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 Delays[1]	January 2017
Mishandled Baggage[1]	January 2017
Oversales[1]	4th. Quarter 2016 January – December 2016
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	January 2017
Airline Animal Incident Reports[4]	January 2017
Customer Service Reports to the Dept. of Homeland Security[3]	January 2017

[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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<u>INTRODUCTION</u>

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

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

The report normally is released by the end of the second week of each month. The report is available via the Internet at:
 http://www.transportation.gov/airconsumer

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at https://apps.bts.gov/pdc/user/products/src/category.xml?pdc_start=1&pdc_end=15&pdc_page=1&c=1&pdc_sort=2+DESC,+4+DESC . 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

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

JANUARY 2017

CARRIER*	AT 30 REPORTABLE AIRPORTS		AT ALL US AIRPORTS	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ONTIME	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ONTIME
HAWAIIAN AIRLINES	8	62.0	17	85.7
DELTA AIR LINES	30	80.6	149	80.7
AMERICAN AIRLINES	28	79.5	93	79.2
UNITED AIRLINES	27	78.2	87	78.4
ALASKA AIRLINES	25	76.4	65	77.6
SOUTHWEST AIRLINES	25	74.3	87	74.6
SPIRIT AIRLINES	21	72.0	36	72.8
JETBLUE AIRWAYS	24	71.8	63	72.8
EXPRESSJET AIRLINES	16	73.5	161	72.8
SKYWEST AIRLINES	24	70.5	188	71.0
FRONTIER AIRLINES	24	67.9	54	69.3
VIRGIN AMERICA	17	63.7	21	63.9
TOTAL		76.0		76.0

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

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2017

CARRIER	1st Quarter 01-03 2016		2nd Quarter 04-06 2016		3rd Quarter 07-09 2016		4th Quarter 10-12 2016		Nov 2016		Dec 2016		Jan 2017		12 Months Ending Jan 2017	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	87.5	2	88.7	2	89.1	2	83.8	3	88.0	3	76.1	4	77.6	5	86.6	2
AMERICAN	81.1	7	78.8	9	74.9	10	83.1	4	85.4	8	79.1	3	79.2	3	79.3	7
DELTA	86.6	3	87.4	3	83.7	4	88.5	2	91.4	2	81.4	2	80.7	2	86.1	3
EXPRESSJET	81.0	8	82.3	6	75.6	9	80.4	8	82.8	11	73.5	7	72.8	9	79.2	8
FRONTIER	83.2	5	80.3	7	66.9	12	75.7	11	87.5	4	62.4	12	69.3	11	74.8	11
HAWAIIAN	91.1	1	92.4	1	90.9	1	89.9	1	91.5	1	85.1	1	85.7	1	90.6	1
JETBLUE	71.6	11	78.0	10	73.0	11	77.4	10	84.3	10	71.3	9	72.8	8	75.3	10
SKYWEST	79.3	9	85.1	4	84.2	3	80.2	9	85.2	9	69.8	10	71.0	10	81.7	4
SOUTHWEST	84.1	4	78.9	8	78.5	6	81.9	6	86.1	7	74.9	6	74.6	6	80.1	6
SPIRIT	65.3	12	74.4	12	76.3	8	80.5	7	86.4	5	72.1	8	72.8	7	74.7	12
UNITED	83.2	6	82.6	5	79.4	5	81.9	5	86.1	6	76.0	5	78.4	4	81.4	5
VIRGIN AMERICA	77.4	10	75.2	11	77.1	7	75.3	12	81.4	12	68.3	11	63.9	12	75.3	9
Total	**82.1**		**81.9**		**79.2**		**82.5**		**86.5**		**75.6**		**76.0**		**81.0**	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 2.   NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT

(REPORTABLE AIRPORTS ONLY)

JANUARY 2017

	ARRIVAL REPORT*																			
CARRIER*	ATL		BOS		BWI		CLT		DAL		DCA		DEN		DFW		DTW		EWR	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	64	82.8	106	81.1	59	83.1	0	0.0	0	0.0	124	73.4	120	74.2	124	81.5	31	54.8	111	55.9
AMERICAN	1112	79.0	1965	81.2	443	78.8	7930	85.6	0	0.0	2077	82.5	821	77.8	11398	81.1	531	81.5	643	72.0
DELTA	19181	83.9	1222	79.9	541	82.1	431	81.9	132	79.5	692	77.9	649	73.2	429	86.2	4157	85.2	378	69.6
EXPRESSJET	4471	74.7	149	68.5	30	56.7	104	67.3	11	36.4	374	65.0	0	0.0	1928	70.9	834	75.7	2132	61.7
FRONTIER	231	68.8	0	0.0	0	0.0	50	78.0	0	0.0	92	73.9	1653	67.0	33	57.6	98	70.4	0	0.0
HAWAIIAN	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	0	0.0	3790	76.4	237	76.8	116	82.8	0	0.0	901	78.4	89	75.3	51	74.5	119	66.4	863	62.2
SKYWEST	538	72.9	5	100.0	5	80.0	121	71.9	0	0.0	152	66.4	3135	72.8	334	68.0	2432	74.3	64	28.1
SOUTHWEST	3639	79.5	885	81.4	5649	82.6	213	78.4	5336	77.7	1278	79.9	5464	75.5	0	0.0	591	78.8	444	65.1
SPIRIT	589	70.8	341	74.5	498	74.7	0	0.0	0	0.0	0	0.0	341	71.6	549	76.0	778	76.1	186	59.1
UNITED	310	78.1	851	79.3	183	77.6	59	86.4	0	0.0	289	81.3	4664	83.1	478	85.1	137	75.9	4262	73.7
VIRGIN AMERICA	0	0.0	141	73.0	0	0.0	0	0.0	404	79.0	115	84.3	85	72.9	0	0.0	0	0.0	195	59.5
TOTAL	30135	81.2	9455	78.4	7645	81.5	9024	84.8	5883	77.8	6094	79.0	17021	76.2	15324	79.5	9708	79.7	9278	68.1

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

AIR TRAVEL CONSUMER REPORT

TABLE 2.   NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT

(REPORTABLE AIRPORTS ONLY)

JANUARY 2017

CARRIER*	FLL		IAD		IAH		JFK		LAS		LAX		LGA		MCO		MDW		MIA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	44	70.5	33	72.7	53	90.6	31	87.1	399	75.9	742	63.2	0	0.0	73	78.1	0	0.0	0	0.0
AMERICAN	676	81.2	211	77.7	653	80.6	1465	78.1	1214	72.3	3136	71.2	1819	73.3	1537	80.4	0	0.0	4498	80.8
DELTA	961	80.5	192	83.3	250	81.6	2393	80.2	1176	71.9	2324	66.3	1942	75.5	1501	82.7	192	84.9	829	81.2
EXPRESSJET	0	0.0	13	69.2	3693	83.8	0	0.0	0	0.0	0	0.0	1031	60.5	0	0.0	25	60.0	0	0.0
FRONTIER	31	67.7	28	75.0	71	70.4	0	0.0	588	61.9	148	56.8	65	69.2	876	72.9	0	0.0	155	76.8
HAWAIIAN	0	0.0	0	0.0	0	0.0	29	51.7	75	68.0	137	65.7	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	2123	72.5	169	78.7	0	0.0	3421	73.8	492	64.0	484	59.3	532	61.8	1656	73.6	0	0.0	0	0.0
SKYWEST	0	0.0	16	81.3	830	74.0	0	0.0	87	67.8	2783	58.1	42	73.8	0	0.0	120	72.5	4	50.0
SOUTHWEST	1922	73.4	178	78.7	0	0.0	0	0.0	6131	68.4	3522	55.9	918	70.2	3475	82.3	6278	79.1	0	0.0
SPIRIT	1423	74.1	0	0.0	438	72.6	0	0.0	961	65.5	806	57.1	341	73.0	841	79.0	0	0.0	0	0.0
UNITED	628	78.0	1606	84.5	4800	85.2	0	0.0	955	73.0	2061	68.8	616	73.1	999	82.9	0	0.0	457	77.2
VIRGIN AMERICA	166	67.5	115	80.0	0	0.0	391	75.4	409	60.6	1172	61.9	99	74.7	31	80.6	0	0.0	0	0.0
TOTAL	**7974**	**75.0**	**2561**	**82.5**	**10788**	**82.9**	**7730**	**76.7**	**12487**	**68.8**	**17315**	**62.9**	**7405**	**70.8**	**10989**	**79.8**	**6615**	**79.1**	**5943**	**80.4**

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

AIR TRAVEL CONSUMER REPORT

TABLE 2.   NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT

(REPORTABLE AIRPORTS ONLY)

JANUARY 2017

		ARRIVAL REPORT*																			
	MSP		ORD		PDX		PHL		PHX		SAN		SEA		SFO		SLC		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	57	75.4	162	84.0	1216	78.5	31	71.0	232	80.2	481	74.8	4629	79.2	448	62.9	213	75.1	31	83.9
AMERICAN	750	78.5	4864	82.1	279	71.7	3484	80.5	4714	79.3	702	67.0	600	75.0	1119	56.6	416	68.3	956	81.1
DELTA	4509	83.0	541	76.9	491	75.4	525	79.0	604	78.1	510	71.2	1287	77.5	655	62.1	3302	78.8	940	81.2
EXPRESSJET	348	74.7	2828	74.6	0	0.0	14	92.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER	90	67.8	299	76.3	69	60.9	243	73.3	322	62.1	93	53.8	70	81.4	145	46.2	126	62.7	186	79.6
HAWAIIAN	0	0.0	0	0.0	31	45.2	0	0.0	31	71.0	31	67.7	62	54.8	62	59.7	0	0.0	0	0.0
JETBLUE	0	0.0	170	68.8	80	70.0	181	64.1	62	66.1	136	58.8	143	69.9	558	57.0	216	63.0	436	72.9
SKYWEST	2455	80.0	4020	69.8	779	75.2	0	0.0	1456	80.4	545	74.1	1642	76.6	3434	56.4	3735	74.7	0	0.0
SOUTHWEST	732	78.1	0	0.0	1059	65.0	802	75.8	5123	72.7	2818	68.2	850	70.5	1349	50.6	875	68.8	2390	80.0
SPIRIT	403	73.7	774	74.9	62	67.7	217	75.1	124	64.5	124	66.9	124	71.8	0	0.0	0	0.0	451	77.4
UNITED	288	77.8	5028	82.8	436	74.3	272	72.1	582	76.5	717	73.2	526	75.9	3807	66.4	222	76.6	524	82.3
VIRGIN AMERICA	0	0.0	97	81.4	89	52.8	0	0.0	0	0.0	165	57.6	192	72.9	1712	54.0	0	0.0	0	0.0
TOTAL	9632	80.5	18783	77.9	4591	72.4	5769	78.3	13250	76.1	6322	69.2	10125	76.9	13289	58.8	9105	74.9	5914	79.8

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

AIR TRAVEL CONSUMER REPORT

TABLE 3.   PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/ BY AIRPORT AND TIME OF DAY

(REPORTABLE AIRPORTS ONLY)

JANUARY 2017

	ARRIVAL AIRPORT*																	
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
0600-0659	82.3	69.2	89.9	87.2	72.0	100.0	86.6	82.1	86.2	83.2	62.0	88.9	90.3	82.1	82.1	89.1	0.0	61.3
0700-0759	89.0	84.2	89.3	94.9	88.9	85.8	83.0	84.7	83.1	85.0	69.4	83.3	86.8	80.7	86.3	84.2	86.2	72.8
0800-0859	84.4	90.7	93.5	88.2	87.4	89.9	82.6	82.4	71.9	86.8	92.9	90.9	84.5	84.3	83.4	61.0	80.2	89.4
0900-0959	83.7	92.5	90.4	88.2	88.0	87.0	80.7	81.0	85.7	85.8	86.9	94.6	85.0	83.8	79.4	56.5	90.9	90.3
1000-1059	82.2	88.5	87.3	87.6	89.9	84.4	79.5	78.3	84.4	90.4	82.0	83.0	84.4	88.5	75.4	58.9	84.3	89.0
1100-1159	85.3	86.7	86.9	86.0	88.2	85.1	78.9	83.5	80.7	84.3	80.7	88.5	88.9	84.1	72.4	59.8	72.5	86.0
1200-1259	84.4	88.7	89.0	87.6	85.8	82.6	77.4	83.3	89.7	85.3	76.5	83.7	85.5	84.1	66.1	57.1	75.3	82.5
1300-1359	84.9	84.4	87.7	85.3	84.4	83.3	76.7	83.4	83.3	77.3	75.1	85.9	84.4	83.6	68.2	57.8	79.0	81.0
1400-1459	82.3	82.2	85.8	80.3	80.4	82.9	75.2	82.4	80.0	71.0	76.7	86.1	86.4	82.1	67.5	63.7	68.4	81.6
1500-1559	81.6	81.3	81.8	85.2	77.2	78.7	72.2	80.3	79.8	67.1	80.5	82.7	82.7	82.4	64.3	65.5	70.0	85.6
1600-1659	80.0	77.6	78.7	81.1	76.8	77.3	73.0	79.5	82.2	64.3	77.4	81.0	83.2	77.7	62.9	63.0	69.2	79.7
1700-1759	78.3	72.3	76.5	85.6	72.2	71.3	72.7	73.7	87.2	48.6	75.1	83.7	83.4	75.4	63.1	62.3	65.6	79.0
1800-1859	77.3	68.7	75.5	79.2	75.1	74.8	73.0	74.0	75.9	46.6	72.6	77.9	80.5	67.3	64.2	60.7	66.3	77.4
1900-1959	77.2	68.3	77.9	80.8	66.0	72.7	74.2	77.0	76.2	49.9	66.9	84.4	76.7	67.5	66.1	64.1	60.8	76.3
2000-2059	76.8	69.5	71.9	80.7	66.9	75.8	74.1	73.3	73.4	50.7	66.4	81.9	80.0	72.6	62.0	61.5	60.6	76.3
2100-2159	75.6	76.4	71.3	82.7	67.6	72.6	71.6	77.6	77.0	54.0	70.7	85.0	70.0	65.8	62.5	63.5	59.4	67.0
2200-2259	72.5	72.8	73.1	78.2	68.4	73.4	67.4	76.0	73.3	64.9	68.7	69.4	67.7	72.0	61.5	60.3	65.4	75.2
2300-0559	74.2	74.3	73.4	77.9	62.5	79.8	70.7	81.1	69.5	71.4	63.5	77.1	78.1	71.4	64.4	69.5	67.3	73.0
TOTAL	81.2	78.4	81.5	84.8	77.8	79.0	76.2	79.5	79.7	68.1	75.0	82.5	82.9	76.7	68.8	62.9	70.8	79.8

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

AIR TRAVEL CONSUMER REPORT

TABLE 3.   PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/ BY AIRPORT AND TIME OF DAY

(REPORTABLE AIRPORTS ONLY)

JANUARY 2017

SCHEDULED	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	85.2	79.4	74.4	85.2	68.1	87.3	91.1	94.7	77.5	89.9	100.0	100.0	82.8
0700-0759	84.7	83.2	84.5	81.7	85.3	85.1	88.8	90.0	80.2	84.8	80.4	96.6	84.6
0800-0859	80.6	86.4	84.8	79.2	83.1	88.1	84.4	87.2	83.1	79.0	83.1	93.7	82.8
0900-0959	87.0	93.0	89.0	83.0	82.8	91.1	86.0	84.7	86.0	68.5	81.0	93.0	82.6
1000-1059	88.9	83.4	82.9	82.7	85.9	86.6	82.9	76.4	82.4	60.2	84.8	88.4	81.2
1100-1159	92.8	84.7	85.0	79.5	76.3	87.4	85.5	73.6	79.5	61.1	75.8	84.1	79.9
1200-1259	88.1	76.2	83.0	83.4	79.6	79.2	79.7	69.2	76.9	54.3	75.0	86.2	78.5
1300-1359	88.1	83.0	79.9	83.8	80.4	80.3	75.8	64.3	78.1	55.7	76.9	84.9	78.8
1400-1459	82.5	81.9	82.6	80.5	72.7	81.7	74.3	68.5	73.7	55.2	73.7	81.1	77.3
1500-1559	87.2	81.3	81.4	75.6	72.4	75.3	73.6	62.7	77.9	52.1	75.9	78.4	76.1
1600-1659	74.9	79.5	77.5	79.3	72.8	69.2	78.3	64.4	77.1	54.8	73.8	78.6	75.0
1700-1759	73.9	78.9	82.2	72.2	65.4	74.5	66.8	66.6	72.9	57.4	72.0	77.9	72.5
1800-1859	75.9	75.0	78.9	67.0	70.1	75.8	69.7	65.0	78.6	52.1	65.8	77.6	71.2
1900-1959	68.3	80.2	75.1	68.9	71.1	74.1	71.7	62.1	72.8	53.1	71.0	74.7	71.2
2000-2059	69.9	72.4	70.8	72.6	70.5	66.0	70.7	60.1	77.3	53.6	63.8	71.2	70.1
2100-2159	65.3	66.4	77.7	79.3	62.7	77.2	72.0	62.1	73.2	53.5	71.1	73.3	70.0
2200-2259	72.7	74.2	73.5	80.2	61.4	73.4	71.5	62.5	73.2	46.4	65.0	69.2	68.7
2300-0559	56.0	81.1	76.6	81.9	64.0	75.7	66.5	68.8	72.2	57.7	65.4	77.8	71.6
TOTAL	**79.1**	**80.4**	**80.5**	**77.9**	**72.4**	**78.3**	**76.1**	**69.2**	**76.9**	**58.8**	**74.9**	**79.8**	**76.0**

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

AIR TRAVEL CONSUMER REPORT

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

(REPORTABLE AIRPORTS ONLY)

JANUARY 2017

	DEPARTURE AIRPORT*																	
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
0600-0659	90.8	93.1	92.2	88.9	92.3	93.3	88.5	88.3	88.9	87.6	87.5	90.8	90.1	91.2	92.9	91.6	88.6	91.5
0700-0759	91.0	88.4	90.8	91.2	90.5	91.0	84.1	89.0	87.3	84.8	88.2	93.3	88.9	90.7	87.1	90.6	92.4	86.4
0800-0859	86.9	85.4	89.6	90.1	86.0	90.5	85.1	86.7	83.0	82.2	88.8	90.2	85.3	86.6	85.8	83.9	87.2	85.6
0900-0959	82.5	88.3	86.9	88.8	86.5	82.4	76.7	84.6	84.9	80.6	87.0	88.0	82.4	84.1	79.1	66.1	81.7	89.2
1000-1059	80.7	82.7	86.0	86.2	79.3	85.0	79.7	81.6	81.1	82.9	80.3	87.1	80.1	84.5	73.0	59.2	85.2	86.8
1100-1159	77.9	85.3	78.4	86.5	75.4	84.1	73.0	77.2	87.5	83.6	76.0	80.7	80.3	79.8	72.4	55.5	79.9	85.2
1200-1259	79.3	82.3	79.6	74.7	82.2	81.2	71.0	78.9	79.2	78.6	69.9	83.1	81.7	84.1	65.2	59.2	82.6	81.6
1300-1359	77.1	84.0	81.3	85.3	72.2	79.6	67.2	77.5	81.7	77.2	69.1	78.6	81.5	72.9	63.2	54.9	73.2	76.5
1400-1459	78.8	78.2	72.7	82.3	74.6	78.3	74.9	78.2	79.0	74.5	68.7	83.8	77.3	76.6	64.0	59.8	74.1	74.1
1500-1559	75.2	77.3	76.9	69.5	68.9	76.9	72.3	75.5	74.8	63.7	69.5	78.4	79.6	73.4	60.7	63.8	72.3	75.4
1600-1659	74.7	75.0	70.4	82.7	66.6	76.9	60.0	77.5	72.6	63.6	67.9	75.0	74.9	71.8	58.9	61.2	64.9	75.6
1700-1759	72.8	69.6	73.4	79.8	65.2	79.2	67.6	72.4	79.4	59.8	66.8	78.7	74.2	71.0	55.7	64.4	65.9	73.6
1800-1859	68.9	70.6	72.8	83.5	60.5	72.2	69.6	72.1	76.5	49.7	66.1	75.5	72.3	70.4	62.2	61.5	62.7	70.9
1900-1959	70.8	69.6	70.9	76.6	59.1	80.3	68.8	68.3	70.9	43.1	62.1	76.0	72.5	68.2	62.0	55.8	64.8	73.6
2000-2059	73.4	67.8	72.3	80.9	55.3	75.4	70.8	77.7	75.4	50.1	61.3	69.2	72.3	66.1	57.9	59.3	55.9	66.8
2100-2159	73.9	69.9	59.7	66.7	57.5	64.2	66.5	66.7	67.7	48.0	54.6	57.1	80.6	65.2	60.9	64.8	51.4	66.2
2200-2259	74.8	0.0	69.1	79.7	54.1	85.0	74.0	77.7	76.4	16.7	68.0	81.0	0.0	72.9	67.6	70.0	33.3	42.1
2300-0559	78.8	89.3	80.9	90.4	0.0	93.2	78.5	89.8	90.6	84.6	84.3	96.2	84.6	84.8	77.7	75.3	96.8	87.9
TOTAL	**77.4**	**80.9**	**79.3**	**84.0**	**73.9**	**82.5**	**73.8**	**78.9**	**79.0**	**70.2**	**72.9**	**82.7**	**79.6**	**77.7**	**70.2**	**67.0**	**75.8**	**79.3**

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

AIR TRAVEL CONSUMER REPORT

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

(REPORTABLE AIRPORTS ONLY)

JANUARY 2017

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT*												
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.3	92.0	86.5	86.7	84.4	91.9	96.2	93.5	90.7	90.3	90.9	96.0	90.7
0700-0759	88.2	90.5	86.8	87.1	82.0	91.0	92.2	92.0	85.4	87.8	81.2	92.9	88.6
0800-0859	80.0	85.4	86.7	80.6	79.4	91.0	91.7	90.5	83.2	79.7	76.2	92.2	85.1
0900-0959	79.1	82.6	84.2	78.7	82.7	85.5	87.9	84.0	79.7	72.1	79.3	93.8	81.6
1000-1059	86.5	88.8	87.2	77.9	74.0	87.1	79.9	75.3	80.7	67.8	75.7	89.1	79.1
1100-1159	88.8	80.2	81.3	77.3	81.1	83.7	84.8	71.2	79.9	63.7	75.1	85.6	77.6
1200-1259	85.2	80.4	82.5	78.8	66.7	83.7	81.4	72.8	80.0	61.4	57.4	80.5	76.1
1300-1359	81.0	80.4	80.9	76.8	74.1	83.8	81.3	63.7	80.1	59.0	78.6	79.0	74.9
1400-1459	80.0	72.9	78.1	73.7	59.2	74.7	77.9	65.4	76.3	55.8	69.8	78.9	73.9
1500-1559	80.0	74.6	78.9	75.9	71.2	79.8	69.9	62.2	73.6	57.6	76.0	74.1	72.9
1600-1659	73.0	76.1	80.6	71.1	71.6	70.9	72.6	56.1	81.3	57.8	72.1	72.1	70.9
1700-1759	68.5	70.0	73.7	69.4	65.4	70.4	73.2	69.5	72.4	60.7	73.8	77.1	70.4
1800-1859	66.8	72.3	73.6	67.9	64.1	74.0	69.7	66.5	73.8	59.9	68.1	72.0	68.6
1900-1959	70.3	77.4	75.3	66.6	70.1	76.2	72.5	59.7	78.0	59.0	66.2	68.2	68.1
2000-2059	64.4	76.5	75.9	72.0	73.6	81.2	60.8	59.9	76.7	59.4	77.4	69.4	70.6
2100-2159	70.2	71.8	81.8	74.7	74.4	74.6	76.9	61.4	73.0	61.6	68.5	59.7	68.7
2200-2259	70.5	100.0	77.4	80.2	72.6	73.7	70.6	85.1	78.3	69.8	77.7	40.0	74.0
2300-0559	91.7	91.2	87.1	94.7	83.4	92.9	88.4	0.0	87.4	76.0	71.6	97.2	83.0
TOTAL	77.9	78.8	80.3	76.0	75.3	82.0	79.7	74.6	80.3	67.4	75.6	81.4	76.5

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2017

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***

CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

None

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

None

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
ALASKA	468	Dec	SEA-LAX	730	13	7	53.85	79.71
ALASKA	468	Jan	SEA-LAX	730	12	7	58.33	67.00
EXPRESSJET	3792	Dec	CLE-EWR	1843	23	15	65.22	89.14
EXPRESSJET	3792	Jan	CLE-EWR	1843	23	12	52.17	98.64
EXPRESSJET	4312	Dec	EWR-DCA	1929	14	8	57.14	75.00
EXPRESSJET	4056	Jan	EWR-DCA	1913	23	14	60.87	98.25
EXPRESSJET	4062	Dec	EWR-DSM	1930	23	14	60.87	91.25
EXPRESSJET	4062	Jan	EWR-DSM	1940	27	19	70.37	77.39
EXPRESSJET	4413	Dec	LEX-EWR	1706	15	10	66.67	79.67
EXPRESSJET	4413	Jan	LEX-EWR	1649	31	20	64.52	105.67

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2017

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
FRONTIER	663	Dec	DEN-SFO	1600	31	16	51.61	98.07
FRONTIER	663	Jan	DEN-SFO	1625	25	14	56.00	122.57
FRONTIER	1737	Dec	MCO-SFO	1855	31	16	51.61	97.92
FRONTIER	1737	Jan	MCO-SFO	1855	30	17	56.67	134.14
SKYWEST	3035	Dec	ASE-LAX	1830	17	10	58.82	108.14
SKYWEST	3035	Jan	ASE-LAX	1830	31	23	74.19	98.92
SKYWEST	5420	Dec	DEN-SUN	1120	16	10	62.50	131.00
SKYWEST	5420	Jan	DEN-SUN	1121	31	18	58.06	84.67
SKYWEST	3035	Dec	DFW-ASE	1645	17	9	52.94	127.40
SKYWEST	3035	Jan	DFW-ASE	1640	31	22	70.97	98.92
SKYWEST	5491	Dec	SFO-SUN	1050	16	10	62.50	88.00
SKYWEST	5491	Jan	SFO-SUN	1050	31	16	51.61	0.00
SKYWEST	4613	Dec	SLC-SUN	1112	31	17	54.84	134.25
SKYWEST	4613	Jan	SLC-SUN	1110	31	16	51.61	91.00
SKYWEST	5879	Dec	SUN-DEN	1359	15	9	60.00	145.00
SKYWEST	5879	Jan	SUN-DEN	1405	29	16	55.17	56.00
SOUTHWEST	1399	Dec	LAX-OAK	1715	26	14	53.85	64.00
SOUTHWEST	1399	Jan	LAX-OAK	1715	27	14	51.85	73.43
SPIRIT	526	Dec	FLL-EWR	1706	31	18	58.06	79.19
SPIRIT	526	Jan	FLL-EWR	1706	31	21	67.74	70.28
SPIRIT	140	Dec	MCO-EWR	1437	31	17	54.84	72.00
SPIRIT	140	Jan	MCO-EWR	1438	31	16	51.61	49.75
VIRGIN AMERICA	357	Dec	BOS-SFO	1859	26	15	57.69	83.00
VIRGIN AMERICA	357	Jan	BOS-SFO	1859	27	14	51.85	85.36
VIRGIN AMERICA	29	Dec	JFK-SFO	1855	27	14	51.85	100.67
VIRGIN AMERICA	29	Jan	JFK-SFO	1855	27	16	59.26	82.56

AIR TRAVEL CONSUMER REPORT

TABLE 6.   NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 70% OR MORE OF THE TIME

JANUARY 2017

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS (minimum 15 operations per flight number)	REGULARLY SCHEDULED FLIGHTS LATE 70% OR MORE OF THE TIME D/	
		NUMBERS	PERCENTAGE
VIRGIN AMERICA	201	2	1.0
EXPRESSJET	1,209	11	0.9
SKYWEST	1,673	14	0.8
SOUTHWEST	3,476	17	0.5
FRONTIER	244	1	0.4
UNITED	1,458	4	0.3
SPIRIT	406	1	0.2
JETBLUE	824	1	0.1
AMERICAN	2,428	1	0.0
DELTA	2,424	0	0.0
ALASKA	487	0	0.0
HAWAIIAN	200	0	0.0
TOTAL	15,030	52	0.3

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

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

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	88.7	77.4	62	62
Abilene, TX (ABI)	64.3	67.9	28	28
Adak Island, AK (ADK)	55.6	55.6	9	9
Aguadilla, PR (BQN)	78.6	77.0	159	161
Akron, OH (CAK)	77.0	82.5	504	503
Albany, GA (ABY)	73.2	81.7	82	82
Albany, NY (ALB)	82.0	82.7	768	767
Albuquerque, NM (ABQ)	74.9	79.3	1,391	1,395
Alexandria, LA (AEX)	74.0	79.5	258	258
Allentown/Bethlehem/Easton, PA (ABE)	73.4	81.2	192	191
Alpena, MI (APN)	62.3	59.6	53	52
Amarillo, TX (AMA)	78.7	86.3	249	248
Anchorage, AK (ANC)	81.7	87.2	1,219	1,223
Appleton, WI (ATW)	70.4	73.7	213	213
Arcata/Eureka, CA (ACV)	65.6	78.3	93	92
Asheville, NC (AVL)	72.2	80.2	212	212
Aspen, CO (ASE)	57.2	50.5	694	695
Atlanta, GA (ATL)	81.2	77.5	30,135	30,138
Atlantic City, NJ (ACY)	72.1	78.0	341	341
Augusta, GA (AGS)	72.7	72.2	194	194
Austin, TX (AUS)	79.3	82.4	3,743	3,737
Bakersfield, CA (BFL)	80.9	93.3	178	178
Baltimore, MD (BWI)	81.5	79.3	7,645	7,648
Barrow, AK (BRW)	80.0	83.8	80	80
Baton Rouge, LA (BTR)	74.9	72.4	513	515
Beaumont/Port Arthur, TX (BPT)	28.6	28.6	7	7
Bellingham, WA (BLI)	80.3	88.2	76	76
Bemidji, MN (BJI)	87.1	87.1	62	62
Bend/Redmond, OR (RDM)	66.5	61.8	242	241
Bethel, AK (BET)	71.1	84.3	83	83
Billings, MT (BIL)	84.5	84.6	239	240
Binghamton, NY (BGM)	77.6	77.6	58	58
Birmingham, AL (BHM)	76.3	79.7	914	912

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bismarck/Mandan, ND (BIS)	75.9	78.7	108	108
Bloomington/Normal, IL (BMI)	64.6	68.8	113	112
Boise, ID (BOI)	72.9	76.7	1,206	1,208
Boston, MA (BOS)	78.4	80.9	9,455	9,456
Bozeman, MT (BZN)	80.1	78.8	347	349
Brainerd, MN (BRD)	88.7	88.7	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	76.8	80.4	164	163
Brownsville, TX (BRO)	88.7	92.5	106	106
Brunswick, GA (BQK)	72.3	75.9	83	83
Buffalo, NY (BUF)	77.4	83.3	1,365	1,361
Burbank, CA (BUR)	68.1	72.1	1,968	1,968
Burlington, VT (BTV)	75.3	78.5	283	284
Butte, MT (BTM)	79.3	79.3	58	58
Casper, WY (CPR)	80.6	86.8	67	68
Cedar City, UT (CDC)	66.0	83.0	53	53
Cedar Rapids/Iowa City, IA (CID)	70.3	77.9	337	340
Charleston, SC (CHS)	78.7	82.0	958	957
Charleston/Dunbar, WV (CRW)	66.0	68.9	191	190
Charlotte Amalie, VI (STT)	81.9	83.1	497	498
Charlotte, NC (CLT)	84.8	84.0	9,024	9,025
Charlottesville, VA (CHO)	64.7	71.5	215	214
Chattanooga, TN (CHA)	71.6	76.3	412	410
Chicago, IL (MDW)	79.1	77.9	6,615	6,614
Chicago, IL (ORD)	77.9	76.0	18,783	18,782
Christiansted, VI (STX)	73.6	82.7	110	110
Cincinnati, OH (CVG)	79.5	84.3	1,037	1,040
Cleveland, OH (CLE)	78.5	79.4	2,614	2,609
Cody, WY (COD)	80.3	83.6	61	61
College Station/Bryan, TX (CLL)	79.6	80.6	108	108
Colorado Springs, CO (COS)	70.7	79.8	743	743
Columbia, SC (CAE)	75.5	77.3	327	326
Columbus, GA (CSG)	72.2	72.2	79	79
Columbus, MS (GTR)	70.7	74.4	82	82

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS		CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Columbus, OH (CMH)	78.7	80.9	1,878	1,879	Fort Wayne, IN (FWA)	67.7	80.1	409	408
Cordova, AK (CDV)	68.3	85.0	60	60	Fresno, CA (FAT)	71.0	78.1	675	675
Corpus Christi, TX (CRP)	83.5	88.9	200	199	Gainesville, FL (GNV)	76.3	77.8	190	189
Dallas, TX (DAL)	77.8	73.9	5,883	5,883	Garden City, KS (GCK)	80.6	80.6	62	62
Dallas/Fort Worth, TX (DFW)	79.5	79.0	15,324	15,304	Gillette, WY (GCC)	82.0	80.9	89	89
Dayton, OH (DAY)	79.1	82.5	378	377	Grand Forks, ND (GFK)	77.5	80.2	102	101
Daytona Beach, FL (DAB)	83.3	86.8	150	151	Grand Island, NE (GRI)	77.6	70.7	58	58
Deadhorse, AK (SCC)	75.8	75.8	62	62	Grand Junction, CO (GJT)	84.3	89.2	159	158
Denver, CO (DEN)	76.2	73.8	17,021	17,030	Grand Rapids, MI (GRR)	73.8	79.1	904	903
Des Moines, IA (DSM)	78.5	82.2	689	684	Great Falls, MT (GTF)	86.7	94.4	90	90
Detroit, MI (DTW)	79.7	79.1	9,708	9,683	Green Bay, WI (GRB)	63.3	71.1	305	304
Devils Lake, ND (DVL)	64.8	75.5	54	53	Greensboro/High Point, NC (GSO)	75.7	78.0	370	368
Dothan, AL (DHN)	71.7	74.3	113	113	Greer, SC (GSP)	78.4	82.1	453	452
Duluth, MN (DLH)	87.2	87.2	179	180	Guam, TT (GUM)	67.7	64.5	31	31
Durango, CO (DRO)	80.0	79.1	110	110	Gulfport/Biloxi, MS (GPT)	73.7	74.4	194	195
Eagle, CO (EGE)	60.0	64.6	320	319	Gunnison, CO (GUC)	61.9	66.7	42	42
Eau Claire, WI (EAU)	82.8	81.0	58	58	Hancock/Houghton, MI (CMX)	64.5	62.9	62	62
El Paso, TX (ELP)	72.4	81.3	927	928	Harlingen/San Benito, TX (HRL)	78.9	83.2	185	184
Elko, NV (EKO)	71.7	62.3	53	53	Harrisburg, PA (MDT)	79.3	79.2	184	183
Elmira/Corning, NY (ELM)	46.2	92.9	13	14	Hartford, CT (BDL)	78.6	84.5	1,733	1,731
Erie, PA (ERI)	67.0	77.1	106	105	Hattiesburg/Laurel, MS (PIB)	88.7	83.0	53	53
Escanaba, MI (ESC)	54.7	54.7	53	53	Hayden, CO (HDN)	65.1	60.6	186	188
Eugene, OR (EUG)	66.2	73.9	272	268	Hays, KS (HYS)	68.5	75.5	54	53
Evansville, IN (EVV)	70.2	83.3	235	234	Helena, MT (HLN)	82.3	86.0	113	114
Fairbanks, AK (FAI)	85.5	86.7	173	173	Hibbing, MN (HIB)	85.7	82.1	84	84
Fargo, ND (FAR)	73.5	84.2	200	203	Hilo, HI (ITO)	89.9	91.7	523	492
Fayetteville, AR (XNA)	72.0	77.9	418	417	Hobbs, NM (HOB)	82.0	86.0	50	50
Fayetteville, NC (FAY)	75.5	77.1	139	140	Honolulu, HI (HNL)	81.6	88.8	3,808	3,809
Flagstaff, AZ (FLG)	78.5	76.3	93	93	Houston, TX (HOU)	77.6	76.6	4,500	4,500
Flint, MI (FNT)	73.6	82.4	375	374	Houston, TX (IAH)	82.9	79.6	10,788	10,805
Fort Lauderdale, FL (FLL)	75.0	73.0	7,974	7,983	Huntsville, AL (HSV)	81.7	84.1	284	283
Fort Myers, FL (RSW)	81.9	81.9	3,272	3,278	Idaho Falls, ID (IDA)	76.4	77.1	178	179
Fort Smith, AR (FSM)	79.5	78.7	88	89	Indianapolis, IN (IND)	79.3	83.5	2,086	2,084

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JANUARY 2017

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
International Falls, MN (INL)	90.6	86.8	53	53
Iron Mountain/Kingsfd, MI (IMT)	81.4	82.5	59	57
Islip, NY (ISP)	77.5	84.9	378	378
Ithaca/Cortland, NY (ITH)	82.8	82.8	58	58
Jackson, WY (JAC)	71.8	64.5	341	341
Jackson/Vicksburg, MS (JAN)	76.1	79.8	356	356
Jacksonville, FL (JAX)	81.5	83.6	1,354	1,356
Jacksonville/Camp Lejeune, NC (OAJ)	75.9	83.9	87	87
Jamestown, ND (JMS)	69.9	70.2	83	84
Juneau, AK (JNU)	83.4	84.6	325	324
Kahului, HI (OGG)	82.2	84.4	1,988	1,988
Kalamazoo, MI (AZO)	72.5	74.5	153	153
Kalispell, MT (FCA)	80.8	85.3	177	177
Kansas City, MO (MCI)	78.3	80.2	3,560	3,558
Ketchikan, AK (KTN)	84.5	83.0	181	182
Key West, FL (EYW)	81.3	81.3	187	187
Killeen, TX (GRK)	77.0	85.0	100	100
Knoxville, TN (TYS)	71.8	80.1	547	548
Kodiak, AK (ADQ)	76.2	81.0	42	42
Kona, HI (KOA)	83.2	83.8	997	1,029
Kotzebue, AK (OTZ)	67.2	67.2	61	61
La Crosse, WI (LSE)	63.6	90.9	11	11
Lafayette, LA (LFT)	78.0	80.2	277	278
Lake Charles, LA (LCH)	80.5	83.3	133	132
Lansing, MI (LAN)	66.9	77.3	257	256
Laramie, WY (LAR)	77.4	77.4	53	53
Laredo, TX (LRD)	78.4	86.8	190	190
Las Vegas, NV (LAS)	68.8	70.2	12,487	12,487
Latrobe, PA (LBE)	78.5	83.9	93	93
Lawton/Fort Sill, OK (LAW)	50.0	61.3	30	31
Lewiston, ID (LWS)	80.0	79.2	50	48
Lexington, KY (LEX)	75.7	77.9	485	485
Lihue, HI (LIH)	83.8	85.5	967	967

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Lincoln, NE (LNK)	77.0	85.2	256	256
Little Rock, AR (LIT)	80.2	82.5	630	630
Long Beach, CA (LGB)	69.2	72.3	1,318	1,319
Longview, TX (GGG)	25.0	25.0	8	8
Los Angeles, CA (LAX)	62.9	67.0	17,315	17,314
Louisville, KY (SDF)	77.8	80.1	735	733
Lubbock, TX (LBB)	71.3	82.9	369	369
Madison, WI (MSN)	74.2	78.4	625	625
Mammoth Lakes, CA (MMH)	38.7	38.7	31	31
Manchester, NH (MHT)	73.8	81.9	503	504
Marquette, MI (MQT)	62.1	70.7	58	58
Medford, OR (MFR)	64.5	70.6	211	211
Melbourne, FL (MLB)	83.3	85.1	114	114
Memphis, TN (MEM)	78.2	81.5	1,166	1,161
Meridian, MS (MEI)	77.4	82.1	84	84
Miami, FL (MIA)	80.4	78.8	5,943	5,944
Midland/Odessa, TX (MAF)	73.1	82.4	464	466
Milwaukee, WI (MKE)	78.6	80.0	2,530	2,527
Minneapolis, MN (MSP)	80.5	80.3	9,632	9,618
Minot, ND (MOT)	88.1	85.5	84	83
Mission/McAllen/Edinburg, TX (MFE)	84.2	87.2	158	156
Missoula, MT (MSO)	79.6	86.5	142	141
Mobile, AL (MOB)	78.6	82.4	434	433
Moline, IL (MLI)	78.8	81.4	226	226
Monroe, LA (MLU)	72.6	80.6	252	252
Monterey, CA (MRY)	71.4	77.8	248	248
Montgomery, AL (MGM)	73.5	76.1	185	184
Montrose/Delta, CO (MTJ)	73.5	75.5	147	147
Mosinee, WI (CWA)	77.0	78.7	61	61
Muskegon, MI (MKG)	65.5	67.2	58	58
Myrtle Beach, SC (MYR)	78.8	76.9	264	264
Nashville, TN (BNA)	80.3	81.9	4,236	4,238
New Bern/Morehead/Beaufort, NC (EWN)	78.6	78.6	56	56

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CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
New Orleans, LA (MSY)	79.8	80.9	3,526	3,526
New York, NY (JFK)	76.7	77.7	7,730	7,748
New York, NY (LGA)	70.8	75.9	7,405	7,398
Newark, NJ (EWR)	68.1	70.3	9,278	9,279
Newburgh/Poughkeepsie, NY (SWF)	82.3	75.8	62	62
Newport News/Williamsburg, VA (PHF)	78.2	85.1	87	87
Niagara Falls, NY (IAG)	74.2	62.9	62	62
Nome, AK (OME)	67.2	68.9	61	61
Norfolk, VA (ORF)	76.5	77.7	742	740
North Bend/Coos Bay, OR (OTH)	55.6	61.1	18	18
Oakland, CA (OAK)	65.9	69.1	3,974	3,978
Oklahoma City, OK (OKC)	76.2	81.3	1,179	1,180
Omaha, NE (OMA)	78.2	83.2	1,557	1,556
Ontario, CA (ONT)	67.7	73.6	1,695	1,698
Orlando, FL (MCO)	79.8	79.3	10,989	11,007
Paducah, KY (PAH)	76.3	79.3	59	58
Pago Pago, TT (PPG)	100.0	100.0	10	10
Palm Springs, CA (PSP)	69.0	74.7	999	1,000
Panama City, FL (ECP)	77.0	80.6	274	273
Pasco/Kennewick/Richland, WA (PSC)	70.0	75.1	297	297
Pellston, MI (PLN)	54.1	54.1	74	74
Pensacola, FL (PNS)	78.3	83.4	434	434
Peoria, IL (PIA)	70.5	80.3	241	239
Petersburg, AK (PSG)	80.6	90.3	62	62
Philadelphia, PA (PHL)	78.3	82.0	5,769	5,762
Phoenix, AZ (PHX)	76.1	79.7	13,250	13,257
Pittsburgh, PA (PIT)	82.1	85.1	2,108	2,107
Plattsburgh, NY (PBG)	80.6	69.4	62	62
Pocatello, ID (PIH)	70.0	78.8	80	80
Ponce, PR (PSE)	63.5	70.7	74	75
Portland, ME (PWM)	78.6	79.6	393	393
Portland, OR (PDX)	72.4	75.3	4,591	4,591
Providence, RI (PVD)	78.8	83.2	1,008	1,008

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Punta Gorda, FL (PGD)	76.8	66.1	56	56
Raleigh/Durham, NC (RDU)	75.0	77.1	2,703	2,704
Rapid City, SD (RAP)	79.1	84.4	153	154
Redding, CA (RDD)	73.9	71.6	88	88
Reno, NV (RNO)	68.9	72.4	1,176	1,178
Rhinelander, WI (RHI)	79.5	74.2	88	89
Richmond, VA (RIC)	74.3	74.0	1,282	1,280
Roanoke, VA (ROA)	68.7	74.0	182	181
Rochester, MN (RST)	67.0	74.0	100	100
Rochester, NY (ROC)	74.8	80.8	608	605
Rock Springs, WY (RKS)	82.5	86.0	57	57
Roswell, NM (ROW)	94.1	94.1	34	34
Sacramento, CA (SMF)	68.2	72.9	3,353	3,352
Saginaw/Bay City/Midland, MI (MBS)	68.4	72.9	177	177
Salt Lake City, UT (SLC)	74.9	75.6	9,105	9,097
San Angelo, TX (SJT)	46.7	58.1	30	31
San Antonio, TX (SAT)	76.2	82.2	2,515	2,515
San Diego, CA (SAN)	69.2	74.5	6,322	6,322
San Francisco, CA (SFO)	58.8	67.4	13,289	13,283
San Jose, CA (SJC)	70.2	74.2	3,652	3,653
San Juan, PR (SJU)	80.0	82.2	2,407	2,422
San Luis Obispo, CA (SBP)	73.4	74.1	271	270
Santa Ana, CA (SNA)	70.9	74.7	3,368	3,365
Santa Barbara, CA (SBA)	67.7	73.0	433	434
Santa Fe, NM (SAF)	74.4	77.5	129	129
Sarasota/Bradenton, FL (SRQ)	83.2	81.7	309	311
Sault Ste. Marie, MI (CIU)	67.2	67.2	58	58
Savannah, GA (SAV)	77.4	77.7	460	461
Scranton/Wilkes-Barre, PA (AVP)	77.0	78.0	100	100
Seattle, WA (SEA)	76.9	80.3	10,125	10,126
Shreveport, LA (SHV)	73.1	76.1	479	481
Sioux Falls, SD (FSD)	74.3	80.4	373	372
Sitka, AK (SIT)	82.8	87.0	93	92

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TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
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CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
South Bend, IN (SBN)	69.6	78.0	381	381
Spokane, WA (GEG)	76.6	84.2	843	842
Springfield, IL (SPI)	71.4	75.0	140	140
Springfield, MO (SGF)	72.4	78.2	221	220
St. George, UT (SGU)	74.1	84.7	185	183
St. Louis, MO (STL)	79.2	79.0	4,660	4,661
State College, PA (SCE)	56.3	66.3	87	86
Sun Valley/Hailey/Ketchum, ID (SUN)	46.9	47.1	147	136
Syracuse, NY (SYR)	75.1	79.2	450	448
Tallahassee, FL (TLH)	75.2	76.4	165	165
Tampa, FL (TPA)	79.8	81.4	5,914	5,914
Texarkana, AR (TXK)	69.2	78.4	52	51
Traverse City, MI (TVC)	65.1	73.1	209	208
Trenton, NJ (TTN)	74.3	74.3	187	187
Tucson, AZ (TUS)	68.6	78.8	1,446	1,446
Tulsa, OK (TUL)	79.8	86.2	1,156	1,155
Twin Falls, ID (TWF)	78.7	62.4	89	125
Tyler, TX (TYR)	37.5	62.5	8	8
Valdosta, GA (VLD)	77.9	77.0	86	87
Valparaiso, FL (VPS)	78.0	81.1	254	254
Waco, TX (ACT)	66.3	76.0	104	104
Washington, DC (DCA)	79.0	82.5	6,094	6,086
Washington, DC (IAD)	82.5	82.7	2,561	2,567
West Palm Beach/Palm Beach, FL (PBI)	77.3	76.0	2,441	2,442
White Plains, NY (HPN)	65.6	70.8	529	528
Wichita Falls, TX (SPS)	77.8	81.8	90	88
Wichita, KS (ICT)	78.7	84.0	657	656
Williston, ND (ISN)	87.3	95.2	63	63
Wilmington, NC (ILM)	78.6	86.3	206	205
Worcester, MA (ORH)	74.2	72.6	62	62
Wrangell, AK (WRG)	83.9	88.7	62	62
Yakutat, AK (YAK)	85.0	81.7	60	60
Yuma, AZ (YUM)	82.5	90.8	120	120

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

JANUARY 2017

CARRIER	AT 30 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
SKYWEST	24	28,697	955	3.3	188	50,146	1,880	3.7
SPIRIT	21	10,371	350	3.4	36	12,570	441	3.5
EXPRESSJET	16	17,976	574	3.2	161	35,037	1,159	3.3
VIRGIN AMERICA	17	5,577	134	2.4	21	5,782	137	2.4
SOUTHWEST	25	61,923	1459	2.4	87	107,785	2,313	2.1
JETBLUE	24	17,025	353	2.1	63	24,602	525	2.1
FRONTIER	24	5,765	114	2.0	54	7,760	162	2.1
ALASKA	25	9,610	143	1.5	65	14,711	257	1.7
AMERICAN	28	60,017	768	1.3	93	73,132	980	1.3
DELTA	30	52,956	554	1.0	149	69,813	782	1.1
UNITED	27	35,775	182	0.5	87	42,403	232	0.5
HAWAIIAN	8	459	2	0.4	17	6,276	18	0.3
Total		306,151	5,588	1.8		450,017	8,886	2.0

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

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

JANUARY 2017

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5%OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
SPIRIT	419	113	26.9
EXPRESSJET	2678	568	21.2
SKYWEST	3865	639	16.5
FRONTIER	407	64	15.7
VIRGIN AMERICA	255	40	15.6
JETBLUE	1004	113	11.2
SOUTHWEST	18579	1,966	10.5
ALASKA	597	61	10.2
AMERICAN	4262	421	9.8
DELTA	5178	355	6.8
UNITED	2541	51	2.0
HAWAIIAN	229	4	1.7
TOTAL	40,014	4,395	11.0

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

NOTE: For a complete list of flights canceled 5% or more of the time, go to <http://www.bts.gov/5PctCancels/index.html>

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TABLE 9.   CAUSES OF DELAY*, BY CARRIER
JANUARY 2017

								CAUSES OF DELAY										
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	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	14711	11422	77.64%	257	1.75%	68	0.46%	584	3.97%	131	0.89%	1,376	9.35%	16	0.11%	856	5.82%
AMERICAN	73132	57948	79.24%	980	1.34%	205	0.28%	4109	5.62%	313	0.43%	5,667	7.75%	48	0.07%	3,862	5.28%
DELTA	69813	56335	80.69%	782	1.12%	189	0.27%	4107	5.88%	1,035	1.48%	3,945	5.65%	6	0.01%	3,414	4.89%
EXPRESSJET	35037	25496	72.77%	1159	3.31%	146	0.42%	2645	7.55%	90	0.26%	2,249	6.42%	0	0.00%	3,252	9.28%
FRONTIER	7760	5374	69.25%	162	2.09%	19	0.24%	586	7.55%	20	0.26%	838	10.80%	0	0.00%	760	9.79%
HAWAIIAN	6276	5376	85.66%	18	0.29%	7	0.11%	527	8.40%	18	0.29%	9	0.14%	3	0.05%	319	5.08%
JETBLUE	24602	17907	72.79%	525	2.13%	109	0.44%	1956	7.95%	88	0.36%	1,773	7.21%	35	0.14%	2,210	8.98%
SKYWEST	50146	35608	71.01%	1880	3.75%	272	0.54%	2680	5.34%	453	0.90%	4,058	8.09%	14	0.03%	5,182	10.33%
SOUTHWEST	107785	80408	74.60%	2313	2.15%	260	0.24%	5959	5.53%	639	0.59%	6,204	5.76%	27	0.03%	11,975	11.11%
SPIRIT	12570	9153	72.82%	441	3.51%	19	0.15%	352	2.80%	26	0.21%	2,137	17.00%	4	0.03%	438	3.48%
UNITED	42403	33225	78.36%	232	0.55%	115	0.27%	2720	6.41%	271	0.64%	3,404	8.03%	4	0.01%	2,432	5.74%
VIRGIN AMERICA	5782	3694	63.89%	137	2.37%	77	1.33%	320	5.53%	164	2.84%	712	12.31%	2	0.03%	676	11.69%
TOTAL	450017	341946	75.99%	8886	1.97%	1486	0.33%	26545	5.90%	3248	0.72%	32372	7.19%	159	0.04%	35376	7.86%

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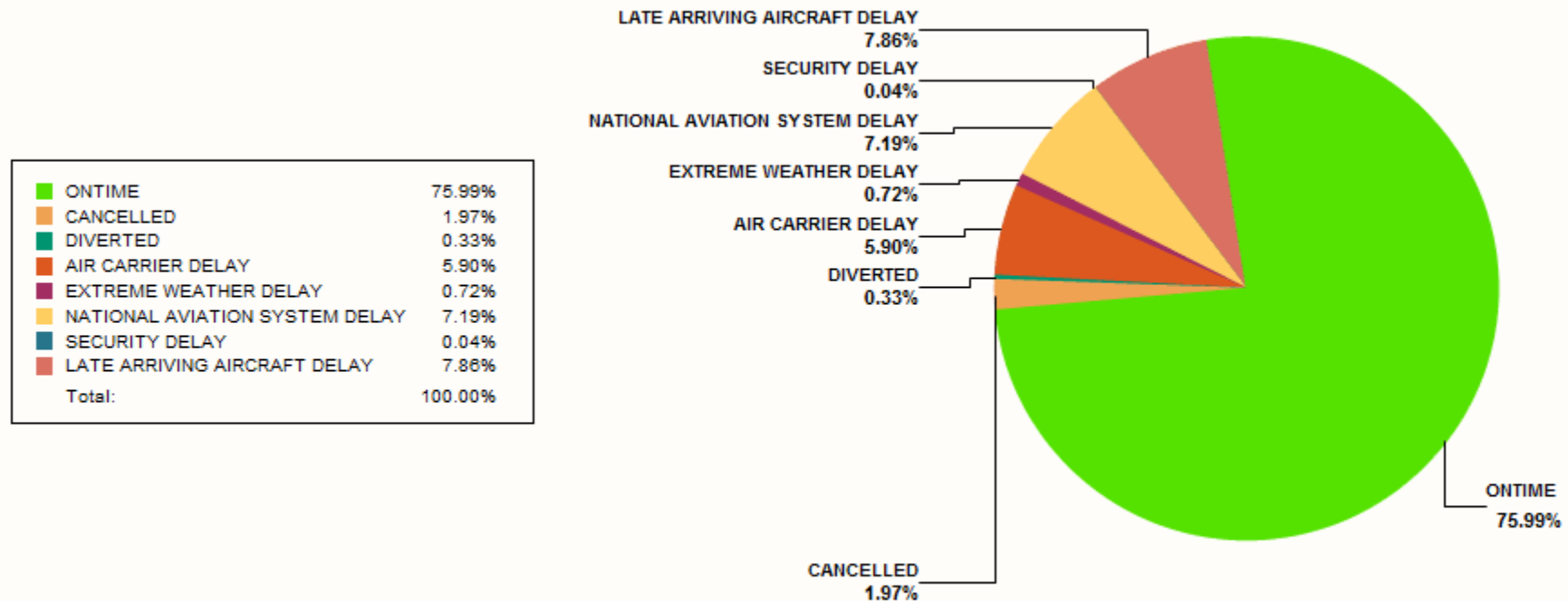**Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.**

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

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

JANUARY 2017

ONTIME	75.99%
CANCELLED	1.97%
DIVERTED	0.33%
AIR CARRIER DELAY	5.90%
EXTREME WEATHER DELAY	0.72%
NATIONAL AVIATION SYSTEM DELAY	7.19%
SECURITY DELAY	0.04%
LATE ARRIVING AIRCRAFT DELAY	7.86%
Total:	100.00%

LATE ARRIVING AIRCRAFT DELAY
7.86%
SECURITY DELAY
0.04%
NATIONAL AVIATION SYSTEM DELAY
7.19%
EXTREME WEATHER DELAY
0.72%
AIR CARRIER DELAY
5.90%
DIVERTED
0.33%
ONTIME
75.99%
CANCELLED
1.97%

*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 11. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY CARRIER
JANUARY 2017

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
DELTA	1198	DTW	FLL	1/6/2017	Destination Airport	413
SOUTHWEST	494	BWI	FLL	1/6/2017	Destination Airport	379
JETBLUE	805	EWR	FLL	1/6/2017	Destination Airport	377
UNITED	413	FLL	IAD	1/6/2017	Origin Airport	377
JETBLUE	569	BOS	FLL	1/6/2017	Destination Airport	374
JETBLUE	1479	DCA	FLL	1/6/2017	Destination Airport	370
JETBLUE	971	LGA	FLL	1/6/2017	Destination Airport	369
JETBLUE	2615	JAX	FLL	1/6/2017	Destination Airport	369
SOUTHWEST	1781	AUS	FLL	1/6/2017	Destination Airport	366
AMERICAN	1523	DFW	FLL	1/6/2017	Destination Airport	344
AMERICAN	1961	CLT	FLL	1/6/2017	Destination Airport	339
UNITED	2040	IAH	FLL	1/6/2017	Destination Airport	329
SPIRIT	616	SJU	FLL	1/6/2017	Destination Airport	317
JETBLUE	657	CLE	FLL	1/6/2017	Destination Airport	315
AMERICAN	208	SFO	MIA	1/8/2017	Diversion Airport(DFW)	227
VIRGIN AMERICA	411	JFK	LAX	1/7/2017	Origin Airport	223
DELTA	1877	ORD	ATL	1/29/2017	Destination Airport	220
COMPASS	6017	IAH	LAX	1/22/2017	Diversion Airport(LAS)	201
DELTA	2053	FNT	ATL	1/29/2017	Destination Airport	201
DELTA	2471	AUS	ATL	1/29/2017	Destination Airport	199
UNITED	1236	IAH	LAX	1/22/2017	Origin Airport	196
DELTA	2014	PBI	ATL	1/29/2017	Destination Airport	196
DELTA	831	ALB	ATL	1/29/2017	Destination Airport	195
AMERICAN	1279	RSW	DFW	1/15/2017	Diversion Airport(HOU)	191
DELTA	2035	MKE	ATL	1/29/2017	Destination Airport	189
DELTA	147	SLC	ATL	1/29/2017	Destination Airport	187
DELTA	2553	SAT	ATL	1/29/2017	Destination Airport	186
DELTA	1951	LGA	ATL	1/29/2017	Destination Airport	186
DELTA	2396	RSW	ATL	1/29/2017	Destination Airport	186
DELTA	101	LAX	ATL	1/29/2017	Destination Airport	182

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).

Note: The tarmac delays that occurred at Fort Lauderdale-Hollywood International Airport (FLL) on January 6, 2017, resulted from a security incident at FLL. The incident may have also impacted tarmac delays at other airports on this date.

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2017

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
AIR CANADA ROUGE	1622	YYZ	FLL	01/06/2017	Destination Airport	474
AIR CANADA ROUGE	1602	YUL	FLL	01/06/2017	Destination Airport	394
JETBLUE	387	FLL	SNU	01/06/2017	Origin Airport	376
JETBLUE	1048	SDQ	FLL	01/06/2017	Destination Airport	366
WESTJET	1283	FLL	YYZ	01/06/2017	Origin Airport	356
JETBLUE	2328	CMW	FLL	01/06/2017	Destination Airport	351
CHINA EASTERN	297	PVG	JFK	01/07/2017	Destination Airport	345
PHILIPPINE	126	YVR	JFK	01/07/2017	Destination Airport	326
SPIRIT	833	FLL	MBJ	01/06/2017	Origin Airport	324
DELTA	0778	MBJ	ATL	01/22/2017	Diversion Airport(MGM)	296
AMERICAN	2277	FLL	PAP	01/06/2017	Origin Airport	285
CATHAY PACIFIC	846	HKG	JFK	01/07/2017	Destination Airport	267

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).

Note: The tarmac delays that occurred at Fort Lauderdale-Hollywood International Airport (FLL) on January 6, 2017, resulted from a security incident at FLL. The incident may have also impacted tarmac delays at other airports on this date.

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

AIR TRAVEL CONSUMER REPORT

TABLE 12.   NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED DOMESTIC FLIGHTS EXPERIENCING TARMAC DELAYS OVER 2 HOURS   BY CARRIER

JANUARY 2017

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
DELTA	69813	141	0.20
SKYWEST	50146	44	0.09
UNITED	42403	36	0.08
AMERICAN	73132	57	0.08
FRONTIER	7760	6	0.08
EXPRESSJET	35037	25	0.07
ALASKA	14711	7	0.05
JETBLUE	24602	10	0.04
SPIRIT	12570	5	0.04
SOUTHWEST	107785	24	0.02
VIRGIN AMERICA	5782	1	0.02
HAWAIIAN	6276	1	0.02
TOTAL	450017	357	0.08

Note: Tarmac delays of 2 hours or more on any scheduled domestic flight based on reports from carriers reporting Part 234 monthly on-time   data.

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

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

A   See Appendix for list of carrier codes.

B   See Appendix for list of 30 airports for which data must be reported. Data include all reported domestic flight operations to the 30 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).

C   All domestic airports for which carriers reported data.   Data include all reported domestic flight operations to the 30 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).

D   "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.

E   "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.

F   Incomplete data; percentage based on operations reported.

G   Carrier did not report useable data.

H   Carrier did not serve airport.

I   Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.

J   Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.

K   Flights listed arrived at the scheduled destination gate more than 30 minutes after the published arrival time more than 50 percent of the time in each month. Some flights on the list are a combination of flights operated by the same carrier between the same origin and destination with a change in scheduled departure time of 30 minutes or less.

APPENDIX

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

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

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

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

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

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

MISHANDLED BAGGAGE

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

AIR TRAVEL CONSUMER REPORT

MISHANDLED BAGGAGE REPORTS FILED BY PASSENGERS
U.S. AIRLINES*

RANK	AIRLINE	JANUARY 2017			JANUARY 2016		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	SPIRIT AIRLINES	3,029	1,640,754	**1.85**	3,771	1,467,217	**2.57**
2	VIRGIN AMERICA	1,091	580,630	**1.88**	592	538,055	**1.10**
3	JETBLUE AIRWAYS	5,259	2,737,977	**1.92**	4,726	2,441,249	**1.94**
4	ALASKA AIRLINES	3,971	1,793,803	**2.21**	5,120	1,708,182	**3.00**
5	DELTA AIR LINES	26,921	8,747,031	**3.08**	20,635	8,669,134	**2.38**
6	UNITED AIRLINES	19,309	5,828,072	**3.31**	16,372	5,278,600	**3.10**
7	SOUTHWEST AIRLINES	37,544	11,231,184	**3.34**	38,631	10,868,194	**3.55**
8	HAWAIIAN AIRLINES	2,964	844,841	**3.51**	1,751	817,449	**2.14**
9	AMERICAN AIRLINES	33,827	9,289,525	**3.64**	39,844	9,413,077	**4.23**
10	SKYWEST AIRLINES	12,021	2,332,048	**5.15**	9,498	2,178,010	**4.36**
11	FRONTIER AIRLINES	6,827	1,147,969	**5.95**	3,441	1,010,595	**3.40**
12	EXPRESSJET AIRLINES	8,811	1,393,686	**6.32**	8,689	1,653,985	**5.25**
	TOTALS	**161,574**	**47,567,520**	**3.40**	**153,070**	**46,043,747**	**3.32**

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. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Oversales," and "Consumer Complaints" sections of this report.

OVERSALES

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

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

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

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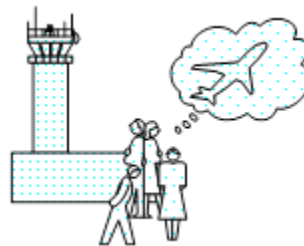
AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

Rank	Airline	OCTOBER - DECEMBER 2016				OCTOBER - DECEMBER 2015			
		DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per	DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per
		Voluntary	Involuntary	Passengers	10,000 Passengers	Voluntary	Involuntary	Passengers	10,000 Passengers
1	**HAWAIIAN AIRLINES**	126	19	2,669,657	**0.07**	70	8	2,608,124	**0.03**
2	**VIRGIN AMERICA**	611	17	2,017,391	**0.08**	488	43	1,832,945	**0.23**
3	**DELTA AIR LINES**	36,471	326	32,044,038	**0.10**	32,658	466	31,061,602	**0.15**
4	**ALASKA AIRLINES**	1,600	197	5,665,703	**0.35**	1,093	159	5,430,824	**0.29**
5	**SPIRIT AIRLINES****	1,167**	196**	5,052,694**	**0.39****	1,139**	235**	4,410,192**	**0.53****
6	**UNITED AIRLINES**	15,696	891	22,398,395	**0.40**	18,743	1,475	20,930,474	**0.70**
7	**FRONTIER AIRLINES**	450	163	3,771,280	**0.43**	648	380	3,547,147	**1.07**
8	**AMERICAN AIRLINES**	11,806	1,714	31,546,560	**0.54**	13,320	2,426	22,033,306	**1.10**
9	**SOUTHWEST AIRLINES**	19,116	3,072	38,502,306	**0.80**	19,473	3,433	36,839,451	**0.93**
10	**SKYWEST AIRLINES**	10,680	758	7,411,535	**1.02**	10,896	786	6,990,054	**1.12**
11	**JETBLUE AIRWAYS**	439	1,036	8,719,175	**1.19**	598	21	8,168,250	**0.03**
12	**EXPRESSJET AIRLINES**	8,615	641	5,019,172	**1.28**	8,968	996	5,757,488	**1.73**
	TOTALS	**106,777****	**9,030****	**164,817,906****	**0.55****	**108,094****	**10,428****	**149,609,857****	**0.70****

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

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

**On May 9, 2017, Spirit Airlines revised its denied boarding reports and enplanements for 2015 and 2016. This table reflects the revisions for the 4th quarter of 2016 and 2015.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

Rank	Airline	JANUARY - DECEMBER 2016				JANUARY - DECEMBER 2015			
		DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per	DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per
		Voluntary	Involuntary	Passengers	10,000 Passengers	Voluntary	Involuntary	Passengers	10,000 Passengers
1	HAWAIIAN AIRLINES	326	49	10,824,495	**0.05**	358	29	10,462,344	**0.03**
2	DELTA AIR LINES	129,825	1,238	129,281,098	**0.10**	145,406	1,938	125,044,855	**0.15**
3	VIRGIN AMERICA	2,375	94	7,945,329	**0.12**	1,722	80	6,928,805	**0.12**
4	ALASKA AIRLINES	6,806	931	23,390,900	**0.40**	5,412	740	22,095,126	**0.33**
5	UNITED AIRLINES	62,895	3,765	86,836,527	**0.43**	81,390	6,317	82,081,914	**0.77**
6	FRONTIER AIRLINES	2,096	851	14,666,332	**0.58**	2,744	1,232	12,343,540	**1.00**
7	AMERICAN AIRLINES	54,259	8,312	130,894,653	**0.64**	50,317	7,504	97,091,951	**0.77**
8	SPIRIT AIRLINES**	5,838**	1,614**	20,287,618**	**0.80***	5,670**	1,182**	16,789,450**	**0.70***
9	JETBLUE AIRWAYS	1,705	3,176	34,710,003	**0.92**	1,841	73	31,949,251	**0.02**
10	SKYWEST AIRLINES	41,476	2,935	29,986,918	**0.98**	51,829	5,079	28,562,760	**1.78**
11	SOUTHWEST AIRLINES	88,628	14,979	150,655,354	**0.99**	96,513	15,608	143,932,752	**1.08**
12	EXPRESSJET AIRLINES	33,590	3,182	21,139,038	**1.51**	42,933	4,608	24,736,601	**1.86**
	TOTALS	**429,819***	**41,126***	**660,618,265***	**0.62***	**486,135***	**44,390***	**602,019,349***	**0.74***

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

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

****On May 9, 2017, Spirit Airlines revised its denied boarding reports and enplanements for 2015 and 2016. This table reflects the revisions for the 1st, 2nd, 3rd and 4th quarters of 2016 and 2015.**

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

**CONSUMER COMPLAINTS
SUMMARY**

	JANUARY 2017				JANUARY 2016			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,003	38	3	107	1,259	34	0	114
FOREIGN AIRLINES	591	4	1	39	398	1	0	27
TRAVEL AGENTS	36	3	0	5	31	1	0	10
TOUR OPERATORS	1	0	0	0	0	0	0	0
MISCELLANEOUS	20	18	0	8	10	4	0	16
INDUSTRY TOTALS	1,651	63	4	159	1,698	40	0	167

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY 2017			JANUARY 2016		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	527		1	490	
CANCELLATION			233			186
DELAY			171			179
MISCONNECTION			72			77
BAGGAGE	2	350		2	357	
RESERVATIONS/TICKETING/BOARDING	3	192		3	219	
CUSTOMER SERVICE	4	157		4	166	
REFUNDS	5	134		5	150	
FARES	6	102		6	123	
DISABILITY	7	75		7	79	
OTHER	8	58		9	36	
FREQUENT FLYER			46			17
OVERSALES	9	36		8	59	
DISCRIMINATION	10	12		11	8	
ADVERTISING	11	8		10	11	
COMPLAINT TOTAL		1,651			1,698	

* 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*

JANUARY 2017

U.S. AIRLINES ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	0	0	1	0	1	3	3	1	2	0	0	0	11
ALLEGIANT AIR	24	1	3	5	2	4	4	5	0	0	0	0	48
AMERICAN AIRLINES	91	8	20	14	14	42	18	12	0	2	0	6	227
COMMUTAIR	6	0	0	0	0	2	0	0	0	0	0	0	8
COMPASS AIRLINES	3	0	0	0	0	2	0	0	0	0	0	0	5
DELTA AIR LINES	23	0	9	1	3	24	6	7	0	0	0	6	79
DYNAMIC AIRWAYS	3	0	0	0	4	3	0	0	0	0	0	0	10
ENVOY AIR	12	0	2	0	0	0	1	0	0	1	0	0	16
EXPRESSJET AIRLINES	6	0	0	0	0	1	1	0	0	0	0	0	8
FRONTIER AIRLINES	35	1	9	4	8	36	2	0	0	1	0	0	96
HAWAIIAN AIRLINES	1	0	1	0	0	0	1	3	1	0	0	0	7
JETBLUE AIRWAYS	14	1	6	1	1	5	7	4	0	0	0	0	39
MESA AIRLINES	7	0	0	0	0	0	1	0	0	0	0	0	8
PIEDMONT AIRLINES	3	0	0	0	0	1	1	0	0	1	0	0	6
REPUBLIC AIRLINES	4	0	0	0	0	0	1	1	0	0	0	1	7
SILVER AIRWAYS	3	0	1	1	1	3	0	0	0	0	0	1	10
SKYWEST AIRLINES	9	0	0	0	0	0	2	0	0	0	0	0	11
SOUTHWEST AIRLINES	22	1	5	1	3	11	4	14	0	2	0	24	87
SPIRIT AIRLINES	48	1	10	6	9	7	11	0	0	0	0	1	93
UNITED AIRLINES	48	8	17	12	9	42	20	10	1	2	0	5	174
VIAAIR	4	0	0	0	2	0	0	0	0	0	0	0	6
VIRGIN AMERICA	6	0	0	1	1	2	4	2	1	0	0	2	19
OTHER U.S. AIRLINES	11	1	3	2	0	4	4	2	0	0	0	1	28
TOTAL JANUARY 2017	383	22	87	48	58	192	91	61	5	9	0	47	1,003
% of TOTAL COMPLAINTS	38.2	2.2	8.7	4.8	5.8	19.1	9.1	6.1	0.5	0.9	0	4.7	
TOTAL JANUARY 2016	421	45	141	82	106	229	122	72	6	7	0	28	1,259
% of TOTAL COMPLAINTS	33.4	3.6	11.2	6.5	8.4	18.2	9.7	5.7	0.5	0.6	0	2.2	

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

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

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN JAN	INCI-DENTS IN JAN	PERCENT	INCI-DENTS IN DEC	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
ALASKA AIRLINES	11	7	63.6	1	9.1	0	0.0	3	27.3
ALLEGIANT AIR	48	27	56.3	13	27.1	7	14.6	1	2.1
AMERICAN AIRLINES	227	115	50.7	55	24.2	42	18.5	15	6.6
COMMUTAIR	8	7	87.5	1	12.5	0	0.0	0	0.0
COMPASS AIRLINES	5	3	60.0	1	20.0	0	0.0	1	20.0
DELTA AIR LINES	79	44	55.7	16	20.3	12	15.2	7	8.9
DYNAMIC AIRWAYS	10	3	30.0	3	30.0	4	40.0	0	0.0
ENVOY AIR	16	9	56.3	5	31.3	1	6.3	1	6.3
EXPRESSJET AIRLINES	8	5	62.5	3	37.5	0	0.0	0	0.0
FRONTIER AIRLINES	96	30	31.3	54	56.3	6	6.3	6	6.3
HAWAIIAN AIRLINES	7	3	42.9	1	14.3	3	42.9	0	0.0
JETBLUE AIRWAYS	39	22	56.4	10	25.6	6	15.4	1	2.6
MESA AIRLINES	8	6	75.0	2	25.0	0	0.0	0	0.0
PIEDMONT AIRLINES	6	6	100.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRLINES	7	5	71.4	1	14.3	0	0.0	1	14.3
SILVER AIRWAYS	10	6	60.0	4	40.0	0	0.0	0	0.0
SKYWEST AIRLINES	11	10	90.9	1	9.1	0	0.0	0	0.0
SOUTHWEST AIRLINES	87	33	37.9	16	18.4	13	14.9	25	28.7
SPIRIT AIRLINES	93	60	64.5	16	17.2	12	12.9	5	5.4
UNITED AIRLINES	174	81	46.6	45	25.9	33	19.0	15	8.6
VIAAIR	6	6	100.0	0	0.0	0	0.0	0	0.0
VIRGIN AMERICA	19	11	57.9	3	15.8	2	10.5	3	15.8
OTHER U.S. AIRLINES	28	17	60.7	5	17.9	6	21.4	0	0.0
Totals	1,003	516	51.4	256	25.5	147	14.7	84	8.4
Previous Year's Totals	1,259	523	41.5	407	32.3	236	18.7	93	7.4

* 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.'

AIR TRAVEL CONSUMER REPORT

Table 5

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

JANUARY 2017

FOREIGN AIRLINES	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AEROMEXICO	4	0	3	1	5	3	3	0	0	0	0	0	19
AIR BERLIN	2	0	0	1	2	7	0	1	0	1	0	1	15
AIR CANADA	29	1	11	3	0	18	16	2	0	0	0	1	81
AIR CHINA	1	0	4	0	1	8	1	0	0	0	0	0	15
AIR FRANCE	7	1	2	4	2	7	5	1	0	0	0	0	29
AIR INDIA	0	0	3	0	2	1	0	0	0	0	0	0	6
ALITALIA AIRLINES	0	0	3	4	2	4	0	0	0	0	0	0	13
ARIK AIR	4	0	0	0	2	10	0	0	0	0	0	0	16
AVIANCA	3	1	1	0	1	2	1	0	0	0	0	0	9
BRITISH AIRWAYS	2	0	2	1	2	6	0	2	0	0	0	0	15
CATHAY PACIFIC	0	0	0	0	0	1	2	1	0	0	0	1	5
CHINA EASTERN	2	1	0	0	1	4	1	0	0	0	0	0	9
COPA	0	0	3	1	0	1	1	0	0	0	0	0	6
EL AL ISRAEL	4	0	0	1	1	0	1	0	0	1	0	0	8
EMIRATES AIRLINES	2	1	6	1	2	4	5	0	0	0	0	0	21
ETIHAD AIRWAYS	2	0	2	1	1	7	4	1	0	0	0	0	18
FIJI AIRWAYS	3	0	0	1	0	1	0	0	1	0	0	0	6
INSEL AIR	6	0	0	0	1	1	0	0	0	0	0	0	8
INTERJET	8	0	1	2	4	2	0	0	0	0	0	0	17
JET AIRWAYS	3	1	0	1	0	3	2	0	0	0	0	0	10
LATAM	0	1	1	0	2	5	1	0	1	0	0	0	11
LUFTHANSA	5	1	3	3	1	4	3	1	0	0	0	0	21
NORWEGIAN AIR SHUTTLE	1	0	1	0	4	0	1	1	0	0	0	0	8
PAKISTAN AIRLINES	1	0	1	0	1	1	1	0	0	0	0	0	5
PHILIPPINE AIRLINES	5	0	1	0	1	0	0	0	0	0	0	1	8
QATAR AIRWAYS	6	2	6	0	5	1	0	0	0	0	0	0	20
ROYAL AIR MAROC	1	0	0	0	0	3	1	1	0	0	0	0	6
SANTA BARBARA AIRLINES	9	0	1	0	0	0	0	0	0	0	0	0	10
SINGAPORE AIRLINES	0	0	2	2	0	1	0	0	0	0	0	0	5
SOUTH AFRICAN AIRWAYS	2	0	1	0	0	1	1	0	0	0	0	0	5
SWISS AIR	0	0	1	1	1	1	0	0	0	0	0	1	5
TURKISH AIRLINES	1	1	6	4	2	5	1	0	0	0	0	1	21
VIRGIN ATLANTIC AIRWAYS	1	0	1	1	0	1	2	0	0	0	0	2	8
VOLARIS AIRLINES	1	0	5	1	3	3	0	0	0	0	0	0	13
WOW AIR	5	0	4	1	1	10	7	0	0	0	0	0	28
OTHER FOREIGN AIRLINES	16	3	15	10	12	27	3	2	0	1	0	2	91
TOTALS	136	14	90	45	62	153	63	13	2	3	0	10	591

AIR TRAVEL CONSUMER REPORT

TABLE 5, cont'd.

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

JANUARY 2017

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
TRAVEL AGENTS													
CHEAPOAIR.COM	0	0	3	1	4	0	0	0	0	0	0	0	8
EXPEDIA.COM	0	0	5	0	3	0	0	0	0	0	0	0	8
JUSTFLY.COM	0	0	1	3	1	0	1	0	0	0	0	0	6
OTHER TRAVEL AGENTS	0	0	5	3	4	0	1	0	1	0	0	0	14
TOTALS	0	0	14	7	12	0	2	0	1	0	0	0	36
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	1	0	0	0	0	0	0	0	0	1
TOTALS	0	0	0	1	0	0	0	0	0	0	0	0	1
MISCELLANEOUS													
Other Miscellaneous	8	0	1	1	2	5	1	1	0	0	0	1	20
TOTALS	8	0	1	1	2	5	1	1	0	0	0	1	20

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES*

RANK	AIRLINE	JANUARY 2017			JANUARY 2016		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SKYWEST AIRLINES	11	2,394,009	**0.46**	14	2,315,644	**0.60**
2	EXPRESSJET AIRLINES	8	1,460,155	**0.55**	7	1,741,184	**0.40**
3	ALASKA AIRLINES	11	1,914,809	**0.57**	11	1,810,936	**0.61**
4	DELTA AIR LINES	79	10,459,705	**0.76**	84	10,413,781	**0.81**
5	HAWAIIAN AIRLINES	7	914,565	**0.77**	8	869,997	**0.92**
6	SOUTHWEST AIRLINES	87	11,330,508	**0.77**	63	10,933,939	**0.58**
7	JETBLUE AIRWAYS	39	3,287,398	**1.19**	21	2,944,441	**0.71**
8	AMERICAN AIRLINES	227	11,066,648	**2.05**	428	11,307,633	**3.79**
9	UNITED AIRLINES	174	7,708,081	**2.26**	255	7,117,861	**3.58**
10	VIRGIN AMERICA	19	607,436	**3.13**	12	558,039	**2.15**
11	SPIRIT AIRLINES	93	1,767,129	**5.26**	192	1,595,927	**12.03**
12	FRONTIER AIRLINES	96	1,219,665	**7.87**	44	1,084,051	**4.06**
	TOTAL	851	54,130,108	**1.57**	1,139	52,693,433	**2.16**

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

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

AIR TRAVEL CONSUMER REPORT

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

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
Air Berlin			1				
American	2						
El Al		1					
Envoy	1						
Frontier	1						
Piedmont	1						
SAS	1						
Southwest	1			1			
United	1				1		
TOTAL	8	1	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, smoking, tours credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.

AIR TRAVEL CONSUMER REPORT

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

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

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

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

Carrier	Death	Injury	Loss
United Airlines	4	2	0
Totals:	4	2	0

Customer Service Reports to the U.S. Department of Homeland Security for the Month of January 2017
as provided by the Transportation Security Administration[a]

The Transportation Security Administration (TSA) screened approximately 55 million airline passengers and their 44 million checked bags in the month of January 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 January.

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
670	.001	66	.0001	43	.00008	550	.001

NOTES

[a] Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (January 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 January.

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.