



U.S. Department
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	May 2018
Mishandled Baggage¹	May 2018
Oversales¹	1 st . Quarter 2018
Consumer Complaints² (Includes Disability and Discrimination Complaints)	May 2018
Airline Animal Incident Reports⁴	May 2018
Customer Service Reports to the Dept. of Homeland Security³	May 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 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
MAY 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	SkyWest Airlines	Endeavor Air		Cape Air
ExpressJet 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*

MAY 2018

AT ALL US AIRPORTS			
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON TIME ARRIVALS	RANK
HAWAIIAN AIRLINES NETWORK	21	89.1	1
- HAWAIIAN AIRLINES	18	90.8	
- BRANDED CODESHARE PARTNERS	4	73.1	
DELTA AIR LINES NETWORK	220	84.4	2
- DELTA AIR LINES	145	85.0	
- BRANDED CODESHARE PARTNERS	198	83.6	
ALASKA AIRLINES NETWORK	95	84.1	3
- ALASKA AIRLINES	70	81.8	
- BRANDED CODESHARE PARTNERS	51	87.8	
SPIRIT AIRLINES	40	80.3	4
AMERICAN AIRLINES NETWORK	226	78.0	5
- AMERICAN AIRLINES	94	78.6	
- BRANDED CODESHARE PARTNERS	213	77.6	
UNITED AIRLINES NETWORK	224	77.9	6
- UNITED AIRLINES	98	78.9	
- BRANDED CODESHARE PARTNERS	210	77.2	
ALLEGiant AIR	116	76.7	7
SOUTHWEST AIRLINES	86	76.4	8
FRONTIER AIRLINES	77	71.8	9
JETBLUE AIRWAYS	69	71.0	10
TOTAL	359	79.2	

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.

AIR TRAVEL CONSUMER REPORT

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

MAY 2018

CARRIER*	AT ALL US AIRPORTS		
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	18	90.8	1
DELTA AIR LINES	145	85.0	2
ENDEAVOR AIR	98	83.2	3
EXPRESSJET AIRLINES	102	83.0	4
MESA AIRLINES	91	82.2	5
ALASKA AIRLINES	70	81.8	6
SKYWEST AIRLINES	221	80.8	7
SPIRIT AIRLINES	40	80.3	8
REPUBLIC AIRLINE	83	79.8	9
UNITED AIRLINES	98	78.9	10
AMERICAN AIRLINES	94	78.6	11
ENVOY AIR	125	77.3	12
ALLEGiant AIR	116	76.7	13
SOUTHWEST AIRLINES	86	76.4	14
PSA AIRLINES	93	75.0	15
FRONTIER AIRLINES	77	71.8	16
JETBLUE AIRWAYS	69	71.0	17
TOTAL	341	79.4	

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

MAY 2018

CARRIER*	Jan 2018		Feb 2018		Mar 2018		Apr 2018		May 2018		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank				
ALASKA AIRLINES NETWORK	87.7	2	85.3	1	86.7	1	84.3	2	84.1	3	85.5	1
- ALASKA AIRLINES	88.9		85.3		86.8		83.4		81.8		84.8	
- BRANDED CODESHARE PARTNERS	86.3		85.3		86.6		85.7		87.8		86.4	
ALLEGIAN AIR	78.6	7	78.3	5	78.5	8	78.8	7	76.7	7	78.2	8
AMERICAN AIRLINES NETWORK	77.6	9	76.7	9	81.1	6	82.7	4	78.0	5	79.3	6
- AMERICAN AIRLINES	82.5		80.8		82.3		83.9		78.6		81.6	
- BRANDED CODESHARE PARTNERS	73.6		73.2		80.1		81.6		77.6		77.4	
DELTA AIR LINES NETWORK	80.4	6	83.3	2	82.6	4	83.3	3	84.4	2	82.8	3
- DELTA AIR LINES	84.3		87.9		87.0		86.4		85.0		86.1	
- BRANDED CODESHARE PARTNERS	75.9		78.0		77.5		79.6		83.6		79.0	
FRONTIER AIRLINES	74.9	10	73.8	11	78.4	9	76.4	9	71.8	9	75.0	9
HAWAIIAN AIRLINES NETWORK	88.3	1	78.1	7	84.2	3	86.2	1	89.1	1	85.4	2
- HAWAIIAN AIRLINES	88.3		80.3		85.3		87.7		90.8		86.7	
- BRANDED CODESHARE PARTNERS	88.2		62.2		74.7		72.3		73.1		74.5	
JETBLUE AIRWAYS	65.8	11	74.6	10	64.2	11	67.6	10	71.0	10	68.5	10
SOUTHWEST AIRLINES	81.8	5	77.1	8	78.9	7	77.7	8	76.4	8	78.4	7
SPIRIT AIRLINES	82.9	3	81.9	3	85.1	2	81.8	6	80.3	4	82.4	4
UNITED AIRLINES NETWORK	78.6	8	78.1	6	81.9	5	82.6	5	77.9	6	79.9	5
- UNITED AIRLINES	84.7		84.7		83.9		83.9		78.9		83.1	
- BRANDED CODESHARE PARTNERS	74.7		74.0		80.6		81.7		77.2		77.8	
VIRGIN AMERICA	82.5	4	81.7	4	69.9	10	N/A	N/A	N/A	N/A	N/A	N/A
TOTAL	79.4		78.9		80.7		81.3		79.2		80.0	

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)

MAY 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	62	93.5	295	85.1	120	86.7	0	0.0	242	69.0	208	76.9	124	86.3	91	90.1
- ALASKA AIRLINES	62	93.5	295	85.1	120	86.7	0	0.0	153	75.8	208	76.9	124	86.3	91	90.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	89	57.3	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	38	65.8	0	0.0	0	0.0	18	61.1	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	1474	75.7	2730	77.7	722	69.5	18956	81.2	7233	76.7	935	76.0	20394	83.6	1086	75.3
- AMERICAN AIRLINES	1008	75.5	2479	78.4	479	70.8	8470	83.2	2030	76.9	933	76.0	12065	83.3	518	74.3
- BRANDED CODESHARE PARTNERS	466	76.2	251	70.9	243	67.1	10486	79.6	5203	76.6	2	100.0	8329	84.0	568	76.2
DELTA AIR LINES NETWORK	26611	85.1	2723	85.0	857	83.4	964	83.4	1516	78.9	1107	87.4	1260	83.7	11423	87.9
- DELTA AIR LINES	21384	85.4	1572	86.6	651	83.9	490	82.4	788	78.9	1021	87.7	560	85.5	4836	88.9
- BRANDED CODESHARE	5227	83.9	1151	82.9	206	82.0	474	84.4	728	78.8	86	84.9	700	82.1	6587	87.1
FRONTIER AIRLINES	324	70.7	0	0.0	0	0.0	126	70.6	93	67.7	1998	73.7	65	67.7	92	77.2
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	298	68.8	4554	70.8	244	64.3	120	71.7	917	71.8	89	52.8	58	79.3	124	70.2
SOUTHWEST AIRLINES	3593	77.1	1089	74.7	6424	76.7	247	52.6	1288	67.8	5846	77.3	0	0.0	613	73.1
SPIRIT AIRLINES	683	81.0	440	78.2	732	75.4	0	0.0	0	0.0	309	82.2	898	82.4	913	84.4
UNITED AIRLINES NETWORK	882	77.9	1351	79.1	420	76.9	569	76.4	1120	76.0	11752	85.9	1043	81.9	768	80.2
- UNITED AIRLINES	440	77.0	1269	78.3	296	73.0	31	74.2	419	72.3	5171	87.2	565	77.3	170	79.4
- BRANDED CODESHARE	442	78.7	82	90.2	124	86.3	538	76.6	701	78.2	6581	84.8	478	87.2	598	80.4
TOTAL	33,927	83.3	13,182	76.9	9,557	76.4	20,982	80.7	12,409	75.4	22,262	81.9	23,842	83.4	15,110	85.6

* 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)

MAY 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	415	67.2	103	74.8	261	82.8	176	73.9	57	91.2	425	73.4	713	77.6	2210	75.9
- ALASKA AIRLINES	415	67.2	103	74.8	261	82.8	176	73.9	57	91.2	425	73.4	713	77.6	1954	75.8
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	256	77.0
ALLEGiant AIR	46	91.3	246	61.4	0	0.0	0	0.0	0	0.0	0	0.0	743	74.8	99	84.8
AMERICAN AIRLINES NETWORK	735	61.2	510	72.2	256	83.2	485	73.6	1028	80.0	2159	72.9	1210	78.3	5635	83.9
- AMERICAN AIRLINES	656	61.7	510	72.2	256	83.2	266	75.9	700	78.3	1413	74.6	1210	78.3	3450	82.8
- BRANDED CODESHARE PARTNERS	79	57.0	0	0.0	0	0.0	219	70.8	328	83.5	746	69.7	0	0.0	2185	85.6
DELTA AIR LINES NETWORK	913	66.3	983	81.9	259	85.3	510	76.5	798	85.2	4894	79.2	1585	86.8	4356	82.7
- DELTA AIR LINES	483	68.3	952	82.5	259	85.3	224	76.8	259	80.7	2621	79.7	1116	88.3	3107	83.6
- BRANDED CODESHARE PARTNERS	430	64.0	31	64.5	0	0.0	286	76.2	539	87.4	2273	78.6	469	83.4	1249	80.5
FRONTIER AIRLINES	0	0.0	0	0.0	0	0.0	124	60.5	62	66.1	0	0.0	550	71.8	93	71.0
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	3313	89.6	0	0.0	0	0.0	31	87.1	80	83.8	186	72.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	2941	92.0	0	0.0	0	0.0	31	87.1	80	83.8	186	72.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	372	71.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	754	60.7	2141	65.7	0	0.0	173	67.1	0	0.0	3731	73.2	432	79.4	551	80.9
SOUTHWEST AIRLINES	612	62.6	2121	76.4	0	0.0	204	71.1	0	0.0	0	0.0	6383	79.6	3667	69.4
SPIRIT AIRLINES	288	66.7	1435	78.4	0	0.0	0	0.0	584	86.8	0	0.0	1189	82.9	724	80.9
UNITED AIRLINES NETWORK	10379	68.4	649	72.3	445	81.3	6461	77.3	12086	86.8	0	0.0	1273	81.5	4158	80.9
- UNITED AIRLINES	5250	70.8	649	72.3	445	81.3	2116	78.2	5238	85.0	0	0.0	1263	81.6	2632	82.0
- BRANDED CODESHARE PARTNERS	5129	65.9	0	0.0	0	0.0	4345	76.8	6848	88.2	0	0.0	10	70.0	1526	79.1
TOTAL	14,142	67.2	8,188	73.6	4,534	87.8	8,133	76.3	14,615	86.2	11,240	75.8	14,158	80.1	21,679	79.5

* 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)

MAY 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	112	73.2	174	79.9	0	0.0	0	0.0	171	86.0	292	75.7	4087	90.6	94	74.5
- ALASKA AIRLINES	0	0.0	174	79.9	0	0.0	0	0.0	59	88.1	292	75.7	1656	89.4	94	74.5
- BRANDED CODESHARE PARTNERS	112	73.2	0	0.0	0	0.0	0	0.0	112	84.8	0	0.0	2431	91.4	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	4492	75.5	1554	77.5	0	0.0	6116	77.2	870	74.4	13263	74.0	430	83.7	10382	71.2
- AMERICAN AIRLINES	1908	78.2	1554	77.5	0	0.0	4337	75.6	601	73.7	5458	73.9	342	81.3	4076	72.5
- BRANDED CODESHARE PARTNERS	2584	73.6	0	0.0	0	0.0	1779	81.0	269	75.8	7805	74.1	88	93.2	6306	70.3
DELTA AIR LINES NETWORK	7021	81.6	1612	83.1	480	82.7	810	81.4	10937	87.2	1553	69.2	815	88.3	784	76.1
- DELTA AIR LINES	2047	85.8	1612	83.1	170	85.3	810	81.4	5391	89.0	772	75.1	540	90.2	547	74.8
- BRANDED CODESHARE PARTNERS	4974	79.9	0	0.0	310	81.3	0	0.0	5546	85.5	781	63.4	275	84.7	237	79.3
FRONTIER AIRLINES	93	66.7	716	74.0	0	0.0	81	60.5	162	84.0	235	59.6	73	69.9	475	61.3
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	50.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	50.0	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	522	74.9	1654	71.6	0	0.0	0	0.0	87	77.0	242	55.4	126	69.0	231	57.1
SOUTHWEST AIRLINES	941	70.7	3781	78.0	7192	77.5	0	0.0	699	73.0	0	0.0	1266	80.6	724	67.5
SPIRIT AIRLINES	341	81.2	1093	78.2	0	0.0	0	0.0	344	79.7	850	72.1	116	80.2	276	71.7
UNITED AIRLINES NETWORK	1188	77.1	1135	80.4	0	0.0	428	71.0	743	79.1	16688	73.4	576	81.6	519	65.7
- UNITED AIRLINES	785	76.9	1135	80.4	0	0.0	424	71.5	288	76.4	6426	77.1	576	81.6	355	60.8
- BRANDED CODESHARE PARTNERS	403	77.4	0	0.0	0	0.0	4	25.0	455	80.9	10262	71.1	0	0.0	164	76.2
TOTAL	14,710	78.3	11,719	77.8	7,672	77.8	7,435	77.1	14,013	85.0	33,123	73.2	7,551	86.6	13,485	70.5

* 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)

MAY 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	235	83.4	1335	84.4	8851	86.8	2732	63.1	306	86.3	31	87.1
- ALASKA AIRLINES	235	83.4	726	80.6	5604	86.3	2465	63.0	147	85.0	31	87.1
- BRANDED CODESHARE PARTNERS	0	0.0	609	89.0	3247	87.7	267	64.0	159	87.4	0	0.0
ALLEGiant AIR	0	0.0	29	75.9	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7686	87.5	946	81.7	867	78.4	1508	67.8	566	78.8	1073	73.4
- AMERICAN AIRLINES	4810	86.8	760	79.9	716	75.6	1158	66.8	386	76.9	1073	73.4
- BRANDED CODESHARE PARTNERS	2876	88.7	186	89.2	151	92.1	350	71.1	180	82.8	0	0.0
DELTA AIR LINES NETWORK	964	86.8	956	88.1	3657	86.5	1390	65.7	7097	87.2	1058	84.7
- DELTA AIR LINES	720	88.6	670	88.4	2185	88.1	1237	66.4	3719	86.9	1030	85.0
- BRANDED CODESHARE PARTNERS	244	81.6	286	87.4	1472	84.1	153	60.1	3378	87.6	28	75.0
FRONTIER AIRLINES	154	67.5	130	73.1	96	67.7	47	44.7	138	68.1	189	72.5
HAWAIIAN AIRLINES NETWORK	31	71.0	47	80.9	62	69.4	62	82.3	0	0.0	0	0.0
- HAWAIIAN AIRLINES	31	71.0	47	80.9	62	69.4	62	82.3	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	62	64.5	186	84.4	205	75.1	516	66.1	248	73.0	417	68.6
SOUTHWEST AIRLINES	5405	79.5	3288	79.3	1056	77.3	1486	55.9	924	76.3	2558	76.4
SPIRIT AIRLINES	31	74.2	223	82.1	260	83.8	0	0.0	0	0.0	320	83.1
UNITED AIRLINES NETWORK	779	81.9	1032	82.0	930	81.3	7809	70.9	629	81.6	637	78.5
- UNITED AIRLINES	655	81.8	907	81.5	867	81.2	5242	74.7	114	91.2	636	78.5
- BRANDED CODESHARE PARTNERS	124	82.3	125	85.6	63	82.5	2567	63.0	515	79.4	1	100.0
TOTAL	15,347	83.9	8,172	81.9	15,984	84.9	15,550	67.1	9,908	84.7	6,283	77.3

* 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)

MAY 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	62	93.5	295	85.1	120	86.7	0	0.0	153	75.8	208	76.9	124	86.3	91	90.1
ALLEGiant AIR	0	0.0	0	0.0	38	65.8	0	0.0	0	0.0	18	61.1	0	0.0	0	0.0
AMERICAN AIRLINES	1008	75.5	2479	78.4	479	70.8	8470	83.2	2030	76.9	933	76.0	12065	83.3	518	74.3
DELTA AIR LINES	21384	85.4	1572	86.6	651	83.9	490	82.4	788	78.9	1021	87.7	560	85.5	4836	88.9
ENDEAVOR AIR	2507	86.3	571	82.1	181	84.0	305	83.0	163	77.9	4	100.0	198	84.8	1555	87.2
ENVOY AIR	51	70.6	194	72.7	142	64.8	317	76.0	116	80.2	0	0.0	4578	84.6	77	71.4
EXPRESSJET AIRLINES	830	82.3	121	86.0	116	85.3	249	83.9	314	79.6	0	0.0	965	86.2	115	90.4
FRONTIER AIRLINES	324	70.7	0	0.0	0	0.0	126	70.6	93	67.7	1998	73.7	65	67.7	92	77.2
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	298	68.8	4554	70.8	244	64.3	120	71.7	917	71.8	89	52.8	58	79.3	124	70.2
MESA AIRLINES	191	81.2	4	100.0	0	0.0	175	76.6	78	82.1	0	0.0	2845	82.2	181	80.7
PSA AIRLINES	107	74.8	0	0.0	8	100.0	8645	79.5	1644	73.2	0	0.0	0	0.0	61	91.8
REPUBLIC AIRLINE	372	73.7	518	84.9	8	100.0	754	82.2	3016	81.0	294	88.8	305	86.6	727	83.6
SKYWEST AIRLINES	1985	81.5	0	0.0	56	78.6	315	76.5	102	59.8	3944	85.3	523	84.7	3662	85.1
SOUTHWEST AIRLINES	3593	77.1	1089	74.7	6424	76.7	247	52.6	1288	67.8	5846	77.3	0	0.0	613	73.1
SPIRIT AIRLINES	683	81.0	440	78.2	732	75.4	0	0.0	0	0.0	309	82.2	898	82.4	913	84.4
UNITED AIRLINES	440	77.0	1269	78.3	296	73.0	31	74.2	419	72.3	5171	87.2	565	77.3	170	79.4
TOTAL	33,835	83.3	13,106	77.0	9,495	76.5	20,244	80.8	11,121	75.9	19,835	81.7	23,749	83.5	13,735	85.3

* 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)

MAY 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	415	67.2	103	74.8	261	82.8	176	73.9	57	91.2	425	73.4	713	77.6	1954	75.8
ALLEGiant AIR	46	91.3	246	61.4	0	0.0	0	0.0	0	0.0	0	0.0	743	74.8	99	84.8
AMERICAN AIRLINES	656	61.7	510	72.2	256	83.2	266	75.9	700	78.3	1413	74.6	1210	78.3	3450	82.8
DELTA AIR LINES	483	68.3	952	82.5	259	85.3	224	76.8	259	80.7	2621	79.7	1116	88.3	3107	83.6
ENDEAVOR AIR	175	64.6	0	0.0	0	0.0	87	77.0	106	84.9	2157	78.1	0	0.0	0	0.0
ENVOY AIR	54	44.4	0	0.0	0	0.0	0	0.0	62	80.6	569	69.8	0	0.0	0	0.0
EXPRESSJET AIRLINES	1588	64.5	0	0.0	0	0.0	0	0.0	2939	90.3	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	0	0.0	0	0.0	0	0.0	124	60.5	62	66.1	0	0.0	550	71.8	93	71.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	2941	92.0	0	0.0	0	0.0	31	87.1	80	83.8	186	72.0
JETBLUE AIRWAYS	754	60.7	2141	65.7	0	0.0	173	67.1	0	0.0	3731	73.2	432	79.4	551	80.9
MESA AIRLINES	0	0.0	0	0.0	0	0.0	2018	78.5	2518	87.3	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	219	70.8	0	0.0	3	100.0	0	0.0	0	0.0
REPUBLIC AIRLINE	2100	69.5	0	0.0	0	0.0	0	0.0	1341	86.9	196	82.7	0	0.0	0	0.0
SKYWEST AIRLINES	147	60.5	26	65.4	0	0.0	177	78.5	541	81.1	0	0.0	224	81.3	2594	81.4
SOUTHWEST AIRLINES	612	62.6	2121	76.4	0	0.0	204	71.1	0	0.0	0	0.0	6383	79.6	3667	69.4
SPIRIT AIRLINES	288	66.7	1435	78.4	0	0.0	0	0.0	584	86.8	0	0.0	1189	82.9	724	80.9
UNITED AIRLINES	5250	70.8	649	72.3	445	81.3	2116	78.2	5238	85.0	0	0.0	1263	81.6	2632	82.0
TOTAL	12,568	67.8	8,183	73.6	4,162	89.3	5,784	76.8	14,407	86.1	11,146	75.9	13,903	80.0	19,057	79.0

* 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)

MAY 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	174	79.9	0	0.0	0	0.0	59	88.1	292	75.7	1656	89.4	94	74.5
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	1908	78.2	1554	77.5	0	0.0	4337	75.6	601	73.7	5458	73.9	342	81.3	4076	72.5
DELTA AIR LINES	2047	85.8	1612	83.1	170	85.3	810	81.4	5391	89.0	772	75.1	540	90.2	547	74.8
ENDEAVOR AIR	2443	82.2	0	0.0	0	0.0	0	0.0	733	84.9	284	66.2	0	0.0	139	78.4
ENVOY AIR	1342	69.6	0	0.0	0	0.0	776	79.3	37	67.6	4783	73.4	0	0.0	214	65.9
EXPRESSJET AIRLINES	618	81.4	0	0.0	0	0.0	0	0.0	135	83.0	615	75.0	0	0.0	0	0.0
FRONTIER AIRLINES	93	66.7	716	74.0	0	0.0	81	60.5	162	84.0	235	59.6	73	69.9	475	61.3
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	50.0	0	0.0
JETBLUE AIRWAYS	522	74.9	1654	71.6	0	0.0	0	0.0	87	77.0	242	55.4	126	69.0	231	57.1
MESA AIRLINES	119	70.6	0	0.0	0	0.0	0	0.0	166	80.7	0	0.0	0	0.0	163	76.1
PSA AIRLINES	192	67.7	0	0.0	0	0.0	0	0.0	0	0.0	189	76.2	0	0.0	1301	68.9
REPUBLIC AIRLINE	2834	79.2	0	0.0	0	0.0	1007	82.1	401	80.5	1716	75.5	0	0.0	1735	74.0
SKYWEST AIRLINES	522	69.7	0	0.0	228	79.8	0	0.0	4479	85.2	6481	72.4	500	89.0	72	77.8
SOUTHWEST AIRLINES	941	70.7	3781	78.0	7192	77.5	0	0.0	699	73.0	0	0.0	1266	80.6	724	67.5
SPIRIT AIRLINES	341	81.2	1093	78.2	0	0.0	0	0.0	344	79.7	850	72.1	116	80.2	276	71.7
UNITED AIRLINES	785	76.9	1135	80.4	0	0.0	424	71.5	288	76.4	6426	77.1	576	81.6	355	60.8
TOTAL	14,707	78.3	11,719	77.8	7,590	77.8	7,435	77.1	13,582	84.9	28,343	74.0	5,257	84.5	10,402	70.9

* 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)

MAY 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	235	83.4	726	80.6	5604	86.3	2465	63.0	147	85.0	31	87.1
ALLEGiant AIR	0	0.0	29	75.9	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4810	86.8	760	79.9	716	75.6	1158	66.8	386	76.9	1073	73.4
DELTA AIR LINES	720	88.6	670	88.4	2185	88.1	1237	66.4	3719	86.9	1030	85.0
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	4	100.0	0	0.0
FRONTIER AIRLINES	154	67.5	130	73.1	96	67.7	47	44.7	138	68.1	189	72.5
HAWAIIAN AIRLINES	31	71.0	47	80.9	62	69.4	62	82.3	0	0.0	0	0.0
JETBLUE AIRWAYS	62	64.5	186	84.4	205	75.1	516	66.1	248	73.0	417	68.6
MESA AIRLINES	1901	86.0	0	0.0	0	0.0	0	0.0	74	86.5	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	5	100.0	1	100.0
SKYWEST AIRLINES	1099	92.5	733	87.2	997	84.8	2718	62.4	3572	86.7	0	0.0
SOUTHWEST AIRLINES	5405	79.5	3288	79.3	1056	77.3	1486	55.9	924	76.3	2558	76.4
SPIRIT AIRLINES	31	74.2	223	82.1	260	83.8	0	0.0	0	0.0	320	83.1
UNITED AIRLINES	655	81.8	907	81.5	867	81.2	5242	74.7	114	91.2	636	78.5
TOTAL	15,103	84.0	7,699	81.3	12,048	84.2	14,931	67.0	9,331	84.8	6,255	77.3

* 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)

MAY 2018

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	87.2	85.1	91.3	89.3	91.5	93.1	91.3	92.4	84.2	84.2	94.7	74.4	94.0	81.8	97.2	92.6
0700-0759	96.3	88.5	94.9	92.5	88.7	92.3	90.0	92.9	85.0	77.8	99.3	85.0	90.2	82.2	96.2	91.1
0800-0859	90.6	90.3	95.3	90.7	92.6	92.2	91.0	87.0	90.9	88.1	96.0	96.2	93.1	81.6	93.6	79.5
0900-0959	91.6	90.7	92.0	78.7	89.7	93.3	88.8	89.9	90.3	86.7	92.0	88.2	89.7	87.2	91.2	81.8
1000-1059	89.9	89.1	89.9	89.5	87.7	91.5	88.0	88.8	89.9	83.7	85.6	93.3	92.4	91.9	92.1	78.2
1100-1159	91.7	85.4	92.2	89.6	83.1	88.8	85.5	91.0	90.5	83.8	86.0	85.8	92.7	82.5	87.7	80.2
1200-1259	89.9	85.8	86.7	89.2	85.0	89.7	83.6	94.5	90.5	80.9	88.2	85.7	89.3	90.4	81.1	80.9
1300-1359	90.2	85.9	88.5	84.9	86.0	85.0	84.9	89.3	81.8	72.6	83.6	81.0	89.1	82.6	84.0	84.8
1400-1459	87.0	86.0	86.6	87.7	83.3	87.2	83.6	88.1	65.1	76.4	86.4	80.2	83.2	81.4	76.4	84.5
1500-1559	86.3	78.3	80.2	80.0	77.4	81.2	81.9	82.2	59.9	79.0	93.2	80.5	84.3	79.2	81.3	84.4
1600-1659	85.5	73.0	74.7	78.7	68.7	78.1	82.8	86.4	54.2	69.0	93.2	75.7	84.7	76.0	78.5	80.4
1700-1759	80.1	68.7	63.0	75.0	65.3	75.2	78.2	77.5	55.3	70.2	92.1	63.2	80.5	71.8	75.1	76.1
1800-1859	74.4	65.3	63.3	64.7	61.6	74.2	79.9	83.7	47.9	70.5	92.1	62.9	82.1	66.0	74.2	76.4
1900-1959	69.8	70.9	57.8	63.9	63.5	70.8	79.8	79.7	48.4	61.0	90.3	71.3	80.9	65.0	71.2	74.9
2000-2059	68.6	63.1	61.0	67.0	66.6	64.3	76.8	82.0	46.9	59.1	89.7	69.7	80.9	63.7	70.2	74.6
2100-2159	69.2	64.4	56.0	70.8	65.5	66.4	78.1	76.8	47.7	64.5	87.3	66.8	77.4	61.8	74.0	69.9
2200-2259	68.6	67.1	65.3	83.9	63.8	67.0	74.2	72.4	55.0	60.5	93.5	61.6	73.7	61.8	69.0	71.1
2300-0559	73.1	71.1	67.5	74.9	61.3	68.4	82.7	72.8	71.5	63.6	90.6	74.9	79.0	74.0	70.2	76.5
TOTAL	83.3	77.0	76.5	80.8	75.9	81.7	83.5	85.3	67.8	73.6	89.3	76.8	86.1	75.9	80.0	79.0

* 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)

MAY 2018

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.4	87.6	95.3	92.9	89.4	82.3	90.9	77.2	96.2	83.3	90.7	91.8	100.0	93.1	88.9
0700-0759	91.4	94.3	87.0	90.8	86.1	79.5	92.9	83.4	93.8	89.1	91.0	91.8	97.3	91.4	89.8
0800-0859	89.8	93.8	89.2	88.5	87.2	79.6	91.8	88.6	92.6	93.6	92.2	86.4	96.5	90.9	89.6
0900-0959	89.8	89.2	89.4	86.7	92.5	78.5	95.4	79.7	91.1	93.1	89.1	70.4	95.2	95.5	87.6
1000-1059	88.1	90.2	90.5	81.3	91.0	78.8	91.8	85.6	92.4	84.6	86.4	69.2	92.7	88.1	87.5
1100-1159	84.7	91.0	94.1	80.9	87.7	81.1	89.5	84.4	89.3	89.7	88.7	68.2	88.1	91.7	86.3
1200-1259	90.1	86.4	92.8	78.4	92.1	79.1	88.4	85.1	87.2	81.8	83.0	62.4	84.3	85.0	85.3
1300-1359	87.3	84.1	81.2	78.3	90.6	82.1	88.5	81.1	86.5	83.4	85.8	61.5	92.2	86.0	84.9
1400-1459	81.9	83.6	83.9	78.4	91.1	74.9	88.3	71.6	83.5	80.4	89.1	73.0	85.8	83.5	82.3
1500-1559	81.8	79.1	84.7	75.3	86.3	76.5	88.9	67.5	84.6	82.4	81.1	62.1	87.5	78.1	80.1
1600-1659	77.4	76.7	70.9	74.5	85.9	75.5	78.1	65.4	82.3	78.5	82.4	65.7	80.5	73.1	77.1
1700-1759	71.2	73.0	79.6	65.7	75.7	69.7	83.3	56.3	80.1	73.4	82.9	68.0	71.9	71.4	73.5
1800-1859	69.3	72.8	63.2	72.5	80.3	61.5	86.9	55.6	73.5	74.1	87.3	67.9	82.4	67.7	71.6
1900-1959	64.3	68.4	70.0	63.6	79.7	61.3	81.8	56.4	75.8	76.0	81.0	65.1	79.5	71.1	70.7
2000-2059	60.8	60.1	62.2	67.7	71.3	65.3	76.6	56.8	75.5	72.5	77.6	58.0	77.1	68.7	68.2
2100-2159	65.7	63.4	65.4	69.7	72.7	64.1	81.5	60.3	75.0	74.5	77.1	58.5	75.7	63.4	68.6
2200-2259	65.4	68.9	52.9	65.4	62.5	60.6	73.0	65.7	71.5	76.1	79.2	53.9	71.5	70.0	67.3
2300-0559	69.4	69.0	63.7	74.4	78.3	75.4	77.4	70.3	74.8	81.4	82.6	63.6	73.0	63.4	72.5
TOTAL	78.3	77.8	77.8	77.1	84.9	74.0	84.5	70.9	84.0	81.3	84.2	67.0	84.8	77.3	79.3

* 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)

MAY 2018

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	91.3	93.3	93.2	90.0	92.4	91.0	90.3	92.7	93.7	93.2	97.5	91.2	92.1	92.9	94.4	92.9
0700-0759	92.9	86.3	91.6	91.4	90.0	93.5	88.5	89.9	87.9	92.4	94.1	90.6	94.0	91.6	88.4	89.7
0800-0859	92.3	83.8	92.5	88.1	89.7	88.8	87.8	92.3	87.3	89.4	97.6	89.6	91.2	89.9	90.2	88.9
0900-0959	88.6	83.9	91.0	89.0	90.3	89.4	84.4	92.1	88.0	86.9	96.3	93.5	92.9	88.3	88.5	79.2
1000-1059	89.4	81.4	87.1	76.8	87.0	88.1	81.8	89.1	90.3	82.3	92.5	90.2	92.2	88.7	82.6	76.2
1100-1159	87.5	87.9	85.7	87.2	85.9	87.8	75.5	85.9	86.9	79.8	96.0	89.7	84.1	88.4	84.2	76.1
1200-1259	88.1	81.3	84.8	81.2	85.0	79.9	80.6	88.2	87.3	82.5	87.5	87.2	84.5	82.8	80.4	80.9
1300-1359	84.1	75.3	69.5	82.1	83.5	75.6	74.1	80.9	87.1	60.3	89.4	82.8	79.6	87.5	75.1	77.5
1400-1459	82.2	79.3	72.1	76.0	77.7	80.7	76.8	82.8	86.1	68.4	86.9	85.2	83.8	79.0	74.4	79.6
1500-1559	78.3	71.1	70.7	69.3	75.6	80.5	74.2	81.7	71.8	70.0	93.2	72.7	77.8	75.9	68.9	81.7
1600-1659	79.9	67.0	63.6	68.3	64.7	71.2	78.7	78.7	66.1	66.7	96.8	74.1	83.5	78.0	71.3	76.1
1700-1759	78.8	67.2	63.6	66.2	66.3	75.3	75.4	78.6	59.4	62.2	95.5	68.0	73.6	73.5	65.6	82.1
1800-1859	70.8	60.0	55.7	67.9	58.5	67.3	71.5	65.6	64.9	63.7	97.3	64.3	78.5	69.4	66.8	75.2
1900-1959	69.5	62.0	57.5	62.2	57.6	77.8	71.7	77.0	54.5	62.0	95.5	64.3	81.7	69.7	66.7	77.3
2000-2059	61.1	61.8	50.1	65.9	62.0	72.7	78.4	81.9	58.7	69.3	96.3	53.2	78.6	65.8	61.8	72.0
2100-2159	70.8	49.5	50.0	53.6	64.0	62.0	77.5	88.4	59.7	60.2	87.0	100.0	81.7	67.0	64.2	78.8
2200-2259	70.1	50.8	51.2	73.5	69.1	60.5	81.2	81.8	51.4	57.5	89.2	75.5	81.3	59.6	71.3	70.0
2300-0559	79.6	90.5	89.5	0.0	90.3	79.0	88.0	93.8	95.7	90.5	98.4	92.4	93.3	81.2	83.2	86.0
TOTAL	80.6	76.8	74.0	77.0	77.7	80.4	79.7	84.8	76.7	74.2	92.8	79.4	85.0	80.0	77.6	80.6

* 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)

MAY 2018

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.1	95.0	91.3	87.9	92.4	88.2	97.4	88.5	95.4	94.0	96.4	93.9	95.8	96.9	92.7
0700-0759	90.6	92.7	83.0	90.3	92.5	80.5	90.7	89.3	91.3	90.1	90.8	90.7	92.9	94.1	89.9
0800-0859	92.4	93.6	76.0	91.6	88.2	81.5	86.6	85.6	87.9	85.0	93.8	88.2	92.2	93.0	88.8
0900-0959	88.6	93.2	73.5	78.7	91.5	78.6	89.9	90.9	87.4	85.6	88.7	79.2	92.8	86.0	87.1
1000-1059	87.2	86.6	75.1	85.4	89.0	78.5	92.6	83.1	85.3	86.1	90.9	71.0	85.5	88.7	84.7
1100-1159	83.9	88.8	71.7	77.1	89.7	78.8	86.0	85.0	86.0	77.1	84.2	68.8	90.5	79.3	83.9
1200-1259	84.5	81.7	76.7	75.2	87.8	76.0	87.6	82.8	82.1	81.2	91.0	68.6	79.7	87.3	82.6
1300-1359	85.9	75.0	70.1	77.2	89.0	77.9	85.8	83.6	82.0	74.3	84.0	65.5	84.6	75.4	79.6
1400-1459	83.2	73.1	55.3	70.5	85.6	75.0	82.5	71.3	73.6	71.4	86.0	63.9	88.2	68.5	77.8
1500-1559	77.4	69.4	61.3	72.7	83.6	73.5	85.5	72.0	81.0	70.4	86.1	70.3	84.8	74.1	76.7
1600-1659	73.8	66.4	58.6	76.3	79.8	72.7	80.0	69.6	80.7	77.5	79.4	71.0	76.3	58.4	73.7
1700-1759	75.5	67.0	58.1	66.0	78.3	65.3	77.0	55.5	76.4	75.4	85.0	65.6	82.3	62.5	71.6
1800-1859	69.7	64.2	57.0	55.8	70.7	64.8	79.2	57.5	75.6	67.5	89.5	74.0	69.3	66.0	68.4
1900-1959	67.1	63.8	51.2	70.9	81.6	66.1	86.8	59.1	66.0	73.3	86.5	73.0	80.8	62.0	69.0
2000-2059	61.0	65.5	43.1	67.2	80.1	65.7	87.8	61.2	72.8	69.5	79.5	76.2	81.8	62.8	69.9
2100-2159	64.0	58.9	53.2	72.5	82.1	70.3	80.3	63.4	72.9	73.7	83.3	68.0	91.5	57.8	70.2
2200-2259	61.3	59.2	45.4	79.3	75.3	69.1	80.5	52.9	73.1	88.1	83.7	74.2	84.1	66.3	71.4
2300-0559	92.2	80.4	93.9	76.7	93.7	92.9	86.5	86.3	90.7	100.0	90.4	77.5	85.6	98.2	86.3
TOTAL	80.5	78.0	65.3	76.2	85.3	74.4	87.4	74.6	82.0	80.1	87.8	75.0	86.5	77.4	79.4

* 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
MAY 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	91.8	95.1	61	61
Abilene, TX (ABI)	87.0	87.6	177	177
Adak Island, AK (ADK)	100.0	100.0	9	9
Aguadilla, PR (BQN)	65.0	70.3	183	182
Akron, OH (CAK)	70.3	79.7	606	606
Albany, GA (ABY)	88.6	89.8	88	88
Albany, NY (ALB)	78.1	83.8	1147	1148
Albuquerque, NM (ABQ)	78.6	80.2	2068	2068
Alexandria, LA (AEX)	87.7	88.7	301	301
Allentown/Bethlehem/Easton, PA (ABE)	78.3	82.6	374	374
Alpena, MI (APN)	86.8	88.5	53	52
Amarillo, TX (AMA)	80.0	83.8	476	476
Anchorage, AK (ANC)	86.6	93.3	1514	1506
Appleton, WI (ATW)	78.9	87.8	418	418
Arcata/Eureka, CA (ACV)	73.1	72.0	93	93
Asheville, NC (AVL)	76.3	81.1	619	619
Ashland, WV (HTS)	80.3	69.7	76	76
Aspen, CO (ASE)	89.0	91.1	246	246
Atlanta, GA (ATL)	83.3	80.6	33835	33837
Atlantic City, NJ (ACY)	75.3	85.3	263	265
Augusta, GA (AGS)	73.4	76.6	418	418
Austin, TX (AUS)	80.6	80.3	5577	5580
Bakersfield, CA (BFL)	86.1	88.0	208	208
Baltimore, MD (BWI)	76.5	74.0	9495	9494
Bangor, ME (BGR)	83.1	83.7	313	312
Barrow, AK (BRW)	90.3	93.5	62	62
Baton Rouge, LA (BTR)	82.6	86.3	656	656
Beaumont/Port Arthur, TX (BPT)	82.3	84.1	62	63
Belleville, IL (BLV)	85.0	76.0	100	100
Bellingham, WA (BLI)	90.9	93.6	219	220
Bemidji, MN (BJI)	93.4	93.4	61	61
Bend/Redmond, OR (RDM)	84.4	80.5	307	307
Bethel, AK (BET)	91.5	93.0	71	71
Billings, MT (BIL)	88.7	93.8	336	336
Binghamton, NY (BGM)	86.4	86.4	88	88
Birmingham, AL (BHM)	78.0	80.3	1553	1553
Bismarck/Mandan, ND (BIS)	85.3	88.2	306	306
Bloomington/Normal, IL (BMI)	82.4	87.8	278	278
Boise, ID (BOI)	84.3	85.1	1645	1646
Boston, MA (BOS)	77.0	76.8	13106	13108
Bozeman, MT (BZN)	87.1	88.0	309	309

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	92.6	92.6	54	54
Bristol/Johnson City/Kingsport, TN (TRI)	80.4	82.8	337	337
Brownsville, TX (BRO)	89.0	88.1	210	210
Brunswick, GA (BQK)	85.1	89.7	87	87
Buffalo, NY (BUF)	77.1	81.5	2257	2256
Burbank, CA (BUR)	77.0	76.2	2297	2298
Burlington, VT (BTV)	76.5	81.4	759	759
Butte, MT (BTM)	96.5	91.2	57	57
Concord, NC (USA)	86.6	81.7	82	82
Cape Girardeau, MO (CGI)	68.5	81.5	54	54
Casper, WY (CPR)	91.4	93.1	58	58
Cedar City, UT (CDC)	81.5	94.4	54	54
Cedar Rapids/Iowa City, IA (CID)	80.1	81.9	784	784
Champaign/Urbana, IL (CMI)	76.5	82.8	204	204
Charleston, SC (CHS)	80.1	81.8	2200	2200
Charleston/Dunbar, WV (CRW)	75.6	78.4	422	421
Charlotte Amalie, VI (STT)	80.9	80.4	209	209
Charlotte, NC (CLT)	80.8	77.0	20244	20251
Charlottesville, VA (CHO)	71.8	76.4	479	478
Chattanooga, TN (CHA)	76.9	79.5	707	708
Chicago, IL (MDW)	77.8	65.3	7590	7588
Chicago, IL (ORD)	74.0	74.4	28343	28338
Christiansted, VI (STX)	81.2	78.2	101	101
Cincinnati, OH (CVG)	79.0	80.6	4384	4383
Clarksburg/Fairmont, WV (CKB)	71.2	78.8	66	66
Cleveland, OH (CLE)	80.1	82.6	4120	4118
Cody, WY (COD)	82.8	91.4	93	93
College Station/Bryan, TX (CLL)	83.2	83.7	184	184
Colorado Springs, CO (COS)	74.5	79.1	844	845
Columbia, MO (COU)	74.6	82.0	228	228
Columbia, SC (CAE)	81.3	85.8	669	667
Columbus, GA (CSG)	89.8	89.0	118	118
Columbus, MS (GTR)	86.4	90.9	88	88
Columbus, OH (LCK)	82.1	72.6	112	113
Columbus, OH (CMH)	78.4	81.0	3820	3820
Cordova, AK (CDV)	77.4	88.7	62	62
Corpus Christi, TX (CRP)	80.5	83.9	473	473
Dallas, TX (DAL)	73.8	64.5	6042	6042
Dallas/Fort Worth, TX (DFW)	83.5	79.7	23749	23765
Dayton, OH (DAY)	76.3	79.0	1182	1183
Daytona Beach, FL (DAB)	82.2	85.2	304	304

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Deadhorse, AK (SCC)	90.6	89.4	85	85
Denver, CO (DEN)	81.7	80.4	19835	19836
Des Moines, IA (DSM)	77.2	83.7	1367	1366
Detroit, MI (DTW)	85.3	84.8	13735	13742
Devils Lake, ND (DVL)	88.5	88.5	52	52
Dothan, AL (DHN)	76.5	84.0	119	119
Dubuque, IA (DBQ)	70.8	72.3	65	65
Duluth, MN (DLH)	75.3	81.4	231	231
Durango, CO (DRO)	85.8	87.7	253	253
Eagle, CO (EGE)	82.9	77.1	35	35
Eau Claire, WI (EAU)	70.5	82.0	61	61
El Paso, TX (ELP)	79.3	81.8	1530	1529
Elko, NV (EKO)	98.2	100.0	57	57
Elmira/Corning, NY (ELM)	100.0	88.2	17	17
Erie, PA (ERI)	88.6	88.6	88	88
Escanaba, MI (ESC)	92.6	92.6	54	54
Eugene, OR (EUG)	82.2	82.2	320	320
Evansville, IN (EVV)	81.9	87.2	397	397
Fairbanks, AK (FAI)	88.1	93.0	388	388
Fargo, ND (FAR)	81.4	84.4	468	468
Fayetteville, AR (XNA)	82.7	80.9	1101	1100
Fayetteville, NC (FAY)	83.0	84.4	353	353
Flagstaff, AZ (FLG)	94.3	93.5	123	123
Flint, MI (FNT)	78.8	83.6	419	420
Florence, SC (FLO)	100.0	100.0	12	14
Fort Lauderdale, FL (FLL)	73.6	74.2	8183	8181
Fort Myers, FL (RSW)	77.6	78.6	2283	2286
Fort Smith, AR (FSM)	80.7	81.3	176	176
Fort Wayne, IN (FWA)	75.9	84.9	611	611
Fresno, CA (FAT)	84.1	82.0	971	970
Gainesville, FL (GNV)	84.0	86.7	399	399
Garden City, KS (GCK)	80.6	83.9	62	62
Gillette, WY (GCC)	85.5	94.7	76	76
Grand Forks, ND (GFK)	83.5	85.7	182	182
Grand Island, NE (GRI)	84.8	69.6	79	79
Grand Junction, CO (GJT)	93.9	95.7	278	278
Grand Rapids, MI (GRR)	78.8	81.2	1271	1271
Great Falls, MT (GTF)	89.7	95.6	136	136
Green Bay, WI (GRB)	77.3	85.2	431	431
Greensboro/High Point, NC (GSO)	73.8	78.6	1091	1091
Greenville, NC (PGV)	59.4	58.3	96	96

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greer, SC (GSP)	77.0	84.3	1096	1096
Guam, TT (GUM)	87.1	90.6	31	32
Gulfport/Biloxi, MS (GPT)	84.9	87.8	370	370
Hagerstown, MD (HGR)	76.9	46.2	13	13
Hancock/Houghton, MI (CMX)	72.1	80.3	61	61
Harlingen/San Benito, TX (HRL)	80.2	83.0	288	288
Harrisburg, PA (MDT)	76.3	78.2	549	550
Hartford, CT (BDL)	74.6	80.9	2432	2434
Hattiesburg/Laurel, MS (PIB)	67.7	79.0	62	62
Hays, KS (HYS)	73.6	81.1	106	106
Helena, MT (HLN)	91.6	98.3	119	119
Hibbing, MN (HIB)	90.7	92.6	54	54
Hilo, HI (ITO)	96.4	95.2	576	545
Hobbs, NM (HOB)	89.7	94.8	58	58
Honolulu, HI (HNL)	89.3	92.8	4162	4163
Houston, TX (IAH)	86.1	85.0	14407	14407
Houston, TX (HOU)	77.4	69.9	4871	4871
Huntsville, AL (HSV)	80.4	84.9	749	747
Hyannis, MA (HYA)	100.0	100.0	2	2
Idaho Falls, ID (IDA)	82.3	86.7	226	226
Indianapolis, IN (IND)	78.6	82.6	4272	4271
International Falls, MN (INL)	88.2	88.2	51	51
Iron Mountain/Kingsfd, MI (IMT)	84.4	84.4	32	32
Islip, NY (ISP)	70.0	80.7	593	592
Ithaca/Cortland, NY (ITH)	90.9	92.0	88	88
Jackson, WY (JAC)	80.6	87.7	155	155
Jackson/Vicksburg, MS (JAN)	83.6	84.1	641	641
Jacksonville, FL (JAX)	77.0	79.2	2748	2747
Jacksonville/Camp Lejeune, NC (OAJ)	74.3	79.1	272	273
Jamestown, ND (JMS)	90.2	89.0	82	82
Joplin, MO (JLN)	75.4	82.0	61	61
Juneau, AK (JNU)	88.6	90.0	361	360
Kahului, HI (OGG)	88.6	89.6	2134	2135
Kalamazoo, MI (AZO)	74.4	84.5	219	219
Kalispell, MT (FCA)	89.1	93.8	128	128
Kansas City, MO (MCI)	82.4	83.1	4830	4827
Ketchikan, AK (KTN)	89.6	91.5	201	201
Key West, FL (EYW)	79.5	81.0	420	421
Killeen, TX (GRK)	86.5	85.7	230	230
Knoxville, TN (TYS)	78.5	80.6	1368	1368
Kodiak, AK (ADQ)	89.1	90.9	55	55

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kona, HI (KOA)	90.8	93.1	1285	1316
Kotzebue, AK (OTZ)	90.3	82.3	62	62
La Crosse, WI (LSE)	80.7	82.4	176	176
Lafayette, LA (LFT)	86.6	83.9	411	411
Lake Charles, LA (LCH)	88.6	88.6	175	175
Lansing, MI (LAN)	82.2	84.1	314	314
Laramie, WY (LAR)	74.1	88.9	54	54
Laredo, TX (LRD)	88.8	86.9	214	214
Las Vegas, NV (LAS)	80.0	77.6	13903	13898
Latrobe, PA (LBE)	83.3	89.4	84	85
Lawton/Fort Sill, OK (LAW)	86.2	87.8	123	123
Lewisburg, WV (LWB)	64.8	70.4	71	71
Lewiston, ID (LWS)	100.0	100.0	57	57
Lexington, KY (LEX)	76.1	82.1	865	864
Liberal, KS (LBL)	81.5	83.3	54	54
Lihue, HI (LIH)	91.1	91.4	1192	1192
Lincoln, NE (LNK)	83.6	87.3	110	110
Little Rock, AR (LIT)	82.3	84.3	1188	1188
Long Beach, CA (LGB)	78.3	81.4	1496	1496
Longview, TX (GGG)	85.5	80.3	62	61
Los Angeles, CA (LAX)	79.0	80.6	19057	19059
Louisville, KY (SDF)	77.8	79.4	1966	1968
Lubbock, TX (LBB)	77.1	79.7	512	512
Lynchburg, VA (LYH)	59.3	63.4	123	123
Madison, WI (MSN)	82.1	84.2	1102	1102
Manchester, NH (MHT)	78.8	86.2	827	828
Manhattan/Ft. Riley, KS (MHK)	76.1	84.5	155	155
Marquette, MI (MQT)	77.9	87.7	122	122
Martha's Vineyard, MA (MVY)	100.0	100.0	8	8
Medford, OR (MFR)	80.1	81.6	422	423
Melbourne, FL (MLB)	86.1	94.7	208	208
Memphis, TN (MEM)	78.7	81.5	2020	2020
Meridian, MS (MEI)	73.1	71.0	93	93
Miami, FL (MIA)	77.1	76.2	7435	7434
Midland/Odessa, TX (MAF)	82.7	85.0	734	734
Milwaukee, WI (MKE)	77.7	83.8	2814	2812
Minneapolis, MN (MSP)	84.9	85.3	13582	13581
Minot, ND (MOT)	89.0	91.2	228	228
Mission/McAllen/Edinburg, TX (MFE)	80.1	84.0	356	356
Missoula, MT (MSO)	83.8	90.7	216	216
Moab, UT (CNY)	84.3	86.3	51	51

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mobile, AL (MOB)	83.7	86.0	564	564
Moline, IL (MLI)	76.2	77.7	454	453
Monroe, LA (MLU)	85.0	90.0	260	260
Monterey, CA (MRY)	77.7	81.7	328	328
Montgomery, AL (MGM)	79.5	83.5	376	376
Montrose/Delta, CO (MTJ)	83.9	83.9	31	31
Mosinee, WI (CWA)	83.9	85.9	305	305
Muskegon, MI (MKG)	77.0	75.4	61	61
Myrtle Beach, SC (MYR)	83.8	80.3	1150	1150
Nantucket, MA (ACK)	84.2	76.3	38	38
Nashville, TN (BNA)	78.3	76.6	6227	6228
New Bern/Morehead/Beaufort, NC (EWN)	63.7	74.4	204	203
New Haven, CT (HVN)	69.7	78.7	89	89
New Orleans, LA (MSY)	79.6	77.3	4959	4957
New York, NY (JFK)	75.9	80.0	11146	11148
New York, NY (LGA)	78.3	80.5	14707	14709
Newark, NJ (EWR)	67.8	76.7	12568	12563
Newburgh/Poughkeepsie, NY (SWF)	71.6	67.3	155	156
Newport News/Williamsburg, VA (PHF)	74.5	84.8	231	231
Niagara Falls, NY (IAG)	83.3	78.0	60	59
Nome, AK (OME)	88.7	95.2	62	62
Norfolk, VA (ORF)	76.4	78.9	1982	1982
North Bend/Coos Bay, OR (OTH)	48.4	51.6	31	31
North Platte, NE (LBF)	85.2	96.3	54	54
Oakland, CA (OAK)	82.1	81.0	4498	4500
Ogden, UT (OGD)	87.5	75.0	8	8
Ogdensburg, NY (OGS)	100.0	100.0	12	12
Oklahoma City, OK (OKC)	78.4	82.7	2003	2003
Omaha, NE (OMA)	80.2	82.8	2195	2195
Ontario, CA (ONT)	79.3	83.1	1864	1863
Orlando, FL (MCO)	77.8	78.0	11719	11723
Owensboro, KY (OWB)	37.5	37.5	8	8
Paducah, KY (PAH)	65.6	78.7	61	61
Pago Pago, TT (PPG)	66.7	55.6	9	9
Palm Springs, CA (PSP)	83.5	84.8	832	833
Panama City, FL (ECP)	78.1	81.1	475	475
Pasco/Kennewick/Richland, WA (PSC)	82.1	83.5	224	224
Pellston, MI (PLN)	90.5	90.6	84	85
Pensacola, FL (PNS)	80.7	84.1	1032	1032
Peoria, IL (PIA)	78.8	85.8	485	485
Petersburg, AK (PSG)	90.3	95.2	62	62

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Philadelphia, PA (PHL)	70.9	74.6	10402	10402
Phoenix, AZ (AZA)	74.2	80.3	403	400
Phoenix, AZ (PHX)	84.0	82.0	15103	15103
Pittsburgh, PA (PIT)	77.8	81.8	4205	4205
Plattsburgh, NY (PBG)	77.3	73.3	44	45
Pocatello, ID (PIH)	91.6	93.3	119	119
Ponce, PR (PSE)	71.0	74.2	62	62
Portland, ME (PWM)	76.4	81.0	874	875
Portland, OR (PDX)	84.5	87.4	5257	5255
Portsmouth, NH (PSM)	83.3	63.2	18	19
Providence, RI (PVD)	74.0	82.9	1662	1662
Provo, UT (PVU)	90.5	76.7	42	43
Pueblo, CO (PUB)	86.4	84.0	81	81
Punta Gorda, FL (PGD)	77.8	81.3	401	401
Quincy, IL (UIN)	66.7	64.2	81	81
Raleigh/Durham, NC (RDU)	77.3	77.7	5367	5368
Rapid City, SD (RAP)	78.7	78.7	394	394
Redding, CA (RDD)	78.3	65.2	92	92
Reno, NV (RNO)	77.6	80.2	1524	1524
Rhineland, WI (RHI)	95.1	95.1	61	61
Richmond, VA (RIC)	74.5	79.4	1962	1963
Roanoke, VA (ROA)	79.1	77.2	206	206
Rochester, MN (RST)	78.0	81.9	282	281
Rochester, NY (ROC)	77.3	81.6	1199	1199
Rock Springs, WY (RKS)	87.3	90.9	55	55
Rockford, IL (RFD)	81.6	67.3	49	49
Roswell, NM (ROW)	90.7	89.0	118	118
Sacramento, CA (SMF)	79.7	82.9	4071	4069
Saginaw/Bay City/Midland, MI (MBS)	75.2	82.9	258	258
Salina, KS (SLN)	73.8	82.5	80	80
Salt Lake City, UT (SLC)	84.8	86.5	9331	9330
San Angelo, TX (SJT)	83.7	83.7	123	123
San Antonio, TX (SAT)	81.0	83.1	3266	3266
San Diego, CA (SAN)	81.3	80.1	7699	7702
San Francisco, CA (SFO)	67.0	75.0	14931	14934
San Jose, CA (SJC)	81.3	81.1	4731	4731
San Juan, PR (SJU)	72.1	77.5	2137	2136
San Luis Obispo, CA (SBP)	74.5	74.7	411	411
Sanford, FL (SFB)	66.0	73.1	799	795
Santa Ana, CA (SNA)	81.0	81.4	3566	3565
Santa Barbara, CA (SBA)	77.5	78.5	614	614

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Santa Fe, NM (SAF)	87.0	89.4	123	123
Santa Maria, CA (SMX)	69.2	69.2	13	13
Santa Rosa, CA (STS)	79.4	79.4	136	136
Sarasota/Bradenton, FL (SRQ)	83.1	82.4	545	545
Sault Ste. Marie, MI (CIU)	78.9	89.5	57	57
Savannah, GA (SAV)	80.1	81.2	1395	1394
Scottsbluff, NE (BFF)	83.3	87.0	54	54
Scranton/Wilkes-Barre, PA (AVP)	74.0	81.8	319	318
Seattle, WA (SEA)	84.2	87.8	12048	12050
Shreveport, LA (SHV)	85.4	86.5	554	554
Sioux City, IA (SUX)	62.9	70.8	89	89
Sioux Falls, SD (FSD)	80.6	86.7	465	465
Sitka, AK (SIT)	81.3	88.7	107	106
South Bend, IN (SBN)	78.5	85.6	521	521
Spokane, WA (GEG)	84.8	87.8	1066	1066
Springfield, IL (SPI)	77.1	74.5	157	157
Springfield, MO (SGF)	81.3	81.6	750	750
St. Cloud, MN (STC)	100.0	85.7	7	7
St. George, UT (SGU)	83.2	90.8	273	273
St. Louis, MO (STL)	82.0	76.8	5720	5719
St. Petersburg, FL (PIE)	77.7	84.4	623	622
State College, PA (SCE)	90.9	86.4	88	88
Staunton, VA (SHD)	67.1	75.9	85	83
Stillwater, OK (SWO)	85.5	85.5	62	62
Stockton, CA (SCK)	71.6	62.7	67	67
Sun Valley/Hailey/Ketchum, ID (SUN)	83.9	91.9	62	62
Syracuse, NY (SYR)	77.7	82.8	1173	1174
Tallahassee, FL (TLH)	78.1	84.3	535	535
Tampa, FL (TPA)	77.3	77.4	6255	6254
Texarkana, AR (TXK)	79.5	78.6	117	117
Toledo, OH (TOL)	77.3	80.1	176	176
Traverse City, MI (TVC)	83.4	86.6	247	246
Trenton, NJ (TTN)	68.3	67.1	243	243
Tucson, AZ (TUS)	79.4	81.9	1605	1606
Tulsa, OK (TUL)	78.8	79.5	1446	1445
Twin Falls, ID (TWF)	92.9	94.7	113	113
Tyler, TX (TYR)	85.0	85.0	120	120
Valdosta, GA (VLD)	92.0	96.6	88	88
Valparaiso, FL (VPS)	81.1	81.3	721	720
Waco, TX (ACT)	83.6	83.6	146	146
Washington, DC (DCA)	75.9	77.7	11121	11123

AIR TRAVEL CONSUMER REPORT
TABLE 5. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
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CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Washington, DC (IAD)	76.8	79.4	5784	5782
Waterloo, IA (ALO)	81.0	84.5	58	58
West Palm Beach/Palm Beach, FL (PBI)	74.6	76.6	2099	2098
West Yellowstone, MT (WYS)	85.7	100.0	14	14
White Plains, NY (HPN)	71.5	77.0	857	848
Wichita Falls, TX (SPS)	82.4	82.4	91	91
Wichita, KS (ICT)	79.3	83.2	863	865
Williston, ND (ISN)	89.5	94.4	124	124
Wilmington, NC (ILM)	78.7	81.4	624	624
Worcester, MA (ORH)	60.9	65.6	92	90
Wrangell, AK (WRG)	91.9	93.5	62	62
Yakutat, AK (YAK)	82.3	88.7	62	62
Yuma, AZ (YUM)	93.3	95.8	120	120

AIR TRAVEL CONSUMER REPORT

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

MAY 2018

CARRIER	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	
DELTA AIR LINES NETWORK	220	148151	397	0.3	1
- DELTA AIR LINES	145	81735	23	0.0	
- BRANDED CODESHARE PARTNERS	198	66416	374	0.6	
ALLEGiant AIR	116	8033	26	0.3	2
SPIRIT AIRLINES	40	14889	83	0.6	3
ALASKA AIRLINES NETWORK	95	37065	244	0.7	4
- ALASKA AIRLINES	70	22974	149	0.6	
- BRANDED CODESHARE PARTNERS	51	14091	95	0.7	
FRONTIER AIRLINES	77	10297	100	1.0	5
HAWAIIAN AIRLINES NETWORK	21	7798	80	1.0	6
- HAWAIIAN AIRLINES	18	7054	8	0.1	
- BRANDED CODESHARE PARTNERS	4	744	72	9.7	
SOUTHWEST AIRLINES	86	116849	1445	1.2	7
JETBLUE AIRWAYS	69	26513	330	1.2	8
UNITED AIRLINES NETWORK	224	128600	2042	1.6	9
- UNITED AIRLINES	98	52816	328	0.6	
- BRANDED CODESHARE PARTNERS	210	75784	1714	2.3	
AMERICAN AIRLINES NETWORK	226	173493	3747	2.2	10
- AMERICAN AIRLINES	94	77957	966	1.2	
- BRANDED CODESHARE PARTNERS	213	95536	2781	2.9	
TOTAL	359	671,688	8,494	1.3	

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

MAY 2018

CARRIER	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	
DELTA AIR LINES	145	81735	23	0.0	1
HAWAIIAN AIRLINES	18	7054	8	0.1	2
ALLEGiant AIR	116	8033	26	0.3	3
SPIRIT AIRLINES	40	14889	83	0.6	4
UNITED AIRLINES	98	52816	328	0.6	5
ALASKA AIRLINES	70	22974	149	0.6	6
FRONTIER AIRLINES	77	10297	100	1.0	7
ENDEAVOR AIR	98	21097	221	1.0	8
SKYWEST AIRLINES	221	65157	684	1.0	9
EXPRESSJET AIRLINES	102	16661	180	1.1	10
SOUTHWEST AIRLINES	86	116849	1445	1.2	11
AMERICAN AIRLINES	94	77957	966	1.2	12
JETBLUE AIRWAYS	69	26513	330	1.2	13
MESA AIRLINES	91	17866	401	2.2	14
PSA AIRLINES	93	23869	557	2.3	15
REPUBLIC AIRLINE	83	27398	715	2.6	16
ENVOY AIR	125	25364	939	3.7	17
TOTAL	341	616,529	7,155	1.2	

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>

TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY MARKETING CARRIER

MAY 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	37065	31158	84.06	244	0.66	98	0.26	1327	3.58	64	0.17	2746	7.41	17	0.05	1411	3.81
- ALASKA AIRLINES	22974	18790	81.79	149	0.65	59	0.26	889	3.87	36	0.16	2152	9.37	17	0.07	882	3.84
- BRANDED CODESHARE	14091	12368	87.77	95	0.67	39	0.28	438	3.11	28	0.20	594	4.22	0	0.00	529	3.75
ALLEGIAN AIR	8033	6161	76.70	26	0.32	17	0.21	628	7.82	76	0.95	347	4.32	9	0.11	769	9.57
AMERICAN NETWORK	173493	135376	78.03	3747	2.16	523	0.30	8982	5.18	1634	0.94	10482	6.04	50	0.03	12699	7.32
- AMERICAN AIRLINES	77957	61278	78.60	966	1.24	240	0.31	4585	5.88	623	0.80	5002	6.42	21	0.03	5242	6.72
- BRANDED CODESHARE	95536	74098	77.56	2781	2.91	283	0.30	4397	4.60	1011	1.06	5480	5.74	29	0.03	7457	7.81
DELTA NETWORK	148151	125005	84.38	397	0.27	338	0.23	6474	4.37	1146	0.77	7825	5.28	29	0.02	6937	4.68
- DELTA AIR LINES	81735	69456	84.98	23	0.03	178	0.22	3838	4.70	502	0.61	4599	5.63	17	0.02	3122	3.82
- BRANDED CODESHARE	66416	55549	83.64	374	0.56	160	0.24	2636	3.97	644	0.97	3226	4.86	12	0.02	3815	5.74
FRONTIER AIRLINES	10297	7389	71.76	100	0.97	27	0.26	722	7.01	29	0.28	852	8.27	0	0.00	1178	11.44
HAWAIIAN NETWORK	7798	6948	89.10	80	1.03	7	0.09	443	5.68	8	0.10	43	0.55	1	0.01	268	3.44
- HAWAIIAN AIRLINES	7054	6404	90.79	8	0.11	5	0.07	414	5.87	6	0.09	25	0.35	1	0.01	191	2.71
- BRANDED CODESHARE	744	544	73.12	72	9.68	2	0.27	29	3.90	2	0.27	18	2.42	0	0.00	77	10.35
JETBLUE AIRWAYS	26513	18825	71.00	330	1.24	89	0.34	2491	9.40	85	0.32	2055	7.75	16	0.06	2622	9.89
SOUTHWEST AIRLINES	116849	89308	76.43	1445	1.24	248	0.21	8013	6.86	489	0.42	4727	4.05	68	0.06	12551	10.74
SPIRIT AIRLINES	14889	11951	80.27	83	0.56	27	0.18	528	3.55	108	0.73	1547	10.39	12	0.08	633	4.25
UNITED NETWORK	128600	100137	77.87	2042	1.59	485	0.38	5709	4.44	1131	0.88	10175	7.91	8	0.01	8913	6.93
- UNITED AIRLINES	52816	41648	78.85	328	0.62	213	0.40	2211	4.19	480	0.91	4658	8.82	0	0.00	3278	6.21
- BRANDED CODESHARE	75784	58489	77.18	1714	2.26	272	0.36	3498	4.62	651	0.86	5517	7.28	8	0.01	5635	7.44
TOTAL	671,688	532,258	79.24	8,494	1.26	1,859	0.28	35,317	5.26	4,770	0.71	40,799	6.07	210	0.03	47,981	7.14

* 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 7A. CAUSES OF DELAY, BY REPORTING CARRIER

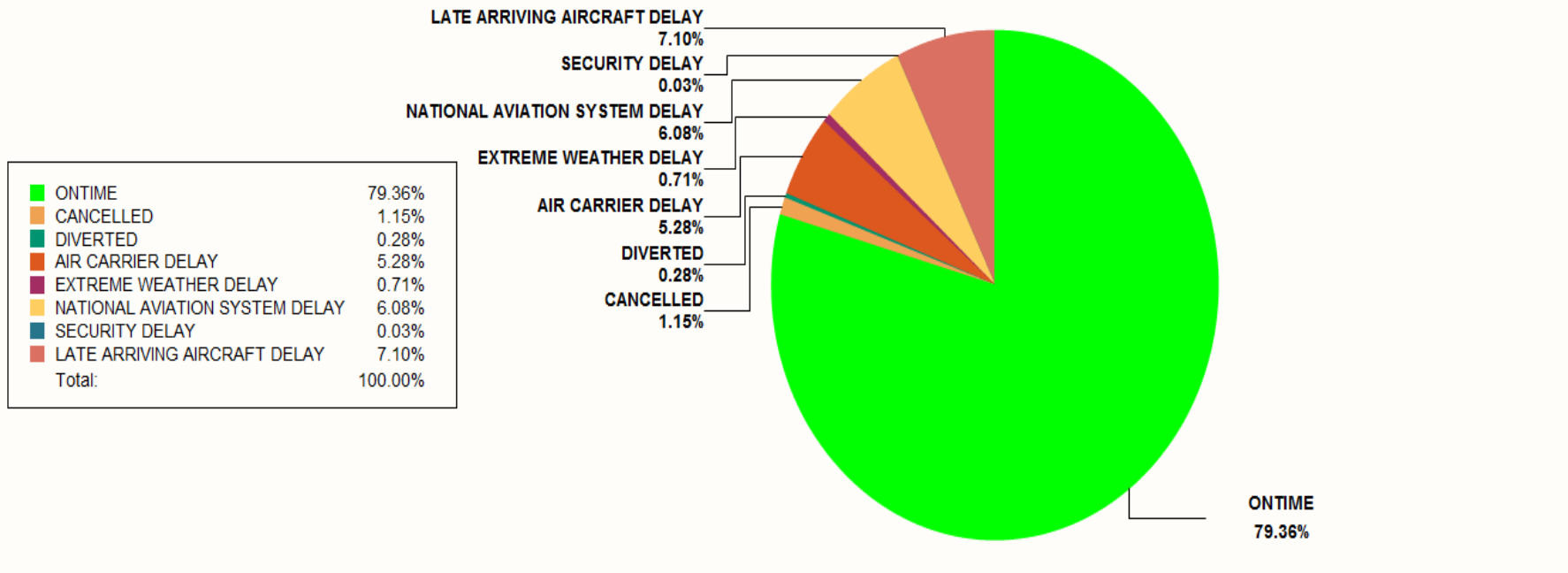
MAY 2018

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	22974	18790	81.79	149	0.65	59	0.26	889	3.87	36	0.16	2152	9.37	17	0.07	882	3.84
ALLEGiant AIR	8033	6161	76.70	26	0.32	17	0.21	628	7.82	76	0.95	347	4.32	9	0.11	769	9.57
AMERICAN AIRLINES	77957	61278	78.61	966	1.24	240	0.31	4585	5.88	623	0.80	5002	6.42	21	0.03	5242	6.72
DELTA AIR LINES	81735	69456	84.98	23	0.03	178	0.22	3838	4.70	502	0.61	4599	5.63	17	0.02	3122	3.82
ENDEAVOR AIR	21097	17544	83.16	221	1.05	46	0.22	807	3.83	148	0.70	1187	5.63	1	0.00	1143	5.42
ENVOY AIR	25364	19608	77.31	939	3.70	87	0.34	1045	4.12	329	1.30	1531	6.04	8	0.03	1817	7.16
EXPRESSJET	16661	13836	83.04	180	1.08	59	0.35	671	4.03	85	0.51	1053	6.32	0	0.00	777	4.66
FRONTIER AIRLINES	10297	7389	71.77	100	0.97	27	0.26	722	7.01	29	0.28	852	8.27	0	0.00	1178	11.44
HAWAIIAN AIRLINES	7054	6404	90.80	8	0.11	5	0.07	414	5.87	6	0.09	25	0.35	1	0.01	191	2.71
JETBLUE AIRWAYS	26513	18825	71.00	330	1.24	89	0.34	2491	9.40	85	0.32	2055	7.75	16	0.06	2622	9.89
MESA AIRLINES	17866	14682	82.18	401	2.24	32	0.18	892	4.99	179	1.00	615	3.44	4	0.02	1061	5.94
PSA AIRLINES	23869	17900	74.99	557	2.33	82	0.34	1325	5.55	350	1.47	1314	5.51	12	0.05	2329	9.76
REPUBLIC AIRLINE	27398	21854	79.76	715	2.61	87	0.32	985	3.60	204	0.74	2032	7.42	6	0.02	1515	5.53
SKYWEST AIRLINES	65157	52629	80.77	684	1.05	219	0.34	2468	3.79	669	1.03	3818	5.86	17	0.03	4653	7.14
SOUTHWEST	116849	89308	76.43	1445	1.24	248	0.21	8013	6.86	489	0.42	4727	4.05	68	0.06	12551	10.74
SPIRIT AIRLINES	14889	11951	80.27	83	0.56	27	0.18	528	3.55	108	0.73	1547	10.39	12	0.08	633	4.25
UNITED AIRLINES	52816	41648	78.85	328	0.62	213	0.40	2211	4.19	480	0.91	4658	8.82	0	0.00	3278	6.21
TOTAL	616,529	489,263	79.36	7,155	1.15	1,715	0.28	32,512	5.28	4,398	0.71	37,514	6.08	209	0.03	43,763	7.10

* 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
MAY 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 that 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

MAY 2018

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
SPIRIT	SPIRIT	695	BWI	LAS	5/12/2018	Diversion Airport (STL)	3:53
UNITED	UNITED	1926	LGA	IAH	5/26/2018	Diversion Airport	3:43
AMERICAN	TRANS STATES	4285	DCA	GRR	5/31/2018	Origin Airport	3:36
SPIRIT	SPIRIT	315	TPA	IAH	5/26/2018	Diversion Airport	3:26
AMERICAN	PSA	5095	DCA	GSP	5/31/2018	Origin Airport	3:22
UNITED	UNITED	340	IAD	SFO	5/15/2018	Origin Airport	3:22
AMERICAN	AMERICAN	880	SFO	PHL	5/15/2018	Diversion Airport (BWI)	3:11
AMERICAN	PSA	5132	DCA	GSO	5/31/2018	Origin Airport	3:10
JETBLUE	JETBLUE	324	LAX	JFK	5/15/2018	Diversion Airport	3:10
UNITED	AIR WISCONSIN	3924	IAD	ILM	5/14/2018	Origin Airport	3:09
AMERICAN	AMERICAN	2357	MIA	IAD	5/16/2018	Origin Airport	3:06
AMERICAN	TRANS STATES	4269	DCA	ROC	5/22/2018	Origin Airport	3:02

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

MAY 2018

OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AIR INDIA	127	DEL	ORD	5/9/2018	Diversion Airport (MKE)	5:50
JAPAN AIR	4	NRT	IAD	5/15/2018	Destination Airport	4:59
AER LINGUS	125	DUB	ORD	5/2/2018	Diversion Airport (MKE)	4:57
MESA	6175	MTY	IAH	5/20/2018	Diversion Airport (AUS)	4:03

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
U.S. AIRLINES*

RANK	AIRLINE	MAY 2018		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	DELTA AIR LINES	16,178	10,482,299	1.54
2	JETBLUE AIRWAYS	4,666	2,876,170	1.62
3	SPIRIT AIRLINES	4,056	2,211,058	1.83
4	UNITED AIRLINES	17,977	7,710,470	2.33
5	HAWAIIAN AIRLINES	2,179	885,118	2.46
6	FRONTIER AIRLINES	4,524	1,705,520	2.65
7	ALASKA AIRLINES**	8,607	3,091,406	2.78
8	SOUTHWEST AIRLINES	40,157	14,163,744	2.84
9	AMERICAN AIRLINES	32,278	9,619,631	3.36
10	SKYWEST AIRLINES	9,139	2,711,718	3.37
11	EXPRESSJET AIRLINES	3,115	679,927	4.58
12	ENVOY AIR	5,015	1,041,778	4.81
	TOTALS	147,891	57,178,839	2.59

MAY 2017		
TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
18,576	11,122,894	1.67
4,814	2,905,641	1.66
3,110	1,888,028	1.65
15,259	7,214,180	2.12
2,655	883,544	3.00
3,499	1,361,806	2.57
3,521	2,193,846	1.60
39,413	13,567,828	2.90
27,199	10,637,844	2.56
7,698	2,952,995	2.61
4,693	1,361,065	3.45
-	-	-
130,437	56,089,671	2.32

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

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

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

	MAY 2018				MAY 2017			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	643	43	1	103	1,264	78	2	119
FOREIGN AIRLINES	413	8	0	67	482	9	0	72
TRAVEL AGENTS	29	0	0	20	28	3	0	13
TOUR OPERATORS	4	1	0	0	1	0	0	0
MISCELLANEOUS	13	17	0	80	9	18	0	18
INDUSTRY TOTALS	1,102	69	1	270	1,784	108	2	222

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

TABLE 2

COMPLAINT CATEGORY	MAY 2018			MAY 2017		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	306		1	658	
CANCELLATION			112			317
DELAY			94			201
MISCONNECTION			55			90
BAGGAGE	2	165		2	238	
RESERVATIONS/TICKETING/BOARDING	3	152		3	232	
CUSTOMER SERVICE	4	123		4	183	
REFUNDS	5	109		6	106	
FARES	6	97		5	174	
DISABILITY	7	66		7	80	
OTHER	8	40		9	46	
FREQUENT FLYER			12			26
OVERSALES	9	29		8	48	
DISCRIMINATION	10	9		11	9	
ADVERTISING	11	6		10	10	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,102			1,784	

* 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*

MAY 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***	5	0	0	0	1	1	2	2	0	1	0	0	12
ALLEGiant AIR	5	0	1	4	2	3	2	1	0	0	0	0	18
AMERICAN AIRLINES	65	6	19	11	8	17	18	11	0	1	0	4	160
DELTA AIR LINES	23	2	5	4	1	7	9	12	0	2	0	3	68
ENVOY AIR	6	0	0	0	0	0	0	0	0	0	0	0	6
FRONTIER AIRLINES	23	1	4	3	4	12	2	5	1	1	0	1	57
HAWAIIAN AIRLINES	2	1	1	5	0	0	3	0	0	0	0	0	12
JETBLUE AIRWAYS	11	0	3	0	1	5	3	2	0	0	0	2	27
MESA AIRLINES	1	0	0	0	0	0	4	0	0	0	0	0	5
PIEDMONT AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
PSA AIRLINES	6	0	0	0	0	0	0	0	0	0	0	0	6
REPUBLIC AIRLINE	8	0	0	0	0	2	1	0	0	0	0	1	12
SKYWEST AIRLINES	6	0	0	0	0	1	2	0	0	0	0	0	9
SOUTHWEST AIRLINES	23	2	7	3	5	2	5	3	1	0	0	3	54
SPIRIT AIRLINES	13	2	20	8	3	2	7	3	2	0	0	3	63
SUN COUNTRY AIRLINES	9	0	1	0	2	3	0	1	0	0	0	0	16
UNITED AIRLINES	22	1	10	9	4	10	20	12	0	0	0	6	94
Other U.S. Airlines	9	0	0	1	2	3	2	0	0	1	0	1	19
TOTAL MAY 2018	242	15	71	48	33	68	80	52	4	6	0	24	643
% of TOTAL COMPLAINTS	37.6	2.3	11.0	7.5	5.1	10.6	12.4	8.1	0.6	0.9	0	3.7	
TOTAL MAY 2017	573	33	145	68	60	131	132	73	7	8	0	34	1,264
% of TOTAL COMPLAINTS	45.3	2.6	11.5	5.4	4.7	10.4	10.4	5.8	0.6	0.6	0	2.7	

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

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

***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 MAY	DENTS IN MAY		DENTS IN APR		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
ALASKA AIRLINES**	12	9	75.0	1	8.3	1	8.3	1	8.3
ALLEGiant AIR	18	11	61.1	0	0.0	5	27.8	2	11.1
AMERICAN AIRLINES	160	85	53.1	29	18.1	29	18.1	17	10.6
DELTA AIR LINES	68	34	50.0	7	10.3	19	27.9	8	11.8
ENVOY AIR	6	6	100.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	57	41	71.9	4	7.0	5	8.8	7	12.3
HAWAIIAN AIRLINES	12	6	50.0	2	16.7	4	33.3	0	0.0
JETBLUE AIRWAYS	27	18	66.7	4	14.8	5	18.5	0	0.0
MESA AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
PIEDMONT AIRLINES	5	5	100.0	0	0.0	0	0.0	0	0.0
PSA AIRLINES	6	6	100.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRLINE	12	9	75.0	2	16.7	0	0.0	1	8.3
SKYWEST AIRLINES	9	8	88.9	0	0.0	1	11.1	0	0.0
SOUTHWEST AIRLINES	54	38	70.4	3	5.6	8	14.8	5	9.3
SPIRIT AIRLINES	63	37	58.7	11	17.5	8	12.7	7	11.1
SUN COUNTRY AIRLINES	16	4	25.0	8	50.0	3	18.8	1	6.3
UNITED AIRLINES	94	45	47.9	15	16.0	20	21.3	14	14.9
Other U.S. Airlines	19	8	42.1	3	15.8	6	31.6	2	10.5
Totals	643	374	58.2	90	14.0	114	17.7	65	10.1
Previous Year's Totals	1,264	686	54.3	241	19.1	218	17.2	119	9.4

* 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**
MAY 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	0	2	0	2	0	0	0	0	0	6
AEROFLOT	1	0	2	0	1	2	0	0	0	0	0	0	6
AEROMEXICO	1	0	2	1	3	4	1	0	0	1	0	0	13
AIR CANADA	6	0	3	0	0	5	1	0	0	0	0	0	15
AIR FRANCE	5	0	4	2	1	8	2	0	0	1	0	0	23
AIR INDIA	1	0	1	1	2	1	0	0	0	0	0	1	7
ALITALIA AIRLINES	1	1	0	3	1	2	0	1	0	1	0	0	10
AVIANCA	3	0	1	1	9	5	1	0	0	0	0	0	20
BRITISH AIRWAYS	3	0	1	2	3	6	1	0	0	0	0	1	17
CARIBBEAN AIRLINES	1	0	1	1	0	2	0	1	0	0	0	0	6
CHINA SOUTHERN AIRLINES	0	0	2	1	0	2	0	0	0	0	0	0	5
CONDOR	0	0	1	1	2	0	1	0	0	0	0	0	5
COPA	0	0	4	1	0	2	0	0	0	0	0	0	7
EMIRATES AIRLINES	1	0	1	1	1	1	2	0	1	0	0	0	8
ETHIOPIAN AIRLINES	2	0	0	0	0	2	3	0	0	0	0	1	8
ETIHAD AIRWAYS	0	0	3	1	0	2	1	0	0	0	0	0	7
IBERIA AIRLINES	0	1	0	0	0	6	0	0	0	0	0	0	7
JET AIRWAYS	0	0	1	1	0	1	1	1	0	0	0	0	5
KLM	2	0	0	0	0	2	0	2	0	0	0	0	6
LATAM	0	0	2	1	0	2	0	0	0	0	0	0	5
LUFTHANSA	2	0	3	0	1	3	0	2	0	0	0	0	11
NORWEGIAN AIR SHUTTLE	8	2	4	3	1	4	0	0	1	0	0	0	23
PHILIPPINE AIRLINES	0	0	4	0	0	2	1	1	0	0	0	0	8
QATAR AIRWAYS	0	1	2	2	4	3	1	1	0	0	0	1	15
ROYAL AIR MAROC	4	0	0	0	0	3	0	1	0	0	0	0	8
TURKISH AIRLINES	4	0	2	5	4	4	3	0	0	0	0	1	23
VOLARIS AIRLINES	0	1	3	2	5	2	2	0	0	0	0	1	16
WOW AIR	0	5	4	2	6	6	3	0	0	0	0	0	26
OTHER FOREIGN AIRLINES	16	2	20	8	17	15	12	4	0	0	0	3	97
TOTALS	61	13	73	40	63	97	38	14	2	3	0	9	413
<u>TRAVEL AGENTS</u>													
JUSTFLY.COM	0	0	2	3	1	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	1	0	5	5	9	0	3	0	0	0	0	0	23
TOTALS	1	0	7	8	10	0	3	0	0	0	0	0	29
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	4	4
TOTALS	0	0	0	0	0	0	0	0	0	0	0	4	4

AIR TRAVEL CONSUMER REPORT

TABLE 5 CONT'D.

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

MAY 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	2	1	1	1	3	0	2	0	0	0	0	3	13
TOTALS	2	1	1	1	3	0	2	0	0	0	0	3	13

* 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).

MAY 2018	
AIRLINE	COMPLAINTS
ALASKA AIRLINES NETWORK	12
- ALASKA AIRLINES	12
- BRANDED CODESHARE PARTNERS	0
ALLEGiant AIR	18
AMERICAN AIRLINES NETWORK	188
- AMERICAN AIRLINES	160
- BRANDED CODESHARE PARTNERS	28
DELTA AIR LINES NETWORK	74
- DELTA AIR LINES	68
- BRANDED CODESHARE PARTNERS	6
FRONTIER AIRLINES	57
HAWAIIAN AIRLINES NETWORK	12
- HAWAIIAN AIRLINES	12
- BRANDED CODESHARE PARTNERS	0
JETBLUE AIRWAYS	27
SOUTHWEST AIRLINES	54
SPIRIT AIRLINES	63
UNITED AIRLINES NETWORK	114
- UNITED AIRLINES	94
- BRANDED CODESHARE PARTNERS	20
TOTAL	619

* 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.

TABLE 6A

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

RANK	AIRLINE	MAY 2018			MAY 2017		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	0	809,817	0.00	17	1,439,068	1.18
2	ENDEAVOR AIR	3	1,238,715	0.24	-	-	-
3	SKYWEST AIRLINES	9	3,314,242	0.27	21	3,003,396	0.7
4	SOUTHWEST AIRLINES	54	14,434,744	0.37	81	13,712,871	0.59
5	ALASKA AIRLINES**	12	3,162,114	0.38	10	2,275,941	0.44
6	MESA AIRLINES	5	1,199,898	0.42	-	-	-
7	PSA AIRLINES	6	1,244,473	0.48	-	-	-
8	ENVOY AIR	6	1,199,518	0.50	-	-	-
9	DELTA AIR LINES	68	13,295,490	0.51	158	13,016,811	1.21
10	REPUBLIC AIRLINE	12	1,697,986	0.71	-	-	-
11	JETBLUE AIRWAYS	27	3,629,031	0.74	49	3,401,669	1.44
12	UNITED AIRLINES	94	9,647,861	0.97	185	9,163,031	2.02
13	HAWAIIAN AIRLINES	12	993,620	1.21	10	949,208	1.05
14	AMERICAN AIRLINES	160	12,913,507	1.24	273	12,707,086	2.15
15	ALLEGiant AIR	18	1,150,014	1.57	-	-	-
16	SPIRIT AIRLINES	63	2,522,718	2.50	232	2,037,177	11.39
17	FRONTIER AIRLINES	57	1,727,757	3.30	43	1,427,535	3.01
	TOTAL	606	74,181,505	0.82	1,079	63,133,793	1.71

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

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

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

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

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for May 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
Silver Airways	1						
Aeromexico	1						
Alaska Airlines	1						
American Airlines	1						
Air France			1				
Delta Air Lines	1			1			
Frontier Airlines						1	
Alitalia	1						
TOTAL	6		1	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

May 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
American Airlines	1	0	0
Delta Air Lines	1	2	0
Totals:	2	2	0

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

The Transportation Security Administration (TSA) screened approximately 69 million airline passengers and their 55 million checked bags in the month of May 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 May.

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
915	.001	49	.00007	201	.0002	544	.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 May.

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.