



U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: March 2018



Flight Delays¹	January 2018
Mishandled Baggage¹	January 2018
Oversales¹	4th. Quarter 2017 January – December 2017
Consumer Complaints² (Includes Disability and Discrimination Complaints)	January 2018
Airline Animal Incident Reports⁴	January 2018
Customer Service Reports to the Dept. of Homeland Security³	January 2018

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

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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 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

JANUARY 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		Commotair
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*
JANUARY 2018

	AT ALL US AIRPORTS		
CARRIER	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON TIME ARRIVALS	RANK
HAWAIIAN AIRLINES NETWORK	20	88.3	1
- HAWAIIAN AIRLINES	17	88.3	
- BRANDED CODESHARE PARTNERS	6	88.2	
ALASKA AIRLINES NETWORK	97	87.7	2
- ALASKA AIRLINES	68	88.9	
- BRANDED CODESHARE PARTNERS	54	86.3	
SPIRIT AIRLINES	38	82.9	3
VIRGIN AMERICA	27	82.5	4
SOUTHWEST AIRLINES	86	81.8	5
DELTA AIR LINES NETWORK	222	80.4	6
- DELTA AIR LINES	146	84.3	
- BRANDED CODESHARE PARTNERS	208	75.9	
ALLEGiant AIR	118	78.6	7
UNITED AIRLINES NETWORK	216	78.6	8
- UNITED AIRLINES	97	84.7	
- BRANDED CODESHARE PARTNERS	205	74.7	
AMERICAN AIRLINES NETWORK	229	77.6	9
- AMERICAN AIRLINES	96	82.5	
- BRANDED CODESHARE PARTNERS	214	73.6	
FRONTIER AIRLINES	58	74.9	10
JETBLUE AIRWAYS	64	65.8	11
TOTAL	351	79.4	

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*
JANUARY 2018

	AT ALL US AIRPORTS		
CARRIER	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON TIME ARRIVALS	RANK
ALASKA AIRLINES	68	88.9	1
HAWAIIAN AIRLINES	17	88.3	2
UNITED AIRLINES	97	84.7	3
DELTA AIR LINES	146	84.3	4
SPIRIT AIRLINES	38	82.9	5
VIRGIN AMERICA	27	82.5	6
AMERICAN AIRLINES	96	82.5	7
SOUTHWEST AIRLINES	86	81.8	8
ALLEGiant AIR	118	78.6	9
MESA AIRLINES	103	76.9	10
ENDEAVOR AIR	115	76.5	11
REPUBLIC AIRLINE	83	76.2	12
SKYWEST AIRLINES	218	75.3	13
FRONTIER AIRLINES	58	74.9	14
ENVOY AIR	125	74.7	15
EXPRESSJET AIRLINES	124	74.6	16
PSA AIRLINES	94	70.2	17
JETBLUE AIRWAYS	64	65.8	18
TOTAL	334	79.6	

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 (YTD)

JANUARY 2018

CARRIER*	Jan 2018		Year-to-date (YTD)	
	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	87.7	2	87.7	2
- ALASKA AIRLINES	88.9		88.9	
- BRANDED CODESHARE PARTNERS	86.3		86.3	
ALLEGiant AIR	78.6	7	78.6	7
AMERICAN AIRLINES NETWORK	77.6	9	77.6	9
- AMERICAN AIRLINES	82.5		82.5	
- BRANDED CODESHARE PARTNERS	73.6		73.6	
DELTA AIR LINES NETWORK	80.4	6	80.4	6
- DELTA AIR LINES	84.3		84.3	
- BRANDED CODESHARE PARTNERS	75.9		75.9	
FRONTIER AIRLINES	74.9	10	74.9	10
HAWAIIAN AIRLINES NETWORK	88.3	1	88.3	1
- HAWAIIAN AIRLINES	88.3		88.3	
- BRANDED CODESHARE PARTNERS	88.2		88.2	
JETBLUE AIRWAYS	65.8	11	65.8	11
SOUTHWEST AIRLINES	81.8	5	81.8	5
SPIRIT AIRLINES	82.9	3	82.9	3
UNITED AIRLINES NETWORK	78.6	8	78.6	8
- UNITED AIRLINES	84.7		84.7	
- BRANDED CODESHARE PARTNERS	74.7		74.7	
VIRGIN AMERICA	82.5	4	82.5	4
TOTAL	79.4		79.4	

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)
JANUARY 2018

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# 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	36	94.4	107	78.5	89	91.0	0	0.0	124	86.3	124	84.7	100	96.0	33	84.8
- ALASKA AIRLINES	36	94.4	107	78.5	89	91.0	0	0.0	124	86.3	124	84.7	100	96.0	33	84.8
- 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
ALLEGiant AIR	0	0.0	0	0.0	9	100.0	0	0.0	0	0.0	8	75.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	1446	79.4	2236	74.0	717	80.8	17821	79.7	6924	73.1	881	83.8	19666	83.9	1116	75.1
- AMERICAN AIRLINES	956	81.1	2058	74.5	508	86.0	7828	84.6	1958	82.6	881	83.8	11495	86.9	454	81.5
- BRANDED CODESHARE PARTNERS	490	76.1	178	68.0	209	67.9	9993	75.8	4966	69.4	0	0.0	8171	79.6	662	70.7
DELTA AIR LINES NETWORK	23782	81.4	2358	70.5	695	81.9	863	78.0	1392	76.5	1008	86.1	1033	84.4	10422	79.3
- DELTA AIR LINES	19038	83.6	1318	75.4	494	84.6	431	84.7	714	82.2	778	86.8	510	87.1	4114	86.4
-BRANDED CODESHARE PARTNERS	4744	72.8	1040	64.3	201	75.1	432	71.3	678	70.5	230	83.9	523	81.8	6308	74.6
FRONTIER AIRLINES	272	79.8	0	0.0	0	0.0	93	81.7	93	76.3	1607	80.3	40	77.5	65	80.0
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	147	66.0	4089	63.1	250	65.6	117	68.4	874	67.3	89	75.3	51	60.8	120	61.7
SOUTHWEST AIRLINES	3529	82.5	839	74.1	5748	84.7	236	82.2	1286	79.9	5515	85.7	0	0.0	559	78.7
SPIRIT AIRLINES	629	81.7	494	72.7	635	85.0	0	0.0	0	0.0	258	86.4	608	85.5	890	83.7
UNITED AIRLINES NETWORK	890	78.5	1091	78.1	386	82.6	581	82.1	1040	76.0	10928	84.4	944	84.7	629	79.5
- UNITED AIRLINES	434	84.6	1006	78.4	261	83.9	72	84.7	414	85.3	4695	89.8	502	87.3	131	81.7
- BRANDED CODESHARE PARTNERS	456	72.8	85	74.1	125	80.0	509	81.7	626	69.8	6233	80.4	442	81.9	498	78.9
VIRGIN AMERICA	0	0.0	92	76.1	31	100.0	0	0.0	115	87.0	59	88.1	0	0.0	0	0.0
TOTAL	30,731	81.3	11,306	69.8	8,560	83.6	19,711	79.6	11,848	74.4	20,477	84.5	22,442	84.0	13,834	79.1

* 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 BY MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

JANUARY 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 NETWORK	164	78.0	33	90.9	186	93.0	31	90.3	36	72.2	62	80.6	324	91.0	986	89.7
- ALASKA AIRLINES	164	78.0	33	90.9	186	93.0	31	90.3	36	72.2	62	80.6	324	91.0	702	91.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	284	84.5
ALLEGiant AIR	24	79.2	235	61.7	0	0.0	0	0.0	0	0.0	0	0.0	694	80.8	109	67.9
AMERICAN AIRLINES NETWORK	709	74.2	594	76.8	230	86.1	435	82.5	999	78.9	1916	74.2	1211	86.1	5163	87.6
- AMERICAN AIRLINES	630	76.8	594	76.8	230	86.1	145	89.0	475	80.6	1369	77.6	1211	86.1	3153	86.9
- BRANDED CODESHARE PARTNERS	79	53.2	0	0.0	0	0.0	290	79.3	524	77.3	547	65.8	0	0.0	2010	88.8
DELTA AIR LINES NETWORK	735	68.3	1031	81.2	262	87.8	505	78.4	702	73.9	4451	76.2	1638	88.0	4114	85.2
- DELTA AIR LINES	387	73.9	998	81.3	262	87.8	216	87.0	221	76.5	2261	78.3	1132	88.2	2455	85.5
- BRANDED CODESHARE PARTNERS	348	62.1	33	78.8	0	0.0	289	72.0	481	72.8	2190	74.1	506	87.7	1659	84.7
FRONTIER AIRLINES	0	0.0	0	0.0	0	0.0	93	83.9	62	80.6	0	0.0	663	75.3	124	79.0
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	3107	89.5	0	0.0	0	0.0	31	48.4	80	70.0	162	61.1
- HAWAIIAN AIRLINES	0	0.0	0	0.0	2797	90.1	0	0.0	0	0.0	31	48.4	80	70.0	162	61.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	310	84.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	864	56.5	2178	64.0	0	0.0	170	64.7	0	0.0	3401	65.4	399	76.4	529	80.3
SOUTHWEST AIRLINES	513	62.6	2228	82.6	0	0.0	202	90.1	0	0.0	0	0.0	6014	86.5	3604	81.6
SPIRIT AIRLINES	293	74.1	1483	81.9	0	0.0	0	0.0	496	83.7	0	0.0	1054	87.7	682	86.7
UNITED AIRLINES NETWORK	9389	67.4	612	85.3	399	89.2	5256	82.3	11842	83.3	0	0.0	968	86.9	3664	84.3
- UNITED AIRLINES	4388	74.1	612	85.3	399	89.2	1632	89.3	5024	86.8	0	0.0	895	86.8	2126	87.4
- BRANDED CODESHARE PARTNERS	5001	61.5	0	0.0	0	0.0	3624	79.2	6818	80.7	0	0.0	73	87.7	1538	79.8
VIRGIN AMERICA	189	70.4	114	84.2	62	83.9	116	92.2	0	0.0	357	79.3	354	84.7	1201	86.3
TOTAL	12,880	67.2	8,508	76.8	4,246	89.2	6,808	82.1	14,137	82.5	10,218	72.3	13,399	85.6	20,338	84.9

* 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 BY MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)
JANUARY 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	116	76.7	99	92.9	0	0.0	0	0.0	156	79.5	156	87.8	3584	90.3	31	96.8
- ALASKA AIRLINES	0	0.0	99	92.9	0	0.0	0	0.0	62	83.9	156	87.8	1464	91.1	31	96.8
- BRANDED CODESHARE PARTNERS	116	76.7	0	0.0	0	0.0	0	0.0	94	76.6	0	0.0	2120	89.7	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	4167	68.1	1520	79.1	0	0.0	6320	82.5	835	78.6	12632	75.4	382	85.1	9208	74.7
- AMERICAN AIRLINES	1775	74.6	1520	79.1	0	0.0	4376	83.2	584	78.6	5203	83.8	300	83.7	3719	80.4
- BRANDED CODESHARE PARTNERS	2392	63.2	0	0.0	0	0.0	1944	81.0	251	78.5	7429	69.6	82	90.2	5489	70.8
DELTA AIR LINES NETWORK	6375	69.5	1638	83.6	417	78.2	767	81.4	9354	81.9	1355	74.6	737	90.5	702	78.8
- DELTA AIR LINES	1864	76.6	1622	83.7	154	84.4	761	81.3	4755	86.5	547	83.4	536	90.9	534	80.1
-BRANDED CODESHARE PARTNERS	4511	66.5	16	68.8	263	74.5	6	83.3	4599	77.2	808	68.7	201	89.6	168	74.4
FRONTIER AIRLINES	93	66.7	1123	70.3	0	0.0	350	73.7	124	71.8	217	79.7	31	74.2	292	75.0
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	45	75.6	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	45	75.6	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	518	60.4	1605	64.0	0	0.0	0	0.0	0	0.0	171	61.4	83	79.5	221	58.4
SOUTHWEST AIRLINES	937	68.1	3494	82.9	6366	78.0	0	0.0	656	78.4	0	0.0	1096	87.0	732	76.1
SPIRIT AIRLINES	341	72.4	1100	79.8	0	0.0	0	0.0	390	86.4	774	84.9	31	80.6	248	81.0
UNITED AIRLINES NETWORK	1163	71.1	993	85.9	0	0.0	434	82.0	685	76.9	14531	76.7	559	87.3	486	80.0
- UNITED AIRLINES	665	75.0	993	85.9	0	0.0	432	81.9	228	82.9	5162	87.0	541	88.2	311	81.7
- BRANDED CODESHARE PARTNERS	498	65.9	0	0.0	0	0.0	2	100.0	457	74.0	9369	71.0	18	61.1	175	77.1
VIRGIN AMERICA	0	0.0	62	83.9	0	0.0	0	0.0	0	0.0	69	82.6	65	86.2	62	83.9
TOTAL	13,710	68.9	11,634	78.7	6,783	78.0	7,871	82.0	12,200	81.2	29,905	76.3	6,613	88.8	11,982	75.2

* 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 BY MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)
JANUARY 2018

ARRIVAL AIRPORT*												
CARRIER	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	201	73.6	1117	85.5	7963	88.0	708	75.7	328	89.9	31	96.8
- ALASKA AIRLINES	201	73.6	548	86.5	4736	88.9	493	78.5	213	90.6	31	96.8
- BRANDED CODESHARE PARTNERS	0	0.0	569	84.5	3227	86.6	215	69.3	115	88.7	0	0.0
ALLEGiant AIR	0	0.0	11	81.8	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7391	76.1	912	83.0	715	80.1	1481	78.5	649	84.1	1040	81.9
- AMERICAN AIRLINES	4765	78.0	726	83.3	626	78.9	1119	78.1	489	84.3	1040	81.9
- BRANDED CODESHARE PARTNERS	2626	72.6	186	81.7	89	88.8	362	79.6	160	83.8	0	0.0
DELTA AIR LINES NETWORK	864	78.6	871	90.0	3292	85.8	1293	77.5	6681	90.7	1024	80.3
- DELTA AIR LINES	582	81.8	515	90.7	1623	86.6	727	81.2	3406	92.5	983	80.5
-BRANDED CODESHARE PARTNERS	282	72.0	356	89.0	1669	84.9	566	72.8	3275	88.8	41	75.6
FRONTIER AIRLINES	253	65.6	106	80.2	49	83.7	129	61.2	119	77.3	428	68.7
HAWAIIAN AIRLINES NETWORK	31	61.3	31	64.5	69	68.1	62	74.2	0	0.0	0	0.0
- HAWAIIAN AIRLINES	31	61.3	31	64.5	69	68.1	62	74.2	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	62	54.8	139	81.3	143	71.3	512	74.6	248	73.0	413	61.3
SOUTHWEST AIRLINES	5067	66.5	3103	83.0	898	85.9	1425	69.8	979	85.0	2420	79.5
SPIRIT AIRLINES	93	92.5	155	79.4	93	88.2	0	0.0	0	0.0	618	82.7
UNITED AIRLINES NETWORK	750	78.7	917	87.2	822	87.8	7198	76.1	639	79.3	586	87.0
- UNITED AIRLINES	655	80.0	763	87.9	755	87.9	4468	81.4	190	91.1	586	87.0
- BRANDED CODESHARE PARTNERS	95	69.5	154	83.8	67	86.6	2730	67.4	449	74.4	0	0.0
VIRGIN AMERICA	0	0.0	161	80.7	176	83.0	1880	78.4	0	0.0	0	0.0
TOTAL	14,712	72.8	7,523	84.4	14,220	86.6	14,688	75.9	9,643	88.3	6,560	79.2

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

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

JANUARY 2018

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# 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	36	94.4	107	78.5	89	91.0	0	0.0	124	86.3	124	84.7	100	96.0	33	84.8
ALLEGiant AIR	0	0.0	0	0.0	9	100.0	0	0.0	0	0.0	8	75.0	0	0.0	0	0.0
AMERICAN AIRLINES	956	81.1	2058	74.5	508	86.0	7828	84.6	1958	82.6	881	83.8	11495	86.9	454	81.5
DELTA AIR LINES	19038	83.6	1318	75.4	494	84.6	431	84.7	714	82.2	778	86.8	510	87.1	4114	86.4
ENDEAVOR AIR	1834	77.8	424	67.5	173	75.1	189	76.2	177	74.0	3	100.0	225	84.9	1453	81.2
ENVOY AIR	56	82.1	0	0.0	112	61.6	65	78.5	58	82.8	0	0.0	4491	80.0	113	69.9
EXPRESSJET AIRLINES	905	73.7	164	65.2	59	86.4	279	73.5	314	71.7	0	0.0	930	84.3	459	68.4
FRONTIER AIRLINES	272	79.8	0	0.0	0	0.0	93	81.7	93	76.3	1607	80.3	40	77.5	65	80.0
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
JETBLUE AIRWAYS	147	66.0	4089	63.1	250	65.6	117	68.4	874	67.3	89	75.3	51	60.8	120	61.7
MESA AIRLINES	191	77.5	11	72.7	0	0.0	198	81.8	23	73.9	0	0.0	2612	77.4	204	80.4
PSA AIRLINES	68	77.9	0	0.0	4	100.0	7867	74.7	2326	66.5	0	0.0	0	0.0	193	67.4
REPUBLIC AIRLINE	409	77.3	522	64.8	122	76.2	894	82.9	2177	75.4	321	84.4	330	81.8	604	80.1
SKYWEST AIRLINES	2115	67.5	24	37.5	28	75.0	93	76.3	99	61.6	3890	83.2	463	79.0	3001	69.3
SOUTHWEST AIRLINES	3529	82.5	839	74.1	5748	84.7	236	82.2	1286	79.9	5515	85.7	0	0.0	559	78.7
SPIRIT AIRLINES	629	81.7	494	72.7	635	85.0	0	0.0	0	0.0	258	86.4	608	85.5	890	83.7
UNITED AIRLINES	434	84.6	1006	78.4	261	83.9	72	84.7	414	85.3	4695	89.8	502	87.3	131	81.7
VIRGIN AMERICA	0	0.0	92	76.1	31	100.0	0	0.0	115	87.0	59	88.1	0	0.0	0	0.0
TOTAL	30,619	81.3	11,148	69.8	8,523	83.7	18,362	79.7	10,752	75.5	18,228	85.6	22,357	84.0	12,393	79.1

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

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

JANUARY 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	164	78.0	33	90.9	186	93.0	31	90.3	36	72.2	62	80.6	324	91.0	702	91.7
ALLEGiant AIR	24	79.2	235	61.7	0	0.0	0	0.0	0	0.0	0	0.0	694	80.8	109	67.9
AMERICAN AIRLINES	630	76.8	594	76.8	230	86.1	145	89.0	475	80.6	1369	77.6	1211	86.1	3153	86.9
DELTA AIR LINES	387	73.9	998	81.3	262	87.8	216	87.0	221	76.5	2261	78.3	1132	88.2	2455	85.5
ENDEAVOR AIR	110	66.4	29	75.9	0	0.0	146	80.1	108	76.9	2082	74.2	0	0.0	0	0.0
ENVOY AIR	58	53.4	0	0.0	0	0.0	0	0.0	126	69.8	217	71.4	0	0.0	0	0.0
EXPRESSJET AIRLINES	1906	60.2	0	0.0	0	0.0	19	52.6	3259	83.1	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	0	0.0	0	0.0	0	0.0	93	83.9	62	80.6	0	0.0	663	75.3	124	79.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	2797	90.1	0	0.0	0	0.0	31	48.4	80	70.0	162	61.1
JETBLUE AIRWAYS	864	56.5	2178	64.0	0	0.0	170	64.7	0	0.0	3401	65.4	399	76.4	529	80.3
MESA AIRLINES	0	0.0	0	0.0	0	0.0	1916	82.3	2324	75.5	0	0.0	0	0.0	0	0.0
PSA AIRLINES	21	52.4	0	0.0	0	0.0	201	73.6	0	0.0	26	57.7	0	0.0	0	0.0
REPUBLIC AIRLINE	2019	66.7	0	0.0	0	0.0	89	92.1	1295	81.0	249	70.3	0	0.0	0	0.0
SKYWEST AIRLINES	63	55.6	0	0.0	0	0.0	114	58.8	619	72.4	0	0.0	476	87.2	2946	82.2
SOUTHWEST AIRLINES	513	62.6	2228	82.6	0	0.0	202	90.1	0	0.0	0	0.0	6014	86.5	3604	81.6
SPIRIT AIRLINES	293	74.1	1483	81.9	0	0.0	0	0.0	496	83.7	0	0.0	1054	87.7	682	86.7
UNITED AIRLINES	4388	74.1	612	85.3	399	89.2	1632	89.3	5024	86.8	0	0.0	895	86.8	2126	87.4
VIRGIN AMERICA	189	70.4	114	84.2	62	83.9	116	92.2	0	0.0	357	79.3	354	84.7	1201	86.3
TOTAL	11,629	68.5	8,504	76.8	3,936	89.6	5,090	84.1	14,045	82.2	10,055	72.5	13,296	85.6	17,793	84.5

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

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

JANUARY 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	0	0.0	99	92.9	0	0.0	0	0.0	62	83.9	156	87.8	1464	91.1	31	96.8
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	1775	74.6	1520	79.1	0	0.0	4376	83.2	584	78.6	5203	83.8	300	83.7	3719	80.4
DELTA AIR LINES	1864	76.6	1622	83.7	154	84.4	761	81.3	4755	86.5	547	83.4	536	90.9	534	80.1
ENDEAVOR AIR	1938	70.1	3	33.3	0	0.0	0	0.0	1075	80.8	167	75.4	0	0.0	116	75.9
ENVOY AIR	997	58.8	0	0.0	0	0.0	722	77.3	5	100.0	4704	73.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	1197	60.1	1	0.0	0	0.0	0	0.0	90	68.9	912	73.6	0	0.0	2	50.0
FRONTIER AIRLINES	93	66.7	1123	70.3	0	0.0	350	73.7	124	71.8	217	79.7	31	74.2	292	75.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	45	75.6	0	0.0
JETBLUE AIRWAYS	518	60.4	1605	64.0	0	0.0	0	0.0	0	0.0	171	61.4	83	79.5	221	58.4
MESA AIRLINES	125	72.8	0	0.0	0	0.0	0	0.0	119	74.8	0	0.0	0	0.0	174	76.4
PSA AIRLINES	181	55.8	0	0.0	0	0.0	0	0.0	27	77.8	181	66.3	0	0.0	664	64.6
REPUBLIC AIRLINE	2697	68.1	1	0.0	0	0.0	1228	83.2	423	75.9	1484	75.7	0	0.0	1600	74.6
SKYWEST AIRLINES	269	63.9	0	0.0	103	65.0	0	0.0	3350	75.9	5925	66.6	746	85.5	25	60.0
SOUTHWEST AIRLINES	937	68.1	3494	82.9	6366	78.0	0	0.0	656	78.4	0	0.0	1096	87.0	732	76.1
SPIRIT AIRLINES	341	72.4	1100	79.8	0	0.0	0	0.0	390	86.4	774	84.9	31	80.6	248	81.0
UNITED AIRLINES	665	75.0	993	85.9	0	0.0	432	81.9	228	82.9	5162	87.0	541	88.2	311	81.7
VIRGIN AMERICA	0	0.0	62	83.9	0	0.0	0	0.0	0	0.0	69	82.6	65	86.2	62	83.9
TOTAL	13,597	68.9	11,623	78.7	6,623	78.0	7,869	82.0	11,888	81.3	25,672	77.4	4,938	88.0	8,731	77.0

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

AIR TRAVEL CONSUMER REPORT

TABLE 2A. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME BY OPERATING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

JANUARY 2018

ARRIVAL AIRPORT*												
CARRIER	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	201	73.6	548	86.5	4736	88.9	493	78.5	213	90.6	31	96.8
ALLEGiant AIR	0	0.0	11	81.8	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4765	78.0	726	83.3	626	78.9	1119	78.1	489	84.3	1040	81.9
DELTA AIR LINES	582	81.8	515	90.7	1623	86.6	727	81.2	3406	92.5	983	80.5
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	11	72.7
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	253	65.6	106	80.2	49	83.7	129	61.2	119	77.3	428	68.7
HAWAIIAN AIRLINES	31	61.3	31	64.5	69	68.1	62	74.2	0	0.0	0	0.0
JETBLUE AIRWAYS	62	54.8	139	81.3	143	71.3	512	74.6	248	73.0	413	61.3
MESA AIRLINES	1597	69.9	0	0.0	0	0.0	0	0.0	52	69.2	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	2	100.0	0	0.0
SKYWEST AIRLINES	1124	76.1	881	85.5	1551	84.5	3328	67.9	3596	87.0	0	0.0
SOUTHWEST AIRLINES	5067	66.5	3103	83.0	898	85.9	1425	69.8	979	85.0	2420	79.5
SPIRIT AIRLINES	93	92.5	155	79.4	93	88.2	0	0.0	0	0.0	618	82.7
UNITED AIRLINES	655	80.0	763	87.9	755	87.9	4468	81.4	190	91.1	586	87.0
VIRGIN AMERICA	0	0.0	161	80.7	176	83.0	1880	78.4	0	0.0	0	0.0
TOTAL	14,430	72.8	7,139	84.4	10,719	86.5	14,143	75.8	9,294	88.2	6,530	79.2

* 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 BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

JANUARY 2018

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	90.4	77.9	89.8	83.7	81.0	86.1	86.1	87.1	78.2	70.7	94.2	91.5	86.8	71.9	93.6	83.5
0700-0759	85.7	72.1	89.0	79.4	76.9	90.8	83.7	83.4	81.6	91.0	98.2	82.1	85.3	75.1	95.3	90.5
0800-0859	83.3	74.1	86.5	82.5	79.1	90.8	86.3	79.5	82.3	86.0	96.9	74.1	80.4	72.5	91.8	87.6
0900-0959	81.4	75.7	90.4	79.8	76.2	89.2	85.1	82.9	80.7	80.1	90.3	77.1	81.6	77.7	92.1	87.9
1000-1059	80.7	74.9	84.9	80.3	75.6	86.5	82.8	82.1	85.7	83.9	89.7	85.6	78.1	78.8	88.4	86.6
1100-1159	81.8	78.9	87.4	78.9	77.1	88.5	87.8	78.9	80.4	78.5	93.1	82.6	82.6	68.8	85.8	87.4
1200-1259	80.6	75.1	84.0	82.3	73.2	89.6	84.8	84.8	79.5	80.4	88.2	78.8	80.9	76.9	85.2	86.7
1300-1359	81.5	70.4	86.5	81.9	76.0	81.6	86.3	76.8	73.8	77.8	89.6	88.3	82.4	67.1	84.3	86.4
1400-1459	82.4	67.8	87.2	79.7	75.3	85.7	86.2	77.9	66.8	81.6	86.4	81.8	87.4	75.4	84.5	85.0
1500-1559	81.8	74.4	86.9	77.8	79.6	86.2	84.0	80.2	65.7	80.2	85.3	88.4	83.2	72.2	84.9	85.3
1600-1659	81.4	72.5	87.7	76.3	74.1	85.9	82.9	79.4	63.0	74.9	85.5	84.3	82.4	74.3	84.0	84.0
1700-1759	80.7	65.2	77.1	79.3	77.4	84.8	80.2	77.9	61.0	73.9	90.6	84.7	81.6	71.0	85.2	82.2
1800-1859	80.4	64.6	77.1	78.5	71.3	84.3	80.5	78.6	55.1	72.4	87.7	83.2	82.7	71.3	85.3	83.6
1900-1959	78.4	63.8	76.2	75.4	73.6	83.5	82.6	74.6	51.6	73.3	92.2	79.1	84.3	71.9	81.3	84.1
2000-2059	77.7	64.7	86.8	73.3	72.3	79.6	80.3	74.3	53.0	69.5	92.0	81.9	81.6	69.5	83.5	84.5
2100-2159	80.7	63.7	81.0	77.9	75.0	80.9	81.3	82.6	59.1	74.4	91.5	86.4	80.8	67.5	81.4	78.0
2200-2259	80.8	66.7	75.0	73.8	75.9	81.4	86.4	70.9	70.3	67.8	89.6	86.7	84.0	69.7	82.4	78.5
2300-0559	82.7	69.4	79.0	82.2	81.8	81.8	84.5	76.3	73.2	74.2	88.5	82.9	83.9	72.6	80.9	81.3
TOTAL	81.3	69.8	83.7	79.7	75.5	85.6	84.0	79.1	68.5	76.8	89.6	84.1	82.2	72.5	85.6	84.5

* 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 BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)
JANUARY 2018

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	64.0	83.9	88.8	82.3	83.6	82.0	100.0	85.1	80.0	86.4	89.1	88.0	100.0	66.7	84.4
0700-0759	74.8	87.0	79.9	89.0	78.0	76.6	93.6	78.2	91.2	88.7	92.4	92.0	94.3	90.7	84.0
0800-0859	73.6	83.8	80.6	85.3	80.9	79.9	95.7	76.6	89.3	84.8	90.6	90.4	95.5	85.3	84.2
0900-0959	69.9	84.6	84.6	81.9	86.4	75.9	91.2	81.0	65.1	85.0	91.6	75.4	93.1	86.3	81.7
1000-1059	72.7	84.9	88.8	81.0	81.6	77.6	91.6	80.1	77.6	87.9	83.3	70.7	90.4	82.5	81.8
1100-1159	70.4	77.3	90.6	82.4	81.9	74.5	91.6	84.2	81.4	87.5	88.0	76.4	85.0	84.8	82.2
1200-1259	72.8	79.3	85.3	82.7	83.8	80.1	91.9	79.0	83.5	87.9	82.0	72.8	82.6	82.3	81.5
1300-1359	70.8	82.2	86.4	83.9	83.1	79.2	86.0	86.6	81.3	87.5	90.3	72.5	91.1	79.2	81.3
1400-1459	72.1	82.5	81.2	79.4	79.4	78.4	87.5	79.8	83.2	86.3	86.9	73.1	88.5	80.5	80.3
1500-1559	71.6	82.8	79.5	81.8	81.9	78.3	82.2	78.8	83.2	85.7	90.9	70.7	88.4	79.1	80.5
1600-1659	69.0	77.3	71.7	82.9	82.4	76.2	89.5	74.2	82.4	85.1	85.7	77.8	89.5	81.2	79.5
1700-1759	69.5	80.8	77.2	83.2	79.3	76.0	86.6	69.6	80.5	80.7	83.7	74.5	77.0	76.5	77.9
1800-1859	64.3	75.1	69.5	82.6	78.8	74.7	88.5	74.7	66.4	84.3	88.3	73.8	83.3	73.2	77.1
1900-1959	62.9	78.3	71.9	77.6	80.9	73.4	89.3	70.3	47.2	83.7	85.8	73.8	87.6	75.4	75.7
2000-2059	59.9	67.6	72.3	81.2	81.0	76.0	83.8	80.4	49.5	80.1	89.0	73.3	82.6	79.7	74.8
2100-2159	62.0	74.2	68.2	78.0	78.2	76.6	86.2	75.0	51.0	80.7	82.1	71.8	85.8	71.7	76.3
2200-2259	64.3	72.4	72.5	84.3	78.6	82.5	87.4	72.1	63.5	78.7	84.7	73.6	76.3	77.3	76.1
2300-0559	74.4	78.5	68.8	78.3	83.8	84.6	81.1	81.4	85.2	83.3	86.2	80.8	79.6	75.1	79.3
TOTAL	68.9	78.7	78.0	82.0	81.3	77.4	88.0	77.0	72.8	84.4	86.5	75.8	88.2	79.2	79.7

* 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 BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)
JANUARY 2018

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	85.3	83.5	90.3	88.0	89.2	92.6	92.0	90.0	83.8	89.9	98.9	85.5	85.8	81.3	95.1	93.0
0700-0759	85.6	76.2	86.9	84.5	87.8	86.4	90.5	85.0	84.3	89.1	95.1	89.9	86.4	78.5	91.9	90.2
0800-0859	83.3	69.2	86.0	86.5	81.9	91.1	87.2	84.4	80.5	88.1	96.8	87.2	82.1	75.9	91.1	87.4
0900-0959	81.3	74.0	87.0	82.5	76.7	88.5	87.0	85.3	78.3	86.5	99.0	83.4	84.4	74.0	86.7	86.4
1000-1059	79.7	70.6	84.8	77.9	74.8	84.4	85.3	82.1	79.7	77.6	94.9	77.4	83.2	75.0	86.1	85.8
1100-1159	75.8	73.0	86.8	80.6	77.7	85.1	82.9	77.6	80.8	73.4	94.3	83.3	84.2	76.4	84.1	83.1
1200-1259	76.0	75.0	78.4	77.1	74.4	81.2	85.3	77.4	79.7	74.2	91.3	83.2	81.5	65.9	83.0	82.2
1300-1359	76.5	70.2	77.0	76.7	70.4	80.2	81.4	77.3	75.0	68.5	92.5	83.6	75.1	76.2	79.9	80.3
1400-1459	78.4	68.1	74.5	76.7	73.6	80.5	82.5	78.4	74.9	70.6	86.4	74.7	83.5	69.3	76.4	80.7
1500-1559	75.1	65.6	73.9	69.7	75.8	80.7	82.0	73.7	67.4	73.2	88.1	86.8	79.6	72.5	80.2	82.8
1600-1659	77.9	72.4	73.8	74.9	78.7	78.8	79.2	72.0	71.9	66.0	83.9	87.8	79.3	69.4	79.6	81.1
1700-1759	75.6	62.6	75.1	71.7	74.0	82.8	78.4	73.2	65.5	69.0	95.8	82.9	77.0	71.0	76.8	80.4
1800-1859	74.7	67.1	67.2	77.5	70.6	74.2	75.4	77.3	71.0	67.6	96.3	79.4	78.0	66.1	82.8	79.8
1900-1959	74.9	61.0	72.3	76.1	72.9	84.2	76.2	76.5	62.6	61.4	95.5	76.9	81.1	68.7	77.7	81.1
2000-2059	73.1	58.7	67.5	76.1	71.9	80.4	79.8	76.3	63.3	63.1	95.8	59.5	81.6	64.9	78.7	82.8
2100-2159	78.3	57.7	73.0	65.6	73.8	77.0	73.5	77.9	60.7	66.3	92.2	0.0	84.0	69.4	81.5	82.2
2200-2259	80.0	46.8	79.2	78.7	69.7	78.3	84.0	81.6	35.3	76.1	90.6	82.9	87.1	65.1	76.7	81.8
2300-0559	77.1	86.8	82.8	83.7	92.4	88.1	78.6	92.5	82.2	82.6	95.4	91.6	86.6	69.4	89.1	87.4
TOTAL	78.0	70.7	79.4	78.4	76.8	83.3	82.6	79.0	73.0	74.1	92.3	83.8	82.3	72.2	83.9	84.2

* 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 BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)
JANUARY 2018

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	84.3	89.1	85.5	91.1	88.8	82.0	97.0	88.0	96.2	93.0	94.2	90.7	95.7	92.7	89.6
0700-0759	79.5	89.6	83.5	87.2	86.5	83.2	96.6	91.1	92.5	84.4	91.6	92.1	91.8	95.5	86.7
0800-0859	78.1	85.8	71.4	89.8	79.0	79.5	90.4	78.5	91.4	86.0	90.5	88.5	89.6	91.9	84.3
0900-0959	74.8	84.7	75.9	83.7	82.5	76.7	90.7	80.3	88.4	81.3	90.6	85.1	92.8	87.5	83.3
1000-1059	72.1	80.6	78.4	84.2	83.3	75.0	88.7	77.6	66.7	80.0	89.2	77.0	87.4	81.1	80.1
1100-1159	74.0	84.1	75.7	85.2	83.7	69.8	88.7	79.7	80.2	82.2	80.8	78.4	90.1	80.1	80.9
1200-1259	71.0	76.6	78.1	79.4	78.2	75.9	87.4	81.7	78.3	83.2	88.1	76.4	76.9	83.8	79.5
1300-1359	71.1	77.1	65.4	80.6	83.4	76.1	87.4	79.8	85.1	79.6	85.0	75.0	86.6	84.0	77.9
1400-1459	72.3	74.7	63.8	81.7	79.4	74.3	82.3	74.3	81.6	82.0	86.0	74.5	83.7	70.2	77.6
1500-1559	71.6	76.9	67.5	79.8	74.8	75.0	84.3	74.1	85.0	79.5	83.7	72.8	88.3	74.2	76.6
1600-1659	67.3	72.6	66.5	83.5	74.2	76.5	83.4	75.2	81.8	81.6	86.7	77.2	87.3	73.4	76.7
1700-1759	62.7	67.3	62.4	79.5	76.1	74.9	90.2	63.1	78.6	77.5	88.4	76.9	84.6	73.8	75.1
1800-1859	68.6	74.5	54.7	71.6	71.4	73.8	80.8	69.4	81.5	79.7	86.2	77.2	64.6	72.8	74.6
1900-1959	64.5	70.0	59.3	80.2	78.6	73.7	90.7	66.0	60.3	72.4	89.7	78.6	72.5	72.1	73.8
2000-2059	61.3	66.1	57.2	81.8	79.3	71.7	86.4	74.1	52.0	85.1	87.3	78.8	88.3	70.0	74.4
2100-2159	64.6	62.6	71.1	82.9	79.6	75.6	85.5	75.4	59.8	77.4	89.9	77.6	89.1	75.0	75.3
2200-2259	59.4	49.1	68.3	77.3	85.1	75.8	82.5	50.0	54.7	89.0	89.8	85.1	87.7	46.7	78.9
2300-0559	67.5	81.3	87.6	87.5	89.9	88.8	93.2	88.8	89.3	100.0	92.2	86.2	84.7	84.5	87.5
TOTAL	71.6	77.8	69.7	82.7	80.4	76.1	89.2	76.5	78.1	82.3	88.5	80.8	88.1	80.2	79.4

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

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	90.3	80.6	62	62
Abilene, TX (ABI)	81.1	78.1	169	169
Adak Island, AK (ADK)	88.9	88.9	9	9
Aguadilla, PR (BQN)	55.0	59.6	109	109
Akron, OH (CAK)	69.6	74.7	658	657
Albany, GA (ABY)	84.3	83.1	83	83
Albany, NY (ALB)	77.1	78.1	1031	1030
Albuquerque, NM (ABQ)	85.3	84.3	1798	1800
Alexandria, LA (AEX)	82.0	80.9	267	267
Allentown/Bethlehem/Easton, PA (ABE)	72.2	75.6	316	316
Alpena, MI (APN)	73.6	71.2	53	52
Amarillo, TX (AMA)	83.5	86.6	418	417
Anchorage, AK (ANC)	92.3	93.7	1204	1207
Appleton, WI (ATW)	82.1	82.1	318	318
Arcata/Eureka, CA (ACV)	81.4	77.3	97	97
Asheville, NC (AVL)	67.7	72.7	486	483
Ashland, WV (HTS)	76.0	60.0	25	25
Aspen, CO (ASE)	74.3	73.1	985	985
Atlanta, GA (ATL)	81.3	78.0	30619	30617
Atlantic City, NJ (ACY)	83.5	88.7	310	310
Augusta, GA (AGS)	70.4	71.8	284	284
Austin, TX (AUS)	84.3	82.5	4703	4704
Bakersfield, CA (BFL)	77.2	81.3	171	171
Baltimore, MD (BWI)	83.7	79.4	8523	8525
Bangor, ME (BGR)	72.3	76.1	253	251
Barrow, AK (BRW)	90.3	91.9	62	62
Baton Rouge, LA (BTR)	80.8	81.7	593	591
Beaumont/Port Arthur, TX (BPT)	77.8	77.8	63	63
Bellefonte, PA (BFB)	80.6	70.8	72	72
Bellingham, WA (BLI)	88.7	91.0	221	221
Bemidji, MN (BJI)	80.6	80.6	62	62
Bend/Redmond, OR (RDM)	79.1	78.5	273	275
Bethel, AK (BET)	94.5	91.8	73	73
Billings, MT (BIL)	84.6	86.6	350	351
Binghamton, NY (BGM)	70.7	69.0	58	58
Birmingham, AL (BHM)	80.3	82.8	1401	1401
Bismarck/Mandan, ND (BIS)	76.0	74.3	267	268
Bloomington/Normal, IL (BMI)	71.2	70.0	250	250
Boise, ID (BOI)	83.5	85.5	1547	1549
Boston, MA (BOS)	69.8	70.7	11148	11151
Bozeman, MT (BZN)	81.7	81.3	535	536

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	77.4	79.2	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	75.0	74.6	188	189
Brownsville, TX (BRO)	81.1	82.7	175	173
Brunswick, GA (BQK)	76.2	78.6	84	84
Buffalo, NY (BUF)	72.9	74.1	2042	2041
Bullhead City, AZ (IFP)	83.9	87.1	31	31
Burbank, CA (BUR)	82.8	81.6	2258	2256
Burlington, VT (BTV)	72.2	72.0	737	735
Butte, MT (BTM)	96.6	96.6	58	58
Concord, NC (USA)	90.3	85.5	62	62
Cape Girardeau, MO (CGI)	71.7	71.7	53	53
Casper, WY (CPR)	86.7	92.7	83	82
Cedar City, UT (CDC)	81.1	88.7	53	53
Cedar Rapids/Iowa City, IA (CID)	76.8	79.6	727	725
Champaign/Urbana, IL (CMI)	66.0	69.6	194	194
Charleston, SC (CHS)	67.8	70.2	1652	1651
Charleston/Dunbar, WV (CRW)	71.8	72.1	387	387
Charlotte Amalie, VI (STT)	86.5	88.0	133	133
Charlotte, NC (CLT)	79.7	78.4	18362	18362
Charlottesville, VA (CHO)	68.3	71.3	436	432
Chattanooga, TN (CHA)	73.4	75.8	631	628
Chicago, IL (MDW)	78.0	69.7	6623	6625
Chicago, IL (ORD)	77.4	76.1	25672	25680
Christiansted, VI (STX)	80.3	79.5	117	117
Cincinnati, OH (CVG)	77.7	80.1	3612	3615
Clarksburg/Fairmont, WV (CKB)	79.4	75.0	68	68
Cleveland, OH (CLE)	77.9	78.1	3852	3846
Cody, WY (COD)	96.7	98.4	61	61
College Station/Bryan, TX (CLL)	82.5	82.8	171	169
Colorado Springs, CO (COS)	79.7	84.2	872	872
Columbia, MO (COU)	78.1	84.2	183	183
Columbia, SC (CAE)	77.0	80.9	413	413
Columbus, GA (CSG)	81.7	81.7	82	82
Columbus, MS (GTR)	69.5	76.8	82	82
Columbus, OH (LCK)	72.2	61.1	36	36
Columbus, OH (CMH)	75.4	76.1	3399	3400
Cordova, AK (CDV)	90.0	93.3	60	60
Corpus Christi, TX (CRP)	78.1	81.2	443	442
Dallas, TX (DAL)	85.4	79.6	6009	6011
Dallas/Fort Worth, TX (DFW)	84.0	82.6	22357	22349
Dayton, OH (DAY)	70.5	74.0	1091	1091

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	72.9	74.9	266	267
Deadhorse, AK (SCC)	93.5	90.3	62	62
Denver, CO (DEN)	85.6	83.3	18228	18231
Des Moines, IA (DSM)	77.0	78.5	1246	1243
Detroit, MI (DTW)	79.1	79.0	12393	12402
Devils Lake, ND (DVL)	79.2	84.6	53	52
Dothan, AL (DHN)	72.6	70.9	117	117
Dubuque, IA (DBQ)	67.4	76.4	89	89
Duluth, MN (DLH)	75.2	77.7	206	206
Durango, CO (DRO)	84.1	83.1	277	278
Eagle, CO (EGE)	82.2	81.3	433	434
Eau Claire, WI (EAU)	62.1	75.9	58	58
El Paso, TX (ELP)	81.2	81.2	1303	1303
Elko, NV (EKO)	90.6	88.7	53	53
Elmira/Corning, NY (ELM)	78.6	62.1	28	29
Erie, PA (ERI)	69.7	73.0	89	89
Escanaba, MI (ESC)	68.5	68.5	54	54
Eugene, OR (EUG)	82.2	81.0	332	332
Evansville, IN (EVV)	76.5	76.5	388	388
Fairbanks, AK (FAI)	90.4	91.5	272	272
Fargo, ND (FAR)	77.8	76.4	474	475
Fayetteville, AR (XNA)	79.1	80.5	1048	1047
Fayetteville, NC (FAY)	74.8	74.2	298	298
Flagstaff, AZ (FLG)	83.3	77.1	96	96
Flint, MI (FNT)	73.1	77.9	353	353
Fort Lauderdale, FL (FLL)	76.8	74.1	8504	8512
Fort Myers, FL (RSW)	78.7	78.9	3731	3737
Fort Smith, AR (FSM)	84.9	89.0	172	172
Fort Wayne, IN (FWA)	63.4	71.1	596	596
Fresno, CA (FAT)	79.4	79.2	819	818
Gainesville, FL (GNV)	71.7	69.6	371	369
Garden City, KS (GCK)	83.9	85.5	62	62
Gillette, WY (GCC)	80.2	85.0	81	80
Grand Forks, ND (GFK)	88.4	86.6	164	164
Grand Island, NE (GRI)	75.6	67.9	78	78
Grand Junction, CO (GJT)	89.9	90.7	286	289
Grand Rapids, MI (GRR)	75.1	75.7	1350	1348
Great Falls, MT (GTF)	83.3	85.0	114	113
Green Bay, WI (GRB)	69.3	77.8	339	338
Greensboro/High Point, NC (GSO)	73.4	78.1	955	951
Greer, SC (GSP)	75.7	80.3	945	945

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Guam, TT (GUM)	83.9	93.5	31	31
Gulfport/Biloxi, MS (GPT)	80.7	84.4	326	326
Gunnison, CO (GUC)	80.9	83.0	47	47
Hagerstown, MD (HGR)	66.7	44.4	9	9
Hancock/Houghton, MI (CMX)	67.7	77.0	62	61
Harlingen/San Benito, TX (HRL)	81.6	82.6	288	287
Harrisburg, PA (MDT)	81.2	80.7	510	509
Hartford, CT (BDL)	77.3	78.1	2319	2322
Hattiesburg/Laurel, MS (PIB)	58.1	64.5	62	62
Hayden, CO (HDN)	80.3	82.5	228	228
Hays, KS (HYS)	87.0	88.9	54	54
Helena, MT (HLN)	89.2	91.7	120	120
Hibbing, MN (HIB)	74.1	74.1	54	54
Hilo, HI (ITO)	91.1	92.1	539	508
Hobbs, NM (HOB)	91.4	89.7	58	58
Honolulu, HI (HNL)	89.6	92.3	3936	3937
Houston, TX (IAH)	82.2	82.3	14045	14058
Houston, TX (HOU)	80.8	79.0	4759	4759
Huntsville, AL (HSV)	78.2	80.8	641	641
Idaho Falls, ID (IDA)	87.9	90.5	199	199
Indianapolis, IN (IND)	79.3	79.1	3840	3841
International Falls, MN (INL)	77.4	79.2	53	53
Iron Mountain/Kingsford, MI (IMT)	81.0	74.1	58	58
Islip, NY (ISP)	77.7	73.2	579	579
Ithaca/Cortland, NY (ITH)	69.3	70.5	88	88
Jackson, WY (JAC)	80.2	76.6	394	394
Jackson/Vicksburg, MS (JAN)	79.2	79.9	600	601
Jacksonville, FL (JAX)	77.0	78.0	2237	2236
Jacksonville/Camp Lejeune, NC (OAJ)	62.9	67.5	240	240
Jamestown, ND (JMS)	81.9	85.5	83	83
Joplin, MO (JLN)	80.6	72.6	62	62
Juneau, AK (JNU)	87.5	90.5	328	327
Kahului, HI (OGG)	90.5	89.6	2071	2072
Kalamazoo, MI (AZO)	63.0	70.7	227	225
Kalispell, MT (FCA)	85.0	85.8	153	155
Kansas City, MO (MCI)	83.4	83.2	4347	4346
Ketchikan, AK (KTN)	85.7	85.7	182	182
Key West, FL (EYW)	81.0	77.8	474	474
Killeen, TX (GRK)	80.6	77.2	247	246
Knoxville, TN (TYS)	74.7	81.6	1207	1208
Kodiak, AK (ADQ)	84.6	84.6	52	52

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kona, HI (KOA)	91.3	90.6	1167	1197
Kotzebue, AK (OTZ)	91.8	86.9	61	61
La Crosse, WI (LSE)	69.2	73.7	156	156
Lafayette, LA (LFT)	79.2	80.8	370	369
Lake Charles, LA (LCH)	81.1	85.7	148	147
Lansing, MI (LAN)	70.5	74.9	251	251
Laramie, WY (LAR)	87.0	92.6	54	54
Laredo, TX (LRD)	80.5	79.4	205	204
Las Vegas, NV (LAS)	85.6	83.9	13296	13291
Latrobe, PA (LBE)	81.7	87.1	93	93
Lawton/Fort Sill, OK (LAW)	88.2	88.2	93	93
Lewiston, ID (LWS)	94.1	96.1	51	51
Lexington, KY (LEX)	78.2	79.4	729	727
Lihue, HI (LIH)	90.6	90.7	1133	1133
Lincoln, NE (LNK)	75.3	78.7	170	169
Little Rock, AR (LIT)	81.3	84.4	988	986
Long Beach, CA (LGB)	80.4	79.5	1528	1528
Longview, TX (GGG)	81.0	89.7	58	58
Los Angeles, CA (LAX)	84.5	84.2	17793	17785
Louisville, KY (SDF)	77.7	77.7	1558	1560
Lubbock, TX (LBB)	84.7	86.7	528	526
Lynchburg, VA (LYH)	60.4	63.8	48	47
Madison, WI (MSN)	78.3	81.4	847	843
Mammoth Lakes, CA (MMH)	64.5	58.1	31	31
Manchester, NH (MHT)	75.7	80.5	785	784
Manhattan/Ft. Riley, KS (MHK)	76.2	88.1	143	143
Marquette, MI (MQT)	58.4	64.0	89	89
Medford, OR (MFR)	76.4	70.6	356	354
Melbourne, FL (MLB)	78.3	82.3	203	203
Memphis, TN (MEM)	78.9	80.2	1799	1797
Meridian, MS (MEI)	59.1	64.5	93	93
Miami, FL (MIA)	82.0	82.7	7869	7878
Midland/Odessa, TX (MAF)	83.0	83.8	743	740
Milwaukee, WI (MKE)	78.3	78.6	2806	2809
Minneapolis, MN (MSP)	81.3	80.4	11888	11885
Minot, ND (MOT)	88.4	85.6	189	188
Mission/McAllen/Edinburg, TX (MFE)	78.3	76.7	350	348
Missoula, MT (MSO)	84.0	82.8	144	145
Mobile, AL (MOB)	77.3	79.6	560	560
Moline, IL (MLI)	75.0	75.5	388	387
Monroe, LA (MLU)	76.9	80.7	234	233

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Monterey, CA (MRY)	78.6	80.0	280	280
Montgomery, AL (MGM)	65.3	67.7	314	313
Montrose/Delta, CO (MTJ)	80.2	79.3	232	232
Mosinee, WI (CWA)	77.8	82.8	198	198
Muskegon, MI (MKG)	69.0	72.4	58	58
Myrtle Beach, SC (MYR)	72.2	72.0	536	536
Nashville, TN (BNA)	80.1	78.4	5702	5701
New Bern/Morehead/Beaufort, NC (EWN)	62.5	67.7	160	161
New Haven, CT (HVN)	64.4	64.4	90	90
New Orleans, LA (MSY)	80.9	79.1	4654	4650
New York, NY (LGA)	68.9	71.6	13597	13587
New York, NY (JFK)	72.5	72.2	10055	10050
Newark, NJ (EWR)	68.5	73.0	11629	11641
Newburgh/Poughkeepsie, NY (SWF)	73.1	71.7	145	145
Newport News/Williamsburg, VA (PHF)	68.5	66.1	235	236
Niagara Falls, NY (IAG)	77.6	76.5	67	68
Nome, AK (OME)	80.0	88.3	60	60
Norfolk, VA (ORF)	67.9	68.6	1538	1536
North Bend/Coos Bay, OR (OTH)	44.4	44.4	18	18
Oakland, CA (OAK)	86.4	85.6	4192	4194
Ogden, UT (OGD)	94.7	89.5	19	19
Ogdensburg, NY (OGS)	82.4	82.4	17	17
Oklahoma City, OK (OKC)	81.4	83.1	1749	1751
Omaha, NE (OMA)	80.9	81.8	1861	1866
Ontario, CA (ONT)	85.1	83.3	1798	1798
Orlando, FL (MCO)	78.7	77.8	11623	11632
Owensboro, KY (OWB)	54.5	54.5	11	11
Paducah, KY (PAH)	65.5	71.9	58	57
Pago Pago, TT (PPG)	60.0	70.0	10	10
Palm Springs, CA (PSP)	83.4	83.7	1009	1010
Panama City, FL (ECP)	79.8	80.1	292	292
Pasco/Kennewick/Richland, WA (PSC)	77.4	79.9	319	319
Pellston, MI (PLN)	57.3	63.2	75	76
Pensacola, FL (PNS)	82.5	85.0	765	766
Peoria, IL (PIA)	72.8	75.9	438	436
Petersburg, AK (PSG)	75.8	85.5	62	62
Philadelphia, PA (PHL)	77.0	76.5	8731	8725
Phoenix, AZ (AZA)	78.0	88.6	440	438
Phoenix, AZ (PHX)	72.8	78.1	14430	14435
Pittsburgh, PA (PIT)	78.9	81.6	3778	3780
Plattsburgh, NY (PBG)	85.9	71.9	64	64

AIR TRAVEL CONSUMER REPORT
TABLE 5. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
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CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pocatello, ID (PIH)	83.0	93.2	88	88
Ponce, PR (PSE)	69.6	77.1	69	70
Portland, ME (PWM)	69.4	71.4	797	797
Portland, OR (PDX)	88.0	89.2	4938	4937
Portsmouth, NH (PSM)	64.7	64.7	17	17
Providence, RI (PVD)	74.8	76.4	1459	1458
Provo, UT (PVU)	83.8	78.4	37	37
Pueblo, CO (PUB)	90.7	98.1	54	54
Punta Gorda, FL (PGD)	73.1	81.6	413	413
Quincy, IL (UIN)	71.3	71.3	80	80
Raleigh/Durham, NC (RDU)	75.2	76.0	4463	4465
Rapid City, SD (RAP)	79.8	80.2	243	243
Redding, CA (RDD)	76.7	76.7	90	90
Reno, NV (RNO)	84.6	84.1	1428	1430
Rhineland, WI (RHI)	82.3	87.1	62	62
Richmond, VA (RIC)	72.7	73.1	1814	1811
Roanoke, VA (ROA)	66.7	63.8	174	174
Rochester, MN (RST)	64.8	69.8	247	248
Rochester, NY (ROC)	74.5	75.3	1089	1090
Rock Springs, WY (RKS)	82.8	84.5	58	58
Rockford, IL (RFD)	91.8	75.5	49	49
Roswell, NM (ROW)	87.2	83.5	109	109
Sacramento, CA (SMF)	85.4	86.3	3639	3638
Saginaw/Bay City/Midland, MI (MBS)	69.7	75.5	198	196
Salt Lake City, UT (SLC)	88.2	88.1	9294	9282
San Angelo, TX (SJT)	80.5	86.7	128	128
San Antonio, TX (SAT)	82.5	83.5	3091	3093
San Diego, CA (SAN)	84.4	82.3	7139	7136
San Francisco, CA (SFO)	75.8	80.8	14143	14135
San Jose, CA (SJC)	85.6	85.3	4272	4277
San Juan, PR (SJU)	69.4	77.3	1944	1948
San Luis Obispo, CA (SBP)	73.6	72.9	390	388
Sanford, FL (SFB)	69.2	77.7	727	727
Santa Ana, CA (SNA)	87.2	84.3	3343	3341
Santa Barbara, CA (SBA)	81.5	81.3	557	557
Santa Fe, NM (SAF)	94.4	94.4	124	124
Santa Maria, CA (SMX)	100.0	100.0	14	14
Santa Rosa, CA (STS)	75.0	76.0	128	129
Sarasota/Bradenton, FL (SRQ)	78.0	80.8	473	473
Sault Ste. Marie, MI (CIU)	60.3	70.7	58	58
Savannah, GA (SAV)	74.4	74.4	897	900

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Scottsbluff, NE (BFF)	75.0	100.0	4	3
Scranton/Wilkes-Barre, PA (AVP)	71.0	72.3	255	253
Seattle, WA (SEA)	86.5	88.5	10719	10726
Shreveport, LA (SHV)	81.4	82.6	559	559
Sioux City, IA (SUX)	74.5	72.3	94	94
Sioux Falls, SD (FSD)	79.1	73.0	526	525
Sitka, AK (SIT)	85.4	87.6	89	89
South Bend, IN (SBN)	67.5	71.2	458	458
Spokane, WA (GEG)	87.1	89.2	952	950
Springfield, IL (SPI)	67.1	75.7	149	148
Springfield, MO (SGF)	79.8	80.8	693	692
St. Cloud, MN (STC)	94.4	77.8	18	18
St. George, UT (SGU)	91.2	89.4	274	274
St. Louis, MO (STL)	82.6	80.0	5171	5174
St. Petersburg, FL (PIE)	79.5	89.2	562	563
State College, PA (SCE)	77.0	79.3	87	87
Stillwater, OK (SWO)	81.0	86.0	58	57
Stockton, CA (SCK)	68.2	52.3	44	44
Sun Valley/Hailey/Ketchum, ID (SUN)	69.0	68.0	129	128
Syracuse, NY (SYR)	72.0	74.1	1098	1094
Tallahassee, FL (TLH)	79.8	78.7	455	456
Tampa, FL (TPA)	79.2	80.2	6530	6544
Texarkana, AR (TXK)	83.5	80.0	79	80
Toledo, OH (TOL)	68.7	74.2	179	178
Traverse City, MI (TVC)	71.7	76.1	269	268
Trenton, NJ (TTN)	68.8	67.1	170	170
Tucson, AZ (TUS)	81.8	86.5	1536	1536
Tulsa, OK (TUL)	80.7	87.0	1363	1361
Twin Falls, ID (TWF)	88.8	88.2	89	110
Tyler, TX (TYR)	81.1	77.5	111	111
Valdosta, GA (VLD)	85.1	77.0	87	87
Valparaiso, FL (VPS)	81.1	83.8	439	439
Waco, TX (ACT)	72.3	74.8	112	111
Washington, DC (IAD)	84.1	83.8	5090	5094
Washington, DC (DCA)	75.5	76.8	10752	10742
Waterloo, IA (ALO)	77.6	81.0	58	58
West Palm Beach/Palm Beach, FL (PBI)	71.4	70.8	2516	2522
White Plains, NY (HPN)	64.1	66.6	768	764
Wichita Falls, TX (SPS)	85.7	91.1	91	90
Wichita, KS (ICT)	79.8	82.6	837	834
Williston, ND (ISN)	81.3	78.3	107	106

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Wilmington, NC (ILM)	65.5	71.8	473	472
Worcester, MA (ORH)	66.1	62.7	62	59
Wrangell, AK (WRG)	77.4	83.9	62	62

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Yakutat, AK (YAK)	93.3	95.0	60	60
Youngstown/Warren, OH (YNG)	0.0	0.0	2	2
Yuma, AZ (YUM)	80.2	81.8	121	121

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

JANUARY 2018

CARRIER	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	
HAWAIIAN AIRLINES NETWORK	20	7526	24	0.3	1
- HAWAIIAN AIRLINES	17	6627	11	0.2	
- BRANDED CODESHARE PARTNERS	6	899	13	1.4	
ALLEGiant AIR	118	6814	58	0.9	2
ALASKA AIRLINES NETWORK	97	28797	392	1.4	3
- ALASKA AIRLINES	68	15312	142	0.9	
- BRANDED CODESHARE PARTNERS	54	13485	250	1.9	
VIRGIN AMERICA	27	5824	103	1.8	4
FRONTIER AIRLINES	58	9707	188	1.9	5
SOUTHWEST AIRLINES	86	109676	2467	2.2	6
SPIRIT AIRLINES	38	14180	369	2.6	7
DELTA AIR LINES NETWORK	222	133374	4021	3.0	8
- DELTA AIR LINES	146	71254	1539	2.2	
- BRANDED CODESHARE PARTNERS	208	62120	2482	4.0	
UNITED AIRLINES NETWORK	216	116919	3597	3.1	9
- UNITED AIRLINES	97	45384	898	2.0	
- BRANDED CODESHARE PARTNERS	205	71535	2699	3.8	
AMERICAN AIRLINES NETWORK	229	163773	6286	3.8	10
- AMERICAN AIRLINES	96	73598	1478	2.0	
- BRANDED CODESHARE PARTNERS	214	90175	4808	5.3	
JETBLUE AIRWAYS	64	24871	1471	5.9	11
TOTAL	351	621,461	18,976	3.1	

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

JANUARY 2018

CARRIER	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	
HAWAIIAN AIRLINES	17	6627	11	0.2	1
ALLEGiant AIR	118	6814	58	0.9	2
ALASKA AIRLINES	68	15312	142	0.9	3
VIRGIN AMERICA	27	5824	103	1.8	4
FRONTIER AIRLINES	58	9707	188	1.9	5
UNITED AIRLINES	97	45384	898	2.0	6
AMERICAN AIRLINES	96	73598	1478	2.0	7
DELTA AIR LINES	146	71254	1539	2.2	8
SOUTHWEST AIRLINES	86	109676	2467	2.2	9
SKYWEST AIRLINES	218	62194	1562	2.5	10
SPIRIT AIRLINES	38	14180	369	2.6	11
ENVOY AIR	125	22502	861	3.8	12
EXPRESSJET AIRLINES	124	20166	997	4.9	13
REPUBLIC AIRLINE	83	25212	1375	5.5	14
JETBLUE AIRWAYS	64	24871	1471	5.9	15
MESA AIRLINES	103	16353	984	6.0	16
ENDEAVOR AIR	115	18234	1113	6.1	17
PSA AIRLINES	94	22210	1553	7.0	18
TOTAL	334	570,118	17,169	3.0	

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

JANUARY 2018

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCEL LED	% 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	28797	25245	87.66	392	1.36	110	0.38	817	2.84	92	0.32	1207	4.19	13	0.05	921	3.20
- ALASKA AIRLINES	15312	13609	88.88	142	0.93	46	0.30	374	2.44	28	0.18	753	4.92	9	0.06	351	2.29
- BRANDED CODESHARE	13485	11636	86.28	250	1.86	64	0.47	443	3.29	64	0.47	454	3.37	4	0.03	570	4.23
ALLEGiant AIR	6814	5354	78.57	58	0.85	26	0.38	441	6.47	71	1.04	339	4.98	9	0.13	516	7.57
AMERICAN AIRLINES	163773	127062	77.58	6286	3.84	351	0.21	8852	5.41	1199	0.73	9297	5.68	66	0.04	10660	6.51
- AMERICAN AIRLINES	73598	60695	82.47	1478	2.01	106	0.14	3837	5.21	456	0.62	3876	5.27	28	0.04	3122	4.24
- BRANDED CODESHARE	90175	66367	73.60	4808	5.33	245	0.27	5015	5.56	743	0.82	5421	6.01	38	0.04	7538	8.36
DELTA AIR LINES	133374	107177	80.36	4021	3.01	314	0.24	6155	4.61	1698	1.27	6252	4.69	10	0.01	7747	5.81
- DELTA AIR LINES	71254	60057	84.29	1539	2.16	115	0.16	2821	3.96	1073	1.51	2940	4.13	4	0.01	2705	3.80
- BRANDED CODESHARE	62120	47120	75.85	2482	4.00	199	0.32	3334	5.37	625	1.01	3312	5.33	6	0.01	5042	8.12
FRONTIER AIRLINES	9707	7272	74.92	188	1.94	12	0.12	617	6.36	32	0.33	700	7.21	0	0.00	886	9.13
HAWAIIAN AIRLINES	7526	6653	88.40	24	0.32	17	0.23	458	6.09	37	0.49	30	0.40	9	0.12	298	3.96
- HAWAIIAN AIRLINES	6627	5854	88.34	11	0.17	11	0.17	439	6.62	36	0.54	23	0.35	8	0.12	245	3.70
- BRANDED CODESHARE	899	799	88.88	13	1.45	6	0.67	19	2.11	1	0.11	7	0.78	1	0.11	53	5.90
JETBLUE AIRWAYS	24871	16358	65.77	1471	5.91	70	0.28	2523	10.14	133	0.53	1692	6.80	20	0.08	2604	10.47
SOUTHWEST AIRLINES	109676	89744	81.83	2467	2.25	186	0.17	5182	4.72	214	0.20	4113	3.75	44	0.04	7726	7.04
SPIRIT AIRLINES	14180	11756	82.91	369	2.60	12	0.08	472	3.33	48	0.34	1091	7.69	15	0.11	417	2.94
UNITED AIRLINES	116919	91863	78.57	3597	3.08	303	0.26	5330	4.56	883	0.76	7632	6.53	18	0.02	7293	6.24
- UNITED AIRLINES	45384	38417	84.65	898	1.98	81	0.18	1537	3.39	339	0.75	2475	5.45	0	0.00	1637	3.61
- BRANDED CODESHARE	71535	53446	74.71	2699	3.77	222	0.31	3793	5.30	544	0.76	5157	7.21	18	0.03	5656	7.91
VIRGIN AMERICA	5824	4804	82.49	103	1.77	6	0.10	218	3.74	15	0.26	496	8.52	7	0.12	175	3.00
TOTAL	621,461	493,288	79.38	18,976	3.05	1,407	0.23	31,065	5.00	4,422	0.71	32,849	5.29	211	0.03	39,243	6.31

*** 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

JANUARY 2018

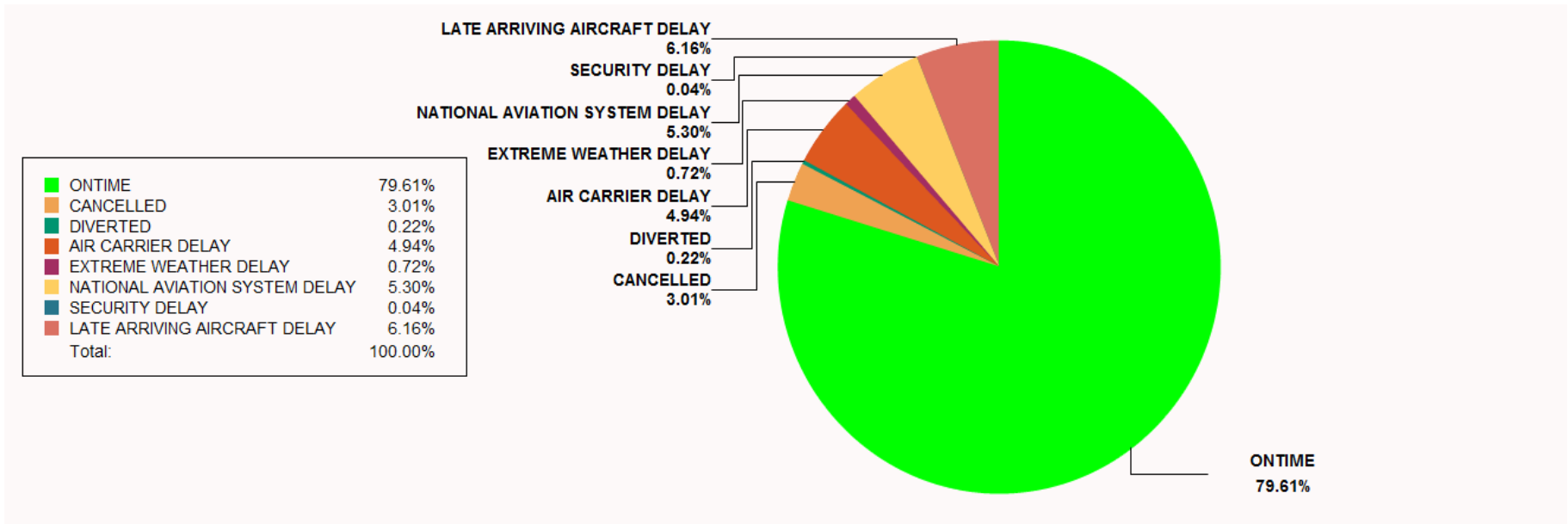
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCEL LED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	15312	13609	88.88	142	0.93	46	0.30	374	2.44	28	0.18	753	4.92	9	0.06	351	2.29
ALLEGiant AIR	6814	5354	78.57	58	0.85	26	0.38	441	6.47	71	1.04	339	4.98	9	0.13	516	7.57
AMERICAN AIRLINES	73598	60695	82.47	1478	2.01	106	0.14	3837	5.21	456	0.62	3876	5.27	28	0.04	3122	4.24
DELTA AIR LINES	71254	60057	84.29	1539	2.16	115	0.16	2821	3.96	1073	1.51	2940	4.13	4	0.01	2705	3.80
ENDEAVOR AIR	18234	13955	76.53	1113	6.10	32	0.18	818	4.49	200	1.10	1004	5.51	0	0.00	1112	6.10
ENVOY AIR	22502	16808	74.69	861	3.83	60	0.27	1083	4.81	316	1.40	1631	7.25	9	0.04	1734	7.71
EXPRESSJET AIRLINES	20166	15035	74.56	997	4.94	57	0.28	1072	5.32	100	0.50	1403	6.96	0	0.00	1502	7.45
FRONTIER AIRLINES	9707	7272	74.92	188	1.94	12	0.12	617	6.36	32	0.33	700	7.21	0	0.00	886	9.13
HAWAIIAN AIRLINES	6627	5854	88.34	11	0.17	11	0.17	439	6.62	36	0.54	23	0.35	8	0.12	245	3.70
JETBLUE AIRWAYS	24871	16358	65.77	1471	5.91	70	0.28	2523	10.14	133	0.53	1692	6.80	20	0.08	2604	10.47
MESA AIRLINES	16353	12578	76.92	984	6.02	37	0.23	943	5.77	116	0.71	840	5.14	12	0.07	843	5.16
PSA AIRLINES	22210	15594	70.21	1553	6.99	56	0.25	1525	6.87	158	0.71	1147	5.16	16	0.07	2161	9.73
REPUBLIC AIRLINE	25212	19215	76.21	1375	5.45	45	0.18	996	3.95	210	0.83	1903	7.55	5	0.02	1463	5.80
SKYWEST AIRLINES	62194	46834	75.30	1562	2.51	291	0.47	3228	5.19	553	0.89	3783	6.08	17	0.03	5926	9.53
SOUTHWEST AIRLINES	109676	89744	81.83	2467	2.25	186	0.17	5182	4.72	214	0.20	4113	3.75	44	0.04	7726	7.04
SPIRIT AIRLINES	14180	11756	82.91	369	2.60	12	0.08	472	3.33	48	0.34	1091	7.69	15	0.11	417	2.94
UNITED AIRLINES	45384	38417	84.65	898	1.98	81	0.18	1537	3.39	339	0.75	2475	5.45	0	0.00	1637	3.61
VIRGIN AMERICA	5824	4804	82.49	103	1.77	6	0.10	218	3.74	15	0.26	496	8.52	7	0.12	175	3.00
TOTAL	570,118	453,939	79.61	17,169	3.01	1,249	0.22	28,126	4.93	4,098	0.72	30,209	5.30	203	0.04	35,125	6.16

*** 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**

JANUARY 2018



*** 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

AIR TRAVEL CONSUMER REPORT
TABLE 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER
JANUARY 2018

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
JETBLUE	JETBLUE	746	PSE	JFK	1/4/2018	Destination Airport	4:18
DELTA	DELTA	1960	MSP	PHL	1/22/2018	Origin Airport	3:52
DELTA	DELTA	2003	MSP	STL	1/22/2018	Origin Airport	3:43
DELTA	DELTA	1151	MSP	SFO	1/22/2018	Origin Airport	3:25
AMERICAN	PSA	5431	CLT	PIA	1/17/2018	Origin Airport	3:18
UNITED	MESA	6262	PSP	IAH	1/11/2018	Diversion Airport (SAT)	3:14
JETBLUE	JETBLUE	263	JFK	SEA	1/5/2018	Origin Airport	3:13
DELTA	ENDEAVOR AIR	4008	JFK	PWM	1/5/2018	Origin Airport	3:11
UNITED	UNITED	1967	IAH	ORD	1/16/2018	Origin Airport	3:10
AMERICAN	AMERICAN	2347	MIA	DCA	1/9/2018	Diversion Airport (IAD)	3:09
DELTA	ENDEAVOR AIR	4040	JFK	JAX	1/5/2018	Origin Airport	3:05
JETBLUE	JETBLUE	326	TPA	JFK	1/4/2018	Destination Airport	3:03

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
JANUARY 2018

OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AIR CHINA	989	PEK	JFK	1/5/2018	Destination Airport	6:45
CHINA EASTERN	297	PVG	JFK	1/5/2018	Destination Airport	6:33
CHINA AIRLINES	11	JFK	TPE	1/6/2018	Origin Airport	6:09
AIR FRANCE	4148	CDG	JFK	1/5/2018	Destination Airport	6:00
KUWAIT AIRWAYS	117	SNN	JFK	1/5/2018	Destination Airport	5:42
JAPAN AIR	6	HND	JFK	1/4/2018	Destination Airport	5:35
TAME	551	JFK	UJO	1/5/2018	Diversion Airport (JFK)	5:33
AIR CHINA	981	PEK	JFK	1/4/2018	Destination Airport	5:18
KOREAN AIR	81	ICN	JFK	1/5/2018	Destination Airport	5:18
XIAMEN	849	FOC	JFK	1/6/2018	Destination Airport	5:00
BRITISH AIRWAYS	194	IAH	LHR	1/16/2018	Origin Airport	4:52
AEROFLOT	122	SVO	JFK	1/6/2018	Destination Airport	4:45
JETBLUE	787	JFK	SXM	1/4/2018	Origin Airport	4:44
NORWEGIAN AIR	7015	LGW	JFK	1/5/2018	Destination Airport	4:40
AVIANCA	152	BOG	JFK	1/5/2018	Destination Airport	4:38
AEROLÍNEAS ARGENTINAS	1300	EZE	JFK	1/4/2018	Diversion Airport (IAD)	4:35
AIR CHINA	981	PEK	JFK	1/4/2018	Diversion Airport (ORD)	4:34
JAPAN AIR	4	NRT	JFK	1/4/2018	Diversion Airport (ORD)	4:32
NORWEGIAN AIR	7001	OSL	JFK	1/5/2018	Destination Airport	4:31
AIR INDIA	101	DEL	JFK	1/6/2018	Destination Airport	4:26
AIR FRANCE	8	CDG	JFK	1/5/2018	Destination Airport	4:26
SINGAPORE AIRLINES	26	FRA	JFK	1/4/2018	Diversion Airport (SWF)	4:25
ASIANA	222	ICN	JFK	1/6/2018	Destination Airport	4:20
ALITALIA	8604	YUL	JFK	1/5/2018	Destination Airport	4:19
EMIRATES	201	DXB	JFK	1/5/2018	Destination Airport	4:14
NORWEGIAN AIR	7011	CPH	JFK	1/5/2018	Destination Airport	4:13
JETBLUE	1835	JFK	PAP	1/4/2018	Origin Airport	4:09
JAPAN AIR	4	NRT	JFK	1/4/2018	Destination Airport	4:07
NORWEGIAN AIR	7005	ARN	JFK	1/5/2018	Destination Airport	4:07
NORWEGIAN AIR	7919	CDG	JFK	1/6/2018	Destination Airport	4:06
EMIRATES	207	DXB	JFK	1/4/2018	Destination Airport	4:05
SOUTH AFRICAN AIRWAYS	203	JNB	JFK	1/5/2018	Destination Airport	4:05

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).

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*

RANK	AIRLINE	JANUARY 2018		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	SPIRIT AIRLINES	3,513	1,766,696	1.99
2	JETBLUE AIRWAYS	5,636	2,455,106	2.30
3	VIRGIN AMERICA	1,497	635,970	2.35
4	ALASKA AIRLINES	4,832	1,848,562	2.61
5	FRONTIER AIRLINES	4,272	1,440,668	2.97
6	DELTA AIR LINES	24,952	8,284,059	3.01
7	SOUTHWEST AIRLINES	36,869	11,842,658	3.11
8	HAWAIIAN AIRLINES	2,729	837,398	3.26
9	UNITED AIRLINES	19,908	6,021,879	3.31
10	AMERICAN AIRLINES	38,713	8,381,833	4.62
11	SKYWEST AIRLINES	11,581	2,327,637	4.98
12	EXPRESSJET AIRLINES	4,593	685,159	6.70
13	ENVOY AIR	6,920	864,463	8.00
	TOTALS	166,015	47,392,088	3.50

JANUARY 2017		
TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
3,029	1,640,754	1.85
5,259	2,737,977	1.92
1,091	580,630	1.88
3,971	1,793,803	2.21
6,827	1,147,969	5.95
26,921	8,747,031	3.08
37,544	11,231,184	3.34
2,964	844,841	3.51
19,309	5,828,072	3.31
33,827	9,289,525	3.64
12,021	2,332,048	5.15
8,811	1,393,686	6.32
-	-	-
161,574	47,567,520	3.40

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.

* 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.

** 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***

OCTOBER - DECEMBER 2017						OCTOBER - DECEMBER 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	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*

JANUARY - DECEMBER 2017						JANUARY - DECEMBER 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	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 AIR LINES	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 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 - Tables 6A (Table 5A in YTD reports) ranks the largest U.S. marketing and operating airlines (those that each account for 0.5 percent of total domestic scheduled-service passenger revenues per 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

	JANUARY 2018				JANUARY 2017			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	703	189	2	115	1,005	38	3	107
FOREIGN AIRLINES	694	2	0	60	601	4	1	40
TRAVEL AGENTS	40	0	0	11	34	3	0	7
TOUR OPERATORS	2	0	0	0	1	0	0	0
MISCELLANEOUS	12	10	0	54	12	18	0	8
INDUSTRY TOTALS	1,451	201	2	240	1,653	63	4	162

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	JANUARY 2018			JANUARY 2017		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	451		1	527	
CANCELLATION			178			233
DELAY			177			171
MISCONNECTION			57			72
BAGGAGE	2	283		2	352	
FARES	3	164		6	102	
RESERVATIONS/TICKETING/BOARDING	4	148		3	191	
REFUNDS	5	130		5	133	
CUSTOMER SERVICE	6	125		4	157	
DISABILITY	7	66		7	77	
OVERSALES	8	43		9	36	
OTHER	9	28		8	58	
FREQUENT FLYER			13			46
DISCRIMINATION	10	7		10	12	
ADVERTISING	11	5		11	8	
ANIMALS	12	1		0	0	
COMPLAINT TOTAL		1,451			1,653	

* 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* JANUARY 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	7	0	0	0	0	0	0	0	0	0	0	0	7
ALASKA AIRLINES	1	1	1	0	0	0	1	1	0	0	0	0	5
ALLEGiant AIR	11	0	3	3	2	3	0	2	0	0	0	0	24
AMERICAN AIRLINES	39	7	15	9	15	24	18	15	0	1	0	1	144
DELTA AIR LINES	32	2	12	8	2	17	12	9	0	1	0	3	98
ENDEAVOR AIR	4	0	0	0	0	1	2	0	0	1	0	0	8
ENVOY AIR	5	2	4	0	0	0	1	0	0	0	0	0	12
FRONTIER AIRLINES	17	1	6	3	0	4	4	2	0	0	0	1	38
HAWAIIAN AIRLINES	2	0	0	1	0	1	3	2	0	0	0	1	10
JETBLUE AIRWAYS	32	0	1	0	0	5	3	3	0	0	1	2	47
MESA AIRLINES	7	0	0	0	0	1	2	0	0	1	0	0	11
PSA AIRLINES	6	0	0	0	0	0	0	0	0	0	0	0	6
SILVER AIRWAYS	0	0	2	2	0	3	2	0	0	0	0	0	9
SKYWEST AIRLINES	14	1	0	0	0	0	1	0	0	0	0	0	16
SOUTHWEST AIRLINES	20	1	4	0	1	10	4	5	0	1	0	0	46
SPIRIT AIRLINES	15	6	11	8	5	3	5	3	1	1	0	2	60
TRANS STATES AIRLINES	2	0	0	0	0	1	2	0	0	0	0	0	5
UNITED AIRLINES	24	3	17	7	6	29	17	10	2	0	0	4	119
VIRGIN AMERICA	2	2	2	0	1	1	1	0	0	0	0	0	9
Other U.S. Airlines	14	1	2	1	5	4	0	0	0	1	0	1	29
TOTAL JANUARY 2018	254	27	80	42	37	107	78	52	3	7	1	15	703
% of TOTAL COMPLAINTS	36.1	3.8	11.4	6.0	5.3	15.2	11.1	7.4	0.4	1.0	0.1	2.1	
TOTAL JANUARY 2017	385	22	86	47	58	192	91	63	5	9	0	47	1,005
% of TOTAL COMPLAINTS	38.3	2.2	8.6	4.7	5.8	19.1	9.1	6.3	0.5	0.9	0	4.7	

* 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.'

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN JAN	INCI- DENTS IN JAN	PERCENT	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
AIR WISCONSIN	7	3	42.9	2	28.6	1	14.3	1	14.3
ALLEGIAN AIR	24	15	62.5	2	8.3	5	20.8	2	8.3
AMERICAN AIRLINES	144	65	45.1	42	29.2	23	16.0	14	9.7
DELTA AIR LINES	98	48	49.0	25	25.5	17	17.3	8	8.2
ENDEAVOR AIR	8	3	37.5	2	25.0	2	25.0	1	12.5
ENVOY AIR	12	8	66.7	2	16.7	1	8.3	1	8.3
FRONTIER AIRLINES	38	24	63.2	10	26.3	3	7.9	1	2.6
HAWAIIAN AIRLINES	10	2	20.0	3	30.0	4	40.0	1	10.0
JETBLUE AIRWAYS	47	36	76.6	6	12.8	3	6.4	2	4.3
MESA AIRLINES	11	9	81.8	1	9.1	0	0.0	1	9.1
PSA AIRLINES	6	4	66.7	2	33.3	0	0.0	0	0.0
SILVER AIRWAYS	9	6	66.7	1	11.1	2	22.2	0	0.0
SKYWEST AIRLINES	16	9	56.3	6	37.5	1	6.3	0	0.0
SOUTHWEST AIRLINES	46	26	56.5	6	13.0	9	19.6	5	10.9
SPIRIT AIRLINES	60	35	58.3	13	21.7	4	6.7	8	13.3
TRANS STATES AIRLINES	5	3	60.0	1	20.0	0	0.0	1	20.0
UNITED AIRLINES	119	53	44.5	34	28.6	28	23.5	4	3.4
VIRGIN AMERICA	9	3	33.3	2	22.2	1	11.1	3	33.3
ALASKA AIRLINES	5	0	0.0	3	60.0	0	0.0	2	40.0
Other U.S. Airlines	29	13	44.8	8	27.6	6	20.7	2	6.9
Totals	703	365	51.9	171	24.3	110	15.6	57	8.1
Previous Year's Totals	1,005	516	51.3	258	25.7	148	14.7	83	8.3

* 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

Table 5

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**/JANUARY 2018

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROFLOT	2	0	0	0	1	5	0	0	0	0	0	0	8
AEROMEXICO	3	0	3	0	2	5	1	0	0	0	0	0	14
AIR CANADA	8	2	2	0	0	12	4	1	0	0	0	0	29
AIR CHINA	14	0	1	0	6	15	1	0	0	0	0	0	37
AIR FRANCE	21	2	1	16	4	7	1	2	0	0	0	0	54
AIR INDIA	2	0	1	2	3	4	2	0	0	0	0	0	14
AIR NEW ZEALAND	0	0	0	59	0	0	0	0	0	0	0	0	59
ALITALIA AIRLINES	2	0	1	2	0	3	1	0	0	0	0	0	9
AVIANCA	9	0	1	1	9	5	2	0	0	0	0	0	27
BRITISH AIRWAYS	6	0	4	2	1	4	1	0	0	0	0	0	18
CATHAY PACIFIC AIRWAYS	1	0	0	0	0	1	2	0	0	0	0	1	5
CHINA EASTERN AIRLINES	1	0	2	1	2	2	0	0	0	0	0	0	8
CHINA SOUTHERN AIRLINES	3	0	1	0	2	2	0	0	0	0	0	0	8
COPA	1	1	0	0	2	0	1	0	0	0	0	0	5
EL AL ISRAEL	5	0	0	0	0	4	0	0	0	0	0	0	9
EMIRATES AIRLINES	3	0	4	2	2	10	5	3	0	0	0	0	29
ETHIOPIAN AIRLINES	4	0	3	3	0	1	0	0	0	0	0	0	11
ETIHAD AIRWAYS	0	1	4	1	1	3	2	0	0	0	0	1	13
IBERIA AIRLINES	1	0	1	1	1	5	0	2	0	0	0	1	12
ICELANDAIR	1	1	0	1	1	0	0	0	0	0	0	1	5
INTERJET	3	0	0	2	0	1	1	0	0	0	0	0	7
JAPAN AIR LINES	3	0	1	1	0	0	1	0	0	0	0	2	8
JET AIRWAYS	0	0	1	0	0	3	3	0	0	0	0	0	7
KLM	2	0	0	0	0	5	1	1	0	0	0	0	9
KOREAN AIR LINES	3	0	0	0	0	0	1	1	0	0	0	0	5
LATAM	4	0	1	0	1	3	1	0	0	0	0	0	10
LUFTHANSA	2	1	3	0	2	8	0	0	0	0	0	0	16
NORWEGIAN AIR SHUTTLE	10	0	1	2	0	7	1	1	0	0	0	0	22
QATAR AIRWAYS	1	0	3	0	2	4	2	0	0	0	0	0	12
ROYAL AIR MAROC	4	1	1	0	3	5	0	1	0	0	0	0	15
SANTA BARBARA AIRLINES	1	0	1	0	5	0	0	0	0	0	0	0	7
SOUTH AFRICAN AIRWAYS	2	0	0	2	0	1	0	0	0	0	0	0	5
SWISS AIR	1	0	1	1	0	4	0	1	0	0	0	0	8
TAME	20	0	0	0	1	3	0	0	0	0	0	0	24
TURKISH AIRLINES	1	0	2	1	8	5	1	0	0	0	0	1	19
VOLARIS AIRLINES	3	4	0	0	1	2	4	0	1	0	0	0	15
WOW AIR	14	0	3	5	4	12	2	1	0	0	0	0	41
OTHER FOREIGN AIRLINES	32	3	11	5	11	24	4	0	0	0	0	0	90
TOTALS	193	16	58	110	75	175	45	14	1	0	0	7	694

AIR TRAVEL CONSUMER REPORT

Table 5, cont'd.

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**/JANUARY 2018

<u>TRAVEL AGENTS</u>	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
EXPEDIA.COM	0	0	2	1	2	0	0	0	0	0	0	0	5
JUSTFLY.COM	1	0	4	4	3	0	0	0	0	0	0	0	12
OTHER TRAVEL AGENTS	0	0	4	6	10	1	1	0	1	0	0	0	23
TOTALS	1	0	10	11	15	1	1	0	1	0	0	0	40
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	2	2
TOTALS	0	0	0	0	0	0	0	0	0	0	0	2	2
<u>MISCELLANEOUS</u>													
Other Miscellaneous	3	0	0	1	3	0	1	0	0	0	0	4	12
TOTALS	3	0	0	1	3	0	1	0	0	0	0	4	12

TABLE 6

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2018	
AIRLINE	COMPLAINTS
ALASKA AIRLINES NETWORK	6
- ALASKA AIRLINES	5
- BRANDED CODESHARE PARTNERS	1
ALLEGiant AIR	24
AMERICAN AIRLINES NETWORK	178
- AMERICAN AIRLINES	144
- BRANDED CODESHARE PARTNERS	34
DELTA NETWORK	113
- DELTA AIR LINES	98
- BRANDED CODESHARE PARTNERS	15
FRONTIER AIRLINES	38
HAWAIIAN AIRLINES NETWORK	10
- HAWAIIAN AIRLINES	10
- BRANDED CODESHARE PARTNERS	0
JETBLUE AIRWAYS	47
SOUTHWEST AIRLINES	46
SPIRIT AIRLINES	60
UNITED AIRLINES NETWORK	151
- UNITED AIRLINES	119
- BRANDED CODESHARE PARTNERS	32
VIRGIN AMERICA	9
TOTAL	682

* All U.S. marketing airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. The carriers that are listed in this table are the same carriers that are ranked in the "Flight Delays," section of this report.

TABLE 6A

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS: RANKINGS U.S. OPERATING AIRLINES*							
RANK	AIRLINE	JANUARY 2018			JANUARY 2017		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	1	828,487	0.12	8	1,460,155	0.55
2	ALASKA AIRLINES	5	1,955,862	0.26	11	1,914,809	0.57
3	REPUBLIC AIRLINE	4	1,324,290	0.30	**	**	**
4	SOUTHWEST AIRLINES	46	12,001,435	0.38	87	11,330,508	0.77
5	SKYWEST AIRLINES	16	2,845,803	0.56	11	2,394,009	0.46
6	PSA AIRLINES	6	1,016,279	0.59	**	**	**
7	DELTA AIR LINES	98	10,528,102	0.93	79	10,459,705	0.76
8	ENDEAVOR AIR	8	816,485	0.98	**	**	**
9	HAWAIIAN AIRLINES	10	953,059	1.05	7	914,565	0.77
10	MESA AIRLINES	11	1,022,310	1.08	**	**	**
11	ENVOY AIR	12	1,003,062	1.20	**	**	**
12	AMERICAN AIRLINES	144	11,264,828	1.28	228	11,066,648	2.06
13	VIRGIN AMERICA	9	641,877	1.40	19	607,436	3.13
14	JETBLUE AIRWAYS	47	3,162,990	1.49	39	3,287,398	1.19
15	UNITED AIRLINES	119	7,870,108	1.51	175	7,708,081	2.27
16	ALLEGiant AIR	24	943,638	2.54	**	**	**
17	FRONTIER AIRLINES	38	1,491,456	2.55	96	1,219,665	7.87
18	SPIRIT AIRLINES	60	1,987,834	3.02	93	1,767,129	5.26
TOTAL		658	61,657,905	1.07	853	54,130,108	1.58

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 0.5 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," section of this report. ** Airline was not a ranked carrier in 2017.

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for January 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
American	1						
Delta	1						
Endeavor	1						
Mesa	1						
Republic	1						
Southwest	1						
Spirit				1			
TOTAL	6			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

January 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	Loss
N O N E			

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of January 2018
as provided by the Transportation Security Administration^a**

The Transportation Security Administration (TSA) screened approximately 57 million airline passengers and their 46 million checked bags in the month of January 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 January.

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
795	.001	37	.00006	102	.0001	534	.0009

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 January.

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.