4	67	68	South Bend, IN (SBN)	71.8	75.1	425	425
Punta Gorda, FL (PGD)	73.2	80.2	459	459	Spokane, WA (GEG)	80.5	85.8	868	868
Quincy, IL (UIN)	56.9	58.3	72	72	Springfield, IL (SPI)	68.6	71.4	140	140
Raleigh/Durham, NC (RDU)	81.9	81.9	4084	4084	Springfield, MO (SGF)	72.7	72.9	631	630
Rapid City, SD (RAP)	73.0	79.7	226	226	St. Cloud, MN (STC)	87.5	50.0	16	16
Redding, CA (RDD)	85.9	92.3	78	78	St. George, UT (SGU)	81.1	89.5	248	248
Reno, NV (RNO)	78.4	78.6	1304	1305	St. Louis, MO (STL)	80.3	77.6	4601	4598
Rhinelander, WI (RHI)	89.3	89.3	56	56	St. Petersburg, FL (PIE)	80.9	87.4	581	579
Richmond, VA (RIC)	78.5	81.2	1653	1652	State College, PA (SCE)	78.5	76.0	79	79
Roanoke, VA (ROA)	73.4	73.9	184	184	Stillwater, OK (SWO)	69.2	73.1	52	52
Rochester, MN (RST)	68.4	72.4	228	228	Stockton, CA (SCK)	67.4	65.2	46	46
Rochester, NY (ROC)	80.8	83.7	1000	999	Sun Valley/Hailey/Ketchum, ID (SUN)	66.1	69.0	115	113
Rock Springs, WY (RKS)	80.8	82.7	52	52	Syracuse, NY (SYR)	79.0	81.9	966	967
Rockford, IL (RFD)	88.9	85.2	54	54	Tallahassee, FL (TLH)	83.8	85.3	444	443
Roswell, NM (ROW)	76.9	80.6	104	103	Tampa, FL (TPA)	82.4	81.8	6007	6006
Sacramento, CA (SMF)	81.4	81.6	3217	3216	Texarkana, AR (TXK)	72.0	73.3	75	75
Saginaw/Bay City/Midland, MI (MBS)	78.2	79.0	202	200	Toledo, OH (TOL)	74.3	77.8	171	171
Salt Lake City, UT (SLC)	80.4	81.5	8492	8478	Traverse City, MI (TVC)	71.3	75.2	209	210
San Angelo, TX (SJT)	73.2	67.6	108	108	Trenton, NJ (TTN)	71.4	71.7	154	152
San Antonio, TX (SAT)	77.4	80.8	2784	2782	Tucson, AZ (TUS)	69.7	77.2	1434	1432
San Diego, CA (SAN)	79.5	80.4	6388	6389	Tulsa, OK (TUL)	75.7	80.7	1243	1241
San Francisco, CA (SFO)	80.2	85.4	12721	12719	Twin Falls, ID (TWF)	80.0	72.7	80	99
San Jose, CA (SJC)	80.8	80.4	3771	3770	Tyler, TX (TYR)	68.3	71.2	104	104
San Juan, PR (SJU)	76.9	80.5	1767	1767	Valdosta, GA (VLD)	83.3	84.6	78	78
San Luis Obispo, CA (SBP)	75.4	75.1	354	354	Valparaiso, FL (VPS)	76.9	81.6	441	440
Sanford, FL (SFB)	70.0	81.7	756	755	Waco, TX (ACT)	79.8	85.6	104	104
Santa Ana, CA (SNA)	82.0	81.7	2973	2975	Washington, DC (IAD)	87.3	84.2	4478	4469
Santa Barbara, CA (SBA)	79.2	84.7	509	509	Washington, DC (DCA)	80.2	79.4	10077	10075
Santa Fe, NM (SAF)	77.7	79.5	112	112	Waterloo, IA (ALO)	71.2	75.0	52	52
Santa Maria, CA (SMX)	91.7	83.3	12	12	West Palm Beach/Palm Beach, FL (PBI)	82.1	80.5	2396	2395
Santa Rosa, CA (STS)	81.1	80.2	106	106	White Plains, NY (HPN)	69.7	71.4	689	689

AIR TRAVEL CONSUMER REPORT
TABLE 5. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
FEBRUARY 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Wichita Falls, TX (SPS)	69.1	70.4	81	81	Worcester, MA (ORH)	67.9	67.9	56	53
Wichita, KS (ICT)	75.5	79.9	755	756	Wrangell, AK (WRG)	71.4	76.8	56	56
Williston, ND (ISN)	77.8	84.3	108	108	Yakutat, AK (YAK)	78.6	85.7	56	56
Wilmington, NC (ILM)	78.1	84.6	434	434	Yuma, AZ (YUM)	78.2	89.9	110	109

AIR TRAVEL CONSUMER REPORT
TABLE 6. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY MARKETING CARRIER

FEBRUARY 2018

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGIANT AIR	**116**	**7047**	**29**	**0.4**	**1**
VIRGIN AMERICA	**27**	**5322**	**27**	**0.5**	**2**
DELTA NETWORK	**221**	**123077**	**1275**	**1.0**	**3**
- DELTA AIR LINES	146	66302	70	0.1	
- BRANDED CODESHARE PARTNERS	197	56775	1205	2.1	
ALASKA AIRLINES NETWORK	**97**	**25734**	**275**	**1.1**	**4**
- ALASKA AIRLINES	67	14056	89	0.6	
- BRANDED CODESHARE PARTNERS	55	11678	186	1.6	
FRONTIER AIRLINES	**60**	**8712**	**114**	**1.3**	**5**
SPIRIT AIRLINES	**39**	**12971**	**177**	**1.4**	**6**
JETBLUE AIRWAYS	**64**	**22847**	**358**	**1.6**	**7**
HAWAIIAN AIRLINES NETWORK	**20**	**6802**	**107**	**1.6**	**8**
- HAWAIIAN AIRLINES	17	5990	20	0.3	
- BRANDED CODESHARE PARTNERS	6	812	87	10.7	
SOUTHWEST AIRLINES	**86**	**97017**	**2037**	**2.1**	**9**
UNITED AIRLINES NETWORK	**218**	**107387**	**2303**	**2.1**	**10**
- UNITED AIRLINES	95	41650	163	0.4	
- BRANDED CODESHARE PARTNERS	206	65737	2140	3.3	
AMERICAN AIRLINES NETWORK	**229**	**149975**	**4110**	**2.7**	**11**
- AMERICAN AIRLINES	96	68389	855	1.3	
- BRANDED CODESHARE PARTNERS	214	81586	3255	4.0	
TOTAL	**352**	**566,891**	**10,812**	**1.9**	

For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

NOTE: For a complete list of flights canceled 5% or more of the time, go to https://www.transtats.bts.gov/ONTIME/5PctCancels.aspx

AIR TRAVEL CONSUMER REPORT
TABLE 6A. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY REPORTING CARRIER

FEBRUARY 2018

CARRIER	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	
DELTA AIR LINES	146	66302	70	0.1	1
HAWAIIAN AIRLINES	17	5990	20	0.3	2
UNITED AIRLINES	95	41650	163	0.4	3
ALLEGIANT AIR	116	7047	29	0.4	4
VIRGIN AMERICA	27	5322	27	0.5	5
ALASKA AIRLINES	67	14056	89	0.6	6
AMERICAN AIRLINES	96	68389	855	1.3	7
FRONTIER AIRLINES	60	8712	114	1.3	8
SPIRIT AIRLINES	39	12971	177	1.4	9
JETBLUE AIRWAYS	64	22847	358	1.6	10
REPUBLIC AIRLINE	76	23273	434	1.9	11
SOUTHWEST AIRLINES	86	97017	2037	2.1	12
EXPRESSJET AIRLINES	117	17967	386	2.2	13
ENDEAVOR AIR	99	17384	421	2.4	14
PSA AIRLINES	95	20546	550	2.7	15
SKYWEST AIRLINES	218	56000	1543	2.8	16
MESA AIRLINES	94	14630	437	3.0	17
ENVOY AIR	120	20684	1269	6.1	18
TOTAL	**1,632**	**520,787**	**8,979**	**1.7**	

For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

NOTE: For a complete list of flights canceled 5% or more of the time, go to https://www.transtats.bts.gov/ONTIME/5PctCancels.aspx

AIR TRAVEL CONSUMER REPORT
TABLE 7. CAUSES OF DELAY, BY MARKETING CARRIER

FEBRUARY 2018

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA NETWORK	**25734**	**21947**	**85.28**	**275**	**1.07**	**52**	**0.20**	**788**	**3.06**	**145**	**0.56**	**1600**	**6.22**	**16**	**0.06**	**911**	**3.54**
- *ALASKA AIRLINES*	14056	11986	85.27	89	0.63	26	0.18	424	3.02	48	0.34	1046	7.44	12	0.09	425	3.02
- *BRANDED CODESHARE*	11678	9961	85.30	186	1.59	26	0.22	364	3.12	97	0.83	554	4.74	4	0.03	486	4.16
ALLEGIANT AIR	**7047**	**5517**	**78.29**	**29**	**0.41**	**20**	**0.28**	**458**	**6.50**	**52**	**0.74**	**388**	**5.51**	**11**	**0.16**	**572**	**8.12**
AMERICAN NETWORK	**149975**	**114983**	**76.67**	**4110**	**2.74**	**439**	**0.29**	**7556**	**5.04**	**1448**	**0.97**	**10160**	**6.77**	**48**	**0.03**	**11231**	**7.49**
- *AMERICAN AIRLINES*	68389	55231	80.76	855	1.25	173	0.25	3385	4.95	440	0.64	4695	6.87	19	0.03	3591	5.25
- *BRANDED CODESHARE*	81586	59752	73.24	3255	3.99	266	0.33	4171	5.11	1008	1.24	5465	6.70	29	0.04	7640	9.36
DELTA NETWORK	**123077**	**102567**	**83.34**	**1275**	**1.04**	**333**	**0.27**	**5230**	**4.25**	**890**	**0.72**	**6098**	**4.95**	**15**	**0.01**	**6669**	**5.42**
- *DELTA AIR LINES*	66302	58263	87.88	70	0.11	122	0.18	2463	3.71	411	0.62	2836	4.28	7	0.01	2130	3.21
- *BRANDED CODESHARE*	56775	44304	78.03	1205	2.12	211	0.37	2767	4.87	479	0.84	3262	5.75	8	0.01	4539	7.99
FRONTIER AIRLINES	**8712**	**6429**	**73.79**	**114**	**1.31**	**12**	**0.14**	**544**	**6.24**	**19**	**0.22**	**781**	**8.96**	**0**	**0.00**	**813**	**9.33**
HAWAIIAN NETWORK	**6802**	**5314**	**78.12**	**107**	**1.57**	**20**	**0.29**	**634**	**9.32**	**66**	**0.97**	**23**	**0.34**	**1**	**0.01**	**637**	**9.36**
- *HAWAIIAN AIRLINES*	5990	4808	80.27	20	0.33	4	0.07	595	9.93	56	0.93	10	0.17	1	0.02	496	8.28
- *BRANDED CODESHARE*	812	506	62.32	87	10.71	16	1.97	39	4.80	10	1.23	13	1.60	0	0.00	141	17.36
JETBLUE AIRWAYS	**22847**	**17042**	**74.59**	**358**	**1.57**	**69**	**0.30**	**1973**	**8.64**	**35**	**0.15**	**1549**	**6.78**	**11**	**0.05**	**1810**	**7.92**
SOUTHWEST AIRLINES	**97017**	**74788**	**77.09**	**2037**	**2.10**	**227**	**0.23**	**6050**	**6.24**	**214**	**0.22**	**4569**	**4.71**	**58**	**0.06**	**9074**	**9.35**
SPIRIT AIRLINES	**12971**	**10627**	**81.93**	**177**	**1.36**	**18**	**0.14**	**448**	**3.45**	**42**	**0.32**	**1121**	**8.64**	**5**	**0.04**	**533**	**4.11**
UNITED NETWORK	**107387**	**83916**	**78.14**	**2303**	**2.14**	**331**	**0.31**	**4721**	**4.40**	**823**	**0.77**	**8618**	**8.03**	**6**	**0.01**	**6669**	**6.21**
- *UNITED AIRLINES*	41650	35270	84.68	163	0.39	91	0.22	1348	3.24	294	0.71	3028	7.27	2	0.00	1454	3.49
- *BRANDED CODESHARE*	65737	48646	74.00	2140	3.26	240	0.36	3373	5.13	529	0.81	5590	8.50	4	0.01	5215	7.93
VIRGIN AMERICA	**5322**	**4349**	**81.72**	**27**	**0.51**	**58**	**1.09**	**225**	**4.23**	**3**	**0.06**	**470**	**8.83**	**3**	**0.06**	**187**	**3.51**
TOTAL	**566,891**	**447,479**	**78.94**	**10,812**	**1.91**	**1,579**	**0.28**	**28,627**	**5.05**	**3,737**	**0.66**	**35,377**	**6.24**	**174**	**0.03**	**39,106**	**6.90**

* Causes of Delay:
· **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
· **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
· **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
· **Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
· **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

AIR TRAVEL CONSUMER REPORT
TABLE 7A. CAUSES OF DELAY, BY REPORTING CARRIER
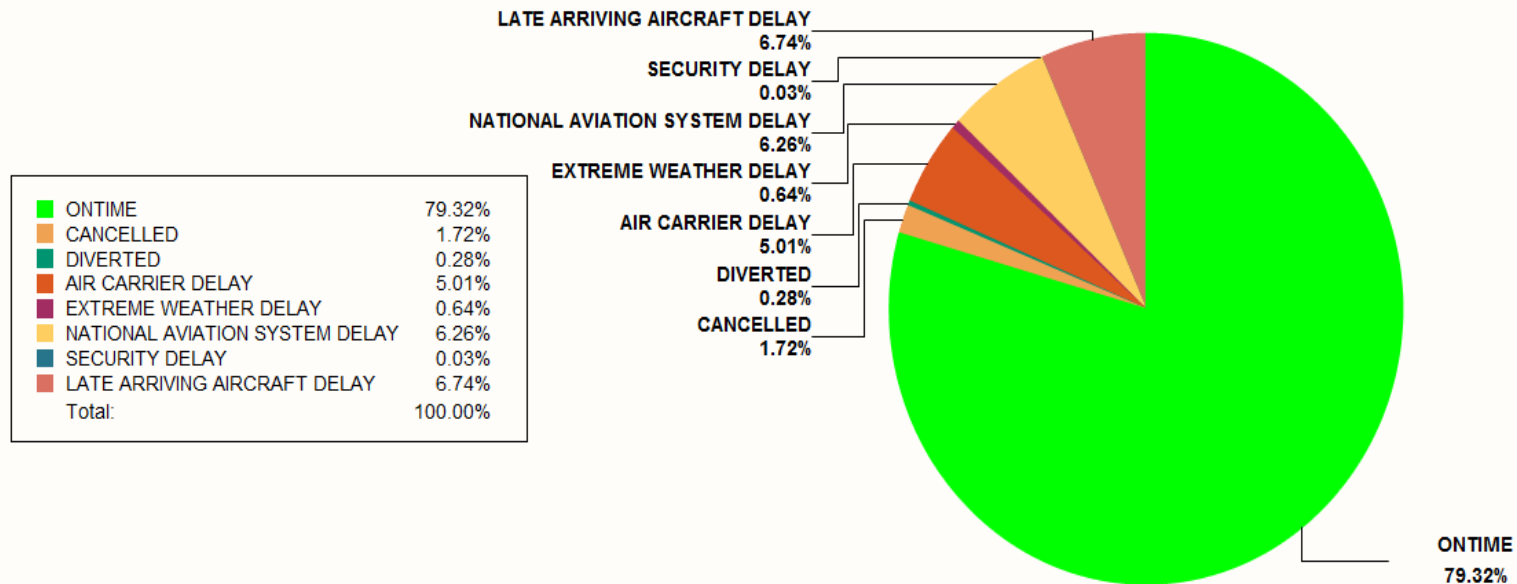
FEBRUARY 2018

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCE LLED	% CANCEL LED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	14056	11986	85.27	89	0.63	26	0.18	424	3.02	48	0.34	1046	7.44	12	0.09	425	3.02
ALLEGIANT AIR	7047	5517	78.29	29	0.41	20	0.28	458	6.50	52	0.74	388	5.51	11	0.16	572	8.12
AMERICAN AIRLINES	68389	55231	80.76	855	1.25	173	0.25	3385	4.95	440	0.64	4695	6.87	19	0.03	3591	5.25
DELTA AIR LINES	66302	58263	87.87	70	0.11	122	0.18	2463	3.71	411	0.62	2836	4.28	7	0.01	2130	3.21
ENDEAVOR AIR	17384	13699	78.80	421	2.42	58	0.33	819	4.71	129	0.74	997	5.74	0	0.00	1261	7.25
ENVOY AIR	20684	14611	70.63	1269	6.14	78	0.38	877	4.24	411	1.99	1680	8.12	4	0.02	1754	8.48
EXPRESSJET AIRLINES	17967	13463	74.93	386	2.15	66	0.37	992	5.52	86	0.48	1577	8.78	0	0.00	1397	7.78
FRONTIER AIRLINES	8712	6429	73.83	114	1.31	12	0.14	544	6.24	19	0.22	781	8.96	0	0.00	813	9.33
HAWAIIAN AIRLINES	5990	4808	80.27	20	0.33	4	0.07	595	9.93	56	0.93	10	0.17	1	0.02	496	8.28
JETBLUE AIRWAYS	22847	17042	74.59	358	1.57	69	0.30	1973	8.64	35	0.15	1549	6.78	11	0.05	1810	7.92
MESA AIRLINES	14630	10930	74.71	437	2.99	45	0.31	910	6.22	227	1.55	941	6.43	8	0.05	1132	7.74
PSA AIRLINES	20546	14813	72.10	550	2.68	77	0.37	1272	6.19	277	1.35	1088	5.30	11	0.05	2458	11.96
REPUBLIC AIRLINE	23273	18681	80.27	434	1.86	52	0.22	851	3.66	105	0.45	1889	8.12	6	0.03	1255	5.39
SKYWEST AIRLINES	56000	42557	75.99	1543	2.76	238	0.43	2483	4.43	473	0.84	3962	7.07	9	0.02	4737	8.46
SOUTHWEST AIRLINES	97017	74788	77.09	2037	2.10	227	0.23	6050	6.24	214	0.22	4569	4.71	58	0.06	9074	9.35
SPIRIT AIRLINES	12971	10627	81.93	177	1.36	18	0.14	448	3.45	42	0.32	1121	8.64	5	0.04	533	4.11
UNITED AIRLINES	41650	35270	84.68	163	0.39	91	0.22	1348	3.24	294	0.71	3028	7.27	2	0.00	1454	3.49
VIRGIN AMERICA	5322	4349	81.74	27	0.51	58	1.09	225	4.23	3	0.06	470	8.83	3	0.06	187	3.51
TOTAL	**520,787**	**413,064**	**79.32**	**8,979**	**1.72**	**1,434**	**0.28**	**26,117**	**5.01**	**3,320**	**0.64**	**32,627**	**6.26**	**167**	**0.03**	**35,079**	**6.74**

* Causes of Delay:
· **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
· **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
· **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
· **Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
· **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

AIR TRAVEL CONSUMER REPORT
TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING CARRIER

FEBRUARY 2018

ONTIME	79.32%
CANCELLED	1.72%
DIVERTED	0.28%
AIR CARRIER DELAY	5.01%
EXTREME WEATHER DELAY	0.64%
NATIONAL AVIATION SYSTEM DELAY	6.26%
SECURITY DELAY	0.03%
LATE ARRIVING AIRCRAFT DELAY	6.74%
Total:	100.00%

Pie chart labels:
- LATE ARRIVING AIRCRAFT DELAY 6.74%
- SECURITY DELAY 0.03%
- NATIONAL AVIATION SYSTEM DELAY 6.26%
- EXTREME WEATHER DELAY 0.64%
- AIR CARRIER DELAY 5.01%
- DIVERTED 0.28%
- CANCELLED 1.72%
- ONTIME 79.32%

* Causes of Delay:
· Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
· Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
· National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
· Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
· Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

AIR TRAVEL CONSUMER REPORT
TABLE 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER

FEBRUARY 2018

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
UNITED	REPUBLIC	3491	EWR	MCI	2/17/2018	Origin Airport	4:10
UNITED	UNITED	1611	EWR	PHX	2/17/2018	Origin Airport	4:09
DELTA	ENDEAVOR AIR	3370	MSP	MCI	2/20/2018	Destination Airport	4:02
UNITED	UNITED	2006	EWR	SFO	2/17/2018	Origin Airport	3:56
UNITED	REPUBLIC	3485	EWR	DCA	2/17/2018	Origin Airport	3:53
UNITED	UNITED	1165	EWR	LAX	2/17/2018	Origin Airport	3:49
DELTA	ENDEAVOR AIR	3934	LGA	MCI	2/20/2018	Destination Airport	3:27
DELTA	DELTA	679	BOI	MSP	2/22/2018	Origin Airport	3:25
AMERICAN	AMERICAN	2688	SLC	DFW	2/19/2018	Origin Airport	3:21
UNITED	UNITED	1764	EWR	PBI	2/17/2018	Origin Airport	3:20
UNITED	UNITED	1551	EWR	PDX	2/17/2018	Origin Airport	3:17
DELTA	DELTA	2256	ATL	MCI	2/20/2018	Destination Airport	3:17
UNITED	UNITED	423	EWR	DFW	2/17/2018	Origin Airport	3:15
UNITED	UNITED	595	EWR	IAH	2/17/2018	Origin Airport	3:12
UNITED	REPUBLIC	3428	EWR	PIT	2/17/2018	Origin Airport	3:12
UNITED	UNITED	506	EWR	SFO	2/17/2018	Origin Airport	3:12
UNITED	REPUBLIC	3531	EWR	MSP	2/17/2018	Origin Airport	3:10
UNITED	UNITED	665	EWR	LAS	2/17/2018	Origin Airport	3:08
AMERICAN	AMERICAN	1239	ORD	SEA	2/4/2018	Origin Airport	3:08
AMERICAN	SKYWEST	3203	ORD	DTW	2/4/2018	Origin Airport	3:07
DELTA	DELTA	2165	MCI	ATL	2/20/2018	Origin Airport	3:06
DELTA	DELTA	1364	ATL	MCI	2/20/2018	Destination Airport	3:05
UNITED	UNITED	1185	EWR	PHX	2/17/2018	Origin Airport	3:04
DELTA	DELTA	2195	MCI	LAX	2/20/2018	Origin Airport	3:02
UNITED	SKYWEST	5544	ORD	CLE	2/4/2018	Origin Airport	3:01
DELTA	DELTA	2850	JFK	DEN	2/17/2018	Origin Airport	3:01
UNITED	UNITED	1592	EGE	DEN	2/12/2018	Origin Airport	3:01

Note: Tarmac delays of more than 3 hours on any domestic flight based on reports from all carriers operating domestic flights within the U.S. (Part 234 and 244). * See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT
TABLE 8A. LIST OF INTERNATIONAL FLIGHTS WITH TARMAC DELAYS OVER 4 HOURS BY MARKETING/OPERATING CARRIER

FEBRUARY 2018

OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
UNITED	81	EWR	MAN	2/17/2018	Origin Airport	4:31
UNITED	41	FCO	EWR	2/11/2018	Diversion Airport (PHL)	4:11
UNITED	14	EWR	LHR	2/17/2018	Origin Airport	4:07
BRITISH AIRWAYS	184	EWR	LHR	2/17/2018	Origin Airport	4:06

Note: Tarmac delays of more than 4 hours on any international flight at its U.S. airport departure from or arrival in the U.S., based on reports from all U.S. and foreign carriers operating international flights to and from the U.S. (Part 244).

* See Appendix at end of this section for list of airport codes

APPENDIX

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operation records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

30 Largest U.S. Airports

Atlanta: Hartsfield-Jackson	ATL
Balt/Wash: Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Honolulu: Daniel K Inouye Int'l	HNL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Portland: International	PDX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Dulles	IAD
Washington: Reagan National	DCA

Air Carriers Required to Report Data to DOT and to CRS Vendors*

AS	Alaska Airlines
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
9E	Endeavor Air
MQ	Envoy Air
EV	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
OH	PSA Airlines
YX	Republic Airline
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines
VX	Virgin America

* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #27, issued August 15, 2017, effective January 1, 2018: https://www.bts.gov/topics/airlines-and-airports/number-27-technical-directive-time-reporting-effective-jan-1-2018

MISHANDLED BAGGAGE

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. The reports of mishandled baggage do not distinguish between carriers that interline and those that do not. As with the data on flight delays in the previous section, these baggage statistics are filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues. See 14 CFR Part 234.
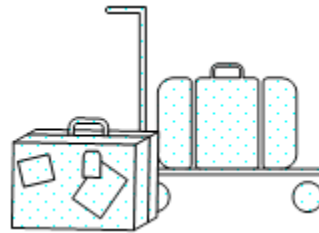
AIR TRAVEL CONSUMER REPORT

MISHANDLED BAGGAGE REPORTS FILED BY PASSENGERS
U.S. AIRLINES*

		FEBRUARY 2018			FEBRUARY 2017		
RANK	AIRLINE	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	SPIRIT AIRLINES	2,763	1,818,348	**1.52**	2,364	1,597,904	**1.48**
2	JETBLUE AIRWAYS	3,874	2,446,090	**1.58**	3,373	2,465,383	**1.37**
3	DELTA AIR LINES	14,371	8,338,230	**1.72**	13,091	8,461,967	**1.55**
4	VIRGIN AMERICA	1,084	619,588	**1.75**	663	534,869	**1.24**
5	ALASKA AIRLINES	4,015	1,816,123	**2.21**	2,914	1,684,028	**1.73**
6	UNITED AIRLINES	14,462	5,744,594	**2.52**	12,193	5,493,404	**2.22**
7	FRONTIER AIRLINES	3,505	1,351,721	**2.59**	3,329	1,057,079	**3.15**
8	HAWAIIAN AIRLINES	2,084	779,743	**2.67**	2,185	751,640	**2.91**
9	SOUTHWEST AIRLINES	30,811	11,101,336	**2.78**	24,426	10,581,340	**2.31**
10	AMERICAN AIRLINES	29,978	8,208,467	**3.65**	20,793	8,723,077	**2.38**
11	SKYWEST AIRLINES	10,051	2,222,677	**4.52**	7,567	2,127,311	**3.56**
12	EXPRESSJET AIRLINES	3,096	662,983	**4.67**	3,871	1,247,511	**3.10**
13	ENVOY AIR	5,021	822,116	**6.11**	-	-	**-**
	TOTALS	125,115	45,932,016	**2.72**	96,769	44,725,513	**2.16**

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.

TOTAL BAGGAGE REPORTS - For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS - For the domestic system only.

* 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.

(-) Airline was not a ranked carrier in 2017.

OVERSALES

This section furnishes data on the number of passengers who hold confirmed reservations and are denied boarding ("bumped") from a flight because it is oversold. These figures include only passengers whose oversold flight departs without them; they do not include passengers affected by cancelled, delayed or diverted flights.

The report includes U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues and operate aircraft with a passenger capacity of 30 or more seats (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 CFR 250.10.

These tables give information by carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boardings per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boardings include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the oversales rule. There are four exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; 3) aircraft of smaller capacity is substituted; and (4) passenger is denied boarding due to safety-related weight restrictions on an aircraft with 60 or fewer seats. Totals appear at the end of each table.

The enplanements figures that are used to calculate the involuntary denied boarding rate do not include inbound international service, since the rule does not apply to these flights.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY U.S. AIRLINES*

RANK	AIRLINE	OCTOBER - DECEMBER 2017				OCTOBER - DECEMBER 2016			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	24,793	10	32,506,060	0.00	36,471	326	32,044,038	0.10
2	JETBLUE AIRWAYS	432	3	8,936,805	0.00	439	1,036	8,719,175	1.19
3	UNITED AIR LINES	8,483	44	23,766,600	0.02	15,696	891	22,398,395	0.40
4	EXPRESSJET AIRLINES	3,213	7	2,977,522	0.02	8,615	641	5,019,172	1.28
5	HAWAIIAN AIRLINES	408	9	2,710,707	0.03	126	19	2,669,657	0.07
6	SKYWEST AIRLINES	7,800	68	8,776,536	0.08	10,680	758	7,411,535	1.02
7	AMERICAN AIRLINES	14,215	416	32,802,049	0.13	11,806	1,714	31,546,560	0.54
8	ALASKA AIRLINES	1,552	131	6,103,747	0.21	1,600	197	5,665,703	0.35
9	VIRGIN AMERICA	213	71	2,193,909	0.32	611	17	2,017,391	0.08
10	SOUTHWEST AIRLINES	4,393	1,601	39,969,392	0.40	19,116	3,072	38,502,306	0.80
11	FRONTIER AIRLINES	860	403	4,538,268	0.89	450	163	3,771,280	0.43
12	SPIRIT AIRLINES**	4,198	1,144	5,804,607	1.97	1,167	196	5,052,694	0.39
	TOTAL	**70,560**	**3,907**	**171,086,202**	**0.23**	**106,777**	**9,030**	**164,817,906**	**0.55**

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.

** On November 7, 2018, Spirit Airlines revised its denied boarding reports for the 4th quarter of 2017. This table reflects the revisions, which affected Spirit's overall rate of denied boarding and ranking.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY U.S. AIRLINES*

RANK	AIRLINE	JANUARY - DECEMBER 2017				JANUARY - DECEMBER 2016			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	128,331	689	132,302,215	0.05	96,438	932	95,331,690	0.10
2	HAWAIIAN AIRLINES	638	101	11,133,441	0.09	222	39	7,969,563	0.05
3	UNITED AIR LINES	47,057	2,111	93,797,365	0.23	47,015	2,691	63,399,592	0.42
4	VIRGIN AMERICA	1,934	236	8,283,938	0.28	1,427	63	5,807,858	0.11
5	SKYWEST AIRLINES	35,145	985	33,292,890	0.30	30,608	2,181	22,025,887	0.99
6	ALASKA AIRLINES	7,974	789	24,921,671	0.32	5,179	746	17,069,393	0.44
7	AMERICAN AIRLINES	47,459	4,933	130,819,181	0.38	38,789	6,156	97,121,295	0.63
8	JETBLUE AIRWAYS	2,081	1,478	36,191,843	0.41	1,225	1,863	25,758,841	0.72
9	SOUTHWEST AIRLINES	36,482	8,279	155,958,380	0.53	64,381	10,397	112,093,942	0.93
10	EXPRESSJET AIRLINES	19,460	792	14,716,334	0.54	24,410	2,245	15,693,198	1.43
11	FRONTIER AIRLINES	2,376	943	16,598,211	0.57	1,671	598	10,536,983	0.57
12	SPIRIT AIRLINES**	10,308	4,653	22,684,089	2.05	4,335	1,247	14,998,959	0.83
	TOTAL	339,245	25,989	680,699,558	0.38	315,700	29,158	487,807,201	0.60

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.

** On November 7, 2018, and November 13, 2018, Spirit Airlines revised its denied boarding reports for calendar year 2017. This table reflects those revisions, which affected Spirit's overall rate of denied boarding.

CONSUMER COMPLAINTS

This section summarizes aviation consumer complaints filed with the Department via internet, in writing or by telephone. DOT has not determined the validity of the complaints. The report does not include safety complaints (which are handled by the Federal Aviation Administration) or security complaints (which are handled by the Transportation Security Administration). An explanation of each section of the report appears below:

Summary - Table 1 gives the total number of complaints, and also breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

Complaint Categories - Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

U.S. Airlines - Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

Incident Date - Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods (Incident Date data is not included in YTD section).

Companies Other Than U.S. Airlines - Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc.

Airline Rankings - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for 0.5 percent of total domestic scheduled-service passenger revenues according to the rate of complaints per 100,000 passengers. The system-wide enplanements (domestic and international scheduled and charter revenue passenger counts) are derived from the Form 41 Schedule T-100 traffic reports that carriers, under certification, are required to submit to BTS within 30 days following the end of each reporting month (14 CFR Part 241). System wide enplanements used for the complaint ranking ratios exclude military charters and non-revenue passengers.

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	FEBRUARY 2018				FEBRUARY 2017			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	603	82	1	100	595	22	1	84
FOREIGN AIRLINES	407	2	0	42	332	2	0	39
TRAVEL AGENTS	24	1	0	13	17	1	0	5
TOUR OPERATORS	1	1	0	0	0	0	0	0
MISCELLANEOUS	11	24	0	41	3	15	0	8
INDUSTRY TOTALS	1,046	110	1	196	947	40	1	136

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	FEBRUARY 2018			FEBRUARY 2017		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	311		1	291	
CANCELLATION			120			125
DELAY			105			92
MISCONNECTION			40			46
BAGGAGE	2	193		2	158	
RESERVATIONS/TICKETING/BOARDING	3	139		3	120	
CUSTOMER SERVICE	4	104		5	92	
FARES	5	91		4	95	
REFUNDS	6	79		6	76	
DISABILITY	7	53		7	55	
OTHER	8	35		9	22	
FREQUENT FLYER			17			11
OVERSALES	9	30		8	28	
ADVERTISING	10	7		10	6	
DISCRIMINATION	11	4		11	4	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,046			947	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*
FEBRUARY 2018

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
AIR WISCONSIN	5	0	0	0	0	0	0	0	0	0	0	0	5
ALASKA AIRLINES	2	0	1	2	0	0	0	2	0	0	0	0	7
ALLEGIANT AIR	3	0	3	1	2	2	1	0	1	0	0	0	13
AMERICAN AIRLINES	39	6	13	10	3	17	20	11	0	2	0	5	126
DELTA AIR LINES	24	5	6	8	3	16	6	8	0	0	0	5	81
ENDEAVOR AIR	5	0	0	0	0	1	0	0	0	0	0	0	6
ENVOY AIR	2	0	0	0	0	1	2	0	0	0	0	0	5
FRONTIER AIRLINES	21	1	7	5	2	5	2	1	0	0	0	0	44
HAWAIIAN AIRLINES	2	0	0	0	0	2	2	4	0	0	0	0	10
JETBLUE AIRWAYS	13	1	2	1	2	12	1	0	0	0	0	2	34
MESA AIRLINES	3	0	0	0	0	0	1	0	0	0	0	1	5
PIEDMONT AIRLINES	8	0	0	0	0	0	0	0	0	0	0	0	8
SKYWEST AIRLINES	13	1	0	0	0	0	1	0	0	0	0	0	15
SOUTHWEST AIRLINES	16	0	3	0	2	9	8	3	0	0	0	1	42
SPIRIT AIRLINES	24	5	17	6	5	4	5	1	1	0	0	0	68
UNITED AIRLINES	21	2	9	11	5	18	18	8	0	0	0	5	97
OTHER U.S. AIRLINES	25	0	3	0	3	6	0	0	0	0	0	0	37
TOTAL FEBRUARY 2018	226	21	64	44	27	93	67	38	2	2	0	19	603
% of TOTAL COMPLAINTS	37.5	3.5	10.6	7.3	4.5	15.4	11.1	6.3	0.3	0.3	0	3.2	
TOTAL FEBRUARY 2017	212	15	63	67	33	77	60	47	2	4	0	15	595
% of TOTAL COMPLAINTS	35.6	2.5	10.6	11.3	5.5	12.9	10.1	7.9	0.3	0.7	0	2.5	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

** AIRLINES ARE LISTED INDIVIDUALY 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.'

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN FEB	INCI- DENTS IN FEB	PERCENT	INCI- DENTS IN JAN	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
AIR WISCONSIN	5	4	80.0	0	0.0	1	20.0	0	0.0
ALASKA AIRLINES	7	5	71.4	1	14.3	1	14.3	0	0.0
ALLEGIANT AIR	13	10	76.9	0	0.0	2	15.4	1	7.7
AMERICAN AIRLINES	126	53	42.1	23	18.3	37	29.4	13	10.3
DELTA AIR LINES	81	24	29.6	20	24.7	28	34.6	9	11.1
ENDEAVOR AIR	6	6	100.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	5	3	60.0	0	0.0	0	0.0	2	40.0
FRONTIER AIRLINES	44	18	40.9	5	11.4	17	38.6	4	9.1
HAWAIIAN AIRLINES	10	4	40.0	2	20.0	3	30.0	1	10.0
JETBLUE AIRWAYS	34	10	29.4	13	38.2	9	26.5	2	5.9
MESA AIRLINES	5	2	40.0	2	40.0	1	20.0	0	0.0
PIEDMONT AIRLINES	8	7	87.5	0	0.0	1	12.5	0	0.0
SKYWEST AIRLINES	15	10	66.7	2	13.3	3	20.0	0	0.0
SOUTHWEST AIRLINES	42	23	54.8	8	19.0	9	21.4	2	4.8
SPIRIT AIRLINES	68	44	64.7	11	16.2	9	13.2	4	5.9
UNITED AIRLINES	97	40	41.2	15	15.5	34	35.1	8	8.2
OTHER U.S. AIRLINES	37	20	54.1	4	10.8	12	32.4	1	2.7
Totals	603	283	46.9	106	17.6	167	27.7	47	7.8
Previous Year's Totals	595	292	49.1	121	20.3	123	20.7	59	9.9

* 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.'

Table 5   **AIR TRAVEL CONSUMER REPORT/ COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY** /FEBRUARY 2018**

FOREIGN AIRLINES	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AEROFLOT	4	1	0	0	0	3	1	0	0	0	0	0	9
AEROMEXICO	1	0	2	1	2	4	2	1	0	0	0	0	13
AIR CANADA	3	0	5	2	1	6	4	0	0	1	0	0	22
AIR CHINA	3	0	1	0	0	1	1	0	0	0	0	0	6
AIR FRANCE	3	1	0	2	0	7	1	2	0	0	0	1	17
AIR INDIA	1	0	2	1	2	1	1	0	0	0	0	1	9
AIR NEW ZEALAND	1	0	0	5	1	0	0	0	0	0	0	0	7
ALITALIA AIRLINES	3	0	0	0	0	1	0	0	0	0	0	1	5
AVIANCA	2	1	3	0	3	1	1	0	0	0	0	0	11
BRITISH AIRWAYS	2	0	4	0	2	3	0	0	0	0	0	1	12
CATHAY PACIFIC AIRWAYS	0	1	0	1	1	0	1	1	0	0	0	0	5
CHINA EASTERN AIRLINES	2	0	1	0	1	0	1	0	0	0	0	0	5
COPA	2	0	1	0	2	0	1	0	0	0	0	0	6
EMIRATES AIRLINES	0	0	3	1	0	1	0	3	0	0	0	1	9
ETHIOPIAN AIRLINES	1	0	3	1	0	6	1	0	0	0	0	0	12
ETIHAD AIRWAYS	0	0	1	2	0	2	0	0	0	0	0	0	5
JAPAN AIR LINES	1	0	2	0	1	0	0	0	0	0	0	3	7
KLM	2	0	0	0	0	3	1	0	0	0	0	0	6
LUFTHANSA	1	1	2	0	0	3	2	1	0	0	0	1	11
NORWEGIAN AIR SHUTTLE	5	0	4	1	2	4	1	0	0	0	0	0	17
QATAR AIRWAYS	1	0	1	2	2	1	0	1	1	0	0	0	9
ROYAL JORDANIAN AIRLINES	1	1	0	0	0	3	0	0	0	0	0	0	5
SANTA BARBARA AIRLINES	0	0	1	0	4	0	0	0	0	0	0	0	5
SAUDI ARABIAN AIRLINES	2	0	3	0	1	1	0	0	0	0	0	0	7
SWISS AIR	3	0	1	2	0	3	0	0	0	0	0	0	9
TAP	1	0	1	0	1	3	0	0	1	0	0	0	7
TURKISH AIRLINES	2	0	2	2	3	12	2	1	0	1	0	1	26
VIRGIN ATLANTIC AIRWAYS	1	0	1	0	2	2	0	0	0	0	0	0	6
VOLARIS AIRLINES	1	0	4	1	3	2	0	0	1	0	0	0	12
WOW AIR	13	0	8	2	2	7	1	1	1	0	0	0	35
OTHER FOREIGN AIRLINES	20	2	10	10	10	19	14	4	0	0	0	3	92
TOTALS	82	8	66	36	46	99	36	15	4	2	0	13	407
TRAVEL AGENTS													
JUSTFLY.COM	0	0	2	4	1	0	0	0	1	0	0	0	8
OTHER TRAVEL AGENTS	0	0	4	6	5	0	1	0	0	0	0	0	16
TOTALS	0	0	6	10	6	0	1	0	1	0	0	0	24
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	1	1
TOTALS	0	0	0	0	0	0	0	0	0	0	0	1	1
MISCELLANEOUS													
OTHER MISCELLANEOUS	3	1	3	1	0	1	0	0	0	0	0	2	11
TOTALS	3	1	3	1	0	1	0	0	0	0	0	2	11

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.** A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

AIR TRAVEL CONSUMER REPORT

TABLE 6

CONSUMER COMPLAINTS: LIST OF LARGE U.S. MARKETING CARRIERS* (NON-RANKED, IN ALPHABETIC ORDER).

FEBRUARY 2018	
AIRLINE	**COMPLAINTS**
ALASKA AIRLINES NETWORK	9
- ALASKA AIRLINES	*7*
- BRANDED CODESHARE PARTNERS	*2*
ALLEGIANT AIR	13
AMERICAN AIRLINES NETWORK	154
- AMERICAN AIRLINES	*126*
- BRANDED CODESHARE PARTNERS	*28*
DELTA AIR LINES NETWORK	94
- DELTA AIR LINES	*81*
- BRANDED CODESHARE PARTNERS	*13*
FRONTIER AIRLINES	44
HAWAIIAN AIRLINES NETWORK	10
- HAWAIIAN AIRLINES	*10*
- BRANDED CODESHARE PARTNERS	*0*
JETBLUE AIRWAYS	34
SOUTHWEST AIRLINES	42
SPIRIT AIRLINES	68
UNITED AIRLINES NETWORK	123
- UNITED AIRLINES	*97*
- BRANDED CODESHARE PARTNERS	*26*
TOTAL	**592**

Note: 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.

AIR TRAVEL CONSUMER REPORT

TABLE 6A

CONSUMER COMPLAINTS: U.S. OPERATING CARRIERS*

RANK	AIRLINE	FEBRUARY 2018			FEBRUARY 2017		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	1	777,023	**0.13**	5	1,307,232	**0.38**
2	VIRGIN AMERICA	1	621,004	**0.16**	20	551,044	**3.63**
3	REPUBLIC AIRLINE	4	1,313,399	**0.30**	-	-	**-**
4	ALASKA AIRLINES	7	1,909,775	**0.37**	10	1,793,994	**0.56**
5	SOUTHWEST AIRLINES	42	11,231,224	**0.37**	34	10,667,210	**0.32**
6	PSA AIRLINES	4	1,039,569	**0.38**	-	-	**-**
7	MESA AIRLINES	5	973,550	**0.51**	-	-	**-**
8	ENVOY AIR	5	938,996	**0.53**	-	-	**-**
9	SKYWEST AIRLINES	15	2,698,530	**0.56**	10	2,322,545	**0.43**
10	ENDEAVOR AIR	6	854,640	**0.70**	-	-	**-**
11	DELTA AIR LINES	81	10,317,720	**0.79**	62	9,910,988	**0.63**
12	JETBLUE AIRWAYS	34	3,078,717	**1.10**	15	2,932,163	**0.51**
13	HAWAIIAN AIRLINES	10	883,148	**1.13**	11	813,311	**1.35**
14	AMERICAN AIRLINES	126	10,711,081	**1.18**	143	10,178,845	**1.40**
15	ALLEGIANT AIR	13	1,006,211	**1.29**	-	-	**-**
16	UNITED AIRLINES	97	7,323,841	**1.32**	121	7,018,274	**1.72**
17	FRONTIER AIRLINES	44	1,393,520	**3.16**	25	1,132,991	**2.21**
18	SPIRIT AIRLINES	68	1,989,765	**3.42**	58	1,697,959	**3.42**
	TOTAL	**563**	**59,061,713**	**0.95**	514	50,326,556	**1.02**

Note: 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 <u>0.5 percent</u> of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily. (-) Airline was not a ranked carrier in 2017.

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for February 2018

This table includes complaints to the U.S. Department of Transportation's Aviation Consumer Protection Division* that allege discrimination in air travel based on race, ancestry/ethnicity, national origin, color, religion and sex**. All complaints alleging discrimination are investigated to determine if there has been a violation(s) of the passenger's civil rights.

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
Air Canada					1		
American		1	1				
Turkish Airlines						1	
TOTAL		1	1		1	1	

To file an airline civil rights complaint: https://www.transportation.gov/airconsumer

**One complaint may raise multiple grounds for discrimination. The Aviation Consumer Protection Division categorizes each complaint based on the primary ground of the alleged discrimination.*

COMPLAINT CATEGORIES

Flight Problems: Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

Oversales: All bumping problems, whether or not the airline complied with DOT oversales regulations.

Reservations, Ticketing, Boarding: Airline or travel agent mistakes made in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets; problems boarding the aircraft (except oversales).

Fares: Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

Refunds: Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

Baggage: Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claims procedures.

Customer Service: Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers.

Disability: Civil rights complaints by air travelers with disabilities.

Advertising: Advertising that is unfair, misleading or offensive to consumers.

Discrimination: Civil rights complaints by air travelers (other than disability); for example, complaints based on race, national origin, religion, etc.

Animals: Loss, injury or death of an animal during air transport provided by an air carrier.

Other: Frequent flyer, smoking, tours credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.

AIR TRAVEL CONSUMER REPORT
February 2018 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

14 CFR Part 235 of DOT regulations require U.S. carriers that operate at least one aircraft that has a designed seating capacity of 60 or more seats to report to DOT on any incidents involving the loss, injury or death of an animal in its scheduled domestic or international passenger transportation. An "animal" for this purpose is (1) any animal which at the time of the transportation was being kept as a pet in a family household in the United States or (2) any dog or cat which was shipped as part of a commercial shipment on a scheduled passenger flight, including shipments by trainers and breeders.

An airline is required to submit a report for any month in which it experienced such a loss, injury or death during air transportation. DOT publishes these reports monthly and also forwards the reports to the U.S. Department of Agriculture, which enforces the Animal Welfare Act. The copies of the reports that appear on this website are redacted to remove identifying information about individuals, including the owner of the animal.

A statistical summary of the reports appears in the table below. To see the redacted version of the actual reports filed by these airlines, click the airline's name.

Carrier	Death	Injury
Hawaiian Airlines	1	0
Totals:	1	0

Customer Service Reports to the U.S. Department of Homeland Security for the Month of February 2018 as provided by the Transportation Security Administration[a]

The Transportation Security Administration (TSA) screened approximately 55 million airline passengers and their 44 million checked bags in the month of February as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations [b]. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of February.

Note: Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. Complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the U.S. Department of Transportation to complain about an airline. Airlines themselves receive thousands of complaints and inquiries directly from passengers that are not recorded in this report. TSA no longer reports claims data, as the number of claims received does not reflect the incidents for that month. However, the personal property data below includes complaints of mishandling of a passenger's property in carry-on luggage.

Courtesy[c]		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public[c]	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
739	.001	43	.00007	148	.0002	472	.0008

NOTES

[a] Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the U.S. Department of Homeland Security, through TSA, has provided this customer service report on passenger and baggage screening complaints and incidents to the U.S. Department of Transportation.

[b] The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or telephone, (866) 289-9673. Contact Center representatives are available from 8:00AM to 11:00PM EST Monday through Friday. Weekends and holidays 9:00AM to 8:00PM.

[c] The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of February.

As of February 2007, TSA calculates the number of checked bags screened. In the past, TSA used data provided by the Air Transport Association to calculate the number of checked bags screened.