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of Transportation



Air Travel Consumer Report

A Product Of The
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Aviation Consumer Protection Division

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Flight Delays¹	April 2018
Mishandled Baggage¹	April 2018
Oversales¹	1 st . Quarter 2018
Consumer Complaints² (Includes Disability and Discrimination Complaints)	April 2018
Airline Animal Incident Reports⁴	April 2018
Customer Service Reports to the Dept. of Homeland Security³	April 2018

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

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

FLIGHT DELAYS

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

The reportable airports with respect to which data must be submitted to the Department are those large, medium, small, or non-hub airports as defined in 49 U.S.C. 47102. Airports can be accessed through the FAA at: https://www.faa.gov/airports/planning_capacity/passenger_allcargo_stats/categories/. This report includes 30 largest U.S. airports, except Table 5, which lists more than 200 airports in alphabetical order with the corresponding on-time arrival and departure percentages.

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

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

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 2A, 3, and 4 are limited to the 30 largest airports; Tables 5, 6, 6A, 7 and 7A contain data on flights to/from all airports that were reported.

Tables 1 through 4 display percentages of flight operations that were on time. Tables 1, 1A, 1B, 2 and 2A present data by marketing or operating carrier; airlines are ranked by performance in Tables 1/1A and are listed in alphabetical order in Table 2/2A (see Appendix for codes). Table 1B shows marketing carrier rankings by month and Year-to-Date (YTD) on the percentage of flight operations that arrived on time.

Tables 3 and 4 contain information by airport and time of day time of day that a flight operated in 24-hour clock format. All times are local. A 10:50 departure from Atlanta is 10:50 Atlanta time; if that flight arrived in Dallas at 23:45, that is 11:45 pm Dallas time. Table 5 lists more than 200 airports in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 6 and 6A display the number of operations, number of flight cancellations, and percentage of cancellations by air carrier marketing and operating flights at all airports and for the air carriers' domestic system. Table 9 displays airline flight delay causation data by categories, and Table 10 provides an overall graphic representation of that data.

Table 8 lists the regularly scheduled flights with tarmac delays of more than 3 hours and Table 8A lists the regularly scheduled international flights with tarmac delays of more than 4 hours.

Except for the flights listed in Tables 8 and 8A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at <https://www.transtats.bts.gov/ONTIME/>

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

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

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

AIR TRAVEL CONSUMER REPORT
BRANDED CODESHARE PARTNERS
APRIL 2018

Based on the latest data available to DOT, for the period covered by this Air Travel Consumer Report, American Airlines, Alaska Airlines, Delta Air Lines, Hawaiian Airlines and United Airlines were holding out flights operated by their branded codeshare partner airlines. Flight Delay and Consumer Complaints sections of this report contain information on these marketing carriers' networks, which consist of flights operated by carriers as identified below:

American Airlines Branded Codeshare Partners	Alaska Airlines Branded Codeshare Partners	Delta Air Lines Branded Codeshare Partners	Hawaiian Airlines Branded Codeshare Partners	United Airlines Branded Codeshare Partners
American Airlines	Alaska Airlines	Delta Air Lines	Hawaiian Airlines	United Airlines
Compass Airlines	Horizon Air	Compass Airlines	Empire Airlines	Air Wisconsin Airlines
Envoy Air	Peninsula Airways	Endeavor Air		Cape Air
ExpressJet Airlines	SkyWest Airlines	ExpressJet Airlines		Commutair
Mesa Airlines		GoJet Airlines		ExpressJet Airlines
Piedmont Airlines		Republic Airline		GoJet
PSA Airlines		SkyWest Airlines		Mesa Airlines
Republic Airline				Republic Airline
SkyWest Airlines				SkyWest Airlines
Trans States Airlines				Trans States Airlines

AIR TRAVEL CONSUMER REPORT

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

APRIL 2018

AT ALL US AIRPORTS			
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON TIME ARRIVALS	RANK
HAWAIIAN AIRLINES NETWORK	20	86.2	1
- HAWAIIAN AIRLINES	17	87.7	
- BRANDED CODESHARE PARTNERS	4	72.3	
ALASKA AIRLINES NETWORK	96	84.3	2
- ALASKA AIRLINES	70	83.4	
- BRANDED CODESHARE PARTNERS	52	85.7	
DELTA AIR LINES NETWORK	220	83.3	3
- DELTA AIR LINES	147	86.4	
- BRANDED CODESHARE PARTNERS	198	79.6	
AMERICAN AIRLINES NETWORK	228	82.7	4
- AMERICAN AIRLINES	98	83.9	
- BRANDED CODESHARE PARTNERS	212	81.6	
UNITED AIRLINES NETWORK	226	82.6	5
- UNITED AIRLINES	101	83.9	
- BRANDED CODESHARE PARTNERS	212	81.7	
SPIRIT AIRLINES	41	81.8	6
ALLEGiant AIR	118	78.8	7
SOUTHWEST AIRLINES	86	77.7	8
FRONTIER AIRLINES	70	76.4	9
JETBLUE AIRWAYS	64	67.6	10
TOTAL	354	81.3	

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

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2018

CARRIER*	AT ALL US AIRPORTS		
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	17	87.7	1
DELTA AIR LINES	147	86.4	2
MESA AIRLINES	100	85.1	3
AMERICAN AIRLINES	98	83.9	4
UNITED AIRLINES	101	83.9	5
ALASKA AIRLINES	70	83.4	6
SKYWEST AIRLINES	227	83.0	7
SPIRIT AIRLINES	41	81.8	8
ENVOY AIR	132	81.1	9
EXPRESSJET AIRLINES	118	80.9	10
REPUBLIC AIRLINE	82	80.3	11
PSA AIRLINES	96	79.4	12
ALLEGiant AIR	118	78.8	13
ENDEAVOR AIR	104	78.1	14
SOUTHWEST AIRLINES	86	77.7	15
FRONTIER AIRLINES	70	76.4	16
JETBLUE AIRWAYS	64	67.6	17
TOTAL	339	81.3	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1B. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME BY MARKETING CARRIER RANK BY MONTH, AND YEAR TO DATE

APRIL 2018

CARRIER*	Jan 2018		Feb 2018		Mar 2018		Apr 2018		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank		
ALASKA AIRLINES NETWORK	87.7	2	85.3	1	86.7	1	84.3	2	85.9	1
- ALASKA AIRLINES	88.9		85.3		86.8		83.4		85.8	
- BRANDED CODESHARE PARTNERS	86.3		85.3		86.6		85.7		86.0	
ALLEGiant AIR	78.6	7	78.3	5	78.5	8	78.8	7	78.5	8
AMERICAN AIRLINES NETWORK	77.6	9	76.7	9	81.1	6	82.7	4	79.6	6
- AMERICAN AIRLINES	82.5		80.8		82.3		83.9		82.4	
- BRANDED CODESHARE PARTNERS	73.6		73.2		80.1		81.6		77.3	
DELTA AIR LINES NETWORK	80.4	6	83.3	2	82.6	4	83.3	3	82.4	4
- DELTA AIR LINES	84.3		87.9		87.0		86.4		86.4	
- BRANDED CODESHARE PARTNERS	75.9		78.0		77.5		79.6		77.8	
FRONTIER AIRLINES	74.9	10	73.8	11	78.4	9	76.4	9	75.9	9
HAWAIIAN AIRLINES NETWORK	88.3	1	78.1	7	84.2	3	86.2	1	84.4	2
- HAWAIIAN AIRLINES	88.3		80.3		85.3		87.7		85.5	
- BRANDED CODESHARE PARTNERS	88.2		62.2		74.7		72.3		74.8	
JETBLUE AIRWAYS	65.8	11	74.6	10	64.2	11	67.6	10	67.9	10
SOUTHWEST AIRLINES	81.8	5	77.1	8	78.9	7	77.7	8	78.9	7
SPIRIT AIRLINES	82.9	3	81.9	3	85.1	2	81.8	6	83.0	3
UNITED AIRLINES NETWORK	78.6	8	78.1	6	81.9	5	82.6	5	80.4	5
- UNITED AIRLINES	84.7		84.7		83.9		83.9		84.3	
- BRANDED CODESHARE PARTNERS	74.7		74.0		80.6		81.7		77.9	
VIRGIN AMERICA	82.5	4	81.7	4	69.9	10	N/A	N/A	N/A	N/A
TOTAL	79.4		78.9		80.7		81.3		80.2	

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

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

**Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined.

AIR TRAVEL CONSUMER REPORT

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

APRIL 2018

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# 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 AIRLINES NETWORK	60	98.3	258	84.5	116	84.5	0	0.0	236	73.7	193	85.0	120	90.0	90	93.3
- ALASKA AIRLINES	60	98.3	258	84.5	116	84.5	0	0.0	150	81.3	193	85.0	120	90.0	90	93.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	86	60.5	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	30	86.7	0	0.0	0	0.0	9	77.8	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	1359	83.2	2645	77.4	666	84.4	18246	86.0	7113	82.6	823	82.5	19484	84.6	1069	79.0
- AMERICAN AIRLINES	930	83.8	2408	79.2	465	85.8	8183	87.9	2057	85.9	823	82.5	11360	85.0	525	82.9
- BRANDED CODESHARE PARTNERS	429	82.1	237	59.1	201	81.1	10063	84.5	5056	81.2	0	0.0	8124	84.1	544	75.4
DELTA AIR LINES NETWORK	25766	88.4	2694	76.6	803	86.3	945	83.8	1506	81.7	1105	86.8	1239	82.0	11167	86.1
- DELTA AIR LINES	20637	89.5	1511	79.3	617	88.5	453	89.8	772	88.1	1018	86.7	558	86.9	4675	88.4
- BRANDED CODESHARE	5129	83.8	1183	73.1	186	79.0	492	78.3	734	74.9	87	87.4	681	78.0	6492	84.5
FRONTIER AIRLINES	293	76.8	0	0.0	0	0.0	122	75.4	90	76.7	1799	78.2	50	76.0	80	76.3
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	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 AIRWAYS	292	61.3	4417	66.9	248	64.1	116	71.6	886	69.2	86	69.8	51	72.5	111	60.4
SOUTHWEST AIRLINES	3509	82.4	1046	75.8	6202	83.9	238	58.0	1248	76.9	5636	80.2	0	0.0	594	77.4
SPIRIT AIRLINES	668	82.3	499	78.6	692	83.2	0	0.0	0	0.0	290	86.9	735	77.1	879	84.1
UNITED AIRLINES NETWORK	842	82.8	1227	79.6	403	86.4	563	84.2	1079	84.2	11288	88.0	993	83.2	712	81.7
- UNITED AIRLINES	405	81.7	1137	79.2	277	89.5	43	81.4	369	84.8	4930	89.9	540	82.0	179	79.3
- BRANDED CODESHARE	437	83.8	90	85.6	126	79.4	520	84.4	710	83.8	6358	86.6	453	84.5	533	82.6
TOTAL	32,789	86.9	12,786	73.9	9,160	83.7	20,230	85.4	12,158	80.8	21,229	84.7	22,672	84.2	14,702	84.7

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2018

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
	# 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 AIRLINES NETWORK	398	69.6	155	78.1	239	76.2	132	89.4	52	86.5	407	84.5	666	82.4	2110	79.1
- ALASKA AIRLINES	398	69.6	155	78.1	239	76.2	132	89.4	52	86.5	407	84.5	666	82.4	1850	78.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	260	80.8
ALLEGiant AIR	39	87.2	258	72.5	0	0.0	0	0.0	0	0.0	0	0.0	749	79.6	97	70.1
AMERICAN AIRLINES NETWORK	690	66.1	523	82.2	216	85.6	470	83.6	997	80.6	2119	75.9	1215	82.5	5403	86.4
- AMERICAN AIRLINES	606	65.0	523	82.2	216	85.6	244	82.8	609	77.7	1390	81.9	1215	82.5	3298	85.6
- BRANDED CODESHARE PARTNERS	84	73.8	0	0.0	0	0.0	226	84.5	388	85.3	729	64.5	0	0.0	2105	87.6
DELTA AIR LINES NETWORK	830	63.1	1006	85.7	254	77.2	504	82.7	775	79.4	4737	79.9	1578	86.8	4237	74.7
- DELTA AIR LINES	492	66.9	976	86.4	254	77.2	219	86.8	253	84.6	2534	83.6	1109	87.6	2985	76.5
- BRANDED CODESHARE PARTNERS	338	57.7	30	63.3	0	0.0	285	79.6	522	76.8	2203	75.6	469	84.9	1252	70.3
FRONTIER AIRLINES	0	0.0	0	0.0	0	0.0	113	73.5	56	75.0	0	0.0	545	75.4	97	78.4
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	3165	85.0	0	0.0	0	0.0	30	76.7	77	85.7	180	72.8
- HAWAIIAN AIRLINES	0	0.0	0	0.0	2818	86.8	0	0.0	0	0.0	30	76.7	77	85.7	180	72.8
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	347	69.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	817	49.3	2218	66.7	0	0.0	167	53.9	0	0.0	3553	71.8	396	77.8	529	78.3
SOUTHWEST AIRLINES	573	63.0	2133	82.6	0	0.0	197	86.3	0	0.0	0	0.0	6248	78.1	3575	66.2
SPIRIT AIRLINES	270	67.4	1464	82.2	0	0.0	0	0.0	538	82.0	0	0.0	1097	83.8	681	82.4
UNITED AIRLINES NETWORK	10000	66.5	682	80.1	433	84.3	6060	84.9	11833	87.1	0	0.0	1188	84.8	3931	82.8
- UNITED AIRLINES	5057	71.5	682	80.1	433	84.3	1965	88.8	4868	86.9	0	0.0	1176	84.9	2438	84.4
- BRANDED CODESHARE PARTNERS	4943	61.4	0	0.0	0	0.0	4095	83.0	6965	87.2	0	0.0	12	75.0	1493	80.0
TOTAL	13,617	65.3	8,439	78.1	4,307	84.0	7,643	83.9	14,251	86.0	10,846	76.6	13,759	80.7	20,840	78.6

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2018

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# 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 AIRLINES NETWORK	107	76.6	172	89.0	0	0.0	0	0.0	177	81.4	231	87.9	3812	89.2	90	85.6
- ALASKA AIRLINES	0	0.0	172	89.0	0	0.0	0	0.0	56	78.6	231	87.9	1657	89.1	90	85.6
- BRANDED CODESHARE PARTNERS	107	76.6	0	0.0	0	0.0	0	0.0	121	82.6	0	0.0	2155	89.3	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	4400	73.8	1510	82.8	0	0.0	5973	83.1	881	76.7	12298	83.9	385	82.1	9803	79.3
- AMERICAN AIRLINES	1836	78.9	1510	82.8			4277	82.5	531	78.9	4941	87.1	297	78.5	3870	82.5
- BRANDED CODESHARE PARTNERS	2564	70.0	0	0.0			1696	84.7	350	73.4	7357	81.8	88	94.3	5933	77.2
DELTA AIR LINES NETWORK	6904	72.0	1602	84.3	450	85.1	796	83.8	10537	80.6	1476	79.9	780	81.3	757	82.8
- DELTA AIR LINES	2073	79.6	1598	84.3	150	96.0	796	83.8	5262	83.7	696	87.8	498	83.3	509	84.3
- BRANDED CODESHARE PARTNERS	4831	68.7	4	75.0	300	79.7	0	0.0	5275	77.6	780	72.8	282	77.7	248	79.8
FRONTIER AIRLINES	90	75.6	771	76.4	0	0.0	140	78.6	148	72.3	204	77.9	61	57.4	426	75.4
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	65.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	65.0	0	0.0
- BRANDED CODESHARE PARTNERS	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 AIRWAYS	506	65.2	1691	66.2	0	0.0	0	0.0	0	0.0	171	54.4	90	77.8	223	58.7
SOUTHWEST AIRLINES	911	67.3	3852	80.1	6980	79.9	0	0.0	683	72.0	0	0.0	1209	76.7	724	79.1
SPIRIT AIRLINES	329	72.3	1051	79.0	0	0.0	0	0.0	352	79.8	814	83.9	74	86.5	262	78.6
UNITED AIRLINES NETWORK	1160	75.2	1123	84.1	0	0.0	461	81.3	717	78.1	15959	84.2	556	82.0	500	83.4
- UNITED AIRLINES	740	75.4	1123	84.1	0	0.0	454	81.7	260	79.2	5932	87.7	556	82.0	320	83.8
- BRANDED CODESHARE PARTNERS	420	74.8	0	0.0	0	0.0	7	57.1	457	77.5	10027	82.2	0	0.0	180	82.8
TOTAL	14,407	72.3	11,772	79.2	7,430	80.3	7,370	83.0	13,495	79.7	31,153	83.7	7,027	84.5	12,785	79.2

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2018

ARRIVAL AIRPORT*												
CARRIER	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
ALASKA AIRLINES NETWORK	286	87.8	1273	85.2	8449	82.5	2533	73.9	309	85.1	30	90.0
- ALASKA AIRLINES	286	87.8	695	82.4	5315	83.8	2307	73.1	159	83.0	30	90.0
- BRANDED CODESHARE PARTNERS	0	0.0	578	88.4	3134	80.4	226	81.9	150	87.3	0	0.0
ALLEGiant AIR	0	0.0	26	80.8	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7498	88.5	915	83.6	740	76.1	1410	80.1	536	79.7	984	80.2
- AMERICAN AIRLINES	4730	87.3	735	82.4	598	72.2	1072	79.0	361	76.7	984	80.2
- BRANDED CODESHARE PARTNERS	2768	90.6	180	88.3	142	92.3	338	83.7	175	85.7	0	0.0
DELTA AIR LINES NETWORK	955	83.5	928	85.5	3477	79.8	1339	76.0	6996	88.4	1062	82.8
- DELTA AIR LINES	713	86.4	640	87.7	1958	79.3	1150	76.7	3635	87.6	1036	83.2
- BRANDED CODESHARE PARTNERS	242	74.8	288	80.6	1519	80.4	189	71.4	3361	89.2	26	65.4
FRONTIER AIRLINES	179	68.7	123	74.0	86	69.8	65	64.6	130	70.8	222	77.5
HAWAIIAN AIRLINES NETWORK	30	76.7	30	73.3	60	66.7	60	86.7	0	0.0	0	0.0
- HAWAIIAN AIRLINES	30	76.7	30	73.3	60	66.7	60	86.7	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	60	71.7	172	77.3	160	77.5	524	76.1	240	70.4	420	64.0
SOUTHWEST AIRLINES	5285	78.5	3170	79.0	1010	72.9	1435	63.1	896	75.9	2645	78.5
SPIRIT AIRLINES	52	86.5	186	85.5	189	74.6	0	0.0	0	0.0	453	80.4
UNITED AIRLINES NETWORK	793	87.3	1001	87.4	853	80.8	7568	81.8	630	84.4	633	82.6
- UNITED AIRLINES	676	87.3	859	87.2	793	80.6	4988	83.4	147	87.8	633	82.6
- BRANDED CODESHARE PARTNERS	117	87.2	142	88.7	60	83.3	2580	78.7	483	83.4	0	0.0
TOTAL	15,138	84.3	7,824	82.4	15,024	80.5	14,934	77.7	9,737	85.7	6,449	79.1

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2018

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# 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 AIRLINES	60	98.3	258	84.5	116	84.5	0	0.0	150	81.3	193	85.0	120	90.0	90	93.3
ALLEGiant AIR	0	0.0	0	0.0	30	86.7	0	0.0	0	0.0	9	77.8	0	0.0	0	0.0
AMERICAN AIRLINES	930	83.8	2408	79.2	465	85.8	8183	87.9	2057	85.9	823	82.5	11360	85.0	525	82.9
DELTA AIR LINES	20637	89.5	1511	79.3	617	88.5	453	89.8	772	88.1	1018	86.7	558	86.9	4675	88.4
ENDEAVOR AIR	2494	84.6	567	75.0	158	79.1	304	78.3	159	75.5	4	50.0	218	79.8	1772	85.0
ENVOY AIR	27	96.3	171	56.7	114	83.3	324	77.2	108	91.7	0	0.0	4736	83.8	56	58.9
EXPRESSJET AIRLINES	791	83.6	146	79.5	100	80.0	251	86.5	289	78.9	0	0.0	723	88.8	212	77.4
FRONTIER AIRLINES	293	76.8	0	0.0	0	0.0	122	75.4	90	76.7	1799	78.2	50	76.0	80	76.3
HAWAIIAN AIRLINES	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 AIRWAYS	292	61.3	4417	66.9	248	64.1	116	71.6	886	69.2	86	69.8	51	72.5	111	60.4
MESA AIRLINES	178	83.7	6	83.3	0	0.0	159	81.8	63	90.5	0	0.0	2722	83.0	176	82.4
PSA AIRLINES	109	72.5	0	0.0	1	100.0	8275	84.3	1938	76.4	0	0.0	0	0.0	123	75.6
REPUBLIC AIRLINE	385	84.2	478	74.1	26	76.9	703	87.6	2608	85.0	316	84.8	305	75.1	600	82.7
SKYWEST AIRLINES	1932	82.9	4	100.0	56	82.1	267	83.5	140	68.6	3838	87.3	438	85.6	3307	83.1
SOUTHWEST AIRLINES	3509	82.4	1046	75.8	6202	83.9	238	58.0	1248	76.9	5636	80.2	0	0.0	594	77.4
SPIRIT AIRLINES	668	82.3	499	78.6	692	83.2	0	0.0	0	0.0	290	86.9	735	77.1	879	84.1
UNITED AIRLINES	405	81.7	1137	79.2	277	89.5	43	81.4	369	84.8	4930	89.9	540	82.0	179	79.3
TOTAL	32,710	86.9	12,648	74.0	9,102	83.8	19,438	85.4	10,877	81.1	18,942	84.6	22,556	84.2	13,379	84.5

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2018

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
	# 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 AIRLINES	398	69.6	155	78.1	239	76.2	132	89.4	52	86.5	407	84.5	666	82.4	1850	78.9
ALLEGiant AIR	39	87.2	258	72.5	0	0.0	0	0.0	0	0.0	0	0.0	749	79.6	97	70.1
AMERICAN AIRLINES	606	65.0	523	82.2	216	85.6	244	82.8	609	77.7	1390	81.9	1215	82.5	3298	85.6
DELTA AIR LINES	492	66.9	976	86.4	254	77.2	219	86.8	253	84.6	2534	83.6	1109	87.6	2985	76.5
ENDEAVOR AIR	137	56.2	0	0.0	0	0.0	93	82.8	112	77.7	2091	75.1	0	0.0	0	0.0
ENVOY AIR	56	64.3	0	0.0	0	0.0	0	0.0	115	87.8	513	64.3	0	0.0	0	0.0
EXPRESSJET AIRLINES	1638	60.3	0	0.0	0	0.0	0	0.0	3189	86.8	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	0	0.0	0	0.0	0	0.0	113	73.5	56	75.0	0	0.0	545	75.4	97	78.4
HAWAIIAN AIRLINES	0	0.0	0	0.0	2818	86.8	0	0.0	0	0.0	30	76.7	77	85.7	180	72.8
JETBLUE AIRWAYS	817	49.3	2218	66.7	0	0.0	167	53.9	0	0.0	3553	71.8	396	77.8	529	78.3
MESA AIRLINES	0	0.0	0	0.0	0	0.0	1830	84.2	2349	87.9	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	226	84.5	0	0.0	34	58.8	0	0.0	0	0.0
REPUBLIC AIRLINE	2018	66.1	0	0.0	0	0.0	0	0.0	1440	85.1	177	82.5	0	0.0	0	0.0
SKYWEST AIRLINES	123	65.9	30	63.3	0	0.0	150	80.7	477	82.4	0	0.0	329	84.5	2550	81.1
SOUTHWEST AIRLINES	573	63.0	2133	82.6	0	0.0	197	86.3	0	0.0	0	0.0	6248	78.1	3575	66.2
SPIRIT AIRLINES	270	67.4	1464	82.2	0	0.0	0	0.0	538	82.0	0	0.0	1097	83.8	681	82.4
UNITED AIRLINES	5057	71.5	682	80.1	433	84.3	1965	88.8	4868	86.9	0	0.0	1176	84.9	2438	84.4
TOTAL	12,224	66.3	8,439	78.1	3,960	85.2	5,336	84.8	14,058	86.0	10,729	76.8	13,607	80.7	18,280	78.3

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2018

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# 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 AIRLINES	0	0.0	172	89.0	0	0.0	0	0.0	56	78.6	231	87.9	1657	89.1	90	85.6
ALLEGiant AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	1836	78.9	1510	82.8	0	0.0	4277	82.5	531	78.9	4941	87.1	297	78.5	3870	82.5
DELTA AIR LINES	2073	79.6	1598	84.3	150	96.0	796	83.8	5262	83.7	696	87.8	498	83.3	509	84.3
ENDEAVOR AIR	2276	69.6	3	100.0	0	0.0	0	0.0	770	76.2	267	77.9	0	0.0	146	82.2
ENVOY AIR	1066	65.3	0	0.0	0	0.0	771	82.1	77	70.1	4344	82.7	0	0.0	240	69.2
EXPRESSJET AIRLINES	887	68.4	0	0.0	4	25.0	0	0.0	149	67.8	705	83.4	0	0.0	0	0.0
FRONTIER AIRLINES	90	75.6	771	76.4	0	0.0	140	78.6	148	72.3	204	77.9	61	57.4	426	75.4
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	65.0	0	0.0
JETBLUE AIRWAYS	506	65.2	1691	66.2	0	0.0	0	0.0	0	0.0	171	54.4	90	77.8	223	58.7
MESA AIRLINES	116	67.2	0	0.0	0	0.0	6	50.0	180	82.8	0	0.0	2	100.0	173	82.7
PSA AIRLINES	184	67.9	0	0.0	0	0.0	0	0.0	2	0.0	170	75.3	0	0.0	1123	72.0
REPUBLIC AIRLINE	3008	71.6	0	0.0	0	0.0	926	86.9	407	74.7	1570	83.8	0	0.0	1655	83.6
SKYWEST AIRLINES	352	69.9	0	0.0	218	77.1	0	0.0	4247	78.0	6391	81.9	477	87.4	105	77.1
SOUTHWEST AIRLINES	911	67.3	3852	80.1	6980	79.9	0	0.0	683	72.0	0	0.0	1209	76.7	724	79.1
SPIRIT AIRLINES	329	72.3	1051	79.0	0	0.0	0	0.0	352	79.8	814	83.9	74	86.5	262	78.6
UNITED AIRLINES	740	75.4	1123	84.1	0	0.0	454	81.7	260	79.2	5932	87.7	556	82.0	320	83.8
TOTAL	14,374	72.3	11,771	79.2	7,352	80.2	7,370	83.0	13,124	79.7	26,436	84.4	4,981	83.0	9,866	80.1

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2018

ARRIVAL AIRPORT*												
CARRIER	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
ALASKA AIRLINES	286	87.8	695	82.4	5315	83.8	2307	73.1	159	83.0	30	90.0
ALLEGiant AIR	0	0.0	26	80.8	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4730	87.3	735	82.4	598	72.2	1072	79.0	361	76.7	984	80.2
DELTA AIR LINES	713	86.4	640	87.7	1958	79.3	1150	76.7	3635	87.6	1036	83.2
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	3	33.3	0	0.0
FRONTIER AIRLINES	179	68.7	123	74.0	86	69.8	65	64.6	130	70.8	222	77.5
HAWAIIAN AIRLINES	30	76.7	30	73.3	60	66.7	60	86.7	0	0.0	0	0.0
JETBLUE AIRWAYS	60	71.7	172	77.3	160	77.5	524	76.1	240	70.4	420	64.0
MESA AIRLINES	1821	89.1	0	0.0	0	0.0	0	0.0	65	89.2	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRLINE	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0	0	0.0
SKYWEST AIRLINES	1064	92.8	767	88.9	966	76.8	2778	78.2	3599	88.8	2	50.0
SOUTHWEST AIRLINES	5285	78.5	3170	79.0	1010	72.9	1435	63.1	896	75.9	2645	78.5
SPIRIT AIRLINES	52	86.5	186	85.5	189	74.6	0	0.0	0	0.0	453	80.4
UNITED AIRLINES	676	87.3	859	87.2	793	80.6	4988	83.4	147	87.8	633	82.6
TOTAL	14,896	84.4	7,403	82.4	11,135	80.1	14,379	77.5	9,236	85.7	6,425	79.1

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

AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

APRIL 2018

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

APRIL 2018

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

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2018

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	93.6	90.7	93.0	93.8	92.5	93.2	91.8	92.4	92.9	94.8	97.7	92.5	90.9	90.9	94.8	93.0
0700-0759	93.9	86.7	93.5	91.6	94.0	93.0	92.4	91.8	90.9	93.1	97.1	86.8	92.3	90.9	88.3	90.2
0800-0859	92.7	84.7	91.3	91.2	88.6	92.0	92.4	90.7	84.8	89.7	97.2	92.5	90.4	85.4	88.8	88.0
0900-0959	88.9	84.8	89.0	90.4	87.4	87.9	90.4	89.6	82.0	87.4	96.1	93.0	90.8	84.5	85.0	82.3
1000-1059	89.1	80.3	89.1	80.1	85.0	85.6	87.3	86.9	87.3	79.8	90.8	90.8	92.6	80.8	87.4	78.7
1100-1159	87.1	83.0	83.4	88.7	86.0	86.7	84.5	86.2	83.3	79.0	93.8	89.9	90.9	86.8	82.5	77.0
1200-1259	87.2	82.2	78.5	85.3	83.0	79.5	86.5	87.9	80.7	75.5	84.9	86.9	91.7	81.9	76.8	78.5
1300-1359	83.7	77.2	75.7	85.3	82.5	79.3	82.5	83.8	74.9	72.2	86.4	86.4	78.7	80.0	77.3	74.2
1400-1459	84.6	70.9	71.0	80.8	79.6	80.9	82.2	86.7	77.3	73.6	83.0	75.0	89.1	76.4	76.9	80.5
1500-1559	81.8	65.9	74.6	74.6	80.2	80.9	76.2	82.5	67.9	72.5	83.8	89.4	80.9	76.2	72.9	76.7
1600-1659	83.9	66.8	74.0	78.2	73.5	69.1	83.5	83.3	67.1	74.4	93.3	76.0	88.2	77.3	71.3	77.0
1700-1759	81.0	69.1	71.8	75.4	77.6	82.2	78.5	80.0	63.7	69.2	91.5	82.4	81.9	77.0	68.6	78.2
1800-1859	76.9	61.7	69.2	77.9	70.0	73.7	75.2	72.3	65.4	65.3	94.7	83.0	83.8	73.8	72.1	77.9
1900-1959	79.2	51.5	68.2	83.1	72.0	83.1	72.1	78.9	56.6	62.3	93.8	79.6	86.8	73.0	67.3	78.6
2000-2059	78.0	53.3	68.1	79.6	78.6	80.9	79.5	83.6	57.1	72.1	90.2	75.9	87.4	73.9	66.5	68.8
2100-2159	83.6	48.8	67.2	73.3	77.8	63.2	82.2	86.3	56.1	54.7	88.0	42.9	88.9	68.7	66.2	76.9
2200-2259	79.6	49.5	67.1	83.2	83.3	74.8	82.5	82.1	40.3	63.7	89.2	88.6	87.0	58.4	69.1	71.2
2300-0559	86.7	93.1	90.9	100.0	94.1	85.6	93.3	96.3	95.4	86.1	98.9	97.0	92.9	68.6	85.9	85.2
TOTAL	84.8	74.9	79.1	83.7	82.4	83.0	84.0	85.4	74.5	76.0	90.7	86.7	88.9	79.4	78.8	80.3

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2018

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.1	95.4	91.8	91.4	89.4	91.7	96.5	92.4	93.0	95.4	96.1	95.8	95.6	95.1	93.1
0700-0759	88.8	93.6	85.7	90.2	91.5	89.1	95.3	90.0	91.2	90.7	92.0	89.7	94.2	94.9	91.3
0800-0859	85.8	89.5	82.9	89.5	84.9	88.3	92.9	86.4	88.5	91.6	92.1	88.6	90.8	88.8	89.1
0900-0959	83.0	88.8	83.9	83.3	87.1	86.0	91.9	87.2	89.2	89.3	89.8	81.3	93.8	87.3	87.5
1000-1059	81.2	85.5	78.6	87.1	84.0	85.8	91.9	83.8	87.7	84.9	86.7	76.7	76.3	86.5	85.4
1100-1159	76.7	81.1	69.7	86.5	84.9	84.1	79.9	84.5	83.2	84.0	79.5	76.9	88.7	76.3	83.8
1200-1259	77.2	78.2	78.7	84.4	82.9	84.1	87.8	82.4	85.1	85.7	86.5	75.5	77.9	76.5	83.3
1300-1359	75.6	76.7	70.8	83.5	83.5	81.4	86.3	82.2	85.1	80.0	79.1	76.1	86.0	84.5	80.6
1400-1459	71.4	74.7	55.7	75.1	82.9	84.2	81.4	78.4	79.4	75.6	86.2	80.4	89.4	71.6	79.9
1500-1559	72.5	71.9	68.4	79.6	78.4	82.3	83.9	76.1	78.7	74.4	85.1	78.7	85.6	70.9	78.1
1600-1659	67.9	76.2	64.4	80.5	80.1	83.9	81.0	78.5	83.4	77.8	77.1	80.4	81.5	70.1	78.1
1700-1759	73.0	72.3	57.0	72.8	77.3	82.4	82.1	69.6	77.3	76.0	85.1	77.5	86.4	71.2	77.1
1800-1859	68.5	72.2	57.9	70.8	67.5	81.5	80.5	74.6	76.5	73.7	85.5	81.1	60.5	66.1	74.6
1900-1959	64.4	73.1	61.7	75.2	76.3	81.8	82.0	71.9	68.0	73.9	87.4	82.0	75.5	72.0	74.6
2000-2059	64.4	68.2	50.1	74.8	81.8	81.4	79.3	75.8	78.0	72.3	82.2	81.9	84.0	68.3	76.7
2100-2159	67.8	62.6	61.2	78.0	79.8	83.8	79.9	72.0	76.3	73.9	87.1	73.0	86.6	62.6	75.5
2200-2259	54.8	53.1	57.0	74.1	78.6	89.9	83.3	63.9	77.2	91.6	82.6	84.2	87.9	66.0	78.0
2300-0559	92.9	90.4	85.3	87.8	88.6	95.3	91.0	91.8	91.4	0.0	92.1	85.3	84.8	96.6	88.7
TOTAL	75.9	79.7	69.8	81.3	82.5	84.5	87.5	80.5	83.5	83.1	86.8	81.7	87.2	78.8	82.0

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

AIR TRAVEL CONSUMER REPORT
TABLE 5. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
APRIL 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	78.3	91.7	60	60
Abilene, TX (ABI)	82.1	84.9	173	172
Adak Island, AK (ADK)	100.0	100.0	8	8
Aguadilla, PR (BQN)	64.1	70.5	145	146
Akron, OH (CAK)	75.5	81.1	629	630
Albany, GA (ABY)	90.7	89.5	86	86
Albany, NY (ALB)	82.0	86.3	1065	1064
Albuquerque, NM (ABQ)	78.9	81.0	1965	1960
Alexandria, LA (AEX)	85.2	87.9	291	290
Allentown/Bethlehem/Easton, PA (ABE)	84.9	83.8	365	365
Alpena, MI (APN)	82.4	82.4	51	51
Amarillo, TX (AMA)	78.3	84.7	434	432
Anchorage, AK (ANC)	85.5	93.1	1296	1295
Appleton, WI (ATW)	78.9	82.8	361	361
Arcata/Eureka, CA (ACV)	88.9	83.3	90	90
Asheville, NC (AVL)	80.4	85.2	537	535
Ashland, WV (HTS)	75.9	59.3	54	54
Aspen, CO (ASE)	87.2	89.1	399	403
Atlanta, GA (ATL)	86.9	84.8	32710	32702
Atlantic City, NJ (ACY)	79.9	85.3	273	272
Augusta, GA (AGS)	76.7	78.8	472	476
Austin, TX (AUS)	82.8	82.4	5293	5283
Bakersfield, CA (BFL)	86.6	93.6	202	202
Baltimore, MD (BWI)	83.8	79.1	9102	9101
Bangor, ME (BGR)	75.5	77.9	278	280
Barrow, AK (BRW)	93.3	95.0	60	60
Baton Rouge, LA (BTR)	88.7	89.5	628	628
Beaumont/Port Arthur, TX (BPT)	83.3	90.0	60	60
Bellefonte, PA (BFL)	76.1	67.0	88	88
Bellingham, WA (BLI)	87.5	92.3	232	233
Bemidji, MN (BJI)	80.0	83.3	60	60
Bend/Redmond, OR (RDM)	83.4	89.1	283	284
Bethel, AK (BET)	92.8	95.7	69	69
Billings, MT (BIL)	84.0	89.0	318	318
Binghamton, NY (BGM)	90.7	88.4	86	86
Birmingham, AL (BHM)	80.7	85.0	1483	1484
Bismarck/Mandan, ND (BIS)	82.9	87.1	333	333
Bloomington/Normal, IL (BMI)	84.1	86.7	271	270
Boise, ID (BOI)	83.6	89.3	1580	1581
Boston, MA (BOS)	74.0	74.9	12648	12638
Bozeman, MT (BZN)	80.3	85.3	351	354

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	78.4	84.3	51	51
Bristol/Johnson City/Kingsport, TN (TRI)	82.7	85.2	318	318
Brownsville, TX (BRO)	85.5	89.1	193	192
Brunswick, GA (BQK)	81.4	87.2	86	86
Buffalo, NY (BUF)	73.4	76.7	2126	2126
Burbank, CA (BUR)	77.2	77.9	2289	2285
Burlington, VT (BTV)	79.3	81.0	792	791
Butte, MT (BTM)	92.9	91.1	56	56
Concord, NC (USA)	80.0	78.8	80	80
Cape Girardeau, MO (CGI)	84.6	82.4	52	51
Casper, WY (CPR)	90.3	91.9	62	62
Cedar City, UT (CDC)	82.4	88.2	51	51
Cedar Rapids/Iowa City, IA (CID)	84.7	89.3	740	740
Champaign/Urbana, IL (CMI)	84.5	93.3	194	194
Charleston, SC (CHS)	80.9	81.9	1927	1926
Charleston/Dunbar, WV (CRW)	78.9	83.1	408	409
Charlotte Amalie, VI (STT)	79.9	80.9	194	194
Charlotte, NC (CLT)	85.4	83.7	19438	19446
Charlottesville, VA (CHO)	81.6	81.6	467	468
Chattanooga, TN (CHA)	82.9	84.2	685	684
Chicago, IL (MDW)	80.2	69.8	7352	7354
Chicago, IL (ORD)	84.4	84.5	26436	26435
Christiansted, VI (STX)	89.9	93.9	99	99
Cincinnati, OH (CVG)	80.8	83.3	4158	4155
Clarksburg/Fairmont, WV (CKB)	83.1	80.0	65	65
Cleveland, OH (CLE)	81.1	84.5	4036	4037
Cody, WY (COD)	82.2	87.8	90	90
College Station/Bryan, TX (CLL)	90.1	87.7	213	212
Colorado Springs, CO (COS)	79.8	83.2	788	787
Columbia, MO (COU)	80.3	89.0	228	228
Columbia, SC (CAE)	84.0	87.3	592	592
Columbus, GA (CSG)	80.2	84.5	116	116
Columbus, MS (GTR)	88.4	89.5	86	86
Columbus, OH (LCK)	87.0	80.5	123	123
Columbus, OH (CMH)	80.1	83.8	3765	3765
Cordova, AK (CDV)	83.3	88.3	60	60
Corpus Christi, TX (CRP)	84.6	86.5	480	480
Dallas, TX (DAL)	75.2	66.3	5901	5901
Dallas/Fort Worth, TX (DFW)	84.2	84.0	22556	22562
Dayton, OH (DAY)	78.5	79.4	1202	1200
Daytona Beach, FL (DAB)	84.8	86.7	302	301

AIR TRAVEL CONSUMER REPORT
TABLE 5. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
APRIL 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	88.9	96.3	81	81
Denver, CO (DEN)	84.6	83.0	18942	18949
Des Moines, IA (DSM)	79.7	86.1	1256	1254
Detroit, MI (DTW)	84.5	85.4	13379	13382
Devils Lake, ND (DVL)	88.5	92.3	52	52
Dothan, AL (DHN)	88.8	87.1	116	116
Dubuque, IA (DBQ)	88.4	93.0	86	86
Duluth, MN (DLH)	76.6	84.4	231	231
Durango, CO (DRO)	87.8	91.6	237	237
Eagle, CO (EGE)	75.4	77.9	65	68
Eau Claire, WI (EAU)	81.7	86.7	60	60
El Paso, TX (ELP)	82.4	85.7	1413	1410
Elko, NV (EKO)	96.4	96.4	56	56
Elmira/Corning, NY (ELM)	80.0	76.7	30	30
Erie, PA (ERI)	88.4	90.8	86	87
Escanaba, MI (ESC)	80.4	76.5	51	51
Eugene, OR (EUG)	83.0	84.9	336	337
Evansville, IN (EVV)	85.8	89.1	386	385
Fairbanks, AK (FAI)	91.2	95.9	364	364
Fargo, ND (FAR)	81.0	87.0	506	506
Fayetteville, AR (XNA)	84.3	84.6	1049	1046
Fayetteville, NC (FAY)	85.1	85.7	316	315
Flagstaff, AZ (FLG)	91.2	89.5	114	114
Flint, MI (FNT)	81.1	83.2	376	376
Florence, SC (FLO)	72.6	80.2	113	111
Fort Lauderdale, FL (FLL)	78.1	76.0	8439	8443
Fort Myers, FL (RSW)	81.5	80.3	3094	3104
Fort Smith, AR (FSM)	84.9	83.7	172	172
Fort Wayne, IN (FWA)	83.6	89.1	604	604
Fresno, CA (FAT)	88.8	87.8	866	866
Gainesville, FL (GNV)	86.1	87.1	366	365
Garden City, KS (GCK)	80.0	78.3	60	60
Gillette, WY (GCC)	79.5	89.7	78	78
Grand Forks, ND (GFK)	77.4	78.7	164	164
Grand Island, NE (GRI)	82.4	82.4	74	74
Grand Junction, CO (GJT)	94.2	94.2	278	278
Grand Rapids, MI (GRR)	79.2	82.5	1316	1315
Great Falls, MT (GTF)	86.7	89.6	135	135
Green Bay, WI (GRB)	78.8	82.1	448	448
Greensboro/High Point, NC (GSO)	79.5	84.1	1068	1066
Greenville, NC (PGV)	71.0	73.7	100	99

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greer, SC (GSP)	82.9	85.5	1032	1031
Guam, TT (GUM)	66.7	90.0	30	30
Gulfport/Biloxi, MS (GPT)	85.2	90.1	357	355
Gunnison, CO (GUC)	100.0	100.0	4	4
Hagerstown, MD (HGR)	88.9	77.8	9	9
Hancock/Houghton, MI (CMX)	76.7	83.3	60	60
Harlingen/San Benito, TX (HRL)	84.2	87.0	284	284
Harrisburg, PA (MDT)	86.3	87.7	562	560
Hartford, CT (BDL)	81.8	84.9	2343	2341
Hattiesburg/Laurel, MS (PIB)	81.7	90.0	60	60
Hayden, CO (HDN)	87.0	88.0	23	25
Hays, KS (HYS)	79.5	85.4	88	89
Helena, MT (HLN)	81.4	94.7	113	114
Hibbing, MN (HIB)	82.4	90.2	51	51
Hilo, HI (ITO)	91.3	91.7	562	532
Hobbs, NM (HOB)	94.6	94.6	56	56
Honolulu, HI (HNL)	85.2	90.7	3960	3959
Houston, TX (IAH)	86.0	88.9	14058	14076
Houston, TX (HOU)	78.6	73.8	4732	4732
Huntsville, AL (HSV)	85.1	87.9	684	684
Idaho Falls, ID (IDA)	83.2	90.7	214	214
Indianapolis, IN (IND)	80.0	82.2	4134	4136
International Falls, MN (INL)	84.6	86.5	52	52
Iron Mountain/Kingsfd, MI (IMT)	81.5	79.6	54	54
Islip, NY (ISP)	77.7	83.5	573	575
Ithaca/Cortland, NY (ITH)	83.9	80.2	87	86
Jackson, WY (JAC)	86.1	88.9	187	189
Jackson/Vicksburg, MS (JAN)	86.1	85.9	617	617
Jacksonville, FL (JAX)	80.4	82.6	2622	2619
Jacksonville/Camp Lejeune, NC (OAJ)	77.5	83.5	284	284
Jamestown, ND (JMS)	91.5	90.2	82	82
Joplin, MO (JLN)	88.8	90.0	80	80
Juneau, AK (JNU)	88.6	93.7	317	317
Kahului, HI (OGG)	86.4	88.6	2090	2091
Kalamazoo, MI (AZO)	85.0	87.9	206	206
Kalispell, MT (FCA)	84.9	89.7	126	126
Kansas City, MO (MCI)	80.6	82.9	4623	4622
Ketchikan, AK (KTN)	89.1	92.0	175	176
Key West, FL (EYW)	89.1	85.1	512	511
Killeen, TX (GRK)	86.2	84.8	224	223
Knoxville, TN (TYS)	82.6	85.0	1231	1233

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TABLE 5. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
APRIL 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kodiak, AK (ADQ)	86.5	90.4	52	52
Kona, HI (KOA)	90.1	90.4	1203	1234
Kotzebue, AK (OTZ)	96.7	95.0	60	60
La Crosse, WI (LSE)	81.4	86.0	172	172
Lafayette, LA (LFT)	88.9	87.4	398	397
Lake Charles, LA (LCH)	88.7	90.8	142	142
Lansing, MI (LAN)	86.7	88.0	309	309
Laramie, WY (LAR)	80.4	92.2	51	51
Laredo, TX (LRD)	90.3	89.8	207	206
Las Vegas, NV (LAS)	80.7	78.8	13607	13608
Latrobe, PA (LBE)	80.2	84.5	96	97
Lawton/Fort Sill, OK (LAW)	91.3	87.8	115	115
Lewisburg, WV (LWB)	84.5	84.5	58	58
Lewiston, ID (LWS)	92.9	94.6	56	56
Lexington, KY (LEX)	85.0	87.9	869	868
Liberal, KS (LBL)	86.5	88.2	52	51
Lihue, HI (LIH)	88.3	89.3	1140	1140
Lincoln, NE (LNK)	79.5	85.5	117	117
Little Rock, AR (LIT)	83.5	87.5	1144	1143
Long Beach, CA (LGB)	78.0	84.6	1483	1484
Longview, TX (GGG)	87.5	84.2	56	57
Los Angeles, CA (LAX)	78.3	80.3	18280	18284
Louisville, KY (SDF)	79.7	81.3	1776	1774
Lubbock, TX (LBB)	78.9	85.6	493	492
Lynchburg, VA (LYH)	80.0	82.7	110	110
Madison, WI (MSN)	81.1	84.7	1027	1026
Mammoth Lakes, CA (MMH)	100.0	100.0	2	2
Manchester, NH (MHT)	82.9	86.7	948	946
Manhattan/Ft. Riley, KS (MHK)	81.0	91.5	142	142
Marquette, MI (MQT)	69.8	76.7	116	116
Medford, OR (MFR)	84.5	85.4	387	384
Melbourne, FL (MLB)	90.0	90.0	210	210
Memphis, TN (MEM)	79.6	81.6	1882	1877
Meridian, MS (MEI)	85.6	78.9	90	90
Miami, FL (MIA)	83.0	81.3	7370	7376
Midland/Odessa, TX (MAF)	82.4	83.5	723	722
Milwaukee, WI (MKE)	80.1	82.4	2793	2798
Minneapolis, MN (MSP)	79.7	82.5	13124	13132
Minot, ND (MOT)	80.0	83.2	220	220
Mission/McAllen/Edinburg, TX (MFE)	86.0	87.4	342	340
Missoula, MT (MSO)	75.9	89.4	170	170

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mobile, AL (MOB)	82.9	84.3	562	562
Moline, IL (MLI)	84.6	85.7	448	449
Monroe, LA (MLU)	85.3	86.6	232	231
Monterey, CA (MRY)	86.7	89.5	324	324
Montgomery, AL (MGM)	82.5	82.5	366	366
Montrose/Delta, CO (MTJ)	81.0	83.7	42	43
Mosinee, WI (CWA)	84.1	87.2	283	281
Muskegon, MI (MKG)	76.7	81.7	60	60
Myrtle Beach, SC (MYR)	85.1	84.6	989	988
Nashville, TN (BNA)	81.3	79.4	6040	6034
New Bern/Morehead/Beaufort, NC (EWN)	87.1	88.0	124	125
New Haven, CT (HVN)	60.5	69.8	86	86
New Orleans, LA (MSY)	80.3	79.0	4830	4830
New York, NY (JFK)	76.8	79.4	10729	10730
New York, NY (LGA)	72.3	75.9	14374	14369
Newark, NJ (EWR)	66.3	74.5	12224	12223
Newburgh/Poughkeepsie, NY (SWF)	79.5	76.9	146	147
Newport News/Williamsburg, VA (PHF)	80.6	81.2	320	319
Niagara Falls, NY (IAG)	83.5	81.3	79	80
Nome, AK (OME)	88.3	88.3	60	60
Norfolk, VA (ORF)	80.2	82.5	1815	1814
North Bend/Coos Bay, OR (OTH)	56.7	76.7	30	30
North Platte, NE (LBF)	84.6	94.1	52	51
Oakland, CA (OAK)	77.7	76.9	4286	4286
Ogden, UT (OGD)	100.0	100.0	9	9
Ogdensburg, NY (OGS)	70.6	70.6	17	17
Oklahoma City, OK (OKC)	81.7	87.1	1834	1833
Omaha, NE (OMA)	82.0	86.5	1956	1953
Ontario, CA (ONT)	81.7	84.6	1757	1755
Orlando, FL (MCO)	79.2	79.7	11771	11779
Owensboro, KY (OWB)	22.2	33.3	9	9
Paducah, KY (PAH)	90.0	96.7	60	60
Pago Pago, TT (PPG)	62.5	62.5	8	8
Palm Springs, CA (PSP)	85.0	85.4	1154	1156
Panama City, FL (ECP)	85.0	87.0	439	439
Pasco/Kennewick/Richland, WA (PSC)	79.7	83.0	222	224
Pellston, MI (PLN)	82.5	82.5	80	80
Pensacola, FL (PNS)	86.5	87.2	953	952
Peoria, IL (PIA)	81.5	84.7	466	465
Petersburg, AK (PSG)	91.7	95.0	60	60
Philadelphia, PA (PHL)	80.1	80.5	9866	9861

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TABLE 5. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
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CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Phoenix, AZ (AZA)	74.3	81.0	436	436
Phoenix, AZ (PHX)	84.4	83.5	14896	14901
Pittsburgh, PA (PIT)	81.1	85.3	4058	4056
Plattsburgh, NY (PBG)	84.3	80.7	83	83
Pocatello, ID (PIH)	93.1	97.4	116	116
Ponce, PR (PSE)	60.0	71.7	60	60
Portland, ME (PWM)	80.2	82.8	799	797
Portland, OR (PDX)	83.0	87.5	4981	4981
Portsmouth, NH (PSM)	69.4	66.7	36	36
Providence, RI (PVD)	80.2	85.7	1643	1641
Provo, UT (PVU)	75.0	80.0	40	40
Pueblo, CO (PUB)	88.2	88.3	76	77
Punta Gorda, FL (PGD)	71.2	78.6	489	487
Quincy, IL (UIN)	74.0	76.6	77	77
Raleigh/Durham, NC (RDU)	78.9	79.8	5162	5162
Rapid City, SD (RAP)	80.5	85.5	318	317
Redding, CA (RDD)	87.8	82.2	90	90
Reno, NV (RNO)	79.3	82.5	1430	1431
Rhineland, WI (RHI)	85.0	83.3	60	60
Richmond, VA (RIC)	79.2	80.6	1881	1882
Roanoke, VA (ROA)	80.2	77.4	252	252
Rochester, MN (RST)	72.1	73.8	229	229
Rochester, NY (ROC)	76.2	78.4	1213	1212
Rock Springs, WY (RKS)	92.9	96.4	56	56
Rockford, IL (RFD)	84.6	78.5	65	65
Roswell, NM (ROW)	89.1	87.3	101	102
Sacramento, CA (SMF)	78.8	81.5	3743	3734
Saginaw/Bay City/Midland, MI (MBS)	82.2	85.7	253	252
Salina, KS (SLN)	80.7	87.5	57	56
Salt Lake City, UT (SLC)	85.7	87.2	9236	9238
San Angelo, TX (SJT)	88.3	86.7	120	120
San Antonio, TX (SAT)	82.9	82.7	3228	3227
San Diego, CA (SAN)	82.4	83.1	7403	7398
San Francisco, CA (SFO)	77.5	81.7	14379	14389
San Jose, CA (SJC)	78.6	78.6	4415	4415
San Juan, PR (SJU)	73.9	79.7	2115	2119
San Luis Obispo, CA (SBP)	79.5	86.2	390	390
Sanford, FL (SFB)	72.4	81.2	842	840
Santa Ana, CA (SNA)	83.2	82.7	3431	3425
Santa Barbara, CA (SBA)	83.2	87.3	582	581
Santa Fe, NM (SAF)	88.4	90.8	121	120

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Santa Maria, CA (SMX)	100.0	92.3	13	13
Santa Rosa, CA (STS)	87.2	90.6	117	117
Sarasota/Bradenton, FL (SRQ)	85.8	83.1	549	550
Sault Ste. Marie, MI (CIU)	80.4	85.7	56	56
Savannah, GA (SAV)	83.1	81.9	1328	1329
Scottsbluff, NE (BFF)	90.4	92.2	52	51
Scranton/Wilkes-Barre, PA (AVP)	79.7	86.7	286	285
Seattle, WA (SEA)	80.1	86.8	11135	11133
Shreveport, LA (SHV)	85.2	85.9	539	539
Sioux City, IA (SUX)	74.4	67.8	90	90
Sioux Falls, SD (FSD)	72.8	77.3	438	437
Sitka, AK (SIT)	91.9	97.6	86	85
South Bend, IN (SBN)	81.9	88.1	520	520
Spokane, WA (GEG)	83.1	87.9	940	941
Springfield, IL (SPI)	87.1	87.1	147	147
Springfield, MO (SGF)	82.5	84.3	686	687
St. Cloud, MN (STC)	60.0	60.0	10	10
St. George, UT (SGU)	91.0	95.1	266	266
St. Louis, MO (STL)	83.3	80.4	5494	5497
St. Petersburg, FL (PIE)	77.3	85.5	649	648
State College, PA (SCE)	86.0	84.9	86	86
Staunton, VA (SHD)	81.3	82.4	75	74
Stillwater, OK (SWO)	85.0	93.3	60	60
Stockton, CA (SCK)	80.3	71.2	66	66
Sun Valley/Hailey/Ketchum, ID (SUN)	85.9	85.9	64	64
Syracuse, NY (SYR)	78.8	81.5	1192	1189
Tallahassee, FL (TLH)	86.7	88.1	520	520
Tampa, FL (TPA)	79.1	78.8	6425	6433
Texarkana, AR (TXK)	86.0	88.4	86	86
Toledo, OH (TOL)	81.9	87.2	188	188
Traverse City, MI (TVC)	83.9	84.0	218	219
Trenton, NJ (TTN)	76.1	70.8	226	226
Tucson, AZ (TUS)	82.8	84.3	1618	1620
Tulsa, OK (TUL)	80.9	85.1	1388	1387
Twin Falls, ID (TWF)	90.5	89.3	116	122
Tyler, TX (TYR)	87.5	88.4	112	112
Valdosta, GA (VLD)	84.9	88.4	86	86
Valparaiso, FL (VPS)	87.0	88.6	593	594
Waco, TX (ACT)	85.1	82.8	134	134
Washington, DC (IAD)	84.8	86.7	5336	5338
Washington, DC (DCA)	81.1	82.4	10877	10879

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TABLE 5. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
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CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Waterloo, IA (ALO)	87.5	91.1	56	56
West Palm Beach/Palm Beach, FL (PBI)	74.9	73.7	2381	2383
White Plains, NY (HPN)	69.8	74.5	821	820
Wichita Falls, TX (SPS)	83.3	84.4	90	90
Wichita, KS (ICT)	84.9	87.6	839	837
Williston, ND (ISN)	79.8	88.5	114	113
Wilmington, NC (ILM)	82.2	86.4	596	595
Worcester, MA (ORH)	61.7	60.0	60	60
Wrangell, AK (WRG)	88.3	91.7	60	60
Yakutat, AK (YAK)	83.3	90.0	60	60
Yuma, AZ (YUM)	95.8	93.3	119	120

AIR TRAVEL CONSUMER REPORT

TABLE 6. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY MARKETING CARRIER

APRIL 2018

CARRIER	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	
ALLEGiant AIR	118	8146	30	0.4	1
ALASKA AIRLINES NETWORK	96	35221	225	0.6	2
- ALASKA AIRLINES	70	21987	127	0.6	
- BRANDED CODESHARE PARTNERS	52	13234	98	0.7	
SPIRIT AIRLINES	41	14548	100	0.7	3
HAWAIIAN AIRLINES NETWORK	20	7435	64	0.9	4
- HAWAIIAN AIRLINES	17	6741	10	0.1	
- BRANDED CODESHARE PARTNERS	4	694	54	7.8	
FRONTIER AIRLINES	70	9615	93	1.0	5
UNITED AIRLINES NETWORK	226	124019	1215	1.0	6
- UNITED AIRLINES	101	49937	94	0.2	
- BRANDED CODESHARE PARTNERS	212	74082	1121	1.5	
DELTA AIR LINES NETWORK	220	144046	1500	1.0	7
- DELTA AIR LINES	147	79013	268	0.3	
- BRANDED CODESHARE PARTNERS	198	65033	1232	1.9	
SOUTHWEST AIRLINES	86	114117	1220	1.1	8
JETBLUE AIRWAYS	64	25836	331	1.3	9
AMERICAN AIRLINES NETWORK	228	166004	2391	1.4	10
- AMERICAN AIRLINES	98	74384	456	0.6	
- BRANDED CODESHARE PARTNERS	212	91620	1935	2.1	
TOTAL	354	648,987	7,169	1.1	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6A. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY REPORTING CARRIER

APRIL 2018

CARRIER	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	
HAWAIIAN AIRLINES	17	6741	10	0.1	1
UNITED AIRLINES	101	49937	94	0.2	2
DELTA AIR LINES	147	79013	268	0.3	3
ALLEGiant AIR	118	8146	30	0.4	4
ALASKA AIRLINES	70	21987	127	0.6	5
AMERICAN AIRLINES	98	74384	456	0.6	6
SPIRIT AIRLINES	41	14548	100	0.7	7
FRONTIER AIRLINES	70	9615	93	1.0	8
SOUTHWEST AIRLINES	86	114117	1220	1.1	9
MESA AIRLINES	100	16726	214	1.3	10
JETBLUE AIRWAYS	64	25836	331	1.3	11
SKYWEST AIRLINES	227	62861	830	1.3	12
EXPRESSJET AIRLINES	118	17644	243	1.4	13
PSA AIRLINES	96	23303	454	1.9	14
ENVOY AIR	132	24068	580	2.4	15
REPUBLIC AIRLINE	82	26219	660	2.5	16
ENDEAVOR AIR	104	20901	541	2.6	17
TOTAL	339	596,046	6,251	1.1	

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

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

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TABLE 7. CAUSES OF DELAY, BY MARKETING CARRIER

APRIL 2018

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCEL LED	% CANCEL LED	DIVER TED	% DIVER TED	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 NETWORK	35221	29676	84.26	225	0.64	76	0.22	1135	3.22	39	0.11	2619	7.44	18	0.05	1433	4.07
- ALASKA AIRLINES	21987	18340	83.41	127	0.58	55	0.25	748	3.40	22	0.10	1801	8.19	17	0.08	877	3.99
- BRANDED CODESHARE	13234	11336	85.66	98	0.74	21	0.16	387	2.92	17	0.13	818	6.18	1	0.01	556	4.20
ALLEGiant AIR	8146	6419	78.80	30	0.37	22	0.27	532	6.53	57	0.70	426	5.23	9	0.11	651	7.99
AMERICAN NETWORK	166004	137206	82.65	2391	1.44	376	0.23	7463	4.50	813	0.49	8528	5.14	39	0.02	9188	5.53
- AMERICAN AIRLINES	74384	62430	83.93	456	0.61	161	0.22	3674	4.94	336	0.45	3854	5.18	20	0.03	3453	4.64
- BRANDED CODESHARE	91620	74776	81.62	1935	2.11	215	0.23	3789	4.14	477	0.52	4674	5.10	19	0.02	5735	6.26
DELTA NETWORK	144046	120031	83.33	1500	1.04	296	0.21	5979	4.15	816	0.57	8008	5.56	13	0.01	7403	5.14
- DELTA AIR LINES	79013	68260	86.39	268	0.34	138	0.17	3264	4.13	325	0.41	4123	5.22	9	0.01	2626	3.32
- BRANDED CODESHARE	65033	51771	79.61	1232	1.89	158	0.24	2715	4.17	491	0.76	3885	5.97	4	0.01	4777	7.35
FRONTIER AIRLINES	9615	7344	76.38	93	0.97	9	0.09	627	6.52	17	0.18	637	6.63	0	0.00	888	9.24
HAWAIIAN NETWORK	7435	6411	86.23	64	0.86	14	0.19	490	6.59	79	1.06	37	0.50	3	0.04	337	4.53
- HAWAIIAN AIRLINES	6741	5910	87.67	10	0.15	8	0.12	457	6.78	71	1.05	20	0.30	3	0.04	262	3.89
- BRANDED CODESHARE	694	501	72.19	54	7.78	6	0.86	33	4.76	8	1.15	17	2.45	0	0.00	75	10.81
JETBLUE AIRWAYS	25836	17475	67.64	331	1.28	91	0.35	2556	9.89	105	0.41	2222	8.60	16	0.06	3040	11.77
SOUTHWEST AIRLINES	114117	88699	77.73	1220	1.07	155	0.14	7617	6.67	231	0.20	4421	3.87	55	0.05	11719	10.27
SPIRIT AIRLINES	14548	11905	81.83	100	0.69	30	0.21	94	0.65	3	0.02	2298	15.80	2	0.01	116	0.80
UNITED NETWORK	124019	102422	82.59	1215	0.98	275	0.22	4752	3.83	491	0.40	8465	6.83	13	0.01	6386	5.15
- UNITED AIRLINES	49937	41886	83.88	94	0.19	97	0.19	1788	3.58	192	0.38	3480	6.97	0	0.00	2400	4.81
- BRANDED CODESHARE	74082	60536	81.71	1121	1.51	178	0.24	2964	4.00	299	0.40	4985	6.73	13	0.02	3986	5.38
TOTAL	648,987	527,588	81.29	7,169	1.10	1,344	0.21	31,245	4.81	2,651	0.41	37,661	5.80	168	0.03	41,161	6.34

* 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.

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TABLE 7A. CAUSES OF DELAY, BY REPORTING CARRIER

APRIL 2018

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCEL LED	% CANCEL LED	DIVERTED	% DIVERTED	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 AIRLINES	21987	18340	83.41	127	0.58	55	0.25	748	3.40	22	0.10	1801	8.19	17	0.08	877	3.99
ALLEGiant AIR	8146	6419	78.80	30	0.37	22	0.27	532	6.53	57	0.70	426	5.23	9	0.11	651	7.99
AMERICAN AIRLINES	74384	62430	83.93	456	0.61	161	0.22	3674	4.94	336	0.45	3854	5.18	20	0.03	3453	4.64
DELTA AIR LINES	79013	68260	86.39	268	0.34	138	0.17	3264	4.13	325	0.41	4123	5.22	9	0.01	2626	3.32
ENDEAVOR AIR	20901	16322	78.10	541	2.59	60	0.29	899	4.30	109	0.52	1371	6.56	1	0.00	1598	7.65
ENVOY AIR	24068	19511	81.06	580	2.41	62	0.26	886	3.68	190	0.79	1506	6.26	3	0.01	1330	5.53
EXPRESSJET AIRLINES	17644	14266	80.85	243	1.38	51	0.29	711	4.03	52	0.29	1327	7.52	0	0.00	994	5.63
FRONTIER AIRLINES	9615	7344	76.37	93	0.97	9	0.09	627	6.52	17	0.18	637	6.63	0	0.00	888	9.24
HAWAIIAN AIRLINES	6741	5910	87.67	10	0.15	8	0.12	457	6.78	71	1.05	20	0.30	3	0.04	262	3.89
JETBLUE AIRWAYS	25836	17475	67.64	331	1.28	91	0.35	2556	9.89	105	0.41	2222	8.60	16	0.06	3040	11.77
MESA AIRLINES	16726	14237	85.12	214	1.28	38	0.23	788	4.71	80	0.48	660	3.95	8	0.05	701	4.19
PSA AIRLINES	23303	18496	79.37	454	1.95	60	0.26	1244	5.34	130	0.56	1082	4.64	12	0.05	1825	7.83
REPUBLIC AIRLINE	26219	21066	80.35	660	2.52	56	0.21	893	3.41	137	0.52	1964	7.49	2	0.01	1441	5.50
SKYWEST AIRLINES	62861	52203	83.05	830	1.32	131	0.21	2119	3.37	424	0.67	3448	5.49	8	0.01	3698	5.88
SOUTHWEST AIRLINES	114117	88699	77.73	1220	1.07	155	0.14	7617	6.67	231	0.20	4421	3.87	55	0.05	11719	10.27
SPIRIT AIRLINES	14548	11905	81.83	100	0.69	30	0.21	94	0.65	3	0.02	2298	15.80	2	0.01	116	0.80
UNITED AIRLINES	49937	41886	83.88	94	0.19	97	0.19	1788	3.58	192	0.38	3480	6.97	0	0.00	2400	4.81
TOTAL	596,046	484,769	81.33	6,251	1.05	1,224	0.21	28,897	4.84	2,481	0.42	34,640	5.81	165	0.03	37,619	6.31

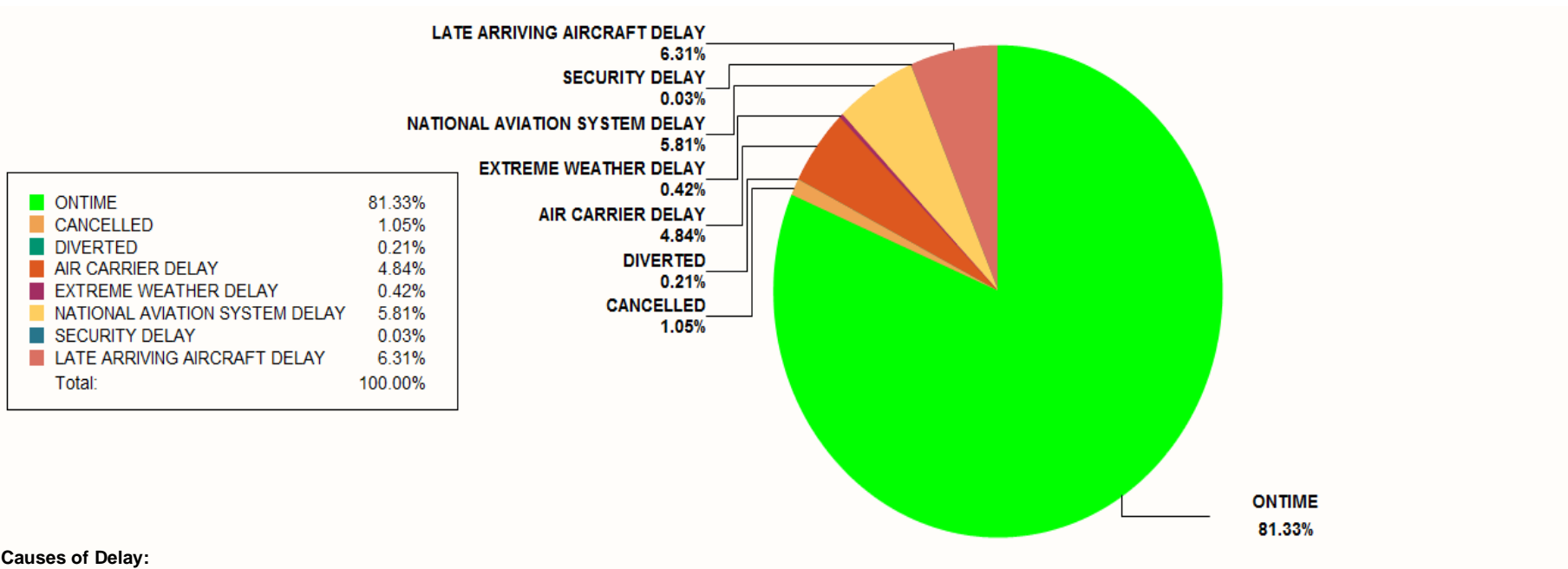
* Causes of Delay:

- 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 7B. OVERALL CAUSES OF DELAY BY REPORTING CARRIER

APRIL 2018



* Causes of Delay:

- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
 - **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
 - **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
 - **Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
 - **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.
- A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

AIR TRAVEL CONSUMER REPORT

TABLE 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER

APRIL 2018

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
ALASKA	ALASKA	349	JFK	SEA	4/2/2018	Origin Airport	3:03

Note: Tarmac delays of more than 3 hours on any domestic flight based on reports from all carriers operating domestic flights within the U.S. (Part 234 and 244). * See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 8A. LIST OF INTERNATIONAL FLIGHTS WITH TARMAC DELAYS OVER 4 HOURS BY MARKETING/OPERATING CARRIER

APRIL 2018

OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
NONE						

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

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

APPENDIX

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

30 Largest U.S. Airports

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors*

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

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

**Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined.

MISHANDLED BAGGAGE

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



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

APRIL 2018

RANK	AIRLINE	APRIL 2018			APRIL 2017		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	DELTA AIR LINES	15,231	9,975,059	1.53	30,282	9,953,754	3.04
2	SPIRIT AIRLINES	3,204	2,090,046	1.53	2,656	1,813,630	1.46
3	JETBLUE AIRWAYS	4,573	2,867,720	1.59	4,377	2,913,464	1.5
4	UNITED AIRLINES	14,418	7,269,153	1.98	14,249	6,734,304	2.12
5	ALASKA AIRLINES**	6,453	2,912,037	2.22	2,838	2,008,750	1.41
6	FRONTIER AIRLINES	3,739	1,510,781	2.47	2,881	1,248,519	2.31
7	SOUTHWEST AIRLINES	34,852	13,605,528	2.56	32,361	13,331,080	2.43
8	HAWAIIAN AIRLINES	2,335	837,744	2.79	2,068	819,181	2.52
9	AMERICAN AIRLINES	28,097	9,205,782	3.05	28,327	10,070,814	2.81
10	SKYWEST AIRLINES	9,671	2,472,549	3.91	8,446	2,783,144	3.03
11	EXPRESSJET AIRLINES	2,790	695,995	4.01	6,179	1,324,149	4.67
12	ENVOY AIR	4,912	993,029	4.95	-	-	-
	TOTALS	130,275	54,435,423	2.39	134,664	53,000,789	2.54

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

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

ENPLANED PASSENGERS - For the domestic system only.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

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

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

OVERSALES

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

The report includes U.S. airlines that have at least half 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 carrier operated and marketed 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 MARKETING U.S. AIRLINES
APRIL 2018

RANK	CARRIER	JANUARY - MARCH 2018			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary		
1	DELTA AIR LINES NETWORK - DELTA AIR LINES - BRANDED CODESHARE PARTNERS	33,890 23,777 10,113	20 13 7	39,479,338 30,868,044 8,611,294	0.01 0.00 0.01
2	HAWAIIAN AIRLINES NETWORK - HAWAIIAN AIRLINES - BRANDED CODESHARE PARTNERS	167 160 7	2 2 0	2,732,230 2,676,265 55,965	0.01 0.01 0.00
3	JETBLUE AIRWAYS	844	7	8,927,623	0.01
4	UNITED AIRLINES NETWORK - UNITED AIRLINES - BRANDED CODESHARE PARTNERS	16,973 8,214 8,759	51 27 24	31,121,628 21,314,280 9,807,348	0.02 0.01 0.02
5	VIRGIN AMERICA	89	22	2,045,185	0.11
6	AMERICAN AIRLINES NETWORK - AMERICAN AIRLINES - BRANDED CODESHARE PARTNERS	27,421 15,658 11,763	716 483 233	44,034,138 31,525,870 12,508,268	0.16 0.15 0.19
7	ALLEGiant AIR	0	58	3,306,693	0.18
8	SOUTHWEST AIRLINES	4,325	669	37,042,370	0.18
9	ALASKA AIRLINES NETWORK - ALASKA AIRLINES - BRANDED CODESHARE PARTNERS	1,683 1,206 477	263 120 143	8,048,100 5,844,254 2,203,846	0.33 0.21 0.65
10	FRONTIER AIRLINES	949	188	4,416,868	0.43
11	SPIRIT AIRLINES**	5,477	874	6,180,877	1.41
	TOTAL	91,818	2,870	187,335,050	0.15

CARRIER	JANUARY - MARCH 2017			
	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
	Voluntary	Involuntary		
DELTA AIR LINES NETWORK - DELTA AIR LINES - BRANDED CODESHARE PARTNERS	34,388 34,388 -	354 354 -	29,863,259 29,863,259 -	0.12 0.12 -
HAWAIIAN AIRLINES NETWORK - HAWAIIAN AIRLINES - BRANDED CODESHARE PARTNERS	113 113 -	55 55 -	2,649,691 2,649,691 -	0.21 0.21 -
JETBLUE AIRWAYS	553	1,415	8,770,054	1.61
UNITED AIRLINES NETWORK - UNITED AIRLINES - BRANDED CODESHARE PARTNERS	15,917 15,917 -	900 900 -	20,559,648 20,559,648 -	0.44 0.44 -
VIRGIN AMERICA	908	51	1,803,849	0.28
AMERICAN AIRLINES NETWORK - AMERICAN AIRLINES - BRANDED CODESHARE PARTNERS	10,870 10,870 -	2,301 2,301 -	30,582,875 30,582,875 -	0.75 0.75 -
ALLEGiant AIR	-	-	-	-
SOUTHWEST AIRLINES	16,205	2,537	35,246,083	0.72
ALASKA AIRLINES NETWORK - ALASKA AIRLINES - BRANDED CODESHARE PARTNERS	1,981 1,981 -	206 206 -	5,595,050 5,595,050 -	0.37 0.37 -
FRONTIER AIRLINES	312	167	3,582,185	0.47
SPIRIT AIRLINES	1,735	755	5,084,347	1.48
TOTAL	N/A	N/A	N/A	N/A

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

* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

** On September 17, 2018, Spirit Airlines revised its denied boarding reports for the 1st quarter of 2018. This table reflects the revisions, which affected Spirit's overall rate of denied boarding.

(-) Airline was not a ranked carrier in 2017

AIR TRAVEL CONSUMER REPORT
PASSENGERS DENIED BOARDING BY OPERATING U.S. AIRLINES*

APRIL 2018

RANK	AIRLINE	JANUARY - MARCH 2018			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary		
1	DELTA AIR LINES	23,777	13	30,868,044	0.00
2	HAWAIIAN AIRLINES	160	2	2,676,265	0.01
3	JETBLUE AIRWAYS	844	7	8,927,623	0.01
4	EXPRESSJET AIRLINES	2,230	3	2,411,261	0.01
5	UNITED AIRLINES	8,214	27	21,314,280	0.01
6	ENDEAVOR AIR	3,117	4	2,709,157	0.01
7	PSA AIRLINES	2,416	22	3,210,770	0.07
8	REPUBLIC AIRLINE	2,613	32	4,050,777	0.08
9	VIRGIN AMERICA	89	22	2,045,185	0.11
10	SKYWEST AIRLINES	7,816	88	8,060,076	0.11
11	AMERICAN AIRLINES	15,658	483	31,525,870	0.15
12	MESA AIRLINES	2,413	47	2,864,946	0.16
13	ALLEGiant AIR	0	58	3,306,693	0.18
14	SOUTHWEST AIRLINES	4,325	669	37,042,370	0.18
15	ENVOY AIR	3,839	59	2,943,408	0.20
16	ALASKA AIRLINES	1,206	120	5,844,254	0.21
17	FRONTIER AIRLINES	949	188	4,416,868	0.43
18	SPIRIT AIRLINES**	5,477	874	6,180,877	1.41
	TOTALS	85,143	2,718	180,398,724	0.15

JANUARY - MARCH 2017			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
Voluntary	Involuntary		
34,388	354	29,863,259	0.12
113	55	2,649,691	0.21
553	1,415	8,770,054	1.61
7,354	507	4,137,528	1.23
15,917	900	20,559,648	0.44
-	-	-	-
-	-	-	-
-	-	-	-
908	51	1,803,849	0.28
11,543	622	7,201,623	0.86
10,870	2,301	30,582,875	0.75
-	-	-	-
-	-	-	-
16,205	2,537	35,246,083	0.72
-	-	-	-
1,981	206	5,595,050	0.37
312	167	3,582,185	0.47
2,141	451	5,274,512	0.86
102,285	9,566	155,266,357	0.62

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

* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

** On September 17, 2018, Spirit Airlines revised its denied boarding reports for the 1st quarter of 2018. This table reflects the revisions, which affected Spirit's overall rate of denied boarding.

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

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

AIR TRAVEL CONSUMER REPORT

TABLE 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*			COMPLAINT CATEGORIES*		
	APRIL 2018			APRIL 2017		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	325		1	753	
CANCELLATION			146			347
DELAY			89			249
MISCONNECTION			51			100
BAGGAGE	2	197		2	241	
RESERVATIONS/TICKETING/BOARDING	3	160		3	234	
CUSTOMER SERVICE	4	130		4	218	
FARES	5	109		5	138	
REFUNDS	6	100		6	114	
DISABILITY	7	73		8	66	
OVERSALES	8	33		7	88	
OTHER	9	32		9	36	
FREQUENT FLYER			14			14
DISCRIMINATION	10	6		10	12	
ADVERTISING	11	4		11	8	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,169			1,908	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

TABLE 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*
APRIL 2018

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 5

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	0	0	2	1	0	3	1	0	0	0	0	0	7
AEROFLOT	1	0	1	0	1	3	1	0	0	0	0	0	7
AEROMEXICO	2	0	4	3	0	0	1	0	0	0	0	0	10
AIR CANADA	6	1	1	1	2	2	2	0	0	1	0	0	16
AIR CHINA	1	0	0	0	0	4	0	0	0	0	0	0	5
AIR FRANCE	14	0	4	1	2	11	1	0	0	0	0	0	33
AIR INDIA	0	0	0	1	1	1	2	0	0	0	0	0	5
ALITALIA AIRLINES	0	0	1	0	0	3	0	1	0	0	0	1	6
AVIANCA	3	0	1	1	7	2	1	0	0	0	0	0	15
BRITISH AIRWAYS	2	0	0	2	2	4	2	0	0	0	0	0	12
CATHAY PACIFIC AIRWAYS	0	0	1	0	1	0	1	1	0	0	0	1	5
CHINA EASTERN AIRLINES	3	0	0	0	0	2	0	0	0	0	0	0	5
COPA	1	0	2	1	1	1	2	0	0	0	0	0	8
EL AL ISRAEL	0	1	1	0	1	2	1	1	0	0	0	0	7
EMIRATES AIRLINES	2	0	3	1	1	2	2	0	0	0	0	0	11
ETHIOPIAN AIRLINES	2	0	4	0	1	4	1	0	0	0	0	0	12
ETIHAD AIRWAYS	0	0	2	1	0	3	0	0	0	0	0	0	6
IBERIA AIRLINES	2	1	2	0	0	4	1	0	0	0	0	0	10
ICELANDAIR	2	0	0	0	0	2	2	0	0	0	0	0	6
INTERJET	2	0	0	0	1	2	1	1	0	0	0	0	7
LATAM	2	1	2	0	2	4	0	0	0	0	0	0	11
LUFTHANSA	2	0	7	3	1	4	1	0	0	0	0	0	18
NORWEGIAN AIR SHUTTLE	4	1	1	0	0	4	2	1	0	0	0	1	14
SOUTH AFRICAN AIRWAYS	0	0	2	2	1	2	1	0	0	0	0	0	8
SWISS AIR	3	0	0	1	2	1	1	0	0	0	0	0	8
TAME	3	0	0	0	0	1	0	1	0	0	0	0	5
TURKISH AIRLINES	1	0	4	1	3	3	2	1	0	0	0	0	15
VOLARIS AIRLINES	2	0	2	2	3	1	0	0	0	0	0	0	10
WOW AIR	10	1	2	3	5	3	2	0	0	0	0	0	26
OTHER FOREIGN AIRLINES	22	4	16	12	15	22	11	4	0	0	0	0	106
TOTALS	92	10	65	37	53	100	42	11	0	1	0	3	414
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	1	0	1	2	2	0	0	0	0	0	0	1	7
JUSTFLY.COM	0	0	4	4	3	0	0	0	2	0	0	0	13
OTHER TRAVEL AGENTS	1	0	3	8	7	0	4	0	0	0	0	0	23
TOTALS	2	0	8	14	12	0	4	0	2	0	0	1	43
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	1	1
TOTALS	0	0	0	0	0	0	0	0	0	0	0	1	1

AIR TRAVEL CONSUMER REPORT

TABLE 5 CONT'D.

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

APRIL 2018

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
MISCELLANEOUS													
Other Miscellaneous	5	0	1	1	1	6	2	0	0	0	0	4	20
TOTALS	5	0	1	1	1	6	2	0	0	0	0	4	20

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6

CONSUMER COMPLAINTS: LIST OF U.S. MARKETING CARRIERS* (NON-RANKED, IN ALPHABETIC ORDER).

APRIL 2018	
AIRLINE	COMPLAINTS
ALASKA AIRLINES NETWORK	17
- ALASKA AIRLINES	14
- BRANDED CODESHARE PARTNERS	3
ALLEGiant AIR	28
AMERICAN AIRLINES NETWORK	170
- AMERICAN AIRLINES	136
- BRANDED CODESHARE PARTNERS	34
DELTA AIR LINES NETWORK	81
- DELTA AIR LINES	69
- BRANDED CODESHARE PARTNERS	12
FRONTIER AIRLINES	48
HAWAIIAN AIRLINES NETWORK	11
- HAWAIIAN AIRLINES	11
- BRANDED CODESHARE PARTNERS	0
JETBLUE AIRWAYS	31
SOUTHWEST AIRLINES	63
SPIRIT AIRLINES	71
UNITED AIRLINES NETWORK	120
- UNITED AIRLINES	103
- BRANDED CODESHARE PARTNERS	17
VIRGIN AMERICA	0
TOTAL	640

* All U.S. marketing airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

AIR TRAVEL CONSUMER REPORT

TABLE 6A

CONSUMER COMPLAINTS: RANKINGS U.S. AIRLINES*

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

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

* All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

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

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

AIR TRAVEL CONSUMER REPORT

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

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
Air Canada	1						
Allegiant	1						
American	1			1			
Compass	1						
JetBlue					1		
TOTAL	4			1	1		

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

AIR TRAVEL CONSUMER REPORT

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

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

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

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

Carrier	Death	Injury	Loss
United Airlines		1	
Totals:		1	

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

The Transportation Security Administration (TSA) screened approximately 65 million airline passengers and their 52 million checked bags in the month of April as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of April.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
905	.001	47	.00007	161	.0002	501	.0007

NOTES

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

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

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

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

