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of Transportation



Air Travel Consumer Report

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

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Flight Delays¹	August 2017
Mishandled Baggage¹	August 2017
Oversales¹	2nd. Quarter 2017 January - June 2017
Consumer Complaints² (Includes Disability and Discrimination Complaints)	August 2017
Airline Animal Incident Reports⁴	August 2017
Customer Service Reports to the Dept. of Homeland Security³	August 2017

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

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

³ Data provided by the Department of Homeland Security, Transportation Security Administration

⁴ Data collected by the Aviation Consumer Protection Division

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>		<i>Flight Delays (continued)</i>	
		Table 11	39
	2	List of Regularly Scheduled Flights with Tarmac Delays Over 3 Hours, By Carrier	
<i>Flight Delays</i>		Table 11A	40
Explanation	3	List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Carrier	
Table 1	4	Table 12	41
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		Number and Percentage of Regularly Scheduled Flights With Tarmac Delays of 2 Hours or More, By Carrier	
Table 1A	5	Footnotes	42
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		Appendix	43
Table 2	6		
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		<i>Mishandled Baggage</i>	
Table 3	9	Explanation	44
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		Ranking— August 2017	45
Table 4	11	<i>Oversales</i>	
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		Explanation	46
Table 5	13	Ranking — 2nd Quarter 2017	47
List of Regularly Scheduled Flights with More than 50% Delayed Arrivals of More Than 30 Minutes		Ranking— January - June 2017	48
Table 6	29	<i>Consumer Complaints</i>	
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More		Explanation	49
Table 7	30	Complaint Tables 1-5 (August 2017)	50
On-Time Arrival and Departure Percentage, by Airport		Summary, Complaint Categories, U.S. Airlines, Incident Date and Companies Other Than U.S. Airlines	
Table 8	35	Ranking, Table 6 (August 2017)	56
Overall Number and Percentage of Flight Cancellations, by Carrier			
Table 8A	36	<i>Civil Rights Complaints by Air Travelers, Other than Disability (August 2017)</i>	57
Number and Percentage of Regularly Scheduled Flights Canceled 5% or More of the Time, By Carrier			
Table 9	37	<i>Complaint Categories</i>	58
Flight Causation Data, By Airline and Category		<i>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation (August 2017)</i>	59
Table 10	38	<i>Customer Service Reports to the Department of Homeland Security (August 2017)</i>	60
Flight Causation Data, Graphic Representation			

INTRODUCTION

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

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

The report normally is released by the end of the second week of each month. The report is available via the Internet at:

<http://www.transportation.gov/airconsumer>

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the twelve (12) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues.

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 12 reporting air carriers, ten carriers (Alaska, Delta, ExpressJet, Frontier, JetBlue, Hawaiian, SkyWest, Spirit, Southwest and Virgin America) use ACARS and two carriers (American and United) use a combination of ACARS and DGS.

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

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

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

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

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

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

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

Except for the flights listed in Tables 5, 11 and 11A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at <https://www.transtats.bts.gov/ONTIME/>

Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at https://apps.bts.gov/pdc/user/products/src/category.xml?pdc_start=1&pdc_end=15&pdc_page=1&c=1&pdc_sort=2+DESC,+4+DESC. 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

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

AUGUST 2017

CARRIER*	AT 30 REPORTABLE AIRPORTS		AT ALL US AIRPORTS	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME
HAWAIIAN AIRLINES	8	85.5	17	93.0
DELTA AIR LINES	30	87.1	148	87.4
ALASKA AIRLINES	25	80.6	70	82.8
AMERICAN AIRLINES	28	77.9	98	77.7
SKYWEST AIRLINES	28	77.6	224	77.5
UNITED AIRLINES	27	77.1	100	77.5
FRONTIER AIRLINES	24	76.7	56	77.2
SPIRIT AIRLINES	21	75.7	38	76.9
EXPRESSJET AIRLINES	13	73.9	146	74.1
SOUTHWEST AIRLINES	25	70.8	86	70.2
JETBLUE AIRWAYS	25	67.8	67	68.1
VIRGIN AMERICA	18	66.3	22	66.6
TOTAL		77.2		77.1

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the 'Mishandled Baggage' and 'Consumer Complaints' sections of this report.

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2017

CARRIER*	3rd Quarter 07-09 2016		4th Quarter 10-12 2016		1st Quarter 01-03 2017		2nd Quarter 04-06 2017		June 2017		July 2017		Aug 2017		12 Months Ending Aug 2017	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	89.1	2	83.8	3	78.4	6	82.4	2	82.9	2	85.7	2	82.8	3	82.7	3
AMERICAN	74.9	10	83.1	4	81.4	3	77.3	6	73.2	8	73.1	11	77.7	4	79.8	5
DELTA	83.7	4	88.5	2	85.7	1	80.9	5	82.8	3	83.1	3	87.4	2	85.4	2
EXPRESSJET	75.6	9	80.4	8	76.7	7	75.8	9	75.1	6	75.6	7	74.1	9	77.9	8
FRONTIER	66.9	12	75.7	11	76.7	8	76.3	8	73.1	9	75.2	8	77.2	7	75.8	10
HAWAIIAN	90.9	1	89.9	1	83.0	2	89.6	1	90.4	1	92.3	1	93.0	1	88.8	1
JETBLUE	73.0	11	77.4	10	72.0	11	66.7	11	60.6	12	63.5	12	68.1	11	71.3	11
SKYWEST	84.2	3	80.2	9	76.5	9	81.1	3	81.0	4	79.1	4	77.5	5	79.8	6
SOUTHWEST	78.5	6	81.9	6	78.7	5	76.7	7	73.3	7	74.9	9	70.2	10	78.4	7
SPIRIT	76.3	8	80.5	7	76.3	10	71.3	10	68.3	10	73.5	10	76.9	8	76.4	9
UNITED	79.4	5	81.9	5	80.3	4	81.1	4	79.4	5	78.7	5	77.5	6	80.8	4
VIRGIN AMERICA	77.1	7	75.3	12	64.7	12	63.5	12	67.2	11	75.7	6	66.6	12	69.7	12
TOTAL	79.2		82.5		79.4		77.9		76.2		76.9		77.1		79.9	

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

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2017

ARRIVAL AIRPORT*																				
CARRIER*	ATL		BOS		BWI		CLT		DAL		DCA		DEN		DFW		DTW		EWR	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	86	93.0	161	80.7	120	88.3	0	0.0	0	0.0	124	87.1	180	81.1	145	86.2	58	93.1	186	62.9
AMERICAN	952	73.1	2378	78.5	539	76.1	8401	83.9	0	0.0	2220	76.7	1048	74.4	12263	78.1	531	79.1	696	65.5
DELTA	21550	89.4	1384	85.5	663	87.3	585	88.5	147	79.6	794	85.5	952	85.5	520	83.7	5112	90.6	500	71.0
EXPRESSJET	3095	86.7	114	86.0	12	100.0	216	59.7	0	0.0	338	70.4	0	0.0	1067	75.4	461	83.1	2374	63.4
FRONTIER	318	77.7	0	0.0	0	0.0	92	70.7	0	0.0	93	80.6	2024	78.8	62	80.6	117	80.3	0	0.0
HAWAIIAN	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	147	74.1	4299	73.9	232	72.4	120	60.8	0	0.0	922	75.3	120	67.5	58	60.3	124	77.4	790	58.1
SKYWEST	1094	78.6	0	0.0	12	66.7	52	71.2	23	78.3	165	82.4	4102	81.7	384	71.4	3436	82.7	194	61.9
SOUTHWEST	3551	73.3	1172	75.2	6499	73.6	242	63.6	5431	65.1	1286	73.8	6226	73.1	0	0.0	632	71.8	609	67.0
SPIRIT	637	76.0	434	80.0	682	78.4	0	0.0	0	0.0	0	0.0	372	70.7	819	74.4	827	77.9	247	61.9
UNITED	471	76.9	1186	72.5	298	78.9	174	86.8	0	0.0	464	71.3	5784	86.9	660	76.5	155	72.3	4772	73.1
VIRGIN AMERICA	0	0.0	201	71.1	0	0.0	0	0.0	357	79.6	116	85.3	89	62.9	0	0.0	0	0.0	243	58.8
TOTAL	31901	85.9	11329	76.6	9057	75.5	9882	82.7	5958	66.4	6522	76.8	20897	79.7	15978	77.7	11453	85.0	10611	67.9

* 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 D/ BY CARRIER AND AIRPORT
(REPORTABLE AIRPORTS ONLY)
AUGUST 2017

ARRIVAL AIRPORT*																				
CARRIER*	FLL		IAD		IAH		JFK		LAS		LAX		LGA		MCO		MDW		MIA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	31	87.1	31	77.4	59	72.9	31	83.9	381	85.6	792	83.1	0	0.0	105	91.4	0	0.0	0	0.0
AMERICAN	611	76.8	243	74.5	624	62.0	1559	74.8	1309	71.4	3566	77.8	1949	71.5	1527	76.4	0	0.0	4379	75.8
DELTA	984	85.6	270	86.3	245	70.2	2642	77.7	1145	89.5	2997	82.9	1972	80.0	1522	86.9	240	92.5	854	85.4
EXPRESSJET	0	0.0	0	0.0	3540	68.9	0	0.0	0	0.0	0	0.0	1412	62.0	2	100.0	0	0.0	0	0.0
FRONTIER	30	83.3	141	72.3	139	63.3	0	0.0	678	77.9	195	71.8	95	65.3	803	77.5	0	0.0	62	85.5
HAWAIIAN	0	0.0	0	0.0	0	0.0	31	93.5	78	91.0	165	84.2	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	1962	65.2	174	70.1	0	0.0	3848	65.9	489	67.9	513	63.4	534	63.1	1813	63.5	0	0.0	0	0.0
SKYWEST	18	66.7	100	80.0	663	61.4	0	0.0	360	75.3	2777	78.4	113	75.2	2	100.0	94	80.9	6	50.0
SOUTHWEST	1839	76.2	209	70.3	0	0.0	0	0.0	6450	71.0	3710	58.2	949	72.1	3359	75.3	7620	76.6	0	0.0
SPIRIT	1366	78.5	0	0.0	651	61.0	0	0.0	1023	79.1	837	75.1	341	76.0	930	77.7	0	0.0	0	0.0
UNITED	488	76.2	2305	84.1	5202	68.1	0	0.0	1068	76.6	2571	78.9	788	68.1	1006	80.2	0	0.0	332	74.1
VIRGIN AMERICA	92	85.9	148	70.3	0	0.0	368	71.2	393	67.7	1264	72.2	66	68.2	62	90.3	0	0.0	0	0.0
TOTAL	7421	75.2	3621	81.0	11123	67.2	8479	71.6	13374	74.5	19387	74.4	8219	71.2	11131	76.2	7954	77.1	5633	77.2

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2017

ARRIVAL AIRPORT*																				
CARRIER*	MSP		ORD		PDX		PHL		PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	88	81.8	198	88.4	1353	84.0	56	87.5	185	82.7	553	82.6	5338	79.1	486	68.1	204	76.0	31	93.5
AMERICAN	769	79.1	5882	79.5	449	74.8	3884	78.2	4912	83.6	873	76.6	949	71.9	1194	62.9	399	75.9	1010	77.8
DELTA	6740	89.9	757	82.6	774	91.0	646	81.6	603	88.1	709	84.8	2501	86.1	1299	69.6	4068	91.1	984	86.3
EXPRESSJET	113	77.9	1987	82.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER	94	77.7	260	75.4	113	81.4	311	78.1	211	71.6	182	79.1	86	75.6	187	62.0	105	70.5	152	81.6
HAWAIIAN	0	0.0	0	0.0	31	77.4	0	0.0	31	83.9	31	93.5	62	75.8	62	88.7	0	0.0	0	0.0
JETBLUE	0	0.0	264	62.9	174	80.5	178	74.7	62	56.5	149	61.1	235	73.2	579	60.8	186	71.0	368	66.8
SKYWEST	3327	85.0	8190	74.7	782	87.7	6	66.7	1272	87.1	859	83.2	1610	76.1	3325	54.0	4039	85.9	13	76.9
SOUTHWEST	799	75.5	0	0.0	1315	68.7	731	72.8	5169	70.9	3252	70.7	1298	63.9	1586	44.4	1005	69.1	2248	73.8
SPIRIT	403	77.7	930	76.0	93	79.6	279	74.2	31	67.7	217	77.9	217	77.9	0	0.0	0	0.0	220	73.6
UNITED	467	81.8	7161	82.3	716	78.8	407	72.7	563	77.4	909	78.5	1068	70.7	6027	71.7	191	74.9	551	75.0
VIRGIN AMERICA	0	0.0	149	73.8	89	58.4	1	100.0	0	0.0	179	64.8	218	54.1	1906	57.3	0	0.0	0	0.0
TOTAL	12800	86.1	25778	78.7	5889	80.0	6499	77.4	13039	78.5	7913	75.9	13582	76.9	16651	62.6	10197	85.1	5577	76.7

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

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

AUGUST 2017

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	92.4	73.7	85.6	88.4	84.2	0.0	91.5	83.7	85.5	82.3	67.0	82.4	75.5	82.3	90.9	89.6
0700-0759	93.9	86.7	84.9	88.5	81.0	91.1	91.5	85.0	91.8	83.9	81.4	89.7	73.3	79.7	92.1	89.6
0800-0859	92.7	86.5	89.2	87.3	81.5	88.2	92.2	87.2	93.5	89.2	85.6	75.0	73.4	71.8	91.1	81.5
0900-0959	91.4	91.0	89.6	80.5	84.1	90.4	89.3	82.2	93.3	88.5	87.2	100.0	73.2	85.8	91.2	80.1
1000-1059	92.0	88.7	89.4	88.5	77.0	86.7	88.6	80.9	88.4	86.9	86.6	92.2	71.8	87.0	85.3	74.8
1100-1159	91.6	88.6	89.8	85.0	72.6	88.4	88.1	85.9	90.4	89.2	84.7	88.4	73.5	84.6	80.2	75.7
1200-1259	89.1	90.1	82.4	90.7	76.6	86.2	88.3	84.5	87.5	84.9	82.1	87.0	73.2	78.0	79.5	77.7
1300-1359	89.2	85.6	83.2	87.4	77.0	84.9	84.2	83.3	88.3	77.6	82.3	86.1	69.5	80.0	78.1	75.0
1400-1459	87.7	84.7	83.6	89.7	72.4	84.4	85.8	86.1	87.5	66.1	74.8	88.6	67.7	77.4	72.7	76.0
1500-1559	84.6	77.8	71.2	80.6	63.9	81.3	79.4	79.2	82.0	59.6	79.6	87.3	63.6	79.5	74.0	81.0
1600-1659	84.6	74.8	72.5	80.7	56.9	75.8	73.1	74.1	86.3	52.5	74.3	80.6	62.7	68.1	69.4	75.6
1700-1759	83.6	72.4	69.4	78.0	56.9	70.4	68.8	67.7	79.3	54.6	79.9	73.1	57.3	63.8	65.2	70.6
1800-1859	80.3	68.3	65.0	77.3	53.6	58.3	75.7	67.0	83.7	53.3	68.7	72.5	64.4	66.3	63.4	72.0
1900-1959	77.4	67.5	55.9	73.0	53.6	66.7	67.2	71.2	79.0	54.7	65.2	71.1	61.0	67.6	67.1	67.5
2000-2059	80.1	69.9	62.5	84.7	59.0	67.3	63.5	73.4	84.2	47.8	60.1	81.3	62.2	59.9	62.2	67.5
2100-2159	77.7	65.9	65.3	72.2	53.5	72.0	69.2	70.3	79.4	51.1	67.7	78.0	53.9	57.8	67.4	66.7
2200-2259	75.2	67.7	59.5	67.7	57.8	66.9	67.8	70.9	68.5	50.0	54.3	59.5	57.4	60.6	59.1	60.1
2300-0559	74.3	68.2	70.9	76.6	44.6	70.2	64.6	76.3	73.5	71.4	67.6	75.1	63.0	70.0	64.8	72.1
TOTAL	85.9	76.6	75.5	82.7	66.4	76.8	79.7	77.7	85.0	67.9	75.2	81.0	67.2	71.6	74.5	74.4

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

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

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SE A	SFO	SLC	TPA	TOTAL
0600-0659	87.1	70.2	90.1	90.7	93.0	88.8	88.2	83.5	94.2	88.9	92.1	81.9	100.0	96.2	86.5
0700-0759	86.6	80.2	92.0	81.2	87.0	89.1	89.3	85.5	91.6	88.6	94.4	89.4	96.7	93.3	88.8
0800-0859	83.3	87.7	92.0	86.1	88.9	87.3	92.4	95.2	86.8	86.9	87.0	72.4	95.1	93.7	86.8
0900-0959	84.2	90.2	88.6	85.6	91.7	88.6	91.7	92.9	87.6	87.0	85.9	65.2	92.7	91.3	86.4
1000-1059	86.3	87.3	89.5	89.4	89.4	85.8	87.7	93.2	87.4	84.1	78.2	56.2	92.7	87.7	84.6
1100-1159	85.8	85.2	88.4	81.4	92.0	83.7	88.8	86.3	87.9	83.0	71.5	52.6	86.1	85.3	83.4
1200-1259	81.8	80.5	89.2	80.0	91.3	80.6	81.9	87.8	82.0	83.5	74.7	53.1	83.9	85.6	82.2
1300-1359	78.4	86.2	83.9	82.4	90.5	84.6	89.1	90.6	78.2	77.4	69.1	59.1	90.3	76.2	81.8
1400-1459	73.9	84.9	79.1	77.0	88.4	79.3	74.7	81.3	81.3	75.1	74.5	60.7	86.3	82.1	80.0
1500-1559	72.4	83.4	82.2	86.0	83.5	78.4	84.3	75.8	74.3	72.5	84.2	61.6	85.6	76.3	77.6
1600-1659	71.5	77.2	70.3	70.5	88.0	76.0	80.5	68.9	71.8	74.8	76.9	65.5	83.3	79.5	75.0
1700-1759	64.2	69.6	69.7	77.2	78.3	71.3	80.7	67.2	66.0	71.8	79.1	62.9	75.8	77.7	70.3
1800-1859	65.1	69.9	63.0	74.9	82.9	68.4	77.5	70.9	68.9	70.2	75.8	63.1	75.8	70.5	70.7
1900-1959	54.1	69.3	64.2	76.4	86.7	64.6	79.2	65.7	70.4	65.5	77.5	64.9	82.8	67.0	70.2
2000-2059	50.5	66.8	65.3	66.8	71.1	71.2	74.2	70.1	67.9	67.7	73.9	57.6	75.0	66.8	67.8
2100-2159	58.5	63.0	64.7	72.6	80.5	69.6	76.7	75.0	72.2	70.2	70.2	58.4	81.0	66.2	69.0
2200-2259	61.4	61.6	65.1	67.3	72.7	70.2	67.8	68.0	65.8	64.8	68.1	52.7	66.6	66.3	63.9
2300-0559	65.2	65.5	61.4	71.8	77.0	80.5	69.3	70.5	69.4	66.3	77.6	65.5	60.7	63.9	70.3
TOTAL	71.2	76.2	77.1	77.2	86.1	78.7	80.0	77.4	78.5	75.9	76.9	62.6	85.1	76.7	77.2

* 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 E/ BY AIRPORT AND TIME OF DAY
(REPORTABLE AIRPORTS ONLY)

AUGUST 2017

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	92.1	92.9	90.8	94.9	87.9	93.4	92.9	85.6	92.8	89.3	92.4	93.5	73.3	87.2	92.2	89.8
0700-0759	91.6	90.0	90.2	92.3	83.8	88.2	90.4	83.8	90.0	88.0	89.4	90.6	76.0	88.9	83.4	87.3
0800-0859	91.4	87.7	86.1	93.5	78.5	88.0	85.2	85.3	90.7	84.6	84.7	88.6	71.0	88.3	83.1	83.4
0900-0959	88.7	88.3	81.1	89.6	71.0	88.1	85.5	83.7	87.5	87.4	83.0	95.5	71.2	78.7	83.0	77.1
1000-1059	90.3	86.0	84.2	76.9	73.8	88.9	84.1	82.6	86.9	88.9	84.3	81.5	71.3	84.5	82.6	74.3
1100-1159	90.0	83.0	81.7	89.6	63.5	89.2	82.5	83.5	89.0	84.9	79.0	81.8	69.8	81.3	75.5	70.3
1200-1259	86.5	86.8	80.8	88.0	54.3	88.4	80.5	81.1	87.6	81.8	80.1	87.6	68.9	76.4	64.9	71.1
1300-1359	82.9	86.0	76.1	84.5	66.4	84.1	78.2	76.2	80.1	80.6	70.5	94.1	65.8	73.2	70.0	69.6
1400-1459	83.2	77.6	63.5	78.9	64.0	78.0	78.5	79.5	76.1	73.2	70.8	82.5	64.0	68.4	59.5	70.2
1500-1559	77.4	74.9	65.3	76.7	56.2	81.3	79.2	75.1	78.3	66.9	62.2	82.6	63.6	70.7	58.1	78.1
1600-1659	75.6	72.3	60.6	75.3	47.5	71.2	66.5	75.1	77.1	60.5	62.4	82.0	63.7	70.0	59.6	74.8
1700-1759	74.5	65.3	63.3	70.9	45.7	70.9	68.0	69.8	77.9	56.7	62.1	72.6	58.5	68.6	58.7	71.1
1800-1859	68.5	66.2	61.5	73.2	50.8	62.2	60.6	63.0	66.7	54.4	67.0	63.8	59.9	63.4	51.2	73.3
1900-1959	76.4	61.7	55.1	68.4	45.6	62.5	71.4	64.9	75.4	56.3	60.6	72.7	62.6	59.3	57.7	65.1
2000-2059	69.9	61.4	51.8	71.1	45.5	67.3	59.7	68.5	80.2	52.4	64.4	58.1	64.0	58.5	54.9	62.7
2100-2159	78.6	61.9	49.1	69.1	49.6	71.4	60.8	68.1	85.3	54.8	58.2	64.3	65.8	53.4	59.0	70.0
2200-2259	75.1	66.7	63.8	72.6	44.7	72.6	66.6	67.1	82.1	42.7	80.3	81.0	57.0	58.3	63.1	68.6
2300-0559	77.4	92.0	62.8	90.7	0.0	90.2	81.6	76.3	89.4	90.8	85.3	88.2	78.1	70.4	77.7	80.5
TOTAL	81.7	79.4	72.5	80.3	62.4	80.5	77.0	76.4	83.3	72.7	73.3	81.7	67.1	73.0	69.9	74.9

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

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	88.6	87.9	93.3	92.2	93.4	89.4	95.4	91.6	94.4	93.8	95.4	92.0	93.9	93.9	91.4
0700-0759	88.9	90.0	89.4	88.0	95.7	89.1	89.5	88.2	87.0	86.8	88.1	87.1	90.8	94.9	88.2
0800-0859	82.9	90.7	85.0	89.0	89.6	88.5	91.4	88.0	87.6	80.1	87.4	82.4	88.4	92.8	86.9
0900-0959	80.9	87.3	84.7	80.0	90.5	84.4	84.1	88.8	84.4	80.9	78.6	76.0	89.6	91.6	83.7
1000-1059	81.2	86.0	81.2	81.3	91.0	82.8	85.6	89.7	84.2	79.3	82.9	62.3	89.6	90.5	82.6
1100-1159	83.1	82.4	74.9	83.0	90.3	79.4	83.2	89.2	80.5	77.2	76.0	57.0	87.6	85.3	80.5
1200-1259	82.3	78.5	78.9	81.4	85.6	79.3	88.0	81.3	81.5	78.1	74.8	56.4	73.9	75.8	78.7
1300-1359	73.8	71.8	73.1	78.1	88.0	75.2	77.7	85.4	81.8	73.7	73.9	57.5	86.4	81.3	76.6
1400-1459	77.3	69.3	63.0	79.8	84.9	76.1	80.3	79.7	76.5	74.9	73.8	53.5	80.0	71.8	73.6
1500-1559	71.1	67.2	67.6	69.0	84.7	71.0	69.9	76.0	70.8	68.7	72.9	64.0	85.9	69.6	73.1
1600-1659	66.1	68.7	68.0	76.6	79.0	72.5	81.3	68.7	76.1	68.1	74.5	64.1	75.1	65.7	70.5
1700-1759	67.0	59.7	61.1	65.1	81.1	73.6	75.6	59.0	70.1	71.7	78.9	62.3	80.9	70.9	69.1
1800-1859	64.3	59.7	55.6	67.6	72.6	66.6	76.7	66.7	65.8	70.6	78.3	61.2	59.3	64.1	64.7
1900-1959	57.4	60.8	53.7	67.9	84.4	68.9	76.1	62.0	55.2	65.4	76.4	64.3	61.3	66.6	66.4
2000-2059	53.1	57.7	50.6	68.3	86.0	66.1	71.5	69.3	68.1	69.2	79.2	65.7	83.3	50.0	67.6
2100-2159	47.7	55.3	56.0	70.8	83.9	73.3	71.8	75.8	65.2	70.6	81.6	63.6	76.3	56.8	68.1
2200-2259	60.5	52.9	65.5	80.7	84.6	71.6	74.9	76.9	63.3	88.9	74.9	70.1	84.7	59.2	71.9
2300-0559	89.0	85.6	92.8	87.5	96.2	89.4	89.8	91.0	88.7	75.0	84.5	75.0	78.3	89.7	82.8
TOTAL	74.5	74.7	71.2	77.0	86.9	77.6	83.6	78.6	78.4	77.8	80.1	67.9	84.7	79.2	76.8

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

AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS								
EXPRESSJET	4254	May	DCA-EWR	1930	25	13	52.00	258.44
EXPRESSJET	4254	Jun	DCA-EWR	1925	26	23	88.46	86.68
EXPRESSJET	4254	Jul	DCA-EWR	1925	28	20	71.43	78.00
EXPRESSJET	4416	Aug	DCA-EWR	1924	29	19	65.52	86.93
EXPRESSJET	5384	May	LGA-RIC	2000	26	18	69.23	79.53
EXPRESSJET	5612	Jun	LGA-RIC	2000	25	14	56.00	110.50
EXPRESSJET	5375	Jul	LGA-RIC	2000	23	13	56.52	101.43
EXPRESSJET	5375	Aug	LGA-RIC	2000	27	14	51.85	104.90
JETBLUE	228	May	MCO-EWR	1736	22	13	59.09	75.92
JETBLUE	328	Jun	MCO-EWR	1745	16	13	81.25	111.46
JETBLUE	328	Jul	MCO-EWR	1745	31	24	77.42	106.05
JETBLUE	328	Aug	MCO-EWR	1745	31	18	58.06	131.56
SPIRIT	876	May	FLL-EWR	1757	31	27	87.10	103.70
SPIRIT	876	Jun	FLL-EWR	1740	30	24	80.00	86.58
SPIRIT	876	Jul	FLL-EWR	1745	31	21	67.74	120.93
SPIRIT	876	Aug	FLL-EWR	1739	31	20	64.52	97.32
SPIRIT	140	May	MCO-EWR	1424	31	20	64.52	83.24
SPIRIT	140	Jun	MCO-EWR	1410	30	21	70.00	78.94
SPIRIT	140	Jul	MCO-EWR	1400	31	18	58.06	101.90
SPIRIT	140	Aug	MCO-EWR	1401	31	18	58.06	81.62

* Minimum of 10 flights per months

** includes cancelled and diverted flights

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

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

https://www.rita.dot.gov/bts/sites/rita.dot.gov.bts/files/subject_areas/airline_information/chronically_delayed_flights/index.html

AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS								
EXPRESSJET	5230	Jun	BUF-LGA	1845	17	9	52.94	456.00
EXPRESSJET	5424	Jul	BUF-LGA	1842	23	15	65.22	183.89
EXPRESSJET	5424	Aug	BUF-LGA	1842	22	16	72.73	56.80
EXPRESSJET	5454	Jun	CLT-LGA	1600	18	12	66.67	188.44
EXPRESSJET	5557	Jul	CLT-LGA	1600	25	14	56.00	139.00
EXPRESSJET	5312	Aug	CLT-LGA	1600	16	9	56.25	114.17
EXPRESSJET	4254	Jun	DCA-EWR	1925	26	23	88.46	86.68
EXPRESSJET	4254	Jul	DCA-EWR	1925	28	20	71.43	78.00
EXPRESSJET	4416	Aug	DCA-EWR	1924	29	19	65.52	86.93
EXPRESSJET	5181	Jun	LGA-MCI	1755	14	8	57.14	129.86
EXPRESSJET	5413	Jul	LGA-MCI	1755	17	9	52.94	143.67
EXPRESSJET	5413	Aug	LGA-MCI	1755	19	11	57.89	116.60
EXPRESSJET	5402	Jun	LGA-OMA	2015	26	15	57.69	121.92
EXPRESSJET	5395	Jul	LGA-OMA	2015	22	13	59.09	125.50
EXPRESSJET	5395	Aug	LGA-OMA	2015	27	14	51.85	101.92
EXPRESSJET	5612	Jun	LGA-RIC	2000	25	14	56.00	110.50
EXPRESSJET	5375	Jul	LGA-RIC	2000	23	13	56.52	101.43
EXPRESSJET	5375	Aug	LGA-RIC	2000	27	14	51.85	104.90
EXPRESSJET	5376	Jun	PIT-LGA	1759	17	12	70.59	101.13
EXPRESSJET	5513	Jul	PIT-LGA	1756	23	13	56.52	118.36
EXPRESSJET	5513	Aug	PIT-LGA	1756	24	16	66.67	84.93

* Minimum of 10 flights per months

** includes cancelled and diverted flights

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

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

https://www.rita.dot.gov/bts/sites/rita.dot.gov/bts/files/subject_areas/airline_information/chronically_delayed_flights/index.html

AIR TRAVEL CONSUMER REPORT

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

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

EXPRESSJET	5244	Jun	ROC-LGA	1759	17	13	76.47	101.50
EXPRESSJET	5483	Jul	ROC-LGA	1755	23	13	56.52	132.20
EXPRESSJET	5406	Aug	ROC-LGA	1755	27	14	51.85	159.09
JETBLUE	1118	Jun	CLT-JFK	1955	16	11	68.75	90.20
JETBLUE	1118	Jul	CLT-JFK	1955	31	20	64.52	146.59
JETBLUE	1118	Aug	CLT-JFK	1955	27	14	51.85	65.67
JETBLUE	854	Jun	DCA-BOS	1847	30	19	63.33	99.28
JETBLUE	854	Jul	DCA-BOS	1847	31	18	58.06	108.00
JETBLUE	854	Aug	DCA-BOS	1847	31	16	51.61	125.50
JETBLUE	1005	Jun	EWR-FLL	1847	16	14	87.50	115.36
JETBLUE	1005	Jul	EWR-FLL	1847	31	22	70.97	161.81
JETBLUE	1005	Aug	EWR-FLL	1847	29	18	62.07	130.12
JETBLUE	127	Jun	EWR-MCO	1934	17	16	94.12	125.33
JETBLUE	127	Jul	EWR-MCO	1934	31	26	83.87	131.96
JETBLUE	127	Aug	EWR-MCO	1934	31	18	58.06	119.82
JETBLUE	527	Jun	EWR-MCO	2114	16	14	87.50	120.07
JETBLUE	527	Jul	EWR-MCO	2114	31	26	83.87	116.43
JETBLUE	527	Aug	EWR-MCO	2114	31	20	64.52	128.41
JETBLUE	1443	Jun	EWR-PBI	2100	16	14	87.50	96.83
JETBLUE	1443	Jul	EWR-PBI	2100	31	22	70.97	115.18
JETBLUE	1443	Aug	EWR-PBI	2100	25	16	64.00	106.21

* Minimum of 10 flights per months

** includes cancelled and diverted flights

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

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

https://www.rita.dot.gov/bts/sites/rita.dot.gov/bts/files/subject_areas/airline_information/chronically_delayed_flights/index.html

AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS								
JETBLUE	1511	Jun	EWR-RSW	1600	16	15	93.75	93.07
JETBLUE	1511	Jul	EWR-RSW	1600	31	21	67.74	84.67
JETBLUE	1511	Aug	EWR-RSW	1600	31	16	51.61	88.82
JETBLUE	1973	Jun	EWR-TPA	1846	16	16	100.00	114.88
JETBLUE	1973	Jul	EWR-TPA	1846	31	22	70.97	132.95
JETBLUE	1973	Aug	EWR-TPA	1846	31	19	61.29	133.05
JETBLUE	6	Jun	FLL-EWR	1840	16	16	100.00	121.33
JETBLUE	6	Jul	FLL-EWR	1840	31	23	74.19	139.68
JETBLUE	6	Aug	FLL-EWR	1840	31	19	61.29	126.63
JETBLUE	202	Jun	FLL-JFK	1507	16	10	62.50	102.50
JETBLUE	202	Jul	FLL-JFK	1507	31	20	64.52	190.72
JETBLUE	202	Aug	FLL-JFK	1507	31	17	54.84	135.47
JETBLUE	2	Jun	FLL-JFK	1911	16	14	87.50	118.85
JETBLUE	2	Jul	FLL-JFK	1911	31	24	77.42	130.68
JETBLUE	2	Aug	FLL-JFK	1911	31	23	74.19	92.60
JETBLUE	7	Jun	FLL-LAS	1940	30	16	53.33	118.07
JETBLUE	7	Jul	FLL-LAS	1940	31	20	64.52	109.89
JETBLUE	7	Aug	FLL-LAS	1940	31	20	64.52	71.40
JETBLUE	672	Jun	FLL-LGA	1742	30	19	63.33	131.87
JETBLUE	672	Jul	FLL-LGA	1742	31	23	74.19	93.75
JETBLUE	672	Aug	FLL-LGA	1742	31	16	51.61	106.36

* Minimum of 10 flights per months

** includes cancelled and diverted flights

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

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https://www.rita.dot.gov/bts/sites/rita.dot.gov.bts/files/subject_areas/airline_information/chronically_delayed_flights/index.html

AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS								
JETBLUE	1472	Jun	FLL-LGA	2030	30	16	53.33	115.75
JETBLUE	1472	Jul	FLL-LGA	2030	31	17	54.84	89.83
JETBLUE	1472	Aug	FLL-LGA	2000	31	16	51.61	64.50
JETBLUE	1201	Jun	JFK-FLL	2055	25	14	56.00	94.83
JETBLUE	1201	Jul	JFK-FLL	2101	31	22	70.97	81.85
JETBLUE	1201	Aug	JFK-FLL	2101	31	18	58.06	114.25
JETBLUE	1183	Jun	JFK-MCO	1554	16	10	62.50	85.63
JETBLUE	1183	Jul	JFK-MCO	1554	31	16	51.61	116.07
JETBLUE	1183	Aug	JFK-MCO	1559	31	20	64.52	98.64
JETBLUE	283	Jun	JFK-MCO	1906	16	11	68.75	117.40
JETBLUE	283	Jul	JFK-MCO	1906	31	20	64.52	123.00
JETBLUE	283	Aug	JFK-MCO	1906	31	22	70.97	112.68
JETBLUE	1271	Jun	LGA-FLL	1932	30	20	66.67	128.40
JETBLUE	1271	Jul	LGA-FLL	1932	31	22	70.97	165.06
JETBLUE	1271	Aug	LGA-FLL	1932	30	17	56.67	116.71
JETBLUE	1371	Jun	LGA-FLL	2130	30	21	70.00	118.19
JETBLUE	1371	Jul	LGA-FLL	2130	31	22	70.97	98.06
JETBLUE	1371	Aug	LGA-FLL	2130	31	18	58.06	102.13
JETBLUE	499	Jun	LGA-MCO	2100	30	18	60.00	105.12
JETBLUE	499	Jul	LGA-MCO	2100	30	17	56.67	139.93
JETBLUE	499	Aug	LGA-MCO	2100	31	17	54.84	76.31

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** includes cancelled and diverted flights

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS								
JETBLUE	328	Jun	MCO-EWR	1745	16	13	81.25	111.46
JETBLUE	328	Jul	MCO-EWR	1745	31	24	77.42	106.05
JETBLUE	328	Aug	MCO-EWR	1745	31	18	58.06	131.56
JETBLUE	284	Jun	MCO-JFK	2001	16	11	68.75	91.50
JETBLUE	284	Jul	MCO-JFK	2001	31	21	67.74	157.80
JETBLUE	284	Aug	MCO-JFK	2006	31	22	70.97	127.56
JETBLUE	667	Jun	MCO-PSE	2150	16	12	75.00	114.82
JETBLUE	667	Jul	MCO-PSE	2150	31	16	51.61	73.31
JETBLUE	667	Aug	MCO-PSE	2150	14	9	64.29	75.44
JETBLUE	1444	Jun	PBI-EWR	1713	16	13	81.25	109.69
JETBLUE	1444	Jul	PBI-EWR	1713	31	20	64.52	135.19
JETBLUE	1444	Aug	PBI-EWR	1713	31	21	67.74	101.53
JETBLUE	12	Jun	RSW-EWR	1508	16	15	93.75	85.40
JETBLUE	12	Jul	RSW-EWR	1508	31	22	70.97	149.47
JETBLUE	12	Aug	RSW-EWR	1508	29	16	55.17	106.42
JETBLUE	1512	Jun	RSW-EWR	1951	14	14	100.00	95.83
JETBLUE	1512	Jul	RSW-EWR	1951	26	20	76.92	92.56
JETBLUE	1512	Aug	RSW-EWR	1951	27	18	66.67	93.07
JETBLUE	1730	Jun	RSW-JFK	1858	16	10	62.50	129.25
JETBLUE	1730	Jul	RSW-JFK	1858	31	21	67.74	126.70
JETBLUE	1730	Aug	RSW-JFK	1858	31	20	64.52	100.83

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS								
JETBLUE	2074	Jun	TPA-EWR	1604	16	14	87.50	119.43
JETBLUE	2074	Jul	TPA-EWR	1604	31	22	70.97	116.25
JETBLUE	2074	Aug	TPA-EWR	1604	31	17	54.84	133.65
JETBLUE	551	Jun	TPA-SJU	2224	16	16	100.00	118.19
JETBLUE	551	Jul	TPA-SJU	2224	31	21	67.74	107.75
JETBLUE	551	Aug	TPA-SJU	2224	19	12	63.16	121.36
SOUTHWEST	980	Jun	ATL-DAL	2130	22	16	72.73	110.13
SOUTHWEST	980	Jul	ATL-DAL	2130	19	15	78.95	94.79
SOUTHWEST	980	Aug	ATL-DAL	2130	12	7	58.33	84.71
SOUTHWEST	171	Jul	ATL-FLL	1740	26	15	57.69	76.93
SOUTHWEST	171	Jun	ATL-FLL	1740	25	15	60.00	81.15
SOUTHWEST	171	Aug	ATL-FLL	1740	14	8	57.14	71.75
SOUTHWEST	3195	Jun	BOS-IND	1940	20	15	75.00	97.55
SOUTHWEST	3195	Jul	BOS-IND	1940	19	13	68.42	107.58
SOUTHWEST	3195	Aug	BOS-IND	1940	10	8	80.00	141.86
SOUTHWEST	742	Jun	BWI-ATL	2125	20	13	65.00	113.17
SOUTHWEST	742	Jul	BWI-ATL	2125	21	14	66.67	66.77
SOUTHWEST	742	Aug	BWI-ATL	2125	10	6	60.00	98.80

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS								
SOUTHWEST	1563	Jun	EWR-PHX	1745	20	17	85.00	107.24
SOUTHWEST	1563	Jul	EWR-PHX	1745	21	12	57.14	117.17
SOUTHWEST	1563	Aug	EWR-PHX	1745	10	6	60.00	120.25
SOUTHWEST	3981	Jun	EWR-STL	1755	20	13	65.00	176.83
SOUTHWEST	3981	Jul	EWR-STL	1755	21	13	61.90	106.92
SOUTHWEST	3981	Aug	EWR-STL	1755	10	7	70.00	107.80
SOUTHWEST	171	Jun	FLL-PHL	2015	20	12	60.00	89.40
SOUTHWEST	171	Jul	FLL-PHL	2015	21	16	76.19	75.80
SOUTHWEST	171	Aug	FLL-PHL	2015	10	6	60.00	74.17
SOUTHWEST	172	Jun	GSP-ATL	1850	22	15	68.18	88.07
SOUTHWEST	172	Jul	GSP-ATL	1850	21	14	66.67	90.79
SOUTHWEST	172	Aug	GSP-ATL	1850	10	6	60.00	71.17
SPIRIT	876	Jun	FLL-EWR	1740	30	24	80.00	86.58
SPIRIT	876	Jul	FLL-EWR	1745	31	21	67.74	120.93
SPIRIT	876	Aug	FLL-EWR	1739	31	20	64.52	97.32
SPIRIT	140	Jun	MCO-EWR	1410	30	21	70.00	78.94
SPIRIT	140	Jul	MCO-EWR	1400	31	18	58.06	101.90
SPIRIT	140	Aug	MCO-EWR	1401	31	18	58.06	81.62

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
DELTA	1485	Jul	LGA-MCO	1956	23	12	52.17	110.45
DELTA	1485	Aug	LGA-MCO	1956	21	11	52.38	126.09
EXPRESSJET	4416	Jul	BUF-EWR	1845	19	11	57.89	109.60
EXPRESSJET	4416	Aug	BUF-EWR	1845	15	8	53.33	126.75
EXPRESSJET	5424	Jul	BUF-LGA	1842	23	15	65.22	183.89
EXPRESSJET	5424	Aug	BUF-LGA	1842	22	16	72.73	56.80
EXPRESSJET	4071	Jul	CHS-EWR	1939	28	17	60.71	82.50
EXPRESSJET	4071	Aug	CHS-EWR	1939	31	17	54.84	172.08
EXPRESSJET	5557	Jul	CLT-LGA	1600	25	14	56.00	139.00
EXPRESSJET	5312	Aug	CLT-LGA	1600	16	9	56.25	114.17
EXPRESSJET	4266	Jul	CMH-EWR	1600	20	15	75.00	185.00
EXPRESSJET	3982	Aug	CMH-EWR	1610	25	13	52.00	96.33
EXPRESSJET	4254	Jul	DCA-EWR	1925	28	20	71.43	78.00
EXPRESSJET	4416	Aug	DCA-EWR	1924	29	19	65.52	86.93
EXPRESSJET	5413	Jul	LGA-MCI	1755	17	9	52.94	143.67
EXPRESSJET	5413	Aug	LGA-MCI	1755	19	11	57.89	116.60
EXPRESSJET	5395	Jul	LGA-OMA	2015	22	13	59.09	125.50
EXPRESSJET	5395	Aug	LGA-OMA	2015	27	14	51.85	101.92
EXPRESSJET	5375	Jul	LGA-RIC	2000	23	13	56.52	101.43
EXPRESSJET	5375	Aug	LGA-RIC	2000	27	14	51.85	104.90
EXPRESSJET	4143	Jul	MKE-EWR	1720	23	17	73.91	151.62
EXPRESSJET	4143	Aug	MKE-EWR	1720	27	16	59.26	150.31

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
EXPRESSJET	5513	Jul	PIT-LGA	1756	23	13	56.52	118.36
EXPRESSJET	5513	Aug	PIT-LGA	1756	24	16	66.67	84.93
EXPRESSJET	5387	Jul	PIT-LGA	1942	20	11	55.00	123.80
EXPRESSJET	5387	Aug	PIT-LGA	1942	27	15	55.56	243.09
EXPRESSJET	3985	Jul	ROC-EWR	1900	20	16	80.00	106.11
EXPRESSJET	3985	Aug	ROC-EWR	1900	25	15	60.00	88.20
EXPRESSJET	5483	Jul	ROC-LGA	1755	23	13	56.52	132.20
EXPRESSJET	5406	Aug	ROC-LGA	1755	27	14	51.85	159.09
FRONTIER	1532	Jul	SFO-ATL	1040	13	10	76.92	64.70
FRONTIER	1532	Aug	SFO-ATL	1040	16	10	62.50	90.30
JETBLUE	1118	Jul	CLT-JFK	1955	31	20	64.52	146.59
JETBLUE	1118	Aug	CLT-JFK	1955	27	14	51.85	65.67
JETBLUE	854	Jul	DCA-BOS	1847	31	18	58.06	108.00
JETBLUE	854	Aug	DCA-BOS	1847	31	16	51.61	125.50
JETBLUE	305	Jul	EWR-FLL	1540	31	20	64.52	142.68
JETBLUE	305	Aug	EWR-FLL	1540	31	16	51.61	121.07
JETBLUE	1005	Jul	EWR-FLL	1847	31	22	70.97	161.81
JETBLUE	1005	Aug	EWR-FLL	1847	29	18	62.07	130.12
JETBLUE	127	Jul	EWR-MCO	1934	31	26	83.87	131.96
JETBLUE	127	Aug	EWR-MCO	1934	31	18	58.06	119.82
JETBLUE	527	Jul	EWR-MCO	2114	31	26	83.87	116.43
JETBLUE	527	Aug	EWR-MCO	2114	31	20	64.52	128.41

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
JETBLUE	1443	Jul	EWR-PBI	2100	31	22	70.97	115.18
JETBLUE	1443	Aug	EWR-PBI	2100	25	16	64.00	106.21
JETBLUE	1511	Jul	EWR-RSW	1600	31	21	67.74	84.67
JETBLUE	1511	Aug	EWR-RSW	1600	31	16	51.61	88.82
JETBLUE	1973	Jul	EWR-TPA	1846	31	22	70.97	132.95
JETBLUE	1973	Aug	EWR-TPA	1846	31	19	61.29	133.05
JETBLUE	170	Jul	FLL-BOS	1930	13	8	61.54	81.00
JETBLUE	170	Aug	FLL-BOS	1930	14	9	64.29	85.88
JETBLUE	6	Jul	FLL-EWR	1840	31	23	74.19	139.68
JETBLUE	6	Aug	FLL-EWR	1840	31	19	61.29	126.63
JETBLUE	506	Jul	FLL-EWR	1200	31	16	51.61	106.33
JETBLUE	506	Aug	FLL-EWR	1200	31	16	51.61	82.17
JETBLUE	202	Jul	FLL-JFK	1507	31	20	64.52	190.72
JETBLUE	202	Aug	FLL-JFK	1507	31	17	54.84	135.47
JETBLUE	2	Jul	FLL-JFK	1911	31	24	77.42	130.68
JETBLUE	2	Aug	FLL-JFK	1911	31	23	74.19	92.60
JETBLUE	7	Jul	FLL-LAS	1940	31	20	64.52	109.89
JETBLUE	7	Aug	FLL-LAS	1940	31	20	64.52	71.40
JETBLUE	672	Jul	FLL-LGA	1742	31	23	74.19	93.75
JETBLUE	672	Aug	FLL-LGA	1742	31	16	51.61	106.36
JETBLUE	1472	Jul	FLL-LGA	2030	31	17	54.84	89.83
JETBLUE	1472	Aug	FLL-LGA	2000	31	16	51.61	64.50

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
JETBLUE	932	Jul	HOU-BOS	1820	26	15	57.69	83.80
JETBLUE	932	Aug	HOU-BOS	1820	27	17	62.96	101.80
JETBLUE	695	Jul	HPN-MCO	2047	31	17	54.84	117.19
JETBLUE	695	Aug	HPN-MCO	2047	31	17	54.84	124.20
JETBLUE	1801	Jul	JFK-FLL	1454	31	18	58.06	88.69
JETBLUE	1801	Aug	JFK-FLL	1454	31	20	64.52	77.06
JETBLUE	1201	Jul	JFK-FLL	2101	31	22	70.97	81.85
JETBLUE	1201	Aug	JFK-FLL	2101	31	18	58.06	114.25
JETBLUE	1183	Jul	JFK-MCO	1554	31	16	51.61	116.07
JETBLUE	1183	Aug	JFK-MCO	1559	31	20	64.52	98.64
JETBLUE	283	Jul	JFK-MCO	1906	31	20	64.52	123.00
JETBLUE	283	Aug	JFK-MCO	1906	31	22	70.97	112.68
JETBLUE	403	Jul	JFK-SJU	909	31	18	58.06	98.53
JETBLUE	403	Aug	JFK-SJU	909	31	17	54.84	95.13
JETBLUE	1503	Jul	JFK-SJU	2350	31	18	58.06	116.00
JETBLUE	1503	Aug	JFK-SJU	2350	31	17	54.84	112.63
JETBLUE	161	Jul	JFK-SMF	1919	31	20	64.52	111.05
JETBLUE	161	Aug	JFK-SMF	1919	31	16	51.61	121.50
JETBLUE	1271	Jul	LGA-FLL	1932	31	22	70.97	165.06
JETBLUE	1271	Aug	LGA-FLL	1932	30	17	56.67	116.71
JETBLUE	1371	Jul	LGA-FLL	2130	31	22	70.97	98.06
JETBLUE	1371	Aug	LGA-FLL	2130	31	18	58.06	102.13

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
JETBLUE	499	Jul	LGA-MCO	2100	30	17	56.67	139.93
JETBLUE	499	Aug	LGA-MCO	2100	31	17	54.84	76.31
JETBLUE	328	Jul	MCO-EWR	1745	31	24	77.42	106.05
JETBLUE	328	Aug	MCO-EWR	1745	31	18	58.06	131.56
JETBLUE	84	Jul	MCO-JFK	1711	31	25	80.65	120.82
JETBLUE	84	Aug	MCO-JFK	1711	31	18	58.06	109.63
JETBLUE	284	Jul	MCO-JFK	2001	31	21	67.74	157.80
JETBLUE	284	Aug	MCO-JFK	2006	31	22	70.97	127.56
JETBLUE	667	Jul	MCO-PSE	2150	31	16	51.61	73.31
JETBLUE	667	Aug	MCO-PSE	2150	14	9	64.29	75.44
JETBLUE	1444	Jul	PBI-EWR	1713	31	20	64.52	135.19
JETBLUE	1444	Aug	PBI-EWR	1713	31	21	67.74	101.53
JETBLUE	12	Jul	RSW-EWR	1508	31	22	70.97	149.47
JETBLUE	12	Aug	RSW-EWR	1508	29	16	55.17	106.42
JETBLUE	1512	Jul	RSW-EWR	1951	26	20	76.92	92.56
JETBLUE	1512	Aug	RSW-EWR	1951	27	18	66.67	93.07
JETBLUE	1730	Jul	RSW-JFK	1858	31	21	67.74	126.70
JETBLUE	1730	Aug	RSW-JFK	1858	31	20	64.52	100.83
JETBLUE	176	Jul	SJU-BDL	2007	31	20	64.52	89.40
JETBLUE	176	Aug	SJU-BDL	2007	31	17	54.84	80.31
JETBLUE	2074	Jul	TPA-EWR	1604	31	22	70.97	116.25
JETBLUE	2074	Aug	TPA-EWR	1604	31	17	54.84	133.65

* Minimum of 10 flights per months

** includes cancelled and diverted flights

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

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
JETBLUE	551	Jul	TPA-SJU	2224	31	21	67.74	107.75
JETBLUE	551	Aug	TPA-SJU	2224	19	12	63.16	121.36
SOUTHWEST	980	Jul	ATL-DAL	2130	19	15	78.95	94.79
SOUTHWEST	980	Aug	ATL-DAL	2130	12	7	58.33	84.71
SOUTHWEST	171	Jul	ATL-FLL	1740	26	15	57.69	76.93
SOUTHWEST	171	Aug	ATL-FLL	1740	14	8	57.14	71.75
SOUTHWEST	3195	Jul	BOS-IND	1940	19	13	68.42	107.58
SOUTHWEST	3195	Aug	BOS-IND	1940	10	8	80.00	141.86
SOUTHWEST	742	Jul	BWI-ATL	2125	21	14	66.67	66.77
SOUTHWEST	742	Aug	BWI-ATL	2125	10	6	60.00	98.80
SOUTHWEST	3936	Jul	DCA-MSY	1925	20	11	55.00	96.27
SOUTHWEST	3936	Aug	DCA-MSY	1925	10	6	60.00	81.50
SOUTHWEST	1973	Jul	DEN-ATL	1740	24	14	58.33	73.64
SOUTHWEST	1973	Aug	DEN-ATL	1740	25	14	56.00	78.93
SOUTHWEST	1563	Jul	EWR-PHX	1745	21	12	57.14	117.17
SOUTHWEST	1563	Aug	EWR-PHX	1745	10	6	60.00	120.25
SOUTHWEST	3981	Jul	EWR-STL	1755	21	13	61.90	106.92
SOUTHWEST	3981	Aug	EWR-STL	1755	10	7	70.00	107.80

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
SOUTHWEST	171	Jul	FLL-PHL	2015	21	16	76.19	75.80
SOUTHWEST	171	Aug	FLL-PHL	2015	10	6	60.00	74.17
SOUTHWEST	172	Jul	GSP-ATL	1850	21	14	66.67	90.79
SOUTHWEST	172	Aug	GSP-ATL	1850	10	6	60.00	71.17
SOUTHWEST	2962	Jul	HOU-DAL	1500	31	16	51.61	66.79
SOUTHWEST	38	Aug	HOU-DAL	1530	29	16	55.17	55.22
SOUTHWEST	3641	Jul	LAS-CLE	1520	19	10	52.63	55.11
SOUTHWEST	3641	Aug	LAS-CLE	1520	10	7	70.00	85.43
SOUTHWEST	2471	Jul	LAX-SFO	845	30	16	53.33	73.69
SOUTHWEST	2471	Aug	LAX-SFO	845	10	7	70.00	120.67
SOUTHWEST	171	Jul	MSY-ATL	1430	20	14	70.00	78.21
SOUTHWEST	171	Aug	MSY-ATL	1430	10	8	80.00	74.88
SOUTHWEST	1170	Jul	ONT-OAK	1640	20	11	55.00	72.40
SOUTHWEST	1170	Aug	ONT-OAK	1640	10	6	60.00	67.67
SOUTHWEST	1917	Jul	SAN-SFO	815	26	16	61.54	79.33
SOUTHWEST	1699	Aug	SAN-SFO	815	29	15	51.72	77.89
SOUTHWEST	4149	Jul	SFO-LAX	1035	25	14	56.00	76.25
SOUTHWEST	2828	Aug	SFO-LAX	1030	29	17	58.62	84.86
SOUTHWEST	2041	Jul	SFO-SNA	1050	25	13	52.00	75.23
SOUTHWEST	2041	Aug	SFO-SNA	1050	12	8	66.67	107.50
SOUTHWEST	3824	Jul	SNA-OAK	1255	25	14	56.00	80.69
SOUTHWEST	3824	Aug	SNA-OAK	1255	14	8	57.14	102.13

* Minimum of 10 flights per months

** includes cancelled and diverted flights

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
SPIRIT	701	Jul	EWR-IAH	2155	31	16	51.61	96.11
SPIRIT	701	Aug	EWR-IAH	2155	31	19	61.29	78.60
SPIRIT	876	Jul	FLL-EWR	1745	31	21	67.74	120.93
SPIRIT	876	Aug	FLL-EWR	1739	31	20	64.52	97.32
SPIRIT	140	Jul	MCO-EWR	1400	31	18	58.06	101.90
SPIRIT	140	Aug	MCO-EWR	1401	31	18	58.06	81.62
UNITED	1927	Jul	DFW-EWR	1546	26	16	61.54	148.94
UNITED	1927	Aug	DFW-EWR	1551	27	14	51.85	95.08
UNITED	1125	Jul	IAH-EWR	1654	31	17	54.84	120.00
UNITED	1125	Aug	IAH-EWR	1654	31	16	51.61	73.80
UNITED	1958	Jul	IAH-LGA	1550	25	16	64.00	107.63
UNITED	1958	Aug	IAH-LGA	1550	27	15	55.56	106.11

* Minimum of 10 flights per months

** includes cancelled and diverted flights

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AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 70% OR MORE OF THE TIME
AUGUST 2017

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS (minimum 15 operations per flight number)	REGULARLY SCHEDULED FLIGHTS LATE 70% OR MORE OF THE TIME D/	
		NUMBERS	PERCENTAGE
SOUTHWEST	144	10	6.9
VIRGIN AMERICA	206	7	3.3
JETBLUE	863	20	2.3
SKYWEST	1720	31	1.8
ALASKA	553	4	0.7
SPIRIT	455	2	0.4
FRONTIER	277	1	0.3
UNITED	1844	4	0.2
EXPRESSJET	684	1	0.1
AMERICAN	2605	3	0.1
DELTA	2042	1	0.0
HAWAIIAN	230	0	0.0
TOTAL	11623	84	0.7

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

AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
AUGUST 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	93.5	93.5	62	62
Adak Island, AK (ADK)	100.0	33.3	9	9
Aguadilla, PR (BQN)	62.7	63.3	177	180
Akron, OH (CAK)	82.4	85.7	454	453
Albany, GA (ABY)	77.5	82.9	40	41
Albany, NY (ALB)	76.9	78.4	867	867
Albuquerque, NM (ABQ)	74.0	77.1	1763	1761
Alexandria, LA (AEX)	69.1	69.1	94	94
Allentown/Bethlehem/Easton, PA (ABE)	84.4	86.7	179	180
Alpena, MI (APN)	88.9	88.7	54	53
Amarillo, TX (AMA)	67.5	73.3	252	251
Anchorage, AK (ANC)	85.1	90.7	1985	1989
Appleton, WI (ATW)	81.4	83.8	328	328
Arcata/Eureka, CA (ACV)	49.5	51.5	97	97
Asheville, NC (AVL)	78.8	79.1	354	354
Aspen, CO (ASE)	76.3	79.2	480	481
Atlanta, GA (ATL)	85.9	81.7	31901	31899
Atlantic City, NJ (ACY)	75.2	81.9	310	310
Augusta, GA (AGS)	89.2	90.2	176	174
Austin, TX (AUS)	73.0	74.9	4681	4682
Bakersfield, CA (BFL)	69.0	78.6	210	210
Baltimore, MD (BWI)	75.5	72.5	9057	9057
Bangor, ME (BGR)	79.5	76.7	146	146
Barrow, AK (BRW)	86.1	92.4	79	79
Baton Rouge, LA (BTR)	74.7	79.7	590	591
Bemidji, MN (BJI)	91.9	90.3	62	62
Bend/Redmond, OR (RDM)	70.2	74.6	406	406
Bethel, AK (BET)	91.8	91.8	85	85
Billings, MT (BIL)	85.4	92.1	342	343
Binghamton, NY (BGM)	77.5	82.0	89	89
Birmingham, AL (BHM)	76.1	81.4	1036	1035
Bismarck/Mandan, ND (BIS)	84.9	85.3	259	258

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bloomington/Normal, IL (BMI)	78.6	87.6	201	201
Boise, ID (BOI)	78.2	82.9	1437	1436
Boston, MA (BOS)	76.6	79.4	11329	11327
Bozeman, MT (BZN)	80.9	84.4	614	616
Brainerd, MN (BRD)	96.6	98.3	58	58
Bristol/Johnson City/Kingsport, TN (TRI)	83.0	88.4	147	147
Brownsville, TX (BRO)	66.3	69.1	80	81
Brunswick, GA (BQK)	79.5	82.4	73	74
Buffalo, NY (BUF)	76.5	78.5	1627	1629
Bullhead City, AZ (IFP)	77.4	87.1	31	31
Burbank, CA (BUR)	71.8	69.3	2266	2265
Burlington, VT (BTV)	75.0	78.0	296	295
Butte, MT (BTM)	94.8	94.8	58	58
Casper, WY (CPR)	93.9	98.5	66	66
Cedar City, UT (CDC)	83.3	88.9	54	54
Cedar Rapids/Iowa City, IA (CID)	80.5	83.7	570	569
Charleston, SC (CHS)	78.7	80.4	1271	1270
Charleston/Dunbar, WV (CRW)	81.8	84.6	143	143
Charlotte Amalie, VI (STT)	78.9	81.3	369	369
Charlotte, NC (CLT)	82.7	80.3	9882	9881
Charlottesville, VA (CHO)	78.3	80.3	157	157
Chattanooga, TN (CHA)	78.5	81.6	316	316
Chicago, IL (MDW)	77.1	71.2	7954	7953
Chicago, IL (ORD)	78.7	77.6	25778	25757
Christiansted, VI (STX)	77.2	87.1	92	93
Cincinnati, OH (CVG)	82.7	82.8	1994	1993
Cleveland, OH (CLE)	80.6	84.4	3341	3336
Cody, WY (COD)	94.7	94.7	113	113
College Station/Bryan, TX (CLL)	71.7	78.6	99	98
Colorado Springs, CO (COS)	70.3	79.4	929	929
Columbia, MO (COU)	67.7	91.6	96	95
Columbia, SC (CAE)	80.8	85.8	344	344

AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
AUGUST 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Columbus, GA (CSG)	85.4	85.6	96	97
Columbus, MS (GTR)	76.4	85.4	89	89
Columbus, OH (CMH)	79.3	81.4	2139	2140
Cordova, AK (CDV)	83.9	85.5	62	62
Corpus Christi, TX (CRP)	53.9	65.7	206	207
Dallas, TX (DAL)	66.4	62.4	5958	5957
Dallas/Fort Worth, TX (DFW)	77.7	76.4	15978	15977
Dayton, OH (DAY)	78.4	83.7	473	472
Daytona Beach, FL (DAB)	85.4	86.0	178	178
Deadhorse, AK (SCC)	88.7	90.3	62	62
Denver, CO (DEN)	79.7	77.0	20897	20891
Des Moines, IA (DSM)	78.6	85.1	720	719
Detroit, MI (DTW)	85.0	83.3	11453	11443
Devils Lake, ND (DVL)	71.7	83.0	53	53
Dillingham, AK (DLG)	96.2	96.2	26	26
Dothan, AL (DHN)	80.8	82.5	120	120
Duluth, MN (DLH)	78.8	82.8	274	274
Durango, CO (DRO)	76.2	78.1	105	105
Eagle, CO (EGE)	82.5	87.5	40	40
Eau Claire, WI (EAU)	70.7	82.8	58	58
El Paso, TX (ELP)	68.6	75.6	917	919
Elko, NV (EKO)	93.1	94.8	58	58
Erie, PA (ERI)	76.9	85.7	147	147
Escanaba, MI (ESC)	87.0	87.0	54	54
Eugene, OR (EUG)	73.9	75.9	398	398
Evansville, IN (EVV)	84.5	92.6	187	188
Fairbanks, AK (FAI)	90.4	88.4	354	354
Fargo, ND (FAR)	82.8	85.1	268	268
Fayetteville, AR (XNA)	76.7	83.4	438	439
Fayetteville, NC (FAY)	82.6	79.1	115	115
Flagstaff, AZ (FLG)	87.3	89.0	118	118
Flint, MI (FNT)	82.7	86.4	353	353

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Fort Lauderdale, FL (FLL)	75.2	73.3	7421	7422
Fort Myers, FL (RSW)	79.5	80.5	1629	1630
Fort Smith, AR (FSM)	78.3	86.7	60	60
Fort Wayne, IN (FWA)	77.8	84.9	482	482
Fresno, CA (FAT)	80.5	80.3	748	748
Gainesville, FL (GNV)	83.5	86.2	109	109
Gillette, WY (GCC)	74.2	85.4	89	89
Grand Forks, ND (GFK)	93.4	94.9	136	138
Grand Island, NE (GRI)	66.1	74.6	59	59
Grand Junction, CO (GJT)	87.2	94.0	235	234
Grand Rapids, MI (GRR)	77.7	82.3	1000	1000
Great Falls, MT (GTF)	90.6	89.9	159	159
Green Bay, WI (GRB)	82.8	88.0	407	407
Greensboro/High Point, NC (GSO)	80.8	79.6	525	525
Greer, SC (GSP)	77.4	79.9	588	586
Guam, TT (GUM)	67.7	71.0	31	31
Gulfport/Biloxi, MS (GPT)	77.1	80.5	205	205
Gustavus, AK (GST)	69.2	69.2	26	26
Hancock/Houghton, MI (CMX)	75.8	90.3	62	62
Harlingen/San Benito, TX (HRL)	53.6	61.2	209	209
Harrisburg, PA (MDT)	78.5	84.9	284	284
Hartford, CT (BDL)	75.7	82.9	2011	2011
Hattiesburg/Laurel, MS (PIB)	59.7	71.0	62	62
Hayden, CO (HDN)	79.7	89.3	74	75
Hays, KS (HYS)	70.4	87.0	54	54
Helena, MT (HLN)	86.1	94.0	151	151
Hibbing, MN (HIB)	98.1	96.3	54	54
Hilo, HI (ITO)	91.9	93.3	570	539
Hobbs, NM (HOB)	72.7	72.7	55	55
Honolulu, HI (HNL)	91.5	93.6	4401	4397
Houston, TX (HOU)	55.4	55.3	4739	4734
Houston, TX (IAH)	67.2	67.1	11123	11131

AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

AUGUST 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Huntsville, AL (HSV)	82.7	85.6	369	369
Hyannis, MA (HYA)	77.4	67.7	31	31
Idaho Falls, ID (IDA)	82.2	87.9	247	247
Indianapolis, IN (IND)	77.1	83.2	2440	2441
International Falls, MN (INL)	92.3	94.2	52	52
Iron Mountain/Kingsfd, MI (IMT)	87.9	89.7	58	58
Islip, NY (ISP)	75.3	75.9	393	395
Ithaca/Cortland, NY (ITH)	85.4	83.1	89	89
Jackson, WY (JAC)	82.8	85.7	528	531
Jackson/Vicksburg, MS (JAN)	79.0	81.0	410	411
Jacksonville, FL (JAX)	73.4	77.3	1452	1454
Jacksonville/Camp Lejeune, NC (OAJ)	84.1	84.1	63	63
Jamestown, ND (JMS)	73.8	78.6	84	84
Joplin, MO (JLN)	74.2	83.9	62	62
Juneau, AK (JNU)	87.1	87.1	505	505
Kahului, HI (OGG)	92.5	93.4	2083	2083
Kalamazoo, MI (AZO)	75.4	78.9	228	228
Kalispell, MT (FCA)	83.0	87.7	348	349
Kansas City, MO (MCI)	77.2	80.3	4011	4011
Ketchikan, AK (KTN)	84.8	85.9	270	270
Key West, FL (EYW)	93.6	91.2	125	125
Killeen, TX (GRK)	67.7	83.5	127	127
King Salmon, AK (AKN)	100.0	100.0	5	5
Knoxville, TN (TYS)	77.0	80.3	557	557
Kodiak, AK (ADQ)	79.3	81.0	58	58
Kona, HI (KOA)	93.1	95.3	1245	1275
Kotzebue, AK (OTZ)	90.3	91.9	62	62
La Crosse, WI (LSE)	83.2	86.3	190	190
Lafayette, LA (LFT)	80.4	82.3	158	158
Lake Charles, LA (LCH)	73.2	76.8	82	82
Lansing, MI (LAN)	82.0	86.6	217	216
Laramie, WY (LAR)	75.9	81.5	54	54

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Laredo, TX (LRD)	77.0	74.7	174	174
Las Vegas, NV (LAS)	74.5	69.9	13374	13367
Latrobe, PA (LBE)	77.4	86.0	93	93
Lawton/Fort Sill, OK (LAW)	71.3	78.7	94	94
Lewiston, ID (LWS)	92.3	95.6	91	91
Lexington, KY (LEX)	80.4	80.6	470	469
Lihue, HI (LIH)	90.4	92.0	1185	1184
Lincoln, NE (LNK)	81.2	89.4	292	292
Little Rock, AR (LIT)	75.4	78.4	617	616
Long Beach, CA (LGB)	73.9	77.2	1411	1410
Los Angeles, CA (LAX)	74.4	74.9	19387	19399
Louisville, KY (SDF)	75.4	80.2	893	892
Lubbock, TX (LBB)	65.4	68.5	347	346
Madison, WI (MSN)	81.5	86.2	894	894
Manchester, NH (MHT)	74.5	79.6	553	554
Manhattan/Ft. Riley, KS (MHK)	73.0	81.9	126	127
Marquette, MI (MQT)	87.8	89.9	90	89
Martha's Vineyard, MA (MVY)	82.4	55.4	74	74
Medford, OR (MFR)	72.1	74.0	340	339
Melbourne, FL (MLB)	91.8	94.0	134	134
Memphis, TN (MEM)	75.2	80.1	1309	1309
Meridian, MS (MEI)	62.4	60.2	93	93
Miami, FL (MIA)	77.2	77.0	5633	5632
Midland/Odessa, TX (MAF)	66.5	72.7	465	465
Milwaukee, WI (MKE)	77.8	83.6	2711	2712
Minneapolis, MN (MSP)	86.1	86.9	12800	12808
Minot, ND (MOT)	82.3	89.5	124	124
Mission/McAllen/Edinburg, TX (MFE)	66.5	79.8	164	163
Missoula, MT (MSO)	79.4	85.1	316	316
Mobile, AL (MOB)	76.5	79.4	336	335
Moline, IL (MLI)	77.8	85.4	302	301
Monroe, LA (MLU)	81.6	84.9	125	126

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Monterey, CA (MRY)	62.0	72.2	234	234
Montgomery, AL (MGM)	74.3	79.7	70	69
Montrose/Delta, CO (MTJ)	73.8	76.2	42	42
Mosinee, WI (CWA)	71.7	79.8	113	114
Muskegon, MI (MKG)	81.0	77.6	58	58
Myrtle Beach, SC (MYR)	84.9	83.3	736	736
Nantucket, MA (ACK)	77.3	69.9	176	176
Nashville, TN (BNA)	77.9	77.5	4913	4912
New Bern/Morehead/Beaufort, NC (EWN)	86.0	88.2	50	51
New Orleans, LA (MSY)	71.9	74.4	3905	3907
New York, NY (JFK)	71.6	73.0	8479	8477
New York, NY (LGA)	71.2	74.4	8219	8219
Newark, NJ (EWR)	67.9	72.7	10611	10629
Newburgh/Poughkeepsie, NY (SWF)	65.0	65.0	120	120
Newport News/Williamsburg, VA (PHF)	87.0	92.4	92	92
Niagara Falls, NY (IAG)	88.4	83.3	43	42
Nome, AK (OME)	91.9	91.9	62	62
Norfolk, VA (ORF)	80.2	81.0	1112	1108
North Bend/Coos Bay, OR (OTH)	45.0	47.5	40	40
Oakland, CA (OAK)	72.9	71.1	4533	4540
Oklahoma City, OK (OKC)	71.9	78.3	1251	1251
Omaha, NE (OMA)	75.7	83.3	1718	1719
Ontario, CA (ONT)	69.2	71.4	1795	1795
Orlando, FL (MCO)	76.2	74.7	11131	11130
Paducah, KY (PAH)	75.9	77.6	58	58
Pago Pago, TT (PPG)	100.0	91.7	12	12
Palm Springs, CA (PSP)	74.7	81.4	501	501
Panama City, FL (ECP)	77.5	79.4	423	423
Pasco/Kennewick/Richland, WA (PSC)	77.8	84.7	333	333
Pellston, MI (PLN)	84.5	88.3	110	111
Pensacola, FL (PNS)	79.6	83.1	450	450
Peoria, IL (PIA)	74.0	81.4	262	264

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Petersburg, AK (PSG)	83.9	88.7	62	62
Philadelphia, PA (PHL)	77.4	78.6	6499	6500
Phoenix, AZ (PHX)	78.5	78.4	13039	13040
Pittsburgh, PA (PIT)	78.5	83.1	2660	2665
Plattsburgh, NY (PBG)	92.7	90.5	41	42
Pocatello, ID (PIH)	92.9	94.1	85	85
Ponce, PR (PSE)	52.6	58.4	76	77
Portland, ME (PWM)	76.6	76.5	697	697
Portland, OR (PDX)	80.0	83.6	5889	5893
Providence, RI (PVD)	76.8	81.2	1206	1203
Raleigh/Durham, NC (RDU)	77.9	79.7	3278	3277
Rapid City, SD (RAP)	83.6	88.4	414	415
Redding, CA (RDD)	63.4	55.9	93	93
Reno, NV (RNO)	69.9	73.3	1481	1480
Rhineland, WI (RHI)	93.5	95.2	62	62
Richmond, VA (RIC)	75.7	80.4	1406	1405
Roanoke, VA (ROA)	81.8	87.9	99	99
Rochester, MN (RST)	76.8	85.6	353	354
Rochester, NY (ROC)	77.5	78.6	764	762
Rock Springs, WY (RKS)	77.6	94.8	58	58
Roswell, NM (ROW)	96.8	96.8	31	31
Sacramento, CA (SMF)	74.3	77.5	4128	4131
Saginaw/Bay City/Midland, MI (MBS)	79.4	86.2	253	253
Salt Lake City, UT (SLC)	85.1	84.7	10197	10194
San Angelo, TX (SJT)	78.5	83.9	93	93
San Antonio, TX (SAT)	71.6	77.1	2865	2864
San Diego, CA (SAN)	75.9	77.8	7913	7918
San Francisco, CA (SFO)	62.6	67.9	16651	16641
San Jose, CA (SJC)	76.1	76.3	4453	4451
San Juan, PR (SJU)	73.0	75.0	2235	2239
San Luis Obispo, CA (SBP)	63.1	71.5	274	274
Santa Ana, CA (SNA)	77.1	75.9	3718	3717

AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
AUGUST 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Santa Barbara, CA (SBA)	69.3	74.2	462	462
Santa Fe, NM (SAF)	77.6	80.8	125	125
Santa Rosa, CA (STS)	56.1	63.2	155	155
Sarasota/Bradenton, FL (SRQ)	83.3	86.2	210	210
Sault Ste. Marie, MI (CIU)	84.5	74.1	58	58
Savannah, GA (SAV)	77.6	81.4	760	759
Scranton/Wilkes-Barre, PA (AVP)	81.8	81.1	170	169
Seattle, WA (SEA)	76.9	80.1	13582	13578
Shreveport, LA (SHV)	75.1	80.6	354	355
Sioux Falls, SD (FSD)	76.3	83.0	439	440
Sitka, AK (SIT)	88.5	93.4	182	182
South Bend, IN (SBN)	84.5	86.6	491	491
Spokane, WA (GEG)	78.4	83.7	1165	1165
Springfield, IL (SPI)	80.9	80.9	89	89
Springfield, MO (SGF)	77.3	81.9	255	254
St. Augustine, FL (UST)	71.4	71.4	7	7
St. George, UT (SGU)	87.2	92.9	226	226
St. Louis, MO (STL)	76.9	75.6	4991	4988
State College, PA (SCE)	77.5	83.4	151	151
Sun Valley/Hailey/Ketchum, ID (SUN)	79.6	79.3	167	169
Syracuse, NY (SYR)	75.1	80.8	527	527
Tallahassee, FL (TLH)	83.5	85.6	188	188
Tampa, FL (TPA)	76.7	79.2	5577	5575
Toledo, OH (TOL)	55.6	81.5	27	27
Traverse City, MI (TVC)	79.4	79.0	457	458
Trenton, NJ (TTN)	72.7	77.5	187	187
Tucson, AZ (TUS)	73.7	81.7	1121	1120
Tulsa, OK (TUL)	72.2	80.6	1125	1126
Twin Falls, ID (TWF)	88.8	92.1	89	89
Valdosta, GA (VLD)	83.3	89.0	72	73
Valparaiso, FL (VPS)	79.8	83.7	327	326
Washington, DC (DCA)	76.8	80.5	6522	6526
Washington, DC (IAD)	81.0	81.7	3621	3625

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Waterloo, IA (ALO)	75.9	86.2	58	58
West Palm Beach/Palm Beach, FL (PBI)	72.3	74.4	1647	1650
West Yellowstone, MT (WYS)	91.5	88.1	59	59
White Plains, NY (HPN)	73.7	79.2	639	638
Wichita, KS (ICT)	76.3	81.5	723	723
Williston, ND (ISN)	87.9	91.2	91	91
Wilmington, NC (ILM)	76.6	84.1	145	145
Worcester, MA (ORH)	83.9	83.9	62	62
Wrangell, AK (WRG)	80.6	88.7	62	62
Yakutat, AK (YAK)	85.5	87.1	62	62
Yuma, AZ (YUM)	79.7	88.1	118	118

AIR TRAVEL CONSUMER REPORT

TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY CARRIER
AUGUST 2017

CARRIER	AT 30 REPORTABLE AIRPORTS B/				AT ALL US AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
EXPRESSJET	13	14736	1004	6.8	146	28807	1945	6.8
UNITED	27	45790	1876	4.1	100	55445	2201	4.0
SPIRIT	21	11556	429	3.7	38	14253	486	3.4
SOUTHWEST	25	67187	1476	2.2	86	116158	3319	2.9
JETBLUE	25	18334	409	2.2	67	26194	584	2.2
SKYWEST	28	37010	599	1.6	224	66073	1015	1.5
AMERICAN	28	65121	850	1.3	98	79269	994	1.3
FRONTIER	24	6549	80	1.2	56	9232	106	1.1
ALASKA	25	10979	72	0.7	70	16784	109	0.6
VIRGIN AMERICA	18	5942	36	0.6	22	6151	36	0.6
HAWAIIAN	8	494	1	0.2	17	7280	21	0.3
DELTA	30	64148	158	0.2	148	84805	191	0.2
TOTAL		347846	6990	2.0		510451	11007	2.2

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

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELLED 5% OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
EXPRESSJET	2696	555	20.5
SPIRIT	485	94	19.3
UNITED	2670	497	18.6
JETBLUE	897	142	15.8
SOUTHWEST	21568	2004	9.2
FRONTIER	527	46	8.7
AMERICAN	4073	307	7.5
SKYWEST	5008	340	6.7
ALASKA	715	22	3.0
VIRGIN AMERICA	241	6	2.4
HAWAIIAN	252	5	1.9
DELTA	5763	49	0.8
TOTAL	44895	4067	9.1

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 9. CAUSES OF DELAY*, BY CARRIER

AUGUST 2017

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCEL LED	% CANCELL ED	DIVERT ED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREM E WEATHE R DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	ECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA	16784	13902	82.83%	109	0.65%	41	0.24%	602	3.59%	42	0.25%	1285	7.66%	29	0.17%	774	4.61%
AMERICAN	79269	61568	77.67%	994	1.25%	236	0.30%	4717	5.95%	566	0.71%	5980	7.54%	50	0.06%	5159	6.51%
DELTA	84805	74144	87.43%	191	0.23%	163	0.19%	3384	3.99%	368	0.43%	3637	4.29%	17	0.02%	2901	3.42%
EXPRESSJET	28807	21353	74.12%	1945	6.75%	98	0.34%	1495	5.19%	91	0.32%	1738	6.03%	0	0.00%	2087	7.24%
FRONTIER	9232	7132	77.25%	106	1.15%	16	0.17%	486	5.26%	26	0.28%	709	7.68%	0	0.00%	761	8.24%
HAWAIIAN	7280	6769	92.98%	21	0.29%	11	0.15%	287	3.94%	8	0.11%	19	0.26%	0	0.00%	165	2.27%
JETBLUE	26194	17835	68.09%	584	2.23%	76	0.29%	2437	9.30%	160	0.61%	2161	8.25%	35	0.13%	2906	11.09%
SKYWEST	66073	51234	77.54%	1015	1.54%	153	0.23%	3335	5.05%	437	0.66%	3607	5.46%	25	0.04%	6268	9.49%
SOUTHWEST	116158	81503	70.17%	3319	2.86%	256	0.22%	8556	7.37%	790	0.68%	6111	5.26%	28	0.02%	15594	13.42%
SPIRIT	14253	10956	76.87%	486	3.41%	27	0.19%	442	3.10%	83	0.58%	1699	11.92%	10	0.07%	551	3.87%
UNITED	55445	42958	77.48%	2201	3.97%	193	0.35%	2239	4.04%	514	0.93%	4067	7.34%	3	0.01%	3269	5.90%
VIRGIN AMERICA	6151	4100	66.66%	36	0.59%	16	0.26%	322	5.23%	38	0.62%	903	14.68%	3	0.05%	734	11.93%
TOTAL	510451	393454	77.08%	11007	2.16%	1286	0.25%	28302	5.54%	3123	0.61%	31916	6.25%	200	0.04%	41169	8.07%

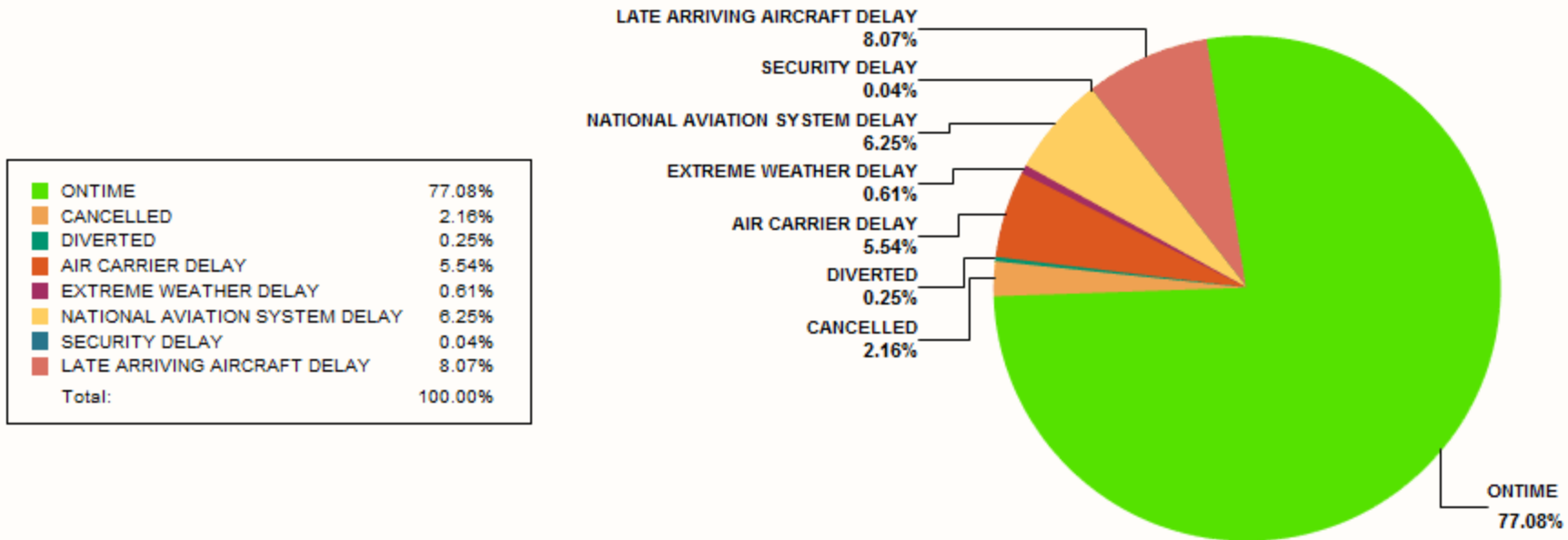
* Causes of Delay:

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

AIR TRAVEL CONSUMER REPORT
TABLE 10. OVERALL CAUSES OF DELAY*

AUGUST 2017



Causes of Delay:

Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).

Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.

National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.

Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.

Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

Note: For additional airline-specific information, visit https://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
ALLEGiant AIR	471	ABQ	LAS	8/17/2017	Origin Airport	207
AIR WISCONSIN	4258	PHL	SDF	8/22/2017	Origin Airport	206
PSA	5171	PHL	STL	8/22/2017	Origin Airport	198
ALASKA	54	PDX	EWR	8/2/2017	Diversion Airport (SYR)	187
AIR WISCONSIN	4151	PHL	MKE	8/22/2017	Origin Airport	184
AMERICAN	792	PHL	MSP	8/2/2017	Origin Airport	183
AMERICAN	10	LAX	JFK	8/26/2017	Origin Airport	182
DELTA	216	JFK	PDX	8/22/2017	Origin Airport	181
JETBLUE	167	JFK	OAK	8/22/2017	Origin Airport	181

Note: Tarmac delays of more than 3 hours on any domestic flight based on reports from all carriers operating domestic flights within the U.S. (Part 234 and 244).

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

AIR TRAVEL CONSUMER REPORT

TABLE 11A. LIST OF INTERNATIONAL FLIGHTS WITH TARMAC DELAYS OVER 4 HOURS BY CARRIER
AUGUST 2017

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
VIRGIN AUSTRALIA	24	LAX	MEL	8/26/2017	Diversion Airport (HNL)	269
AMERICAN	805	CUN	PHL	8/18/2017	Diversion Airport (ORF)	242

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

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

AIR TRAVEL CONSUMER REPORT

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

BY CARRIER

AUGUST 2017

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
AMERICAN	79269	104	0.13
JETBLUE	26194	32	0.12
UNITED	55445	67	0.12
VIRGIN AMERICA	6151	7	0.11
EXPRESSJET	28807	30	0.10
SKYWEST	66073	40	0.06
FRONTIER	9232	4	0.04
SPIRIT	14253	6	0.04
ALASKA	16784	7	0.04
DELTA	84805	35	0.04
SOUTHWEST	116158	32	0.03
HAWAIIAN	7280	0	0.00
TOTAL	510451	364	0.07

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

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

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

APPENDIX

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

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

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

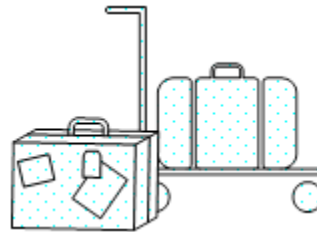
Air Carriers Required to Report Data to DOT and to CRS Vendors*

AS	Alaska Airlines
AA	American Airlines
DL	Delta Air Lines
EV	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines
VX	Virgin America

* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #26, issued November 1, 2016, effective January 1, 2017.

MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	AUGUST 2017			AUGUST 2016		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	DELTA AIR LINES	16,815	11,684,561	1.44	28,965	10,659,205	2.72
2	SPIRIT AIRLINES	3,428	2,080,540	1.65	4,168	1,757,648	2.37
3	JETBLUE AIRWAYS	5,348	2,995,071	1.79	5,055	2,881,524	1.75
4	ALASKA AIRLINES	4,554	2,326,387	1.96	3,945	2,235,561	1.76
5	FRONTIER AIRLINES	3,153	1,505,004	2.10	5,890	1,371,971	4.29
6	VIRGIN AMERICA	1,671	762,244	2.19	930	703,498	1.32
7	HAWAIIAN AIRLINES	2,110	934,948	2.26	2,362	916,676	2.58
8	UNITED AIRLINES	19,276	7,704,391	2.50	19,906	7,083,573	2.81
9	AMERICAN AIRLINES	30,440	10,882,062	2.80	43,632	10,579,398	4.12
10	SKYWEST AIRLINES	10,022	3,289,770	3.05	10,738	2,740,635	3.92
11	SOUTHWEST AIRLINES	42,818	13,551,198	3.16	39,393	12,914,286	3.05
12	EXPRESSJET AIRLINES	4,515	1,213,329	3.72	10,381	1,848,910	5.61
TOTALS		144,150	58,929,505	2.45	175,365	55,692,885	3.15

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

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

ENPLANED PASSENGERS - For the domestic system only.

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

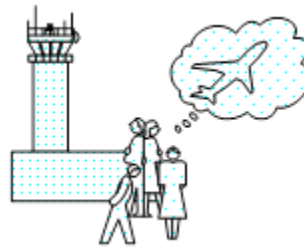
OVERSALES

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*

APRIL - JUNE 2017						APRIL - JUNE 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	JETBLUE AIRWAYS	567	42	9,355,804	0.04	298	799	8,795,633	0.91
2	HAWAIIAN AIRLINES	40	22	2,829,910	0.08	59	18	2,700,783	0.07
3	DELTA AIR LINES	37,110	296	34,575,839	0.09	31,642	302	33,838,031	0.09
4	SKYWEST AIRLINES	8,061	217	8,351,684	0.26	10,391	714	7,755,643	0.92
5	ALASKA AIRLINES	2,680	276	6,520,730	0.42	1,597	265	6,059,214	0.44
6	UNITED AIR LINES	10,931	1,064	24,401,584	0.44	16,939	871	22,035,418	0.40
7	FRONTIER AIRLINES	644	203	4,138,695	0.49	842	274	3,614,118	0.76
8	VIRGIN AMERICA	643	111	2,100,967	0.53	389	16	2,050,950	0.08
9	AMERICAN AIRLINES	12,328	1,904	33,982,409	0.56	12,217	1,800	34,214,085	0.53
10	EXPRESSJET AIRLINES	4,991	256	4,061,138	0.63	8,087	847	5,498,667	1.54
11	SOUTHWEST AIRLINES	11,976	2,642	40,991,267	0.64	26,987	4,209	39,198,316	1.07
12	SPIRIT AIRLINES**	3,392	1,519	5,838,917	2.60	1,856	568	5,242,171	1.08
	TOTAL	93,363	8,552	177,148,944	0.48	111,304	10,683	171,003,029	0.62

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

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

** On November 7, 2018, Spirit Airlines revised its denied boarding reports for the 2nd quarter of calendar year 2017. This table reflects the revisions, which affected Spirit's overall rate of denied boarding.

AIR TRAVEL CONSUMER REPORT
PASSENGERS DENIED BOARDING BY U.S. AIRLINES*

JANUARY - JUNE 2017						JANUARY - JUNE 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	71,498	650	64,439,098	0.10	59,967	606	63,287,652	0.10
2	HAWAIIAN AIRLINES	153	77	5,479,601	0.14	96	20	5,299,906	0.04
3	ALASKA AIRLINES	4,661	482	12,115,780	0.40	3,579	549	11,403,690	0.48
4	VIRGIN AMERICA	1,551	162	3,904,816	0.41	816	46	3,790,467	0.12
5	UNITED AIR LINES	26,848	1,964	44,961,232	0.44	31,319	1,800	41,001,197	0.44
6	FRONTIER AIRLINES	956	370	7,720,880	0.48	1,221	435	6,765,703	0.64
7	SKYWEST AIRLINES	19,604	839	15,553,307	0.54	19,928	1,423	14,614,352	0.97
8	AMERICAN AIRLINES	23,198	4,205	64,565,284	0.65	26,983	4,442	65,574,735	0.68
9	SOUTHWEST AIRLINES	28,181	5,179	76,237,350	0.68	45,265	7,325	73,591,636	1.00
10	JETBLUE AIRWAYS	1,120	1,457	18,125,858	0.80	786	827	17,039,666	0.49
11	EXPRESSJET AIRLINES	12,345	763	8,198,666	0.93	15,795	1,604	10,674,026	1.50
12	SPIRIT AIR LINES	5,127	2,274	10,923,264	2.08	3,168	1,051	9,946,265	1.06
	TOTAL	195,242	18,422	332,225,136	0.55	208,923	20,128	322,989,295	0.62

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

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

** On November 7, 2018, and November 13, 2018, Spirit Airlines revised its denied boarding reports for the 1st and 2nd quarter of calendar year 2017. This table reflects those revisions, which affected Spirit's overall rate of denied boarding and ranking.

CONSUMER COMPLAINTS

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

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

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

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

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

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

Airline Rankings - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	AUGUST 2017				AUGUST 2016			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,220	34	0	168	1,603	96	0	157
FOREIGN AIRLINES	631	5	0	70	584	6	1	38
TRAVEL AGENTS	35	0	0	14	40	0	0	7
TOUR OPERATORS	4	0	0	0	3	0	0	0
MISCELLANEOUS	17	22	0	76	21	57	0	18
INDUSTRY TOTALS	1,907	61	0	328	2,251	159	1	220

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*			COMPLAINT CATEGORIES*		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	736		1	938	
CANCELLATION			330			383
DELAY			228			385
MISCONNECTION			112			89
BAGGAGE	2	299		2	394	
RESERVATIONS/TICKETING/BOARDING	3	213		3	215	
CUSTOMER SERVICE	4	180		4	169	
FARES	5	136		5	157	
REFUNDS	6	134		6	128	
DISABILITY	7	98		7	97	
OVERSALES	8	55		9	50	
OTHER	9	40		8	78	
FREQUENT FLYER			12			60
DISCRIMINATION	10	11		10	15	
ADVERTISING	11	5		11	10	
ANIMALS	12	0		0	0	
COMPLAINT TOTAL		1,907			2,251	

* 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*

U.S. AIRLINES** ALPHABETICAL	AUGUST 2017												TOTAL
	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	
ALASKA AIRLINES	2	0	2	0	2	3	2	1	0	0	0	1	13
ALLEGiant AIR	25	0	3	3	2	4	2	7	0	0	0	1	47
AMERICAN AIRLINES	131	6	27	17	29	30	33	19	1	2	0	2	297
COMMUTAIR	6	0	0	0	0	2	0	0	0	0	0	0	8
DELTA AIR LINES	32	7	12	9	4	10	16	15	0	1	0	1	107
DYNAMIC AIRWAYS	25	0	2	0	0	0	0	0	0	0	0	1	28
ENDEAVOR AIR	12	0	0	0	0	0	1	1	0	0	0	0	14
ENVOY AIR	16	0	4	0	0	1	1	0	0	0	0	2	24
EXPRESSJET AIRLINES	8	0	0	0	0	0	2	0	0	0	0	1	11
FRONTIER AIRLINES	9	2	4	0	3	1	3	2	0	1	0	1	26
HAWAIIAN AIRLINES	2	0	0	2	0	0	2	1	0	0	0	0	7
JETBLUE AIRWAYS	37	3	4	0	3	6	4	2	0	0	0	1	60
MESA AIRLINES	7	0	0	0	0	1	1	0	0	0	0	1	10
PIEDMONT AIRLINES	5	0	1	0	0	0	2	0	0	0	0	0	8
PSA AIRLINES	9	0	0	0	0	0	2	0	0	1	0	0	12
REPUBLIC AIRLINES	21	0	0	0	0	1	0	0	0	0	0	0	22
SILVER AIRWAYS	2	0	2	1	0	4	1	0	0	0	0	0	10
SKYWEST AIRLINES	28	0	1	2	0	2	1	1	0	0	0	0	35
SOUTHWEST AIRLINES	49	2	10	5	5	9	8	12	0	1	0	4	105
SPIRIT AIRLINES	45	7	18	13	7	5	8	5	0	1	0	1	110
TRANS STATES AIRLINES	5	0	0	0	0	0	0	0	0	0	0	1	6
UNITED AIRLINES	79	4	21	25	13	36	27	14	1	2	0	4	226
VIRGIN AMERICA	2	0	0	0	0	1	1	2	0	0	0	0	6
Other U.S. Airlines	17	2	2	1	2	3	1	0	0	0	0	0	28
TOTAL AUGUST 2017	574	33	113	78	70	119	118	82	2	9	0	22	1,220
% of TOTAL COMPLAINTS	47.0	2.7	9.3	6.4	5.7	9.8	9.7	6.7	0.2	0.7	0	1.8	
TOTAL AUGUST 2016	813	35	124	98	78	183	115	80	5	12	0	60	1,603
% of TOTAL COMPLAINTS	50.7	2.2	7.7	6.1	4.9	11.4	7.2	5.0	0.3	0.7	0	3.7	

* 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	INCI-	PERCENT	INCI-	PERCENT	INCI-	PERCENT	UN-	PERCENT
	RECD IN AUG	DENTS IN AUG		DENTS IN JUL		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
ALASKA AIRLINES	13	8	61.5	1	7.7	2	15.4	2	15.4
ALLEGIAN AIR	47	21	44.7	16	34.0	4	8.5	6	12.8
AMERICAN AIRLINES	297	139	46.8	68	22.9	59	19.9	31	10.4
COMMUTAIR	8	6	75.0	1	12.5	0	0.0	1	12.5
DELTA AIR LINES	107	40	37.4	29	27.1	28	26.2	10	9.3
DYNAMIC AIRWAYS	28	19	67.9	1	3.6	1	3.6	7	25.0
ENDEAVOR AIR	14	11	78.6	0	0.0	2	14.3	1	7.1
ENVOY AIR	24	17	70.8	5	20.8	0	0.0	2	8.3
EXPRESSJET AIRLINES	11	6	54.5	3	27.3	2	18.2	0	0.0
FRONTIER AIRLINES	26	16	61.5	5	19.2	5	19.2	0	0.0
HAWAIIAN AIRLINES	7	3	42.9	0	0.0	3	42.9	1	14.3
JETBLUE AIRWAYS	60	39	65.0	9	15.0	5	8.3	7	11.7
MESA AIRLINES	10	6	60.0	3	30.0	0	0.0	1	10.0
PIEDMONT AIRLINES	8	2	25.0	4	50.0	2	25.0	0	0.0
PSA AIRLINES	12	5	41.7	1	8.3	3	25.0	3	25.0
REPUBLIC AIRLINES	22	14	63.6	7	31.8	0	0.0	1	4.5
SILVER AIRWAYS	10	2	20.0	6	60.0	2	20.0	0	0.0
SKYWEST AIRLINES	35	23	65.7	6	17.1	2	5.7	4	11.4
SOUTHWEST AIRLINES	105	65	61.9	16	15.2	15	14.3	9	8.6
SPIRIT AIRLINES	110	62	56.4	15	13.6	25	22.7	8	7.3
TRANS STATES AIRLINES	6	3	50.0	2	33.3	1	16.7	0	0.0
UNITED AIRLINES	226	126	55.8	46	20.4	39	17.3	15	6.6
VIRGIN AMERICA	6	4	66.7	0	0.0	1	16.7	1	16.7
Other U.S. Airlines	28	19	67.9	3	10.7	5	17.9	1	3.6
Totals	1,220	656	53.8	247	20.2	206	16.9	111	9.1
Previous Year's Totals	1,603	812	50.7	377	23.5	240	15.0	174	10.9

* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES.'

AIR TRAVEL CONSUMER REPORT

Table 5

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**

AUGUST 2017

	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>													
AER LINGUS	1	0	1	0	0	3	1	0	0	0	0	0	6
AEROFLOT	1	0	0	0	1	4	0	0	0	0	0	0	6
AEROMEXICO	3	1	4	6	1	4	2	0	0	1	0	0	22
AIR BERLIN	6	0	0	1	4	20	1	0	0	0	0	0	32
AIR CANADA	33	2	6	2	5	21	8	2	0	0	0	0	79
AIR CHINA	6	0	0	0	0	1	0	0	0	0	0	0	7
AIR FRANCE	18	2	5	2	5	12	1	3	0	0	0	1	49
AIR INDIA	1	0	1	3	0	2	2	0	0	0	0	1	10
ALITALIA AIRLINES	0	0	1	1	3	3	1	1	0	0	0	0	10
AVIANCA	3	0	0	1	1	3	0	0	0	0	0	0	8
BRITISH AIRWAYS	5	1	6	2	6	7	2	0	0	0	0	0	29
CHINA SOUTHERN AIRLINES	0	0	2	0	1	0	1	0	0	0	0	3	7
CONDOR	2	0	3	1	1	2	3	0	0	0	0	0	12
COPA	4	1	0	1	0	0	1	0	0	0	0	0	7
EMIRATES AIRLINES	0	0	5	5	1	5	3	2	0	0	0	0	21
ETHIOPIAN AIRLINES	3	1	3	1	1	5	0	0	0	0	0	0	14
ETIHAD AIRWAYS	0	0	3	0	0	4	1	1	0	0	0	0	9
FINNAIR	1	0	0	0	2	0	2	0	0	0	0	0	5
IBERIA AIRLINES	2	1	1	0	1	2	0	0	1	0	0	0	8
ICELANDAIR	3	1	0	0	0	2	0	0	0	0	0	0	6
KLM	2	0	1	0	1	5	0	1	0	0	0	1	11
LATAM	4	0	2	1	1	2	2	0	0	0	0	0	12
LOT POLISH AIRLINES	0	1	0	0	1	1	2	0	0	0	0	0	5
LUFTHANSA	4	1	8	5	1	8	2	2	0	0	0	0	31
NORWEGIAN AIR SHUTTLE	3	1	5	0	2	6	3	0	0	0	0	0	20
QANTAS AIRWAYS	2	0	0	0	1	1	1	0	0	0	0	0	5
QATAR AIRWAYS	6	2	6	2	1	3	0	0	0	0	0	0	20
ROYAL AIR MAROC	1	0	0	1	0	4	0	1	0	0	0	0	7
SWISS AIR	2	0	0	0	2	1	0	0	0	0	0	0	5
TAP	1	0	2	0	1	0	1	0	0	0	0	0	5
TURKISH AIRLINES	4	1	1	2	2	8	1	1	1	0	0	2	23
VOLARIS AIRLINES	6	0	4	4	2	2	0	0	1	0	0	0	19
WOW AIR	12	2	2	2	1	10	3	0	0	0	0	0	32
OTHER FOREIGN AIRLINES	18	4	15	6	5	26	8	2	0	1	0	4	89
TOTALS	157	22	87	49	54	177	52	16	3	2	0	12	631

AIR TRAVEL CONSUMER REPORT

Table 5 (contd.)

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**

AUGUST 2017

TRAVEL AGENTS

CHEAPOAIR.COM	0	0	0	2	5	0	0	0	0	0	0	0	7
JUSTFLY.COM	0	0	3	1	0	0	2	0	0	0	0	0	6
OTHER TRAVEL AGENTS	1	0	10	5	5	0	1	0	0	0	0	0	22
TOTALS	1	0	13	8	10	0	3	0	0	0	0	0	35

TOUR OPERATORS

OTHER TOUR OPERATORS	2	0	0	0	0	0	0	0	0	0	0	0	4
TOTALS	2	0	0	0	0	0	0	0	0	0	0	0	4

MISCELLANEOUS

TSA	0	0	0	0	0	0	6	0	0	0	0	0	6
Other Miscellaneous	2	0	0	1	0	3	1	0	0	0	0	4	11
TOTALS	2	0	0	1	0	3	7	0	0	0	0	4	17

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES*

RANK	AIRLINE	AUGUST 2017			AUGUST 2016		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	13	2,413,989	0.54	14	2,303,005	0.61
2	HAWAIIAN AIRLINES	7	1,003,402	0.70	9	975,932	0.92
3	SOUTHWEST AIRLINES	105	13,662,103	0.77	99	12,924,094	0.77
4	DELTA AIR LINES	107	13,853,955	0.77	166	12,762,158	1.30
5	VIRGIN AMERICA	6	760,478	0.79	12	738,937	1.62
6	EXPRESSJET AIRLINES	11	1,289,352	0.85	19	1,942,955	0.98
7	SKYWEST AIRLINES	35	3,359,202	1.04	25	2,829,822	0.88
8	JETBLUE AIRWAYS	60	3,699,833	1.62	37	3,503,958	1.06
9	FRONTIER AIRLINES	26	1,493,106	1.74	58	1,408,104	4.12
10	AMERICAN AIRLINES	297	13,141,325	2.26	413	12,737,141	3.24
11	UNITED AIRLINES	226	9,995,531	2.26	278	9,332,387	2.98
12	SPIRIT AIRLINES	110	2,239,481	4.91	153	1,922,537	7.96
	TOTAL	1,003	66,911,757	1.50	1,283	63,381,030	2.02

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

* All U.S. airlines with at least one percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Oversales" sections of this report.

AIR TRAVEL CONSUMER REPORT

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

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
Aeromexico							1
American	2						
Bahamas Air			1				
Delta	1						
Frontier	1						
PSA Airlines	1						
Southwest	1						
Spirit	1						
United	1	1					
TOTAL	8	1	1				1

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

AIR TRAVEL CONSUMER REPORT

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

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

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

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

Carrier	Death	Injury	Loss
Delta Air Lines	2	0	0
United Airlines *	1	2	0
Totals:	3	2	0

**United Airlines had an incident concerning an injured dog that occurred in August 2017, which the carrier previously reported in error for the month of July (Air Travel Consumer Report issued September 2017). Click on United's hyperlink above, to see the revised animal injury report. This table was updated on March 15, 2018.*

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of September 2017
as provided by the Transportation Security Administration^a**

The Transportation Security Administration (TSA) screened approximately 58 million airline passengers and their 46 million checked bags in the month of September 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 September.

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
776	.001	47	.00008	110	.0002	421	.0007

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 September.

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.