



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*

*Issued: August 2017*



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

<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\*

JUNE 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	66.2	17	90.4
ALASKA AIRLINES	25	81.9	70	82.9
DELTA AIR LINES	30	83.1	149	82.8
SKYWEST AIRLINES	26	81.4	216	81.0
UNITED AIRLINES	27	79.0	99	79.4
EXPRESSJET AIRLINES	15	74.7	154	75.1
SOUTHWEST AIRLINES	25	73.3	88	73.3
AMERICAN AIRLINES	28	73.7	98	73.2
FRONTIER AIRLINES	24	72.3	54	73.1
SPIRIT AIRLINES	21	67.0	38	68.3
VIRGIN AMERICA	17	66.9	21	67.2
JETBLUE AIRWAYS	25	59.1	67	60.6
<b>TOTAL</b>		<b>75.9</b>		<b>76.2</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.

## AIR TRAVEL CONSUMER REPORT

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

JUNE 2017

CARRIER*	3rd Quarter 07-09 2016		4th Quarter 10-12 2016		1st Quarter 01-03 2017		2nd Quarter 04-06 2017		Apr 2017		May 2017		June 2017		12 Months Ending June 2017	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	89.1	2	83.8	3	78.4	6	82.4	2	81.6	3	82.6	3	82.9	2	83.5	3
AMERICAN	74.9	10	83.1	4	81.4	3	77.3	6	78.7	7	80.1	6	73.2	8	79.1	6
DELTA	83.7	4	88.5	2	85.7	1	80.9	5	76.9	9	82.8	2	82.8	3	84.6	2
EXPRESSJET	75.6	9	80.4	8	76.7	7	75.8	9	75.7	10	76.8	8	75.1	6	77.2	8
FRONTIER	66.9	12	75.7	11	76.7	8	76.3	8	79.5	5	76.6	9	73.1	9	73.7	10
HAWAIIAN	90.9	1	89.9	1	83.0	2	89.6	1	88.8	1	89.7	1	90.4	1	88.4	1
JETBLUE	73.0	11	77.4	10	72.0	11	66.7	11	72.4	11	67.2	11	60.6	12	72.2	11
SKYWEST	84.2	3	80.2	9	76.5	9	81.1	3	80.0	4	82.4	4	81.0	4	80.5	5
SOUTHWEST	78.5	6	81.9	6	78.7	5	76.7	7	79.5	6	77.3	7	73.3	7	78.9	7
SPIRIT	76.3	8	80.5	7	76.3	10	71.3	10	77.0	8	69.0	10	68.3	10	76.0	9
UNITED	79.4	5	81.9	5	80.3	4	81.1	4	81.9	2	82.3	5	79.4	5	80.7	4
VIRGIN AMERICA	77.1	7	75.3	12	64.7	12	63.5	12	64.6	12	58.7	12	67.2	11	70.3	12
<b>TOTAL</b>	<b>79.2</b>		<b>82.5</b>		<b>79.4</b>		<b>77.9</b>		<b>78.5</b>		<b>79.1</b>		<b>76.2</b>		<b>79.8</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.

## AIR TRAVEL CONSUMER REPORT

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

JUNE 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	88	93.2	150	66.7	111	86.5	0	0.0	0	0.0	120	90.0	177	87.0	144	85.4	59	81.4	180	71.7
AMERICAN	937	68.8	2299	65.0	528	75.6	8054	83.1	0	0.0	2172	74.4	1046	72.6	11944	71.9	514	70.2	657	60.0
DELTA	20891	84.2	1386	65.3	655	84.1	516	81.4	142	78.2	809	81.8	870	86.2	462	77.3	4912	88.2	512	59.0
EXPRESSJET	3719	78.7	123	65.0	54	53.7	202	66.8	0	0.0	313	63.9	0	0.0	1041	68.8	399	89.0	1982	52.2
FRONTIER	360	74.7	0	0.0	0	0.0	108	65.7	0	0.0	90	76.7	2006	71.3	60	71.7	116	63.8	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	142	62.7	4144	54.8	238	55.9	118	65.3	0	0.0	887	65.7	102	55.9	56	58.9	120	55.8	717	44.6
SKYWEST	1294	69.6	0	0.0	15	93.3	87	77.0	0	0.0	167	80.2	3705	87.0	454	76.2	3201	83.5	113	60.2
SOUTHWEST	3494	68.4	1168	60.0	6561	76.7	230	64.3	5265	70.5	1244	72.3	6022	78.8	0	0.0	628	72.0	613	54.8
SPIRIT	614	62.5	420	56.9	657	68.3	0	0.0	0	0.0	0	0.0	360	69.4	794	65.0	802	70.9	240	49.6
UNITED	498	80.7	1124	60.4	279	79.2	156	72.4	0	0.0	383	75.7	5529	88.2	589	74.9	124	72.6	4574	69.3
VIRGIN AMERICA	0	0.0	191	64.9	0	0.0	0	0.0	357	77.0	112	75.9	86	67.4	0	0.0	0	0.0	240	58.3
<b>TOTAL</b>	<b>32037</b>	<b>80.2</b>	<b>11005</b>	<b>59.9</b>	<b>9098</b>	<b>76.1</b>	<b>9471</b>	<b>81.6</b>	<b>5764</b>	<b>71.1</b>	<b>6297</b>	<b>73.8</b>	<b>19903</b>	<b>81.9</b>	<b>15544</b>	<b>71.8</b>	<b>10875</b>	<b>83.0</b>	<b>9828</b>	<b>61.2</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)**  
**JUNE 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	90.0	30	90.0	60	88.3	30	86.7	380	83.7	814	85.3	0	0.0	108	71.3	0	0.0	0	0.0
AMERICAN	627	67.3	266	71.4	625	66.6	1502	71.2	1296	70.2	3512	75.3	1837	68.0	1511	71.4	0	0.0	4372	71.0
DELTA	987	77.9	246	80.9	267	77.5	2600	74.8	1117	88.3	2873	83.6	2008	73.9	1519	78.5	242	85.1	870	74.8
EXPRESSJET	0	0.0	39	79.5	3670	84.6	0	0.0	0	0.0	0	0.0	1294	63.4	2	50.0	6	83.3	0	0.0
FRONTIER	26	61.5	77	71.4	171	72.5	0	0.0	549	78.9	191	63.4	90	71.1	743	70.0	0	0.0	64	82.8
HAWAIIAN	0	0.0	0	0.0	0	0.0	30	70.0	77	77.9	162	63.6	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	1925	57.0	172	64.5	0	0.0	3677	64.2	480	67.7	471	60.7	514	55.1	1779	59.2	0	0.0	0	0.0
SKYWEST	17	82.4	40	90.0	756	73.0	0	0.0	336	79.2	2491	82.2	100	79.0	4	75.0	77	77.9	0	0.0
SOUTHWEST	1907	68.3	199	72.9	0	0.0	0	0.0	6339	77.8	3598	66.5	927	70.6	3692	73.4	7529	78.2	0	0.0
SPIRIT	1297	66.2	0	0.0	578	68.5	0	0.0	968	72.2	794	70.4	330	69.1	830	66.9	0	0.0	0	0.0
UNITED	490	75.1	2177	82.6	5160	83.9	0	0.0	996	79.4	2425	81.4	750	73.5	1004	79.1	0	0.0	362	68.5
VIRGIN AMERICA	90	60.0	146	80.1	0	0.0	356	71.6	388	68.3	1224	69.4	78	70.5	47	63.8	0	0.0	0	0.0
<b>TOTAL</b>	<b>7396</b>	<b>66.6</b>	<b>3392</b>	<b>79.9</b>	<b>11287</b>	<b>81.3</b>	<b>8195</b>	<b>69.3</b>	<b>12926</b>	<b>77.2</b>	<b>18555</b>	<b>75.8</b>	<b>7928</b>	<b>69.0</b>	<b>11239</b>	<b>71.3</b>	<b>7854</b>	<b>78.4</b>	<b>5668</b>	<b>71.5</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)

JUNE 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	89	85.4	191	82.7	1335	82.4	60	93.3	184	92.4	541	79.7	5150	81.6	436	72.2	201	81.1	30	83.3
AMERICAN	765	74.6	5591	74.5	423	61.2	3692	74.9	4960	82.0	816	67.9	922	67.7	1178	60.6	390	71.3	998	72.0
DELTA	6157	87.1	695	83.6	709	86.2	626	76.0	622	84.4	616	87.0	2046	84.8	1147	74.9	3818	89.8	974	79.6
EXPRESSJET	230	81.7	2342	80.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER	90	83.3	247	72.9	102	83.3	380	69.7	241	73.4	163	78.5	94	66.0	189	65.1	103	76.7	150	76.7
HAWAIIAN	0	0.0	0	0.0	30	73.3	0	0.0	30	50.0	30	70.0	60	55.0	60	70.0	0	0.0	0	0.0
JETBLUE	0	0.0	252	54.8	164	65.2	181	55.8	60	51.7	148	62.2	214	66.4	526	62.5	194	68.6	419	56.1
SKYWEST	2962	88.0	7581	75.3	824	90.2	12	83.3	1274	89.5	797	86.1	1496	82.7	2995	70.6	3819	90.0	17	76.5
SOUTHWEST	754	69.8	0	0.0	1325	73.2	734	67.6	5100	75.8	3189	72.7	1196	63.0	1502	60.7	971	74.4	2419	73.9
SPIRIT	380	66.1	903	68.2	90	67.8	270	56.3	30	70.0	210	78.1	210	67.6	0	0.0	0	0.0	214	65.0
UNITED	447	80.3	6789	80.9	651	79.6	377	70.0	562	82.4	794	80.1	946	77.7	5118	74.9	182	73.1	591	77.2
VIRGIN AMERICA	0	0.0	146	80.8	86	58.1	0	0.0	0	0.0	172	59.3	224	62.9	1829	62.5	0	0.0	0	0.0
<b>TOTAL</b>	<b>11874</b>	<b>84.4</b>	<b>24737</b>	<b>77.0</b>	<b>5739</b>	<b>78.9</b>	<b>6332</b>	<b>72.4</b>	<b>13063</b>	<b>80.2</b>	<b>7476</b>	<b>75.8</b>	<b>12558</b>	<b>78.1</b>	<b>14980</b>	<b>69.3</b>	<b>9678</b>	<b>86.5</b>	<b>5812</b>	<b>73.4</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)**

JUNE 2017

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	88.2	66.7	86.7	89.5	92.1	0.0	93.7	81.7	83.6	76.4	62.7	88.1	89.0	80.0	94.3	94.4
0700-0759	91.8	83.3	88.9	89.2	87.7	93.6	94.3	82.5	94.4	82.3	82.7	84.6	84.8	74.8	91.6	91.2
0800-0859	91.8	81.7	93.1	89.4	88.5	91.2	93.8	83.7	98.2	90.4	81.4	94.4	88.8	67.8	93.5	82.6
0900-0959	88.6	86.8	95.5	86.2	83.1	89.5	92.3	76.2	93.5	89.5	76.6	96.6	88.1	81.6	90.7	84.9
1000-1059	90.2	80.0	89.3	87.8	84.6	90.4	91.4	72.1	89.8	91.4	80.0	85.7	81.3	88.2	84.5	77.3
1100-1159	86.9	80.4	89.6	87.6	79.1	87.8	89.6	76.4	92.0	87.1	73.2	86.5	90.4	85.9	86.6	76.7
1200-1259	84.6	80.9	86.5	89.9	74.9	87.9	88.5	74.7	91.0	85.0	72.9	85.7	84.5	76.7	79.8	75.0
1300-1359	86.5	73.3	86.3	89.0	86.2	86.0	84.0	77.7	87.5	82.0	76.1	82.5	86.6	81.9	79.3	76.2
1400-1459	83.1	66.7	83.8	92.1	75.7	81.9	86.3	76.0	86.4	62.3	70.5	82.2	83.9	77.9	78.4	77.1
1500-1559	80.5	63.4	77.9	82.4	69.0	74.5	80.9	70.7	82.0	56.8	67.4	88.0	79.6	77.4	79.5	82.9
1600-1659	79.1	52.3	75.3	79.8	60.8	73.8	80.1	66.4	83.5	39.3	67.2	78.3	76.7	73.9	75.6	78.9
1700-1759	75.7	49.6	68.9	74.8	59.1	66.2	73.1	65.9	75.2	40.2	71.1	83.3	78.3	63.1	69.1	72.2
1800-1859	70.5	36.2	59.7	70.6	62.6	57.2	75.2	68.5	78.3	36.1	59.3	65.2	78.6	60.2	71.0	74.1
1900-1959	67.7	36.5	59.1	69.4	61.7	60.7	73.4	63.4	77.5	34.4	54.2	68.5	74.1	60.2	70.4	74.8
2000-2059	71.1	37.4	65.8	73.3	60.8	56.7	66.9	60.8	75.0	31.8	48.8	79.8	75.7	59.2	66.3	68.8
2100-2159	64.0	43.5	60.6	69.2	59.1	63.5	67.8	63.5	74.4	39.0	51.4	72.7	62.9	52.5	67.6	67.7
2200-2259	69.5	45.4	47.9	75.2	56.5	59.2	69.1	65.7	56.7	47.0	50.8	64.0	71.4	51.1	61.4	63.8
2300-0559	61.5	56.0	68.3	68.4	60.2	68.2	67.5	74.0	64.0	66.4	58.4	78.7	72.7	67.5	66.9	66.2
TOTAL	80.2	59.9	76.1	81.6	71.1	73.8	81.9	71.8	83.0	61.2	66.6	79.9	81.3	69.3	77.2	75.8

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

## AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/ BY AIRPORT AND TIME OF DAY  
(REPORTABLE AIRPORTS ONLY)  
JUNE 2017

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	78.3	67.6	93.0	82.4	93.0	84.4	86.7	69.8	95.8	71.4	91.7	94.0	93.3	80.8	86.1
0700-0759	84.7	83.0	93.3	81.4	88.9	88.6	87.2	81.9	93.4	74.2	97.1	94.0	96.3	95.0	89.3
0800-0859	85.7	90.1	92.7	83.1	91.4	86.4	94.6	91.7	87.2	86.0	82.8	75.7	95.4	93.3	88.1
0900-0959	85.3	89.3	92.4	81.3	90.9	87.0	93.0	90.5	86.9	87.1	85.5	70.6	93.9	87.5	86.3
1000-1059	84.2	87.3	92.2	80.5	86.8	86.6	86.3	89.7	87.2	84.1	75.4	65.1	94.7	86.2	84.9
1100-1159	86.7	85.3	91.3	80.7	89.3	87.9	86.8	84.4	87.9	81.0	72.4	63.0	90.1	87.1	83.8
1200-1259	84.3	78.8	91.1	77.8	91.0	86.5	85.2	83.7	83.9	83.4	75.4	63.6	81.0	80.6	82.4
1300-1359	83.9	80.3	85.8	72.6	88.6	87.6	86.4	83.5	84.4	75.6	72.3	71.1	90.4	69.2	82.5
1400-1459	76.3	73.5	84.1	64.9	88.2	80.3	71.4	83.3	80.9	80.4	74.4	71.3	88.2	75.2	79.2
1500-1559	76.2	73.8	81.0	75.8	82.1	78.8	84.5	81.1	77.8	78.9	82.7	69.8	84.2	73.9	77.0
1600-1659	70.5	67.5	69.7	67.9	84.8	75.7	80.1	68.1	76.0	75.0	80.0	72.9	87.7	74.8	74.3
1700-1759	61.3	65.2	70.7	82.8	79.8	63.9	82.5	65.9	74.5	69.6	80.5	74.1	64.3	74.6	68.9
1800-1859	55.3	63.1	64.9	70.6	77.9	65.0	80.2	59.8	72.5	68.6	81.3	68.7	78.8	67.5	67.9
1900-1959	51.8	60.6	66.6	64.3	85.7	57.7	77.1	56.8	69.4	72.8	74.4	65.8	85.6	58.5	67.0
2000-2059	44.1	59.1	63.5	61.5	72.0	63.0	74.5	51.4	70.9	65.3	78.9	68.1	81.2	61.0	64.9
2100-2159	47.2	54.4	65.7	60.3	74.4	63.0	70.4	61.5	73.2	69.0	75.7	61.0	82.4	54.5	64.3
2200-2259	54.3	53.8	62.1	57.9	68.1	66.7	68.8	57.6	70.9	69.0	74.4	57.0	70.9	63.6	61.5
2300-0559	58.3	64.3	62.3	68.5	72.8	76.6	64.0	65.4	71.6	69.6	76.2	66.5	62.2	63.4	67.0
<b>TOTAL</b>	<b>69.0</b>	<b>71.3</b>	<b>78.4</b>	<b>71.5</b>	<b>84.4</b>	<b>77.0</b>	<b>78.9</b>	<b>72.4</b>	<b>80.2</b>	<b>75.8</b>	<b>78.1</b>	<b>69.3</b>	<b>86.5</b>	<b>73.4</b>	<b>75.9</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)

JUNE 2017

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	92.3	89.5	90.9	90.5	92.5	92.8	94.2	86.0	89.5	93.0	89.9	89.9	83.6	87.4	94.7	92.7
0700-0759	89.1	86.1	90.9	93.5	85.7	91.9	92.1	80.4	89.5	89.3	86.5	92.0	91.3	89.2	86.7	88.5
0800-0859	89.4	81.0	87.6	91.0	79.2	90.7	87.9	80.2	91.6	86.2	83.4	88.9	86.0	88.0	85.6	84.8
0900-0959	85.8	83.3	83.3	90.3	77.9	84.6	88.6	77.0	91.0	87.8	76.0	92.2	90.2	75.8	87.1	77.1
1000-1059	85.6	76.4	86.4	77.2	76.3	82.5	87.0	73.9	87.2	86.6	79.4	81.4	85.7	83.4	81.1	71.2
1100-1159	83.2	74.5	80.8	88.1	73.3	88.7	85.3	66.8	88.8	85.6	71.3	84.9	81.4	80.7	76.8	67.4
1200-1259	78.3	77.2	76.6	86.4	60.4	82.9	79.4	66.3	90.4	82.0	66.6	82.4	84.6	76.9	71.3	66.2
1300-1359	76.9	77.3	75.9	84.3	54.7	78.9	79.9	66.8	86.4	79.1	61.8	93.8	79.6	68.0	74.5	67.6
1400-1459	76.0	61.4	65.4	79.4	64.8	74.3	79.2	69.0	78.9	74.6	57.6	78.9	82.4	70.6	64.1	69.1
1500-1559	72.5	57.8	67.5	64.8	57.2	69.7	77.2	65.0	80.8	60.3	55.9	72.5	80.4	64.9	67.6	75.4
1600-1659	71.2	54.0	68.7	73.0	51.9	62.0	66.7	58.1	76.2	60.6	60.4	81.6	75.6	67.1	69.2	73.9
1700-1759	67.1	45.7	61.1	67.2	49.1	69.2	72.9	62.8	75.9	44.3	49.7	74.1	73.2	67.5	61.3	75.1
1800-1859	59.9	41.3	57.8	67.5	48.8	61.3	66.1	56.9	69.6	41.1	60.3	62.9	68.4	60.7	61.9	72.3
1900-1959	65.2	32.2	54.1	64.3	51.4	57.8	74.0	62.8	68.6	39.7	49.5	62.4	75.0	52.5	58.1	70.4
2000-2059	57.3	34.3	54.4	65.8	57.9	55.9	70.2	60.2	76.3	39.4	51.1	64.7	72.7	50.0	63.3	68.2
2100-2159	65.9	32.7	51.3	56.0	43.5	47.7	65.1	54.6	72.5	37.3	45.3	100.0	78.6	47.3	59.9	71.8
2200-2259	62.4	30.2	49.1	70.6	55.9	57.5	69.1	63.6	74.3	41.7	57.0	75.6	56.6	40.7	63.8	69.5
2300-0559	69.2	90.8	61.9	93.1	0.0	93.6	80.9	79.6	94.2	94.9	79.8	93.5	85.6	66.0	77.5	75.0
<b>TOTAL</b>	<b>74.6</b>	<b>66.2</b>	<b>72.2</b>	<b>78.0</b>	<b>65.6</b>	<b>77.1</b>	<b>79.4</b>	<b>68.0</b>	<b>82.7</b>	<b>68.3</b>	<b>65.5</b>	<b>79.9</b>	<b>81.1</b>	<b>70.0</b>	<b>73.3</b>	<b>74.6</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)  
JUNE 2017

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.1	90.9	94.2	91.9	93.5	86.6	91.7	91.5	93.4	93.9	95.8	91.2	95.9	94.5	91.7
0700-0759	92.1	89.8	91.7	89.1	90.0	86.5	87.9	85.9	91.5	83.5	88.2	89.8	93.1	92.1	88.7
0800-0859	86.8	87.6	84.6	85.7	84.1	85.9	85.0	86.1	87.3	77.8	92.3	84.3	90.9	91.2	86.7
0900-0959	80.8	84.0	83.9	78.2	88.2	84.6	80.3	83.6	83.9	79.7	79.2	76.1	88.3	87.9	83.6
1000-1059	82.8	85.6	84.0	79.3	90.0	80.7	87.7	84.1	84.4	79.5	82.1	65.8	88.3	83.6	81.6
1100-1159	82.0	79.8	74.5	74.2	86.1	77.4	83.4	83.8	80.5	81.5	72.9	60.1	92.1	79.4	79.3
1200-1259	82.7	76.9	78.6	70.4	81.2	81.5	85.0	79.7	80.7	74.2	75.7	65.3	82.1	77.1	77.0
1300-1359	77.9	67.9	73.6	75.3	84.5	77.3	77.4	80.9	80.0	73.1	73.3	64.9	84.2	73.5	75.7
1400-1459	74.8	56.8	58.3	70.9	83.0	77.1	77.5	78.6	76.6	70.6	70.6	66.5	81.5	63.2	71.9
1500-1559	72.0	56.9	66.8	60.1	79.5	73.5	71.1	74.4	69.7	74.0	77.7	69.4	88.5	63.3	71.6
1600-1659	67.5	60.7	64.1	65.7	75.3	72.1	81.9	71.8	73.7	73.7	74.6	72.7	75.4	57.3	68.4
1700-1759	62.7	52.3	57.3	56.9	75.6	67.7	78.0	58.2	65.9	75.2	83.0	73.6	84.0	64.1	66.9
1800-1859	56.7	52.9	53.6	60.1	70.3	61.9	82.6	57.7	72.7	68.9	81.3	75.0	50.0	67.4	62.4
1900-1959	43.7	56.9	53.7	62.5	80.8	67.0	84.7	55.1	59.5	67.8	82.7	72.5	74.2	60.2	62.9
2000-2059	45.8	52.8	51.6	62.7	82.5	61.7	78.0	54.9	71.0	70.9	77.8	70.5	86.3	44.2	64.2
2100-2159	39.5	50.0	46.8	64.9	74.2	69.3	73.8	51.6	73.0	68.8	81.7	71.5	90.0	54.2	63.7
2200-2259	54.1	50.0	62.5	80.0	80.7	70.2	67.4	47.6	71.7	88.3	73.9	72.9	86.7	43.9	68.4
2300-0559	94.2	81.5	94.5	89.7	96.3	84.9	87.7	90.4	86.8	100.0	85.1	82.1	81.4	88.5	82.0
<b>TOTAL</b>	<b>73.3</b>	<b>70.1</b>	<b>70.2</b>	<b>71.8</b>	<b>83.3</b>	<b>75.9</b>	<b>82.6</b>	<b>74.2</b>	<b>79.0</b>	<b>78.1</b>	<b>81.3</b>	<b>73.7</b>	<b>86.9</b>	<b>74.8</b>	<b>75.3</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/ JUNE 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	1816	Mar	JFK-SYR	2259	31	16	51.61	79.00
JETBLUE	1816	Apr	JFK-SYR	2259	30	19	63.33	98.80
JETBLUE	1816	May	JFK-SYR	2315	31	16	51.61	99.25
JETBLUE	1816	Jun	JFK-SYR	2255	30	16	53.33	100.71
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	3093	May	EWR-ORD	1900	27	17	62.96	77.00
SKYWEST	3093	Jun	EWR-ORD	1900	26	18	69.23	71.86
SKYWEST	3093	Mar	ORD-EWR	1515	27	18	66.67	88.12
SKYWEST	3093	Apr	ORD-EWR	1515	25	15	60.00	82.38
SKYWEST	3093	May	ORD-EWR	1510	27	18	66.67	86.50
SKYWEST	3093	Jun	ORD-EWR	1510	26	15	57.69	73.55

\* 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/ JUNE 2017

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

DELTA	42	Apr	BOS-JFK	1710	26	20	76.92	130.21
DELTA	42	May	BOS-JFK	1705	31	26	83.87	127.76
DELTA	42	Jun	BOS-JFK	1705	28	15	53.57	121.21
DELTA	447	Apr	JFK-BOS	1925	23	13	56.52	72.75
DELTA	2812	May	JFK-BOS	1925	26	17	65.38	135.18
DELTA	495	Jun	JFK-BOS	1925	26	14	53.85	120.21
DELTA	2273	Apr	MIA-JFK	1930	30	18	60.00	102.38
DELTA	1282	May	MIA-JFK	1920	31	19	61.29	120.67
DELTA	1282	Jun	MIA-JFK	1920	13	8	61.54	63.57
EXPRESSJET	4234	Apr	DCA-EWR	1831	26	17	65.38	138.71
EXPRESSJET	4234	May	DCA-EWR	1830	30	22	73.33	116.58
EXPRESSJET	4234	Jun	DCA-EWR	1830	27	17	62.96	91.53
EXPRESSJET	3949	Apr	JAX-EWR	1855	16	11	68.75	100.00
EXPRESSJET	3949	May	JAX-EWR	1845	21	17	80.95	121.93
EXPRESSJET	3949	Jun	JAX-EWR	1845	25	13	52.00	74.20

\* 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/ JUNE 2017

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

JETBLUE	317	Apr	BOS-JFK	1930	19	11	57.89	111.00
JETBLUE	317	May	BOS-JFK	1935	27	18	66.67	124.88
JETBLUE	317	Jun	BOS-JFK	1910	28	22	78.57	103.00
JETBLUE	1473	Apr	JFK-CHS	2130	22	12	54.55	117.83
JETBLUE	1473	May	JFK-CHS	2142	22	13	59.09	122.50
JETBLUE	1673	Jun	JFK-CHS	2155	26	16	61.54	91.00
JETBLUE	1816	Apr	JFK-SYR	2259	30	19	63.33	98.80
JETBLUE	1816	May	JFK-SYR	2315	31	16	51.61	99.25
JETBLUE	1816	Jun	JFK-SYR	2255	30	16	53.33	100.71
JETBLUE	1936	Apr	LGB-SFO	840	30	17	56.67	75.13
JETBLUE	1936	May	LGB-SFO	839	31	16	51.61	88.08
JETBLUE	1936	Jun	LGB-SFO	839	16	10	62.50	68.63
SKYWEST	3093	Apr	EWR-ORD	1900	25	16	64.00	77.93
SKYWEST	3093	May	EWR-ORD	1900	27	17	62.96	77.00
SKYWEST	3093	Jun	EWR-ORD	1900	26	18	69.23	71.86

\* 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/ JUNE 2017

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

SKYWEST	3093	Apr	ORD-EWR	1515	25	15	60.00	82.38
SKYWEST	3093	May	ORD-EWR	1510	27	18	66.67	86.50
SKYWEST	3093	Jun	ORD-EWR	1510	26	15	57.69	73.55
SOUTHWEST	3008	Apr	EWR-DEN	1830	20	11	55.00	63.30
SOUTHWEST	3008	May	EWR-DEN	1830	23	14	60.87	120.58
SOUTHWEST	1840	Jun	EWR-DEN	1850	26	16	61.54	114.38
UNITED	2047	Apr	BOS-EWR	1913	25	13	52.00	94.08
UNITED	2047	May	BOS-EWR	1920	23	16	69.57	118.21
UNITED	2047	Jun	BOS-EWR	1904	25	19	76.00	119.82

\* 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 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES  
FOR TWO OR MORE CONSECUTIVE MONTHS K/  
JUNE 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>								
ALASKA	772	May	SAN-EWR	953	31	16	51.61	73.88
ALASKA	772	Jun	SAN-EWR	955	30	17	56.67	79.24
AMERICAN	1121	May	CLT-EWR	1825	27	17	62.96	77.44
AMERICAN	1121	Jun	CLT-EWR	1825	26	15	57.69	94.38
AMERICAN	1229	May	DFW-EWR	1240	31	18	58.06	72.28
AMERICAN	1229	Jun	DFW-EWR	1240	30	16	53.33	65.08
AMERICAN	2122	May	LGA-BOS	1900	22	12	54.55	95.83
AMERICAN	2122	Jun	LGA-BOS	1900	22	14	63.64	108.46
AMERICAN	2254	May	MIA-JFK	1735	31	16	51.61	91.63
AMERICAN	2254	Jun	MIA-JFK	1746	30	16	53.33	90.19
DELTA	504	May	ATL-EWR	1954	31	16	51.61	77.93
DELTA	504	Jun	ATL-EWR	1926	30	16	53.33	87.25
DELTA	42	May	BOS-JFK	1705	31	26	83.87	127.76
DELTA	42	Jun	BOS-JFK	1705	28	15	53.57	121.21
DELTA	2449	May	EWR-ATL	1715	31	19	61.29	100.05
DELTA	1999	Jun	EWR-ATL	1735	30	17	56.67	105.94
DELTA	1655	May	FLL-JFK	1725	30	17	56.67	183.76
DELTA	1655	Jun	FLL-JFK	1725	11	6	54.55	232.83
DELTA	2812	May	JFK-BOS	1925	26	17	65.38	135.18
DELTA	495	Jun	JFK-BOS	1925	26	14	53.85	120.21

\* 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/ JUNE 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>								
DELTA	422	May	MIA-JFK	1540	31	21	67.74	124.80
DELTA	422	Jun	MIA-JFK	1540	30	16	53.33	120.00
DELTA	1282	May	MIA-JFK	1920	31	19	61.29	120.67
DELTA	1282	Jun	MIA-JFK	1920	13	8	61.54	63.57
EXPRESSJET	4384	May	BGR-EWR	1850	27	18	66.67	100.58
EXPRESSJET	4384	Jun	BGR-EWR	1820	30	25	83.33	151.52
EXPRESSJET	4459	May	BTV-EWR	1735	23	17	73.91	140.77
EXPRESSJET	4459	Jun	BTV-EWR	1745	26	20	76.92	133.00
EXPRESSJET	4202	May	BTV-EWR	1426	27	18	66.67	75.25
EXPRESSJET	4155	Jun	BTV-EWR	1455	23	19	82.61	66.56
EXPRESSJET	4115	May	CHA-EWR	1444	31	16	51.61	158.50
EXPRESSJET	4115	Jun	CHA-EWR	1443	30	22	73.33	142.84
EXPRESSJET	5276	May	CLT-LGA	2000	23	13	56.52	269.33
EXPRESSJET	5383	Jun	CLT-LGA	2000	24	13	54.17	97.67
EXPRESSJET	4234	May	DCA-EWR	1830	30	22	73.33	116.58
EXPRESSJET	4234	Jun	DCA-EWR	1830	27	17	62.96	91.53
EXPRESSJET	4254	May	DCA-EWR	1930	25	13	52.00	258.44
EXPRESSJET	4254	Jun	DCA-EWR	1925	26	23	88.46	86.68
EXPRESSJET	4081	May	DCA-EWR	2030	25	18	72.00	119.46
EXPRESSJET	4081	Jun	DCA-EWR	2035	26	21	80.77	103.53

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

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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/ JUNE 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>								
EXPRESSJET	4200	May	DCA-EWR	1450	30	16	53.33	93.36
EXPRESSJET	4436	Jun	DCA-EWR	1451	30	18	60.00	78.53
EXPRESSJET	4117	May	EWR-CAK	2000	30	21	70.00	104.88
EXPRESSJET	4117	Jun	EWR-CAK	2005	30	20	66.67	92.06
EXPRESSJET	4312	May	EWR-DCA	1840	26	18	69.23	122.77
EXPRESSJET	4312	Jun	EWR-DCA	1837	26	18	69.23	131.46
EXPRESSJET	4421	May	EWR-ORF	1720	19	13	68.42	58.63
EXPRESSJET	4421	Jun	EWR-ORF	1715	25	16	64.00	98.50
EXPRESSJET	4308	May	EWR-SBN	2100	11	6	54.55	89.50
EXPRESSJET	4222	Jun	EWR-SBN	2130	23	14	60.87	78.56
EXPRESSJET	4361	May	EWR-TYS	2000	27	19	70.37	92.47
EXPRESSJET	4361	Jun	EWR-TYS	1945	26	21	80.77	117.00
EXPRESSJET	5308	May	GSO-LGA	1756	16	11	68.75	101.29
EXPRESSJET	5499	Jun	GSO-LGA	1759	19	12	63.16	140.80
EXPRESSJET	3949	May	JAX-EWR	1845	21	17	80.95	121.93
EXPRESSJET	3949	Jun	JAX-EWR	1845	25	13	52.00	74.20
EXPRESSJET	5156	May	LGA-CLE	1905	25	13	52.00	93.89
EXPRESSJET	5484	Jun	LGA-CLE	1910	26	16	61.54	99.77
EXPRESSJET	5384	May	LGA-RIC	2000	26	18	69.23	79.53
EXPRESSJET	5612	Jun	LGA-RIC	2000	25	14	56.00	110.50
EXPRESSJET	4421	May	ORF-EWR	1428	26	22	84.62	98.10

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

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

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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/ JUNE 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>								
EXPRESSJET	4326	Jun	ORF-EWR	1430	26	14	53.85	175.54
EXPRESSJET	3859	May	ORF-EWR	1920	19	14	73.68	99.89
EXPRESSJET	3827	Jun	ORF-EWR	1915	25	21	84.00	107.72
JETBLUE	1427	May	BOS-BWI	2057	24	13	54.17	101.58
JETBLUE	1427	Jun	BOS-BWI	2057	28	18	64.29	98.00
JETBLUE	1055	May	BOS-DCA	1910	25	15	60.00	121.85
JETBLUE	1055	Jun	BOS-DCA	1910	12	7	58.33	134.14
JETBLUE	2579	May	BOS-EWR	1516	28	17	60.71	88.53
JETBLUE	2579	Jun	BOS-EWR	1516	14	8	57.14	68.71
JETBLUE	2679	May	BOS-EWR	1909	30	23	76.67	102.53
JETBLUE	2679	Jun	BOS-EWR	1909	28	23	82.14	117.33
JETBLUE	469	May	BOS-FLL	2055	22	14	63.64	93.46
JETBLUE	469	Jun	BOS-FLL	2055	26	17	65.38	116.69
JETBLUE	1317	May	BOS-JFK	1724	29	17	58.62	165.00
JETBLUE	1317	Jun	BOS-JFK	1724	21	12	57.14	129.08
JETBLUE	317	May	BOS-JFK	1935	27	18	66.67	124.88
JETBLUE	317	Jun	BOS-JFK	1910	28	22	78.57	103.00
JETBLUE	687	May	BOS-LAX	2200	25	13	52.00	98.54
JETBLUE	687	Jun	BOS-LAX	2147	27	15	55.56	107.57
JETBLUE	1668	May	CHS-BOS	1626	29	15	51.72	82.00
JETBLUE	1668	Jun	CHS-BOS	1558	30	18	60.00	108.29

\* 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/ JUNE 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	1446	May	CLT-BOS	1810	27	14	51.85	107.42
JETBLUE	1446	Jun	CLT-BOS	1810	28	15	53.57	126.53
JETBLUE	714	May	DFW-BOS	1744	25	13	52.00	88.82
JETBLUE	714	Jun	DFW-BOS	1751	21	19	90.48	101.44
JETBLUE	2580	May	EWR-BOS	1725	24	18	75.00	108.24
JETBLUE	2580	Jun	EWR-BOS	1725	30	25	83.33	90.09
JETBLUE	2680	May	EWR-BOS	2120	26	18	69.23	98.15
JETBLUE	2680	Jun	EWR-BOS	2136	26	22	84.62	113.24
JETBLUE	327	May	EWR-MCO	1805	29	20	68.97	97.95
JETBLUE	327	Jun	EWR-MCO	1805	13	9	69.23	85.67
JETBLUE	543	May	EWR-PBI	1749	29	21	72.41	123.10
JETBLUE	543	Jun	EWR-PBI	1749	14	13	92.86	119.08
JETBLUE	170	May	FLL-BOS	1649	22	14	63.64	89.85
JETBLUE	170	Jun	FLL-BOS	1649	10	7	70.00	91.67
JETBLUE	1070	May	FLL-BOS	2117	31	17	54.84	93.76
JETBLUE	1070	Jun	FLL-BOS	2125	30	18	60.00	99.00
JETBLUE	6	May	FLL-EWR	1737	25	17	68.00	102.12
JETBLUE	6	Jun	FLL-EWR	1747	12	9	75.00	114.11
JETBLUE	506	May	FLL-EWR	2037	18	11	61.11	57.89
JETBLUE	706	Jun	FLL-EWR	2055	23	14	60.87	88.27

\* 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/ JUNE 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	402	May	FLL-JFK	1813	30	19	63.33	171.89
JETBLUE	402	Jun	FLL-JFK	1749	30	19	63.33	129.78
JETBLUE	1472	May	FLL-LGA	2030	30	16	53.33	73.86
JETBLUE	1472	Jun	FLL-LGA	2030	30	16	53.33	115.75
JETBLUE	566	May	FLL-ORD	2006	29	19	65.52	97.74
JETBLUE	566	Jun	FLL-ORD	2029	30	17	56.67	145.94
JETBLUE	976	May	FLL-PHL	2106	29	17	58.62	85.33
JETBLUE	976	Jun	FLL-PHL	2106	13	7	53.85	115.29
JETBLUE	918	May	JFK-BOS	1653	29	19	65.52	147.57
JETBLUE	918	Jun	JFK-BOS	1653	19	13	68.42	122.50
JETBLUE	1473	May	JFK-CHS	2142	22	13	59.09	122.50
JETBLUE	1673	Jun	JFK-CHS	2155	26	16	61.54	91.00
JETBLUE	1507	May	JFK-IAD	2155	27	16	59.26	103.64
JETBLUE	1507	Jun	JFK-IAD	2219	28	17	60.71	123.13
JETBLUE	1677	May	JFK-JAX	2030	31	16	51.61	132.93
JETBLUE	1677	Jun	JFK-JAX	2030	30	19	63.33	120.26
JETBLUE	1816	May	JFK-SYR	2315	31	16	51.61	99.25
JETBLUE	1816	Jun	JFK-SYR	2255	30	16	53.33	100.71
JETBLUE	1936	May	LGB-SFO	839	31	16	51.61	88.08
JETBLUE	1936	Jun	LGB-SFO	839	16	10	62.50	68.63

\* 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/ JUNE 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	729	May	MCO-BQN	2208	19	11	57.89	105.00
JETBLUE	729	Jun	MCO-BQN	2208	30	16	53.33	81.44
JETBLUE	328	May	MCO-EWR	1421	29	21	72.41	95.52
JETBLUE	328	Jun	MCO-EWR	1421	14	11	78.57	98.60
JETBLUE	228	May	MCO-EWR	1736	22	13	59.09	75.92
JETBLUE	328	Jun	MCO-EWR	1745	16	13	81.25	111.46
JETBLUE	828	May	MCO-EWR	1955	29	17	58.62	65.94
JETBLUE	828	Jun	MCO-EWR	1948	14	11	78.57	84.11
JETBLUE	428	May	MCO-EWR	2153	29	17	58.62	109.94
JETBLUE	428	Jun	MCO-EWR	2153	12	8	66.67	93.43
JETBLUE	1198	May	MCO-LGA	1715	31	17	54.84	106.75
JETBLUE	1198	Jun	MCO-LGA	1726	30	19	63.33	110.28
JETBLUE	698	May	MCO-LGA	1911	27	17	62.96	95.63
JETBLUE	698	Jun	MCO-LGA	1910	28	20	71.43	101.88
JETBLUE	312	May	ORD-BOS	1325	27	14	51.85	76.00
JETBLUE	312	Jun	ORD-BOS	1321	12	7	58.33	84.57
JETBLUE	544	May	PBI-EWR	1159	29	16	55.17	64.46
JETBLUE	644	Jun	PBI-EWR	1221	30	19	63.33	83.44
JETBLUE	1512	May	RSW-EWR	1848	29	20	68.97	87.61
JETBLUE	1512	Jun	RSW-EWR	1848	14	9	64.29	84.67

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\*\* 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/ JUNE 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	2074	May	TPA-EWR	1920	31	19	61.29	96.89
JETBLUE	2074	Jun	TPA-EWR	1920	14	10	71.43	115.00
SKYWEST	3093	May	EWR-ORD	1900	27	17	62.96	77.00
SKYWEST	3093	Jun	EWR-ORD	1900	26	18	69.23	71.86
SKYWEST	3093	May	ORD-EWR	1510	27	18	66.67	86.50
SKYWEST	3093	Jun	ORD-EWR	1510	26	15	57.69	73.55
SOUTHWEST	3008	May	EWR-DEN	1830	23	14	60.87	120.58
SOUTHWEST	1840	Jun	EWR-DEN	1850	26	16	61.54	114.38
SOUTHWEST	936	May	EWR-MDW	1520	31	16	51.61	80.50
SOUTHWEST	985	Jun	EWR-MDW	1510	27	16	59.26	90.79
SOUTHWEST	927	May	EWR-MDW	1730	23	19	82.61	80.53
SOUTHWEST	977	Jun	EWR-MDW	1755	27	17	62.96	124.06
SOUTHWEST	1196	May	EWR-MDW	2150	25	19	76.00	86.22
SOUTHWEST	4785	Jun	EWR-MDW	2155	29	16	55.17	94.79
SOUTHWEST	926	May	MDW-EWR	1345	23	16	69.57	77.94
SOUTHWEST	976	Jun	MDW-EWR	1415	26	16	61.54	101.07
SOUTHWEST	3796	May	MDW-EWR	1810	27	22	81.48	90.35
SOUTHWEST	1768	Jun	MDW-EWR	1815	26	19	73.08	105.61
SOUTHWEST	1853	May	MDW-LGA	1715	27	16	59.26	94.71
SOUTHWEST	2246	Jun	MDW-LGA	1710	26	19	73.08	102.06

\* 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/ JUNE 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>								
SPIRIT	1027	May	BOS-BWI	2105	31	16	51.61	100.15
SPIRIT	1027	Jun	BOS-BWI	2100	14	8	57.14	176.43
SPIRIT	109	May	BOS-DTW	2102	31	16	51.61	125.75
SPIRIT	109	Jun	BOS-DTW	2059	14	11	78.57	125.45
SPIRIT	616	May	BOS-MSP	1945	31	21	67.74	117.25
SPIRIT	616	Jun	BOS-MSP	1936	14	8	57.14	92.60
SPIRIT	414	May	BWI-BOS	1830	31	18	58.06	110.73
SPIRIT	414	Jun	BWI-BOS	1830	14	12	85.71	127.82
SPIRIT	440	May	CLE-BOS	1813	31	16	51.61	127.62
SPIRIT	440	Jun	CLE-BOS	1813	14	11	78.57	146.82
SPIRIT	159	May	EWR-MCO	1829	31	18	58.06	70.50
SPIRIT	159	Jun	EWR-MCO	1829	30	16	53.33	77.86
SPIRIT	876	May	FLL-EWR	1757	31	27	87.10	103.70
SPIRIT	876	Jun	FLL-EWR	1740	30	24	80.00	86.58
SPIRIT	615	May	FLL-TPA	2230	31	17	54.84	103.53
SPIRIT	615	Jun	FLL-TPA	2230	14	9	64.29	103.00
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	942	May	TPA-ATL	1918	31	16	51.61	74.08
SPIRIT	942	Jun	TPA-ATL	1918	14	8	57.14	53.88

\* 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 link below

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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/ JUNE 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>								
UNITED	39	May	AVL-EWR	1713	27	16	59.26	90.75
UNITED	39	Jun	AVL-EWR	1734	30	21	70.00	112.80
UNITED	2047	May	BOS-EWR	1920	23	16	69.57	118.21
UNITED	2047	Jun	BOS-EWR	1904	25	19	76.00	119.82
UNITED	994	May	EWR-BOS	2020	29	16	55.17	92.40
UNITED	994	Jun	EWR-BOS	2020	26	14	53.85	89.08
UNITED	1537	May	EWR-MIA	2019	11	7	63.64	121.86
UNITED	1537	Jun	EWR-MIA	2041	30	20	66.67	96.75
UNITED	781	May	FLL-EWR	1510	29	17	58.62	152.76
UNITED	781	Jun	FLL-EWR	1510	13	7	53.85	242.43
UNITED	535	May	SFO-EWR	1210	11	6	54.55	75.00
UNITED	535	Jun	SFO-EWR	1140	30	16	53.33	75.25
VIRGIN AMERICA	195	May	EWR-SFO	1900	31	19	61.29	100.32
VIRGIN AMERICA	195	Jun	EWR-SFO	1900	30	18	60.00	88.94

\* 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

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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

JUNE 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	849	87	10.2
EXPRESSJET	1,019	59	5.8
SOUTHWEST	3,965	183	4.6
SPIRIT	445	14	3.1
FRONTIER	297	5	1.7
UNITED	1,833	20	1.1
VIRGIN AMERICA	207	2	1.0
AMERICAN	2,614	16	0.6
ALASKA	557	2	0.4
SKYWEST	2,120	6	0.3
DELTA	2,770	5	0.2
HAWAIIAN	230	0	0.0
<b>TOTAL</b>	<b>16,906</b>	<b>399</b>	<b>2.4</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**  
**JUNE 2017**

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	88.3	88.3	60	60
Adak Island, AK (ADK)	100.0	55.6	9	9
Aguadilla, PR (BQN)	50.3	51.6	189	190
Akron, OH (CAK)	76.2	82.1	525	526
Albany, GA (ABY)	70.9	80.2	86	86
Albany, NY (ALB)	74.1	80.7	785	784
Albuquerque, NM (ABQ)	75.6	77.7	1704	1705
Alexandria, LA (AEX)	85.8	90.9	120	121
Allentown/Bethlehem/Easton, PA (ABE)	76.9	86.6	134	134
Alpena, MI (APN)	88.5	78.8	52	52
Amarillo, TX (AMA)	75.0	85.7	236	237
Anchorage, AK (ANC)	82.1	90.2	1955	1953
Appleton, WI (ATW)	77.9	87.3	276	276
Arcata/Eureka, CA (ACV)	62.8	74.5	94	94
Asheville, NC (AVL)	71.6	72.5	345	345
Aspen, CO (ASE)	78.9	82.3	388	384
Atlanta, GA (ATL)	80.2	74.6	32037	32050
Atlantic City, NJ (ACY)	63.0	66.0	300	300
Augusta, GA (AGS)	79.6	78.6	167	168
Austin, TX (AUS)	75.5	76.5	4533	4531
Bakersfield, CA (BFL)	81.8	83.8	203	204
Baltimore, MD (BWI)	76.1	72.2	9098	9097
Bangor, ME (BGR)	71.5	59.0	123	122
Barrow, AK (BRW)	90.9	92.2	77	77
Baton Rouge, LA (BTR)	71.9	76.6	620	619
Bellingham, WA (BLI)	60.0	100.0	5	6
Bemidji, MN (BJI)	93.3	95.0	60	60
Bend/Redmond, OR (RDM)	81.1	84.7	354	353
Bethel, AK (BET)	87.8	90.2	82	82
Billings, MT (BIL)	88.3	92.9	283	283
Binghamton, NY (BGM)	73.8	81.3	80	80
Birmingham, AL (BHM)	73.7	77.2	949	950

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bismarck/Mandan, ND (BIS)	76.8	82.1	207	207
Bloomington/Normal, IL (BMI)	81.9	90.3	226	226
Boise, ID (BOI)	82.9	85.7	1337	1337
Boston, MA (BOS)	59.9	66.2	11005	11006
Bozeman, MT (BZN)	83.6	87.5	507	505
Brainerd, MN (BRD)	92.3	96.2	52	52
Bristol/Johnson City/Kingsport, TN (TRI)	73.6	84.4	148	147
Brownsville, TX (BRO)	91.8	88.7	61	62
Brunswick, GA (BQK)	79.1	93.0	86	86
Buffalo, NY (BUF)	72.1	76.5	1607	1607
Bullhead City, AZ (IFP)	83.3	86.7	30	30
Burbank, CA (BUR)	79.7	80.4	2154	2154
Burlington, VT (BTV)	69.3	67.9	303	302
Butte, MT (BTM)	96.4	94.6	56	56
Casper, WY (CPR)	98.4	98.4	61	61
Cedar City, UT (CDC)	88.5	96.2	52	52
Cedar Rapids/Iowa City, IA (CID)	78.2	84.3	509	509
Charleston, SC (CHS)	75.5	77.3	1238	1240
Charleston/Dunbar, WV (CRW)	77.3	77.3	216	216
Charlotte Amalie, VI (STT)	75.9	79.8	410	410
Charlotte, NC (CLT)	81.6	78.1	9471	9453
Charlottesville, VA (CHO)	66.7	67.5	153	154
Chattanooga, TN (CHA)	70.7	80.1	358	357
Chicago, IL (MDW)	78.4	70.2	7854	7853
Chicago, IL (ORD)	77.0	75.9	24737	24719
Christiansted, VI (STX)	64.4	74.3	101	101
Cincinnati, OH (CVG)	79.1	81.4	1911	1908
Cleveland, OH (CLE)	75.3	78.8	3140	3140
Cody, WY (COD)	93.6	95.5	110	110
College Station/Bryan, TX (CLL)	85.4	90.0	89	90
Colorado Springs, CO (COS)	76.4	82.1	766	766
Columbia, MO (COU)	76.7	93.3	30	30

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

JUNE 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Columbia, SC (CAE)	74.6	82.4	347	347
Columbus, GA (CSG)	74.1	79.6	108	108
Columbus, MS (GTR)	61.3	79.0	62	62
Columbus, OH (CMH)	76.7	79.1	2070	2068
Cordova, AK (CDV)	85.0	90.0	60	60
Corpus Christi, TX (CRP)	71.2	81.0	208	210
Dallas, TX (DAL)	71.1	65.6	5764	5765
Dallas/Fort Worth, TX (DFW)	71.8	68.1	15544	15518
Dayton, OH (DAY)	75.8	79.7	472	473
Daytona Beach, FL (DAB)	75.0	82.4	176	176
Deadhorse, AK (SCC)	85.0	91.7	60	60
Denver, CO (DEN)	81.9	79.4	19903	19901
Des Moines, IA (DSM)	78.4	84.5	690	691
Detroit, MI (DTW)	83.0	82.8	10875	10871
Devils Lake, ND (DVL)	88.5	94.2	52	52
Dillingham, AK (DLG)	81.5	92.6	27	27
Dothan, AL (DHN)	69.2	77.6	107	107
Duluth, MN (DLH)	80.6	82.3	232	231
Durango, CO (DRO)	86.6	88.2	119	119
Eagle, CO (EGE)	69.0	71.4	29	28
Eau Claire, WI (EAU)	75.0	91.1	56	56
El Paso, TX (ELP)	71.5	76.7	925	924
Elko, NV (EKO)	94.6	98.2	56	56
Elmira/Corning, NY (ELM)	94.9	95.1	39	41
Erie, PA (ERI)	84.5	88.0	142	142
Escanaba, MI (ESC)	86.5	80.8	52	52
Eugene, OR (EUG)	84.3	85.3	388	388
Evansville, IN (EVV)	78.1	84.4	192	192
Fairbanks, AK (FAI)	86.4	92.0	339	339
Fargo, ND (FAR)	84.2	91.0	234	233
Fayetteville, AR (XNA)	74.5	79.2	491	491
Fayetteville, NC (FAY)	73.2	75.4	142	142

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Flagstaff, AZ (FLG)	80.9	88.8	89	89
Flint, MI (FNT)	76.6	84.8	355	355
Fort Lauderdale, FL (FLL)	66.6	65.7	7396	7394
Fort Myers, FL (RSW)	70.6	71.6	1806	1808
Fort Smith, AR (FSM)	70.7	86.2	58	58
Fort Wayne, IN (FWA)	67.7	79.0	458	458
Fresno, CA (FAT)	83.9	84.3	670	669
Gainesville, FL (GNV)	74.8	74.0	155	154
Gillette, WY (GCC)	90.7	94.2	86	86
Grand Forks, ND (GFK)	86.9	87.6	130	129
Grand Island, NE (GRI)	68.5	84.9	54	53
Grand Junction, CO (GJT)	90.1	93.8	223	224
Grand Rapids, MI (GRR)	77.4	82.4	971	971
Great Falls, MT (GTF)	83.2	89.5	191	190
Green Bay, WI (GRB)	79.7	87.1	424	426
Greensboro/High Point, NC (GSO)	70.8	77.3	473	472
Greer, SC (GSP)	75.0	81.6	588	591
Guam, TT (GUM)	90.0	83.3	30	30
Gulfport/Biloxi, MS (GPT)	84.0	87.5	200	200
Gustavus, AK (GST)	85.2	85.2	27	27
Hancock/Houghton, MI (CMX)	80.0	90.0	60	60
Harlingen/San Benito, TX (HRL)	69.7	70.5	234	234
Harrisburg, PA (MDT)	77.6	85.0	254	253
Hartford, CT (BDL)	74.0	80.6	1916	1914
Hattiesburg/Laurel, MS (PIB)	55.0	58.3	60	60
Hays, KS (HYS)	75.0	88.5	52	52
Helena, MT (HLN)	89.0	94.5	146	146
Hibbing, MN (HIB)	90.4	90.4	52	52
Hilo, HI (ITO)	91.5	93.5	551	521
Hobbs, NM (HOB)	87.5	92.9	56	56
Honolulu, HI (HNL)	90.1	93.3	4326	4328
Houston, TX (HOU)	69.1	65.0	4719	4719

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

JUNE 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Houston, TX (IAH)	81.3	81.1	11287	11298
Huntsville, AL (HSV)	76.3	82.6	333	333
Hyannis, MA (HYA)	81.3	68.8	16	16
Idaho Falls, ID (IDA)	92.8	93.2	207	207
Indianapolis, IN (IND)	75.9	80.5	2420	2416
International Falls, MN (INL)	94.2	96.2	52	52
Iron Mountain/Kingsfd, MI (IMT)	85.7	82.1	56	56
Islip, NY (ISP)	70.2	81.2	372	373
Ithaca/Cortland, NY (ITH)	89.5	91.9	86	86
Jackson, WY (JAC)	81.4	85.0	370	367
Jackson/Vicksburg, MS (JAN)	79.1	85.8	387	387
Jacksonville, FL (JAX)	68.6	74.3	1481	1481
Jacksonville/Camp Lejeune, NC (OAJ)	80.7	88.6	114	114
Jamestown, ND (JMS)	95.1	90.2	82	82
Joplin, MO (JLN)	72.4	78.9	58	57
Juneau, AK (JNU)	88.1	89.3	486	485
Kahului, HI (OGG)	89.4	92.6	2085	2081
Kalamazoo, MI (AZO)	75.3	81.0	263	263
Kalispell, MT (FCA)	89.1	94.2	192	191
Kansas City, MO (MCI)	77.2	80.7	4028	4027
Ketchikan, AK (KTN)	85.5	89.4	255	255
Key West, FL (EYW)	81.7	84.7	131	131
Killeen, TX (GRK)	76.7	88.7	133	133
King Salmon, AK (AKN)	92.6	100.0	27	27
Knoxville, TN (TYS)	71.7	77.8	526	526
Kodiak, AK (ADQ)	76.8	82.1	56	56
Kona, HI (KOA)	90.0	92.3	1235	1267
Kotzebue, AK (OTZ)	81.7	83.3	60	60
La Crosse, WI (LSE)	78.9	84.9	199	199
Lafayette, LA (LFT)	84.0	86.7	187	188
Lake Charles, LA (LCH)	80.7	89.3	83	84
Lansing, MI (LAN)	84.4	89.1	192	192

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Laramie, WY (LAR)	80.8	78.8	52	52
Laredo, TX (LRD)	84.5	84.5	168	168
Las Vegas, NV (LAS)	77.2	73.4	12926	12933
Latrobe, PA (LBE)	70.9	83.7	86	86
Lawton/Fort Sill, OK (LAW)	72.4	70.9	87	86
Lewiston, ID (LWS)	98.3	98.3	60	60
Lexington, KY (LEX)	75.6	77.1	454	455
Lihue, HI (LIH)	91.7	93.7	1166	1166
Lincoln, NE (LNK)	84.5	87.9	265	264
Little Rock, AR (LIT)	74.4	82.7	707	707
Long Beach, CA (LGB)	77.5	80.2	1326	1327
Los Angeles, CA (LAX)	75.8	74.6	18555	18561
Louisville, KY (SDF)	77.4	81.9	886	886
Lubbock, TX (LBB)	78.5	83.2	326	327
Madison, WI (MSN)	76.4	81.2	818	818
Manchester, NH (MHT)	75.9	86.7	485	488
Manhattan/Ft. Riley, KS (MHK)	71.0	80.4	138	138
Marquette, MI (MQT)	86.0	89.5	86	86
Martha's Vineyard, MA (MVY)	66.7	43.3	30	30
Medford, OR (MFR)	77.0	79.4	287	287
Melbourne, FL (MLB)	82.5	88.0	143	142
Memphis, TN (MEM)	74.1	78.6	1256	1257
Meridian, MS (MEI)	64.4	62.2	90	90
Miami, FL (MIA)	71.5	71.8	5668	5668
Midland/Odessa, TX (MAF)	76.0	78.6	417	416
Milwaukee, WI (MKE)	75.5	81.5	2612	2614
Minneapolis, MN (MSP)	84.4	83.3	11874	11879
Minot, ND (MOT)	87.8	92.0	147	150
Mission/McAllen/Edinburg, TX (MFE)	76.4	80.2	161	162
Missoula, MT (MSO)	85.6	89.4	236	235
Mobile, AL (MOB)	75.7	82.0	301	300
Moline, IL (MLI)	76.4	82.2	275	276

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Monroe, LA (MLU)	79.9	86.6	164	164
Monterey, CA (MRY)	69.1	77.1	236	236
Montgomery, AL (MGM)	64.7	68.8	136	138
Montrose/Delta, CO (MTJ)	92.3	92.3	26	26
Mosinee, WI (CWA)	73.4	79.0	143	143
Muskegon, MI (MKG)	82.1	71.4	56	56
Myrtle Beach, SC (MYR)	81.7	77.7	700	700
Nantucket, MA (ACK)	71.3	56.5	115	115
Nashville, TN (BNA)	75.0	75.1	4755	4755
New Bern/Morehead/Beaufort, NC (EWN)	77.6	79.3	58	58
New Orleans, LA (MSY)	72.1	73.7	3985	3987
New York, NY (JFK)	69.3	70.2	8195	8201
New York, NY (LGA)	69.0	73.5	7928	7930
Newark, NJ (EWR)	61.2	68.5	9828	9849
Newburgh/Poughkeepsie, NY (SWF)	56.0	50.9	116	116
Newport News/Williamsburg, VA (PHF)	77.8	83.3	90	90
Niagara Falls, NY (IAG)	74.4	69.8	43	43
Nome, AK (OME)	86.7	86.7	60	60
Norfolk, VA (ORF)	76.7	75.5	972	972
North Bend/Coos Bay, OR (OTH)	63.6	60.6	33	33
Oakland, CA (OAK)	75.4	73.0	4393	4393
Oklahoma City, OK (OKC)	75.4	81.6	1312	1312
Omaha, NE (OMA)	76.1	83.3	1810	1809
Ontario, CA (ONT)	75.0	78.9	1709	1709
Orlando, FL (MCO)	71.3	70.2	11239	11230
Paducah, KY (PAH)	80.4	78.6	56	56
Pago Pago, TT (PPG)	84.6	100.0	13	13
Palm Springs, CA (PSP)	81.2	82.2	499	499
Panama City, FL (ECP)	79.9	84.1	452	452
Pasco/Kennewick/Richland, WA (PSC)	87.1	91.9	309	309
Pellston, MI (PLN)	91.2	90.2	102	102
Pensacola, FL (PNS)	77.8	81.3	537	536

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Peoria, IL (PIA)	76.1	80.9	301	299
Petersburg, AK (PSG)	86.7	81.7	60	60
Philadelphia, PA (PHL)	72.4	74.1	6332	6340
Phoenix, AZ (PHX)	80.2	79.0	13063	13069
Pittsburgh, PA (PIT)	74.0	79.4	2548	2545
Plattsburgh, NY (PBG)	74.4	71.8	39	39
Pocatello, ID (PIH)	96.3	98.8	82	82
Ponce, PR (PSE)	50.0	56.0	76	75
Portland, ME (PWM)	72.4	72.6	580	583
Portland, OR (PDX)	78.9	82.6	5739	5735
Providence, RI (PVD)	72.6	78.8	1119	1123
Raleigh/Durham, NC (RDU)	74.1	77.2	3113	3112
Rapid City, SD (RAP)	86.4	89.4	324	322
Redding, CA (RDD)	73.3	75.6	90	90
Reno, NV (RNO)	77.0	81.3	1389	1389
Rhineland, WI (RHI)	85.0	93.3	60	60
Richmond, VA (RIC)	68.4	73.7	1362	1363
Roanoke, VA (ROA)	74.0	80.7	192	192
Rochester, MN (RST)	75.3	80.7	295	295
Rochester, NY (ROC)	77.1	81.7	695	695
Rock Springs, WY (RKS)	83.9	94.6	56	56
Roswell, NM (ROW)	93.3	96.7	30	30
Sacramento, CA (SMF)	75.4	76.9	3858	3854
Saginaw/Bay City/Midland, MI (MBS)	84.0	87.3	206	205
Salt Lake City, UT (SLC)	86.5	86.9	9678	9674
San Angelo, TX (SJT)	75.6	75.6	90	90
San Antonio, TX (SAT)	73.2	78.5	2896	2897
San Diego, CA (SAN)	75.8	78.1	7476	7481
San Francisco, CA (SFO)	69.3	73.7	14980	14992
San Jose, CA (SJC)	79.2	80.3	4197	4195
San Juan, PR (SJU)	72.4	77.5	2431	2422
San Luis Obispo, CA (SBP)	79.5	83.6	317	317



## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

JUNE 2017

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Santa Ana, CA (SNA)	81.4	81.8	3549	3550
Santa Barbara, CA (SBA)	78.3	82.3	446	446
Santa Fe, NM (SAF)	79.2	80.2	120	121
Santa Rosa, CA (STS)	71.7	71.4	99	98
Sarasota/Bradenton, FL (SRQ)	76.9	82.8	221	221
Sault Ste. Marie, MI (CIU)	89.3	94.6	56	56
Savannah, GA (SAV)	78.9	80.7	706	706
Scranton/Wilkes-Barre, PA (AVP)	76.5	86.3	132	131
Seattle, WA (SEA)	78.1	81.3	12558	12566
Shreveport, LA (SHV)	78.7	80.5	450	452
Sioux City, IA (SUX)	0.0	0.0	1	1
Sioux Falls, SD (FSD)	77.8	83.5	423	424
Sitka, AK (SIT)	85.5	90.2	173	173
South Bend, IN (SBN)	76.9	83.4	471	471
Spokane, WA (GEG)	77.5	84.5	959	956
Springfield, IL (SPI)	77.9	82.6	86	86
Springfield, MO (SGF)	82.1	86.6	263	261
St. Augustine, FL (UST)	41.2	35.3	17	17
St. George, UT (SGU)	91.8	93.6	220	220
St. Louis, MO (STL)	76.2	74.6	4943	4937
State College, PA (SCE)	77.8	78.5	135	135
Sun Valley/Hailey/Ketchum, ID (SUN)	84.5	87.1	103	101
Syracuse, NY (SYR)	70.9	78.9	457	459
Tallahassee, FL (TLH)	78.5	82.6	191	190
Tampa, FL (TPA)	73.4	74.8	5812	5816
Toledo, OH (TOL)	76.9	65.4	26	26
Traverse City, MI (TVC)	76.0	79.2	321	322
Trenton, NJ (TTN)	60.0	70.6	180	180
Tucson, AZ (TUS)	77.2	81.0	1173	1173
Tulsa, OK (TUL)	73.9	81.0	1169	1171
Twin Falls, ID (TWF)	94.2	95.3	86	86
Tyler, TX (TYR)	0.0	0.0	1	1
Valdosta, GA (VLD)	72.1	79.1	86	86

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Valparaiso, FL (VPS)	77.2	85.8	338	338
Washington, DC (DCA)	73.8	77.2	6297	6299
Washington, DC (IAD)	79.9	79.9	3392	3387
Waterloo, IA (ALO)	67.9	85.7	56	56
West Palm Beach/Palm Beach, FL (PBI)	67.8	69.6	1676	1678
West Yellowstone, MT (WYS)	76.9	76.9	52	52
White Plains, NY (HPN)	70.3	73.2	585	585
Wichita, KS (ICT)	77.2	83.3	698	700
Williston, ND (ISN)	89.7	90.8	87	87
Wilmington, NC (ILM)	69.1	84.0	175	175
Worcester, MA (ORH)	58.3	53.3	60	60
Wrangell, AK (WRG)	81.7	88.3	60	60
Yakutat, AK (YAK)	91.7	93.3	60	60
Yuma, AZ (YUM)	83.3	92.5	120	120

## AIR TRAVEL CONSUMER REPORT

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

JUNE 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	10,994	470	4.3	38	13,486	549	4.1
JETBLUE	25	17,700	442	2.5	67	25,333	621	2.5
EXPRESSJET	15	15,416	348	2.3	154	30,131	654	2.2
AMERICAN	28	63,419	1085	1.7	98	77,129	1,294	1.7
VIRGIN AMERICA	17	5,772	67	1.2	21	5,970	67	1.1
SOUTHWEST	25	66,607	728	1.1	88	115,235	1,143	1.0
SKYWEST	26	34,651	324	0.9	216	61,567	590	1.0
ALASKA	25	10,697	47	0.4	70	16,378	91	0.6
UNITED	27	43,082	203	0.5	99	52,015	241	0.5
FRONTIER	24	6,414	16	0.2	54	8,913	23	0.3
HAWAIIAN	8	479	0	0.0	17	7,076	13	0.2
DELTA	30	61,304	82	0.1	149	81,033	93	0.1
<b>TOTAL</b>		<b>336,535</b>	<b>3,812</b>	<b>1.1</b>		<b>494,266</b>	<b>5,379</b>	<b>1.1</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 8A. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS CANCELLED 5% OR MORE OF THE TIME  
JUNE 2017

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELLED 5% OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
SPIRIT	496	167	33.6
JETBLUE	1027	210	20.4
EXPRESSJET	2458	262	10.6
AMERICAN	3753	286	7.6
VIRGIN AMERICA	226	12	5.3
SKYWEST	4206	212	5.0
SOUTHWEST	17740	857	4.8
FRONTIER	440	12	2.7
UNITED	2869	66	2.3
ALASKA	711	13	1.8
DELTA	4656	38	0.8
HAWAIIAN	252	2	0.7
<b>TOTAL</b>	<b>38,834</b>	<b>2,137</b>	<b>5.5</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.

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**

JUNE 2017

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCE LLED	% CANCEL LED	DIVER TED	% DIVERTE D	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	SECURIT Y DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA	16378	13581	82.92%	91	0.56%	35	0.21%	616	3.76%	34	0.21%	1,242	7.58%	17	0.10%	761	4.65%
AMERICAN	77129	56451	73.19%	1294	1.68%	241	0.31%	5037	6.53%	838	1.09%	6,568	8.52%	38	0.05%	6,662	8.64%
DELTA	81033	67065	82.76%	93	0.11%	194	0.24%	4108	5.07%	575	0.71%	4,903	6.05%	13	0.02%	4,083	5.04%
EXPRESSJET	30131	22623	75.08%	654	2.17%	99	0.33%	1859	6.17%	59	0.20%	2,393	7.94%	0	0.00%	2,444	8.11%
FRONTIER	8913	6518	73.13%	23	0.26%	10	0.11%	562	6.31%	40	0.45%	921	10.33%	0	0.00%	838	9.40%
HAWAIIAN	7076	6394	90.36%	13	0.18%	6	0.08%	413	5.84%	1	0.01%	35	0.49%	1	0.01%	213	3.01%
JETBLUE	25333	15342	60.56%	621	2.45%	75	0.30%	2567	10.13%	204	0.81%	2,714	10.71%	18	0.07%	3,792	14.97%
SKYWEST	61567	49879	81.02%	590	0.96%	159	0.26%	2793	4.54%	363	0.59%	2,941	4.78%	11	0.02%	4,831	7.85%
SOUTHWEST	115235	84495	73.32%	1143	0.99%	299	0.26%	7918	6.87%	873	0.76%	5,599	4.86%	42	0.04%	14,867	12.90%
SPIRIT	13486	9211	68.30%	549	4.07%	25	0.19%	740	5.49%	108	0.80%	1,748	12.96%	27	0.20%	1,077	7.99%
UNITED	52015	41292	79.38%	241	0.46%	151	0.29%	2412	4.64%	336	0.65%	4,137	7.95%	1	0.00%	3,444	6.62%
VIRGIN AMERICA	5970	4011	67.19%	67	1.12%	12	0.20%	424	7.10%	22	0.37%	681	11.41%	9	0.15%	744	12.46%
<b>TOTAL</b>	<b>494266</b>	<b>376862</b>	<b>76.24%</b>	<b>5379</b>	<b>1.09%</b>	<b>1306</b>	<b>0.26%</b>	<b>29449</b>	<b>5.96%</b>	<b>3453</b>	<b>0.70%</b>	<b>33882</b>	<b>6.86%</b>	<b>177</b>	<b>0.04%</b>	<b>43756</b>	<b>8.85%</b>

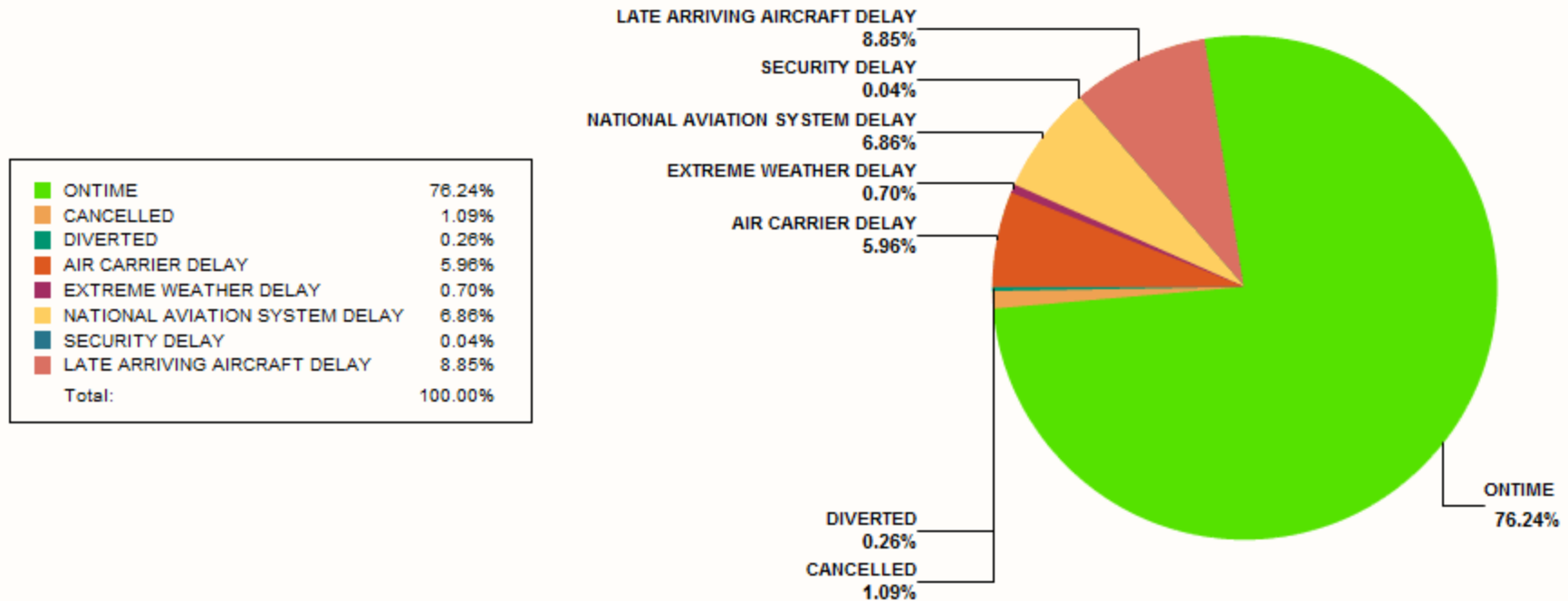
\* Causes of Delay:

- 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\*

JUNE 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**  
**JUNE 2017**

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
AMERICAN	1310	MSY	ORD	6/14/2017	Destination Airport	214
UNITED	61	EWR	HNL	6/19/2017	Origin Airport	198
UNITED	2400	BOS	SFO	6/27/2017	Origin Airport	190
AMERICAN	2669	MIA	SFO	6/6/2017	Origin Airport	187
DELTA	270	JFK	MSP	6/30/2017	Origin Airport	187
JETBLUE	1126	FLL	RDU	6/16/2017	Destination Airport	183

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
QATAR	707	DOH	IAD	06/20/2017	Diversion Airport (BWI)	258
DELTA	0149	AMS	EWR	06/19/2017	Diversion Airport (BOS)	243

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

JUNE 2017

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
JETBLUE	25333	56	0.22
AMERICAN	77129	156	0.20
EXPRESSJET	30131	49	0.16
UNITED	52015	74	0.14
VIRGIN AMERICA	5970	8	0.13
DELTA	81033	89	0.11
SPIRIT	13486	13	0.10
FRONTIER	8913	5	0.06
SKYWEST	61567	30	0.05
ALASKA	16378	7	0.04
SOUTHWEST	115235	32	0.03
HAWAIIAN	7076	0	0.00
<b>TOTAL</b>	<b>494266</b>	<b>519</b>	<b>0.11</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

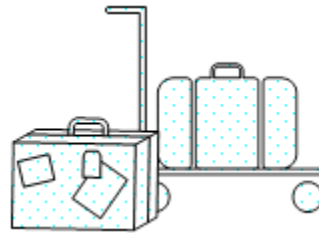
#### Data to DOT and to CRS Vendors\*

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	JUNE 2017			JUNE 2016		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	DELTA AIR LINES	19,382	11,330,703	1.71	20,341	11,123,374	1.83
2	VIRGIN AMERICA	1,239	715,225	1.73	704	685,853	1.03
3	SPIRIT AIRLINES	3,569	1,961,923	1.82	3,715	1,705,656	2.18
4	JETBLUE AIRWAYS	5,314	2,899,515	1.83	4,782	2,783,724	1.72
5	ALASKA AIRLINES	4,146	2,237,360	1.85	3,312	2,109,649	1.57
6	FRONTIER AIRLINES	3,466	1,449,410	2.39	2,988	1,256,407	2.38
7	UNITED AIRLINES	19,075	7,715,405	2.47	17,870	6,864,320	2.60
8	HAWAIIAN AIRLINES	2,551	931,026	2.74	2,443	910,675	2.68
9	SKYWEST AIRLINES	9,739	3,161,131	3.08	8,709	2,705,726	3.22
10	AMERICAN AIRLINES	34,433	10,762,186	3.20	42,399	11,068,691	3.83
11	SOUTHWEST AIRLINES	47,202	14,090,883	3.35	43,422	13,548,385	3.20
12	EXPRESSJET AIRLINES	5,470	1,369,080	4.00	8,994	1,895,893	4.74
<b>TOTALS</b>		155,586	58,623,847	2.65	159,679	56,658,353	2.82

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\***

JANUARY - JUNE 2017					JANUARY - JUNE 2016		
RANK	AIRLINE	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	VIRGIN AMERICA	5,798	3,811,295	1.52	3,426	3,705,116	0.92
2	SPIRIT AIRLINES	17,253	10,805,441	1.60	21,514	9,610,092	2.24
3	JETBLUE AIRWAYS	27,838	16,866,692	1.65	26,478	15,899,945	1.67
4	ALASKA AIRLINES	20,297	12,025,963	1.69	20,384	11,387,555	1.79
5	DELTA AIR LINES	125,991	60,468,747	2.08	104,751	59,841,655	1.75
6	UNITED AIRLINES	97,003	39,974,322	2.43	90,816	36,067,845	2.52
7	SOUTHWEST AIRLINES	212,699	76,281,168	2.79	216,359	73,757,428	2.93
8	AMERICAN AIRLINES	172,686	60,184,210	2.87	211,434	60,883,201	3.47
9	HAWAIIAN AIRLINES	14,745	5,087,627	2.90	13,128	5,046,440	2.60
10	FRONTIER AIRLINES	23,291	7,539,611	3.09	17,811	6,597,658	2.70
11	SKYWEST AIRLINES	54,573	16,262,758	3.36	46,319	14,550,702	3.18
12	EXPRESSJET AIRLINES	34,531	8,208,532	4.21	44,691	10,724,541	4.17
<b>Totals</b>		<b>806,705</b>	<b>317,516,366</b>	<b>2.54</b>	<b>817,111</b>	<b>308,072,178</b>	<b>2.65</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.

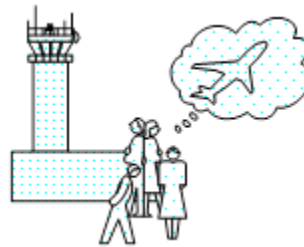
## OVERSALES

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\*

APRIL - JUNE 2017						APRIL - JUNE 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	JETBLUE AIRWAYS	567	42	9,355,804	0.04	298	799	8,795,633	0.91
2	HAWAIIAN AIRLINES	40	22	2,829,910	0.08	59	18	2,700,783	0.07
3	DELTA AIR LINES	37,110	296	34,575,839	0.09	31,642	302	33,838,031	0.09
4	SKYWEST AIRLINES	8,061	217	8,351,684	0.26	10,391	714	7,755,643	0.92
5	ALASKA AIRLINES	2,680	276	6,520,730	0.42	1,597	265	6,059,214	0.44
6	UNITED AIR LINES	10,931	1,064	24,401,584	0.44	16,939	871	22,035,418	0.40
7	FRONTIER AIRLINES	644	203	4,138,695	0.49	842	274	3,614,118	0.76
8	VIRGIN AMERICA	643	111	2,100,967	0.53	389	16	2,050,950	0.08
9	AMERICAN AIRLINES	12,328	1,904	33,982,409	0.56	12,217	1,800	34,214,085	0.53
10	EXPRESSJET AIRLINES	4,991	256	4,061,138	0.63	8,087	847	5,498,667	1.54
11	SOUTHWEST AIRLINES	11,976	2,642	40,991,267	0.64	26,987	4,209	39,198,316	1.07
12	SPIRIT AIR LINES**	3,392	1,519	5,838,917	2.60	1,856	568	5,242,171	1.08
	<b>TOTAL</b>	<b>93,363</b>	<b>8,552</b>	<b>177,148,944</b>	<b>0.48</b>	<b>111,304</b>	<b>10,683</b>	<b>171,003,029</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, Spirit Airlines revised its denied boarding reports for the 2<sup>nd</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 - JUNE 2017						JANUARY - JUNE 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	71,498	650	64,439,098	0.10	59,967	606	63,287,652	0.10
2	HAWAIIAN AIRLINES	153	77	5,479,601	0.14	96	20	5,299,906	0.04
3	ALASKA AIRLINES	4,661	482	12,115,780	0.40	3,579	549	11,403,690	0.48
4	VIRGIN AMERICA	1,551	162	3,904,816	0.41	816	46	3,790,467	0.12
5	UNITED AIR LINES	26,848	1,964	44,961,232	0.44	31,319	1,800	41,001,197	0.44
6	FRONTIER AIRLINES	956	370	7,720,880	0.48	1,221	435	6,765,703	0.64
7	SKYWEST AIRLINES	19,604	839	15,553,307	0.54	19,928	1,423	14,614,352	0.97
8	AMERICAN AIRLINES	23,198	4,205	64,565,284	0.65	26,983	4,442	65,574,735	0.68
9	SOUTHWEST AIRLINES	28,181	5,179	76,237,350	0.68	45,265	7,325	73,591,636	1.00
10	JETBLUE AIRWAYS	1,120	1,457	18,125,858	0.80	786	827	17,039,666	0.49
11	EXPRESSJET AIRLINES	12,345	763	8,198,666	0.93	15,795	1,604	10,674,026	1.50
12	SPIRIT AIRLINES**	5,127	2,274	10,923,264	2.08	3,168	1,051	9,946,265	1.06
	<b>TOTAL</b>	<b>195,242</b>	<b>18,422</b>	<b>332,225,136</b>	<b>0.55</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 1<sup>st</sup> and 2<sup>nd</sup> quarter of calendar year 2017. This table reflects those revisions, which affected Spirit's overall rate of denied boarding and ranking.



## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS  
SUMMARY

TABLE 1

	JUNE 2017				JUNE 2016			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,115	40	0	102	1,078	46	0	145
FOREIGN AIRLINES	446	4	1	55	370	2	0	50
TRAVEL AGENTS	30	0	0	17	28	0	0	10
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	14	8	0	47	14	9	0	16
<b>INDUSTRY TOTALS</b>	<b>1,605</b>	<b>52</b>	<b>1</b>	<b>221</b>	<b>1,490</b>	<b>57</b>	<b>0</b>	<b>221</b>

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*			COMPLAINT CATEGORIES*		
	JUNE 2017			JUNE 2016		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	655		1	591	
DELAY			264			271
CANCELLATION			252			178
MISCONNECTION			88			84
RESERVATIONS/TICKETING/BOARDING	2	223		3	164	
BAGGAGE	3	201		2	194	
CUSTOMER SERVICE	4	173		4	154	
FARES	5	103		5	111	
DISABILITY	6	77		7	82	
REFUNDS	7	75		6	93	
OVERSALES	8	55		8	50	
OTHER	9	31		9	36	
FREQUENT FLYER			16			25
ADVERTISING	10	8		10	9	
DISCRIMINATION	11	3		11	6	
ANIMALS	12	1		0	0	
COMPLAINT TOTAL		1,605			1,490	

\* 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\***  
**JUNE 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	4	1	0	0	0	0	0	0	0	0	0	0	5
ALASKA AIRLINES	3	0	0	0	0	3	3	2	0	0	0	0	11
ALLEGiant AIR	30	0	4	1	2	0	5	1	0	0	0	0	43
AMERICAN AIRLINES	126	11	29	17	11	18	30	26	1	1	0	2	272
COMMUTAIR	5	0	0	0	0	4	1	0	0	0	0	0	10
DELTA AIR LINES	37	6	10	6	1	13	17	10	1	2	0	4	107
ENDEAVOR AIR	12	0	1	0	0	1	0	1	0	0	0	0	15
ENVOY AIR	11	0	1	0	0	0	2	0	0	0	0	0	14
EXPRESSJET AIRLINES	12	0	0	0	0	0	0	0	0	0	0	0	12
FRONTIER AIRLINES	9	2	5	3	0	3	5	1	0	0	0	0	28
HAWAIIAN AIRLINES	2	1	0	0	0	1	0	2	0	0	0	0	6
JETBLUE AIRWAYS	23	0	7	2	3	3	4	2	0	0	0	0	44
PIEDMONT AIRLINES	11	1	1	0	0	2	3	0	0	0	0	0	18
PSA AIRLINES	4	0	0	0	0	0	3	0	0	0	0	0	7
REPUBLIC AIRLINES	11	0	0	0	0	1	2	1	0	0	0	0	15
SILVER AIRWAYS	3	1	2	0	1	1	1	0	0	0	0	0	9
SKYWEST AIRLINES	12	1	0	0	0	1	1	0	0	0	0	1	16
SOUTHWEST AIRLINES	27	6	5	2	4	7	8	8	1	0	0	4	72
SPIRIT AIRLINES	98	6	13	7	9	7	9	3	0	0	0	4	156
UNITED AIRLINES	68	5	41	19	6	24	24	15	1	0	1	5	209
VIRGIN AMERICA	11	0	1	0	1	0	6	0	0	0	0	1	20
Other U.S. Airlines	15	3	1	0	1	4	1	0	0	0	0	1	26
<b>TOTAL JUNE 2017</b>	<b>534</b>	<b>44</b>	<b>121</b>	<b>57</b>	<b>39</b>	<b>93</b>	<b>125</b>	<b>72</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>22</b>	<b>1,115</b>
<b>% of TOTAL COMPLAINTS</b>	<b>47.9</b>	<b>3.9</b>	<b>10.9</b>	<b>5.1</b>	<b>3.5</b>	<b>8.3</b>	<b>11.2</b>	<b>6.5</b>	<b>0.4</b>	<b>0.3</b>	<b>0.1</b>	<b>2.0</b>	
<b>TOTAL JUNE 2016</b>	<b>503</b>	<b>34</b>	<b>85</b>	<b>74</b>	<b>54</b>	<b>108</b>	<b>109</b>	<b>70</b>	<b>6</b>	<b>5</b>	<b>0</b>	<b>30</b>	<b>1,078</b>
<b>% of TOTAL COMPLAINTS</b>	<b>46.7</b>	<b>3.2</b>	<b>7.9</b>	<b>6.9</b>	<b>5.0</b>	<b>10.0</b>	<b>10.1</b>	<b>6.5</b>	<b>0.6</b>	<b>0.5</b>	<b>0</b>	<b>2.8</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-		INCI-		INCI-		UN-	
	RECD IN JUN	DENTS IN JUN	PERCENT	DENTS IN MAY	PERCENT	DENTS IN ALL PRIOR MONTHS	PERCENT	KNOWN INCI- DENT DATE	PERCENT
AIR WISCONSIN	5	3	60.0	0	0.0	1	20.0	1	20.0
ALASKA AIRLINES	11	7	63.6	1	9.1	0	0.0	3	27.3
ALLEGiant AIR	43	28	65.1	5	11.6	9	20.9	1	2.3
AMERICAN AIRLINES	272	157	57.7	53	19.5	43	15.8	19	7.0
COMMUTAIR	10	4	40.0	3	30.0	3	30.0	0	0.0
DELTA AIR LINES	107	45	42.1	30	28.0	27	25.2	5	4.7
ENDEAVOR AIR	15	7	46.7	4	26.7	1	6.7	3	20.0
ENVOY AIR	14	11	78.6	2	14.3	0	0.0	1	7.1
EXPRESSJET AIRLINES	12	11	91.7	1	8.3	0	0.0	0	0.0
FRONTIER AIRLINES	28	24	85.7	0	0.0	2	7.1	2	7.1
HAWAIIAN AIRLINES	6	3	50.0	1	16.7	0	0.0	2	33.3
JETBLUE AIRWAYS	44	28	63.6	9	20.5	5	11.4	2	4.5
PIEDMONT AIRLINES	18	13	72.2	4	22.2	0	0.0	1	5.6
PSA AIRLINES	7	6	85.7	1	14.3	0	0.0	0	0.0
REPUBLIC AIRLINES	15	14	93.3	1	6.7	0	0.0	0	0.0
SILVER AIRWAYS	9	4	44.4	1	11.1	3	33.3	1	11.1
SKYWEST AIRLINES	16	10	62.5	5	31.3	1	6.3	0	0.0
SOUTHWEST AIRLINES	72	41	56.9	13	18.1	9	12.5	9	12.5
SPIRIT AIRLINES	156	106	67.9	27	17.3	10	6.4	13	8.3
UNITED AIRLINES	209	113	54.1	34	16.3	46	22.0	16	7.7
VIRGIN AMERICA	20	14	70.0	2	10.0	2	10.0	2	10.0
Other U.S. Airlines	26	18	69.2	4	15.4	2	7.7	2	7.7
<b>Totals</b>	<b>1,115</b>	<b>667</b>	<b>59.8</b>	<b>201</b>	<b>18.0</b>	<b>164</b>	<b>14.7</b>	<b>83</b>	<b>7.4</b>
<b>Previous Year's Totals</b>	<b>1,078</b>	<b>642</b>	<b>59.6</b>	<b>181</b>	<b>16.8</b>	<b>173</b>	<b>16.0</b>	<b>82</b>	<b>7.6</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\*\*

JUNE 2017

<b>MISCELLANEOUS</b>	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
TSA	0	0	0	0	0	2	3	0	0	0	0	0	5
Other Miscellaneous	2	0	3	0	0	1	1	0	0	0	0	2	9
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>14</b>

\* 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	JUNE 2017			JUNE 2016		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	11	2,332,344	0.47	11	2,181,217	0.50
2	SKYWEST AIRLINES	16	3,211,825	0.50	17	2,849,066	0.60
3	SOUTHWEST AIRLINES	72	14,279,816	0.50	63	13,630,649	0.46
4	HAWAIIAN AIRLINES	6	996,463	0.60	11	949,045	1.16
5	DELTA AIR LINES	107	13,420,762	0.80	75	13,175,887	0.57
6	EXPRESSJET AIRLINES	12	1,451,554	0.83	14	1,980,764	0.71
7	JETBLUE AIRWAYS	44	3,453,544	1.27	35	3,283,888	1.07
8	FRONTIER AIRLINES	28	1,503,536	1.86	31	1,298,252	2.39
9	UNITED AIRLINES	209	10,021,377	2.09	204	9,120,185	2.24
10	AMERICAN AIRLINES	272	13,028,755	2.09	301	13,179,493	2.28
11	VIRGIN AMERICA	20	741,603	2.70	17	718,592	2.37
12	SPIRIT AIRLINES	156	2,114,557	7.38	111	1,865,002	5.95
	<b>TOTAL</b>	953	66,556,136	1.43	890	64,232,040	1.39

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 - JUNE 2017				JANUARY - JUNE 2016			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	6,130	666	9	678	6,191	244	8	705
FOREIGN AIRLINES	2,667	28	3	304	1,954	21	3	219
TRAVEL AGENTS	155	12	0	80	162	11	0	55
TOUR OPERATORS	2	0	0	0	0	0	0	0
MISCELLANEOUS	72	76	0	110	68	46	0	104
<b>INDUSTRY TOTALS</b>	<b>9,026</b>	<b>782</b>	<b>12</b>	<b>1,172</b>	<b>8,375</b>	<b>322</b>	<b>11</b>	<b>1,083</b>

## AIR TRAVEL CONSUMER REPORT

Table 2 (YTD)

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*			COMPLAINT CATEGORIES*		
	JANUARY - JUNE 2017			JANUARY - JUNE 2016		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	3,198		1	2,668	
CANCELLATION			1,400			998
DELAY			1,094			1,039
MISCONNECTION			443			350
BAGGAGE	2	1,338		2	1,257	
RESERVATIONS/TICKETING/BOARDING	3	1,136		3	1,068	
CUSTOMER SERVICE	4	940		4	966	
FARES	5	776		5	668	
REFUNDS	6	608		6	705	
DISABILITY	7	408		7	424	
OVERSALES	8	300		8	327	
OTHER	9	227		9	199	
FREQUENT FLYER			130			124
ADVERTISING	10	50		10	53	
DISCRIMINATION	11	44		11	39	
ANIMALS	12	1		12	1	
COMPLAINT TOTAL		9,026			8,375	

\* 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\*

U.S. AIRLINES** ALPHABETICAL	JANUARY - JUNE 2017												
	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	11	1	0	0	0	0	1	0	0	0	0	0	13
ALASKA AIRLINES	16	3	10	5	2	15	19	4	3	0	0	1	78
ALLEGiant AIR	121	3	17	14	11	15	19	10	0	0	0	3	213
AMERICAN AIRLINES	493	62	173	125	86	164	170	100	8	12	0	30	1,423
COMMUTAIR	30	0	1	0	0	9	3	0	0	0	0	0	43
COMPASS AIRLINES	17	2	0	0	0	2	1	0	0	0	0	0	22
DELTA AIR LINES	376	25	77	34	15	82	78	38	4	5	0	25	759
DYNAMIC AIRWAYS	12	0	1	0	6	3	0	0	0	0	0	0	22
ENDEAVOR AIR	38	1	1	0	0	7	4	2	0	0	0	0	53
ENVOY AIR	56	0	9	0	0	3	13	0	0	1	0	1	83
EXPRESSJET AIRLINES	65	0	2	0	0	1	2	1	0	1	0	0	72
FRONTIER AIRLINES	95	5	31	22	14	69	19	10	2	1	0	2	270
GOJET AIRLINES	18	0	1	0	0	1	1	0	0	0	0	1	22
HAWAIIAN AIRLINES	18	1	3	3	3	3	11	12	2	0	0	2	58
HORIZON AIRLINES	3	1	3	0	0	1	1	1	0	0	0	0	10
JETBLUE AIRWAYS	95	2	21	9	7	24	26	21	1	1	0	2	209
MESA AIRLINES	27	0	0	0	0	1	4	0	0	0	0	1	33
PENINSULA AIRWAYS	7	0	3	0	0	2	0	0	0	0	0	0	12
PIEDMONT AIRLINES	37	3	7	0	0	3	9	0	0	1	0	0	60
PSA AIRLINES	29	0	1	0	0	0	8	1	0	0	0	2	41
REPUBLIC AIRLINES	36	0	1	0	0	3	5	2	0	0	0	1	48
SILVER AIRWAYS	14	2	8	2	4	8	4	0	0	0	0	2	44
SKYWEST AIRLINES	74	3	2	0	0	5	5	0	0	1	0	1	91
SOUTHWEST AIRLINES	122	13	24	15	20	52	44	46	2	4	0	44	386
SPIRIT AIRLINES	435	33	93	55	50	41	43	22	1	0	0	8	781
TRANS STATES AIRLINES	10	0	2	0	0	4	1	0	0	0	0	0	17
UNITED AIRLINES	295	52	135	104	62	165	146	67	5	9	1	35	1,076
VIAAIR	23	0	0	0	7	0	0	1	0	0	0	1	32
VIRGIN AMERICA	45	1	7	7	6	7	24	4	3	0	0	9	113
Other U.S. Airlines	16	4	4	2	3	10	5	1	1	0	0	0	46
<b>TOTAL JAN - JUNE 2017</b>	<b>2,634</b>	<b>217</b>	<b>637</b>	<b>397</b>	<b>296</b>	<b>700</b>	<b>666</b>	<b>343</b>	<b>32</b>	<b>36</b>	<b>1</b>	<b>171</b>	<b>6,130</b>
<b>% of TOTAL COMPLAINTS</b>	<b>43.0</b>	<b>3.5</b>	<b>10.4</b>	<b>6.5</b>	<b>4.8</b>	<b>11.4</b>	<b>10.9</b>	<b>5.6</b>	<b>0.5</b>	<b>0.6</b>	<b>0.0</b>	<b>2.8</b>	
<b>TOTAL JAN - JUNE 2016</b>	<b>2,305</b>	<b>250</b>	<b>663</b>	<b>458</b>	<b>447</b>	<b>786</b>	<b>701</b>	<b>361</b>	<b>40</b>	<b>35</b>	<b>1</b>	<b>144</b>	<b>6,191</b>
<b>% of TOTAL COMPLAINTS</b>	<b>37.2</b>	<b>4.0</b>	<b>10.7</b>	<b>7.4</b>	<b>7.2</b>	<b>12.7</b>	<b>11.3</b>	<b>5.8</b>	<b>0.6</b>	<b>0.6</b>	<b>0.0</b>	<b>2.3</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 - JUNE 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	9	2	2	0	3	6	2	0	0	0	0	1	25
AEROFLOT	0	0	2	2	0	7	0	0	0	0	0	0	11
AEROMEXICO	19	0	24	12	15	12	8	1	2	0	0	1	94
AIR BERLIN	16	1	8	4	4	51	4	1	1	1	0	1	92
AIR CANADA	122	13	47	7	7	71	56	7	0	0	0	3	333
AIR CHINA	7	0	13	1	3	20	3	1	0	0	0	1	49
AIR FRANCE	31	3	8	8	8	32	19	4	2	0	0	4	119
AIR INDIA	2	3	5	2	3	5	2	1	0	0	0	1	24
ALITALIA AIRLINES	7	1	10	9	10	17	2	0	0	0	0	0	56
ARIK AIR	6	0	0	0	6	13	1	0	0	0	0	0	26
AVIANCA	10	1	9	2	2	9	3	0	0	0	0	1	37
BRITISH AIRWAYS	9	2	7	9	16	20	10	6	1	0	0	2	82
BRUSSELS AIRLINES	0	0	4	2	0	6	1	0	0	0	0	0	13
CARIBBEAN AIRLINES	3	0	2	0	1	4	0	0	0	0	0	0	10
CATHAY PACIFIC AIRWAYS	2	1	5	0	3	3	4	3	0	0	0	2	23
CHINA EASTERN AIRLINES	5	1	3	0	4	4	1	1	0	0	0	0	19
CHINA SOUTHERN AIRLINES	1	0	5	1	2	10	0	0	1	0	0	0	20
CONDOR	3	2	5	2	2	2	1	0	0	0	0	0	17
COPA	3	1	8	2	5	5	3	0	0	0	0	1	28
EL AL ISRAEL	11	1	2	2	5	5	4	0	0	2	0	0	32
EMIRATES AIRLINES	8	3	20	64	9	25	15	3	0	0	0	1	148
ETHIOPIAN AIRLINES	3	0	7	92	3	18	5	0	0	0	0	0	128
ETIHAD AIRWAYS	5	2	10	7	1	28	9	2	0	0	0	0	64
FIJI AIRWAYS	7	2	4	2	0	4	1	1	1	0	0	1	23
IBERIA AIRLINES	5	2	5	1	3	10	1	0	1	1	0	0	29
ICELANDAIR	5	0	3	0	6	0	1	1	0	0	0	0	16
INSEL AIR	13	0	3	0	4	5	0	0	0	0	0	0	25
INTERJET	19	1	5	5	21	8	1	1	0	0	0	0	61
JET AIRWAYS	7	3	7	4	2	11	3	1	0	0	0	1	39
KLM	2	2	5	4	6	9	5	2	0	0	0	0	35
LATAM	6	2	11	1	6	15	5	0	2	1	0	0	49
LUFTHANSA	15	3	17	17	6	14	7	7	1	1	0	1	89
NORWEGIAN AIR SHUTTLE	12	1	12	6	7	9	5	4	0	0	0	1	57
PHILIPPINE AIRLINES	14	0	1	1	5	2	3	0	0	0	0	2	28
QATAR AIRWAYS	17	3	17	4	12	8	9	4	0	0	0	0	74
ROYAL AIR MAROC	1	1	3	1	1	13	1	1	0	0	0	0	22
SANTA BARBARA AIRLINES	10	0	1	1	0	0	0	0	0	0	0	0	12
SAUDI ARABIAN AIRLINES	4	0	2	1	0	4	0	0	0	0	0	0	11
SINGAPORE AIRLINES	1	0	4	2	2	3	1	0	0	0	0	0	13
SOUTH AFRICAN AIRWAYS	3	2	6	2	3	2	1	0	0	0	0	0	19

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD, contd.)

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

<u>FOREIGN AIRLINES (contd.)</u>	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
SWISS AIR	1	1	4	4	2	5	5	1	0	0	0	2	25
TAP	3	1	5	2	4	2	1	0	0	0	0	2	20
TURKISH AIRLINES	9	3	22	13	10	30	6	1	0	0	0	3	97
VIRGIN ATLANTIC AIRWAYS	3	0	8	3	2	3	4	1	1	0	0	3	28
VOLARIS AIRLINES	11	2	18	3	14	6	5	0	4	0	0	0	63
WEST JET	6	1	2	0	1	0	1	1	0	0	0	0	12
WOW AIR	31	8	10	6	11	25	13	2	0	0	0	0	106
OTHER FOREIGN AIRLINES	58	5	52	24	30	65	16	5	0	2	0	7	264
<b>TOTALS</b>	<b>545</b>	<b>80</b>	<b>433</b>	<b>335</b>	<b>270</b>	<b>626</b>	<b>248</b>	<b>63</b>	<b>17</b>	<b>8</b>	<b>0</b>	<b>42</b>	<b>2,667</b>
<b><u>TRAVEL AGENTS</u></b>													
CHEAPOAIR.COM	0	0	7	4	4	0	1	0	0	0	0	0	16
EXPEDIA.COM	0	0	13	2	8	0	3	0	0	0	0	2	28
JUSTFLY.COM	1	0	9	11	5	0	2	0	0	0	0	0	28
ORBITZ.COM	0	0	6	4	2	0	0	0	0	0	0	0	12
PRICELINE.COM	0	1	4	0	4	0	1	0	0	0	0	0	10
OTHER TRAVEL AGENTS	2	1	21	21	13	0	2	0	1	0	0	0	61
<b>TOTALS</b>	<b>3</b>	<b>2</b>	<b>60</b>	<b>42</b>	<b>36</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>155</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	1	0	1	0	0	0	0	0	0	0	0	2
<b>TOTALS</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b><u>MISCELLANEOUS</u></b>													
TSA	2	0	0	0	0	9	14	0	0	0	0	1	26
Other Miscellaneous	14	0	6	1	6	3	3	2	0	0	0	11	46
<b>TOTALS</b>	<b>16</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>6</b>	<b>12</b>	<b>17</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>72</b>

\* 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 - JUNE 2017			JANUARY - JUNE 2016		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	386	77,059,443	<b>0.50</b>	315	74,152,007	<b>0.42</b>
2	<b>SKYWEST AIRLINES</b>	91	16,716,153	<b>0.54</b>	69	15,330,163	<b>0.45</b>
3	<b>ALASKA AIRLINES</b>	78	12,766,559	<b>0.61</b>	56	11,924,587	<b>0.47</b>
4	<b>EXPRESSJET AIRLINES</b>	72	8,645,085	<b>0.83</b>	44	11,230,268	<b>0.39</b>
5	<b>JETBLUE AIRWAYS</b>	209	20,010,561	<b>1.04</b>	147	18,765,384	<b>0.78</b>
6	<b>HAWAIIAN AIRLINES</b>	58	5,481,077	<b>1.06</b>	66	5,300,367	<b>1.25</b>
7	<b>DELTA AIR LINES</b>	759	71,313,350	<b>1.06</b>	425	70,487,801	<b>0.60</b>
8	<b>AMERICAN AIRLINES</b>	1,423	71,610,094	<b>1.99</b>	1,959	72,246,045	<b>2.71</b>
9	<b>UNITED AIRLINES</b>	1,076	51,580,747	<b>2.09</b>	1,172	47,541,473	<b>2.47</b>
10	<b>VIRGIN AMERICA</b>	113	3,950,070	<b>2.86</b>	64	3,833,977	<b>1.67</b>
11	<b>FRONTIER AIRLINES</b>	270	7,965,326	<b>3.39</b>	225	6,876,782	<b>3.27</b>
12	<b>SPIRIT AIRLINES</b>	781	11,582,036	<b>6.74</b>	866	10,417,156	<b>8.31</b>
	<b>TOTAL</b>	5,316	358,680,501	<b>1.48</b>	5,408	348,106,010	<b>1.55</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 June 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	1						
Delta	2						
<b>TOTAL</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 - June 2017**

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
Air Berlin			1				
American	9	1		1	1		
Delta	3					2	
EL AL		1				1	
Envoy	1						
ExpressJet	1						
Frontier	1						
Iberia	1						
JetBlue			1				
LATAM	1						
LOT	1						
Lufthansa			1				
Piedmont	1						
SAS	1						
SkyWest			1				
Southwest	2			1		1	
United	7				1		1
<b>TOTAL</b>	<b>29</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1</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

### June 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>
United Airlines	1	2	0
Totals:	1	2	0

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

The Transportation Security Administration (TSA) screened approximately 68 million airline passengers and their 54 million checked bags in the month of June 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 June.

**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
883	.001	51	.00008	79	.0001	527	.0008

**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 June.

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.