



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

**Issued: May 2017**



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

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

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

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

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

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## **INTRODUCTION**

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

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

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

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

## FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at [https://apps.bts.gov/pdc/user/products/src/category.xml?pdc\\_start=1&pdc\\_end=15&pdc\\_page=1&c=1&pdc\\_sort=2+DESC,+4+DESC](https://apps.bts.gov/pdc/user/products/src/category.xml?pdc_start=1&pdc_end=15&pdc_page=1&c=1&pdc_sort=2+DESC,+4+DESC). CDs for earlier months can be purchased by sending an email to: [Orders@bts.gov](mailto:Orders@bts.gov). Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>

Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp)

Information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights have a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.

## AIR TRAVEL CONSUMER REPORT

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

MARCH 2017

CARRIER*	AT 30 REPORTABLE AIRPORTS		AT ALL US AIRPORTS	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ONTIME	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ONTIME
DELTA AIR LINES	30	86.0	149	86.9
HAWAIIAN AIRLINES	8	63.8	17	84.7
UNITED AIRLINES	27	80.8	93	81.0
AMERICAN AIRLINES	28	80.1	90	80.2
ALASKA AIRLINES	25	78.8	65	79.8
SOUTHWEST AIRLINES	25	79.3	87	79.6
FRONTIER AIRLINES	24	78.9	47	79.3
SKYWEST AIRLINES	25	77.8	198	78.5
EXPRESSJET AIRLINES	15	75.9	153	75.8
SPIRIT AIRLINES	21	74.6	36	75.0
JETBLUE AIRWAYS	25	69.8	64	70.8
VIRGIN AMERICA	17	65.3	21	65.5
<b>TOTAL</b>		<b>79.6</b>		<b>79.9</b>

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

\* 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

MARCH 2017

CARRIER	2nd Quarter 04-06 2016		3rd Quarter 07-09 2016		4th Quarter 10-12 2016		1st Quarter 01-03 2017		Jan-17		Feb-17		Mar-17		12 Months Ending Mar 2017	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	88.7	2	89.1	2	83.8	3	78.4	6	77.6	5	77.6	10	79.8	5	85.1	3
AMERICAN	78.8	9	74.9	10	83.1	4	81.4	3	79.2	3	85.2	2	80.2	4	79.4	7
DELTA	87.4	3	83.7	4	88.5	2	85.7	1	80.7	2	89.5	1	86.9	1	86.3	2
EXPRESSJET	82.3	6	75.6	9	80.4	8	76.7	7	72.8	9	82.4	3	75.8	9	78.8	8
FRONTIER	80.3	7	66.9	12	75.7	11	76.7	8	69.3	11	82.3	5	79.3	7	74.6	11
HAWAIIAN	92.4	1	90.9	1	89.9	1	83.0	2	85.7	1	78.2	9	84.7	2	89.1	1
JETBLUE	78.0	10	73.0	11	77.4	10	72.0	11	72.8	8	72.3	11	70.8	11	75.1	10
SKYWEST	85.1	4	84.2	3	80.2	9	76.5	9	71.0	10	79.8	8	78.5	8	81.5	4
SOUTHWEST	78.9	8	78.5	6	81.9	6	78.7	5	74.6	6	82.4	4	79.6	6	79.5	6
SPIRIT	74.4	12	76.3	8	80.5	7	76.3	10	72.8	7	81.6	6	75.0	10	76.9	9
UNITED	82.6	5	79.4	5	81.9	5	80.3	4	78.4	4	81.5	7	81.0	3	81.0	5
VIRGIN AMERICA	75.2	11	77.1	7	75.3	12	64.7	12	63.9	12	64.6	12	65.5	12	73.2	12
<b>TOTAL</b>	<b>81.9</b>		<b>79.2</b>		<b>82.5</b>		<b>79.4</b>		<b>76.0</b>		<b>82.6</b>		<b>79.9</b>		<b>80.8</b>	

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

\* 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)

MARCH 2017

ARRIVAL AIRPORT*																				
CARRIER*	ATL		BOS		BWI		CLT		DAL		DCA		DEN		DFW		DTW		EWR	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	62	79.0	119	84.9	75	88.0	0	0.0	0	0.0	124	83.1	137	85.4	124	86.3	31	77.4	140	62.1
AMERICAN	1205	79.0	2185	71.9	479	73.7	8467	83.7	0	0.0	2330	77.5	900	79.6	11722	85.4	594	79.5	630	58.9
DELTA	20893	91.4	1462	78.7	601	88.7	459	88.2	147	93.2	800	87.6	879	83.5	406	90.1	4825	88.2	446	66.6
EXPRESSJET	4488	82.1	179	76.5	76	63.2	163	52.8	0	0.0	356	65.7	0	0.0	1798	77.4	734	78.6	1928	57.4
FRONTIER	230	76.1	0	0.0	0	0.0	49	81.6	0	0.0	93	91.4	1589	78.7	37	67.6	81	72.8	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	10	90.0	4200	71.5	259	71.0	120	70.8	0	0.0	918	78.3	89	67.4	54	79.6	116	64.7	891	58.9
SKYWEST	829	80.8	4	100.0	91	70.3	172	80.8	0	0.0	321	77.9	3324	84.1	394	79.4	2885	78.6	40	40.0
SOUTHWEST	3733	82.6	959	71.5	6081	81.9	216	78.2	5424	82.9	1284	78.1	5748	79.6	0	0.0	639	77.8	492	61.0
SPIRIT	589	76.7	372	72.6	513	75.4	0	0.0	0	0.0	0	0.0	341	78.0	545	76.0	841	77.5	209	57.9
UNITED	391	78.0	969	77.3	197	80.7	98	78.6	0	0.0	231	83.5	5576	86.0	413	85.5	157	84.1	4939	70.6
VIRGIN AMERICA	0	0.0	139	71.2	0	0.0	0	0.0	387	74.4	116	78.4	87	67.8	0	0.0	0	0.0	218	52.8
<b>TOTAL</b>	<b>32430</b>	<b>87.8</b>	<b>10588</b>	<b>73.4</b>	<b>8372</b>	<b>80.9</b>	<b>9744</b>	<b>83.0</b>	<b>5958</b>	<b>82.6</b>	<b>6573</b>	<b>78.9</b>	<b>18670</b>	<b>82.3</b>	<b>15493</b>	<b>84.0</b>	<b>10903</b>	<b>82.6</b>	<b>9933</b>	<b>64.7</b>

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

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT**  
**(REPORTABLE AIRPORTS ONLY)**  
**MARCH 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	43	81.4	31	80.6	54	85.2	31	83.9	424	81.8	757	66.4	0	0.0	97	78.4	0	0.0	0	0.0
AMERICAN	781	83.0	236	76.3	637	81.3	1537	68.1	1307	81.6	3158	74.2	1911	64.5	1713	79.0	0	0.0	4645	81.5
DELTA	1093	88.0	201	92.0	269	90.7	2643	74.5	1184	85.8	2673	66.4	2277	65.6	1688	86.1	211	93.4	889	85.7
EXPRESSJET	0	0.0	18	83.3	4239	85.4	0	0.0	0	0.0	0	0.0	1403	51.5	12	75.0	73	69.9	0	0.0
FRONTIER	31	77.4	29	75.9	84	79.8	0	0.0	576	78.5	137	73.0	62	64.5	888	81.8	0	0.0	155	80.0
HAWAIIAN	0	0.0	0	0.0	0	0.0	31	51.6	78	65.4	124	68.5	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	2183	72.7	178	70.8	0	0.0	3680	67.5	417	76.5	499	63.3	534	56.6	1753	72.4	0	0.0	0	0.0
SKYWEST	0	0.0	14	92.9	820	76.7	0	0.0	43	81.4	2862	60.9	101	57.4	0	0.0	110	80.9	3	66.7
SOUTHWEST	2143	80.7	177	79.1	0	0.0	0	0.0	6478	81.7	3648	63.2	924	59.8	4009	85.1	6907	82.5	0	0.0
SPIRIT	1391	77.7	0	0.0	439	74.7	0	0.0	961	77.5	805	66.5	341	65.1	866	76.1	0	0.0	0	0.0
UNITED	711	82.4	1773	86.0	5008	87.4	0	0.0	986	83.0	2212	72.0	668	64.8	1186	82.5	0	0.0	497	80.3
VIRGIN AMERICA	178	58.4	116	67.2	0	0.0	390	63.8	397	69.0	1200	60.4	90	62.2	31	77.4	0	0.0	0	0.0
<b>TOTAL</b>	<b>8554</b>	<b>79.0</b>	<b>2773</b>	<b>83.3</b>	<b>11550</b>	<b>85.1</b>	<b>8312</b>	<b>69.7</b>	<b>12851</b>	<b>81.1</b>	<b>18075</b>	<b>66.5</b>	<b>8311</b>	<b>61.5</b>	<b>12243</b>	<b>81.4</b>	<b>7301</b>	<b>82.6</b>	<b>6189</b>	<b>81.9</b>

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



## AIR TRAVEL CONSUMER REPORT

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

MARCH 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	52	86.5	165	85.5	1287	82.8	32	96.9	279	79.6	520	77.3	4850	79.3	494	71.1	213	82.2	31	96.8
AMERICAN	813	80.2	5305	79.4	328	80.8	3810	77.1	5152	87.3	779	80.4	626	75.4	1112	69.2	432	80.6	1083	81.1
DELTA	5188	88.4	555	85.4	541	82.1	528	82.2	800	89.3	638	88.9	1518	85.4	807	81.0	3982	88.0	1101	86.8
EXPRESSJET	404	79.0	2281	78.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER	88	75.0	297	81.8	55	76.4	283	82.7	326	78.5	93	78.5	67	71.6	130	71.5	132	78.0	199	78.9
HAWAIIAN	0	0.0	0	0.0	31	71.0	0	0.0	31	61.3	31	61.3	62	48.4	62	72.6	0	0.0	0	0.0
JETBLUE	0	0.0	178	64.0	92	73.9	236	66.1	62	72.6	147	66.0	142	71.1	535	71.6	217	71.0	462	67.7
SKYWEST	3092	84.5	6587	72.4	900	87.0	93	74.2	1321	88.9	575	83.0	1571	82.1	3333	67.8	3741	88.8	0	0.0
SOUTHWEST	826	77.1	0	0.0	1104	75.8	819	72.9	5562	80.3	2976	80.3	858	72.5	1418	68.2	961	80.1	2809	81.8
SPIRIT	426	73.2	806	73.3	62	79.0	233	74.2	124	65.3	124	73.4	124	72.6	0	0.0	0	0.0	452	79.6
UNITED	324	85.2	5704	82.9	456	82.7	327	81.7	705	83.4	753	82.2	690	80.4	4470	77.8	301	88.0	647	81.1
VIRGIN AMERICA	0	0.0	89	61.8	90	66.7	0	0.0	0	0.0	168	67.9	196	78.6	1727	65.2	0	0.0	0	0.0
<b>TOTAL</b>	<b>11213</b>	<b>84.8</b>	<b>21967</b>	<b>77.9</b>	<b>4946</b>	<b>81.1</b>	<b>6361</b>	<b>77.0</b>	<b>14362</b>	<b>84.0</b>	<b>6804</b>	<b>80.5</b>	<b>10704</b>	<b>79.4</b>	<b>14088</b>	<b>71.9</b>	<b>9979</b>	<b>86.6</b>	<b>6784</b>	<b>81.3</b>

\* 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)**

MARCH 2017

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	89.8	77.8	87.9	85.9	98.7	0.0	90.8	88.0	84.2	77.1	69.9	83.0	92.2	79.4	97.5	87.9
0700-0759	92.9	81.8	90.9	85.7	96.7	78.3	91.7	91.2	85.4	81.6	84.7	84.7	89.4	80.3	91.3	86.8
0800-0859	91.7	86.5	89.7	86.9	93.3	86.4	90.3	93.6	92.4	83.4	88.6	90.2	91.3	82.5	93.8	71.1
0900-0959	91.0	87.1	88.7	76.5	91.1	87.4	87.7	87.4	89.5	82.7	89.1	78.6	88.9	84.6	89.4	63.4
1000-1059	92.3	85.4	87.7	84.5	95.2	84.8	85.8	86.1	86.0	86.8	87.5	89.8	85.8	86.7	87.3	64.6
1100-1159	92.0	83.8	84.7	79.0	91.1	80.6	84.0	90.4	85.3	84.3	83.5	90.5	89.6	74.4	87.3	65.7
1200-1259	88.1	80.0	87.4	88.3	91.7	85.8	85.1	87.0	87.6	75.3	81.6	89.3	87.2	81.3	85.4	60.8
1300-1359	90.5	79.6	87.8	84.1	83.1	84.1	80.1	87.8	86.9	73.1	84.4	91.1	83.2	79.1	83.3	66.0
1400-1459	91.5	79.5	81.8	82.6	85.7	81.1	79.5	88.6	83.7	66.3	84.8	87.6	89.8	79.9	80.4	66.2
1500-1559	88.1	79.8	84.1	85.4	84.4	77.6	79.1	83.5	85.4	59.5	83.2	89.0	84.4	73.8	79.6	70.1
1600-1659	89.1	72.7	79.5	83.8	79.1	76.0	78.5	83.5	85.5	55.1	82.2	81.1	81.8	70.4	77.2	69.6
1700-1759	85.9	68.7	77.8	81.8	79.2	80.2	80.0	77.8	80.4	52.5	76.7	78.9	83.4	66.5	77.8	66.4
1800-1859	86.7	62.0	75.4	81.5	74.9	75.1	81.6	80.2	81.4	49.1	70.3	75.3	84.5	60.1	79.1	64.4
1900-1959	81.3	62.9	75.7	76.7	77.5	74.7	80.1	78.9	76.3	46.3	72.0	82.0	77.1	57.8	76.8	65.3
2000-2059	81.9	61.9	74.0	79.9	73.2	76.3	70.3	77.5	79.0	49.4	66.1	81.0	82.5	56.9	70.8	59.8
2100-2159	81.5	61.6	69.7	78.1	68.8	71.2	81.3	79.7	78.7	50.1	76.5	86.0	73.5	47.7	73.0	59.1
2200-2259	78.9	63.2	71.4	80.8	74.0	75.0	77.3	77.8	78.5	59.9	74.9	71.6	72.0	53.0	74.7	60.7
2300-0559	74.0	71.1	75.7	80.2	66.9	74.0	72.5	80.5	72.7	67.4	68.9	80.1	82.5	70.9	72.0	68.5
<b>TOTAL</b>	<b>87.8</b>	<b>73.4</b>	<b>80.9</b>	<b>83.0</b>	<b>82.6</b>	<b>78.9</b>	<b>82.3</b>	<b>84.0</b>	<b>82.6</b>	<b>64.7</b>	<b>79.0</b>	<b>83.3</b>	<b>85.1</b>	<b>69.7</b>	<b>81.1</b>	<b>66.5</b>

\* 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)  
MARCH 2017

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	87.5	79.3	91.2	75.7	88.2	83.6	95.7	90.7	93.0	76.9	85.7	90.1	100.0	100.0	86.0
0700-0759	77.8	84.1	87.3	83.2	88.1	79.9	94.1	85.9	92.4	88.1	91.1	93.2	95.0	97.0	88.3
0800-0859	78.5	93.1	88.1	91.0	88.6	82.2	92.7	81.0	92.6	86.4	81.9	88.0	95.5	90.7	87.8
0900-0959	73.4	91.1	92.2	89.3	90.1	83.5	94.2	86.2	92.1	87.6	85.0	76.8	92.2	90.9	86.3
1000-1059	66.5	87.1	90.5	88.3	85.6	82.2	82.9	82.1	90.4	85.9	81.5	68.1	90.7	89.9	84.2
1100-1159	65.2	86.3	90.2	85.9	92.9	77.8	85.5	86.5	89.1	81.7	84.5	71.0	86.8	86.2	83.7
1200-1259	65.1	81.0	88.2	78.7	90.7	82.2	85.1	79.3	89.0	83.9	82.7	63.4	85.4	84.6	82.4
1300-1359	63.5	81.6	83.4	80.7	86.1	84.0	87.4	83.4	81.6	82.4	85.0	68.1	89.0	83.5	82.3
1400-1459	60.0	83.6	84.8	82.8	88.8	79.1	78.4	77.9	82.3	80.4	81.4	70.6	86.4	80.9	81.2
1500-1559	56.3	85.8	85.9	77.4	84.5	76.6	74.4	81.1	84.0	81.1	75.1	72.8	84.9	84.0	80.2
1600-1659	60.0	84.3	84.4	79.4	84.5	75.9	83.2	71.1	82.6	77.9	77.9	69.9	85.3	84.3	78.4
1700-1759	61.4	80.7	79.6	82.4	86.7	74.0	76.8	68.2	81.9	79.7	78.1	73.6	88.0	84.5	76.8
1800-1859	54.2	80.1	78.9	82.5	77.6	72.4	79.4	73.5	78.6	83.3	79.8	71.0	83.7	77.1	75.8
1900-1959	54.5	76.8	75.5	78.7	79.2	68.5	81.0	68.4	80.4	78.9	78.3	70.4	85.7	75.8	74.7
2000-2059	52.2	77.3	74.5	74.6	79.7	75.4	80.2	71.6	77.9	75.3	76.0	69.3	85.8	77.2	73.4
2100-2159	51.2	76.3	75.1	80.3	78.9	76.6	75.8	74.2	77.6	76.2	75.1	65.9	81.3	75.5	72.9
2200-2259	57.5	71.8	73.6	82.4	82.6	76.2	74.5	69.2	76.9	72.5	73.3	61.6	80.3	69.1	70.7
2300-0559	62.8	74.6	76.8	77.9	78.4	80.5	75.4	79.2	71.9	75.8	76.0	71.9	72.5	74.2	73.6
<b>TOTAL</b>	<b>61.5</b>	<b>81.4</b>	<b>82.6</b>	<b>81.9</b>	<b>84.8</b>	<b>77.9</b>	<b>81.1</b>	<b>77.0</b>	<b>84.0</b>	<b>80.5</b>	<b>79.4</b>	<b>71.9</b>	<b>86.6</b>	<b>81.3</b>	<b>79.6</b>

\* 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)

MARCH 2017

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	91.4	90.1	87.3	89.8	94.8	90.6	92.7	90.0	88.9	88.9	93.8	93.6	93.7	85.5	95.0	92.4
0700-0759	90.6	87.5	89.0	92.6	92.1	91.4	91.1	91.1	90.1	86.5	91.0	89.6	90.5	83.8	89.7	89.3
0800-0859	90.7	84.0	86.5	93.7	92.9	88.2	89.2	90.4	85.7	78.9	92.8	86.7	91.3	83.8	89.2	83.4
0900-0959	89.8	80.9	83.3	89.4	92.6	86.0	85.8	87.1	86.3	79.1	86.8	85.0	88.4	80.7	90.9	71.2
1000-1059	88.5	80.0	86.2	80.4	87.9	84.0	85.8	86.2	85.2	79.0	83.4	73.7	84.6	77.5	85.8	61.3
1100-1159	88.2	80.2	83.6	87.2	81.8	83.9	81.8	82.0	84.8	79.4	79.6	86.5	84.2	78.5	85.0	62.0
1200-1259	86.8	77.3	80.1	78.3	85.7	80.5	79.2	82.3	84.4	78.4	74.3	87.6	80.4	75.1	83.2	64.0
1300-1359	84.7	76.3	79.5	84.2	80.6	82.6	79.0	82.5	83.4	75.3	76.8	89.2	83.0	70.1	81.3	59.7
1400-1459	85.3	69.8	78.1	81.2	77.7	78.6	79.5	81.7	82.4	69.4	69.1	81.8	80.2	76.2	77.8	60.8
1500-1559	83.6	70.5	75.1	68.8	80.2	74.3	79.3	76.1	78.6	64.4	74.7	84.2	83.6	71.1	75.5	67.4
1600-1659	84.5	70.8	78.9	82.0	75.3	73.7	72.7	78.3	80.9	62.8	70.4	81.4	75.9	70.3	74.2	67.9
1700-1759	81.6	62.4	73.5	77.2	67.0	73.6	78.2	72.4	76.1	54.0	70.9	81.2	77.0	69.5	71.8	73.1
1800-1859	77.9	63.8	72.6	77.2	69.5	70.5	77.9	75.2	72.6	54.7	64.1	75.8	81.2	64.8	74.8	67.0
1900-1959	82.2	57.0	71.3	72.4	66.8	77.3	80.2	71.5	72.5	46.8	65.1	78.4	79.3	66.6	73.0	63.8
2000-2059	74.8	59.6	73.0	75.5	71.3	80.7	79.0	75.3	77.6	47.6	66.3	63.9	75.7	60.0	71.7	64.9
2100-2159	82.6	57.9	70.3	81.8	57.9	76.7	70.4	50.0	69.2	53.7	61.2	100.0	82.7	55.6	70.7	67.2
2200-2259	81.8	79.4	72.4	80.2	54.5	76.0	80.7	79.5	77.8	47.1	73.3	85.0	33.3	52.7	73.2	69.2
2300-0559	82.8	88.5	88.6	90.2	0.0	91.8	88.7	86.2	98.2	86.2	87.4	88.9	89.8	79.3	84.9	79.0
<b>TOTAL</b>	<b>84.9</b>	<b>75.3</b>	<b>79.7</b>	<b>82.8</b>	<b>80.0</b>	<b>81.5</b>	<b>81.9</b>	<b>81.3</b>	<b>81.6</b>	<b>68.9</b>	<b>76.5</b>	<b>83.5</b>	<b>83.1</b>	<b>73.1</b>	<b>81.2</b>	<b>70.7</b>

\* 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)  
MARCH 2017

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	87.5	92.7	92.5	92.1	89.7	87.9	93.5	88.3	94.4	93.3	91.8	93.5	93.1	95.8	91.4
0700-0759	87.6	90.1	87.4	87.1	90.3	85.9	93.6	89.5	93.4	88.1	88.3	89.1	92.0	92.6	89.5
0800-0859	82.5	88.7	85.9	87.6	86.9	81.4	87.1	82.0	90.3	88.5	89.1	85.5	89.8	93.2	87.0
0900-0959	76.8	87.6	84.3	85.8	86.3	81.0	89.1	85.1	88.8	82.5	82.8	78.0	90.1	89.9	84.7
1000-1059	70.7	85.4	85.3	83.6	87.0	79.2	87.8	83.3	87.8	83.1	85.9	76.6	80.9	88.4	83.0
1100-1159	64.1	82.6	85.7	84.0	87.4	75.9	86.1	78.3	85.6	83.3	81.6	67.6	87.2	88.2	81.5
1200-1259	65.9	78.6	82.8	84.6	89.3	77.3	73.9	81.3	87.0	81.1	80.9	68.7	74.7	78.7	79.4
1300-1359	61.4	75.8	78.5	73.9	87.2	79.2	87.1	79.7	85.2	76.9	84.0	66.5	86.0	80.3	79.0
1400-1459	63.2	78.5	74.8	78.6	83.1	78.9	73.8	78.0	77.5	79.2	80.7	69.4	82.8	76.4	77.1
1500-1559	55.0	74.4	74.7	77.5	84.3	74.4	79.0	74.1	77.7	80.0	81.6	72.5	86.8	76.1	76.9
1600-1659	56.7	81.8	77.9	71.6	77.3	73.4	74.7	74.8	84.1	76.0	80.4	75.7	80.2	79.5	75.9
1700-1759	57.0	78.0	73.1	71.0	80.7	72.2	79.0	69.3	78.1	79.5	77.7	74.9	83.2	80.6	74.4
1800-1859	57.8	70.0	72.1	69.3	82.1	69.7	75.4	68.1	79.0	81.8	78.0	72.6	81.0	73.3	72.3
1900-1959	55.5	73.5	74.8	80.4	74.2	72.9	77.4	74.6	74.4	79.2	81.5	71.1	75.2	71.5	72.9
2000-2059	45.2	70.8	69.6	76.4	79.7	69.5	86.5	64.8	78.4	78.2	77.0	69.3	84.8	71.7	72.7
2100-2159	49.7	75.5	77.2	72.4	82.7	74.4	69.1	73.2	78.7	76.8	76.1	69.2	83.7	71.3	73.3
2200-2259	0.0	74.7	76.0	0.0	86.2	83.2	85.3	0.0	77.5	88.1	84.6	78.0	87.4	76.7	78.5
2300-0559	83.3	91.0	91.7	92.4	94.0	91.2	94.6	89.2	88.5	0.0	85.6	83.8	85.2	98.4	86.5
<b>TOTAL</b>	<b>66.7</b>	<b>80.7</b>	<b>79.7</b>	<b>79.8</b>	<b>84.5</b>	<b>77.2</b>	<b>84.9</b>	<b>77.9</b>	<b>84.1</b>	<b>83.2</b>	<b>83.5</b>	<b>76.1</b>	<b>86.1</b>	<b>82.9</b>	<b>79.9</b>

\* 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/ MARCH 2017

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

None

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**

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 the BTS website <http://www.bts.gov>

## 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 / MARCH 2017

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
<b>CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS</b>								
EXPRESSJET	4372	Feb	DCA-EWR	1655	17	10	58.82	97.14
EXPRESSJET	4372	Mar	DCA-EWR	1645	24	13	54.17	136.75
EXPRESSJET	4254	Feb	DCA-EWR	1938	23	12	52.17	111.80
EXPRESSJET	4254	Mar	DCA-EWR	1940	27	16	59.26	99.33
EXPRESSJET	4191	Feb	PWM-EWR	1740	28	16	57.14	89.36
EXPRESSJET	4191	Mar	PWM-EWR	1745	30	17	56.67	151.43
EXPRESSJET	4455	Feb	STL-EWR	1540	24	17	70.83	138.81
EXPRESSJET	4326	Mar	STL-EWR	1535	30	18	60.00	100.93
JETBLUE	1973	Feb	EWR-TPA	1956	28	16	57.14	78.21
JETBLUE	1973	Mar	EWR-TPA	1945	31	18	58.06	137.00
JETBLUE	12	Feb	RSW-EWR	1605	28	15	53.57	79.71
JETBLUE	12	Mar	RSW-EWR	1600	31	20	64.52	114.58
SPIRIT	526	Feb	FLL-EWR	1704	28	16	57.14	92.40
SPIRIT	526	Mar	FLL-EWR	1634	31	18	58.06	121.47
UNITED	1551	Feb	BOS-EWR	1440	22	12	54.55	69.64
UNITED	1551	Mar	BOS-EWR	1423	23	15	65.22	135.43
UNITED	848	Feb	RDU-EWR	1607	23	14	60.87	104.64
UNITED	690	Mar	RDU-EWR	1551	28	17	60.71	124.06
VIRGIN AMERICA	195	Feb	EWR-SFO	1900	24	15	62.50	109.62
VIRGIN AMERICA	195	Mar	EWR-SFO	1900	27	18	66.67	103.94

\* 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 the BTS website <http://www.bts.gov>

## AIR TRAVEL CONSUMER REPORT

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

MARCH 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
EXPRESSJET	1190	23	1.9
JETBLUE	859	12	1.3
VIRGIN AMERICA	195	2	1.0
SOUTHWEST	3863	34	0.8
SKYWEST	1924	10	0.5
ALASKA	507	1	0.1
UNITED	1631	2	0.1
DELTA	2639	0	0.0
AMERICAN	2568	0	0.0
SPIRIT	418	0	0.0
FRONTIER	244	0	0.0
HAWAIIAN	207	0	0.0
<b>TOTAL</b>	<b>16245</b>	<b>84</b>	<b>0.5</b>

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



## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

MARCH 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	95.2	93.5	62	62
Adak Island, AK (ADK)	100.0	100.0	9	9
Aguadilla, PR (BQN)	60.7	64.3	140	140
Akron, OH (CAK)	79.3	82.8	584	581
Albany, GA (ABY)	80.9	85.4	89	89
Albany, NY (ALB)	78.7	82.2	836	835
Albuquerque, NM (ABQ)	80.8	83.5	1,483	1,483
Alexandria, LA (AEX)	83.4	85.5	289	289
Allentown/Bethlehem/Easton, PA (ABE)	81.5	80.8	168	167
Alpena, MI (APN)	77.8	81.5	54	54
Amarillo, TX (AMA)	84.8	88.5	243	243
Anchorage, AK (ANC)	84.5	90.2	1,223	1,222
Appleton, WI (ATW)	78.1	83.3	151	150
Arcata/Eureka, CA (ACV)	71.7	68.8	92	93
Asheville, NC (AVL)	83.1	79.4	307	306
Aspen, CO (ASE)	72.2	69.3	792	791
Atlanta, GA (ATL)	87.8	84.9	32,430	32,457
Atlantic City, NJ (ACY)	74.8	86.5	310	310
Augusta, GA (AGS)	82.9	83.8	211	210
Austin, TX (AUS)	82.4	83.8	4,145	4,143
Bakersfield, CA (BFL)	80.8	89.7	156	156
Baltimore, MD (BWI)	80.9	79.7	8,372	8,368
Bangor, ME (BGR)	40.0	45.0	20	20
Barrow, AK (BRW)	74.7	81.0	79	79
Baton Rouge, LA (BTR)	77.4	81.9	553	554
Bellingham, WA (BLI)	85.7	96.2	77	78
Bemidji, MN (BJI)	93.5	87.1	62	62
Bend/Redmond, OR (RDM)	85.1	85.5	248	248
Bethel, AK (BET)	87.1	88.2	85	85
Billings, MT (BIL)	87.2	93.4	274	274
Binghamton, NY (BGM)	68.3	70.7	82	82
Birmingham, AL (BHM)	81.1	85.6	1,007	1,009

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bismarck/Mandan, ND (BIS)	75.0	85.5	116	117
Bloomington/Normal, IL (BMI)	68.2	74.1	170	170
Boise, ID (BOI)	81.8	86.2	1,266	1,265
Boston, MA (BOS)	73.4	75.2	10,588	10,596
Bozeman, MT (BZN)	85.1	86.4	403	403
Brainerd, MN (BRD)	94.4	92.6	54	54
Bristol/Johnson City/Kingsport, TN (TRI)	81.9	85.1	188	188
Brownsville, TX (BRO)	82.1	89.2	112	111
Brunswick, GA (BQK)	73.0	75.3	89	89
Buffalo, NY (BUF)	76.5	78.6	1,497	1,497
Bullhead City, AZ (IFP)	90.3	90.3	31	31
Burbank, CA (BUR)	80.1	82.0	2,086	2,086
Burlington, VT (BTV)	73.1	72.8	264	265
Butte, MT (BTM)	96.6	98.3	58	58
Casper, WY (CPR)	87.2	91.8	86	85
Cedar City, UT (CDC)	85.2	90.7	54	54
Cedar Rapids/Iowa City, IA (CID)	72.5	77.8	273	275
Charleston, SC (CHS)	79.1	82.5	1,052	1,053
Charleston/Dunbar, WV (CRW)	81.4	82.4	204	204
Charlotte Amalie, VI (STT)	82.8	86.1	517	517
Charlotte, NC (CLT)	83.0	82.8	9,744	9,739
Charlottesville, VA (CHO)	73.2	76.4	198	199
Chattanooga, TN (CHA)	78.2	81.6	476	474
Chicago, IL (MDW)	82.6	79.7	7,301	7,302
Chicago, IL (ORD)	77.9	77.2	21,967	21,993
Christiansted, VI (STX)	82.7	86.4	110	110
Cincinnati, OH (CVG)	84.4	86.3	1,418	1,419
Cleveland, OH (CLE)	78.2	79.8	2,790	2,793
Cody, WY (COD)	95.2	95.2	62	62
College Station/Bryan, TX (CLL)	93.6	92.7	109	109
Colorado Springs, CO (COS)	80.1	81.7	717	717
Columbia, MO (COU)	55.6	96.2	27	26

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

MARCH 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Columbia, SC (CAE)	77.1	85.4	349	349
Columbus, GA (CSG)	78.2	75.6	119	119
Columbus, MS (GTR)	79.8	87.6	89	89
Columbus, OH (CMH)	81.1	82.8	2,050	2,051
Cordova, AK (CDV)	82.3	85.5	62	62
Corpus Christi, TX (CRP)	79.2	85.3	279	279
Dallas, TX (DAL)	82.6	80.0	5,958	5,958
Dallas/Fort Worth, TX (DFW)	84.0	81.3	15,493	15,496
Dayton, OH (DAY)	82.2	85.9	445	446
Daytona Beach, FL (DAB)	90.8	90.3	185	185
Deadhorse, AK (SCC)	71.0	80.6	62	62
Denver, CO (DEN)	82.3	81.9	18,670	18,659
Des Moines, IA (DSM)	80.2	85.2	681	682
Detroit, MI (DTW)	82.6	81.6	10,903	10,901
Devils Lake, ND (DVL)	79.6	72.2	54	54
Dothan, AL (DHN)	80.8	83.3	120	120
Duluth, MN (DLH)	85.4	86.6	219	217
Durango, CO (DRO)	91.7	93.8	96	96
Eagle, CO (EGE)	78.4	80.0	320	320
Eau Claire, WI (EAU)	79.3	82.8	58	58
El Paso, TX (ELP)	81.1	84.5	940	941
Elko, NV (EKO)	87.9	91.4	58	58
Elmira/Corning, NY (ELM)	69.4	74.6	72	71
Erie, PA (ERI)	79.4	82.9	141	140
Escanaba, MI (ESC)	66.7	70.4	54	54
Eugene, OR (EUG)	84.5	84.9	277	278
Evansville, IN (EVV)	78.1	83.4	302	301
Fairbanks, AK (FAI)	90.3	91.5	176	176
Fargo, ND (FAR)	81.4	87.0	301	300
Fayetteville, AR (XNA)	81.0	84.7	474	472
Fayetteville, NC (FAY)	83.9	80.6	124	124
Flagstaff, AZ (FLG)	89.5	92.7	124	124

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Flint, MI (FNT)	82.9	88.2	434	434
Fort Lauderdale, FL (FLL)	79.0	76.5	8,554	8,545
Fort Myers, FL (RSW)	82.6	82.0	4,102	4,095
Fort Smith, AR (FSM)	74.4	88.9	90	90
Fort Wayne, IN (FWA)	72.0	79.2	500	500
Fresno, CA (FAT)	82.2	83.7	676	676
Gainesville, FL (GNV)	82.3	84.7	203	203
Garden City, KS (GCK)	85.5	88.7	62	62
Gillette, WY (GCC)	94.4	94.4	89	90
Grand Forks, ND (GFK)	85.6	89.7	118	117
Grand Junction, CO (GJT)	93.2	94.9	234	235
Grand Rapids, MI (GRR)	82.8	86.1	1,020	1,023
Great Falls, MT (GTF)	89.3	93.2	131	132
Green Bay, WI (GRB)	73.6	78.6	397	397
Greensboro/High Point, NC (GSO)	75.5	77.2	486	487
Greer, SC (GSP)	85.9	87.3	403	403
Guam, TT (GUM)	74.2	80.6	31	31
Gulfport/Biloxi, MS (GPT)	89.2	90.1	213	213
Gunnison, CO (GUC)	79.1	88.4	43	43
Hancock/Houghton, MI (CMX)	71.0	74.2	62	62
Harlingen/San Benito, TX (HRL)	86.0	92.1	228	228
Harrisburg, PA (MDT)	82.1	84.8	257	256
Hartford, CT (BDL)	75.7	81.1	1,821	1,822
Hattiesburg/Laurel, MS (PIB)	68.5	83.3	54	54
Hayden, CO (HDN)	87.0	87.7	162	162
Hays, KS (HYS)	90.9	94.4	55	54
Helena, MT (HLN)	91.1	93.1	146	145
Hibbing, MN (HIB)	87.0	92.7	54	55
Hilo, HI (ITO)	87.4	88.6	532	501
Hobbs, NM (HOB)	85.2	88.9	54	54
Honolulu, HI (HNL)	83.3	89.1	4,036	4,034
Houston, TX (HOU)	80.1	79.7	4,647	4,648

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

MARCH 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Houston, TX (IAH)	85.1	83.1	11,550	11,543
Huntsville, AL (HSV)	88.0	90.9	308	309
Idaho Falls, ID (IDA)	89.2	90.3	195	195
Indianapolis, IN (IND)	82.2	83.5	2,346	2,347
International Falls, MN (INL)	92.6	92.5	54	53
Iron Mountain/Kingsfd, MI (IMT)	86.2	79.3	58	58
Islip, NY (ISP)	78.5	83.1	409	409
Ithaca/Cortland, NY (ITH)	70.4	76.5	81	81
Jackson, WY (JAC)	83.4	78.0	337	337
Jackson/Vicksburg, MS (JAN)	87.6	89.4	386	386
Jacksonville, FL (JAX)	82.4	87.6	1,552	1,552
Jacksonville/Camp Lejeune, NC (OAJ)	82.0	92.1	89	89
Jamestown, ND (JMS)	75.3	74.1	85	85
Juneau, AK (JNU)	79.6	80.9	329	329
Kahului, HI (OGG)	85.3	85.8	2,133	2,133
Kalamazoo, MI (AZO)	71.6	74.8	296	294
Kalispell, MT (FCA)	86.8	91.6	167	167
Kansas City, MO (MCI)	81.5	84.8	3,894	3,894
Ketchikan, AK (KTN)	73.6	81.9	182	182
Key West, FL (EYW)	86.1	88.8	187	187
Killeen, TX (GRK)	75.8	85.5	165	165
Knoxville, TN (TYS)	71.2	76.9	562	562
Kodiak, AK (ADQ)	87.8	85.7	49	49
Kona, HI (KOA)	86.7	87.8	1,138	1,171
Kotzebue, AK (OTZ)	85.5	82.3	62	62
La Crosse, WI (LSE)	71.9	73.7	167	167
Lafayette, LA (LFT)	77.9	77.8	344	343
Lake Charles, LA (LCH)	87.8	95.0	139	139
Lansing, MI (LAN)	81.7	82.9	345	345
Laramie, WY (LAR)	83.3	94.4	54	54
Laredo, TX (LRD)	77.6	81.0	205	205
Houston, TX (IAH)	85.1	83.1	11,550	11,543

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Las Vegas, NV (LAS)	81.1	81.2	12,851	12,857
Latrobe, PA (LBE)	77.9	78.7	122	122
Lawton/Fort Sill, OK (LAW)	71.0	74.2	31	31
Lewiston, ID (LWS)	89.8	95.9	49	49
Lexington, KY (LEX)	75.8	80.6	517	515
Lihue, HI (LIH)	86.5	87.8	1,018	1,018
Lincoln, NE (LNK)	82.4	90.6	267	267
Little Rock, AR (LIT)	83.9	86.8	677	676
Long Beach, CA (LGB)	80.3	79.9	1,415	1,416
Los Angeles, CA (LAX)	66.5	70.7	18,075	18,077
Louisville, KY (SDF)	79.7	80.9	808	808
Lubbock, TX (LBB)	80.4	85.2	358	358
Madison, WI (MSN)	77.4	81.6	870	870
Mammoth Lakes, CA (MMH)	54.8	61.3	31	31
Manchester, NH (MHT)	76.7	82.0	468	466
Marquette, MI (MQT)	78.7	73.0	89	89
Medford, OR (MFR)	81.9	82.8	232	232
Melbourne, FL (MLB)	88.0	90.8	142	142
Memphis, TN (MEM)	81.2	84.9	1,285	1,284
Meridian, MS (MEI)	74.1	76.5	85	85
Miami, FL (MIA)	81.9	79.8	6,189	6,192
Midland/Odessa, TX (MAF)	79.5	86.3	521	520
Milwaukee, WI (MKE)	79.2	82.8	2,870	2,865
Minneapolis, MN (MSP)	84.8	84.5	11,213	11,214
Minot, ND (MOT)	79.1	86.4	43	44
Mission/McAllen/Edinburg, TX (MFE)	86.1	90.8	173	173
Missoula, MT (MSO)	92.3	97.9	143	143
Mobile, AL (MOB)	84.9	87.1	372	372
Moline, IL (MLI)	75.6	81.9	217	216
Monroe, LA (MLU)	82.3	88.0	249	249
Monterey, CA (MRY)	75.2	79.3	266	266
Las Vegas, NV (LAS)	81.1	81.2	12,851	12,857

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

MARCH 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Montgomery, AL (MGM)	78.5	82.4	233	233
Montrose/Delta, CO (MTJ)	84.0	81.6	163	163
Mosinee, WI (CWA)	61.5	69.7	143	142
Muskegon, MI (MKG)	79.3	79.3	58	58
Myrtle Beach, SC (MYR)	78.5	76.7	494	494
Nashville, TN (BNA)	79.8	79.5	4,541	4,541
New Bern/Morehead/Beaufort, NC (EWN)	84.7	89.8	59	59
New Orleans, LA (MSY)	81.8	81.3	3,998	3,997
New York, NY (JFK)	69.7	73.1	8,312	8,312
New York, NY (LGA)	61.5	66.7	8,311	8,310
Newark, NJ (EWR)	64.7	68.9	9,933	9,908
Newburgh/Poughkeepsie, NY (SWF)	70.0	75.8	120	120
Newport News/Williamsburg, VA (PHF)	83.7	82.6	92	92
Niagara Falls, NY (IAG)	82.9	69.7	76	76
Nome, AK (OME)	82.3	87.1	62	62
Norfolk, VA (ORF)	83.2	85.7	828	828
North Bend/Coos Bay, OR (OTH)	47.4	55.6	19	18
Oakland, CA (OAK)	79.2	77.9	4,054	4,061
Oklahoma City, OK (OKC)	80.7	86.3	1,200	1,197
Omaha, NE (OMA)	81.7	86.4	1,708	1,709
Ontario, CA (ONT)	81.0	82.6	1,720	1,718
Orlando, FL (MCO)	81.4	80.7	12,243	12,240
Paducah, KY (PAH)	84.5	82.8	58	58
Pago Pago, TT (PPG)	77.8	88.9	9	9
Palm Springs, CA (PSP)	77.3	80.5	1,145	1,144
Panama City, FL (ECP)	85.5	90.3	400	400
Pasco/Kennewick/Richland, WA (PSC)	87.0	90.7	301	301
Pellston, MI (PLN)	74.0	75.3	77	77
Pensacola, FL (PNS)	86.5	89.3	459	459
Peoria, IL (PIA)	72.6	81.6	314	315
Petersburg, AK (PSG)	66.1	75.8	62	62
Philadelphia, PA (PHL)	77.0	77.9	6,361	6,357

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Phoenix, AZ (PHX)	84.0	84.0	14,362	14,367
Pittsburgh, PA (PIT)	81.4	84.7	2,305	2,303
Plattsburgh, NY (PBG)	77.0	67.7	61	62
Pocatello, ID (PIH)	95.3	97.6	85	85
Ponce, PR (PSE)	72.6	87.1	62	62
Portland, ME (PWM)	72.5	72.9	461	458
Portland, OR (PDX)	81.1	84.9	4,946	4,947
Providence, RI (PVD)	79.9	82.6	1,176	1,175
Punta Gorda, FL (PGD)	78.9	72.4	57	58
Raleigh/Durham, NC (RDU)	79.8	82.1	2,950	2,948
Rapid City, SD (RAP)	88.7	88.7	203	203
Redding, CA (RDD)	74.2	82.8	93	93
Reno, NV (RNO)	81.8	82.6	1,311	1,311
Rhineland, WI (RHI)	93.5	91.9	62	62
Richmond, VA (RIC)	75.9	80.4	1,337	1,338
Roanoke, VA (ROA)	84.8	82.1	151	151
Rochester, MN (RST)	71.6	76.3	194	194
Rochester, NY (ROC)	75.0	77.0	667	666
Rock Springs, WY (RKS)	79.3	86.2	58	58
Roswell, NM (ROW)	96.8	100.0	31	31
Sacramento, CA (SMF)	80.4	82.1	3,633	3,629
Saginaw/Bay City/Midland, MI (MBS)	83.4	86.8	211	212
Salt Lake City, UT (SLC)	86.6	86.1	9,979	9,974
San Antonio, TX (SAT)	80.0	84.6	2,703	2,701
San Diego, CA (SAN)	80.5	83.2	6,804	6,802
San Francisco, CA (SFO)	71.9	76.1	14,088	14,087
San Jose, CA (SJC)	81.7	82.7	3,902	3,899
San Juan, PR (SJU)	80.3	81.7	2,330	2,323
San Luis Obispo, CA (SBP)	70.6	73.3	326	326
Santa Ana, CA (SNA)	80.8	83.1	3,401	3,400
Santa Barbara, CA (SBA)	66.0	71.2	423	423
Santa Fe, NM (SAF)	85.2	86.1	122	122

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

MARCH 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Santa Rosa, CA (STS)	87.1	80.6	31	31
Sarasota/Bradenton, FL (SRQ)	88.8	84.2	419	418
Sault Ste. Marie, MI (CIU)	82.8	82.8	58	58
Savannah, GA (SAV)	84.2	85.2	607	607
Scranton/Wilkes-Barre, PA (AVP)	76.9	76.9	108	108
Seattle, WA (SEA)	79.4	83.5	10,704	10,725
Shreveport, LA (SHV)	79.6	81.8	490	490
Sioux Falls, SD (FSD)	85.0	89.1	359	359
Sitka, AK (SIT)	73.3	82.2	90	90
South Bend, IN (SBN)	77.4	85.3	455	455
Spokane, WA (GEG)	82.4	89.1	803	805
Springfield, IL (SPI)	81.3	84.5	96	97
Springfield, MO (SGF)	82.7	80.9	156	157
St. George, UT (SGU)	94.6	95.0	240	240
St. Louis, MO (STL)	80.7	81.0	4,998	4,996
State College, PA (SCE)	79.2	79.2	120	120
Sun Valley/Hailey/Ketchum, ID (SUN)	72.6	76.8	164	164
Syracuse, NY (SYR)	72.1	75.8	574	571
Tallahassee, FL (TLH)	90.3	89.2	185	186
Tampa, FL (TPA)	81.3	82.9	6,784	6,784
Traverse City, MI (TVC)	71.2	73.3	226	225
Trenton, NJ (TTN)	76.8	77.3	185	185
Tucson, AZ (TUS)	80.3	82.0	1,572	1,573
Tulsa, OK (TUL)	83.5	89.1	1,147	1,152
Twin Falls, ID (TWF)	96.6	94.5	89	109
Tyler, TX (TYR)	74.2	71.0	31	31
Valdosta, GA (VLD)	83.1	86.5	89	89
Valparaiso, FL (VPS)	85.5	86.6	269	269
Waco, TX (ACT)	83.3	90.0	120	120
Washington, DC (DCA)	78.9	81.5	6,573	6,571

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Washington, DC (IAD)	83.3	83.5	2,773	2,770
West Palm Beach/Palm Beach, FL (PBI)	77.5	76.0	2,712	2,715
White Plains, NY (HPN)	71.3	76.4	602	602
Wichita Falls, TX (SPS)	73.1	78.5	93	93
Wichita, KS (ICT)	81.4	85.8	710	709
Williston, ND (ISN)	82.5	83.5	80	79
Wilmington, NC (ILM)	84.4	88.3	205	205
Worcester, MA (ORH)	67.7	69.5	62	59
Wrangell, AK (WRG)	69.4	75.8	62	62
Yakutat, AK (YAK)	80.6	80.6	62	62
Yuma, AZ (YUM)	92.7	91.9	124	124

AIR TRAVEL CONSUMER REPORT  
**TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY CARRIER**  
MARCH 2017

CARRIER	AT 30 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE 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
JETBLUE	25	17,973	726	4.0	64	25,975	1,018	3.9
EXPRESSJET	15	18,144	670	3.7	153	35,235	1,284	3.6
SPIRIT	21	10,562	253	2.4	36	12,882	321	2.5
VIRGIN AMERICA	17	5,619	143	2.5	21	5,817	144	2.5
SKYWEST	25	33,217	580	1.7	198	58,100	1,110	1.9
SOUTHWEST	25	66,195	1,445	2.2	87	115,144	2,111	1.8
AMERICAN	28	63,883	1,089	1.7	90	78,114	1,225	1.6
UNITED	27	40,391	581	1.4	93	48,497	663	1.4
FRONTIER	24	5,713	68	1.2	47	7,745	91	1.2
ALASKA	25	10,175	64	0.6	65	15,422	98	0.6
DELTA	30	59,729	386	0.6	149	79,070	439	0.6
HAWAIIAN	8	450	1	0.2	17	6,596	23	0.3
<b>TOTAL</b>		<b>332,051</b>	<b>6,006</b>	<b>1.8</b>		<b>488,597</b>	<b>8,527</b>	<b>1.8</b>

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

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
JETBLUE	929	237	25.5
EXPRESSJET	2,684	503	18.7
SPIRIT	432	78	18.0
VIRGIN AMERICA	250	37	14.8
SKYWEST	3,855	429	11.1
AMERICAN	3,497	340	9.7
FRONTIER	400	35	8.7
SOUTHWEST	21,140	1,502	7.1
UNITED	2,761	168	6.0
ALASKA	792	27	3.4
HAWAIIAN	329	10	3.0
DELTA	4,693	93	1.9
<b>TOTAL</b>	<b>41,762</b>	<b>3,459</b>	<b>8.3</b>

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

NOTE: For a complete list of flights canceled 5% or more of the time, go to <http://www.bts.gov/5PctCancels/index.html>

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 9. CAUSES OF DELAY\*, BY CARRIER**

**MARCH 2017**

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELED	% CANCELED	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	15422	12300	79.76%	98	0.64%	49	0.32%	666	4.32%	40	0.26%	1415	9.18%	14	0.09%	840	5.45%
AMERICAN	78114	62642	80.19%	1225	1.57%	134	0.17%	4149	5.31%	245	0.31%	5346	6.84%	32	0.04%	4340	5.56%
DELTA	79070	68721	86.91%	439	0.56%	137	0.17%	3049	3.86%	384	0.49%	3638	4.60%	5	0.01%	2698	3.41%
EXPRESSJET	35235	26691	75.75%	1284	3.64%	81	0.23%	2309	6.55%	60	0.17%	1962	5.57%	0	0.00%	2847	8.08%
FRONTIER	7745	6142	79.30%	91	1.17%	4	0.05%	367	4.74%	17	0.22%	567	7.32%	0	0.00%	557	7.19%
HAWAIIAN	6596	5589	84.73%	23	0.35%	7	0.11%	496	7.52%	74	1.12%	13	0.20%	5	0.08%	389	5.90%
JETBLUE	25975	18401	70.84%	1018	3.92%	31	0.12%	1989	7.66%	62	0.24%	2164	8.33%	13	0.05%	2296	8.84%
SKYWEST	58100	45629	78.54%	1110	1.91%	190	0.33%	2499	4.30%	355	0.61%	3476	5.98%	10	0.02%	4831	8.31%
SOUTHWEST	115144	91664	79.61%	2111	1.83%	184	0.16%	5107	4.44%	457	0.40%	5409	4.70%	26	0.02%	10185	8.85%
SPRIT	12882	9665	75.03%	321	2.49%	19	0.15%	649	5.04%	37	0.29%	1464	11.36%	6	0.05%	722	5.60%
UNITED	48497	39262	80.96%	663	1.37%	68	0.14%	2275	4.69%	140	0.29%	3371	6.95%	0	0.00%	2719	5.61%
VIRGIN AMERICA	5817	3810	65.50%	144	2.48%	13	0.22%	289	4.97%	95	1.63%	768	13.20%	4	0.07%	695	11.95%
<b>TOTAL</b>	<b>488597</b>	<b>390516</b>	<b>79.92%</b>	<b>8527</b>	<b>1.75%</b>	<b>917</b>	<b>0.19%</b>	<b>23844</b>	<b>4.88%</b>	<b>1966</b>	<b>0.40%</b>	<b>29593</b>	<b>6.06%</b>	<b>115</b>	<b>0.02%</b>	<b>33119</b>	<b>6.78%</b>

**\* Causes of Delay:**

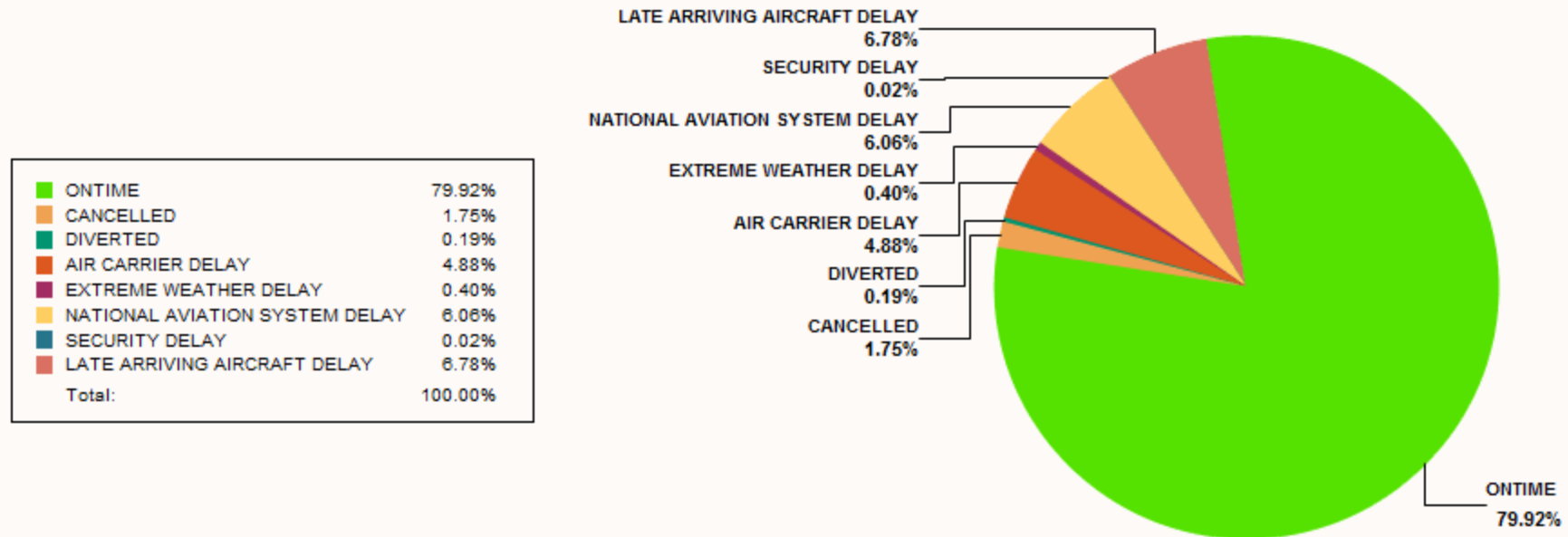
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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



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

**MARCH 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 <http://www.bts.gov>

## AIR TRAVEL CONSUMER REPORT

TABLE 11. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY CARRIER

MARCH 2017

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

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

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

## AIR TRAVEL CONSUMER REPORT

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

MARCH 2017

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

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

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

## AIR TRAVEL CONSUMER REPORT

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

BY CARRIER

MARCH 2017

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
VIRGIN AMERICA	5,817	3	0.05
AMERICAN	78,114	40	0.05
DELTA	79,070	35	0.04
JETBLUE	25,975	10	0.04
SKYWEST	58,100	15	0.03
SPIRIT	12,882	2	0.02
EXPRESSJET	35,235	4	0.01
ALASKA	15,422	1	0.01
UNITED	48,497	3	0.01
HAWAIIAN	6,596	0	0.00
FRONTIER	7,745	0	0.00
SOUTHWEST	115,144	0	0.00
<b>TOTAL</b>	<b>488,597</b>	<b>113</b>	<b>0.02</b>

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

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

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

## APPENDIX

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

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

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

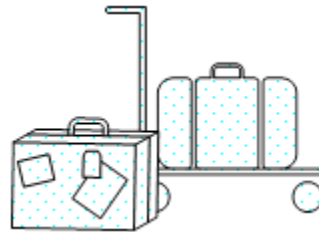
### Air Carriers Required to Report Data to DOT and to CRS Vendors\*

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

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

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	MARCH 2017			MARCH 2016		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	VIRGIN AMERICA	806	643,953	1.25	524	640,746	0.82
2	SPIRIT AIRLINES	2,525	1,903,202	1.33	3,815	1,667,527	2.29
3	ALASKA AIRLINES	2,907	2,108,176	1.38	3,559	1,978,500	1.80
4	JETBLUE AIRWAYS	4,701	2,944,712	1.60	4,498	2,806,316	1.60
5	DELTA AIR LINES	17,739	10,852,398	1.63	16,340	10,427,541	1.57
6	SOUTHWEST AIRLINES	31,753	13,478,853	2.36	34,573	13,056,952	2.65
7	UNITED AIRLINES	16,918	6,988,957	2.42	15,931	6,183,216	2.58
8	FRONTIER AIRLINES	3,289	1,274,828	2.58	2,769	1,055,719	2.62
9	AMERICAN AIRLINES	28,107	10,700,764	2.63	34,029	10,651,548	3.19
10	HAWAIIAN AIRLINES	2,322	857,395	2.71	2,400	862,710	2.78
11	SKYWEST AIRLINES	9,102	2,906,129	3.13	7,905	2,514,001	3.14
12	EXPRESSJET AIRLINES	5,507	1,513,041	3.64	7,713	1,940,746	3.97
	<b>TOTALS</b>	125,676	56,172,408	2.24	134,056	53,785,522	2.49

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

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

ENPLANED PASSENGERS - For the domestic system only.

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



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

		JANUARY - MARCH 2017			JANUARY - MARCH 2016		
RANK	AIRLINE	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	VIRGIN AMERICA	2,560	1,759,452	1.45	1,531	1,709,646	0.90
2	SPIRIT AIRLINES	7,918	5,141,860	1.54	10,815	4,557,115	2.37
3	JETBLUE AIRWAYS	13,333	8,148,072	1.64	13,416	7,667,007	1.75
4	ALASKA AIRLINES	9,792	5,586,007	1.75	11,578	5,337,510	2.17
5	DELTA AIR LINES	57,751	28,061,396	2.06	53,663	27,657,874	1.94
6	UNITED AIRLINES	48,420	18,310,433	2.64	45,469	16,671,979	2.73
7	SOUTHWEST AIRLINES	93,723	35,291,377	2.66	100,464	34,480,308	2.91
8	AMERICAN AIRLINES	82,727	28,713,366	2.88	107,032	29,075,764	3.68
9	HAWAIIAN AIRLINES	7,471	2,453,876	3.04	5,893	2,467,152	2.39
10	FRONTIER AIRLINES	13,445	3,479,876	3.86	8,751	3,050,896	2.87
11	SKYWEST AIRLINES	28,690	7,365,488	3.90	24,435	6,828,375	3.58
12	EXPRESSJET AIRLINES	18,189	4,154,238	4.38	22,633	5,191,482	4.36
<b>Totals</b>		<b>384,019</b>	<b>148,465,441</b>	<b>2.59</b>	<b>405,680</b>	<b>144,695,108</b>	<b>2.80</b>

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

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

ENPLANED PASSENGERS - For the domestic system only.

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

## OVERSALES

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

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

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

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



## AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING  
BY U.S. AIRLINES\*

Rank	Airline	JANUARY - MARCH 2017				JANUARY - MARCH 2016			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 Passengers	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	DELTA AIR LINES	34,388	354	29,863,259	0.12	28,325	304	29,449,621	0.10
2	HAWAIIAN AIRLINES	113	55	2,649,691	0.21	37	2	2,599,123	0.01
3	VIRGIN AMERICA	908	51	1,803,849	0.28	427	30	1,739,517	0.17
4	ALASKA AIRLINES	1,981	206	5,595,050	0.37	1,982	284	5,344,476	0.53
5	UNITED AIRLINES	15,917	900	20,559,648	0.44	14,380	929	18,965,779	0.49
6	FRONTIER AIRLINES	312	167	3,582,185	0.47	379	161	3,151,585	0.51
7	SOUTHWEST AIRLINES	16,205	2,537	35,246,083	0.72	18,278	3,116	34,393,320	0.91
8	AMERICAN AIRLINES	10,870	2,301	30,582,875	0.75	14,766	2,642	31,360,650	0.84
9	SPIRIT AIRLINES**	2,141	451	5,274,512	0.86	1,312**	483**	4,704,094**	1.03**
10	SKYWEST AIRLINES	11,543	622	7,201,623	0.86	9,537	709	6,858,709	1.03
11	EXPRESSJET AIRLINES	7,354	507	4,137,528	1.23	7,708	757	5,175,359	1.46
12	JETBLUE AIRWAYS	553	1,415	8,770,054	1.61	488	28	8,244,033	0.03
	<b>TOTALS</b>	<b>102,285</b>	<b>9,566</b>	<b>155,266,357</b>	<b>0.62</b>	<b>97,619**</b>	<b>9,445**</b>	<b>151,986,266**</b>	<b>0.62**</b>

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," "Mishandled Baggage," and "Consumer Complaints" sections of this report.

\*\* On May 9, 2017, Spirit Airlines revised its denied boarding reports and enplanements for 2015 and 2016. This table reflects the revisions for the 1<sup>st</sup> quarter 2016.

## **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

	MARCH 2017				MARCH 2016			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	720	25	0	104	1,053	31	1	136
FOREIGN AIRLINES	372	4	0	42	325	3	0	37
TRAVEL AGENTS	24	0	0	30	37	3	0	10
TOUR OPERATORS	1	0	0	0	0	0	0	0
MISCELLANEOUS	15	4	0	16	12	8	0	14
<b>INDUSTRY TOTALS</b>	<b>1,132</b>	<b>33</b>	<b>0</b>	<b>192</b>	<b>1,427</b>	<b>45</b>	<b>1</b>	<b>197</b>

## AIR TRAVEL CONSUMER REPORT

TABLE 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*			COMPLAINT CATEGORIES*		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	314		1	436	
CANCELLATION			127			186
DELAY			116			168
MISCONNECTION			47			53
FARES	2	164		6	108	
BAGGAGE	3	147		2	206	
RESERVATIONS/TICKETING/BOARDING	4	136		3	192	
CUSTOMER SERVICE	5	118		4	163	
REFUNDS	6	104		5	129	
DISABILITY	7	56		7	77	
OVERSALES	8	44		8	69	
OTHER	9	35		9	29	
FREQUENT FLYER			17			19
ADVERTISING	10	10		10	11	
DISCRIMINATION	11	4		11	6	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		1,132			1,427	

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

## AIR TRAVEL CONSUMER REPORT

TABLE 3

## COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\*

U. S. AIRLINES ALPHABETICAL	MARCH 2017												
	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	1	1	2	3	0	2	3	1	0	0	0	1	14
ALLEGiant AIR	18	1	4	2	0	2	1	0	0	0	0	2	30
AMERICAN AIRLINES	53	9	17	21	19	19	26	8	3	1	0	7	183
COMPASS AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
DELTA AIR LINES	20	4	7	4	2	5	7	3	1	0	0	3	56
ENVOY AIR	5	0	0	0	0	1	4	0	0	0	0	0	10
EXPRESSJET AIRLINES	4	0	0	0	0	0	0	1	0	0	0	0	5
FRONTIER AIRLINES	13	2	5	8	3	10	3	2	0	0	0	0	46
HAWAIIAN AIRLINES	3	0	1	0	1	1	2	1	1	0	0	0	10
JETBLUE AIRWAYS	10	0	3	2	1	1	1	3	0	0	0	0	21
PIEDMONT AIRLINES	3	0	1	0	0	0	1	0	0	0	0	0	5
REPUBLIC AIRLINES	5	0	1	0	0	0	0	0	0	0	0	0	6
SILVER AIRWAYS	4	0	1	0	0	1	0	0	0	0	0	1	7
SKYWEST AIRLINES	8	0	0	0	0	2	0	0	0	0	0	0	10
SOUTHWEST AIRLINES	13	2	5	3	5	7	3	4	0	0	0	4	46
SPIRIT AIRLINES	44	5	13	15	6	7	6	4	1	0	0	1	102
UNITED AIRLINES	27	10	9	13	15	16	15	10	0	2	0	5	122
VIRGIN AMERICA	0	1	1	0	2	1	5	0	1	0	0	1	12
Other U. S. Airlines	18	1	1	0	1	2	5	1	0	0	0	1	30
<b>TOTAL MARCH 2017</b>	<b>254</b>	<b>36</b>	<b>71</b>	<b>71</b>	<b>55</b>	<b>77</b>	<b>82</b>	<b>38</b>	<b>7</b>	<b>3</b>	<b>0</b>	<b>26</b>	<b>720</b>
<b>% of TOTAL COMPLAINTS</b>	<b>35.3</b>	<b>5.0</b>	<b>9.9</b>	<b>9.9</b>	<b>7.6</b>	<b>10.7</b>	<b>11.4</b>	<b>5.3</b>	<b>1.0</b>	<b>0.4</b>	<b>0</b>	<b>3.6</b>	
<b>TOTAL MARCH 2016</b>	<b>388</b>	<b>51</b>	<b>118</b>	<b>76</b>	<b>76</b>	<b>125</b>	<b>118</b>	<b>66</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>23</b>	<b>1,053</b>
<b>% of TOTAL COMPLAINTS</b>	<b>36.8</b>	<b>4.8</b>	<b>11.2</b>	<b>7.2</b>	<b>7.2</b>	<b>11.9</b>	<b>11.2</b>	<b>6.3</b>	<b>0.6</b>	<b>0.5</b>	<b>0.1</b>	<b>2.2</b>	

\* 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 MAR	INCI- DENTS IN MAR	PERCENT	INCI- DENTS IN FEB	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	14	6	42.9	3	21.4	5	35.7	0	0.0
ALLEGiant AIR	30	16	53.3	5	16.7	5	16.7	4	13.3
AMERICAN AIRLINES	183	102	55.7	26	14.2	37	20.2	18	9.8
COMPASS AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
DELTA AIR LINES	56	31	55.4	7	12.5	11	19.6	7	12.5
ENVOY AIR	10	7	70.0	1	10.0	2	20.0	0	0.0
EXPRESSJET AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
FRONTIER AIRLINES	46	27	58.7	5	10.9	13	28.3	1	2.2
HAWAIIAN AIRLINES	10	2	20.0	2	20.0	4	40.0	2	20.0
JETBLUE AIRWAYS	21	14	66.7	3	14.3	3	14.3	1	4.8
PIEDMONT AIRLINES	5	1	20.0	2	40.0	2	40.0	0	0.0
REPUBLIC AIRLINES	6	5	83.3	1	16.7	0	0.0	0	0.0
SILVER AIRWAYS	7	4	57.1	1	14.3	2	28.6	0	0.0
SKYWEST AIRLINES	10	5	50.0	3	30.0	2	20.0	0	0.0
SOUTHWEST AIRLINES	46	24	52.2	4	8.7	13	28.3	5	10.9
SPIRIT AIRLINES	102	62	60.8	16	15.7	12	11.8	12	11.8
UNITED AIRLINES	122	59	48.4	17	13.9	29	23.8	17	13.9
VIRGIN AMERICA	12	6	50.0	2	16.7	1	8.3	3	25.0
Other U. S. Airlines	30	14	46.7	5	16.7	9	30.0	2	6.7
<b>Totals</b>	<b>720</b>	<b>392</b>	<b>54.4</b>	<b>106</b>	<b>14.7</b>	<b>150</b>	<b>20.8</b>	<b>72</b>	<b>10.0</b>
<b>Previous Year's Totals</b>	<b>1,053</b>	<b>522</b>	<b>49.6</b>	<b>164</b>	<b>15.6</b>	<b>245</b>	<b>23.3</b>	<b>122</b>	<b>11.6</b>

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



## AIR TRAVEL CONSUMER REPORT

TABLE 5

## COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\* / MARCH 2017

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXICO	2	0	5	0	1	0	1	0	2	0	0	0	11
AIR BERLIN	1	1	0	1	0	2	0	0	0	0	0	0	5
AIR CANADA	8	1	7	1	4	7	9	1	0	0	0	0	38
AIR FRANCE	5	0	2	0	1	4	2	3	0	0	0	0	17
ALITALIA AIRLINES	1	0	1	0	0	3	0	0	0	0	0	0	5
ASIANA AIRLINES	0	0	2	0	0	2	1	0	0	0	0	0	5
BRITISH AIRWAYS	2	0	0	2	1	3	2	2	0	0	0	0	12
CHINA EASTERN AIRLINES	1	0	1	0	3	0	0	1	0	0	0	0	6
EL AL ISRAEL	3	0	0	0	1	1	2	0	0	0	0	0	7
EMIRATES AIRLINES	0	1	2	0	2	5	3	0	0	0	0	0	13
ETHIOPIAN AIRLINES	0	0	1	65	0	3	1	0	0	0	0	0	70
ETIHAD AIRWAYS	0	0	0	3	0	5	1	1	0	0	0	0	10
FIJI AIRWAYS	3	0	2	1	0	0	0	0	0	0	0	0	6
INTERJET	5	0	1	0	3	0	0	1	0	0	0	0	10
LATAM	0	1	0	1	0	3	0	0	0	0	0	0	5
LUFTHANSA	0	1	0	3	0	0	1	2	0	1	0	0	8
NORWEGIAN AIR SHUTTLE	3	0	1	2	1	0	0	0	0	0	0	0	7
QATAR AIRWAYS	2	0	1	1	0	0	0	2	0	0	0	0	6
TURKISH AIRLINES	3	0	4	4	4	2	2	0	0	0	0	0	19
VOLARIS AIRLINES	0	0	4	0	4	1	2	0	1	0	0	0	12
WOW AIR	1	1	1	0	3	2	1	0	0	0	0	0	9
OTHER FOREIGN AIRLINES	17	1	18	5	14	26	4	4	0	0	0	2	91
<b>TOTALS</b>	<b>57</b>	<b>7</b>	<b>53</b>	<b>89</b>	<b>42</b>	<b>69</b>	<b>32</b>	<b>17</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>372</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	12	4	7	0	0	0	0	0	0	1	24
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>4</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>24</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	1	0	0	0	0	0	0	0	0	0	0	1
<b>TOTALS</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b><u>MISCELLANEOUS</u></b>													
TSA	1	0	0	0	0	1	3	0	0	0	0	0	5
Other Miscellaneous	2	0	0	0	0	0	1	1	0	0	0	6	10
<b>TOTALS</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>15</b>

\* 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	MARCH 2017			MARCH 2016		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	5	1,588,397	0.31	7	2,032,698	0.34
2	SOUTHWEST AIRLINES	46	13,600,875	0.34	55	13,121,230	0.42
3	SKYWEST AIRLINES	10	2,936,579	0.34	13	2,634,151	0.49
4	DELTA AIR LINES	56	12,697,017	0.44	62	12,218,802	0.51
5	JETBLUE AIRWAYS	21	3,482,358	0.60	18	3,306,859	0.54
6	ALASKA AIRLINES	14	2,241,725	0.62	8	2,089,732	0.38
7	HAWAIIAN AIRLINES	10	922,361	1.08	8	901,738	0.89
8	UNITED AIRLINES	122	8,943,376	1.36	186	8,205,633	2.27
9	AMERICAN AIRLINES	183	12,547,024	1.46	334	12,657,394	2.64
10	VIRGIN AMERICA	12	664,257	1.81	11	655,384	1.68
11	FRONTIER AIRLINES	46	1,358,427	3.39	49	1,131,733	4.33
12	SPIRIT AIRLINES	102	2,021,029	5.05	174	1,797,563	9.68
	<b>TOTAL</b>	627	63,003,425	1.00	925	60,752,917	1.52

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

TABLE 1 (YTD)

CONSUMER COMPLAINTS  
SUMMARY

	JANUARY - MARCH 2017				JANUARY - MARCH 2016			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	2,319	85	4	295	3,423	105	3	349
FOREIGN AIRLINES	1,298	10	1	118	1,072	6	1	108
TRAVEL AGENTS	75	4	0	42	93	6	0	26
TOUR OPERATORS	2	0	0	0	0	0	0	0
MISCELLANEOUS	37	37	0	32	38	21	0	58
<b>INDUSTRY TOTALS</b>	<b>3,731</b>	<b>136</b>	<b>5</b>	<b>487</b>	<b>4,626</b>	<b>138</b>	<b>4</b>	<b>541</b>

## AIR TRAVEL CONSUMER REPORT

TABLE 2 (YTD)

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - MARCH 2017			JANUARY - MARCH 2016		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	1,133		1	1,367	
CANCELLATION			485			566
DELAY			380			500
MISCONNECTION			165			167
BAGGAGE	2	655		2	783	
RESERVATIONS/TICKETING/BOARDING	3	448		3	596	
CUSTOMER SERVICE	4	367		4	513	
FARES	5	361		5	373	
REFUNDS	6	313		6	424	
DISABILITY	7	187		7	224	
OTHER	8	115		8	98	
FREQUENT FLYER			74			53
OVERSALES	9	108		9	192	
ADVERTISING	10	24		10	34	
DISCRIMINATION	11	20		11	21	
ANIMALS	12	0		12	1	
<b>COMPLAINT TOTAL</b>		<b>3,731</b>			<b>4,626</b>	

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

## AIR TRAVEL CONSUMER REPORT

TABLE 3 (YTD)

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\*  
JANUARY - MARCH 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	5	1	5	3	2	7	7	2	2	0	0	1	35
ALLEGiant AIR	57	2	7	10	4	8	7	7	0	0	0	3	105
AMERICAN AIRLINES	177	22	57	62	46	78	59	31	3	4	0	14	553
COMMUTAIR	15	0	0	0	0	3	1	0	0	0	0	0	19
COMPASS AIRLINES	9	0	0	0	0	2	0	0	0	0	0	0	11
DELTA AIR LINES	68	5	24	9	7	34	18	16	2	1	0	13	197
DYNAMIC AIRWAYS	6	0	1	0	5	3	0	0	0	0	0	0	15
ENVOY AIR	22	0	4	0	0	2	5	0	0	1	0	0	34
EXPRESSJET AIRLINES	14	0	0	0	0	1	1	1	0	1	0	0	18
FRONTIER AIRLINES	56	3	15	14	12	55	8	3	0	1	0	0	167
HAWAIIAN AIRLINES	7	0	2	2	1	2	4	6	2	0	0	2	28
JETBLUE AIRWAYS	28	1	9	5	2	8	9	12	0	0	0	1	75
MESA AIRLINES	10	0	0	0	0	0	2	0	0	0	0	0	12
PIEDMONT AIRLINES	7	0	2	0	0	1	4	0	0	1	0	0	15
PSA AIRLINES	7	0	0	0	0	0	2	0	0	0	0	1	10
REPUBLIC AIRLINES	10	0	1	0	0	0	2	1	0	0	0	1	15
SILVER AIRWAYS	9	0	4	1	2	5	1	0	0	0	0	2	24
SKYWEST AIRLINES	24	0	1	0	0	4	2	0	0	0	0	0	31
SOUTHWEST AIRLINES	42	3	11	6	11	21	14	27	0	2	0	30	167
SPIRIT AIRLINES	117	8	33	30	17	19	21	5	1	0	0	2	253
UNITED AIRLINES	110	25	38	40	30	80	47	29	1	5	0	13	418
VIAAIR	17	0	0	0	3	0	0	1	0	0	0	1	22
VIRGIN AMERICA	12	1	3	2	4	6	13	3	3	0	0	4	51
Other U. S. Airlines	20	2	4	2	0	7	6	3	0	0	0	0	44
<b>TOTAL JAN - MARCH 2017</b>	<b>849</b>	<b>73</b>	<b>221</b>	<b>186</b>	<b>146</b>	<b>346</b>	<b>233</b>	<b>147</b>	<b>14</b>	<b>16</b>	<b>0</b>	<b>88</b>	<b>2,319</b>
<b>% of TOTAL COMPLAINTS</b>	<b>36.6</b>	<b>3.1</b>	<b>9.5</b>	<b>8.0</b>	<b>6.3</b>	<b>14.9</b>	<b>10.0</b>	<b>6.3</b>	<b>0.6</b>	<b>0.7</b>	<b>0</b>	<b>3.8</b>	
<b>TOTAL JAN - MARCH 2016</b>	<b>1,178</b>	<b>145</b>	<b>384</b>	<b>249</b>	<b>283</b>	<b>498</b>	<b>371</b>	<b>194</b>	<b>24</b>	<b>18</b>	<b>1</b>	<b>78</b>	<b>3,423</b>
<b>% of TOTAL COMPLAINTS</b>	<b>34.4</b>	<b>4.2</b>	<b>11.2</b>	<b>7.3</b>	<b>8.3</b>	<b>14.5</b>	<b>10.8</b>	<b>5.7</b>	<b>0.7</b>	<b>0.5</b>	<b>0.0</b>	<b>2.3</b>	

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

\*\* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) 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 (YTD)

## COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\* / JANUARY - MARCH 2017

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	3	0	2	0	1	3	1	0	0	0	0	1	11
AEROMEXICO	9	0	13	4	6	7	5	0	2	0	0	0	46
AIR BERLIN	3	1	1	2	2	9	0	1	0	1	0	1	21
AIR CANADA	47	3	26	4	6	35	35	3	0	0	0	1	160
AIR CHINA	3	0	5	0	1	14	1	0	0	0	0	0	24
AIR FRANCE	18	1	5	5	3	14	9	4	1	0	0	2	62
AIR INDIA	1	3	4	0	2	3	1	0	0	0	0	0	14
ALITALIA AIRLINES	2	1	6	4	2	7	0	0	0	0	0	0	22
ARIK AIR	6	0	0	0	3	13	0	0	0	0	0	0	22
AVIANCA	5	1	2	1	2	4	1	0	0	0	0	0	16
BRITISH AIRWAYS	5	1	4	4	7	12	3	4	1	0	0	1	42
CHINA EASTERN AIRLINES	4	1	2	0	4	4	1	1	0	0	0	0	17
COPA	2	0	5	2	3	1	2	0	0	0	0	0	15
EL AL ISRAEL	8	0	0	1	4	1	3	0	0	1	0	0	18
EMIRATES AIRLINES	5	3	10	2	4	11	9	2	0	0	0	0	46
ETHIOPIAN AIRLINES	1	0	2	65	0	7	3	0	0	0	0	0	78
ETIHAD AIRWAYS	2	1	5	4	1	15	6	2	0	0	0	0	36
FIJI AIRWAYS	6	0	3	2	0	2	0	1	1	0	0	0	15
IBERIA AIRLINES	1	1	2	1	0	6	0	0	1	0	0	0	12
INSEL AIR	11	0	0	0	2	4	0	0	0	0	0	0	17
INTERJET	18	0	3	2	13	4	0	1	0	0	0	0	41
JET AIRWAYS	4	1	2	2	1	9	2	0	0	0	0	1	22
KLM	0	0	2	3	2	2	0	1	0	0	0	0	10
LATAM	2	2	2	1	3	10	2	0	1	0	0	0	23
LUFTHANSA	9	2	5	11	3	4	4	5	0	1	0	1	45
NORWEGIAN AIR SHUTTLE	6	1	3	3	5	1	3	1	0	0	0	0	23
PHILIPPINE AIRLINES	9	0	1	0	2	1	1	0	0	0	0	1	15
QATAR AIRWAYS	10	2	8	2	6	4	3	3	0	0	0	0	38
ROYAL AIR MAROC	1	0	1	0	0	8	1	1	0	0	0	0	12
SANTA BARBARA AIRLINES	9	0	1	0	0	0	0	0	0	0	0	0	10
TURKISH AIRLINES	6	3	13	11	6	10	3	1	0	0	0	1	54
VIRGIN ATLANTIC AIRWAYS	2	0	3	2	1	3	3	0	0	0	0	2	16
VOLARIS AIRLINES	3	1	10	1	10	4	3	0	2	0	0	0	34
WOW AIR	9	1	5	1	6	12	9	0	0	0	0	0	43
OTHER FOREIGN AIRLINES	40	4	39	18	30	60	12	7	0	1	0	7	218
<b>TOTALS</b>	<b>270</b>	<b>34</b>	<b>195</b>	<b>158</b>	<b>141</b>	<b>304</b>	<b>126</b>	<b>38</b>	<b>9</b>	<b>4</b>	<b>0</b>	<b>19</b>	<b>1,298</b>

## AIR TRAVEL CONSUMER REPORT

TABLE 4 (YTD, CONTD.)

## COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\* / JANUARY - MARCH 2017

<b>TRAVEL AGENTS</b>	<b>FLIGHT PROBLEMS</b>	<b>OVER-SALES</b>	<b>RES/TKT/BOARDING</b>	<b>FARES</b>	<b>REFUNDS</b>	<b>BAGGAGE</b>	<b>CUSTOMER SERVICE</b>	<b>DIS-ABILITY</b>	<b>ADVERT-ISING</b>	<b>DISCRIMINATION</b>	<b>ANIMALS</b>	<b>OTHER</b>	<b>TOTAL</b>
CHEAPOAIR.COM	0	0	5	2	3	0	0	0	0	0	0	0	10
EXPEDIA.COM	0	0	7	0	5	0	1	0	0	0	0	1	14
JUSTFLY.COM	1	0	3	5	3	0	1	0	0	0	0	0	13
OTHER TRAVEL AGENTS	0	0	16	8	12	0	1	0	1	0	0	0	38
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>31</b>	<b>15</b>	<b>23</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>75</b>
<b>TOUR OPERATORS</b>													
OTHER TOUR OPERATORS	0	1	0	1	0	0	0	0	0	0	0	0	2
<b>TOTALS</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>MISCELLANEOUS</b>													
Other Miscellaneous	13	0	1	1	3	5	5	2	0	0	0	7	37
<b>TOTALS</b>	<b>13</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>37</b>

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) 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.

TABLE 5 (YTD)

## AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES\*

RANK	AIRLINE	JANUARY - MARCH 2017			JANUARY - MARCH 2016		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SKYWEST AIRLINES	31	7,653,133	0.41	32	7,206,263	0.44
2	EXPRESSJET AIRLINES	18	4,355,784	0.41	19	5,451,931	0.35
3	SOUTHWEST AIRLINES	167	35,598,593	0.47	168	34,652,593	0.48
4	ALASKA AIRLINES	35	5,950,528	0.59	27	5,642,400	0.48
5	DELTA AIR LINES	197	33,067,710	0.60	221	32,665,653	0.68
6	JETBLUE AIRWAYS	75	9,701,919	0.77	68	9,111,016	0.75
7	HAWAIIAN AIRLINES	28	2,650,237	1.06	23	2,599,370	0.88
8	AMERICAN AIRLINES	553	33,792,517	1.64	1,152	34,547,108	3.33
9	UNITED AIRLINES	418	23,669,731	1.77	643	22,114,788	2.91
10	VIRGIN AMERICA	51	1,822,737	2.80	29	1,757,121	1.65
11	FRONTIER AIRLINES	167	3,711,083	4.50	132	3,262,759	4.05
12	SPIRIT AIRLINES	253	5,486,117	4.61	542	4,915,932	11.03
	<b>TOTAL</b>	1,993	167,460,089	1.19	3,056	163,926,934	1.86

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 March 2017**

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
American	1						
Lufthansa			1				
United	1						1
<b>TOTAL</b>	<b>2</b>		<b>1</b>				<b>1</b>

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

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

## AIR TRAVEL CONSUMER REPORT

**Civil Rights Complaints by Air Travelers (Other Than Disability) for January - March 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
Air Berlin		1					
American	3				1		
Delta						1	
EL AL		1					
Envoy	1						
ExpressJet	1						
Frontier	1						
Lufthansa			1				
Piedmont	1						
SAS	1						
Southwest	1			1			
United	3				1		1
<b>TOTAL</b>	<b>12</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>

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

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

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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



## AIR TRAVEL CONSUMER REPORT

### March 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.

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
United Airlines	2	0	0
<b>Totals:</b>	2	0	0

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

The Transportation Security Administration (TSA) screened approximately 64 million airline passengers and their 51 million checked bags in the month of March as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of March.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
769	.001	56	.00009	50	.00008	480	.0008

**NOTES**

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

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

<sup>c</sup> The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of March.

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.