



U.S. Department
of Transportation



Air Travel Consumer Report

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



Issued: March 2018

Flight Delays¹	January 2018
Mishandled Baggage¹	January 2018
Oversales¹	4th. Quarter 2017 January – December 2017
Consumer Complaints² (Includes Disability and Discrimination Complaints)	January 2018
Airline Animal Incident Reports⁴	January 2018
Customer Service Reports to the Dept. of Homeland Security³	January 2018

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

TABLE OF CONTENTS

Section	Page	Section	Page
Introduction		Flight Delays (continued)	
Flight Delays		Table 11	26
Explanation	3	List of Regularly Scheduled Flights with Tarmac Delays Over 3 Hours, By Carrier	
Table 1	4	Table 11A	27
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Carrier	
Table 1A	5	Table 12	28
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		Number and Percentage of Regularly Scheduled Flights With Tarmac Delays of 2 Hours or More, By Carrier	
Table 2	6	Footnotes	29
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		Appendix	30
Table 3	9	Mishandled Baggage	
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		Consumer Complaints	
Table 4	11	Explanation	31
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		Ranking— January 2018	32
Table 5	13	Oversales	
List of Regularly Scheduled Flights with More than 50% Delayed Arrivals of More Than 30 Minutes		Explanation	33
Table 6	15	Ranking — 4th. Quarter 2017	34
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More		Ranking— January - December 2017	35
Table 7	16	Explanation	36
On-Time Arrival and Departure Percentage, by Airport		Complaint Tables 1-5 (January 2018)	37
Table 8	22	Summary, Complaint Categories, U.S. Airlines, Incident Date and Companies Other Than U.S. Airlines	
Overall Number and Percentage of Flight Cancellations, by Carrier		Ranking, Table 6 (January 2018)	43
Table 8A	23	Civil Rights Complaints by Air Travelers, Other than Disability (January 2018)	44
Number and Percentage of Regularly Scheduled Flights Canceled 5% or More of the Time, By Carrier		Complaint Categories	45
Table 9	24	Airline Reports to DOT of Incidents Involving the Loss, Injury, or, Death of Animals during Air Transportation (January 2018)	46
Flight Causation Data, By Airline and Category		Customer Service Reports to the Department of Homeland Security (January 2018)	47
Table 10	25		
Flight Causation Data, Graphic Representation			

INTRODUCTION

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

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

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the eighteen (18) U.S. air carriers that have at least 0.5 percent of total domestic scheduled-service passenger revenues.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2018

	AT 30 BUSIEST AIRPORTS		AT ALL US AIRPORTS	
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME
ALASKA AIRLINES	25	88.2	68	88.9
HAWAIIAN AIRLINES	8	65.8	17	88.3
UNITED AIRLINES	27	84.5	97	84.7
DELTA AIR LINES	30	84.2	146	84.3
SPIRIT AIRLINES	21	82.8	38	82.9
VIRGIN AMERICA	18	82.3	27	82.5
AMERICAN AIRLINES	28	82.7	96	82.5
SOUTHWEST AIRLINES	25	80.9	86	81.8
ALLEGiant AIRLINES	7	75.5	118	78.5
MESA AIRLINES	13	76.7	103	76.9
ENDEAVOR AIRLINES	19	75.8	115	76.5
REPUBLIC AIRLINE	19	74.7	83	76.2
SKYWEST AIRLINES	25	75.7	219	75.3
FRONTIER AIRLINES	23	75.2	58	74.9
ENVOY AIRLINES	13	74.6	125	74.7
EXPRESSJET AIRLINES	15	73.1	124	74.6
PSA AIRLINES	12	71.9	94	70.2
JETBLUE AIRWAYS	25	65.2	64	65.8
TOTAL		79.7		79.6

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 0.5 percent of total domestic scheduled-service passenger revenues.

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2018

CARRIER*	1st Quarter 01-03 2017		2nd Quarter 04-06 2017		3rd Quarter 07-09 2017		4th Quarter 10-12 2017		Nov 2017		Dec 2017		Jan 2018		12 Months Ending Jan 2018	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	78.4	6	82.4	2	84.9	3	84.2	6	83.2	11	83.4	3	88.9	1	83.5	3
ALLEGiant	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	78.5	9	N/A	N/A
AMERICAN	81.4	3	77.3	6	77.7	7	85.2	5	88.8	4	82.0	5	82.5	7	80.6	5
DELTA	85.7	1	80.9	5	86.4	2	88.9	1	93.7	1	83.5	2	84.3	4	85.7	2
ENDEAVOR	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	76.5	11	N/A	N/A
ENVOY	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	74.7	15	N/A	N/A
EXPRESSJET	76.7	7	75.8	9	76.6	8	81.1	10	86.3	8	76.4	10	74.6	16	77.6	10
FRONTIER	76.7	8	76.3	8	78.6	6	81.2	8	86.0	9	75.8	11	74.9	14	78.7	8
HAWAIIAN	83.0	2	89.6	1	93.1	1	86.5	2	89.3	3	80.8	6	88.3	2	88.4	1
JETBLUE	72.0	11	66.7	11	67.1	12	80.0	11	86.6	7	74.1	12	65.8	18	70.8	12
MESA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	76.9	10	N/A	N/A
PSA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	70.2	17	N/A	N/A
REPUBLIC	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	76.2	12	N/A	N/A
SKYWEST	76.5	9	81.1	3	80.7	4	81.2	9	85.4	10	76.5	9	75.3	13	80.2	6
SOUTHWEST	78.7	5	76.7	7	75.6	9	83.8	7	87.6	6	79.1	8	81.8	8	79.3	7
SPIRIT	76.3	10	71.3	10	75.1	10	85.7	4	89.8	2	80.4	7	82.9	5	78.0	9
UNITED	80.3	4	81.1	4	80.4	5	86.4	3	88.6	5	84.6	1	84.7	3	82.5	4
VIRGIN AMERICA	64.7	12	63.5	12	73.2	11	77.8	12	77.5	12	82.5	4	82.5	6	71.5	11
TOTAL	79.4		77.9		79.1		84.4		88.3		80.3		79.6		80.5	

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 0.5 percent of total domestic scheduled-service passenger revenues.

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2018

ARRIVAL AIRPORT*																				
CARRIER*	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW		EWR		FLL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	36	94.4	107	78.5	89	91.0	0	0.0	124	86.3	124	84.7	100	96.0	33	84.8	164	78.0	33	90.9
ALLEGiant	0	0.0	0	0.0	9	100.0	0	0.0	0	0.0	8	75.0	0	0.0	0	0.0	24	79.2	235	61.7
AMERICAN	956	81.1	2058	74.5	508	86.0	7828	84.6	1958	82.6	881	83.8	11495	86.9	454	81.5	630	76.8	594	76.8
DELTA	19038	83.6	1318	75.4	494	84.6	431	84.7	714	82.2	778	86.8	510	87.1	4114	86.4	387	73.9	998	81.3
ENDEAVOR	1834	77.8	424	67.5	173	75.1	189	76.2	177	74.0	3	100	225	84.9	1453	81.2	110	66.4	29	75.9
ENVOY	56	82.1	0	0.0	112	61.6	65	78.5	58	82.8	0	0.0	4491	80.0	113	69.9	58	53.4	0	0.0
EXPRESSJET	905	73.7	164	65.2	59	86.4	279	73.5	314	71.7	0	0.0	930	84.3	459	68.4	1906	60.2	0	0.0
FRONTIER	272	79.8	0	0.0	0	0.0	93	81.7	93	76.3	1607	80.3	40	77.5	65	80.0	0	0.0	0	0.0
HAWAIIAN	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	147	66.0	4089	63.1	250	65.6	117	68.4	874	67.3	89	75.3	51	60.8	120	61.7	864	56.5	2178	64.0
MESA	191	77.5	11	72.7	0	0.0	198	81.8	23	73.9	0	0.0	2612	77.4	204	80.4	0	0.0	0	0.0
PSA	68	77.9	0	0.0	4	100.0	7867	74.7	2326	66.5	0	0.0	0	0.0	193	67.4	21	52.4	0	0.0
REPUBLIC	409	77.3	522	64.8	122	76.2	894	82.9	2177	75.4	321	84.4	330	81.8	604	80.1	2019	66.7	0	0.0
SKYWEST	2115	67.5	24	37.5	28	75.0	93	76.3	99	61.6	3890	83.2	463	79.0	3001	69.3	63	55.6	0	0.0
SOUTHWEST	3529	82.5	839	74.1	5748	84.7	236	82.2	1286	79.9	5515	85.7	0	0.0	559	78.7	513	62.6	2228	82.6
SPIRIT	629	81.7	494	72.7	635	85.0	0	0.0	0	0.0	258	86.4	608	85.5	890	83.7	293	74.1	1483	81.9
UNITED	434	84.6	1006	78.4	261	83.9	72	84.7	414	85.3	4695	89.8	502	87.3	131	81.7	4388	74.1	612	85.3
VIRGIN AMERICA	0	0.0	92	76.1	31	100.0	0	0.0	115	87.0	59	88.1	0	0.0	0	0.0	189	70.4	114	84.2
TOTAL	30619	81.3	11148	69.8	8523	83.7	18362	79.7	10752	75.5	18228	85.6	22357	84.0	12393	79.1	11629	68.5	8504	76.8

* 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
(30 LARGEST AIRPORTS ONLY)
JANUARY 2018

ARRIVAL AIRPORT*																				
CARRIER*	HNL		IAD		IAH		JFK		LAS		LAX		LGA		MCO		MDW		MIA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	186	93.0	31	90.3	36	72.2	62	80.6	324	91.0	702	91.7	0	0.0	99	92.9	0	0.0	0	0.0
ALLEGIAN	0	0.0	0	0.0	0	0.0	0	0.0	694	80.8	109	67.9	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN	230	86.1	145	89.0	475	80.6	1369	77.6	1211	86.1	3153	86.9	1775	74.6	1520	79.1	0	0.0	4376	83.2
DELTA	262	87.8	216	87.0	221	76.5	2261	78.3	1132	88.2	2455	85.5	1864	76.6	1622	83.7	154	84.4	761	81.3
ENDEAVOR	0	0.0	146	80.1	108	76.9	2082	74.2	0	0.0	0	0.0	1938	70.1	3	33.3	0	0.0	0	0.0
ENVOY	0	0.0	0	0.0	126	69.8	217	71.4	0	0.0	0	0.0	997	58.8	0	0.0	0	0.0	722	77.3
EXPRESSJET	0	0.0	19	52.6	3259	83.1	0	0.0	0	0.0	0	0.0	1197	60.1	1	0.0	0	0.0	0	0.0
FRONTIER	0	0.0	93	83.9	62	80.6	0	0.0	663	75.3	124	79.0	93	66.7	1123	70.3	0	0.0	350	73.7
HAWAIIAN	2797	90.1	0	0.0	0	0.0	31	48.4	80	70.0	162	61.1	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	0	0.0	170	64.7	0	0.0	3401	65.4	399	76.4	529	80.3	518	60.4	1605	64.0	0	0.0	0	0.0
MESA	0	0.0	1916	82.3	2324	75.5	0	0.0	0	0.0	0	0.0	125	72.8	0	0.0	0	0.0	0	0.0
PSA	0	0.0	201	73.6	0	0.0	26	57.7	0	0.0	0	0.0	181	55.8	0	0.0	0	0.0	0	0.0
REPUBLIC	0	0.0	89	92.1	1295	81.0	249	70.3	0	0.0	0	0.0	2697	68.1	1	0.0	0	0.0	1228	83.2
SKYWEST	0	0.0	114	58.8	619	72.4	0	0.0	476	87.2	2948	82.2	269	63.9	0	0.0	103	65.0	0	0.0
SOUTHWEST	0	0.0	202	90.1	0	0.0	0	0.0	6014	86.5	3604	81.6	937	68.1	3494	82.9	6366	78.0	0	0.0
SPIRIT	0	0.0	0	0.0	496	83.7	0	0.0	1054	87.7	682	86.7	341	72.4	1100	79.8	0	0.0	0	0.0
UNITED	399	89.2	1632	89.3	5024	86.8	0	0.0	895	86.8	2126	87.4	665	75.0	993	85.9	0	0.0	432	81.9
VIRGIN AMERICA	62	83.9	116	92.2	0	0.0	357	79.3	354	84.7	1201	86.3	0	0.0	62	83.9	0	0.0	0	0.0
TOTAL	3936	89.6	5090	84.1	14045	82.2	10055	72.5	13296	85.6	17795	84.5	13597	68.9	11623	78.7	6623	78.0	7869	82.0

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

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

JANUARY 2018

ARRIVAL AIRPORT*																				
CARRIER*	MSP		ORD		PDX		PHL		PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	62	83.9	156	87.8	1464	91.1	31	96.8	201	73.6	548	86.5	4736	88.9	493	78.5	213	90.6	31	96.8
ALLEGIANANT	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	11	81.8	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN	584	78.6	5203	83.8	300	83.7	3719	80.4	4765	78.0	726	83.3	626	78.9	1119	78.1	489	84.3	1040	81.9
DELTA	4755	86.5	547	83.4	536	90.9	534	80.1	582	81.8	515	90.7	1623	86.6	727	81.2	3406	92.5	983	80.5
ENDEAVOR	1075	80.8	167	75.4	0	0.0	116	75.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	11	72.7
ENVOY	5	100.0	4704	73.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET	90	68.9	912	73.6	0	0.0	2	50.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER	124	71.8	217	79.7	31	74.2	292	75.0	253	65.6	106	80.2	49	83.7	129	61.2	119	77.3	428	68.7
HAWAIIAN	0	0.0	0	0.0	45	75.6	0	0.0	31	61.3	31	64.5	69	68.1	62	74.2	0	0.0	0	0.0
JETBLUE	0	0.0	171	61.4	83	79.5	221	58.4	62	54.8	139	81.3	143	71.3	512	74.6	248	73.0	413	61.3
MESA	119	74.8	0	0.0	0	0.0	174	76.4	1597	69.9	0	0.0	0	0.0	0	0.0	52	69.2	0	0.0
PSA	27	77.8	181	66.3	0	0.0	664	64.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC	423	75.9	1484	75.7	0	0.0	1600	74.6	0	0.0	0	0.0	0	0.0	0	0.0	2	100.0	0	0.0
SKYWEST	3350	75.9	5929	66.6	746	85.5	25	60.0	1124	76.1	881	85.5	1551	84.5	3328	67.9	3596	87.0	0	0.0
SOUTHWEST	656	78.4	0	0.0	1096	87.0	732	76.1	5067	66.5	3103	83.0	898	85.9	1425	69.8	979	85.0	2420	79.5
SPIRIT	390	86.4	774	84.9	31	80.6	248	81.0	93	92.5	155	79.4	93	88.2	0	0.0	0	0.0	618	82.7
UNITED	228	82.9	5162	87.0	541	88.2	311	81.7	655	80.0	763	87.9	755	87.9	4468	81.4	190	91.1	586	87.0
VIRGIN AMERICA	0	0.0	69	82.6	65	86.2	62	83.9	0	0.0	161	80.7	176	83.0	1880	78.4	0	0.0	0	0.0
TOTAL	11888	81.3	25676	77.3	4938	88.0	8731	77.0	14430	72.8	7139	84.4	10719	86.5	14143	75.8	9294	88.2	6530	79.2

* 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
(30 LARGEST AIRPORTS ONLY)

JANUARY 2018

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	90.4	77.9	89.8	83.7	81.0	86.1	86.1	87.1	78.2	70.7	94.2	91.5	86.8	71.9	93.6	83.5
0700-0759	85.8	72.1	89.0	79.4	76.9	90.8	83.7	83.5	81.6	91.0	98.2	82.1	85.3	75.1	95.3	90.5
0800-0859	83.3	74.1	86.5	82.5	79.1	90.8	86.3	79.5	82.3	86.0	96.9	74.1	80.5	72.5	91.8	87.6
0900-0959	81.4	75.7	90.4	79.8	76.2	89.2	85.1	82.9	80.7	80.1	90.3	77.1	81.6	77.7	92.1	87.9
1000-1059	80.7	74.9	84.9	80.3	75.6	86.5	83.1	82.1	85.7	83.9	89.7	85.6	79.9	78.8	88.4	86.6
1100-1159	81.8	78.9	87.4	78.9	77.1	88.5	87.8	78.9	80.4	78.5	93.1	82.5	83.4	68.8	85.8	87.4
1200-1259	80.6	75.1	84.0	82.3	73.2	89.6	84.8	84.8	79.5	80.4	88.2	78.8	80.9	76.9	85.2	86.7
1300-1359	81.5	70.4	86.5	81.9	76.0	81.5	86.3	77.1	73.8	77.8	89.6	88.3	82.5	67.1	84.3	86.4
1400-1459	82.4	67.8	87.2	79.7	75.3	85.7	86.2	77.9	66.8	81.6	86.4	81.8	87.4	75.4	84.5	85.0
1500-1559	82.0	74.4	86.9	77.8	79.6	86.2	84.0	80.2	65.7	80.2	85.3	88.4	83.3	72.2	84.9	85.3
1600-1659	81.4	72.5	87.7	76.3	74.1	85.9	82.9	79.4	63.0	74.9	85.5	84.3	82.8	74.3	84.0	84.0
1700-1759	80.7	65.2	77.1	79.3	77.4	84.8	80.2	77.9	61.0	73.9	90.6	84.7	82.2	71.0	85.2	82.2
1800-1859	80.4	64.6	77.1	78.5	71.3	84.3	80.5	78.7	55.1	72.4	87.7	83.2	82.9	71.3	85.3	83.6
1900-1959	78.4	63.8	76.2	75.4	73.6	83.5	82.6	74.6	51.6	73.3	92.2	79.1	84.6	71.9	81.3	84.1
2000-2059	77.7	64.7	86.8	73.3	72.3	79.6	80.3	74.3	53.0	69.5	92.0	81.9	81.8	69.5	83.5	84.5
2100-2159	80.7	63.7	81.0	77.9	75.0	80.9	81.3	82.6	59.1	74.4	91.5	86.4	80.8	67.5	81.4	78.1
2200-2259	80.8	66.7	75.0	73.8	75.9	81.4	86.4	70.9	70.3	67.8	89.6	86.7	84.0	69.7	82.4	78.5
2300-0559	82.7	69.4	79.0	82.2	81.8	81.8	84.5	76.3	73.2	74.2	88.5	82.9	83.9	72.6	80.9	81.3
TOTAL	81.4	69.8	83.7	79.7	75.5	85.6	84.0	79.1	68.5	76.8	89.6	84.1	82.5	72.5	85.6	84.5

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

AIR TRAVEL CONSUMER REPORT
TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/ BY AIRPORT AND TIME OF DAY
(30 LARGEST AIRPORTS ONLY)
JANUARY 2018

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	64.0	83.9	88.8	82.3	83.6	81.9	100.0	85.1	80.0	86.4	89.1	88.0	100.0	66.7	84.4
0700-0759	74.8	87.0	79.9	89.0	78.0	76.6	93.6	78.2	91.2	88.7	92.4	92.0	94.3	90.7	84.0
0800-0859	73.6	83.8	80.6	85.3	80.9	79.9	95.7	76.6	89.3	84.8	90.6	90.4	95.5	85.3	84.2
0900-0959	69.9	84.6	84.6	81.9	86.4	75.9	91.2	81.0	65.1	85.0	91.6	75.4	93.1	86.3	81.7
1000-1059	72.7	84.9	88.8	81.0	81.6	77.6	91.6	80.1	77.6	87.9	83.3	70.7	90.4	82.5	81.8
1100-1159	70.4	77.3	90.6	82.4	81.9	74.5	91.6	84.2	81.4	87.5	88.0	76.4	85.0	84.8	82.2
1200-1259	72.8	79.3	85.3	82.7	83.8	80.1	91.9	79.0	83.5	87.9	82.0	72.8	82.6	82.3	81.5
1300-1359	70.8	82.2	86.4	83.9	83.1	79.2	86.0	86.6	81.3	87.5	90.3	72.5	91.1	79.2	81.3
1400-1459	72.1	82.5	81.2	79.4	79.4	78.4	87.5	79.8	83.2	86.3	86.9	73.1	88.5	80.5	80.3
1500-1559	71.6	82.8	79.5	81.8	81.9	78.3	82.2	78.8	83.2	85.7	90.9	70.7	88.4	79.1	80.5
1600-1659	69.0	77.3	71.7	82.9	82.4	76.2	89.5	74.2	82.4	85.1	85.7	77.8	89.5	81.2	79.5
1700-1759	69.5	80.8	77.2	83.2	79.3	76.0	86.6	69.6	80.5	80.7	83.7	74.5	77.0	76.5	77.9
1800-1859	64.3	75.1	69.5	82.6	78.8	74.7	88.5	74.7	66.4	84.3	88.3	73.8	83.3	73.2	77.1
1900-1959	62.9	78.3	71.9	77.6	80.9	73.4	89.3	70.3	47.2	83.7	85.8	73.8	87.6	75.4	75.7
2000-2059	59.9	67.6	72.3	81.2	81.0	76.0	83.8	80.4	49.5	80.1	89.0	73.3	82.6	79.7	74.8
2100-2159	62.0	74.2	68.2	78.0	78.2	76.6	86.2	75.0	51.0	80.7	82.1	71.8	85.8	71.7	76.3
2200-2259	64.3	72.4	72.5	84.3	78.6	82.2	87.4	72.1	63.5	78.7	84.7	73.6	76.3	77.3	76.1
2300-0559	74.4	78.5	68.8	78.3	83.8	84.5	81.1	81.4	85.2	83.3	86.2	80.8	79.6	75.1	79.3
TOTAL	68.9	78.7	78.0	82.0	81.3	77.3	88.0	77.0	72.8	84.4	86.5	75.8	88.2	79.2	79.7

* 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
(30 LARGEST AIRPORTS ONLY)

JANUARY 2018

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	84.5	79.7	83.5	84.1	85.3	90.9	88.7	81.3	82.2	90.1	98.9	82.8	80.0	74.7	94.1	89.6
0700-0759	84.2	72.8	83.2	77.0	86.0	82.2	87.8	83.1	83.3	88.9	91.4	89.9	84.6	77.1	89.4	88.7
0800-0859	84.6	66.3	84.9	84.0	81.1	87.0	83.2	81.3	79.1	90.1	91.0	86.2	81.8	72.0	88.5	82.9
0900-0959	83.1	73.7	87.0	79.2	78.9	87.1	87.7	74.1	70.8	86.7	96.9	84.7	83.6	74.6	86.4	88.3
1000-1059	83.1	71.7	86.5	77.9	76.0	84.2	83.6	72.4	80.9	79.1	94.9	71.0	82.1	77.2	87.6	85.9
1100-1159	80.8	73.3	85.9	78.9	76.7	83.3	80.3	73.8	81.3	78.3	94.8	85.1	83.6	74.9	81.2	82.3
1200-1259	79.5	73.1	77.5	78.0	76.9	83.6	83.2	77.2	84.1	77.3	88.7	83.2	81.7	66.8	83.0	85.4
1300-1359	80.1	71.6	83.1	76.7	71.2	82.8	80.8	74.9	78.3	71.6	84.5	79.5	78.7	76.9	78.5	83.7
1400-1459	82.2	70.3	80.2	76.3	73.3	80.0	79.7	72.5	79.0	73.8	79.3	77.2	84.0	73.3	78.2	82.9
1500-1559	78.7	66.7	77.8	69.4	73.5	82.8	79.2	74.2	73.0	76.4	81.6	91.0	79.9	77.9	79.6	82.5
1600-1659	81.7	75.8	78.4	72.6	80.9	79.9	77.5	73.3	74.6	71.4	75.3	89.6	79.6	74.4	80.3	83.3
1700-1759	79.6	67.7	78.0	70.3	75.5	81.0	77.0	75.0	70.0	75.5	94.0	82.0	78.7	73.6	79.3	82.5
1800-1859	79.5	70.6	70.7	73.4	74.2	78.6	73.5	69.9	74.1	72.3	94.4	83.3	79.1	71.1	83.5	82.6
1900-1959	80.4	63.4	76.1	74.7	73.2	84.2	75.4	79.9	66.9	71.0	95.5	79.1	81.2	74.1	81.8	83.5
2000-2059	78.9	59.7	77.7	75.6	74.4	83.3	76.7	80.9	71.3	68.3	94.1	64.3	81.0	72.1	82.8	83.0
2100-2159	81.7	63.0	83.9	75.0	78.6	84.8	78.3	78.4	64.1	69.4	80.5	0.0	83.4	74.3	84.4	80.9
2200-2259	81.1	61.3	83.4	78.2	71.2	82.8	81.5	81.4	45.6	74.3	86.5	85.3	86.0	68.1	79.6	82.1
2300-0559	78.0	86.3	83.9	84.6	88.6	86.4	80.5	86.8	84.1	86.8	92.9	86.7	88.2	66.7	89.1	88.0
TOTAL	81.3	71.3	81.3	76.4	77.1	83.4	80.6	77.3	75.2	77.6	87.9	83.8	82.1	74.0	84.1	84.5

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

AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/ BY AIRPORT AND TIME OF DAY
(30 LARGEST AIRPORTS ONLY)
JANUARY 2018

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	84.3	89.1	85.5	91.1	88.8	82.0	97.0	88.1	96.2	93.0	94.2	90.7	95.7	92.7	89.6
0700-0759	79.5	89.6	83.5	87.2	86.5	83.2	96.6	91.2	92.5	84.4	91.6	92.1	91.8	95.5	86.7
0800-0859	78.1	85.8	71.4	89.8	79.0	79.5	90.4	78.5	91.4	86.0	90.5	88.5	89.6	91.9	84.3
0900-0959	74.8	84.7	75.9	83.7	82.5	76.7	90.7	80.3	88.4	81.3	90.6	85.1	92.8	87.5	83.3
1000-1059	72.2	80.6	78.4	84.2	83.3	75.0	88.7	77.6	66.7	80.0	89.2	77.0	87.4	81.1	80.1
1100-1159	74.0	84.2	75.7	85.3	83.7	69.8	88.7	79.7	80.2	82.2	80.8	78.4	90.1	80.1	80.9
1200-1259	71.0	76.6	78.1	79.4	78.2	75.9	87.4	81.7	78.3	83.2	88.1	76.4	76.9	83.8	79.5
1300-1359	71.1	77.1	65.4	80.6	83.4	76.1	87.4	79.8	85.2	79.6	85.0	75.0	86.6	84.0	77.9
1400-1459	72.3	74.7	63.8	81.7	79.4	74.3	82.3	74.3	81.6	82.0	86.0	74.5	83.7	70.3	77.6
1500-1559	71.6	76.9	67.5	79.8	74.8	75.0	84.4	74.1	85.0	79.5	83.7	72.8	88.3	74.2	76.6
1600-1659	67.3	72.6	66.5	83.5	74.2	76.4	83.5	75.2	81.8	81.6	86.7	77.2	87.3	73.4	76.7
1700-1759	62.7	67.3	62.4	79.5	76.1	74.9	90.2	63.1	78.6	77.5	88.4	77.0	84.6	73.9	75.1
1800-1859	68.6	74.5	54.7	71.6	71.4	73.8	80.8	69.4	81.5	79.7	86.2	77.2	64.6	72.8	74.6
1900-1959	64.5	70.0	59.3	80.2	78.6	73.7	90.7	66.0	60.3	72.4	89.7	78.6	72.5	72.1	73.8
2000-2059	61.3	66.1	57.2	81.8	79.3	71.7	86.4	74.2	52.1	85.1	87.3	78.8	88.3	70.0	74.4
2100-2159	64.6	62.6	71.1	82.9	79.6	75.6	85.5	75.4	59.8	77.4	89.9	77.6	89.1	75.0	75.3
2200-2259	59.4	49.1	68.3	77.3	85.1	75.8	82.5	50.0	54.7	89.0	89.8	85.1	87.7	46.7	79.0
2300-0559	67.5	81.3	87.6	87.5	89.9	88.8	93.2	88.8	89.3	100.0	92.2	86.2	84.7	84.5	87.5
TOTAL	71.6	77.8	69.7	82.7	80.4	76.1	89.2	76.5	78.1	82.3	88.5	80.8	88.1	80.2	79.4

* 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/
JANUARY 2018

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

CHRONICALLY DELAYED FLIGHTS FOR FIVE OR MORE CONSECUTIVE MONTHS

NONE								
------	--	--	--	--	--	--	--	--

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

CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS

NONE								
------	--	--	--	--	--	--	--	--

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

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

NONE								
------	--	--	--	--	--	--	--	--

* Minimum of 10 flights per months

** includes cancelled and diverted flights

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES
FOR TWO OR MORE CONSECUTIVE MONTHS K/
JANUARY 2018

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

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

NONE

* Minimum of 10 flights per months

** includes cancelled and diverted flights

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

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

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

AIR TRAVEL CONSUMER REPORT
TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS // ARRIVING LATE 70% OR MORE OF THE TIME
JANUARY 2018

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS (minimum 15 operations per flight number)	REGULARLY SCHEDULED FLIGHTS LATE 70% OR MORE OF THE TIME D/	
		NUMBERS	PERCENTAGE
SOUTHWEST	3626	56	1.5
EXPRESSJET	695	3	0.4
AMERICAN	2482	7	0.2
JETBLUE	834	2	0.2
ALASKA	501	1	0.1
PSA	760	1	0.1
REPUBLIC	866	1	0.1
SKYWEST	2109	2	0.0
DELTA	2480	0	0.0
UNITED	1472	0	0.0
ENVOY	764	0	0.0
ENDEAVOR	659	0	0.0
MESA	543	0	0.0
SPIRIT	454	0	0.0
FRONTIER	316	0	0.0
HAWAIIAN	210	0	0.0
VIRGIN AMERICA	196	0	0.0
ALLEGiant	76	0	0.0
TOTAL	19043	73	0.4

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.

AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

JANUARY 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	90.3	80.6	62	62
Abilene, TX (ABI)	81.1	78.1	169	169
Adak Island, AK (ADK)	88.9	88.9	9	9
Aguadilla, PR (BQN)	55.0	59.6	109	109
Akron, OH (CAK)	69.6	74.7	658	657
Albany, GA (ABY)	84.3	83.1	83	83
Albany, NY (ALB)	77.1	78.1	1031	1030
Albuquerque, NM (ABQ)	85.3	84.3	1798	1800
Alexandria, LA (AEX)	82.0	80.9	267	267
Allentown/Bethlehem/Easton, PA (ABE)	72.2	75.6	316	316
Alpena, MI (APN)	73.6	71.2	53	52
Amarillo, TX (AMA)	83.5	86.6	418	417
Anchorage, AK (ANC)	92.3	93.7	1204	1207
Appleton, WI (ATW)	82.1	82.1	318	318
Arcata/Eureka, CA (ACV)	81.4	77.3	97	97
Asheville, NC (AVL)	67.7	72.7	486	483
Ashland, WV (HTS)	76.0	60.0	25	25
Aspen, CO (ASE)	74.2	73.1	986	985
Atlanta, GA (ATL)	81.3	78.0	30619	30617
Atlantic City, NJ (ACY)	83.5	88.7	310	310
Augusta, GA (AGS)	70.4	71.8	284	284
Austin, TX (AUS)	84.3	82.5	4703	4704
Bakersfield, CA (BFL)	77.2	81.3	171	171
Baltimore, MD (BWI)	83.7	79.4	8523	8525
Bangor, ME (BGR)	72.3	76.1	253	251
Barrow, AK (BRW)	90.3	91.9	62	62
Baton Rouge, LA (BTR)	80.8	81.7	593	591
Beaumont/Port Arthur, TX (BPT)	77.8	77.8	63	63
Bellefonte, PA (BLV)	80.6	70.8	72	72
Bellingham, WA (BLI)	88.7	91.0	221	221
Bemidji, MN (BJI)	80.6	80.6	62	62
Bend/Redmond, OR (RDM)	79.1	78.5	273	275

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bethel, AK (BET)	94.5	91.8	73	73
Billings, MT (BIL)	84.6	86.6	350	351
Binghamton, NY (BGM)	70.7	69.0	58	58
Birmingham, AL (BHM)	80.3	82.8	1401	1401
Bismarck/Mandan, ND (BIS)	76.0	74.3	267	268
Bloomington/Normal, IL (BMI)	71.2	69.7	250	251
Boise, ID (BOI)	83.5	85.5	1547	1549
Boston, MA (BOS)	69.8	70.7	11148	11151
Bozeman, MT (BZN)	81.7	81.3	535	536
Brainerd, MN (BRD)	77.4	79.2	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	75.0	74.6	188	189
Brownsville, TX (BRO)	81.1	82.7	175	173
Brunswick, GA (BQK)	76.2	78.6	84	84
Buffalo, NY (BUF)	72.9	74.1	2042	2041
Bullhead City, AZ (IFP)	83.9	87.1	31	31
Burbank, CA (BUR)	82.8	81.6	2258	2256
Burlington, VT (BTV)	72.2	72.0	737	735
Butte, MT (BTM)	96.6	96.6	58	58
CONCORD, NC (USA)	90.3	85.5	62	62
Cape Girardeau, MO (CGI)	71.7	71.7	53	53
Casper, WY (CPR)	86.7	92.7	83	82
Cedar City, UT (CDC)	81.1	88.7	53	53
Cedar Rapids/Iowa City, IA (CID)	76.8	79.6	727	725
Champaign/Urbana, IL (CMI)	66.0	69.6	194	194
Charleston, SC (CHS)	67.8	70.2	1652	1651
Charleston/Dunbar, WV (CRW)	71.8	72.1	387	387
Charlotte Amalie, VI (STT)	86.5	88.0	133	133
Charlotte, NC (CLT)	79.7	78.4	18362	18362
Charlottesville, VA (CHO)	68.3	71.3	436	432
Chattanooga, TN (CHA)	73.4	75.8	631	628
Chicago, IL (MDW)	78.0	69.7	6623	6625
Chicago, IL (ORD)	77.3	76.1	25676	25682

AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
JANUARY 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Christiansted, VI (STX)	80.3	79.5	117	117
Cincinnati, OH (CVG)	77.7	80.1	3612	3615
Clarksburg/Fairmont, WV (CKB)	78.3	73.9	69	69
Cleveland, OH (CLE)	77.9	78.1	3852	3846
Cody, WY (COD)	96.7	98.4	61	61
College Station/Bryan, TX (CLL)	82.5	82.8	171	169
Colorado Springs, CO (COS)	79.7	84.2	872	872
Columbia, MO (COU)	78.1	84.2	183	183
Columbia, SC (CAE)	77.0	80.9	413	413
Columbus, GA (CSG)	81.7	81.7	82	82
Columbus, MS (GTR)	69.5	76.8	82	82
Columbus, OH (CMH)	75.4	76.1	3399	3400
Columbus, OH (LCK)	72.2	61.1	36	36
Cordova, AK (CDV)	90.0	93.3	60	60
Corpus Christi, TX (CRP)	78.1	81.2	443	442
Dallas, TX (DAL)	85.4	79.6	6009	6011
Dallas/Fort Worth, TX (DFW)	84.0	82.6	22357	22349
Dayton, OH (DAY)	70.5	74.0	1091	1091
Daytona Beach, FL (DAB)	72.9	74.9	266	267
Deadhorse, AK (SCC)	93.5	90.3	62	62
Denver, CO (DEN)	85.6	83.3	18228	18231
Des Moines, IA (DSM)	77.0	78.5	1246	1243
Detroit, MI (DTW)	79.1	79.0	12393	12402
Devils Lake, ND (DVL)	79.2	84.6	53	52
Dothan, AL (DHN)	72.6	70.9	117	117
Dubuque, IA (DBQ)	67.4	76.4	89	89
Duluth, MN (DLH)	75.2	77.7	206	206
Durango, CO (DRO)	84.1	83.1	277	278
Eagle, CO (EGE)	82.2	81.3	433	434
Eau Claire, WI (EAU)	62.1	75.9	58	58
El Paso, TX (ELP)	81.2	81.2	1303	1303
Elko, NV (EKO)	90.6	88.7	53	53

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Elmira/Corning, NY (ELM)	78.6	62.1	28	29
Erie, PA (ERI)	69.7	73.0	89	89
Escanaba, MI (ESC)	68.5	68.5	54	54
Eugene, OR (EUG)	82.2	80.8	332	333
Evansville, IN (EVV)	76.5	76.5	388	388
Fairbanks, AK (FAI)	90.4	91.5	272	272
Fargo, ND (FAR)	77.8	76.4	474	475
Fayetteville, AR (XNA)	79.1	80.5	1048	1047
Fayetteville, NC (FAY)	74.8	74.2	298	298
Flagstaff, AZ (FLG)	83.3	77.1	96	96
Flint, MI (FNT)	73.1	77.9	353	353
Fort Lauderdale, FL (FLL)	76.8	74.1	8504	8512
Fort Myers, FL (RSW)	78.7	78.9	3731	3737
Fort Smith, AR (FSM)	84.9	89.0	172	172
Fort Wayne, IN (FWA)	63.4	71.1	596	596
Fresno, CA (FAT)	79.4	79.1	819	819
Gainesville, FL (GNV)	71.7	69.6	371	369
Garden City, KS (GCK)	83.9	85.5	62	62
Gillette, WY (GCC)	80.2	85.0	81	80
Grand Forks, ND (GFK)	88.4	86.6	164	164
Grand Island, NE (GRI)	75.6	67.9	78	78
Grand Junction, CO (GJT)	89.9	90.3	286	290
Grand Rapids, MI (GRR)	75.1	75.7	1350	1348
Great Falls, MT (GTF)	83.3	85.0	114	113
Green Bay, WI (GRB)	69.3	77.6	339	339
Greensboro/High Point, NC (GSO)	73.4	78.1	955	951
Greer, SC (GSP)	75.7	80.3	945	945
Guam, TT (GUM)	83.9	93.5	31	31
Gulfport/Biloxi, MS (GPT)	80.7	84.4	326	326
Gunnison, CO (GUC)	80.9	83.0	47	47
Hagerstown, MD (HGR)	66.7	44.4	9	9
Hancock/Houghton, MI (CMX)	67.7	77.0	62	61

AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

JANUARY 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Harlingen/San Benito, TX (HRL)	81.6	82.6	288	287
Harrisburg, PA (MDT)	81.2	80.7	510	509
Hartford, CT (BDL)	77.3	78.1	2319	2322
Hattiesburg/Laurel, MS (PIB)	58.1	64.5	62	62
Hayden, CO (HDN)	80.3	82.5	228	228
Hays, KS (HYS)	87.0	88.9	54	54
Helena, MT (HLN)	89.2	91.7	120	120
Hibbing, MN (HIB)	74.1	74.1	54	54
Hilo, HI (ITO)	91.1	92.1	539	508
Hobbs, NM (HOB)	91.4	89.7	58	58
Honolulu, HI (HNL)	89.6	92.3	3936	3937
Houston, TX (HOU)	80.8	79.0	4759	4759
Houston, TX (IAH)	82.2	82.3	14045	14058
Huntsville, AL (HSV)	78.2	80.8	641	641
Idaho Falls, ID (IDA)	87.9	90.5	199	199
Indianapolis, IN (IND)	79.3	79.1	3840	3841
International Falls, MN (INL)	77.4	79.2	53	53
Iron Mountain/Kingsfd, MI (IMT)	81.0	74.1	58	58
Islip, NY (ISP)	77.7	73.2	579	579
Ithaca/Cortland, NY (ITH)	69.3	70.5	88	88
Jackson, WY (JAC)	80.2	76.6	394	394
Jackson/Vicksburg, MS (JAN)	79.2	79.9	600	601
Jacksonville, FL (JAX)	77.0	78.0	2237	2236
Jacksonville/Camp Lejeune, NC (OAJ)	62.9	67.5	240	240
Jamestown, ND (JMS)	81.9	85.5	83	83
Joplin, MO (JLN)	80.6	72.6	62	62
Juneau, AK (JNU)	87.5	90.5	328	327
Kahului, HI (OGG)	90.5	89.6	2071	2072
Kalamazoo, MI (AZO)	63.0	70.7	227	225
Kalispell, MT (FCA)	85.0	85.8	153	155
Kansas City, MO (MCI)	83.4	83.2	4347	4346
Ketchikan, AK (KTN)	85.7	85.7	182	182

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Key West, FL (EYW)	81.0	77.8	474	474
Killeen, TX (GRK)	80.6	77.2	247	246
Knoxville, TN (TYS)	74.7	81.6	1207	1208
Kodiak, AK (ADQ)	84.6	84.6	52	52
Kona, HI (KOA)	91.3	90.6	1167	1197
Kotzebue, AK (OTZ)	91.8	86.9	61	61
La Crosse, WI (LSE)	69.2	73.7	156	156
Lafayette, LA (LFT)	79.2	80.8	370	369
Lake Charles, LA (LCH)	81.1	85.7	148	147
Lansing, MI (LAN)	70.2	74.6	252	252
Laramie, WY (LAR)	87.0	92.6	54	54
Laredo, TX (LRD)	80.5	79.4	205	204
Las Vegas, NV (LAS)	85.6	83.9	13296	13291
Latrobe, PA (LBE)	81.7	87.1	93	93
Lawton/Fort Sill, OK (LAW)	88.2	88.2	93	93
Lewiston, ID (LWS)	94.1	96.2	51	52
Lexington, KY (LEX)	78.2	79.4	729	727
Lihue, HI (LIH)	90.6	90.7	1133	1133
Lincoln, NE (LNK)	75.3	78.7	170	169
Little Rock, AR (LIT)	81.3	84.4	988	986
Long Beach, CA (LGB)	80.4	79.5	1528	1528
Longview, TX (GGG)	81.0	89.7	58	58
Los Angeles, CA (LAX)	84.5	84.2	17795	17785
Louisville, KY (SDF)	77.7	77.7	1558	1560
Lubbock, TX (LBB)	84.7	86.7	528	526
Lynchburg, VA (LYH)	60.4	63.8	48	47
Madison, WI (MSN)	78.3	81.4	847	843
Mammoth Lakes, CA (MMH)	64.5	58.1	31	31
Manchester, NH (MHT)	75.7	80.5	785	784
Manhattan/Ft. Riley, KS (MHK)	75.7	88.2	144	144
Marquette, MI (MQT)	58.4	64.0	89	89
Medford, OR (MFR)	76.4	70.6	356	354

AIR TRAVEL CONSUMER REPORT
TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
JANUARY 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Melbourne, FL (MLB)	78.3	82.3	203	203
Memphis, TN (MEM)	78.9	80.2	1799	1797
Meridian, MS (MEI)	59.1	64.5	93	93
Miami, FL (MIA)	82.0	82.7	7869	7878
Midland/Odessa, TX (MAF)	83.0	83.8	743	740
Milwaukee, WI (MKE)	78.3	78.6	2806	2809
Minneapolis, MN (MSP)	81.3	80.4	11888	11885
Minot, ND (MOT)	88.4	85.6	189	188
Mission/McAllen/Edinburg, TX (MFE)	78.3	76.7	350	348
Missoula, MT (MSO)	84.0	82.8	144	145
Mobile, AL (MOB)	77.3	79.6	560	560
Moline, IL (MLI)	74.7	75.5	388	387
Monroe, LA (MLU)	76.9	80.7	234	233
Monterey, CA (MRY)	78.3	80.0	281	280
Montgomery, AL (MGM)	65.3	67.7	314	313
Montrose/Delta, CO (MTJ)	80.2	79.3	232	232
Mosinee, WI (CWA)	77.8	82.8	198	198
Muskegon, MI (MKG)	69.0	72.4	58	58
Myrtle Beach, SC (MYR)	72.2	72.0	536	536
Nashville, TN (BNA)	80.1	78.4	5702	5701
New Bern/Morehead/Beaufort, NC (EWN)	62.5	67.7	160	161
New Haven, CT (HVN)	64.4	64.4	90	90
New Orleans, LA (MSY)	80.9	79.1	4654	4650
New York, NY (JFK)	72.5	72.2	10055	10050
New York, NY (LGA)	68.9	71.6	13597	13587
Newark, NJ (EWR)	68.5	73.0	11629	11641
Newburgh/Poughkeepsie, NY (SWF)	73.1	71.7	145	145
Newport News/Williamsburg, VA (PHF)	68.5	66.1	235	236
Niagara Falls, NY (IAG)	77.6	76.5	67	68
Nome, AK (OME)	80.0	88.3	60	60
Norfolk, VA (ORF)	67.9	68.6	1538	1536
North Bend/Coos Bay, OR (OTH)	44.4	44.4	18	18

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Oakland, CA (OAK)	86.4	85.6	4192	4194
Ogden, UT (OGD)	89.5	89.5	19	19
Ogdensburg, NY (OGS)	76.5	82.4	17	17
Oklahoma City, OK (OKC)	81.4	83.1	1749	1751
Omaha, NE (OMA)	80.9	81.8	1861	1866
Ontario, CA (ONT)	85.1	83.3	1798	1798
Orlando, FL (MCO)	78.7	77.8	11623	11632
Owensboro, KY (OWB)	54.5	54.5	11	11
Paducah, KY (PAH)	65.5	71.9	58	57
Pago Pago, TT (PPG)	60.0	70.0	10	10
Palm Springs, CA (PSP)	83.4	83.7	1009	1010
Panama City, FL (ECP)	79.8	80.1	292	292
Pasco/Kennewick/Richland, WA (PSC)	77.4	79.9	319	319
Pellston, MI (PLN)	57.3	63.2	75	76
Pensacola, FL (PNS)	82.5	85.0	765	766
Peoria, IL (PIA)	72.6	75.9	438	436
Petersburg, AK (PSG)	75.8	85.5	62	62
Philadelphia, PA (PHL)	77.0	76.5	8731	8725
Phoenix, AZ (AZA)	78.0	88.4	440	438
Phoenix, AZ (PHX)	72.8	78.1	14430	14435
Pittsburgh, PA (PIT)	78.9	81.6	3778	3780
Plattsburgh, NY (PBG)	85.9	71.9	64	64
Pocatello, ID (PIH)	83.0	93.2	88	88
Ponce, PR (PSE)	69.6	77.1	69	70
Portland, ME (PWM)	69.4	71.4	797	797
Portland, OR (PDX)	88.0	89.2	4938	4937
Portsmouth, NH (PSM)	58.8	64.7	17	17
Providence, RI (PVD)	74.8	76.4	1459	1458
Provo, UT (PVU)	83.8	78.4	37	37
Pueblo, CO (PUB)	90.7	98.1	54	54
Punta Gorda, FL (PGD)	73.1	81.6	413	413
Quincy, IL (UIN)	71.3	71.3	80	80

AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
JANUARY 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Raleigh/Durham, NC (RDU)	75.2	76.0	4463	4465
Rapid City, SD (RAP)	79.8	80.2	243	243
Redding, CA (RDD)	76.7	76.7	90	90
Reno, NV (RNO)	84.6	84.1	1428	1430
Rhineland, WI (RHI)	82.3	87.1	62	62
Richmond, VA (RIC)	72.7	73.1	1814	1811
Roanoke, VA (ROA)	66.1	63.8	174	174
Rochester, MN (RST)	64.8	69.8	247	248
Rochester, NY (ROC)	74.5	75.3	1089	1090
Rock Springs, WY (RKS)	82.8	84.5	58	58
Rockford, IL (RFD)	91.8	75.5	49	49
Roswell, NM (ROW)	87.2	83.5	109	109
Sacramento, CA (SMF)	85.4	86.3	3639	3638
Saginaw/Bay City/Midland, MI (MBS)	69.7	75.5	198	196
Salt Lake City, UT (SLC)	88.2	88.1	9294	9282
San Angelo, TX (SJT)	80.5	86.7	128	128
San Antonio, TX (SAT)	82.5	83.5	3091	3093
San Diego, CA (SAN)	84.4	82.3	7139	7136
San Francisco, CA (SFO)	75.8	80.8	14143	14135
San Jose, CA (SJC)	85.6	85.3	4272	4277
San Juan, PR (SJU)	69.4	77.3	1944	1948
San Luis Obispo, CA (SBP)	73.6	72.9	390	388
Sanford, FL (SFB)	69.2	77.6	727	727
Santa Ana, CA (SNA)	87.2	84.3	3343	3341
Santa Barbara, CA (SBA)	81.5	81.3	557	557
Santa Fe, NM (SAF)	94.4	94.4	124	124
Santa Maria, CA (SMX)	100.0	100.0	14	14
Santa Rosa, CA (STS)	75.0	76.0	128	129
Sarasota/Bradenton, FL (SRQ)	78.0	80.8	473	473
Sault Ste. Marie, MI (CIU)	60.3	70.7	58	58
Savannah, GA (SAV)	74.4	74.4	897	900
Scottsbluff, NE (BFF)	75.0	100.0	4	3
Scranton/Wilkes-Barre, PA (AVP)	71.0	72.3	255	253
Seattle, WA (SEA)	86.5	88.5	10719	10726

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Shreveport, LA (SHV)	81.4	82.6	559	559
Sioux City, IA (SUX)	74.5	72.3	94	94
Sioux Falls, SD (FSD)	79.1	72.8	526	526
Sitka, AK (SIT)	85.4	87.6	89	89
South Bend, IN (SBN)	67.5	71.2	458	458
Spokane, WA (GEG)	87.1	89.2	952	950
Springfield, IL (SPI)	66.7	75.7	150	148
Springfield, MO (SGF)	79.8	80.8	693	692
St. Cloud, MN (STC)	94.4	77.8	18	18
St. George, UT (SGU)	91.2	89.4	274	274
St. Louis, MO (STL)	82.6	80.0	5171	5174
St. Petersburg, FL (PIE)	79.5	89.2	562	563
State College, PA (SCE)	76.1	78.4	88	88
Stillwater, OK (SWO)	81.0	86.0	58	57
Stockton, CA (SCK)	68.2	52.3	44	44
Sun Valley/Hailey/Ketchum, ID (SUN)	69.0	68.0	129	128
Syracuse, NY (SYR)	72.0	74.1	1098	1094
Tallahassee, FL (TLH)	79.8	78.7	455	456
Tampa, FL (TPA)	79.2	80.2	6530	6544
Texarkana, AR (TXK)	83.5	80.0	79	80
Toledo, OH (TOL)	68.7	74.2	179	178
Traverse City, MI (TVC)	71.7	76.1	269	268
Trenton, NJ (TTN)	68.8	67.1	170	170
Tucson, AZ (TUS)	81.8	86.5	1536	1536
Tulsa, OK (TUL)	80.7	87.0	1363	1361
Twin Falls, ID (TWF)	88.8	88.2	89	110
Tyler, TX (TYR)	81.1	77.5	111	111
Valdosta, GA (VLD)	85.1	77.0	87	87
Valparaiso, FL (VPS)	81.1	83.8	439	439
Waco, TX (ACT)	72.3	74.8	112	111
Washington, DC (DCA)	75.5	76.8	10752	10742
Washington, DC (IAD)	84.1	83.8	5090	5094
Waterloo, IA (ALO)	77.6	81.0	58	58
West Palm Beach/Palm Beach, FL (PBI)	71.4	70.8	2516	2522

AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

JANUARY 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
White Plains, NY (HPN)	64.1	66.6	768	764
Wichita Falls, TX (SPS)	85.7	91.1	91	90
Wichita, KS (ICT)	79.8	82.6	837	834
Williston, ND (ISN)	81.3	78.3	107	106
Wilmington, NC (ILM)	65.5	71.8	473	472
Worcester, MA (ORH)	66.1	62.7	62	59
Wrangell, AK (WRG)	77.4	83.9	62	62
Yakutat, AK (YAK)	93.3	95.0	60	60
Youngstown/Warren, OH (YNG)	0.0	0.0	2	2
Yuma, AZ (YUM)	80.2	81.8	121	121

AIR TRAVEL CONSUMER REPORT
TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY CARRIER
JANUARY 2018

CARRIER	AT 30 LARGEST U.S. AIRPORTS B/				AT ALL US AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
PSA	12	11,758	792	6.7	94	22,210	1,553	7.0
ENDEAVOR	19	10,259	645	6.3	115	18,234	1,113	6.1
MESA	13	9,548	558	5.8	103	16,353	984	6.0
JETBLUE	25	17,395	1,016	5.8	64	24,871	1,471	5.9
REPUBLIC	19	16,470	924	5.6	83	25,212	1,375	5.5
EXPRESSJET	15	10,496	516	4.9	124	20,166	997	4.9
ENVOY	13	11,726	433	3.7	125	22,502	861	3.8
SPIRIT	21	11,365	273	2.4	38	14,180	369	2.6
SKYWEST	25	34,993	808	2.3	219	62,207	1,565	2.5
SOUTHWEST	25	62,855	1,441	2.3	86	109,676	2,467	2.2
DELTA	30	53,847	1,132	2.1	146	71,254	1,539	2.2
AMERICAN	28	59,947	1,177	2.0	96	73,598	1,478	2.0
UNITED	27	37,966	744	2.0	97	45,384	898	2.0
FRONTIER	23	6,426	104	1.6	58	9,707	188	1.9
VIRGIN AMERICA	18	5,386	100	1.9	27	5,824	103	1.8
ALASKA	25	9,993	75	0.8	68	15,312	142	0.9
ALLEGiant	7	1,088	6	0.6	118	6,814	61	0.9
HAWAIIAN	8	512	0	0.0	17	6,627	11	0.2
TOTAL		372,030	10,744	2.9		570,131	17,175	3.0

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 8A. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS CANCELLED 5% OR MORE OF THE TIME
JANUARY 2018

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELLED 5% OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
PSA	1083	518	47.8
JETBLUE	1003	464	46.2
MESA	997	386	38.7
REPUBLIC	1734	528	30.4
EXPRESSJET	1586	400	25.2
ENVOY	1047	257	24.5
SPIRIT	491	101	20.5
ENDEAVOR	1774	353	19.8
FRONTIER	485	83	17.1
AMERICAN	3513	471	13.4
SKYWEST	4090	479	11.7
UNITED	2522	294	11.6
VIRGIN AMERICA	288	28	9.7
ALLEGiant	728	59	8.1
DELTA	4889	387	7.9
SOUTHWEST	24656	1931	7.8
ALASKA	733	32	4.3
HAWAIIAN	230	1	0.4
TOTAL	51849	6772	13.1

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

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

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

JANUARY 2018

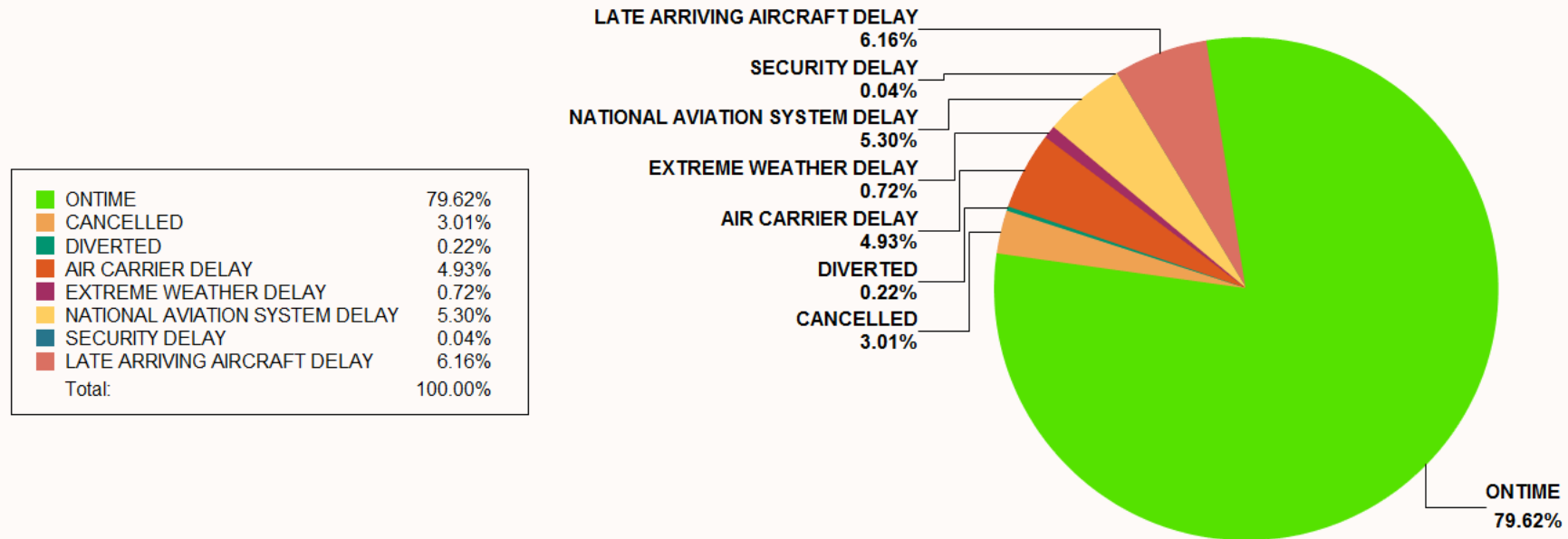
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCEL LED	% CANCELLED	DIVERT ED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA	15312	13609	88.88%	142	0.93%	46	0.30%	374	2.44%	28	0.18%	753	4.92%	9	0.06%	351	2.29%
ALLEGIANANT	6814	5354	78.57%	61	0.90%	29	0.43%	441	6.47%	71	1.04%	339	4.98%	9	0.13%	516	7.57%
AMERICAN	73598	60695	82.47%	1478	2.01%	106	0.14%	3837	5.21%	456	0.62%	3876	5.27%	28	0.04%	3122	4.24%
DELTA	71254	60057	84.29%	1539	2.16%	115	0.16%	2821	3.96%	1073	1.51%	2940	4.13%	4	0.01%	2705	3.80%
ENDEAVOR	18234	13955	76.53%	1113	6.10%	32	0.18%	818	4.49%	200	1.10%	1004	5.51%	0	0.00%	1112	6.10%
ENVOY	22502	16807	74.69%	861	3.83%	60	0.27%	1083	4.81%	316	1.40%	1631	7.25%	9	0.04%	1734	7.71%
EXPRESSJET	20166	15035	74.56%	997	4.94%	57	0.28%	1072	5.32%	100	0.50%	1403	6.96%	0	0.00%	1502	7.45%
FRONTIER	9707	7272	74.92%	188	1.94%	12	0.12%	617	6.36%	32	0.33%	700	7.21%	0	0.00%	886	9.13%
HAWAIIAN	6627	5854	88.34%	11	0.17%	11	0.17%	439	6.62%	36	0.54%	23	0.35%	8	0.12%	245	3.70%
JETBLUE	24871	16357	65.77%	1471	5.91%	70	0.28%	2523	10.14%	133	0.53%	1692	6.80%	20	0.08%	2604	10.47%
MESA	16353	12578	76.92%	984	6.02%	37	0.23%	943	5.77%	116	0.71%	840	5.14%	12	0.07%	843	5.16%
PSA	22210	15594	70.21%	1553	6.99%	56	0.25%	1525	6.87%	158	0.71%	1147	5.16%	16	0.07%	2161	9.73%
REPUBLIC	25212	19215	76.21%	1375	5.45%	45	0.18%	996	3.95%	210	0.83%	1903	7.55%	5	0.02%	1463	5.80%
SKYWEST	62207	46835	75.29%	1565	2.52%	294	0.47%	3231	5.19%	553	0.89%	3785	6.08%	17	0.03%	5927	9.53%
SOUTHWEST	109676	89745	81.83%	2467	2.25%	186	0.17%	5182	4.72%	214	0.20%	4113	3.75%	44	0.04%	7726	7.04%
SPIRIT	14180	11757	82.91%	369	2.60%	12	0.08%	472	3.33%	48	0.34%	1091	7.69%	15	0.11%	417	2.94%
UNITED	45384	38418	84.65%	898	1.98%	81	0.18%	1537	3.39%	339	0.75%	2475	5.45%	0	0.00%	1637	3.61%
VIRGIN AMERICA	5824	4804	82.49%	103	1.77%	6	0.10%	218	3.74%	15	0.26%	496	8.52%	7	0.12%	175	3.00%
TOTAL	570131	453941	79.62%	17175	3.01%	1255	0.22%	28129	4.93%	4098	0.72%	30211	5.30%	203	0.04%	35126	6.16%

*** 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*

JANUARY 2018



* 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

JANUARY 2018

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
JETBLUE	746	PSE	JFK	1/4/2018	Destination Airport	258
DELTA	1960	MSP	PHL	1/22/2018	Origin Airport	232
DELTA	2003	MSP	STL	1/22/2018	Origin Airport	223
DELTA	1151	MSP	SFO	1/22/2018	Origin Airport	205
PSA	5431	CLT	PIA	1/17/2018	Origin Airport	198
MESA	6262	PSP	IAH	1/11/2018	Diversion Airport (SAT)	194
JETBLUE	263	JFK	SEA	1/5/2018	Origin Airport	193
ENDEAVOR	4008	JFK	PWM	1/5/2018	Origin Airport	191
UNITED	1967	IAH	ORD	1/16/2018	Origin Airport	190
AMERICAN	2347	MIA	DCA	1/9/2018	Diversion Airport (IAD)	189
ENDEAVOR	4040	JFK	JAX	1/5/2018	Origin Airport	185
JETBLUE	326	TPA	JFK	1/4/2018	Destination Airport	183

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/JANUARY 2018

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
AIR CHINA	989	PEK	JFK	1/5/2018	Destination Airport	405
CHINA EASTERN	297	PVG	JFK	1/5/2018	Destination Airport	393
CHINA AIRLINES	11	JFK	TPE	1/6/2018	Origin Airport	369
AIR FRANCE	4148	CDG	JFK	1/5/2018	Destination Airport	360
KUWAIT AIRWAYS	117	SNN	JFK	1/5/2018	Destination Airport	342
JAPAN AIR	6	HND	JFK	1/4/2018	Destination Airport	335
TAME	551	JFK	UIO	1/5/2018	Diversion Airport (JFK)	333
AIR CHINA	981	PEK	JFK	1/4/2018	Destination Airport	318
KOREAN AIR	81	ICN	JFK	1/5/2018	Destination Airport	318
XIAMEN	849	FOC	JFK	1/6/2018	Destination Airport	300
BRITISH AIRWAYS	194	IAH	LHR	1/16/2018	Origin Airport	292
AEROFLOT	122	SVO	JFK	1/6/2018	Destination Airport	285
JETBLUE	787	JFK	SXM	1/4/2018	Origin Airport	284
NORWEGIAN AIR	7015	LGW	JFK	1/5/2018	Destination Airport	280
AVIANCA	152	BOG	JFK	1/5/2018	Destination Airport	278
AEROLÍNEAS ARGENTINAS	1300	EZE	JFK	1/4/2018	Diversion Airport (IAD)	275
AIR CHINA	981	PEK	JFK	1/4/2018	Diversion Airport (ORD)	274
JAPAN AIR	4	NRT	JFK	1/4/2018	Diversion Airport (ORD)	272
NORWEGIAN AIR	7001	OSL	JFK	1/5/2018	Destination Airport	271
AIR INDIA	101	DEL	JFK	1/6/2018	Destination Airport	266
AIR FRANCE	8	CDG	JFK	1/5/2018	Destination Airport	266
SINGAPORE AIRLINES	26	FRA	JFK	1/4/2018	Diversion Airport (SWF)	265
ASIANA	222	ICN	JFK	1/6/2018	Destination Airport	260
ALITALIA	8604	YUL	JFK	1/5/2018	Destination Airport	259
EMIRATES	201	DXB	JFK	1/5/2018	Destination Airport	254
NORWEGIAN AIR	7011	CPH	JFK	1/5/2018	Destination Airport	253
JETBLUE	1835	JFK	PAP	1/4/2018	Origin Airport	249
JAPAN AIR	4	NRT	JFK	1/4/2018	Destination Airport	247
NORWEGIAN AIR	7005	ARN	JFK	1/5/2018	Destination Airport	247
NORWEGIAN AIR	7919	CDG	JFK	1/6/2018	Destination Airport	246
EMIRATES	207	DXB	JFK	1/4/2018	Destination Airport	245
SOUTH AFRICAN AIRWAYS	203	JNB	JFK	1/5/2018	Destination Airport	245

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

JANUARY 2018

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
PSA	22210	33	0.15
ENDEAVOR	18234	27	0.15
AMERICAN	73598	72	0.10
JETBLUE	24871	20	0.08
DELTA	71254	56	0.08
UNITED	45384	34	0.07
FRONTIER	9707	7	0.07
VIRGIN AMERICA	5824	4	0.07
REPUBLIC	25212	16	0.06
EXPRESSJET	20166	12	0.06
SKYWEST	62207	30	0.05
SPIRIT	14180	6	0.04
MESA	16353	6	0.04
ENVOY	22502	8	0.04
ALLEGiant	6814	2	0.03
SOUTHWEST	109676	19	0.02
ALASKA	15312	1	0.01
HAWAIIAN	6627	0	0.00
TOTAL	570131	353	0.06

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

APPENDIX

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

30 Largest U.S. Airports

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors*

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

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

MISHANDLED BAGGAGE

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



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

		JANUARY 2018			JANUARY 2017		
RANK	AIRLINE	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	SPIRIT AIRLINES	3,513	1,766,696	1.99	3,029	1,640,754	1.85
2	JETBLUE AIRWAYS	5,636	2,455,106	2.30	5,259	2,737,977	1.92
3	VIRGIN AMERICA	1,497	635,970	2.35	1,091	580,630	1.88
4	ALASKA AIRLINES	4,832	1,848,562	2.61	3,971	1,793,803	2.21
5	FRONTIER AIRLINES	4,272	1,440,668	2.97	6,827	1,147,969	5.95
6	DELTA AIR LINES	24,952	8,284,059	3.01	26,921	8,747,031	3.08
7	SOUTHWEST AIRLINES	36,869	11,842,658	3.11	37,544	11,231,184	3.34
8	HAWAIIAN AIRLINES	2,729	837,398	3.26	2,964	844,841	3.51
9	UNITED AIRLINES	19,908	6,021,879	3.31	19,309	5,828,072	3.31
10	AMERICAN AIRLINES	38,713	8,381,833	4.62	33,827	9,289,525	3.64
11	SKYWEST AIRLINES	11,581	2,327,637	4.98	12,021	2,332,048	5.15
12	EXPRESSJET AIRLINES	4,593	685,159	6.70	8,811	1,393,686	6.32
13	ENVOY AIR	6,920	864,463	8.00	**	**	**
TOTALS		166,015	47,392,088	3.50	161,574	47,567,520	3.40

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.

** Airline was not a ranked carrier in 2017.

OVERSALES

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

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

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

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



AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

Rank	Airline	JANUARY - DECEMBER 2017				JANUARY - DECEMBER 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	128,331	689	132,302,215	0.05	129,825	1,238	129,281,098	0.10
2	HAWAIIAN AIRLINES	638	101	11,133,441	0.09	326	49	10,824,495	0.05
3	UNITED AIRLINES	47,057	2,111	93,797,365	0.23	62,895	3,765	86,836,527	0.43
4	VIRGIN AMERICA	1,934	236	8,283,938	0.28	2,375	94	7,945,329	0.12
5	SKYWEST AIRLINES	35,145	985	33,292,890	0.30	41,476	2,935	29,986,918	0.98
6	ALASKA AIRLINES	7,974	789	24,921,671	0.32	6,806	931	23,390,900	0.40
7	AMERICAN AIRLINES	47,459	4,933	130,819,181	0.38	54,259	8,312	130,894,653	0.64
8	JETBLUE AIRWAYS	2,081	1,478	36,191,843	0.41	1,705	3,176	34,710,003	0.92
9	SOUTHWEST AIRLINES	36,482	8,279	155,958,380	0.53	88,628	14,979	150,655,354	0.99
10	EXPRESSJET AIRLINES	19,460	792	14,716,334	0.54	33,590	3,182	21,139,038	1.51
11	FRONTIER AIRLINES	2,376	943	16,598,211	0.57	2,096	851	14,666,332	0.58
12	SPIRIT AIRLINES	12,766	1,887	22,874,254	0.82	5,838	1,614	20,287,618	0.80
TOTALS		341,703	23,223	680,889,723	0.34	429,819	41,126	660,618,265	0.62

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	JANUARY 2018				JANUARY 2017			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	703	189	2	115	1,005	38	3	107
FOREIGN AIRLINES	694	2	0	60	601	4	1	40
TRAVEL AGENTS	40	0	0	11	34	3	0	7
TOUR OPERATORS	2	0	0	0	1	0	0	0
MISCELLANEOUS	12	10	0	54	12	18	0	8
INDUSTRY TOTALS	1,451	201	2	240	1,653	63	4	162

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	JANUARY 2018			JANUARY 2017		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	451		1	527	
CANCELLATION			178			233
DELAY			177			171
MISCONNECTION			57			72
BAGGAGE	2	283		2	352	
FARES	3	164		6	102	
RESERVATIONS/TICKETING/BOARDING	4	148		3	191	
REFUNDS	5	130		5	133	
CUSTOMER SERVICE	6	125		4	157	
DISABILITY	7	66		7	77	
OVERSALES	8	43		9	36	
OTHER	9	28		8	58	
FREQUENT FLYER			13			46
DISCRIMINATION	10	7		10	12	
ADVERTISING	11	5		11	8	
ANIMALS	12	1		0	0	
COMPLAINT TOTAL		1,451			1,653	

* 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*
JANUARY 2018

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	7	0	0	0	0	0	0	0	0	0	0	0	7
ALASKA AIRLINES	1	1	1	0	0	0	1	1	0	0	0	0	5
ALLEGiant AIR	11	0	3	3	2	3	0	2	0	0	0	0	24
AMERICAN AIRLINES	39	7	15	9	15	24	18	15	0	1	0	1	144
DELTA AIR LINES	32	2	12	8	2	17	12	9	0	1	0	3	98
ENDEAVOR AIR	4	0	0	0	0	1	2	0	0	1	0	0	8
ENVOY AIR	5	2	4	0	0	0	1	0	0	0	0	0	12
FRONTIER AIRLINES	17	1	6	3	0	4	4	2	0	0	0	1	38
HAWAIIAN AIRLINES	2	0	0	1	0	1	3	2	0	0	0	1	10
JETBLUE AIRWAYS	32	0	1	0	0	5	3	3	0	0	1	2	47
MESA AIRLINES	7	0	0	0	0	1	2	0	0	1	0	0	11
PSA AIRLINES	6	0	0	0	0	0	0	0	0	0	0	0	6
SILVER AIRWAYS	0	0	2	2	0	3	2	0	0	0	0	0	9
SKYWEST AIRLINES	14	1	0	0	0	0	1	0	0	0	0	0	16
SOUTHWEST AIRLINES	20	1	4	0	1	10	4	5	0	1	0	0	46
SPIRIT AIRLINES	15	6	11	8	5	3	5	3	1	1	0	2	60
TRANS STATES AIRLINES	2	0	0	0	0	1	2	0	0	0	0	0	5
UNITED AIRLINES	24	3	17	7	6	29	17	10	2	0	0	4	119
VIRGIN AMERICA	2	2	2	0	1	1	1	0	0	0	0	0	9
Other U.S. Airlines	14	1	2	1	5	4	0	0	0	1	0	1	29
TOTAL JANUARY 2018	254	27	80	42	37	107	78	52	3	7	1	15	703
% of TOTAL COMPLAINTS	36.1	3.8	11.4	6.0	5.3	15.2	11.1	7.4	0.4	1.0	0.1	2.1	
TOTAL JANUARY 2017	385	22	86	47	58	192	91	63	5	9	0	47	1,005
% of TOTAL COMPLAINTS	38.3	2.2	8.6	4.7	5.8	19.1	9.1	6.3	0.5	0.9	0	4.7	

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

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

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN JAN	INCI- DENTS IN JAN	PERCENT	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
AIR WISCONSIN	7	3	42.9	2	28.6	1	14.3	1	14.3
ALLEGIAN AIR	24	15	62.5	2	8.3	5	20.8	2	8.3
AMERICAN AIRLINES	144	65	45.1	42	29.2	23	16.0	14	9.7
DELTA AIR LINES	98	48	49.0	25	25.5	17	17.3	8	8.2
ENDEAVOR AIR	8	3	37.5	2	25.0	2	25.0	1	12.5
ENVOY AIR	12	8	66.7	2	16.7	1	8.3	1	8.3
FRONTIER AIRLINES	38	24	63.2	10	26.3	3	7.9	1	2.6
HAWAIIAN AIRLINES	10	2	20.0	3	30.0	4	40.0	1	10.0
JETBLUE AIRWAYS	47	36	76.6	6	12.8	3	6.4	2	4.3
MESA AIRLINES	11	9	81.8	1	9.1	0	0.0	1	9.1
PSA AIRLINES	6	4	66.7	2	33.3	0	0.0	0	0.0
SILVER AIRWAYS	9	6	66.7	1	11.1	2	22.2	0	0.0
SKYWEST AIRLINES	16	9	56.3	6	37.5	1	6.3	0	0.0
SOUTHWEST AIRLINES	46	26	56.5	6	13.0	9	19.6	5	10.9
SPIRIT AIRLINES	60	35	58.3	13	21.7	4	6.7	8	13.3
TRANS STATES AIRLINES	5	3	60.0	1	20.0	0	0.0	1	20.0
UNITED AIRLINES	119	53	44.5	34	28.6	28	23.5	4	3.4
VIRGIN AMERICA	9	3	33.3	2	22.2	1	11.1	3	33.3
ALASKA AIRLINES	5	0	0.0	3	60.0	0	0.0	2	40.0
Other U.S. Airlines	29	13	44.8	8	27.6	6	20.7	2	6.9
Totals	703	365	51.9	171	24.3	110	15.6	57	8.1
Previous Year's Totals	1,005	516	51.3	258	25.7	148	14.7	83	8.3

* 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**/JANUARY 2018

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROFLOT	2	0	0	0	1	5	0	0	0	0	0	0	8
AEROMEXICO	3	0	3	0	2	5	1	0	0	0	0	0	14
AIR CANADA	8	2	2	0	0	12	4	1	0	0	0	0	29
AIR CHINA	14	0	1	0	6	15	1	0	0	0	0	0	37
AIR FRANCE	21	2	1	16	4	7	1	2	0	0	0	0	54
AIR INDIA	2	0	1	2	3	4	2	0	0	0	0	0	14
AIR NEW ZEALAND	0	0	0	59	0	0	0	0	0	0	0	0	59
ALITALIA AIRLINES	2	0	1	2	0	3	1	0	0	0	0	0	9
AVIANCA	9	0	1	1	9	5	2	0	0	0	0	0	27
BRITISH AIRWAYS	6	0	4	2	1	4	1	0	0	0	0	0	18
CATHAY PACIFIC AIRWAYS	1	0	0	0	0	1	2	0	0	0	0	1	5
CHINA EASTERN AIRLINES	1	0	2	1	2	2	0	0	0	0	0	0	8
CHINA SOUTHERN AIRLINES	3	0	1	0	2	2	0	0	0	0	0	0	8
COPA	1	1	0	0	2	0	1	0	0	0	0	0	5
EL AL ISRAEL	5	0	0	0	0	4	0	0	0	0	0	0	9
EMIRATES AIRLINES	3	0	4	2	2	10	5	3	0	0	0	0	29
ETHIOPIAN AIRLINES	4	0	3	3	0	1	0	0	0	0	0	0	11
ETIHAD AIRWAYS	0	1	4	1	1	3	2	0	0	0	0	1	13
IBERIA AIRLINES	1	0	1	1	1	5	0	2	0	0	0	1	12
ICELANDAIR	1	1	0	1	1	0	0	0	0	0	0	1	5
INTERJET	3	0	0	2	0	1	1	0	0	0	0	0	7
JAPAN AIR LINES	3	0	1	1	0	0	1	0	0	0	0	2	8
JET AIRWAYS	0	0	1	0	0	3	3	0	0	0	0	0	7
KLM	2	0	0	0	0	5	1	1	0	0	0	0	9
KOREAN AIR LINES	3	0	0	0	0	0	1	1	0	0	0	0	5
LATAM	4	0	1	0	1	3	1	0	0	0	0	0	10
LUFTHANSA	2	1	3	0	2	8	0	0	0	0	0	0	16
NORWEGIAN AIR SHUTTLE	10	0	1	2	0	7	1	1	0	0	0	0	22
QATAR AIRWAYS	1	0	3	0	2	4	2	0	0	0	0	0	12
ROYAL AIR MAROC	4	1	1	0	3	5	0	1	0	0	0	0	15
SANTA BARBARA AIRLINES	1	0	1	0	5	0	0	0	0	0	0	0	7
SOUTH AFRICAN AIRWAYS	2	0	0	2	0	1	0	0	0	0	0	0	5
SWISS AIR	1	0	1	1	0	4	0	1	0	0	0	0	8
TAME	20	0	0	0	1	3	0	0	0	0	0	0	24
TURKISH AIRLINES	1	0	2	1	8	5	1	0	0	0	0	1	19
VOLARIS AIRLINES	3	4	0	0	1	2	4	0	1	0	0	0	15
WOW AIR	14	0	3	5	4	12	2	1	0	0	0	0	41
OTHER FOREIGN AIRLINES	32	3	11	5	11	24	4	0	0	0	0	0	90
TOTALS	193	16	58	110	75	175	45	14	1	0	0	7	694

AIR TRAVEL CONSUMER REPORT

Table 5, cont'd.

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**/JANUARY 2018

TRAVEL AGENTS	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
EXPEDIA.COM	0	0	2	1	2	0	0	0	0	0	0	0	5
JUSTFLY.COM	1	0	4	4	3	0	0	0	0	0	0	0	12
OTHER TRAVEL AGENTS	0	0	4	6	10	1	1	0	1	0	0	0	23
TOTALS	1	0	10	11	15	1	1	0	1	0	0	0	40
TOUR OPERATORS													
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
MISCELLANEOUS													
Other Miscellaneous	3	0	0	1	3	0	1	0	0	0	0	4	12
TOTALS	3	0	0	1	3	0	1	0	0	0	0	4	12

* 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.

TABLE 6

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS: RANKINGS/U.S. AIRLINES*							
RANK	AIRLINE	JANUARY 2018			JANUARY 2017		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	1	828,487	0.12	8	1,460,155	0.55
2	ALASKA AIRLINES	5	1,955,862	0.26	11	1,914,809	0.57
3	REPUBLIC AIRLINE	4	1,324,290	0.30	**	**	**
4	SOUTHWEST AIRLINES	46	12,001,435	0.38	87	11,330,508	0.77
5	SKYWEST AIRLINES	16	2,845,803	0.56	11	2,394,009	0.46
6	PSA AIRLINES	6	1,016,279	0.59	**	**	**
7	DELTA AIR LINES	98	10,528,102	0.93	79	10,459,705	0.76
8	ENDEAVOR AIR	8	816,485	0.98	**	**	**
9	HAWAIIAN AIRLINES	10	953,059	1.05	7	914,565	0.77
10	MESA AIRLINES	11	1,022,310	1.08	**	**	**
11	ENVOY AIR	12	1,003,062	1.20	**	**	**
12	AMERICAN AIRLINES	144	11,264,828	1.28	228	11,066,648	2.06
13	VIRGIN AMERICA	9	641,877	1.40	19	607,436	3.13
14	JETBLUE AIRWAYS	47	3,162,990	1.49	39	3,287,398	1.19
15	UNITED AIRLINES	119	7,870,108	1.51	175	7,708,081	2.27
16	ALLEGiant AIR	24	943,638	2.54	**	**	**
17	FRONTIER AIRLINES	38	1,491,456	2.55	96	1,219,665	7.87
18	SPIRIT AIRLINES	60	1,987,834	3.02	93	1,767,129	5.26
TOTAL		658	61,657,905	1.07	853	54,130,108	1.58

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

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

AIR TRAVEL CONSUMER REPORT

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

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
American	1						
Delta	1						
Endeavor	1						
Mesa	1						
Republic	1						
Southwest	1						
Spirit				1			
TOTAL	6			1			

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

AIR TRAVEL CONSUMER REPORT

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

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

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

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

Carrier	Death	Injury	Loss
N O N E			

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of January 2018
as provided by the Transportation Security Administration^a**

The Transportation Security Administration (TSA) screened approximately 57 million airline passengers and their 46 million checked bags in the month of January 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 January.

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
795	.001	37	.00006	102	.0001	534	.0009

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 January.

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.