



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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



**Issued: May 2018**

<b>Flight Delays<sup>1</sup></b>	March 2018
<b>Mishandled Baggage<sup>1</sup></b>	March 2018 January - March 2018
<b>Oversales<sup>1</sup></b>	1st. Quarter 2018
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	March 2018 January - March 2018
<b>Airline Animal Incident Reports<sup>4</sup></b>	March 2018
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	March 2018

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

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

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

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

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## **INTRODUCTION**

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

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

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

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

## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 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/](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](https://apps.bts.gov/pdc/user/products/src/category.xml?pdc_start=1&pdc_end=15&pdc_page=1&c=1&pdc_sort=2+DESC,+4+DESC). CDs for earlier months can be purchased by sending an email to: [Orders@bts.gov](mailto:Orders@bts.gov). Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>

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

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

## AIR TRAVEL CONSUMER REPORT

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

MARCH 2018

	AT 30 LARGEST AIRPORTS		AT ALL US AIRPORTS	
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME
DELTA AIR LINES	30	86.4	146	87.0
ALASKA AIRLINES	26	86.7	69	86.8
HAWAIIAN AIRLINES	9	83.1	17	85.3
SPIRIT AIRLINES	21	84.9	40	85.1
MESA AIRLINES	15	84.7	92	84.8
UNITED AIRLINES	28	83.8	95	83.9
ENVOY AIRLINES	13	82.5	123	83.4
AMERICAN AIRLINES	29	82.8	95	82.3
SKYWEST AIRLINES	27	81.5	222	82.1
EXPRESSJET AIRLINES	14	77.7	116	79.1
SOUTHWEST AIRLINES	24	78.3	86	78.9
ALLEGiant AIRLINES	7	73.7	116	78.5
FRONTIER AIRLINES	23	77.9	64	78.4
REPUBLIC AIRLINE	18	76.3	80	77.6
ENDEAVOR AIRLINES	18	75.5	101	75.8
PSA AIRLINES	11	77.1	94	75.5
VIRGIN AMERICA	18	69.9	27	69.9
JETBLUE AIRWAYS	25	64.6	64	64.2
TOTAL		80.8		80.9

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

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

## AIR TRAVEL CONSUMER REPORT

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

MARCH 2018

CARRIER*	2nd Quarter 04-06 2017		3rd Quarter 07-09 2017		4th Quarter 10-12 2017		1st Quarter 01-03 2018		Jan 2018		Feb 2018		Mar 2018		12 Months Ending Mar 2018	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	82.4	2	84.9	3	84.2	6	87.0	1	88.9	1	85.3	2	86.8	2	84.6	3
ALLEGIANANT	N/A	N/A	N/A	N/A	N/A	N/A	78.4	9	78.6	9	78.3	10	78.5	12	N/A	N/A
AMERICAN	77.3	6	77.7	7	85.2	5	81.9	6	82.5	7	80.8	6	82.3	8	80.5	5
DELTA	80.9	5	86.4	2	88.9	1	86.4	2	84.3	4	87.9	1	87.0	1	85.6	2
ENDEAVOR	N/A	N/A	N/A	N/A	N/A	N/A	77.0	13	76.5	11	78.8	9	75.8	15	N/A	N/A
ENVOY	N/A	N/A	N/A	N/A	N/A	N/A	76.5	14	74.7	15	70.6	18	83.4	7	N/A	N/A
EXPRESSJET	75.8	9	76.6	8	81.1	10	76.3	15	74.6	16	74.9	13	79.1	10	77.3	10
FRONTIER	76.3	8	78.6	6	81.2	8	75.8	16	74.9	14	73.8	16	78.4	13	78.0	9
HAWAIIAN	89.6	1	93.1	1	86.5	2	84.8	3	88.3	2	80.3	8	85.3	3	88.6	1
JETBLUE	66.7	11	67.1	12	80.0	11	67.9	18	65.8	18	74.6	15	64.2	18	70.4	12
MESA	N/A	N/A	N/A	N/A	N/A	N/A	78.9	8	76.9	10	74.7	14	84.8	5	N/A	N/A
PSA	N/A	N/A	N/A	N/A	N/A	N/A	72.6	17	70.2	17	72.1	17	75.5	16	N/A	N/A
REPUBLIC	N/A	N/A	N/A	N/A	N/A	N/A	78.0	10	76.2	12	80.3	7	77.6	14	N/A	N/A
SKYWEST	81.1	3	80.7	4	81.2	9	77.9	11	75.3	13	76.0	12	82.1	9	80.2	6
SOUTHWEST	76.7	7	75.6	9	83.8	7	79.3	7	81.8	8	77.1	11	78.9	11	78.8	8
SPIRIT	71.3	10	75.1	10	85.7	4	83.4	5	82.9	5	81.9	4	85.1	4	78.9	7
UNITED	81.1	4	80.4	5	86.4	3	84.4	4	84.7	3	84.7	3	83.9	6	83.0	4
VIRGIN AMERICA	63.5	12	73.2	11	77.8	12	77.6	12	82.5	6	81.7	5	69.9	17	73.1	11
TOTAL	77.9		79.1		84.4		80.0		79.6		79.3		80.9		80.5	

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

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

## AIR TRAVEL CONSUMER REPORT

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

MARCH 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	52	92.3	118	81.4	88	76.1	0	0.0	124	79.8	136	75.7	114	87.7	52	78.8	177	75.7	40	97.5
ALLEGIAN'T	0	0.0	0	0.0	22	90.9	0	0.0	0	0.0	9	88.9	0	0.0	0	0.0	40	95.0	295	68.8
AMERICAN	965	82.8	2282	74.3	519	81.7	8249	86.5	2136	81.9	909	81.3	12040	85.8	529	82.8	633	70.0	666	81.1
DELTA	21208	89.3	1558	79.0	592	84.3	509	90.4	781	85.0	1128	83.2	436	88.3	4810	88.4	425	74.6	1130	86.2
ENDEAVOR	2294	83.7	537	68.7	169	71.6	336	74.1	180	74.4	0	0.0	311	79.1	1700	84.8	149	45.6	1	100.0
ENVOY	61	88.5	0	0.0	119	70.6	310	82.3	57	86.0	0	0.0	4644	85.5	119	71.4	71	57.7	0	0.0
EXPRESSJET	1001	77.8	167	62.3	52	69.2	150	73.3	286	74.8	0	0.0	934	88.8	346	78.3	1619	55.2	0	0.0
FRONTIER	252	78.6	0	0.0	0	0.0	93	88.2	93	76.3	1564	82.8	36	72.2	67	82.1	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	265	72.1	4480	62.7	256	64.5	119	63.9	909	63.6	88	73.9	53	71.7	115	66.1	882	51.7	2318	66.2
MESA	158	89.2	10	80.0	0	0.0	161	85.1	62	85.5	0	0.0	2672	84.8	146	85.6	0	0.0	0	0.0
PSA	79	77.2	0	0.0	9	100.0	8237	80.6	2489	69.7	0	0.0	0	0.0	185	77.8	0	0.0	0	0.0
REPUBLIC	505	84.8	592	72.3	109	78.9	926	86.5	2298	77.3	332	87.7	306	73.5	584	81.5	2090	62.6	0	0.0
SKYWEST	2147	79.3	9	88.9	50	80.0	133	78.9	188	81.4	3768	87.3	552	83.5	3485	81.8	100	59.0	30	70.0
SOUTHWEST	3631	84.4	879	71.6	6124	82.7	236	78.4	1282	74.1	5765	79.3	0	0.0	592	81.3	506	61.7	2410	85.4
SPIRIT	633	87.2	478	78.2	652	86.7	0	0.0	0	0.0	258	89.5	608	87.8	925	86.8	279	72.8	1549	85.1
UNITED	444	84.7	1040	77.0	236	89.0	51	76.5	373	84.7	5115	89.0	560	86.6	145	85.5	5084	71.5	737	86.7
VIRGIN AMERICA	0	0.0	111	77.5	31	71.0	0	0.0	40	77.5	60	76.7	0	0.0	0	0.0	198	68.7	117	83.8
TOTAL	33695	86.8	12261	70.4	9028	82.1	19510	83.4	11298	75.9	19132	84.3	23266	85.5	13800	84.5	12253	65.7	9293	79.9

\* 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)**  
**MARCH 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	188	88.8	31	80.6	46	89.1	62	95.2	321	86.0	563	87.4	0	0.0	116	86.2	0	0.0	0	0.0
ALLEGiant	0	0.0	0	0.0	0	0.0	0	0.0	786	76.0	117	61.5	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN	244	75.4	244	77.0	538	78.8	1358	80.1	1269	82.9	3332	83.9	1876	69.0	1618	83.9	0	0.0	4515	84.5
DELTA	284	79.9	224	92.0	269	84.0	2579	84.3	1166	87.1	2739	75.5	2232	79.2	1783	85.1	154	94.2	843	85.8
ENDEAVOR	0	0.0	123	76.4	131	77.1	2204	71.5	0	0.0	0	0.0	2328	64.4	35	77.1	0	0.0	10	70.0
ENVOY	0	0.0	0	0.0	115	80.0	225	76.9	0	0.0	0	0.0	1099	60.9	0	0.0	0	0.0	723	85.6
EXPRESSJET	0	0.0	0	0.0	4040	89.1	0	0.0	0	0.0	0	0.0	1098	63.0	5	80.0	56	69.6	0	0.0
FRONTIER	0	0.0	93	88.2	44	86.4	0	0.0	608	74.2	124	70.2	93	66.7	1104	75.5	0	0.0	345	85.8
HAWAIIAN	2879	85.3	0	0.0	0	0.0	31	83.9	79	87.3	176	76.1	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	0	0.0	172	59.3	0	0.0	3689	69.6	403	71.7	551	67.3	522	59.6	1718	61.4	0	0.0	0	0.0
MESA	0	0.0	2067	83.8	1944	86.1	0	0.0	0	0.0	0	0.0	127	62.2	0	0.0	0	0.0	5	80.0
PSA	0	0.0	212	73.6	0	0.0	31	48.4	0	0.0	0	0.0	178	53.9	0	0.0	0	0.0	0	0.0
REPUBLIC	0	0.0	0	0.0	1501	83.7	261	67.8	0	0.0	0	0.0	2955	68.3	14	85.7	0	0.0	1014	89.2
SKYWEST	0	0.0	99	75.8	400	79.8	0	0.0	260	80.4	3053	74.7	201	74.1	9	77.8	209	81.3	0	0.0
SOUTHWEST	0	0.0	202	86.1	0	0.0	0	0.0	6240	79.1	3648	61.1	939	64.9	4161	82.3	6910	83.2	0	0.0
SPIRIT	0	0.0	0	0.0	495	92.5	0	0.0	1085	87.9	680	80.1	341	73.9	1107	81.9	0	0.0	0	0.0
UNITED	482	80.9	1843	90.2	5221	88.4	0	0.0	1045	86.8	2267	82.7	726	78.4	1196	87.5	0	0.0	478	84.5
VIRGIN AMERICA	62	46.8	120	80.8	0	0.0	360	77.8	364	75.0	1335	72.7	0	0.0	62	85.5	0	0.0	0	0.0
<b>TOTAL</b>	<b>4139</b>	<b>83.4</b>	<b>5430</b>	<b>84.6</b>	<b>14744</b>	<b>87.1</b>	<b>10800</b>	<b>75.3</b>	<b>13626</b>	<b>80.9</b>	<b>18585</b>	<b>74.9</b>	<b>14715</b>	<b>68.4</b>	<b>12928</b>	<b>80.0</b>	<b>7329</b>	<b>83.3</b>	<b>7933</b>	<b>85.3</b>

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



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

**MARCH 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	59	74.6	154	85.1	1565	90.2	31	71.0	346	84.7	529	83.9	4807	88.2	323	72.4	186	82.3	31	96.8
ALLEGIAN	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	18	61.1	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN	580	83.1	5206	84.7	314	81.2	4213	77.1	5198	85.4	768	78.3	645	84.3	1088	71.0	481	84.8	1084	82.4
DELTA	5343	88.7	617	86.7	570	88.6	503	83.7	765	84.4	650	84.5	2053	86.9	888	75.1	4016	86.3	1136	87.1
ENDEAVOR	1119	84.3	224	76.8	0	0.0	152	59.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY	32	81.3	4786	85.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET	155	78.7	835	78.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER	111	74.8	205	76.6	31	77.4	314	69.7	248	80.6	108	75.0	45	86.7	129	57.4	118	82.2	342	74.0
HAWAIIAN	0	0.0	0	0.0	62	38.7	0	0.0	31	71.0	31	93.5	62	38.7	62	83.9	0	0.0	0	0.0
JETBLUE	0	0.0	177	61.6	90	71.1	221	62.0	62	69.4	174	67.2	139	72.7	538	60.2	248	66.9	433	65.1
MESA	124	86.3	0	0.0	31	90.3	183	79.2	1814	86.0	0	0.0	0	0.0	0	0.0	107	76.6	0	0.0
PSA	35	80.0	181	75.1	0	0.0	683	69.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC	441	77.1	1723	81.4	0	0.0	1886	76.9	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0	0	0.0
SKYWEST	4218	82.8	6085	84.4	571	89.3	91	74.7	1200	90.6	885	83.5	1129	84.6	3300	66.6	3535	85.6	29	37.9
SOUTHWEST	710	82.8	0	0.0	1141	79.5	768	75.7	5590	77.8	3153	74.6	963	79.0	1410	53.8	958	74.1	2943	82.1
SPIRIT	390	88.7	800	84.5	31	87.1	264	79.5	93	86.0	155	87.1	93	86.0	0	0.0	0	0.0	664	88.3
UNITED	271	87.1	5657	88.1	566	87.5	310	77.1	721	87.7	814	86.4	781	86.6	4847	76.9	207	87.9	664	86.9
VIRGIN AMERICA	0	0.0	83	79.5	169	72.8	61	80.3	0	0.0	172	65.1	443	68.8	2136	63.9	0	0.0	0	0.0
TOTAL	13588	85.2	26733	84.7	5141	85.1	9680	76.0	16068	83.1	7457	78.7	11160	85.2	14721	69.1	9857	84.1	7326	82.4

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

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

**MARCH 2018**

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	93.4	74.8	89.4	90.9	85.3	91.4	92.0	90.0	74.8	83.1	88.5	90.1	94.7	80.2	94.2	90.5
0700-0759	93.2	72.9	85.5	90.6	77.9	93.8	89.0	88.4	77.7	79.3	96.1	84.0	90.8	73.6	93.8	89.3
0800-0859	88.6	74.0	89.5	87.6	82.9	92.3	88.0	86.3	84.2	90.2	95.5	84.8	87.1	76.9	91.7	81.4
0900-0959	88.9	79.3	89.0	82.7	81.2	91.7	87.3	89.5	84.3	85.7	95.6	82.4	85.3	81.4	88.5	78.4
1000-1059	91.4	75.9	89.0	83.2	82.1	89.5	84.7	84.7	86.0	86.8	91.8	89.2	85.0	83.4	87.1	76.6
1100-1159	90.6	78.5	88.0	88.1	80.2	85.7	87.4	89.0	84.9	84.8	81.6	87.6	90.4	73.2	86.7	74.1
1200-1259	87.7	80.2	85.1	86.8	77.7	89.2	87.0	87.4	83.0	83.6	87.2	80.9	90.8	76.1	83.9	73.5
1300-1359	87.3	74.2	83.9	84.4	78.3	85.4	84.7	87.5	78.2	81.5	75.9	84.8	87.5	76.4	81.3	73.1
1400-1459	87.8	73.5	85.6	83.9	75.7	86.0	86.0	84.4	59.7	84.9	77.9	88.3	91.0	78.3	80.8	73.2
1500-1559	86.9	71.5	87.4	80.4	72.7	81.9	83.9	83.3	61.1	82.1	82.1	86.3	90.0	77.9	77.4	77.1
1600-1659	85.5	70.8	82.0	81.5	72.5	81.2	85.8	84.7	52.9	82.5	77.5	85.1	87.2	74.2	79.2	73.0
1700-1759	85.4	67.1	78.9	82.4	70.6	74.3	81.6	79.1	53.0	73.8	82.1	85.1	85.4	74.4	76.7	74.5
1800-1859	85.5	64.9	78.5	81.2	69.4	80.2	81.7	79.7	47.7	75.8	83.3	77.1	85.6	69.3	77.1	73.9
1900-1959	83.3	64.9	73.8	78.1	73.3	77.0	85.5	80.4	45.1	74.9	79.8	81.5	86.3	73.9	74.8	70.1
2000-2059	81.1	65.2	79.8	78.4	73.9	76.2	78.8	86.5	44.4	63.9	83.7	82.0	85.8	67.4	74.6	67.2
2100-2159	82.1	61.3	78.3	80.4	72.2	79.2	84.9	80.5	49.6	74.0	83.6	86.8	74.1	72.0	74.0	67.1
2200-2259	81.7	65.7	73.0	77.0	74.0	78.6	86.9	78.1	59.4	73.5	87.3	64.3	82.6	68.5	75.2	68.1
2300-0559	82.4	67.8	74.8	85.9	78.4	80.2	85.8	81.6	75.2	77.5	84.5	82.1	86.5	80.2	76.4	77.6
TOTAL	86.8	70.4	82.1	83.4	75.9	84.3	85.5	84.5	65.7	79.9	83.4	84.6	87.1	75.3	80.9	74.9

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

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

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	75.9	84.9	89.1	85.7	87.9	87.7	84.4	79.7	90.5	94.7	90.9	88.7	90.0	92.9	88.9
0700-0759	76.0	88.7	91.3	91.3	86.2	88.9	95.9	81.7	91.3	84.5	88.8	93.1	91.1	98.3	87.3
0800-0859	79.2	86.9	92.7	89.6	86.9	86.0	94.9	79.2	87.4	86.7	90.4	78.2	91.5	89.2	86.8
0900-0959	75.6	86.5	93.1	89.5	91.0	85.5	89.7	82.5	87.9	90.2	90.8	71.1	93.4	89.7	86.0
1000-1059	77.1	84.7	93.4	88.8	89.0	89.0	89.7	82.7	85.7	81.0	85.9	68.0	88.0	87.5	84.7
1100-1159	76.1	83.8	91.5	87.2	90.8	90.0	84.4	86.1	87.4	85.3	84.4	64.7	89.8	88.4	85.3
1200-1259	75.3	86.8	90.5	90.2	87.4	87.3	92.1	82.6	86.3	80.4	83.4	63.3	85.7	84.4	83.6
1300-1359	73.7	86.1	86.8	84.6	88.4	88.1	88.7	74.7	84.0	81.8	85.6	65.5	84.6	82.5	82.8
1400-1459	71.2	81.9	89.5	86.3	85.1	84.6	87.7	75.3	85.1	74.8	85.4	66.3	82.9	79.7	81.2
1500-1559	66.9	82.1	84.3	87.7	87.5	85.7	80.7	75.5	85.0	80.0	88.6	66.0	85.5	84.5	80.5
1600-1659	66.0	80.1	78.2	82.3	83.7	85.1	86.4	73.4	82.6	76.3	87.3	68.3	85.8	77.7	79.3
1700-1759	63.4	79.7	81.5	86.7	83.0	83.9	82.6	70.1	79.7	73.1	83.4	69.9	72.8	77.4	77.8
1800-1859	62.0	76.5	77.3	82.9	80.9	77.6	85.6	68.1	78.1	70.9	83.0	68.0	78.2	81.1	76.6
1900-1959	60.2	77.9	70.3	82.6	83.2	76.4	84.6	66.2	76.0	77.9	83.4	64.7	84.7	80.3	76.3
2000-2059	52.3	68.1	76.5	79.6	81.4	80.2	78.0	77.0	77.1	69.5	84.4	68.9	78.6	81.1	74.9
2100-2159	58.6	74.0	76.0	80.6	79.3	81.5	77.8	76.8	78.6	75.9	79.8	64.6	78.8	75.7	75.6
2200-2259	64.9	73.1	71.4	81.2	78.0	87.2	85.7	76.1	77.0	70.9	85.2	61.7	74.2	80.2	74.4
2300-0559	68.3	75.8	74.6	84.8	83.2	86.1	79.1	76.6	76.7	78.8	83.5	74.6	71.8	77.8	78.2
TOTAL	68.4	80.0	83.3	85.3	85.2	84.7	85.1	76.0	83.1	78.7	85.2	69.1	84.1	82.4	80.8

\* 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)

MARCH 2018

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	86.9	80.0	88.9	92.1	87.7	93.8	92.0	91.6	88.4	92.6	99.4	88.7	92.0	88.2	93.4	91.7
0700-0759	93.9	74.0	90.8	90.5	86.6	91.2	90.5	92.0	86.2	91.2	94.9	89.6	93.7	84.1	89.7	87.9
0800-0859	91.0	69.4	88.8	89.2	79.6	92.2	89.4	89.6	79.6	91.6	96.4	88.5	92.1	84.4	87.5	84.5
0900-0959	86.6	73.0	85.5	87.5	78.9	91.7	85.6	92.2	80.6	87.3	95.2	86.1	89.7	79.5	83.7	76.7
1000-1059	89.1	71.2	82.7	79.2	78.2	83.5	85.2	87.9	82.0	82.4	92.5	82.7	91.9	77.2	80.7	71.4
1100-1159	86.6	72.7	83.4	83.5	80.6	85.2	83.0	84.0	84.8	77.6	95.6	80.6	89.3	81.5	79.4	69.7
1200-1259	85.5	74.5	82.1	79.6	75.5	79.7	83.4	86.9	81.5	75.7	89.3	85.7	88.4	66.5	79.8	74.0
1300-1359	82.0	73.2	72.1	81.9	73.0	80.6	80.1	83.6	80.0	79.0	82.3	82.0	72.5	76.6	79.3	62.7
1400-1459	82.7	68.6	68.6	80.3	73.7	84.3	83.6	79.4	70.7	75.9	86.1	91.7	87.9	72.3	71.5	70.6
1500-1559	81.3	64.3	74.1	78.8	72.9	82.0	77.6	80.6	63.7	73.4	80.6	88.6	88.1	74.2	67.0	70.2
1600-1659	83.3	64.8	74.5	76.4	66.6	75.1	82.6	78.1	62.8	74.5	88.0	73.7	86.3	71.1	71.4	74.0
1700-1759	81.5	66.9	70.2	77.6	68.6	77.0	79.9	76.9	56.1	67.9	86.4	82.6	83.4	69.1	69.7	75.4
1800-1859	77.3	61.0	69.7	76.9	63.5	71.5	79.1	78.0	59.7	66.6	90.8	79.4	83.7	67.8	69.0	72.2
1900-1959	81.0	58.5	71.6	77.0	66.4	79.9	79.5	79.6	52.6	70.7	91.7	75.3	86.2	68.4	64.2	73.9
2000-2059	77.4	55.7	74.1	77.6	69.6	81.0	82.4	81.9	57.9	71.5	91.9	100.0	84.7	69.2	66.7	66.4
2100-2159	80.4	55.7	69.8	88.9	68.6	77.0	81.4	83.3	54.6	62.8	84.9	50.0	91.5	63.3	65.9	69.8
2200-2259	82.4	57.4	70.2	81.7	71.1	77.2	83.6	81.9	33.7	70.3	96.3	84.8	85.7	50.5	69.9	73.2
2300-0559	83.6	83.7	74.0	88.2	89.5	90.0	91.9	97.1	87.1	88.0	93.7	90.2	94.1	70.3	86.0	77.5
TOTAL	84.0	69.4	78.1	81.6	75.1	83.1	83.8	84.3	71.2	77.6	90.0	84.6	88.4	74.5	77.7	75.2

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

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	81.4	92.6	92.4	89.6	91.8	90.8	95.8	85.2	95.1	94.5	95.2	92.8	95.8	94.8	90.4
0700-0759	81.2	92.8	93.5	90.4	92.4	90.0	92.8	86.0	90.0	90.2	90.7	87.5	92.8	94.7	89.3
0800-0859	80.2	87.2	87.8	91.6	86.9	89.6	89.1	83.3	87.9	87.2	90.7	85.1	90.5	92.7	87.1
0900-0959	76.9	88.9	84.1	83.2	88.5	82.7	88.9	78.5	87.2	83.5	91.8	76.4	89.1	87.8	85.0
1000-1059	74.2	87.7	88.8	88.3	87.1	86.7	86.5	79.0	85.6	82.5	88.9	71.0	82.5	89.2	83.6
1100-1159	75.8	84.6	78.6	88.2	90.2	87.0	85.8	77.7	79.9	77.5	83.5	72.7	86.8	85.9	82.1
1200-1259	74.3	80.2	82.0	79.0	88.8	84.6	82.2	81.9	82.2	78.2	91.4	68.2	77.9	82.6	81.8
1300-1359	70.8	78.5	67.9	82.3	87.5	82.1	85.6	74.1	83.2	73.7	84.3	69.0	81.7	85.1	78.4
1400-1459	72.5	77.8	64.3	83.4	83.2	83.2	87.1	68.0	81.1	71.4	85.0	69.5	80.6	71.4	78.6
1500-1559	69.6	74.8	72.6	80.1	84.4	82.6	80.5	69.1	82.0	65.1	83.6	68.2	84.4	71.8	76.8
1600-1659	61.7	75.9	68.0	83.5	82.0	83.0	80.4	71.4	81.3	76.9	87.2	68.5	82.2	72.4	76.3
1700-1759	63.7	72.7	62.0	79.3	79.5	81.4	85.2	66.3	79.1	66.8	87.4	70.3	83.6	72.8	75.2
1800-1859	64.1	74.1	61.5	70.8	84.4	79.1	82.8	66.1	74.8	70.4	85.6	74.4	60.8	71.9	73.6
1900-1959	60.3	71.2	68.9	82.3	84.1	80.1	79.8	59.9	71.5	65.7	87.0	72.5	74.5	80.4	74.5
2000-2059	56.0	72.5	55.5	81.1	86.6	81.2	81.0	69.3	77.4	70.1	85.0	71.3	86.1	74.8	76.2
2100-2159	56.2	64.2	62.1	83.9	84.9	85.8	83.5	68.8	79.8	70.6	88.4	73.8	77.4	68.5	75.2
2200-2259	51.6	71.0	59.3	87.1	84.9	75.0	83.0	68.6	75.8	85.6	86.1	79.4	87.2	75.1	78.7
2300-0559	81.0	83.9	85.1	95.7	93.2	90.4	95.3	86.7	90.3	0.0	90.5	81.0	84.2	91.0	86.4
TOTAL	70.6	80.7	74.0	84.1	86.5	84.4	87.3	74.3	82.7	78.6	88.1	75.6	85.5	81.8	80.6

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

## AIR TRAVEL CONSUMER REPORT

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

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								
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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](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/  
MARCH 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***
<b>CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS</b>								
EXPRESSJET	4029	Feb	BWI-EWR	1930	10	8	80.00	57.75
EXPRESSJET	4029	Mar	BWI-EWR	1935	25	15	60.00	207.80
EXPRESSJET	4254	Feb	DCA-EWR	1659	28	16	57.14	110.29
EXPRESSJET	4254	Mar	DCA-EWR	1655	31	19	61.29	79.13
JETBLUE	2227	Feb	EWR-MCO	2142	14	10	71.43	85.78
JETBLUE	2227	Mar	EWR-MCO	2154	20	13	65.00	100.18
JETBLUE	543	Feb	EWR-PBI	1816	28	15	53.57	96.80
JETBLUE	543	Mar	EWR-PBI	1839	31	19	61.29	92.25
JETBLUE	1444	Feb	PBI-EWR	1804	14	10	71.43	64.89
JETBLUE	1444	Mar	PBI-EWR	1740	31	20	64.52	80.94
SOUTHWEST	369	Feb	SAT-HOU	1510	24	17	70.83	59.71
SOUTHWEST	5893	Mar	SAT-HOU	1530	26	16	61.54	46.81

\* 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](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**  
**MARCH 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
JETBLUE	881	23	2.6
SOUTHWEST	3899	71	1.8
EXPRESSJET	708	8	1.1
HAWAIIAN	227	2	0.8
REPUBLIC	908	5	0.5
VIRGIN AMERICA	223	1	0.4
ENDEAVOR	746	3	0.4
UNITED	1687	4	0.2
SKYWEST	2154	3	0.1
PSA	773	1	0.1
DELTA	2774	0	0.0
AMERICAN	2608	0	0.0
ENVOY	806	0	0.0
ALASKA	529	0	0.0
MESA	528	0	0.0
SPIRIT	478	0	0.0
FRONTIER	296	0	0.0
ALLEGiant	210	0	0.0
<b>TOTAL</b>	<b>20435</b>	<b>121</b>	<b>0.6</b>

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



## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

MARCH 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	91.9	90.3	62	62
Abilene, TX (ABI)	79.3	84.1	145	145
Adak Island, AK (ADK)	66.7	55.6	9	9
Aguadilla, PR (BQN)	71.0	69.2	145	143
Akron, OH (CAK)	71.9	80.8	636	636
Albany, GA (ABY)	86.4	79.5	88	88
Albany, NY (ALB)	74.4	78.1	1202	1202
Albuquerque, NM (ABQ)	79.9	84.7	1891	1892
Alexandria, LA (AEX)	83.3	88.8	293	294
Allentown/Bethlehem/Easton, PA (ABE)	77.0	74.8	370	369
Alpena, MI (APN)	79.2	83.3	53	54
Amarillo, TX (AMA)	83.1	87.4	413	414
Anchorage, AK (ANC)	84.1	91.9	1323	1328
Appleton, WI (ATW)	87.2	89.7	359	359
Arcata/Eureka, CA (ACV)	75.3	75.3	93	93
Asheville, NC (AVL)	81.6	85.0	555	555
Ashland, WV (HTS)	86.2	62.1	29	29
Aspen, CO (ASE)	74.9	75.2	1069	1069
Atlanta, GA (ATL)	86.8	84.0	33695	33712
Atlantic City, NJ (ACY)	81.3	86.8	310	310
Augusta, GA (AGS)	83.3	85.4	419	418
Austin, TX (AUS)	82.7	82.6	5154	5160
Bakersfield, CA (BFL)	86.1	92.2	180	180
Baltimore, MD (BWI)	82.1	78.1	9028	9023
Bangor, ME (BGR)	66.6	68.9	341	341
Barrow, AK (BRW)	93.5	91.9	62	62
Baton Rouge, LA (BTR)	86.1	86.8	653	653
Beaumont/Port Arthur, TX (BPT)	85.5	83.9	62	62
Belleville, IL (BLV)	73.6	74.7	91	91
Bellingham, WA (BLI)	89.7	92.3	273	272
Bemidji, MN (BJI)	91.9	95.2	62	62
Bend/Redmond, OR (RDM)	83.0	85.6	277	277

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bethel, AK (BET)	82.2	79.5	73	73
Billings, MT (BIL)	86.9	91.3	343	343
Binghamton, NY (BGM)	72.4	79.1	87	86
Birmingham, AL (BHM)	81.8	87.0	1484	1483
Bismarck/Mandan, ND (BIS)	81.0	82.6	311	311
Bloomington/Normal, IL (BMI)	82.5	83.7	257	258
Boise, ID (BOI)	85.6	88.3	1636	1635
Boston, MA (BOS)	70.4	69.4	12261	12262
Bozeman, MT (BZN)	88.9	86.0	522	521
Brainerd, MN (BRD)	84.9	88.7	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	85.7	89.7	301	301
Brownsville, TX (BRO)	89.3	92.6	215	216
Brunswick, GA (BQK)	81.8	89.8	88	88
Buffalo, NY (BUF)	77.4	81.1	2239	2238
Burbank, CA (BUR)	77.3	73.9	2216	2219
Burlington, VT (BTV)	65.1	69.3	717	716
Butte, MT (BTM)	91.2	91.2	57	57
CONCORD, NC (USA)	77.4	73.8	84	84
Cape Girardeau, MO (CGI)	86.5	96.2	52	53
Casper, WY (CPR)	93.8	98.4	64	63
Cedar City, UT (CDC)	77.4	88.7	53	53
Cedar Rapids/Iowa City, IA (CID)	84.4	85.4	803	803
Champaign/Urbana, IL (CMI)	89.7	92.2	204	204
Charleston, SC (CHS)	82.0	82.6	1905	1904
Charleston/Dunbar, WV (CRW)	79.7	79.6	403	402
Charlotte Amalie, VI (STT)	80.2	82.4	182	182
Charlotte, NC (CLT)	83.4	81.6	19510	19497
Charlottesville, VA (CHO)	78.4	82.3	515	515
Chattanooga, TN (CHA)	81.1	84.1	672	672
Chicago, IL (MDW)	83.3	74.0	7329	7327
Chicago, IL (ORD)	84.7	84.4	26733	26730
Christiansted, VI (STX)	81.3	83.0	112	112

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

MARCH 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Cincinnati, OH (CVG)	81.2	82.4	4144	4144
Clarksburg/Fairmont, WV (CKB)	71.2	80.3	66	66
Cleveland, OH (CLE)	79.7	81.4	4162	4160
Cody, WY (COD)	78.7	91.3	94	92
College Station/Bryan, TX (CLL)	88.3	89.9	206	207
Colorado Springs, CO (COS)	84.3	90.8	833	833
Columbia, MO (COU)	91.3	90.8	184	184
Columbia, SC (CAE)	84.9	88.2	491	490
Columbus, GA (CSG)	83.9	85.6	118	118
Columbus, MS (GTR)	80.7	89.8	88	88
Columbus, OH (CMH)	81.2	83.3	4023	4025
Columbus, OH (LCK)	77.5	67.8	120	121
Cordova, AK (CDV)	85.5	91.9	62	62
Corpus Christi, TX (CRP)	82.8	87.3	465	465
Dallas, TX (DAL)	80.9	72.8	6131	6131
Dallas/Fort Worth, TX (DFW)	85.5	83.8	23266	23266
Dayton, OH (DAY)	76.4	79.4	1139	1143
Daytona Beach, FL (DAB)	86.4	86.4	332	332
Deadhorse, AK (SCC)	87.0	90.9	77	77
Denver, CO (DEN)	84.3	83.1	19132	19116
Des Moines, IA (DSM)	83.9	88.3	1320	1320
Detroit, MI (DTW)	84.5	84.3	13800	13801
Devils Lake, ND (DVL)	79.2	81.1	53	53
Dothan, AL (DHN)	80.7	79.8	119	119
Dubuque, IA (DBQ)	88.6	92.0	88	88
Duluth, MN (DLH)	87.1	91.6	240	239
Durango, CO (DRO)	81.9	86.7	227	226
Eagle, CO (EGE)	80.2	83.6	440	439
Eau Claire, WI (EAU)	87.1	91.9	62	62
El Paso, TX (ELP)	82.3	83.4	1291	1293
Elko, NV (EKO)	91.2	93.0	57	57
Elmira/Corning, NY (ELM)	77.8	66.7	36	36

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Erie, PA (ERI)	80.7	85.2	88	88
Escanaba, MI (ESC)	86.8	83.0	53	53
Eugene, OR (EUG)	80.5	82.2	344	343
Evansville, IN (EVV)	85.8	88.5	365	366
Fairbanks, AK (FAI)	87.2	95.9	344	344
Fargo, ND (FAR)	85.5	88.8	553	553
Fayetteville, AR (XNA)	81.6	83.2	1059	1058
Fayetteville, NC (FAY)	78.2	84.9	298	299
Flagstaff, AZ (FLG)	84.9	81.7	93	93
Flint, MI (FNT)	87.9	87.6	389	388
Florence, SC (FLO)	71.0	64.5	31	31
Fort Lauderdale, FL (FLL)	79.9	77.6	9293	9292
Fort Myers, FL (RSW)	81.8	80.7	4542	4540
Fort Smith, AR (FSM)	80.7	87.7	171	171
Fort Wayne, IN (FWA)	80.7	85.4	632	632
Fresno, CA (FAT)	83.0	83.8	772	772
Gainesville, FL (GNV)	83.0	85.2	377	378
Garden City, KS (GCK)	91.9	91.9	62	62
Gillette, WY (GCC)	88.8	91.3	80	80
Grand Forks, ND (GFK)	81.9	82.5	177	177
Grand Island, NE (GRI)	86.7	74.7	75	75
Grand Junction, CO (GJT)	92.8	95.7	277	278
Grand Rapids, MI (GRR)	83.5	84.9	1556	1560
Great Falls, MT (GTF)	85.7	85.6	140	139
Green Bay, WI (GRB)	88.7	91.3	416	416
Greensboro/High Point, NC (GSO)	79.6	81.3	1018	1019
Greer, SC (GSP)	81.0	85.2	890	890
Guam, TT (GUM)	35.5	87.1	31	31
Gulfport/Biloxi, MS (GPT)	82.4	89.9	335	337
Gunnison, CO (GUC)	83.7	89.8	49	49
Hagerstown, MD (HGR)	55.6	44.4	9	9
Hancock/Houghton, MI (CMX)	79.0	82.3	62	62

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

MARCH 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Harlingen/San Benito, TX (HRL)	85.3	86.5	319	319
Harrisburg, PA (MDT)	81.7	82.9	508	509
Hartford, CT (BDL)	72.0	76.9	2403	2404
Hattiesburg/Laurel, MS (PIB)	80.6	85.5	62	62
Hayden, CO (HDN)	79.3	85.1	251	249
Hays, KS (HYS)	88.7	88.7	53	53
Helena, MT (HLN)	91.7	95.9	145	146
Hibbing, MN (HIB)	92.5	92.5	53	53
Hilo, HI (ITO)	87.9	89.9	568	537
Hobbs, NM (HOB)	87.7	100.0	57	57
Honolulu, HI (HNL)	83.4	90.0	4139	4140
Houston, TX (HOU)	79.0	75.8	4865	4865
Houston, TX (IAH)	87.1	88.4	14744	14738
Huntsville, AL (HSV)	82.7	84.9	709	709
Idaho Falls, ID (IDA)	88.7	89.2	203	203
Indianapolis, IN (IND)	83.1	85.0	4214	4213
International Falls, MN (INL)	85.2	87.0	54	54
Iron Mountain/Kingsfd, MI (IMT)	94.7	89.5	57	57
Islip, NY (ISP)	64.2	68.4	589	586
Ithaca/Cortland, NY (ITH)	75.0	84.1	88	88
Jackson, WY (JAC)	83.8	80.2	390	388
Jackson/Vicksburg, MS (JAN)	88.4	89.7	620	620
Jacksonville, FL (JAX)	81.4	83.0	2427	2429
Jacksonville/Camp Lejeune, NC (OAJ)	77.2	83.3	276	276
Jamestown, ND (JMS)	83.3	82.1	84	84
Joplin, MO (JLN)	87.7	87.7	65	65
Juneau, AK (JNU)	87.8	94.2	327	327
Kahului, HI (OGG)	84.8	87.5	2230	2232
Kalamazoo, MI (AZO)	85.9	87.2	227	226
Kalispell, MT (FCA)	86.2	88.4	138	138
Kansas City, MO (MCI)	83.2	85.2	4744	4745
Ketchikan, AK (KTN)	90.7	92.8	182	181

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Key West, FL (EYW)	85.7	81.7	530	530
Killeen, TX (GRK)	89.8	90.8	225	228
Knoxville, TN (TYS)	79.4	82.8	1247	1245
Kodiak, AK (ADQ)	92.5	96.2	53	53
Kona, HI (KOA)	85.0	84.4	1278	1309
Kotzebue, AK (OTZ)	87.1	74.2	62	62
La Crosse, WI (LSE)	85.6	89.5	181	181
Lafayette, LA (LFT)	90.5	91.0	388	389
Lake Charles, LA (LCH)	90.7	92.0	150	150
Lansing, MI (LAN)	85.6	89.5	354	354
Laramie, WY (LAR)	85.2	94.3	54	53
Laredo, TX (LRD)	80.0	80.6	215	216
Las Vegas, NV (LAS)	80.9	77.7	13626	13621
Latrobe, PA (LBE)	82.8	78.7	122	122
Lawton/Fort Sill, OK (LAW)	85.3	82.8	116	116
Lewiston, ID (LWS)	87.3	90.9	55	55
Lexington, KY (LEX)	80.4	84.0	746	746
Liberal, KS (LBL)	86.5	90.6	52	53
Lihue, HI (LIH)	86.5	87.7	1216	1216
Lincoln, NE (LNK)	82.6	91.0	144	145
Little Rock, AR (LIT)	87.1	89.9	1133	1133
Long Beach, CA (LGB)	69.3	73.4	1536	1536
Longview, TX (GGG)	89.5	91.2	57	57
Los Angeles, CA (LAX)	74.9	75.2	18585	18574
Louisville, KY (SDF)	81.7	82.2	1751	1751
Lubbock, TX (LBB)	83.4	86.7	541	543
Lynchburg, VA (LYH)	75.6	80.0	90	90
Madison, WI (MSN)	84.3	85.8	1028	1027
Mammoth Lakes, CA (MMH)	58.1	54.8	31	31
Manchester, NH (MHT)	69.6	73.4	962	963
Manhattan/Ft. Riley, KS (MHK)	86.1	91.4	151	151
Marquette, MI (MQT)	84.7	83.9	118	118

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Medford, OR (MFR)	79.2	77.8	265	266
Melbourne, FL (MLB)	82.3	89.1	266	266
Memphis, TN (MEM)	81.3	85.5	1911	1915
Meridian, MS (MEI)	82.8	80.6	93	93
Miami, FL (MIA)	85.3	84.1	7933	7933
Midland/Odessa, TX (MAF)	86.7	88.4	758	760
Milwaukee, WI (MKE)	84.2	86.3	3110	3109
Minneapolis, MN (MSP)	85.2	86.5	13588	13578
Minot, ND (MOT)	85.6	82.1	195	196
Mission/McAllen/Edinburg, TX (MFE)	85.2	88.1	352	354
Missoula, MT (MSO)	87.6	93.5	169	169
Mobile, AL (MOB)	85.4	88.9	549	549
Moline, IL (MLI)	82.9	86.6	439	440
Monroe, LA (MLU)	86.0	89.5	236	237
Monterey, CA (MRY)	80.3	83.9	279	279
Montgomery, AL (MGM)	78.7	83.4	356	356
Montrose/Delta, CO (MTJ)	84.2	87.6	203	202
Mosinee, WI (CWA)	86.5	88.8	260	260
Muskegon, MI (MKG)	90.3	95.2	62	62
Myrtle Beach, SC (MYR)	83.4	82.8	775	775
Nashville, TN (BNA)	83.1	80.3	6110	6114
New Bern/Morehead/Beaufort, NC (EWN)	81.3	85.2	182	182
New Haven, CT (HVN)	63.6	64.8	88	88
New Orleans, LA (MSY)	83.3	81.5	5044	5043
New York, NY (JFK)	75.3	74.5	10800	10793
New York, NY (LGA)	68.4	70.6	14715	14723
Newark, NJ (EWR)	65.7	71.2	12253	12257
Newburgh/Poughkeepsie, NY (SWF)	64.7	60.0	150	150
Newport News/Williamsburg, VA (PHF)	77.6	85.4	246	247
Niagara Falls, NY (IAG)	82.9	81.1	111	111
Nome, AK (OME)	77.4	72.6	62	62
Norfolk, VA (ORF)	75.9	78.2	1743	1744

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
North Bend/Coos Bay, OR (OTH)	53.6	57.1	28	28
North Platte, NE (LBF)	80.8	88.7	52	53
Oakland, CA (OAK)	74.5	71.5	4121	4128
Ogden, UT (OGD)	90.9	81.8	11	11
Ogdensburg, NY (OGS)	88.9	50.0	18	18
Oklahoma City, OK (OKC)	85.3	89.5	1836	1834
Omaha, NE (OMA)	83.8	87.6	2016	2018
Ontario, CA (ONT)	79.7	82.5	1713	1714
Orlando, FL (MCO)	80.0	80.7	12928	12916
Owensboro, KY (OWB)	88.9	66.7	9	9
Paducah, KY (PAH)	83.9	87.1	62	62
Pago Pago, TT (PPG)	88.9	77.8	9	9
Palm Springs, CA (PSP)	81.1	83.4	1279	1278
Panama City, FL (ECP)	88.3	92.6	419	418
Pasco/Kennewick/Richland, WA (PSC)	88.0	90.2	308	307
Pellston, MI (PLN)	82.9	84.0	76	75
Pensacola, FL (PNS)	88.1	89.2	880	879
Peoria, IL (PIA)	84.1	84.8	460	461
Petersburg, AK (PSG)	91.9	96.8	62	62
Philadelphia, PA (PHL)	76.0	74.3	9680	9676
Phoenix, AZ (AZA)	77.2	84.2	614	613
Phoenix, AZ (PHX)	83.1	82.7	16068	16064
Pittsburgh, PA (PIT)	81.1	83.4	4116	4115
Plattsburgh, NY (PBG)	83.6	73.0	110	111
Pocatello, ID (PIH)	90.7	94.9	118	118
Ponce, PR (PSE)	61.3	71.0	62	62
Portland, ME (PWM)	67.3	71.1	817	817
Portland, OR (PDX)	85.1	87.3	5141	5141
Portsmouth, NH (PSM)	83.3	64.9	36	37
Providence, RI (PVD)	72.4	77.5	1513	1515
Provo, UT (PVU)	83.7	75.5	49	49
Pueblo, CO (PUB)	82.5	84.8	80	79

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Punta Gorda, FL (PGD)	79.2	84.4	619	617
Quincy, IL (UIN)	79.7	86.1	79	79
Raleigh/Durham, NC (RDU)	77.5	78.3	4811	4811
Rapid City, SD (RAP)	79.6	83.9	285	285
Redding, CA (RDD)	81.3	76.9	91	91
Reno, NV (RNO)	76.0	76.9	1485	1482
Rhineland, WI (RHI)	91.9	93.5	62	62
Richmond, VA (RIC)	75.6	78.2	2057	2056
Roanoke, VA (ROA)	75.1	72.7	253	253
Rochester, MN (RST)	77.6	83.8	259	259
Rochester, NY (ROC)	78.0	78.7	1179	1181
Rock Springs, WY (RKS)	87.7	94.7	57	57
Rockford, IL (RFD)	86.7	84.4	90	90
Roswell, NM (ROW)	84.0	84.0	119	119
Sacramento, CA (SMF)	80.0	81.7	3757	3762
Saginaw/Bay City/Midland, MI (MBS)	86.5	93.5	259	260
Salt Lake City, UT (SLC)	84.1	85.5	9857	9846
San Angelo, TX (SJT)	86.6	86.6	119	119
San Antonio, TX (SAT)	83.5	85.5	3312	3314
San Diego, CA (SAN)	78.7	78.6	7457	7461
San Francisco, CA (SFO)	69.1	75.6	14721	14711
San Jose, CA (SJC)	79.1	79.6	4211	4216
San Juan, PR (SJU)	76.4	76.9	2038	2034
San Luis Obispo, CA (SBP)	76.2	79.6	357	357
Sanford, FL (SFB)	68.4	74.9	1024	1021
Santa Ana, CA (SNA)	82.0	81.9	3441	3447
Santa Barbara, CA (SBA)	79.6	82.8	598	598
Santa Fe, NM (SAF)	86.3	87.9	124	124
Santa Maria, CA (SMX)	92.3	69.2	13	13
Santa Rosa, CA (STS)	82.8	79.6	93	93
Sarasota/Bradenton, FL (SRQ)	85.6	83.2	613	613
Sault Ste. Marie, MI (CIU)	77.2	80.7	57	57
Savannah, GA (SAV)	84.2	83.3	1289	1287
Scottsbluff, NE (BFF)	82.7	94.3	52	53

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Scranton/Wilkes-Barre, PA (AVP)	74.6	74.4	276	277
Seattle, WA (SEA)	85.2	88.1	11160	11171
Shreveport, LA (SHV)	82.9	85.9	574	574
Sioux City, IA (SUX)	89.0	84.8	91	92
Sioux Falls, SD (FSD)	84.7	87.4	485	486
Sitka, AK (SIT)	86.4	93.3	88	89
South Bend, IN (SBN)	81.6	85.4	549	549
Spokane, WA (GEG)	85.4	89.6	955	955
Springfield, IL (SPI)	84.6	85.8	162	162
Springfield, MO (SGF)	87.2	88.0	719	719
St. Cloud, MN (STC)	85.2	81.5	27	27
St. George, UT (SGU)	86.5	90.5	274	274
St. Louis, MO (STL)	83.3	78.6	5716	5717
St. Petersburg, FL (PIE)	82.4	87.4	769	769
State College, PA (SCE)	75.0	79.5	88	88
Stillwater, OK (SWO)	84.2	93.0	57	57
Stockton, CA (SCK)	49.3	37.3	67	67
Sun Valley/Hailey/Ketchum, ID (SUN)	62.1	68.2	132	129
Syracuse, NY (SYR)	73.5	79.3	1121	1122
Tallahassee, FL (TLH)	83.6	87.2	538	538
Tampa, FL (TPA)	82.4	81.8	7326	7322
Texarkana, AR (TXK)	85.2	87.5	88	88
Toledo, OH (TOL)	77.9	84.4	199	199
Traverse City, MI (TVC)	86.3	90.8	249	249
Trenton, NJ (TTN)	71.8	74.0	170	169
Tucson, AZ (TUS)	78.8	83.5	1742	1743
Tulsa, OK (TUL)	80.8	87.7	1414	1415
Twin Falls, ID (TWF)	88.1	78.0	118	141
Tyler, TX (TYR)	83.2	84.0	119	119
Valdosta, GA (VLD)	85.2	85.2	88	88
Valparaiso, FL (VPS)	83.7	88.0	582	582
Waco, TX (ACT)	84.9	85.7	119	119
Washington, DC (DCA)	75.9	75.1	11298	11296
Washington, DC (IAD)	84.6	84.6	5430	5432

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

MARCH 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Waterloo, IA (ALO)	91.2	91.2	57	57
West Palm Beach/Palm Beach, FL (PBI)	73.5	72.1	2792	2793
White Plains, NY (HPN)	64.0	67.2	805	805
Wichita Falls, TX (SPS)	88.2	87.1	93	93
Wichita, KS (ICT)	86.0	89.6	843	844
Williston, ND (ISN)	81.0	77.4	105	106
Wilmington, NC (ILM)	79.1	80.7	512	512
Worcester, MA (ORH)	66.1	69.4	62	62
Wrangell, AK (WRG)	91.9	93.5	62	62
Yakutat, AK (YAK)	85.5	88.7	62	62
Yuma, AZ (YUM)	93.5	95.2	124	124

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY CARRIER**  
**MARCH 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
REPUBLIC	18	17537	1441	8.2	80	26928	2078	7.7
ENDEAVOR	18	12005	916	7.6	101	21272	1533	7.2
JETBLUE	25	18616	1272	6.8	64	26500	1703	6.4
PSA	11	12312	642	5.2	94	23295	1231	5.3
VIRGIN AMERICA	18	5923	283	4.8	27	6524	303	4.6
EXPRESSJET	14	10735	490	4.6	116	21016	937	4.5
ENVOY	13	12358	399	3.2	123	23685	758	3.2
AMERICAN	29	63490	2168	3.4	95	78208	2489	3.2
MESA	15	9608	257	2.7	92	16075	402	2.5
UNITED	28	41879	963	2.3	95	49800	1109	2.2
SOUTHWEST	24	61155	1450	2.4	86	116420	2243	1.9
FRONTIER	23	6161	94	1.5	64	9378	177	1.9
SPIRIT	21	11581	202	1.7	40	14841	257	1.7
SKYWEST	27	35711	488	1.4	222	64606	980	1.5
DELTA	30	61392	781	1.3	146	81365	869	1.1
ALASKA	26	10257	84	0.8	69	15937	132	0.8
HAWAIIAN	9	3412	14	0.4	17	6871	37	0.5
ALLEGIAN	7	1287	5	0.4	116	9276	45	0.5
<b>TOTAL</b>		<b>395419</b>	<b>11949</b>	<b>3.0</b>		<b>611997</b>	<b>17283</b>	<b>2.8</b>

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

## AIR TRAVEL CONSUMER REPORT

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

MARCH 2018

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELLED 5% OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
JETBLUE	924	530	57.3
REPUBLIC	1433	654	45.6
PSA	948	324	34.1
VIRGIN AMERICA	324	101	31.1
ENDEAVOR	1603	438	27.3
EXPRESSJET	1234	297	24.0
AMERICAN	3083	732	23.7
ENVOY	925	176	19.0
UNITED	2494	417	16.7
SPIRIT	526	84	15.9
FRONTIER	492	76	15.4
MESA	736	105	14.2
SKYWEST	3941	290	7.3
DELTA	4552	296	6.5
SOUTHWEST	24399	1436	5.8
ALASKA	854	48	5.6
ALLEGiant	736	33	4.4
HAWAIIAN	255	6	2.3
<b>TOTAL</b>	<b>49459</b>	<b>6043</b>	<b>12.2</b>

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

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



## AIR TRAVEL CONSUMER REPORT

TABLE 9. CAUSES OF DELAY\*, BY CARRIER

MARCH 2018

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA	15937	13829	86.77%	132	0.83%	26	0.16%	398	2.50%	44	0.28%	1029	6.46%	18	0.11%	461	2.89%
ALLEGiant	9276	7279	78.47%	45	0.49%	13	0.14%	606	6.53%	51	0.55%	471	5.08%	13	0.14%	798	8.60%
AMERICAN	78208	64402	82.35%	2489	3.18%	117	0.15%	3968	5.07%	207	0.26%	3518	4.50%	29	0.04%	3478	4.45%
DELTA	81365	70760	86.97%	869	1.07%	102	0.13%	3333	4.10%	375	0.46%	3352	4.12%	10	0.01%	2564	3.15%
ENDEAVOR	21272	16127	75.81%	1533	7.21%	30	0.14%	978	4.60%	77	0.36%	1184	5.57%	4	0.02%	1339	6.29%
ENVOY	23685	19745	83.36%	758	3.20%	30	0.13%	847	3.58%	121	0.51%	1066	4.50%	6	0.03%	1111	4.69%
EXPRESSJET	21016	16628	79.12%	937	4.46%	47	0.22%	995	4.73%	26	0.12%	1272	6.05%	0	0.00%	1111	5.29%
FRONTIER	9378	7357	78.44%	177	1.89%	15	0.16%	520	5.54%	13	0.14%	679	7.24%	0	0.00%	619	6.60%
HAWAIIAN	6871	5863	85.33%	37	0.54%	10	0.15%	559	8.14%	31	0.45%	32	0.47%	5	0.07%	334	4.86%
JETBLUE	26500	17013	64.20%	1703	6.43%	56	0.21%	2775	10.47%	96	0.36%	1964	7.41%	28	0.11%	2866	10.82%
MESA	16075	13639	84.85%	402	2.50%	31	0.19%	742	4.62%	97	0.60%	564	3.51%	10	0.06%	591	3.68%
PSA	23295	17577	75.45%	1231	5.28%	43	0.18%	1356	5.82%	130	0.56%	1061	4.55%	7	0.03%	1890	8.11%
REPUBLIC	26928	20908	77.64%	2078	7.72%	38	0.14%	847	3.15%	60	0.22%	1684	6.25%	3	0.01%	1310	4.86%
SKYWEST	64606	53037	82.09%	980	1.52%	217	0.34%	2361	3.65%	311	0.48%	3700	5.73%	14	0.02%	3986	6.17%
SOUTHWEST	116420	91812	78.86%	2243	1.93%	108	0.09%	7238	6.22%	256	0.22%	4093	3.52%	81	0.07%	10589	9.10%
SPIRIT	14841	12625	85.07%	257	1.73%	20	0.13%	417	2.81%	35	0.24%	1034	6.97%	5	0.03%	448	3.02%
UNITED	49800	41798	83.93%	1109	2.23%	90	0.18%	1714	3.44%	190	0.38%	2894	5.81%	0	0.00%	2005	4.03%
VIRGIN AMERICA	6524	4559	69.88%	303	4.64%	20	0.31%	385	5.90%	9	0.14%	793	12.16%	9	0.14%	444	6.81%
TOTAL	611997	494958	80.87%	17283	2.82%	1013	0.17%	30039	4.91%	2129	0.35%	30390	4.97%	242	0.04%	35944	5.87%

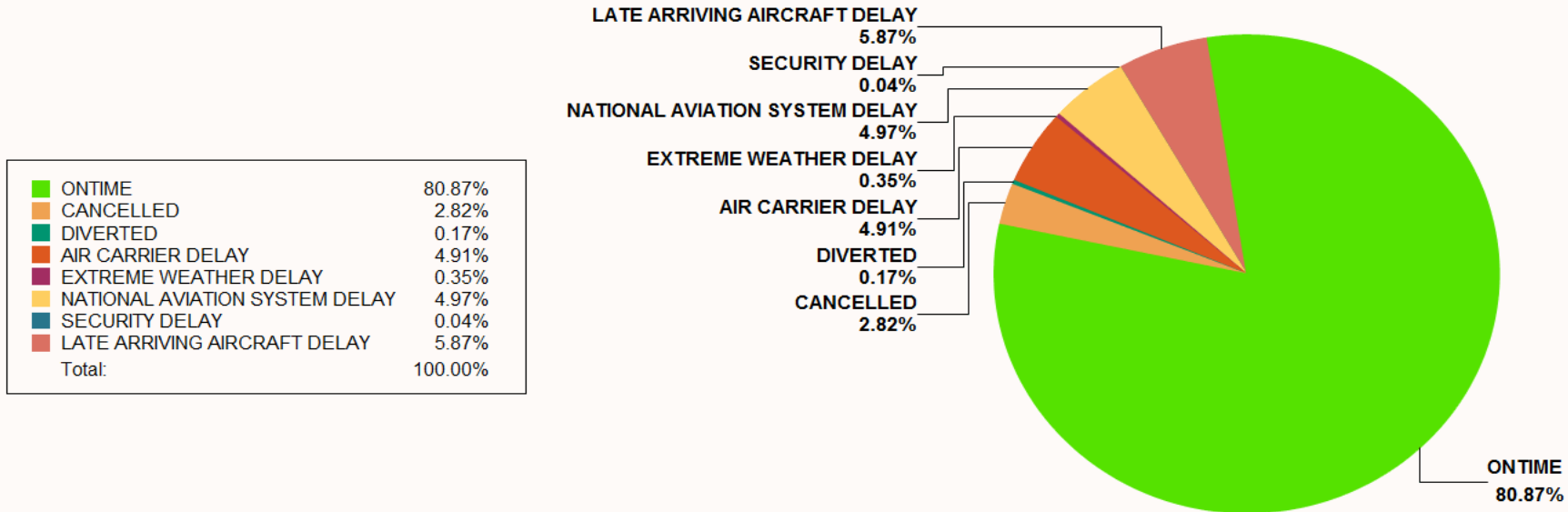
## \* Causes of Delay:

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

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

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

MARCH 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](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

MARCH 2018

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
ALLEGiant	644	SFB	OGS	3/14/2018	Origin Airport	194

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

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

## AIR TRAVEL CONSUMER REPORT

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

MARCH 2018

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

MARCH 2018

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
ENDEAVOR	21272	16	0.08
MESA	16075	12	0.07
ALLEGIAN	9276	5	0.05
JETBLUE	26500	11	0.04
REPUBLIC	26928	10	0.04
DELTA	81365	30	0.04
AMERICAN	78208	28	0.04
SKYWEST	64606	21	0.03
FRONTIER	9378	3	0.03
SPIRIT	14841	4	0.03
ENVOY	23685	6	0.03
UNITED	49800	11	0.02
PSA	23295	5	0.02
VIRGIN AMERICA	6524	1	0.02
ALASKA	15937	2	0.01
EXPRESSJET	21016	2	0.01
SOUTHWEST	116420	4	0.00
HAWAIIAN	6871	0	0.00
<b>TOTAL</b>	<b>611997</b>	<b>171</b>	<b>0.03</b>

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

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

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

## **APPENDIX**

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

### **30 Largest U.S. Airports**

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

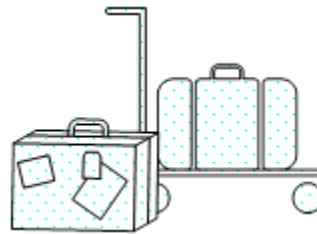
### **Air Carriers Required to Report Data to DOT and to CRS Vendors\***

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

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

## **MISHANDLED BAGGAGE**

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





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

		MARCH 2018			MARCH 2017		
RANK	AIRLINE	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	SPIRIT AIRLINES	3,282	2,250,005	1.46	2,525	1,903,202	1.33
2	JETBLUE AIRWAYS	5,167	2,870,724	1.80	4,701	2,944,712	1.60
3	DELTA AIR LINES	18,727	10,370,305	1.81	17,739	10,852,398	1.63
4	VIRGIN AMERICA	1,727	789,511	2.19	806	643,953	1.25
5	UNITED AIRLINES	17,357	7,179,387	2.42	16,918	6,988,957	2.42
6	ALASKA AIRLINES	5,286	2,174,298	2.43	2,907	2,108,176	1.38
7	FRONTIER AIRLINES	3,732	1,529,479	2.44	3,289	1,274,828	2.58
8	HAWAIIAN AIRLINES	2,330	888,879	2.62	2,322	857,395	2.71
9	SOUTHWEST AIRLINES	37,312	14,098,810	2.65	31,753	13,478,853	2.36
10	AMERICAN AIRLINES	32,503	9,760,689	3.33	28,107	10,700,764	2.63
11	SKYWEST AIRLINES	9,679	2,525,389	3.83	9,102	2,906,129	3.13
12	EXPRESSJET AIRLINES	3,731	790,845	4.72	5,507	1,513,041	3.64
13	ENVOY AIR	4,913	999,157	4.92	-	-	-
<b>TOTALS</b>		145,746	56,227,478	2.59	125,676	56,172,408	2.24

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.

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

JANUARY - MARCH 2018					JANUARY - MARCH 2017		
RANK	AIRLINE	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	SPIRIT AIRLINES	9,558	5,835,049	1.64	7,918	5,141,860	1.54
2	JETBLUE AIRWAYS	14,677	7,771,920	1.89	13,333	8,148,072	1.64
3	VIRGIN AMERICA	4,308	2,045,069	2.11	2,560	1,759,452	1.45
4	DELTA AIR LINES	58,050	26,992,594	2.15	57,751	28,061,396	2.06
5	ALASKA AIRLINES	14,133	5,838,983	2.42	9,792	5,586,007	1.75
6	FRONTIER AIRLINES	11,509	4,321,868	2.66	13,445	3,479,876	3.86
7	UNITED AIRLINES	51,727	18,945,860	2.73	48,420	18,310,433	2.64
8	SOUTHWEST AIRLINES	104,992	37,042,804	2.83	93,723	35,291,377	2.66
9	HAWAIIAN AIRLINES	7,143	2,506,020	2.85	7,471	2,453,876	3.04
10	AMERICAN AIRLINES	101,194	26,350,989	3.84	82,727	28,713,366	2.88
11	SKYWEST AIRLINES	31,311	7,075,703	4.43	28,690	7,365,488	3.90
12	EXPRESSJET AIRLINES	11,420	2,138,987	5.34	18,189	4,154,238	4.38
13	ENVOY AIR	16,854	2,685,736	6.28	-	-	-
<b>TOTALS</b>		<b>436,876</b>	<b>149,551,582</b>	<b>2.92</b>	<b>384,019</b>	<b>148,465,441</b>	<b>2.59</b>

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

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

ENPLANED PASSENGERS - For the domestic system only.

\* 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.

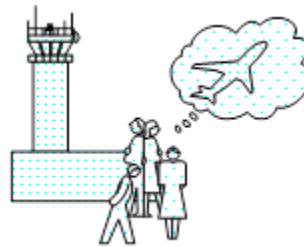
## **OVERSALES**

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	JANUARY - MARCH 2018				JANUARY - MARCH 2017			
		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	23,777	13	30,868,044	0.00	34,388	354	29,863,259	0.12
2	HAWAIIAN AIRLINES	160	2	2,676,265	0.01	113	55	2,649,691	0.21
3	JETBLUE AIRWAYS	844	7	8,927,623	0.01	553	1,415	8,770,054	1.61
4	EXPRESSJET AIRLINES	2,230	3	2,411,261	0.01	7,354	507	4,137,528	1.23
5	UNITED AIRLINES	8,214	27	21,314,280	0.01	15,917	900	20,559,648	0.44
6	ENDEAVOR AIR	3,117	4	2,709,157	0.01	-	-	-	-
7	PSA AIRLINES	2,416	22	3,210,770	0.07	-	-	-	-
8	REPUBLIC AIRLINE	2,613	32	4,050,777	0.08	-	-	-	-
9	VIRGIN AMERICA	89	22	2,045,185	0.11	908	51	1,803,849	0.28
10	SKYWEST AIRLINES	7,816	88	8,060,076	0.11	11,543	622	7,201,623	0.86
11	AMERICAN AIRLINES	15,658	483	31,525,870	0.15	10,870	2,301	30,582,875	0.75
12	MESA AIRLINES	2,413	47	2,864,946	0.16	-	-	-	-
13	ALLEGiant AIR	0	58	3,306,693	0.18	-	-	-	-
14	SOUTHWEST AIRLINES	4,325	669	37,042,370	0.18	16,205	2,537	35,246,083	0.72
15	ENVOY AIR	3,839	59	2,943,408	0.20	-	-	-	-
16	ALASKA AIRLINES	1,206	120	5,844,254	0.21	1,981	206	5,595,050	0.37
17	FRONTIER AIRLINES	949	188	4,416,868	0.43	312	167	3,582,185	0.47
18	SPIRIT AIRLINES	5,941	410	6,180,877	0.66	2,141	451	5,274,512	0.86
TOTALS		85,607	2,254	180,398,724	0.12	102,285	9,566	155,266,357	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 0.5 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.

## **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

	MARCH 2018				MARCH 2017			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	722	63	1	93	718	25	0	106
FOREIGN AIRLINES	412	1	0	54	374	5	0	46
TRAVEL AGENTS	40	0	0	12	24	0	0	31
TOUR OPERATORS	2	0	0	0	1	0	0	0
MISCELLANEOUS	18	23	0	69	13	3	0	16
INDUSTRY TOTALS	1,194	87	1	228	1,130	33	0	199

## AIR TRAVEL CONSUMER REPORT

TABLE 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	287		1	312	
CANCELLATION			126			125
DELAY			72			116
MISCONNECTION			50			47
FARES	2	210		2	164	
BAGGAGE	3	185		3	149	
RESERVATIONS/TICKETING/BOARDING	4	144		4	135	
CUSTOMER SERVICE	5	132		5	118	
REFUNDS	6	101		6	104	
DISABILITY	7	60		7	55	
OVERSALES	8	36		8	44	
OTHER	9	25		9	35	
FREQUENT FLYER			12			17
DISCRIMINATION	10	9		11	4	
ADVERTISING	11	5		10	10	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,194			1,130	

\* 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\*  
MARCH 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
ALASKA AIRLINES	3	0	1	0	2	0	0	0	0	0	0	2	8
ALLEGiant AIR	8	0	1	0	1	4	2	2	0	1	0	0	19
AMERICAN AIRLINES	42	10	11	12	7	16	22	12	0	0	0	3	135
COMMUTAIR	3	0	0	0	0	3	0	0	0	0	0	0	6
DELTA AIR LINES	20	0	10	3	2	16	9	6	1	3	0	3	73
ENVOY AIR	4	0	1	0	0	0	3	0	0	0	0	0	8
EXPRESSJET AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
FRONTIER AIRLINES	8	2	2	1	1	3	2	4	1	1	0	0	25
HAWAIIAN AIRLINES	1	0	3	3	2	0	2	2	0	0	0	0	13
JETBLUE AIRWAYS	13	0	2	4	0	4	2	3	0	0	0	0	28
MESA AIRLINES	3	0	0	0	0	0	4	0	0	0	0	0	7
PIEDMONT AIRLINES	4	0	0	0	0	0	3	0	0	0	0	0	7
PSA AIRLINES	7	0	0	0	0	0	3	1	0	0	0	0	11
REPUBLIC AIRLINE	6	0	0	0	0	0	1	1	0	0	0	0	8
SILVER AIRWAYS	3	0	1	1	0	2	0	0	0	0	0	0	7
SKYWEST AIRLINES	14	1	1	0	0	0	1	0	0	0	0	0	17
SOUTHWEST AIRLINES	9	2	7	4	1	4	6	4	0	1	0	1	39
SPIRIT AIRLINES	9	7	13	9	11	3	9	0	0	1	0	0	62
UNITED AIRLINES	24	3	11	115	6	13	19	14	0	1	0	3	209
VIRGIN AMERICA	4	0	3	1	1	0	2	2	0	0	0	0	13
OTHER U.S. AIRLINES	14	0	1	0	2	3	2	0	0	0	0	0	22
TOTAL MARCH 2018	204	25	68	153	36	71	92	51	2	8	0	12	722
% of TOTAL COMPLAINTS	28.3	3.5	9.4	21.2	5.0	9.8	12.7	7.1	0.3	1.1	0.0	1.7	
TOTAL MARCH 2017	253	36	71	71	55	75	82	39	7	3	0	26	718
% of TOTAL COMPLAINTS	35.2	5.0	9.9	9.9	7.7	10.4	11.4	5.4	1.0	0.4	0.0	3.6	

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

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



## AIR TRAVEL CONSUMER REPORT

TABLE 4

## COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE\*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN MAR	INCI- DENTS IN MAR	PERCENT	INCI- DENTS IN FEB	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	8	4	50.0	2	25.0	2	25.0	0	0.0
ALLEGiant AIR	19	14	73.7	1	5.3	3	15.8	1	5.3
AMERICAN AIRLINES	135	61	45.2	23	17.0	37	27.4	14	10.4
COMMUTAIR	6	5	83.3	0	0.0	1	16.7	0	0.0
DELTA AIR LINES	73	39	53.4	8	11.0	18	24.7	8	11.0
ENVOY AIR	8	7	87.5	0	0.0	1	12.5	0	0.0
EXPRESSJET AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
FRONTIER AIRLINES	25	11	44.0	5	20.0	8	32.0	1	4.0
HAWAIIAN AIRLINES	13	4	30.8	1	7.7	5	38.5	3	23.1
JETBLUE AIRWAYS	28	16	57.1	3	10.7	8	28.6	1	3.6
MESA AIRLINES	7	3	42.9	1	14.3	2	28.6	1	14.3
PIEDMONT AIRLINES	7	7	100.0	0	0.0	0	0.0	0	0.0
PSA AIRLINES	11	4	36.4	3	27.3	1	9.1	3	27.3
REPUBLIC AIRLINE	8	5	62.5	2	25.0	1	12.5	0	0.0
SILVER AIRWAYS	7	6	85.7	0	0.0	0	0.0	1	14.3
SKYWEST AIRLINES	17	8	47.1	6	35.3	3	17.6	0	0.0
SOUTHWEST AIRLINES	39	22	56.4	8	20.5	7	17.9	2	5.1
SPIRIT AIRLINES	62	32	51.6	13	21.0	8	12.9	9	14.5
UNITED AIRLINES	209	52	24.9	19	9.1	126	60.3	12	5.7
VIRGIN AMERICA	13	9	69.2	1	7.7	2	15.4	1	7.7
OTHER U.S. AIRLINES	22	11	50.0	3	13.6	4	18.2	4	18.2
<b>Totals</b>	<b>722</b>	<b>324</b>	<b>44.9</b>	<b>99</b>	<b>13.7</b>	<b>238</b>	<b>33.0</b>	<b>61</b>	<b>8.4</b>
<b>Previous Year's Totals</b>	<b>718</b>	<b>390</b>	<b>54.3</b>	<b>106</b>	<b>14.8</b>	<b>150</b>	<b>20.9</b>	<b>72</b>	<b>10.0</b>

\* 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\*\*  
MARCH 2018

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROFLOT	0	1	1	0	1	3	0	0	0	0	0	0	6
AEROMEXICO	1	0	3	5	2	3	1	1	0	0	0	0	16
AIR CANADA	4	1	3	0	2	3	1	0	0	0	0	0	14
AIR CHINA	5	0	1	1	0	4	0	0	0	0	0	0	11
AIR FRANCE	8	1	1	2	1	9	3	1	0	0	0	1	27
ALITALIA AIRLINES	3	0	0	1	2	4	0	0	0	0	0	0	10
AVIANCA	4	0	1	0	7	2	1	1	0	0	0	0	16
BRITISH AIRWAYS	2	1	0	0	1	2	0	1	0	0	0	0	7
CATHAY PACIFIC AIRWAYS	1	0	1	1	1	0	0	1	0	0	0	0	5
CHINA EASTERN AIRLINES	0	0	4	2	0	2	0	0	0	0	0	0	8
COPA COMPANIA	2	0	1	0	3	1	2	0	0	0	0	0	9
EL AL ISRAEL	2	0	1	0	0	1	0	0	0	0	0	1	5
EMIRATES AIRLINES	1	0	5	1	3	5	2	0	0	0	0	2	19
ETHIOPIAN AIRLINES	0	0	2	1	2	2	0	0	0	0	0	0	7
ETIHAD AIRWAYS	2	0	4	4	1	2	1	0	0	0	0	1	15
HAINAN	1	0	0	1	0	0	3	0	0	0	0	0	5
IBERIA AIRLINES	3	0	1	1	0	3	2	0	0	0	0	0	10
INTERJET	0	0	1	2	1	2	0	0	0	0	0	0	6
JET AIRWAYS	1	0	0	0	0	4	1	0	0	0	0	0	6
KLM	0	1	2	0	1	2	1	1	0	1	0	0	9
LATAM	1	0	3	0	2	1	0	0	0	0	0	0	7
LUFTHANSA	4	0	4	1	0	3	3	1	0	0	0	0	16
NORWEGIAN AIR SHUTTLE	6	1	1	4	2	2	0	0	0	0	0	0	16
QATAR AIRWAYS	0	0	1	1	2	2	0	1	0	0	0	0	7
SWISS AIR	1	0	0	0	1	3	1	0	0	0	0	0	6
TAP	2	1	1	2	2	2	0	0	0	0	0	0	10
TURKISH AIRLINES	2	0	3	1	2	8	0	1	0	0	0	0	17
VOLARIS AIRLINES	1	0	6	2	2	2	0	0	0	0	0	0	13
WOW AIR	9	0	4	4	3	3	2	0	0	0	0	0	25
OTHER FOREIGN AIRLINES	14	3	10	5	12	28	7	0	2	0	0	3	84
<b>TOTALS</b>	<b>80</b>	<b>10</b>	<b>65</b>	<b>42</b>	<b>56</b>	<b>108</b>	<b>31</b>	<b>9</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>8</b>	<b>412</b>
<b><u>TRAVEL AGENTS</u></b>													
CHEAPOAIR.COM	0	0	0	4	1	0	0	0	0	0	0	0	5
EXPEDIA.COM	0	0	3	1	3	0	0	0	0	0	0	0	7
JUSTFLY.COM	0	0	0	6	0	0	2	0	0	0	0	0	8
PRICELINE.COM	0	0	0	1	2	0	1	0	1	0	0	0	5
OTHER TRAVEL AGENTS	0	1	7	3	3	0	1	0	0	0	0	0	15
<b>TOTALS</b>	<b>0</b>	<b>1</b>	<b>10</b>	<b>15</b>	<b>9</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>40</b>

**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

**AIR TRAVEL CONSUMER REPORT**

TABLE 5 CONT'D.

**COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\***  
**MARCH 2018**

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>MISCELLANEOUS</u></b>													
TSA	0	0	0	0	0	2	3	0	0	0	0	0	5
OTHER MISCELLANEOUS	3	0	1	0	0	4	2	0	0	0	0	3	13
TOTALS	3	0	1	0	0	6	5	0	0	0	0	3	18

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

## AIR TRAVEL CONSUMER REPORT

TABLE 6

## CONSUMER COMPLAINTS: RANKINGS U.S. AIRLINES\* \*

RANK	AIRLINE	MARCH 2018			MARCH 2017		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ENDEAVOR AIR	3	1,135,556	0.26	-	-	-
2	SOUTHWEST AIRLINES	39	14,321,773	0.27	46	13,600,875	0.34
3	ALASKA AIRLINES	8	2,291,569	0.35	14	2,241,725	0.62
4	REPUBLIC AIRLINE	8	1,568,121	0.51	-	-	-
5	SKYWEST AIRLINES	17	3,211,061	0.53	10	2,936,579	0.34
6	EXPRESSJET AIRLINES	5	920,483	0.54	5	1,588,397	0.31
7	DELTA AIR LINES	73	13,137,389	0.56	57	12,697,017	0.45
8	MESA AIRLINES	7	1,114,855	0.63	-	-	-
9	ENVOY AIR	8	1,121,711	0.71	-	-	-
10	JETBLUE AIRWAYS	28	3,655,816	0.77	21	3,482,358	0.60
11	PSA AIRLINES	11	1,176,464	0.94	-	-	-
12	AMERICAN AIRLINES	135	12,864,264	1.05	182	12,547,024	1.45
13	HAWAIIAN AIRLINES	13	999,151	1.30	10	922,361	1.08
14	ALLEGiant AIR	19	1,374,482	1.38	-	-	-
15	FRONTIER AIRLINES	25	1,610,156	1.55	46	1,358,427	3.39
16	VIRGIN AMERICA	13	793,585	1.64	12	664,257	1.81
17	UNITED AIRLINES	209	9,289,178	2.25	121	8,943,376	1.35
18	SPIRIT AIRLINES	62	2,463,095	2.52	102	2,021,029	5.05
TOTAL		683	73,048,709	0.93	626	63,003,425	0.99

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.

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

## AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

CONSUMER COMPLAINTS  
SUMMARY

	JANUARY - MARCH 2018				JANUARY - MARCH 2017			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	2,027	334	4	310	2,318	85	4	297
FOREIGN AIRLINES	1,513	5	0	158	1,307	11	1	125
TRAVEL AGENTS	105	1	0	36	75	4	0	42
TOUR OPERATORS	5	1	0	0	2	0	0	0
MISCELLANEOUS	40	57	0	164	28	36	0	33
INDUSTRY TOTALS	3,690	398	4	668	3,730	136	5	497

## AIR TRAVEL CONSUMER REPORT

TABLE 2 (YTD)

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - MARCH 2018			JANUARY - MARCH 2017		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	1,049		1	1,130	
CANCELLATION			424			483
DELAY			354			379
MISCONNECTION			147			165
BAGGAGE	2	661		2	659	
FARES	3	465		3	361	
RESERVATIONS/TICKETING/BOARDING	4	431		4	446	
CUSTOMER SERVICE	5	361		5	367	
REFUNDS	6	310		6	313	
DISABILITY	7	178		7	187	
OVERSALES	8	109		8	108	
OTHER	9	88		9	115	
FREQUENT FLYER			42			74
DISCRIMINATION	10	20		10	20	
ADVERTISING	11	17		11	24	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		3,690			3,730	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

## AIR TRAVEL CONSUMER REPORT

TABLE 3 (YTD)

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\*  
JANUARY - MARCH 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	13	0	1	0	0	1	0	0	0	0	0	0	15
ALASKA AIRLINES	6	1	3	2	2	0	1	3	0	0	0	2	20
ALLEGiant AIR	22	0	7	4	5	9	3	3	1	1	0	0	55
AMERICAN AIRLINES	120	23	39	31	25	57	60	38	0	3	0	9	405
COMMUTAIR	6	0	1	0	0	5	0	0	0	0	0	0	12
DELTA AIR LINES	76	7	28	19	7	49	27	23	1	4	0	11	252
ENDEAVOR AIR	12	0	0	0	0	2	2	0	0	1	0	0	17
ENVOY AIR	11	2	5	0	0	1	6	0	0	0	0	0	25
FRONTIER AIRLINES	46	4	15	9	3	12	8	7	1	1	0	1	107
GOJET AIRLINES	8	0	0	0	0	1	2	0	0	0	0	1	12
HAWAIIAN AIRLINES	5	0	3	4	2	3	7	8	0	0	0	1	33
JETBLUE AIRWAYS	58	1	5	5	2	21	6	6	0	0	1	4	109
MESA AIRLINES	13	0	0	0	0	1	7	0	0	1	0	1	23
PIEDMONT AIRLINES	14	1	0	0	0	0	3	0	0	0	0	0	18
PSA AIRLINES	16	0	1	0	0	0	3	1	0	0	0	0	21
REPUBLIC AIRLINE	12	0	0	0	0	1	1	1	0	1	0	0	16
SILVER AIRWAYS	4	0	3	3	0	6	2	0	0	0	0	0	18
SKYWEST AIRLINES	41	3	1	0	0	0	3	0	0	0	0	0	48
SOUTHWEST AIRLINES	45	3	14	4	4	23	18	12	0	2	0	2	127
SPIRIT AIRLINES	48	18	41	23	21	10	19	4	2	2	0	2	190
TRANS STATES AIRLINES	7	0	0	0	0	1	2	0	0	0	0	0	10
UNITED AIRLINES	69	8	37	133	17	60	54	32	2	1	0	12	425
VIRGIN AMERICA	6	2	5	1	2	2	3	2	0	0	0	0	23
Other U.S. Airlines	26	0	3	1	10	6	0	0	0	0	0	0	46
TOTAL JAN - MARCH 2018	684	73	212	239	100	271	237	140	7	17	1	46	2,027
% of TOTAL COMPLAINTS	33.7	3.6	10.5	11.8	4.9	13.4	11.7	6.9	0.3	0.8	0.0	2.3	
TOTAL JAN - MARCH 2017	850	73	220	185	146	344	233	149	14	16	0	88	2,318
% of TOTAL COMPLAINTS	36.7	3.1	9.5	8.0	6.3	14.8	10.1	6.4	0.6	0.7	0	3.8	

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

\*\* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES.'

## AIR TRAVEL CONSUMER REPORT

TABLE 4 (YTD)

## COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\* / JANUARY - MARCH 2018

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROFLOT	6	2	1	0	2	11	1	0	0	0	0	0	23
AEROMEXICO	5	0	8	6	6	12	4	2	0	0	0	0	43
AIR CANADA	15	3	10	2	3	21	10	1	0	1	0	0	66
AIR CHINA	22	0	3	1	6	20	2	0	0	0	0	0	54
AIR FRANCE	32	4	2	20	5	23	5	5	0	0	0	2	98
AIR INDIA	3	0	3	3	6	5	4	0	0	0	0	1	25
AIR NEW ZEALAND	1	0	0	64	1	1	0	0	0	0	0	0	67
ALITALIA AIRLINES	8	0	1	3	2	8	1	0	0	0	0	1	24
AVIANCA	15	1	5	1	19	8	4	1	0	0	0	0	54
BRITISH AIRWAYS	10	1	8	2	4	9	1	1	0	0	0	1	37
CATHAY PACIFIC AIRWAYS	2	1	1	2	2	1	3	2	0	0	0	1	15
CHINA EASTERN AIRLINES	3	0	7	3	3	4	1	0	0	0	0	0	21
CHINA SOUTHERN AIRLINES	4	0	2	0	2	5	0	0	0	0	0	1	14
COPA	5	1	2	0	7	1	4	0	0	0	0	0	20
EL AL ISRAEL	8	0	1	1	0	5	0	0	0	0	0	1	16
EMIRATES AIRLINES	4	0	12	4	5	16	7	6	0	0	0	3	57
ETHIOPIAN AIRLINES	5	0	8	5	2	9	1	0	0	0	0	0	30
ETIHAD AIRWAYS	2	1	9	7	2	7	3	0	0	0	0	2	33
IBERIA AIRLINES	5	0	2	2	1	8	2	2	0	0	0	1	23
INTERJET	3	0	1	4	3	3	2	1	0	0	0	0	17
JAPAN AIR LINES	4	0	3	1	1	0	1	0	0	0	0	5	15
JET AIRWAYS	1	0	2	0	1	8	4	0	0	0	0	1	17
KLM	4	1	2	0	1	10	3	2	0	1	0	0	24
LATAM	7	0	4	0	4	5	1	0	0	0	0	0	21
LUFTHANSA	7	2	9	1	2	14	5	2	0	0	0	1	43
NORWEGIAN AIR SHUTTLE	21	1	6	7	4	13	2	1	0	0	0	0	55
QATAR AIRWAYS	2	0	5	3	6	7	2	2	1	0	0	0	28
ROYAL AIR MAROC	4	1	3	0	3	7	0	1	0	0	0	0	19
SANTA BARBARA AIRLINES	1	0	2	0	9	0	0	0	0	0	0	0	12
SAUDI ARABIAN AIRLINES	4	0	6	0	1	2	0	0	0	0	0	0	13
SOUTH AFRICAN AIRWAYS	2	2	0	3	1	3	0	0	0	0	0	0	11
SWISS AIR	5	0	2	3	1	10	1	1	0	0	0	0	23
TAME	21	0	0	0	1	3	1	0	0	0	0	0	26
TAP	4	1	2	3	3	6	0	0	1	0	0	0	20
TURKISH AIRLINES	5	0	7	4	13	25	3	2	0	1	0	2	62
VIRGIN ATLANTIC AIRWAYS	4	1	2	0	3	3	0	0	0	0	0	0	13
VOLARIS AIRLINES	5	4	10	3	6	6	3	0	2	0	0	0	39
WOW AIR	36	0	15	11	9	22	5	2	1	0	0	0	101
OTHER FOREIGN AIRLINES	60	7	23	19	27	61	26	4	2	0	0	5	234
<b>TOTALS</b>	<b>355</b>	<b>34</b>	<b>189</b>	<b>188</b>	<b>177</b>	<b>382</b>	<b>112</b>	<b>38</b>	<b>7</b>	<b>3</b>	<b>0</b>	<b>28</b>	<b>1,513</b>



## AIR TRAVEL CONSUMER REPORT

TABLE 4 (YTD) CONT'D.

## COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\* / JANUARY - MARCH 2018

**TRAVEL AGENTS**

EXPEDIA.COM	0	0	6	3	6	0	0	0	0	0	0	0	15
JUSTFLY.COM	1	0	6	14	4	0	2	0	1	0	0	0	28
OTHER TRAVEL AGENTS	0	1	14	20	20	1	4	0	2	0	0	0	62
TOTALS	1	1	26	37	30	1	6	0	3	0	0	0	105

**TOUR OPERATORS**

OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	5	5
TOTALS	0	0	0	0	0	0	0	0	0	0	0	5	5

**MISCELLANEOUS**

OTHER MISCELLANEOUS	9	1	4	1	3	7	6	0	0	0	0	9	40
TOTALS	9	1	4	1	3	7	6	0	0	0	0	9	40

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

## AIR TRAVEL CONSUMER REPORT

TABLE 5 (YTD)

## CONSUMER COMPLAINTS: RANKINGS U.S. AIRLINES\*

RANK	AIRLINE	JANUARY - MARCH 2018			JANUARY - MARCH 2017		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	7	2,525,993	0.28	18	4,355,784	0.41
2	ALASKA AIRLINES	20	6,157,206	0.32	35	5,950,528	0.59
3	SOUTHWEST AIRLINES	127	37,554,432	0.34	167	35,598,593	0.47
4	REPUBLIC AIRLINE	16	4,205,810	0.38	-	-	-
5	SKYWEST AIRLINES	48	8,755,394	0.55	31	7,653,133	0.41
6	ENDEAVOR AIR	17	2,806,681	0.61	-	-	-
7	PSA AIRLINES	21	3,232,312	0.65	-	-	-
8	MESA AIRLINES	23	3,110,715	0.74	-	-	-
9	DELTA AIR LINES	252	33,983,211	0.74	198	33,067,710	0.6
10	ENVOY AIR	25	3,063,769	0.82	-	-	-
11	JETBLUE AIRWAYS	109	9,897,523	1.10	75	9,701,919	0.77
12	VIRGIN AMERICA	23	2,056,466	1.12	51	1,822,737	2.8
13	AMERICAN AIRLINES	405	34,840,173	1.16	553	33,792,517	1.64
14	HAWAIIAN AIRLINES	33	2,835,358	1.16	28	2,650,237	1.06
15	ALLEGiant AIR	55	3,324,331	1.65			
16	UNITED AIRLINES	425	24,483,127	1.74	417	23,669,731	1.76
17	FRONTIER AIRLINES	107	4,495,132	2.38	167	3,711,083	4.5
18	SPIRIT AIRLINES	190	6,440,694	2.95	253	5,486,117	4.61
	TOTAL	1,903	193,768,327	0.98	1,993	167,460,089	1.19

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.

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

## AIR TRAVEL CONSUMER REPORT

**Civil Rights Complaints by Air Travelers (Other Than Disability) for March 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
Allegiant						1	
Delta	2		1				
Frontier	1						
KLM	1						
Southwest	1						
Spirit						1	
United	1						
<b>TOTAL</b>	<b>6</b>		<b>1</b>			<b>2</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

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

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
Air Canada					1		
Allegiant						1	
American	1	1	1				
Delta	3		1				
Endeavor	1						
Frontier	1						
KLM	1						
Mesa	1						
Republic	1						
Southwest	2						
Spirit				1		1	
Turkish Airlines						1	
United	1						
<b>TOTAL</b>	<b>12</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	

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

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

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

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

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

**March 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.

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">American Airlines</a>	0	1	0
<a href="#">Delta Air Lines</a>	1	0	0
<a href="#">SkyWest Airlines</a>	0	1	0
<b>Totals:</b>	1	2	0

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of March 2018  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 67 million airline passengers and their 54 million checked bags in the month of March as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of March.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
790	.001	47	.00007	163	.0002	554	.0008

**NOTES**

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

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

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

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