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of Transportation



Air Travel Consumer Report

A Product Of The
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
Aviation Consumer Protection Division

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Flight Delays¹	October 2017
Mishandled Baggage¹	October 2017
Oversales¹	^{3rd.} Quarter 2017 January - September 2017
Consumer Complaints² (Includes Disability and Discrimination Complaints)	October 2017
Airline Animal Incident Reports⁴	October 2017
Customer Service Reports to the Dept. of Homeland Security³	October 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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INTRODUCTION

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

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

OCTOBER 2017

CARRIER*	AT 30 REPORTABLE AIRPORTS		AT ALL US AIRPORTS	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME
HAWAIIAN AIRLINES	8	83.1	17	89.5
DELTA AIR LINES	30	89.1	146	89.4
SPIRIT AIRLINES	21	86.8	37	87.1
ALASKA AIRLINES	25	85.9	67	86.0
UNITED AIRLINES	27	85.9	96	86.0
AMERICAN AIRLINES	28	85.1	99	85.1
SOUTHWEST AIRLINES	25	84.4	86	84.6
FRONTIER AIRLINES	24	81.8	59	82.1
SKYWEST AIRLINES	23	81.9	205	81.7
EXPRESSJET AIRLINES	14	79.8	130	80.6
JETBLUE AIRWAYS	25	78.7	65	79.6
VIRGIN AMERICA	18	73.1	26	73.3
TOTAL		84.7		84.8

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

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2017

CARRIER*	4th Quarter 10-12 2016		1st Quarter 01-03 2017		2nd Quarter 04-06 2017		3rd Quarter 07-09 2017		Aug 2017		Sept 2017		Oct 2017		12 Months Ending Oct 2017	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	83.8	3	78.4	6	82.4	2	84.9	3	82.8	3	86.4	3	86.0	4	82.3	3
AMERICAN	83.1	4	81.4	3	77.3	6	77.7	7	77.7	4	82.8	7	85.1	6	79.9	5
DELTA	88.5	2	85.7	1	80.9	5	86.4	2	87.4	2	88.7	2	89.4	2	85.1	2
EXPRESSJET	80.4	8	76.7	7	75.8	9	76.6	8	74.1	9	81.0	9	80.6	10	77	9
FRONTIER	75.7	11	76.7	8	76.3	8	78.6	6	77.2	7	83.9	6	82.1	8	77.3	8
HAWAIIAN	89.9	1	83.0	2	89.6	1	93.1	1	93.0	1	94.0	1	89.6	1	88.8	1
JETBLUE	77.4	10	72.0	11	66.7	11	67.1	12	68.1	11	70.1	12	79.7	11	70.9	11
SKYWEST	80.2	9	76.5	9	81.1	3	80.7	4	77.5	5	86.1	4	81.7	9	79.5	6
SOUTHWEST	81.9	6	78.7	5	76.7	7	75.6	9	70.2	10	82.4	8	84.6	7	78.2	7
SPIRIT	80.5	7	76.3	10	71.3	10	75.1	10	76.9	8	75.1	11	87.2	3	76.1	10
UNITED	81.9	5	80.3	4	81.1	4	80.4	5	77.5	6	85.5	5	86.0	5	81.2	4
VIRGIN AMERICA	75.3	12	64.7	12	63.5	12	73.2	11	66.6	12	77.4	10	73.3	12	69.1	12
TOTAL	82.5		79.4		77.9		79.1		77.1		83.6		84.8		79.7	

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)

OCTOBER 2017

ARRIVAL AIRPORT*																				
CARRIER*	ATL		BOS		BWI		CLT		DAL		DCA		DEN		DFW		DTW		EWR	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	52	92.3	186	87.6	93	89.2	0	0	0	0	124	92.7	120	84.2	120	94.2	62	88.7	186	72.6
AMERICAN	950	85.3	2282	80.0	533	88.7	8349	88.1	0	0.0	2048	86.1	930	81.6	12057	88.3	498	88.4	639	76.1
DELTA	20795	90.0	1358	81.4	618	92.6	561	89.8	147	85.0	763	89.1	953	86.1	609	91.0	5030	92.1	477	71.7
EXPRESSJET	1558	82.2	209	77.0	86	75.6	264	75.8	0	0.0	325	78.2	0	0.0	927	84.3	426	81.9	2028	68.2
FRONTIER	238	74.4	0	0.0	0	0.0	89	77.5	0	0.0	93	86.0	1690	85.1	69	79.7	113	90.3	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	147	87.8	4186	79.3	257	84.0	110	85.5	0	0.0	895	85.5	89	75.3	58	86.2	120	87.5	730	68.8
SKYWEST	1483	79.0	23	82.6	0	0.0	107	62.6	150	82.7	105	89.5	3880	85.1	392	81.6	3400	84.7	142	64.1
SOUTHWEST	3500	87.1	1044	78.1	5938	89.0	238	78.6	5354	86.0	1286	81.0	5806	85.9	0	0.0	615	87.6	545	69.9
SPIRIT	633	90.5	341	88.3	696	89.2	0	0.0	0	0.0	0	0.0	287	87.5	747	87.0	780	89.0	248	75.8
UNITED	488	87.1	1181	82.5	327	89.3	84	89.3	0	0.0	487	90.3	5331	90.2	546	90.5	183	87.4	4650	77.7
VIRGIN AMERICA	0	0.0	169	83.4	16	87.5	0	0.0	293	81.9	115	66.1	89	76.4	0	0.0	0	0.0	232	69.8
TOTAL	29844	88.4	10979	80.4	8564	89.0	9802	87.3	5944	85.7	6241	85.1	19175	86.6	15525	88.0	11227	88.7	9877	73.7

* 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)
OCTOBER 2017

ARRIVAL AIRPORT*																				
CARRIER*	FLL		IAD		IAH		JFK		LAS		LAX		LGA		MCO		MDW		MIA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	31	90.3	31	90.3	44	90.9	31	100.0	343	88.0	657	89.3	0	0.0	92	88.0	0	0.0	0	0.0
AMERICAN	496	85.9	165	87.3	554	82.5	1341	74.9	1222	81.8	3168	88.5	2029	78.7	1392	83.5	0	0.0	4166	83.7
DELTA	781	90.8	276	90.9	236	86.4	2378	75.4	1115	91.0	2740	89.2	1844	81.6	1432	88.1	209	92.8	714	85.2
EXPRESSJET	0	0.0	0	0.0	3603	86.8	1	0.0	0	0.0	0	0.0	1503	68.9	0	0.0	5	80.0	0	0.0
FRONTIER	4	100.0	152	82.9	84	75.0	0	0.0	703	80.2	162	75.3	93	80.6	1030	77.5	0	0.0	290	87.2
HAWAIIAN	0	0.0	0	0.0	0	0.0	29	75.9	79	89.9	155	84.5	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	1899	79.6	174	83.9	0	0.0	3433	75.0	517	81.6	511	85.5	524	74.8	1518	77.5	0	0.0	0	0.0
SKYWEST	0	0.0	109	76.1	805	81.2	0	0.0	346	83.8	2944	83.3	116	77.6	0	0.0	221	80.1	0	0.0
SOUTHWEST	1722	84.8	207	89.9	0	0.0	0	0.0	6306	85.3	3645	75.7	936	78.2	2872	86.6	7091	86.4	0	0.0
SPIRIT	1231	86.3	0	0.0	611	86.6	0	0.0	1068	88.6	802	86.9	341	81.8	883	84.8	0	0.0	0	0.0
UNITED	476	87.2	1940	92.2	4674	90.4	0	0.0	1168	85.6	2312	85.8	837	79.8	947	89.7	0	0.0	321	84.1
VIRGIN AMERICA	88	85.2	139	83.5	0	0.0	364	71.2	367	74.1	1302	78.6	0	0.0	62	91.9	0	0.0	0	0.0
TOTAL	6728	84.6	3193	89.9	10611	87.6	7577	75.0	13234	85.1	18398	83.9	8223	77.5	10228	84.3	7526	86.4	5491	84.1

* 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)

OCTOBER 2017

ARRIVAL AIRPORT*																				
CARRIER*	MSP		ORD		PDX		PHL		PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	62	83.9	182	80.8	1317	86.0	31	87.1	182	84.6	535	86.5	4827	86.2	462	74.9	178	86.0	31	80.6
AMERICAN	668	83.7	5597	84.5	372	81.2	3489	83.5	4669	88.0	775	85.2	730	81.9	1151	67.1	363	88.2	1015	86.4
DELTA	5973	92.4	721	89.7	642	94.7	629	89.0	582	94.7	544	92.1	1880	90.1	1140	76.0	3720	93.4	849	87.9
EXPRESSJET	78	83.3	1231	86.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER	105	85.7	303	81.2	50	86.0	270	78.9	188	89.9	133	88.7	48	75.0	132	68.9	109	83.5	266	84.2
HAWAIIAN	0	0.0	0	0.0	31	83.9	0	0.0	31	87.1	31	90.3	62	61.3	62	90.3	0	0.0	0	0.0
JETBLUE	0	0.0	202	77.2	97	86.6	233	83.3	62	82.3	138	84.1	144	84.7	569	73.1	208	87.0	407	79.6
SKYWEST	3647	85.1	6886	80.2	1147	76.0	0	0.0	1213	89.0	745	88.7	1729	73.5	3113	69.5	3679	89.6	0	0.0
SOUTHWEST	778	87.3	0	0.0	1149	84.9	687	81.8	4977	86.0	3018	84.1	1041	82.8	1526	65.6	933	83.3	2051	83.6
SPIRIT	390	85.4	810	84.9	84	82.1	270	85.6	31	80.6	177	89.8	146	80.8	0	0.0	0	0.0	206	92.2
UNITED	363	89.3	6961	88.6	678	86.7	406	86.2	620	87.3	903	86.4	892	82.3	5428	78.5	133	82.7	509	87.0
VIRGIN AMERICA	0	0.0	146	76.0	84	54.8	62	96.8	0	0.0	182	68.1	186	68.8	2000	67.0	0	0.0	0	0.0
TOTAL	12064	88.9	23039	84.5	5651	84.0	6077	84.1	12555	87.5	7181	85.6	11685	83.5	15583	72.6	9323	90.1	5334	85.2

* 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)

OCTOBER 2017

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	91.2	81.7	92.2	92.2	100.0	0.0	93.2	94.8	88.4	84.3	79.4	85.3	95.9	89.8	96.0	92.3
0700-0759	94.0	93.0	95.3	81.5	97.7	95.0	93.6	91.4	94.1	91.1	95.1	89.7	89.7	86.3	95.2	93.3
0800-0859	90.9	90.2	96.6	90.8	94.3	95.8	90.2	91.5	93.9	96.8	92.8	89.4	85.5	84.2	95.9	86.9
0900-0959	92.1	94.0	97.4	82.7	92.3	88.2	90.8	89.0	94.8	92.9	93.3	89.7	91.7	91.8	90.0	88.6
1000-1059	91.1	92.9	96.2	89.5	92.4	92.8	89.3	92.3	87.6	91.5	95.0	98.4	89.3	93.7	88.3	83.3
1100-1159	89.5	93.2	93.0	87.0	92.6	93.6	88.8	90.2	90.0	90.7	91.9	95.1	93.4	94.8	88.2	86.2
1200-1259	89.0	88.6	93.0	93.1	89.0	93.3	89.4	89.4	88.8	88.1	88.3	81.1	89.8	87.8	86.3	86.4
1300-1359	90.0	89.6	91.5	88.5	91.3	92.3	88.2	89.6	92.4	81.7	91.7	94.4	86.5	76.4	84.3	84.9
1400-1459	89.6	84.7	91.7	90.1	87.3	88.5	87.3	92.9	86.0	72.3	87.8	91.2	88.5	75.0	84.1	82.8
1500-1559	87.6	79.6	92.0	83.1	80.4	88.0	87.3	89.8	90.5	65.5	85.8	92.3	86.3	72.9	85.0	87.4
1600-1659	86.6	75.5	88.0	86.5	85.3	81.9	87.5	88.6	89.9	60.1	85.9	92.1	83.9	67.0	80.4	83.6
1700-1759	88.2	75.2	86.2	85.7	79.0	80.1	80.5	85.5	88.7	60.3	82.2	84.6	85.3	63.0	84.2	80.3
1800-1859	85.3	71.4	86.2	81.5	83.9	78.7	84.0	79.8	89.0	59.0	78.8	91.0	88.4	61.1	80.0	83.3
1900-1959	83.7	69.6	81.1	82.3	78.4	77.5	80.0	84.3	82.6	60.0	72.7	85.1	87.3	60.8	82.6	82.2
2000-2059	85.9	72.0	86.4	85.8	76.7	74.3	79.7	82.9	87.2	54.8	72.6	91.9	86.9	66.9	77.7	79.6
2100-2159	85.8	70.9	79.1	84.4	79.9	79.0	83.6	85.1	86.5	58.2	83.9	85.2	81.7	62.6	83.7	78.3
2200-2259	84.9	74.4	83.6	82.4	80.5	81.4	79.1	84.8	85.6	67.6	71.6	74.0	82.4	64.5	78.9	76.2
2300-0559	81.6	76.8	83.4	85.2	79.1	82.3	82.8	88.7	88.4	85.2	79.0	86.4	86.2	81.9	81.1	82.3
TOTAL	88.4	80.4	89.0	87.3	85.7	85.1	86.6	88.0	88.7	73.7	84.6	89.9	87.6	75.0	85.1	83.9

* 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)

OCTOBER 2017

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.5	75.3	96.2	77.8	91.4	90.0	91.8	90.5	94.6	100.0	83.1	80.6	96.4	100.0	90.2
0700-0759	89.3	91.5	96.4	91.3	88.2	89.2	80.3	87.0	94.3	92.7	89.3	92.4	96.7	97.3	92.6
0800-0859	86.2	91.5	92.8	91.7	89.8	88.7	86.8	90.3	91.2	91.0	82.1	85.6	93.8	93.3	90.0
0900-0959	86.7	90.0	96.3	89.4	94.7	89.5	89.6	90.9	90.5	91.1	86.0	78.6	92.0	92.6	90.2
1000-1059	83.3	91.8	90.9	90.0	92.9	88.1	89.9	91.4	89.6	91.2	85.6	74.9	95.1	91.7	89.5
1100-1159	83.3	89.2	93.0	87.3	90.2	85.4	85.1	91.1	90.3	86.8	83.2	74.4	89.8	90.9	88.3
1200-1259	79.9	90.4	92.0	84.8	90.9	84.3	88.0	88.8	88.8	86.0	81.8	67.0	92.2	90.9	87.1
1300-1359	77.3	89.8	87.9	87.9	92.1	85.0	87.0	93.4	88.2	88.1	82.8	70.8	90.3	87.4	87.2
1400-1459	78.4	89.1	88.5	85.8	91.3	83.0	80.1	87.7	87.2	84.9	78.5	68.9	89.7	90.3	85.1
1500-1559	71.4	87.4	87.8	86.1	85.8	83.0	84.2	84.3	84.4	82.1	79.0	67.3	89.2	85.9	83.7
1600-1659	74.4	87.1	80.7	82.4	90.0	82.7	79.0	78.8	84.9	80.7	85.0	70.9	88.8	82.0	82.8
1700-1759	73.7	81.3	82.3	82.9	83.5	81.1	82.6	77.6	86.0	79.7	79.3	70.1	77.4	79.9	80.6
1800-1859	72.8	79.9	83.1	75.6	87.6	82.1	87.8	86.7	81.5	85.1	83.5	70.5	89.9	84.8	81.5
1900-1959	71.0	77.1	77.3	79.2	83.2	77.5	81.8	76.3	83.9	85.1	87.0	67.6	88.2	84.0	80.0
2000-2059	68.2	78.9	80.5	79.3	83.2	81.9	79.7	81.6	84.7	79.2	84.5	69.0	82.1	79.4	79.4
2100-2159	72.0	77.2	79.4	78.7	86.4	83.8	85.2	83.6	87.4	82.5	84.9	67.9	89.5	75.9	80.3
2200-2259	80.1	77.8	73.7	77.0	85.8	84.1	76.7	75.5	83.9	81.8	84.5	68.6	81.3	80.3	78.2
2300-0559	82.6	76.2	76.1	84.9	84.9	87.1	80.0	83.1	81.3	86.2	84.9	70.5	82.8	77.1	82.1
TOTAL	77.5	84.3	86.4	84.1	88.9	84.5	84.0	84.1	87.5	85.6	83.5	72.6	90.1	85.2	84.7

* 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)

OCTOBER 2017

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	93.0	94.2	93.7	95.6	93.2	95.7	96.5	93.3	97.6	95.7	94.4	94.1	92.7	95.4	94.2	92.9
0700-0759	94.8	92.0	96.2	93.8	92.3	93.5	92.1	94.2	93.5	93.7	92.7	93.6	95.6	93.1	94.4	89.5
0800-0859	92.6	92.2	94.5	90.6	92.3	93.4	92.9	91.4	91.3	92.6	96.3	94.8	87.4	94.0	90.4	89.0
0900-0959	88.8	92.7	93.6	92.3	91.2	90.8	88.1	87.7	90.3	92.0	91.8	92.1	88.9	90.6	89.1	83.1
1000-1059	89.4	91.3	92.2	81.3	89.9	90.0	87.1	87.0	87.6	89.8	89.2	93.9	87.6	86.2	81.1	82.6
1100-1159	88.1	88.9	91.4	91.1	84.4	91.9	85.5	85.8	84.5	89.7	87.1	94.1	86.8	88.7	81.9	78.1
1200-1259	85.8	86.6	88.0	89.3	83.7	91.3	80.0	87.6	88.3	89.0	81.0	91.9	88.7	91.1	79.2	80.8
1300-1359	84.1	82.9	83.9	88.8	84.2	87.2	83.8	85.2	88.6	88.9	88.1	84.9	84.4	86.4	78.8	77.9
1400-1459	83.7	80.6	78.0	83.5	77.0	81.5	82.8	87.3	84.1	80.8	81.3	86.8	86.7	75.8	74.7	78.9
1500-1559	82.5	80.0	84.8	78.1	73.9	83.3	83.8	82.8	84.9	74.8	78.9	92.2	86.3	73.2	73.3	79.9
1600-1659	82.0	74.1	85.0	78.4	71.4	86.5	80.9	86.9	78.4	69.6	79.5	84.0	81.5	76.7	79.2	82.8
1700-1759	82.1	69.2	80.5	80.3	71.3	80.1	80.2	84.0	85.1	66.0	78.8	88.2	85.9	71.7	74.6	80.3
1800-1859	82.8	72.1	70.7	82.7	67.6	77.2	77.5	83.5	88.6	64.0	75.3	74.0	86.8	71.3	78.0	81.3
1900-1959	82.9	67.8	84.7	79.8	69.4	74.2	83.5	79.1	85.2	65.6	77.9	83.5	88.3	67.9	76.4	82.2
2000-2059	80.5	71.1	82.5	82.6	69.3	72.9	79.8	84.3	84.0	65.9	72.7	50.0	89.4	67.3	76.0	72.9
2100-2159	86.7	69.0	82.9	83.3	74.1	76.3	79.1	100.0	91.3	58.0	81.1	83.9	89.4	62.8	75.4	83.0
2200-2259	86.0	86.0	84.5	86.1	71.2	87.1	83.0	86.9	87.5	65.4	81.4	91.3	94.9	69.7	83.0	79.6
2300-0559	86.3	93.5	96.3	90.9	0.0	97.3	87.5	93.1	100.0	98.4	90.6	88.9	95.3	47.6	87.0	89.3
TOTAL	85.9	83.1	87.3	86.0	80.9	86.7	84.7	87.0	87.5	80.0	83.8	89.5	88.2	80.8	82.1	83.0

* 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)
OCTOBER 2017

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	96.0	94.8	96.6	95.8	95.4	91.0	93.5	92.9	96.1	95.2	94.3	94.5	93.7	95.4	94.4
0700-0759	94.3	92.0	95.3	93.3	94.1	89.5	92.7	93.2	95.4	89.6	90.9	92.4	94.0	97.0	93.0
0800-0859	87.3	90.8	89.6	94.4	93.5	87.9	90.1	91.7	92.4	89.2	90.8	87.6	92.5	95.1	91.4
0900-0959	86.9	89.5	88.4	83.9	93.5	86.3	85.3	88.7	89.2	89.5	82.3	82.1	91.1	92.5	88.3
1000-1059	82.5	88.7	86.0	84.4	89.2	88.1	87.9	89.9	89.4	86.9	85.4	79.3	84.5	87.2	87.1
1100-1159	83.3	86.1	82.8	84.2	92.5	81.3	85.5	86.2	87.2	83.0	82.1	71.7	91.9	87.9	85.8
1200-1259	83.6	86.7	82.8	75.7	87.1	84.0	82.3	89.1	85.9	80.9	84.1	74.6	94.7	89.2	84.7
1300-1359	74.6	83.2	79.1	80.6	87.8	84.2	86.3	88.5	88.9	82.2	83.5	68.9	86.4	88.4	83.3
1400-1459	74.9	83.6	73.7	82.7	86.8	81.2	82.7	84.1	82.5	79.7	83.1	64.3	83.2	83.9	81.1
1500-1559	75.3	78.4	77.3	82.8	86.1	81.5	76.0	81.1	82.0	80.8	80.6	70.2	88.7	79.4	81.0
1600-1659	71.1	78.5	75.3	86.0	83.4	79.8	76.4	78.4	84.7	80.0	80.2	70.7	85.2	73.3	79.4
1700-1759	72.6	76.5	67.4	75.5	82.6	83.6	83.4	69.4	83.5	80.3	83.6	71.0	88.1	74.8	79.3
1800-1859	73.2	72.1	70.1	83.2	79.8	77.1	80.4	80.3	84.2	81.6	77.2	70.9	89.5	74.3	77.8
1900-1959	70.9	74.1	76.4	80.0	85.8	83.0	74.3	79.7	76.3	79.4	83.7	70.6	81.0	78.0	79.1
2000-2059	67.5	74.1	66.6	82.2	88.4	79.2	80.5	78.8	85.2	80.7	79.4	71.8	90.0	78.5	79.7
2100-2159	65.0	68.7	70.5	79.8	86.1	86.1	80.2	88.9	86.1	83.8	87.1	69.7	94.8	66.1	81.0
2200-2259	74.2	0.0	80.4	90.3	85.6	91.7	85.5	83.3	84.7	95.6	91.6	77.3	93.7	76.0	84.4
2300-0559	95.4	80.8	95.3	82.4	98.9	90.8	94.5	93.6	93.8	0.0	91.5	84.3	88.6	93.0	89.9
TOTAL	79.8	83.4	81.1	84.0	88.7	84.3	85.6	85.2	87.7	85.0	85.7	77.0	90.0	85.0	84.6

* 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/ OCTOBER 2017

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

JETBLUE	667	Jun	MCO-PSE	2150	16	12	75.00	114.82
JETBLUE	667	Jul	MCO-PSE	2150	31	16	51.61	73.31
JETBLUE	667	Aug	MCO-PSE	2150	14	9	64.29	75.44
JETBLUE	667	Sep	MCO-PSE	2200	25	21	84.00	94.25
JETBLUE	667	Oct	MCO-PSE	2200	12	12	100.00	N/A

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

JETBLUE	667	Jul	MCO-PSE	2150	31	16	51.61	73.31
JETBLUE	667	Aug	MCO-PSE	2150	14	9	64.29	75.44
JETBLUE	667	Sep	MCO-PSE	2200	25	21	84.00	94.25
JETBLUE	667	Oct	MCO-PSE	2200	12	12	100.00	N/A

* Minimum of 10 flights per months

** includes cancelled and diverted flights

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

Chronically Delayed Flights for individual months can be found on link below

https://www.rita.dot.gov/bts/sites/rita.dot.gov.bts/files/subject_areas/airline_information/chronically_delayed_flights/index.html

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/ OCTOBER 2017

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

JETBLUE	667	Aug	MCO-PSE	2150	14	9	64.29	75.44
JETBLUE	667	Sep	MCO-PSE	2200	25	21	84.00	94.25
JETBLUE	667	Oct	MCO-PSE	2200	12	12	100.00	N/A

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

AMERICAN	1391	Sep	MIA-STT	1200	30	27	90.00	47.00
AMERICAN	1391	Oct	MIA-STT	1200	27	27	100.00	N/A
AMERICAN	1391	Sep	STT-MIA	1541	30	26	86.67	248.00
AMERICAN	1391	Oct	STT-MIA	1540	27	27	100.00	N/A
JETBLUE	838	Sep	BQN-JFK	500	29	16	55.17	64.33
JETBLUE	838	Oct	BQN-JFK	500	10	10	100.00	N/A
JETBLUE	630	Sep	BQN-MCO	327	25	17	68.00	142.00
JETBLUE	630	Oct	BQN-MCO	327	10	10	100.00	N/A
JETBLUE	127	Sep	EWR-MCO	2155	13	8	61.54	107.17
JETBLUE	2727	Oct	EWR-MCO	2211	22	12	54.55	83.00

* Minimum of 10 flights per months

** includes cancelled and diverted flights

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

Chronically Delayed Flights for individual months can be found on link below

https://www.rita.dot.gov/bts/sites/rita.dot.gov.bts/files/subject_areas/airline_information/chronically_delayed_flights/index.html

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/ OCTOBER 2017

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

JETBLUE	839	Sep	JFK-BQN	2359	29	17	58.62	74.50
JETBLUE	839	Oct	JFK-BQN	2359	12	12	100.00	N/A
JETBLUE	629	Sep	MCO-BQN	2335	26	19	73.08	170.00
JETBLUE	629	Oct	MCO-BQN	2335	12	12	100.00	N/A
JETBLUE	667	Sep	MCO-PSE	2200	25	21	84.00	94.25
JETBLUE	667	Oct	MCO-PSE	2200	12	12	100.00	N/A
JETBLUE	668	Sep	PSE-MCO	205	24	19	79.17	113.67
JETBLUE	668	Oct	PSE-MCO	205	10	10	100.00	N/A
UNITED	1173	Sep	SJU-EWR	1345	26	14	53.85	57.50
UNITED	1173	Oct	SJU-EWR	1345	10	6	60.00	113.00

* Minimum of 10 flights per months

** includes cancelled and diverted flights

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

Chronically Delayed Flights for individual months can be found on link below

https://www.rita.dot.gov/bts/sites/rita.dot.gov.bts/files/subject_areas/airline_information/chronically_delayed_flights/index.html

AIR TRAVEL CONSUMER REPORT
TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS // ARRIVING LATE 70% OR MORE OF THE TIME
OCTOBER 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
FRONTIER	299	2	0.6
EXPRESSJET	817	5	0.6
SOUTHWEST	3711	10	0.2
SKYWEST	2200	1	0.0
DELTA	2774	0	0.0
AMERICAN	2568	0	0.0
UNITED	1748	0	0.0
JETBLUE	816	0	0.0
ALASKA	501	0	0.0
SPIRIT	434	0	0.0
HAWAIIAN	216	0	0.0
VIRGIN AMERICA	207	0	0.0
TOTAL	16291	18	0.1

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
OCTOBER 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	88.7	88.7	62	62
Adak Island, AK (ADK)	77.8	66.7	9	9
Aguadilla, PR (BQN)	43.4	32.9	83	76
Akron, OH (CAK)	77.6	83.0	398	399
Albany, NY (ALB)	87.9	88.2	775	777
Albuquerque, NM (ABQ)	87.1	87.9	1797	1796
Alexandria, LA (AEX)	92.6	95.0	81	80
Allentown/Bethlehem/Easton, PA (ABE)	81.9	84.6	254	253
Alpena, MI (APN)	81.1	88.5	53	52
Amarillo, TX (AMA)	87.9	91.6	273	273
Anchorage, AK (ANC)	81.9	90.8	1242	1244
Appleton, WI (ATW)	88.9	90.9	253	252
Arcata/Eureka, CA (ACV)	69.1	70.7	123	123
Asheville, NC (AVL)	80.4	77.7	347	346
Aspen, CO (ASE)	84.4	85.8	224	226
Atlanta, GA (ATL)	88.4	85.9	29844	29842
Atlantic City, NJ (ACY)	90.4	96.1	230	230
Augusta, GA (AGS)	87.3	85.5	110	110
Austin, TX (AUS)	85.6	84.4	4697	4696
Bakersfield, CA (BFL)	87.4	90.7	206	205
Baltimore, MD (BWI)	89.0	87.3	8564	8562
Bangor, ME (BGR)	81.2	78.8	85	85
Barrow, AK (BRW)	93.8	93.8	80	80
Baton Rouge, LA (BTR)	82.4	82.5	544	544
Bellingham, WA (BLI)	65.2	69.9	155	153
Bemidji, MN (BJI)	88.7	88.7	62	62
Bend/Redmond, OR (RDM)	83.7	83.2	367	368
Bethel, AK (BET)	89.3	90.5	84	84
Billings, MT (BIL)	88.1	90.7	268	268
Binghamton, NY (BGM)	79.5	84.1	88	88
Birmingham, AL (BHM)	86.1	88.2	1009	1011
Bismarck/Mandan, ND (BIS)	85.4	90.5	254	253

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bloomington/Normal, IL (BMI)	79.5	83.2	190	190
Boise, ID (BOI)	83.0	86.0	1444	1442
Boston, MA (BOS)	80.4	83.1	10979	10988
Bozeman, MT (BZN)	89.0	90.5	390	391
Brainerd, MN (BRD)	90.6	86.8	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	85.4	88.5	103	104
Brownsville, TX (BRO)	89.5	93.4	105	106
Brunswick, GA (BQK)	76.9	84.6	26	26
Buffalo, NY (BUF)	86.8	87.7	1466	1465
Bullhead City, AZ (IFP)	83.9	83.9	31	31
Burbank, CA (BUR)	82.0	80.2	2211	2211
Burlington, VT (BTV)	84.3	79.0	319	319
Butte, MT (BTM)	93.1	91.4	58	58
Casper, WY (CPR)	89.3	95.2	84	84
Cedar City, UT (CDC)	81.1	88.7	53	53
Cedar Rapids/Iowa City, IA (CID)	86.4	86.1	499	496
Charleston, SC (CHS)	87.3	84.1	1295	1293
Charleston/Dunbar, WV (CRW)	90.2	89.3	112	112
Charlotte Amalie, VI (STT)	58.6	47.7	128	128
Charlotte, NC (CLT)	87.3	86.0	9802	9804
Charlottesville, VA (CHO)	74.9	81.0	223	221
Chattanooga, TN (CHA)	79.2	78.3	255	254
Chicago, IL (MDW)	86.4	81.1	7526	7526
Chicago, IL (ORD)	84.5	84.3	23039	23039
Christiansted, VI (STX)	64.3	60.7	56	56
Cincinnati, OH (CVG)	83.2	88.3	1735	1738
Cleveland, OH (CLE)	85.1	88.6	3238	3239
Cody, WY (COD)	93.5	91.9	62	62
College Station/Bryan, TX (CLL)	87.5	91.7	120	120
Colorado Springs, CO (COS)	82.4	87.0	841	841
Columbia, MO (COU)	77.4	88.2	93	93
Columbia, SC (CAE)	83.5	88.0	309	308

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Columbus, GA (CSG)	100.0	100.0	1	1
Columbus, MS (GTR)	78.7	87.6	89	89
Columbus, OH (CMH)	84.9	87.0	2014	2013
Cordova, AK (CDV)	87.1	90.3	62	62
Corpus Christi, TX (CRP)	82.5	89.0	228	228
Dallas, TX (DAL)	85.7	80.9	5944	5942
Dallas/Fort Worth, TX (DFW)	88.0	87.0	15525	15515
Dayton, OH (DAY)	85.5	87.0	523	523
Daytona Beach, FL (DAB)	92.6	87.1	162	163
Deadhorse, AK (SCC)	93.5	93.5	62	62
Denver, CO (DEN)	86.6	84.7	19175	19181
Des Moines, IA (DSM)	87.5	89.1	743	744
Detroit, MI (DTW)	88.7	87.4	11227	11223
Devils Lake, ND (DVL)	88.7	92.5	53	53
Dothan, AL (DHN)	82.6	86.1	115	115
Duluth, MN (DLH)	79.5	81.6	268	267
Durango, CO (DRO)	84.1	91.3	126	127
Eagle, CO (EGE)	80.6	84.4	31	32
Eau Claire, WI (EAU)	81.0	91.4	58	58
El Paso, TX (ELP)	85.3	86.1	930	931
Elko, NV (EKO)	96.6	96.6	58	58
Erie, PA (ERI)	76.3	77.6	97	98
Escanaba, MI (ESC)	81.1	84.9	53	53
Eugene, OR (EUG)	80.3	82.0	390	389
Evansville, IN (EVV)	83.3	93.4	90	91
Fairbanks, AK (FAI)	79.7	92.2	256	256
Fargo, ND (FAR)	89.7	91.4	312	313
Fayetteville, AR (XNA)	83.3	88.1	407	405
Fayetteville, NC (FAY)	93.5	100.0	31	31
Flagstaff, AZ (FLG)	90.9	95.9	121	121
Flint, MI (FNT)	81.4	84.7	296	295
Fort Lauderdale, FL (FLL)	84.6	83.8	6728	6725

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Fort Myers, FL (RSW)	84.1	86.4	1896	1892
Fort Smith, AR (FSM)	84.7	88.6	150	149
Fort Wayne, IN (FWA)	77.7	84.8	506	505
Fresno, CA (FAT)	84.6	85.6	729	729
Gainesville, FL (GNV)	91.7	88.6	36	35
Gillette, WY (GCC)	83.1	84.3	89	89
Grand Forks, ND (GFK)	85.1	90.5	74	74
Grand Island, NE (GRI)	62.5	77.8	8	9
Grand Junction, CO (GJT)	89.3	92.0	225	225
Grand Rapids, MI (GRR)	86.9	88.5	830	832
Great Falls, MT (GTF)	91.3	95.2	126	126
Green Bay, WI (GRB)	85.8	91.9	309	309
Greensboro/High Point, NC (GSO)	83.4	83.4	549	549
Greer, SC (GSP)	85.8	86.6	522	523
Guam, TT (GUM)	96.8	100.0	31	31
Gulfport/Biloxi, MS (GPT)	84.7	84.7	203	203
Hancock/Houghton, MI (CMX)	85.5	88.7	62	62
Harlingen/San Benito, TX (HRL)	87.4	90.9	207	208
Harrisburg, PA (MDT)	86.9	89.6	289	289
Hartford, CT (BDL)	88.0	91.1	1876	1876
Hattiesburg/Laurel, MS (PIB)	72.6	79.0	62	62
Hayden, CO (HDN)	81.8	89.3	55	56
Hays, KS (HYS)	81.1	84.9	53	53
Helena, MT (HLN)	88.6	96.6	149	149
Hibbing, MN (HIB)	92.5	92.6	53	54
Hilo, HI (ITO)	90.9	91.1	550	519
Hobbs, NM (HOB)	92.5	98.1	53	53
Honolulu, HI (HNL)	87.9	91.4	3957	3957
Houston, TX (HOU)	84.1	80.8	4458	4458
Houston, TX (IAH)	87.6	88.2	10611	10608
Huntsville, AL (HSV)	87.5	89.5	353	352
Idaho Falls, ID (IDA)	89.3	94.7	206	206

AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

OCTOBER 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Indianapolis, IN (IND)	86.7	86.9	2248	2248
International Falls, MN (INL)	94.3	92.5	53	53
Iron Mountain/Kingsfd, MI (IMT)	89.7	89.7	58	58
Islip, NY (ISP)	85.3	78.7	543	540
Ithaca/Cortland, NY (ITH)	74.6	74.6	63	63
Jackson, WY (JAC)	92.8	93.6	152	156
Jackson/Vicksburg, MS (JAN)	87.3	88.6	403	403
Jacksonville, FL (JAX)	87.0	88.6	1364	1363
Jacksonville/Camp Lejeune, NC (OAJ)	84.6	77.8	26	27
Jamestown, ND (JMS)	86.9	90.5	84	84
Juneau, AK (JNU)	84.1	88.4	328	328
Kahului, HI (OGG)	88.1	89.5	1977	1977
Kalamazoo, MI (AZO)	77.5	85.4	129	130
Kalispell, MT (FCA)	90.2	96.2	184	183
Kansas City, MO (MCI)	87.5	89.4	3837	3838
Ketchikan, AK (KTN)	80.1	88.5	181	182
Key West, FL (EYW)	93.2	93.2	59	59
Killeen, TX (GRK)	81.1	82.1	106	106
Knoxville, TN (TYS)	81.2	85.3	574	573
Kodiak, AK (ADQ)	86.2	94.8	58	58
Kona, HI (KOA)	88.2	90.8	1024	1054
Kotzebue, AK (OTZ)	93.5	91.9	62	62
La Crosse, WI (LSE)	77.5	84.3	178	178
Lafayette, LA (LFT)	87.3	91.5	213	213
Lake Charles, LA (LCH)	92.5	96.3	80	80
Lansing, MI (LAN)	86.0	89.6	193	193
Laramie, WY (LAR)	83.0	84.9	53	53
Laredo, TX (LRD)	92.1	92.2	101	102
Las Vegas, NV (LAS)	85.1	82.0	13234	13242
Latrobe, PA (LBE)	93.3	96.0	75	75
Lawton/Fort Sill, OK (LAW)	75.4	89.2	65	65
Lewiston, ID (LWS)	98.4	100.0	62	62

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Lexington, KY (LEX)	88.3	89.3	393	394
Lihue, HI (LIH)	89.7	91.8	1000	999
Lincoln, NE (LNK)	76.2	87.2	235	235
Little Rock, AR (LIT)	85.7	87.9	699	700
Long Beach, CA (LGB)	86.4	86.6	1413	1414
Los Angeles, CA (LAX)	83.9	83.0	18398	18397
Louisville, KY (SDF)	88.9	86.9	857	858
Lubbock, TX (LBB)	85.6	89.1	361	358
Madison, WI (MSN)	84.1	86.9	817	815
Manchester, NH (MHT)	86.6	89.1	595	595
Manhattan/Ft. Riley, KS (MHK)	83.0	87.5	88	88
Marquette, MI (MQT)	87.9	87.9	58	58
Martha's Vineyard, MA (MVY)	87.5	50.0	16	16
Medford, OR (MFR)	83.9	84.9	366	364
Melbourne, FL (MLB)	92.4	94.1	118	118
Memphis, TN (MEM)	86.7	87.2	1282	1281
Meridian, MS (MEI)	71.0	74.2	93	93
Miami, FL (MIA)	84.1	84.0	5491	5483
Midland/Odessa, TX (MAF)	87.1	88.5	451	451
Milwaukee, WI (MKE)	84.4	88.2	2302	2304
Minneapolis, MN (MSP)	88.9	88.7	12064	12066
Minot, ND (MOT)	78.8	86.4	146	147
Mission/McAllen/Edinburg, TX (MFE)	86.8	88.7	197	195
Missoula, MT (MSO)	89.4	93.3	208	208
Mobile, AL (MOB)	90.2	92.3	194	195
Moline, IL (MLI)	78.1	86.5	178	178
Monroe, LA (MLU)	81.6	81.4	217	215
Monterey, CA (MRY)	73.3	77.6	206	205
Montgomery, AL (MGM)	78.6	76.6	168	167
Montrose/Delta, CO (MTJ)	100.0	100.0	4	4
Mosinee, WI (CWA)	82.5	91.2	57	57
Muskegon, MI (MKG)	82.8	84.5	58	58

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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
Myrtle Beach, SC (MYR)	91.4	85.4	625	625
Nantucket, MA (ACK)	71.8	56.4	39	39
Nashville, TN (BNA)	85.7	84.2	5012	5012
New Orleans, LA (MSY)	84.0	83.8	4075	4076
New York, NY (JFK)	75.0	80.8	7577	7583
New York, NY (LGA)	77.5	79.8	8223	8230
Newark, NJ (EWR)	73.7	80.0	9877	9881
Newburgh/Poughkeepsie, NY (SWF)	81.7	79.2	120	120
Newport News/Williamsburg, VA (PHF)	83.1	81.9	83	83
Niagara Falls, NY (IAG)	90.9	86.4	22	22
Nome, AK (OME)	85.5	90.3	62	62
Norfolk, VA (ORF)	86.3	88.4	1082	1084
North Bend/Coos Bay, OR (OTH)	48.5	56.3	33	32
Oakland, CA (OAK)	85.8	82.9	4465	4472
Oklahoma City, OK (OKC)	85.3	89.6	1302	1302
Omaha, NE (OMA)	86.3	89.9	1644	1646
Ontario, CA (ONT)	84.2	84.9	1850	1849
Orlando, FL (MCO)	84.3	83.4	10228	10232
Paducah, KY (PAH)	79.3	87.9	58	58
Pago Pago, TT (PPG)	55.6	66.7	9	9
Palm Springs, CA (PSP)	83.4	84.2	692	691
Panama City, FL (ECP)	86.2	88.0	340	341
Pasco/Kennewick/Richland, WA (PSC)	75.7	83.0	437	436
Pellston, MI (PLN)	69.8	71.9	63	64
Pensacola, FL (PNS)	83.8	87.1	413	412
Peoria, IL (PIA)	74.4	81.2	270	271
Petersburg, AK (PSG)	77.4	87.1	62	62
Philadelphia, PA (PHL)	84.1	85.2	6077	6079
Phoenix, AZ (PHX)	87.5	87.7	12555	12545
Pittsburgh, PA (PIT)	86.7	89.9	2391	2394
Plattsburgh, NY (PBG)	88.9	77.8	9	9
Pocatello, ID (PIH)	94.4	94.4	89	89

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Ponce, PR (PSE)	35.5	37.0	31	27
Portland, ME (PWM)	86.9	84.3	451	451
Portland, OR (PDX)	84.0	85.6	5651	5656
Providence, RI (PVD)	85.8	86.7	1219	1216
Raleigh/Durham, NC (RDU)	84.4	85.1	3161	3159
Rapid City, SD (RAP)	89.3	90.0	328	329
Redding, CA (RDD)	75.0	80.7	88	88
Reno, NV (RNO)	84.9	86.1	1365	1366
Rhineland, WI (RHI)	85.5	88.7	62	62
Richmond, VA (RIC)	82.1	85.1	1496	1499
Roanoke, VA (ROA)	87.7	91.2	57	57
Rochester, MN (RST)	82.0	81.5	261	260
Rochester, NY (ROC)	82.4	82.2	637	635
Rock Springs, WY (RKS)	87.9	91.4	58	58
Roswell, NM (ROW)	100.0	100.0	31	31
Sacramento, CA (SMF)	84.4	86.3	4063	4065
Saginaw/Bay City/Midland, MI (MBS)	88.7	91.1	257	258
Salt Lake City, UT (SLC)	90.1	89.9	9323	9323
San Angelo, TX (SJT)	81.5	80.0	65	65
San Antonio, TX (SAT)	87.4	87.3	2916	2914
San Diego, CA (SAN)	85.6	85.0	7181	7185
San Francisco, CA (SFO)	72.6	77.0	15583	15584
San Jose, CA (SJC)	84.6	83.8	4524	4527
San Juan, PR (SJU)	72.4	60.8	1314	1323
San Luis Obispo, CA (SBP)	70.1	79.0	271	271
Santa Ana, CA (SNA)	85.0	82.6	3741	3738
Santa Barbara, CA (SBA)	78.0	79.8	481	480
Santa Fe, NM (SAF)	90.2	95.1	123	123
Santa Rosa, CA (STS)	55.8	57.1	154	154
Sarasota/Bradenton, FL (SRQ)	92.1	86.0	214	214
Sault Ste. Marie, MI (CIU)	91.4	91.4	58	58
Savannah, GA (SAV)	84.8	84.0	677	680

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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
Scranton/Wilkes-Barre, PA (AVP)	81.8	86.5	231	230
Seattle, WA (SEA)	83.5	85.7	11685	11688
Shreveport, LA (SHV)	80.9	83.7	367	368
Sioux Falls, SD (FSD)	86.0	87.8	378	377
Sitka, AK (SIT)	85.6	91.0	90	89
South Bend, IN (SBN)	81.3	81.3	498	498
Spokane, WA (GEG)	82.1	83.9	1081	1080
Springfield, IL (SPI)	87.6	91.0	89	89
Springfield, MO (SGF)	82.7	84.9	277	278
St. George, UT (SGU)	91.4	93.7	301	300
St. Louis, MO (STL)	85.8	85.9	4836	4833
State College, PA (SCE)	86.2	82.9	152	152
Sun Valley/Hailey/Ketchum, ID (SUN)	87.3	91.5	71	71
Syracuse, NY (SYR)	83.5	85.0	699	698
Tallahassee, FL (TLH)	89.0	91.9	173	173
Tampa, FL (TPA)	85.2	85.0	5334	5331
Toledo, OH (TOL)	70.4	85.2	27	27
Traverse City, MI (TVC)	80.2	81.0	243	242
Trenton, NJ (TTN)	80.7	82.5	171	171
Tucson, AZ (TUS)	82.2	87.0	1273	1273
Tulsa, OK (TUL)	86.4	90.2	1211	1211
Twin Falls, ID (TWF)	95.5	96.6	88	88
Valparaiso, FL (VPS)	87.4	90.9	318	319
Washington, DC (DCA)	85.1	86.7	6241	6244
Washington, DC (IAD)	89.9	89.5	3193	3188
Waterloo, IA (ALO)	77.6	82.8	58	58
West Palm Beach/Palm Beach, FL (PBI)	83.2	80.8	1758	1753
White Plains, NY (HPN)	78.6	83.5	617	618
Wichita, KS (ICT)	82.3	85.8	657	657
Williston, ND (ISN)	81.7	91.6	131	131
Wilmington, NC (ILM)	88.1	92.1	202	203
Worcester, MA (ORH)	87.1	88.1	62	59
Wrangell, AK (WRG)	75.8	87.1	62	62

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Yakutat, AK (YAK)	80.6	87.1	62	62
Yuma, AZ (YUM)	89.1	92.2	101	102

AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 30 REPORTABLE AIRPORTS B/				AT ALL US AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
JETBLUE	25	17236	288	1.7	65	24285	505	2.1
VIRGIN AMERICA	18	5897	93	1.6	26	6246	97	1.6
SKYWEST	23	36402	521	1.4	205	64740	963	1.5
EXPRESSJET	14	12231	178	1.5	130	23622	329	1.4
SPIRIT	21	10779	58	0.5	37	13080	81	0.6
SOUTHWEST	25	63265	420	0.7	86	110262	648	0.6
FRONTIER	24	6412	32	0.5	59	9270	50	0.5
ALASKA	25	9982	33	0.3	67	15076	77	0.5
AMERICAN	28	61645	263	0.4	99	75712	362	0.5
HAWAIIAN	8	480	0	0.0	17	6744	25	0.4
UNITED	27	42847	126	0.3	96	51284	156	0.3
DELTA	30	59716	5	0.0	146	79476	10	0.0
TOTAL		326892	2017	0.6		479797	3303	0.7

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

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELLED 5% OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
JETBLUE	977	120	12.2
VIRGIN AMERICA	239	20	8.3
EXPRESSJET	1851	123	6.6
SKYWEST	3617	225	6.2
SPIRIT	497	22	4.4
ALASKA	590	19	3.2
FRONTIER	683	19	2.7
SOUTHWEST	10890	232	2.1
AMERICAN	3568	64	1.7
HAWAIIAN	230	4	1.7
UNITED	2756	35	1.2
DELTA	3410	0	0.0
TOTAL	29308	883	3.0

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 <https://www.transtats.bts.gov/ONTIME/5PctCancels.aspx>

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCEL LED	% CANCELLED	DIVERT ED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREM E WEATHE R 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	15076	12965	86.00%	77	0.51%	44	0.29%	490	3.25%	21	0.14%	965	6.40%	15	0.10%	500	3.32%
AMERICAN	75712	64428	85.10%	362	0.48%	119	0.16%	3534	4.67%	168	0.22%	4162	5.50%	36	0.05%	2904	3.84%
DELTA	79476	71065	89.42%	10	0.01%	85	0.11%	2840	3.57%	229	0.29%	2945	3.71%	14	0.02%	2288	2.88%
EXPRESSJET	23622	19038	80.59%	329	1.39%	55	0.23%	1189	5.03%	46	0.19%	1408	5.96%	0	0.00%	1557	6.59%
FRONTIER	9270	7611	82.10%	50	0.54%	16	0.17%	481	5.19%	7	0.08%	492	5.31%	0	0.00%	617	6.66%
HAWAIIAN	6744	6039	89.55%	25	0.37%	9	0.13%	381	5.65%	26	0.39%	8	0.12%	3	0.04%	253	3.75%
JETBLUE	24285	19342	79.65%	505	2.08%	48	0.20%	1294	5.33%	58	0.24%	1616	6.65%	15	0.06%	1406	5.79%
SKYWEST	64740	52876	81.67%	963	1.49%	164	0.25%	2739	4.23%	243	0.38%	3203	4.95%	14	0.02%	4538	7.01%
SOUTHWEST	110262	93303	84.62%	648	0.59%	101	0.09%	5114	4.64%	102	0.09%	3401	3.08%	65	0.06%	7529	6.83%
SPIRIT	13080	11399	87.15%	81	0.62%	9	0.07%	348	2.66%	47	0.36%	723	5.53%	12	0.09%	461	3.52%
UNITED	51284	44082	85.96%	156	0.30%	85	0.17%	1613	3.15%	165	0.32%	3101	6.05%	1	0.00%	2081	4.06%
VIRGIN AMERICA	6246	4577	73.28%	97	1.55%	12	0.19%	276	4.42%	22	0.35%	691	11.06%	4	0.06%	567	9.08%
TOTAL	479797	406725	84.76%	3303	0.69%	747	0.16%	20299	4.23%	1134	0.24%	22715	4.73%	179	0.04%	24701	5.15%

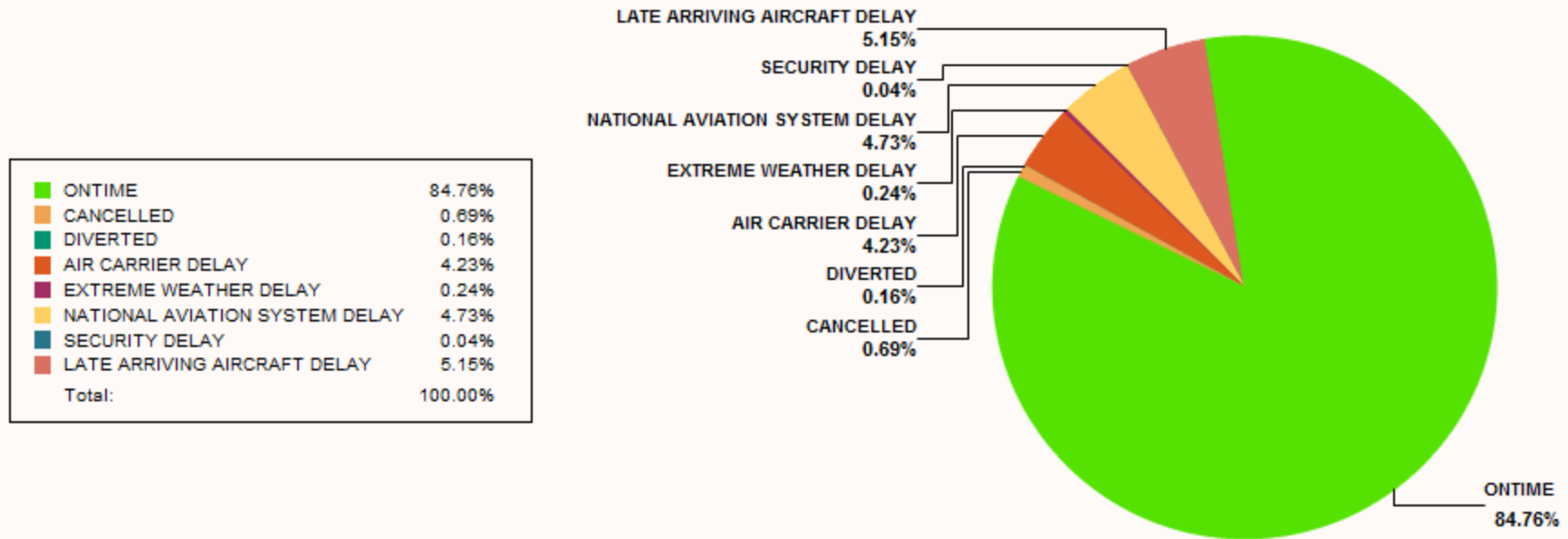
* Causes of Delay:

- 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*

OCTOBER 2017



Causes of Delay:

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

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

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

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

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

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

Note: For additional airline-specific information, visit https://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2017

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
NONE						

Note: Tarmac delays of more than 3 hours on any domestic flight based on reports from all carriers operating domestic flights within the U.S. (Part 234 and 244).

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2017

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
JAPAN	61	LAX	NRT	10/28/2017	Origin Airport	297
AIR CANADA	794	LAX	YYZ	10/28/2017	Origin Airport	296

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

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
EXPRESSJET	23622	12	0.05
FRONTIER	9270	4	0.04
AMERICAN	75712	20	0.03
UNITED	51284	13	0.03
JETBLUE	24285	4	0.02
SKYWEST	64740	10	0.02
DELTA	79476	11	0.01
SPIRIT	13080	1	0.01
SOUTHWEST	110262	3	0.00
HAWAIIAN	6744	0	0.00
ALASKA	15076	0	0.00
VIRGIN AMERICA	6246	0	0.00
TOTAL	479797	78	0.02

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

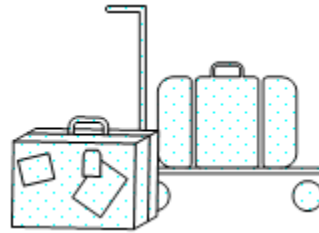
Air Carriers Required to Report Data to DOT and to CRS Vendors*

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	OCTOBER 2017			OCTOBER 2016		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	SPIRIT AIRLINES	2,645	1,930,202	1.37	2,846	1,596,534	1.78
2	DELTA AIR LINES	15,606	11,113,794	1.40	13,623	10,667,071	1.28
3	JETBLUE AIRWAYS	4,341	2,740,334	1.58	3,303	2,624,539	1.26
4	ALASKA AIRLINES	3,280	2,028,947	1.62	2,072	1,858,813	1.11
5	VIRGIN AMERICA	1,515	756,041	2.00	624	657,048	0.95
6	UNITED AIRLINES	14,843	7,388,086	2.01	14,965	7,073,717	2.12
7	AMERICAN AIRLINES	23,808	10,646,198	2.24	24,419	10,121,591	2.41
8	SOUTHWEST AIRLINES	32,667	13,469,876	2.43	29,068	13,025,226	2.23
9	SKYWEST AIRLINES	8,032	3,305,546	2.43	6,442	2,590,735	2.49
10	FRONTIER AIRLINES	3,651	1,465,100	2.49	6,189	1,320,241	4.69
11	EXPRESSJET AIRLINES	2,954	1,087,163	2.72	5,696	1,760,941	3.23
12	HAWAIIAN AIRLINES	2,750	882,548	3.12	2,317	847,699	2.73
TOTALS		116,092	56,813,835	2.04	111,564	54,144,155	2.06

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*

JULY- SEPTEMBER 2017						JULY- SEPTEMBER 2016			
RANK	AIRLINE	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	32,040	29	35,357,057	0.01	33,387	306	33,949,408	0.09
2	VIRGIN AMERICA	170	3	2,185,213	0.01	948	31	2,137,471	0.15
3	JETBLUE AIRWAYS	529	18	9,129,180	0.02	480	1,313	8,951,162	1.47
4	UNITED AIR LINES	11,726	103	25,069,533	0.04	15,880	1,074	23,436,935	0.46
5	HAWAIIAN AIRLINES	77	15	2,943,133	0.05	104	10	2,854,932	0.04
6	EXPRESSJET AIRLINES	3,902	22	3,540,146	0.06	9,180	937	5,445,840	1.72
7	SKYWEST AIRLINES	7,741	78	8,963,047	0.09	10,868	754	7,961,031	0.95
8	AMERICAN AIRLINES	10,046	312	33,451,848	0.09	15,470	2,156	33,773,358	0.64
9	ALASKA AIRLINES	1,761	176	6,702,144	0.26	1,627	185	6,321,507	0.29
10	SOUTHWEST AIRLINES	3,908	1,499	39,751,638	0.38	24,247	4,582	38,561,412	1.19
11	FRONTIER AIRLINES	560	170	4,339,063	0.39	425	253	4,129,349	0.61
12	SPIRIT AIRLINES**	983	1,235	5,956,218	2.07	1,503	367	5,288,659	0.69
	TOTAL	73,443	3,660	177,388,220	0.21	114,119	11,968	172,811,064	0.69

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 November 7, 2018, Spirit Airlines revised its denied boarding reports for the 3rd quarter of calendar year 2017. This table reflects the revisions, which affected Spirit's overall rate of denied boarding.

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

JANUARY- SEPTEMBER 2017						JANUARY- SEPTEMBER 2016			
RANK	AIRLINE	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	103,538	679	99,796,155	0.07	59,967	606	63,287,652	0.10
2	HAWAIIAN AIRLINES	230	92	8,422,734	0.11	96	20	5,299,906	0.04
3	VIRGIN AMERICA	1,721	165	6,090,029	0.27	816	46	3,790,467	0.12
4	UNITED AIR LINES	38,574	2,067	70,030,765	0.30	31,319	1,800	41,001,197	0.44
5	ALASKA AIRLINES	6,422	658	18,817,924	0.35	3,579	549	11,403,690	0.48
6	SKYWEST AIRLINES	27,345	917	24,516,354	0.37	19,928	1,423	14,614,352	0.97
7	FRONTIER AIRLINES	1,516	540	12,059,943	0.45	1,221	435	6,765,703	0.64
8	AMERICAN AIRLINES	33,244	4,517	98,017,132	0.46	26,983	4,442	65,574,735	0.68
9	JETBLUE AIRWAYS	1,649	1,475	27,255,038	0.54	786	827	17,039,666	0.49
10	SOUTHWEST AIRLINES	32,089	6,678	115,988,988	0.58	45,265	7,325	73,591,636	1.00
11	EXPRESSJET AIRLINES	16,247	785	11,738,812	0.67	15,795	1,604	10,674,026	1.50
12	SPIRIT AIR LINES	6,110	3,509	16,879,482	2.08	3,168	1,051	9,946,265	1.06
	TOTAL	268,685	22,082	509,613,356	0.43	208,923	20,128	322,989,295	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 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 November 7, 2018 and November 13, 2018, Spirit Airlines revised its denied boarding reports for the first 3 quarters of calendar year 2017. This table reflects those revisions, which affected Spirit's overall rate of denied boarding.

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	OCTOBER 2017				OCTOBER 2016			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	741	35	1	112	842	44	3	109
FOREIGN AIRLINES	398	3	0	63	380	1	0	30
TRAVEL AGENTS	24	0	0	5	29	2	0	7
TOUR OPERATORS	1	0	0	0	1	0	0	0
MISCELLANEOUS	24	4	0	80	18	7	0	13
INDUSTRY TOTALS	1,188	42	1	260	1,270	54	3	159

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*			COMPLAINT CATEGORIES*		
	OCTOBER 2017			OCTOBER 2016		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	343		1	349	
CANCELLATION			120			119
DELAY			109			144
MISCONNECTION			51			51
RESERVATIONS/TICKETING/BOARDING	2	152		2	182	
BAGGAGE	3	150		3	178	
FARES	4	146		6	107	
REFUNDS	5	140		5	116	
CUSTOMER SERVICE	6	125		4	157	
DISABILITY	7	66		7	80	
OVERSALES	8	28		8	46	
OTHER	9	22		9	35	
FREQUENT FLYER			10			20
DISCRIMINATION	10	8		11	8	
ADVERTISING	10	8		10	12	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,188			1,270	

* 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*
OCTOBER 2017

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	2	1	1	0	3	0	1	2	0	1	0	0	11
ALLEGiant AIR	7	0	3	8	5	2	2	1	0	0	0	0	28
AMERICAN AIRLINES	59	2	17	15	17	16	23	16	0	3	0	5	173
COMMUTAIR	0	0	3	0	0	2	0	0	0	0	0	0	5
DELTA AIR LINES	21	4	5	5	5	6	14	10	1	0	0	1	72
DYNAMIC AIRWAYS	3	0	0	0	2	0	0	0	0	0	0	0	5
ENDEAVOR AIR	4	0	0	0	0	2	1	0	0	0	0	0	7
ENVOY AIR	12	0	1	0	0	0	0	0	0	1	0	0	14
EXPRESSJET AIRLINES	7	0	0	0	0	0	0	0	0	0	0	0	7
FRONTIER AIRLINES	12	2	5	4	3	4	7	2	1	0	0	0	40
JETBLUE AIRWAYS	20	0	1	5	3	7	3	4	0	0	0	0	43
MESA AIRLINES	9	1	0	0	0	0	1	0	0	0	0	1	12
PIEDMONT AIRLINES	3	0	0	0	0	0	1	0	0	0	0	1	5
REPUBLIC AIRLINES	4	0	0	0	0	0	1	0	0	0	0	0	5
SILVER AIRWAYS	1	0	0	1	3	0	0	1	0	0	0	0	6
SKYWEST AIRLINES	10	0	0	0	0	1	1	0	0	0	0	1	13
SOUTHWEST AIRLINES	9	1	3	8	6	5	3	5	0	0	0	2	42
SPIRIT AIRLINES	22	1	19	13	8	6	5	2	2	0	0	0	78
UNITED AIRLINES	37	2	17	19	9	17	13	12	1	1	0	2	130
VIRGIN AMERICA	3	0	2	1	1	0	2	1	0	1	0	0	11
Other U.S. Airlines	16	2	2	2	5	3	3	1	0	0	0	0	34
TOTAL OCTOBER 2017	261	16	79	81	70	71	81	57	5	7	0	13	741
% of TOTAL COMPLAINTS	35.2	2.2	10.7	10.9	9.4	9.6	10.9	7.7	0.7	0.9	0	1.8	
TOTAL OCTOBER 2016	280	30	101	63	74	83	111	67	5	7	0	21	842
% of TOTAL COMPLAINTS	33.3	3.6	12.0	7.5	8.8	9.9	13.2	8.0	0.6	0.8	0	2.5	

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

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

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS	INCI-	PERCENT	INCI-	PERCENT	INCI-	PERCENT	UN-	PERCENT
	RECD IN OCT	DENTS IN OCT		DENTS IN SEP		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
ALASKA AIRLINES	11	5	45.5	2	18.2	3	27.3	1	9.1
ALLEGiant AIR	28	17	60.7	0	0.0	8	28.6	3	10.7
AMERICAN AIRLINES	173	82	47.4	28	16.2	37	21.4	26	15.0
COMMUTAIR	5	3	60.0	0	0.0	2	40.0	0	0.0
DELTA AIR LINES	72	29	40.3	13	18.1	27	37.5	3	4.2
DYNAMIC AIRWAYS	5	1	20.0	0	0.0	4	80.0	0	0.0
ENDEAVOR AIR	7	4	57.1	1	14.3	2	28.6	0	0.0
ENVOY AIR	14	10	71.4	2	14.3	1	7.1	1	7.1
EXPRESSJET AIRLINES	7	7	100.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	40	29	72.5	3	7.5	3	7.5	5	12.5
JETBLUE AIRWAYS	43	24	55.8	2	4.7	9	20.9	8	18.6
MESA AIRLINES	12	6	50.0	1	8.3	3	25.0	2	16.7
PIEDMONT AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
REPUBLIC AIRLINES	5	4	80.0	0	0.0	0	0.0	1	20.0
SKYWEST AIRLINES	13	8	61.5	1	7.7	2	15.4	2	15.4
SOUTHWEST AIRLINES	42	23	54.8	6	14.3	5	11.9	8	19.0
SPIRIT AIRLINES	78	46	59.0	7	9.0	17	21.8	8	10.3
UNITED AIRLINES	130	60	46.2	23	17.7	35	26.9	12	9.2
VIRGIN AMERICA	11	5	45.5	1	9.1	2	18.2	3	27.3
SILVER AIRWAYS	6	0	0.0	2	33.3	2	33.3	2	33.3
Other U.S. Airlines	34	11	32.4	2	5.9	16	47.1	5	14.7
Totals	741	377	50.9	96	13.0	178	24.0	90	12.1
Previous Year's Totals	842	415	49.3	115	13.7	233	27.7	79	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.'

**AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**/ OCTOBER 2017**

TABLE 5

	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	1	0	0	3	0	1	0	0	0	0	0	0	5
AEROMEXICO	1	1	4	8	4	3	0	0	0	0	0	0	21
AIR BERLIN	11	0	1	0	12	4	2	0	0	0	0	0	30
AIR CANADA	14	2	7	4	2	3	5	0	0	0	0	1	38
AIR FRANCE	4	0	3	1	1	6	1	2	0	0	0	0	18
ALITALIA AIRLINES	2	0	0	1	0	1	1	0	0	0	0	0	5
AVIANCA	6	1	2	0	3	1	0	0	0	0	0	0	13
BRITISH AIRWAYS	0	0	3	4	6	2	1	1	1	0	0	0	18
CHINA SOUTHERN AIRLINES	0	0	2	2	0	0	1	0	0	0	0	3	8
COPA	1	0	3	0	2	0	0	0	0	0	0	0	6
EMIRATES AIRLINES	1	0	2	0	2	2	1	0	0	0	0	0	8
ETHIOPIAN AIRLINES	2	0	2	0	2	1	0	0	0	0	0	0	7
ETIHAD AIRWAYS	3	1	3	3	0	2	1	0	0	0	0	0	13
IBERIA AIRLINES	0	0	1	1	1	1	0	1	0	0	0	0	5
INTERJET	1	0	0	1	4	1	1	0	0	0	0	0	8
KLM	0	0	1	2	1	4	0	1	0	0	0	0	9
LATAM	0	1	3	0	1	2	1	0	1	0	0	0	9
LUFTHANSA	1	2	1	6	2	3	2	0	0	0	0	0	17
NORWEGIAN AIR SHUTTLE	2	0	3	0	0	1	2	1	0	0	0	0	9
QATAR AIRWAYS	0	0	1	1	2	1	1	1	0	0	0	0	7
SWISS AIR	1	0	0	0	1	3	0	0	0	0	0	0	5
TURKISH AIRLINES	1	0	6	1	3	5	3	0	0	0	0	0	19
VOLARIS AIRLINES	1	0	1	1	2	0	2	1	0	0	0	1	9
WOW AIR	11	1	1	5	2	3	1	1	0	0	0	0	25
OTHER FOREIGN AIRLINES	12	3	13	10	11	25	10	0	1	1	0	0	86
TOTALS	76	12	63	54	64	75	36	9	3	1	0	5	398
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	0	0	2	0	2	0	1	0	0	0	0	0	5
JUSTFLY.COM	0	0	2	3	1	0	1	0	0	0	0	0	7
OTHER TRAVEL AGENTS	0	0	4	7	1	0	0	0	0	0	0	0	12
TOTALS	0	0	8	10	4	0	2	0	0	0	0	0	24
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	1	1
TOTALS	0	0	0	0	0	0	0	0	0	0	0	1	1
<u>MISCELLANEOUS</u>													
TSA	0	0	1	0	0	1	4	0	0	0	0	1	7
Other Miscellaneous	6	0	1	1	2	3	2	0	0	0	0	2	17
TOTALS	6	0	2	1	2	4	6	0	0	0	0	3	24

* 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	OCTOBER 2017			OCTOBER 2016		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	42	13,510,565	0.31	33	13,021,515	0.25
2	SKYWEST AIRLINES	13	3,347,741	0.39	8	2,669,325	0.30
3	HAWAIIAN AIRLINES	4	954,694	0.42	19	912,642	2.08
4	ALASKA AIRLINES	11	2,111,340	0.52	3	1,949,326	0.15
5	DELTA AIR LINES	72	12,655,718	0.57	74	12,219,222	0.61
6	EXPRESSJET AIRLINES	7	1,152,149	0.61	6	1,848,845	0.32
7	JETBLUE AIRWAYS	43	3,167,353	1.36	19	3,035,313	0.63
8	AMERICAN AIRLINES	173	12,419,362	1.39	238	11,814,630	2.01
9	UNITED AIRLINES	130	9,081,832	1.43	148	8,775,713	1.69
10	VIRGIN AMERICA	11	750,161	1.47	15	682,491	2.20
11	FRONTIER AIRLINES	40	1,488,161	2.69	57	1,350,855	4.22
12	SPIRIT AIRLINES	78	2,031,568	3.84	80	1,699,760	4.71
	TOTAL	624	62,670,644	1.00	700	59,979,637	1.17

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 October 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 New Zealand	1						
Alaska						1	
American	2		1				
Envoy	1						
United	1						
Virgin America	1						
TOTAL	6		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

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

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

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

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

Carrier	Death	Injury	Loss
American Airlines	1	0	0
Delta Air Lines	0	1	0
United Airlines	3	0	0
Totals:	4	1	0

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of October 2017
as provided by the Transportation Security Administration^a**

The Transportation Security Administration (TSA) screened approximately 64 million airline passengers and their 51 million checked bags in the month of October 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 October.

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
936	.001	58	.0009	186	.0002	515	.0008

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 October.

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.