



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

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

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

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

<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

<sup>4</sup> Data collected by the Aviation Consumer Protection Division

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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](https://apps.bts.gov/pdc/user/products/src/category.xml?pdc_start=1&pdc_end=15&pdc_page=1&c=1&pdc_sort=2+DESC,+4+DESC). CDs for earlier months can be purchased by sending an email to: [Orders@bts.gov](mailto:Orders@bts.gov). Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>

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

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 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	86.3	17	94.0
DELTA AIR LINES	30	88.6	145	88.7
ALASKA AIRLINES	25	85.8	67	86.4
SKYWEST AIRLINES	27	86.2	214	86.1
UNITED AIRLINES	27	85.2	99	85.5
FRONTIER AIRLINES	24	84.2	55	83.9
AMERICAN AIRLINES	28	82.6	98	82.8
SOUTHWEST AIRLINES	25	82.3	86	82.4
EXPRESSJET AIRLINES	14	80.7	138	81.0
VIRGIN AMERICA	17	77.1	24	77.4
SPIRIT AIRLINES	21	74.8	38	75.1
JETBLUE AIRWAYS	25	70.0	67	70.1
<b>TOTAL</b>		<b>83.4</b>		<b>83.6</b>

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

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

**NOTE:** Hurricanes Irma in Florida and Maria in Puerto Rico adversely affected September 2017 airline operations.

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2017

CARRIER*	4th Quarter 10-12 2016		1st Quarter 01-03 2017		2nd Quarter 04-06 2017		3rd Quarter 07-09 2017		July 2017		Aug 2017		Sept 2017		12 Months Ending Sept 2017	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	83.8	3	78.4	6	82.4	2	84.9	3	85.7	2	82.8	3	86.4	3	82.4	3
AMERICAN	83.1	4	81.4	3	77.3	6	77.7	7	73.1	11	77.7	4	82.8	7	79.8	5
DELTA	88.5	2	85.7	1	80.9	5	86.4	2	83.1	3	87.4	2	88.7	2	85.3	2
EXPRESSJET	80.4	8	76.7	7	75.8	9	76.6	8	75.6	7	74.1	9	81.0	9	77.6	8
FRONTIER	75.7	11	76.7	8	76.3	8	78.6	6	75.2	8	77.2	7	83.9	6	76.9	9
HAWAIIAN	89.9	1	83.0	2	89.6	1	93.1	1	92.3	1	93.0	1	94.0	1	89.1	1
JETBLUE	77.4	10	72.0	11	66.7	11	67.1	12	63.5	12	68.1	11	70.1	12	70.7	11
SKYWEST	80.2	9	76.5	9	81.1	3	80.7	4	79.1	4	77.5	5	86.1	4	79.7	6
SOUTHWEST	81.9	6	78.7	5	76.7	7	75.6	9	74.9	9	70.2	10	82.4	8	78.2	7
SPIRIT	80.5	7	76.3	10	71.3	10	75.1	10	73.5	10	76.9	8	75.1	11	75.7	10
UNITED	81.9	5	80.3	4	81.1	4	80.4	5	78.7	5	77.5	6	85.5	5	80.9	4
VIRGIN AMERICA	75.3	12	64.7	12	63.5	12	73.2	11	75.7	6	66.6	12	77.4	10	69.3	12
<b>TOTAL</b>	<b>82.5</b>		<b>79.4</b>		<b>77.9</b>		<b>79.1</b>		<b>76.9</b>		<b>77.1</b>		<b>83.6</b>		<b>79.7</b>	

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

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

NOTE: Hurricanes Irma in Florida and Maria in Puerto Rico adversely affected September 2017 airline operations.

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 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	51	86.3	180	82.2	105	89.5	0	0.0	0	0.0	120	84.2	140	83.6	115	91.3	60	91.7	180	62.8
AMERICAN	889	82.5	2124	74.6	461	82.0	8063	85.4	0	0.0	2040	79.2	914	83.9	11392	88.9	483	81.4	609	68.8
DELTA	19640	88.3	1231	81.1	577	92.4	532	90.8	139	92.1	700	89.6	889	90.4	503	91.3	4794	91.3	503	74.2
EXPRESSJET	1971	86.0	186	73.7	57	82.5	180	78.3	0	0.0	239	84.9	0	0.0	937	89.1	513	86.9	1860	68.2
FRONTIER	270	87.4	0	0.0	0	0.0	78	85.9	0	0.0	90	83.3	1900	88.6	50	80.0	120	92.5	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	140	79.3	3947	70.6	238	75.2	109	88.1	0	0.0	867	74.6	90	77.8	55	83.6	116	75.9	673	51.3
SKYWEST	1297	83.7	7	57.1	19	100.0	103	77.7	141	84.4	104	85.6	3773	90.4	327	84.1	2950	87.4	113	79.6
SOUTHWEST	3334	82.3	1069	76.2	5804	87.3	232	85.3	5100	85.5	1240	84.0	5599	85.9	0	0.0	586	86.7	499	70.1
SPIRIT	614	73.6	347	69.2	671	75.4	0	0.0	0	0.0	0	0.0	297	81.8	743	79.4	755	76.3	240	53.8
UNITED	437	85.8	1104	78.0	300	86.3	95	86.3	0	0.0	448	88.8	5150	92.2	531	91.3	197	80.7	4311	75.5
VIRGIN AMERICA	0	0.0	162	80.2	0	0.0	0	0.0	281	85.1	111	83.8	84	77.4	0	0.0	0	0.0	220	66.8
<b>TOTAL</b>	<b>28643</b>	<b>86.6</b>	<b>10357</b>	<b>74.4</b>	<b>8232</b>	<b>86.0</b>	<b>9392</b>	<b>85.5</b>	<b>5661</b>	<b>85.6</b>	<b>5959</b>	<b>82.0</b>	<b>18836</b>	<b>88.7</b>	<b>14653</b>	<b>88.4</b>	<b>10574</b>	<b>87.8</b>	<b>9208</b>	<b>70.4</b>

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

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT**  
**(REPORTABLE AIRPORTS ONLY)**  
**SEPTEMBER 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	30	76.7	30	96.7	43	90.7	30	90.0	335	86.0	667	90.3	0	0.0	92	75.0	0	0.0	0	0.0
AMERICAN	450	68.7	155	90.3	550	82.2	1326	76.9	1154	84.5	3038	88.9	1866	78.2	1333	69.6	0	0.0	3869	63.2
DELTA	760	76.7	277	91.0	223	86.1	2270	83.2	1053	91.1	2639	89.7	1642	85.4	1312	80.7	206	90.8	712	77.1
EXPRESSJET	0	0.0	8	75.0	3294	80.8	0	0.0	0	0.0	0	0.0	1298	71.3	0	0.0	0	0.0	0	0.0
FRONTIER	30	83.3	138	79.7	125	85.6	0	0.0	709	81.8	196	86.7	90	87.8	797	72.1	0	0.0	59	69.5
HAWAIIAN	0	0.0	0	0.0	0	0.0	30	86.7	75	97.3	153	79.1	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	1860	60.8	165	83.6	0	0.0	3514	73.9	504	76.6	477	80.9	497	70.0	1546	60.4	0	0.0	0	0.0
SKYWEST	5	80.0	96	84.4	724	82.7	0	0.0	340	83.8	2616	86.5	120	87.5	0	0.0	130	86.2	1	100.0
SOUTHWEST	1661	73.7	197	77.7	0	0.0	0	0.0	6057	84.7	3444	78.1	899	82.1	2681	75.2	6838	84.4	0	0.0
SPIRIT	1235	65.2	0	0.0	600	74.8	0	0.0	1027	79.7	785	83.8	330	78.5	841	67.7	0	0.0	0	0.0
UNITED	407	71.5	1863	90.1	4234	81.6	0	0.0	1090	86.7	2193	87.9	773	85.6	823	78.4	0	0.0	288	72.2
VIRGIN AMERICA	84	78.6	130	80.0	0	0.0	343	82.8	354	77.1	1242	83.7	0	0.0	60	78.3	0	0.0	0	0.0
<b>TOTAL</b>	<b>6522</b>	<b>68.4</b>	<b>3059</b>	<b>88.0</b>	<b>9793</b>	<b>81.2</b>	<b>7513</b>	<b>77.8</b>	<b>12698</b>	<b>84.4</b>	<b>17450</b>	<b>85.6</b>	<b>7515</b>	<b>79.5</b>	<b>9485</b>	<b>72.1</b>	<b>7174</b>	<b>84.6</b>	<b>4929</b>	<b>65.9</b>

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



## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 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	60	88.3	177	89.8	1249	84.6	30	83.3	175	86.9	525	86.1	4882	87.5	451	73.8	169	81.7	30	76.7
AMERICAN	671	87.5	5469	84.8	357	85.7	3588	81.2	4194	88.5	719	85.1	763	88.5	1072	79.1	343	91.5	912	66.8
DELTA	5790	92.8	701	90.2	646	94.4	568	89.4	503	90.3	519	92.9	1907	92.5	1096	80.8	3623	93.2	812	78.8
EXPRESSJET	65	83.1	1663	88.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0	0	0.0
FRONTIER	90	90.0	240	83.8	101	92.1	215	80.5	174	94.3	162	90.1	78	92.3	182	75.8	104	91.3	147	77.6
HAWAIIAN	0	0.0	0	0.0	30	86.7	0	0.0	30	86.7	30	93.3	60	86.7	60	86.7	0	0.0	0	0.0
JETBLUE	0	0.0	203	78.8	120	80.0	210	75.2	60	76.7	128	77.3	158	85.4	557	74.3	193	71.5	394	62.7
SKYWEST	3006	91.2	6518	84.5	1004	86.9	1	0.0	1101	90.6	743	91.3	1837	85.8	3001	73.4	3524	90.3	0	0.0
SOUTHWEST	731	86.3	0	0.0	1188	82.4	631	82.1	4766	83.0	2956	82.1	1065	83.5	1476	63.5	926	85.1	1871	71.5
SPIRIT	371	81.4	807	78.9	84	77.4	264	67.8	30	63.3	181	84.0	155	78.1	0	0.0	0	0.0	206	70.9
UNITED	427	89.5	6916	90.4	648	89.2	373	82.3	516	87.6	852	88.0	892	85.1	5150	81.9	142	89.4	448	73.7
VIRGIN AMERICA	0	0.0	141	85.1	81	56.8	60	85.0	0	0.0	175	74.9	144	76.4	1861	70.9	0	0.0	0	0.0
<b>TOTAL</b>	<b>11211</b>	<b>91.1</b>	<b>22835</b>	<b>86.7</b>	<b>5508</b>	<b>85.8</b>	<b>5940</b>	<b>81.4</b>	<b>11549</b>	<b>86.4</b>	<b>6990</b>	<b>85.2</b>	<b>11941</b>	<b>87.3</b>	<b>14906</b>	<b>76.2</b>	<b>9025</b>	<b>90.4</b>	<b>4820</b>	<b>71.5</b>

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

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

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	90.7	81.1	90.2	89.1	95.5	0.0	94.8	93.3	87.9	85.6	60.4	86.8	86.4	86.4	96.9	94.7
0700-0759	91.8	90.0	93.1	88.9	93.5	92.9	94.8	91.1	93.7	93.8	79.6	88.7	77.5	85.4	93.8	94.2
0800-0859	91.4	87.8	93.9	88.1	91.8	89.2	94.6	96.3	94.2	87.0	70.7	89.5	83.1	80.6	93.8	86.6
0900-0959	90.6	87.3	91.7	93.7	92.8	81.5	91.2	88.5	94.6	90.6	78.2	90.9	87.7	80.1	91.2	88.8
1000-1059	90.0	87.4	88.6	89.2	93.1	92.5	93.5	93.2	84.5	87.0	76.3	95.4	83.2	83.0	90.9	86.4
1100-1159	90.7	90.3	92.9	86.8	90.6	87.1	90.7	90.9	90.8	89.3	73.3	90.6	91.0	90.2	89.0	87.7
1200-1259	87.3	83.5	89.6	93.4	89.0	87.8	90.7	91.9	91.8	90.6	67.5	87.9	86.4	86.4	87.4	88.3
1300-1359	89.3	80.9	91.0	88.6	91.8	84.1	88.2	88.6	92.4	83.9	71.7	93.0	84.0	82.1	87.2	91.1
1400-1459	86.6	77.4	90.3	90.7	85.0	85.6	90.8	90.1	88.5	70.5	77.0	87.1	81.6	83.1	87.8	84.7
1500-1559	87.3	72.8	85.9	82.1	85.2	85.5	87.9	89.9	89.9	66.3	74.2	93.3	81.2	79.4	86.3	89.0
1600-1659	86.6	71.3	86.1	81.0	81.4	77.7	85.2	87.0	87.4	56.9	64.9	89.6	77.8	74.2	80.6	86.6
1700-1759	87.0	68.4	85.3	84.8	81.4	84.8	82.6	86.9	87.0	55.8	69.5	83.2	75.3	74.5	80.7	84.9
1800-1859	81.0	63.9	82.2	78.3	81.0	72.4	88.3	84.3	86.6	53.7	68.3	91.1	78.9	71.6	75.7	84.4
1900-1959	79.8	64.2	77.0	77.9	75.7	73.1	83.4	84.6	83.5	52.6	53.3	86.7	78.5	72.5	78.5	79.2
2000-2059	83.4	61.4	80.2	79.7	83.2	75.6	85.3	89.4	88.2	53.6	60.7	86.8	78.0	67.1	77.0	81.9
2100-2159	81.4	63.0	82.5	79.6	76.0	75.8	87.1	86.7	82.4	53.2	62.7	83.2	73.3	69.6	76.8	79.6
2200-2259	80.8	66.3	74.6	90.9	83.6	80.2	82.0	84.9	79.6	56.1	59.1	80.0	76.7	65.6	76.3	78.3
2300-0559	80.3	72.2	79.8	87.7	74.3	82.3	80.5	84.0	78.1	79.6	60.7	84.0	79.6	81.4	77.9	83.7
<b>TOTAL</b>	<b>86.6</b>	<b>74.4</b>	<b>86.0</b>	<b>85.5</b>	<b>85.6</b>	<b>82.0</b>	<b>88.7</b>	<b>88.4</b>	<b>87.8</b>	<b>70.4</b>	<b>68.4</b>	<b>88.0</b>	<b>81.2</b>	<b>77.8</b>	<b>84.4</b>	<b>85.6</b>

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

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

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SE A	SFO	SLC	TPA	TOTAL
0600-0659	100.0	61.2	88.5	0.0	92.5	92.8	95.6	80.3	92.2	76.2	92.5	88.7	100.0	80.0	89.6
0700-0759	89.9	82.1	91.9	73.3	89.4	90.9	81.5	89.7	95.1	90.0	92.3	95.4	96.8	66.7	91.5
0800-0859	83.0	78.9	87.3	77.0	93.8	90.4	90.8	96.1	87.3	91.7	85.4	82.5	97.0	81.8	89.0
0900-0959	89.1	82.4	90.2	68.9	93.8	90.1	91.7	81.2	89.5	91.8	92.4	80.2	97.0	83.9	88.2
1000-1059	85.0	80.8	91.5	74.7	93.2	88.2	91.9	84.8	87.6	88.3	89.7	75.9	94.7	74.9	87.9
1100-1159	87.8	79.4	89.6	69.6	94.9	91.1	91.5	89.5	89.8	85.5	91.2	72.5	93.6	79.8	87.7
1200-1259	86.7	76.8	88.6	73.1	93.3	87.6	86.4	85.1	90.1	91.1	92.7	74.5	88.7	74.2	87.2
1300-1359	85.9	74.6	88.7	62.2	93.6	91.5	89.2	89.9	87.3	88.9	87.4	75.0	91.0	74.9	86.8
1400-1459	82.3	74.0	88.6	67.6	93.6	87.6	89.4	86.5	88.3	83.4	82.2	75.3	92.7	74.8	84.8
1500-1559	81.1	77.2	84.8	71.5	91.7	87.5	84.4	73.1	86.1	81.5	89.6	77.5	89.5	74.0	83.9
1600-1659	79.5	71.8	83.9	61.4	90.8	86.7	85.2	79.4	80.6	82.4	89.5	77.4	90.4	76.0	81.4
1700-1759	82.1	65.8	85.7	71.4	85.1	82.3	85.7	78.2	80.4	78.1	84.3	75.9	86.5	71.8	80.5
1800-1859	76.5	70.0	78.2	56.4	90.1	82.7	86.5	83.1	81.3	84.3	89.1	74.0	85.6	72.5	79.4
1900-1959	65.7	69.4	79.1	67.6	90.3	78.0	82.7	72.8	82.2	81.5	85.9	73.1	86.8	64.1	78.2
2000-2059	67.7	63.0	79.3	58.8	88.3	82.3	82.6	77.4	78.8	82.2	84.5	71.0	86.0	62.0	77.3
2100-2159	66.8	66.4	72.8	63.0	87.2	80.8	84.5	75.1	83.9	80.3	81.3	70.2	86.6	60.3	77.4
2200-2259	73.3	65.3	78.5	63.8	82.1	77.7	75.1	82.5	81.9	81.8	88.5	69.7	83.8	62.3	75.4
2300-0559	76.1	62.4	78.0	62.8	84.0	86.3	82.3	83.4	82.2	87.7	84.3	76.4	76.8	67.3	78.6
<b>TOTAL</b>	79.5	72.1	84.6	65.9	91.1	86.7	85.8	81.4	86.4	85.2	87.3	76.2	90.4	71.5	83.4

\* 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)

SEPTEMBER 2017

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	90.3	93.0	87.9	97.0	94.3	89.6	95.6	91.0	90.8	91.9	69.3	92.6	76.3	86.6	95.6	93.6
0700-0759	90.0	88.2	92.3	94.3	96.0	91.8	93.0	92.6	91.7	91.2	72.5	94.2	84.2	90.2	90.9	92.6
0800-0859	90.5	88.7	89.8	94.7	89.7	87.6	93.5	94.7	90.2	89.2	80.9	92.9	86.5	88.2	87.5	89.9
0900-0959	88.6	88.8	92.5	92.1	88.4	85.2	90.9	88.5	89.9	90.2	72.3	94.2	81.8	91.3	88.3	86.4
1000-1059	90.3	88.6	90.5	91.0	88.9	88.0	88.1	89.4	88.5	89.4	74.4	91.5	79.6	83.6	87.1	83.9
1100-1159	89.4	88.9	82.1	89.5	87.1	91.5	89.3	87.9	81.0	88.7	69.7	90.0	76.7	84.1	84.0	83.5
1200-1259	86.8	86.4	83.9	91.4	83.1	84.8	83.8	85.3	91.0	86.8	58.2	90.1	87.8	85.2	81.3	86.0
1300-1359	83.7	80.4	83.3	90.6	83.5	80.6	82.4	82.8	87.0	85.4	70.1	91.2	81.8	81.4	80.4	84.9
1400-1459	84.1	75.4	83.5	80.7	75.6	83.3	86.2	85.3	80.5	77.7	70.2	86.9	78.6	78.2	79.9	85.5
1500-1559	81.0	79.2	80.5	81.7	82.9	76.8	86.5	83.8	87.1	74.8	72.3	91.7	78.8	76.0	80.4	83.7
1600-1659	82.3	72.6	80.2	80.1	70.3	83.1	80.2	84.0	79.8	73.7	69.9	87.4	76.6	83.6	77.3	84.2
1700-1759	80.4	68.9	77.9	79.7	71.9	75.7	77.4	83.4	83.4	63.7	62.3	84.4	79.9	74.3	71.8	82.1
1800-1859	78.3	68.1	75.5	80.9	76.8	77.1	80.3	81.6	78.9	58.4	61.1	81.8	81.1	77.5	72.7	82.1
1900-1959	79.7	61.0	76.1	82.0	63.9	71.8	87.0	80.0	82.2	65.5	65.4	86.8	80.6	70.3	73.8	80.3
2000-2059	75.5	64.2	74.6	79.2	75.4	73.2	81.9	82.4	83.7	54.3	58.8	60.7	79.1	69.1	74.3	78.7
2100-2159	83.3	58.4	82.0	83.8	78.2	75.3	85.7	60.0	91.4	58.1	60.8	72.4	84.1	66.9	70.8	77.8
2200-2259	80.7	62.8	84.7	81.1	69.3	77.1	86.1	90.4	84.3	60.6	57.0	91.9	81.0	69.8	78.4	81.6
2300-0559	90.3	90.4	91.9	80.0	0.0	96.3	85.4	83.3	85.7	92.4	67.9	87.1	89.6	54.6	82.5	88.9
<b>TOTAL</b>	<b>84.3</b>	<b>80.1</b>	<b>83.9</b>	<b>85.5</b>	<b>81.9</b>	<b>83.2</b>	<b>86.6</b>	<b>86.1</b>	<b>86.7</b>	<b>77.8</b>	<b>67.7</b>	<b>88.8</b>	<b>81.3</b>	<b>80.2</b>	<b>81.8</b>	<b>85.2</b>

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

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	91.0	78.8	94.2	73.0	96.1	92.9	93.9	91.2	95.6	95.8	93.8	94.3	97.4	80.2	91.4
0700-0759	91.1	81.7	89.7	69.7	95.4	89.3	91.0	87.6	94.0	90.9	92.3	91.3	90.4	79.8	89.3
0800-0859	86.1	79.7	87.6	74.0	92.4	87.4	92.4	88.5	90.5	90.1	88.9	89.9	91.1	78.9	89.2
0900-0959	82.8	79.4	84.2	72.2	92.1	87.0	88.9	91.1	87.1	87.6	89.1	82.6	91.8	81.5	87.3
1000-1059	87.7	80.8	84.9	53.7	92.3	86.1	92.0	83.5	89.3	85.2	93.7	75.8	95.6	79.4	86.6
1100-1159	84.9	76.8	81.7	64.4	94.0	81.7	92.7	86.1	86.5	83.5	85.6	75.6	92.7	78.7	85.4
1200-1259	84.5	74.0	83.8	57.7	87.7	87.6	87.1	78.0	87.0	83.2	88.8	76.7	88.3	71.4	84.4
1300-1359	81.6	70.5	77.8	57.6	91.7	85.2	85.1	87.3	89.3	87.8	88.9	76.0	88.8	73.0	82.9
1400-1459	81.4	67.7	77.9	63.1	91.2	84.4	84.6	86.1	82.9	84.4	84.3	73.9	82.8	73.1	81.1
1500-1559	83.1	65.5	80.3	65.2	89.0	83.0	85.3	85.1	83.9	78.5	82.3	76.0	89.6	68.0	81.5
1600-1659	75.8	67.0	77.6	61.0	92.3	83.6	84.3	74.2	81.3	80.4	87.0	75.9	86.8	65.8	79.4
1700-1759	76.8	64.9	67.5	64.3	86.5	83.8	85.8	73.6	84.1	82.9	89.4	75.3	89.8	63.0	78.2
1800-1859	77.7	64.3	69.5	55.6	79.4	77.0	82.4	76.5	80.3	78.7	86.7	70.5	82.4	62.0	75.9
1900-1959	67.1	63.0	72.9	60.1	90.5	82.4	83.7	73.5	78.3	82.7	86.0	73.3	74.3	65.2	76.8
2000-2059	67.6	60.6	67.3	61.7	90.0	79.9	78.5	77.0	82.1	80.1	86.5	76.4	88.0	53.9	77.8
2100-2159	60.2	48.0	77.7	61.1	89.5	82.9	88.3	75.9	75.0	81.0	87.2	71.0	92.4	69.2	76.9
2200-2259	77.4	25.8	73.5	60.0	89.5	87.3	87.2	0.0	80.6	93.1	89.4	81.9	88.9	83.3	82.3
2300-0559	90.2	64.0	94.4	70.6	96.0	87.3	92.3	90.2	89.9	0.0	93.6	87.6	81.5	80.9	87.4
<b>TOTAL</b>	<b>81.3</b>	<b>71.5</b>	<b>79.7</b>	<b>63.9</b>	<b>90.9</b>	<b>84.8</b>	<b>88.3</b>	<b>82.9</b>	<b>86.5</b>	<b>85.7</b>	<b>88.9</b>	<b>79.7</b>	<b>89.7</b>	<b>72.6</b>	<b>83.2</b>

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

## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/ SEPTEMBER 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***
<b>CHRONICALLY DELAYED FLIGHTS FOR FIVE OR MORE CONSECUTIVE MONTHS</b>								
SPIRIT	140	May	MCO-EWR	1424	31	20	64.52	83.24
SPIRIT	140	Jun	MCO-EWR	1410	30	21	70.00	78.94
SPIRIT	140	Jul	MCO-EWR	1400	31	18	58.06	101.90
SPIRIT	140	Aug	MCO-EWR	1401	31	18	58.06	81.62
SPIRIT	140	Sep	MCO-EWR	1428	30	19	63.33	78.23

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

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

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

[https://www.rita.dot.gov/bts/sites/rita.dot.gov/bts/files/subject\\_areas/airline\\_information/chronically\\_delayed\\_flights/index.html](https://www.rita.dot.gov/bts/sites/rita.dot.gov/bts/files/subject_areas/airline_information/chronically_delayed_flights/index.html)

## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/ SEPTEMBER 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***
<b>CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS</b>								
JETBLUE	1005	Jun	EWR-FLL	1847	16	14	87.50	115.36
JETBLUE	1005	Jul	EWR-FLL	1847	31	22	70.97	161.81
JETBLUE	1005	Aug	EWR-FLL	1847	29	18	62.07	130.12
JETBLUE	1005	Sep	EWR-FLL	1856	25	16	64.00	115.90
JETBLUE	1973	Jun	EWR-TPA	1846	16	16	100.00	114.88
JETBLUE	1973	Jul	EWR-TPA	1846	31	22	70.97	132.95
JETBLUE	1973	Aug	EWR-TPA	1846	31	19	61.29	133.05
JETBLUE	1973	Sep	EWR-TPA	1859	30	21	70.00	111.76
JETBLUE	6	Jun	FLL-EWR	1840	16	16	100.00	121.33
JETBLUE	6	Jul	FLL-EWR	1840	31	23	74.19	139.68
JETBLUE	6	Aug	FLL-EWR	1840	31	19	61.29	126.63
JETBLUE	6	Sep	FLL-EWR	1821	30	19	63.33	101.29
JETBLUE	284	Jun	MCO-JFK	2001	16	11	68.75	91.50
JETBLUE	284	Jul	MCO-JFK	2001	31	21	67.74	157.80
JETBLUE	284	Aug	MCO-JFK	2006	31	22	70.97	127.56
JETBLUE	1190	Sep	MCO-JFK	1954	23	12	52.17	74.38
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

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

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

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

[https://www.rita.dot.gov/bts/sites/rita.dot.gov.bts/files/subject\\_areas/airline\\_information/chronically\\_delayed\\_flights/index.html](https://www.rita.dot.gov/bts/sites/rita.dot.gov.bts/files/subject_areas/airline_information/chronically_delayed_flights/index.html)

## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/ SEPTEMBER 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***
<b>CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS</b>								
JETBLUE	2074	Jun	TPA-EWR	1604	16	14	87.50	119.43
JETBLUE	2074	Jul	TPA-EWR	1604	31	22	70.97	116.25
JETBLUE	2074	Aug	TPA-EWR	1604	31	17	54.84	133.65
JETBLUE	2074	Sep	TPA-EWR	1605	30	20	66.67	96.88
SPIRIT	140	Jun	MCO-EWR	1410	30	21	70.00	78.94
SPIRIT	140	Jul	MCO-EWR	1400	31	18	58.06	101.90
SPIRIT	140	Aug	MCO-EWR	1401	31	18	58.06	81.62
SPIRIT	140	Sep	MCO-EWR	1428	30	19	63.33	78.23

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

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

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

[https://www.rita.dot.gov/bts/sites/rita.dot.gov.bts/files/subject\\_areas/airline\\_information/chronically\\_delayed\\_flights/index.html](https://www.rita.dot.gov/bts/sites/rita.dot.gov.bts/files/subject_areas/airline_information/chronically_delayed_flights/index.html)



## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/ SEPTEMBER 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***
<b>CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS</b>								
JETBLUE	1005	Jul	EWR-FLL	1847	31	22	70.97	161.81
JETBLUE	1005	Aug	EWR-FLL	1847	29	18	62.07	130.12
JETBLUE	1005	Sep	EWR-FLL	1856	25	16	64.00	115.90
JETBLUE	1973	Jul	EWR-TPA	1846	31	22	70.97	132.95
JETBLUE	1973	Aug	EWR-TPA	1846	31	19	61.29	133.05
JETBLUE	1973	Sep	EWR-TPA	1859	30	21	70.00	111.76
JETBLUE	506	Jul	FLL-EWR	1200	31	16	51.61	106.33
JETBLUE	506	Aug	FLL-EWR	1200	31	16	51.61	82.17
JETBLUE	506	Sep	FLL-EWR	1218	30	18	60.00	66.08
JETBLUE	6	Jul	FLL-EWR	1840	31	23	74.19	139.68
JETBLUE	6	Aug	FLL-EWR	1840	31	19	61.29	126.63
JETBLUE	6	Sep	FLL-EWR	1821	30	19	63.33	101.29
JETBLUE	1503	Jul	JFK-SJU	2350	31	18	58.06	116.00
JETBLUE	1503	Aug	JFK-SJU	2350	31	17	54.84	112.63
JETBLUE	1503	Sep	JFK-SJU	2359	30	18	60.00	96.00
JETBLUE	284	Jul	MCO-JFK	2001	31	21	67.74	157.80
JETBLUE	284	Aug	MCO-JFK	2006	31	22	70.97	127.56
JETBLUE	1190	Sep	MCO-JFK	1954	23	12	52.17	74.38

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## 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/ SEPTEMBER 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***
<b>CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS</b>								
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	176	Jul	SJU-BDL	2007	31	20	64.52	89.40
JETBLUE	176	Aug	SJU-BDL	2007	31	17	54.84	80.31
JETBLUE	176	Sep	SJU-BDL	1953	30	20	66.67	113.20
JETBLUE	2074	Jul	TPA-EWR	1604	31	22	70.97	116.25
JETBLUE	2074	Aug	TPA-EWR	1604	31	17	54.84	133.65
JETBLUE	2074	Sep	TPA-EWR	1605	30	20	66.67	96.88
SPIRIT	140	Jul	MCO-EWR	1400	31	18	58.06	101.90
SPIRIT	140	Aug	MCO-EWR	1401	31	18	58.06	81.62
SPIRIT	140	Sep	MCO-EWR	1428	30	19	63.33	78.23

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

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## 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/ SEPTEMBER 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***
<b>CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS</b>								
JETBLUE	1005	Aug	EWR-FLL	1847	29	18	62.07	130.12
JETBLUE	1005	Sep	EWR-FLL	1856	25	16	64.00	115.90
JETBLUE	1973	Aug	EWR-TPA	1846	31	19	61.29	133.05
JETBLUE	1973	Sep	EWR-TPA	1859	30	21	70.00	111.76
JETBLUE	506	Aug	FLL-EWR	1200	31	16	51.61	82.17
JETBLUE	506	Sep	FLL-EWR	1218	30	18	60.00	66.08
JETBLUE	6	Aug	FLL-EWR	1840	31	19	61.29	126.63
JETBLUE	6	Sep	FLL-EWR	1821	30	19	63.33	101.29
JETBLUE	1503	Aug	JFK-SJU	2350	31	17	54.84	112.63
JETBLUE	1503	Sep	JFK-SJU	2359	30	18	60.00	96.00
JETBLUE	284	Aug	MCO-JFK	2006	31	22	70.97	127.56
JETBLUE	1190	Sep	MCO-JFK	1954	23	12	52.17	74.38
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	176	Aug	SJU-BDL	2007	31	17	54.84	80.31
JETBLUE	176	Sep	SJU-BDL	1953	30	20	66.67	113.20
JETBLUE	2074	Aug	TPA-EWR	1604	31	17	54.84	133.65
JETBLUE	2074	Sep	TPA-EWR	1605	30	20	66.67	96.88
SOUTHWEST	6360	Aug	BUR-SFO	1005	23	12	52.17	63.00
SOUTHWEST	6360	Sep	BUR-SFO	1005	21	11	52.38	56.44
SOUTHWEST	1208	Aug	LAX-SFO	810	13	12	92.31	42.33

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

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## 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/ SEPTEMBER 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***
<b>CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS</b>								
SOUTHWEST	1208	Sep	LAX-SFO	810	21	13	61.90	71.67
SOUTHWEST	5386	Aug	TPA-SJU	1845	17	9	52.94	73.89
SOUTHWEST	5386	Sep	TPA-SJU	1845	25	20	80.00	57.33
SPIRIT	140	Aug	MCO-EWR	1401	31	18	58.06	81.62
SPIRIT	140	Sep	MCO-EWR	1428	30	19	63.33	78.23

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

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

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## AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 70% OR MORE OF THE TIME  
SEPTEMBER 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
JETBLUE	828	35	4.2
SPIRIT	440	5	1.1
AMERICAN	2550	16	0.6
VIRGIN AMERICA	200	1	0.5
EXPRESSJET	868	4	0.4
FRONTIER	270	1	0.3
SOUTHWEST	3735	11	0.2
DELTA	2708	3	0.1
UNITED	1760	1	0.0
SKYWEST	2111	1	0.0
ALASKA	514	0	0.0
HAWAIIAN	219	0	0.0
<b>TOTAL</b>	<b>16203</b>	<b>78</b>	<b>0.5</b>

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

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	90.0	85.0	60	60
Adak Island, AK (ADK)	87.5	100.0	8	8
Aguadilla, PR (BQN)	37.8	40.9	135	132
Akron, OH (CAK)	80.4	83.4	404	404
Albany, NY (ALB)	88.3	87.3	772	773
Albuquerque, NM (ABQ)	85.7	86.5	1697	1699
Alexandria, LA (AEX)	80.0	80.3	70	71
Allentown/Bethlehem/Easton, PA (ABE)	87.9	87.4	206	206
Alpena, MI (APN)	88.2	80.8	51	52
Amarillo, TX (AMA)	86.2	87.0	253	253
Anchorage, AK (ANC)	88.9	92.5	1436	1443
Appleton, WI (ATW)	90.9	93.6	232	233
Arcata/Eureka, CA (ACV)	80.9	83.5	115	115
Asheville, NC (AVL)	79.7	78.0	344	345
Aspen, CO (ASE)	87.5	90.6	329	331
Atlanta, GA (ATL)	86.6	84.3	28643	28641
Atlantic City, NJ (ACY)	75.3	79.6	239	240
Augusta, GA (AGS)	87.8	86.8	197	197
Austin, TX (AUS)	84.6	85.8	4345	4345
Bakersfield, CA (BFL)	86.7	92.1	188	189
Baltimore, MD (BWI)	86.0	83.9	8232	8233
Bangor, ME (BGR)	86.5	88.5	96	96
Barrow, AK (BRW)	83.3	89.7	78	78
Baton Rouge, LA (BTR)	82.9	86.2	527	528
Bemidji, MN (BJI)	96.7	93.3	60	60
Bend/Redmond, OR (RDM)	88.6	88.9	350	350
Bethel, AK (BET)	91.0	93.6	78	78
Billings, MT (BIL)	94.2	93.5	277	277
Binghamton, NY (BGM)	86.7	83.1	83	83
Birmingham, AL (BHM)	81.8	85.3	993	989
Bismarck/Mandan, ND (BIS)	92.6	92.2	242	243
Bloomington/Normal, IL (BMI)	79.9	87.8	164	164

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Boise, ID (BOI)	86.7	89.1	1358	1359
Boston, MA (BOS)	74.4	80.1	10357	10365
Bozeman, MT (BZN)	89.6	88.7	443	441
Brainerd, MN (BRD)	94.1	90.2	51	51
Bristol/Johnson City/Kingsport, TN (TRI)	84.8	86.6	112	112
Brownsville, TX (BRO)	85.7	89.7	98	97
Buffalo, NY (BUF)	83.4	85.1	1355	1356
Bullhead City, AZ (IFP)	83.3	90.0	30	30
Burbank, CA (BUR)	82.5	79.9	2073	2073
Burlington, VT (BTV)	81.0	83.1	306	307
Butte, MT (BTM)	76.8	80.0	56	55
Casper, WY (CPR)	90.6	94.3	53	53
Cedar City, UT (CDC)	82.4	88.2	51	51
Cedar Rapids/Iowa City, IA (CID)	88.0	88.1	500	503
Charleston, SC (CHS)	84.9	83.8	1156	1157
Charleston/Dunbar, WV (CRW)	83.5	87.0	91	92
Charlotte Amalie, VI (STT)	13.9	15.1	231	232
Charlotte, NC (CLT)	85.5	85.5	9392	9395
Charlottesville, VA (CHO)	74.8	80.3	147	147
Chattanooga, TN (CHA)	80.1	83.6	267	268
Chicago, IL (MDW)	84.6	79.7	7174	7177
Chicago, IL (ORD)	86.7	84.8	22835	22844
Christiansted, VI (STX)	25.0	25.0	60	60
Cincinnati, OH (CVG)	87.8	88.5	1730	1729
Cleveland, OH (CLE)	85.1	86.4	3222	3226
Cody, WY (COD)	92.2	92.2	102	102
College Station/Bryan, TX (CLL)	88.3	88.3	111	111
Colorado Springs, CO (COS)	85.6	89.7	805	806
Columbia, MO (COU)	88.9	92.2	90	90
Columbia, SC (CAE)	85.7	88.1	308	310
Columbus, GA (CSG)	79.2	75.0	24	24
Columbus, MS (GTR)	89.3	90.5	84	84

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Columbus, OH (CMH)	86.0	85.7	1894	1895
Cordova, AK (CDV)	60.0	70.0	60	60
Corpus Christi, TX (CRP)	78.7	84.8	211	210
Dallas, TX (DAL)	85.6	81.9	5661	5661
Dallas/Fort Worth, TX (DFW)	88.4	86.1	14653	14649
Dayton, OH (DAY)	88.0	86.7	475	474
Daytona Beach, FL (DAB)	78.6	79.2	159	159
Deadhorse, AK (SCC)	83.3	80.0	60	60
Denver, CO (DEN)	88.7	86.6	18836	18831
Des Moines, IA (DSM)	88.5	89.3	740	739
Detroit, MI (DTW)	87.8	86.7	10574	10565
Devils Lake, ND (DVL)	86.3	90.2	51	51
Dothan, AL (DHN)	82.9	88.6	105	105
Duluth, MN (DLH)	88.4	87.2	250	250
Durango, CO (DRO)	85.1	91.8	74	73
Eagle, CO (EGE)	80.6	87.1	31	31
Eau Claire, WI (EAU)	89.1	92.7	55	55
El Paso, TX (ELP)	83.9	85.2	834	831
Elko, NV (EKO)	94.3	96.2	53	53
Erie, PA (ERI)	80.4	87.7	138	138
Escanaba, MI (ESC)	86.3	84.3	51	51
Eugene, OR (EUG)	81.0	86.9	343	343
Evansville, IN (EVV)	82.9	91.0	111	111
Fairbanks, AK (FAI)	90.6	90.6	276	276
Fargo, ND (FAR)	91.2	93.6	283	282
Fayetteville, AR (XNA)	86.9	91.7	411	411
Fayetteville, NC (FAY)	84.7	87.8	98	98
Flagstaff, AZ (FLG)	96.0	99.0	101	101
Flint, MI (FNT)	87.7	91.3	334	334
Fort Lauderdale, FL (FLL)	68.4	67.7	6522	6524
Fort Myers, FL (RSW)	69.8	68.7	1394	1392
Fort Smith, AR (FSM)	85.0	95.0	60	60

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Fort Wayne, IN (FWA)	83.8	86.8	469	469
Fresno, CA (FAT)	86.2	88.2	694	694
Gainesville, FL (GNV)	77.6	78.0	58	59
Gillette, WY (GCC)	94.0	95.2	84	84
Grand Forks, ND (GFK)	96.2	98.0	52	51
Grand Island, NE (GRI)	88.3	88.3	60	60
Grand Junction, CO (GJT)	91.9	95.0	198	199
Grand Rapids, MI (GRR)	86.0	87.4	786	786
Great Falls, MT (GTF)	95.7	97.1	141	140
Green Bay, WI (GRB)	86.8	89.2	325	324
Greensboro/High Point, NC (GSO)	85.3	84.1	509	510
Greer, SC (GSP)	85.3	88.9	558	558
Guam, TT (GUM)	93.3	90.0	30	30
Gulfport/Biloxi, MS (GPT)	87.4	89.0	182	182
Hancock/Houghton, MI (CMX)	85.0	88.3	60	60
Harlingen/San Benito, TX (HRL)	75.3	78.2	198	197
Harrisburg, PA (MDT)	83.9	88.3	316	316
Hartford, CT (BDL)	82.3	86.3	1806	1808
Hattiesburg/Laurel, MS (PIB)	80.0	91.7	60	60
Hayden, CO (HDN)	98.3	94.8	58	58
Hays, KS (HYS)	82.4	84.3	51	51
Helena, MT (HLN)	90.3	93.8	144	145
Hibbing, MN (HIB)	96.1	96.1	51	51
Hilo, HI (ITO)	94.3	95.4	530	500
Hobbs, NM (HOB)	80.4	84.8	46	46
Honolulu, HI (HNL)	93.7	95.7	3856	3858
Houston, TX (HOU)	76.4	74.0	4262	4256
Houston, TX (IAH)	81.2	81.3	9793	9792
Huntsville, AL (HSV)	87.2	87.2	335	336
Hyannis, MA (HYA)	75.0	75.0	16	16
Idaho Falls, ID (IDA)	88.4	90.9	198	198
Indianapolis, IN (IND)	84.7	86.0	2107	2111

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

SEPTEMBER 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
International Falls, MN (INL)	96.2	98.1	52	52
Iron Mountain/Kingsfd, MI (IMT)	96.4	90.9	55	55
Islip, NY (ISP)	83.6	83.1	372	373
Ithaca/Cortland, NY (ITH)	85.5	89.2	83	83
Jackson, WY (JAC)	89.1	90.3	338	339
Jackson/Vicksburg, MS (JAN)	83.1	86.0	372	372
Jacksonville, FL (JAX)	75.9	77.0	1282	1282
Jacksonville/Camp Lejeune, NC (OAJ)	67.9	74.1	28	27
Jamestown, ND (JMS)	90.1	87.7	81	81
Joplin, MO (JLN)	88.9	100.0	9	10
Juneau, AK (JNU)	84.6	85.0	331	333
Kahului, HI (OGG)	93.2	93.8	1908	1908
Kalamazoo, MI (AZO)	82.7	87.0	191	192
Kalispell, MT (FCA)	92.1	92.6	215	216
Kansas City, MO (MCI)	86.6	87.8	3645	3641
Ketchikan, AK (KTN)	86.4	85.8	191	190
Key West, FL (EYW)	41.1	38.3	107	107
Killeen, TX (GRK)	83.5	83.5	97	97
Knoxville, TN (TYS)	85.5	87.8	539	540
Kodiak, AK (ADQ)	90.6	92.5	53	53
Kona, HI (KOA)	93.4	95.3	973	1004
Kotzebue, AK (OTZ)	91.4	91.4	58	58
La Crosse, WI (LSE)	90.9	96.5	143	143
Lafayette, LA (LFT)	83.8	87.3	173	173
Lake Charles, LA (LCH)	83.8	81.1	74	74
Lansing, MI (LAN)	89.2	89.2	185	186
Laramie, WY (LAR)	90.2	88.2	51	51
Laredo, TX (LRD)	88.8	86.9	160	160
Las Vegas, NV (LAS)	84.4	81.8	12698	12686
Latrobe, PA (LBE)	74.1	74.6	58	59
Lawton/Fort Sill, OK (LAW)	82.8	92.0	87	87
Lewiston, ID (LWS)	95.1	96.3	81	81

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Lexington, KY (LEX)	87.8	90.6	394	394
Lihue, HI (LIH)	94.0	95.9	952	953
Lincoln, NE (LNK)	89.7	91.5	223	224
Little Rock, AR (LIT)	85.6	85.6	662	659
Long Beach, CA (LGB)	82.2	83.9	1363	1362
Los Angeles, CA (LAX)	85.6	85.2	17450	17436
Louisville, KY (SDF)	85.6	87.7	814	814
Lubbock, TX (LBB)	84.9	87.1	317	318
Madison, WI (MSN)	86.3	90.1	795	798
Manchester, NH (MHT)	85.9	85.2	574	574
Manhattan/Ft. Riley, KS (MHK)	89.5	93.0	86	86
Marquette, MI (MQT)	81.0	82.1	84	84
Martha's Vineyard, MA (MVY)	85.7	71.4	42	42
Medford, OR (MFR)	84.7	89.7	320	321
Melbourne, FL (MLB)	82.4	80.6	108	108
Memphis, TN (MEM)	87.4	88.5	1222	1222
Meridian, MS (MEI)	80.0	81.1	90	90
Miami, FL (MIA)	65.9	63.9	4929	4923
Midland/Odessa, TX (MAF)	83.7	85.5	429	429
Milwaukee, WI (MKE)	84.7	86.8	2208	2205
Minneapolis, MN (MSP)	91.1	90.9	11211	11204
Minot, ND (MOT)	89.7	93.0	116	114
Mission/McAllen/Edinburg, TX (MFE)	78.7	82.9	174	175
Missoula, MT (MSO)	86.8	93.4	243	243
Mobile, AL (MOB)	82.9	87.7	310	310
Moline, IL (MLI)	79.0	86.0	219	221
Monroe, LA (MLU)	79.8	85.3	109	109
Monterey, CA (MRY)	86.4	89.9	198	198
Montgomery, AL (MGM)	87.4	88.3	103	103
Montrose/Delta, CO (MTJ)	72.7	72.7	22	22
Mosinee, WI (CWA)	90.7	92.6	54	54
Muskegon, MI (MKG)	94.5	92.7	55	55



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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Myrtle Beach, SC (MYR)	84.7	80.8	660	660
Nantucket, MA (ACK)	77.2	70.2	114	114
Nashville, TN (BNA)	84.8	84.3	4597	4595
New Orleans, LA (MSY)	83.1	84.0	3680	3680
New York, NY (JFK)	77.8	80.2	7513	7513
New York, NY (LGA)	79.5	81.3	7515	7510
Newark, NJ (EWR)	70.4	77.8	9208	9211
Newburgh/Poughkeepsie, NY (SWF)	74.6	72.8	114	114
Newport News/Williamsburg, VA (PHF)	92.9	95.2	84	84
Niagara Falls, NY (IAG)	85.2	82.1	27	28
Nome, AK (OME)	86.2	93.1	58	58
Norfolk, VA (ORF)	88.4	88.6	1084	1086
North Bend/Coos Bay, OR (OTH)	71.1	78.9	38	38
Oakland, CA (OAK)	81.7	79.8	4267	4267
Oklahoma City, OK (OKC)	86.9	91.1	1157	1157
Omaha, NE (OMA)	87.8	91.8	1693	1693
Ontario, CA (ONT)	83.6	84.6	1766	1767
Orlando, FL (MCO)	72.1	71.5	9485	9483
Paducah, KY (PAH)	87.5	91.1	56	56
Pago Pago, TT (PPG)	88.9	88.9	9	9
Palm Springs, CA (PSP)	86.2	90.1	514	513
Panama City, FL (ECP)	84.1	87.9	365	365
Pasco/Kennewick/Richland, WA (PSC)	87.2	89.0	281	281
Pellston, MI (PLN)	79.5	77.8	83	81
Pensacola, FL (PNS)	83.1	87.8	362	362
Peoria, IL (PIA)	78.6	82.9	229	228
Petersburg, AK (PSG)	75.0	85.0	60	60
Philadelphia, PA (PHL)	81.4	82.9	5940	5935
Phoenix, AZ (PHX)	86.4	86.5	11549	11556
Pittsburgh, PA (PIT)	85.4	88.1	2387	2388
Plattsburgh, NY (PBG)	84.6	84.6	13	13
Pocatello, ID (PIH)	89.9	94.9	79	79

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Ponce, PR (PSE)	36.0	40.0	50	50
Portland, ME (PWM)	85.0	84.1	548	548
Portland, OR (PDX)	85.8	88.3	5508	5509
Providence, RI (PVD)	81.8	83.9	1117	1122
Raleigh/Durham, NC (RDU)	83.4	84.6	3005	3001
Rapid City, SD (RAP)	89.4	92.6	310	311
Redding, CA (RDD)	85.7	83.3	84	84
Reno, NV (RNO)	80.7	80.4	1307	1307
Rhineland, WI (RHI)	95.0	96.7	60	60
Richmond, VA (RIC)	82.8	82.2	1381	1381
Roanoke, VA (ROA)	87.0	92.6	54	54
Rochester, MN (RST)	86.2	91.0	254	255
Rochester, NY (ROC)	83.3	86.8	654	657
Rock Springs, WY (RKS)	92.6	96.3	54	54
Roswell, NM (ROW)	100.0	100.0	30	30
Sacramento, CA (SMF)	87.1	88.7	3904	3903
Saginaw/Bay City/Midland, MI (MBS)	91.6	89.9	227	227
Salt Lake City, UT (SLC)	90.4	89.7	9025	9025
San Angelo, TX (SJT)	93.3	96.6	89	89
San Antonio, TX (SAT)	85.1	87.0	2647	2646
San Diego, CA (SAN)	85.2	85.7	6990	6987
San Francisco, CA (SFO)	76.2	79.7	14906	14902
San Jose, CA (SJC)	87.0	84.9	4180	4179
San Juan, PR (SJU)	38.2	39.2	1546	1547
San Luis Obispo, CA (SBP)	77.5	81.8	258	258
Santa Ana, CA (SNA)	86.8	85.1	3540	3544
Santa Barbara, CA (SBA)	82.1	85.7	459	460
Santa Fe, NM (SAF)	82.9	81.2	117	117
Santa Rosa, CA (STS)	78.7	80.7	150	150
Sarasota/Bradenton, FL (SRQ)	76.3	78.3	198	198
Sault Ste. Marie, MI (CIU)	80.0	80.0	55	55
Savannah, GA (SAV)	80.1	80.5	687	688

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Scranton/Wilkes-Barre, PA (AVP)	81.4	88.7	204	204
Seattle, WA (SEA)	87.3	88.9	11941	11931
Shreveport, LA (SHV)	82.9	85.8	381	381
Sioux Falls, SD (FSD)	88.3	91.2	375	376
Sitka, AK (SIT)	90.3	87.4	93	95
South Bend, IN (SBN)	84.5	86.2	464	464
Spokane, WA (GEG)	85.5	87.7	1299	1300
Springfield, IL (SPI)	84.7	89.4	85	85
Springfield, MO (SGF)	85.8	85.4	261	261
St. George, UT (SGU)	92.7	95.3	234	234
St. Louis, MO (STL)	85.1	84.7	4648	4655
State College, PA (SCE)	83.2	85.3	143	143
Sun Valley/Hailey/Ketchum, ID (SUN)	78.0	82.7	109	110
Syracuse, NY (SYR)	84.6	86.4	547	546
Tallahassee, FL (TLH)	88.4	90.2	164	164
Tampa, FL (TPA)	71.5	72.6	4820	4827
Toledo, OH (TOL)	66.7	70.8	24	24
Traverse City, MI (TVC)	81.7	80.5	213	215
Trenton, NJ (TTN)	83.3	86.7	180	180
Tucson, AZ (TUS)	86.4	86.6	1131	1131
Tulsa, OK (TUL)	87.0	91.1	1100	1099
Twin Falls, ID (TWF)	95.1	96.4	82	83
Valparaiso, FL (VPS)	87.0	88.9	315	315
Washington, DC (DCA)	82.0	83.2	5959	5961
Washington, DC (IAD)	88.0	88.8	3059	3060
Waterloo, IA (ALO)	81.8	85.5	55	55
West Palm Beach/Palm Beach, FL (PBI)	72.7	69.4	1491	1489
West Yellowstone, MT (WYS)	82.7	80.8	52	52
White Plains, NY (HPN)	70.8	75.2	576	576
Wichita, KS (ICT)	86.6	87.6	655	655
Williston, ND (ISN)	90.2	88.6	133	132
Wilmington, NC (ILM)	89.9	94.4	199	198
Worcester, MA (ORH)	63.3	63.8	60	58

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Wrangell, AK (WRG)	73.3	83.3	60	60
Yakutat, AK (YAK)	61.7	65.0	60	60
Yuma, AZ (YUM)	89.1	92.2	101	102

## AIR TRAVEL CONSUMER REPORT

TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY CARRIER  
SEPTEMBER 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
SPIRIT	21	10581	1064	10.1	38	12919	1350	10.4
JETBLUE	25	16827	1372	8.2	67	23957	2233	9.3
AMERICAN	28	58797	2817	4.8	98	72061	3328	4.6
EXPRESSJET	14	12261	487	4.0	138	24040	996	4.1
SOUTHWEST	25	60860	1987	3.3	86	105614	3450	3.3
FRONTIER	24	6144	184	3.0	55	8662	274	3.2
UNITED	27	40601	1221	3.0	99	48875	1456	3.0
DELTA	30	56758	1257	2.2	145	75505	1705	2.3
VIRGIN AMERICA	17	5533	53	1.0	24	5808	53	0.9
ALASKA	25	9916	70	0.7	67	14934	109	0.7
SKYWEST	27	33592	191	0.6	214	59781	366	0.6
HAWAIIAN	8	466	3	0.6	17	6571	23	0.4
<b>TOTAL</b>		<b>312336</b>	<b>10706</b>	<b>3.4</b>		<b>458727</b>	<b>15343</b>	<b>3.3</b>

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

**NOTE:** Hurricanes Irma in Florida and Maria in Puerto Rico adversely affected September 2017 airline operations.

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELLED 5% OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
SPIRIT	571	327	57.2
JETBLUE	948	399	42.0
FRONTIER	495	101	20.4
AMERICAN	3203	609	19.0
EXPRESSJET	1898	326	17.1
UNITED	2815	476	16.9
DELTA	3866	498	12.8
SOUTHWEST	17611	1818	10.3
ALASKA	617	30	4.8
VIRGIN AMERICA	409	15	3.6
SKYWEST	3588	87	2.4
HAWAIIAN	298	5	1.6
<b>TOTAL</b>	<b>36319</b>	<b>4691</b>	<b>12.9</b>

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

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

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

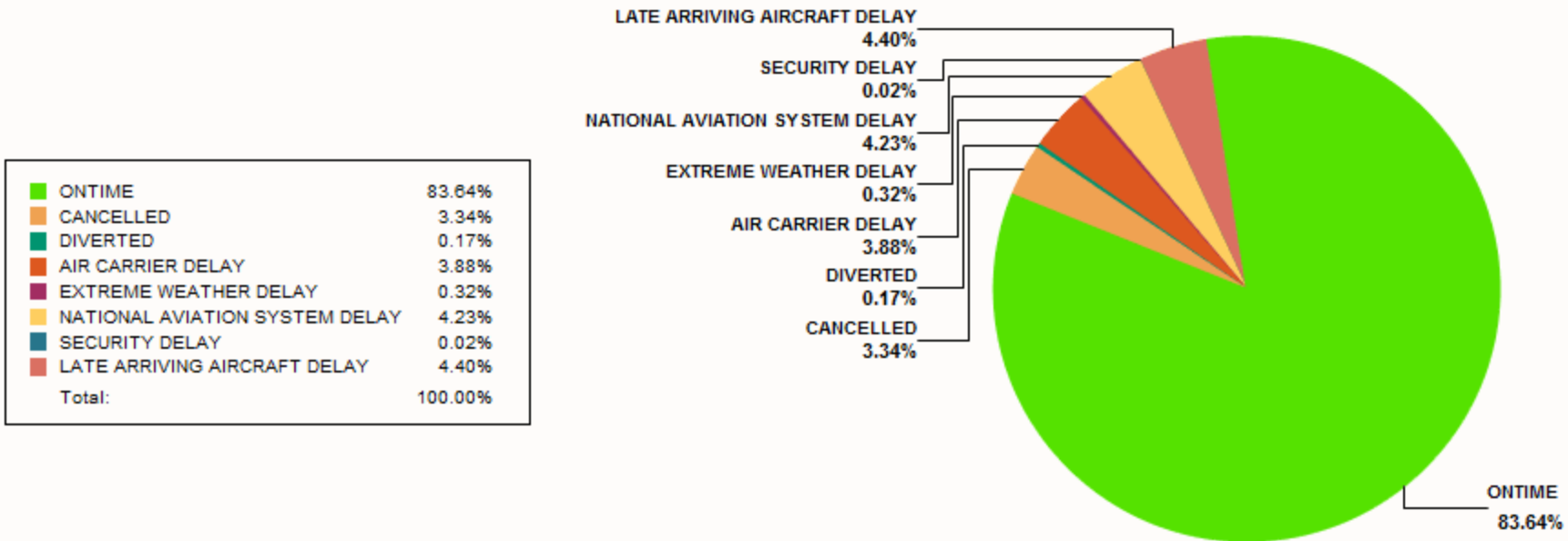
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCEL LED	% CANCELLED	DIVERT ED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREM E WEATHE R DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA	14934	12901	86.39%	109	0.73%	29	0.19%	502	3.36%	28	0.19%	932	6.24%	5	0.03%	428	2.87%
AMERICAN	72061	59686	82.83%	3328	4.62%	113	0.16%	3054	4.24%	221	0.31%	3331	4.62%	33	0.05%	2295	3.18%
DELTA	75505	66973	88.70%	1705	2.26%	125	0.17%	2436	3.23%	284	0.38%	2483	3.29%	7	0.01%	1493	1.98%
EXPRESSJET	24040	19471	80.99%	996	4.14%	56	0.23%	1057	4.40%	32	0.13%	1256	5.22%	0	0.00%	1172	4.88%
FRONTIER	8662	7271	83.94%	274	3.16%	14	0.16%	302	3.49%	7	0.08%	407	4.70%	0	0.00%	387	4.47%
HAWAIIAN	6571	6176	93.99%	23	0.35%	2	0.03%	232	3.53%	18	0.27%	8	0.12%	1	0.02%	112	1.70%
JETBLUE	23957	16803	70.14%	2233	9.32%	34	0.14%	1424	5.94%	109	0.45%	1669	6.97%	7	0.03%	1677	7.00%
SKYWEST	59781	51442	86.05%	366	0.61%	126	0.21%	2153	3.60%	208	0.35%	2308	3.86%	14	0.02%	3164	5.29%
SOUTHWEST	105614	86999	82.37%	3450	3.27%	205	0.19%	4482	4.24%	370	0.35%	3118	2.95%	17	0.02%	6974	6.60%
SPIRIT	12919	9696	75.05%	1350	10.45%	9	0.07%	517	4.00%	47	0.36%	762	5.90%	9	0.07%	530	4.10%
UNITED	48875	41764	85.45%	1456	2.98%	67	0.14%	1403	2.87%	104	0.21%	2540	5.20%	0	0.00%	1540	3.15%
VIRGIN AMERICA	5808	4497	77.43%	53	0.91%	11	0.19%	244	4.20%	26	0.45%	570	9.81%	6	0.10%	401	6.90%
<b>TOTAL</b>	<b>458727</b>	<b>383679</b>	<b>83.64%</b>	<b>15343</b>	<b>3.34%</b>	<b>791</b>	<b>0.17%</b>	<b>17806</b>	<b>3.88%</b>	<b>1454</b>	<b>0.32%</b>	<b>19384</b>	<b>4.23%</b>	<b>99</b>	<b>0.02%</b>	<b>20173</b>	<b>4.40%</b>

**\* Causes of Delay:**

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

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

SEPTEMBER 2017



**Causes of Delay:**

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

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

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

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

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

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

Note: For additional airline-specific information, visit [https://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](https://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp)

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 11. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY CARRIER**  
**SEPTEMBER 2017**

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
ALLEGiant	1651	TYS	PGD	9/1/2017	Destination Airport	217
AMERICAN	433	CLT	PHX	9/24/2017	Diversion Airport (TUS)	201
AMERICAN	2203	MIA	LAS	9/7/2017	Origin Airport	183
VIRGIN AMERICA	1349	FLL	SFO	9/7/2017	Origin Airport	183
UNITED	481	LAX	SFO	9/11/2017	Diversion Airport (SJC)	183
ENVOY	3838	MIA	GSO	9/7/2017	Origin Airport	182
DELTA	2807	LGA	DTW	9/5/2017	Origin Airport	182
REPUBLIC	4592	MIA	AUS	9/7/2017	Origin Airport	182

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**  
**SEPTEMBER 2017**

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
VOLARIS	881	JFK	MEX	9/13/2017	Origin Airport	261

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  
SEPTEMBER 2017

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
VIRGIN AMERICA	5808	4	0.07
AMERICAN	72061	45	0.06
JETBLUE	23957	13	0.05
UNITED	48875	23	0.05
DELTA	75505	35	0.05
EXPRESSJET	24040	11	0.05
SPIRIT	12919	4	0.03
FRONTIER	8662	2	0.02
ALASKA	14934	3	0.02
SKYWEST	59781	10	0.02
SOUTHWEST	105614	16	0.02
HAWAIIAN	6571	0	0.00
<b>TOTAL</b>	<b>458727</b>	<b>166</b>	<b>0.04</b>

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

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

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

## APPENDIX

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

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

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

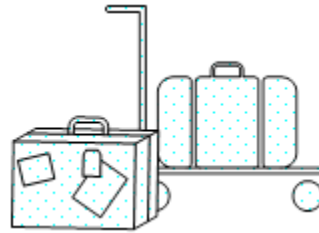
### Air Carriers Required to Report Data to DOT and to CRS Vendors\*

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

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

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	SEPTEMBER 2017			SEPTEMBER 2016		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	DELTA AIR LINES	12,901	9,800,455	1.32	13,571	10,036,521	1.35
2	JETBLUE AIRWAYS	3,618	2,362,637	1.53	3,233	2,504,970	1.29
3	SPIRIT AIRLINES	2,511	1,628,084	1.54	2,625	1,536,668	1.71
4	UNITED AIRLINES	11,677	6,621,413	1.76	14,171	6,602,926	2.15
5	ALASKA AIRLINES	3,599	2,016,657	1.78	2,269	1,858,867	1.22
6	FRONTIER AIRLINES	2,531	1,318,782	1.92	7,291	1,296,953	5.62
7	VIRGIN AMERICA	1,372	693,658	1.98	608	645,207	0.94
8	SKYWEST AIRLINES	6,568	2,989,352	2.20	6,524	2,475,618	2.64
9	AMERICAN AIRLINES	21,461	9,266,454	2.32	25,805	9,643,323	2.68
10	HAWAIIAN AIRLINES	1,967	824,969	2.38	2,622	802,333	3.27
11	SOUTHWEST AIRLINES	29,751	11,939,568	2.49	30,049	12,331,334	2.44
12	EXPRESSJET AIRLINES	2,586	1,013,658	2.55	5,849	1,706,869	3.43
<b>TOTALS</b>		100,542	50,475,687	1.99	114,617	51,441,589	2.23

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

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

ENPLANED PASSENGERS - For the domestic system only.

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

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2017			JANUARY - SEPTEMBER 2016		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	SPIRIT AIRLINES	26,943	16,599,515	1.62	33,320	14,713,311	2.26
2	JETBLUE AIRWAYS	42,313	25,269,186	1.67	40,217	24,206,849	1.66
3	VIRGIN AMERICA	10,328	6,026,589	1.71	5,838	5,774,364	1.01
4	ALASKA AIRLINES	32,652	18,719,446	1.74	30,228	17,694,281	1.71
5	DELTA AIR LINES	176,465	93,660,413	1.88	171,120	91,843,082	1.86
6	UNITED AIRLINES	150,857	62,295,182	2.42	146,781	56,814,811	2.58
7	HAWAIIAN AIRLINES	21,349	7,827,904	2.73	20,509	7,737,844	2.65
8	FRONTIER AIRLINES	32,850	11,926,613	2.75	36,541	10,687,658	3.42
9	SOUTHWEST AIRLINES	334,108	116,217,768	2.87	342,155	112,535,819	3.04
10	AMERICAN AIRLINES	262,822	91,361,407	2.88	327,157	92,348,321	3.54
11	SKYWEST AIRLINES	82,226	25,800,489	3.19	74,066	22,567,986	3.28
12	EXPRESSJET AIRLINES	47,199	11,743,694	4.02	71,284	16,169,649	4.41
<b>Totals</b>		<b>1,220,112</b>	<b>487,448,206</b>	<b>2.50</b>	<b>1,299,216</b>	<b>473,093,975</b>	<b>2.75</b>

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

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

ENPLANED PASSENGERS - For the domestic system only.

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\* 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.

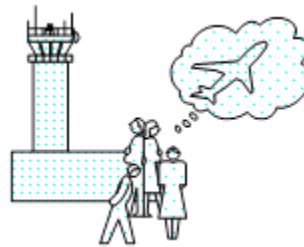
## OVERSALES

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 AIR LINES**	983	1,235	5,956,218	2.07	1,503	367	5,288,659	0.69
	<b>TOTAL</b>	<b>73,443</b>	<b>3,660</b>	<b>177,388,220</b>	<b>0.21</b>	<b>114,119</b>	<b>11,968</b>	<b>172,811,064</b>	<b>0.69</b>

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

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

\*\*On November 7, 2018, Spirit Airlines revised its denied boarding reports for the 3<sup>rd</sup> 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 AIRLINES**	6,110	3,509	16,879,482	2.08	3,168	1,051	9,946,265	1.06
	<b>TOTAL</b>	<b>268,685</b>	<b>22,082</b>	<b>509,613,356</b>	<b>0.43</b>	<b>208,923</b>	<b>20,128</b>	<b>322,989,295</b>	<b>0.62</b>

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

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

\*\* 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

	SEPTEMBER 2017				SEPTEMBER 2016			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	974	55	4	142	877	33	1	102
FOREIGN AIRLINES	539	1	1	56	387	3	0	42
TRAVEL AGENTS	34	0	0	16	25	0	0	17
TOUR OPERATORS	3	0	0	1	0	0	0	0
MISCELLANEOUS	26	37	1	83	13	6	0	7
<b>INDUSTRY TOTALS</b>	<b>1,576</b>	<b>93</b>	<b>6</b>	<b>298</b>	<b>1,302</b>	<b>42</b>	<b>1</b>	<b>168</b>

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	SEPTEMBER 2017			SEPTEMBER 2016		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	481		1	432	
CANCELLATION			215			143
DELAY			139			174
MISCONNECTION			63			59
BAGGAGE	2	264		2	215	
FARES	3	207		5	102	
RESERVATIONS/TICKETING/BOARDING	4	190		4	146	
REFUNDS	5	165		6	97	
CUSTOMER SERVICE	6	138		3	148	
DISABILITY	7	63		7	61	
OVERSALES	8	29		8	45	
OTHER	9	28		9	39	
FREQUENT FLYER			10			24
DISCRIMINATION	10	6		11	6	
ADVERTISING	11	5		10	11	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>1,576</b>			<b>1,302</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

## AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\*  
SEPTEMBER 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	4	1	2	4	0	1	2	1	0	0	0	1	16
ALLEGiant AIR	13	1	9	2	6	2	2	2	0	0	0	1	38
AMERICAN AIRLINES	83	3	21	54	31	26	31	16	3	2	0	5	275
COMMUTAIR	3	0	0	0	0	2	0	0	0	0	0	0	5
DELTA AIR LINES	31	1	10	19	1	12	14	5	0	0	0	4	97
ENDEAVOR AIR	4	0	0	0	0	2	0	0	0	0	0	0	6
ENVOY AIR	11	0	2	0	0	0	0	0	0	0	0	0	13
FRONTIER AIRLINES	10	1	5	7	1	6	1	2	0	0	0	0	33
GOJET AIRLINES	2	0	0	0	0	3	1	0	0	0	0	0	6
HAWAIIAN AIRLINES	5	0	0	2	2	1	1	3	0	0	0	1	15
HORIZON AIRLINES	5	1	0	1	0	0	0	0	0	0	0	0	7
JETBLUE AIRWAYS	15	0	6	13	3	7	3	3	0	1	0	1	52
PIEDMONT AIRLINES	11	0	1	0	0	0	1	0	0	1	0	0	14
PSA AIRLINES	6	0	0	0	0	0	2	0	0	0	0	0	8
REPUBLIC AIRLINES	7	0	0	0	0	2	0	0	0	0	0	1	10
SILVER AIRWAYS	1	0	1	3	1	1	1	0	0	0	0	0	8
SKYWEST AIRLINES	10	0	0	0	0	0	0	1	0	0	0	0	11
SOUTHWEST AIRLINES	27	1	3	9	2	11	6	6	0	0	0	1	66
SPIRIT AIRLINES	53	2	18	10	19	4	6	1	1	0	0	0	114
UNITED AIRLINES	41	3	24	27	11	15	13	7	0	1	0	1	143
VIRGIN AMERICA	2	0	0	0	1	1	2	1	0	0	0	0	7
Other U.S. Airlines	20	0	0	0	2	4	3	0	0	1	0	0	30
<b>TOTAL SEPTEMBER 2017</b>	<b>364</b>	<b>14</b>	<b>102</b>	<b>151</b>	<b>80</b>	<b>100</b>	<b>89</b>	<b>48</b>	<b>4</b>	<b>6</b>	<b>0</b>	<b>16</b>	<b>974</b>
<b>% of TOTAL COMPLAINTS</b>	<b>37.4</b>	<b>1.4</b>	<b>10.5</b>	<b>15.5</b>	<b>8.2</b>	<b>10.3</b>	<b>9.1</b>	<b>4.9</b>	<b>0.4</b>	<b>0.6</b>	<b>0</b>	<b>1.6</b>	
<b>TOTAL SEPTEMBER 2016</b>	<b>342</b>	<b>31</b>	<b>87</b>	<b>67</b>	<b>50</b>	<b>108</b>	<b>100</b>	<b>42</b>	<b>9</b>	<b>6</b>	<b>0</b>	<b>35</b>	<b>877</b>
<b>% of TOTAL COMPLAINTS</b>	<b>39.0</b>	<b>3.5</b>	<b>9.9</b>	<b>7.6</b>	<b>5.7</b>	<b>12.3</b>	<b>11.4</b>	<b>4.8</b>	<b>1.0</b>	<b>0.7</b>	<b>0</b>	<b>4.0</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

Table 4

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

U.S. AIRLINES ALPHABETICAL	COMPS	INCI-	PERCENT	INCI-	PERCENT	INCI-	PERCENT	UN-	PERCENT
	RECD IN SEP	DENTS IN SEP		DENTS IN AUG		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
ALASKA AIRLINES	16	6	37.5	4	25.0	3	18.8	3	18.8
ALLEGiant AIR	38	17	44.7	3	7.9	13	34.2	5	13.2
AMERICAN AIRLINES	275	139	50.5	35	12.7	71	25.8	30	10.9
COMMUTAIR	5	5	100.0	0	0.0	0	0.0	0	0.0
DELTA AIR LINES	97	45	46.4	14	14.4	25	25.8	13	13.4
ENDEAVOR AIR	6	4	66.7	1	16.7	1	16.7	0	0.0
ENVOY AIR	13	7	53.8	3	23.1	2	15.4	1	7.7
FRONTIER AIRLINES	33	23	69.7	3	9.1	5	15.2	2	6.1
GOJET AIRLINES	6	2	33.3	2	33.3	2	33.3	0	0.0
HAWAIIAN AIRLINES	15	3	20.0	1	6.7	6	40.0	5	33.3
HORIZON AIRLINES	7	6	85.7	1	14.3	0	0.0	0	0.0
JETBLUE AIRWAYS	52	25	48.1	10	19.2	11	21.2	6	11.5
PIEDMONT AIRLINES	14	10	71.4	2	14.3	1	7.1	1	7.1
PSA AIRLINES	8	6	75.0	0	0.0	2	25.0	0	0.0
REPUBLIC AIRLINES	10	4	40.0	3	30.0	3	30.0	0	0.0
SILVER AIRWAYS	8	5	62.5	1	12.5	2	25.0	0	0.0
SKYWEST AIRLINES	11	5	45.5	3	27.3	3	27.3	0	0.0
SOUTHWEST AIRLINES	66	41	62.1	11	16.7	13	19.7	1	1.5
SPIRIT AIRLINES	114	77	67.5	12	10.5	17	14.9	8	7.0
UNITED AIRLINES	143	69	48.3	26	18.2	37	25.9	11	7.7
VIRGIN AMERICA	7	6	85.7	1	14.3	0	0.0	0	0.0
Other U.S. Airlines	30	14	46.7	7	23.3	7	23.3	2	6.7
<b>Totals</b>	<b>974</b>	<b>519</b>	<b>53.3</b>	<b>143</b>	<b>14.7</b>	<b>224</b>	<b>23.0</b>	<b>88</b>	<b>9.0</b>
<b>Previous Year's Totals</b>	<b>877</b>	<b>374</b>	<b>42.6</b>	<b>186</b>	<b>21.2</b>	<b>204</b>	<b>23.3</b>	<b>113</b>	<b>12.9</b>

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



## AIR TRAVEL CONSUMER REPORT

Table 5 (contd.)

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

	SEPTEMBER 2017												
	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	1	0	0	0	0	0	0	0	2	3
TOTALS	0	0	0	1	0	0	0	0	0	0	0	2	3
<b><u>MISCELLANEOUS</u></b>													
FAA	0	0	0	0	0	0	2	0	0	0	0	4	6
Other Miscellaneous	6	1	3	0	2	4	3	0	0	0	0	1	20
TOTALS	6	1	3	0	2	4	5	0	0	0	0	5	26

\* 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	SEPTEMBER 2017			SEPTEMBER 2016		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	3	1,068,998	0.28	11	1,795,075	0.61
2	SKYWEST AIRLINES	11	3,053,080	0.36	11	2,563,788	0.43
3	SOUTHWEST AIRLINES	66	11,933,322	0.55	43	12,314,648	0.35
4	ALASKA AIRLINES	16	2,068,301	0.77	5	1,910,842	0.26
5	DELTA AIR LINES	97	11,431,083	0.85	64	11,686,387	0.55
6	VIRGIN AMERICA	7	687,184	1.02	8	670,247	1.19
7	HAWAIIAN AIRLINES	15	898,951	1.67	6	865,082	0.69
8	UNITED AIRLINES	143	8,415,180	1.70	175	8,367,104	2.09
9	JETBLUE AIRWAYS	52	2,774,953	1.87	11	2,918,499	0.38
10	FRONTIER AIRLINES	33	1,307,641	2.52	65	1,324,626	4.91
11	AMERICAN AIRLINES	275	10,815,548	2.54	246	11,248,241	2.19
12	SPIRIT AIRLINES	114	1,714,660	6.65	84	1,654,638	5.08
	<b>TOTAL</b>	832	56,168,901	1.48	729	57,319,177	1.27

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

CONSUMER COMPLAINTS  
SUMMARY

	JANUARY - SEPTEMBER 2017				JANUARY - SEPTEMBER 2016			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	9,626	797	13	1,173	10,033	497	11	1,093
FOREIGN AIRLINES	4,399	38	4	490	3,431	35	4	344
TRAVEL AGENTS	253	12	0	135	277	11	0	85
TOUR OPERATORS	8	0	0	1	48	1	0	0
MISCELLANEOUS	133	157	1	337	104	116	0	137
<b>INDUSTRY TOTALS</b>	<b>14,419</b>	<b>1,004</b>	<b>18</b>	<b>2,136</b>	<b>13,893</b>	<b>660</b>	<b>15</b>	<b>1,659</b>

## AIR TRAVEL CONSUMER REPORT

Table 2 (YTD)

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*			COMPLAINT CATEGORIES*		
	JANUARY - SEPTEMBER 2017			JANUARY - SEPTEMBER 2016		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	5,208		1	4,842	
CANCELLATION			2,242			1,837
DELAY			1,766			1,945
MISCONNECTION			725			569
BAGGAGE	2	2,210		2	2,175	
RESERVATIONS/TICKETING/BOARDING	3	1,755		3	1,596	
CUSTOMER SERVICE	4	1,434		4	1,486	
FARES	5	1,237		5	1,040	
REFUNDS	6	1,014		6	1,053	
DISABILITY	7	664		7	654	
OVERSALES	8	431		8	482	
OTHER	9	333		9	406	
FREQUENT FLYER			168			231
DISCRIMINATION	10	68		10	68	
ADVERTISING	11	64		11	90	
ANIMALS	12	1		12	1	
<b>COMPLAINT TOTAL</b>		<b>14,419</b>			<b>13,893</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

## AIR TRAVEL CONSUMER REPORT

Table 3 (YTD)

**COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\***  
**JANUARY - SEPTEMBER 2017**

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	15	1	0	0	0	0	1	0	0	0	0	0	17
ALASKA AIRLINES	26	4	15	10	4	24	26	7	3	1	0	4	124
ALLEGiant AIR	194	4	29	22	22	25	27	21	0	0	0	5	349
AMERICAN AIRLINES	885	82	254	217	161	239	263	156	12	17	0	43	2,329
COMMUTAIR	50	0	2	0	0	15	3	0	0	0	0	0	70
COMPASS AIRLINES	23	2	0	0	0	3	1	0	0	0	0	0	29
DELTA AIR LINES	491	36	116	67	23	117	130	70	5	7	0	34	1,096
DYNAMIC AIRWAYS	51	0	3	0	8	3	0	0	0	0	0	1	66
ENDEAVOR AIR	69	1	2	0	0	11	5	3	0	0	0	0	91
ENVOY AIR	91	4	16	0	0	4	16	0	0	1	0	3	135
EXPRESSJET AIRLINES	90	0	2	0	0	2	5	1	0	1	0	1	102
FRONTIER AIRLINES	131	8	46	34	22	82	33	19	2	2	0	4	383
GOJET AIRLINES	25	1	1	0	0	4	2	0	0	0	0	1	34
HAWAIIAN AIRLINES	28	1	4	7	5	4	15	18	3	0	0	3	88
HORIZON AIRLINES	12	3	5	2	0	3	1	1	0	0	0	0	27
JETBLUE AIRWAYS	179	5	34	23	13	46	35	32	1	2	0	4	374
MESA AIRLINES	44	0	0	0	0	2	6	0	0	0	0	2	54
PENINSULA AIRWAYS	8	0	3	0	0	3	0	0	0	0	0	0	14
PIEDMONT AIRLINES	58	3	9	0	0	3	14	0	0	2	0	0	89
PSA AIRLINES	54	0	1	0	0	1	14	1	0	1	0	2	74
REPUBLIC AIRLINES	79	0	2	0	0	6	6	2	0	0	0	3	98
SEABORNE AIRLINES	2	2	0	0	2	3	0	0	1	0	0	0	10
SILVER AIRWAYS	21	2	12	6	5	13	7	0	0	0	0	2	68
SKYWEST AIRLINES	127	3	3	2	0	7	9	2	0	1	0	1	155
SOUTHWEST AIRLINES	220	18	42	30	29	86	63	75	2	6	0	50	621
SPIRIT AIRLINES	607	47	144	86	88	57	67	32	2	1	0	10	1,141
SUN COUNTRY AIRLINES	13	1	0	0	0	2	3	0	0	0	0	0	19
TRANS STATES AIRLINES	24	0	2	0	0	4	4	0	0	0	0	1	35
UNITED AIRLINES	506	63	215	175	96	249	221	107	7	13	1	45	1,698
VIAAIR	34	0	0	0	7	0	0	1	0	0	0	1	43
VIRGIN AMERICA	52	3	7	7	8	10	29	8	3	0	0	9	136
Other U.S. Airlines	24	4	6	3	3	11	3	1	0	1	0	1	57
<b>TOTAL JAN - SEPTEMBER 2017</b>	<b>4,233</b>	<b>298</b>	<b>975</b>	<b>691</b>	<b>496</b>	<b>1,039</b>	<b>1,009</b>	<b>557</b>	<b>41</b>	<b>56</b>	<b>1</b>	<b>230</b>	<b>9,626</b>
<b>% of TOTAL COMPLAINTS</b>	<b>44.0</b>	<b>3.1</b>	<b>10.1</b>	<b>7.2</b>	<b>5.2</b>	<b>10.8</b>	<b>10.5</b>	<b>5.8</b>	<b>0.4</b>	<b>0.6</b>	<b>0.0</b>	<b>2.4</b>	
<b>TOTAL JAN - SEPTEMBER 2016</b>	<b>4,154</b>	<b>364</b>	<b>966</b>	<b>688</b>	<b>642</b>	<b>1,227</b>	<b>1,043</b>	<b>547</b>	<b>64</b>	<b>58</b>	<b>1</b>	<b>279</b>	<b>10,033</b>
<b>% of TOTAL COMPLAINTS</b>	<b>41.4</b>	<b>3.6</b>	<b>9.6</b>	<b>6.9</b>	<b>6.4</b>	<b>12.2</b>	<b>10.4</b>	<b>5.5</b>	<b>0.6</b>	<b>0.6</b>	<b>0.0</b>	<b>2.8</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	15	2	4	2	3	14	5	1	0	0	0	1	47
AEROFLOT	3	0	4	3	2	14	0	0	0	0	0	0	26
AEROMEXICO	25	2	31	24	22	25	12	1	2	1	0	3	148
AIR BERLIN	40	2	22	6	30	131	6	1	1	1	0	1	241
AIR CANADA	207	20	71	13	14	122	77	12	0	0	0	3	539
AIR CHINA	17	0	13	1	3	26	7	1	0	0	0	1	69
AIR FRANCE	68	6	18	13	19	75	27	11	2	0	0	7	246
AIR INDIA	6	3	7	7	4	10	5	1	0	0	0	3	46
ALITALIA AIRLINES	15	2	13	12	19	34	4	3	0	0	0	0	102
ARIK AIR	6	0	0	0	6	13	1	0	0	0	0	0	26
ASIANA AIRLINES	2	0	2	0	0	4	1	1	0	0	0	1	11
AUSTRIAN AIRLINES	0	1	5	3	0	3	0	1	0	0	0	0	13
AVIANCA	16	2	14	8	7	14	3	1	0	0	0	1	66
BRITISH AIRWAYS	27	3	18	14	26	40	16	8	1	0	0	3	156
BRUSSELS AIRLINES	2	0	6	2	0	7	1	0	0	0	0	0	18
CARIBBEAN AIRLINES	3	0	4	0	1	5	0	0	0	0	0	0	13
CATHAY PACIFIC AIRWAYS	5	1	7	2	4	4	5	3	0	0	0	4	35
CHINA AIRLINES	1	0	3	0	1	5	0	0	0	0	0	1	11
CHINA EASTERN AIRLINES	8	2	6	1	7	5	2	2	0	0	0	1	34
CHINA SOUTHERN AIRLINES	3	0	8	1	3	11	1	0	1	0	0	9	37
CONDOR	7	3	9	3	4	8	6	1	0	0	0	0	41
COPA	8	5	8	5	5	8	4	0	0	0	0	1	44
EL AL ISRAEL	12	1	3	3	5	21	6	0	0	3	0	0	54
EMIRATES AIRLINES	11	3	32	73	12	39	22	6	0	0	0	1	199
ETHIOPIAN AIRLINES	9	2	12	94	7	34	7	1	0	0	0	0	166
ETIHAD AIRWAYS	5	3	18	9	1	41	13	3	0	0	0	0	93
EVA AIRWAYS	2	0	0	0	3	6	0	0	0	0	0	0	11
FIJI AIRWAYS	7	2	6	2	1	6	1	1	1	0	0	1	28
FINNAIR OY	7	0	2	0	4	1	2	0	0	0	0	0	16
IBERIA AIRLINES	10	3	10	3	8	20	3	0	2	1	0	0	60
ICELANDAIR	9	1	3	0	7	3	1	1	0	0	0	0	25
INSEL AIR	13	0	3	0	4	5	0	0	0	0	0	0	25
INTERJET	19	1	5	6	28	10	1	1	0	1	0	0	72
JAPAN AIR LINES	0	0	5	2	0	0	3	0	0	0	0	0	10
JET AIRWAYS	10	4	8	5	4	17	5	1	0	0	0	3	57
KLM	7	2	7	5	9	17	6	4	0	0	0	1	58
KOREAN AIR LINES	4	0	1	5	0	1	1	1	0	0	0	0	13
KUWAIT AIRWAYS	4	0	6	0	1	3	2	0	0	0	0	1	17
LATAM	16	3	19	4	8	21	8	0	2	1	0	0	82
LOT POLISH AIRLINES	6	1	2	2	1	4	3	0	0	1	0	0	20

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD, cont'd.)

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

<u>FOREIGN AIRLINES (cont'd.)</u>	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
LUFTHANSA	25	6	28	24	12	29	12	11	1	1	0	1	150
NORWEGIAN AIR SHUTTLE	24	2	19	9	12	17	11	5	0	0	0	1	100
PAKISTAN INTERNATIONAL AIRLINES	2	0	2	0	1	4	1	0	0	0	0	0	10
PHILIPPINE AIRLINES	17	0	2	2	7	3	5	0	0	0	0	4	40
QANTAS AIRWAYS	3	1	1	0	4	6	1	0	0	0	0	0	16
QATAR AIRWAYS	25	5	32	10	16	16	12	4	0	0	0	0	120
ROYAL AIR MAROC	2	1	4	2	1	26	1	2	0	0	0	0	39
ROYAL JORDANIAN AIRLINES	3	1	0	0	3	4	1	0	0	0	0	0	12
SANTA BARBARA AIRLINES	11	0	1	1	0	0	0	0	0	0	0	0	13
SAS	2	0	4	1	3	3	4	0	0	1	0	1	19
SATA	18	0	1	0	1	2	1	1	0	0	0	0	24
SAUDI ARABIAN AIRLINES	4	0	2	2	0	4	1	0	0	0	0	0	13
SINGAPORE AIRLINES	1	0	4	4	2	6	2	0	0	0	0	0	19
SOUTH AFRICAN AIRWAYS	5	2	7	2	3	3	1	0	0	0	0	0	23
SWISS AIR	3	1	7	4	6	11	5	1	0	0	0	2	40
TAME	0	0	2	2	5	1	0	0	0	0	0	0	10
TAP	4	2	7	4	6	4	3	0	0	0	0	2	32
THOMAS COOK AIRLINES	6	0	1	2	0	2	1	1	0	0	0	0	13
TURKISH AIRLINES	16	4	28	19	16	50	9	2	1	0	0	5	150
UKRAINE INTERNATIONAL AIRLINES	5	1	2	1	0	4	0	0	0	0	0	0	13
VIRGIN ATLANTIC AIRWAYS	3	0	9	4	2	4	6	3	2	0	0	4	37
VOLARIS AIRLINES	17	3	35	15	17	11	5	0	6	0	0	0	109
WEST JET	7	1	4	3	1	2	2	2	0	0	0	0	22
WOW AIR	55	13	17	10	21	49	18	2	0	0	0	0	185
OTHER FOREIGN AIRLINES	45	6	37	20	24	62	11	4	0	1	0	5	215
<b>TOTALS</b>	<b>938</b>	<b>129</b>	<b>671</b>	<b>474</b>	<b>446</b>	<b>1,150</b>	<b>380</b>	<b>105</b>	<b>22</b>	<b>12</b>	<b>0</b>	<b>72</b>	<b>4,399</b>
<b>TRAVEL AGENTS</b>													
CHEAPOAIR.COM	0	0	9	10	11	0	2	0	0	0	0	0	32
EXPEDIA.COM	0	0	16	11	10	0	3	0	0	0	0	2	42
JUSTFLY.COM	1	0	14	14	10	0	4	0	0	0	0	0	43
ORBITZ.COM	0	0	7	6	6	0	0	0	0	0	0	0	19
PRICELINE.COM	0	1	7	1	6	0	1	0	0	0	0	0	16
TRAVELOCITY.COM	1	0	4	4	3	0	0	0	0	0	0	0	12
OTHER TRAVEL AGENTS	2	1	40	21	18	1	4	0	1	0	0	1	89
<b>TOTALS</b>	<b>4</b>	<b>2</b>	<b>97</b>	<b>67</b>	<b>64</b>	<b>1</b>	<b>14</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>253</b>

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD, cont'd.)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	1	0	2	0	0	0	0	0	0	0	5	8
TOTALS	0	1	0	2	0	0	0	0	0	0	0	5	8
<b><u>MISCELLANEOUS</u></b>													
FAA	2	0	0	0	0	0	4	0	0	0	0	11	17
TSA	2	0	0	0	0	10	23	0	0	0	0	1	36
Other Miscellaneous	29	1	12	3	8	10	4	2	0	0	0	11	80
TOTALS	33	1	12	3	8	20	31	2	0	0	0	23	133

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

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

TABLE 5 (YTD)

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2017			JANUARY - SEPTEMBER 2016		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	621	117,311,218	<b>0.53</b>	585	113,026,933	<b>0.52</b>
2	<b>SKYWEST AIRLINES</b>	155	26,435,475	<b>0.59</b>	116	23,617,122	<b>0.49</b>
3	<b>ALASKA AIRLINES</b>	124	19,693,473	<b>0.63</b>	85	18,431,569	<b>0.46</b>
4	<b>EXPRESSJET AIRLINES</b>	102	12,391,356	<b>0.82</b>	88	16,952,965	<b>0.52</b>
5	<b>DELTA AIR LINES</b>	1,096	110,501,643	<b>0.99</b>	760	108,413,139	<b>0.70</b>
6	<b>HAWAIIAN AIRLINES</b>	88	8,426,003	<b>1.04</b>	95	8,157,400	<b>1.16</b>
7	<b>JETBLUE AIRWAYS</b>	374	30,237,748	<b>1.24</b>	234	28,714,984	<b>0.81</b>
8	<b>UNITED AIRLINES</b>	1,698	80,566,382	<b>2.11</b>	1,818	74,826,559	<b>2.43</b>
9	<b>AMERICAN AIRLINES</b>	2,329	109,039,976	<b>2.14</b>	2,967	109,830,206	<b>2.70</b>
10	<b>VIRGIN AMERICA</b>	136	6,158,619	<b>2.21</b>	102	5,996,189	<b>1.70</b>
11	<b>FRONTIER AIRLINES</b>	383	12,383,369	<b>3.09</b>	400	11,079,724	<b>3.61</b>
12	<b>SPIRIT AIRLINES</b>	1,141	17,791,984	<b>6.41</b>	1,231	15,974,857	<b>7.71</b>
	<b>TOTAL</b>	<b>8,247</b>	<b>550,937,246</b>	<b>1.50</b>	<b>8,481</b>	<b>535,021,647</b>	<b>1.59</b>

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

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



## AIR TRAVEL CONSUMER REPORT

**Civil Rights Complaints by Air Travelers (Other Than Disability) for September 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
American			2				
JetBlue	1		1				
Piedmont	1						
United	1						
<b>TOTAL</b>	<b>3</b>		<b>3</b>				

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

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

## AIR TRAVEL CONSUMER REPORT

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

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AeroMexico							1
Air Berlin			1				
Alaska	1						
American	11	1	2	1	1	1	
Bahamas Air			1				
Delta	5					2	
EL AL		1	1			1	
Envoy	1						
ExpressJet	1						
Frontier	2						
Iberia	1						
Interjet	1						
JetBlue	1		1				
LATAM	1						
LOT	1						
Lufthansa			1				
Piedmont	2						
Porter			1				
PSA	1						
SAS	1						
SkyWest			1				
Southwest	4			1		1	
Spirit	1						
United	10	1			1		1
<b>TOTAL</b>	<b>45</b>	<b>3</b>	<b>9</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>2</b>

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

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

## ***COMPLAINT CATEGORIES***

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

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

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

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

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

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

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

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

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

### September 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.

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
American Airlines	0	1	0
United Airlines	2	3	0
Totals:	2	4	0

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

The Transportation Security Administration (TSA) screened approximately 58 million airline passengers and their 46 million checked bags in the month of September as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of September.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
776	.001	47	.00008	110	.0002	421	.0007

**NOTES**

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

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

<sup>c</sup> The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of September.

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.