



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: February 2018**



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

<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

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>		<i>Flight Delays (continued)</i>	
	2	<b>Table 11</b>	25
<i>Flight Delays</i>		List of Regularly Scheduled Flights with Tarmac Delays Over 3 Hours, By Carrier	
<b>Explanation</b>	3	<b>Table 11A</b>	29
<b>Table 1</b>	4	List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Carrier	
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		<b>Table 12</b>	30
<b>Table 1A</b>	5	Number and Percentage of Regularly Scheduled Flights With Tarmac Delays of 2 Hours or More, By Carrier	
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		<b>Footnotes</b>	31
<b>Table 2</b>	6	<b>Appendix</b>	32
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		<i>Mishandled Baggage</i>	
<b>Table 3</b>	9	<b>Explanation</b>	33
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		<b>Ranking— December 2017</b>	34
<b>Table 4</b>	11	<b>Ranking— January - December 2017</b>	35
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		<i>Oversales</i>	
<b>Table 5</b>	13	<b>Explanation</b>	36
List of Regularly Scheduled Flights with More than 50% Delayed Arrivals of More Than 30 Minutes		<b>Ranking — 4<sup>th</sup>. Quarter 2017</b>	37
<b>Table 6</b>	15	<b>Ranking— January - December 2017</b>	38
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More		<i>Consumer Complaints</i>	
<b>Table 7</b>	16	<b>Explanation</b>	39
On-Time Arrival and Departure Percentage, by Airport		<b>Complaint Tables 1-5 (December 2017)</b>	40
<b>Table 8</b>	21	Summary, Complaint Categories, U.S. Airlines, Incident Date and Companies Other Than U.S. Airlines	
Overall Number and Percentage of Flight Cancellations, by Carrier		<b>Ranking, Table 6 (December 2017)</b>	46
<b>Table 8A</b>	22	<b>Complaint Tables 1-4 (January - December 2017)</b>	47
Number and Percentage of Regularly Scheduled Flights Canceled 5% or More of the Time, By Carrier		Summary, Complaint Categories, U.S. Airlines, and Companies Other Than U.S. Airlines	
<b>Table 9</b>	23	<b>Ranking, Table 5 (January - December 2017)</b>	53
Flight Causation Data, By Airline and Category		<i>Civil Rights Complaints by Air Travelers, Other than Disability (December 2017/January - December 2017)</i>	54
<b>Table 10</b>	24	<b>Complaint Categories</b>	56
Flight Causation Data, Graphic Representation		<i>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals during Air Transportation (December 2017/January - December 2017)</i>	57
		<b>Customer Service Reports to the Department of Homeland Security (December 2017)</b>	60

## **INTRODUCTION**

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

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

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

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

## FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2017

CARRIER*	AT 30 REPORTABLE AIRPORTS		AT ALL US AIRPORTS	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME
UNITED AIRLINES	27	84.8	100	84.6
DELTA AIR LINES	30	83.4	148	83.5
ALASKA AIRLINES	25	83.7	68	83.4
VIRGIN AMERICA	18	82.4	27	82.5
AMERICAN AIRLINES	28	82.0	100	82.0
HAWAIIAN AIRLINES	8	70.8	17	80.8
SPIRIT AIRLINES	21	80.2	38	80.4
SOUTHWEST AIRLINES	25	79.2	86	79.1
SKYWEST AIRLINES	23	77.0	221	76.5
EXPRESSJET AIRLINES	15	74.1	133	76.4
FRONTIER AIRLINES	23	76.1	60	75.8
JETBLUE AIRWAYS	25	73.9	64	74.1
<b>TOTAL</b>		<b>80.6</b>		<b>80.3</b>

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the 'Mishandled Baggage' and 'Consumer Complaints' sections of this report.

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2017

CARRIER*	1st Quarter 01-03 2017		2nd Quarter 04-06 2017		3rd Quarter 07-09 2017		4th Quarter 10-12 2017		Oct 2017		Nov 2017		Dec 2017		12 Months Ending Dec 2017	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	78.4	6	82.4	2	84.9	3	84.2	6	86.0	4	83.2	11	83.4	3	82.6	3
AMERICAN	81.4	3	77.3	6	77.7	7	85.2	5	85.1	6	88.8	4	82.0	5	80.4	5
DELTA	85.7	1	80.9	5	86.4	2	88.9	1	89.4	2	93.7	1	83.5	2	85.4	2
EXPRESSJET	76.7	7	75.8	9	76.6	8	81.1	10	80.6	10	86.3	8	76.4	10	77.3	9
FRONTIER	76.7	8	76.3	8	78.6	6	81.2	8	82.1	8	86.0	9	75.8	11	78.3	8
HAWAIIAN	83.0	2	89.6	1	93.1	1	86.5	2	89.6	1	89.3	3	80.8	6	88.2	1
JETBLUE	72.0	11	66.7	11	67.1	12	80.0	11	79.7	11	86.6	7	74.1	12	71.4	11
SKYWEST	76.5	9	81.1	3	80.7	4	81.2	9	81.7	9	85.4	10	76.5	9	80.0	6
SOUTHWEST	78.7	5	76.7	7	75.6	9	83.8	7	84.6	7	87.6	6	79.1	8	78.7	7
SPIRIT	76.3	10	71.3	10	75.1	10	85.7	4	87.2	3	89.8	2	80.4	7	77.1	10
UNITED	80.3	4	81.1	4	80.4	5	86.4	3	86.0	5	88.6	5	84.6	1	82.1	4
VIRGIN AMERICA	64.7	12	63.5	12	73.2	11	77.8	12	73.3	12	77.5	12	82.5	4	70.0	12
<b>TOTAL</b>	<b>79.4</b>		<b>77.9</b>		<b>79.1</b>		<b>84.4</b>		<b>84.8</b>		<b>88.3</b>		<b>80.3</b>		<b>80.2</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2017

ARRIVAL AIRPORT*																				
CARRIER*	ATL		BOS		BWI		CLT		DAL		DCA		DEN		DFW		DTW		EWR	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	54	88.9	116	81.9	88	88.6	0	0.0	0	0.0	124	92.7	122	87.7	111	83.8	62	87.1	172	80.2
AMERICAN	921	77.2	2016	79.1	516	87.2	7842	86.4	0	0.0	1905	84.3	886	76.5	11605	82.7	470	78.9	680	73.4
DELTA	19004	82.7	1269	79.7	556	80.4	451	83.6	135	85.2	706	83.0	832	82.0	472	82.8	4309	83.2	414	67.1
EXPRESSJET	1490	78.1	150	69.3	77	63.6	220	71.8	0	0.0	281	74.4	0	0.0	928	79.7	184	70.1	1754	55.2
FRONTIER	276	72.8	0	0.0	0	0.0	93	82.8	0	0.0	93	82.8	1569	77.6	56	75.0	65	75.4	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	144	68.1	3961	78.1	230	74.8	104	65.4	0	0.0	898	78.3	88	65.9	47	68.1	119	68.9	791	63.8
SKYWEST	1817	70.2	0	0.0	0	0.0	89	82.0	175	69.7	82	73.2	3849	79.1	455	73.6	3010	71.0	57	59.6
SOUTHWEST	3485	75.7	948	79.2	6164	82.0	231	72.7	5258	76.7	1265	77.6	5590	79.7	0	0.0	548	71.4	530	64.7
SPIRIT	611	78.6	413	78.5	577	80.2	0	0.0	0	0.0	0	0.0	254	86.6	585	80.0	769	79.1	296	73.3
UNITED	491	80.0	996	86.2	286	90.6	104	80.8	0	0.0	400	87.0	4788	87.4	590	81.9	187	80.7	4770	73.4
VIRGIN AMERICA	0	0.0	126	77.0	31	87.1	0	0.0	294	86.4	116	88.8	89	85.4	0	0.0	0	0.0	238	68.1
<b>TOTAL</b>	<b>28293</b>	<b>80.3</b>	<b>9995</b>	<b>79.3</b>	<b>8525</b>	<b>82.1</b>	<b>9134</b>	<b>85.1</b>	<b>5862</b>	<b>77.2</b>	<b>5870</b>	<b>81.6</b>	<b>18067</b>	<b>81.5</b>	<b>14849</b>	<b>82.0</b>	<b>9723</b>	<b>77.7</b>	<b>9702</b>	<b>68.5</b>

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

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT**  
**(REPORTABLE AIRPORTS ONLY)**  
**DECEMBER 2017**

ARRIVAL AIRPORT*																				
CARRIER*	FLL		IAD		IAH		JFK		LAS		LAX		LGA		MCO		MDW		MIA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	40	97.5	31	96.8	48	75.0	62	95.2	329	83.3	627	84.7	0	0.0	95	88.4	0	0.0	0	0.0
AMERICAN	568	77.8	162	87.7	546	80.8	1308	82.1	1207	79.8	3245	84.6	1732	73.6	1499	78.9	0	0.0	4330	80.5
DELTA	997	81.6	226	83.6	240	78.3	2370	81.6	1031	90.4	2753	86.2	2082	80.6	1561	82.7	166	84.9	816	80.3
EXPRESSJET	0	0.0	0	0.0	3156	83.1	0	0.0	0	0.0	0	0.0	1118	68.1	8	75.0	0	0.0	0	0.0
FRONTIER	0	0.0	93	81.7	56	76.8	0	0.0	677	76.1	124	79.8	93	74.2	1088	74.2	0	0.0	349	75.9
HAWAIIAN	0	0.0	0	0.0	0	0.0	29	62.1	79	78.5	171	70.2	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	2177	71.5	179	70.9	0	0.0	3575	74.0	364	83.5	531	77.2	522	72.8	1739	67.7	0	0.0	0	0.0
SKYWEST	0	0.0	108	71.3	632	70.6	0	0.0	333	84.4	2547	85.7	187	73.8	0	0.0	218	66.5	0	0.0
SOUTHWEST	2110	78.5	198	81.8	0	0.0	0	0.0	5827	84.4	3431	82.9	927	69.4	3475	78.6	6829	75.5	0	0.0
SPIRIT	1416	79.1	0	0.0	484	83.5	0	0.0	1027	85.7	646	85.3	341	80.1	978	74.9	0	0.0	0	0.0
UNITED	616	82.1	1956	91.4	5375	87.2	0	0.0	917	86.3	2359	87.5	738	82.1	991	85.6	0	0.0	469	81.0
VIRGIN AMERICA	124	82.3	117	85.5	0	0.0	355	85.1	391	87.5	1281	81.9	0	0.0	62	90.3	0	0.0	0	0.0
<b>TOTAL</b>	<b>8048</b>	<b>77.5</b>	<b>3070</b>	<b>87.6</b>	<b>10537</b>	<b>84.2</b>	<b>7699</b>	<b>78.3</b>	<b>12182</b>	<b>84.2</b>	<b>17715</b>	<b>84.5</b>	<b>7740</b>	<b>75.2</b>	<b>11496</b>	<b>77.6</b>	<b>7213</b>	<b>75.4</b>	<b>5964</b>	<b>80.2</b>

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

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2017

ARRIVAL AIRPORT*																				
CARRIER*	MSP		ORD		PDX		PHL		PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	48	87.5	170	84.1	1519	85.2	31	96.8	206	82.0	491	80.2	4729	82.6	477	83.6	171	80.7	31	93.5
AMERICAN	638	78.7	5388	81.5	359	71.0	3615	83.0	4739	84.9	768	81.9	714	71.1	1146	81.8	418	78.9	1069	80.3
DELTA	5157	86.6	589	82.0	603	82.3	524	79.8	620	86.6	567	86.2	1791	82.2	958	88.3	3318	87.4	1004	78.9
EXPRESSJET	99	72.7	1275	76.8	0	0.0	10	90.0	0	0.0	0	0.0	0	0.0	0	0.0	2	100.0	0	0.0
FRONTIER	123	72.4	223	74.0	31	71.0	281	82.9	253	77.9	106	74.5	39	84.6	118	66.9	131	69.5	374	73.5
HAWAIIAN	0	0.0	0	0.0	31	74.2	0	0.0	31	71.0	31	64.5	72	63.9	62	75.8	0	0.0	0	0.0
JETBLUE	0	0.0	164	67.1	91	72.5	205	79.5	62	74.2	145	82.8	146	69.9	478	81.6	243	77.4	465	67.1
SKYWEST	3300	73.3	6027	71.2	609	80.5	25	56.0	1131	90.4	719	89.0	1489	76.1	3088	81.5	3785	82.0	0	0.0
SOUTHWEST	629	73.3	0	0.0	1140	78.9	744	77.2	4992	81.8	3106	83.2	965	75.2	1441	82.7	883	79.7	2381	75.1
SPIRIT	364	82.7	745	77.7	31	87.1	238	79.8	93	89.2	154	85.7	93	72.0	0	0.0	0	0.0	566	78.1
UNITED	233	89.3	5639	85.9	652	82.2	366	87.4	662	86.4	846	90.0	836	77.4	5107	86.0	155	86.5	564	84.9
VIRGIN AMERICA	0	0.0	145	66.2	124	84.7	60	86.7	0	0.0	175	85.1	135	76.3	2036	82.9	0	0.0	0	0.0
<b>TOTAL</b>	<b>10591</b>	<b>80.8</b>	<b>20365</b>	<b>79.0</b>	<b>5190</b>	<b>81.2</b>	<b>6099</b>	<b>82.0</b>	<b>12789</b>	<b>84.1</b>	<b>7108</b>	<b>84.4</b>	<b>11009</b>	<b>79.4</b>	<b>14911</b>	<b>83.7</b>	<b>9106</b>	<b>83.4</b>	<b>6454</b>	<b>77.1</b>

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

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

DECEMBER 2017

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	87.1	80.0	91.2	89.2	89.0	0.0	87.5	86.8	86.2	87.3	77.4	87.1	91.1	82.8	96.1	88.0
0700-0759	88.6	85.9	88.0	90.9	84.4	90.2	85.1	88.1	79.2	79.8	78.2	89.8	83.0	84.8	90.8	89.0
0800-0859	83.2	84.8	90.3	89.3	85.9	87.7	87.6	88.5	93.3	93.0	84.5	78.6	85.9	81.4	92.3	85.5
0900-0959	84.0	85.2	93.7	79.7	87.4	89.4	85.4	83.6	85.3	89.8	88.2	85.9	85.3	89.2	92.2	90.6
1000-1059	84.3	85.2	92.8	85.1	85.4	88.8	84.5	81.8	83.4	88.9	78.6	90.2	80.1	89.1	88.8	86.2
1100-1159	85.4	85.5	87.4	79.2	81.6	86.8	85.1	83.9	79.5	87.6	82.4	89.5	83.5	86.1	86.5	86.5
1200-1259	83.8	84.7	86.9	87.7	87.2	85.1	85.7	83.1	83.9	91.0	80.7	100.0	87.7	80.3	85.1	88.5
1300-1359	81.5	85.3	82.7	87.4	79.9	83.6	82.0	83.2	82.4	75.2	76.0	90.6	86.3	74.3	84.0	86.9
1400-1459	79.2	81.4	86.5	88.7	75.4	81.6	82.1	83.3	76.1	61.3	78.6	89.6	80.8	84.1	84.6	85.7
1500-1559	80.1	82.4	83.9	86.4	79.4	83.2	78.4	81.3	78.3	56.9	75.6	92.2	88.8	82.1	86.6	87.8
1600-1659	78.9	80.1	83.2	81.2	73.6	79.5	85.4	79.2	77.1	50.6	79.1	89.8	82.9	82.6	83.5	84.9
1700-1759	78.6	72.9	79.2	85.8	74.1	80.5	76.4	79.3	78.3	49.2	83.2	85.3	80.9	74.9	81.3	86.0
1800-1859	76.8	75.4	74.7	79.3	69.2	73.5	80.7	77.4	72.8	53.9	74.6	79.2	83.1	68.6	79.6	86.4
1900-1959	73.9	73.7	70.2	81.6	65.8	76.1	77.9	80.7	70.3	44.0	73.5	89.7	87.3	69.9	82.1	85.0
2000-2059	75.8	70.7	78.7	78.9	68.2	79.1	70.0	75.5	70.3	50.7	69.3	84.1	81.0	69.2	78.3	80.1
2100-2159	76.5	75.1	78.9	82.4	72.2	77.0	74.2	80.6	77.5	53.7	73.3	87.4	82.7	67.6	80.2	76.7
2200-2259	74.6	76.5	67.5	72.8	71.4	76.7	71.8	78.5	77.2	64.2	69.5	86.5	85.1	70.9	77.1	75.1
2300-0559	74.8	77.3	76.4	85.8	72.7	80.7	77.7	81.7	78.3	84.0	74.0	86.3	83.9	81.3	78.7	79.9
<b>TOTAL</b>	<b>80.3</b>	<b>79.3</b>	<b>82.1</b>	<b>85.1</b>	<b>77.2</b>	<b>81.6</b>	<b>81.5</b>	<b>82.0</b>	<b>77.7</b>	<b>68.5</b>	<b>77.5</b>	<b>87.6</b>	<b>84.2</b>	<b>78.3</b>	<b>84.2</b>	<b>84.5</b>

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

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

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	85.7	72.2	87.1	88.3	81.9	83.5	94.4	87.5	92.2	97.3	87.0	85.7	100.0	100.0	86.5
0700-0759	80.2	87.6	84.9	87.1	76.7	85.1	83.8	83.2	91.6	90.7	84.6	91.2	89.9	94.1	86.1
0800-0859	85.0	88.9	79.3	85.7	81.3	85.8	90.1	92.5	90.9	91.5	86.9	87.1	88.8	88.5	86.7
0900-0959	82.8	84.9	87.9	87.2	83.8	85.5	82.5	88.1	90.3	87.7	80.2	81.9	87.8	84.9	86.1
1000-1059	80.4	85.7	79.7	80.2	81.8	85.3	81.3	89.4	87.4	90.4	76.9	84.7	89.4	84.7	85.0
1100-1159	81.4	82.8	86.3	79.5	87.6	81.4	84.3	92.6	89.7	85.3	78.1	82.4	85.7	84.8	84.2
1200-1259	79.9	77.6	80.1	81.9	80.8	82.5	83.4	86.3	86.2	85.2	76.9	83.9	86.0	74.1	83.8
1300-1359	78.2	79.6	82.7	81.9	84.0	81.6	83.5	85.6	83.9	86.7	77.7	88.1	83.8	78.8	82.8
1400-1459	77.2	78.5	77.7	78.0	82.4	80.1	83.3	85.4	84.6	83.4	75.2	82.2	82.4	76.8	80.3
1500-1559	74.8	79.1	76.8	81.3	81.8	78.1	84.2	82.5	84.4	84.2	79.8	83.0	88.8	78.0	81.4
1600-1659	75.3	79.0	67.4	75.3	82.0	74.3	81.6	79.7	82.4	83.1	79.7	85.1	83.8	78.6	79.2
1700-1759	74.9	79.9	71.8	80.0	77.4	74.1	80.4	72.0	81.3	83.0	82.6	89.4	77.1	71.9	78.0
1800-1859	71.3	75.6	63.4	79.4	77.5	69.6	81.3	79.8	76.4	82.2	78.7	84.0	83.7	72.9	76.1
1900-1959	68.5	71.1	66.9	76.4	77.6	69.4	79.5	75.6	79.9	83.3	83.9	84.8	79.8	73.0	75.8
2000-2059	64.1	68.2	69.9	78.1	80.7	73.0	81.4	78.8	81.7	81.6	82.9	81.9	75.0	73.8	75.5
2100-2159	68.5	71.9	67.7	74.6	80.7	77.2	80.2	70.2	79.9	82.2	74.3	79.7	82.7	71.4	76.3
2200-2259	70.9	68.0	58.3	80.0	77.3	79.1	76.8	77.7	84.5	73.1	76.8	79.0	73.1	68.2	74.3
2300-0559	74.5	75.2	71.9	80.3	81.9	83.2	74.6	84.4	78.5	82.0	79.1	79.3	69.9	74.3	78.9
<b>TOTAL</b>	<b>75.2</b>	<b>77.6</b>	<b>75.4</b>	<b>80.2</b>	<b>80.8</b>	<b>79.0</b>	<b>81.2</b>	<b>82.0</b>	<b>84.1</b>	<b>84.4</b>	<b>79.4</b>	<b>83.7</b>	<b>83.4</b>	<b>77.1</b>	<b>80.6</b>

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

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2017

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	84.9	92.2	91.6	94.5	84.6	92.1	94.3	92.9	89.7	91.8	94.1	91.7	90.1	89.8	95.9	93.6
0700-0759	89.7	83.5	90.3	92.8	86.4	93.5	88.0	92.2	88.0	90.1	91.3	87.8	94.0	90.9	92.6	92.0
0800-0859	84.5	80.0	87.7	88.1	84.1	90.7	85.4	87.4	81.8	86.2	90.3	89.8	92.0	90.0	87.4	87.5
0900-0959	80.8	81.7	85.5	89.7	80.1	88.3	84.4	88.2	86.3	86.9	86.3	89.6	91.1	86.7	87.7	82.1
1000-1059	79.1	82.8	86.9	80.7	81.1	86.8	82.5	81.4	80.5	86.0	82.7	89.4	90.1	84.6	87.7	83.8
1100-1159	80.7	80.6	83.9	89.2	81.0	86.8	79.8	74.4	79.7	88.6	78.0	82.5	85.1	87.2	81.9	80.5
1200-1259	78.9	78.8	77.6	78.3	70.4	82.6	78.6	79.8	77.9	82.9	78.0	85.2	89.1	78.7	82.1	83.8
1300-1359	74.0	82.2	70.3	82.9	67.4	83.5	75.0	80.6	75.3	89.5	71.6	75.7	69.8	81.5	77.0	82.7
1400-1459	76.2	80.9	70.0	83.4	65.0	79.3	77.8	80.6	83.2	75.1	71.4	88.2	86.6	81.7	75.4	80.0
1500-1559	73.0	73.3	70.9	80.7	63.1	74.8	77.1	76.0	75.3	64.8	73.3	89.3	78.4	80.1	79.5	83.2
1600-1659	75.3	79.8	72.4	83.6	56.5	74.6	73.6	77.0	70.9	65.3	74.2	80.0	86.8	81.5	79.8	84.3
1700-1759	73.5	72.2	74.1	80.4	60.6	75.7	77.5	77.0	75.1	57.0	72.6	85.3	83.8	80.4	77.8	85.1
1800-1859	68.0	70.8	60.3	80.0	60.0	75.8	74.7	75.1	73.6	61.3	77.8	76.4	81.4	78.3	77.5	82.4
1900-1959	71.9	66.7	65.6	80.2	56.7	69.5	77.4	73.0	71.6	59.8	70.2	85.2	86.4	67.4	74.9	86.2
2000-2059	67.8	68.2	66.8	79.8	54.1	76.5	72.5	79.5	73.7	58.9	72.1	72.9	87.0	66.1	76.7	79.0
2100-2159	76.5	63.1	63.8	96.3	53.4	76.1	64.5	88.0	69.9	62.0	74.3	0.0	85.7	66.1	75.5	84.9
2200-2259	73.7	66.7	69.3	82.9	47.7	84.1	70.7	77.2	75.8	29.3	69.3	87.9	81.0	60.5	75.5	76.5
2300-0559	73.0	92.1	68.6	91.0	0.0	97.4	81.8	91.3	91.5	93.7	83.8	82.9	91.4	78.3	84.8	83.1
<b>TOTAL</b>	<b>76.6</b>	<b>79.0</b>	<b>76.4</b>	<b>84.7</b>	<b>69.2</b>	<b>82.8</b>	<b>79.2</b>	<b>81.0</b>	<b>78.2</b>	<b>75.2</b>	<b>78.8</b>	<b>86.3</b>	<b>87.2</b>	<b>80.7</b>	<b>82.3</b>	<b>84.2</b>

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

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.7	92.9	91.5	94.0	90.1	86.6	89.5	90.5	95.2	93.5	94.3	93.7	91.8	95.2	91.9
0700-0759	90.3	89.6	82.1	94.6	85.2	86.0	86.5	91.7	93.6	92.5	90.0	93.2	92.8	93.4	90.0
0800-0859	85.3	88.7	71.1	93.7	82.6	84.9	87.1	85.7	90.8	89.8	85.6	89.0	90.6	93.1	86.4
0900-0959	81.9	86.4	74.6	88.9	83.9	81.1	86.8	90.2	90.7	88.9	84.1	86.0	88.8	91.6	85.4
1000-1059	81.8	81.3	77.1	83.0	82.8	81.0	79.8	85.0	87.4	85.5	81.6	82.4	82.3	79.2	82.7
1100-1159	78.1	81.2	67.7	79.6	81.8	78.1	77.7	84.8	85.6	85.9	72.5	81.7	85.6	81.4	81.7
1200-1259	76.6	74.8	71.3	82.6	72.2	81.5	78.9	82.4	83.2	82.3	76.9	83.6	82.1	78.2	80.1
1300-1359	74.4	75.4	63.6	80.2	78.6	79.6	79.8	80.8	82.9	82.7	79.4	83.0	81.6	67.1	77.9
1400-1459	74.0	71.2	62.3	74.1	80.1	78.9	77.8	73.1	83.0	82.6	77.7	82.1	77.8	74.2	78.1
1500-1559	76.3	70.8	61.6	81.4	81.4	74.3	84.6	77.7	80.0	75.7	75.0	83.7	81.8	72.9	76.0
1600-1659	71.7	70.0	60.3	83.5	72.2	75.9	74.2	74.7	83.2	82.9	77.7	80.4	81.2	69.1	76.7
1700-1759	70.0	72.6	54.9	77.4	77.1	73.7	83.7	67.1	78.8	81.7	80.9	88.2	81.5	69.5	75.6
1800-1859	68.5	71.3	50.6	77.0	79.1	72.4	77.1	70.8	82.5	82.5	78.7	85.3	69.3	66.9	74.3
1900-1959	64.5	72.6	49.8	78.9	76.0	70.6	74.3	64.5	75.2	84.7	84.7	89.2	76.7	72.2	73.4
2000-2059	62.3	69.0	50.9	77.7	81.4	69.9	78.6	74.1	70.8	80.4	84.1	86.2	81.7	61.8	73.8
2100-2159	56.1	64.9	58.7	79.1	87.3	75.3	82.5	72.9	81.4	85.7	86.5	87.4	89.4	75.7	76.2
2200-2259	67.7	56.2	53.5	63.5	79.3	67.2	71.6	28.6	79.1	91.2	74.2	87.0	87.8	52.6	74.9
2300-0559	96.9	68.4	87.9	94.1	91.6	91.2	87.6	88.6	87.0	0.0	85.1	88.5	83.0	87.7	85.4
<b>TOTAL</b>	<b>76.8</b>	<b>77.6</b>	<b>65.2</b>	<b>82.8</b>	<b>81.0</b>	<b>78.2</b>	<b>82.7</b>	<b>79.9</b>	<b>84.3</b>	<b>85.9</b>	<b>82.3</b>	<b>86.0</b>	<b>84.5</b>	<b>78.3</b>	<b>80.2</b>

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

## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/ DECEMBER 2017

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

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

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

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

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

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

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

Chronically Delayed Flights for individual months can be found on 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/ DECEMBER 2017

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

EXPRESSJET	5296	Nov	CLT-LGA	2000	19	10	52.63	217.30
EXPRESSJET	5467	Dec	CLT-LGA	2000	17	9	52.94	226.71
JETBLUE	705	Nov	EWR-FLL	1652	26	14	53.85	73.50
JETBLUE	705	Dec	EWR-FLL	1655	25	18	72.00	54.50

\* 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**  
**DECEMBER 2017**

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS (minimum 15 operations per flight number)	REGULARLY SCHEDULED FLIGHTS LATE 70% OR MORE OF THE TIME D/	
		NUMBERS	PERCENTAGE
SOUTHWEST	188	3	1.5
EXPRESSJET	629	10	1.5
SPIRIT	436	4	0.9
HAWAIIAN	222	2	0.9
ALASKA	525	2	0.3
JETBLUE	827	3	0.3
UNITED	1608	5	0.3
SKYWEST	1919	2	0.1
DELTA	2456	2	0.0
AMERICAN	2451	1	0.0
FRONTIER	295	0	0.0
VIRGIN AMERICA	215	0	0.0
<b>TOTAL</b>	<b>11771</b>	<b>34</b>	<b>0.3</b>

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

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	75.4	77.0	61	61
Adak Island, AK (ADK)	88.9	66.7	9	9
Aguadilla, PR (BQN)	78.2	74.2	124	124
Akron, OH (CAK)	72.8	77.8	408	409
Albany, NY (ALB)	78.2	78.6	748	749
Albuquerque, NM (ABQ)	79.2	79.5	1604	1600
Alexandria, LA (AEX)	88.2	92.6	68	68
Allentown/Bethlehem/Easton, PA (ABE)	73.7	78.0	167	168
Alpena, MI (APN)	62.7	63.5	51	52
Amarillo, TX (AMA)	81.8	82.2	280	281
Anchorage, AK (ANC)	81.7	89.9	1253	1248
Appleton, WI (ATW)	75.7	79.3	140	140
Arcata/Eureka, CA (ACV)	77.7	82.4	103	102
Asheville, NC (AVL)	71.9	68.1	253	254
Aspen, CO (ASE)	54.1	57.6	641	637
Atlanta, GA (ATL)	80.3	76.6	28293	28297
Atlantic City, NJ (ACY)	83.9	91.9	298	298
Augusta, GA (AGS)	71.6	73.8	141	141
Austin, TX (AUS)	79.3	81.3	4615	4620
Bakersfield, CA (BFL)	82.3	84.5	141	142
Baltimore, MD (BWI)	82.1	76.4	8525	8523
Bangor, ME (BGR)	58.9	54.4	56	57
Barrow, AK (BRW)	91.8	88.5	61	61
Baton Rouge, LA (BTR)	78.7	78.9	483	483
Bellingham, WA (BLI)	81.5	87.2	108	109
Bemidji, MN (BJI)	83.6	82.0	61	61
Bend/Redmond, OR (RDM)	73.7	78.3	331	332
Bethel, AK (BET)	84.5	80.3	71	71
Billings, MT (BIL)	78.2	85.1	289	288
Binghamton, NY (BGM)	78.0	73.2	82	82
Birmingham, AL (BHM)	75.5	77.3	1016	1016
Bismarck/Mandan, ND (BIS)	75.3	78.9	170	171

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bloomington/Normal, IL (BMI)	70.9	81.7	127	126
Boise, ID (BOI)	80.4	85.9	1451	1449
Boston, MA (BOS)	79.3	79.0	9995	9998
Bozeman, MT (BZN)	71.5	72.9	460	457
Brainerd, MN (BRD)	80.4	74.5	51	51
Bristol/Johnson City/Kingsport, TN (TRI)	75.6	79.8	90	89
Brownsville, TX (BRO)	90.0	92.0	50	50
Buffalo, NY (BUF)	75.1	75.6	1436	1437
Bullhead City, AZ (IFP)	71.0	74.2	31	31
Burbank, CA (BUR)	85.5	84.5	2140	2140
Burlington, VT (BTV)	67.5	61.0	200	200
Butte, MT (BTM)	83.9	91.1	56	56
Cape Girardeau, MO (CGI)	74.5	78.0	51	50
Casper, WY (CPR)	88.3	93.3	60	60
Cedar City, UT (CDC)	70.6	80.4	51	51
Cedar Rapids/Iowa City, IA (CID)	77.4	79.0	389	391
Charleston, SC (CHS)	81.7	82.3	1087	1087
Charleston/Dunbar, WV (CRW)	76.4	78.5	191	191
Charlotte Amalie, VI (STT)	85.7	85.0	133	133
Charlotte, NC (CLT)	85.1	84.7	9134	9144
Charlottesville, VA (CHO)	73.4	75.6	177	180
Chattanooga, TN (CHA)	70.5	73.8	288	290
Chicago, IL (MDW)	75.4	65.2	7213	7212
Chicago, IL (ORD)	79.0	78.2	20365	20412
Christiansted, VI (STX)	78.5	70.7	93	92
Cincinnati, OH (CVG)	80.5	83.2	1474	1473
Clarksburg/Fairmont, WV (CKB)	75.4	87.7	57	57
Cleveland, OH (CLE)	78.3	79.9	2924	2925
Cody, WY (COD)	82.0	75.4	61	61
College Station/Bryan, TX (CLL)	92.2	88.0	90	92
Colorado Springs, CO (COS)	77.8	83.6	809	810
Columbia, MO (COU)	81.7	84.4	109	109

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Columbia, SC (CAE)	80.8	84.5	213	213
Columbus, MS (GTR)	76.3	75.0	76	76
Columbus, OH (CMH)	77.9	77.7	1909	1907
Cordova, AK (CDV)	90.0	88.3	60	60
Corpus Christi, TX (CRP)	71.7	76.0	191	192
Dallas, TX (DAL)	77.2	69.2	5862	5860
Dallas/Fort Worth, TX (DFW)	82.0	81.0	14849	14857
Dayton, OH (DAY)	77.3	79.6	463	461
Daytona Beach, FL (DAB)	89.8	88.5	157	156
Deadhorse, AK (SCC)	95.1	95.1	61	61
Denver, CO (DEN)	81.5	79.2	18067	18043
Des Moines, IA (DSM)	78.5	80.6	595	597
Detroit, MI (DTW)	77.7	78.2	9723	9720
Devils Lake, ND (DVL)	65.4	69.8	52	53
Dothan, AL (DHN)	70.1	72.1	87	86
Duluth, MN (DLH)	72.7	77.3	176	176
Durango, CO (DRO)	81.1	89.6	164	164
Eagle, CO (EGE)	65.1	73.7	269	266
Eau Claire, WI (EAU)	74.5	90.9	55	55
El Paso, TX (ELP)	77.3	79.9	886	884
Elko, NV (EKO)	85.2	81.5	54	54
Elmira/Corning, NY (ELM)	83.3	81.8	12	11
Erie, PA (ERI)	64.3	67.3	98	98
Escanaba, MI (ESC)	74.5	70.6	51	51
Eugene, OR (EUG)	82.0	85.5	283	283
Evansville, IN (EVV)	72.3	84.7	137	137
Fairbanks, AK (FAI)	85.4	91.5	260	260
Fargo, ND (FAR)	77.0	82.7	300	301
Fayetteville, AR (XNA)	84.2	86.3	361	364
Fayetteville, NC (FAY)	75.0	77.4	84	84
Flagstaff, AZ (FLG)	96.5	93.9	115	115
Flint, MI (FNT)	71.8	74.8	323	322

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Fort Lauderdale, FL (FLL)	77.5	78.8	8048	8041
Fort Myers, FL (RSW)	77.1	80.7	3047	3041
Fort Smith, AR (FSM)	79.0	84.0	124	125
Fort Wayne, IN (FWA)	65.6	72.9	454	454
Fresno, CA (FAT)	86.9	87.2	731	732
Gainesville, FL (GNV)	75.0	73.8	64	65
Gillette, WY (GCC)	71.2	75.0	59	60
Grand Forks, ND (GFK)	76.7	80.2	90	91
Grand Junction, CO (GJT)	85.2	91.3	183	183
Grand Rapids, MI (GRR)	77.4	76.2	847	850
Great Falls, MT (GTF)	81.9	84.3	127	127
Green Bay, WI (GRB)	74.7	86.3	269	271
Greensboro/High Point, NC (GSO)	75.6	77.7	393	395
Greer, SC (GSP)	78.9	81.7	530	529
Guam, TT (GUM)	90.3	77.4	31	31
Gulfport/Biloxi, MS (GPT)	81.7	78.7	197	197
Gunnison, CO (GUC)	84.8	91.3	46	46
Hancock/Houghton, MI (CMX)	56.7	63.9	60	61
Harlingen/San Benito, TX (HRL)	67.9	72.5	193	193
Harrisburg, PA (MDT)	79.6	82.1	260	262
Hartford, CT (BDL)	78.4	81.4	1869	1872
Hattiesburg/Laurel, MS (PIB)	59.7	71.0	62	62
Hayden, CO (HDN)	65.2	65.9	138	138
Hays, KS (HYS)	82.4	86.3	51	51
Helena, MT (HLN)	84.8	83.6	145	146
Hibbing, MN (HIB)	86.3	76.5	51	51
Hilo, HI (ITO)	87.6	86.5	558	527
Hobbs, NM (HOB)	93.0	96.5	57	57
Honolulu, HI (HNL)	80.4	87.1	4117	4116
Houston, TX (HOU)	76.8	70.6	4657	4658
Houston, TX (IAH)	84.2	87.2	10537	10537
Huntsville, AL (HSV)	82.9	83.3	316	318

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

DECEMBER 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Idaho Falls, ID (IDA)	78.8	83.7	184	184
Indianapolis, IN (IND)	80.8	83.1	2136	2135
International Falls, MN (INL)	72.2	72.2	54	54
Iron Mountain/Kingsfd, MI (IMT)	66.7	61.4	57	57
Islip, NY (ISP)	75.2	74.0	585	585
Ithaca/Cortland, NY (ITH)	70.9	75.6	86	86
Jackson, WY (JAC)	63.5	61.4	260	259
Jackson/Vicksburg, MS (JAN)	82.4	81.2	335	335
Jacksonville, FL (JAX)	77.5	80.1	1373	1374
Jacksonville/Camp Lejeune, NC (OAJ)	70.0	75.0	20	20
Jamestown, ND (JMS)	67.5	67.5	83	83
Juneau, AK (JNU)	86.6	91.0	320	321
Kahului, HI (OGG)	83.7	84.5	2145	2144
Kalamazoo, MI (AZO)	73.8	80.2	80	81
Kalispell, MT (FCA)	69.0	75.6	210	209
Kansas City, MO (MCI)	79.2	79.8	3548	3545
Ketchikan, AK (KTN)	78.3	83.3	180	180
Key West, FL (EYW)	83.3	85.4	90	89
Killeen, TX (GRK)	72.7	79.4	161	160
Knoxville, TN (TYS)	76.2	77.3	571	573
Kodiak, AK (ADQ)	73.5	81.6	49	49
Kona, HI (KOA)	83.1	84.9	1197	1228
Kotzebue, AK (OTZ)	82.8	79.3	58	58
La Crosse, WI (LSE)	73.2	78.2	179	179
Lafayette, LA (LFT)	80.1	81.0	136	137
Lake Charles, LA (LCH)	90.6	93.0	85	86
Lansing, MI (LAN)	69.2	71.4	104	105
Laramie, WY (LAR)	78.4	80.4	51	51
Laredo, TX (LRD)	88.5	86.4	87	88
Las Vegas, NV (LAS)	84.2	82.3	12182	12185
Latrobe, PA (LBE)	72.8	75.3	81	81
Lawton/Fort Sill, OK (LAW)	82.1	79.3	28	29

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Lewiston, ID (LWS)	89.8	93.2	59	59
Lexington, KY (LEX)	81.0	80.8	364	364
Lihue, HI (LIH)	80.1	81.5	1097	1097
Lincoln, NE (LNK)	77.5	80.9	182	183
Little Rock, AR (LIT)	78.7	81.9	535	535
Long Beach, CA (LGB)	85.4	87.8	1429	1429
Los Angeles, CA (LAX)	84.5	84.2	17715	17709
Louisville, KY (SDF)	81.3	80.0	797	801
Lubbock, TX (LBB)	78.4	81.6	402	402
Madison, WI (MSN)	75.7	78.8	602	605
Mammoth Lakes, CA (MMH)	66.7	66.7	12	12
Manchester, NH (MHT)	80.3	83.6	462	463
Manhattan/Ft. Riley, KS (MHK)	82.4	82.4	74	74
Marquette, MI (MQT)	66.7	77.2	57	57
Medford, OR (MFR)	78.5	80.8	368	370
Melbourne, FL (MLB)	84.2	87.0	101	100
Memphis, TN (MEM)	79.1	78.3	1074	1075
Meridian, MS (MEI)	66.7	62.4	93	93
Miami, FL (MIA)	80.2	82.8	5964	5959
Midland/Odessa, TX (MAF)	77.5	82.2	427	427
Milwaukee, WI (MKE)	77.9	80.3	2229	2232
Minneapolis, MN (MSP)	80.8	81.0	10591	10600
Minot, ND (MOT)	77.4	83.6	164	165
Mission/McAllen/Edinburg, TX (MFE)	83.6	87.9	171	173
Missoula, MT (MSO)	83.3	83.3	209	209
Mobile, AL (MOB)	79.2	82.7	312	313
Moline, IL (MLI)	80.1	84.3	216	217
Monroe, LA (MLU)	82.5	83.0	223	224
Monterey, CA (MRY)	85.3	85.3	184	184
Montgomery, AL (MGM)	70.9	77.3	110	110
Montrose/Delta, CO (MTJ)	73.9	77.4	115	115
Mosinee, WI (CWA)	75.0	75.0	44	44

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Muskegon, MI (MKG)	70.4	70.4	54	54
Myrtle Beach, SC (MYR)	80.4	76.8	327	327
Nashville, TN (BNA)	79.6	77.6	4703	4704
New Orleans, LA (MSY)	78.7	76.4	4129	4130
New York, NY (JFK)	78.3	80.7	7699	7703
New York, NY (LGA)	75.2	76.8	7740	7733
Newark, NJ (EWR)	68.5	75.2	9702	9662
Newburgh/Poughkeepsie, NY (SWF)	65.5	63.0	119	119
Newport News/Williamsburg, VA (PHF)	86.0	92.0	50	50
Niagara Falls, NY (IAG)	86.4	77.3	22	22
Nome, AK (OME)	75.4	68.4	57	57
Norfolk, VA (ORF)	77.7	77.6	958	957
North Bend/Coos Bay, OR (OTH)	68.8	68.8	16	16
Oakland, CA (OAK)	84.2	82.0	4283	4282
Oklahoma City, OK (OKC)	76.8	81.1	1292	1293
Omaha, NE (OMA)	79.4	82.4	1445	1446
Ontario, CA (ONT)	81.9	81.8	1830	1830
Orlando, FL (MCO)	77.6	77.6	11496	11483
Paducah, KY (PAH)	75.9	85.5	54	55
Pago Pago, TT (PPG)	90.9	72.7	11	11
Palm Springs, CA (PSP)	84.3	87.8	903	903
Panama City, FL (ECP)	77.5	81.5	285	286
Pasco/Kennewick/Richland, WA (PSC)	75.2	81.6	303	304
Pellston, MI (PLN)	54.8	56.9	73	72
Pensacola, FL (PNS)	81.2	84.7	451	451
Peoria, IL (PIA)	71.4	76.7	175	176
Petersburg, AK (PSG)	78.3	96.7	60	60
Philadelphia, PA (PHL)	82.0	79.9	6099	6103
Phoenix, AZ (PHX)	84.1	84.3	12789	12781
Pittsburgh, PA (PIT)	80.1	84.0	2327	2327
Plattsburgh, NY (PBG)	68.2	68.2	22	22
Pocatello, ID (PIH)	77.6	78.8	85	85

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Ponce, PR (PSE)	68.9	79.5	74	73
Portland, ME (PWM)	76.7	78.7	390	389
Portland, OR (PDX)	81.2	82.7	5190	5188
Providence, RI (PVD)	77.3	80.4	1257	1256
Pueblo, CO (PUB)	84.6	86.3	52	51
Quincy, IL (UIN)	63.6	68.4	77	76
Raleigh/Durham, NC (RDU)	79.1	80.7	3060	3060
Rapid City, SD (RAP)	80.6	84.2	227	228
Redding, CA (RDD)	87.8	92.2	90	90
Reno, NV (RNO)	83.7	85.6	1359	1357
Rhineland, WI (RHI)	75.0	70.0	60	60
Richmond, VA (RIC)	77.2	75.2	1219	1220
Roanoke, VA (ROA)	79.3	81.7	82	82
Rochester, MN (RST)	74.4	77.4	199	199
Rochester, NY (ROC)	76.4	78.7	492	494
Rock Springs, WY (RKS)	83.3	83.3	54	54
Roswell, NM (ROW)	92.1	87.1	63	62
Sacramento, CA (SMF)	85.2	85.9	3935	3941
Saginaw/Bay City/Midland, MI (MBS)	70.7	77.2	188	189
Salt Lake City, UT (SLC)	83.4	84.5	9106	9100
San Angelo, TX (SJT)	82.1	93.1	28	29
San Antonio, TX (SAT)	77.4	80.2	2933	2932
San Diego, CA (SAN)	84.4	85.9	7108	7110
San Francisco, CA (SFO)	83.7	86.0	14911	14901
San Jose, CA (SJC)	85.5	85.0	4358	4359
San Juan, PR (SJU)	76.6	76.9	1818	1804
San Luis Obispo, CA (SBP)	84.4	88.6	262	264
Santa Ana, CA (SNA)	86.5	86.4	3543	3541
Santa Barbara, CA (SBA)	81.6	84.3	407	408
Santa Fe, NM (SAF)	84.5	84.6	129	130
Santa Rosa, CA (STS)	86.8	87.4	151	151
Sarasota/Bradenton, FL (SRQ)	80.9	78.0	282	282

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Sault Ste. Marie, MI (CIU)	76.8	75.0	56	56
Savannah, GA (SAV)	80.9	80.1	602	603
Scranton/Wilkes-Barre, PA (AVP)	77.5	75.7	142	144
Seattle, WA (SEA)	79.4	82.3	11009	11004
Shreveport, LA (SHV)	80.8	82.6	344	344
Sioux Falls, SD (FSD)	78.2	78.7	280	282
Sitka, AK (SIT)	90.9	92.0	88	88
South Bend, IN (SBN)	68.1	78.7	417	417
Spokane, WA (GEG)	77.2	81.8	953	955
Springfield, IL (SPI)	75.6	75.9	86	87
Springfield, MO (SGF)	83.0	81.2	218	218
St. George, UT (SGU)	85.8	87.7	268	268
St. Louis, MO (STL)	80.0	74.4	4613	4614
State College, PA (SCE)	71.7	75.0	127	128
Stillwater, OK (SWO)	100.0	0.0	1	1
Sun Valley/Hailey/Ketchum, ID (SUN)	71.3	74.8	108	107
Syracuse, NY (SYR)	75.5	78.4	556	559
Tallahassee, FL (TLH)	81.6	84.4	141	141
Tampa, FL (TPA)	77.1	78.3	6454	6439
Toledo, OH (TOL)	57.7	73.1	26	26
Traverse City, MI (TVC)	62.3	65.8	159	161
Trenton, NJ (TTN)	73.1	74.9	171	171
Tucson, AZ (TUS)	80.8	85.9	1250	1251
Tulsa, OK (TUL)	78.0	83.9	1153	1157
Twin Falls, ID (TWF)	73.3	75.8	86	95
Valparaiso, FL (VPS)	78.9	84.1	308	308
Washington, DC (DCA)	81.6	82.8	5870	5879
Washington, DC (IAD)	87.6	86.3	3070	3067
Waterloo, IA (ALO)	73.1	85.2	26	27
West Palm Beach/Palm Beach, FL (PBI)	76.3	75.3	2393	2385
White Plains, NY (HPN)	74.9	74.5	487	487
Wichita, KS (ICT)	80.0	83.5	611	613
Williston, ND (ISN)	81.6	78.6	125	126
Wilmington, NC (ILM)	76.5	85.2	153	155

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Worcester, MA (ORH)	79.0	77.0	62	61
Wrangell, AK (WRG)	80.0	91.7	60	60
Yakutat, AK (YAK)	91.7	93.3	60	60
Yuma, AZ (YUM)	89.5	91.2	114	114

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 30 REPORTABLE AIRPORTS B/				AT ALL US AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
DELTA	30	55482	1459	2.6	148	72805	2141	2.9
EXPRESSJET	15	10761	187	1.7	133	20759	356	1.7
SKYWEST	23	33716	446	1.3	221	60567	901	1.5
SPIRIT	21	10680	147	1.4	38	13218	179	1.4
SOUTHWEST	25	63096	683	1.1	86	111052	1061	1.0
ALASKA	25	9961	50	0.5	68	15383	125	0.8
FRONTIER	23	6313	49	0.8	60	9526	77	0.8
AMERICAN	28	60299	268	0.4	100	73744	312	0.4
HAWAIIAN	8	504	3	0.6	17	6772	23	0.3
VIRGIN AMERICA	18	5899	17	0.3	27	6306	21	0.3
JETBLUE	25	17478	28	0.2	64	24987	44	0.2
UNITED	27	41061	74	0.2	100	49086	84	0.2
<b>TOTAL</b>		<b>315250</b>	<b>3411</b>	<b>1.1</b>		<b>464205</b>	<b>5324</b>	<b>1.2</b>

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

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELLED 5% OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
DELTA	4511	1022	22.6
EXPRESSJET	1683	211	12.5
SKYWEST	3863	454	11.7
SPIRIT	490	41	8.3
FRONTIER	533	41	7.6
ALASKA	626	33	5.2
SOUTHWEST	22156	970	4.3
AMERICAN	3691	135	3.6
HAWAIIAN	235	5	2.1
UNITED	2809	41	1.4
VIRGIN AMERICA	260	3	1.1
JETBLUE	976	1	0.1
<b>TOTAL</b>	<b>41833</b>	<b>2957</b>	<b>7.1</b>

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

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

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCEL LED	% CANCELLED	DIVERT ED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA	15383	12827	83.38%	125	0.81%	38	0.25%	570	3.71%	65	0.42%	1036	6.73%	30	0.20%	693	4.50%
AMERICAN	73744	60482	82.02%	312	0.42%	116	0.16%	4035	5.47%	432	0.59%	4572	6.20%	33	0.04%	3762	5.10%
DELTA	72805	60762	83.46%	2141	2.94%	167	0.23%	3367	4.62%	702	0.96%	3190	4.38%	14	0.02%	2463	3.38%
EXPRESSJET	20759	15858	76.39%	356	1.71%	49	0.24%	1108	5.34%	91	0.44%	1754	8.45%	0	0.00%	1542	7.43%
FRONTIER	9526	7216	75.75%	77	0.81%	11	0.12%	654	6.87%	23	0.24%	728	7.64%	0	0.00%	817	8.58%
HAWAIIAN	6772	5474	80.83%	23	0.34%	14	0.21%	607	8.96%	46	0.68%	40	0.59%	1	0.01%	567	8.37%
JETBLUE	24987	18508	74.07%	44	0.18%	62	0.25%	2116	8.47%	103	0.41%	1835	7.34%	14	0.06%	2305	9.22%
SKYWEST	60567	46312	76.46%	901	1.49%	256	0.42%	3023	4.99%	496	0.82%	4014	6.63%	29	0.05%	5537	9.14%
SOUTHWEST	111052	87815	79.08%	1061	0.96%	146	0.13%	7126	6.42%	231	0.21%	3919	3.53%	112	0.10%	10642	9.58%
SPIRIT	13218	10622	80.36%	179	1.35%	14	0.11%	527	3.99%	51	0.39%	1252	9.47%	10	0.08%	563	4.26%
UNITED	49086	41512	84.57%	84	0.17%	87	0.18%	1901	3.87%	349	0.71%	3110	6.34%	0	0.00%	2043	4.16%
VIRGIN AMERICA	6306	5202	82.49%	21	0.33%	29	0.46%	330	5.23%	14	0.22%	441	6.99%	9	0.14%	260	4.12%
<b>TOTAL</b>	<b>464205</b>	<b>372590</b>	<b>80.27%</b>	<b>5324</b>	<b>1.15%</b>	<b>989</b>	<b>0.21%</b>	<b>25364</b>	<b>5.46%</b>	<b>2603</b>	<b>0.56%</b>	<b>25891</b>	<b>5.58%</b>	<b>252</b>	<b>0.05%</b>	<b>31194</b>	<b>6.72%</b>

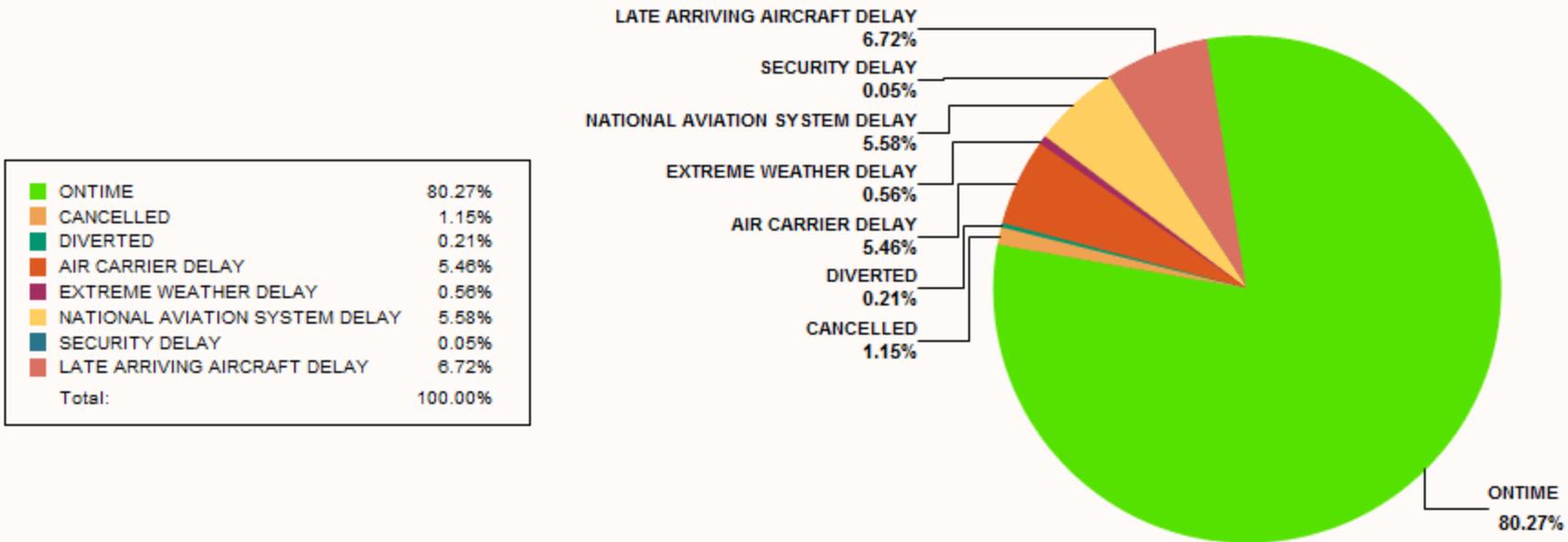
\* Causes of Delay:

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

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

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

DECEMBER 2017



**Causes of Delay:**

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

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

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

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

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

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

Note: For additional airline-specific information, visit [https://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](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

DECEMBER 2017

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
DELTA	1675	LAS	ATL	12/17/2017	Destination Airport	414
DELTA	2146	ROC	ATL	12/17/2017	Destination Airport	411
DELTA	2048	BTR	ATL	12/17/2017	Destination Airport	408
DELTA	820	DCA	ATL	12/17/2017	Destination Airport	400
DELTA	2222	LAX	ATL	12/17/2017	Destination Airport	399
DELTA	2123	SJC	ATL	12/17/2017	Destination Airport	399
DELTA	2106	MCI	ATL	12/17/2017	Destination Airport	397
DELTA	2541	DSM	ATL	12/17/2017	Destination Airport	396
DELTA	1177	RDU	ATL	12/17/2017	Destination Airport	392
DELTA	2057	LGA	ATL	12/17/2017	Destination Airport	392
DELTA	2405	MIA	ATL	12/17/2017	Destination Airport	386
ENDEAVOR	3408	XNA	ATL	12/17/2017	Destination Airport	386
DELTA	1598	SEA	ATL	12/17/2017	Destination Airport	377
DELTA	1235	MDT	ATL	12/17/2017	Destination Airport	365
DELTA	1641	SAT	ATL	12/17/2017	Destination Airport	362
SKYWEST	4923	CRW	ATL	12/17/2017	Destination Airport	361
DELTA	2898	CVG	ATL	12/17/2017	Destination Airport	360
DELTA	1353	PNS	ATL	12/17/2017	Destination Airport	349
DELTA	1592	SAN	ATL	12/17/2017	Destination Airport	349
DELTA	2622	BWI	ATL	12/17/2017	Destination Airport	344
ENDEAVOR	3313	GNV	ATL	12/17/2017	Destination Airport	342
DELTA	2120	MDW	ATL	12/17/2017	Destination Airport	341
DELTA	1186	DAL	ATL	12/17/2017	Destination Airport	326
DELTA	1891	TPA	ATL	12/17/2017	Destination Airport	324
DELTA	2074	ORF	ATL	12/17/2017	Destination Airport	324
DELTA	1160	IAD	ATL	12/17/2017	Destination Airport	323

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.  
Note: The tarmac delays that occurred at Hartsfield-Jackson Atlanta International Airport (ATL) on December 17, 2017, resulted from an electrical fire incident at the airport.

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2017

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
DELTA	1474	CLE	ATL	12/17/2017	Destination Airport	323
DELTA	1276	CMH	ATL	12/17/2017	Destination Airport	315
FRONTIER	1442	SAT	ATL	12/17/2017	Destination Airport	314
DELTA	845	PBI	ATL	12/17/2017	Destination Airport	312
EXPRESSJET	5297	MLI	ATL	12/17/2017	Destination Airport	310
DELTA	2066	AVL	ATL	12/17/2017	Destination Airport	307
EXPRESSJET	5304	OAJ	ATL	12/17/2017	Destination Airport	304
DELTA	1210	SFO	ATL	12/17/2017	Destination Airport	300
SKYWEST	4948	LFT	ATL	12/17/2017	Destination Airport	300
DELTA	1258	JAX	ATL	12/17/2017	Destination Airport	293
DELTA	1868	AUS	ATL	12/17/2017	Destination Airport	292
DELTA	1752	SAV	ATL	12/17/2017	Destination Airport	291
SKYWEST	4543	SBN	ATL	12/17/2017	Destination Airport	286
DELTA	447	JFK	ATL	12/17/2017	Destination Airport	286
DELTA	1725	SRQ	ATL	12/17/2017	Destination Airport	286
DELTA	1379	BHM	ATL	12/17/2017	Destination Airport	282
DELTA	2433	MSY	ATL	12/17/2017	Destination Airport	280
DELTA	2468	IAH	ATL	12/17/2017	Destination Airport	270
DELTA	2088	LIT	ATL	12/17/2017	Destination Airport	268
DELTA	2357	SMF	ATL	12/17/2017	Destination Airport	265
DELTA	2227	FLL	ATL	12/17/2017	Destination Airport	264
DELTA	578	SJU	ATL	12/17/2017	Destination Airport	258
DELTA	1420	FLL	ATL	12/17/2017	Destination Airport	257
DELTA	2310	DFW	ATL	12/17/2017	Destination Airport	249
DELTA	1387	ATL	SJU	12/8/2017	Origin Airport	249
DELTA	1747	PHX	ATL	12/17/2017	Destination Airport	240

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.  
Note: The tarmac delays that occurred at Hartsfield-Jackson Atlanta International Airport (ATL) on December 17, 2017, resulted from an electrical fire incident at the airport.

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2017

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
DELTA	1463	CHS	ATL	12/17/2017	Destination Airport	239
DELTA	2155	SLC	ATL	12/17/2017	Destination Airport	237
DELTA	920	MEM	ATL	12/17/2017	Destination Airport	234
ENDEAVOR	3802	PIA	ATL	12/17/2017	Destination Airport	234
DELTA	1883	MCO	ATL	12/17/2017	Destination Airport	231
DELTA	800	BOS	ATL	12/17/2017	Destination Airport	225
UNITED	1641	ORD	SEA	12/8/2017	Diversion Airport	225
DELTA	2608	BWI	ATL	12/17/2017	Destination Airport	219
AMERICAN	509	ATL	MIA	12/8/2017	Origin Airport	216
DELTA	1987	MIA	ATL	12/17/2017	Destination Airport	215
EXPRESSJET	5255	CHO	ATL	12/17/2017	Destination Airport	213
DELTA	1156	PDX	ATL	12/17/2017	Destination Airport	213
REPUBLIC	3667	ATL	ORD	12/8/2017	Origin Airport	213
ENDEAVOR	3483	CAE	ATL	12/17/2017	Destination Airport	213
DELTA	1295	PIT	ATL	12/17/2017	Destination Airport	209
DELTA	1190	CAK	ATL	12/17/2017	Destination Airport	209
DELTA	1294	RDU	ATL	12/17/2017	Destination Airport	208
DELTA	1950	ORD	ATL	12/17/2017	Destination Airport	208
DELTA	1134	PBI	ATL	12/17/2017	Destination Airport	207
REPUBLIC	4476	ATL	DCA	12/8/2017	Origin Airport	207
SKYWEST	3556	MOB	ATL	12/17/2017	Destination Airport	206
ENDEAVOR	3304	AEX	ATL	12/17/2017	Destination Airport	205
ENDEAVOR	3687	LEX	ATL	12/17/2017	Destination Airport	202
SKYWEST	4720	MGM	ATL	12/17/2017	Destination Airport	202
DELTA	2091	ATL	TPA	12/8/2017	Origin Airport	201
MESA	5887	DFW	CRP	12/31/2017	Origin Airport	200

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.  
Note: The tarmac delays that occurred at Hartsfield-Jackson Atlanta International Airport (ATL) on December 17, 2017, resulted from an electrical fire incident at the airport.

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2017

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
SKYWEST	4740	FAY	ATL	12/17/2017	Destination Airport	199
MESA	6100	ATL	IAH	12/8/2017	Origin Airport	197
ENVOY	3457	MKE	DFW	12/31/2017	Destination Airport	196
DELTA	1803	ATL	RDU	12/8/2017	Origin Airport	195
ENVOY	3276	IND	DFW	12/31/2017	Destination Airport	193
REPUBLIC	4607	ATL	LGA	12/8/2017	Origin Airport	193
ENDEAVOR	3698	PHF	ATL	12/17/2017	Destination Airport	188
DELTA	1412	BNA	ATL	12/17/2017	Destination Airport	188
DELTA	2508	ATL	EWR	12/8/2017	Origin Airport	188
PSA	5064	ATL	CLT	12/8/2017	Origin Airport	186
ENVOY	3494	DFW	ICT	12/31/2017	Origin Airport	186
AMERICAN	1249	LAX	ATL	12/17/2017	Destination Airport	186
DELTA	1058	ATL	MCO	12/8/2017	Origin Airport	186
AMERICAN	2472	ATL	CLT	12/8/2017	Origin Airport	186
EXPRESSJET	5341	ATL	FSM	12/8/2017	Origin Airport	186
DELTA	1802	ATL	SLC	12/8/2017	Origin Airport	184
DELTA	1905	MCO	ATL	12/17/2017	Destination Airport	184
DELTA	2457	BDL	ATL	12/17/2017	Destination Airport	184

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.  
Note: The tarmac delays that occurred at Hartsfield-Jackson Atlanta International Airport (ATL) on December 17, 2017, resulted from an electrical fire incident at the airport.

## AIR TRAVEL CONSUMER REPORT

TABLE 11A. LIST OF INTERNATIONAL FLIGHTS WITH TARMAC DELAYS OVER 4 HOURS BY CARRIER  
DECEMBER 2017

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
DELTA	681	NAS	ATL	12/17/2017	Destination Airport	432
DELTA	2526	YYZ	ATL	12/17/2017	Destination Airport	423
DELTA	392	PTY	ATL	12/17/2017	Destination Airport	416
DELTA	532	CUN	ATL	12/17/2017	Destination Airport	376
DELTA	81	BRU	ATL	12/17/2017	Destination Airport	375
DELTA	117	STR	ATL	12/17/2017	Destination Airport	371
DELTA	530	CUN	ATL	12/17/2017	Destination Airport	368
DELTA	335	MEX	ATL	12/17/2017	Destination Airport	365
DELTA	131	MUC	ATL	12/17/2017	Destination Airport	355
DELTA	29	LHR	ATL	12/17/2017	Destination Airport	348
DELTA	65	FCO	ATL	12/17/2017	Destination Airport	336
DELTA	83	CDG	ATL	12/17/2017	Destination Airport	331
LUFTHANSA	444	FRA	ATL	12/17/2017	Destination Airport	329
QATAR	756	DOH	ATL	12/17/2017	Destination Airport	325
DELTA	109	MAD	ATL	12/17/2017	Destination Airport	314
DELTA	376	NAS	ATL	12/17/2017	Destination Airport	312
EXPRESSJET	5606	GGT	ATL	12/17/2017	Destination Airport	312
AIR FRANCE	682	CDG	ATL	12/17/2017	Destination Airport	294
DELTA	91	DUS	ATL	12/17/2017	Destination Airport	262
BRITISH AIRWAYS	190	AUS	LHR	12/7/2017	Origin Airport	259
BRITISH AIRWAYS	212	BOS	LHR	12/9/2017	Origin Airport	259

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.

Note: The tarmac delays that occurred at Hartsfield-Jackson Atlanta International Airport (ATL) on December 17, 2017, resulted from an electrical fire incident at the airport.

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
DELTA	72805	190	0.26
JETBLUE	24987	37	0.15
EXPRESSJET	20759	26	0.13
AMERICAN	73744	90	0.12
SPIRIT	13218	14	0.11
SKYWEST	60567	57	0.09
UNITED	49086	38	0.08
ALASKA	15383	8	0.05
FRONTIER	9526	4	0.04
SOUTHWEST	111052	36	0.03
VIRGIN AMERICA	6306	2	0.03
HAWAIIAN	6772	0	0.00
<b>TOTAL</b>	<b>464205</b>	<b>502</b>	<b>0.11</b>

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

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

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

## APPENDIX

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

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

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

### Air Carriers Required to Report

#### Data to DOT and to CRS Vendors\*

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

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

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	DECEMBER 2017			DECEMBER 2016		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	JETBLUE AIRWAYS	5,054	2,854,753	1.77	5,082	2,804,881	1.81
2	SPIRIT AIRLINES	3,721	1,868,763	1.99	3,535	1,687,835	2.09
3	VIRGIN AMERICA	1,719	736,035	2.34	892	650,961	1.37
4	DELTA AIR LINES	23,732	9,511,782	2.50	24,396	9,573,952	2.55
5	ALASKA AIRLINES	5,451	2,074,701	2.63	3,919	1,917,631	2.04
6	FRONTIER AIRLINES	4,130	1,543,637	2.68	8,710	1,183,976	7.36
7	HAWAIIAN AIRLINES	2,623	918,173	2.86	2,600	849,314	3.06
8	UNITED AIRLINES	20,944	6,983,454	3.00	25,918	6,466,450	4.01
9	SOUTHWEST AIRLINES	44,313	13,141,883	3.37	48,783	12,729,957	3.83
10	AMERICAN AIRLINES	39,769	10,143,160	3.92	37,769	9,777,696	3.86
11	SKYWEST AIRLINES	12,619	2,942,055	4.29	14,076	2,444,664	5.76
12	EXPRESSJET AIRLINES	4,944	925,489	5.34	9,277	1,634,732	5.67
<b>TOTALS</b>		169,019	53,643,885	3.15	184,957	51,722,049	3.58

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

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

ENPLANED PASSENGERS - For the domestic system only.

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

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

		JANUARY - DECEMBER 2017			JANUARY - DECEMBER 2016		
RANK	AIRLINE	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	<b>SPIRIT AIRLINES</b>	35,788	22,241,840	<b>1.61</b>	42,438	19,616,054	<b>2.16</b>
2	<b>JETBLUE AIRWAYS</b>	55,441	33,588,256	<b>1.65</b>	52,114	32,323,728	<b>1.61</b>
3	<b>VIRGIN AMERICA</b>	14,742	8,263,739	<b>1.78</b>	7,985	7,738,228	<b>1.03</b>
4	<b>ALASKA AIRLINES</b>	44,997	24,817,368	<b>1.81</b>	38,361	23,346,795	<b>1.64</b>
5	<b>DELTA AIR LINES</b>	226,964	124,623,816	<b>1.82</b>	221,607	122,195,140	<b>1.81</b>
6	<b>UNITED AIRLINES</b>	199,130	83,717,756	<b>2.38</b>	200,329	76,903,504	<b>2.60</b>
7	<b>FRONTIER AIRLINES</b>	43,755	16,400,824	<b>2.67</b>	55,141	14,387,958	<b>3.83</b>
8	<b>HAWAIIAN AIRLINES</b>	28,852	10,492,521	<b>2.75</b>	27,261	10,226,332	<b>2.67</b>
9	<b>SOUTHWEST AIRLINES</b>	442,414	156,246,347	<b>2.83</b>	451,006	151,153,238	<b>2.98</b>
10	<b>AMERICAN AIRLINES</b>	346,276	122,051,247	<b>2.84</b>	412,450	121,900,816	<b>3.38</b>
11	<b>SKYWEST AIRLINES</b>	109,374	35,056,782	<b>3.12</b>	100,900	30,013,040	<b>3.36</b>
12	<b>EXPRESSJET AIRLINES</b>	57,071	14,704,953	<b>3.88</b>	91,383	21,186,018	<b>4.31</b>
<b>Totals</b>		<b>1,604,804</b>	<b>652,205,449</b>	<b>2.46</b>	<b>1,700,975</b>	<b>630,990,851</b>	<b>2.70</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. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Oversales," and "Consumer Complaints" sections of this report.

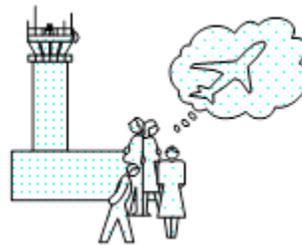
## OVERSALES

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

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

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

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



## AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING  
BY U.S. AIRLINES\*

Rank	Airline	OCTOBER - DECEMBER 2017				OCTOBER - DECEMBER 2016			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 Passengers	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>DELTA AIR LINES</b>	24,793	10	32,506,060	<b>0.00</b>	36,471	326	32,044,038	<b>0.10</b>
2	<b>JETBLUE AIRWAYS</b>	432	3	8,936,805	<b>0.00</b>	439	1,036	8,719,175	<b>1.19</b>
3	<b>UNITED AIRLINES</b>	8,483	44	23,766,600	<b>0.02</b>	15,696	891	22,398,395	<b>0.40</b>
4	<b>EXPRESSJET AIRLINES</b>	3,213	7	2,977,522	<b>0.02</b>	8,615	641	5,019,172	<b>1.28</b>
5	<b>HAWAIIAN AIRLINES</b>	408	9	2,710,707	<b>0.03</b>	126	19	2,669,657	<b>0.07</b>
6	<b>SKYWEST AIRLINES</b>	7,800	68	8,776,536	<b>0.08</b>	10,680	758	7,411,535	<b>1.02</b>
7	<b>AMERICAN AIRLINES</b>	14,215	416	32,802,049	<b>0.13</b>	11,806	1,714	31,546,560	<b>0.54</b>
8	<b>ALASKA AIRLINES</b>	1,552	131	6,103,747	<b>0.21</b>	1,600	197	5,665,703	<b>0.35</b>
9	<b>VIRGIN AMERICA</b>	213	71	2,193,909	<b>0.32</b>	611	17	2,017,391	<b>0.08</b>
10	<b>SOUTHWEST AIRLINES</b>	4,393	1,601	39,969,392	<b>0.40</b>	19,116	3,072	38,502,306	<b>0.80</b>
11	<b>SPIRIT AIRLINES</b>	4,547	385	5,804,607	<b>0.66</b>	1,167	196	5,052,694	<b>0.39</b>
12	<b>FRONTIER AIRLINES</b>	860	403	4,538,268	<b>0.89</b>	450	163	3,771,280	<b>0.43</b>
<b>TOTALS</b>		<b>70,909</b>	<b>3,148</b>	<b>171,086,202</b>	<b>0.18</b>	<b>106,777</b>	<b>9,030</b>	<b>164,817,906</b>	<b>0.55</b>

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

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

## AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING  
BY U.S. AIRLINES\*

Rank	Airline	JANUARY - DECEMBER 2017				JANUARY - DECEMBER 2016			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 Passengers	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>DELTA AIR LINES</b>	128,331	689	132,302,215	<b>0.05</b>	129,825	1,238	129,281,098	<b>0.10</b>
2	<b>HAWAIIAN AIRLINES</b>	638	101	11,133,441	<b>0.09</b>	326	49	10,824,495	<b>0.05</b>
3	<b>UNITED AIRLINES</b>	47,057	2,111	93,797,365	<b>0.23</b>	62,895	3,765	86,836,527	<b>0.43</b>
4	<b>VIRGIN AMERICA</b>	1,934	236	8,283,938	<b>0.28</b>	2,375	94	7,945,329	<b>0.12</b>
5	<b>SKYWEST AIRLINES</b>	35,145	985	33,292,890	<b>0.30</b>	41,476	2,935	29,986,918	<b>0.98</b>
6	<b>ALASKA AIRLINES</b>	7,974	789	24,921,671	<b>0.32</b>	6,806	931	23,390,900	<b>0.40</b>
7	<b>AMERICAN AIRLINES</b>	47,459	4,933	130,819,181	<b>0.38</b>	54,259	8,312	130,894,653	<b>0.64</b>
8	<b>JETBLUE AIRWAYS</b>	2,081	1,478	36,191,843	<b>0.41</b>	1,705	3,176	34,710,003	<b>0.92</b>
9	<b>SOUTHWEST AIRLINES</b>	36,482	8,279	155,958,380	<b>0.53</b>	88,628	14,979	150,655,354	<b>0.99</b>
10	<b>EXPRESSJET AIRLINES</b>	19,460	792	14,716,334	<b>0.54</b>	33,590	3,182	21,139,038	<b>1.51</b>
11	<b>FRONTIER AIRLINES</b>	2,376	943	16,598,211	<b>0.57</b>	2,096	851	14,666,332	<b>0.58</b>
12	<b>SPIRIT AIRLINES</b>	12,766	1,887	22,874,254	<b>0.82</b>	5,838	1,614	20,287,618	<b>0.80</b>
<b>TOTALS</b>		<b>341,703</b>	<b>23,223</b>	<b>680,889,723</b>	<b>0.34</b>	<b>429,819</b>	<b>41,126</b>	<b>660,618,265</b>	<b>0.62</b>

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

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

**Airline Rankings** - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

## AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS  
SUMMARY

	DECEMBER 2017				DECEMBER 2016			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	628	39	0	104	1,254	40	1	153
FOREIGN AIRLINES	565	4	0	54	429	3	1	42
TRAVEL AGENTS	25	2	0	9	23	2	0	5
TOUR OPERATORS	1	0	0	0	1	0	0	0
MISCELLANEOUS	23	33	0	68	16	20	0	14
<b>INDUSTRY TOTALS</b>	<b>1,242</b>	<b>78</b>	<b>0</b>	<b>235</b>	<b>1,723</b>	<b>65</b>	<b>2</b>	<b>214</b>

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	DECEMBER 2017			DECEMBER 2016		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FARES	1	257		5	124	
FLIGHT PROBLEMS	2	256		1	749	
DELAY			108			236
CANCELLATION			75			402
MISCONNECTION			38			67
BAGGAGE	3	221		2	283	
RESERVATIONS/TICKETING/BOARDING	4	149		3	188	
REFUNDS	5	109		6	90	
CUSTOMER SERVICE	6	108		4	146	
DISABILITY	7	58		7	58	
OTHER	8	44		8	35	
FREQUENT FLYER			27			18
OVERSALES	9	27		8	35	
DISCRIMINATION	10	9		11	5	
ADVERTISING	11	4		10	10	
<b>COMPLAINT TOTAL</b>		<b>1,242</b>			<b>1,723</b>	

\* 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\*  
DECEMBER 2017

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	2	0	2	0	0	1	2	1	0	0	0	0	8
ALLEGIAN AIR	1	0	2	2	2	3	3	1	0	0	0	1	15
AMERICAN AIRLINES	49	4	18	19	15	30	17	17	0	2	0	6	177
COMMUTAIR	5	0	1	0	0	2	0	0	0	0	0	0	8
DELTA AIR LINES	27	2	6	8	2	9	14	8	1	1	0	7	85
ENDEAVOR AIR	4	0	0	0	0	1	0	1	0	0	0	0	6
ENVOY AIR	8	0	1	0	0	1	4	1	0	0	0	0	15
FRONTIER AIRLINES	8	0	2	3	1	5	2	2	1	1	0	1	26
HAWAIIAN AIRLINES	3	0	1	1	1	0	2	3	0	0	0	1	12
JETBLUE AIRWAYS	3	1	4	2	0	2	2	3	0	0	0	0	17
PIEDMONT AIRLINES	4	0	0	0	0	0	1	1	0	0	0	0	6
SKYWEST AIRLINES	7	0	0	0	0	0	0	1	0	0	0	0	8
SOUTHWEST AIRLINES	14	0	6	6	2	6	4	2	0	1	0	0	41
SPIRIT AIRLINES	4	7	12	8	7	6	4	1	1	0	0	0	50
TRANS STATES AIRLINES	4	0	0	0	0	1	0	0	0	0	0	0	5
UNITED AIRLINES	23	4	14	9	6	22	8	7	0	2	0	4	99
VIRGIN AMERICA	0	0	2	0	0	5	1	1	0	0	0	0	9
Other U.S. Airlines	19	0	3	0	6	7	5	0	0	1	0	0	41
<b>TOTAL DECEMBER 2017</b>	<b>185</b>	<b>18</b>	<b>74</b>	<b>58</b>	<b>42</b>	<b>101</b>	<b>69</b>	<b>50</b>	<b>3</b>	<b>8</b>	<b>0</b>	<b>20</b>	<b>628</b>
<b>% of TOTAL COMPLAINTS</b>	<b>29.5</b>	<b>2.9</b>	<b>11.8</b>	<b>9.2</b>	<b>6.7</b>	<b>16.1</b>	<b>11.0</b>	<b>8.0</b>	<b>0.5</b>	<b>1.3</b>	<b>0</b>	<b>3.2</b>	
<b>TOTAL DECEMBER 2016</b>	<b>655</b>	<b>25</b>	<b>96</b>	<b>72</b>	<b>44</b>	<b>168</b>	<b>109</b>	<b>52</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>23</b>	<b>1,254</b>
<b>% of TOTAL COMPLAINTS</b>	<b>52.2</b>	<b>2.0</b>	<b>7.7</b>	<b>5.7</b>	<b>3.5</b>	<b>13.4</b>	<b>8.7</b>	<b>4.1</b>	<b>0.5</b>	<b>0.3</b>	<b>0</b>	<b>1.8</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

Table 4

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

U. S. AIRLINES ALPHABETICAL	COMPS	INCI-	PERCENT	INCI-	PERCENT	INCI-	PERCENT	UN-	PERCENT
	RECD	DENTS		DENTS		DENTS		KNOWN	
	IN	IN		IN		IN ALL		INCI-	
	DEC	DEC		NOV		PRIOR		DENT	
						MONTHS		DATE	
ALASKA AIRLINES	8	5	62.5	0	0.0	1	12.5	2	25.0
ALLEGIAN AIR	15	11	73.3	0	0.0	3	20.0	1	6.7
AMERICAN AIRLINES	177	97	54.8	29	16.4	34	19.2	17	9.6
COMMUTAIR	8	3	37.5	3	37.5	1	12.5	1	12.5
DELTA AIR LINES	85	52	61.2	8	9.4	18	21.2	7	8.2
ENDEAVOR AIR	6	5	83.3	1	16.7	0	0.0	0	0.0
ENVOY AIR	15	11	73.3	1	6.7	1	6.7	2	13.3
FRONTIER AIRLINES	26	24	92.3	1	3.8	1	3.8	0	0.0
HAWAIIAN AIRLINES	12	6	50.0	2	16.7	4	33.3	0	0.0
JETBLUE AIRWAYS	17	12	70.6	1	5.9	2	11.8	2	11.8
PIEDMONT AIRLINES	6	5	83.3	1	16.7	0	0.0	0	0.0
SKYWEST AIRLINES	8	7	87.5	0	0.0	1	12.5	0	0.0
SOUTHWEST AIRLINES	41	23	56.1	6	14.6	9	22.0	3	7.3
SPIRIT AIRLINES	50	29	58.0	3	6.0	13	26.0	5	10.0
TRANS STATES AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
UNITED AIRLINES	99	42	42.4	21	21.2	25	25.3	11	11.1
VIRGIN AMERICA	9	4	44.4	2	22.2	1	11.1	2	22.2
Other U.S. Airlines	41	23	56.1	5	12.2	10	24.4	3	7.3
<b>Totals</b>	<b>628</b>	<b>363</b>	<b>57.8</b>	<b>84</b>	<b>13.4</b>	<b>125</b>	<b>19.9</b>	<b>56</b>	<b>8.9</b>
<b>Previous Year's Totals</b>	<b>1,254</b>	<b>928</b>	<b>74.0</b>	<b>105</b>	<b>8.4</b>	<b>147</b>	<b>11.7</b>	<b>74</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.'



## AIR TRAVEL CONSUMER REPORT

Table 5, cont'd.

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**													
DECEMBER 2017													
<u>TOUR OPERATORS</u>	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	0	1
TOTALS	0	0	0	0	1	0	0	0	0	0	0	0	1
<u>MISCELLANEOUS</u>													
TSA	0	0	0	0	0	3	5	0	0	0	0	1	9
Other Miscellaneous	6	0	1	0	3	0	1	0	0	0	0	3	14
TOTALS	6	0	1	0	3	3	6	0	0	0	0	4	23

\* 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	DECEMBER 2017			DECEMBER 2016		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SKYWEST AIRLINES	8	3,009,472	0.27	24	2,524,995	0.95
2	EXPRESSJET AIRLINES	3	981,371	0.31	10	1,701,634	0.59
3	SOUTHWEST AIRLINES	41	13,352,011	0.31	56	12,851,312	0.44
4	ALASKA AIRLINES	8	2,202,332	0.36	19	2,051,887	0.93
5	JETBLUE AIRWAYS	17	3,429,835	0.50	22	3,376,704	0.65
6	DELTA AIR LINES	85	11,115,607	0.76	81	11,283,279	0.72
7	UNITED AIRLINES	99	8,966,873	1.10	195	8,489,488	2.30
8	VIRGIN AMERICA	9	745,122	1.21	22	670,564	3.28
9	HAWAIIAN AIRLINES	12	986,497	1.22	7	908,298	0.77
10	AMERICAN AIRLINES	177	12,135,095	1.46	213	11,719,612	1.82
11	FRONTIER AIRLINES	26	1,617,025	1.61	391	1,249,729	31.29
12	SPIRIT AIRLINES	50	2,021,981	2.47	68	1,823,940	3.73
<b>TOTAL</b>		535	60,563,221	0.88	1,108	58,651,442	1.89

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

\* All U.S. airlines with at least one percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Oversales" sections of this report.

## AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

CONSUMER COMPLAINTS  
SUMMARY

	JANUARY - DECEMBER 2017				JANUARY - DECEMBER 2016			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	11, 570	895	14	1, 509	12, 770	628	15	1, 432
FOREIGN AIRLINES	6, 055	49	4	655	4, 568	45	5	456
TRAVEL AGENTS	342	16	0	162	364	15	0	104
TOUR OPERATORS	12	0	0	1	50	1	0	0
MISCELLANEOUS	169	201	1	539	156	149	0	164
<b>INDUSTRY TOTALS</b>	<b>18, 148</b>	<b>1, 161</b>	<b>19</b>	<b>2, 866</b>	<b>17, 908</b>	<b>838</b>	<b>20</b>	<b>2, 156</b>

## AIR TRAVEL CONSUMER REPORT

Table 2 (YTD)

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	JANUARY - DECEMBER 2017			JANUARY - DECEMBER 2016		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	6,076		1	6,179	
CANCELLATION			2,532			2,423
DELAY			2,075			2,420
MISCONNECTION			863			731
BAGGAGE	2	2,741		2	2,770	
RESERVATIONS/TICKETING/BOARDING	3	2,192		3	2,115	
FARES	4	2,026		4	1,363	
CUSTOMER SERVICE	5	1,776		5	1,934	
REFUNDS	6	1,359		6	1,361	
DISABILITY	7	851		7	865	
OVERSALES	8	512		8	597	
OTHER	9	436		9	504	
FREQUENT FLYER			227			282
DISCRIMINATION	10	98		10	95	
ADVERTISING	11	80		11	124	
ANIMALS	12	1		12	1	
<b>COMPLAINT TOTAL</b>		<b>18,148</b>			<b>17,908</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

## AIR TRAVEL CONSUMER REPORT

Table 3 (YTD)

## COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\*/JANUARY - DECEMBER 2017

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	18	1	0	0	0	0	1	0	0	0	0	0	20
ALASKA AIRLINES	30	6	21	11	7	25	30	10	3	2	0	4	149
ALLEGIAN AIR	208	4	35	34	31	30	33	23	1	0	0	6	405
AMERICAN AIRLINES	1,044	93	307	263	198	306	328	207	12	26	0	56	2,840
COMMUTAIR	56	1	6	0	0	19	3	0	0	0	0	0	85
COMPASS AIRLINES	27	2	1	0	0	3	2	0	0	0	0	0	35
DELTA AIR LINES	556	42	133	109	31	144	165	95	7	9	0	44	1,335
DYNAMIC AIRWAYS	56	0	3	0	16	3	0	0	0	0	0	1	79
ENDEAVOR AIR	79	1	2	0	0	15	6	4	0	0	0	0	107
ENVOY AIR	118	6	18	0	0	5	20	1	0	2	0	3	173
EXPRESSJET AIRLINES	99	0	2	0	0	2	6	1	0	2	0	1	113
FRONTIER AIRLINES	160	12	57	41	28	93	43	24	4	3	0	7	472
GOJET AIRLINES	26	1	1	0	0	5	3	0	0	0	0	1	37
HAWAIIAN AIRLINES	31	1	5	9	7	5	18	23	3	0	0	5	107
HORIZON AIRLINES	16	3	9	2	1	3	1	1	0	0	0	0	36
JETBLUE AIRWAYS	205	6	43	31	17	63	40	44	1	2	0	4	456
MESA AIRLINES	60	1	0	0	0	2	9	0	0	0	0	3	75
PENINSULA AIRWAYS	11	0	3	0	2	3	0	0	0	0	0	0	19
PIEDMONT AIRLINES	69	3	10	0	0	3	18	3	0	3	0	1	110
PORTER AIRLINES	9	0	0	0	1	0	0	0	0	1	0	0	11
PSA AIRLINES	61	0	1	0	0	1	16	1	0	1	0	2	83
REPUBLIC AIRLINES	89	1	2	0	0	8	8	2	0	0	0	3	113
SEABORNE AIRLINES	3	2	0	1	3	6	0	0	1	0	0	0	16
SILVER AIRWAYS	22	2	12	7	8	15	7	1	0	0	0	2	76
SKYWEST AIRLINES	156	3	4	2	0	8	12	3	0	1	0	2	191
SOUTHWEST AIRLINES	250	19	53	47	39	100	72	89	2	10	0	53	734
SPIRIT AIRLINES	648	59	191	112	110	74	81	37	6	2	0	11	1,331
SUN COUNTRY AIRLINES	16	1	0	0	1	3	4	0	0	0	0	0	25
TRANS STATES AIRLINES	31	1	2	0	0	6	5	0	0	0	0	1	46
UNITED AIRLINES	598	71	264	209	115	301	258	134	8	17	1	54	2,030
VIAAIR	39	0	0	0	7	0	0	1	0	0	0	1	48
VIRGIN AMERICA	55	3	13	10	9	15	32	11	3	1	0	9	161
Other U. S. Airlines	18	6	7	2	5	9	3	1	0	0	0	1	52
<b>TOTAL JAN - DECEMBER 2017</b>	<b>4,864</b>	<b>351</b>	<b>1,205</b>	<b>890</b>	<b>636</b>	<b>1,275</b>	<b>1,224</b>	<b>716</b>	<b>51</b>	<b>82</b>	<b>1</b>	<b>275</b>	<b>11,570</b>
<b>% of TOTAL COMPLAINTS</b>	<b>42.0</b>	<b>3.0</b>	<b>10.4</b>	<b>7.7</b>	<b>5.5</b>	<b>11.0</b>	<b>10.6</b>	<b>6.2</b>	<b>0.4</b>	<b>0.7</b>	<b>0.0</b>	<b>2.4</b>	
<b>TOTAL JAN - DECEMBER 2016</b>	<b>5,286</b>	<b>444</b>	<b>1,240</b>	<b>867</b>	<b>815</b>	<b>1,536</b>	<b>1,350</b>	<b>724</b>	<b>83</b>	<b>81</b>	<b>1</b>	<b>343</b>	<b>12,770</b>
<b>% of TOTAL COMPLAINTS</b>	<b>41.4</b>	<b>3.5</b>	<b>9.7</b>	<b>6.8</b>	<b>6.4</b>	<b>12.0</b>	<b>10.6</b>	<b>5.7</b>	<b>0.6</b>	<b>0.6</b>	<b>0.0</b>	<b>2.7</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)

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

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	19	2	4	5	3	20	5	2	0	0	0	2	62
AEROFLOT	5	0	7	4	3	19	1	0	0	0	0	1	40
AEROMEXICO	32	4	40	37	31	36	14	1	2	1	0	3	201
AIR BERLIN	54	2	24	7	45	141	8	1	1	1	0	1	285
AIR CANADA	231	22	82	81	20	137	86	13	0	2	0	6	680
AIR CHINA	20	1	16	2	3	31	8	1	1	0	0	1	84
AIR EUROPA	1	1	3	0	1	5	1	0	0	0	0	0	12
AIR FRANCE	82	6	24	29	26	95	31	14	2	0	0	7	316
AIR INDIA	6	3	8	8	6	13	7	1	0	0	0	3	55
AIR NEW ZEALAND	5	0	1	4	1	0	0	0	0	1	0	0	12
AIR SERBIA	3	0	1	1	0	5	0	0	0	0	0	0	10
ALITALIA AIRLINES	18	3	15	14	23	42	5	4	0	0	0	0	124
ANA ALL NIPPON AIRLINES	3	0	1	2	3	2	2	0	0	0	0	0	13
ARIK AIR	6	0	0	0	7	13	1	0	0	0	0	0	27
ASIANA AIRLINES	2	0	2	1	1	5	1	1	0	0	0	1	14
AUSTRIAN AIRLINES	1	2	5	3	1	5	0	1	0	0	0	1	19
AVIANCA	31	4	22	10	24	19	4	1	0	0	0	1	116
BRITISH AIRWAYS	31	4	25	23	38	47	19	11	3	0	0	5	206
BRUSSELS AIRLINES	4	0	6	3	0	9	1	0	0	0	0	0	23
CARIBBEAN AIRLINES	3	0	4	0	1	7	0	0	0	0	0	0	15
CATHAY PACIFIC AIRWAYS	6	1	9	3	5	6	6	3	0	0	0	5	44
CHINA AIRLINES	3	0	4	2	1	6	1	0	0	0	0	1	18
CHINA EASTERN AIRLINES	9	2	8	1	11	6	3	3	0	0	0	2	45
CHINA SOUTHERN AIRLINES	4	0	11	3	5	12	2	1	1	0	0	13	52
CONDOR	10	3	11	4	5	8	7	1	0	0	0	0	49
COPA	10	5	13	7	9	9	4	0	0	0	0	2	59
EGYPTAIR	4	0	2	1	1	3	0	0	0	0	0	2	13
EL AL ISRAEL	14	1	3	5	6	21	7	0	0	3	0	0	60
EMIRATES AIRLINES	13	3	38	82	16	52	26	7	0	0	0	1	238
ETHIOPIAN AIRLINES	13	5	18	96	10	47	10	1	0	0	0	0	200
ETIHAD AIRWAYS	8	4	22	19	2	48	15	3	0	1	0	3	125
EVA AIRWAYS	2	0	1	0	4	9	1	0	0	0	0	0	17
FIJI AIRWAYS	9	3	7	2	1	7	4	1	1	0	0	1	36
FINNAIR OY	7	0	2	0	4	2	2	0	0	0	0	0	17
FLY JAMAICA	7	0	1	3	1	2	0	0	0	0	0	0	14
IBERIA AIRLINES	13	4	12	5	12	23	5	1	2	1	0	0	78
ICELANDAIR	10	1	3	0	7	3	1	1	0	0	0	0	26
INSEL AIR	13	0	3	1	4	5	0	0	0	0	0	0	26

## AIR TRAVEL CONSUMER REPORT

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

Table 4 (YTD), cont'd.

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANI MALS	OTHER	TOTAL
<b>FOREIGN AIRLINES cont'd.</b>													
INTERJET	25	1	9	8	35	14	3	1	0	1	0	0	97
JAPAN AIR LINES COMPANY	0	0	6	2	0	0	4	0	0	0	0	16	28
JET AIRWAYS	15	5	10	7	5	25	8	1	0	0	0	3	79
KLM	7	2	8	7	11	25	7	7	0	0	0	1	75
KOREAN AIR LINES	4	0	2	6	0	4	2	1	0	0	0	1	20
KUWAIT AIRWAYS	6	0	7	0	1	6	2	0	0	0	0	1	23
LATAM	21	5	26	7	11	24	10	1	3	1	0	0	109
LOT POLISH AIRLINES	8	1	3	4	2	6	3	0	0	1	0	0	28
LUFTHANSA	30	10	34	32	15	36	17	13	1	1	0	1	190
MALAYSIA AIRLINES	1	0	3	0	1	6	0	0	0	0	0	1	12
NORWEGIAN AIR SHUTTLE	31	2	25	11	15	19	16	6	0	0	0	2	127
PAKISTAN INTERNATIONAL AIRLINES	2	0	2	0	2	5	2	0	0	0	0	0	13
PHILIPPINE AIRLINES	17	0	2	2	8	4	5	0	0	0	0	4	42
QANTAS AIRWAYS	3	1	2	1	4	6	2	0	0	0	0	0	19
QATAR AIRWAYS	28	5	40	12	20	18	15	5	0	0	0	1	144
ROYAL AIR MAROC	2	1	5	2	1	38	2	2	0	0	0	0	53
ROYAL JORDANIAN AIRLINES	5	1	0	0	3	4	1	0	0	0	0	0	14
SANTA BARBARA AIRLINES	11	0	3	1	1	0	1	0	0	0	0	0	17
SAS	2	0	4	1	3	3	4	1	0	1	0	1	20
SATA	20	0	2	0	3	4	1	1	0	0	0	0	31
SAUDI ARABIAN AIRLINES	6	0	4	2	4	6	1	0	0	0	0	0	23
SINGAPORE AIRLINES	1	0	6	4	3	7	3	0	0	0	0	0	24
SOUTH AFRICAN AIRWAYS	6	2	7	4	3	8	2	0	0	0	0	0	32
SWISS AIR	6	1	7	71	8	15	6	1	0	0	0	2	117
TAME	1	0	3	3	8	2	0	0	0	0	0	0	17
TAP	6	2	9	7	8	6	5	0	0	0	0	2	45
THOMAS COOK AIRLINES	11	0	1	2	2	4	2	1	0	0	0	0	23
TURKISH AIRLINES	21	5	44	30	27	66	17	2	1	0	0	8	221
UKRAINE INTERNATIONAL AIRLINES	7	1	2	1	0	4	0	0	0	0	0	0	15
VIRGIN ATLANTIC AIRWAYS	4	0	11	4	4	4	10	3	2	0	0	4	46
VIRGIN AUSTRALIA	0	0	3	264	1	2	1	0	0	0	0	0	271
VOLARIS AIRLINES	19	4	39	20	25	14	7	2	6	0	0	1	137
VUELING AIRLINES	1	3	2	2	1	5	0	0	0	0	0	0	14
WEST JET	7	1	5	3	1	3	2	3	0	0	0	0	25
WOW AIR	79	16	24	19	24	69	22	3	0	0	0	0	256
OTHER FOREIGN AIRLINES	45	3	40	19	25	62	12	5	0	1	0	5	217
<b>TOTALS</b>	<b>1, 170</b>	<b>158</b>	<b>858</b>	<b>1, 026</b>	<b>626</b>	<b>1, 444</b>	<b>483</b>	<b>132</b>	<b>26</b>	<b>16</b>	<b>0</b>	<b>116</b>	<b>6, 055</b>

## AIR TRAVEL CONSUMER REPORT

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

Table 4 (YTD), cont'd.

<b>TRAVEL AGENTS</b>	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
CHEAPOAIR.COM	0	0	10	16	14	0	2	0	0	0	0	0	42
EXPEDIA.COM	0	0	20	14	15	0	5	0	0	0	0	2	56
JUSTFLY.COM	2	0	19	24	14	0	6	0	1	0	0	0	66
ORBITZ.COM	0	0	8	6	6	0	0	0	0	0	0	0	20
PRICELINE.COM	0	1	10	9	7	0	1	0	0	0	0	0	28
TRAVELOCITY.COM	1	0	4	4	6	0	0	0	0	0	0	0	15
OTHER TRAVEL AGENTS	3	1	49	33	22	1	4	0	1	0	0	1	115
<b>TOTALS</b>	<b>6</b>	<b>2</b>	<b>120</b>	<b>106</b>	<b>84</b>	<b>1</b>	<b>18</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>342</b>
<b>TOUR OPERATORS</b>													
OTHER TOUR OPERATORS	0	1	0	2	1	0	0	0	0	0	0	8	12
<b>TOTALS</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>12</b>
<b>MISCELLANEOUS</b>													
FAA	4	0	1	0	0	0	6	0	0	0	0	13	24
TSA	2	0	1	0	0	16	38	0	0	0	0	3	60
Other Miscellaneous	30	0	7	2	12	5	7	2	1	0	0	19	85
<b>TOTALS</b>	<b>36</b>	<b>0</b>	<b>9</b>	<b>2</b>	<b>12</b>	<b>21</b>	<b>51</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>35</b>	<b>169</b>

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

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

TABLE 5 (YTD)

**AIR TRAVEL CONSUMER REPORT**  
**CONSUMER COMPLAINTS: RANKINGS**  
**U.S. AIRLINES\***

RANK	AIRLINE	JANUARY - DECEMBER 2017			JANUARY - DECEMBER 2016		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	734	157,766,076	<b>0.47</b>	707	151,827,582	<b>0.47</b>
2	<b>SKYWEST AIRLINES</b>	191	35,866,378	<b>0.53</b>	153	31,291,962	<b>0.49</b>
3	<b>ALASKA AIRLINES</b>	149	26,110,618	<b>0.57</b>	121	24,421,480	<b>0.50</b>
4	<b>EXPRESSJET AIRLINES</b>	113	15,524,240	<b>0.73</b>	113	22,197,289	<b>0.51</b>
5	<b>DELTA AIR LINES</b>	1,335	145,896,522	<b>0.92</b>	981	143,304,739	<b>0.68</b>
6	<b>HAWAIIAN AIRLINES</b>	107	11,300,344	<b>0.95</b>	126	10,829,051	<b>1.16</b>
7	<b>JETBLUE AIRWAYS</b>	456	40,023,383	<b>1.14</b>	287	38,247,268	<b>0.75</b>
8	<b>UNITED AIRLINES</b>	2,030	107,367,194	<b>1.89</b>	2,278	100,269,323	<b>2.27</b>
9	<b>VIRGIN AMERICA</b>	161	8,401,784	<b>1.92</b>	149	8,032,369	<b>1.85</b>
10	<b>AMERICAN AIRLINES</b>	2,840	145,119,893	<b>1.96</b>	3,600	144,575,815	<b>2.49</b>
11	<b>FRONTIER AIRLINES</b>	472	17,007,515	<b>2.78</b>	888	14,937,439	<b>5.94</b>
12	<b>SPIRIT AIRLINES</b>	1,331	23,816,830	<b>5.59</b>	1,433	21,232,612	<b>6.75</b>
	<b>TOTAL</b>	9,919	734,200,777	<b>1.35</b>	10,836	711,166,929	<b>1.52</b>

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Oversales" sections of this report.

## AIR TRAVEL CONSUMER REPORT

**Civil Rights Complaints by Air Travelers (Other Than Disability) for December 2017**

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
Air Canada						1	
American	2						
Delta	1						
Frontier			1				
Southwest						1	
United	2		1				
<b>TOTAL</b>	<b>5</b>		<b>2</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 - December 2017**

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
Aeromexico							1
Air Berlin			1				
Air Canada	1					1	
Air New Zealand	1						
Alaska	1					1	
American	16	2	3	2	2	1	
Bahamasair			1				
Delta	6					3	
EI Al		1	1			1	
Envoy	2						
Etihad						1	
ExpressJet	1						
Frontier	2		1				
Iberia	1						
Interjet	1						
JetBlue	1		1				
LATAM	1						
LOT	1						
Lufthansa			1				
Piedmont	3						
Porter			1				
PSA	1						
SAS	1						
SkyWest			1				
Southwest	6	1		1		2	
Spirit	2						
United	14	1	1		1		1
Virgin America	1						
<b>TOTAL</b>	<b>63</b>	<b>5</b>	<b>12</b>	<b>3</b>	<b>3</b>	<b>10</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.

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

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

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

### December 2017 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">United Airlines</a>	2	1	0
Totals:	2	1	0

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

### Annual Report of 2017 Incidents

The monthly reports on the previous page are required only during a month in which a carrier has a reportable incident. In addition, U.S. carriers that operate at least one aircraft that has a designed seating capacity of 60 or more seats, are required to report the total number of reportable animal incidents for the entire calendar year and the total number of animals transported in the calendar year. This report must be filed with DOT within 15 days after the end of that year. This annual report is required even if a carrier had no reportable incidents during the year. Click the carrier's name to see the redacted version of the actual incident reports filed by these airlines.

<b>Carrier*</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>	<b>Total Incidents</b>	<b>Total Transported</b>	<b>Incidents per 10,000 animals transported</b>
SkyWest Airlines	0	0	0	0	46,392	0.00
ExpressJet Airlines	0	0	0	0	23,256	0.00
Horizon Air	0	0	0	0	17,289	0.00
CommutAir	0	0	0	0	16,893	0.00
Republic Airlines	0	0	0	0	14,872	0.00
Mesa Airlines	0	0	0	0	13,669	0.00
GoJet Airlines	0	0	0	0	8,014	0.00
Hawaiian Airlines	0	0	0	0	7,510	0.00
Envoy Air	0	0	0	0	6,470	0.00
Endeavor Air	0	0	0	0	4,951	0.00
Compass Airline	0	0	0	0	2,054	0.00
Sun Country Airlines	0	0	0	0	304	0.00
Shuttle America	0	0	0	0	61	0.00
<a href="#">Alaska Airlines</a>	2	0	1	3	114,974	0.26
<a href="#">Delta Air Lines</a>	2	1	0	3	57,479	0.52
<a href="#">American Airlines</a>	2	1	0	3	34,628	0.87
<a href="#">United Airlines</a>	18	13	0	31	138,178	2.24
<b>TOTAL</b>	<b>24</b>	<b>15</b>	<b>1</b>	<b>40</b>	<b>506,994</b>	<b>0.79</b>

\*The rankings of the carriers that had no incidents are based on total number of animals transported.

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

**Annual Report of 2017 Incidents, cont'd.**

The following air carriers do not transport animals:

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>	<b>Total Incidents</b>	<b>Total Transported</b>	<b>Incidents per 10,000 animals transported</b>
Allegiant	0	0	0	0	0	0
Frontier Airlines	0	0	0	0	0	0
JetBlue Airways	0	0	0	0	0	0
Southwest Airlines	0	0	0	0	0	0
Spirit	0	0	0	0	0	0
Virgin America	0	0	0	0	0	0

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

The Transportation Security Administration (TSA) screened approximately 63 million airline passengers and their 50 million checked bags in the month of December 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 December.

**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
867	.001	69	.0001	167	.0002	551	.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 December.

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.