



U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: January 2018



Flight Delays¹	November 2017
Mishandled Baggage¹	November 2017
Oversales¹	^{3rd.} Quarter 2017 January - September 2017
Consumer Complaints² (Includes Disability and Discrimination Complaints)	November 2017
Airline Animal Incident Reports⁴	November 2017
Customer Service Reports to the Dept. of Homeland Security³	November 2017

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

Cause of delay data for airports and airlines can be found at: http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2017

CARRIER*	AT 30 REPORTABLE AIRPORTS		AT ALL US AIRPORTS	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME
DELTA AIR LINES	30	93.3	146	93.7
SPIRIT AIRLINES	21	89.4	38	89.8
HAWAIIAN AIRLINES	8	84.7	17	89.3
AMERICAN AIRLINES	28	88.8	97	88.8
UNITED AIRLINES	27	88.6	90	88.6
SOUTHWEST AIRLINES	25	87.5	86	87.6
JETBLUE AIRWAYS	25	86.3	64	86.6
EXPRESSJET AIRLINES	12	85.1	127	86.3
FRONTIER AIRLINES	23	86.0	58	86.0
SKYWEST AIRLINES	23	85.3	209	85.4
ALASKA AIRLINES	25	83.8	68	83.2
VIRGIN AMERICA	18	77.7	26	77.5
TOTAL		88.3		88.3

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

* 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

NOVEMBER 2017

CARRIER*	4th Quarter 10-12 2016		1st Quarter 01-03 2017		2nd Quarter 04-06 2017		3rd Quarter 07-09 2017		Sept 2017		Oct 2017		Nov 2017		12 Months Ending Nov 2017	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	83.8	3	78.4	6	82.4	2	84.9	3	86.4	3	86.0	4	83.2	11	82.0	3
AMERICAN	83.1	4	81.4	3	77.3	6	77.7	7	82.8	7	85.1	6	88.8	4	80.1	5
DELTA	88.5	2	85.7	1	80.9	5	86.4	2	88.7	2	89.4	2	93.7	1	85.2	2
EXPRESSJET	80.4	8	76.7	7	75.8	9	76.6	8	81.0	9	80.6	10	86.3	8	77.0	9
FRONTIER	75.7	11	76.7	8	76.3	8	78.6	6	83.9	6	82.1	8	86.0	9	77.3	8
HAWAIIAN	89.9	1	83.0	2	89.6	1	93.1	1	94.0	1	89.6	1	89.3	3	88.6	1
JETBLUE	77.4	10	72.0	11	66.7	11	67.1	12	70.1	12	79.7	11	86.6	7	71.1	11
SKYWEST	80.2	9	76.5	9	81.1	3	80.7	4	86.1	4	81.7	9	85.4	10	79.6	6
SOUTHWEST	81.9	6	78.7	5	76.7	7	75.6	9	82.4	8	84.6	7	87.6	6	78.3	7
SPIRIT	80.5	7	76.3	10	71.3	10	75.1	10	75.1	11	87.2	3	89.8	2	76.4	10
UNITED	81.9	5	80.3	4	81.1	4	80.4	5	85.5	5	86.0	5	88.6	5	81.4	4
VIRGIN AMERICA	75.3	12	64.7	12	63.5	12	73.2	11	77.4	10	73.3	12	77.5	12	68.7	12
TOTAL	82.5		79.4		77.9		79.1		83.6		84.8		88.3		79.8	

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)

NOVEMBER 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	55	89.1	123	87.8	86	90.7	0	0.0	0	0.0	118	91.5	116	85.3	116	92.2	60	95.0	159	81.1
AMERICAN	889	89.7	2091	86.0	492	90.4	7730	91.3	0	0.0	1919	88.0	814	89.4	11106	92.2	458	86.2	591	76.3
DELTA	19719	95.6	1272	90.6	573	96.2	518	96.1	141	97.9	713	94.2	868	93.4	496	97.2	4614	95.0	430	79.1
EXPRESSJET	1359	89.8	172	86.0	57	80.7	264	74.6	0	0.0	302	81.5	0	0.0	880	88.3	239	87.0	1735	68.0
FRONTIER	254	79.1	0	0.0	0	0.0	90	90.0	0	0.0	90	90.0	1627	92.3	68	89.7	90	91.1	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	146	88.4	4001	88.0	240	90.0	106	90.6	0	0.0	871	91.0	84	91.7	55	96.4	116	90.5	759	76.4
SKYWEST	1310	87.7	0	0.0	0	0.0	138	79.7	172	91.9	82	90.2	3550	90.3	402	88.8	3443	85.4	106	76.4
SOUTHWEST	3410	91.5	994	86.5	6124	91.6	231	89.2	5206	89.1	1227	85.7	5511	90.3	0	0.0	556	89.7	541	72.5
SPIRIT	602	92.2	386	89.6	586	91.6	0	0.0	0	0.0	0	0.0	243	90.5	609	92.9	761	91.2	280	78.6
UNITED	504	88.5	1032	87.5	283	90.8	87	88.5	0	0.0	499	88.4	4727	93.5	625	93.1	169	92.9	4620	78.9
VIRGIN AMERICA	0	0.0	138	88.4	30	93.3	0	0.0	282	86.2	113	88.5	86	87.2	0	0.0	0	0.0	233	78.1
TOTAL	28248	93.8	10209	87.8	8471	91.7	9164	90.8	5801	89.3	5934	88.6	17626	91.4	14357	92.1	10506	90.6	9454	76.2

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

AIR TRAVEL CONSUMER REPORT
TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT
(REPORTABLE AIRPORTS ONLY)
NOVEMBER 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	30	86.7	30	90.0	43	86.0	55	94.5	319	83.4	625	85.1	0	0.0	89	87.6	0	0.0	0	0.0
AMERICAN	469	86.4	133	82.0	525	90.9	1240	85.9	1112	87.9	2937	88.8	1769	85.3	1329	85.5	0	0.0	4024	89.6
DELTA	803	92.5	254	96.1	243	94.7	2198	93.1	1022	91.9	2591	88.5	1823	90.9	1357	91.2	195	89.2	702	92.5
EXPRESSJET	0	0.0	0	0.0	2922	94.4	0	0.0	0	0.0	0	0.0	1400	77.9	0	0.0	0	0.0	0	0.0
FRONTIER	0	0.0	90	78.9	43	81.4	0	0.0	704	83.7	120	75.0	90	81.1	1068	80.4	0	0.0	331	88.5
HAWAIIAN	0	0.0	0	0.0	0	0.0	27	92.6	77	94.8	150	84.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	1962	87.0	173	89.6	0	0.0	3303	87.6	375	84.0	516	89.3	510	85.5	1594	82.2	0	0.0	0	0.0
SKYWEST	0	0.0	116	81.9	660	86.4	0	0.0	290	93.8	2516	88.3	141	86.5	0	0.0	183	81.4	0	0.0
SOUTHWEST	2007	91.7	200	92.5	0	0.0	0	0.0	5695	88.0	3496	83.2	910	80.4	3288	89.5	6707	85.7	0	0.0
SPIRIT	1312	89.1	0	0.0	505	89.3	0	0.0	1012	88.1	675	88.0	330	86.4	911	87.8	0	0.0	0	0.0
UNITED	556	91.0	1882	92.5	5104	93.8	0	0.0	1003	88.6	2199	90.5	770	91.0	907	90.7	0	0.0	394	88.1
VIRGIN AMERICA	121	84.3	115	83.5	0	0.0	351	84.3	372	79.6	1246	77.8	0	0.0	60	85.0	0	0.0	0	0.0
TOTAL	7260	89.5	2993	90.9	10045	93.0	7174	88.9	11981	87.8	17071	86.7	7743	85.3	10603	87.1	7085	85.6	5451	89.8

* 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)

NOVEMBER 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	56	87.5	162	87.7	1353	88.4	30	96.7	216	88.4	489	80.4	4565	82.2	458	72.1	167	82.0	30	93.3
AMERICAN	583	88.5	5049	88.8	319	81.5	3373	86.2	4237	90.2	690	83.9	623	72.6	1067	75.2	359	88.3	959	90.8
DELTA	5402	94.3	690	93.0	569	91.2	591	94.6	537	93.7	502	90.2	1716	85.7	985	72.8	3472	93.8	809	92.1
EXPRESSJET	57	87.7	1267	90.5	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	117	85.5	227	86.8	47	93.6	259	89.2	228	81.1	102	81.4	35	74.3	107	72.9	133	88.7	313	90.7
HAWAIIAN	0	0.0	0	0.0	30	90.0	0	0.0	30	73.3	30	80.0	60	70.0	60	90.0	0	0.0	0	0.0
JETBLUE	0	0.0	161	85.1	83	86.7	227	84.6	60	81.7	138	87.7	138	66.7	485	77.3	214	85.5	400	87.0
SKYWEST	3261	87.3	6435	83.0	672	80.8	2	100.0	1049	92.6	668	88.0	1675	78.4	2854	72.6	3362	90.1	0	0.0
SOUTHWEST	635	88.2	0	0.0	1131	86.8	742	89.1	4855	87.4	3039	84.0	994	79.2	1457	70.6	865	87.4	2263	89.1
SPIRIT	371	92.2	749	90.4	43	86.0	241	88.0	74	94.6	155	84.5	103	71.8	0	0.0	0	0.0	464	93.1
UNITED	296	92.9	5823	92.0	627	86.3	405	90.6	669	90.7	849	88.0	825	80.1	5078	80.5	113	83.2	543	90.1
VIRGIN AMERICA	0	0.0	142	91.5	102	81.4	59	88.1	0	0.0	172	73.3	147	73.5	1982	71.2	0	0.0	0	0.0
TOTAL	10778	91.2	20705	88.2	4976	86.5	5929	87.9	11955	89.2	6834	84.8	10881	80.7	14533	75.4	8685	90.8	5781	90.2

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

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

NOVEMBER 2017

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	93.7	89.1	95.9	94.3	95.9	0.0	95.1	92.5	94.9	90.5	83.2	93.2	96.9	90.4	96.7	94.6
0700-0759	96.6	92.6	97.2	92.0	94.3	95.5	94.1	93.3	90.5	91.0	86.3	91.9	89.3	93.1	95.5	92.7
0800-0859	93.6	91.3	98.6	92.5	97.2	97.3	93.0	95.8	90.2	96.6	97.4	77.3	94.0	88.3	95.5	90.1
0900-0959	95.6	90.9	96.1	89.7	95.4	94.4	94.8	91.5	95.4	95.6	95.3	100.0	94.2	94.1	94.3	91.2
1000-1059	95.9	95.5	97.4	91.5	96.0	92.4	94.0	94.4	91.6	93.8	95.2	90.9	93.0	93.5	91.1	88.6
1100-1159	95.8	93.3	94.3	92.2	92.8	95.7	94.1	94.9	91.7	94.7	93.9	94.6	94.1	93.6	91.8	88.2
1200-1259	94.5	94.3	97.0	95.7	92.6	90.8	93.7	93.6	93.7	95.7	91.1	81.5	95.8	94.2	91.9	89.2
1300-1359	96.0	92.0	94.5	90.0	91.9	92.2	91.6	93.2	91.2	82.5	93.4	97.2	93.6	90.4	89.2	89.0
1400-1459	95.6	90.8	95.9	92.4	90.4	93.4	91.0	93.9	90.8	69.1	93.2	92.2	96.4	93.0	83.4	86.7
1500-1559	94.3	91.2	94.0	89.0	89.7	87.7	92.9	93.2	89.4	65.6	87.3	94.6	94.1	91.2	88.6	86.1
1600-1659	94.9	87.4	91.4	90.8	83.6	87.1	92.7	90.0	89.8	61.6	89.5	91.0	91.7	90.2	83.1	83.5
1700-1759	93.3	83.8	87.3	89.1	86.6	87.4	90.4	89.3	92.5	59.1	83.9	94.2	92.8	87.6	86.0	84.7
1800-1859	91.5	81.2	84.6	90.2	85.9	76.6	89.9	90.1	89.1	59.7	84.5	87.6	92.4	83.5	84.6	85.5
1900-1959	91.9	81.3	84.8	87.0	80.8	79.9	86.0	89.4	85.3	58.6	83.4	86.9	93.0	85.0	83.6	86.2
2000-2059	91.5	79.5	90.0	90.4	81.4	85.3	86.1	94.2	91.5	64.5	86.1	88.3	90.7	84.5	83.9	84.0
2100-2159	90.2	80.4	86.4	88.7	86.4	87.1	87.6	91.4	92.0	63.6	87.4	87.9	91.0	84.7	83.7	79.2
2200-2259	90.1	85.7	85.3	82.8	88.0	86.1	88.1	95.1	90.5	74.1	87.4	78.4	91.4	85.8	81.9	80.3
2300-0559	90.4	88.5	88.4	91.1	85.4	88.6	87.7	91.7	90.8	85.5	84.7	89.0	89.9	87.8	84.1	86.8
TOTAL	93.8	87.8	91.7	90.8	89.3	88.6	91.4	92.1	90.6	76.2	89.5	90.9	93.0	88.9	87.8	86.7

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

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

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	100.0	76.7	95.1	89.5	86.1	90.6	81.1	87.3	100.0	83.9	91.1	85.5	0.0	84.2	92.0
0700-0759	91.1	92.3	92.3	91.5	88.9	92.3	89.2	86.7	93.5	90.0	90.8	92.2	93.0	98.6	92.8
0800-0859	94.8	94.1	86.6	91.8	92.0	91.3	94.9	96.4	93.1	89.4	81.1	86.7	95.9	94.7	92.5
0900-0959	93.6	93.7	92.8	96.6	93.7	90.3	91.0	92.0	94.5	87.2	87.8	78.2	93.7	96.4	92.5
1000-1059	90.2	93.3	92.5	92.8	92.3	91.9	90.7	93.5	94.2	90.3	80.4	75.4	93.4	95.0	91.8
1100-1159	87.9	91.1	91.7	92.4	95.3	88.2	88.3	91.6	93.2	87.8	79.9	75.2	87.8	95.7	91.1
1200-1259	90.6	90.8	88.4	91.3	90.8	88.6	85.6	92.7	93.1	86.2	81.1	70.5	92.5	95.3	90.5
1300-1359	89.5	91.5	86.2	93.4	92.4	88.0	89.7	94.9	88.3	85.1	81.5	75.4	93.5	94.0	90.3
1400-1459	87.9	91.0	87.8	89.2	94.9	88.3	85.3	93.1	90.8	81.5	77.9	71.1	91.0	92.3	89.1
1500-1559	84.5	93.2	90.2	88.4	90.1	89.6	85.5	95.6	86.9	84.0	79.7	72.5	93.6	89.0	88.7
1600-1659	83.0	87.4	84.5	88.6	92.7	86.8	85.1	83.9	87.2	82.3	80.0	74.1	89.3	88.2	86.9
1700-1759	83.5	85.9	77.7	86.3	89.1	86.6	84.3	79.4	87.4	84.6	78.5	74.9	89.3	87.3	85.8
1800-1859	80.4	83.5	79.3	88.5	88.3	82.3	82.4	85.4	78.4	81.6	78.1	75.5	86.3	91.5	84.7
1900-1959	76.3	81.8	76.0	87.0	90.6	83.1	82.1	79.2	84.6	83.1	79.8	73.7	89.6	85.4	84.1
2000-2059	74.5	77.6	83.3	84.5	87.3	86.6	84.9	90.0	86.1	82.4	79.8	72.2	82.6	86.7	84.2
2100-2159	79.9	79.8	78.5	84.3	93.8	88.1	88.7	90.1	87.2	79.8	76.7	70.3	91.6	84.1	84.5
2200-2259	80.3	82.4	73.5	89.8	86.0	91.2	83.0	84.2	88.6	80.0	74.9	68.2	75.9	85.1	82.9
2300-0559	88.9	84.8	86.0	87.9	91.0	91.0	85.2	89.2	88.9	87.3	85.9	75.9	85.7	86.0	87.3
TOTAL	85.3	87.1	85.6	89.8	91.2	88.2	86.5	87.9	89.2	84.8	80.7	75.4	90.8	90.2	88.3

* 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)

NOVEMBER 2017

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	94.9	94.9	95.6	97.3	95.1	94.7	96.4	94.3	95.5	96.1	97.0	92.8	95.6	95.8	96.3	94.3
0700-0759	95.4	94.4	95.7	95.6	94.1	94.5	93.4	95.2	93.7	95.8	96.7	96.3	96.5	96.0	93.0	94.3
0800-0859	94.6	93.0	94.9	91.5	93.9	96.0	94.2	92.2	92.2	94.0	94.5	95.5	96.4	96.0	90.4	88.7
0900-0959	92.0	92.3	94.6	93.0	93.5	92.1	91.3	91.5	91.3	93.5	93.8	96.3	92.6	93.4	91.5	86.2
1000-1059	92.3	91.6	91.4	87.1	89.3	93.5	90.3	88.7	92.3	94.3	92.3	91.8	92.6	92.0	93.0	85.7
1100-1159	93.2	90.7	90.3	92.1	88.6	92.2	90.4	89.4	87.9	92.4	88.1	91.2	92.2	91.3	84.2	83.3
1200-1259	92.3	88.6	89.8	92.0	85.6	89.6	87.3	89.6	90.2	90.1	89.9	89.7	92.8	92.4	87.2	85.3
1300-1359	91.3	90.7	86.1	90.5	84.2	87.7	87.2	89.4	88.9	89.2	84.5	94.4	89.5	89.2	84.7	82.6
1400-1459	93.0	86.9	85.9	88.1	80.5	88.8	86.5	88.9	87.4	82.9	86.5	91.7	90.6	89.0	81.2	82.5
1500-1559	89.6	82.7	85.5	80.7	79.1	90.9	87.6	84.8	87.0	72.3	88.6	86.5	94.2	89.5	78.4	85.4
1600-1659	89.6	88.7	84.4	87.1	77.7	84.6	86.7	89.5	84.5	67.9	80.0	89.0	89.3	89.8	79.2	84.4
1700-1759	91.3	81.8	83.4	88.8	77.2	84.7	87.8	87.6	88.1	64.0	82.2	89.8	85.1	86.5	77.3	81.7
1800-1859	88.5	82.0	79.6	86.3	76.4	82.0	84.3	86.3	84.5	68.8	80.5	80.0	87.5	86.0	79.9	79.8
1900-1959	89.7	74.3	79.5	87.7	75.7	77.3	88.6	82.7	88.5	64.2	79.6	91.9	89.6	85.7	79.3	81.8
2000-2059	90.1	80.2	84.1	89.3	75.2	85.0	85.2	87.9	87.9	70.2	83.1	84.6	91.6	84.8	77.9	81.3
2100-2159	93.1	73.8	83.3	93.1	73.6	86.6	82.4	93.8	94.4	69.2	78.9	100.0	94.0	82.8	76.9	83.1
2200-2259	90.8	73.7	81.8	90.7	82.2	88.0	87.2	90.6	89.4	55.6	92.2	94.0	83.3	83.6	81.0	84.5
2300-0559	92.4	97.0	92.3	96.1	0.0	95.7	91.5	92.6	96.6	96.5	94.4	90.5	96.8	94.0	91.3	90.2
TOTAL	91.7	87.9	88.1	90.0	84.4	89.3	89.1	89.4	89.7	81.5	87.6	91.4	91.9	90.2	85.6	85.7

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

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	93.8	93.2	96.6	92.8	96.0	92.6	95.5	92.7	95.7	96.1	94.2	95.4	96.4	96.3	95.0
0700-0759	95.8	93.8	93.2	94.4	94.7	92.5	94.9	94.3	95.4	91.3	90.3	93.4	93.4	97.0	94.3
0800-0859	92.2	92.0	87.1	95.4	93.8	90.5	89.0	91.7	92.6	91.0	89.1	91.0	92.0	95.8	92.4
0900-0959	91.8	90.1	83.6	87.8	91.9	87.9	91.2	95.5	91.9	88.9	85.6	84.9	92.8	91.9	90.7
1000-1059	91.9	91.4	86.4	91.8	94.5	88.5	90.8	88.7	92.2	87.9	81.8	80.0	91.9	93.4	89.9
1100-1159	88.9	89.9	81.9	89.0	92.2	84.6	82.7	89.9	88.9	82.1	76.8	76.4	92.1	93.3	88.3
1200-1259	88.3	86.2	84.9	88.6	89.1	89.2	86.8	89.2	88.3	83.2	80.5	77.5	89.0	91.2	88.2
1300-1359	88.9	85.8	80.1	89.6	87.9	85.1	82.9	85.5	90.6	81.9	79.7	76.2	88.6	90.8	86.3
1400-1459	87.6	82.6	72.3	86.7	91.4	85.2	83.9	92.0	85.5	83.4	81.9	73.5	91.8	83.6	85.8
1500-1559	85.4	82.9	80.4	90.6	90.4	85.3	82.7	87.8	86.6	75.1	79.1	72.5	91.5	85.4	85.1
1600-1659	79.4	86.6	79.6	84.0	89.7	84.8	83.7	85.0	85.0	75.0	78.9	75.7	90.3	79.5	84.3
1700-1759	80.2	78.9	68.0	83.6	86.9	84.8	81.5	77.5	86.0	80.2	80.3	77.9	88.9	84.2	83.5
1800-1859	83.5	77.4	62.9	83.9	81.3	84.3	84.4	79.3	85.9	83.1	77.8	78.5	85.9	81.2	82.2
1900-1959	78.1	77.8	75.0	86.2	89.5	83.1	77.7	80.3	79.3	71.4	83.3	79.2	81.1	86.4	82.8
2000-2059	67.2	77.8	64.6	86.5	92.7	85.9	86.4	84.7	80.9	78.1	79.4	78.3	92.8	81.2	84.8
2100-2159	73.5	76.1	80.6	87.0	88.1	86.6	79.8	83.3	87.1	81.6	81.9	76.9	95.4	80.0	84.6
2200-2259	63.3	82.0	78.7	85.5	91.5	91.0	91.9	66.7	82.9	92.9	80.2	80.8	92.3	82.0	86.7
2300-0559	100.0	89.2	95.3	97.6	94.9	94.7	95.1	90.7	94.0	0.0	87.9	86.0	90.3	93.2	91.9
TOTAL	86.5	85.7	80.9	88.9	91.2	87.2	88.0	87.3	88.5	84.8	83.5	81.2	91.5	88.8	87.7

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

AIR TRAVEL CONSUMER REPORT

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

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

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

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

NONE								
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* Minimum of 10 flights per months

** includes cancelled and diverted flights

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

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

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

AIR TRAVEL CONSUMER REPORT
TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 70% OR MORE OF THE TIME
NOVEMBER 2017

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS (minimum 15 operations per flight number)	REGULARLY SCHEDULED FLIGHTS LATE 70% OR MORE OF THE TIME D/	
		NUMBERS	PERCENTAGE
SOUTHWEST	650	2	0.3
EXPRESSJET	703	1	0.1
SKYWEST	2068	1	0.0
DELTA	2643	0	0.0
AMERICAN	2503	0	0.0
UNITED	1740	0	0.0
JETBLUE	803	0	0.0
ALASKA	497	0	0.0
SPIRIT	434	0	0.0
FRONTIER	300	0	0.0
HAWAIIAN	214	0	0.0
VIRGIN AMERICA	205	0	0.0
TOTAL	12760	4	0.0

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
NOVEMBER 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	93.2	91.5	59	59
Adak Island, AK (ADK)	87.5	87.5	8	8
Aguadilla, PR (BQN)	83.6	73.4	67	64
Akron, OH (CAK)	86.4	86.3	425	423
Albany, NY (ALB)	89.9	89.1	762	762
Albuquerque, NM (ABQ)	90.0	89.3	1522	1525
Alexandria, LA (AEX)	94.9	98.7	79	79
Allentown/Bethlehem/Easton, PA (ABE)	88.2	89.5	220	220
Alpena, MI (APN)	90.2	80.4	51	51
Amarillo, TX (AMA)	91.2	93.9	262	262
Anchorage, AK (ANC)	81.6	90.6	1159	1157
Appleton, WI (ATW)	91.7	92.8	206	208
Arcata/Eureka, CA (ACV)	75.7	80.9	115	115
Asheville, NC (AVL)	86.2	83.2	224	226
Aspen, CO (ASE)	84.0	89.4	188	188
Atlanta, GA (ATL)	93.8	91.7	28248	28243
Atlantic City, NJ (ACY)	92.7	95.6	274	274
Augusta, GA (AGS)	91.7	89.0	109	109
Austin, TX (AUS)	91.2	90.1	4531	4527
Bakersfield, CA (BFL)	90.1	91.1	191	191
Baltimore, MD (BWI)	91.7	88.1	8471	8478
Bangor, ME (BGR)	78.0	76.3	59	59
Barrow, AK (BRW)	88.5	85.2	61	61
Baton Rouge, LA (BTR)	88.0	87.1	502	502
Bellingham, WA (BLI)	80.4	86.5	112	111
Bemidji, MN (BJI)	89.7	86.2	58	58
Bend/Redmond, OR (RDM)	86.4	86.1	345	345
Bethel, AK (BET)	88.7	88.7	71	71
Billings, MT (BIL)	91.6	93.5	262	263
Binghamton, NY (BGM)	86.9	90.5	84	84
Birmingham, AL (BHM)	92.5	92.1	959	959
Bismarck/Mandan, ND (BIS)	87.1	88.8	178	179

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bloomington/Normal, IL (BMI)	85.7	88.1	175	177
Boise, ID (BOI)	85.2	88.6	1457	1457
Boston, MA (BOS)	87.8	87.9	10209	10204
Bozeman, MT (BZN)	89.4	89.4	339	339
Brainerd, MN (BRD)	84.0	86.3	50	51
Bristol/Johnson City/Kingsport, TN (TRI)	89.3	94.2	103	103
Brownsville, TX (BRO)	98.1	100.0	53	53
Brunswick, GA (BQK)	75.0	75.0	4	4
Buffalo, NY (BUF)	89.0	88.9	1488	1489
Bullhead City, AZ (IFP)	80.0	86.7	30	30
Burbank, CA (BUR)	82.8	82.3	2139	2141
Burlington, VT (BTV)	93.2	83.5	176	176
Butte, MT (BTM)	83.3	83.3	54	54
Casper, WY (CPR)	95.4	96.6	87	87
Cedar City, UT (CDC)	74.5	84.3	51	51
Cedar Rapids/Iowa City, IA (CID)	86.7	86.3	459	459
Charleston, SC (CHS)	91.7	89.1	1162	1162
Charleston/Dunbar, WV (CRW)	90.2	93.9	132	131
Charlotte Amalie, VI (STT)	89.1	81.5	119	119
Charlotte, NC (CLT)	90.8	90.0	9164	9161
Charlottesville, VA (CHO)	80.8	84.1	208	207
Chattanooga, TN (CHA)	82.1	84.9	218	218
Chicago, IL (MDW)	85.6	80.9	7085	7086
Chicago, IL (ORD)	88.2	87.2	20705	20715
Christiansted, VI (STX)	85.0	85.0	60	60
Cincinnati, OH (CVG)	89.3	89.7	1567	1569
Clarksburg/Fairmont, WV (CKB)	85.7	82.1	56	56
Cleveland, OH (CLE)	90.0	90.2	2970	2972
Cody, WY (COD)	81.4	80.7	59	57
College Station/Bryan, TX (CLL)	91.8	91.8	122	122
Colorado Springs, CO (COS)	84.1	90.3	730	730
Columbia, MO (COU)	86.0	91.9	86	86

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Columbia, SC (CAE)	90.2	92.3	297	297
Columbus, MS (GTR)	92.7	93.9	82	82
Columbus, OH (CMH)	89.6	88.0	1975	1976
Cordova, AK (CDV)	89.7	94.8	58	58
Corpus Christi, TX (CRP)	87.6	92.6	217	217
Dallas, TX (DAL)	89.3	84.4	5801	5801
Dallas/Fort Worth, TX (DFW)	92.1	89.4	14357	14359
Dayton, OH (DAY)	89.3	88.1	544	545
Daytona Beach, FL (DAB)	96.2	94.2	156	156
Deadhorse, AK (SCC)	89.8	91.5	59	59
Denver, CO (DEN)	91.4	89.1	17626	17627
Des Moines, IA (DSM)	89.3	91.3	656	656
Detroit, MI (DTW)	90.6	89.7	10506	10506
Devils Lake, ND (DVL)	82.4	86.3	51	51
Dothan, AL (DHN)	85.4	92.8	96	97
Duluth, MN (DLH)	73.5	77.9	223	222
Durango, CO (DRO)	94.3	94.2	105	104
Eagle, CO (EGE)	100.0	100.0	29	29
Eau Claire, WI (EAU)	89.3	91.1	56	56
El Paso, TX (ELP)	89.7	89.7	878	877
Elko, NV (EKO)	90.6	92.5	53	53
Erie, PA (ERI)	89.7	92.0	87	87
Escanaba, MI (ESC)	82.7	80.8	52	52
Eugene, OR (EUG)	80.1	84.0	291	294
Evansville, IN (EVV)	86.9	95.1	84	82
Fairbanks, AK (FAI)	83.5	93.1	261	261
Fargo, ND (FAR)	87.9	89.6	298	297
Fayetteville, AR (XNA)	92.5	93.5	386	387
Fayetteville, NC (FAY)	100.0	96.9	32	32
Flagstaff, AZ (FLG)	96.3	96.3	109	109
Flint, MI (FNT)	90.6	91.2	318	318
Fort Lauderdale, FL (FLL)	89.5	87.6	7260	7261

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Fort Myers, FL (RSW)	91.1	90.5	2550	2543
Fort Smith, AR (FSM)	91.5	93.0	142	142
Fort Wayne, IN (FWA)	80.3	84.2	476	476
Fresno, CA (FAT)	86.8	87.2	680	681
Gainesville, FL (GNV)	94.2	96.2	52	52
Gillette, WY (GCC)	85.9	88.2	85	85
Grand Forks, ND (GFK)	87.7	89.3	122	122
Grand Junction, CO (GJT)	95.0	96.3	219	219
Grand Rapids, MI (GRR)	91.0	90.5	833	832
Great Falls, MT (GTF)	96.5	98.3	115	116
Green Bay, WI (GRB)	91.7	96.0	300	300
Greensboro/High Point, NC (GSO)	89.4	89.4	510	510
Greer, SC (GSP)	92.9	93.6	532	533
Guam, TT (GUM)	83.3	100.0	30	30
Gulfport/Biloxi, MS (GPT)	96.2	96.2	185	185
Hancock/Houghton, MI (CMX)	88.3	86.4	60	59
Harlingen/San Benito, TX (HRL)	88.3	90.0	180	180
Harrisburg, PA (MDT)	89.0	92.6	283	283
Hartford, CT (BDL)	88.7	91.7	1845	1839
Hattiesburg/Laurel, MS (PIB)	85.0	91.7	60	60
Hays, KS (HYS)	90.6	94.3	53	53
Helena, MT (HLN)	90.8	95.0	141	141
Hibbing, MN (HIB)	94.0	94.0	50	50
Hilo, HI (ITO)	91.1	93.3	526	496
Hobbs, NM (HOB)	98.2	94.6	56	56
Honolulu, HI (HNL)	86.3	91.8	3800	3802
Houston, TX (HOU)	89.3	86.1	4546	4546
Houston, TX (IAH)	93.0	91.9	10045	10051
Huntsville, AL (HSV)	94.7	95.3	340	340
Idaho Falls, ID (IDA)	94.8	93.3	193	193
Indianapolis, IN (IND)	88.5	89.5	2109	2105
International Falls, MN (INL)	87.8	87.8	49	49

AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

NOVEMBER 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Iron Mountain/Kingsfd, MI (IMT)	83.9	83.9	56	56
Islip, NY (ISP)	85.9	84.1	588	586
Ithaca/Cortland, NY (ITH)	85.2	85.0	81	80
Jackson, WY (JAC)	98.3	96.7	60	60
Jackson/Vicksburg, MS (JAN)	92.3	93.2	366	366
Jacksonville, FL (JAX)	91.8	90.6	1381	1380
Jacksonville/Camp Lejeune, NC (OAJ)	78.3	87.0	23	23
Jamestown, ND (JMS)	90.0	85.0	80	80
Juneau, AK (JNU)	87.9	90.4	314	314
Kahului, HI (OGG)	85.4	88.9	1957	1957
Kalamazoo, MI (AZO)	88.0	92.2	117	116
Kalispell, MT (FCA)	91.1	94.0	168	168
Kansas City, MO (MCI)	90.7	90.3	3570	3571
Ketchikan, AK (KTN)	82.8	90.2	174	174
Key West, FL (EYW)	95.1	93.4	61	61
Killeen, TX (GRK)	94.3	89.6	106	106
Knoxville, TN (TYS)	84.5	85.4	637	637
Kodiak, AK (ADQ)	76.9	75.0	52	52
Kona, HI (KOA)	88.6	90.7	1043	1074
Kotzebue, AK (OTZ)	77.6	75.9	58	58
La Crosse, WI (LSE)	87.1	88.2	170	170
Lafayette, LA (LFT)	91.2	91.8	159	159
Lake Charles, LA (LCH)	91.6	90.4	83	83
Lansing, MI (LAN)	89.5	91.4	114	116
Laramie, WY (LAR)	88.2	88.2	51	51
Laredo, TX (LRD)	93.9	97.6	82	82
Las Vegas, NV (LAS)	87.8	85.6	11981	11984
Latrobe, PA (LBE)	91.4	91.3	81	80
Lawton/Fort Sill, OK (LAW)	87.9	86.2	58	58
Lewiston, ID (LWS)	100.0	100.0	55	55
Lexington, KY (LEX)	90.9	92.2	372	372
Lihue, HI (LIH)	87.6	89.6	956	957

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Lincoln, NE (LNK)	88.9	87.7	243	243
Little Rock, AR (LIT)	92.8	92.0	623	624
Long Beach, CA (LGB)	85.2	86.3	1362	1362
Los Angeles, CA (LAX)	86.7	85.7	17071	17060
Louisville, KY (SDF)	92.3	91.8	792	790
Lubbock, TX (LBB)	89.8	88.2	353	356
Madison, WI (MSN)	88.3	88.4	727	727
Manchester, NH (MHT)	89.1	90.4	531	530
Manhattan/Ft. Riley, KS (MHK)	89.5	90.6	86	85
Marquette, MI (MQT)	85.7	87.7	56	57
Medford, OR (MFR)	86.6	82.0	350	350
Melbourne, FL (MLB)	92.9	90.2	112	112
Memphis, TN (MEM)	89.5	88.9	1095	1097
Meridian, MS (MEI)	84.4	84.4	90	90
Miami, FL (MIA)	89.8	88.9	5451	5452
Midland/Odessa, TX (MAF)	89.8	90.1	391	392
Milwaukee, WI (MKE)	88.5	90.3	2317	2318
Minneapolis, MN (MSP)	91.2	91.2	10778	10774
Minot, ND (MOT)	83.1	86.7	166	165
Mission/McAllen/Edinburg, TX (MFE)	91.8	96.9	194	194
Missoula, MT (MSO)	88.9	91.8	171	171
Mobile, AL (MOB)	95.2	96.7	270	269
Moline, IL (MLI)	81.3	87.6	203	202
Monroe, LA (MLU)	94.0	92.6	215	215
Monterey, CA (MRY)	81.8	90.3	176	176
Montgomery, AL (MGM)	85.6	84.7	97	98
Mosinee, WI (CWA)	88.7	94.3	53	53
Muskegon, MI (MKG)	80.4	83.9	56	56
Myrtle Beach, SC (MYR)	93.7	89.3	412	412
Nashville, TN (BNA)	89.5	88.3	4712	4712
New Orleans, LA (MSY)	90.4	88.3	4100	4103
New York, NY (JFK)	88.9	90.2	7174	7178

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
New York, NY (LGA)	85.3	86.4	7743	7740
Newark, NJ (EWR)	76.2	81.5	9454	9444
Newburgh/Poughkeepsie, NY (SWF)	86.1	86.1	115	115
Newport News/Williamsburg, VA (PHF)	87.3	92.4	79	79
Niagara Falls, NY (IAG)	96.0	95.8	25	24
Nome, AK (OME)	82.8	82.8	58	58
Norfolk, VA (ORF)	86.6	88.5	917	919
North Bend/Coos Bay, OR (OTH)	50.0	50.0	18	18
Oakland, CA (OAK)	85.4	81.0	4163	4166
Oklahoma City, OK (OKC)	88.9	90.0	1349	1348
Omaha, NE (OMA)	89.1	90.0	1450	1452
Ontario, CA (ONT)	85.1	85.8	1790	1793
Orlando, FL (MCO)	87.1	85.7	10603	10606
Paducah, KY (PAH)	86.0	86.0	57	57
Pago Pago, TT (PPG)	87.5	100.0	8	8
Palm Springs, CA (PSP)	86.1	88.3	829	829
Panama City, FL (ECP)	90.5	88.2	315	314
Pasco/Kennewick/Richland, WA (PSC)	83.3	89.4	378	379
Pellston, MI (PLN)	80.3	80.6	71	72
Pensacola, FL (PNS)	91.3	93.0	400	399
Peoria, IL (PIA)	86.1	86.7	173	173
Petersburg, AK (PSG)	77.6	87.9	58	58
Philadelphia, PA (PHL)	87.9	87.3	5929	5930
Phoenix, AZ (PHX)	89.2	88.5	11955	11950
Pittsburgh, PA (PIT)	89.5	90.7	2332	2334
Plattsburgh, NY (PBG)	90.9	81.0	22	21
Pocatello, ID (PIH)	93.9	96.3	82	82
Ponce, PR (PSE)	84.8	83.9	33	31
Portland, ME (PWM)	89.8	90.7	334	334
Portland, OR (PDX)	86.5	88.0	4976	4977
Providence, RI (PVD)	88.6	89.8	1250	1250
Raleigh/Durham, NC (RDU)	88.6	88.0	3160	3161

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Rapid City, SD (RAP)	89.3	88.5	244	244
Redding, CA (RDD)	69.8	79.1	86	86
Reno, NV (RNO)	86.5	87.4	1289	1287
Rhineland, WI (RHI)	94.8	94.8	58	58
Richmond, VA (RIC)	89.8	89.4	1281	1282
Roanoke, VA (ROA)	91.1	83.9	56	56
Rochester, MN (RST)	85.6	89.5	209	210
Rochester, NY (ROC)	87.1	86.8	597	599
Rock Springs, WY (RKS)	96.4	92.9	56	56
Roswell, NM (ROW)	100.0	96.4	28	28
Sacramento, CA (SMF)	86.8	86.2	3851	3855
Saginaw/Bay City/Midland, MI (MBS)	87.4	91.5	247	246
Salt Lake City, UT (SLC)	90.8	91.5	8685	8682
San Angelo, TX (SJT)	93.3	91.7	60	60
San Antonio, TX (SAT)	91.1	89.9	2894	2893
San Diego, CA (SAN)	84.8	84.8	6834	6835
San Francisco, CA (SFO)	75.4	81.2	14533	14528
San Jose, CA (SJC)	85.5	84.1	4331	4339
San Juan, PR (SJU)	84.3	78.1	1359	1358
San Luis Obispo, CA (SBP)	86.4	83.1	272	272
Santa Ana, CA (SNA)	86.0	86.0	3498	3493
Santa Barbara, CA (SBA)	84.1	87.6	434	434
Santa Fe, NM (SAF)	87.8	92.3	131	130
Santa Rosa, CA (STS)	76.5	79.7	149	148
Sarasota/Bradenton, FL (SRQ)	93.2	91.3	206	206
Sault Ste. Marie, MI (CIU)	92.7	92.7	55	55
Savannah, GA (SAV)	91.0	91.1	664	663
Scranton/Wilkes-Barre, PA (AVP)	83.7	85.6	215	216
Seattle, WA (SEA)	80.7	83.5	10881	10883
Shreveport, LA (SHV)	88.3	90.6	385	385
Sioux Falls, SD (FSD)	92.6	89.5	325	325
Sitka, AK (SIT)	90.7	90.7	86	86

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
South Bend, IN (SBN)	85.6	87.2	430	431
Spokane, WA (GEG)	83.9	87.8	1029	1030
Springfield, IL (SPI)	90.7	88.4	86	86
Springfield, MO (SGF)	92.0	93.2	250	250
St. George, UT (SGU)	90.7	93.1	259	259
St. Louis, MO (STL)	88.3	86.1	4554	4555
State College, PA (SCE)	85.7	86.4	147	147
Sun Valley/Hailey/Ketchum, ID (SUN)	81.4	84.2	59	57
Syracuse, NY (SYR)	86.2	88.1	588	587
Tallahassee, FL (TLH)	95.8	94.6	167	167
Tampa, FL (TPA)	90.2	88.8	5781	5778
Toledo, OH (TOL)	60.0	68.0	25	25
Traverse City, MI (TVC)	79.2	86.8	183	182
Trenton, NJ (TTN)	87.1	83.6	171	171
Tucson, AZ (TUS)	85.2	87.2	1234	1234
Tulsa, OK (TUL)	89.5	90.9	1176	1175
Twin Falls, ID (TWF)	87.8	92.0	82	88
Valparaiso, FL (VPS)	95.7	94.1	305	304
Washington, DC (DCA)	88.6	89.2	5934	5934
Washington, DC (IAD)	90.9	91.4	2993	2995
Waterloo, IA (ALO)	85.5	90.9	55	55
West Palm Beach/Palm Beach, FL (PBI)	87.5	84.9	2056	2057
White Plains, NY (HPN)	85.7	85.5	482	484
Wichita, KS (ICT)	91.1	92.7	605	605
Williston, ND (ISN)	86.3	89.9	139	139
Wilmington, NC (ILM)	93.6	94.9	157	156
Worcester, MA (ORH)	95.0	95.0	60	60
Wrangell, AK (WRG)	77.6	89.7	58	58
Yakutat, AK (YAK)	87.9	93.1	58	58
Yuma, AZ (YUM)	88.0	91.6	83	83

AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 30 REPORTABLE AIRPORTS B/				AT ALL US AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
VIRGIN AMERICA	18	5751	74	1.3	26	6135	77	1.3
ALASKA	25	9550	55	0.6	68	14638	135	0.9
SKYWEST	23	33074	200	0.6	209	59264	390	0.7
SOUTHWEST	25	62082	297	0.5	86	109016	473	0.4
SPIRIT	21	10418	39	0.4	38	12806	50	0.4
HAWAIIAN	8	462	0	0.0	17	6500	25	0.4
EXPRESSJET	12	10651	36	0.3	127	20595	65	0.3
JETBLUE	25	16719	36	0.2	64	23664	64	0.3
FRONTIER	23	6232	16	0.3	58	9165	18	0.2
AMERICAN	28	56883	74	0.1	97	69677	103	0.1
UNITED	27	40593	11	0.0	90	48354	18	0.0
DELTA	30	55807	0	0.0	146	74348	0	0.0
TOTAL		308222	838	0.3		454162	1418	0.3

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

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELLED 5% OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
VIRGIN AMERICA	308	28	9.0
ALASKA	774	41	5.2
SKYWEST	5014	125	2.4
HAWAIIAN	281	6	2.1
EXPRESSJET	2109	44	2.0
SOUTHWEST	28347	417	1.4
SPIRIT	675	6	0.8
FRONTIER	462	4	0.8
AMERICAN	4048	35	0.8
JETBLUE	915	6	0.6
UNITED	2660	2	0.0
DELTA	6018	0	0.0
TOTAL	51611	714	1.4

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

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

AIR TRAVEL CONSUMER REPORT
TABLE 9. CAUSES OF DELAY*, BY CARRIER
NOVEMBER 2017

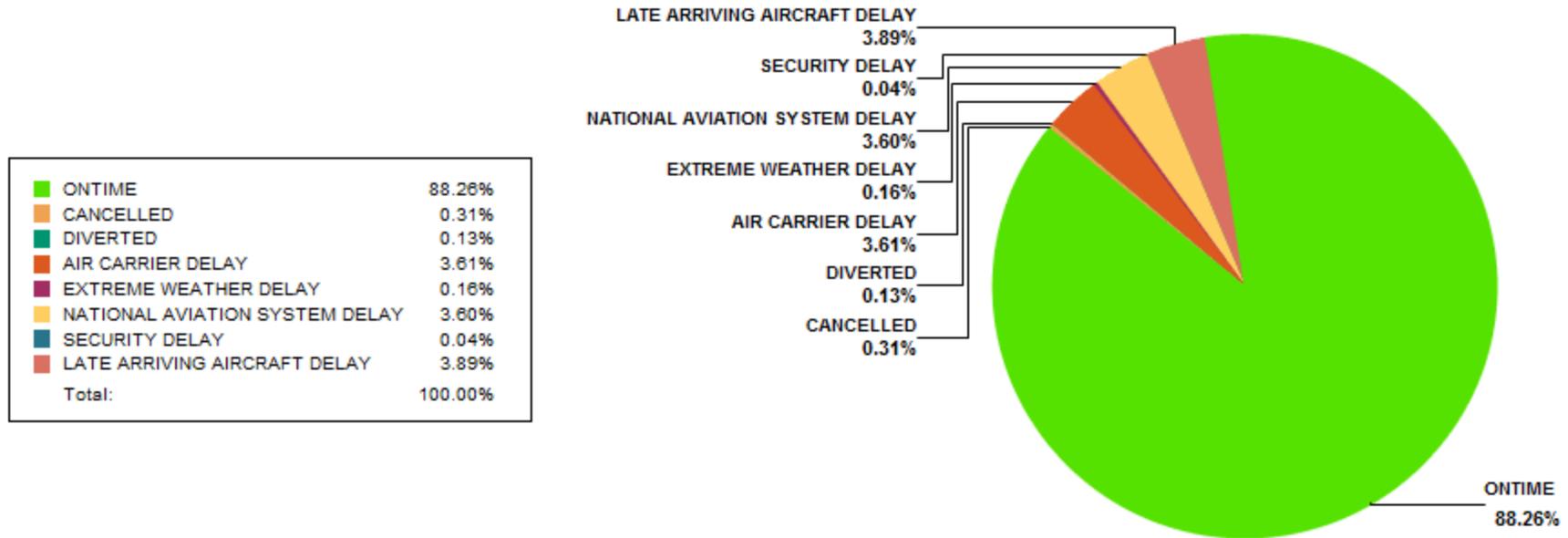
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCEL LED	% CANCELLED	DIVERT ED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA	14638	12177	83.19%	135	0.92%	27	0.18%	483	3.30%	76	0.52%	1159	7.92%	17	0.12%	564	3.85%
AMERICAN	69677	61856	88.78%	103	0.15%	80	0.11%	2815	4.04%	67	0.10%	2645	3.80%	38	0.05%	2073	2.98%
DELTA	74348	69646	93.68%	0	0.00%	60	0.08%	1811	2.44%	98	0.13%	1779	2.39%	8	0.01%	946	1.27%
EXPRESSJET	20595	17781	86.34%	65	0.32%	19	0.09%	746	3.62%	26	0.13%	1030	5.00%	0	0.00%	929	4.51%
FRONTIER	9165	7877	85.95%	18	0.20%	11	0.12%	393	4.29%	6	0.07%	346	3.78%	0	0.00%	514	5.61%
HAWAIIAN	6500	5805	89.31%	25	0.38%	8	0.12%	432	6.65%	6	0.09%	8	0.12%	1	0.02%	216	3.32%
JETBLUE	23664	20481	86.55%	64	0.27%	37	0.16%	1115	4.71%	8	0.03%	1015	4.29%	18	0.08%	926	3.91%
SKYWEST	59264	50633	85.44%	390	0.66%	130	0.22%	2132	3.60%	244	0.41%	2534	4.28%	14	0.02%	3187	5.38%
SOUTHWEST	109016	95540	87.64%	473	0.43%	113	0.10%	4530	4.16%	92	0.08%	2208	2.03%	57	0.05%	6003	5.51%
SPIRIT	12806	11494	89.75%	50	0.39%	10	0.08%	330	2.58%	5	0.04%	624	4.87%	14	0.11%	278	2.17%
UNITED	48354	42827	88.57%	18	0.04%	44	0.09%	1344	2.78%	32	0.07%	2402	4.97%	0	0.00%	1687	3.49%
VIRGIN AMERICA	6135	4754	77.49%	77	1.26%	36	0.59%	257	4.19%	46	0.75%	590	9.62%	11	0.18%	365	5.95%
TOTAL	454162	400871	88.26%	1418	0.31%	575	0.13%	16388	3.61%	706	0.16%	16340	3.60%	178	0.04%	17688	3.89%

*** 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*

NOVEMBER 2017



Causes of Delay:

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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

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

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

AIR TRAVEL CONSUMER REPORT
TABLE 12. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED DOMESTIC FLIGHTS EXPERIENCING TARMAC DELAYS OVER 2 HOURS
BY CARRIER
NOVEMBER 2017

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
ALASKA	14638	14	0.10
FRONTIER	9165	3	0.03
EXPRESSJET	20595	4	0.02
SKYWEST	59264	11	0.02
AMERICAN	69677	9	0.01
DELTA	74348	8	0.01
SOUTHWEST	109016	11	0.01
UNITED	48354	3	0.01
JETBLUE	23664	1	0.00
HAWAIIAN	6500	0	0.00
VIRGIN AMERICA	6135	0	0.00
SPIRIT	12806	0	0.00
TOTAL	454162	64	0.01

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

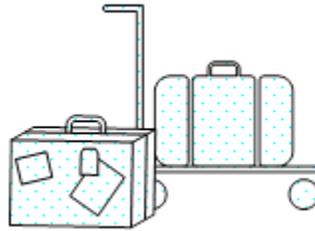
Data to DOT and to CRS Vendors*

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	NOVEMBER 2017			NOVEMBER 2016		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	DELTA AIR LINES	11,161	10,337,827	1.08	12,468	10,111,035	1.23
2	SPIRIT AIRLINES	2,479	1,843,360	1.34	2,737	1,618,374	1.69
3	JETBLUE AIRWAYS	3,733	2,723,983	1.37	3,512	2,687,459	1.31
4	VIRGIN AMERICA	1,180	745,074	1.58	631	655,855	0.96
5	UNITED AIRLINES	12,486	7,051,034	1.77	12,665	6,548,526	1.93
6	ALASKA AIRLINES	3,614	1,994,274	1.81	2,142	1,876,070	1.14
7	AMERICAN AIRLINES	19,877	9,900,482	2.01	23,105	9,653,208	2.39
8	EXPRESSJET AIRLINES	1,974	948,607	2.08	5,126	1,620,696	3.16
9	FRONTIER AIRLINES	3,124	1,465,474	2.13	3,701	1,196,083	3.09
10	SKYWEST AIRLINES	6,497	3,008,692	2.16	6,316	2,409,655	2.62
11	SOUTHWEST AIRLINES	31,326	13,416,820	2.33	31,000	12,862,236	2.41
12	HAWAIIAN AIRLINES	2,130	863,896	2.47	1,835	791,475	2.32
TOTALS		99,581	54,299,523	1.83	105,238	52,030,672	2.02

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

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

ENPLANED PASSENGERS - For the domestic system only.

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

OVERSALES

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

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

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

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



AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

Rank	Airline	JULY - SEPTEMBER 2017				JULY - SEPTEMBER 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	32,040	29	35,357,057	0.01	33,387	306	33,949,408	0.09
2	VIRGIN AMERICA	170	3	2,185,213	0.01	948	31	2,137,471	0.15
3	JETBLUE AIRWAYS	529	18	9,129,180	0.02	480	1,313	8,951,162	1.47
4	UNITED AIRLINES	11,726	103	25,069,533	0.04	15,880	1,074	23,436,935	0.46
5	HAWAIIAN AIRLINES	77	15	2,943,133	0.05	104	10	2,854,932	0.04
6	EXPRESSJET AIRLINES	3,902	22	3,540,146	0.06	9,180	937	5,445,840	1.72
7	SKYWEST AIRLINES	7,741	78	8,963,047	0.09	10,868	754	7,961,031	0.95
8	AMERICAN AIRLINES	10,046	312	33,451,848	0.09	15,470	2,156	33,773,358	0.64
9	ALASKA AIRLINES	1,761	176	6,702,144	0.26	1,627	185	6,321,507	0.29
10	SOUTHWEST AIRLINES	3,908	1,499	39,751,638	0.38	24,247	4,582	38,561,412	1.19
11	FRONTIER AIRLINES	560	170	4,339,063	0.39	425	253	4,129,349	0.61
12	SPIRIT AIRLINES	1,898	320	5,956,218	0.54	1,503	367	5,288,659	0.69
TOTALS		74,358	2,745	177,388,220	0.15	114,119	11,968	172,811,064	0.69

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

Rank	Airline	JANUARY - SEPTEMBER 2017				JANUARY - SEPTEMBER 2016			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 Passengers	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	DELTA AIR LINES	103,538	679	99,796,155	0.07	93,354	912	97,237,060	0.09
2	HAWAIIAN AIRLINES	230	92	8,422,734	0.11	200	30	8,154,838	0.04
3	VIRGIN AMERICA	1,721	165	6,090,029	0.27	1,764	77	5,927,938	0.13
4	UNITED AIRLINES	38,574	2,067	70,030,765	0.30	47,199	2,874	64,438,132	0.45
5	ALASKA AIRLINES	6,422	658	18,817,924	0.35	5,206	734	17,725,197	0.41
6	SKYWEST AIRLINES	27,345	917	24,516,354	0.37	30,796	2,177	22,575,383	0.96
7	FRONTIER AIRLINES	1,516	540	12,059,943	0.45	1,646	688	10,895,052	0.63
8	AMERICAN AIRLINES	33,244	4,517	98,017,132	0.46	42,453	6,598	99,348,093	0.66
9	JETBLUE AIRWAYS	1,649	1,475	27,255,038	0.54	1,266	2,140	25,990,828	0.82
10	SOUTHWEST AIRLINES	32,089	6,678	115,988,988	0.58	69,512	11,907	112,153,048	1.06
11	EXPRESSJET AIRLINES	16,247	785	11,738,812	0.67	24,975	2,541	16,119,866	1.58
12	SPIRIT AIRLINES	8,219	1,502	17,069,647	0.88	4,671	1,418	15,234,924	0.93
TOTALS		270,794	20,075	509,803,521	0.39	323,042	32,096	495,800,359	0.65

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

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

CONSUMER COMPLAINTS

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone or via internet. 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

	NOVEMBER 2017				NOVEMBER 2016			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	585	24	0	119	645	47	0	80
FOREIGN AIRLINES	648	2	0	43	324	6	0	37
TRAVEL AGENTS	39	2	0	13	35	0	0	7
TOUR OPERATORS	2	0	0	0	0	0	0	0
MISCELLANEOUS	25	8	0	56	18	6	0	0
INDUSTRY TOTALS	1,299	36	0	231	1,022	59	0	124

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*			COMPLAINT CATEGORIES*		
	RANKING	NOVEMBER 2017 COMPLAINTS**	SUB-CATEGORY	RANKING	NOVEMBER 2016 COMPLAINTS**	SUB-CATEGORY
FARES	1	386		6	91	
FLIGHT PROBLEMS	2	269		1	239	
CANCELLATION			95			65
DELAY			93			95
MISCONNECTION			49			44
BAGGAGE	3	159		4	134	
RESERVATIONS/TICKETING/BOARDING	4	137		2	149	
CUSTOMER SERVICE	5	108		3	145	
REFUNDS	6	97		5	103	
DISABILITY	7	63		7	73	
OTHER	8	36		9	28	
FREQUENT FLYER			22			13
OVERSALES	9	27		8	34	
DISCRIMINATION	10	13		10	14	
ADVERTISING	11	4		11	12	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,299			1,022	

* 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*
NOVEMBER 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	0	1	3	1	0	0	1	0	0	0	0	0	6
ALLEGiant AIR	6	0	1	2	2	0	1	0	1	0	0	0	13
AMERICAN AIRLINES	50	5	18	12	6	21	25	18	0	4	0	2	161
DELTA AIR LINES	17	0	6	29	1	12	7	7	0	1	0	2	82
ENVOY AIR	7	2	0	0	0	0	0	0	0	0	0	0	9
FRONTIER AIRLINES	9	2	4	0	2	2	1	1	0	0	0	2	23
HORIZON AIRLINES	3	0	1	0	1	0	0	0	0	0	0	0	5
JETBLUE AIRWAYS	3	0	4	1	1	8	0	5	0	0	0	0	22
MESA AIRLINES	4	0	0	0	0	0	1	0	0	0	0	0	5
PIEDMONT AIRLINES	4	0	1	0	0	0	2	2	0	1	0	0	10
REPUBLIC AIRLINES	4	1	0	0	0	1	0	0	0	0	0	0	6
SKYWEST AIRLINES	12	0	1	0	0	0	2	0	0	0	0	0	15
SOUTHWEST AIRLINES	7	0	2	3	2	3	2	7	0	3	0	1	30
SPIRIT AIRLINES	15	4	16	5	7	5	5	2	1	1	0	1	62
UNITED AIRLINES	33	2	18	6	4	13	16	8	0	1	0	3	104
VIRGIN AMERICA	0	0	2	2	0	0	0	1	0	0	0	0	5
Other U. S. Airlines	14	2	0	0	3	4	2	1	0	0	0	1	27
TOTAL NOVEMBER 2017	188	19	77	61	29	69	65	52	2	11	0	12	585
% of TOTAL COMPLAINTS	32.1	3.2	13.2	10.4	5.0	11.8	11.1	8.9	0.3	1.9	0	2.1	
TOTAL NOVEMBER 2016	197	25	77	45	55	59	89	58	8	12	0	20	645
% of TOTAL COMPLAINTS	30.5	3.9	11.9	7.0	8.5	9.1	13.8	9.0	1.2	1.9	0	3.1	

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

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

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U. S. AIRLINES ALPHABETICAL	COMPS	INCI-	PERCENT	INCI-	PERCENT	INCI-	PERCENT	UN-	PERCENT
	RECD IN NOV	DENTS IN NOV		DENTS IN OCT		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
ALASKA AIRLINES	6	5	83.3	0	0.0	1	16.7	0	0.0
ALLEGIAN AIR	13	3	23.1	2	15.4	7	53.8	1	7.7
AMERICAN AIRLINES	161	70	43.5	44	27.3	36	22.4	11	6.8
DELTA AIR LINES	82	19	23.2	13	15.9	39	47.6	11	13.4
ENVOY AIR	9	8	88.9	0	0.0	1	11.1	0	0.0
FRONTIER AIRLINES	23	19	82.6	3	13.0	1	4.3	0	0.0
HORIZON AIRLINES	5	5	100.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	22	7	31.8	3	13.6	12	54.5	0	0.0
MESA AIRLINES	5	5	100.0	0	0.0	0	0.0	0	0.0
PIEDMONT AIRLINES	10	4	40.0	1	10.0	3	30.0	2	20.0
REPUBLIC AIRLINES	6	3	50.0	1	16.7	2	33.3	0	0.0
SKYWEST AIRLINES	15	8	53.3	6	40.0	1	6.7	0	0.0
SOUTHWEST AIRLINES	30	13	43.3	7	23.3	6	20.0	4	13.3
SPIRIT AIRLINES	62	29	46.8	11	17.7	19	30.6	3	4.8
UNITED AIRLINES	104	48	46.2	14	13.5	36	34.6	6	5.8
VIRGIN AMERICA	5	3	60.0	0	0.0	2	40.0	0	0.0
Other U. S. Airlines	27	5	18.5	8	29.6	12	44.4	2	7.4
Totals	585	254	43.4	113	19.3	178	30.4	40	6.8
Previous Year's Totals	645	306	47.4	124	19.2	153	23.7	62	9.6

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

AIR TRAVEL CONSUMER REPORT

Table 5

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**
NOVEMBER 2017

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANI MALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	1	0	0	0	0	2	0	1	0	0	0	1	5
AEROFLOT	1	0	1	0	1	4	0	0	0	0	0	0	7
AEROMEXI CO	4	1	1	4	4	4	1	0	0	0	0	0	19
AIR BERLIN	2	0	0	0	1	5	0	0	0	0	0	0	8
AIR CANADA	4	0	0	1	2	5	2	0	0	1	0	0	15
AIR CHINA	2	1	1	1	0	0	0	0	0	0	0	0	5
AIR FRANCE	4	0	2	2	3	3	2	1	0	0	0	0	17
ALITALIA AIRLINES	0	1	2	1	2	3	0	0	0	0	0	0	9
AVIANCA	5	1	4	2	5	1	1	0	0	0	0	0	19
BRITISH AIRWAYS	2	1	4	1	2	3	0	0	0	0	0	2	15
CHINA EASTERN AIRLINES	1	0	1	0	1	0	1	1	0	0	0	0	5
COPA	0	0	2	1	2	0	0	0	0	0	0	0	5
EMIRATES AIRLINES	1	0	1	6	1	4	1	1	0	0	0	0	15
ETHIOPIAN AIRLINES	1	0	2	1	0	3	3	0	0	0	0	0	10
ETIHAD AIRWAYS	0	0	1	4	1	0	0	0	0	1	0	1	8
IBERIA AIRLINES	2	0	0	0	1	1	1	0	0	0	0	0	5
JAPAN AIR LINES	0	0	0	0	0	0	0	0	0	0	0	11	11
JET AIRWAYS	3	0	0	1	0	3	2	0	0	0	0	0	9
LATAM	2	1	3	1	1	1	1	0	0	0	0	0	10
LUFTHANSA	1	1	3	1	0	3	1	2	0	0	0	0	12
NORWEGIAN AIR SHUTTLE	4	0	1	2	0	1	0	0	0	0	0	0	8
QATAR AIRWAYS	1	0	1	1	1	0	1	0	0	0	0	0	5
SAUDI ARABIAN AIRLINES	1	0	1	0	3	0	0	0	0	0	0	0	5
TAP	0	0	0	2	2	0	1	0	0	0	0	0	5
TURKISH AIRLINES	3	0	4	4	4	5	4	0	0	0	0	1	25
VIRGIN AUSTRALIA	0	0	0	255	1	0	0	0	0	0	0	0	256
VOLARIS AIRLINES	1	0	2	2	2	2	0	1	0	0	0	0	10
WOW AIR	12	0	4	1	0	9	2	0	0	0	0	0	28
OTHER FOREIGN AIRLINES	18	1	13	12	16	26	7	3	0	0	0	1	97
TOTALS	76	8	54	306	56	88	31	10	0	2	0	17	648
<u>TRAVEL AGENTS</u>													
CHEAPOAIR.COM	0	0	1	3	3	0	0	0	0	0	0	0	7
JUSTFLY.COM	1	0	0	6	3	0	1	0	1	0	0	0	12
PRI CELINE.COM	0	0	1	6	1	0	0	0	0	0	0	0	8
OTHER TRAVEL AGENTS	0	0	3	4	4	0	1	0	0	0	0	0	12
TOTALS	1	0	5	19	11	0	2	0	1	0	0	0	39

AIR TRAVEL CONSUMER REPORT

Table 5, cont'd.

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**
NOVEMBER 2017

<u>TOUR OPERATORS</u>	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	2	2
TOTALS	0	0	0	0	0	0	0	0	0	0	0	2	2
<u>MISCELLANEOUS</u>													
TSA	0	0	0	0	0	2	6	0	0	0	0	0	8
Other Miscellaneous	4	0	1	0	1	0	4	1	1	0	0	5	17
TOTALS	4	0	1	0	1	2	10	1	1	0	0	5	25

* 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	NOVEMBER 2017			NOVEMBER 2016		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	1	999,364	0.10	9	1,693,845	0.53
2	SOUTHWEST AIRLINES	30	13,592,282	0.22	33	12,927,822	0.26
3	ALASKA AIRLINES	6	2,103,473	0.29	14	1,988,698	0.70
4	HAWAIIAN AIRLINES	3	933,150	0.32	5	850,711	0.59
5	SKYWEST AIRLINES	15	3,073,690	0.49	5	2,480,520	0.20
6	VIRGIN AMERICA	5	747,882	0.67	10	683,125	1.46
7	JETBLUE AIRWAYS	22	3,188,447	0.69	12	3,120,267	0.38
8	DELTA AIR LINES	82	11,623,554	0.71	66	11,389,099	0.58
9	UNITED AIRLINES	104	8,752,107	1.19	117	8,177,563	1.43
10	AMERICAN AIRLINES	161	11,525,460	1.40	182	11,211,367	1.62
11	FRONTIER AIRLINES	23	1,518,960	1.51	40	1,257,131	3.18
12	SPIRIT AIRLINES	62	1,971,297	3.15	54	1,734,055	3.11
	TOTAL	514	60,029,666	0.86	547	57,514,203	0.95

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 November 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 Canada	1						
American	1	1		1	1		
Delta						1	
Etihad						1	
Piedmont	1						
Southwest	2	1					
Spirit	1						
United	1						
TOTAL	7	2		1	1	2	

*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

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

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

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

Carrier	Death	Injury	Loss
United Airlines	0	1	0
Totals:	0	1	0

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

The Transportation Security Administration (TSA) screened approximately 62 million airline passengers and their 49 million checked bags in the month of November as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of November.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
878	.001	79	.001	227	.0003	484	.0008

NOTES

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

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

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