U.S. Department
of Transportation

Air Travel Consumer Report

A Product Of The

OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Aviation Consumer Protection Division

Issued: April 2018

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

[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 eighteen (18) U.S. air carriers that have at least 0.5 percent of total domestic scheduled-service passenger revenues.

The reportable airports with respect to which data must be submitted to the Department are those large, medium, small, or non-hub airports as defined in 49 U.S.C. 47102. Airports can be accessed through the FAA at: https://www.faa.gov/airports/planning_capacity/passenger_allcargo_stats/categories/. This report includes 30 largest U.S. airports.

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

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

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 30 largest 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 largest 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 airports 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*

FEBRUARY 2018

	AT 30 LARGEST AIRPORTS		AT ALL US AIRPORTS	
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME
DELTA AIR LINES	30	87.4	146	87.9
ALASKA AIRLINES	26	86.2	67	85.3
UNITED AIRLINES	28	84.6	95	84.7
SPIRIT AIRLINES	21	81.1	39	81.9
VIRGIN AMERICA	18	81.3	27	81.7
AMERICAN AIRLINES	29	81.3	96	80.8
REPUBLIC AIRLINE	19	79.0	76	80.3
HAWAIIAN AIRLINES	9	79.0	17	80.3
ENDEAVOR AIRLINES	20	79.1	99	78.8
ALLEGIANT AIRLINES	7	72.9	116	78.3
SOUTHWEST AIRLINES	24	76.6	86	77.1
SKYWEST AIRLINES	24	76.4	218	76.0
EXPRESSJET AIRLINES	15	73.2	117	74.9
MESA AIRLINES	14	74.6	94	74.7
JETBLUE AIRWAYS	25	74.9	64	74.6
FRONTIER AIRLINES	23	72.6	60	73.8
PSA AIRLINES	12	73.8	95	72.1
ENVOY AIRLINES	13	70.4	120	70.6
TOTAL		79.9		79.3

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2018

CARRIER*	1st Quarter 01-03 2017		2nd Quarter 04-06 2017		3nd Quarter 07-09 2017		4th Quarter 10-12 2017		Dec 2017		Jan 2018		Feb 2018		12 Months Ending Feb 2018	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	78.4	6	82.4	2	84.9	3	84.2	6	83.4	3	88.9	1	85.3	2	84.0	3
ALLEGIANT	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	78.6	9	78.3	10	N/A	N/A
AMERICAN	81.4	3	77.3	6	77.7	7	85.2	5	82.0	5	82.5	7	80.8	6	80.3	5
DELTA	85.7	1	80.9	5	86.4	2	88.9	1	83.5	2	84.3	4	87.9	1	85.6	2
ENDEAVOR	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	76.5	11	78.8	9	N/A	N/A
ENVOY	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	74.7	15	70.6	18	N/A	N/A
EXPRESSJET	76.7	7	75.8	9	76.6	8	81.1	10	76.4	10	74.6	16	74.9	13	77.0	10
FRONTIER	76.7	8	76.3	8	78.6	6	81.2	8	75.8	11	74.9	14	73.8	16	78.1	8
HAWAIIAN	83.0	2	89.6	1	93.1	1	86.5	2	80.8	6	88.3	2	80.3	8	88.6	1
JETBLUE	72.0	11	66.7	11	67.1	12	80.0	11	74.1	12	65.8	18	74.6	15	70.9	12
MESA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	76.9	10	74.7	14	N/A	N/A
PSA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	70.2	17	72.1	17	N/A	N/A
REPUBLIC	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	76.2	12	80.3	7	N/A	N/A
SKYWEST	76.5	9	81.1	3	80.7	4	81.2	9	76.5	9	75.3	13	76.0	12	79.9	6
SOUTHWEST	78.7	5	76.7	7	75.6	9	83.8	7	79.1	8	81.8	8	77.1	11	78.9	7
SPIRIT	76.3	10	71.3	10	75.1	10	85.7	4	80.4	7	82.9	5	81.9	4	78.0	9
UNITED	80.3	4	81.1	4	80.4	5	86.4	3	84.6	1	84.7	3	84.7	3	82.8	4
VIRGIN AMERICA	64.7	12	63.5	12	73.2	11	77.8	12	82.5	4	82.5	6	81.7	5	72.8	11
TOTAL	79.4		77.9		79.1		84.4		80.3		79.6		79.3		80.5	

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2018

ARRIVAL AIRPORT*																				
CARRIER*	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW		EWR		FLL	
	# 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	28	85.7	96	88.5	80	91.3	0	0.0	112	93.8	112	84.8	84	77.4	28	92.9	152	78.9	28	92.9
ALLEGIANT	0	0.0	0	0.0	12	100.0	0	0.0	0	0.0	8	37.5	0	0.0	0	0.0	30	90.0	235	74.0
AMERICAN	858	83.3	2017	86.0	458	86.9	7278	87.4	1869	87.1	786	77.1	10664	77.0	444	80.0	548	74.5	562	77.4
DELTA	17790	89.3	1259	89.1	457	90.8	405	88.6	667	87.4	717	84.1	447	85.2	3849	87.7	352	76.1	927	91.8
ENDEAVOR	1889	82.5	396	86.4	155	71.0	204	74.5	164	86.0	4	75.0	220	70.5	1338	80.0	93	67.7	28	96.4
ENVOY	53	67.9	0	0.0	104	72.1	166	75.3	53	84.9	0	0.0	4022	70.0	107	57.0	61	55.7	0	0.0
EXPRESSJET	518	84.2	147	86.4	50	94.0	200	73.0	277	71.5	0	0.0	841	70.6	415	75.7	1556	59.8	0	0.0
FRONTIER	243	74.5	0	0.0	0	0.0	84	83.3	84	71.4	1438	74.2	34	64.7	60	76.7	0	0.0	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	132	78.8	3717	78.4	224	79.0	108	75.0	790	77.0	80	62.5	48	50.0	108	62.0	777	63.4	2034	76.2
MESA	194	77.3	5	60.0	0	0.0	184	81.5	44	88.6	0	0.0	2354	70.5	199	78.9	0	0.0	0	0.0
PSA	68	66.2	0	0.0	6	83.3	7218	75.0	2238	72.1	0	0.0	0	0.0	166	66.9	12	50.0	0	0.0
REPUBLIC	416	82.2	519	82.5	98	76.5	795	87.5	2037	82.3	289	83.0	250	68.4	507	77.9	1865	72.2	0	0.0
SKYWEST	1858	78.4	24	66.7	27	85.2	100	71.0	121	76.9	3425	77.1	468	68.4	2721	72.9	103	67.0	0	0.0
SOUTHWEST	3123	84.1	703	86.6	4958	87.0	209	81.3	1157	77.9	4857	78.4	0	0.0	488	78.7	439	62.4	2051	83.8
SPIRIT	570	82.1	446	84.8	577	85.6	0	0.0	0	0.0	224	86.2	546	79.7	823	80.4	252	77.0	1345	84.8
UNITED	386	88.3	905	88.5	211	83.9	50	78.0	382	83.8	4257	87.5	487	76.0	94	81.9	4207	79.7	589	86.9
VIRGIN AMERICA	0	0.0	80	96.3	28	100.0	0	0.0	82	85.4	52	80.8	0	0.0	0	0.0	166	83.1	100	83.0
TOTAL	28126	86.6	10314	83.8	7445	86.2	17001	81.4	10077	80.2	16249	80.5	20465	74.4	11347	80.1	10613	72.8	7899	82.5

*** 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
(30 LARGEST AIRPORTS ONLY)
FEBRUARY 2018

ARRIVAL AIRPORT*																				
CARRIER*	HNL		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	168	94.0	28	92.9	28	64.3	56	89.3	272	89.3	605	92.6	0	0.0	104	85.6	0	0.0	0	0.0
ALLEGIANT	0	0.0	0	0.0	0	0.0	0	0.0	657	74.1	100	55.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN	196	88.3	171	78.4	481	72.3	1247	87.1	1113	79.2	2885	86.1	1694	79.6	1411	84.5	0	0.0	4013	87.5
DELTA	235	87.2	198	91.9	190	86.8	2051	90.7	957	87.6	2256	81.1	1755	84.3	1498	87.7	133	88.0	702	88.7
ENDEAVOR	0	0.0	139	78.4	99	67.7	1944	81.7	0	0.0	0	0.0	1816	72.2	15	86.7	0	0.0	1	100.0
ENVOY	0	0.0	0	0.0	118	50.0	196	83.7	0	0.0	0	0.0	982	66.4	0	0.0	0	0.0	677	80.9
EXPRESSJET	0	0.0	11	63.6	3259	78.9	0	0.0	0	0.0	0	0.0	1128	70.9	4	25.0	12	66.7	0	0.0
FRONTIER	0	0.0	84	78.6	52	78.8	0	0.0	579	71.3	112	64.3	84	76.2	1014	73.5	0	0.0	317	72.6
HAWAIIAN	2519	81.7	0	0.0	0	0.0	28	82.1	72	83.3	140	65.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	0	0.0	145	79.3	0	0.0	3164	77.7	354	70.1	482	66.6	471	69.2	1512	74.9	0	0.0	0	0.0
MESA	0	0.0	1616	85.8	2099	75.6	0	0.0	0	0.0	0	0.0	112	72.3	0	0.0	0	0.0	0	0.0
PSA	0	0.0	186	79.6	0	0.0	28	57.1	0	0.0	0	0.0	164	56.7	0	0.0	0	0.0	0	0.0
REPUBLIC	0	0.0	39	97.4	1174	77.4	227	82.4	0	0.0	0	0.0	2507	73.4	4	50.0	0	0.0	992	89.3
SKYWEST	0	0.0	99	82.8	511	66.5	0	0.0	360	84.7	2707	81.3	211	73.5	0	0.0	102	72.5	0	0.0
SOUTHWEST	0	0.0	177	88.1	0	0.0	0	0.0	5323	79.0	3173	70.4	840	71.4	3234	83.2	5477	73.3	0	0.0
SPIRIT	0	0.0	0	0.0	448	81.5	0	0.0	965	78.7	616	79.2	308	76.6	977	81.3	0	0.0	0	0.0
UNITED	355	89.6	1472	91.7	4515	85.6	0	0.0	885	83.8	1915	83.8	652	82.2	931	87.0	0	0.0	388	85.3
VIRGIN AMERICA	56	87.5	104	95.2	0	0.0	324	87.0	312	83.7	1104	82.0	0	0.0	56	76.8	0	0.0	0	0.0
TOTAL	3529	83.9	4469	87.2	12974	79.7	9265	83.3	11849	79.7	16095	79.8	12724	74.8	10760	82.0	5724	73.6	7090	86.5

*** 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 (30 LARGEST AIRPORTS ONLY)

FEBRUARY 2018

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	56	67.9	114	77.2	1476	86.4	28	92.9	247	72.1	470	83.6	4222	86.2	442	89.1	192	79.7	28	89.3
ALLEGIANT	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	8	87.5	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN	542	78.8	4644	79.6	248	71.8	3586	85.3	4363	71.3	652	71.5	568	74.3	1002	78.0	442	73.5	944	84.2
DELTA	4317	89.3	496	79.2	500	88.2	505	84.0	562	68.0	474	86.1	1542	82.3	675	84.0	3157	85.3	935	90.4
ENDEAVOR	971	81.7	138	76.1	0	0.0	121	74.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	6	83.3
ENVOY	19	57.9	4249	70.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET	95	80.0	766	70.2	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	111	62.2	197	81.2	27	81.5	281	76.5	229	55.0	97	79.4	40	80.0	115	62.6	106	66.0	357	70.6
HAWAIIAN	0	0.0	0	0.0	56	53.6	0	0.0	28	50.0	28	78.6	56	37.5	56	67.9	0	0.0	0	0.0
JETBLUE	0	0.0	148	51.4	73	74.0	185	70.3	56	41.1	130	67.7	131	71.8	482	71.2	224	74.1	390	80.3
MESA	133	85.7	0	0.0	14	78.6	159	79.9	1530	64.0	0	0.0	0	0.0	0	0.0	58	77.6	0	0.0
PSA	30	70.0	164	67.1	0	0.0	590	73.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC	390	78.7	1406	77.2	0	0.0	1565	82.0	0	0.0	0	0.0	0	0.0	0	0.0	2	50.0	0	0.0
SKYWEST	3183	78.4	5463	67.1	525	88.0	31	80.6	1041	72.3	820	86.0	1262	85.5	3010	78.8	3243	80.6	0	0.0
SOUTHWEST	590	76.4	0	0.0	951	74.3	638	78.1	4534	56.5	2736	77.0	758	74.4	1231	71.5	886	69.2	2214	79.7
SPIRIT	352	83.0	700	77.7	28	67.9	230	85.2	84	67.9	140	72.9	84	76.2	0	0.0	0	0.0	585	80.2
UNITED	265	79.6	4816	84.5	457	84.5	287	79.8	593	70.2	683	84.3	648	82.6	3973	85.9	178	80.3	548	88.0
VIRGIN AMERICA	0	0.0	56	82.1	57	78.9	56	100.0	0	0.0	150	86.0	228	70.2	1735	77.5	0	0.0	0	0.0
TOTAL	11054	82.8	23357	75.2	4412	82.3	8262	82.2	13267	64.8	6388	79.5	9539	82.6	12721	80.2	8488	80.4	6007	82.4

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

AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/ BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS ONLY)

FEBRUARY 2018

	ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	95.2	80.6	92.7	89.5	87.2	79.5	85.9	88.3	98.1	79.3	89.1	96.7	90.6	86.5	96.3	87.4
0700-0759	95.2	88.5	90.5	85.0	85.4	82.8	80.6	86.4	86.3	91.0	91.3	91.9	90.5	85.8	90.4	90.1
0800-0859	86.6	88.3	92.2	85.9	87.0	87.7	80.4	82.4	88.7	95.0	95.4	88.5	78.6	84.3	90.5	84.3
0900-0959	84.5	91.5	94.1	76.3	84.1	88.6	78.8	85.8	92.1	90.9	94.0	92.1	77.1	92.4	90.0	84.1
1000-1059	87.7	86.7	86.8	81.9	86.0	85.2	77.2	78.8	90.2	88.1	91.4	88.1	75.6	89.3	81.5	82.7
1100-1159	86.8	90.0	92.8	84.0	85.3	82.8	76.8	81.8	87.5	86.4	97.3	86.3	79.3	82.1	83.6	82.0
1200-1259	86.8	87.7	88.2	83.8	81.3	86.6	76.4	87.1	93.4	87.0	89.0	88.9	77.7	85.2	81.4	81.8
1300-1359	87.2	85.9	92.1	82.1	81.6	79.1	74.2	77.1	82.4	86.3	87.6	87.9	79.9	81.5	78.5	80.1
1400-1459	87.5	84.8	89.7	81.5	78.8	82.7	73.0	79.7	68.5	85.7	84.8	91.0	83.8	86.3	78.6	78.8
1500-1559	87.6	87.6	88.7	80.2	81.9	76.1	70.7	79.4	64.8	81.8	71.9	88.8	81.9	87.0	81.9	78.6
1600-1659	86.0	87.2	91.1	78.0	76.6	79.5	72.8	79.0	63.9	83.0	76.5	87.2	83.1	85.1	77.7	78.2
1700-1759	86.0	81.5	86.1	77.9	72.0	77.1	68.7	76.5	60.2	80.1	75.3	86.5	77.1	82.9	75.9	78.5
1800-1859	86.2	77.7	78.9	76.3	72.9	79.1	71.1	76.7	59.4	74.1	68.4	83.8	79.7	80.9	74.2	80.4
1900-1959	83.9	78.1	82.6	78.4	77.0	78.6	69.3	75.0	54.9	76.8	74.1	84.4	82.2	81.8	76.1	77.5
2000-2059	84.3	76.5	79.7	75.3	78.9	71.5	76.7	78.8	55.8	79.7	80.7	82.7	79.3	76.3	76.0	76.3
2100-2159	85.9	80.7	84.7	80.2	78.0	70.8	70.6	79.5	59.9	78.0	86.3	88.0	83.4	77.0	74.3	72.3
2200-2259	81.7	80.4	76.2	70.2	76.6	72.3	75.5	74.5	63.6	73.1	89.4	77.8	75.6	78.2	71.7	72.8
2300-0559	82.7	81.4	78.7	79.7	83.6	74.7	80.7	79.3	80.0	75.3	87.6	84.8	73.6	81.7	73.1	78.8
TOTAL	86.6	83.8	86.2	81.4	80.2	80.5	74.4	80.1	72.8	82.5	83.9	87.2	79.7	83.3	79.7	79.8

*** 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
(30 LARGEST AIRPORTS ONLY)
FEBRUARY 2018

	ARRIVAL AIRPORT*														
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	80.0	91.9	80.0	85.5	85.0	80.4	75.0	89.0	100.0	72.7	88.5	92.6	0.0	50.0	86.8
0700-0759	83.6	86.6	77.9	92.8	80.7	77.1	91.5	91.4	86.7	81.7	89.2	94.2	89.5	97.8	86.7
0800-0859	87.6	93.5	78.9	91.7	83.0	81.9	90.0	88.1	87.0	84.7	92.3	91.6	89.5	93.2	86.1
0900-0959	85.0	90.6	79.6	89.5	88.4	78.1	87.1	86.9	67.0	85.2	86.9	83.6	83.4	91.8	84.4
1000-1059	83.9	88.9	85.1	87.8	86.1	78.7	86.3	90.7	73.0	84.3	80.2	81.0	84.3	87.3	83.4
1100-1159	83.4	83.5	83.8	89.0	83.4	76.5	82.7	87.5	71.9	81.2	80.3	81.4	76.8	83.4	82.4
1200-1259	81.7	85.1	85.3	85.7	86.7	76.7	86.2	91.9	78.0	80.2	82.8	84.1	81.6	88.6	83.5
1300-1359	79.1	84.9	78.9	88.4	85.6	76.6	87.3	87.0	69.7	78.2	83.8	78.1	82.1	88.0	81.1
1400-1459	77.9	84.0	78.5	85.4	80.8	73.4	81.3	85.5	69.4	78.7	83.5	77.3	77.8	81.5	80.6
1500-1559	73.4	86.2	74.2	85.0	81.9	72.4	71.0	83.3	74.6	81.2	86.9	75.2	84.1	84.0	79.7
1600-1659	73.5	81.1	72.3	85.0	83.4	74.1	82.8	78.2	70.7	83.9	84.1	81.9	78.6	82.6	79.5
1700-1759	69.8	80.2	70.2	84.7	77.9	71.6	83.9	71.4	68.8	73.6	78.0	80.0	62.3	79.2	75.6
1800-1859	62.8	81.1	67.2	87.1	79.4	68.9	86.4	69.3	56.8	80.7	82.4	76.9	76.9	78.7	76.2
1900-1959	66.2	77.2	63.7	81.0	83.9	68.1	83.6	73.0	38.6	77.1	81.6	77.7	79.9	77.4	74.0
2000-2059	62.0	71.6	66.5	86.2	80.0	71.8	75.3	77.1	42.5	74.6	84.1	76.9	71.6	74.3	74.2
2100-2159	63.9	79.7	65.4	80.8	80.2	75.0	80.2	74.9	41.3	72.6	79.9	78.6	76.0	80.9	75.5
2200-2259	70.4	75.2	62.3	81.7	75.2	85.5	77.7	84.0	48.2	75.4	78.4	69.3	71.6	80.0	74.4
2300-0559	71.5	76.9	58.9	79.2	83.9	83.1	76.5	83.6	72.2	83.1	80.0	76.1	69.1	73.9	78.4
TOTAL	74.8	82.0	73.6	86.5	82.8	75.2	82.3	82.2	64.8	79.5	82.6	80.2	80.4	82.4	79.9

*** See Appendix at end of this section for list of airport 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 (30 LARGEST AIRPORTS ONLY)

FEBRUARY 2018

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

*** 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 (30 LARGEST AIRPORTS ONLY)

FEBRUARY 2018

	DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	91.0	93.3	83.8	95.9	90.8	88.0	95.1	87.5	95.9	95.3	92.2	92.9	94.2	94.9	92.7
0700-0759	90.6	93.6	77.8	93.0	89.0	83.5	94.0	92.7	94.6	88.4	94.2	93.1	90.0	95.6	90.1
0800-0859	85.2	91.4	71.8	92.9	85.1	80.2	86.4	91.3	92.0	85.8	94.9	91.8	86.0	96.2	87.9
0900-0959	88.3	88.0	68.6	86.3	86.1	75.7	91.1	82.2	85.9	84.2	90.1	88.6	86.7	91.1	85.4
1000-1059	84.8	88.8	75.1	91.0	83.6	76.4	84.1	88.2	69.1	83.5	89.5	82.5	75.5	85.6	82.9
1100-1159	82.9	84.9	66.1	88.5	83.6	75.9	77.9	85.4	75.7	74.7	79.5	83.4	82.3	81.8	82.0
1200-1259	80.4	77.7	73.7	84.6	83.0	74.7	81.0	87.6	73.3	79.8	83.7	82.5	62.0	85.4	80.3
1300-1359	79.3	81.4	69.8	85.6	85.1	73.0	81.3	86.9	78.8	74.3	82.5	82.7	77.2	84.7	79.4
1400-1459	74.9	77.2	57.6	85.5	81.2	76.9	79.5	82.1	71.8	73.7	78.4	79.2	76.1	75.0	77.7
1500-1559	73.6	77.3	62.7	83.4	79.5	70.8	77.1	83.0	73.0	72.0	79.6	76.6	79.3	75.0	77.7
1600-1659	74.6	77.5	61.6	83.6	77.3	71.9	65.4	80.5	74.6	75.1	83.5	80.7	80.5	74.2	77.0
1700-1759	67.6	76.1	54.7	79.8	75.6	71.1	87.4	70.5	68.1	71.9	85.9	83.5	77.1	77.0	75.4
1800-1859	70.6	74.5	49.6	80.4	65.7	70.6	75.8	73.5	71.0	78.2	79.1	81.4	60.0	68.8	73.9
1900-1959	62.9	76.5	55.9	85.6	77.7	70.8	89.3	66.2	48.4	72.5	89.4	85.2	70.1	78.0	74.3
2000-2059	64.1	64.7	54.6	85.3	83.0	71.7	78.2	74.7	41.8	79.5	79.0	83.9	80.6	56.7	74.1
2100-2159	63.5	66.4	64.5	89.0	75.5	76.4	87.4	81.0	49.5	74.2	92.2	83.7	85.8	72.0	76.6
2200-2259	60.7	83.3	65.1	87.1	80.0	70.0	84.4	91.7	45.7	89.3	89.3	88.8	83.6	71.4	79.4
2300-0559	95.1	96.6	85.9	87.9	89.8	89.9	91.3	90.7	87.8	100.0	90.4	89.3	79.2	97.0	88.9
TOTAL	78.0	81.7	66.1	87.2	82.2	75.3	85.1	82.5	72.1	80.4	87.0	85.3	81.5	81.8	80.7

*** See Appendix at end of this section for list of airport 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/
FEBRUARY 2018

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 FIVE OR MORE CONSECUTIVE MONTHS

NONE

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***

CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS

NONE

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

NONE

*** 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/
FEBRUARY 2018

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								
NONE								

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

FEBRUARY 2018

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS (minimum 15 operations per flight number)	REGULARLY SCHEDULED FLIGHTS LATE 70% OR MORE OF THE TIME D/	
		NUMBERS	PERCENTAGE
SOUTHWEST	3638	72	1.9
HAWAIIAN	212	4	1.8
ALLEGIANT	98	1	1.0
MESA	425	2	0.4
JETBLUE	776	3	0.3
EXPRESSJET	374	1	0.2
AMERICAN	2307	5	0.2
SKYWEST	1412	3	0.2
ALASKA	506	1	0.1
ENVOY	681	1	0.1
DELTA	1994	1	0.0
UNITED	1146	0	0.0
PSA	700	0	0.0
REPUBLIC	657	0	0.0
SPIRIT	445	0	0.0
ENDEAVOR	361	0	0.0
FRONTIER	299	0	0.0
VIRGIN AMERICA	190	0	0.0
TOTAL	16221	94	0.6

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

AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

FEBRUARY 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	82.1	78.6	56	56
Abilene, TX (ABI)	67.6	72.0	142	143
Adak Island, AK (ADK)	62.5	50.0	8	8
Aguadilla, PR (BQN)	69.1	80.6	94	93
Akron, OH (CAK)	72.1	78.6	574	575
Albany, GA (ABY)	75.3	75.3	77	77
Albany, NY (ALB)	79.1	82.1	976	974
Albuquerque, NM (ABQ)	72.5	77.7	1581	1582
Alexandria, LA (AEX)	77.9	83.0	253	253
Allentown/Bethlehem/Easton, PA (ABE)	75.1	79.0	289	291
Alpena, MI (APN)	79.2	79.2	48	48
Amarillo, TX (AMA)	78.2	83.4	367	367
Anchorage, AK (ANC)	73.7	89.4	1070	1070
Appleton, WI (ATW)	79.4	79.4	296	296
Arcata/Eureka, CA (ACV)	82.1	84.5	84	84
Asheville, NC (AVL)	73.7	76.0	437	438
Ashland, WV (HTS)	95.5	72.7	22	22
Aspen, CO (ASE)	59.8	60.7	908	907
Atlanta, GA (ATL)	86.6	85.2	28126	28125
Atlantic City, NJ (ACY)	88.2	92.1	280	280
Augusta, GA (AGS)	76.7	78.3	300	299
Austin, TX (AUS)	80.0	80.3	4281	4278
Bakersfield, CA (BFL)	74.2	80.5	159	159
Baltimore, MD (BWI)	86.2	83.6	7445	7447
Bangor, ME (BGR)	79.8	78.7	258	258
Barrow, AK (BRW)	80.4	83.9	56	56
Baton Rouge, LA (BTR)	80.3	82.0	569	568
Beaumont/Port Arthur, TX (BPT)	64.3	75.0	56	56
Belleville, IL (BLV)	83.6	79.5	73	73
Bellingham, WA (BLI)	82.7	84.1	214	214
Bemidji, MN (BJI)	82.1	87.5	56	56
Bend/Redmond, OR (RDM)	85.7	88.1	237	236

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bethel, AK (BET)	86.8	88.2	68	68
Billings, MT (BIL)	81.0	84.5	316	316
Binghamton, NY (BGM)	75.0	78.8	52	52
Birmingham, AL (BHM)	78.3	81.9	1233	1234
Bismarck/Mandan, ND (BIS)	75.8	78.3	244	244
Bloomington/Normal, IL (BMI)	67.9	69.6	224	224
Boise, ID (BOI)	80.8	86.5	1394	1395
Boston, MA (BOS)	83.8	83.4	10314	10317
Bozeman, MT (BZN)	79.3	78.0	463	463
Brainerd, MN (BRD)	83.3	89.6	48	48
Bristol/Johnson City/Kingsport, TN (TRI)	78.7	83.0	272	271
Brownsville, TX (BRO)	79.3	85.0	188	187
Brunswick, GA (BQK)	87.0	88.3	77	77
Buffalo, NY (BUF)	78.9	81.4	1807	1807
Bullhead City, AZ (IFP)	85.7	78.6	14	14
Burbank, CA (BUR)	77.5	78.2	1995	1995
Burlington, VT (BTV)	77.3	79.4	635	635
Butte, MT (BTM)	86.5	86.5	52	52
CONCORD, NC (USA)	72.7	72.7	66	66
Cape Girardeau, MO (CGI)	60.4	68.8	48	48
Casper, WY (CPR)	82.6	85.7	69	70
Cedar City, UT (CDC)	75.0	85.4	48	48
Cedar Rapids/Iowa City, IA (CID)	75.3	77.7	681	681
Champaign/Urbana, IL (CMI)	67.1	74.1	170	170
Charleston, SC (CHS)	83.5	83.3	1547	1546
Charleston/Dunbar, WV (CRW)	80.5	81.4	344	345
Charlotte Amalie, VI (STT)	83.3	89.1	138	138
Charlotte, NC (CLT)	81.4	81.1	17001	17005
Charlottesville, VA (CHO)	71.1	75.8	422	422
Chattanooga, TN (CHA)	73.6	76.6	591	591
Chicago, IL (MDW)	73.6	66.1	5724	5726
Chicago, IL (ORD)	75.2	75.3	23357	23354

AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

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CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Christiansted, VI (STX)	88.3	87.4	103	103
Cincinnati, OH (CVG)	78.7	80.4	3449	3451
Clarksburg/Fairmont, WV (CKB)	75.4	78.7	61	61
Cleveland, OH (CLE)	81.1	84.0	3585	3587
Cody, WY (COD)	83.6	87.5	55	56
College Station/Bryan, TX (CLL)	73.5	80.6	170	170
Colorado Springs, CO (COS)	75.1	81.4	767	769
Columbia, MO (COU)	63.5	69.7	178	178
Columbia, SC (CAE)	83.7	85.3	387	387
Columbus, GA (CSG)	79.3	82.8	87	87
Columbus, MS (GTR)	84.4	88.3	77	77
Columbus, OH (CMH)	81.0	82.1	3259	3256
Columbus, OH (LCK)	92.3	81.5	65	65
Cordova, AK (CDV)	80.4	87.5	56	56
Corpus Christi, TX (CRP)	71.4	74.7	395	396
Dallas, TX (DAL)	74.7	65.2	5394	5394
Dallas/Fort Worth, TX (DFW)	74.4	75.6	20465	20470
Dayton, OH (DAY)	71.2	75.7	1020	1019
Daytona Beach, FL (DAB)	82.3	84.8	271	270
Deadhorse, AK (SCC)	80.4	82.1	56	56
Denver, CO (DEN)	80.5	78.4	16249	16244
Des Moines, IA (DSM)	76.5	79.1	1152	1153
Detroit, MI (DTW)	80.1	78.9	11347	11354
Devils Lake, ND (DVL)	95.8	89.6	48	48
Dothan, AL (DHN)	81.0	86.7	105	105
Dubuque, IA (DBQ)	56.3	60.0	80	80
Duluth, MN (DLH)	70.4	75.8	186	186
Durango, CO (DRO)	66.2	67.8	228	227
Eagle, CO (EGE)	65.2	64.7	388	388
Eau Claire, WI (EAU)	61.1	75.9	54	54
El Paso, TX (ELP)	73.7	77.7	1158	1158
Elko, NV (EKO)	80.0	90.0	50	50

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Elmira/Corning, NY (ELM)	85.7	82.1	28	28
Erie, PA (ERI)	74.7	74.7	79	79
Escanaba, MI (ESC)	75.0	77.1	48	48
Eugene, OR (EUG)	80.8	83.6	292	293
Evansville, IN (EVV)	74.4	79.2	332	332
Fairbanks, AK (FAI)	76.6	88.7	248	248
Fargo, ND (FAR)	75.2	76.4	432	432
Fayetteville, AR (XNA)	73.1	77.9	958	958
Fayetteville, NC (FAY)	78.9	81.6	266	266
Flagstaff, AZ (FLG)	61.0	54.9	82	82
Flint, MI (FNT)	78.7	83.9	329	329
Florence, SC (FLO)	85.7	85.7	14	14
Fort Lauderdale, FL (FLL)	82.5	79.1	7899	7899
Fort Myers, FL (RSW)	80.8	80.6	3596	3594
Fort Smith, AR (FSM)	70.1	75.3	154	154
Fort Wayne, IN (FWA)	72.4	79.3	544	546
Fresno, CA (FAT)	82.3	83.0	699	699
Gainesville, FL (GNV)	76.2	76.5	336	336
Garden City, KS (GCK)	71.4	76.8	56	56
Gillette, WY (GCC)	69.4	83.3	72	72
Grand Forks, ND (GFK)	77.9	83.8	154	154
Grand Island, NE (GRI)	72.1	72.1	68	68
Grand Junction, CO (GJT)	79.4	83.5	267	266
Grand Rapids, MI (GRR)	77.3	79.4	1280	1281
Great Falls, MT (GTF)	82.2	89.1	101	101
Green Bay, WI (GRB)	77.4	82.8	327	326
Greensboro/High Point, NC (GSO)	75.8	81.5	891	891
Greer, SC (GSP)	79.4	80.4	815	815
Guam, TT (GUM)	78.6	92.9	28	28
Gulfport/Biloxi, MS (GPT)	77.4	87.5	297	297
Gunnison, CO (GUC)	75.0	77.8	36	36
Hagerstown, MD (HGR)	62.5	62.5	8	8

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TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

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CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Hancock/Houghton, MI (CMX)	55.4	58.9	56	56
Harlingen/San Benito, TX (HRL)	66.9	71.9	260	260
Harrisburg, PA (MDT)	81.0	84.5	483	484
Hartford, CT (BDL)	82.2	86.8	2113	2111
Hattiesburg/Laurel, MS (PIB)	64.3	76.8	56	56
Hayden, CO (HDN)	72.1	71.2	208	208
Hays, KS (HYS)	75.0	83.3	48	48
Helena, MT (HLN)	78.8	83.9	118	118
Hibbing, MN (HIB)	89.6	87.5	48	48
Hilo, HI (ITO)	84.4	84.6	488	460
Hobbs, NM (HOB)	82.7	88.5	52	52
Honolulu, HI (HNL)	83.9	89.8	3529	3528
Houston, TX (HOU)	72.0	70.2	4214	4214
Houston, TX (IAH)	79.7	84.6	12974	12974
Huntsville, AL (HSV)	81.3	84.3	604	604
Idaho Falls, ID (IDA)	80.7	88.6	176	176
Indianapolis, IN (IND)	81.0	83.6	3514	3516
International Falls, MN (INL)	81.3	87.5	48	48
Iron Mountain/Kingsfd, MI (IMT)	73.1	69.2	52	52
Islip, NY (ISP)	80.2	80.0	515	516
Ithaca/Cortland, NY (ITH)	69.6	79.7	79	79
Jackson, WY (JAC)	81.1	76.3	339	338
Jackson/Vicksburg, MS (JAN)	80.4	81.7	557	557
Jacksonville, FL (JAX)	80.4	83.3	2068	2068
Jacksonville/Camp Lejeune, NC (OAJ)	74.3	80.4	214	214
Jamestown, ND (JMS)	80.3	86.8	76	76
Joplin, MO (JLN)	67.1	72.9	70	70
Juneau, AK (JNU)	81.4	84.8	296	296
Kahului, HI (OGG)	85.8	83.0	1862	1861
Kalamazoo, MI (AZO)	76.7	77.3	193	194
Kalispell, MT (FCA)	81.0	81.0	116	116
Kansas City, MO (MCI)	77.8	78.5	3946	3948

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Ketchikan, AK (KTN)	72.0	82.9	164	164
Key West, FL (EYW)	84.9	83.6	438	438
Killeen, TX (GRK)	73.7	77.1	205	205
Knoxville, TN (TYS)	74.6	80.2	1066	1067
Kodiak, AK (ADQ)	68.8	77.1	48	48
Kona, HI (KOA)	87.7	84.0	1065	1093
Kotzebue, AK (OTZ)	69.6	66.1	56	56
La Crosse, WI (LSE)	72.2	76.2	151	151
Lafayette, LA (LFT)	79.2	80.7	342	342
Lake Charles, LA (LCH)	72.5	80.4	138	138
Lansing, MI (LAN)	73.9	77.8	253	252
Laramie, WY (LAR)	79.2	85.4	48	48
Laredo, TX (LRD)	72.5	80.3	193	193
Las Vegas, NV (LAS)	79.7	77.7	11849	11849
Latrobe, PA (LBE)	89.2	93.6	93	94
Lawton/Fort Sill, OK (LAW)	67.0	74.2	97	97
Lewiston, ID (LWS)	93.2	88.6	44	44
Lexington, KY (LEX)	78.2	82.2	673	670
Liberal, KS (LBL)	77.5	87.2	40	39
Lihue, HI (LIH)	86.4	86.5	1029	1029
Lincoln, NE (LNK)	72.5	81.2	138	138
Little Rock, AR (LIT)	75.4	81.6	910	911
Long Beach, CA (LGB)	75.3	77.1	1387	1387
Longview, TX (GGG)	67.3	68.6	52	51
Los Angeles, CA (LAX)	79.8	82.2	16095	16101
Louisville, KY (SDF)	79.3	76.6	1464	1464
Lubbock, TX (LBB)	74.0	75.1	481	481
Lynchburg, VA (LYH)	71.4	76.8	56	56
Madison, WI (MSN)	78.8	82.4	765	766
Mammoth Lakes, CA (MMH)	60.7	57.1	28	28
Manchester, NH (MHT)	80.2	84.1	757	757
Manhattan/Ft. Riley, KS (MHK)	62.9	74.2	132	132

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TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

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CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Marquette, MI (MQT)	70.7	68.3	82	82
Medford, OR (MFR)	77.4	79.5	301	302
Melbourne, FL (MLB)	87.3	89.8	197	197
Memphis, TN (MEM)	79.0	82.7	1642	1644
Meridian, MS (MEI)	77.4	70.2	84	84
Miami, FL (MIA)	86.5	87.2	7090	7093
Midland/Odessa, TX (MAF)	75.2	78.0	681	681
Milwaukee, WI (MKE)	80.1	80.8	2577	2577
Minneapolis, MN (MSP)	82.8	82.2	11054	11064
Minot, ND (MOT)	81.8	80.7	181	181
Mission/McAllen/Edinburg, TX (MFE)	72.2	78.2	317	317
Missoula, MT (MSO)	80.7	84.2	114	114
Mobile, AL (MOB)	78.0	80.8	504	504
Moline, IL (MLI)	74.1	79.0	363	362
Monroe, LA (MLU)	78.8	81.1	222	222
Monterey, CA (MRY)	82.5	82.1	252	252
Montgomery, AL (MGM)	77.1	79.4	301	301
Montrose/Delta, CO (MTJ)	77.6	67.9	192	193
Mosinee, WI (CWA)	72.4	79.8	203	203
Muskegon, MI (MKG)	59.3	70.4	54	54
Myrtle Beach, SC (MYR)	81.4	81.1	512	512
Nashville, TN (BNA)	80.8	79.3	5127	5123
New Bern/Morehead/Beaufort, NC (EWN)	71.4	82.7	133	133
New Haven, CT (HVN)	71.3	72.5	80	80
New Orleans, LA (MSY)	81.2	79.9	4324	4325
New York, NY (JFK)	83.3	84.8	9265	9268
New York, NY (LGA)	74.8	78.0	12724	12726
Newark, NJ (EWR)	72.8	79.8	10613	10606
Newburgh/Poughkeepsie, NY (SWF)	72.9	72.2	133	133
Newport News/Williamsburg, VA (PHF)	79.0	83.9	200	199
Niagara Falls, NY (IAG)	88.5	83.3	78	78
Nome, AK (OME)	73.2	76.8	56	56
Norfolk, VA (ORF)	75.8	82.0	1444	1442
North Bend/Coos Bay, OR (OTH)	81.3	75.0	16	16
North Platte, NE (LBF)	85.4	83.0	48	47
Oakland, CA (OAK)	79.5	80.6	3654	3653
Ogden, UT (OGD)	93.8	81.3	16	16
Ogdensburg, NY (OGS)	68.8	62.5	16	16
Oklahoma City, OK (OKC)	75.5	78.1	1556	1556
Omaha, NE (OMA)	76.7	81.0	1706	1702
Ontario, CA (ONT)	78.7	80.8	1575	1574
Orlando, FL (MCO)	82.0	81.7	10760	10752
Owensboro, KY (OWB)	62.5	62.5	8	8
Paducah, KY (PAH)	64.8	68.5	54	54
Pago Pago, TT (PPG)	50.0	37.5	8	8
Palm Springs, CA (PSP)	78.0	80.4	1013	1012
Panama City, FL (ECP)	79.1	85.1	268	268
Pasco/Kennewick/Richland, WA (PSC)	78.6	86.3	299	299
Pellston, MI (PLN)	75.0	72.1	68	68
Pensacola, FL (PNS)	83.4	86.9	698	697
Peoria, IL (PIA)	73.2	75.8	388	388
Petersburg, AK (PSG)	69.6	80.4	56	56
Philadelphia, PA (PHL)	82.2	82.5	8262	8264
Phoenix, AZ (AZA)	70.1	84.1	455	454
Phoenix, AZ (PHX)	64.8	72.1	13267	13271
Pittsburgh, PA (PIT)	82.4	85.6	3482	3482
Plattsburgh, NY (PBG)	92.4	83.5	79	79
Pocatello, ID (PIH)	76.3	81.3	80	80
Ponce, PR (PSE)	83.6	85.5	55	55
Portland, ME (PWM)	80.7	81.8	679	680
Portland, OR (PDX)	82.3	85.1	4412	4417
Portsmouth, NH (PSM)	84.6	66.7	26	27
Providence, RI (PVD)	78.3	84.2	1320	1319
Provo, UT (PVU)	79.1	79.1	43	43

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TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
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CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pueblo, CO (PUB)	74.6	82.4	67	68
Punta Gorda, FL (PGD)	73.2	80.2	459	459
Quincy, IL (UIN)	56.9	58.3	72	72
Raleigh/Durham, NC (RDU)	81.9	81.9	4084	4084
Rapid City, SD (RAP)	73.0	79.6	226	226
Redding, CA (RDD)	85.9	92.3	78	78
Reno, NV (RNO)	78.4	78.7	1304	1305
Rhinelander, WI (RHI)	89.3	89.3	56	56
Richmond, VA (RIC)	78.5	81.2	1653	1652
Roanoke, VA (ROA)	73.4	73.9	184	184
Rochester, MN (RST)	68.4	72.4	228	228
Rochester, NY (ROC)	80.8	83.8	1000	999
Rock Springs, WY (RKS)	80.8	82.7	52	52
Rockford, IL (RFD)	88.9	85.2	54	54
Roswell, NM (ROW)	76.9	80.6	104	103
Sacramento, CA (SMF)	81.4	81.6	3217	3216
Saginaw/Bay City/Midland, MI (MBS)	78.2	79.0	202	200
Salt Lake City, UT (SLC)	80.4	81.4	8488	8478
San Angelo, TX (SJT)	73.1	67.6	108	108
San Antonio, TX (SAT)	77.4	80.8	2784	2782
San Diego, CA (SAN)	79.5	80.4	6388	6389
San Francisco, CA (SFO)	80.2	85.3	12721	12719
San Jose, CA (SJC)	80.7	80.4	3771	3770
San Juan, PR (SJU)	76.9	80.6	1767	1767
San Luis Obispo, CA (SBP)	75.4	75.1	354	354
Sanford, FL (SFB)	70.0	81.7	756	755
Santa Ana, CA (SNA)	82.0	81.6	2973	2975
Santa Barbara, CA (SBA)	79.2	84.7	509	509
Santa Fe, NM (SAF)	77.7	79.5	112	112
Santa Maria, CA (SMX)	91.7	83.3	12	12
Santa Rosa, CA (STS)	81.1	80.2	106	106
Sarasota/Bradenton, FL (SRQ)	82.5	84.4	473	473
Sault Ste. Marie, MI (CIU)	73.6	73.1	53	52
Savannah, GA (SAV)	82.7	84.6	930	928

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Scottsbluff, NE (BFF)	75.0	79.2	48	48
Scranton/Wilkes-Barre, PA (AVP)	73.7	73.8	236	237
Seattle, WA (SEA)	82.6	87.0	9539	9537
Shreveport, LA (SHV)	79.8	82.3	509	509
Sioux City, IA (SUX)	56.4	69.9	94	93
Sioux Falls, SD (FSD)	74.3	73.9	467	468
Sitka, AK (SIT)	72.8	80.2	81	81
South Bend, IN (SBN)	71.8	75.1	425	425
Spokane, WA (GEG)	80.5	85.8	868	868
Springfield, IL (SPI)	68.6	71.4	140	140
Springfield, MO (SGF)	72.7	73.4	631	631
St. Cloud, MN (STC)	87.5	50.0	16	16
St. George, UT (SGU)	81.0	89.5	248	248
St. Louis, MO (STL)	80.3	77.7	4601	4598
St. Petersburg, FL (PIE)	80.9	87.4	581	579
State College, PA (SCE)	78.5	75.9	79	79
Stillwater, OK (SWO)	69.2	73.1	52	52
Stockton, CA (SCK)	67.4	65.2	46	46
Sun Valley/Hailey/Ketchum, ID (SUN)	65.5	69.0	116	113
Syracuse, NY (SYR)	79.0	82.0	966	967
Tallahassee, FL (TLH)	83.8	85.3	444	443
Tampa, FL (TPA)	82.4	81.8	6007	6006
Texarkana, AR (TXK)	72.0	73.3	75	75
Toledo, OH (TOL)	74.3	77.8	171	171
Traverse City, MI (TVC)	71.3	74.9	209	211
Trenton, NJ (TTN)	71.4	71.7	154	152
Tucson, AZ (TUS)	69.7	77.2	1434	1432
Tulsa, OK (TUL)	75.7	80.7	1243	1241
Twin Falls, ID (TWF)	80.0	72.7	80	99
Tyler, TX (TYR)	68.3	71.2	104	104
Valdosta, GA (VLD)	83.3	84.6	78	78
Valparaiso, FL (VPS)	76.9	81.6	441	440
Waco, TX (ACT)	79.8	85.6	104	104
Washington, DC (DCA)	80.2	80.6	10077	10075

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TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

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CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Washington, DC (IAD)	87.2	87.2	4469	4469
Waterloo, IA (ALO)	71.2	75.0	52	52
West Palm Beach/Palm Beach, FL (PBI)	82.1	80.6	2396	2395
White Plains, NY (HPN)	69.7	71.4	689	689
Wichita Falls, TX (SPS)	69.1	70.4	81	81
Wichita, KS (ICT)	75.5	79.9	755	756
Williston, ND (ISN)	77.8	84.3	108	108
Wilmington, NC (ILM)	78.1	84.6	434	434
Worcester, MA (ORH)	67.9	67.9	56	53
Wrangell, AK (WRG)	71.4	76.8	56	56
Yakutat, AK (YAK)	78.6	85.7	56	56
Yuma, AZ (YUM)	78.2	89.9	110	109

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2018

CARRIER	AT 30 LARGEST U.S. 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
ENVOY	13	10808	649	6.0	120	20681	1269	6.1
MESA	14	8700	244	2.8	94	14630	437	3.0
SKYWEST	24	31404	762	2.4	218	55997	1545	2.8
PSA	12	10872	260	2.4	95	20546	550	2.7
ENDEAVOR	20	9742	237	2.4	99	17375	421	2.4
EXPRESSJET	15	9285	200	2.2	117	17962	386	2.1
SOUTHWEST	24	50750	1237	2.4	86	97017	2037	2.1
REPUBLIC	19	15082	302	2.0	76	23248	434	1.9
JETBLUE	25	15968	233	1.5	64	22847	358	1.6
SPIRIT	21	10300	149	1.4	39	12971	177	1.4
FRONTIER	23	5739	71	1.2	60	8712	114	1.3
AMERICAN	29	55699	651	1.2	96	68389	855	1.3
ALASKA	26	9258	12	0.1	67	14056	89	0.6
VIRGIN AMERICA	18	4745	21	0.4	27	5322	27	0.5
ALLEGIANT	7	1050	4	0.4	116	7047	29	0.4
UNITED	28	35127	142	0.4	95	41650	163	0.4
HAWAIIAN	9	2983	8	0.3	17	5990	20	0.3
DELTA	30	50015	49	0.1	146	66302	70	0.1
TOTAL		337527	5231	1.6		520742	8981	1.7

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2018

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELLED 5% OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
ENVOY	976	453	46.4
MESA	824	177	21.4
PSA	1020	191	18.7
SKYWEST	3847	697	18.1
ENDEAVOR	1719	264	15.3
EXPRESSJET	1386	210	15.1
FRONTIER	493	59	11.9
REPUBLIC	1527	173	11.3
SOUTHWEST	15594	1441	9.2
JETBLUE	981	86	8.7
SPIRIT	510	39	7.6
AMERICAN	3245	236	7.2
ALASKA	631	34	5.3
ALLEGIANT	789	25	3.1
UNITED	2419	64	2.6
VIRGIN	254	6	2.3
HAWAIIAN	226	3	1.3
DELTA	4547	33	0.7
TOTAL	40988	4191	10.2

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 9. CAUSES OF DELAY*, BY CARRIER

FEBRUARY 2018

								CAUSES OF DELAY									
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA	14056	11986	85.27%	89	0.63%	26	0.18%	424	3.02%	48	0.34%	1046	7.44%	12	0.09%	425	3.02%
ALLEGIANT	7047	5517	78.29%	29	0.41%	20	0.28%	458	6.50%	52	0.74%	388	5.51%	11	0.16%	572	8.12%
AMERICAN	68389	55230	80.76%	855	1.25%	173	0.25%	3385	4.95%	440	0.64%	4695	6.87%	19	0.03%	3591	5.25%
DELTA	66302	58262	87.87%	70	0.11%	122	0.18%	2463	3.71%	411	0.62%	2836	4.28%	7	0.01%	2130	3.21%
ENDEAVOR	17375	13695	78.82%	421	2.42%	58	0.33%	818	4.71%	129	0.74%	995	5.73%	0	0.00%	1258	7.24%
ENVOY	20681	14608	70.63%	1269	6.14%	78	0.38%	877	4.24%	411	1.99%	1680	8.12%	4	0.02%	1754	8.48%
EXPRESSJET	17962	13460	74.94%	386	2.15%	66	0.37%	990	5.51%	85	0.47%	1577	8.78%	0	0.00%	1397	7.78%
FRONTIER	8712	6432	73.83%	114	1.31%	12	0.14%	544	6.24%	19	0.22%	781	8.96%	0	0.00%	813	9.33%
HAWAIIAN	5990	4808	80.27%	20	0.33%	4	0.07%	595	9.93%	56	0.93%	10	0.17%	1	0.02%	496	8.28%
JETBLUE	22847	17042	74.59%	358	1.57%	69	0.30%	1973	8.64%	35	0.15%	1549	6.78%	11	0.05%	1810	7.92%
MESA	14630	10930	74.71%	437	2.99%	45	0.31%	910	6.22%	227	1.55%	941	6.43%	8	0.05%	1132	7.74%
PSA	20546	14813	72.10%	550	2.68%	77	0.37%	1272	6.19%	277	1.35%	1088	5.30%	11	0.05%	2458	11.96%
REPUBLIC	23248	18666	80.29%	434	1.87%	52	0.22%	843	3.63%	105	0.45%	1888	8.12%	6	0.03%	1255	5.40%
SKYWEST	55997	42547	75.98%	1545	2.76%	243	0.43%	2485	4.44%	466	0.83%	3962	7.08%	9	0.02%	4739	8.46%
SOUTHWEST	97017	74788	77.09%	2037	2.10%	227	0.23%	6050	6.24%	214	0.22%	4569	4.71%	58	0.06%	9074	9.35%
SPIRIT	12971	10627	81.93%	177	1.36%	18	0.14%	448	3.45%	42	0.32%	1121	8.64%	5	0.04%	533	4.11%
UNITED	41650	35270	84.68%	163	0.39%	91	0.22%	1348	3.24%	294	0.71%	3028	7.27%	2	0.00%	1454	3.49%
VIRGIN	5322	4350	81.74%	27	0.51%	58	1.09%	225	4.23%	3	0.06%	470	8.83%	3	0.06%	187	3.51%
TOTAL	520742	413031	79.31%	8981	1.72%	1439	0.28%	26108	5.01%	3314	0.64%	32624	6.27%	167	0.03%	35078	6.74%

*** Causes of Delay:**

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

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

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

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

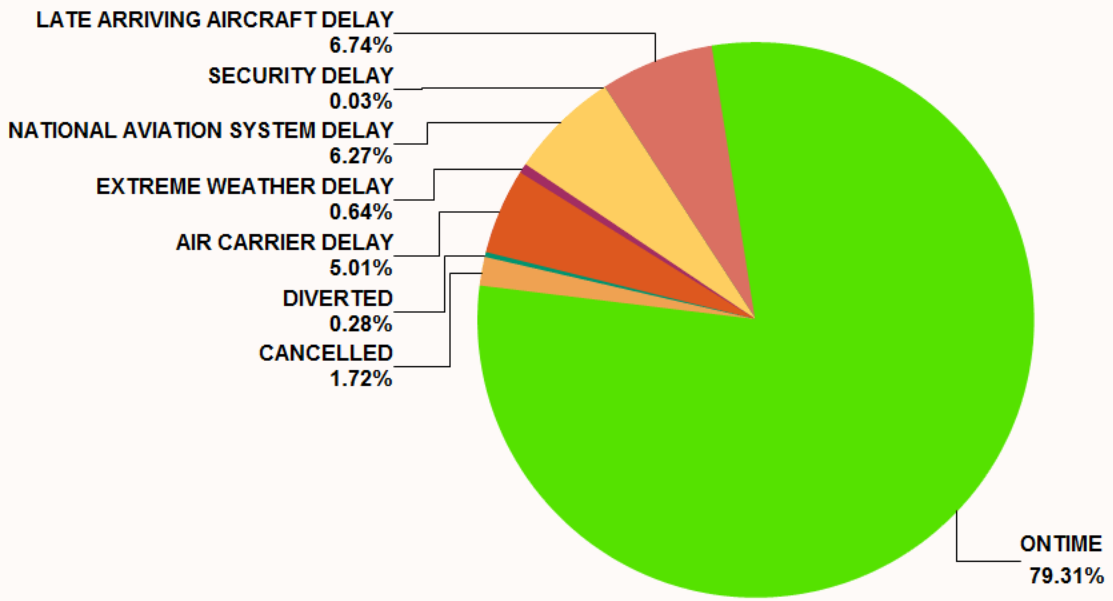
· Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

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

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

FEBRUARY 2018

ONTIME	79.31%
CANCELLED	1.72%
DIVERTED	0.28%
AIR CARRIER DELAY	5.01%
EXTREME WEATHER DELAY	0.64%
NATIONAL AVIATION SYSTEM DELAY	6.27%
SECURITY DELAY	0.03%
LATE ARRIVING AIRCRAFT DELAY	6.74%
Total:	100.00%



*** 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

FEBRUARY 2018

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
REPUBLIC	3491	EWR	MCI	2/17/2018	Origin Airport	250
UNITED	1611	EWR	PHX	2/17/2018	Origin Airport	249
ENDEAVOR	3370	MSP	MCI	2/20/2018	Destination Airport	242
UNITED	2006	EWR	SFO	2/17/2018	Origin Airport	236
REPUBLIC	3485	EWR	DCA	2/17/2018	Origin Airport	233
UNITED	1165	EWR	LAX	2/17/2018	Origin Airport	229
ENDEAVOR	3934	LGA	MCI	2/20/2018	Destination Airport	207
DELTA	679	BOI	MSP	2/22/2018	Origin Airport	205
AMERICAN	2688	SLC	DFW	2/19/2018	Origin Airport	201
UNITED	1764	EWR	PBI	2/17/2018	Origin Airport	200
DELTA	2256	ATL	MCI	2/20/2018	Destination Airport	197
UNITED	1551	EWR	PDX	2/17/2018	Origin Airport	197
UNITED	423	EWR	DFW	2/17/2018	Origin Airport	195
REPUBLIC	3428	EWR	PIT	2/17/2018	Origin Airport	192
UNITED	595	EWR	IAH	2/17/2018	Origin Airport	192
UNITED	506	EWR	SFO	2/17/2018	Origin Airport	192
REPUBLIC	3531	EWR	MSP	2/17/2018	Origin Airport	190
UNITED	665	EWR	LAS	2/17/2018	Origin Airport	188
AMERICAN	1239	ORD	SEA	2/4/2018	Origin Airport	188
SKYWEST	3203	ORD	DTW	2/4/2018	Origin Airport	187
DELTA	2165	MCI	ATL	2/20/2018	Origin Airport	186
DELTA	1364	ATL	MCI	2/20/2018	Destination Airport	185
UNITED	1185	EWR	PHX	2/17/2018	Origin Airport	184
DELTA	2195	MCI	LAX	2/20/2018	Origin Airport	182
DELTA	2850	JFK	DEN	2/17/2018	Origin Airport	181
UNITED	1592	EGE	DEN	2/12/2018	Origin Airport	181
SKYWEST	5544	ORD	CLE	2/4/2018	Origin Airport	181

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2018

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
UNITED	81	EWR	MAN	2/17/2018	Origin Airport	271
UNITED	41	FCO	EWR	2/11/2018	Diversion Airport (PHL)	251
UNITED	14	EWR	LHR	2/17/2018	Origin Airport	247
BRITISH AIRWAYS	184	EWR	LHR	2/17/2018	Origin Airport	246

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

AIR TRAVEL CONSUMER REPORT

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

BY CARRIER

FEBRUARY 2018

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
ENVOY	20681	38	0.18
ENDEAVOR	17375	29	0.17
REPUBLIC	23248	34	0.15
UNITED	41650	50	0.12
SKYWEST	55997	66	0.12
AMERICAN	68389	58	0.08
DELTA	66302	48	0.07
EXPRESSJET	17962	13	0.07
SPIRIT	12971	8	0.06
MESA	14630	9	0.06
FRONTIER	8712	5	0.06
PSA	20546	8	0.04
ALASKA	14056	5	0.04
ALLEGIANT	7047	2	0.03
JETBLUE	22847	5	0.02
SOUTHWEST	97017	10	0.01
HAWAIIAN	5990	0	0.00
VIRGIN AMERICA	5322	0	0.00
TOTAL	520742	388	0.07

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

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

A See Appendix for list of carrier codes.

B See Appendix for a list of largest 30 airports. Data include all reported domestic flight operations to the 30 largest 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 largest 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 other 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 operation records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

30 Largest U.S. Airports

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

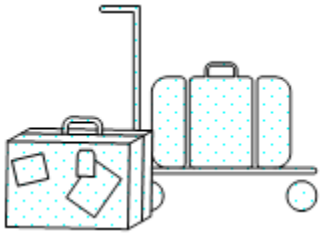
Air Carriers Required to Report Data to DOT and to CRS Vendors*

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

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

MISHANDLED BAGGAGE

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



AIR TRAVEL CONSUMER REPORT

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

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

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

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

ENPLANED PASSENGERS - For the domestic system only.

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

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

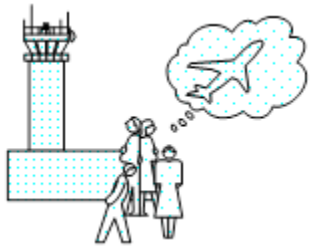
OVERSALES

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

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

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

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



AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

		OCTOBER - DECEMBER 2017				OCTOBER - DECEMBER 2016			
		DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per	DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per
Rank	Airline	Voluntary	Involuntary	Passengers	10,000 Passengers	Voluntary	Involuntary	Passengers	10,000 Passengers
1	**DELTA AIR LINES**	24,793	10	32,506,060	**0.00**	36,471	326	32,044,038	**0.10**
2	**JETBLUE AIRWAYS**	432	3	8,936,805	**0.00**	439	1,036	8,719,175	**1.19**
3	**UNITED AIRLINES**	8,483	44	23,766,600	**0.02**	15,696	891	22,398,395	**0.40**
4	**EXPRESSJET AIRLINES**	3,213	7	2,977,522	**0.02**	8,615	641	5,019,172	**1.28**
5	**HAWAIIAN AIRLINES**	408	9	2,710,707	**0.03**	126	19	2,669,657	**0.07**
6	**SKYWEST AIRLINES**	7,800	68	8,776,536	**0.08**	10,680	758	7,411,535	**1.02**
7	**AMERICAN AIRLINES**	14,215	416	32,802,049	**0.13**	11,806	1,714	31,546,560	**0.54**
8	**ALASKA AIRLINES**	1,552	131	6,103,747	**0.21**	1,600	197	5,665,703	**0.35**
9	**VIRGIN AMERICA**	213	71	2,193,909	**0.32**	611	17	2,017,391	**0.08**
10	**SOUTHWEST AIRLINES**	4,393	1,601	39,969,392	**0.40**	19,116	3,072	38,502,306	**0.80**
11	**SPIRIT AIRLINES**	4,547	385	5,804,607	**0.66**	1,167	196	5,052,694	**0.39**
12	**FRONTIER AIRLINES**	860	403	4,538,268	**0.89**	450	163	3,771,280	**0.43**
	TOTALS	**70,909**	**3,148**	**171,086,202**	**0.18**	**106,777**	**9,030**	**164,817,906**	**0.55**

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

		JANUARY - DECEMBER 2017				JANUARY - DECEMBER 2016			
		DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per	DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per
Rank	Airline	Voluntary	Involuntary	Passengers	10,000 Passengers	Voluntary	Involuntary	Passengers	10,000 Passengers
1	**DELTA AIR LINES**	128,331	689	132,302,215	**0.05**	129,825	1,238	129,281,098	**0.10**
2	**HAWAIIAN AIRLINES**	638	101	11,133,441	**0.09**	326	49	10,824,495	**0.05**
3	**UNITED AIRLINES**	47,057	2,111	93,797,365	**0.23**	62,895	3,765	86,836,527	**0.43**
4	**VIRGIN AMERICA**	1,934	236	8,283,938	**0.28**	2,375	94	7,945,329	**0.12**
5	**SKYWEST AIRLINES**	35,145	985	33,292,890	**0.30**	41,476	2,935	29,986,918	**0.98**
6	**ALASKA AIRLINES**	7,974	789	24,921,671	**0.32**	6,806	931	23,390,900	**0.40**
7	**AMERICAN AIRLINES**	47,459	4,933	130,819,181	**0.38**	54,259	8,312	130,894,653	**0.64**
8	**JETBLUE AIRWAYS**	2,081	1,478	36,191,843	**0.41**	1,705	3,176	34,710,003	**0.92**
9	**SOUTHWEST AIRLINES**	36,482	8,279	155,958,380	**0.53**	88,628	14,979	150,655,354	**0.99**
10	**EXPRESSJET AIRLINES**	19,460	792	14,716,334	**0.54**	33,590	3,182	21,139,038	**1.51**
11	**FRONTIER AIRLINES**	2,376	943	16,598,211	**0.57**	2,096	851	14,666,332	**0.58**
12	**SPIRIT AIRLINES**	12,766	1,887	22,874,254	**0.82**	5,838	1,614	20,287,618	**0.80**
	TOTALS	**341,703**	**23,223**	**680,889,723**	**0.34**	**429,819**	**41,126**	**660,618,265**	**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.**

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS SUMMARY

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

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*

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

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3

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

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

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

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

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6

AIR TRAVEL CONSUMER REPORT/ CONSUMER COMPLAINTS: LARGE U.S. OPERATING CARRIERS*

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

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

*** All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily. (-) Airline was not a ranked carrier in 2017.**

AIR TRAVEL CONSUMER REPORT

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

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

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

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

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

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

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

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

Carrier	Death	Injury
Hawaiian Airlines	1	0
Totals:	1	0

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

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

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

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

NOTES

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

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

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

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