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of Transportation



Air Travel Consumer Report

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

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Flight Delays¹	April 2017
Mishandled Baggage¹	April 2017
Oversales¹	1 st Quarter 2017
Consumer Complaints² (Includes Disability and Discrimination Complaints)	April 2017
Airline Animal Incident Reports⁴	April 2017
Customer Service Reports to the Dept. of Homeland Security³	April 2017

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 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	78.7	17	88.8
UNITED AIRLINES	27	81.5	97	81.9
ALASKA AIRLINES	25	79.2	65	81.6
SKYWEST AIRLINES	25	79.5	207	80.0
FRONTIER AIRLINES	24	79.5	55	79.5
SOUTHWEST AIRLINES	25	79.3	87	79.5
AMERICAN AIRLINES	28	78.9	96	78.7
SPIRIT AIRLINES	21	76.3	38	77.0
DELTA AIR LINES	30	76.7	145	76.9
EXPRESSJET AIRLINES	15	76.0	152	75.7
JETBLUE AIRWAYS	25	71.0	64	72.4
VIRGIN AMERICA	17	64.5	21	64.6
TOTAL		78.1		78.5

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

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2017

CARRIER*	2nd Quarter 04-06 2016		3rd Quarter 07-09 2016		4th Quarter 10-12 2016		1st Quarter 01-03 2017		Feb 2017		Mar 2017		Apr 2017		12 Months Ending Apr 2017	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	88.7	2	89.1	2	83.8	3	78.4	6	77.6	10	79.8	5	81.6	3	84.5	3
AMERICAN	78.8	9	74.9	10	83.1	4	81.4	3	85.2	2	80.2	4	78.7	7	79.0	7
DELTA	87.4	3	83.7	4	88.5	2	85.7	1	89.5	1	86.9	1	76.9	9	85.2	2
EXPRESSJET	82.3	6	75.6	9	80.4	8	76.7	7	82.4	3	75.8	9	75.7	10	78.0	8
FRONTIER	80.3	7	66.9	12	75.7	11	76.7	8	82.3	5	79.3	7	79.5	5	74.2	11
HAWAIIAN	92.4	1	90.9	1	89.9	1	83.0	2	78.2	9	84.7	2	88.8	1	88.7	1
JETBLUE	78.0	10	73.0	11	77.4	10	72.0	11	72.3	11	70.8	11	72.4	11	74.5	10
SKYWEST	85.1	4	84.2	3	80.2	9	76.5	9	79.8	8	78.5	8	80.0	4	81.0	4
SOUTHWEST	78.9	8	78.5	6	81.9	6	78.7	5	82.4	4	79.6	6	79.5	6	79.4	6
SPIRIT	74.4	12	76.3	8	80.5	7	76.3	10	81.6	6	75.0	10	77.0	8	77.2	9
UNITED	82.6	5	79.4	5	81.9	5	80.3	4	81.5	7	81.0	3	81.9	2	80.8	5
VIRGIN AMERICA	75.2	11	77.1	7	75.3	12	64.7	12	64.6	12	65.5	12	64.6	12	72.2	12
TOTAL	81.9		79.2		82.5		79.4		82.6		79.9		78.5		80.3	

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

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 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	60	81.7	141	85.8	85	83.5	0	0.0	0	0.0	120	80.8	141	82.3	120	88.3	30	63.3	150	66.7
AMERICAN	1036	75.7	2165	78.2	446	77.4	8175	82.9	0	0.0	2242	77.7	884	81.9	11205	79.3	509	78.6	563	67.9
DELTA	20424	77.1	1437	72.4	609	76.7	431	72.6	138	74.6	773	78.7	803	79.6	402	72.4	4650	81.9	506	56.1
EXPRESSJET	3651	76.7	181	72.9	12	75.0	218	62.4	0	0.0	316	63.3	0	0.0	1101	68.3	660	81.4	2048	63.8
FRONTIER	268	77.2	0	0.0	0	0.0	67	73.1	0	0.0	90	87.8	1638	84.0	40	75.0	90	72.2	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	80.0	4156	73.8	245	69.8	115	76.5	0	0.0	886	79.5	85	78.8	50	86.0	110	66.4	835	63.2
SKYWEST	1046	69.7	1	100.0	37	78.4	136	78.7	0	0.0	253	79.8	3339	87.4	382	77.2	2806	81.3	123	56.1
SOUTHWEST	3577	78.2	976	74.3	6049	83.9	210	71.9	5222	76.6	1240	78.7	5615	82.8	0	0.0	618	76.7	499	64.1
SPIRIT	577	72.3	367	73.3	503	77.9	0	0.0	0	0.0	0	0.0	343	84.3	563	74.6	802	80.5	214	65.4
UNITED	352	76.7	981	76.6	223	85.7	100	83.0	0	0.0	279	84.6	4788	90.4	343	80.2	120	90.8	4635	73.7
VIRGIN AMERICA	0	0.0	136	72.8	0	0.0	0	0.0	346	79.8	110	83.6	85	74.1	0	0.0	0	0.0	220	66.4
TOTAL	31131	76.9	10541	74.9	8209	82.3	9452	81.5	5706	76.7	6309	78.3	17721	85.6	14206	78.1	10395	80.9	9793	68.3

* 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)
APRIL 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	43	74.4	30	70.0	51	78.4	30	80.0	423	84.9	735	68.7	0	0.0	112	82.1	0	0.0	0	0.0
AMERICAN	631	80.7	248	70.2	629	79.2	1436	65.3	1241	78.8	3068	72.7	1806	69.4	1564	78.0	0	0.0	4301	81.3
DELTA	974	76.3	198	74.7	229	74.2	2537	65.4	1089	81.5	2703	64.6	2126	69.3	1514	76.5	203	76.4	859	73.1
EXPRESSJET	0	0.0	25	68.0	3767	84.4	0	0.0	0	0.0	0	0.0	991	59.5	5	40.0	0	0.0	0	0.0
FRONTIER	27	70.4	47	78.7	110	83.6	0	0.0	532	80.6	149	64.4	70	65.7	833	79.4	0	0.0	120	84.2
HAWAIIAN	0	0.0	0	0.0	0	0.0	30	83.3	77	80.5	120	75.8	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	2077	71.5	170	67.1	0	0.0	3535	65.4	398	77.4	475	72.4	510	65.1	1690	75.9	0	0.0	0	0.0
SKYWEST	0	0.0	55	89.1	892	79.5	0	0.0	256	83.2	2550	68.4	113	67.3	0	0.0	96	72.9	1	100.0
SOUTHWEST	2065	80.3	170	80.6	0	0.0	0	0.0	6233	82.2	3515	63.7	887	68.5	4007	84.7	6838	85.0	0	0.0
SPIRIT	1329	78.8	0	0.0	443	74.7	0	0.0	934	79.0	780	71.8	329	74.5	829	80.5	0	0.0	0	0.0
UNITED	641	82.2	1991	87.3	4475	88.4	0	0.0	1012	85.2	2172	73.5	635	72.9	1041	83.8	0	0.0	464	79.7
VIRGIN AMERICA	159	67.3	119	73.1	0	0.0	371	67.9	382	67.8	1169	68.0	75	62.7	30	86.7	0	0.0	0	0.0
TOTAL	7946	77.1	3053	82.6	10596	84.7	7939	65.6	12577	81.3	17436	68.5	7542	68.1	11625	80.6	7137	84.6	5745	80.0

* 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)

APRIL 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	83.3	178	82.0	1259	79.3	30	83.3	277	85.2	526	79.8	4843	81.7	492	57.1	205	83.4	30	73.3
AMERICAN	749	83.0	4921	82.0	295	67.8	3701	79.4	4666	86.5	744	80.9	596	69.3	1047	52.4	366	79.5	984	80.9
DELTA	5400	85.4	625	74.9	522	76.2	510	72.5	665	81.1	634	82.2	1517	80.6	944	52.5	3615	83.8	1020	76.0
EXPRESSJET	428	77.8	2360	83.8	0	0.0	3	100.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER	87	86.2	266	85.3	66	81.8	314	73.9	287	80.1	104	81.7	74	87.8	144	50.0	115	73.0	178	74.7
HAWAIIAN	0	0.0	0	0.0	30	86.7	0	0.0	30	73.3	30	63.3	60	76.7	60	88.3	0	0.0	0	0.0
JETBLUE	0	0.0	170	70.0	95	76.8	194	70.6	60	73.3	140	81.4	140	82.1	515	54.0	210	69.5	442	72.9
SKYWEST	2983	87.4	6497	78.5	865	83.0	78	83.3	1152	91.0	621	89.4	1528	86.4	2982	54.3	3529	89.7	0	0.0
SOUTHWEST	798	79.8	0	0.0	1066	73.0	766	78.1	5348	81.2	2893	81.9	857	71.2	1379	49.3	932	83.5	2775	81.2
SPIRIT	415	77.6	798	74.9	64	68.8	233	66.5	111	79.3	128	71.9	124	69.4	0	0.0	0	0.0	406	76.4
UNITED	307	89.9	5535	86.8	448	79.0	297	78.1	682	82.8	752	86.4	672	80.7	4345	66.8	115	89.6	597	82.2
VIRGIN AMERICA	0	0.0	86	77.9	85	60.0	0	0.0	0	0.0	162	63.6	194	70.1	1679	52.5	0	0.0	0	0.0
TOTAL	11227	84.9	21436	81.9	4795	77.0	6126	77.6	13278	84.0	6734	82.1	10605	80.3	13587	57.5	9087	85.5	6432	79.3

* 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)

APRIL 2017

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	80.1	70.5	93.7	88.4	90.9	0.0	93.0	91.4	81.5	86.1	54.5	87.9	90.8	81.3	95.0	91.2
0700-0759	86.8	88.1	93.3	97.6	89.7	87.0	93.8	88.0	88.2	85.3	70.5	90.0	90.8	82.3	95.0	91.2
0800-0859	83.1	91.6	91.6	87.6	90.0	93.4	94.2	87.0	93.2	89.6	91.5	88.9	88.9	78.3	92.2	71.5
0900-0959	83.8	91.2	94.2	77.8	88.0	85.7	93.1	83.6	89.0	92.6	87.9	88.0	92.4	84.4	91.9	68.5
1000-1059	79.2	88.2	92.6	86.3	88.5	86.3	91.8	85.4	87.9	89.0	85.6	84.2	88.9	87.2	88.0	65.4
1100-1159	81.0	85.5	87.9	81.9	82.4	84.8	91.6	83.2	86.5	89.1	83.2	93.9	91.1	88.1	88.6	69.5
1200-1259	78.8	88.0	87.4	85.6	84.8	85.1	88.7	80.6	86.3	84.7	78.7	84.8	88.1	83.7	86.7	66.0
1300-1359	78.2	82.8	86.7	86.4	78.0	84.1	87.6	81.2	85.6	83.7	79.1	90.8	84.3	71.1	81.8	69.4
1400-1459	76.5	81.2	86.3	75.3	77.9	80.8	87.4	79.0	82.4	72.9	83.7	84.1	86.7	73.1	79.4	68.4
1500-1559	74.9	82.6	83.5	81.4	75.3	80.6	84.6	74.1	81.1	59.3	81.3	87.5	86.4	69.6	78.3	73.7
1600-1659	74.2	70.9	82.6	77.3	70.8	77.6	82.0	74.0	81.8	56.8	78.7	83.5	83.0	57.4	76.3	67.6
1700-1759	72.2	70.4	76.7	76.2	70.5	75.8	83.3	73.4	77.7	53.8	75.0	85.7	78.6	57.1	76.3	65.7
1800-1859	74.0	63.6	78.2	69.5	62.9	75.1	82.9	69.3	74.4	52.1	70.5	73.2	82.7	51.5	80.0	68.0
1900-1959	70.1	60.4	75.7	73.0	68.5	66.4	76.5	72.6	73.1	44.7	68.3	80.0	76.3	46.7	76.3	66.7
2000-2059	72.6	64.1	75.0	80.7	71.4	68.4	72.6	69.4	75.9	48.1	69.0	72.6	80.8	55.7	71.8	64.7
2100-2159	71.6	61.8	68.4	77.5	69.0	71.6	78.0	71.6	76.4	45.8	73.9	81.3	72.6	46.7	73.4	61.0
2200-2259	67.3	62.5	69.5	73.3	71.1	70.3	74.8	75.1	71.4	58.2	69.5	53.5	69.4	43.0	74.0	61.4
2300-0559	70.5	71.4	73.7	74.1	68.8	74.9	75.1	78.6	71.3	73.7	67.6	74.3	78.7	70.2	72.8	67.7
TOTAL	76.9	74.9	82.3	81.5	76.7	78.3	85.6	78.1	80.9	68.3	77.1	82.6	84.7	65.6	81.3	68.5

* 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)
APRIL 2017

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	0.0	73.1	97.3	80.6	84.2	88.6	0.0	91.2	96.2	91.3	87.9	91.6	96.7	0.0	86.5
0700-0759	81.5	82.1	94.8	87.0	90.9	89.6	91.9	85.0	94.3	93.0	91.9	92.1	95.8	98.0	90.1
0800-0859	82.6	94.5	96.7	90.7	90.0	87.9	92.2	91.3	91.9	91.6	82.6	86.2	94.2	91.8	87.5
0900-0959	77.7	90.6	93.4	86.1	91.1	87.7	87.2	91.5	90.2	92.6	91.4	68.2	89.4	90.8	86.4
1000-1059	75.9	88.6	90.2	85.4	87.2	87.4	85.9	81.9	89.9	88.8	85.9	56.3	91.3	90.5	84.2
1100-1159	77.4	85.6	92.2	83.1	87.0	86.3	83.9	88.1	89.3	89.9	88.3	58.0	91.1	83.4	83.9
1200-1259	74.9	82.7	93.8	83.3	91.8	85.6	76.6	80.7	86.8	85.5	83.8	50.6	87.0	85.6	82.1
1300-1359	73.0	85.2	85.7	75.7	84.7	87.9	82.5	82.2	86.9	85.3	77.5	52.3	88.3	82.7	81.0
1400-1459	73.7	81.8	86.3	80.3	88.7	84.9	73.4	79.7	83.5	82.1	81.1	58.0	84.5	81.5	80.0
1500-1559	67.7	81.6	85.1	81.7	86.3	81.0	77.2	83.0	81.3	83.4	69.5	57.0	84.9	79.0	77.6
1600-1659	69.8	80.1	84.0	81.0	82.3	81.4	76.4	70.3	82.1	78.9	80.6	57.3	87.9	81.3	76.6
1700-1759	64.1	81.2	82.7	79.6	87.5	74.9	75.4	73.2	81.6	76.4	79.3	55.2	85.4	82.8	74.0
1800-1859	61.7	78.1	76.9	78.6	79.7	74.8	74.2	67.7	76.4	78.0	81.9	56.9	83.3	74.7	73.1
1900-1959	58.3	78.8	76.3	69.3	79.9	68.8	77.4	72.5	77.8	81.3	80.9	50.1	80.7	73.6	71.4
2000-2059	56.0	75.4	73.7	75.2	75.4	74.5	72.9	68.8	74.6	72.8	73.0	46.8	76.8	73.2	69.9
2100-2159	56.5	72.9	76.7	71.8	78.7	76.3	74.5	68.3	78.8	76.9	76.9	45.5	79.3	73.1	69.5
2200-2259	55.8	69.0	73.9	68.8	81.5	76.6	66.7	66.8	73.1	75.0	71.4	42.4	77.8	65.5	66.2
2300-0559	64.1	74.4	74.4	78.6	78.8	82.4	68.9	76.0	75.1	74.2	73.8	50.6	70.7	68.6	72.2
TOTAL	68.1	80.6	84.6	80.0	84.9	81.9	77.0	77.6	84.0	82.1	80.3	57.5	85.5	79.3	78.1

* 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)

APRIL 2017

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	92.9	92.8	92.7	89.3	93.0	92.1	93.1	89.0	91.3	92.5	93.5	86.6	91.2	90.4	94.8	91.7
0700-0759	86.2	88.6	91.8	92.6	88.9	92.4	91.0	90.1	90.2	88.5	86.2	88.3	88.5	85.9	91.5	89.9
0800-0859	82.8	86.7	88.5	88.9	82.0	89.1	90.2	84.7	84.1	87.2	86.1	91.6	88.4	84.6	86.7	86.2
0900-0959	80.1	84.9	84.9	87.2	84.5	85.0	89.7	83.6	84.4	85.2	86.3	82.7	89.2	80.0	89.3	71.9
1000-1059	78.4	86.6	90.6	75.0	84.6	87.8	88.5	81.6	84.6	87.8	79.7	89.0	88.8	76.5	87.4	62.0
1100-1159	76.7	81.5	83.8	87.7	72.1	82.8	86.1	78.6	85.7	84.8	80.1	79.3	86.2	80.1	80.8	59.8
1200-1259	73.4	84.0	78.8	69.9	71.5	82.1	87.3	78.9	83.2	82.7	68.6	85.5	85.5	81.4	79.2	67.5
1300-1359	71.9	80.9	78.8	78.9	69.0	81.8	84.6	75.4	81.6	83.8	69.5	82.5	81.1	76.0	80.7	65.7
1400-1459	69.9	76.0	75.4	79.9	69.6	78.3	81.8	75.1	72.0	74.2	65.0	83.0	81.0	69.1	67.1	61.9
1500-1559	68.1	78.2	74.6	75.3	69.5	77.2	82.8	69.0	73.9	67.1	70.1	81.8	79.2	66.6	72.5	68.8
1600-1659	69.0	74.1	75.1	75.3	68.3	72.1	76.6	71.6	72.3	68.7	65.3	85.4	75.9	61.7	73.2	68.3
1700-1759	67.3	57.2	74.1	73.8	58.3	71.8	79.6	70.1	69.4	56.2	60.6	78.5	81.0	62.5	69.2	68.1
1800-1859	64.6	62.9	70.4	67.7	58.8	70.5	79.1	68.3	68.8	60.7	59.0	66.4	72.0	60.2	73.0	73.3
1900-1959	68.2	58.4	75.4	65.0	54.2	68.1	79.9	62.6	65.6	54.3	55.4	77.4	79.3	55.7	70.9	61.7
2000-2059	65.9	54.7	73.9	72.2	64.6	63.2	75.0	68.1	73.3	54.1	58.1	23.3	77.3	56.4	69.6	58.5
2100-2159	69.4	62.7	69.8	44.4	58.4	74.6	60.2	0.0	74.4	52.3	57.7	0.0	76.9	49.5	71.0	69.2
2200-2259	68.6	60.0	70.8	79.6	64.2	66.7	77.3	68.1	73.2	56.3	73.4	86.5	82.4	42.9	72.8	69.6
2300-0559	72.5	92.8	92.9	93.6	0.0	94.6	87.4	84.0	95.3	94.0	83.3	94.9	94.9	72.8	86.8	76.7
TOTAL	72.8	77.7	80.5	79.5	72.6	80.4	83.8	76.0	78.5	73.9	71.4	82.6	82.9	70.6	79.5	71.4

* 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)
APRIL 2017

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.2	93.5	95.8	90.7	92.2	91.5	88.9	94.8	96.2	94.8	94.0	92.0	95.3	93.9	92.8
0700-0759	89.9	89.8	91.9	87.3	87.1	89.5	92.7	90.1	92.2	91.6	86.1	90.1	90.5	91.8	89.6
0800-0859	86.8	87.6	93.9	88.1	88.1	87.3	86.7	87.4	89.4	91.1	88.5	86.4	86.8	90.2	87.0
0900-0959	79.9	90.1	90.3	85.1	90.0	83.9	85.5	92.2	88.8	87.0	77.4	79.9	90.3	87.9	84.3
1000-1059	78.5	85.0	87.1	80.2	87.4	83.4	83.8	87.5	88.5	85.1	86.3	69.7	86.3	89.1	82.8
1100-1159	73.8	79.9	86.8	77.9	86.2	82.7	82.5	82.8	82.9	85.3	82.9	58.2	88.2	82.5	80.2
1200-1259	79.1	81.2	85.5	79.9	88.0	84.1	71.0	78.3	83.6	82.3	83.9	59.3	88.6	79.5	79.0
1300-1359	71.9	75.3	82.9	73.3	84.1	81.4	75.5	83.1	85.2	78.2	80.4	55.5	88.1	74.8	77.2
1400-1459	71.3	77.4	75.7	69.9	80.6	81.3	72.5	74.1	79.4	76.1	78.4	55.8	82.4	71.8	73.8
1500-1559	70.8	73.8	80.7	70.7	80.1	80.2	68.6	73.8	77.8	78.7	79.8	59.6	85.6	72.4	74.4
1600-1659	64.1	80.7	78.6	68.2	80.1	75.3	76.7	80.8	80.7	76.4	77.3	61.2	79.7	74.2	72.4
1700-1759	68.1	73.1	72.9	65.1	78.2	76.8	70.9	64.6	73.4	76.5	79.7	60.4	82.1	76.3	71.3
1800-1859	62.2	70.1	75.1	73.9	74.6	71.5	73.1	73.8	83.0	79.2	76.9	58.9	84.1	70.8	69.8
1900-1959	57.9	70.2	77.8	72.8	76.7	77.0	65.0	66.3	64.1	73.7	80.6	61.8	76.6	70.9	69.3
2000-2059	55.6	71.8	69.1	71.1	80.6	69.9	84.5	65.0	78.5	78.3	76.0	60.0	79.8	65.2	69.6
2100-2159	49.0	74.8	75.7	73.1	78.0	75.9	54.0	72.0	70.7	73.1	78.0	54.3	83.0	77.6	69.0
2200-2259	20.0	69.7	73.1	74.1	81.1	81.5	81.2	83.3	76.6	88.4	83.4	65.3	82.3	80.0	73.3
2300-0559	91.7	92.2	96.5	98.4	94.3	93.6	95.7	94.1	91.5	0.0	87.4	73.7	80.0	90.5	86.0
TOTAL	74.0	80.0	82.3	76.8	83.4	80.9	80.8	79.8	83.5	83.6	83.0	68.0	85.3	80.4	78.1

* 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/

APRIL 2017

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

NONE

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

EXPRESSJET	4372	Feb	DCA-EWR	1655	17	10	58.82	97.14
EXPRESSJET	4372	Mar	DCA-EWR	1645	24	13	54.17	136.75
EXPRESSJET	4372	Apr	DCA-EWR	1650	22	14	63.64	97.23
JETBLUE	12	Feb	RSW-EWR	1605	28	15	53.57	79.71
JETBLUE	12	Mar	RSW-EWR	1600	31	20	64.52	114.58
JETBLUE	12	Apr	RSW-EWR	1605	30	17	56.67	99.88

* 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 the BTS website <http://www.bts.gov>

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/

APRIL 2017

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

EXPRESSJET	4130	Mar	BUF-EWR	1835	20	15	75.00	110.92
EXPRESSJET	4240	Apr	BUF-EWR	1845	25	16	64.00	98.36
EXPRESSJET	5182	Mar	CLE-LGA	1730	26	15	57.69	118.64
EXPRESSJET	5530	Apr	CLE-LGA	1720	24	15	62.50	127.08
EXPRESSJET	5331	Mar	CLE-LGA	1935	21	13	61.90	102.44
EXPRESSJET	5376	Apr	CLE-LGA	1937	25	14	56.00	211.56
EXPRESSJET	5330	Mar	LGA-CLE	1659	20	12	60.00	97.89
EXPRESSJET	5109	Apr	LGA-CLE	1700	25	14	56.00	105.15
EXPRESSJET	4372	Mar	DCA-EWR	1645	24	13	54.17	136.75
EXPRESSJET	4372	Apr	DCA-EWR	1650	22	14	63.64	97.23
EXPRESSJET	3950	Mar	GSO-EWR	1924	28	17	60.71	94.45
EXPRESSJET	3950	Apr	GSO-EWR	1940	25	14	56.00	137.85
EXPRESSJET	3969	Mar	IND-EWR	1700	20	11	55.00	104.83
EXPRESSJET	3969	Apr	IND-EWR	1700	25	13	52.00	96.18
EXPRESSJET	5237	Mar	RIC-LGA	1756	26	15	57.69	109.30
EXPRESSJET	5315	Apr	RIC-LGA	1755	25	14	56.00	178.18
EXPRESSJET	5253	Mar	TYS-LGA	1751	20	11	55.00	103.33
EXPRESSJET	5604	Apr	TYS-LGA	1725	20	13	65.00	206.89
JETBLUE	305	Mar	EWR-FLL	1545	31	16	51.61	68.87
JETBLUE	305	Apr	EWR-FLL	1545	30	17	56.67	94.07

* 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 the BTS website <http://www.bts.gov>

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/

APRIL 2017

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

JETBLUE	1005	Mar	EWR-FLL	2000	31	17	54.84	108.50
JETBLUE	1005	Apr	EWR-FLL	2000	30	16	53.33	78.71
JETBLUE	1127	Mar	EWR-MCO	2150	31	16	51.61	98.67
JETBLUE	1127	Apr	EWR-MCO	2150	30	16	53.33	66.21
JETBLUE	1443	Mar	EWR-PBI	1919	31	16	51.61	95.73
JETBLUE	1443	Apr	EWR-PBI	1919	30	18	60.00	89.61
JETBLUE	694	Mar	FLL-BWI	2015	31	16	51.61	76.47
JETBLUE	694	Apr	FLL-BWI	2015	30	23	76.67	74.64
JETBLUE	2106	Mar	FLL-EWR	1604	31	19	61.29	92.89
JETBLUE	2106	Apr	FLL-EWR	1559	30	16	53.33	86.86
JETBLUE	1816	Mar	JFK-SYR	2259	31	16	51.61	79.00
JETBLUE	1816	Apr	JFK-SYR	2259	30	19	63.33	98.80
JETBLUE	690	Mar	MCO-JFK	1910	31	16	51.61	100.93
JETBLUE	690	Apr	MCO-JFK	1910	30	17	56.67	118.50
JETBLUE	576	Mar	MSY-JFK	1750	31	18	58.06	112.53
JETBLUE	576	Apr	MSY-JFK	1750	30	18	60.00	99.69
JETBLUE	454	Mar	PBI-JFK	1720	31	18	58.06	118.80
JETBLUE	454	Apr	PBI-JFK	1720	30	18	60.00	132.86
JETBLUE	585	Mar	ROC-JFK	1909	31	16	51.61	68.64
JETBLUE	585	Apr	ROC-JFK	1908	30	17	56.67	141.27

* 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 the BTS website <http://www.bts.gov>

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/

APRIL 2017

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

JETBLUE	12	Mar	RSW-EWR	1600	31	20	64.52	114.58
JETBLUE	12	Apr	RSW-EWR	1605	30	17	56.67	99.88
JETBLUE	26	Mar	TPA-JFK	1845	31	16	51.61	104.73
JETBLUE	26	Apr	TPA-JFK	1835	30	16	53.33	84.75
SKYWEST	3093	Mar	EWR-ORD	1900	27	18	66.67	77.06
SKYWEST	3093	Apr	EWR-ORD	1900	25	16	64.00	77.93
SKYWEST	4908	Mar	LAX-SFO	1100	28	15	53.57	83.20
SKYWEST	4908	Apr	LAX-SFO	1100	24	15	62.50	80.27
SKYWEST	4912	Mar	LAX-SFO	1300	27	16	59.26	107.81
SKYWEST	4912	Apr	LAX-SFO	1300	25	16	64.00	112.93
SKYWEST	3093	Mar	ORD-EWR	1515	27	18	66.67	88.12
SKYWEST	3093	Apr	ORD-EWR	1515	25	15	60.00	82.38
SOUTHWEST	257	Mar	BNA-PHL	1925	17	11	64.71	74.22
SOUTHWEST	257	Apr	BNA-PHL	1925	16	9	56.25	112.11
SOUTHWEST	1525	Mar	LAS-LAX	1915	24	15	62.50	63.27
SOUTHWEST	1525	Apr	LAS-LAX	1915	17	11	64.71	64.55
SOUTHWEST	1106	Mar	LAS-SEA	1730	18	11	61.11	62.27
SOUTHWEST	1106	Apr	LAS-SEA	1730	16	12	75.00	56.83
SOUTHWEST	4705	Mar	SEA-SJC	2045	17	9	52.94	73.56
SOUTHWEST	4705	Apr	SEA-SJC	2045	16	12	75.00	59.92

* 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 the BTS website <http://www.bts.gov>

AIR TRAVEL CONSUMER REPORT

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

APRIL 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	865	10	1.1
VIRGIN AMERICA	198	2	1.0
EXPRESSJET	1071	8	0.7
SOUTHWEST	3844	27	0.7
UNITED	1610	9	0.5
FRONTIER	220	1	0.4
SKYWEST	1979	8	0.4
DELTA	2731	7	0.2
AMERICAN	2537	6	0.2
ALASKA	522	1	0.1
SPIRIT	420	0	0.0
HAWAIIAN	214	0	0.0
TOTAL	16211	79	0.5

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

APRIL 2017

CITY (AIRPORTS)	PERCENT ON TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	93.3	88.3	60	60
Adak Island, AK (ADK)	100.0	66.7	9	9
Aguadilla, PR (BQN)	54.7	54.3	139	138
Akron, OH (CAK)	75.4	81.3	573	573
Albany, GA (ABY)	78.9	73.7	76	76
Albany, NY (ALB)	80.7	85.7	819	819
Albuquerque, NM (ABQ)	79.5	84.6	1471	1470
Alexandria, LA (AEX)	78.8	81.1	212	212
Allentown/Bethlehem/Easton, PA (ABE)	77.0	77.7	139	139
Alpena, MI (APN)	86.3	88.2	51	51
Amarillo, TX (AMA)	78.8	83.9	255	254
Anchorage, AK (ANC)	90.8	94.0	1202	1200
Appleton, WI (ATW)	76.3	85.1	194	194
Arcata/Eureka, CA (ACV)	60.2	64.5	93	93
Asheville, NC (AVL)	77.3	75.7	313	313
Aspen, CO (ASE)	80.8	75.7	167	173
Atlanta, GA (ATL)	76.9	72.8	31131	31122
Atlantic City, NJ (ACY)	82.3	87.3	299	300
Augusta, GA (AGS)	69.6	67.1	230	231
Austin, TX (AUS)	81.2	81.6	4261	4258
Bakersfield, CA (BFL)	80.1	86.0	171	171
Baltimore, MD (BWI)	82.3	80.5	8209	8205
Barrow, AK (BRW)	85.7	90.9	77	77
Baton Rouge, LA (BTR)	70.5	74.2	583	581
Bellingham, WA (BLI)	86.9	93.4	61	61
Bemidji, MN (BJI)	83.3	88.3	60	60
Bend/Redmond, OR (RDM)	76.5	79.4	238	238
Bethel, AK (BET)	88.8	93.8	80	80
Billings, MT (BIL)	87.5	94.9	257	257
Binghamton, NY (BGM)	78.8	84.7	85	85
Birmingham, AL (BHM)	79.6	82.1	913	911
Bismarck/Mandan, ND (BIS)	81.3	87.3	166	165

CITY (AIRPORTS)	PERCENT ON TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bloomington/Normal, IL (BMI)	80.9	85.3	220	218
Boise, ID (BOI)	82.0	88.1	1186	1185
Boston, MA (BOS)	74.9	77.7	10541	10537
Bozeman, MT (BZN)	87.3	90.0	228	229
Brainerd, MN (BRD)	94.0	96.0	50	50
Bristol/Johnson City/Kingsport, TN (TRI)	69.1	73.9	188	188
Brownsville, TX (BRO)	84.1	93.5	107	107
Brunswick, GA (BQK)	77.1	77.1	83	83
Buffalo, NY (BUF)	79.5	82.8	1506	1504
Bullhead City, AZ (IFP)	93.3	96.7	30	30
Burbank, CA (BUR)	79.6	80.4	2062	2061
Burlington, VT (BTV)	72.3	77.1	307	306
Butte, MT (BTM)	90.9	90.9	55	55
Casper, WY (CPR)	92.3	92.3	65	65
Cedar City, UT (CDC)	88.0	94.0	50	50
Cedar Rapids/Iowa City, IA (CID)	79.6	85.7	446	441
Charleston, SC (CHS)	75.5	75.7	1184	1184
Charleston/Dunbar, WV (CRW)	69.4	75.1	193	193
Charlotte Amalie, VI (STT)	79.2	81.8	477	477
Charlotte, NC (CLT)	81.5	79.5	9452	9452
Charlottesville, VA (CHO)	73.8	73.2	168	168
Chattanooga, TN (CHA)	67.3	72.7	453	454
Chicago, IL (MDW)	84.6	82.3	7137	7138
Chicago, IL (ORD)	81.9	80.9	21436	21464
Christiansted, VI (STX)	83.0	84.0	100	100
Cincinnati, OH (CVG)	78.1	79.7	1359	1356
Cleveland, OH (CLE)	77.1	80.3	2784	2780
Cody, WY (COD)	93.3	91.7	60	60
College Station/Bryan, TX (CLL)	68.4	75.4	136	134
Colorado Springs, CO (COS)	80.3	83.8	686	685
Columbia, MO (COU)	56.7	96.7	30	30
Columbia, SC (CAE)	73.1	78.0	353	354

AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

APRIL 2017

CITY (AIRPORTS)	PERCENT ON TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Columbus, GA (CSG)	77.9	79.8	104	104
Columbus, MS (GTR)	83.5	81.2	85	85
Columbus, OH (CMH)	81.6	82.9	2062	2061
Cordova, AK (CDV)	96.7	96.7	60	60
Corpus Christi, TX (CRP)	80.7	84.5	218	219
Dallas, TX (DAL)	76.7	72.6	5706	5706
Dallas/Fort Worth, TX (DFW)	78.1	76.0	14206	14207
Dayton, OH (DAY)	81.4	84.3	569	567
Daytona Beach, FL (DAB)	75.8	72.5	178	178
Deadhorse, AK (SCC)	85.0	85.0	60	60
Denver, CO (DEN)	85.6	83.8	17721	17704
Des Moines, IA (DSM)	79.7	88.1	674	673
Detroit, MI (DTW)	80.9	78.5	10395	10394
Devils Lake, ND (DVL)	86.3	86.3	51	51
Dothan, AL (DHN)	84.4	83.3	90	90
Duluth, MN (DLH)	88.0	91.7	167	169
Durango, CO (DRO)	86.1	93.1	72	72
Eagle, CO (EGE)	86.7	93.5	30	31
Eau Claire, WI (EAU)	87.3	90.9	55	55
El Paso, TX (ELP)	78.0	83.4	900	900
Elko, NV (EKO)	92.7	94.5	55	55
Elmira/Corning, NY (ELM)	77.5	79.7	80	79
Erie, PA (ERI)	77.9	89.3	140	140
Escanaba, MI (ESC)	88.0	86.0	50	50
Eugene, OR (EUG)	84.2	84.8	349	348
Evansville, IN (EVV)	74.4	81.4	242	242
Fairbanks, AK (FAI)	87.0	94.1	185	185
Fargo, ND (FAR)	87.5	93.5	184	185
Fayetteville, AR (XNA)	73.3	74.4	464	465
Fayetteville, NC (FAY)	80.3	74.5	137	137
Flagstaff, AZ (FLG)	90.0	93.3	120	120
Flint, MI (FNT)	75.8	87.9	363	364

CITY (AIRPORTS)	PERCENT ON TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Fort Lauderdale, FL (FLL)	77.1	71.4	7946	7958
Fort Myers, FL (RSW)	80.8	79.9	3594	3605
Fort Smith, AR (FSM)	81.0	82.8	58	58
Fort Wayne, IN (FWA)	74.4	79.7	449	449
Fresno, CA (FAT)	81.3	83.6	700	700
Gainesville, FL (GNV)	79.4	78.9	194	194
Garden City, KS (GCK)	83.3	57.1	6	7
Gillette, WY (GCC)	85.9	85.9	85	85
Grand Forks, ND (GFK)	85.0	87.7	113	114
Grand Junction, CO (GJT)	88.1	92.6	270	270
Grand Rapids, MI (GRR)	80.1	83.4	924	925
Great Falls, MT (GTF)	93.6	92.7	110	110
Green Bay, WI (GRB)	77.6	85.0	393	393
Greensboro/High Point, NC (GSO)	73.1	75.3	431	433
Greer, SC (GSP)	72.5	76.4	567	564
Guam, TT (GUM)	93.3	76.7	30	30
Gulfport/Biloxi, MS (GPT)	77.7	80.7	197	197
Gunnison, CO (GUC)	75.0	75.0	4	4
Hancock/Houghton, MI (CMX)	83.3	86.7	60	60
Harlingen/San Benito, TX (HRL)	81.9	86.2	248	247
Harrisburg, PA (MDT)	83.5	84.6	272	272
Hartford, CT (BDL)	78.4	84.0	1857	1859
Hattiesburg/Laurel, MS (PIB)	68.0	78.0	50	50
Hayden, CO (HDN)	78.4	94.4	37	36
Hays, KS (HYS)	94.0	96.0	50	50
Helena, MT (HLN)	94.2	95.7	139	139
Hibbing, MN (HIB)	92.0	92.0	50	50
Hilo, HI (ITO)	90.8	92.2	542	514
Hobbs, NM (HOB)	76.6	87.2	47	47
Honolulu, HI (HNL)	83.9	91.2	3906	3908
Houston, TX (HOU)	79.1	77.8	4486	4484
Houston, TX (IAH)	84.7	82.9	10596	10600

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

APRIL 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Huntsville, AL (HSV)	81.7	81.4	323	323
Idaho Falls, ID (IDA)	90.4	92.4	198	198
Indianapolis, IN (IND)	80.4	82.7	2366	2366
International Falls, MN (INL)	94.2	96.2	52	52
Iron Mountain/Kingsfd, MI (IMT)	87.3	85.5	55	55
Islip, NY (ISP)	78.9	83.7	418	418
Ithaca/Cortland, NY (ITH)	81.2	85.9	85	85
Jackson, WY (JAC)	80.6	88.9	98	99
Jackson/Vicksburg, MS (JAN)	75.7	80.2	378	378
Jacksonville, FL (JAX)	76.2	79.7	1541	1541
Jacksonville/Camp Lejeune, NC (OAJ)	78.1	78.1	114	114
Jamestown, ND (JMS)	91.4	85.2	81	81
Juneau, AK (JNU)	93.0	94.0	315	315
Kahului, HI (OGG)	85.0	89.2	1975	1975
Kalamazoo, MI (AZO)	76.4	84.3	229	230
Kalispell, MT (FCA)	88.3	91.7	145	145
Kansas City, MO (MCI)	81.0	82.3	3705	3706
Ketchikan, AK (KTN)	89.7	92.6	175	175
Key West, FL (EYW)	76.5	74.9	179	179
Killeen, TX (GRK)	75.7	79.6	107	108
Knoxville, TN (TYS)	73.5	79.4	548	548
Kodiak, AK (ADQ)	94.5	90.9	55	55
Kona, HI (KOA)	88.9	89.6	1046	1071
Kotzebue, AK (OTZ)	96.7	96.7	60	60
La Crosse, WI (LSE)	75.3	84.1	170	170
Lafayette, LA (LFT)	81.1	80.3	222	223
Lake Charles, LA (LCH)	77.2	81.9	127	127
Lansing, MI (LAN)	79.4	80.6	247	248
Laramie, WY (LAR)	90.0	94.0	50	50
Laredo, TX (LRD)	74.1	79.2	197	197
Las Vegas, NV (LAS)	81.3	79.5	12577	12570
Latrobe, PA (LBE)	86.1	87.0	115	115

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Lawton/Fort Sill, OK (LAW)	60.4	74.5	111	110
Lewiston, ID (LWS)	96.7	96.7	60	60
Lexington, KY (LEX)	75.2	76.9	452	454
Lihue, HI (LIH)	86.9	90.5	970	970
Lincoln, NE (LNK)	84.4	90.0	250	251
Little Rock, AR (LIT)	78.7	80.5	634	635
Long Beach, CA (LGB)	82.1	79.9	1367	1368
Los Angeles, CA (LAX)	68.5	71.4	17436	17433
Louisville, KY (SDF)	77.8	79.1	800	800
Lubbock, TX (LBB)	77.3	83.4	387	385
Madison, WI (MSN)	82.7	84.3	803	804
Mammoth Lakes, CA (MMH)	66.7	33.3	3	3
Manchester, NH (MHT)	81.5	88.6	475	474
Manhattan/Ft. Riley, KS (MHK)	70.0	83.7	50	49
Marquette, MI (MQT)	83.5	84.7	85	85
Medford, OR (MFR)	77.3	77.3	203	203
Melbourne, FL (MLB)	65.0	72.0	143	143
Memphis, TN (MEM)	75.4	79.9	1266	1266
Meridian, MS (MEI)	75.0	75.0	80	80
Miami, FL (MIA)	80.0	76.8	5745	5749
Midland/Odessa, TX (MAF)	79.0	83.7	442	442
Milwaukee, WI (MKE)	79.3	82.7	2775	2775
Minneapolis, MN (MSP)	84.9	83.4	11227	11235
Minot, ND (MOT)	84.2	84.7	139	137
Mission/McAllen/Edinburg, TX (MFE)	79.4	88.7	214	213
Missoula, MT (MSO)	83.9	90.2	143	143
Mobile, AL (MOB)	77.6	80.1	321	322
Moline, IL (MLI)	73.9	85.9	284	284
Monroe, LA (MLU)	75.6	80.7	160	161
Monterey, CA (MRY)	66.8	75.0	211	212
Montgomery, AL (MGM)	68.6	68.6	121	121
Montrose/Delta, CO (MTJ)	85.7	86.7	14	15

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mosinee, WI (CWA)	77.9	81.4	140	140
Muskegon, MI (MKG)	89.1	85.5	55	55
Myrtle Beach, SC (MYR)	82.0	78.9	532	531
Nashville, TN (BNA)	78.3	77.3	4336	4334
New Bern/Morehead/Beaufort, NC (EWN)	78.2	85.5	55	55
New Orleans, LA (MSY)	79.1	78.4	3986	3985
New York, NY (JFK)	65.6	70.6	7939	7938
New York, NY (LGA)	68.1	74.0	7542	7542
Newark, NJ (EWR)	68.3	73.9	9793	9780
Newburgh/Poughkeepsie, NY (SWF)	72.2	72.2	115	115
Newport News/Williamsburg, VA (PHF)	73.3	76.7	90	90
Niagara Falls, NY (IAG)	79.4	75.0	68	68
Nome, AK (OME)	98.3	98.3	60	60
Norfolk, VA (ORF)	76.4	80.6	943	939
North Bend/Coos Bay, OR (OTH)	29.4	23.5	17	17
Oakland, CA (OAK)	77.6	77.5	3929	3927
Oklahoma City, OK (OKC)	79.0	82.8	1204	1204
Omaha, NE (OMA)	80.8	86.0	1538	1541
Ontario, CA (ONT)	77.9	79.6	1636	1637
Orlando, FL (MCO)	80.6	80.0	11625	11630
Paducah, KY (PAH)	69.6	75.0	56	56
Pago Pago, TT (PPG)	87.5	100.0	8	8
Palm Springs, CA (PSP)	79.8	81.7	940	941
Panama City, FL (ECP)	80.3	84.3	426	426
Pasco/Kennewick/Richland, WA (PSC)	88.9	89.6	289	289
Pellston, MI (PLN)	87.3	89.9	79	79
Pensacola, FL (PNS)	72.4	78.5	460	460
Peoria, IL (PIA)	67.9	80.3	187	188
Petersburg, AK (PSG)	98.3	98.3	60	60
Philadelphia, PA (PHL)	77.6	79.8	6126	6129
Phoenix, AZ (PHX)	84.0	83.5	13278	13284
Pittsburgh, PA (PIT)	79.0	85.1	2328	2327

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Plattsburgh, NY (PBG)	71.4	74.1	56	58
Pocatello, ID (PIH)	86.3	91.3	80	80
Ponce, PR (PSE)	71.7	85.0	60	60
Portland, ME (PWM)	77.3	76.9	576	577
Portland, OR (PDX)	77.0	80.8	4795	4793
Providence, RI (PVD)	80.0	84.7	1209	1208
Punta Gorda, FL (PGD)	81.6	78.9	38	38
Raleigh/Durham, NC (RDU)	77.2	79.1	2819	2820
Rapid City, SD (RAP)	91.5	94.2	189	189
Redding, CA (RDD)	63.3	60.0	90	90
Reno, NV (RNO)	77.2	79.6	1267	1268
Rhineland, WI (RHI)	81.7	88.3	60	60
Richmond, VA (RIC)	72.1	75.4	1263	1262
Roanoke, VA (ROA)	70.9	70.9	141	141
Rochester, MN (RST)	70.0	78.1	233	233
Rochester, NY (ROC)	78.2	82.9	615	615
Rock Springs, WY (RKS)	83.6	92.7	55	55
Roswell, NM (ROW)	78.6	85.5	84	83
Sacramento, CA (SMF)	77.2	79.6	3550	3551
Saginaw/Bay City/Midland, MI (MBS)	84.2	86.9	222	222
Salt Lake City, UT (SLC)	85.5	85.3	9087	9091
San Antonio, TX (SAT)	80.8	84.2	2652	2650
San Diego, CA (SAN)	82.1	83.6	6734	6733
San Francisco, CA (SFO)	57.5	68.0	13587	13582
San Jose, CA (SJC)	80.3	81.1	3823	3825
San Juan, PR (SJU)	80.8	82.4	2231	2235
San Luis Obispo, CA (SBP)	73.7	73.1	338	338
Santa Ana, CA (SNA)	81.7	82.3	3349	3348
Santa Barbara, CA (SBA)	74.2	75.8	438	438
Santa Fe, NM (SAF)	78.2	79.8	119	119
Santa Rosa, CA (STS)	76.7	73.3	30	30
Sarasota/Bradenton, FL (SRQ)	78.6	77.1	332	332

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TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

APRIL 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Sault Ste. Marie, MI (CIU)	81.8	83.6	55	55
Savannah, GA (SAV)	80.1	76.4	674	674
Scranton/Wilkes-Barre, PA (AVP)	81.0	81.0	84	84
Seattle, WA (SEA)	80.3	83.0	10605	10603
Shreveport, LA (SHV)	78.6	81.2	387	388
Sioux Falls, SD (FSD)	74.1	85.0	301	300
Sitka, AK (SIT)	88.2	91.8	85	85
South Bend, IN (SBN)	79.3	81.3	396	396
Spokane, WA (GEG)	84.1	91.8	779	779
Springfield, IL (SPI)	80.0	81.2	85	85
Springfield, MO (SGF)	81.2	81.7	191	191
St. Augustine, FL (UST)	83.3	50.0	6	6
St. George, UT (SGU)	95.7	97.0	235	235
St. Louis, MO (STL)	81.1	80.6	4776	4781
State College, PA (SCE)	77.2	82.5	114	114
Sun Valley/Hailey/Ketchum, ID (SUN)	91.7	95.0	60	60
Syracuse, NY (SYR)	70.6	76.7	489	489
Tallahassee, FL (TLH)	78.0	79.8	173	173
Tampa, FL (TPA)	79.3	80.4	6432	6434
Toledo, OH (TOL)	73.9	78.3	23	23
Traverse City, MI (TVC)	75.0	82.1	196	196
Trenton, NJ (TTN)	82.1	84.9	179	179
Tucson, AZ (TUS)	81.1	81.0	1410	1410
Tulsa, OK (TUL)	76.1	81.1	1185	1183
Twin Falls, ID (TWF)	91.8	90.6	85	85
Tyler, TX (TYR)	73.3	73.3	30	30
Valdosta, GA (VLD)	79.8	83.3	84	84
Valparaiso, FL (VPS)	79.7	82.0	261	261
Waco, TX (ACT)	63.6	58.3	11	12
Washington, DC (DCA)	78.3	80.4	6309	6307

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Washington, DC (IAD)	82.6	82.6	3053	3046
Waterloo, IA (ALO)	64.0	73.5	50	49
West Palm Beach/Palm Beach, FL (PBI)	75.6	75.2	2432	2433
White Plains, NY (HPN)	70.4	78.8	561	560
Wichita Falls, TX (SPS)	44.4	60.0	9	10
Wichita, KS (ICT)	79.8	86.0	737	736
Williston, ND (ISN)	94.1	96.5	85	85
Wilmington, NC (ILM)	77.3	82.2	207	208
Worcester, MA (ORH)	80.0	76.7	60	60
Wrangell, AK (WRG)	95.0	96.7	60	60
Yakutat, AK (YAK)	95.0	95.0	60	60
Yuma, AZ (YUM)	96.7	97.5	120	120

AIR TRAVEL CONSUMER REPORT

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

APRIL 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
DELTA	30	58,055	2,194	3.8	145	77,046	3,151	4.1
EXPRESSJET	15	15,762	469	3.0	152	30,789	911	3.0
SPIRIT	21	10,290	186	1.8	38	12,544	229	1.8
VIRGIN AMERICA	17	5,408	94	1.7	21	5,597	94	1.7
SKYWEST	25	32,321	508	1.6	207	56,210	914	1.6
JETBLUE	25	17,438	246	1.4	64	25,191	374	1.5
AMERICAN	28	60,225	597	1.0	96	73,656	745	1.0
SOUTHWEST	25	64,534	531	0.8	87	112,223	844	0.8
ALASKA	25	10,176	52	0.5	65	15,261	62	0.4
FRONTIER	24	5,717	12	0.2	55	7,801	27	0.3
HAWAIIAN	8	437	0	0.0	17	6,470	13	0.2
UNITED	27	38,003	26	0.1	97	45,541	34	0.1
TOTAL		318,366	4,915	1.5		468,329	7,398	1.6

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 2017

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELLED 5% OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
DELTA	3,235	1,037	32.0
EXPRESSJET	2,306	324	14.0
VIRGIN AMERICA	251	28	11.1
JETBLUE	919	96	10.4
SPIRIT	591	54	9.1
SKYWEST	3,182	248	7.7
AMERICAN	3,818	173	4.5
SOUTHWEST	21,752	732	3.3
FRONTIER	568	19	3.3
ALASKA	610	13	2.1
HAWAIIAN	240	5	2.0
UNITED	2,645	7	0.2
TOTAL	40,117	2,736	6.8

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

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

APRIL 2017

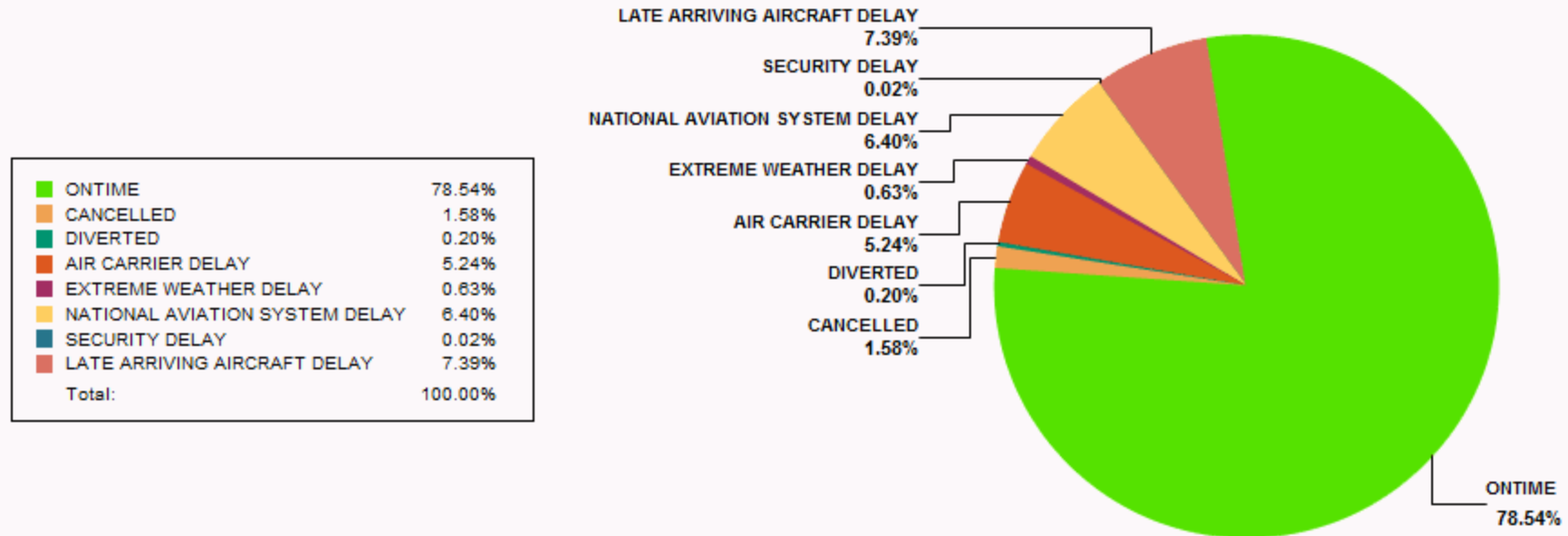
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA	15261	12453	81.60%	62	0.41%	40	0.26%	577	3.78%	28	0.18%	1327	8.70%	11	0.07%	763	5.00%
AMERICAN	73656	57950	78.68%	745	1.01%	142	0.19%	3960	5.38%	361	0.49%	5765	7.83%	25	0.03%	4708	6.39%
DELTA	77046	59225	76.87%	3151	4.09%	177	0.23%	4693	6.09%	1390	1.80%	4024	5.22%	7	0.01%	4378	5.68%
EXPRESSJET	30789	23292	75.65%	911	2.96%	102	0.33%	2000	6.50%	85	0.28%	1886	6.13%	0	0.00%	2513	8.16%
FRONTIER	7801	6203	79.52%	27	0.35%	9	0.12%	335	4.29%	14	0.18%	673	8.63%	0	0.00%	540	6.92%
HAWAIIAN	6470	5746	88.81%	13	0.20%	3	0.05%	437	6.75%	22	0.34%	10	0.15%	0	0.00%	238	3.68%
JETBLUE	25191	18240	72.41%	374	1.48%	41	0.16%	1899	7.54%	53	0.21%	2111	8.38%	17	0.07%	2456	9.75%
SKYWEST	56210	44945	79.96%	914	1.63%	122	0.22%	2496	4.44%	285	0.51%	3040	5.41%	8	0.01%	4400	7.83%
SOUTHWEST	112223	89213	79.50%	844	0.75%	211	0.19%	5428	4.84%	457	0.41%	5238	4.67%	12	0.01%	10819	9.64%
SPIRIT	12544	9663	77.03%	229	1.83%	17	0.14%	603	4.81%	33	0.26%	1293	10.31%	6	0.05%	700	5.58%
UNITED	45541	37287	81.88%	34	0.07%	84	0.18%	1876	4.12%	129	0.28%	3718	8.16%	0	0.00%	2413	5.30%
VIRGIN AMERICA	5597	3617	64.62%	94	1.68%	6	0.11%	227	4.06%	111	1.98%	875	15.63%	7	0.13%	661	11.81%
TOTAL	468329	367834	78.54%	7398	1.58%	954	0.20%	24531	5.24%	2968	0.63%	29960	6.40%	93	0.02%	34589	7.39%

* 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***

APRIL 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 <http://www.bts.gov>

AIR TRAVEL CONSUMER REPORT

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

APRIL 2017

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
TRANS STATES AIRLINES	4383	BDL	DCA	4/6/2017	Diversion Airport (IAD)	218

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

APRIL 2017

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

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

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

AIR TRAVEL CONSUMER REPORT

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

BY CARRIER

APRIL 2017

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
AMERICAN	73,656	70	0.10
DELTA	77,046	56	0.07
UNITED	45,541	26	0.06
EXPRESSJET	30,789	16	0.05
JETBLUE	25,191	13	0.05
SPIRIT	12,544	4	0.03
VIRGIN AMERICA	5,597	1	0.02
SKYWEST	56,210	10	0.02
SOUTHWEST	112,223	16	0.01
FRONTIER	7,801	1	0.01
HAWAIIAN	6,470	0	0.00
ALASKA	15,261	0	0.00
TOTAL	468,329	213	0.05

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	APRIL 2017			APRIL 2016		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	ALASKA AIRLINES	2,838	2,008,750	1.41	2,763	1,914,344	1.44
2	VIRGIN AMERICA	928	653,156	1.42	484	635,455	0.76
3	SPIRIT AIRLINES	2,656	1,813,630	1.46	3,347	1,585,779	2.11
4	JETBLUE AIRWAYS	4,377	2,913,464	1.50	3,832	2,653,107	1.44
5	UNITED AIRLINES	14,249	6,734,304	2.12	12,487	5,977,624	2.09
6	FRONTIER AIRLINES	2,881	1,248,519	2.31	2,625	1,034,775	2.54
7	SOUTHWEST AIRLINES	32,361	13,331,080	2.43	35,934	12,541,854	2.87
8	HAWAIIAN AIRLINES	2,068	819,181	2.52	2,459	809,920	3.04
9	AMERICAN AIRLINES	28,327	10,070,814	2.81	28,934	10,013,797	2.89
10	SKYWEST AIRLINES	8,446	2,783,144	3.03	6,248	2,430,041	2.57
11	DELTA AIR LINES	30,282	9,953,754	3.04	13,703	10,112,129	1.36
12	EXPRESSJET AIRLINES	6,179	1,324,149	4.67	6,361	1,783,117	3.57
TOTALS		135,592	53,653,945	2.53	119,177	51,491,942	2.31

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

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

ENPLANED PASSENGERS - For the domestic system only.

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

OVERSALES

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

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

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

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



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PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

Rank	Airline	JANUARY - MARCH 2017				JANUARY - MARCH 2016			
		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	34,388	354	29,863,259	0.12	28,325	304	29,449,621	0.10
2	HAWAIIAN AIRLINES	113	55	2,649,691	0.21	37	2	2,599,123	0.01
3	VIRGIN AMERICA	908	51	1,803,849	0.28	427	30	1,739,517	0.17
4	ALASKA AIRLINES	1,981	206	5,595,050	0.37	1,982	284	5,344,476	0.53
5	UNITED AIRLINES	15,917	900	20,559,648	0.44	14,380	929	18,965,779	0.49
6	FRONTIER AIRLINES	312	167	3,582,185	0.47	379	161	3,151,585	0.51
7	SOUTHWEST AIRLINES	16,205	2,537	35,246,083	0.72	18,278	3,116	34,393,320	0.91
8	AMERICAN AIRLINES	10,870	2,301	30,582,875	0.75	14,766	2,642	31,360,650	0.84
9	SPIRIT AIRLINES**	2,141	451	5,274,512	0.86	1,312**	483**	4,704,094**	1.03**
10	SKYWEST AIRLINES	11,543	622	7,201,623	0.86	9,537	709	6,858,709	1.03
11	EXPRESSJET AIRLINES	7,354	507	4,137,528	1.23	7,708	757	5,175,359	1.46
12	JETBLUE AIRWAYS	553	1,415	8,770,054	1.61	488	28	8,244,033	0.03
	TOTALS	102,285	9,566	155,266,357	0.62	97,619**	9,445**	151,986,266**	0.62**

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

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

** On May 9, 2017, Spirit Airlines revised its denied boarding reports and enplanements for 2015 and 2016. This table reflects the revisions for the 1st quarter 2016.

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

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TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	APRIL 2017				APRIL 2016			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,430	464	3	159	870	43	2	88
FOREIGN AIRLINES	447	5	1	55	225	7	2	27
TRAVEL AGENTS	21	4	0	8	22	3	0	11
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	11	13	0	11	6	8	0	11
INDUSTRY TOTALS	1,909	486	4	233	1,123	61	4	137

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Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*			COMPLAINT CATEGORIES*		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	753		1	372	
CANCELLATION			347			137
DELAY			249			139
MISCONNECTION			100			54
BAGGAGE	2	241		4	136	
RESERVATIONS/TICKETING/BOARDING	3	234		3	139	
CUSTOMER SERVICE	4	218		2	141	
FARES	5	138		6	103	
REFUNDS	6	114		5	104	
OVERSALES	7	89		8	42	
DISABILITY	8	66		7	52	
OTHER	9	36		9	26	
FREQUENT FLYER			14			16
DISCRIMINATION	10	12		10	4	
ADVERTISING	11	8		10	4	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,909			1,123	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

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Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*

U. S. AIRLINES** ALPHABETICAL	APRIL 2017												TOTAL
	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	
ALASKA AIRLINES	6	2	3	2	0	4	5	0	0	0	0	0	22
ALLEGIAN AIR	14	1	5	2	2	5	3	1	0	0	0	0	33
AMERICAN AIRLINES	106	22	45	27	16	32	42	20	3	4	0	7	324
COMMUTAIR	8	0	0	0	0	1	1	0	0	0	0	0	10
DELTA AIR LINES	201	7	26	11	2	20	20	4	1	2	0	3	297
ENDEAVOR AIR	13	0	0	0	0	1	1	0	0	0	0	0	15
ENVOY AIR	10	0	1	0	0	1	4	0	0	0	0	1	17
EXPRESSJET AIRLINES	24	0	0	0	0	0	1	0	0	0	0	0	25
FRONTIER AIRLINES	11	0	5	2	1	5	6	1	0	0	0	1	32
GOJET AIRLINES	8	0	0	0	0	0	1	0	0	0	0	0	9
HAWAIIAN AIRLINES	6	0	1	1	0	0	4	2	0	0	0	0	14
JETBLUE AIRWAYS	21	0	3	1	0	6	7	1	1	0	0	1	41
MESA AIRLINES	9	0	0	0	0	1	0	0	0	0	0	1	11
PIEDMONT AIRLINES	5	2	4	0	0	0	1	0	0	0	0	0	12
PSA AIRLINES	10	0	0	0	0	0	0	1	0	0	0	0	11
REPUBLIC AIRLINES	4	0	0	0	0	2	0	0	0	0	0	0	6
SILVER AIRWAYS	2	0	1	1	1	1	1	0	0	0	0	0	7
SKYWEST AIRLINES	21	1	0	0	0	0	1	0	0	0	0	0	23
SOUTHWEST AIRLINES	27	2	1	3	4	9	14	4	0	1	0	2	67
SPIRIT AIRLINES	80	9	18	6	5	7	9	5	0	0	0	1	140
TRANS STATES AIRLINES	2	0	1	0	0	1	1	0	0	0	0	0	5
UNITED AIRLINES	65	19	34	28	15	31	51	11	1	2	0	8	265
VIRGIN AMERICA	13	0	0	2	0	1	1	1	0	0	0	2	20
Other U. S. Airlines	10	2	2	0	5	2	2	0	1	0	0	0	24
TOTAL APRIL 2017	676	67	150	86	51	130	176	51	7	9	0	27	1,430
% of TOTAL COMPLAINTS	47.3	4.7	10.5	6.0	3.6	9.1	12.3	3.6	0.5	0.6	0	1.9	
TOTAL APRIL 2016	328	38	89	78	62	88	111	48	4	4	0	20	870
% of TOTAL COMPLAINTS	37.7	4.4	10.2	9.0	7.1	10.1	12.8	5.5	0.5	0.5	0	2.3	

* 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.'

APRIL 2017

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U. S. AIRLINES ALPHABETICAL	COMPS RECD IN APR	INCI- DENTS IN APR	PERCENT	INCI- DENTS IN MAR	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	22	12	54.5	0	0.0	8	36.4	2	9.1
ALLEGiant AIR	33	19	57.6	7	21.2	7	21.2	0	0.0
AMERICAN AIRLINES	324	170	52.5	78	24.1	60	18.5	16	4.9
COMMUTAIR	10	5	50.0	3	30.0	2	20.0	0	0.0
DELTA AIR LINES	297	238	80.1	16	5.4	27	9.1	16	5.4
ENDEAVOR AIR	15	12	80.0	2	13.3	1	6.7	0	0.0
ENVOY AIR	17	11	64.7	0	0.0	5	29.4	1	5.9
EXPRESSJET AIRLINES	25	20	80.0	2	8.0	3	12.0	0	0.0
FRONTIER AIRLINES	32	20	62.5	6	18.8	5	15.6	1	3.1
GOJET AIRLINES	9	7	77.8	1	11.1	0	0.0	1	11.1
HAWAIIAN AIRLINES	14	5	35.7	4	28.6	3	21.4	2	14.3
JETBLUE AIRWAYS	41	22	53.7	14	34.1	3	7.3	2	4.9
MESA AIRLINES	11	8	72.7	2	18.2	1	9.1	0	0.0
PIEDMONT AIRLINES	12	7	58.3	5	41.7	0	0.0	0	0.0
PSA AIRLINES	11	8	72.7	2	18.2	0	0.0	1	9.1
REPUBLIC AIRLINES	6	3	50.0	1	16.7	2	33.3	0	0.0
SILVER AIRWAYS	7	3	42.9	2	28.6	1	14.3	1	14.3
SKYWEST AIRLINES	23	14	60.9	7	30.4	2	8.7	0	0.0
SOUTHWEST AIRLINES	67	41	61.2	6	9.0	12	17.9	8	11.9
SPIRIT AIRLINES	140	87	62.1	22	15.7	23	16.4	8	5.7
TRANS STATES AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
UNITED AIRLINES	265	120	45.3	51	19.2	73	27.5	21	7.9
VIRGIN AMERICA	20	14	70.0	2	10.0	1	5.0	3	15.0
Other U. S. Airlines	24	8	33.3	3	12.5	11	45.8	2	8.3
Totals	1,430	858	60.0	236	16.5	251	17.6	85	5.9
Previous Year's Totals	870	450	51.7	171	19.7	181	20.8	68	7.8

* 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.'

Table 5

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

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	2	1	0	0	1	1	0	0	0	0	0	0	5
AEROMEXICO	4	0	4	3	5	1	1	1	0	0	0	0	19
AIR BERLIN	2	0	2	0	0	13	2	0	0	0	0	0	19
AIR CANADA	17	3	6	1	0	15	7	3	0	0	0	1	53
AIR CHINA	0	0	3	1	1	2	1	1	0	0	0	1	10
AIR FRANCE	8	1	1	1	1	6	3	0	0	0	0	1	22
ALITALIA AIRLINES	0	0	2	1	1	2	0	0	0	0	0	0	6
BRITISH AIRWAYS	1	1	1	1	4	2	4	2	0	0	0	0	16
CATHAY PACIFIC AIRWAYS	0	0	2	0	1	0	0	2	0	0	0	0	5
EMIRATES AIRLINES	0	0	3	1	1	5	3	0	0	0	0	1	14
ETHIOPIAN AIRLINES	0	0	1	24	1	3	0	0	0	0	0	0	29
ETIHAD AIRWAYS	0	0	2	1	0	7	1	0	0	0	0	0	11
IBERIA AIRLINES	1	0	0	0	2	2	0	0	0	1	0	0	6
INSEL AIR	2	0	1	0	2	1	0	0	0	0	0	0	6
INTERJET	2	1	1	2	3	3	1	0	0	0	0	0	13
JET AIRWAYS	2	1	1	1	1	0	1	1	0	0	0	0	8
KLM	0	0	1	0	3	2	1	1	0	0	0	0	8
LATAM	2	0	5	0	1	3	0	0	0	1	0	0	12
LUFTHANSA	2	1	3	1	2	0	1	0	0	0	0	0	10
NORWEGIAN AIR SHUTTLE	3	0	2	1	0	1	0	2	0	0	0	0	9
PHILIPPINE AIRLINES	3	0	0	1	3	0	1	0	0	0	0	0	8
QATAR AIRWAYS	2	0	3	0	2	2	2	0	0	0	0	0	11
SOUTH AFRICAN AIRWAYS	1	2	1	1	1	0	0	0	0	0	0	0	6
SWISS AIR	1	0	1	2	0	0	1	0	0	0	0	1	6
TAP	1	1	2	1	2	0	0	0	0	0	0	0	7
TURKISH AIRLINES	2	0	2	1	1	12	1	0	0	0	0	0	19
VOLARIS AIRLINES	1	0	3	0	2	0	0	0	0	0	0	0	6
WOW AIR	7	4	3	1	2	3	1	1	0	0	0	0	22
OTHER FOREIGN AIRLINES	9	4	23	2	12	23	2	1	1	1	0	3	81
TOTALS	75	20	79	48	55	109	34	15	1	3	0	8	447
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	1	2	5	4	7	0	2	0	0	0	0	0	21
TOTALS	1	2	5	4	7	0	2	0	0	0	0	0	21
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS</u>													
TSA	1	0	0	0	0	2	5	0	0	0	0	1	9
Other Miscellaneous	0	0	0	0	1	0	1	0	0	0	0	0	2
TOTALS	1	0	0	0	1	2	6	0	0	0	0	1	11

* 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.

APRIL 2017
AIR TRAVEL CONSUMER REPORT

TABLE 6

CONSUMER COMPLAINTS: RANKINGS U.S. AIRLINES*							
RANK	AIRLINE	APRIL 2017			APRIL 2016		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	67	13,468,163	0.50	46	12,613,432	0.36
2	SKYWEST AIRLINES	23	2,847,799	0.81	11	2,549,454	0.43
3	ALASKA AIRLINES	22	2,207,746	1.00	14	2,013,543	0.70
4	JETBLUE AIRWAYS	41	3,453,429	1.19	32	3,127,620	1.02
5	HAWAIIAN AIRLINES	14	885,169	1.58	15	850,866	1.76
6	EXPRESSJET AIRLINES	25	1,398,679	1.79	7	1,860,111	0.38
7	FRONTIER AIRLINES	32	1,323,172	2.42	30	1,087,479	2.76
8	DELTA AIR LINES	297	11,808,067	2.52	71	11,845,010	0.60
9	AMERICAN AIRLINES	324	12,081,736	2.68	253	11,870,487	2.13
10	VIRGIN AMERICA	20	680,105	2.94	10	657,741	1.52
11	UNITED AIRLINES	265	8,726,608	3.04	156	7,796,681	2.00
12	SPIRIT AIRLINES	140	1,944,185	7.20	117	1,717,673	6.81
	TOTAL	1,270	60,824,858	2.09	762	57,990,097	1.31

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 April 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	1		1			
Delta	1					1	
Iberia	1						
LATAM	1						
LOT	1						
Southwest	1						
United	2						
TOTAL	9	1		1		1	

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



AIR TRAVEL CONSUMER REPORT

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

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

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

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

Carrier	Death	Injury	Loss
United Airlines	1	0	0
Totals:	1	0	0

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

The Transportation Security Administration (TSA) screened approximately 62 million airline passengers and their 50 million checked bags in the month of April as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of April.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
645	.001	67	.0001	50	.00008	430	.0007

NOTES

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

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

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

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