



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: June 2018**

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

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

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

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

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

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## **INTRODUCTION**

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

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

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

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

## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 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\*

APRIL 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
HAWAIIAN AIRLINES	9	85.0	17	87.7
DELTA AIR LINES	30	85.8	147	86.4
MESA AIRLINES	15	85.4	100	85.1
AMERICAN AIRLINES	29	84.0	98	83.9
UNITED AIRLINES	28	83.8	101	83.9
ALASKA AIRLINES**	26	82.0	70	83.4
SKYWEST AIRLINES	26	82.8	227	83.0
SPIRIT AIRLINES	21	81.2	41	81.8
ENVOY AIRLINES	15	80.0	132	81.1
EXPRESSJET AIRLINES	14	78.8	118	80.9
REPUBLIC AIRLINE	17	79.4	82	80.3
PSA AIRLINES	11	81.3	96	79.4
ALLEGiant AIRLINES	7	77.7	118	78.8
ENDEAVOR AIRLINES	17	77.9	104	78.1
SOUTHWEST AIRLINES	24	78.0	86	77.7
FRONTIER AIRLINES	23	75.9	70	76.4
JETBLUE AIRWAYS	25	67.7	64	67.6
TOTAL		81.5		81.3

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

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

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

## AIR TRAVEL CONSUMER REPORT

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

APRIL 2018

CARRIER*	2nd Quarter 04-06 2017		3rd Quarter 07-09 2017		4th Quarter 10-12 2017		1st Quarter 01-03 2018		Feb 2018		Mar 2018		Apr 2018		12 Months Ending Apr 2018	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA**	82.4	2	84.9	3	84.2	6	87.0	1	85.3	2	86.8	2	83.4	6	84.7	3
ALLEGIANTE	N/A	N/A	N/A	N/A	N/A	N/A	78.4	9	78.3	10	78.5	12	78.8	13	N/A	N/A
AMERICAN	77.3	6	77.7	7	85.2	5	81.9	6	80.8	6	82.3	8	83.9	4	80.9	5
DELTA	80.9	5	86.4	2	88.9	1	86.4	2	87.9	1	87.0	1	86.4	2	86.4	2
ENDEAVOR	N/A	N/A	N/A	N/A	N/A	N/A	77.0	13	78.8	9	75.8	15	78.1	14	N/A	N/A
ENVOY	N/A	N/A	N/A	N/A	N/A	N/A	76.5	14	70.6	18	83.4	7	81.1	9	N/A	N/A
EXPRESSJET	75.8	9	76.6	8	81.1	10	76.3	15	74.9	13	79.1	10	80.9	10	77.7	10
FRONTIER	76.3	8	78.6	6	81.2	8	75.8	16	73.8	16	78.4	13	76.4	16	77.8	9
HAWAIIAN	89.6	1	93.1	1	86.5	2	84.8	3	80.3	8	85.3	3	87.7	1	88.5	1
JETBLUE	66.7	11	67.1	12	80.0	11	67.9	18	74.6	15	64.2	18	67.6	17	70	11
MESA	N/A	N/A	N/A	N/A	N/A	N/A	78.9	8	74.7	14	84.8	5	85.1	3	N/A	N/A
PSA	N/A	N/A	N/A	N/A	N/A	N/A	72.6	17	72.1	17	75.5	16	79.4	12	N/A	N/A
REPUBLIC	N/A	N/A	N/A	N/A	N/A	N/A	78.0	10	80.3	7	77.6	14	80.3	11	N/A	N/A
SKYWEST	81.1	3	80.7	4	81.2	9	77.9	11	76.0	12	82.1	9	83.0	7	80.5	6
SOUTHWEST	76.7	7	75.6	9	83.8	7	79.3	7	77.1	11	78.9	11	77.7	15	78.7	8
SPIRIT	71.3	10	75.1	10	85.7	4	83.4	5	81.9	4	85.1	4	81.8	8	79.3	7
UNITED	81.1	4	80.4	5	86.4	3	84.4	4	84.7	3	83.9	6	83.9	5	83.2	4
VIRGIN AMERICA**	63.5	12	73.2	11	77.8	12	77.6	12	81.7	5	69.9	17	N/A	N/A	N/A	N/A
TOTAL	77.9		79.1		84.4		80.0		79.3		80.9		81.3		80.8	

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.

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined. Virgin America data is displayed for historic purposes.

## 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)

APRIL 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**	60	98.3	258	84.5	116	84.5	0	0.0	150	81.3	193	85.0	120	90.0	90	93.3	398	69.6	155	78.1
ALLEGIAN	0	0.0	0	0.0	30	86.7	0	0.0	0	0.0	9	77.8	0	0.0	0	0.0	39	87.2	258	72.5
AMERICAN	930	83.8	2408	79.2	465	85.8	8183	87.9	2057	85.9	823	82.5	11360	85.0	525	82.9	606	65.0	523	82.2
DELTA	20637	89.5	1511	79.3	617	88.5	453	89.8	772	88.1	1018	86.7	558	86.9	4675	88.4	492	66.9	976	86.4
ENDEAVOR	2494	84.6	567	75.0	158	79.1	304	78.3	159	75.5	4	50.0	218	79.8	1772	85.0	137	56.2	0	0.0
ENVOY	27	96.3	171	56.7	114	83.3	324	77.2	108	91.7	0	0.0	4736	83.8	56	58.9	56	64.3	0	0.0
EXPRESSJET	791	83.6	146	79.5	100	80.0	251	86.5	289	78.9	0	0.0	723	88.8	212	77.4	1638	60.3	0	0.0
FRONTIER	293	76.8	0	0.0	0	0.0	122	75.4	90	75.6	1799	78.2	50	76.0	80	76.3	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	292	61.3	4417	66.9	248	64.1	116	71.6	886	69.2	86	69.8	51	72.5	111	60.4	817	49.3	2218	66.7
MESA	178	83.7	6	83.3	0	0.0	159	81.8	63	90.5	0	0.0	2722	83.0	176	82.4	0	0.0	0	0.0
PSA	109	72.5	0	0.0	1	100.0	8275	84.3	1938	76.4	0	0.0	0	0.0	123	75.6	0	0.0	0	0.0
REPUBLIC	385	84.2	478	74.1	26	76.9	703	87.6	2608	85.0	316	84.8	305	75.1	600	82.7	2018	66.1	0	0.0
SKYWEST	1932	82.9	4	100.0	56	82.1	267	83.5	140	68.6	3838	87.3	438	85.6	3307	83.1	123	65.9	30	63.3
SOUTHWEST	3509	82.4	1046	75.8	6202	83.9	238	58.0	1248	76.9	5636	80.2	0	0.0	594	77.4	573	63.0	2133	82.6
SPIRIT	668	82.3	499	78.6	692	83.2	0	0.0	0	0.0	290	86.9	735	77.1	879	84.1	270	67.4	1464	82.2
UNITED	405	81.7	1137	79.2	277	89.5	43	81.4	369	84.8	4930	89.9	540	82.0	179	79.3	5057	71.5	682	80.1
TOTAL	32710	86.9	12648	74.0	9102	83.8	19438	85.4	10877	81.1	18942	84.6	22556	84.2	13379	84.5	12224	66.3	8439	78.1

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

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

**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)**  
**APRIL 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**	239	76.2	132	89.4	52	86.5	407	84.5	666	82.4	1850	78.9	0	0.0	172	89.0	0	0.0	0	0.0
ALLEGiant	0	0.0	0	0.0	0	0.0	0	0.0	749	79.6	97	70.1	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN	216	85.6	244	82.8	609	77.7	1390	81.9	1215	82.5	3298	85.6	1836	78.9	1510	82.8	0	0.0	4277	82.5
DELTA	254	77.2	219	86.8	253	84.6	2534	83.6	1109	87.6	2985	76.5	2073	79.6	1598	84.3	150	96.0	796	83.8
ENDEAVOR	0	0.0	93	82.8	112	77.7	2091	75.1	0	0.0	0	0.0	2276	69.6	3	100.0	0	0.0	0	0.0
ENVOY	0	0.0	0	0.0	115	87.8	513	64.3	0	0.0	0	0.0	1066	65.3	0	0.0	0	0.0	771	82.1
EXPRESSJET	0	0.0	0	0.0	3189	86.8	0	0.0	0	0.0	0	0.0	887	68.4	0	0.0	4	25.0	0	0.0
FRONTIER	0	0.0	113	73.5	56	75.0	0	0.0	545	75.4	97	78.4	90	75.6	771	76.4	0	0.0	140	78.6
HAWAIIAN	2818	86.8	0	0.0	0	0.0	30	76.7	77	85.7	180	72.8	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	0	0.0	167	53.9	0	0.0	3553	71.8	396	77.8	529	78.3	506	65.2	1691	66.2	0	0.0	0	0.0
MESA	0	0.0	1830	84.2	2349	87.9	0	0.0	0	0.0	0	0.0	116	67.2	0	0.0	0	0.0	6	50.0
PSA	0	0.0	226	84.5	0	0.0	34	58.8	0	0.0	0	0.0	184	67.9	0	0.0	0	0.0	0	0.0
REPUBLIC	0	0.0	0	0.0	1440	85.1	177	82.5	0	0.0	0	0.0	3008	71.6	0	0.0	0	0.0	926	86.9
SKYWEST	0	0.0	150	80.7	477	82.4	0	0.0	329	84.5	2550	81.1	352	69.9	0	0.0	218	77.1	0	0.0
SOUTHWEST	0	0.0	197	86.3	0	0.0	0	0.0	6248	78.1	3575	66.2	911	67.3	3852	80.1	6980	79.9	0	0.0
SPIRIT	0	0.0	0	0.0	538	82.0	0	0.0	1097	83.8	681	82.4	329	72.3	1051	79.0	0	0.0	0	0.0
UNITED	433	84.3	1965	88.8	4868	86.9	0	0.0	1176	84.9	2438	84.4	740	75.4	1123	84.1	0	0.0	454	81.7
<b>TOTAL</b>	<b>3960</b>	<b>85.2</b>	<b>5336</b>	<b>84.8</b>	<b>14058</b>	<b>86.0</b>	<b>10729</b>	<b>76.8</b>	<b>13607</b>	<b>80.7</b>	<b>18280</b>	<b>78.3</b>	<b>14374</b>	<b>72.3</b>	<b>11771</b>	<b>79.2</b>	<b>7352</b>	<b>80.2</b>	<b>7370</b>	<b>83.0</b>

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

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.



**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)**

APRIL 2018

ARRIVAL AIRPORT*																				
CARRIER*	MSP		ORD		PDX		PHL		PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	56	78.6	231	87.9	1657	89.1	90	85.6	286	87.8	695	82.4	5315	83.8	2307	73.1	159	83.0	30	90.0
ALLEGiant	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	26	80.8	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN	531	78.9	4941	87.1	297	78.5	3870	82.5	4730	87.3	735	82.4	598	72.2	1072	79.0	361	76.7	984	80.2
DELTA	5262	83.7	696	87.8	498	83.3	509	84.3	713	86.4	640	87.7	1958	79.3	1150	76.7	3635	87.6	1036	83.2
ENDEAVOR	770	76.2	267	77.9	0	0.0	146	82.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY	77	70.1	4344	82.7	0	0.0	240	69.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET	149	67.8	705	83.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	3	33.3	0	0.0
FRONTIER	148	72.3	204	77.9	61	57.4	426	75.4	179	68.7	123	74.0	86	69.8	65	64.6	130	70.8	222	77.5
HAWAIIAN	0	0.0	0	0.0	60	65.0	0	0.0	30	76.7	30	73.3	60	66.7	60	86.7	0	0.0	0	0.0
JETBLUE	0	0.0	171	54.4	90	77.8	223	58.7	60	71.7	172	77.3	160	77.5	524	76.1	240	70.4	420	64.0
MESA	180	82.8	0	0.0	2	100.0	173	82.7	1821	89.1	0	0.0	0	0.0	0	0.0	65	89.2	0	0.0
PSA	2	0.0	170	75.3	0	0.0	1123	72.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC	407	74.7	1570	83.8	0	0.0	1655	83.6	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0	0	0.0
SKYWEST	4247	78.0	6391	81.9	477	87.4	105	77.1	1064	92.8	767	88.9	966	76.8	2778	78.2	3599	88.8	2	50.0
SOUTHWEST	683	72.0	0	0.0	1209	76.7	724	79.1	5285	78.5	3170	79.0	1010	72.9	1435	63.1	896	75.9	2645	78.5
SPIRIT	352	79.8	814	83.9	74	86.5	262	78.6	52	86.5	186	85.5	189	74.6	0	0.0	0	0.0	453	80.4
UNITED	260	79.2	5932	87.7	556	82.0	320	83.8	676	87.3	859	87.2	793	80.6	4988	83.4	147	87.8	633	82.6
TOTAL	13124	79.7	26436	84.4	4981	83.0	9866	80.1	14896	84.4	7403	82.4	11135	80.1	14379	77.5	9236	85.7	6425	79.1

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

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

**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)**

APRIL 2018

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	92.6	82.0	89.5	91.4	83.5	90.0	90.1	88.5	87.2	89.1	100.0	85.5	95.2	81.6	91.8	92.1
0700-0759	95.1	86.2	91.3	89.2	88.9	92.2	89.6	90.2	84.8	84.4	97.6	88.7	89.5	80.2	90.4	89.9
0800-0859	89.6	87.5	96.1	90.1	84.4	92.6	89.9	91.4	83.8	92.7	95.4	96.0	86.5	80.8	90.6	80.7
0900-0959	90.4	88.8	92.3	82.1	87.9	92.6	86.9	90.6	87.0	88.9	92.0	86.7	85.6	82.1	91.5	81.8
1000-1059	91.6	88.7	93.3	88.3	86.1	89.1	88.0	87.8	85.3	84.8	87.5	94.2	85.1	83.2	86.4	78.9
1100-1159	91.3	85.5	91.3	93.0	85.1	86.5	89.5	87.4	86.5	84.3	77.3	86.8	91.0	83.8	86.2	81.9
1200-1259	89.8	83.2	88.9	89.6	83.4	87.9	89.2	88.7	85.0	82.7	85.7	69.7	88.4	83.7	81.8	78.5
1300-1359	87.7	81.6	87.0	86.5	83.7	87.5	87.3	87.3	78.2	83.4	79.7	83.3	86.9	80.5	83.6	80.1
1400-1459	87.1	74.9	88.3	91.3	84.9	85.7	83.6	83.9	62.0	84.6	82.5	88.0	86.1	78.8	80.1	79.7
1500-1559	87.9	75.3	88.0	84.9	81.6	81.0	82.6	85.0	60.3	80.2	86.5	85.1	88.7	78.2	81.9	81.3
1600-1659	88.3	70.9	83.4	78.6	78.6	83.9	79.9	85.7	55.7	73.4	85.7	82.5	86.1	77.5	80.8	76.6
1700-1759	81.8	66.3	78.4	82.1	72.4	79.5	78.8	81.3	52.3	74.8	84.5	83.9	81.7	77.3	78.1	77.9
1800-1859	84.6	59.7	75.1	81.9	74.2	83.6	75.5	80.0	51.7	66.2	88.4	74.8	85.6	67.1	75.2	77.5
1900-1959	81.4	59.2	72.6	76.1	79.6	79.4	79.6	81.6	45.1	72.4	87.6	88.2	85.1	75.1	75.0	74.8
2000-2059	81.8	58.1	76.4	79.4	79.3	72.3	77.1	80.7	45.6	61.4	84.6	80.3	83.5	67.5	75.7	73.1
2100-2159	81.6	60.6	76.5	81.5	79.0	76.6	81.2	79.3	48.2	68.2	84.7	83.9	79.1	69.6	73.0	68.8
2200-2259	79.0	68.4	76.2	89.2	73.6	74.9	76.5	76.5	59.2	69.3	91.3	80.7	82.3	65.7	71.8	72.7
2300-0559	76.6	74.9	76.3	81.0	73.2	77.5	86.3	78.1	74.9	74.3	85.2	87.7	83.9	79.3	73.6	76.7
TOTAL	86.9	74.0	83.8	85.4	81.1	84.6	84.2	84.5	66.3	78.1	85.2	84.8	86.0	76.8	80.7	78.3

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

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

**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)**  
**APRIL 2018**

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	78.3	82.6	91.4	86.7	86.1	85.8	90.0	87.8	91.1	91.3	91.9	90.8	96.7	82.1	89.2
0700-0759	80.3	90.2	92.0	91.4	84.9	88.3	96.2	85.2	92.9	90.9	91.1	94.1	94.7	90.5	89.5
0800-0859	81.7	92.1	89.8	90.6	81.6	86.8	96.3	92.7	91.4	93.5	85.5	90.2	96.0	90.8	88.5
0900-0959	79.9	90.1	89.4	91.7	83.8	83.7	92.2	84.2	91.1	91.6	87.9	78.9	85.7	89.3	87.5
1000-1059	78.7	85.5	86.7	85.5	84.4	87.2	81.3	90.5	88.6	87.5	77.9	74.3	91.0	84.5	85.9
1100-1159	75.7	84.7	86.8	88.1	84.3	86.9	84.6	84.2	90.4	87.5	76.8	77.4	88.8	82.6	86.1
1200-1259	75.8	80.5	91.8	86.2	83.7	85.3	88.3	84.5	87.4	81.6	72.4	77.9	82.5	83.6	84.5
1300-1359	75.5	84.3	79.0	85.1	83.4	87.7	83.3	84.6	85.9	84.7	78.0	78.7	87.8	84.8	84.5
1400-1459	73.3	82.3	84.0	86.4	80.1	83.7	85.2	80.1	84.2	75.7	83.4	79.8	82.1	79.1	82.0
1500-1559	71.8	80.4	84.9	84.2	77.2	83.1	82.2	78.6	83.5	85.0	88.3	74.4	89.4	81.0	81.9
1600-1659	71.1	76.0	71.5	77.6	79.9	84.8	82.4	77.8	81.6	76.8	78.4	74.6	86.6	82.4	79.4
1700-1759	68.9	79.0	81.4	80.4	73.3	83.3	77.1	74.0	82.8	77.7	82.9	81.2	76.3	72.1	77.8
1800-1859	65.2	78.6	71.4	75.7	72.8	79.0	84.0	71.6	75.4	76.4	81.8	80.5	75.4	74.0	76.1
1900-1959	65.6	75.8	68.8	73.5	75.6	79.2	81.1	74.0	77.2	76.7	75.9	76.3	85.2	77.5	76.5
2000-2059	62.5	68.5	68.1	75.5	76.6	81.8	80.7	74.3	78.6	76.0	76.7	70.5	76.5	74.0	74.6
2100-2159	63.3	68.7	72.9	77.1	72.5	83.2	77.9	71.9	77.7	76.8	74.9	70.8	85.4	71.0	74.9
2200-2259	72.0	69.9	66.7	76.3	70.1	84.2	81.4	78.1	74.3	76.8	78.8	70.3	72.3	74.8	73.4
2300-0559	73.4	74.5	71.1	79.2	79.1	88.0	76.3	81.7	78.7	87.1	81.2	74.7	72.3	72.3	77.9
TOTAL	72.3	79.2	80.2	83.0	79.7	84.4	83.0	80.1	84.4	82.4	80.1	77.5	85.7	79.1	81.5

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

## AIR TRAVEL CONSUMER REPORT

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

APRIL 2018

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	93.7	90.7	93.0	93.8	92.5	93.2	91.8	92.4	92.9	94.8	97.7	92.5	90.9	90.9	94.8	93.0
0700-0759	93.9	86.7	93.5	91.6	94.0	93.0	92.4	91.8	90.9	93.1	97.1	86.8	92.3	90.9	88.3	90.2
0800-0859	92.7	84.8	91.3	91.2	88.7	92.0	92.4	90.7	84.8	89.7	97.2	92.5	90.4	85.4	88.8	88.0
0900-0959	89.0	84.8	89.0	90.4	87.4	87.9	90.4	89.6	82.1	87.4	96.1	93.0	90.8	84.5	85.0	82.3
1000-1059	89.1	80.3	89.1	80.1	85.0	85.6	87.3	86.9	87.3	79.8	90.9	90.8	92.6	80.8	87.4	78.7
1100-1159	87.1	83.0	83.4	88.7	86.0	86.7	84.5	86.2	83.3	79.0	93.8	89.9	90.9	86.8	82.5	77.1
1200-1259	87.2	82.2	78.5	85.3	83.1	79.5	86.5	87.9	80.7	75.5	84.9	86.9	91.7	81.9	76.8	78.6
1300-1359	83.7	77.3	75.7	85.3	82.5	79.3	82.5	83.8	74.9	72.2	86.4	86.4	78.7	80.0	77.3	74.2
1400-1459	84.6	70.9	71.0	80.8	79.6	80.9	82.2	86.7	77.3	73.7	83.0	75.0	89.2	76.4	76.9	80.5
1500-1559	81.8	65.9	74.6	74.6	80.2	80.9	76.2	82.5	67.9	72.5	83.8	89.4	80.9	76.3	72.9	76.7
1600-1659	84.0	66.8	74.0	78.2	73.5	69.1	83.5	83.3	67.2	74.4	93.3	76.0	88.2	77.3	71.3	77.0
1700-1759	81.0	69.1	71.8	75.4	77.6	82.2	78.5	80.0	63.7	69.2	91.5	82.4	81.9	77.0	68.6	78.2
1800-1859	76.9	61.7	69.3	77.9	70.0	73.7	75.2	72.3	65.4	65.3	94.7	83.0	83.8	73.8	72.1	77.9
1900-1959	79.2	51.6	68.2	83.1	72.0	83.1	72.1	78.9	56.6	62.3	93.8	79.6	86.9	73.1	67.3	78.6
2000-2059	78.0	53.3	68.1	79.6	78.6	80.9	79.5	83.6	57.1	72.1	90.2	75.9	87.4	73.9	66.5	68.8
2100-2159	83.6	48.8	67.3	73.3	77.8	63.2	82.2	86.3	56.1	54.7	88.0	42.9	88.8	68.7	66.2	76.9
2200-2259	79.6	49.6	67.1	83.2	83.3	74.8	82.5	82.1	40.3	63.7	89.2	88.6	85.2	58.4	69.1	71.2
2300-0559	86.7	93.2	90.9	100.0	94.1	85.6	93.3	96.3	95.4	86.1	98.9	97.0	92.9	68.6	86.0	85.2
TOTAL	84.8	74.9	79.1	83.7	82.4	83.0	84.0	85.4	74.5	76.0	90.7	86.7	88.9	79.4	78.8	80.3

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

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.1	95.5	91.8	91.4	89.4	91.7	96.5	92.4	93.0	95.4	96.1	95.8	95.6	95.1	93.1
0700-0759	88.8	93.6	85.7	90.2	91.5	89.1	95.3	90.0	91.2	90.7	92.0	89.7	94.2	94.9	91.3
0800-0859	85.8	89.5	82.9	89.5	84.9	88.3	92.9	86.4	88.5	91.6	92.1	88.6	90.8	88.8	89.1
0900-0959	83.0	88.8	83.9	83.3	87.1	86.0	91.9	87.2	89.2	89.3	89.8	81.3	93.8	87.3	87.5
1000-1059	81.2	85.5	78.6	87.1	84.0	85.8	91.9	83.8	87.7	84.9	86.7	76.7	76.3	86.5	85.4
1100-1159	76.7	81.1	69.7	86.5	84.9	84.1	79.9	84.5	83.2	84.0	79.5	76.9	88.7	76.3	83.8
1200-1259	77.2	78.2	78.7	84.4	82.9	84.1	87.8	82.4	85.1	85.8	86.5	75.5	77.9	76.5	83.3
1300-1359	75.6	76.7	70.9	83.5	83.5	81.5	86.3	82.2	85.1	80.0	79.1	76.1	86.0	84.5	80.6
1400-1459	71.5	74.7	55.7	75.1	82.9	84.2	81.4	78.4	79.4	75.7	86.2	80.4	89.4	71.6	79.9
1500-1559	72.5	71.9	68.4	79.6	78.4	82.3	83.9	76.1	78.8	74.5	85.1	78.7	85.6	70.9	78.1
1600-1659	67.9	76.2	64.4	80.5	80.2	83.9	81.0	78.5	83.4	77.8	77.1	80.4	81.5	70.1	78.1
1700-1759	73.0	72.3	57.0	72.8	77.3	82.4	82.1	69.6	77.3	76.0	85.1	77.5	86.4	71.2	77.1
1800-1859	68.6	72.2	57.9	70.8	67.5	81.5	80.5	74.6	76.5	73.7	85.5	81.1	60.5	66.1	74.6
1900-1959	64.4	73.1	61.7	75.2	76.3	81.8	82.0	71.9	68.0	73.9	87.5	82.1	75.5	72.0	74.6
2000-2059	64.4	68.2	50.1	74.8	81.8	81.4	79.3	75.8	78.0	72.3	82.2	82.0	84.0	68.3	76.7
2100-2159	67.8	62.6	61.2	78.0	79.8	83.8	79.9	72.0	76.3	73.9	87.1	73.0	86.6	62.6	75.4
2200-2259	54.8	53.1	57.1	74.1	78.6	89.9	83.3	63.9	77.2	91.6	82.6	84.3	87.9	66.0	78.1
2300-0559	92.9	90.5	85.3	87.8	88.7	95.3	91.0	91.8	91.4	0.0	92.1	85.3	84.8	96.6	88.7
TOTAL	75.9	79.7	69.8	81.3	82.5	84.5	87.5	80.5	83.5	83.1	86.8	81.7	87.2	78.8	82.0

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

JETBLUE	1444	Feb	PBI-EWR	1804	14	10	71.43	64.89
JETBLUE	1444	Mar	PBI-EWR	1740	31	20	64.52	80.94
JETBLUE	1444	Apr	PBI-EWR	1740	30	17	56.67	101.94

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

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

Chronically Delayed Flights for individual months can be found on 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/  
APRIL 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>								
JETBLUE	2679	Mar	BOS-EWR	1933	22	15	68.18	74.73
JETBLUE	2679	Apr	BOS-EWR	1933	21	17	80.95	83.76
JETBLUE	2680	Mar	EWR-BOS	2138	22	14	63.64	77.20
JETBLUE	2680	Apr	EWR-BOS	2138	21	17	80.95	77.71
JETBLUE	705	Mar	EWR-FLL	1708	31	21	67.74	82.33
JETBLUE	705	Apr	EWR-FLL	1708	30	23	76.67	126.61
JETBLUE	227	Mar	EWR-MCO	1817	31	21	67.74	71.22
JETBLUE	227	Apr	EWR-MCO	1825	30	17	56.67	87.82
JETBLUE	127	Mar	EWR-MCO	1934	31	19	61.29	81.12
JETBLUE	127	Apr	EWR-MCO	1934	30	24	80.00	92.96
JETBLUE	460	Mar	FLL-BDL	2104	31	17	54.84	80.43
JETBLUE	460	Apr	FLL-BDL	2104	30	18	60.00	118.65
JETBLUE	6	Mar	FLL-EWR	1853	26	15	57.69	65.92
JETBLUE	6	Apr	FLL-EWR	1853	26	15	57.69	97.20
JETBLUE	706	Mar	FLL-EWR	2217	31	19	61.29	64.58
JETBLUE	706	Apr	FLL-EWR	2217	30	16	53.33	87.75
JETBLUE	828	Mar	MCO-EWR	1457	31	18	58.06	103.40
JETBLUE	828	Apr	MCO-EWR	1457	30	16	53.33	110.94
JETBLUE	228	Mar	MCO-EWR	1928	31	22	70.97	84.00
JETBLUE	228	Apr	MCO-EWR	1931	30	16	53.33	93.50
JETBLUE	644	Mar	PBI-EWR	1336	31	19	61.29	75.00
JETBLUE	644	Apr	PBI-EWR	1336	30	24	80.00	97.61
JETBLUE	1444	Mar	PBI-EWR	1740	31	20	64.52	80.94
JETBLUE	1444	Apr	PBI-EWR	1740	30	17	56.67	101.94

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

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

Chronically Delayed Flights for individual months can be found on 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/  
APRIL 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>								
JETBLUE	1044	Mar	PBI-EWR	1950	31	16	51.61	57.93
JETBLUE	1044	Apr	PBI-EWR	1950	30	17	56.67	136.82
JETBLUE	1066	Mar	RSW-BOS	1513	30	16	53.33	91.21
JETBLUE	1066	Apr	RSW-BOS	1513	30	16	53.33	73.27
JETBLUE	612	Mar	RSW-EWR	1438	31	19	61.29	63.88
JETBLUE	612	Apr	RSW-EWR	1446	30	17	56.67	70.93
JETBLUE	2074	Mar	TPA-EWR	1608	31	18	58.06	74.94
JETBLUE	2074	Apr	TPA-EWR	1608	30	22	73.33	87.11
SOUTHWEST	1601	Mar	DAL-SFO	2045	21	15	71.43	78.93
SOUTHWEST	1601	Apr	DAL-SFO	2045	10	6	60.00	105.67
SOUTHWEST	1768	Mar	LAX-MCI	2015	20	11	55.00	75.82
SOUTHWEST	1768	Apr	LAX-MCI	2015	10	6	60.00	93.83
SOUTHWEST	1221	Mar	LAX-SFO	1530	25	16	64.00	89.13
SOUTHWEST	1212	Apr	LAX-SFO	1530	26	14	53.85	81.82
SOUTHWEST	6049	Mar	MDW-LGA	1720	30	17	56.67	78.79
SOUTHWEST	5610	Apr	MDW-LGA	1715	27	14	51.85	112.31
SOUTHWEST	6560	Mar	SFO-LAX	2010	23	12	52.17	126.60
SOUTHWEST	5821	Apr	SFO-LAX	2000	29	19	65.52	61.11
SPIRIT	496	Mar	MCO-EWR	1740	31	18	58.06	82.31
SPIRIT	496	Apr	MCO-EWR	1730	11	6	54.55	94.80
SPIRIT	340	Mar	MYR-EWR	1410	31	16	51.61	52.62
SPIRIT	340	Apr	MYR-EWR	1410	11	6	54.55	92.80

\* 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 *V* ARRIVING LATE 70% OR MORE OF THE TIME**  
**APRIL 2018**

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS (minimum 15 operations per flight number)	REGULARLY SCHEDULED FLIGHTS LATE 70% OR MORE OF THE TIME <i>D/</i>	
		NUMBERS	PERCENTAGE
JETBLUE	884	29	3.2
SOUTHWEST	3888	29	0.7
ALASKA*	756	3	0.3
ENVOY	846	3	0.3
EXPRESSJET	564	2	0.3
UNITED	1632	3	0.1
REPUBLIC	865	1	0.1
SKYWEST	2137	1	0.0
DELTA	2766	1	0.0
AMERICAN	2573	0	0.0
PSA	802	0	0.0
ENDEAVOR	761	0	0.0
MESA	577	0	0.0
SPIRIT	500	0	0.0
HAWAIIAN	220	0	0.0
FRONTIER	194	0	0.0
ALLEGiant	142	0	0.0
<b>TOTAL</b>	<b>20107</b>	<b>72</b>	<b>0.4</b>

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

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

APRIL 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	78.3	91.7	60	60
Abilene, TX (ABI)	82.1	84.9	173	172
Adak Island, AK (ADK)	100.0	100.0	8	8
Aguadilla, PR (BQN)	64.1	70.5	145	146
Akron, OH (CAK)	75.5	81.1	629	630
Albany, GA (ABY)	90.7	89.5	86	86
Albany, NY (ALB)	82.0	86.3	1065	1064
Albuquerque, NM (ABQ)	78.9	81.0	1965	1960
Alexandria, LA (AEX)	85.2	87.9	291	290
Allentown/Bethlehem/Easton, PA (ABE)	84.9	83.8	365	365
Alpena, MI (APN)	82.4	82.4	51	51
Amarillo, TX (AMA)	78.3	84.7	434	432
Anchorage, AK (ANC)	85.5	93.1	1296	1295
Appleton, WI (ATW)	78.9	82.8	361	361
Arcata/Eureka, CA (ACV)	88.9	83.3	90	90
Asheville, NC (AVL)	80.4	85.2	537	535
Ashland, WV (HTS)	75.9	59.3	54	54
Aspen, CO (ASE)	87.2	89.1	399	403
Atlanta, GA (ATL)	86.9	84.8	32710	32702
Atlantic City, NJ (ACY)	79.9	85.3	273	272
Augusta, GA (AGS)	76.7	78.8	472	476
Austin, TX (AUS)	82.8	82.4	5293	5283
Bakersfield, CA (BFL)	86.6	93.6	202	202
Baltimore, MD (BWI)	83.8	79.1	9102	9101
Bangor, ME (BGR)	75.5	77.9	278	280
Barrow, AK (BRW)	93.3	95.0	60	60
Baton Rouge, LA (BTR)	88.7	89.5	628	628
Beaumont/Port Arthur, TX (BPT)	83.3	90.0	60	60
Belleville, IL (BLV)	76.1	67.0	88	88
Bellingham, WA (BLI)	87.5	92.3	232	233
Bemidji, MN (BJI)	80.0	83.3	60	60
Bend/Redmond, OR (RDM)	83.4	89.1	283	284

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bethel, AK (BET)	92.8	95.7	69	69
Billings, MT (BIL)	84.0	89.0	318	318
Binghamton, NY (BGM)	90.7	88.4	86	86
Birmingham, AL (BHM)	80.7	85.0	1483	1484
Bismarck/Mandan, ND (BIS)	82.9	87.1	333	333
Bloomington/Normal, IL (BMI)	84.1	86.7	271	270
Boise, ID (BOI)	83.6	89.3	1580	1581
Boston, MA (BOS)	74.0	74.9	12648	12638
Bozeman, MT (BZN)	80.3	85.3	351	354
Brainerd, MN (BRD)	78.4	84.3	51	51
Bristol/Johnson City/Kingsport, TN (TRI)	82.7	85.2	318	318
Brownsville, TX (BRO)	85.5	89.1	193	192
Brunswick, GA (BQK)	81.4	87.2	86	86
Buffalo, NY (BUF)	73.4	76.7	2126	2126
Burbank, CA (BUR)	77.2	77.9	2289	2285
Burlington, VT (BTV)	79.3	81.0	792	791
Butte, MT (BTM)	92.9	91.1	56	56
CONCORD, NC (USA)	80.0	78.8	80	80
Cape Girardeau, MO (CGI)	84.6	82.4	52	51
Casper, WY (CPR)	90.3	91.9	62	62
Cedar City, UT (CDC)	82.4	88.2	51	51
Cedar Rapids/Iowa City, IA (CID)	84.7	89.3	740	740
Champaign/Urbana, IL (CMI)	84.5	93.3	194	194
Charleston, SC (CHS)	80.9	81.9	1927	1926
Charleston/Dunbar, WV (CRW)	78.9	83.1	408	409
Charlotte Amalie, VI (STT)	79.9	80.9	194	194
Charlotte, NC (CLT)	85.4	83.7	19438	19446
Charlottesville, VA (CHO)	81.6	81.6	467	468
Chattanooga, TN (CHA)	82.9	84.2	685	684
Chicago, IL (MDW)	80.2	69.8	7352	7354
Chicago, IL (ORD)	84.4	84.5	26436	26435
Christiansted, VI (STX)	89.9	93.9	99	99

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

APRIL 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Cincinnati, OH (CVG)	80.8	83.3	4158	4155
Clarksburg/Fairmont, WV (CKB)	83.1	80.0	65	65
Cleveland, OH (CLE)	81.1	84.5	4036	4037
Cody, WY (COD)	82.2	87.8	90	90
College Station/Bryan, TX (CLL)	90.1	87.7	213	212
Colorado Springs, CO (COS)	79.8	83.2	788	787
Columbia, MO (COU)	80.3	89.0	228	228
Columbia, SC (CAE)	84.0	87.3	592	592
Columbus, GA (CSG)	80.2	84.5	116	116
Columbus, MS (GTR)	88.4	89.5	86	86
Columbus, OH (CMH)	80.1	83.8	3765	3765
Columbus, OH (LCK)	87.0	80.5	123	123
Cordova, AK (CDV)	83.3	88.3	60	60
Corpus Christi, TX (CRP)	84.6	86.5	480	480
Dallas, TX (DAL)	75.2	66.3	5901	5901
Dallas/Fort Worth, TX (DFW)	84.2	84.0	22556	22562
Dayton, OH (DAY)	78.5	79.4	1202	1200
Daytona Beach, FL (DAB)	84.8	86.7	302	301
Deadhorse, AK (SCC)	88.9	96.3	81	81
Denver, CO (DEN)	84.6	83.0	18942	18949
Des Moines, IA (DSM)	79.7	86.1	1256	1254
Detroit, MI (DTW)	84.5	85.4	13379	13382
Devils Lake, ND (DVL)	88.5	92.3	52	52
Dothan, AL (DHN)	88.8	87.1	116	116
Dubuque, IA (DBQ)	88.4	93.0	86	86
Duluth, MN (DLH)	76.6	84.4	231	231
Durango, CO (DRO)	87.8	91.6	237	237
Eagle, CO (EGE)	75.4	77.9	65	68
Eau Claire, WI (EAU)	81.7	86.7	60	60
El Paso, TX (ELP)	82.4	85.7	1413	1410
Elko, NV (EKO)	96.4	96.4	56	56
Elmira/Corning, NY (ELM)	80.0	76.7	30	30

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Erie, PA (ERI)	88.4	90.8	86	87
Escanaba, MI (ESC)	80.4	76.5	51	51
Eugene, OR (EUG)	83.0	84.9	336	337
Evansville, IN (EVV)	85.8	89.1	386	385
Fairbanks, AK (FAI)	91.2	95.9	364	364
Fargo, ND (FAR)	81.0	87.0	506	506
Fayetteville, AR (XNA)	84.3	84.6	1049	1046
Fayetteville, NC (FAY)	85.1	85.7	316	315
Flagstaff, AZ (FLG)	91.2	89.5	114	114
Flint, MI (FNT)	81.1	83.2	376	376
Florence, SC (FLO)	72.6	80.2	113	111
Fort Lauderdale, FL (FLL)	78.1	76.0	8439	8443
Fort Myers, FL (RSW)	81.5	80.3	3094	3104
Fort Smith, AR (FSM)	84.9	83.7	172	172
Fort Wayne, IN (FWA)	83.6	89.1	604	604
Fresno, CA (FAT)	88.8	87.8	866	866
Gainesville, FL (GNV)	86.1	87.1	366	365
Garden City, KS (GCK)	80.0	78.3	60	60
Gillette, WY (GCC)	79.5	89.7	78	78
Grand Forks, ND (GFK)	77.4	78.7	164	164
Grand Island, NE (GRI)	82.4	82.4	74	74
Grand Junction, CO (GJT)	94.2	94.2	278	278
Grand Rapids, MI (GRR)	79.2	82.5	1316	1315
Great Falls, MT (GTF)	86.7	89.6	135	135
Green Bay, WI (GRB)	78.8	82.1	448	448
Greensboro/High Point, NC (GSO)	79.5	84.1	1068	1066
Greenville, NC (PGV)	71.0	73.7	100	99
Greer, SC (GSP)	82.9	85.5	1032	1031
Guam, TT (GUM)	66.7	90.0	30	30
Gulfport/Biloxi, MS (GPT)	85.2	90.1	357	355
Gunnison, CO (GUC)	100.0	100.0	4	4
Hagerstown, MD (HGR)	88.9	77.8	9	9

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

APRIL 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Hancock/Houghton, MI (CMX)	76.7	83.3	60	60
Harlingen/San Benito, TX (HRL)	84.2	87.0	284	284
Harrisburg, PA (MDT)	86.3	87.7	562	560
Hartford, CT (BDL)	81.8	84.9	2343	2341
Hattiesburg/Laurel, MS (PIB)	81.7	90.0	60	60
Hayden, CO (HDN)	87.0	88.0	23	25
Hays, KS (HYS)	79.5	85.4	88	89
Helena, MT (HLN)	81.4	94.7	113	114
Hibbing, MN (HIB)	82.4	90.2	51	51
Hilo, HI (ITO)	91.3	91.7	562	532
Hobbs, NM (HOB)	94.6	94.6	56	56
Honolulu, HI (HNL)	85.2	90.7	3960	3959
Houston, TX (HOU)	78.6	73.8	4732	4732
Houston, TX (IAH)	86.0	88.9	14058	14076
Huntsville, AL (HSV)	85.1	87.9	684	684
Idaho Falls, ID (IDA)	83.2	90.7	214	214
Indianapolis, IN (IND)	80.0	82.2	4134	4136
International Falls, MN (INL)	84.6	86.5	52	52
Iron Mountain/Kingsford, MI (IMT)	81.5	79.6	54	54
Islip, NY (ISP)	77.7	83.5	573	575
Ithaca/Cortland, NY (ITH)	83.9	80.2	87	86
Jackson, WY (JAC)	86.1	88.9	187	189
Jackson/Vicksburg, MS (JAN)	86.1	85.9	617	617
Jacksonville, FL (JAX)	80.4	82.6	2622	2619
Jacksonville/Camp Lejeune, NC (OAJ)	77.5	83.5	284	284
Jamestown, ND (JMS)	91.5	90.2	82	82
Joplin, MO (JLN)	88.8	90.0	80	80
Juneau, AK (JNU)	88.6	93.7	317	317
Kahului, HI (OGG)	86.4	88.6	2090	2091
Kalamazoo, MI (AZO)	85.0	87.9	206	206
Kalispell, MT (FCA)	84.9	89.7	126	126
Kansas City, MO (MCI)	80.6	82.9	4623	4622

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
La Crosse, WI (LSE)	81.4	86.0	172	172
Lafayette, LA (LFT)	88.9	87.4	398	397
Lake Charles, LA (LCH)	88.7	90.8	142	142
Lansing, MI (LAN)	86.7	88.0	309	309
Laramie, WY (LAR)	80.4	92.2	51	51
Laredo, TX (LRD)	90.3	89.8	207	206
Las Vegas, NV (LAS)	80.7	78.8	13607	13608
Latrobe, PA (LBE)	80.2	84.5	96	97
Lawton/Fort Sill, OK (LAW)	91.3	87.8	115	115
Lewisburg, WV (LWB)	84.5	84.5	58	58
Lewiston, ID (LWS)	92.9	94.6	56	56
Lexington, KY (LEX)	85.0	87.9	869	868
Liberal, KS (LBL)	86.5	88.2	52	51
Lihue, HI (LIH)	88.3	89.3	1140	1140
Lincoln, NE (LNK)	79.5	85.5	117	117
Little Rock, AR (LIT)	83.5	87.5	1144	1143
Long Beach, CA (LGB)	78.0	84.6	1483	1484
Longview, TX (GGG)	87.5	84.2	56	57
Los Angeles, CA (LAX)	78.3	80.3	18280	18284
Louisville, KY (SDF)	79.7	81.3	1776	1774
Lubbock, TX (LBB)	78.9	85.6	493	492
Lynchburg, VA (LYH)	80.0	82.7	110	110
Madison, WI (MSN)	81.1	84.7	1027	1026
Mammoth Lakes, CA (MMH)	100.0	100.0	2	2
Manchester, NH (MHT)	82.9	86.7	948	946
Manhattan/Ft. Riley, KS (MHK)	81.0	91.5	142	142
Marquette, MI (MQT)	69.8	76.7	116	116
Medford, OR (MFR)	84.5	85.4	387	384
Melbourne, FL (MLB)	90.0	90.0	210	210
Memphis, TN (MEM)	79.6	81.6	1882	1877
Meridian, MS (MEI)	85.6	78.9	90	90
Miami, FL (MIA)	83.0	81.3	7370	7376

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Midland/Odessa, TX (MAF)	82.4	83.5	723	722
Milwaukee, WI (MKE)	80.1	82.4	2793	2798
Minneapolis, MN (MSP)	79.7	82.5	13124	13132
Minot, ND (MOT)	80.0	83.2	220	220
Mission/McAllen/Edinburg, TX (MFE)	86.0	87.4	342	340
Missoula, MT (MSO)	75.9	89.4	170	170
Mobile, AL (MOB)	82.9	84.3	562	562
Moline, IL (MLI)	84.6	85.7	448	449
Monroe, LA (MLU)	85.3	86.6	232	231
Monterey, CA (MRY)	86.7	89.5	324	324
Montgomery, AL (MGM)	82.5	82.5	366	366
Montrose/Delta, CO (MTJ)	81.0	83.7	42	43
Mosinee, WI (CWA)	84.1	87.2	283	281
Muskegon, MI (MKG)	76.7	81.7	60	60
Myrtle Beach, SC (MYR)	85.1	84.6	989	988
Nashville, TN (BNA)	81.3	79.4	6040	6034
New Bern/Morehead/Beaufort, NC (EWN)	87.1	88.0	124	125
New Haven, CT (HVN)	60.5	69.8	86	86
New Orleans, LA (MSY)	80.3	79.0	4830	4830
New York, NY (JFK)	76.8	79.4	10729	10730
New York, NY (LGA)	72.3	75.9	14374	14369
Newark, NJ (EWR)	66.3	74.5	12224	12223
Newburgh/Poughkeepsie, NY (SWF)	79.5	76.9	146	147
Newport News/Williamsburg, VA (PHF)	80.6	81.2	320	319
Niagara Falls, NY (IAG)	83.5	81.3	79	80
Nome, AK (OME)	88.3	88.3	60	60
Norfolk, VA (ORF)	80.2	82.5	1815	1814
North Bend/Coos Bay, OR (OTH)	56.7	76.7	30	30
North Platte, NE (LBF)	84.6	94.1	52	51
Oakland, CA (OAK)	77.7	76.9	4286	4286
Ogden, UT (OGD)	100.0	100.0	9	9
Ogdensburg, NY (OGS)	70.6	70.6	17	17

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Oklahoma City, OK (OKC)	81.7	87.1	1834	1833
Omaha, NE (OMA)	82.0	86.5	1956	1953
Ontario, CA (ONT)	81.7	84.6	1757	1755
Orlando, FL (MCO)	79.2	79.7	11771	11779
Owensboro, KY (OWB)	22.2	33.3	9	9
Paducah, KY (PAH)	90.0	96.7	60	60
Pago Pago, TT (PPG)	62.5	62.5	8	8
Palm Springs, CA (PSP)	85.0	85.4	1154	1156
Panama City, FL (ECP)	85.0	87.0	439	439
Pasco/Kennewick/Richland, WA (PSC)	79.7	83.0	222	224
Pellston, MI (PLN)	82.5	82.5	80	80
Pensacola, FL (PNS)	86.5	87.2	953	952
Peoria, IL (PIA)	81.5	84.7	466	465
Petersburg, AK (PSG)	91.7	95.0	60	60
Philadelphia, PA (PHL)	80.1	80.5	9866	9861
Phoenix, AZ (AZA)	74.3	81.0	436	436
Phoenix, AZ (PHX)	84.4	83.5	14896	14901
Pittsburgh, PA (PIT)	81.1	85.3	4058	4056
Plattsburgh, NY (PBG)	84.3	80.7	83	83
Pocatello, ID (PIH)	93.1	97.4	116	116
Ponce, PR (PSE)	60.0	71.7	60	60
Portland, ME (PWM)	80.2	82.8	799	797
Portland, OR (PDX)	83.0	87.5	4981	4981
Portsmouth, NH (PSM)	69.4	66.7	36	36
Providence, RI (PVD)	80.2	85.7	1643	1641
Provo, UT (PVU)	75.0	80.0	40	40
Pueblo, CO (PUB)	88.2	88.3	76	77
Punta Gorda, FL (PGD)	71.2	78.6	489	487
Quincy, IL (UIN)	74.0	76.6	77	77
Raleigh/Durham, NC (RDU)	78.9	79.8	5162	5162
Rapid City, SD (RAP)	80.5	85.5	318	317
Redding, CA (RDD)	87.8	82.2	90	90

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Reno, NV (RNO)	79.3	82.5	1430	1431
Rhineland, WI (RHI)	85.0	83.3	60	60
Richmond, VA (RIC)	79.2	80.6	1881	1882
Roanoke, VA (ROA)	80.2	77.4	252	252
Rochester, MN (RST)	72.1	73.8	229	229
Rochester, NY (ROC)	76.2	78.4	1213	1212
Rock Springs, WY (RKS)	92.9	96.4	56	56
Rockford, IL (RFD)	84.6	78.5	65	65
Roswell, NM (ROW)	89.1	87.3	101	102
Sacramento, CA (SMF)	78.8	81.5	3743	3734
Saginaw/Bay City/Midland, MI (MBS)	82.2	85.7	253	252
Salina, KS (SLN)	80.7	87.5	57	56
Salt Lake City, UT (SLC)	85.7	87.2	9236	9238
San Angelo, TX (SJT)	88.3	86.7	120	120
San Antonio, TX (SAT)	82.9	82.7	3228	3227
San Diego, CA (SAN)	82.4	83.1	7403	7398
San Francisco, CA (SFO)	77.5	81.7	14379	14389
San Jose, CA (SJC)	78.6	78.6	4415	4415
San Juan, PR (SJU)	73.9	79.7	2115	2119
San Luis Obispo, CA (SBP)	79.5	86.2	390	390
Sanford, FL (SFB)	72.4	81.2	842	840
Santa Ana, CA (SNA)	83.2	82.7	3431	3425
Santa Barbara, CA (SBA)	83.2	87.3	582	581
Santa Fe, NM (SAF)	88.4	90.8	121	120
Santa Maria, CA (SMX)	100.0	92.3	13	13
Santa Rosa, CA (STS)	87.2	90.6	117	117
Sarasota/Bradenton, FL (SRQ)	85.8	83.1	549	550
Sault Ste. Marie, MI (CIU)	80.4	85.7	56	56
Savannah, GA (SAV)	83.1	81.9	1328	1329
Scottsbluff, NE (BFF)	90.4	92.2	52	51
Scranton/Wilkes-Barre, PA (AVP)	79.7	86.7	286	285
Seattle, WA (SEA)	80.1	86.8	11135	11133
Shreveport, LA (SHV)	85.2	85.9	539	539
Sioux City, IA (SUX)	74.4	67.8	90	90

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Sioux Falls, SD (FSD)	72.8	77.3	438	437
Sitka, AK (SIT)	91.9	97.6	86	85
South Bend, IN (SBN)	81.9	88.1	520	520
Spokane, WA (GEG)	83.1	87.9	940	941
Springfield, IL (SPI)	87.1	87.1	147	147
Springfield, MO (SGF)	82.5	84.3	686	687
St. Cloud, MN (STC)	60.0	60.0	10	10
St. George, UT (SGU)	91.0	95.1	266	266
St. Louis, MO (STL)	83.3	80.4	5494	5497
St. Petersburg, FL (PIE)	77.3	85.5	649	648
State College, PA (SCE)	86.0	84.9	86	86
Staunton, VA (SHD)	81.3	82.4	75	74
Stillwater, OK (SWO)	85.0	93.3	60	60
Stockton, CA (SCK)	80.3	71.2	66	66
Sun Valley/Hailey/Ketchum, ID (SUN)	85.9	85.9	64	64
Syracuse, NY (SYR)	78.8	81.5	1192	1189
Tallahassee, FL (TLH)	86.7	88.1	520	520
Tampa, FL (TPA)	79.1	78.8	6425	6433
Texarkana, AR (TXK)	86.0	88.4	86	86
Toledo, OH (TOL)	81.9	87.2	188	188
Traverse City, MI (TVC)	83.9	84.0	218	219
Trenton, NJ (TTN)	76.1	70.8	226	226
Tucson, AZ (TUS)	82.8	84.3	1618	1620
Tulsa, OK (TUL)	80.9	85.1	1388	1387
Twin Falls, ID (TWF)	90.5	89.3	116	122
Tyler, TX (TYR)	87.5	88.4	112	112
Valdosta, GA (VLD)	84.9	88.4	86	86
Valparaiso, FL (VPS)	87.0	88.6	593	594
Waco, TX (ACT)	85.1	82.8	134	134
Washington, DC (DCA)	81.1	82.4	10877	10879
Washington, DC (IAD)	84.8	86.7	5336	5338
Waterloo, IA (ALO)	87.5	91.1	56	56
West Palm Beach/Palm Beach, FL (PBI)	74.9	73.7	2381	2383
White Plains, NY (HPN)	69.8	74.5	821	820

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

APRIL 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Wichita Falls, TX (SPS)	83.3	84.4	90	90
Wichita, KS (ICT)	84.9	87.6	839	837
Williston, ND (ISN)	79.8	88.5	114	113
Wilmington, NC (ILM)	82.2	86.4	596	595
Worcester, MA (ORH)	61.7	60.0	60	60
Wrangell, AK (WRG)	88.3	91.7	60	60
Yakutat, AK (YAK)	83.3	90.0	60	60
Yuma, AZ (YUM)	95.8	93.3	119	120

## AIR TRAVEL CONSUMER REPORT

TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY CARRIER  
APRIL 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
ENDEAVOR	17	11574	305	2.6	104	20901	541	2.6
REPUBLIC	17	16630	483	2.9	82	26219	660	2.5
ENVOY	15	12721	326	2.6	132	24068	580	2.4
PSA	11	12192	215	1.8	96	23303	454	1.9
EXPRESSJET	14	9088	134	1.5	118	17644	243	1.4
SKYWEST	26	34617	437	1.3	227	62861	830	1.3
JETBLUE	25	18140	220	1.2	64	25836	331	1.3
MESA	15	9850	116	1.2	100	16726	214	1.3
SOUTHWEST	24	60009	673	1.1	86	114117	1220	1.1
FRONTIER	23	5892	44	0.7	70	9615	94	1.0
SPIRIT	21	11572	81	0.7	41	14548	100	0.7
AMERICAN	29	60600	360	0.6	98	74384	456	0.6
ALASKA*	26	15886	99	0.6	70	21987	127	0.6
ALLEGiant	7	1207	1	0.1	118	8146	30	0.4
DELTA	30	59782	203	0.3	147	79013	268	0.3
UNITED	28	41995	78	0.2	101	49937	94	0.2
HAWAIIAN	9	3344	3	0.1	17	6741	10	0.1
TOTAL		385099	3778	1.0		596046	6252	1.0

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

\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.



## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELLED 5% OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
REPUBLIC	2053	255	12.4
ENDEAVOR	1816	224	12.3
ENVOY	1520	183	12.0
EXPRESSJET	1359	116	8.5
FRONTIER	859	73	8.4
PSA	1577	114	7.2
SKYWEST	4203	298	7.0
SPIRIT	728	50	6.8
MESA	1096	70	6.3
JETBLUE	930	59	6.3
SOUTHWEST	21743	996	4.5
ALLEGiant	770	29	3.7
ALASKA*	899	19	2.1
AMERICAN	4588	81	1.7
DELTA	4521	51	1.1
UNITED	2825	30	1.0
HAWAIIAN	241	2	0.8
TOTAL	51728	2650	5.1

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>

\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

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

**APRIL 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**	21987	18339	83.41%	127	0.58%	55	0.25%	748	3.40%	22	0.10%	1801	8.19%	17	0.08%	877	3.99%
ALLEGiant	8146	6419	78.80%	30	0.37%	22	0.27%	532	6.53%	57	0.70%	426	5.23%	9	0.11%	651	7.99%
AMERICAN	74384	62430	83.93%	456	0.61%	161	0.22%	3674	4.94%	336	0.45%	3854	5.18%	20	0.03%	3453	4.64%
DELTA	79013	68260	86.39%	268	0.34%	138	0.17%	3264	4.13%	325	0.41%	4123	5.22%	9	0.01%	2626	3.32%
ENDEAVOR	20901	16323	78.10%	541	2.59%	60	0.29%	899	4.30%	109	0.52%	1371	6.56%	1	0.00%	1598	7.65%
ENVOY	24068	19510	81.06%	580	2.41%	62	0.26%	886	3.68%	190	0.79%	1506	6.26%	3	0.01%	1330	5.53%
EXPRESSJET	17644	14266	80.85%	243	1.38%	51	0.29%	711	4.03%	52	0.29%	1327	7.52%	0	0.00%	994	5.63%
FRONTIER	9615	7343	76.37%	94	0.98%	9	0.09%	627	6.52%	17	0.18%	637	6.63%	0	0.00%	888	9.24%
HAWAIIAN	6741	5910	87.67%	10	0.15%	8	0.12%	457	6.78%	71	1.05%	20	0.30%	3	0.04%	262	3.89%
JETBLUE	25836	17475	67.64%	331	1.28%	91	0.35%	2556	9.89%	105	0.41%	2222	8.60%	16	0.06%	3040	11.77%
MESA	16726	14237	85.12%	214	1.28%	38	0.23%	788	4.71%	80	0.48%	660	3.95%	8	0.05%	701	4.19%
PSA	23303	18496	79.37%	454	1.95%	60	0.26%	1244	5.34%	130	0.56%	1082	4.64%	12	0.05%	1825	7.83%
REPUBLIC	26219	21066	80.35%	660	2.52%	56	0.21%	893	3.41%	137	0.52%	1964	7.49%	2	0.01%	1441	5.50%
SKYWEST	62861	52203	83.05%	830	1.32%	131	0.21%	2119	3.37%	424	0.67%	3448	5.49%	8	0.01%	3698	5.88%
SOUTHWEST	114117	88699	77.73%	1220	1.07%	155	0.14%	7617	6.67%	231	0.20%	4421	3.87%	55	0.05%	11719	10.27%
SPIRIT	14548	11905	81.83%	100	0.69%	30	0.21%	94	0.65%	3	0.02%	2298	15.80%	2	0.01%	116	0.80%
UNITED	49937	41885	83.88%	94	0.19%	97	0.19%	1788	3.58%	192	0.38%	3480	6.97%	0	0.00%	2400	4.81%
<b>TOTAL</b>	<b>596046</b>	<b>484766</b>	<b>81.32%</b>	<b>6252</b>	<b>1.05%</b>	<b>1224</b>	<b>0.21%</b>	<b>28897</b>	<b>4.85%</b>	<b>2481</b>	<b>0.42%</b>	<b>34640</b>	<b>5.81%</b>	<b>165</b>	<b>0.03%</b>	<b>37619</b>	<b>6.31%</b>

**\* Causes of Delay:**

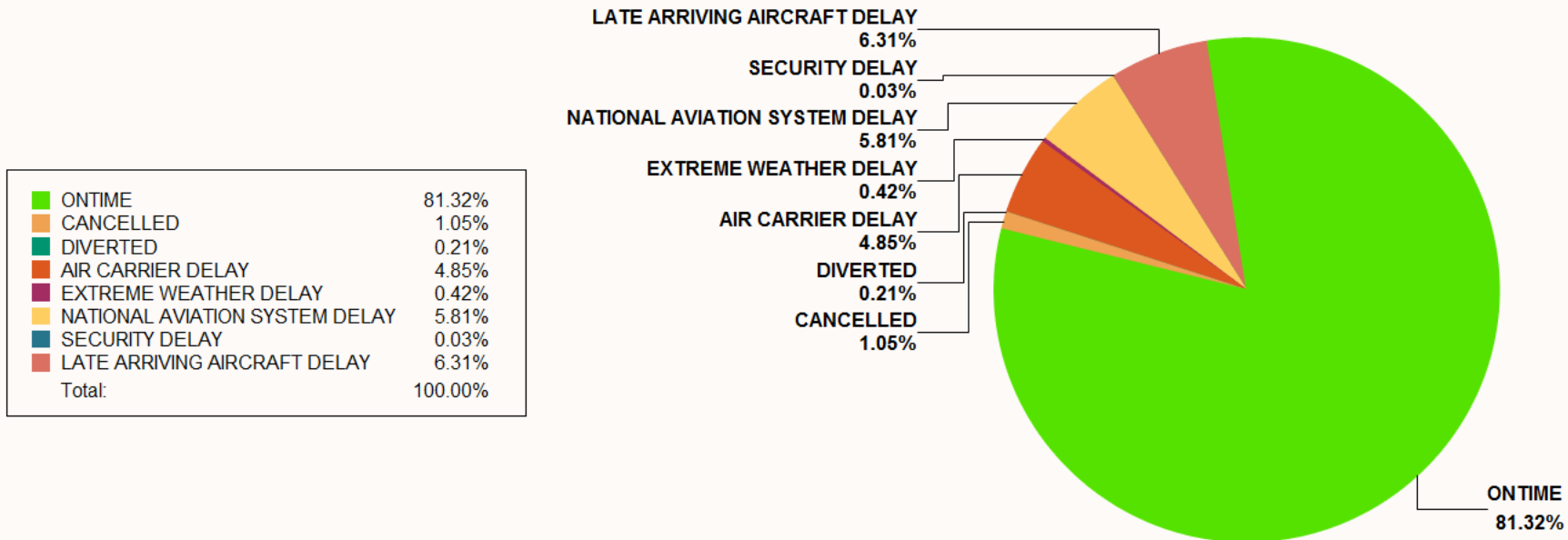
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

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

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

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

APRIL 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

APRIL 2018

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Length of Tarmac Delay
ALASKA	349	JFK	SEA	4/2/2018	Origin Airport	3:03

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

APRIL 2018

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Length 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

APRIL 2018

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
JETBLUE	25836	23	0.09
REPUBLIC	26219	18	0.07
ENDEAVOR	20901	13	0.06
ALLEGIAN	8146	5	0.06
SPIRIT	14548	8	0.05
UNITED	49937	26	0.05
MESA	16726	8	0.05
AMERICAN	74384	31	0.04
PSA	23303	9	0.04
DELTA	79013	27	0.03
SKYWEST	62861	20	0.03
ENVOY	24068	7	0.03
EXPRESSJET	17644	4	0.02
ALASKA*	21987	4	0.02
FRONTIER	9615	1	0.01
SOUTHWEST	114117	10	0.01
HAWAIIAN	6741	0	0.00
<b>TOTAL</b>	<b>596046</b>	<b>214</b>	<b>0.04</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.

\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

**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**

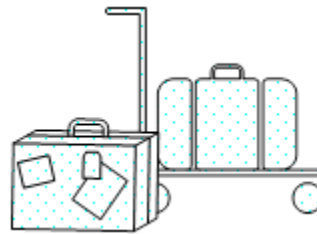
\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #27, issued August 15, 2017, effective January 1, 2018: <https://www.bts.gov/topics/airlines-and-airports/number-27-technical-directive-time-reporting-effective-jan-1-2018>

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this report.



## **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\***

		APRIL 2018			APRIL 2017		
RANK	AIRLINE	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	DELTA AIR LINES	15,231	9,975,059	1.53	30,282	9,953,754	3.04
2	SPIRIT AIRLINES	3,204	2,090,046	1.53	2,656	1,813,630	1.46
3	JETBLUE AIRWAYS	4,573	2,867,720	1.59	4,377	2,913,464	1.50
4	UNITED AIRLINES	14,418	7,269,153	1.98	14,249	6,734,304	2.12
5	ALASKA AIRLINES**	6,453	2,912,037	2.22	2,838	2,008,750	1.41
6	FRONTIER AIRLINES	3,739	1,510,781	2.47	2,881	1,248,519	2.31
7	SOUTHWEST AIRLINES	34,852	13,605,528	2.56	32,361	13,331,080	2.43
8	HAWAIIAN AIRLINES	2,335	837,744	2.79	2,068	819,181	2.52
9	AMERICAN AIRLINES	28,097	9,205,782	3.05	28,327	10,070,814	2.81
10	SKYWEST AIRLINES	9,671	2,472,549	3.91	8,446	2,783,144	3.03
11	EXPRESSJET AIRLINES	2,790	695,995	4.01	6,179	1,324,149	4.67
12	ENVOY AIR	4,912	993,029	4.95	-	-	-
	<b>TOTALS</b>	130,275	54,435,423	2.39	134,664	53,000,789	2.54

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.

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table. Totals for the previous ranking period reflect the deletion of Virgin America's data.

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

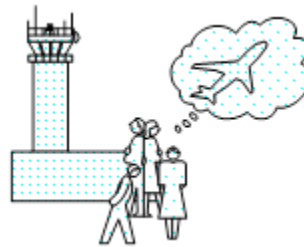
## **OVERSALES**

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			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 Passengers	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	DELTA AIR LINES	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
	<b>TOTALS</b>	<b>85,607</b>	<b>2,254</b>	<b>180,398,724</b>	<b>0.12</b>	<b>102,285</b>	<b>9,566</b>	<b>155,266,357</b>	<b>0.62</b>

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

\* All U.S. airlines with at least 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

	APRIL 2018				APRIL 2017			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	691	37	1	140	1,429	465	3	160
FOREIGN AIRLINES	414	7	0	67	448	5	1	56
TRAVEL AGENTS	43	2	0	18	20	0	0	8
TOUR OPERATORS	1	1	0	0	0	0	0	0
MISCELLANEOUS	20	23	0	87	11	17	0	11
INDUSTRY TOTALS	1,169	70	1	312	1,908	487	4	235

## AIR TRAVEL CONSUMER REPORT

TABLE 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	325		1	753	
CANCELLATION			146			347
DELAY			89			249
MISCONNECTION			51			100
BAGGAGE	2	197		2	241	
RESERVATIONS/TICKETING/BOARDING	3	160		3	234	
CUSTOMER SERVICE	4	130		4	218	
FARES	5	109		5	138	
REFUNDS	6	100		6	114	
DISABILITY	7	73		8	66	
OVERSALES	8	33		7	88	
OTHER	9	32		9	36	
FREQUENT FLYER			14			14
DISCRIMINATION	10	6		10	12	
ADVERTISING	11	4		11	8	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,169			1,908	

\* 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\*  
APRIL 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***	2	0	5	0	0	4	0	1	0	0	0	2	14
ALLEGiant AIR	10	0	3	4	2	4	1	3	0	1	0	0	28
AMERICAN AIRLINES	34	3	16	14	14	20	17	12	2	2	0	2	136
DELTA AIR LINES	15	6	9	2	2	9	10	14	0	0	0	2	69
ENVOY AIR	4	0	2	1	0	1	2	0	0	0	0	1	11
FRONTIER AIRLINES	15	2	9	2	4	4	5	6	0	0	0	1	48
HAWAIIAN AIRLINES	2	0	1	3	0	0	1	3	0	0	0	1	11
JETBLUE AIRWAYS	6	1	5	0	1	8	4	5	0	1	0	0	31
MESA AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
PSA AIRLINES	3	0	0	0	0	0	2	0	0	0	0	0	5
REPUBLIC AIRLINE	5	0	0	0	0	0	1	0	0	0	0	0	6
SKYWEST AIRLINES	11	0	0	0	0	0	5	0	0	0	0	0	16
SOUTHWEST AIRLINES	20	1	8	3	2	10	6	8	0	0	0	5	63
SPIRIT AIRLINES	19	6	16	11	1	7	7	3	0	0	0	1	71
SUN COUNTRY AIRLINES	35	0	1	0	1	0	0	0	0	0	0	0	37
UNITED AIRLINES	24	4	8	17	4	19	14	7	0	0	0	6	103
Other U.S. Airlines	16	0	3	0	3	5	7	0	0	1	0	2	37
TOTAL APRIL 2018	226	23	86	57	34	91	82	62	2	5	0	23	691
% of TOTAL COMPLAINTS	32.7	3.3	12.4	8.2	4.9	13.2	11.9	9.0	0.3	0.7	0	3.3	
TOTAL APRIL 2017	676	66	150	86	51	130	176	51	7	9	0	27	1,429
% of TOTAL COMPLAINTS	47.3	4.6	10.5	6.0	3.6	9.1	12.3	3.6	0.5	0.6	0	1.9	

\* 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.'

\*\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.



## AIR TRAVEL CONSUMER REPORT

TABLE 4

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

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN APR	INCI- DENTS IN APR	PERCENT	INCI- DENTS IN MAR	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES**	14	6	42.9	4	28.6	3	21.4	1	7.1
ALLEGiant AIR	28	16	57.1	3	10.7	6	21.4	3	10.7
AMERICAN AIRLINES	136	63	46.3	34	25.0	26	19.1	13	9.6
DELTA AIR LINES	69	22	31.9	16	23.2	22	31.9	9	13.0
ENVOY AIR	11	5	45.5	5	45.5	1	9.1	0	0.0
FRONTIER AIRLINES	48	31	64.6	6	12.5	6	12.5	5	10.4
HAWAIIAN AIRLINES	11	3	27.3	3	27.3	2	18.2	3	27.3
JETBLUE AIRWAYS	31	16	51.6	3	9.7	8	25.8	4	12.9
MESA AIRLINES	5	2	40.0	2	40.0	1	20.0	0	0.0
PSA AIRLINES	5	5	100.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRLINE	6	5	83.3	1	16.7	0	0.0	0	0.0
SKYWEST AIRLINES	16	9	56.3	4	25.0	2	12.5	1	6.3
SOUTHWEST AIRLINES	63	32	50.8	13	20.6	13	20.6	5	7.9
SPIRIT AIRLINES	71	42	59.2	13	18.3	9	12.7	7	9.9
SUN COUNTRY AIRLINES	37	36	97.3	0	0.0	1	2.7	0	0.0
UNITED AIRLINES	103	42	40.8	24	23.3	24	23.3	13	12.6
Other U.S. Airlines	37	18	48.6	10	27.0	8	21.6	1	2.7
<b>Totals</b>	<b>691</b>	<b>353</b>	<b>51.1</b>	<b>141</b>	<b>20.4</b>	<b>132</b>	<b>19.1</b>	<b>65</b>	<b>9.4</b>
<b>Previous Year's Totals</b>	<b>1,429</b>	<b>857</b>	<b>60.0</b>	<b>236</b>	<b>16.5</b>	<b>251</b>	<b>17.6</b>	<b>85</b>	<b>5.9</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.'

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table



## AIR TRAVEL CONSUMER REPORT

TABLE 5 CONT'D.

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

APRIL 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>													
Other Miscellaneous	5	0	1	1	1	6	2	0	0	0	0	4	20
TOTALS	5	0	1	1	1	6	2	0	0	0	0	4	20

\* 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	APRIL 2018			APRIL 2017		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ENDEAVOR AIR	4	1,169,670	0.34	-	-	-
2	REPUBLIC AIRLINE	6	1,583,724	0.38	-	-	-
3	PSA AIRLINES	5	1,175,511	0.43	-	-	-
4	MESA AIRLINES	5	1,121,830	0.45	-	-	-
5	SOUTHWEST AIRLINES	63	13,784,715	0.46	66	13,468,163	0.49
6	ALASKA AIRLINES**	14	3,024,845	0.46	22	2,207,746	1.00
7	EXPRESSJET AIRLINES	4	816,747	0.49	25	1,398,679	1.79
8	SKYWEST AIRLINES	16	3,112,534	0.51	23	2,847,799	0.81
9	DELTA AIR LINES	69	12,574,845	0.55	297	11,808,067	2.52
10	JETBLUE AIRWAYS	31	3,613,850	0.86	41	3,453,429	1.19
11	ENVOY AIR	11	1,117,110	0.98	-	-	-
12	AMERICAN AIRLINES	136	12,248,533	1.11	325	12,081,736	2.69
13	UNITED AIRLINES	103	9,179,640	1.12	264	8,726,608	3.03
14	HAWAIIAN AIRLINES	11	944,592	1.16	14	885,169	1.58
15	ALLEGiant AIR	28	1,170,542	2.39	-	-	-
16	SPIRIT AIRLINES	71	2,312,553	3.07	140	1,944,185	7.20
17	FRONTIER AIRLINES	48	1,525,773	3.15	32	1,323,172	2.42
TOTAL		625	70,477,014	0.89	1,249	60,144,753	2.08

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.

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table. Totals for the previous ranking period reflect the deletion of Virgin America's data.

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

## AIR TRAVEL CONSUMER REPORT

**Civil Rights Complaints by Air Travelers (Other Than Disability) for April 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			
Compass	1						
JetBlue					1		
<b>TOTAL</b>	<b>4</b>			<b>1</b>	<b>1</b>		

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

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

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

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

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

**April 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="#">United Airlines</a>		1	
Totals:		1	

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

The Transportation Security Administration (TSA) screened approximately 65 million airline passengers and their 52 million checked bags in the month of April 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 April.

**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
905	.001	47	.00007	161	.0002	501	.0007

**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 April.

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.