



U.S. Department
of Transportation



Air Travel Consumer Report

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



Issued: September 2017

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

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INTRODUCTION

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

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

JULY 2017

	AT 30 REPORTABLE AIRPORTS		AT ALL US AIRPORTS	
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME
HAWAIIAN AIRLINES	8	82.9	17	92.3
ALASKA AIRLINES	25	84.6	69	85.7
DELTA AIR LINES	30	83.6	147	83.1
SKYWEST AIRLINES	27	79.5	220	79.1
UNITED AIRLINES	27	78.7	98	78.7
VIRGIN AMERICA	17	75.6	21	75.7
EXPRESSJET AIRLINES	13	75.3	146	75.6
FRONTIER AIRLINES	24	75.0	54	75.2
SOUTHWEST AIRLINES	25	74.7	86	74.9
SPIRIT AIRLINES	21	72.7	38	73.5
AMERICAN AIRLINES	28	73.2	92	73.1
JETBLUE AIRWAYS	25	62.5	67	63.5
TOTAL		76.7		76.9

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, 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

JULY 2017

CARRIER*	3rd Quarter 07-09 2016		4th Quarter 10-12 2016		1st Quarter 01-03 2017		2nd Quarter 04-06 2017		May 2017		June 2017		July 2017		12 Months Ending July 2017	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	89.1	2	83.8	3	78.4	6	82.4	2	82.6	3	82.9	2	85.7	2	83.2	3
AMERICAN	74.9	10	83.1	4	81.4	3	77.3	6	80.1	6	73.2	8	73.1	11	79.3	6
DELTA	83.7	4	88.5	2	85.7	1	80.9	5	82.8	2	82.8	3	83.1	3	84.7	2
EXPRESSJET	75.6	9	80.4	8	76.7	7	75.8	9	76.8	8	75.1	6	75.6	7	77.7	8
FRONTIER	66.9	12	75.7	11	76.7	8	76.3	8	76.6	9	73.1	9	75.2	8	74.8	10
HAWAIIAN	90.9	1	89.9	1	83.0	2	89.6	1	89.7	1	90.4	1	92.3	1	88.8	1
JETBLUE	73.0	11	77.4	10	72.0	11	66.7	11	67.2	11	60.6	12	63.5	12	71.8	11
SKYWEST	84.2	3	80.2	9	76.5	9	81.1	3	82.4	4	81.0	4	79.1	4	80.2	5
SOUTHWEST	78.5	6	81.9	6	78.7	5	76.7	7	77.3	7	73.3	7	74.9	9	79.3	7
SPIRIT	76.3	8	80.5	7	76.3	10	71.3	10	69.0	10	68.3	10	73.5	10	76.0	9
UNITED	79.4	5	81.9	5	80.3	4	81.1	4	82.3	5	79.4	5	78.7	5	80.9	4
VIRGIN AMERICA	77.1	7	75.3	12	64.7	12	63.5	12	58.7	12	67.2	11	75.7	6	70.3	12
TOTAL	79.2		82.5		79.4		77.9		79.1		76.2		76.9		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)

JULY 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	93	95.7	155	83.9	119	88.2	0	0.0	0	0.0	123	84.6	186	87.1	150	84.0	62	82.3	186	72.0
AMERICAN	956	65.9	2300	69.8	538	71.2	8257	77.3	0	0.0	2164	69.0	1077	71.7	12358	77.4	519	68.2	670	60.0
DELTA	21308	83.5	1315	76.6	639	81.4	560	83.4	142	78.2	774	78.6	938	85.1	495	82.2	4898	86.9	454	59.9
EXPRESSJET	3539	78.3	115	68.7	10	80.0	192	64.1	0	0.0	308	70.1	0	0.0	1063	83.7	391	79.0	1967	58.3
FRONTIER	372	76.9	0	0.0	0	0.0	116	62.9	0	0.0	93	67.7	2148	75.8	62	80.6	123	68.3	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	143	75.5	4277	66.2	224	63.4	124	68.5	0	0.0	916	73.3	119	69.7	56	78.6	124	54.8	784	48.0
SKYWEST	1127	74.0	0	0.0	20	75.0	56	78.6	0	0.0	157	69.4	3854	83.1	447	79.0	3233	83.4	148	51.4
SOUTHWEST	3546	68.6	1191	67.1	6739	75.1	236	66.1	5356	70.0	1282	69.0	6185	78.8	0	0.0	642	69.5	634	60.7
SPIRIT	638	71.5	434	70.7	682	75.8	0	0.0	0	0.0	0	0.0	372	70.4	817	72.0	828	72.9	248	55.2
UNITED	467	72.2	1142	69.9	289	80.6	165	69.7	0	0.0	417	68.6	5688	85.2	614	74.3	124	75.0	4652	69.9
VIRGIN AMERICA	0	0.0	201	79.6	0	0.0	0	0.0	363	86.2	114	78.9	88	62.5	0	0.0	0	0.0	245	66.5
TOTAL	32189	80.0	11130	69.3	9260	75.5	9706	76.7	5861	71.2	6348	71.3	20655	80.8	16062	77.7	10944	81.9	9988	63.5

* 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)

JULY 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	96.8	31	77.4	62	87.1	31	77.4	386	82.4	842	88.8	0	0.0	112	75.0	0	0.0	0	0.0
AMERICAN	645	69.6	272	71.0	641	74.4	1562	67.4	1338	69.1	3650	76.7	1861	61.1	1551	68.1	0	0.0	4522	70.8
DELTA	1029	81.5	259	78.4	271	77.5	2627	73.2	1137	87.3	2940	86.3	1943	70.6	1566	81.4	257	80.5	909	80.6
EXPRESSJET	0	0.0	0	0.0	3858	85.3	0	0.0	0	0.0	0	0.0	1227	56.2	5	40.0	0	0.0	0	0.0
FRONTIER	26	80.8	119	67.2	160	80.0	0	0.0	598	79.6	204	70.6	94	67.0	808	71.9	0	0.0	66	81.8
HAWAIIAN	0	0.0	0	0.0	0	0.0	31	93.5	79	84.8	170	81.2	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	2004	59.9	174	55.7	0	0.0	3848	59.9	489	69.3	513	69.0	526	49.2	1885	58.2	0	0.0	0	0.0
SKYWEST	34	76.5	113	74.3	664	73.6	0	0.0	343	76.4	2640	85.5	89	65.2	5	60.0	81	76.5	8	50.0
SOUTHWEST	1986	74.5	205	70.7	0	0.0	0	0.0	6468	79.3	3635	72.4	957	62.9	3870	74.7	7747	76.5	0	0.0
SPIRIT	1370	72.6	0	0.0	639	72.8	0	0.0	1023	74.7	825	79.5	341	66.9	930	76.0	0	0.0	0	0.0
UNITED	492	69.5	2232	80.5	5212	83.3	0	0.0	971	80.3	2495	83.6	742	61.5	1053	77.1	0	0.0	342	72.8
VIRGIN AMERICA	93	66.7	147	83.7	0	0.0	365	72.6	397	75.3	1253	79.7	78	66.7	62	67.7	0	0.0	0	0.0
TOTAL	7710	70.6	3552	77.3	11507	82.2	8464	66.2	13229	78.3	19167	80.1	7858	62.6	11847	72.2	8085	76.6	5847	72.6

* 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)

JULY 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	93	88.2	199	88.4	1384	86.0	62	95.2	186	80.1	559	83.0	5364	84.5	477	79.5	208	83.7	31	96.8
AMERICAN	777	71.2	5770	70.6	459	72.3	3813	70.8	5042	81.1	896	71.2	980	71.9	1209	70.0	406	68.7	1018	68.0
DELTA	6733	88.3	740	73.8	776	88.1	623	76.9	608	89.5	705	90.5	2317	88.6	1272	80.7	4045	90.0	984	80.8
EXPRESSJET	130	76.9	2121	76.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER	93	69.9	280	71.8	119	76.5	402	72.6	248	80.6	190	81.1	98	81.6	182	70.9	109	74.3	155	79.4
HAWAIIAN	0	0.0	0	0.0	31	80.6	0	0.0	31	80.6	31	90.3	62	74.2	62	87.1	0	0.0	0	0.0
JETBLUE	0	0.0	272	55.1	181	73.5	174	64.9	62	58.1	155	80.0	243	66.3	565	69.7	186	63.4	393	60.6
SKYWEST	3177	86.9	8132	67.4	844	92.5	23	65.2	1382	87.0	876	86.0	1633	85.6	3244	73.4	3852	88.9	23	78.3
SOUTHWEST	765	72.8	0	0.0	1374	79.4	772	66.1	5169	77.4	3260	79.6	1263	76.6	1516	67.7	993	76.2	2510	77.0
SPIRIT	403	74.7	930	66.2	93	71.0	279	64.9	30	83.3	217	81.1	217	80.6	0	0.0	0	0.0	222	71.6
UNITED	454	77.3	7014	76.5	694	81.3	356	67.4	507	78.9	811	83.5	990	80.9	5372	82.3	202	75.2	591	76.5
VIRGIN AMERICA	0	0.0	150	71.3	88	81.8	0	0.0	0	0.0	174	76.4	227	72.7	1886	73.4	0	0.0	0	0.0
TOTAL	12625	84.9	25608	71.6	6043	83.2	6504	70.6	13265	80.5	7874	81.0	13394	82.8	15785	76.3	10001	86.3	5927	74.9

* 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)

JULY 2017

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	88.4	64.2	91.3	82.8	90.6	0	94.3	87.1	85.3	79.1	61.7	83.9	89.7	82.2	98.2	92.3
0700-0759	92.1	85.5	87.2	86.3	95.5	88.5	94.7	87.9	90.5	88.4	78.4	89.8	92.3	76.0	94.5	92.6
0800-0859	92.0	82.4	95.2	86.1	91.8	91.7	94.2	89.0	88.7	88.9	89.3	0.0	90.9	65.8	90.8	85.4
0900-0959	91.2	87.1	93.0	83.3	89.1	86.0	91.1	83.6	90.7	87.4	87.7	100	91.1	80.6	90.4	88.1
1000-1059	88.8	86.5	90.2	84.2	84.7	86.7	90.8	87.6	85.1	89.4	85.6	83.3	88.2	88.7	87.6	81.6
1100-1159	88.7	84.6	87.0	86.4	77.7	83.2	89.3	86.4	87.0	86.1	79.0	87.8	91.2	82.4	87.1	81.2
1200-1259	87.5	83.4	85.1	87.1	77.8	86.8	87.8	85.7	87.9	82.1	78.1	88.4	87.1	74.2	81.2	81.5
1300-1359	88.2	82.7	86.7	84.7	90.9	83.3	83.3	84.4	84.4	79.3	75.2	76.7	86.6	79.5	81.7	81.7
1400-1459	85.7	80.6	84.0	88.8	74.3	82.4	86.7	82.4	84.8	65.7	70.7	91.5	86.2	76.6	73.9	84.0
1500-1559	82.2	76.6	77.0	75.2	73.4	76.9	82.3	84.1	80.9	55.4	71.2	87.3	76.9	79.7	76.4	85.5
1600-1659	77.7	67.5	71.7	72.2	67.2	68.4	73.8	72.0	81.4	52.8	67.7	76.6	76.2	68.7	75.7	82.0
1700-1759	71.1	64.6	70.5	69.0	56.6	65.2	67.7	69.9	79.5	48.7	75.7	70.7	77.0	58.4	74.5	76.7
1800-1859	70.0	53.3	62.0	64.1	61.2	57.3	71.8	70.2	79.5	41.6	58.2	68.4	75.0	56.5	68.2	79.3
1900-1959	64.6	53.6	53.7	61.9	61.8	55.3	70.5	67.9	82.0	44.5	60.9	67.0	70.0	55.0	69.6	74.4
2000-2059	66.0	52.3	65.0	71.7	56.4	60.6	64.8	63.1	77.3	34.6	53.7	75.9	75.1	47.2	67.7	74.1
2100-2159	62.0	58.0	60.6	62.6	53.5	60.8	69.8	64.6	71.4	39.8	56.0	67.0	69.7	48.8	70.4	72.3
2200-2259	63.8	53.0	50.9	65.3	52.3	56.6	69.0	66.7	57.4	43.7	49.6	62.5	67.3	43.4	67.8	69.1
2300-0559	67.9	62.3	65.4	67.8	56.8	55.2	67.5	74.3	66.6	64.1	62.3	69.3	71.2	63.6	69.5	73.9
TOTAL	80.0	69.3	75.5	76.7	71.2	71.3	80.8	77.7	81.9	63.5	70.6	77.3	82.2	66.2	78.3	80.1

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

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	70.4	63.3	90.6	87.0	93.7	81.2	100.0	79.7	95.1	100.0	91.7	94.2	100.0	91.3	86.1
0700-0759	82.7	82.9	89.6	79.4	88.6	79.9	87.6	79.8	92.2	92.6	95.9	95.1	97.4	93.0	89.5
0800-0859	83.3	89.9	89.4	85.9	89.8	78.4	96.5	82.2	91.5	94.1	87.6	84.9	95.9	94.0	88.8
0900-0959	81.7	90.3	90.9	84.8	91.9	76.3	93.1	87.2	90.4	92.6	92.3	74.0	94.7	90.2	87.5
1000-1059	80.3	88.6	87.8	84.8	90.3	75.6	91.3	85.9	87.5	87.3	81.1	70.8	94.0	90.3	85.9
1100-1159	78.8	89.6	86.3	78.5	88.0	76.6	93.9	83.7	88.4	86.0	77.7	70.3	88.0	91.1	84.1
1200-1259	74.5	79.6	85.7	72.2	90.2	73.3	80.7	80.8	84.9	84.6	80.8	70.2	84.4	80.7	82.3
1300-1359	73.1	86.6	82.2	77.4	90.6	79.8	88.6	82.0	84.9	84.4	82.5	79.4	91.3	80.4	84.0
1400-1459	68.2	80.4	82.4	77.6	87.6	73.5	81.0	79.6	82.3	83.2	83.0	73.1	88.8	74.8	80.7
1500-1559	61.5	77.8	80.2	82.1	75.6	72.6	90.8	77.5	77.1	79.6	86.5	75.3	86.6	75.5	78.1
1600-1659	63.2	71.8	74.7	67.6	87.5	72.0	83.1	66.4	76.2	81.1	84.7	77.7	85.5	78.0	74.9
1700-1759	58.4	60.9	69.1	84.3	82.8	63.3	86.0	61.1	70.8	75.2	83.0	78.1	69.2	77.4	69.6
1800-1859	48.0	58.7	66.5	68.8	81.7	63.0	84.5	56.3	67.1	72.6	84.8	78.2	78.0	68.5	68.6
1900-1959	48.6	57.5	65.4	62.0	82.7	59.0	80.0	50.9	69.9	74.9	82.9	78.2	83.5	59.3	67.9
2000-2059	41.1	59.2	62.8	52.0	73.7	64.2	77.9	51.5	70.7	73.8	83.0	75.8	75.1	60.6	65.4
2100-2159	43.1	56.2	65.9	63.7	73.1	59.8	76.2	59.1	76.6	72.2	76.2	72.3	81.1	56.8	65.4
2200-2259	45.9	54.9	57.0	58.8	69.5	63.8	77.8	62.2	68.4	72.9	79.4	67.7	70.9	61.8	62.5
2300-0559	52.5	62.1	60.7	68.4	70.2	74.2	71.0	64.4	73.1	73.6	77.9	73.1	66.3	62.9	67.7
TOTAL	62.6	72.2	76.6	72.6	84.9	71.6	83.2	70.6	80.5	81.0	82.8	76.3	86.3	74.9	76.7

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2017

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	90.1	91.4	91.6	90.1	92.6	91.6	93.9	87.1	88.4	90.7	91.1	88.8	86.8	86.4	95.4	92.9
0700-0759	91.8	88.7	91.2	91.4	90.3	91.7	89.1	85.8	89.3	90.3	86.9	85.5	91.6	88.0	88.2	88.9
0800-0859	88.4	81.9	87.0	91.2	90.0	88.8	88.4	87.8	89.8	87.9	83.7	89.7	89.3	87.5	84.3	86.0
0900-0959	87.6	85.2	84.9	85.9	83.0	89.0	87.1	84.7	88.1	87.0	81.1	96.7	88.4	78.6	83.9	81.8
1000-1059	88.3	85.5	89.4	77.0	80.6	81.2	86.1	82.7	84.0	82.7	81.0	83.9	86.2	89.7	81.9	77.8
1100-1159	84.5	77.1	81.8	84.2	73.9	86.3	83.7	77.0	80.2	84.5	73.8	82.4	85.0	82.1	78.1	72.6
1200-1259	82.9	78.3	77.8	96.7	59.0	79.9	80.8	80.4	85.6	82.4	70.5	84.1	83.3	72.9	73.4	73.9
1300-1359	80.0	76.0	77.6	82.4	62.3	82.9	81.0	75.0	77.4	76.4	67.7	100.0	76.1	69.5	74.4	74.7
1400-1459	77.6	68.7	68.9	74.1	71.8	78.1	78.6	75.4	73.4	69.4	64.6	69.6	77.9	66.2	64.9	74.0
1500-1559	73.5	66.6	64.8	71.0	60.1	69.6	78.7	69.1	78.7	64.4	56.7	87.8	77.4	65.5	66.8	79.7
1600-1659	71.1	64.6	64.0	67.8	55.6	62.6	69.0	72.6	74.9	58.3	61.1	76.5	71.7	77.8	67.1	79.6
1700-1759	64.0	50.1	60.7	55.9	52.7	62.7	66.7	60.8	73.2	51.4	55.1	65.4	70.8	67.3	62.2	80.5
1800-1859	59.3	57.5	60.0	55.7	52.9	54.0	63.6	60.9	60.3	47.2	59.6	60.2	68.8	57.2	62.7	77.7
1900-1959	62.9	45.0	48.1	53.5	54.0	52.6	68.3	63.3	72.7	51.7	49.7	65.0	70.2	52.8	62.4	76.5
2000-2059	55.1	44.6	48.9	58.0	54.4	59.9	66.1	63.6	80.2	43.6	53.9	52.2	63.5	50.4	62.1	71.6
2100-2159	64.8	45.9	56.3	58.0	33.6	45.5	57.4	60.6	79.2	42.3	50.9	100	74.1	42.6	59.7	77.6
2200-2259	62.8	80.0	50.4	61.6	42.0	59.1	68.2	61.3	73.5	34.9	69.1	68.8	53.1	41.4	66.5	74.8
2300-0559	65.7	90.5	56.8	85.5	0.0	89.5	80.8	76.2	91.4	90.1	80.7	88.8	86.0	60.5	75.7	78.4
TOTAL	75.1	72.3	72.2	72.6	67.8	75.9	77.8	74.3	81.5	70.0	68.2	77.5	79.3	69.8	73.8	79.2

* 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)

JULY 2017

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.7	87.8	95.0	88.8	92.6	82.6	95.5	90.1	94.6	95.7	94.0	94.3	95.0	94.3	91.5
0700-0759	87.5	89.4	87.2	87.4	92.5	81.6	85.5	86.3	91.4	92.6	90.0	92.0	88.5	94.3	88.8
0800-0859	86.2	87.0	83.9	85.8	89.8	75.9	88.4	86.4	86.3	84.3	91.3	86.9	91.3	90.2	86.7
0900-0959	77.6	83.2	81.9	79.0	91.3	75.4	88.4	80.0	89.0	85.3	85.3	81.7	88.9	92.0	84.6
1000-1059	76.9	87.4	86.7	77.0	90.3	71.5	87.6	81.8	85.7	84.9	84.9	71.6	84.9	84.7	82.9
1100-1159	79.6	83.0	74.8	83.8	88.8	72.1	87.5	81.1	84.1	83.0	79.3	65.4	91.0	85.2	80.9
1200-1259	77.7	79.9	75.1	67.3	88.8	71.9	90.5	78.9	84.5	78.7	83.1	67.7	84.0	76.2	78.4
1300-1359	72.8	73.8	75.2	60.3	86.7	66.5	79.6	78.8	82.1	77.8	80.2	68.9	82.1	72.2	76.0
1400-1459	68.9	64.1	62.7	61.6	81.3	72.8	82.4	75.0	76.3	77.5	86.3	69.1	83.0	65.1	73.2
1500-1559	66.0	62.0	70.2	57.5	85.6	68.3	81.9	73.4	73.4	80.3	83.3	73.7	86.4	59.4	72.9
1600-1659	57.3	59.7	67.2	74.7	69.5	64.4	86.5	74.1	78.4	74.2	80.5	73.3	77.4	66.9	69.6
1700-1759	59.1	47.9	59.9	55.8	81.1	64.3	76.7	57.1	63.8	78.8	84.7	78.5	81.9	57.6	66.1
1800-1859	55.3	45.5	46.2	59.4	74.1	59.2	81.7	61.3	70.2	70.0	82.4	76.0	58.3	66.6	62.5
1900-1959	40.1	49.5	49.8	59.6	82.1	65.8	86.4	49.2	57.0	73.6	84.9	78.2	72.6	58.1	62.8
2000-2059	45.0	44.6	40.7	54.1	82.0	61.6	86.3	48.9	69.0	76.9	83.4	82.2	82.8	51.1	64.2
2100-2159	36.4	45.2	42.4	59.4	71.5	66.5	83.8	55.3	75.4	74.1	88.1	79.2	76.3	48.9	63.7
2200-2259	42.1	52.7	59.3	65.6	74.9	64.7	75.8	56.5	64.1	90.9	82.7	81.7	82.2	41.9	67.8
2300-0559	87.7	73.5	94.2	91.4	93.5	81.5	89.2	88.6	84.6	92.6	89.0	83.5	82.7	83.7	81.6
TOTAL	69.4	69.5	68.8	68.7	85.3	70.2	86.5	73.0	79.6	82.4	85.5	77.9	85.4	75.3	75.7

* 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/

JULY 2017

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

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

ALASKA	772	May	SAN-EWR	953	31	16	51.61	73.88
ALASKA	772	Jun	SAN-EWR	955	30	17	56.67	79.24
ALASKA	772	Jul	SAN-EWR	955	31	17	54.84	88.41
DELTA	422	May	MIA-JFK	1540	31	21	67.74	124.80
DELTA	422	Jun	MIA-JFK	1540	30	16	53.33	120.00
DELTA	422	Jul	MIA-JFK	1529	31	18	58.06	158.35
DELTA	504	May	ATL-EWR	1954	31	16	51.61	77.93
DELTA	504	Jun	ATL-EWR	1926	30	16	53.33	87.25
DELTA	504	Jul	ATL-EWR	1928	31	16	51.61	111.56
EXPRESSJET	5276	May	CLT-LGA	2000	23	13	56.52	269.33
EXPRESSJET	5383	Jun	CLT-LGA	2000	24	13	54.17	97.67
EXPRESSJET	5325	Jul	CLT-LGA	2000	20	16	80.00	288.67

* 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/

JULY 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	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	4117	May	EWR-CAK	2000	30	21	70.00	104.88
EXPRESSJET	4117	Jun	EWR-CAK	2005	30	20	66.67	92.06
EXPRESSJET	4117	Jul	EWR-CAK	1959	30	17	56.67	119.40
EXPRESSJET	4361	May	EWR-TYS	2000	27	19	70.37	92.47
EXPRESSJET	4361	Jun	EWR-TYS	1945	26	21	80.77	117.00
EXPRESSJET	4361	Jul	EWR-TYS	1950	23	13	56.52	94.30
EXPRESSJET	5308	May	GSO-LGA	1756	16	11	68.75	101.29
EXPRESSJET	5499	Jun	GSO-LGA	1759	19	12	63.16	140.80
EXPRESSJET	5582	Jul	GSO-LGA	1759	23	14	60.87	76.14
EXPRESSJET	5156	May	LGA-CLE	1905	25	13	52.00	93.89
EXPRESSJET	5484	Jun	LGA-CLE	1910	26	16	61.54	99.77
EXPRESSJET	5581	Jul	LGA-CLE	1915	23	13	56.52	106.55
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	3859	May	ORF-EWR	1920	19	14	73.68	99.89
EXPRESSJET	3827	Jun	ORF-EWR	1915	25	21	84.00	107.72
EXPRESSJET	3827	Jul	ORF-EWR	1905	26	14	53.85	224.25

* 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/
JULY 2017

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

JETBLUE	1427	May	BOS-BWI	2057	24	13	54.17	101.58
JETBLUE	1427	Jun	BOS-BWI	2057	28	18	64.29	98.00
JETBLUE	1427	Jul	BOS-BWI	2059	29	17	58.62	111.50
JETBLUE	2679	May	BOS-EWR	1909	30	23	76.67	102.53
JETBLUE	2679	Jun	BOS-EWR	1909	28	23	82.14	117.33
JETBLUE	2679	Jul	BOS-EWR	1932	24	19	79.17	86.06
JETBLUE	2680	May	EWR-BOS	2120	26	18	69.23	98.15
JETBLUE	2680	Jun	EWR-BOS	2136	26	22	84.62	113.24
JETBLUE	2680	Jul	EWR-BOS	2136	24	19	79.17	77.82
JETBLUE	1070	May	FLL-BOS	2117	31	17	54.84	93.76
JETBLUE	1070	Jun	FLL-BOS	2125	30	18	60.00	99.00
JETBLUE	1070	Jul	FLL-BOS	2125	31	18	58.06	81.83
JETBLUE	506	May	FLL-EWR	2037	18	11	61.11	57.89
JETBLUE	706	Jun	FLL-EWR	2055	23	14	60.87	88.27
JETBLUE	706	Jul	FLL-EWR	2055	29	20	68.97	110.89
JETBLUE	1472	May	FLL-LGA	2030	30	16	53.33	73.86
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	566	May	FLL-ORD	2006	29	19	65.52	97.74
JETBLUE	566	Jun	FLL-ORD	2029	30	17	56.67	145.94
JETBLUE	566	Jul	FLL-ORD	2029	31	17	54.84	119.59

* 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/
JULY 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	1507	May	JFK-IAD	2155	27	16	59.26	103.64
JETBLUE	1507	Jun	JFK-IAD	2219	28	17	60.71	123.13
JETBLUE	1507	Jul	JFK-IAD	2219	31	18	58.06	92.13
JETBLUE	1677	May	JFK-JAX	2030	31	16	51.61	132.93
JETBLUE	1677	Jun	JFK-JAX	2030	30	19	63.33	120.26
JETBLUE	1677	Jul	JFK-JAX	2030	31	23	74.19	123.53
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	698	May	MCO-LGA	1911	27	17	62.96	95.63
JETBLUE	698	Jun	MCO-LGA	1910	28	20	71.43	101.88
JETBLUE	698	Jul	MCO-LGA	1910	31	23	74.19	111.50
JETBLUE	1198	May	MCO-LGA	1715	31	17	54.84	106.75
JETBLUE	1198	Jun	MCO-LGA	1726	30	19	63.33	110.28
JETBLUE	1198	Jul	MCO-LGA	1726	31	20	64.52	125.41
JETBLUE	544	May	PBI-EWR	1159	29	16	55.17	64.46
JETBLUE	644	Jun	PBI-EWR	1221	30	19	63.33	83.44
JETBLUE	644	Jul	PBI-EWR	1221	31	16	51.61	80.71
SOUTHWEST	936	May	EWR-MDW	1520	31	16	51.61	80.50
SOUTHWEST	985	Jun	EWR-MDW	1510	27	16	59.26	90.79
SOUTHWEST	985	Jul	EWR-MDW	1510	26	14	53.85	74.33

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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/
JULY 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	927	May	EWR-MDW	1730	23	19	82.61	80.53
SOUTHWEST	977	Jun	EWR-MDW	1755	27	17	62.96	124.06
SOUTHWEST	977	Jul	EWR-MDW	1755	26	15	57.69	110.92
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	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

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
ALASKA	772	Jun	SAN-EWR	955	30	17	56.67	79.24
ALASKA	772	Jul	SAN-EWR	955	31	17	54.84	88.41
DELTA	1878	Jun	ATL-EWR	1802	19	11	57.89	96.64
DELTA	375	Jul	ATL-EWR	1815	31	17	54.84	109.65
DELTA	504	Jun	ATL-EWR	1926	30	16	53.33	87.25
DELTA	504	Jul	ATL-EWR	1928	31	16	51.61	111.56
DELTA	668	Jun	EWR-MSP	1928	15	8	53.33	117.13
DELTA	2965	Jul	EWR-MSP	1912	14	8	57.14	107.75
DELTA	896	Jun	LGA-MIA	1929	19	10	52.63	126.60
DELTA	896	Jul	LGA-MIA	1940	23	12	52.17	121.08
DELTA	958	Jun	MCO-LGA	1941	17	9	52.94	87.44
DELTA	958	Jul	MCO-LGA	1941	20	11	55.00	105.45
DELTA	422	Jun	MIA-JFK	1540	30	16	53.33	120.00
DELTA	422	Jul	MIA-JFK	1529	31	18	58.06	158.35
EXPRESSJET	4263	Jun	BGR-EWR	1303	23	14	60.87	236.77
EXPRESSJET	4263	Jul	BGR-EWR	1300	31	18	58.06	92.06
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	4118	Jun	CAK-EWR	1630	20	18	90.00	111.20
EXPRESSJET	4118	Jul	CAK-EWR	1620	29	21	72.41	146.84
EXPRESSJET	5454	Jun	CLT-LGA	1600	18	12	66.67	188.44
EXPRESSJET	5557	Jul	CLT-LGA	1600	25	14	56.00	139.00

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JULY 2017

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
EXPRESSJET	5383	Jun	CLT-LGA	2000	24	13	54.17	97.67
EXPRESSJET	5325	Jul	CLT-LGA	2000	20	16	80.00	288.67
EXPRESSJET	4029	Jun	CMH-EWR	2000	25	14	56.00	128.77
EXPRESSJET	4029	Jul	CMH-EWR	2005	24	14	58.33	73.69
EXPRESSJET	3765	Jun	DCA-EWR	1655	29	22	75.86	160.05
EXPRESSJET	3765	Jul	DCA-EWR	1654	30	21	70.00	104.08
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	4117	Jun	EWR-CAK	2005	30	20	66.67	92.06
EXPRESSJET	4117	Jul	EWR-CAK	1959	30	17	56.67	119.40
EXPRESSJET	4224	Jun	EWR-MKE	2050	20	14	70.00	93.64
EXPRESSJET	4224	Jul	EWR-MKE	2059	25	14	56.00	72.30
EXPRESSJET	4094	Jun	EWR-PWM	1900	26	16	61.54	86.80
EXPRESSJET	4094	Jul	EWR-PWM	1844	24	15	62.50	102.78
EXPRESSJET	4441	Jun	EWR-RIC	1900	27	14	51.85	99.55
EXPRESSJET	4441	Jul	EWR-RIC	1900	28	17	60.71	131.67
EXPRESSJET	4361	Jun	EWR-TYS	1945	26	21	80.77	117.00
EXPRESSJET	4361	Jul	EWR-TYS	1950	23	13	56.52	94.30
EXPRESSJET	3828	Jun	GRR-EWR	1450	23	15	65.22	110.08
EXPRESSJET	3828	Jul	GRR-EWR	1450	29	19	65.52	145.35
EXPRESSJET	5499	Jun	GSO-LGA	1759	19	12	63.16	140.80
EXPRESSJET	5582	Jul	GSO-LGA	1759	23	14	60.87	76.14

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AIR TRAVEL CONSUMER REPORT

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JULY 2017

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
EXPRESSJET	4413	Jun	LEX-EWR	1715	13	8	61.54	202.25
EXPRESSJET	4413	Jul	LEX-EWR	1715	29	18	62.07	207.33
EXPRESSJET	5220	Jun	LGA-BHM	2110	26	15	57.69	154.22
EXPRESSJET	5571	Jul	LGA-BHM	2100	23	12	52.17	92.57
EXPRESSJET	5588	Jun	LGA-CAE	2025	26	15	57.69	80.91
EXPRESSJET	5588	Jul	LGA-CAE	2030	23	12	52.17	87.86
EXPRESSJET	5484	Jun	LGA-CLE	1910	26	16	61.54	99.77
EXPRESSJET	5581	Jul	LGA-CLE	1915	23	13	56.52	106.55
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	5160	Jun	LGA-MEM	1850	18	12	66.67	268.60
EXPRESSJET	5382	Jul	LGA-MEM	1850	23	13	56.52	202.11
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	5195	Jun	LGA-PIT	2040	17	14	82.35	101.27
EXPRESSJET	5542	Jul	LGA-PIT	2045	17	9	52.94	98.33
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	5114	Jun	LGA-STL	1845	18	10	55.56	112.13
EXPRESSJET	5522	Jul	LGA-STL	1845	23	13	56.52	136.10
EXPRESSJET	3827	Jun	ORF-EWR	1915	25	21	84.00	107.72
EXPRESSJET	3827	Jul	ORF-EWR	1905	26	14	53.85	224.25

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AIR TRAVEL CONSUMER REPORT

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JULY 2017

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
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	4312	Jun	PVD-EWR	1505	15	14	93.33	75.46
EXPRESSJET	4312	Jul	PVD-EWR	1507	21	11	52.38	113.82
EXPRESSJET	4191	Jun	PWM-EWR	1745	30	22	73.33	198.89
EXPRESSJET	4191	Jul	PWM-EWR	1750	31	19	61.29	104.29
EXPRESSJET	4320	Jun	PWM-EWR	2051	23	17	73.91	71.58
EXPRESSJET	4320	Jul	PWM-EWR	2035	24	15	62.50	79.50
EXPRESSJET	5520	Jun	RIC-LGA	1759	24	13	54.17	110.27
EXPRESSJET	5405	Jul	RIC-LGA	1759	23	14	60.87	124.00
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	4271	Jun	SAV-EWR	1809	24	18	75.00	80.93
EXPRESSJET	4271	Jul	SAV-EWR	1804	25	17	68.00	169.43
EXPRESSJET	5590	Jun	XNA-LGA	1706	26	16	61.54	190.53
EXPRESSJET	5590	Jul	XNA-LGA	1705	20	15	75.00	156.87
FRONTIER	1689	Jun	CLT-MCO	1600	17	9	52.94	66.67
FRONTIER	1689	Jul	CLT-MCO	1600	18	10	55.56	106.22
FRONTIER	1674	Jun	MCO-PHL	1739	20	11	55.00	93.91
FRONTIER	1674	Jul	MCO-PHL	1739	31	16	51.61	118.67
FRONTIER	920	Jun	MCO-TTN	1835	28	18	64.29	134.56
FRONTIER	920	Jul	MCO-TTN	1835	31	16	51.61	142.73

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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
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JULY 2017

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
FRONTIER	1040	Jun	PHL-SJU	2115	20	11	55.00	97.82
FRONTIER	1040	Jul	PHL-SJU	2115	31	19	61.29	75.37
JETBLUE	1417	Jun	AUS-LGB	1912	16	11	68.75	77.91
JETBLUE	1417	Jul	AUS-LGB	1912	31	20	64.52	105.20
JETBLUE	182	Jun	BNA-FLL	1610	30	16	53.33	103.40
JETBLUE	182	Jul	BNA-FLL	1610	31	17	54.84	111.94
JETBLUE	997	Jun	BOS-ATL	2100	14	10	71.43	139.50
JETBLUE	997	Jul	BOS-ATL	2055	26	14	53.85	117.57
JETBLUE	1615	Jun	BOS-BUF	2105	16	10	62.50	121.10
JETBLUE	1615	Jul	BOS-BUF	2059	31	17	54.84	94.14
JETBLUE	827	Jun	BOS-BWI	1652	14	8	57.14	113.71
JETBLUE	827	Jul	BOS-BWI	1647	26	15	57.69	80.33
JETBLUE	1427	Jun	BOS-BWI	2057	28	18	64.29	98.00
JETBLUE	1427	Jul	BOS-BWI	2059	29	17	58.62	111.50
JETBLUE	1837	Jun	BOS-DTW	2036	30	19	63.33	122.74
JETBLUE	1837	Jul	BOS-DTW	2037	31	18	58.06	112.72
JETBLUE	2679	Jun	BOS-EWR	1909	28	23	82.14	117.33
JETBLUE	2679	Jul	BOS-EWR	1932	24	19	79.17	86.06
JETBLUE	69	Jun	BOS-FLL	1620	28	17	60.71	93.00
JETBLUE	69	Jul	BOS-FLL	1650	31	19	61.29	61.74
JETBLUE	1431	Jun	BOS-LGA	1945	26	16	61.54	133.25
JETBLUE	1431	Jul	BOS-LGA	1940	25	15	60.00	111.00

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
JETBLUE	1351	Jun	BOS-MCO	1754	29	22	75.86	96.14
JETBLUE	1451	Jul	BOS-MCO	1755	31	16	51.61	72.86
JETBLUE	1583	Jun	BOS-RDU	2055	27	21	77.78	103.20
JETBLUE	1583	Jul	BOS-RDU	2100	31	17	54.84	82.92
JETBLUE	1281	Jun	BOS-RIC	1903	30	22	73.33	94.72
JETBLUE	1281	Jul	BOS-RIC	1850	31	16	51.61	110.94
JETBLUE	1815	Jun	BUF-JFK	2000	16	11	68.75	180.27
JETBLUE	1815	Jul	BUF-JFK	2000	31	17	54.84	140.50
JETBLUE	1526	Jun	BWI-BOS	1723	14	8	57.14	132.25
JETBLUE	1526	Jul	BWI-BOS	1723	26	15	57.69	82.14
JETBLUE	1374	Jun	CHS-JFK	1906	16	9	56.25	109.00
JETBLUE	1374	Jul	CHS-JFK	1906	31	19	61.29	117.94
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	854	Jun	DCA-BOS	1847	30	19	63.33	99.28
JETBLUE	854	Jul	DCA-BOS	1847	31	18	58.06	108.00
JETBLUE	2680	Jun	EWB-BOS	2136	26	22	84.62	113.24
JETBLUE	2680	Jul	EWB-BOS	2136	24	19	79.17	77.82
JETBLUE	1005	Jun	EWB-FLL	1847	16	14	87.50	115.36
JETBLUE	1005	Jul	EWB-FLL	1847	31	22	70.97	161.81
JETBLUE	2027	Jun	EWB-MCO	1459	16	12	75.00	109.18
JETBLUE	2027	Jul	EWB-MCO	1459	31	17	54.84	103.08

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
JETBLUE	227	Jun	EWR-MCO	1707	17	13	76.47	123.82
JETBLUE	227	Jul	EWR-MCO	1728	31	24	77.42	146.95
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	527	Jun	EWR-MCO	2114	16	14	87.50	120.07
JETBLUE	527	Jul	EWR-MCO	2114	31	26	83.87	116.43
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	1511	Jun	EWR-RSW	1600	16	15	93.75	93.07
JETBLUE	1511	Jul	EWR-RSW	1600	31	21	67.74	84.67
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	1070	Jun	FLL-BOS	2125	30	18	60.00	99.00
JETBLUE	1070	Jul	FLL-BOS	2125	31	18	58.06	81.83
JETBLUE	694	Jun	FLL-BWI	2104	30	17	56.67	97.43
JETBLUE	694	Jul	FLL-BWI	2104	31	19	61.29	79.22
JETBLUE	1590	Jun	FLL-DTW	2045	30	18	60.00	114.17
JETBLUE	1590	Jul	FLL-DTW	2045	31	17	54.84	76.63
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	706	Jun	FLL-EWR	2055	23	14	60.87	88.27
JETBLUE	706	Jul	FLL-EWR	2055	29	20	68.97	110.89

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CARRIER	FLIGHT NUMBER	MONTH	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
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	2	Jun	FLL-JFK	1911	16	14	87.50	118.85
JETBLUE	2	Jul	FLL-JFK	1911	31	24	77.42	130.68
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	1272	Jun	FLL-LGA	1545	30	17	56.67	111.19
JETBLUE	1272	Jul	FLL-LGA	1545	31	21	67.74	161.87
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	1472	Jun	FLL-LGA	2030	30	16	53.33	115.75
JETBLUE	1472	Jul	FLL-LGA	2030	31	17	54.84	89.83
JETBLUE	566	Jun	FLL-ORD	2029	30	17	56.67	145.94
JETBLUE	566	Jul	FLL-ORD	2029	31	17	54.84	119.59
JETBLUE	2008	Jun	FLL-PIT	2046	16	12	75.00	88.50
JETBLUE	2008	Jul	FLL-PIT	2046	31	19	61.29	96.37
JETBLUE	356	Jun	IAD-BOS	1852	28	15	53.57	114.00
JETBLUE	356	Jul	IAD-BOS	1852	31	17	54.84	96.41
JETBLUE	1295	Jun	JFK-AUS	2125	30	16	53.33	77.88
JETBLUE	1295	Jul	JFK-AUS	2131	31	16	51.61	121.64
JETBLUE	1401	Jun	JFK-FLL	1838	16	11	68.75	156.73
JETBLUE	1401	Jul	JFK-FLL	1846	31	20	64.52	104.25

* 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/
JULY 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	1201	Jun	JFK-FLL	2055	25	14	56.00	94.83
JETBLUE	1201	Jul	JFK-FLL	2101	31	22	70.97	81.85
JETBLUE	1507	Jun	JFK-IAD	2219	28	17	60.71	123.13
JETBLUE	1507	Jul	JFK-IAD	2219	31	18	58.06	92.13
JETBLUE	1677	Jun	JFK-JAX	2030	30	19	63.33	120.26
JETBLUE	1677	Jul	JFK-JAX	2030	31	23	74.19	123.53
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	283	Jun	JFK-MCO	1906	16	11	68.75	117.40
JETBLUE	283	Jul	JFK-MCO	1906	31	20	64.52	123.00
JETBLUE	1185	Jun	JFK-RDU	1837	16	9	56.25	164.56
JETBLUE	1185	Jul	JFK-RDU	1837	31	16	51.61	125.77
JETBLUE	225	Jun	JFK-TPA	2054	16	10	62.50	110.56
JETBLUE	225	Jul	JFK-TPA	2054	31	19	61.29	94.67
JETBLUE	778	Jun	LAS-BOS	2245	16	11	68.75	92.64
JETBLUE	778	Jul	LAS-BOS	2245	29	21	72.41	70.20
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	1371	Jun	LGA-FLL	2130	30	21	70.00	118.19
JETBLUE	1371	Jul	LGA-FLL	2130	31	22	70.97	98.06
JETBLUE	499	Jun	LGA-MCO	2100	30	18	60.00	105.12
JETBLUE	499	Jul	LGA-MCO	2100	30	17	56.67	139.93

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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/
JULY 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	1050	Jun	MCO-BOS	1645	16	10	62.50	144.10
JETBLUE	1050	Jul	MCO-BOS	1700	31	16	51.61	122.57
JETBLUE	252	Jun	MCO-BOS	1800	18	11	61.11	134.64
JETBLUE	252	Jul	MCO-BOS	1800	24	15	62.50	135.00
JETBLUE	828	Jun	MCO-EWR	1339	16	12	75.00	87.60
JETBLUE	828	Jul	MCO-EWR	1357	31	19	61.29	150.06
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	128	Jun	MCO-EWR	1512	16	15	93.75	99.07
JETBLUE	128	Jul	MCO-EWR	1512	31	23	74.19	151.00
JETBLUE	428	Jun	MCO-EWR	2044	16	12	75.00	107.18
JETBLUE	428	Jul	MCO-EWR	2106	31	24	77.42	131.27
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	1198	Jun	MCO-LGA	1726	30	19	63.33	110.28
JETBLUE	1198	Jul	MCO-LGA	1726	31	20	64.52	125.41
JETBLUE	698	Jun	MCO-LGA	1910	28	20	71.43	101.88
JETBLUE	698	Jul	MCO-LGA	1910	31	23	74.19	111.50
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	1433	Jun	MCO-SJU	2309	14	11	78.57	109.27
JETBLUE	1433	Jul	MCO-SJU	2309	26	22	84.62	96.36

* 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/
JULY 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	576	Jun	MSY-JFK	1744	16	14	87.50	110.27
JETBLUE	576	Jul	MSY-JFK	1744	31	20	64.52	104.37
JETBLUE	644	Jun	PBI-EWR	1221	30	19	63.33	83.44
JETBLUE	644	Jul	PBI-EWR	1221	31	16	51.61	80.71
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	454	Jun	PBI-JFK	2004	16	10	62.50	128.10
JETBLUE	454	Jul	PBI-JFK	2004	31	20	64.52	111.21
JETBLUE	1262	Jun	PBI-LGA	1905	30	18	60.00	101.93
JETBLUE	1262	Jul	PBI-LGA	1902	31	18	58.06	119.40
JETBLUE	660	Jun	PHL-BOS	1755	30	23	76.67	131.17
JETBLUE	660	Jul	PHL-BOS	1755	31	18	58.06	110.13
JETBLUE	1186	Jun	RDU-JFK	1945	16	11	68.75	154.09
JETBLUE	1186	Jul	RDU-JFK	1945	31	19	61.29	115.80
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	1512	Jun	RSW-EWR	1951	14	14	100.00	95.83
JETBLUE	1512	Jul	RSW-EWR	1951	26	20	76.92	92.56
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	1042	Jun	SAV-JFK	1901	14	9	64.29	110.17
JETBLUE	1042	Jul	SAV-JFK	1901	26	14	53.85	147.50

* 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/
JULY 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	2074	Jun	TPA-EWR	1604	16	14	87.50	119.43
JETBLUE	2074	Jul	TPA-EWR	1604	31	22	70.97	116.25
JETBLUE	551	Jun	TPA-SJU	2224	16	16	100.00	118.19
JETBLUE	551	Jul	TPA-SJU	2224	31	21	67.74	107.75
SOUTHWEST	172	Jun	ATL-BWI	2055	20	12	60.00	79.92
SOUTHWEST	172	Jul	ATL-BWI	2055	21	11	52.38	93.36
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	171	Jun	ATL-FLL	1740	25	15	60.00	81.15
SOUTHWEST	171	Jul	ATL-FLL	1740	26	15	57.69	76.93
SOUTHWEST	2129	Jun	ATL-GSP	1725	22	15	68.18	90.43
SOUTHWEST	2129	Jul	ATL-GSP	1725	21	11	52.38	96.82
SOUTHWEST	199	Jun	ATL-RSW	2040	22	14	63.64	69.38
SOUTHWEST	199	Jul	ATL-RSW	2040	20	11	55.00	61.09
SOUTHWEST	980	Jun	BOS-ATL	1750	20	12	60.00	116.33
SOUTHWEST	980	Jul	BOS-ATL	1750	20	15	75.00	85.21
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	742	Jun	BWI-ATL	2125	20	13	65.00	113.17
SOUTHWEST	742	Jul	BWI-ATL	2125	21	14	66.67	66.77
SOUTHWEST	363	Jun	BWI-BOS	1735	27	19	70.37	123.75
SOUTHWEST	363	Jul	BWI-BOS	1735	30	19	63.33	86.00

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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/
JULY 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	1460	Jun	BWI-MHT	1820	20	11	55.00	80.88
SOUTHWEST	1460	Jul	BWI-MHT	1820	21	11	52.38	80.09
SOUTHWEST	452	Jun	CLE-ATL	1750	20	12	60.00	81.25
SOUTHWEST	452	Jul	CLE-ATL	1750	21	13	61.90	72.38
SOUTHWEST	39	Jun	DAL-HOU	1600	30	16	53.33	87.08
SOUTHWEST	39	Jul	DAL-HOU	1600	30	16	53.33	58.46
SOUTHWEST	4092	Jun	DAL-HOU	1730	11	6	54.55	72.20
SOUTHWEST	1715	Jul	DAL-HOU	1700	16	9	56.25	80.38
SOUTHWEST	20	Jun	ELP-PHX	1500	22	12	54.55	53.92
SOUTHWEST	20	Jul	ELP-PHX	1500	21	12	57.14	50.75
SOUTHWEST	985	Jun	EWB-MDW	1510	27	16	59.26	90.79
SOUTHWEST	985	Jul	EWB-MDW	1510	26	14	53.85	74.33
SOUTHWEST	977	Jun	EWB-MDW	1755	27	17	62.96	124.06
SOUTHWEST	977	Jul	EWB-MDW	1755	26	15	57.69	110.92
SOUTHWEST	1563	Jun	EWB-PHX	1745	20	17	85.00	107.24
SOUTHWEST	1563	Jul	EWB-PHX	1745	21	12	57.14	117.17
SOUTHWEST	3981	Jun	EWB-STL	1755	20	13	65.00	176.83
SOUTHWEST	3981	Jul	EWB-STL	1755	21	13	61.90	106.92
SOUTHWEST	2441	Jun	FLL-EWR	1930	23	14	60.87	114.15
SOUTHWEST	2441	Jul	FLL-EWR	1930	26	16	61.54	104.53
SOUTHWEST	171	Jun	FLL-PHL	2015	20	12	60.00	89.40
SOUTHWEST	171	Jul	FLL-PHL	2015	21	16	76.19	75.80

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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/
JULY 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	172	Jun	GSP-ATL	1850	22	15	68.18	88.07
SOUTHWEST	172	Jul	GSP-ATL	1850	21	14	66.67	90.79
SOUTHWEST	2213	Jun	IND-EWR	1720	20	13	65.00	119.18
SOUTHWEST	2213	Jul	IND-EWR	1720	21	14	66.67	72.10
SOUTHWEST	987	Jun	PHX-EWR	1015	20	12	60.00	107.36
SOUTHWEST	987	Jul	PHX-EWR	1015	21	11	52.38	85.70
SOUTHWEST	3817	Jun	SAN-EWR	1200	20	11	55.00	96.80
SOUTHWEST	3817	Jul	SAN-EWR	1200	21	15	71.43	97.20
SOUTHWEST	1123	Jun	STL-LGA	1940	26	14	53.85	54.79
SOUTHWEST	2496	Jul	STL-LGA	1945	26	14	53.85	80.46
SOUTHWEST	1273	Jun	TPA-ATL	1605	27	16	59.26	74.33
SOUTHWEST	1273	Jul	TPA-ATL	1605	31	16	51.61	64.44
SPIRIT	641	Jun	BOS-LAS	1958	16	12	75.00	64.40
SPIRIT	641	Jul	BOS-LAS	1958	31	16	51.61	83.42
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	457	Jun	FLL-ORD	1835	30	16	53.33	79.07
SPIRIT	457	Jul	FLL-ORD	1841	31	17	54.84	63.06
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	792	Jun	MYR-EWR	1642	27	21	77.78	96.45
SPIRIT	792	Jul	MYR-EWR	1634	31	22	70.97	115.88

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AIR TRAVEL CONSUMER REPORT

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JULY 2017

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
UNITED	1268	Jun	BOS-EWR	1730	23	17	73.91	123.00
UNITED	1268	Jul	BOS-EWR	1720	20	11	55.00	156.20
UNITED	1831	Jun	CLT-EWR	1540	17	13	76.47	123.54
UNITED	1831	Jul	CLT-EWR	1530	20	11	55.00	130.73
UNITED	2015	Jun	EWR-ORD	1826	26	14	53.85	84.23
UNITED	2015	Jul	EWR-ORD	1830	26	18	69.23	214.13
UNITED	1248	Jun	EWR-ORD	2020	26	15	57.69	79.54
UNITED	1248	Jul	EWR-ORD	2020	23	16	69.57	121.87
UNITED	2411	Jun	EWR-SMF	1955	23	13	56.52	92.69
UNITED	2411	Jul	EWR-SMF	2002	31	18	58.06	129.61
UNITED	1972	Jun	IAD-EWR	1725	30	20	66.67	119.10
UNITED	1972	Jul	IAD-EWR	1725	31	22	70.97	178.00
UNITED	1974	Jun	MIA-EWR	1734	30	18	60.00	183.00
UNITED	1974	Jul	MIA-EWR	1710	31	21	67.74	114.70
UNITED	690	Jun	RDU-EWR	1557	17	11	64.71	97.00
UNITED	690	Jul	RDU-EWR	1557	20	16	80.00	201.13

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AIR TRAVEL CONSUMER REPORT

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

JULY 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
JETBLUE	867	63	7.2
SOUTHWEST	3972	112	2.8
EXPRESSJET	1001	20	1.9
UNITED	1827	13	0.7
SPIRIT	455	2	0.4
ALASKA	563	2	0.3
FRONTIER	312	1	0.3
SKYWEST	2199	5	0.2
AMERICAN	2634	4	0.1
DELTA	2915	2	0.0
HAWAIIAN	231	0	0.0
VIRGIN AMERICA	206	0	0.0
TOTAL	17182	224	1.3

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
JULY 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	93.5	93.5	62	62
Adak Island, AK (ADK)	88.9	77.8	9	9
Aguadilla, PR (BQN)	51.2	48.8	209	209
Akron, OH (CAK)	74.0	77.3	470	471
Albany, GA (ABY)	77.6	78.8	85	85
Albany, NY (ALB)	71.5	77.8	820	820
Albuquerque, NM (ABQ)	76.6	81.0	1729	1729
Alexandria, LA (AEX)	87.4	89.2	111	111
Allentown/Bethlehem/Easton, PA (ABE)	76.2	83.3	193	192
Alpena, MI (APN)	79.2	77.4	53	53
Amarillo, TX (AMA)	79.7	86.9	237	237
Anchorage, AK (ANC)	88.6	91.6	2083	2084
Appleton, WI (ATW)	77.8	86.9	352	352
Arcata/Eureka, CA (ACV)	78.4	81.4	97	97
Asheville, NC (AVL)	69.7	68.9	380	380
Aspen, CO (ASE)	75.5	78.0	510	509
Atlanta, GA (ATL)	80.0	75.1	32189	32186
Atlantic City, NJ (ACY)	67.4	75.8	310	310
Augusta, GA (AGS)	71.8	73.0	188	189
Austin, TX (AUS)	75.1	77.4	4635	4635
Bakersfield, CA (BFL)	79.1	83.9	206	205
Baltimore, MD (BWI)	75.5	72.2	9260	9260
Bangor, ME (BGR)	82.1	66.9	145	145
Barrow, AK (BRW)	83.5	89.9	79	79
Baton Rouge, LA (BTR)	78.3	85.2	595	595
Beמידji, MN (BJI)	91.9	91.9	62	62
Bend/Redmond, OR (RDM)	80.9	86.4	403	403
Bethel, AK (BET)	90.0	90.0	80	80
Billings, MT (BIL)	81.2	89.3	356	355
Binghamton, NY (BGM)	78.8	85.9	85	85
Birmingham, AL (BHM)	73.7	80.4	979	978
Bismarck/Mandan, ND (BIS)	76.9	80.2	212	212

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bloomington/Normal, IL (BMI)	71.6	84.7	222	222
Boise, ID (BOI)	87.1	89.5	1412	1412
Boston, MA (BOS)	69.3	72.3	11130	11125
Bozeman, MT (BZN)	82.6	85.6	637	637
Brainerd, MN (BRD)	87.1	88.7	62	62
Bristol/Johnson City/Kingsport, TN (TRI)	73.6	79.7	182	182
Brownsville, TX (BRO)	83.8	95.2	105	104
Brunswick, GA (BQK)	78.8	83.5	85	85
Buffalo, NY (BUF)	68.6	74.7	1624	1623
Bullhead City, AZ (IFP)	67.7	80.6	31	31
Burbank, CA (BUR)	79.3	79.8	2154	2154
Burlington, VT (BTV)	70.2	73.4	305	305
Butte, MT (BTM)	91.2	93.0	57	57
Casper, WY (CPR)	93.4	93.4	61	61
Cedar City, UT (CDC)	84.6	84.6	52	52
Cedar Rapids/Iowa City, IA (CID)	75.7	80.5	564	563
Charleston, SC (CHS)	79.5	78.5	1249	1249
Charleston/Dunbar, WV (CRW)	77.6	81.6	125	125
Charlotte Amalie, VI (STT)	77.0	79.9	447	447
Charlotte, NC (CLT)	76.7	72.6	9706	9727
Charlottesville, VA (CHO)	60.9	65.2	138	138
Chattanooga, TN (CHA)	68.8	77.9	279	280
Chicago, IL (MDW)	76.6	68.8	8085	8085
Chicago, IL (ORD)	71.6	70.2	25608	25594
Christiansted, VI (STX)	75.7	82.2	107	107
Cincinnati, OH (CVG)	76.8	77.3	1995	1996
Cleveland, OH (CLE)	76.5	79.4	3190	3189
Cody, WY (COD)	94.3	94.3	122	122
College Station/Bryan, TX (CLL)	90.6	94.1	85	85
Colorado Springs, CO (COS)	72.7	80.7	873	871
Columbia, MO (COU)	58.1	90.3	31	31
Columbia, SC (CAE)	75.9	82.8	348	348

AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

JULY 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Columbus, GA (CSG)	78.8	84.6	104	104
Columbus, MS (GTR)	73.8	86.3	80	80
Columbus, OH (CMH)	74.0	76.2	2147	2148
Cordova, AK (CDV)	93.5	93.5	62	62
Corpus Christi, TX (CRP)	72.9	80.1	221	221
Dallas, TX (DAL)	71.2	67.8	5861	5861
Dallas/Fort Worth, TX (DFW)	77.7	74.2	16062	16092
Dayton, OH (DAY)	73.9	78.8	449	449
Daytona Beach, FL (DAB)	80.3	85.4	178	178
Deadhorse, AK (SCC)	90.3	90.3	62	62
Denver, CO (DEN)	80.8	77.8	20655	20643
Des Moines, IA (DSM)	76.4	82.0	643	644
Detroit, MI (DTW)	81.9	81.4	10944	10942
Devils Lake, ND (DVL)	79.2	88.7	53	53
Dillingham, AK (DLG)	100.0	87.1	31	31
Dothan, AL (DHN)	71.7	80.5	113	113
Duluth, MN (DLH)	75.8	81.8	264	264
Durango, CO (DRO)	84.1	84.8	151	151
Eagle, CO (EGE)	60.0	95.0	40	40
Eau Claire, WI (EAU)	77.2	82.5	57	57
El Paso, TX (ELP)	73.2	77.7	933	932
Elko, NV (EKO)	90.9	92.7	55	55
Erie, PA (ERI)	84.3	90.7	140	140
Escanaba, MI (ESC)	86.5	88.5	52	52
Eugene, OR (EUG)	82.7	85.3	388	389
Evansville, IN (EVV)	74.7	81.6	158	158
Fairbanks, AK (FAI)	90.0	90.6	371	371
Fargo, ND (FAR)	77.9	81.6	199	201
Fayetteville, AR (XNA)	77.5	81.9	426	426
Fayetteville, NC (FAY)	77.7	83.9	112	112
Flagstaff, AZ (FLG)	80.6	87.1	124	124
Flint, MI (FNT)	71.0	77.7	341	341

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Fort Lauderdale, FL (FLL)	70.6	68.2	7710	7708
Fort Myers, FL (RSW)	74.9	76.1	1772	1771
Fort Smith, AR (FSM)	72.6	87.1	62	62
Fort Wayne, IN (FWA)	70.2	84.2	456	456
Fresno, CA (FAT)	86.4	88.4	701	701
Gainesville, FL (GNV)	66.9	71.3	121	122
Gillette, WY (GCC)	83.3	79.8	84	84
Grand Forks, ND (GFK)	83.1	91.9	160	160
Grand Island, NE (GRI)	77.2	87.7	57	57
Grand Junction, CO (GJT)	88.3	93.2	222	222
Grand Rapids, MI (GRR)	74.0	78.7	992	992
Great Falls, MT (GTF)	90.0	91.8	170	171
Green Bay, WI (GRB)	73.2	81.2	410	409
Greensboro/High Point, NC (GSO)	74.8	80.4	516	516
Greer, SC (GSP)	75.3	76.1	514	514
Guam, TT (GUM)	74.2	80.6	31	31
Gulfport/Biloxi, MS (GPT)	85.4	88.4	198	198
Gustavus, AK (GST)	93.5	93.5	31	31
Hancock/Houghton, MI (CMX)	62.9	82.3	62	62
Harlingen/San Benito, TX (HRL)	70.2	74.6	208	209
Harrisburg, PA (MDT)	75.3	79.4	267	267
Hartford, CT (BDL)	72.5	80.7	1985	1986
Hattiesburg/Laurel, MS (PIB)	56.5	61.3	62	62
Hayden, CO (HDN)	79.3	88.2	87	85
Hays, KS (HYS)	76.9	86.5	52	52
Helena, MT (HLN)	87.8	98.6	147	147
Hibbing, MN (HIB)	88.5	90.4	52	52
Hilo, HI (ITO)	94.9	94.6	571	540
Hobbs, NM (HOB)	87.7	93.0	57	57
Honolulu, HI (HNL)	89.7	93.0	4485	4486
Houston, TX (HOU)	73.3	72.0	4816	4816
Houston, TX (IAH)	82.2	79.3	11507	11507

AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

JULY 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Huntsville, AL (HSV)	77.5	82.3	369	368
Hyannis, MA (HYA)	77.4	61.3	31	31
Idaho Falls, ID (IDA)	86.1	89.2	223	223
Indianapolis, IN (IND)	74.1	80.2	2514	2514
International Falls, MN (INL)	96.3	92.6	54	54
Iron Mountain/Kingsford, MI (IMT)	93.0	91.2	57	57
Islip, NY (ISP)	68.7	77.6	393	393
Ithaca/Cortland, NY (ITH)	92.9	91.8	85	85
Jackson, WY (JAC)	78.8	82.7	560	556
Jackson/Vicksburg, MS (JAN)	79.7	85.5	414	414
Jacksonville, FL (JAX)	71.6	77.2	1476	1476
Jacksonville/Camp Lejeune, NC (OAJ)	67.2	76.5	67	68
Jamestown, ND (JMS)	83.3	86.9	84	84
Joplin, MO (JLN)	88.3	93.3	60	60
Juneau, AK (JNU)	89.6	87.9	511	511
Kahului, HI (OGG)	91.1	93.2	2171	2171
Kalamazoo, MI (AZO)	74.8	80.0	230	230
Kalispell, MT (FCA)	79.0	83.7	367	367
Kansas City, MO (MCI)	78.1	81.1	4079	4080
Ketchikan, AK (KTN)	85.0	87.2	273	273
Key West, FL (EYW)	90.2	93.2	133	133
Killeen, TX (GRK)	77.9	86.3	131	131
King Salmon, AK (AKN)	96.8	93.5	31	31
Knoxville, TN (TYS)	67.8	74.2	556	555
Kodiak, AK (ADQ)	83.9	87.5	56	56
Kona, HI (KOA)	92.0	92.8	1294	1325
Kotzebue, AK (OTZ)	88.5	83.6	61	61
La Crosse, WI (LSE)	72.6	80.1	201	201
Lafayette, LA (LFT)	76.7	83.1	189	189
Lake Charles, LA (LCH)	88.3	92.2	77	77
Lansing, MI (LAN)	82.5	83.6	171	171
Laramie, WY (LAR)	80.8	86.5	52	52

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Laredo, TX (LRD)	83.7	88.6	166	166
Las Vegas, NV (LAS)	78.3	73.8	13229	13225
Latrobe, PA (LBE)	66.7	78.5	93	93
Lawton/Fort Sill, OK (LAW)	76.9	82.4	91	91
Lewiston, ID (LWS)	95.3	95.3	85	85
Lexington, KY (LEX)	70.3	70.8	431	431
Lihue, HI (LIH)	90.4	91.8	1215	1215
Lincoln, NE (LNK)	78.6	84.4	276	276
Little Rock, AR (LIT)	70.6	74.0	606	608
Long Beach, CA (LGB)	76.2	78.5	1368	1368
Los Angeles, CA (LAX)	80.1	79.1	19167	19173
Louisville, KY (SDF)	75.1	79.9	880	880
Lubbock, TX (LBB)	80.7	85.5	337	337
Madison, WI (MSN)	76.5	81.7	854	853
Manchester, NH (MHT)	68.7	81.8	540	539
Manhattan/Ft. Riley, KS (MHK)	71.4	82.9	140	140
Marquette, MI (MQT)	83.7	90.7	86	86
Martha's Vineyard, MA (MVY)	73.2	57.7	71	71
Medford, OR (MFR)	83.6	84.9	304	304
Melbourne, FL (MLB)	83.8	78.1	136	137
Memphis, TN (MEM)	74.5	78.6	1304	1303
Meridian, MS (MEI)	59.1	61.3	93	93
Miami, FL (MIA)	72.6	68.7	5847	5847
Midland/Odessa, TX (MAF)	81.1	88.3	460	460
Milwaukee, WI (MKE)	75.7	81.9	2684	2684
Minneapolis, MN (MSP)	84.9	85.3	12625	12624
Minot, ND (MOT)	80.4	89.3	112	112
Mission/McAllen/Edinburg, TX (MFE)	80.2	89.8	187	187
Missoula, MT (MSO)	84.6	90.4	311	311
Mobile, AL (MOB)	77.3	81.2	366	367
Moline, IL (MLI)	66.5	74.8	310	310
Monroe, LA (MLU)	80.1	84.3	166	166

AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

JULY 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Monterey, CA (MRY)	79.1	87.2	235	235
Montgomery, AL (MGM)	77.8	81.5	27	27
Montrose/Delta, CO (MTJ)	95.2	95.2	42	42
Mosinee, WI (CWA)	60.0	63.7	135	135
Muskegon, MI (MKG)	63.2	64.9	57	57
Myrtle Beach, SC (MYR)	83.7	80.2	722	722
Nantucket, MA (ACK)	75.5	65.8	184	184
Nashville, TN (BNA)	76.3	76.6	4914	4913
Monterey, CA (MRY)	79.1	87.2	235	235
Montgomery, AL (MGM)	77.8	81.5	27	27
Montrose/Delta, CO (MTJ)	95.2	95.2	42	42
Mosinee, WI (CWA)	60.0	63.7	135	135
Muskegon, MI (MKG)	63.2	64.9	57	57
Myrtle Beach, SC (MYR)	83.7	80.2	722	722
Nantucket, MA (ACK)	75.5	65.8	184	184
Nashville, TN (BNA)	76.3	76.6	4914	4913
New Bern/Morehead/Beaufort, NC (EWN)	74.6	81.4	59	59
New Orleans, LA (MSY)	72.7	74.7	3954	3953
New York, NY (JFK)	66.2	69.8	8464	8467
New York, NY (LGA)	62.6	69.4	7858	7860
Newark, NJ (EWR)	63.5	69.9	9988	9992
Newburgh/Poughkeepsie, NY (SWF)	71.8	70.1	117	117
Newport News/Williamsburg, VA (PHF)	83.9	89.2	93	93
Niagara Falls, NY (IAG)	68.9	71.1	45	45
Nome, AK (OME)	95.1	95.1	61	61
Norfolk, VA (ORF)	77.0	82.2	1017	1017
North Bend/Coos Bay, OR (OTH)	62.5	70.0	40	40
Oakland, CA (OAK)	81.3	78.4	4492	4492
Oklahoma City, OK (OKC)	74.6	82.6	1317	1318
Omaha, NE (OMA)	73.5	83.0	1752	1752
Ontario, CA (ONT)	76.8	81.0	1746	1745
Orlando, FL (MCO)	72.2	69.5	11847	11843

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Paducah, KY (PAH)	64.9	68.4	57	57
Pago Pago, TT (PPG)	100.0	92.3	13	13
Palm Springs, CA (PSP)	78.2	84.0	487	487
Panama City, FL (ECP)	80.3	83.4	476	476
Pasco/Kennewick/Richland, WA (PSC)	83.6	89.9	317	317
Pellston, MI (PLN)	86.6	85.7	142	140
Pensacola, FL (PNS)	80.9	83.1	533	534
Peoria, IL (PIA)	70.7	78.6	294	295
Petersburg, AK (PSG)	77.4	83.9	62	62
Philadelphia, PA (PHL)	70.6	73.0	6504	6502
Phoenix, AZ (PHX)	80.5	79.6	13265	13264
Pittsburgh, PA (PIT)	73.4	80.8	2689	2685
Plattsburgh, NY (PBG)	82.1	82.1	39	39
Pocatello, ID (PIH)	91.3	93.8	80	80
Ponce, PR (PSE)	46.2	52.7	93	93
Portland, ME (PWM)	68.8	68.0	677	676
Portland, OR (PDX)	83.2	86.5	6043	6042
Providence, RI (PVD)	73.9	76.9	1140	1140
Raleigh/Durham, NC (RDU)	72.9	75.3	3246	3247
Rapid City, SD (RAP)	84.3	87.7	432	430
Redding, CA (RDD)	80.6	74.2	93	93
Reno, NV (RNO)	76.2	78.8	1454	1454
Rhineland, WI (RHI)	91.9	90.3	62	62
Richmond, VA (RIC)	68.3	75.4	1336	1336
Roanoke, VA (ROA)	76.5	78.5	162	163
Rochester, MN (RST)	71.0	79.1	366	364
Rochester, NY (ROC)	74.7	77.0	730	730
Rock Springs, WY (RKS)	82.1	85.7	56	56
Roswell, NM (ROW)	90.3	93.5	31	31
Sacramento, CA (SMF)	79.8	83.1	3993	3992
Saginaw/Bay City/Midland, MI (MBS)	78.4	82.0	255	255
Salt Lake City, UT (SLC)	86.3	85.4	10001	10003

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Angelo, TX (SJT)	88.2	89.2	93	93
San Antonio, TX (SAT)	74.9	81.7	2961	2959
San Diego, CA (SAN)	81.0	82.4	7874	7877
San Francisco, CA (SFO)	76.3	77.9	15785	15789
San Jose, CA (SJC)	81.2	82.4	4268	4267
San Juan, PR (SJU)	69.6	74.5	2622	2623
San Luis Obispo, CA (SBP)	82.4	86.6	313	313
Santa Ana, CA (SNA)	83.9	83.2	3606	3606
Santa Barbara, CA (SBA)	82.9	86.7	444	444
Santa Fe, NM (SAF)	79.1	80.5	129	128
Santa Rosa, CA (STS)	66.9	72.0	151	150
Sarasota/Bradenton, FL (SRQ)	81.8	83.3	209	209
Sault Ste. Marie, MI (CIU)	80.7	86.0	57	57
Savannah, GA (SAV)	77.6	78.7	701	700
Scranton/Wilkes-Barre, PA (AVP)	76.0	80.5	154	154
Seattle, WA (SEA)	82.8	85.5	13394	13390
Shreveport, LA (SHV)	78.7	85.1	417	416
Sioux Falls, SD (FSD)	71.5	80.0	456	455
Sitka, AK (SIT)	92.3	93.9	181	181
South Bend, IN (SBN)	76.0	80.9	471	470
Spokane, WA (GEG)	80.9	85.1	1118	1118
Springfield, IL (SPI)	67.8	70.1	87	87
Springfield, MO (SGF)	74.1	85.8	266	267
St. Augustine, FL (UST)	55.6	55.6	18	18
St. George, UT (SGU)	88.1	92.7	219	219
St. Louis, MO (STL)	75.6	74.5	4938	4941
State College, PA (SCE)	81.8	81.1	148	148
Sun Valley/Hailey/Ketchum, ID (SUN)	85.5	83.1	166	166
Syracuse, NY (SYR)	73.0	83.7	467	467
Tallahassee, FL (TLH)	82.0	88.4	189	189
Tampa, FL (TPA)	74.9	75.3	5927	5926
Toledo, OH (TOL)	41.7	66.7	24	24
Traverse City, MI (TVC)	72.2	73.0	515	515

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Trenton, NJ (TTN)	64.0	75.8	186	186
Tucson, AZ (TUS)	74.9	85.2	1124	1125
Tulsa, OK (TUL)	75.6	83.5	1198	1197
Twin Falls, ID (TWF)	89.4	94.1	85	85
Valdosta, GA (VLD)	74.1	89.4	85	85
Valparaiso, FL (VPS)	82.7	86.7	353	353
Washington, DC (DCA)	71.3	75.9	6348	6347
Washington, DC (IAD)	77.3	77.5	3552	3552
Waterloo, IA (ALO)	64.9	73.7	57	57
West Palm Beach/Palm Beach, FL (PBI)	71.8	71.8	1687	1686
West Yellowstone, MT (WYS)	75.8	87.1	62	62
White Plains, NY (HPN)	69.1	75.8	619	619
Wichita, KS (ICT)	73.6	80.8	720	719
Williston, ND (ISN)	91.4	91.4	93	93
Wilmington, NC (ILM)	74.8	83.7	123	123
Worcester, MA (ORH)	79.0	77.4	62	62
Wrangell, AK (WRG)	80.6	87.1	62	62
Yakutat, AK (YAK)	93.5	95.2	62	62
Yuma, AZ (YUM)	75.0	87.2	124	125

AIR TRAVEL CONSUMER REPORT

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

JULY 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	14914	460	3.1	146	29231	884	3.0
SPIRIT	21	11539	345	3.0	38	14212	416	2.9
JETBLUE	25	18436	473	2.6	67	26436	659	2.5
AMERICAN	28	65269	1274	2.0	92	79403	1506	1.9
SKYWEST	27	36216	446	1.2	220	64559	814	1.3
UNITED	27	44090	348	0.8	98	53569	435	0.8
SOUTHWEST	25	68300	515	0.8	86	117975	852	0.7
FRONTIER	24	6864	33	0.5	54	9611	45	0.5
ALASKA	25	11132	32	0.3	69	17027	69	0.4
VIRGIN AMERICA	17	5931	20	0.3	21	6135	20	0.3
HAWAIIAN	8	496	0	0.0	17	7308	21	0.3
DELTA	30	63266	31	0.0	147	83604	36	0.0
TOTAL		346453	3977	1.2		509070	5757	1.1

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.

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELLED 5% OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
SPIRIT	486	121	24.8
JETBLUE	895	165	18.4
EXPRESSJET	2051	288	14.0
AMERICAN	3376	398	11.7
SKYWEST	3518	246	6.9
SOUTHWEST	14851	550	3.7
UNITED	2270	67	2.9
FRONTIER	454	9	1.9
ALASKA	622	10	1.6
HAWAIIAN	252	4	1.5
VIRGIN AMERICA	223	2	0.8
DELTA	3588	8	0.2
TOTAL	32586	1868	5.7

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.

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

JULY 2017

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA	17027	14597	85.73%	69	0.41%	39	0.23%	615	3.61%	45	0.26%	984	5.78%	24	0.14%	653	3.84%
AMERICAN	79403	58040	73.10%	1506	1.90%	330	0.42%	5501	6.93%	1046	1.32%	6145	7.74%	52	0.07%	6782	8.54%
DELTA	83604	69510	83.14%	36	0.04%	241	0.29%	4467	5.34%	719	0.86%	4653	5.57%	18	0.02%	3959	4.74%
EXPRESSJET	29231	22084	75.55%	884	3.02%	104	0.36%	1831	6.26%	84	0.29%	2061	7.05%	0	0.00%	2183	7.47%
FRONTIER	9611	7229	75.22%	45	0.47%	23	0.24%	563	5.86%	44	0.46%	808	8.41%	0	0.00%	900	9.36%
HAWAIIAN	7308	6743	92.27%	21	0.29%	6	0.08%	319	4.37%	1	0.01%	26	0.36%	5	0.07%	187	2.56%
JETBLUE	26436	16784	63.49%	659	2.49%	99	0.37%	2677	10.13%	230	0.87%	2404	9.09%	19	0.07%	3563	13.48%
SKYWEST	64559	51042	79.06%	814	1.26%	139	0.22%	3065	4.75%	383	0.59%	3328	5.15%	14	0.02%	5774	8.94%
SOUTHWEST	117975	88390	74.92%	852	0.72%	305	0.26%	7835	6.64%	1030	0.87%	5422	4.60%	27	0.02%	14114	11.96%
SPIRIT	14212	10446	73.50%	416	2.93%	32	0.23%	323	2.27%	68	0.48%	2416	17.00%	8	0.06%	503	3.54%
UNITED	53569	42167	78.72%	435	0.81%	228	0.43%	2503	4.67%	502	0.94%	3772	7.04%	0	0.00%	3962	7.40%
VIRGIN AMERICA	6135	4646	75.73%	20	0.33%	9	0.15%	270	4.40%	45	0.73%	629	10.25%	9	0.15%	509	8.30%
TOTAL	509070	391678	76.95%	5757	1.13%	1555	0.31%	29969	5.89%	4197	0.82%	32648	6.41%	176	0.03%	43089	8.46%

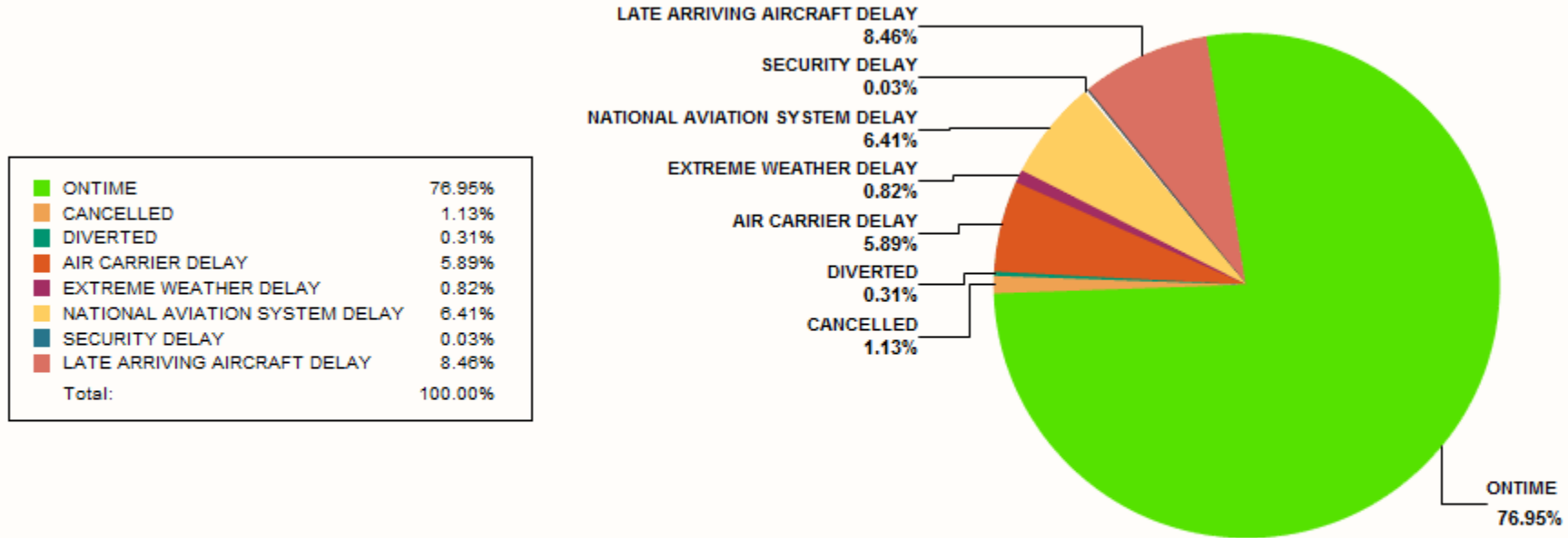
*** Causes of Delay:**

- **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*

JULY 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

JULY 2017

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
UNITED	401	RNO	DEN	2017-07-21	Diversion Airport (COS)	252
UNITED	2426	SNA	DEN	2017-07-21	Diversion Airport (COS)	231
UNITED	664	ORD	PHL	2017-07-23	Diversion Airport (ABE)	221
JETBLUE	225	JFK	TPA	2017-07-07	Origin Airport	217
DELTA	211	JFK	ATL	2017-07-07	Origin Airport	213
DELTA	2529	JFK	MSY	2017-07-07	Origin Airport	207
VIRGIN AMERICA	305	MCO	SFO	2017-07-17	Origin Airport	202
EXPRESSJET	3762	CRP	IAH	2017-07-09	Destination Airport	197
JETBLUE	1415	JFK	SFO	2017-07-07	Origin Airport	197
EXPRESSJET	3770	BRO	IAH	2017-07-09	Destination Airport	193
EXPRESSJET	3848	LIT	IAH	2017-07-09	Destination Airport	186
EXPRESSJET	3776	CHS	IAH	2017-07-09	Destination Airport	186
JETBLUE	1677	JFK	JAX	2017-07-07	Origin Airport	186
SPIRIT	860	MCO	BDL	2017-07-28	Diversion Airport (TYS)	186
DELTA	2392	JFK	SJU	2017-07-13	Origin Airport	185
VIRGIN AMERICA	29	JFK	SFO	2017-07-07	Origin Airport	184

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

JULY 2017

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
AMERICAN	1967	PUJ	CLT	07/23/2017	Diversion Airport (RDU)	328
AMERICAN	863	MBJ	CLT	07/23/2017	Diversion Airport (RDU)	310
AMERICAN	731	LHR	CLT	07/23/2017	Diversion Airport (RDU)	299
AMERICAN	112	MIA	BCN	07/12/2017	Origin Airport	260
AIR CANADA ROUGE	1854	LAS	YUL	07/07/2017	Origin Airport	256
DELTA	0414	JFK	ATH	07/07/2017	Origin Airport	248

Note: Tarmac delays of more than 4 hours on any domestic flight based on reports from all carriers operating domestic flights within the U.S. (Part 234 and 244).

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

AIR TRAVEL CONSUMER REPORT

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

BY CARRIER

JULY 2017

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
AMERICAN	79403	229	0.29
JETBLUE	26436	68	0.26
UNITED	53569	115	0.21
EXPRESSJET	29231	42	0.14
SPIRIT	14212	17	0.12
VIRGIN AMERICA	6135	7	0.11
DELTA	83604	92	0.11
FRONTIER	9611	6	0.06
SKYWEST	64559	40	0.06
ALASKA	17027	5	0.03
SOUTHWEST	117975	32	0.03
HAWAIIAN	7308	0	0.00
TOTAL	509070	653	0.13

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*

		JULY 2017			JULY 2016		
RANK	AIRLINE	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	DELTA AIR LINES	20,758	11,706,650	1.77	23,833	11,305,701	2.11
2	ALASKA AIRLINES	4,202	2,350,439	1.79	3,630	2,212,298	1.64
3	SPIRIT AIRLINES	3,751	2,085,450	1.80	5,013	1,808,903	2.77
4	JETBLUE AIRWAYS	5,509	3,044,786	1.81	5,451	2,920,410	1.87
5	VIRGIN AMERICA	1,487	759,392	1.96	874	720,543	1.21
6	FRONTIER AIRLINES	3,875	1,563,216	2.48	5,549	1,421,076	3.90
7	HAWAIIAN AIRLINES	2,527	980,360	2.58	2,397	972,395	2.47
8	UNITED AIRLINES	22,901	7,995,056	2.86	21,888	7,060,467	3.10
9	SOUTHWEST AIRLINES	48,840	14,445,834	3.38	56,354	13,532,771	4.16
10	SKYWEST AIRLINES	11,063	3,258,609	3.40	10,485	2,801,031	3.74
11	AMERICAN AIRLINES	38,235	11,028,681	3.47	46,286	11,242,399	4.12
12	EXPRESSJET AIRLINES	5,567	1,308,175	4.26	10,363	1,889,329	5.49
TOTALS		168,715	60,526,648	2.79	192,123	57,887,323	3.32

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 AIR LINES**	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 AIRLINES**	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

	JULY 2017				JULY 2016			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,300	41	0	186	1,362	124	2	129
FOREIGN AIRLINES	562	4	0	56	506	5	0	45
TRAVEL AGENTS	34	0	0	19	49	0	0	6
TOUR OPERATORS	0	0	0	0	42	0	0	0
MISCELLANEOUS	18	22	0	70	5	8	0	9
INDUSTRY TOTALS	1,914	67	0	331	1,964	137	2	189

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*						
COMPLAINT CATEGORY	JULY 2017			JULY 2016		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	795		1	804	
DELAY			307			347
CANCELLATION			298			313
MISCONNECTION			106			71
BAGGAGE	2	309		2	309	
RESERVATIONS/TICKETING/BOARDING	3	217		4	167	
CUSTOMER SERVICE	4	176		3	203	
FARES	5	119		6	113	
REFUNDS	6	110		5	123	
DISABILITY	7	92		8	72	
OVERSALES	8	48		9	60	
OTHER	9	35		7	89	
FREQUENT FLYER			14			23
DISCRIMINATION	10	7		11	8	
ADVERTISING	11	6		10	16	
ANIMALS	12	0		0	0	
COMPLAINT TOTAL		1,914			1,964	

* 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*
JULY 2017

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	4	0	1	1	0	5	3	0	0	1	0	1	16
ALLEGiant AIR	35	0	0	3	3	4	4	2	0	0	0	0	51
AMERICAN AIRLINES	178	11	33	21	15	19	29	21	0	1	0	6	334
COMMUTAIR	11	0	1	0	0	1	0	0	0	0	0	0	13
DELTA AIR LINES	52	3	17	5	3	13	22	11	1	1	0	4	132
DYNAMIC AIRWAYS	12	0	0	0	0	0	0	0	0	0	0	0	12
ENDEAVOR AIR	15	0	1	0	0	2	0	0	0	0	0	0	18
ENVOY AIR	8	4	1	0	0	0	2	0	0	0	0	0	15
EXPRESSJET AIRLINES	14	0	0	0	0	1	1	0	0	0	0	0	16
FRONTIER AIRLINES	17	0	6	5	4	6	10	5	0	0	0	1	54
HAWAIIAN AIRLINES	3	0	1	0	0	0	1	2	1	0	0	0	8
HORIZON AIRLINES	3	0	1	1	0	1	0	0	0	0	0	0	6
JETBLUE AIRWAYS	32	0	3	1	0	9	2	6	0	0	0	0	53
MESA AIRLINES	8	0	0	0	0	0	0	0	0	0	0	0	8
PIEDMONT AIRLINES	5	0	0	0	0	0	2	0	0	0	0	0	7
PSA AIRLINES	10	0	0	0	0	1	2	0	0	0	0	0	13
REPUBLIC AIRLINES	15	0	1	0	0	0	1	0	0	0	0	1	18
SILVER AIRWAYS	4	0	1	0	0	0	1	0	0	0	0	0	6
SKYWEST AIRLINES	14	0	0	0	0	0	3	0	0	0	0	0	17
SOUTHWEST AIRLINES	22	2	5	1	2	14	5	11	0	1	0	1	64
SPIRIT AIRLINES	74	5	15	8	12	7	10	4	0	0	0	1	136
SUN COUNTRY AIRLINES	9	0	0	0	0	0	0	0	0	0	0	0	9
TRANS STATES AIRLINES	7	0	0	0	0	0	1	0	0	0	0	0	8
UNITED AIRLINES	92	5	35	19	10	34	35	18	1	1	0	5	255
VIAAIR	6	0	0	0	0	0	0	0	0	0	0	0	6
VIRGIN AMERICA	3	2	0	0	1	1	2	1	0	0	0	0	10
Other U.S. Airlines	8	3	1	0	0	2	0	0	0	0	0	1	15
TOTAL JULY 2017	661	35	123	65	50	120	136	81	3	5	0	21	1,300
% of TOTAL COMPLAINTS	50.8	2.7	9.5	5.0	3.8	9.2	10.5	6.2	0.2	0.4	0	1.6	
TOTAL JULY 2016	694	48	92	65	67	150	127	64	10	5	0	40	1,362
% of TOTAL COMPLAINTS	51.0	3.5	6.8	4.8	4.9	11.0	9.3	4.7	0.7	0.4	0	2.9	

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

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

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN JUL	INCI- DENTS IN JUL	PERCENT	INCI- DENTS IN JUN	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	16	9	56.3	3	18.8	2	12.5	2	12.5
ALLEGiant AIR	51	39	76.5	6	11.8	2	3.9	4	7.8
AMERICAN AIRLINES	334	200	59.9	65	19.5	48	14.4	21	6.3
COMMUTAIR	13	11	84.6	1	7.7	0	0.0	1	7.7
DELTA AIR LINES	132	70	53.0	32	24.2	20	15.2	10	7.6
DYNAMIC AIRWAYS	12	10	83.3	0	0.0	1	8.3	1	8.3
ENDEAVOR AIR	18	9	50.0	7	38.9	2	11.1	0	0.0
ENVOY AIR	15	8	53.3	7	46.7	0	0.0	0	0.0
EXPRESSJET AIRLINES	16	10	62.5	5	31.3	1	6.3	0	0.0
FRONTIER AIRLINES	54	35	64.8	5	9.3	9	16.7	5	9.3
HAWAIIAN AIRLINES	8	1	12.5	3	37.5	3	37.5	1	12.5
HORIZON AIRLINES	6	3	50.0	2	33.3	0	0.0	1	16.7
JETBLUE AIRWAYS	53	36	67.9	10	18.9	4	7.5	3	5.7
MESA AIRLINES	8	8	100.0	0	0.0	0	0.0	0	0.0
PIEDMONT AIRLINES	7	4	57.1	2	28.6	1	14.3	0	0.0
PSA AIRLINES	13	12	92.3	0	0.0	1	7.7	0	0.0
REPUBLIC AIRLINES	18	11	61.1	4	22.2	0	0.0	3	16.7
SILVER AIRWAYS	6	1	16.7	3	50.0	1	16.7	1	16.7
SKYWEST AIRLINES	17	10	58.8	7	41.2	0	0.0	0	0.0
SOUTHWEST AIRLINES	64	35	54.7	13	20.3	10	15.6	6	9.4
SPIRIT AIRLINES	136	87	64.0	23	16.9	19	14.0	7	5.1
SUN COUNTRY AIRLINES	9	9	100.0	0	0.0	0	0.0	0	0.0
TRANS STATES AIRLINES	8	8	100.0	0	0.0	0	0.0	0	0.0
UNITED AIRLINES	255	143	56.1	41	16.1	44	17.3	27	10.6
VIAAIR	6	1	16.7	0	0.0	2	33.3	3	50.0
VIRGIN AMERICA	10	6	60.0	3	30.0	0	0.0	1	10.0
Other U.S. Airlines	15	8	53.3	3	20.0	2	13.3	2	13.3
Totals	1,300	784	60.3	245	18.8	172	13.2	99	7.6
Previous Year's Totals	1,362	817	60.0	260	19.1	174	12.8	111	8.1

* 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.'

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY /JULY 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	2	0	0	0	0	2	1	1	0	0	0	0	6
AEROFLOT	1	0	1	1	1	1	0	0	0	0	0	0	5
AEROMEXICO	2	0	1	2	2	5	1	0	0	0	0	2	15
AIR BERLIN	4	1	6	0	3	37	1	0	0	0	0	0	52
AIR CANADA	22	2	10	3	2	20	7	2	0	0	0	0	68
AIR CHINA	1	0	0	0	0	2	2	0	0	0	0	0	5
AIR FRANCE	12	0	3	2	2	24	6	0	0	0	0	1	50
AIR INDIA	2	0	0	1	1	2	1	0	0	0	0	0	7
ALITALIA AIRLINES	2	1	1	1	4	5	0	2	0	0	0	0	16
AVIANCA	1	1	2	3	1	0	0	0	0	0	0	0	8
BRITISH AIRWAYS	9	0	2	1	1	6	1	0	0	0	0	1	21
CHINA EASTERN AIRLINES	2	0	1	1	1	0	0	1	0	0	0	0	6
CHINA SOUTHERN AIRLINES	2	0	1	0	0	0	0	0	2	0	0	3	8
CONDOR	0	1	0	0	1	3	2	0	0	0	0	0	7
EL AL ISRAEL	1	0	0	0	0	14	0	0	0	1	0	0	16
EMIRATES AIRLINES	0	0	3	2	1	7	1	1	0	0	0	0	15
ETHIOPIAN AIRLINES	1	0	1	0	3	6	0	1	0	0	0	0	12
ETIHAD AIRWAYS	0	1	3	1	0	4	0	0	0	0	0	0	9
IBERIA AIRLINES	2	0	2	1	2	3	1	0	0	0	0	0	11
KLM	1	0	1	0	0	2	1	1	0	0	0	0	6
LATAM	3	0	4	1	1	3	0	0	0	0	0	0	12
LUFTHANSA	4	0	2	2	3	0	2	1	0	0	0	0	14
NORWEGIAN AIR SHUTTLE	8	0	2	2	1	1	1	0	0	0	0	0	15
PHILIPPINE AIRLINES	1	0	1	1	1	0	0	0	0	0	0	2	6
QATAR AIRWAYS	2	0	6	2	1	2	1	0	0	0	0	0	14
ROYAL AIR MAROC	0	0	0	0	0	5	0	0	0	0	0	0	5
SAS	0	0	2	0	1	0	2	0	0	0	0	0	5
SATA INTERNACIONAL	8	0	0	0	0	0	0	0	0	0	0	0	8
SWISS AIR	0	0	3	0	1	4	0	0	0	0	0	0	8
TURKISH AIRLINES	2	0	2	3	1	7	0	0	0	0	0	0	15
VOLARIS AIRLINES	0	0	7	3	0	1	0	0	1	0	0	0	12
WOW AIR	9	3	1	1	8	5	1	0	0	0	0	0	28
OTHER FOREIGN AIRLINES	21	3	8	9	9	17	6	1	0	1	0	2	77
TOTALS	125	13	76	43	52	188	38	11	3	2	0	11	562
<u>TRAVEL AGENTS</u>													
CHEAPOAIR.COM	0	0	2	2	3	0	0	0	0	0	0	0	7
JUSTFLY.COM	0	0	1	2	2	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	0	0	12	6	3	0	0	0	0	0	0	1	22
TOTALS	0	0	15	10	8	0	0	0	0	0	0	1	34

AIR TRAVEL CONSUMER REPORT

Table 5 (contd.)

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

JULY 2017

TOUR OPERATORS

OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0

MISCELLANEOUS

Other Miscellaneous	9	0	3	1	0	1	2	0	0	0	0	2	18
TOTALS	9	0	3	1	0	1	2	0	0	0	0	2	18

* 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	JULY 2017			JULY 2016		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	64	14,656,350	0.44	128	13,636,184	0.94
2	SKYWEST AIRLINES	17	3,307,040	0.51	11	2,893,349	0.38
3	ALASKA AIRLINES	16	2,444,624	0.65	10	2,293,135	0.44
4	HAWAIIAN AIRLINES	8	1,042,573	0.77	14	1,016,019	1.38
5	DELTA AIR LINES	132	13,903,255	0.95	105	13,476,793	0.78
6	EXPRESSJET AIRLINES	16	1,387,921	1.15	14	1,984,667	0.71
7	VIRGIN AMERICA	10	760,887	1.31	18	753,028	2.39
8	JETBLUE AIRWAYS	53	3,752,401	1.41	39	3,527,143	1.11
9	UNITED AIRLINES	255	10,574,924	2.41	193	9,585,595	2.01
10	AMERICAN AIRLINES	334	13,473,009	2.48	349	13,598,779	2.57
11	FRONTIER AIRLINES	54	1,617,296	3.34	52	1,470,212	3.54
12	SPIRIT AIRLINES	136	2,255,807	6.03	128	1,980,526	6.46
TOTAL		1,095	69,176,087	1.58	1,061	66,215,430	1.60

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 July 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
Alaska	1						
American						1	
Delta	1						
El Al			1				
Interjet	1						
Southwest	1						
United	1						
TOTAL	5		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

July 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
Alaska Airlines	2	0	0
United Airlines	2	1	0
Totals:	4	1	0

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

The Transportation Security Administration (TSA) screened approximately 70 million airline passengers and their 56 million checked bags in the month of July 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 July.

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
954	.001	71	.00001	80	.0001	492	.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 July.

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.