



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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



*Issued: July 2017*

<b>Flight Delays<sup>1</sup></b>	May 2017
<b>Mishandled Baggage<sup>1</sup></b>	May 2017
<b>Oversales<sup>1</sup></b>	1 <sup>st</sup> Quarter 2017
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	May 2017
<b>Airline Animal Incident Reports<sup>4</sup></b>	May 2017
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	May 2017

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<sup>1</sup> Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov>

<sup>2</sup> Data compiled by the Aviation Consumer Protection Division. Website: <http://www.transportation.gov/airconsumer>

<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

<sup>4</sup> Data collected by the Aviation Consumer Protection Division

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## **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 scheduled-service flights between points within the United States (including territories) by the twelve (12) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues.

The rule requires carriers to currently report on operations to and from the 30 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

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 12 reporting air carriers, ten carriers (Alaska, Delta, ExpressJet, Frontier, JetBlue, Hawaiian, SkyWest, Spirit, Southwest and Virgin America) use ACARS and two carriers (American and United) use a combination of ACARS and DGS.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 30 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 30 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time.

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the regularly scheduled flights with more than 50% delayed arrivals of more than 30 minutes for two or more consecutive months. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 3, 4, and 5 contain information on the time of day that a flight operated. All times are local. A 10:50 a.m. departure from Atlanta is 10:50 a.m. Atlanta time; if that flight arrived in Dallas at 11:45 a.m., that is 11:45 a.m. Dallas time. If a flight's scheduled operating time changed during the month, Table 5 shows the time that was in effect for the last flight operation performed that month.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system. Table 8A displays the number and percentage of regularly scheduled flights canceled 5% or more of the time.

Table 9 displays airline flight delay causation data by categories, and Table 10 provides an overall graphic representation of that data.

Table 11 lists the regularly scheduled flights with tarmac delays of more than 3 hours and Table 11A lists the regularly scheduled international flights with tarmac delays of more than 4 hours. Table 12 displays the number and percentage of regularly scheduled flights with tarmac delays of 2 hours or more.

Except for the flights listed in Tables 5, 11 and 11A 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](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](mailto: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](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

TABLE 1. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME BY CARRIER\*

MAY 2017

	AT 30 REPORTABLE AIRPORTS		AT ALL US AIRPORTS	
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME
HAWAIIAN AIRLINES	8	65.0	17	89.7
DELTA AIR LINES	30	82.1	147	82.8
ALASKA AIRLINES	25	80.4	66	82.6
SKYWEST AIRLINES	22	81.5	203	82.4
UNITED AIRLINES	27	81.7	93	82.3
AMERICAN AIRLINES	28	80.1	93	80.1
SOUTHWEST AIRLINES	25	76.9	87	77.3
EXPRESSJET AIRLINES	14	76.3	148	76.8
FRONTIER AIRLINES	24	75.9	53	76.6
SPIRIT AIRLINES	21	67.7	38	69.0
JETBLUE AIRWAYS	25	65.3	67	67.2
VIRGIN AMERICA	18	58.2	22	58.7
TOTAL		78.3		79.1

For simplicity, statistics are displayed to one decimal place. 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, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the 'Mishandled Baggage' and 'Consumer Complaints' sections of this report.

## AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME AND CARRIER RANK BY MONTH, QUARTER, AND 12 MONTHS

MAY 2017

CARRIER*	2nd Quarter 04-06 2016		3rd Quarter 07-09 2016		4th Quarter 10-12 2016		1st Quarter 01-03 2017		Mar 2017		Apr 2017		May 2017		12 Months Ending May 2017	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	88.7	2	89.1	2	83.8	3	78.4	6	79.8	5	81.6	3	82.6	3	83.8	3
AMERICAN	78.8	9	74.9	10	83.1	4	81.4	3	80.2	4	78.7	7	80.1	6	79.0	7
DELTA	87.4	3	83.7	4	88.5	2	85.7	1	86.9	1	76.9	9	82.8	2	84.6	2
EXPRESSJET	82.3	6	75.6	9	80.4	8	76.7	7	75.8	9	75.7	10	76.8	8	77.4	8
FRONTIER	80.3	7	66.9	12	75.7	11	76.7	8	79.3	7	79.5	5	76.6	9	73.9	10
HAWAIIAN	92.4	1	90.9	1	89.9	1	83.0	2	84.7	2	88.8	1	89.7	1	88.5	1
JETBLUE	78.0	10	73.0	11	77.4	10	72.0	11	70.8	11	72.4	11	67.2	11	73.4	11
SKYWEST	85.1	4	84.2	3	80.2	9	76.5	9	78.5	8	80.0	4	82.4	4	80.8	4
SOUTHWEST	78.9	8	78.5	6	81.9	6	78.7	5	79.6	6	79.5	6	77.3	7	79.0	6
SPIRIT	74.4	12	76.3	8	80.5	7	76.3	10	75.0	10	77.0	8	69.0	10	76.5	9
UNITED	82.6	5	79.4	5	81.9	5	80.3	4	81.0	3	81.9	2	82.3	5	80.7	5
VIRGIN AMERICA	75.2	11	77.1	7	75.3	12	64.7	12	65.5	12	64.6	12	58.7	12	70.7	12
TOTAL	81.9		79.2		82.5		79.4		79.9		78.5		79.1		79.9	

For simplicity, statistics are displayed to one decimal place. 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.

## AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT  
(REPORTABLE AIRPORTS ONLY)

MAY 2017

ARRIVAL AIRPORT*																				
CARRIER*	ATL		BOS		BWI		CLT		DAL		DCA		DEN		DFW		DTW		EWR	
	# 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	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	62	95.2	155	77.4	89	74.2	0	0.0	0	0.0	123	84.6	146	82.9	124	96.0	49	87.8	173	63.6
AMERICAN	1025	77.8	2280	71.8	477	84.9	8522	84.8	0	0.0	2285	81.4	952	78.2	11907	84.4	572	82.9	656	62.2
DELTA	21267	85.8	1470	67.6	662	88.2	483	81.8	145	77.2	837	84.1	804	83.5	457	85.1	5195	88.4	550	51.5
EXPRESSJET	3427	81.2	180	61.1	89	44.9	228	58.8	0	0.0	344	59.9	0	0.0	1110	72.3	851	79.7	2140	54.4
FRONTIER	372	76.6	0	0.0	0	0.0	110	76.4	0	0.0	93	90.3	1984	76.7	62	77.4	109	84.4	0	0.0
HAWAIIAN	0	0.0	0	0.0	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	147	70.7	4209	64.8	266	66.9	120	71.7	0	0.0	912	75.0	89.0	70.8	57	82.5	124	63.7	745	53.0
SKYWEST	1087	72.6	0	0.0	4	75.0	152	76.3	0	0.0	250	85.6	3570	86.7	403	81.9	2752	88.0	130	63.1
SOUTHWEST	3619	77.0	1094	66.5	6385	82.7	217	70	5355	77.0	1286	78.1	5802	77.8	0	0.0	628	76.9	521	56.0
SPIRIT	628	67.0	434	68.0	586	68.3	0	0.0	0	0.0	0	0.0	420	67.4	820	71.0	756	70.2	248	53.2
UNITED	517	84.9	1065	69.8	265	85.7	116	85.3	0	0.0	306	82.4	5262	88.9	526	84.4	145	83.4	4622	67.8
VIRGIN AMERICA	0	0	166	57.8	0	0.0	0	0.0	371	79.8	116	85.3	89	65.2	0	0.0	0	0.0	239	55.2
TOTAL	32151	83.1	11053	67.4	8823	81.4	9948	83.4	5871	77.2	6552	79.5	19118	82.4	15466	82.8	11181	85.1	10024	61.2

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

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT**  
**(REPORTABLE AIRPORTS ONLY)**  
**MAY 2017**

ARRIVAL AIRPORT*																				
CARRIER*	FLL		IAD		IAH		JFK		LAS		LAX		LGA		MCO		MDW		MIA	
	# 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	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	31	83.9	31	83.9	53	88.7	31	87.1	437	84.4	794	59.9	0	0.0	114	80.7	0	0.0	0	0.0
AMERICAN	594	80.0	262	73.3	669	77.9	1419	60.1	1271	79.3	3257	69.6	1940	70.1	1523	82.2	0	0.0	4371	78.9
DELTA	983	79.2	252	84.9	307	84.4	2668	61.3	1106	85.8	2743	60.9	2132	70.1	1513	83.8	235	91.5	905	78.6
EXPRESSJET	0	0.0	64	81.3	3819	86.7	0	0.0	0	0.0	0	0.0	1109	60.0	0	0.0	10	80.0	0	0.0
FRONTIER	26	73.1	80	75.0	164	79.9	0	0.0	527	79.1	186	48.9	93	63.4	710	77.7	0	0.0	66	83.3
HAWAIIAN	0	0.0	0.0	0.0	0	0.0	31	83.9	80	73.8	132	65.2	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	1985	68.1	173	65.3	0	0.0	3637	61.4	499	69.1	476	56.7	526	61.8	1761	69.2	0	0.0	0	0.0
SKYWEST	0	0.0	26	96.2	724	82.9	0	0.0	248	86.3	2529	56.7	108	79.6	0	0.0	97	90.7	0	0.0
SOUTHWEST	1749	80.3	176	80.1	0	0.0	0	0.0	6466	79.2	3671	50.9	922	68.2	3561	82.4	7101	83.3	0	0.0
SPIRIT	1295	69.9	0.0	0.0	588	68.0	0	0.0	992	70.1	813	52.9	341	69.8	782	75.2	0	0.0	0	0.0
UNITED	494	82.2	2023	87.8	5177	88.7	0	0.0	1096	83.6	2350	69.5	677	70.9	1007	85.3	0	0.0	444	80.0
VIRGIN AMERICA	87	64.4	142	66.9	0	0.0	365	54.2	396	59.3	1215	49.7	81	66.7	31	71.0	0	0.0	0	0.0
<b>TOTAL</b>	<b>7244</b>	<b>74.8</b>	<b>3229</b>	<b>83.5</b>	<b>11501</b>	<b>85.7</b>	<b>8151</b>	<b>61.0</b>	<b>13118</b>	<b>78.7</b>	<b>18166</b>	<b>59.6</b>	<b>7929</b>	<b>68.0</b>	<b>11002</b>	<b>79.9</b>	<b>7443</b>	<b>83.7</b>	<b>5786</b>	<b>78.9</b>

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



## AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT  
(REPORTABLE AIRPORTS ONLY)

MAY 2017

ARRIVAL AIRPORT*																				
CARRIER*	MSP		ORD		PDX		PHL		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	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	76	84.2	182	85.2	1292	84	41	92.7	260	82.3	542	83.2	5168	82.1	492	70.7	213	85.4	31	64.5
AMERICAN	754	82.9	5367	81.8	341	79.8	3819	80.3	4955	85.9	769	78.9	731	79.2	1110	67.7	373	82.8	1017	80.0
DELTA	5607	88.3	669	85.4	580	79.3	609	85.2	665	87.5	622	88.1	1687	84.9	1014	67.3	3771	88.6	1013	78.3
EXPRESSJET	245	80.0	2250	86.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER	93	74.2	221	72.9	85	74.1	371	76.8	244	77.0	148	85.8	97	74.2	195	53.3	106	76.4	155	85.2
HAWAIIAN	0	0.0	0	0.0	31	54.8	0	0.0	31	71.0	31	64.5	62	40.3	62	71.0	0	0.0	0	0.0
JETBLUE	0	0.0	239	64.0	125	70.4	200	61.5	62	66.1	151	76.2	152	75.0	539	62.2	217	77.4	434	69.6
SKYWEST	3303	88.8	7115	82.5	931	85.3	0	0.0	1251	89.8	659	86.3	1463	84.2	2951	64.1	3677	90.4	0	0.0
SOUTHWEST	745	75.3	0	0.0	1111	76.5	681	78.4	5280	79.2	3016	79.2	948	69.6	1476	54.9	931	82.9	2404	80.6
SPIRIT	403	71.7	958	69.4	93	39.8	279	58.1	55	76.4	193	76.2	169	61.5	0	0.0	0	0.0	222	68.5
UNITED	396	89.1	6225	87.0	532	85.2	358	81.3	682	86.5	788	86.3	846	83.7	4733	75.3	117	86.3	621	82.6
VIRGIN AMERICA	0	0.0	125	58.4	89	58.4	0	0.0	0	0.0	178	59.6	198	57.1	1802	56.8	1	0.0	0	0.0
TOTAL	11622	86.4	23351	83.1	5210	80.1	6358	78.9	13485	83.3	7097	81.2	11521	80.6	14374	66.5	9406	88	5897	79.1

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

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/ BY AIRPORT AND TIME OF DAY**  
**(REPORTABLE AIRPORTS ONLY)**

MAY 2017

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	89.8	72.7	83.3	91.6	100.0	0.0	90.6	91.0	70.4	80.9	71.9	94.5	91.3	80.1	99.2	90.2
0700-0759	92.8	84.7	88.8	93.3	95.6	90.9	96.1	88.0	93.9	86.9	81.6	90.2	89.9	84.3	91.6	91.3
0800-0859	92.2	84.7	94.9	89.6	94.0	91.0	93.7	91.3	95.2	91.5	84.6	84.6	89.2	74.4	96.3	70.0
0900-0959	92.1	87.1	94.1	80.6	95.9	89.9	93.3	87.2	94.2	92.4	83.4	97.7	89.9	83.7	94.0	49.2
1000-1059	90.3	87.2	89.0	88.4	88.3	90.8	93.8	88.2	92.0	88.5	87.3	83.6	90.0	89.3	87.9	47.8
1100-1159	89.6	86.8	92.2	84.5	88.5	88.4	91.2	88.1	90.8	89.8	81.7	92.9	91.4	84.5	85.1	42.0
1200-1259	84.4	85.7	90.0	90.3	86.0	89.4	87.9	90.1	88.2	86.1	79.3	84.6	89.8	79.5	86.3	45.0
1300-1359	86.2	78.4	90.3	87.2	83.2	86.9	85.0	86.2	88.9	78.9	81.3	88.2	88.8	68.1	81.9	54.8
1400-1459	85.6	72.0	89.5	94.7	79.4	85.6	88.2	86.0	85.8	60.7	81.1	85.2	90.2	60.7	74.5	62.9
1500-1559	83.5	68.8	85.0	85.5	80.4	84.9	84.3	82.7	90.6	47.9	81.9	92.2	89.3	58.4	74.2	68.4
1600-1659	80.8	55.6	83.4	78.3	69.3	78.7	79.8	78.8	87.1	46.0	81.7	85.3	85.2	56.0	75.3	64.7
1700-1759	75.2	56.2	79.9	81.0	71.2	76.2	75.7	78.7	79.4	41.5	76.3	86.9	81.4	49.7	70.3	64.0
1800-1859	75.1	49.7	68.3	74.4	66.4	69.9	74.7	74.3	82.0	37.5	61.6	70.5	85.5	43.7	69.9	65.6
1900-1959	74.0	51.5	67.0	70.6	70.3	69.1	68.0	79.1	79.8	38.3	64.1	50.0	80.1	39.5	69.4	58.0
2000-2059	76.3	53.0	72.5	78.3	65.8	70.9	67.8	74.1	81.1	32.6	63.9	81.9	80.0	46.8	70.9	59.7
2100-2159	74.6	51.7	71.0	75.2	64.3	73.1	68.6	78.6	77.7	35.3	61.4	74.6	64.2	43.5	67.3	55.4
2200-2259	66.7	57.0	65.3	75.0	60.8	64.9	64.2	80.3	71.0	42.8	61.4	66.3	67.8	40.5	70.1	51.6
2300-0559	72.1	64.8	72.7	75.7	52.3	74.6	68.0	75.6	72.2	70.0	63.7	78.3	74.3	64.9	71.2	63.7
TOTAL	83.1	67.4	81.4	83.4	77.2	79.5	82.4	82.8	85.1	61.2	74.8	83.5	85.7	61.0	78.7	59.6

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

## AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/ BY AIRPORT AND TIME OF DAY  
(REPORTABLE AIRPORTS ONLY)  
MAY 2017

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	0.0	78.7	99.3	66.7	87.6	89.1	0.0	89.5	96.4	100.0	89.3	90.3	93.5	100.0	88.0
0700-0759	82.4	76.1	96.4	87.1	93.5	90.2	88.7	85.4	92.3	95.4	95.5	94.4	97.3	94.7	91.4
0800-0859	83.7	90.5	96.7	90.8	90.7	91.4	94.1	89.3	90.3	92.0	81.4	87.4	96.5	95.5	89.2
0900-0959	80.2	90.9	95.6	88.9	93.3	93.3	94.5	90.8	90.4	94.5	88.7	76.8	93.1	93.6	87.9
1000-1059	79.7	90.0	90.5	90.4	91.3	88.6	89.9	89.2	91.8	89.8	86.4	64.2	95.3	88.0	85.8
1100-1159	79.8	89.3	92.4	84.5	85.2	89.1	88.8	91.4	89.6	86.2	83.4	67.3	90.9	85.7	84.7
1200-1259	81.7	84.3	94.3	82.7	93.0	87.8	86.2	88.1	88.6	90.6	85.0	57.2	91.5	82.7	83.9
1300-1359	76.0	85.6	88.7	87.2	90.4	89.5	87.0	84.9	81.9	81.0	76.2	59.1	89.0	85.1	82.2
1400-1459	70.6	84.8	90.0	77.7	88.9	85.5	64.6	86.5	85.9	83.2	78.2	64.6	89.0	80.4	81.1
1500-1559	67.3	86.5	90.7	78.7	84.8	84.2	80.3	88.4	83.7	79.4	74.1	59.6	89.6	81.3	78.9
1600-1659	70.4	80.1	81.3	80.0	86.3	81.6	85.6	75.5	77.6	83.6	82.1	62.7	89.8	81.1	77.2
1700-1759	63.6	80.0	84.8	78.1	87.5	76.7	76.0	73.9	75.6	70.2	79.0	62.6	84.7	79.0	73.2
1800-1859	59.4	76.5	72.5	72.0	82.0	77.9	78.1	63.1	73.7	73.1	83.9	68.3	87.4	71.7	71.7
1900-1959	53.3	72.1	74.9	71.7	80.3	68.8	79.4	66.0	76.3	76.0	80.8	61.1	83.7	70.7	70.3
2000-2059	53.8	69.8	73.2	64.3	76.8	74.8	77.6	71.2	75.5	74.0	77.0	63.5	71.3	70.2	69.7
2100-2159	52.6	63.1	71.5	65.6	77.3	74.7	76.7	69.8	81.5	68.9	74.4	58.8	84.2	67.5	67.8
2200-2259	53.1	65.4	71.6	68.0	75.4	66.8	70.8	72.2	68.7	71.8	72.3	53.8	74.5	68.4	63.4
2300-0559	61.0	74.4	57.4	74.6	77.5	77.5	68.3	70.9	74.5	77.1	77.9	66.5	68.8	73.7	70.5
TOTAL	68.0	79.9	83.7	78.9	86.4	83.1	80.1	78.9	83.3	81.2	80.6	66.5	88.0	79.1	78.3

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

## AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/BY AIRPORT AND TIME OF DAY  
(REPORTABLE AIRPORTS ONLY)

MAY 2017

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	87.9	94.2	90.4	91.9	93.5	93.8	93.6	91.8	90.4	93.0	94.8	88.2	90.2	88.4	95.5	90.1
0700-0759	92.1	90.7	95.7	94.6	89.1	94.3	91.1	89.2	90.8	91.7	85.7	90.5	90.4	85.6	87.5	86.0
0800-0859	89.9	85.0	85.5	95.8	87.3	90.5	87.1	87.9	89.3	85.9	89.9	92.6	90.7	85.5	85.2	84.3
0900-0959	88.5	84.2	88.3	91.5	89.3	86.3	90.3	84.0	91.1	87.1	86.1	71.9	89.1	76.5	88.5	67.7
1000-1059	87.5	80.3	88.5	79.9	86.5	87.4	87.4	85.1	91.4	88.2	78.8	83.3	87.9	75.7	79.7	44.9
1100-1159	83.9	82.7	84.8	89.9	78.8	90.3	86.3	83.0	83.5	84.1	74.1	83.2	86.3	81.6	80.8	47.4
1200-1259	82.8	77.8	84.1	78.2	78.9	85.7	79.6	83.9	87.5	86.6	71.9	89.3	87.3	75.9	79.1	44.9
1300-1359	77.0	73.5	78.3	85.8	70.5	85.6	82.1	80.1	85.9	82.9	68.7	82.8	82.8	67.4	74.4	55.5
1400-1459	81.1	67.7	79.1	83.6	66.6	75.1	78.7	78.4	78.6	74.2	65.2	84.9	82.4	58.2	66.7	51.6
1500-1559	74.2	61.2	77.5	72.2	62.8	79.4	79.3	78.3	81.3	61.9	63.2	70.2	82.0	58.4	67.7	67.9
1600-1659	75.8	62.2	71.3	79.5	63.6	74.6	73.1	76.0	86.7	54.4	68.4	85.5	76.9	56.7	72.3	65.1
1700-1759	70.3	50.8	70.7	70.8	54.0	72.6	77.0	74.1	78.4	43.8	55.7	75.2	78.0	55.1	65.8	63.2
1800-1859	70.8	57.3	68.0	73.0	57.4	69.3	68.7	72.6	76.6	48.0	59.5	72.1	76.7	54.6	63.1	65.5
1900-1959	72.1	44.5	63.3	71.2	48.3	66.7	75.4	68.5	72.1	46.9	57.4	73.7	80.2	54.1	66.0	58.3
2000-2059	66.1	45.2	61.4	71.8	57.6	65.8	65.9	74.9	79.3	43.9	56.9	25.9	80.1	43.0	66.0	59.6
2100-2159	73.8	47.4	61.2	59.5	46.4	65.8	59.4	72.3	81.7	35.1	45.2	0.0	81.1	46.8	65.6	63.8
2200-2259	69.2	44.0	71.2	79.8	56.3	73.5	68.9	78.1	78.2	31.3	58.6	82.2	58.3	46.7	66.3	65.5
2300-0559	75.6	92.3	95.8	90.2	0.0	97.5	84.7	83.8	94.5	98.3	85.7	94.6	93.8	57.5	76.6	73.6
TOTAL	78.6	72.1	78.5	82.5	71.5	82.0	80.5	80.2	84.0	69.9	70.2	82.2	84.0	67.1	75.7	64.6

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

## AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/BY AIRPORT AND TIME OF DAY  
(REPORTABLE AIRPORTS ONLY)  
MAY 2017

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.3	94.4	97.7	94.1	95.2	93.1	91.2	93.3	96.0	95.4	94.0	95.0	97.1	97.8	93.2
0700-0759	91.6	93.1	93.8	86.9	90.6	89.4	90.3	93.4	92.7	90.1	86.8	87.3	93.0	91.3	90.3
0800-0859	86.1	88.5	91.2	90.4	94.3	90.1	83.9	89.2	88.1	88.5	90.9	85.0	87.5	92.7	88.2
0900-0959	79.6	87.4	88.1	81.0	91.7	86.3	84.1	92.7	87.3	84.3	79.8	76.3	91.4	91.8	85.3
1000-1059	81.9	87.4	82.9	88.1	88.6	86.0	91.1	86.9	87.3	82.9	86.8	74.1	92.7	82.8	83.2
1100-1159	75.4	82.8	81.5	84.0	89.1	83.3	86.5	86.1	80.4	83.9	83.9	61.6	91.0	77.4	81.2
1200-1259	80.3	77.3	85.2	79.8	76.9	87.2	82.3	89.3	82.9	81.8	85.6	68.2	86.7	73.2	80.2
1300-1359	73.9	71.1	76.7	71.3	88.5	81.0	82.0	85.3	87.1	85.4	83.9	62.8	88.6	76.6	78.0
1400-1459	73.5	71.1	79.8	76.3	85.8	82.2	88.8	81.0	75.7	79.4	72.1	65.3	80.6	72.0	75.0
1500-1559	69.0	68.9	79.7	72.3	83.6	83.3	57.4	78.2	75.1	76.9	77.2	62.6	90.8	66.5	74.6
1600-1659	61.5	75.3	77.2	75.0	80.9	80.3	86.7	73.6	83.7	72.7	79.8	63.8	84.6	72.2	73.0
1700-1759	63.9	67.9	73.5	62.4	82.2	75.5	83.9	68.1	71.9	77.2	80.1	68.0	86.3	75.7	70.5
1800-1859	59.9	66.9	62.7	71.9	84.3	73.7	75.1	68.5	74.2	76.2	78.8	63.8	75.0	66.1	68.0
1900-1959	52.8	66.9	69.6	67.4	77.7	76.9	62.2	57.6	61.4	72.2	82.6	69.4	69.4	66.2	67.8
2000-2059	49.0	64.7	64.1	69.4	84.4	71.2	79.3	70.9	78.4	73.2	83.3	64.9	86.1	59.7	69.6
2100-2159	42.7	62.2	68.7	71.7	75.1	76.6	62.5	69.1	73.1	70.1	78.6	66.2	88.0	61.3	68.0
2200-2259	50.0	59.7	69.3	87.1	83.4	75.7	83.1	68.4	83.0	86.0	80.5	77.2	87.2	0.0	73.5
2300-0559	100.0	88.9	95.8	92.1	93.2	89.6	88.5	92.2	90.4	88.9	87.4	82.0	84.7	94.7	83.9
TOTAL	73.1	77.6	79.1	76.7	86.4	82.3	82.4	81.0	82.8	82.5	83.7	72.8	88.3	78.6	78.3

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

## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES  
FOR TWO OR MORE CONSECUTIVE MONTHS K/  
MAY 2017

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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**CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE**

NONE								
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CARRIER	FLIGHT NUMBER	MONTH	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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**CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS**

EXPRESSJET	4130	Mar	BUF-EWR	1835	20	15	75.00	110.92
EXPRESSJET	4240	Apr	BUF-EWR	1845	25	16	64.00	98.36
EXPRESSJET	4364	May	BUF-EWR	1840	12	10	83.33	82.00
EXPRESSJET	5182	Mar	CLE-LGA	1730	26	15	57.69	118.64
EXPRESSJET	5530	Apr	CLE-LGA	1720	24	15	62.50	127.08
EXPRESSJET	5421	May	CLE-LGA	1720	29	15	51.72	114.77
EXPRESSJET	5331	Mar	CLE-LGA	1935	21	13	61.90	102.44
EXPRESSJET	5376	Apr	CLE-LGA	1937	25	14	56.00	211.56
EXPRESSJET	5517	May	CLE-LGA	1940	26	14	53.85	73.43
EXPRESSJET	3950	Mar	GSO-EWR	1924	28	17	60.71	94.45
EXPRESSJET	3950	Apr	GSO-EWR	1940	25	14	56.00	137.85
EXPRESSJET	3950	May	GSO-EWR	1950	23	15	65.22	76.70
EXPRESSJET	5253	Mar	TYS-LGA	1751	20	11	55.00	103.33
EXPRESSJET	5604	Apr	TYS-LGA	1725	20	13	65.00	206.89
EXPRESSJET	5365	May	TYS-LGA	1725	23	14	60.87	186.00

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

\*\*\* Flights late more than 30 minutes only. Excludes cancelled and diverted flights

Chronically Delayed Flights for individual months can be found on link below

[https://www.rita.dot.gov/bts/sites/rita.dot.gov.bts/files/subject\\_areas/airline\\_information/chronically\\_delayed\\_flights/index.html](https://www.rita.dot.gov/bts/sites/rita.dot.gov.bts/files/subject_areas/airline_information/chronically_delayed_flights/index.html)

## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES  
FOR TWO OR MORE CONSECUTIVE MONTHS K/  
MAY 2017

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

JETBLUE	305	Mar	EWR-FLL	1545	31	16	51.61	68.87
JETBLUE	305	Apr	EWR-FLL	1545	30	17	56.67	94.07
JETBLUE	205	May	EWR-FLL	1536	31	19	61.29	89.07
JETBLUE	1816	Mar	JFK-SYR	2259	31	16	51.61	79.00
JETBLUE	1816	Apr	JFK-SYR	2259	30	19	63.33	98.80
JETBLUE	1816	May	JFK-SYR	2315	31	16	51.61	99.25
JETBLUE	690	Mar	MCO-JFK	1910	31	16	51.61	100.93
JETBLUE	690	Apr	MCO-JFK	1910	30	17	56.67	118.50
JETBLUE	284	May	MCO-JFK	1918	31	17	54.84	126.71
SKYWEST	3093	Mar	EWR-ORD	1900	27	18	66.67	77.06
SKYWEST	3093	Apr	EWR-ORD	1900	25	16	64.00	77.93
SKYWEST	3093	May	EWR-ORD	1900	27	17	62.96	77.00
SKYWEST	4908	Mar	LAX-SFO	1100	28	15	53.57	83.20
SKYWEST	4908	Apr	LAX-SFO	1100	24	15	62.50	80.27
SKYWEST	4908	May	LAX-SFO	1100	27	17	62.96	85.06
SKYWEST	4912	Mar	LAX-SFO	1300	27	16	59.26	107.81
SKYWEST	4912	Apr	LAX-SFO	1300	25	16	64.00	112.93
SKYWEST	4912	May	LAX-SFO	1300	26	19	73.08	80.95
SKYWEST	3093	Mar	ORD-EWR	1515	27	18	66.67	88.12
SKYWEST	3093	Apr	ORD-EWR	1515	25	15	60.00	82.38
SKYWEST	3093	May	ORD-EWR	1510	27	18	66.67	86.50

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

\*\*\* Flights late more than 30 minutes only. Excludes cancelled and diverted flights

Chronically Delayed Flights for individual months can be found on link below

[https://www.rita.dot.gov/bts/sites/rita.dot.gov.bts/files/subject\\_areas/airline\\_information/chronically\\_delayed\\_flights/index.html](https://www.rita.dot.gov/bts/sites/rita.dot.gov.bts/files/subject_areas/airline_information/chronically_delayed_flights/index.html)

## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES  
FOR TWO OR MORE CONSECUTIVE MONTHS K/  
MAY 2017

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
<b>CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS</b>								
AMERICAN	85	Apr	BOS-JFK	1735	30	16	53.33	106.56
AMERICAN	85	May	BOS-JFK	1740	31	19	61.29	82.11
AMERICAN	85	Apr	JFK-SFO	1955	18	14	77.78	91.92
AMERICAN	85	May	JFK-SFO	1955	15	9	60.00	80.43
DELTA	2398	Apr	ATL-EWR	1530	25	13	52.00	83.40
DELTA	2398	May	ATL-EWR	1535	26	19	73.08	96.53
DELTA	2255	Apr	ATL-LAX	2025	17	10	58.82	67.78
DELTA	2255	May	ATL-LAX	2026	16	9	56.25	62.00
DELTA	42	Apr	BOS-JFK	1710	26	20	76.92	130.21
DELTA	42	May	BOS-JFK	1705	31	26	83.87	127.76
DELTA	863	Apr	DTW-EWR	1736	24	13	54.17	89.33
DELTA	1259	May	DTW-EWR	1740	25	15	60.00	88.20
DELTA	2142	Apr	EWR-ATL	1929	15	8	53.33	75.14
DELTA	2142	May	EWR-ATL	1945	14	11	78.57	95.73
DELTA	447	Apr	JFK-BOS	1925	23	13	56.52	72.75
DELTA	2812	May	JFK-BOS	1925	26	17	65.38	135.18
DELTA	454	Apr	JFK-LAX	1930	17	12	70.59	88.45
DELTA	454	May	JFK-LAX	1925	16	13	81.25	116.69
DELTA	219	Apr	JFK-MCO	1945	30	17	56.67	92.93
DELTA	2793	May	JFK-MCO	1929	31	17	54.84	184.38

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

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Chronically Delayed Flights for individual months can be found on link below

[https://www.rita.dot.gov/bts/sites/rita.dot.gov/bts/files/subject\\_areas/airline\\_information/chronically\\_delayed\\_flights/index.html](https://www.rita.dot.gov/bts/sites/rita.dot.gov/bts/files/subject_areas/airline_information/chronically_delayed_flights/index.html)



## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES  
FOR TWO OR MORE CONSECUTIVE MONTHS K/  
MAY 2017

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
<b>CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS</b>								
DELTA	2911	Apr	JFK-TPA	1928	30	20	66.67	106.83
DELTA	2610	May	JFK-TPA	1930	31	16	51.61	141.60
DELTA	2273	Apr	MIA-JFK	1930	30	18	60.00	102.38
DELTA	1282	May	MIA-JFK	1920	31	19	61.29	120.67
DELTA	2413	Apr	MSP-EWR	1740	29	15	51.72	79.29
DELTA	1197	May	MSP-EWR	1745	26	18	69.23	68.65
DELTA	1325	Apr	MSY-LAX	1917	17	9	52.94	133.13
DELTA	1325	May	MSY-LAX	1915	16	10	62.50	79.50
EXPRESSJET	4240	Apr	BUF-EWR	1845	25	16	64.00	98.36
EXPRESSJET	4364	May	BUF-EWR	1840	12	10	83.33	82.00
EXPRESSJET	4071	Apr	CHS-EWR	1929	27	16	59.26	85.77
EXPRESSJET	4071	May	CHS-EWR	1950	27	19	70.37	109.00
EXPRESSJET	5530	Apr	CLE-LGA	1720	24	15	62.50	127.08
EXPRESSJET	5421	May	CLE-LGA	1720	29	15	51.72	114.77
EXPRESSJET	5376	Apr	CLE-LGA	1937	25	14	56.00	211.56
EXPRESSJET	5517	May	CLE-LGA	1940	26	14	53.85	73.43
EXPRESSJET	4234	Apr	DCA-EWR	1831	26	17	65.38	138.71
EXPRESSJET	4234	May	DCA-EWR	1830	30	22	73.33	116.58
EXPRESSJET	4299	Apr	EWR-DCA	1800	25	17	68.00	108.44
EXPRESSJET	4299	May	EWR-DCA	1800	25	13	52.00	129.33

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

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## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES  
FOR TWO OR MORE CONSECUTIVE MONTHS K/  
MAY 2017

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
<b>CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS</b>								
EXPRESSJET	3950	Apr	GSO-EWR	1940	25	14	56.00	137.85
EXPRESSJET	3950	May	GSO-EWR	1950	23	15	65.22	76.70
EXPRESSJET	3949	Apr	JAX-EWR	1855	16	11	68.75	100.00
EXPRESSJET	3949	May	JAX-EWR	1845	21	17	80.95	121.93
EXPRESSJET	5300	Apr	RDU-CLE	1900	25	14	56.00	179.15
EXPRESSJET	5104	May	RDU-CLE	1910	26	14	53.85	150.46
EXPRESSJET	5604	Apr	TYS-LGA	1725	20	13	65.00	206.89
EXPRESSJET	5365	May	TYS-LGA	1725	23	14	60.87	186.00
FRONTIER	1630	Apr	LAX-MCO	2220	10	6	60.00	95.00
FRONTIER	1630	May	LAX-MCO	2220	31	16	51.61	80.21
FRONTIER	1737	Apr	MCO-SFO	1851	30	16	53.33	147.00
FRONTIER	1737	May	MCO-SFO	1900	31	18	58.06	95.00
FRONTIER	668	Apr	SFO-DEN	1905	10	6	60.00	129.17
FRONTIER	668	May	SFO-DEN	1840	31	16	51.61	82.00
FRONTIER	1740	Apr	SFO-MCO	2255	30	16	53.33	119.07
FRONTIER	1740	May	SFO-MCO	2249	31	16	51.61	93.06
JETBLUE	317	Apr	BOS-JFK	1930	19	11	57.89	111.00
JETBLUE	317	May	BOS-JFK	1935	27	18	66.67	124.88
JETBLUE	1733	Apr	BTJ-JFK	1449	30	17	56.67	139.00
JETBLUE	33	May	BTJ-JFK	1426	31	18	58.06	170.50
JETBLUE	305	Apr	EWR-FLL	1545	30	17	56.67	94.07

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

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## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES  
FOR TWO OR MORE CONSECUTIVE MONTHS K/  
MAY 2017

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
<b>CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS</b>								
JETBLUE	205	May	EWR-FLL	1536	31	19	61.29	89.07
JETBLUE	170	Apr	FLL-BOS	1636	30	16	53.33	107.19
JETBLUE	170	May	FLL-BOS	1649	22	14	63.64	89.85
JETBLUE	1808	Apr	IAD-JFK	2036	25	16	64.00	116.21
JETBLUE	1808	May	IAD-JFK	2016	27	17	62.96	110.00
JETBLUE	1473	Apr	JFK-CHS	2130	22	12	54.55	117.83
JETBLUE	1473	May	JFK-CHS	2142	22	13	59.09	122.50
JETBLUE	1407	Apr	JFK-IAD	1830	25	14	56.00	131.33
JETBLUE	1307	May	JFK-IAD	1800	27	16	59.26	152.79
JETBLUE	1816	Apr	JFK-SYR	2259	30	19	63.33	98.80
JETBLUE	1816	May	JFK-SYR	2315	31	16	51.61	99.25
JETBLUE	1936	Apr	LGB-SFO	840	30	17	56.67	75.13
JETBLUE	1936	May	LGB-SFO	839	31	16	51.61	88.03
JETBLUE	690	Apr	MCO-JFK	1910	30	17	56.67	118.50
JETBLUE	284	May	MCO-JFK	1918	31	17	54.84	126.71
SKYWEST	3093	Apr	EWR-ORD	1900	25	16	64.00	77.93
SKYWEST	3093	May	EWR-ORD	1900	27	17	62.96	77.00
SKYWEST	4912	Apr	LAX-SFO	1300	25	16	64.00	112.93
SKYWEST	4912	May	LAX-SFO	1300	26	19	73.08	80.95
SKYWEST	4908	Apr	LAX-SFO	1100	24	15	62.50	80.27
SKYWEST	4908	May	LAX-SFO	1100	27	17	62.96	85.06

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\*\* includes cancelled and diverted flights

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## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES  
FOR TWO OR MORE CONSECUTIVE MONTHS K/  
MAY 2017

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
<b>CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS</b>								
SKYWEST	3093	Apr	ORD-EWR	1515	25	15	60.00	82.38
SKYWEST	3093	May	ORD-EWR	1510	27	18	66.67	86.50
SOUTHWEST	3008	Apr	EWR-DEN	1830	20	11	55.00	63.30
SOUTHWEST	3008	May	EWR-DEN	1830	23	14	60.87	120.58
SOUTHWEST	3343	Apr	LAX-SFO	1055	25	14	56.00	79.50
SOUTHWEST	3343	May	LAX-SFO	1055	27	18	66.67	65.18
SOUTHWEST	3596	Apr	LAX-SFO	1335	26	15	57.69	99.86
SOUTHWEST	1173	May	LAX-SFO	1345	31	20	64.52	76.80
SOUTHWEST	1044	Apr	LAX-SFO	2035	25	16	64.00	135.27
SOUTHWEST	4421	May	LAX-SFO	2015	27	14	51.85	97.93
SOUTHWEST	1385	Apr	LAX-SFO	1230	29	17	58.62	116.23
SOUTHWEST	1462	May	LAX-SFO	1235	27	19	70.37	81.57
SOUTHWEST	1375	Apr	LAX-SFO	1525	26	17	65.38	92.36
SOUTHWEST	1452	May	LAX-SFO	1525	31	17	54.84	105.36
SOUTHWEST	1387	Apr	LAX-SFO	1700	25	14	56.00	88.00
SOUTHWEST	1464	May	LAX-SFO	1705	27	19	70.37	83.24
SOUTHWEST	4962	Apr	SFO-LAX	1030	29	15	51.72	83.18
SOUTHWEST	4071	May	SFO-LAX	1030	23	17	73.91	56.92
UNITED	2047	Apr	BOS-EWR	1913	25	13	52.00	94.08
UNITED	2047	May	BOS-EWR	1920	23	16	69.57	118.21

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

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## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES  
FOR TWO OR MORE CONSECUTIVE MONTHS K/  
MAY 2017

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
<b>CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS</b>								
UNITED	306	Apr	CHS-EWR	1538	22	13	59.09	115.00
UNITED	306	May	CHS-EWR	1553	30	22	73.33	107.57
UNITED	1857	Apr	CLE-EWR	1717	25	14	56.00	89.57
UNITED	1857	May	CLE-EWR	1729	30	19	63.33	83.05
UNITED	1927	Apr	DFW-EWR	1415	16	10	62.50	105.80
UNITED	1927	May	DFW-EWR	1430	27	20	74.07	99.30
UNITED	711	Apr	MSY-EWR	1420	26	18	69.23	76.89
UNITED	711	May	MSY-EWR	1425	27	19	70.37	89.06
VIRGIN AMERICA	29	Apr	JFK-SFO	1855	25	19	76.00	108.05
VIRGIN AMERICA	29	May	JFK-SFO	1855	28	16	57.14	150.67
VIRGIN AMERICA	927	Apr	LAX-SFO	1000	26	15	57.69	69.93
VIRGIN AMERICA	927	May	LAX-SFO	1000	31	18	58.06	66.86
VIRGIN AMERICA	945	Apr	LAX-SFO	1955	25	13	52.00	126.38
VIRGIN AMERICA	945	May	LAX-SFO	1955	27	19	70.37	85.68
VIRGIN AMERICA	947	Apr	LAX-SFO	2125	25	15	60.00	104.72
VIRGIN AMERICA	947	May	LAX-SFO	2112	27	21	77.78	77.24
VIRGIN AMERICA	899	Apr	LAX-SFO	1115	30	18	60.00	79.47
VIRGIN AMERICA	899	May	LAX-SFO	1115	31	26	83.87	59.86

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## AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 70% OR MORE OF THE TIME

MAY 2017

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS (minimum 15 operations per flight number)	REGULARLY SCHEDULED FLIGHTS LATE 70% OR MORE OF THE TIME D/	
		NUMBERS	PERCENTAGE
VIRGIN AMERICA	201	22	10.9
SPIRIT	427	16	3.7
EXPRESSJET	1059	35	3.3
JETBLUE	842	27	3.2
SOUTHWEST	3826	86	2.2
SKYWEST	1976	27	1.3
FRONTIER	276	3	1.0
DELTA	2759	22	0.7
UNITED	1690	13	0.7
ALASKA	540	2	0.3
AMERICAN	2560	7	0.2
HAWAIIAN	218	0	0.0
TOTAL	16374	260	1.6

For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

MAY 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	93.5	88.7	62	62
Adak Island, AK (ADK)	50.0	37.5	8	8
Aguadilla, PR (BQN)	60.4	56.0	169	168
Akron, OH (CAK)	75.9	82.9	597	597
Albany, GA (ABY)	88.2	88.2	85	85
Albany, NY (ALB)	81.7	86.3	745	746
Albuquerque, NM (ABQ)	78.7	80.0	1651	1650
Alexandria, LA (AEX)	80.8	81.8	224	225
Allentown/Bethlehem/Easton, PA (ABE)	86.3	88.1	160	160
Alpena, MI (APN)	96.2	92.5	53	53
Amarillo, TX (AMA)	79.9	86.6	268	268
Anchorage, AK (ANC)	87.7	94.1	1437	1431
Appleton, WI (ATW)	85.2	93.1	203	202
Arcata/Eureka, CA (ACV)	69.1	77.3	97	97
Asheville, NC (AVL)	81.3	81.9	326	326
Aspen, CO (ASE)	78.9	82.3	142	141
Atlanta, GA (ATL)	83.1	78.6	32151	32157
Atlantic City, NJ (ACY)	81.6	83.9	310	310
Augusta, GA (AGS)	79.7	81.8	231	231
Austin, TX (AUS)	79.9	80.9	4565	4565
Bakersfield, CA (BFL)	86.4	88.7	177	177
Baltimore, MD (BWI)	81.4	78.4	8823	8821
Bangor, ME (BGR)	57.4	44.4	54	54
Barrow, AK (BRW)	93.6	93.6	78	78
Baton Rouge, LA (BTR)	73.4	77.7	609	611
Bellingham, WA (BLI)	83.9	90.3	62	62
Bemidji, MN (BJI)	85.5	85.5	62	62
Bend/Redmond, OR (RDM)	80.2	74.0	273	273
Bethel, AK (BET)	94.1	97.6	85	85
Billings, MT (BIL)	89.8	94.7	265	265
Binghamton, NY (BGM)	100.0	100.0	1	1
Birmingham, AL (BHM)	78.6	84.7	987	987

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bismarck/Mandan, ND (BIS)	83.9	90.4	230	230
Bloomington/Normal, IL (BMI)	81.7	89.1	229	229
Boise, ID (BOI)	85.4	87.6	1236	1237
Boston, MA (BOS)	67.4	72.1	11053	11051
Bozeman, MT (BZN)	91.9	93.9	296	296
Brainerd, MN (BRD)	88.9	90.7	54	54
Bristol/Johnson City/Kingsport, TN (TRI)	75.0	77.5	88	89
Brownsville, TX (BRO)	91.2	90.3	113	113
Brunswick, GA (BQK)	84.7	88.2	85	85
Buffalo, NY (BUF)	78.5	80.9	1556	1557
Bullhead City, AZ (IFP)	83.9	90.3	31	31
Burbank, CA (BUR)	81.3	81.0	2150	2150
Burlington, VT (BTV)	74.7	66.7	253	255
Butte, MT (BTM)	84.7	89.7	59	58
Casper, WY (CPR)	90.3	95.2	62	62
Cedar City, UT (CDC)	90.7	94.4	54	54
Cedar Rapids/Iowa City, IA (CID)	80.1	86.3	437	439
Charleston, SC (CHS)	79.9	78.9	1273	1274
Charleston/Dunbar, WV (CRW)	70.8	75.4	236	236
Charlotte Amalie, VI (STT)	79.7	83.1	384	384
Charlotte, NC (CLT)	83.4	82.5	9948	9945
Charlottesville, VA (CHO)	78.3	80.3	230	229
Chattanooga, TN (CHA)	72.9	80.7	325	326
Chicago, IL (MDW)	83.7	79.1	7443	7443
Chicago, IL (ORD)	83.1	82.3	23351	23366
Christiansted, VI (STX)	80.2	83.2	101	101
Cincinnati, OH (CVG)	79.8	82.0	1558	1557
Cleveland, OH (CLE)	78.3	80.9	3066	3063
Cody, WY (COD)	92.3	93.8	65	65
College Station/Bryan, TX (CLL)	78.7	78.7	174	174
Colorado Springs, CO (COS)	78.0	81.8	692	693
Columbia, MO (COU)	71.0	96.8	31	31

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

MAY 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Columbia, SC (CAE)	77.5	85.4	342	342
Columbus, GA (CSG)	82.1	82.1	112	112
Columbus, MS (GTR)	85.5	91.9	62	62
Columbus, OH (CMH)	80.3	82.5	2049	2049
Cordova, AK (CDV)	91.9	93.5	62	62
Corpus Christi, TX (CRP)	80.9	87.4	320	317
Dallas, TX (DAL)	77.2	71.5	5871	5871
Dallas/Fort Worth, TX (DFW)	82.8	80.2	15466	15470
Dayton, OH (DAY)	79.6	84.7	481	483
Daytona Beach, FL (DAB)	76.5	70.9	179	179
Deadhorse, AK (SCC)	96.7	98.4	61	61
Denver, CO (DEN)	82.4	80.4	19118	19122
Des Moines, IA (DSM)	78.8	86.8	703	704
Detroit, MI (DTW)	85.1	84.0	11181	11178
Devils Lake, ND (DVL)	84.9	94.3	53	53
Dothan, AL (DHN)	88.2	89.2	93	93
Duluth, MN (DLH)	90.5	91.6	179	178
Durango, CO (DRO)	89.5	93.0	114	115
Eau Claire, WI (EAU)	82.8	94.8	58	58
El Paso, TX (ELP)	77.8	78.3	931	932
Elko, NV (EKO)	100.0	98.2	57	57
Elmira/Corning, NY (ELM)	75.2	80.5	113	113
Erie, PA (ERI)	87.6	95.5	177	176
Escanaba, MI (ESC)	90.7	88.9	54	54
Eugene, OR (EUG)	87.5	85.9	361	361
Evansville, IN (EVV)	81.3	89.3	251	252
Fairbanks, AK (FAI)	85.7	95.3	259	258
Fargo, ND (FAR)	88.9	92.5	280	280
Fayetteville, AR (XNA)	79.5	84.1	478	478
Fayetteville, NC (FAY)	81.4	84.8	145	145
Flagstaff, AZ (FLG)	91.9	96.0	124	124
Flint, MI (FNT)	82.5	88.3	342	343

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Fort Lauderdale, FL (FLL)	74.8	70.2	7244	7248
Fort Myers, FL (RSW)	81.8	80.5	2148	2153
Fort Smith, AR (FSM)	74.1	81.0	58	58
Fort Wayne, IN (FWA)	80.1	88.4	467	467
Fresno, CA (FAT)	82.5	85.4	733	734
Gainesville, FL (GNV)	83.9	87.6	112	113
Gillette, WY (GCC)	89.9	94.4	89	89
Grand Forks, ND (GFK)	91.7	92.4	144	144
Grand Junction, CO (GJT)	94.6	95.8	261	260
Grand Rapids, MI (GRR)	79.8	90.1	897	895
Great Falls, MT (GTF)	98.3	98.3	119	119
Green Bay, WI (GRB)	84.3	90.7	451	451
Greensboro/High Point, NC (GSO)	73.3	75.4	446	443
Greer, SC (GSP)	75.5	80.3	687	685
Guam, TT (GUM)	96.8	67.7	31	31
Gulfport/Biloxi, MS (GPT)	83.7	85.6	208	208
Hancock/Houghton, MI (CMX)	90.3	88.7	62	62
Harlingen/San Benito, TX (HRL)	76.0	82.1	246	246
Harrisburg, PA (MDT)	90.7	94.3	246	247
Hartford, CT (BDL)	81.3	87.4	1931	1931
Hattiesburg/Laurel, MS (PIB)	63.0	70.4	54	54
Hayden, CO (HDN)	100.0	100.0	8	9
Hays, KS (HYS)	85.2	88.9	54	54
Helena, MT (HLN)	88.5	95.9	148	148
Hibbing, MN (HIB)	88.9	94.4	54	54
Hilo, HI (ITO)	94.1	93.2	560	529
Hobbs, NM (HOB)	82.1	91.1	56	56
Honolulu, HI (HNL)	89.6	92.2	4130	4130
Houston, TX (HOU)	78.1	75.6	4589	4589
Houston, TX (IAH)	85.7	84.0	11501	11505
Huntsville, AL (HSV)	84.3	90.4	344	344
Idaho Falls, ID (IDA)	92.7	94.6	205	205



## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

MAY 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Indianapolis, IN (IND)	78.4	82.0	2360	2359
International Falls, MN (INL)	94.2	94.2	52	52
Iron Mountain/Kingsfd, MI (IMT)	93.1	91.4	58	58
Islip, NY (ISP)	85.6	86.5	445	445
Ithaca/Cortland, NY (ITH)	87.6	86.5	89	89
Jackson, WY (JAC)	85.2	93.2	149	148
Jackson/Vicksburg, MS (JAN)	85.0	87.2	408	406
Jacksonville, FL (JAX)	76.8	79.9	1614	1613
Jacksonville/Camp Lejeune, NC (OAJ)	84.6	88.0	117	117
Jamestown, ND (JMS)	88.1	88.1	84	84
Juneau, AK (JNU)	90.7	91.2	366	365
Kahului, HI (OGG)	88.9	90.6	2030	2030
Kalamazoo, MI (AZO)	85.6	88.4	250	250
Kalispell, MT (FCA)	91.4	97.4	151	151
Kansas City, MO (MCI)	79.1	82.6	3965	3963
Ketchikan, AK (KTN)	83.4	89.4	199	199
Key West, FL (EYW)	83.5	82.3	158	158
Killeen, TX (GRK)	76.7	81.6	103	103
Knoxville, TN (TYS)	75.8	81.5	479	480
Kodiak, AK (ADQ)	96.6	96.6	58	58
Kona, HI (KOA)	92.1	91.5	1068	1099
Kotzebue, AK (OTZ)	88.7	91.9	62	62
La Crosse, WI (LSE)	83.0	87.5	176	176
Lafayette, LA (LFT)	83.2	82.8	274	273
Lake Charles, LA (LCH)	81.6	87.2	141	141
Lansing, MI (LAN)	87.4	88.7	230	231
Laramie, WY (LAR)	96.3	94.4	54	54
Laredo, TX (LRD)	82.8	86.7	203	203
Las Vegas, NV (LAS)	78.7	75.7	13118	13121
Latrobe, PA (LBE)	72.6	79.8	84	84
Lawton/Fort Sill, OK (LAW)	75.0	70.6	16	17
Lewiston, ID (LWS)	93.3	95.0	60	60

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Lexington, KY (LEX)	81.3	84.7	464	463
Lihue, HI (LIH)	92.1	93.5	1014	1015
Lincoln, NE (LNK)	90.0	91.3	240	240
Little Rock, AR (LIT)	80.9	86.0	674	673
Long Beach, CA (LGB)	80.9	81.8	1407	1405
Los Angeles, CA (LAX)	59.6	64.6	18166	18169
Louisville, KY (SDF)	80.5	83.1	1002	1003
Lubbock, TX (LBB)	76.8	82.8	371	372
Madison, WI (MSN)	87.0	86.9	829	829
Manchester, NH (MHT)	76.9	90.8	545	545
Manhattan/Ft. Riley, KS (MHK)	71.5	82.2	130	129
Marquette, MI (MQT)	94.3	88.6	88	88
Martha's Vineyard, MA (MVY)	75.0	12.5	8	8
Medford, OR (MFR)	80.1	80.6	211	211
Melbourne, FL (MLB)	84.0	81.3	144	144
Memphis, TN (MEM)	80.1	84.6	1288	1288
Meridian, MS (MEI)	72.9	81.2	85	85
Miami, FL (MIA)	78.9	76.7	5786	5787
Midland/Odessa, TX (MAF)	80.7	86.0	441	443
Milwaukee, WI (MKE)	79.8	85.0	2599	2599
Minneapolis, MN (MSP)	86.4	86.4	11622	11619
Minot, ND (MOT)	88.3	92.8	196	195
Mission/McAllen/Edinburg, TX (MFE)	82.6	89.9	207	207
Missoula, MT (MSO)	89.4	92.6	189	190
Mobile, AL (MOB)	77.4	85.6	292	292
Moline, IL (MLI)	78.4	89.5	315	315
Monroe, LA (MLU)	82.2	85.8	169	169
Monterey, CA (MRY)	59.7	63.1	236	236
Montgomery, AL (MGM)	72.2	76.1	180	180
Mosinee, WI (CWA)	84.0	90.7	162	162
Muskegon, MI (MKG)	93.1	91.4	58	58
Myrtle Beach, SC (MYR)	80.6	76.6	676	676

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT**  
**MAY 2017**

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Nantucket, MA (ACK)	67.6	27.0	37	37
Nashville, TN (BNA)	80.1	78.9	4491	4490
New Bern/Morehead/Beaufort, NC (EWN)	87.7	84.2	57	57
New Orleans, LA (MSY)	76.5	76.3	4223	4220
New York, NY (JFK)	61.0	67.1	8151	8148
New York, NY (LGA)	68.0	73.1	7929	7931
Newark, NJ (EWR)	61.2	69.9	10024	10010
Newburgh/Poughkeepsie, NY (SWF)	75.8	77.5	120	120
Newport News/Williamsburg, VA (PHF)	81.3	84.6	91	91
Niagara Falls, NY (IAG)	79.5	75.6	44	45
Nome, AK (OME)	88.7	95.2	62	62
Norfolk, VA (ORF)	80.9	82.6	981	984
North Bend/Coos Bay, OR (OTH)	41.2	52.9	17	17
Oakland, CA (OAK)	78.8	75.9	4347	4349
Oklahoma City, OK (OKC)	80.8	84.7	1213	1213
Omaha, NE (OMA)	79.4	85.7	1816	1813
Ontario, CA (ONT)	80.1	79.1	1777	1777
Orlando, FL (MCO)	79.9	77.6	11002	11009
Paducah, KY (PAH)	86.2	93.1	58	58
Pago Pago, TT (PPG)	88.9	100.0	9	9
Palm Springs, CA (PSP)	81.7	86.8	720	720
Panama City, FL (ECP)	79.0	82.6	438	438
Pasco/Kennewick/Richland, WA (PSC)	83.1	91.6	296	296
Pellston, MI (PLN)	89.2	90.4	83	83
Pensacola, FL (PNS)	80.8	85.0	433	434
Peoria, IL (PIA)	78.3	87.3	198	197
Petersburg, AK (PSG)	83.9	87.1	62	62
Philadelphia, PA (PHL)	78.9	81.0	6358	6352
Phoenix, AZ (PHX)	83.3	82.8	13485	13480
Pittsburgh, PA (PIT)	80.4	86.0	2429	2428
Plattsburgh, NY (PBG)	77.5	74.4	40	39
Pocatello, ID (PIH)	94.0	94.0	84	84

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Ponce, PR (PSE)	64.5	70.5	62	61
Portland, ME (PWM)	70.3	75.4	558	558
Portland, OR (PDX)	80.1	82.4	5210	5211
Providence, RI (PVD)	77.5	85.5	1149	1147
Raleigh/Durham, NC (RDU)	80.0	82.4	3013	3014
Rapid City, SD (RAP)	91.8	92.8	195	195
Redding, CA (RDD)	78.3	76.1	92	92
Reno, NV (RNO)	79.7	79.6	1302	1302
Rhineland, WI (RHI)	82.3	80.6	62	62
Richmond, VA (RIC)	71.0	75.8	1280	1279
Roanoke, VA (ROA)	85.0	83.9	200	199
Rochester, MN (RST)	79.2	83.8	216	216
Rochester, NY (ROC)	80.2	82.0	640	639
Rock Springs, WY (RKS)	89.7	91.4	58	58
Roswell, NM (ROW)	89.5	89.7	38	39
Sacramento, CA (SMF)	78.4	78.1	3748	3747
Saginaw/Bay City/Midland, MI (MBS)	92.9	94.1	170	170
Salt Lake City, UT (SLC)	88.0	88.3	9406	9404
San Angelo, TX (SJT)	77.8	72.5	81	80
San Antonio, TX (SAT)	79.3	81.4	2799	2798
San Diego, CA (SAN)	81.2	82.5	7097	7095
San Francisco, CA (SFO)	66.5	72.8	14374	14367
San Jose, CA (SJC)	80.6	80.0	4183	4182
San Juan, PR (SJU)	78.3	81.3	2106	2108
San Luis Obispo, CA (SBP)	69.4	68.6	360	360
Santa Ana, CA (SNA)	83.1	84.2	3576	3576
Santa Barbara, CA (SBA)	70.5	71.8	451	451
Santa Fe, NM (SAF)	79.4	81.4	102	102
Santa Rosa, CA (STS)	74.2	71.0	31	31
Sarasota/Bradenton, FL (SRQ)	83.6	79.3	275	275
Sault Ste. Marie, MI (CIU)	91.4	93.1	58	58
Savannah, GA (SAV)	78.5	76.2	702	702

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

MAY 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Scranton/Wilkes-Barre, PA (AVP)	81.3	85.0	107	107
Seattle, WA (SEA)	80.6	83.7	11521	11525
Shreveport, LA (SHV)	81.9	84.9	403	403
Sioux City, IA (SUX)	74.1	70.4	27	27
Sioux Falls, SD (FSD)	84.8	85.6	395	395
Sitka, AK (SIT)	89.7	85.8	107	106
South Bend, IN (SBN)	82.4	86.7	459	459
Spokane, WA (GEG)	85.5	88.5	825	825
Springfield, IL (SPI)	87.6	92.1	89	89
Springfield, MO (SGF)	85.6	89.6	181	182
St. Augustine, FL (UST)	55.6	50.0	18	18
St. George, UT (SGU)	92.1	96.3	242	242
St. Louis, MO (STL)	81.0	78.1	4839	4841
State College, PA (SCE)	86.7	91.3	150	150
Sun Valley/Hailey/Ketchum, ID (SUN)	95.2	96.8	62	62
Syracuse, NY (SYR)	74.9	80.2	566	566
Tallahassee, FL (TLH)	81.6	85.5	179	179
Tampa, FL (TPA)	79.1	78.6	5897	5898
Toledo, OH (TOL)	74.1	66.7	27	27
Traverse City, MI (TVC)	81.0	88.7	232	231
Trenton, NJ (TTN)	84.9	92.5	186	186
Tucson, AZ (TUS)	79.0	79.8	1318	1320
Tulsa, OK (TUL)	80.3	85.6	1241	1239
Twin Falls, ID (TWF)	88.4	94.2	86	86
Tyler, TX (TYR)	74.2	80.6	31	31
Valdosta, GA (VLD)	81.2	80.0	85	85
Valparaiso, FL (VPS)	81.7	83.2	327	327
Washington, DC (DCA)	79.5	82.0	6552	6551
Washington, DC (IAD)	83.5	82.2	3229	3232
Waterloo, IA (ALO)	75.9	81.0	58	58

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
West Palm Beach/Palm Beach, FL (PBI)	75.3	73.3	1873	1877
West Yellowstone, MT (WYS)	85.7	85.7	7	7
White Plains, NY (HPN)	73.0	75.2	600	600
Wichita, KS (ICT)	81.8	84.2	769	770
Williston, ND (ISN)	93.6	93.6	94	94
Wilmington, NC (ILM)	85.6	88.0	125	125
Worcester, MA (ORH)	61.3	58.1	62	62
Wrangell, AK (WRG)	82.3	85.5	62	62
Yakutat, AK (YAK)	95.2	91.9	62	62
Yuma, AZ (YUM)	93.5	95.2	124	124

## AIR TRAVEL CONSUMER REPORT

TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY CARRIER

MAY 2017

CARRIER	AT 30 REPORTABLE AIRPORTS B/				AT ALL US AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
SPIRIT	21	11078	725	6.5	38	13405	840	6.3
JETBLUE	25	17843	469	2.6	67	25519	676	2.6
EXPRESSJET	14	15860	379	2.4	148	30851	726	2.4
VIRGIN AMERICA	18	5691	106	1.9	22	5894	107	1.8
SKYWEST	22	33433	220	0.7	203	58567	400	0.7
AMERICAN	28	63216	387	0.6	93	77328	498	0.6
ALASKA	25	10710	58	0.5	66	16108	82	0.5
FRONTIER	24	6297	30	0.5	53	8632	42	0.5
SOUTHWEST	25	65146	356	0.5	87	113239	531	0.5
HAWAIIAN	8	461	0	0.0	17	6790	12	0.2
UNITED	27	41399	56	0.1	93	49408	69	0.1
DELTA	30	60952	51	0.1	147	80742	56	0.1
<b>TOTAL</b>		<b>332086</b>	<b>2837</b>	<b>0.9</b>		<b>486483</b>	<b>4039</b>	<b>0.8</b>

For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

## AIR TRAVEL CONSUMER REPORT

**TABLE 8A. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS CANCELLED 5% OR MORE OF THE TIME**  
**MAY 2017**

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELLED 5% OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
SPIRIT	482	242	50.2
JETBLUE	1077	178	16.5
EXPRESSJET	1896	215	11.3
VIRGIN AMERICA	222	23	10.3
FRONTIER	404	15	3.7
SKYWEST	3049	95	3.1
ALASKA	610	17	2.7
AMERICAN	3690	82	2.2
SOUTHWEST	12342	164	1.3
HAWAIIAN	311	2	0.6
UNITED	2401	9	0.3
DELTA	3473	6	0.1
<b>TOTAL</b>	<b>29957</b>	<b>1048</b>	<b>3.5</b>

For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

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 9. CAUSES OF DELAY\*, BY CARRIER**

**MAY 2017**

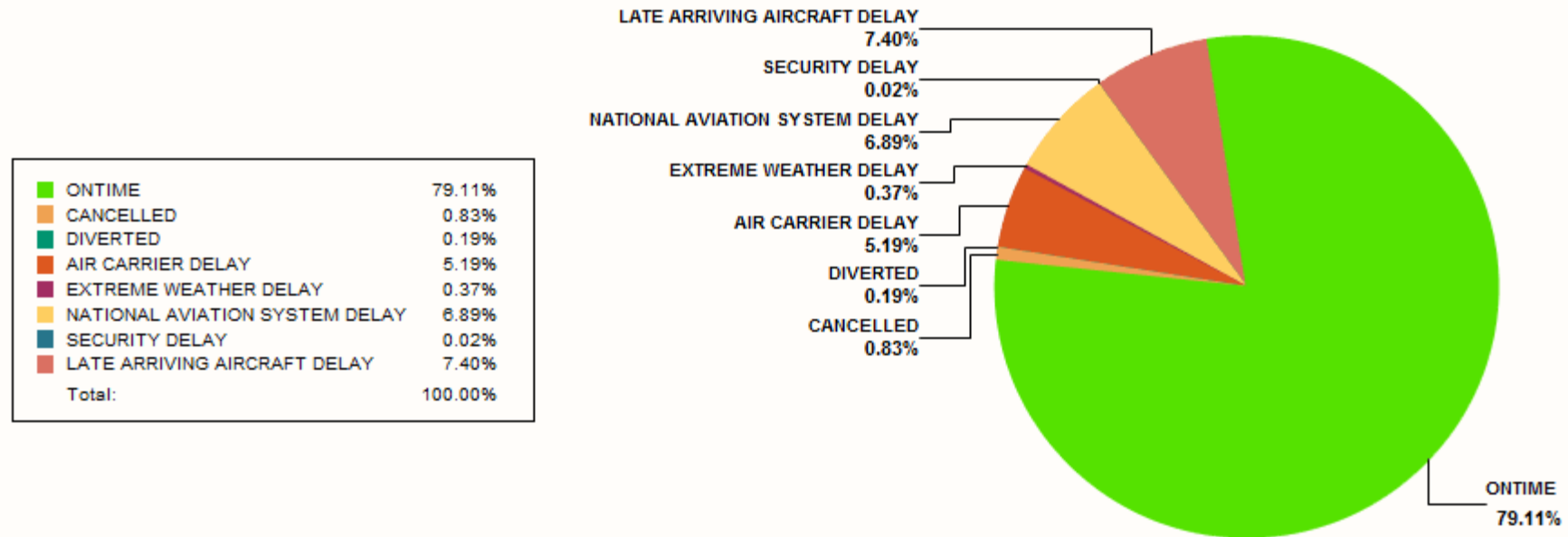
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA	16108	13305	82.60%	82	0.51%	36	0.22%	547	3.40%	48	0.30%	1427	8.86%	14	0.09%	649	4.03%
AMERICAN	77328	61970	80.14%	498	0.64%	161	0.21%	3992	5.16%	238	0.31%	5929	7.67%	29	0.04%	4511	5.83%
DELTA	80742	66817	82.75%	56	0.07%	175	0.22%	4106	5.09%	331	0.41%	5192	6.43%	7	0.01%	4059	5.03%
EXPRESSJET	30851	23688	76.78%	726	2.35%	100	0.32%	1872	6.07%	43	0.14%	2061	6.68%	0	0.00%	2361	7.65%
FRONTIER	8632	6616	76.65%	42	0.49%	6	0.07%	399	4.62%	24	0.28%	874	10.13%	0	0.00%	672	7.78%
HAWAIIAN	6790	6089	89.68%	12	0.18%	3	0.04%	421	6.20%	5	0.07%	39	0.57%	1	0.01%	220	3.24%
JETBLUE	25519	17160	67.24%	676	2.65%	50	0.20%	2258	8.85%	59	0.23%	2446	9.59%	12	0.05%	2858	11.20%
SKYWEST	58567	48243	82.37%	400	0.68%	111	0.19%	2199	3.75%	250	0.43%	3175	5.42%	4	0.01%	4186	7.15%
SOUTHWEST	113239	87583	77.34%	531	0.47%	172	0.15%	6482	5.72%	580	0.51%	5548	4.90%	22	0.02%	12321	10.88%
SPIRIT	13405	9246	68.97%	840	6.27%	12	0.09%	695	5.18%	48	0.36%	1724	12.86%	14	0.10%	826	6.16%
UNITED	49408	40642	82.26%	69	0.14%	110	0.22%	1883	3.81%	164	0.33%	4065	8.23%	0	0.00%	2475	5.01%
VIRGIN AMERICA	5894	3462	58.74%	107	1.82%	8	0.14%	371	6.29%	34	0.58%	1034	17.54%	6	0.10%	872	14.79%
<b>TOTAL</b>	<b>486483</b>	<b>384821</b>	<b>79.11%</b>	<b>4039</b>	<b>0.83%</b>	<b>944</b>	<b>0.19%</b>	<b>25225</b>	<b>5.19%</b>	<b>1824</b>	<b>0.37%</b>	<b>33514</b>	<b>6.89%</b>	<b>109</b>	<b>0.02%</b>	<b>36010</b>	<b>7.40%</b>

**\* 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 10. OVERALL CAUSES OF DELAY\*

MAY 2017



**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.

Note: For additional airline-specific information, visit [https://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](https://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp)

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 11. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY CARRIER**  
**MAY 2017**

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
AMERICAN	735	PHL	LAS	5/25/2017	Origin Airport	318
REPUBLIC	4530	PHL	MEM	5/25/2017	Origin Airport	292
AMERICAN	1697	RSW	PHL	5/25/2017	Destination Airport	270
REPUBLIC	4576	PHL	CMH	5/25/2017	Origin Airport	250
SOUTHWEST	1384	PHL	BNA	5/25/2017	Origin Airport	246
REPUBLIC	4495	PHL	IND	5/25/2017	Origin Airport	240
AMERICAN	1680	PHL	PBI	5/25/2017	Origin Airport	235
AMERICAN	1891	PHL	MSY	5/25/2017	Origin Airport	235
DELTA	1126	PHL	ATL	5/25/2017	Origin Airport	232
AMERICAN	717	PHL	LAX	5/25/2017	Origin Airport	227
UNITED	1765	PHL	IAH	5/25/2017	Origin Airport	226
UNITED	740	DEN	MSY	5/3/2017	Diversion Airport (IAH)	223
AMERICAN	889	PHL	DFW	5/25/2017	Origin Airport	221
AMERICAN	1734	PVD	PHL	5/25/2017	Destination Airport	218
JETBLUE	975	PHL	FLL	5/25/2017	Origin Airport	212
SOUTHWEST	3929	PHL	PHX	5/25/2017	Origin Airport	211
REPUBLIC	4475	CMH	PHL	5/25/2017	Destination Airport	211
PIEDMONT	4894	PHL	MDT	5/25/2017	Origin Airport	201
AMERICAN	2702	PHL	SAN	5/25/2017	Origin Airport	199
SPIRIT	267	PHL	LAX	5/25/2017	Origin Airport	196
REPUBLIC	4690	LGA	MEM	5/25/2017	Origin Airport	194
REPUBLIC	4675	STL	PHL	5/25/2017	Destination Airport	189
REPUBLIC	4519	JAX	PHL	5/25/2017	Destination Airport	188
ALASKA	461	IAH	SEA	5/3/2017	Origin Airport	187
AMERICAN	2024	PHL	JAX	5/25/2017	Origin Airport	187
AMERICAN	855	SFO	PHL	5/25/2017	Destination Airport	183

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 11A. LIST OF INTERNATIONAL FLIGHTS WITH TARMAC DELAYS OVER 4 HOURS BY CARRIER

MAY 2017

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
NONE						

**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 12. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED DOMESTIC FLIGHTS EXPERIENCING TARMAC DELAYS OVER 2 HOURS

BY CARRIER

MAY 2017

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
AMERICAN	77328	71	0.09
UNITED	49408	44	0.09
SPIRIT	13405	11	0.08
JETBLUE	25519	18	0.07
EXPRESSJET	30851	21	0.07
VIRGIN AMERICA	5894	4	0.07
DELTA	80742	37	0.05
ALASKA	16108	7	0.04
FRONTIER	8632	3	0.03
SKYWEST	58567	13	0.02
SOUTHWEST	113239	21	0.02
HAWAIIAN	6790	0	0.00
<b>TOTAL</b>	<b>486483</b>	<b>250</b>	<b>0.05</b>

Note: Tarmac delays of 2 hours or more on any scheduled domestic flight based on reports from carriers reporting Part 234 monthly on-time data.  
For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

**FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS) AND 8 (CANCELLATIONS)**

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 30 airports for which data must be reported. Data include all reported domestic flight operations to the 30 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 30 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- K** Flights listed arrived at the scheduled destination gate more than 30 minutes after the published arrival time more than 50 percent of the time in each month. Some flights on the list are a combination of flights operated by the same carrier between the same origin and destination with a change in scheduled departure time of 30 minutes or less.

## **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 operations 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.

### **Airports Covered by the Rule (14 CFR PART 234\*)**

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
Dallas: Love Field	DAL
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
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
AA	American Airlines
DL	Delta Air Lines
EV	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
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 #26, issued November 1, 2016, effective January 1, 2017.

## **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, plus any other airline that voluntarily submits the data. See 14 CFR Part 234.



**AIR TRAVEL CONSUMER REPORT**  
**MISHANDLED BAGGAGE REPORTS FILED BY PASSENGERS**  
**U.S. AIRLINES\***

		MAY 2017			MAY 2016		
RANK	AIRLINE	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	VIRGIN AMERICA	1,071	683,462	1.57	707	674,162	1.05
2	ALASKA AIRLINES	3,521	2,193,846	1.60	2,731	2,026,052	1.35
3	SPIRIT AIRLINES	3,110	1,888,028	1.65	3,637	1,761,542	2.06
4	JETBLUE AIRWAYS	4,814	2,905,641	1.66	4,448	2,796,107	1.59
5	DELTA AIR LINES	18,576	11,122,894	1.67	17,044	10,948,278	1.56
6	UNITED AIRLINES	15,259	7,214,180	2.12	14,990	6,553,922	2.29
7	AMERICAN AIRLINES	27,199	10,637,844	2.56	33,069	10,724,949	3.08
8	FRONTIER AIRLINES	3,499	1,361,806	2.57	3,447	1,255,580	2.75
9	SKYWEST AIRLINES	7,698	2,952,995	2.61	6,927	2,586,560	2.68
10	SOUTHWEST AIRLINES	39,413	13,567,828	2.90	36,539	13,186,881	2.77
11	HAWAIIAN AIRLINES	2,655	883,544	3.00	2,333	858,693	2.72
12	EXPRESSJET AIRLINES	4,693	1,361,065	3.45	6,703	1,854,049	3.62
<b>TOTALS</b>		131,508	56,773,133	2.32	132,575	55,226,775	2.40

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.

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\* 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.

## **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\***

JANUARY - MARCH 2017						JANUARY - MARCH 2016			
RANK	AIRLINE	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	34,388	354	29,863,259	0.12	28,325	304	29,449,621	0.10
2	HAWAIIAN AIRLINES	113	55	2,649,691	0.21	37	2	2,599,123	0.01
3	VIRGIN AMERICA	908	51	1,803,849	0.28	427	30	1,739,517	0.17
4	ALASKA AIRLINES	1,981	206	5,595,050	0.37	1,982	284	5,344,476	0.53
5	UNITED AIR LINES	15,917	900	20,559,648	0.44	14,380	929	18,965,779	0.49
6	FRONTIER AIRLINES	312	167	3,582,185	0.47	379	161	3,151,585	0.51
7	SOUTHWEST AIRLINES	16,205	2,537	35,246,083	0.72	18,278	3,116	34,393,320	0.91
8	AMERICAN AIRLINES	10,870	2,301	30,582,875	0.75	14,766	2,642	31,360,650	0.84
9	SKYWEST AIRLINES	11,543	622	7,201,623	0.86	9,537	709	6,858,709	1.03
10	EXPRESSJET AIRLINES	7,354	507	4,137,528	1.23	7,708	757	5,175,359	1.46
11	SPIRIT AIR LINES	1,735	755	5,084,347	1.48	1,312	483	4,704,094	1.03
12	JETBLUE AIRWAYS	553	1,415	8,770,054	1.61	488	28	8,244,033	0.03
	TOTAL	101,879	9,870	155,076,192	0.64	97,619	9,445	151,986,266	0.62

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 13, 2018, Spirit Airlines revised its denied boarding reports for the 1<sup>st</sup> quarter of calendar year 2017. This table reflects the revisions, which affected Spirit's overall rate of denied boarding and ranking.



## **CONSUMER COMPLAINTS**

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. 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 one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

## AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS  
SUMMARY

TABLE 1

	MAY 2017				MAY 2016			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,262	76	2	119	818	50	3	123
FOREIGN AIRLINES	477	9	0	70	287	6	0	34
TRAVEL AGENTS	29	4	0	13	19	2	0	8
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	11	18	0	20	11	8	0	19
INDUSTRY TOTALS	1,779	107	2	222	1,135	66	3	184

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*						
COMPLAINT CATEGORY	MAY 2017			MAY 2016		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	658		1	338	
CANCELLATION			317			117
DELAY			201			129
MISCONNECTION			90			45
BAGGAGE	2	238		4	144	
RESERVATIONS/TICKETING/BOARDING	3	232		2	169	
CUSTOMER SERVICE	4	181		3	158	
FARES	5	174		6	81	
REFUNDS	6	106		5	84	
DISABILITY	7	78		7	66	
OVERSALES	8	48		8	43	
OTHER	9	45		9	39	
FREQUENT FLYER			26			30
ADVERTISING	10	10		11	6	
DISCRIMINATION	11	9		10	7	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,779			1,135	

\* 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\*  
MAY 2017

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
ALASKA AIRLINES	2	0	2	0	0	1	4	0	1	0	0	0	10
ALLEGiant AIR	20	0	1	1	3	2	4	1	0	0	0	0	32
AMERICAN AIRLINES	84	7	41	19	13	37	39	22	1	3	0	7	273
COMPASS AIRLINES	6	0	0	0	0	0	0	0	0	0	0	0	6
DELTA AIR LINES	70	7	17	8	5	15	23	7	0	0	0	5	157
ENDEAVOR AIR	11	0	0	0	0	2	2	0	0	0	0	0	15
ENVOY AIR	13	0	3	0	0	0	2	0	0	0	0	0	18
EXPRESSJET AIRLINES	15	0	2	0	0	0	0	0	0	0	0	0	17
FRONTIER AIRLINES	19	0	6	3	1	6	0	5	2	0	0	1	43
GOJET AIRLINES	6	0	0	0	0	0	0	0	0	0	0	0	6
HAWAIIAN AIRLINES	3	0	0	0	2	0	3	2	0	0	0	0	10
JETBLUE AIRWAYS	23	1	2	1	2	7	6	6	0	1	0	0	49
MESA AIRLINES	4	0	0	0	0	0	2	0	0	0	0	0	6
PENINSULA AIRWAYS	2	0	2	0	0	1	0	0	0	0	0	0	5
PIEDMONT AIRLINES	14	0	0	0	0	0	1	0	0	0	0	0	15
PSA AIRLINES	8	0	1	0	0	0	3	0	0	0	0	1	13
REPUBLIC AIRLINES	11	0	0	0	0	0	1	0	0	0	0	0	12
SKYWEST AIRLINES	17	1	1	0	0	0	1	0	0	1	0	0	21
SOUTHWEST AIRLINES	26	2	8	4	1	15	8	7	1	1	0	8	81
SPIRIT AIRLINES	140	10	29	12	19	8	4	9	0	0	0	1	232
TRANS STATES AIRLINES	4	0	1	0	0	1	0	0	0	0	0	0	6
UNITED AIRLINES	52	3	22	17	11	30	24	12	2	2	0	9	184
VIRGIN AMERICA	9	0	3	3	1	0	4	0	0	0	0	2	22
Other U.S. Airlines	14	2	4	0	1	7	1	0	0	0	0	0	29
TOTAL MAY 2017	573	33	145	68	59	132	132	71	7	8	0	34	1,262
% of TOTAL COMPLAINTS	45.4	2.6	11.5	5.4	4.7	10.5	10.5	5.6	0.6	0.6	0.0	2.7	
TOTAL MAY 2016	296	33	105	57	48	92	110	49	5	7	0	16	818
% of TOTAL COMPLAINTS	36.2	4.0	12.8	7.0	5.9	11.2	13.4	6.0	0.6	0.9	0.0	2.0	

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

\*\* 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.'

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN MAY	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN APR	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	10	5	50.0	2	20.0	2	20.0	1	10.0
ALLEGiant AIR	32	14	43.8	5	15.6	12	37.5	1	3.1
AMERICAN AIRLINES	273	139	50.9	56	20.5	51	18.7	27	9.9
COMPASS AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
DELTA AIR LINES	157	59	37.6	53	33.8	29	18.5	16	10.2
ENDEAVOR AIR	15	7	46.7	6	40.0	2	13.3	0	0.0
ENVOY AIR	18	14	77.8	3	16.7	1	5.6	0	0.0
EXPRESSJET AIRLINES	17	11	64.7	3	17.6	1	5.9	2	11.8
FRONTIER AIRLINES	43	24	55.8	6	14.0	11	25.6	2	4.7
GOJET AIRLINES	6	3	50.0	3	50.0	0	0.0	0	0.0
HAWAIIAN AIRLINES	10	3	30.0	2	20.0	3	30.0	2	20.0
JETBLUE AIRWAYS	49	29	59.2	11	22.4	5	10.2	4	8.2
MESA AIRLINES	6	2	33.3	4	66.7	0	0.0	0	0.0
PENINSULA AIRWAYS	5	4	80.0	0	0.0	0	0.0	1	20.0
PIEDMONT AIRLINES	15	12	80.0	1	6.7	0	0.0	2	13.3
PSA AIRLINES	13	8	61.5	2	15.4	2	15.4	1	7.7
REPUBLIC AIRLINES	12	11	91.7	1	8.3	0	0.0	0	0.0
SKYWEST AIRLINES	21	12	57.1	5	23.8	2	9.5	2	9.5
SOUTHWEST AIRLINES	81	46	56.8	14	17.3	12	14.8	9	11.1
SPIRIT AIRLINES	232	160	69.0	21	9.1	25	10.8	26	11.2
TRANS STATES AIRLINES	6	5	83.3	1	16.7	0	0.0	0	0.0
UNITED AIRLINES	184	89	48.4	29	15.8	45	24.5	21	11.4
VIRGIN AMERICA	22	13	59.1	5	22.7	3	13.6	1	4.5
Other U.S. Airlines	29	12	41.4	7	24.1	9	31.0	1	3.4
<b>Totals</b>	<b>1,262</b>	<b>686</b>	<b>54.4</b>	<b>241</b>	<b>19.1</b>	<b>216</b>	<b>17.1</b>	<b>119</b>	<b>9.4</b>
<b>Previous Year's Totals</b>	<b>818</b>	<b>428</b>	<b>52.3</b>	<b>164</b>	<b>20.0</b>	<b>168</b>	<b>20.5</b>	<b>58</b>	<b>7.1</b>

\* 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.'

**AIR TRAVEL CONSUMER REPORT**  
**COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\* /MAY 2017**

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Table 5

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	1	1	0	0	1	1	1	0	0	0	0	0	5
AEROMEXICO	3	0	2	2	4	3	1	0	0	0	0	1	16
AIR BERLIN	4	0	2	1	1	14	2	0	0	0	0	0	24
AIR CANADA	34	6	5	0	0	10	6	1	0	0	0	1	63
AIR CHINA	2	0	5	0	0	3	1	0	0	0	0	0	11
AIR FRANCE	1	1	2	2	3	6	4	1	1	0	0	1	22
ALITALIA AIRLINES	2	0	2	0	3	5	2	0	0	0	0	0	14
AVIANCA	3	0	2	1	0	3	1	0	0	0	0	1	11
BRITISH AIRWAYS	1	0	0	3	4	2	3	0	0	0	0	0	13
CATHAY PACIFIC AIRWAYS	1	0	3	0	1	0	1	0	0	0	0	1	7
CHINA SOUTHERN AIRLINES	1	0	1	0	0	4	0	0	1	0	0	0	7
EL AL ISRAEL	0	0	2	1	1	1	0	0	0	1	0	0	6
EMIRATES AIRLINES	2	0	2	54	3	7	1	0	0	0	0	0	69
ETHIOPIAN AIRLINES	1	0	1	1	2	5	1	0	0	0	0	0	11
ETIHAD AIRWAYS	1	0	2	2	0	2	2	0	0	0	0	0	9
IBERIA AIRLINES	0	1	1	0	1	1	1	0	0	0	0	0	5
KLM	1	1	0	0	1	3	2	0	0	0	0	0	8
LATAM	2	0	0	0	1	2	1	0	0	0	0	0	6
LUFTHANSA	2	0	6	3	1	5	0	1	1	0	0	0	19
NORWEGIAN AIR SHUTTLE	0	0	2	1	1	3	1	1	0	0	0	1	10
QATAR AIRWAYS	1	0	2	2	1	1	3	1	0	0	0	0	11
SWISS AIR	0	0	1	1	0	1	3	0	0	0	0	0	6
TURKISH AIRLINES	0	0	4	1	0	3	1	0	0	0	0	1	10
VIRGIN ATLANTIC AIRWAYS	1	0	1	0	0	0	1	1	0	0	0	1	5
VOLARIS AIRLINES	3	1	1	1	2	1	0	0	0	0	0	0	9
WOW AIR	3	2	1	1	1	2	3	0	0	0	0	0	13
OTHER FOREIGN AIRLINES	13	2	26	13	9	16	6	1	0	0	0	1	87
TOTALS	83	15	76	90	41	104	48	7	3	1	0	9	477
<b><u>TRAVEL AGENTS</u></b>													
JUSTFLY.COM	0	0	2	2	2	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	0	0	7	14	2	0	0	0	0	0	0	0	23
TOTALS	0	0	9	16	4	0	0	0	0	0	0	0	29
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b><u>MISCELLANEOUS</u></b>													
Other Miscellaneous	2	0	2	0	2	2	1	0	0	0	0	2	11
TOTALS	2	0	2	0	2	2	1	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: RANKINGS U.S. AIRLINES*							
RANK	AIRLINE	MAY 2017			MAY 2016		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	10	2,275,941	0.44	4	2,087,427	0.19
2	SOUTHWEST AIRLINES	81	13,712,871	0.59	38	13,255,333	0.29
3	SKYWEST AIRLINES	21	3,003,396	0.70	9	2,725,380	0.33
4	HAWAIIAN AIRLINES	10	949,208	1.05	17	901,086	1.89
5	EXPRESSJET AIRLINES	17	1,439,068	1.18	4	1,937,462	0.21
6	DELTA AIR LINES	157	13,016,811	1.21	58	12,801,251	0.45
7	JETBLUE AIRWAYS	49	3,401,669	1.44	12	3,242,860	0.37
8	UNITED AIRLINES	184	9,163,031	2.01	169	8,509,819	1.99
9	AMERICAN AIRLINES	273	12,707,086	2.15	252	12,648,957	1.99
10	FRONTIER AIRLINES	43	1,427,535	3.01	32	1,228,292	2.61
11	VIRGIN AMERICA	22	705,625	3.12	8	700,523	1.14
12	SPIRIT AIRLINES	232	2,037,177	11.39	96	1,918,549	5.00
TOTAL		1,099	63,839,418	1.72	699	61,956,939	1.13

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 one percent 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. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Oversales" sections of this report.

## AIR TRAVEL CONSUMER REPORT

**Civil Rights Complaints by Air Travelers (Other Than Disability) for May 2017**

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
American	3						
EL AL						1	
JetBlue			1				
SkyWest			1				
Southwest						1	
United	2						
<b>TOTAL</b>	<b>5</b>		<b>2</b>			<b>2</b>	

\*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

### May 2017 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

14 CFR Part 235 of DOT regulations requires 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	Loss
<a href="#">American Airlines</a>	1	0	0
Totals:	1	0	0

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of May 2017  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 65 million airline passengers and their 52 million checked bags in the month of May 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<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of May.

**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 <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
884	.001	67	.0001	67	.0001	520	.0008

**NOTES**

<sup>a</sup> 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.

<sup>b</sup> 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.

<sup>c</sup> 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 May.

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.