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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: November 2019***



<b>Flight Delays<sup>1</sup></b>	September 2019
<b>Mishandled Baggage, Wheelchairs, and Scooters<sup>1</sup></b>	September 2019 January - September 2019
<b>Oversales<sup>1</sup></b>	3 <sup>rd</sup> Quarter 2019 January- September 2019
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	September 2019 January - September 2019
<b>Airline Animal Incident Reports<sup>4</sup></b>	September 2019
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	September 2019

<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 Wheelchairs and Scooters, 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, wheelchairs and scooters 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 operated and marketed scheduled-service flights between points within the United States (including territories) by the eighteen (18) U.S. air carriers that have at least 0.5 percent of total domestic scheduled-service passenger revenues.

The reportable airports with respect to which data must be submitted to the Department are those large, medium, small, or non-hub airports as defined in 49 U.S.C. 47102. Airports can be accessed through the FAA at: [https://www.faa.gov/airports/planning\\_capacity/passenger\\_allcargo\\_stats/categories/](https://www.faa.gov/airports/planning_capacity/passenger_allcargo_stats/categories/). This report includes 30 largest U.S. airports, except Table 5, which lists more than 200 airports in alphabetical order with the corresponding on-time arrival and departure percentages.

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 18 reporting air carriers, 16 carriers (Alaska, Delta, Endeavor, Envoy, ExpressJet, Frontier, JetBlue, Mesa, PSA, Republic, Hawaiian, SkyWest, Spirit, Southwest, United and Virgin America) use ACARS, one carrier (American) uses a combination of ACARS and DGS, and one carrier (Allegiant) uses manual system.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 2A, 3, and 4 are limited to the 30 largest airports; Tables 5, 6, 6A, 7 and 7A contain data on flights to/from all airports that were reported.

Tables 1 through 4 display percentages of flight operations that were on-time. Tables 1, 1A, 1B, 2 and 2A present data by marketing or reporting carrier; airlines are ranked by performance in Tables 1/1A and are listed in alphabetical order in Table 2/2A (see Appendix for codes). Table 1B shows marketing carrier rankings by month and Year-to-Date (YTD) on the percentage of flight operations that arrived on time.

Tables 3 and 4 contain information by airport and time of day that a flight operated in 24-hour clock format. All times are local. A 10:50 departure from Atlanta is 10:50 Atlanta time; if that flight arrived in Dallas at 23:45, that is 11:45 pm Dallas time. Table 5 lists all airports for which there are reports this month in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 6 and 6A display the number of operations, number of flight cancellations, and percentage of cancellations by air carrier marketing and reporting flights at all airports and for the air carriers' domestic system.

Table 7 and 7A displays airline flight delay causation data by categories, and Table 7B provides an overall graphic representation of that data.

Table 8 lists the regularly scheduled flights with tarmac delays of more than 3 hours and Table 8A lists the regularly scheduled international flights with tarmac delays of more than 4 hours.

Except for the flights listed in Tables 8 and 8A 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**  
**BRANDED CODESHARE PARTNERS**  
**SEPTEMBER 2019**

Based on the latest data available to DOT, for the period covered by this Air Travel Consumer Report, American Airlines, Alaska Airlines, Delta Air Lines, Hawaiian Airlines and United Airlines were holding out flights operated by their branded codeshare partner airlines. Flight Delay and Consumer Complaints sections of this report contain information on these marketing carriers' networks, which consist of flights operated by carriers as identified below:

<b>American Airlines Branded Codeshare Partners</b>	<b>Alaska Airlines Branded Codeshare Partners</b>	<b>Delta Air Lines Branded Codeshare Partners</b>	<b>Hawaiian Airlines Branded Codeshare Partners</b>	<b>United Airlines Branded Codeshare Partners</b>
American Airlines	Alaska Airlines	Delta Air Lines	Hawaiian Airlines	United Airlines
Compass Airlines	Horizon Air	Compass Airlines	Empire Airlines	Air Wisconsin Airlines
Envoy Air	Peninsula Airways	Endeavor Air		Commutair
Mesa Airlines	SkyWest Airlines	GoJet Airlines		ExpressJet Airlines
Piedmont Airlines		Republic Airways		GoJet Airlines
PSA Airlines		SkyWest Airlines		Mesa Airlines
Republic Airways				Republic Airways
SkyWest Airlines				SkyWest Airlines
				Trans States Airlines

## AIR TRAVEL CONSUMER REPORT

TABLE 1. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME BY REPORTING MARKETING CARRIER

SEPTEMBER 2019

AT ALL US AIRPORTS		
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>22</b>	<b>90.2</b>
- HAWAIIAN AIRLINES	19	90.8
- BRANDED CODESHARE PARTNERS	4	85.0
<b>DELTA AIR LINES NETWORK</b>	<b>225</b>	<b>88.2</b>
- DELTA AIR LINES	143	88.6
- BRANDED CODESHARE PARTNERS	201	87.7
<b>SOUTHWEST AIRLINES</b>	<b>88</b>	<b>88.1</b>
<b>ALLEGiant AIR</b>	<b>110</b>	<b>84.1</b>
<b>SPIRIT AIRLINES</b>	<b>50</b>	<b>83.8</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>97</b>	<b>83.0</b>
- ALASKA AIRLINES	72	81.5
- BRANDED CODESHARE PARTNERS	53	85.1
<b>AMERICAN AIRLINES NETWORK</b>	<b>238</b>	<b>82.7</b>
- AMERICAN AIRLINES	106	82.9
- BRANDED CODESHARE PARTNERS	221	82.6
<b>JETBLUE AIRWAYS</b>	<b>67</b>	<b>82.0</b>
<b>UNITED AIRLINES NETWORK</b>	<b>237</b>	<b>79.0</b>
- UNITED AIRLINES	107	80.2
- BRANDED CODESHARE PARTNERS	220	78.3
<b>FRONTIER AIRLINES</b>	<b>102</b>	<b>78.8</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>367</b>	<b>84.1</b>

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

\*All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.

## AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME BY REPORTING OPERATING CARRIER

SEPTEMBER 2019

AT ALL US AIRPORTS			
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	19	90.8	1
DELTA AIR LINES	143	88.6	2
SOUTHWEST AIRLINES	88	88.1	3
ENDEAVOR AIR	99	88.0	4
REPUBLIC AIRWAYS	92	85.7	5
ALLEGIANT AIR	110	84.1	6
SPIRIT AIRLINES	50	83.8	7
SKYWEST AIRLINES	250	83.7	8
PSA AIRLINES	90	83.6	9
AMERICAN AIRLINES	106	82.9	10
JETBLUE AIRWAYS	67	82.0	11
ALASKA AIRLINES	72	81.5	12
MESA AIRLINES	112	80.8	13
ENVOY AIR	149	80.2	14
UNITED AIRLINES	107	80.2	15
FRONTIER AIRLINES	102	78.8	16
EXPRESSJET AIRLINES	82	71.9	17
<b>TOTAL AIRPORTS SERVED</b>	<b>351</b>	<b>84.4</b>	

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

\* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.

## AIR TRAVEL CONSUMER REPORT

TABLE 1B. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME BY REPORTING MARKETING CARRIER RANK BY MONTH, AND YEAR-TO-DATE

SEPTEMBER 2019

CARRIER*	Jan 19		Feb 19		Mar 19		Apr 19		May 19		Jun 19		Jul 19		Aug 19		Sep 19		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
<b>ALASKA AIRLINES</b>	80.9	5	66.9	10	81.5	5	85.5	2	84.7	3	83.2	2	84.9	2	80.3	4	83.0	6	81.5	3
- ALASKA AIRLINES	80.5		68.0		81.2		83.7		82.6		81.8		83.4		77.7		81.5		80.2	
- BRANDED CODESHARE PARTNERS	81.5		65.2		81.9		88.1		87.9		85.4		87.3		84.5		85.1		83.3	
<b>ALLEGiant AIR</b>	73.4	8	75.2	4	85.3	4	81.6	4	79.5	4	72.9	5	78.6	5	76.8	5	84.1	4	78.6	5
<b>AMERICAN AIRLINES</b>	77.6	6	73.8	6	80.4	6	77.6	9	74.2	9	70.4	7	74.9	6	75.0	6	82.7	7	76.3	7
- AMERICAN AIRLINES	80.0		75.8		78.3		75.6		70.4		67.1		73.7		74.6		82.9		75.3	
- BRANDED CODESHARE PARTNERS	75.7		72.2		82.1		79.3		77.2		73.1		75.9		75.3		82.6		77.1	
<b>DELTA AIR LINES</b>	82.7	3	77.9	2	85.6	3	83.9	3	85.4	2	78.7	3	80.3	3	82.1	3	88.2	2	82.8	2
- DELTA AIR LINES	86.7		81.6		88.3		86.2		86.7		79.9		80.8		83.2		88.6		84.6	
- BRANDED CODESHARE PARTNERS	77.9		73.4		82.3		81.0		83.8		77.1		79.7		80.7		87.7		80.5	
<b>FRONTIER AIRLINES</b>	73.9	7	74.3	5	78.3	8	77.6	8	67.0	10	64.0	10	66.0	10	71.2	8	78.8	10	72.0	10
<b>HAWAIIAN AIRLINES</b>	87.2	1	81.7	1	86.8	1	89.0	1	89.0	1	89.6	1	88.4	1	89.7	1	90.2	1	88.1	1
- HAWAIIAN AIRLINES	87.3		82.1		87.3		89.4		90.0		89.7		89.5		90.4		90.8		88.6	
- BRANDED CODESHARE PARTNERS	86.3		78.4		82.1		84.9		79.6		88.5		77.9		83.4		85.0		82.9	
<b>JETBLUE AIRWAYS</b>	69.4	10	70.0	9	73.8	10	73.4	10	77.6	5	70.1	8	70.2	9	67.8	10	82.0	8	72.7	9
<b>SOUTHWEST AIRLINES</b>	81.9	4	73.5	7	80.0	7	78.7	6	75.8	7	75.1	4	80.3	4	82.2	2	88.1	3	79.5	4
<b>SPIRIT AIRLINES</b>	82.9	2	77.7	3	86.4	2	80.2	5	76.0	6	71.6	6	74.1	7	70.9	9	83.8	5	77.9	6
<b>UNITED AIRLINES</b>	72.1	9	71.1	8	77.1	9	78.2	7	74.7	8	67.4	9	72.2	8	73.6	7	79.0	9	74.0	8
- UNITED AIRLINES	78.8		77.0		78.8		79.7		75.5		70.2		73.6		75.4		80.2		76.5	
- BRANDED CODESHARE PARTNERS	68.0		67.4		76.0		77.1		74.2		65.5		71.3		72.4		78.3		72.3	
<b>TOTAL</b>	78.4		73.8		80.9		79.8		77.9		73.3		76.9		77.6		84.1		78.1	

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

\*All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.



## AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

SEPTEMBER 2019

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DAL		DCA		DEN		DFW	
	# 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
<b>ALASKA AIRLINES NETWORK</b>	56	82.1	266	84.2	147	83.7	0	0.0	402	81.6	149	91.3	174	77.6	116	88.8
- ALASKA AIRLINES	56	82.1	266	84.2	147	83.7	0	0.0	2	100.0	149	91.3	174	77.6	116	88.8
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	400	81.5	0	0.0	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	0	0.0	0	0.0	27	81.5	0	0.0	0	0.0	0	0.0	9	100.0	0	0.0
<b>AMERICAN AIRLINES NETWORK</b>	1467	83.9	2214	82.6	690	82.5	19241	88.1	0	0.0	6923	86.6	932	82.1	22706	85.6
- AMERICAN AIRLINES	1133	83.2	2064	82.9	491	82.5	8455	88.4	0	0.0	2268	86.6	842	81.2	13017	85.3
- BRANDED CODESHARE PARTNERS	334	86.2	150	77.3	199	82.4	10786	87.8	0	0.0	4655	86.6	90	90.0	9689	86.0
<b>DELTA AIR LINES NETWORK</b>	25057	91.7	3051	88.3	786	93.5	906	92.3	140	83.6	1398	90.0	1086	87.8	1105	83.8
- DELTA AIR LINES	19950	91.8	1596	87.5	564	94.1	577	93.4	140	83.6	754	91.1	956	87.9	903	82.5
- BRANDED CODESHARE PARTNERS	5107	91.3	1455	89.1	222	91.9	329	90.3	0	0.0	644	88.7	130	86.9	202	89.6
<b>FRONTIER AIRLINES</b>	350	76.3	77	83.1	30	86.7	156	79.5	0	0.0	90	85.6	2537	79.6	114	84.2
<b>HAWAIIAN AIRLINES NETWORK</b>	0	0.0	23	65.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	23	65.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	277	86.3	4540	84.0	155	88.4	141	87.2	0	0.0	866	83.7	91	80.2	56	83.9
<b>SOUTHWEST AIRLINES</b>	3115	88.6	832	86.3	5610	92.3	259	90.0	5585	83.9	1338	90.1	5991	86.6	0	0.0
<b>SPIRIT AIRLINES</b>	802	86.5	380	79.2	807	84.3	120	77.5	0	0.0	0	0.0	402	82.6	749	87.2
<b>UNITED AIRLINES NETWORK</b>	853	80.7	1188	82.1	307	78.5	629	82.5	0	0.0	1060	82.3	13508	84.6	995	78.6
- UNITED AIRLINES	338	83.1	1184	82.2	287	79.4	111	81.1	0	0.0	321	80.4	6017	85.1	645	79.2
- BRANDED CODESHARE PARTNERS	515	79.0	4	50.0	20	65.0	518	82.8	0	0.0	739	83.1	7491	84.2	350	77.4
<b>TOTAL</b>	<b>31,977</b>	<b>90.4</b>	<b>12,571</b>	<b>84.6</b>	<b>8,559</b>	<b>90.1</b>	<b>21,452</b>	<b>88.0</b>	<b>6,127</b>	<b>83.7</b>	<b>11,824</b>	<b>86.8</b>	<b>24,730</b>	<b>84.5</b>	<b>25,841</b>	<b>85.3</b>

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

## AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

SEPTEMBER 2019

ARRIVAL AIRPORT*																
CARRIER	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# 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
<b>ALASKA AIRLINES NETWORK</b>	<b>30</b>	<b>86.7</b>	<b>322</b>	<b>80.7</b>	<b>59</b>	<b>78.0</b>	<b>171</b>	<b>83.0</b>	<b>56</b>	<b>76.8</b>	<b>410</b>	<b>76.8</b>	<b>662</b>	<b>77.6</b>	<b>1981</b>	<b>84.4</b>
- ALASKA AIRLINES	30	86.7	322	80.7	59	78.0	171	83.0	56	76.8	410	76.8	602	77.9	1663	84.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	75.0	318	85.8
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>53</b>	<b>92.5</b>	<b>178</b>	<b>69.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>668</b>	<b>84.0</b>	<b>77</b>	<b>87.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>973</b>	<b>83.6</b>	<b>720</b>	<b>74.4</b>	<b>432</b>	<b>81.7</b>	<b>341</b>	<b>86.8</b>	<b>902</b>	<b>73.6</b>	<b>1643</b>	<b>83.3</b>	<b>1143</b>	<b>78.9</b>	<b>5099</b>	<b>87.1</b>
- AMERICAN AIRLINES	382	87.2	673	74.7	432	81.7	168	88.7	644	72.0	1253	83.5	1143	78.9	3279	85.5
- BRANDED CODESHARE PARTNERS	591	81.2	47	70.2	0	0.0	173	85.0	258	77.5	390	82.8	0	0.0	1820	90.1
<b>DELTA AIR LINES NETWORK</b>	<b>11303</b>	<b>89.3</b>	<b>830</b>	<b>78.3</b>	<b>815</b>	<b>84.0</b>	<b>569</b>	<b>90.7</b>	<b>709</b>	<b>77.9</b>	<b>4669</b>	<b>84.9</b>	<b>1579</b>	<b>90.8</b>	<b>3882</b>	<b>86.7</b>
- DELTA AIR LINES	4896	90.3	498	77.3	815	84.0	258	91.1	431	78.4	2558	84.2	1130	91.3	2869	86.4
- BRANDED CODESHARE PARTNERS	6407	88.6	332	79.8	0	0.0	311	90.4	278	77.0	2111	85.8	449	89.3	1013	87.6
<b>FRONTIER AIRLINES</b>	<b>101</b>	<b>82.2</b>	<b>0</b>	<b>0.0</b>	<b>64</b>	<b>78.1</b>	<b>103</b>	<b>79.6</b>	<b>126</b>	<b>61.1</b>	<b>0</b>	<b>0.0</b>	<b>982</b>	<b>70.0</b>	<b>111</b>	<b>76.6</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>30</b>	<b>66.7</b>	<b>77</b>	<b>75.3</b>	<b>179</b>	<b>75.4</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	66.7	77	75.3	179	75.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>101</b>	<b>93.1</b>	<b>672</b>	<b>68.8</b>	<b>1868</b>	<b>78.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>3509</b>	<b>82.8</b>	<b>346</b>	<b>87.0</b>	<b>591</b>	<b>89.2</b>
<b>SOUTHWEST AIRLINES</b>	<b>484</b>	<b>86.8</b>	<b>405</b>	<b>76.5</b>	<b>1432</b>	<b>84.4</b>	<b>140</b>	<b>91.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>5959</b>	<b>91.4</b>	<b>3382</b>	<b>87.6</b>
<b>SPIRIT AIRLINES</b>	<b>844</b>	<b>84.6</b>	<b>331</b>	<b>78.5</b>	<b>1606</b>	<b>82.9</b>	<b>0</b>	<b>0.0</b>	<b>621</b>	<b>81.0</b>	<b>0</b>	<b>0.0</b>	<b>1652</b>	<b>87.9</b>	<b>698</b>	<b>85.8</b>
<b>UNITED AIRLINES NETWORK</b>	<b>747</b>	<b>82.5</b>	<b>9807</b>	<b>76.6</b>	<b>416</b>	<b>74.8</b>	<b>6362</b>	<b>85.3</b>	<b>12405</b>	<b>75.7</b>	<b>0</b>	<b>0.0</b>	<b>1167</b>	<b>83.5</b>	<b>4059</b>	<b>86.5</b>
- UNITED AIRLINES	177	76.3	4713	78.7	412	74.5	2210	86.0	4688	78.3	0	0.0	1165	83.5	2344	85.7
- BRANDED CODESHARE PARTNERS	570	84.4	5094	74.8	4	100.0	4152	84.9	7717	74.2	0	0.0	2	100.0	1715	87.6
<b>TOTAL</b>	<b>14,583</b>	<b>88.2</b>	<b>13,140</b>	<b>76.4</b>	<b>6,870</b>	<b>81.1</b>	<b>7,686</b>	<b>85.8</b>	<b>14,819</b>	<b>75.8</b>	<b>10,261</b>	<b>83.6</b>	<b>14,235</b>	<b>86.6</b>	<b>20,059</b>	<b>86.6</b>

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

## AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

SEPTEMBER 2019

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# 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
<b>ALASKA AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>141</b>	<b>84.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>146</b>	<b>84.2</b>	<b>323</b>	<b>72.1</b>	<b>3951</b>	<b>87.5</b>	<b>120</b>	<b>70.8</b>
- ALASKA AIRLINES	0	0.0	141	84.4	0	0.0	0	0.0	116	81.9	323	72.1	1551	88.1	120	70.8
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	30	93.3	0	0.0	2400	87.1	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>4394</b>	<b>74.6</b>	<b>1371</b>	<b>81.3</b>	<b>0</b>	<b>0.0</b>	<b>5868</b>	<b>86.5</b>	<b>815</b>	<b>79.8</b>	<b>13934</b>	<b>71.9</b>	<b>359</b>	<b>82.7</b>	<b>9649</b>	<b>84.3</b>
- AMERICAN AIRLINES	2173	74.8	1371	81.3	0	0.0	3864	85.3	583	78.2	5561	73.6	276	81.9	3806	84.0
- BRANDED CODESHARE PARTNERS	2221	74.5	0	0.0	0	0.0	2004	88.9	232	83.6	8373	70.7	83	85.5	5843	84.5
<b>DELTA AIR LINES NETWORK</b>	<b>6650</b>	<b>76.8</b>	<b>1344</b>	<b>88.9</b>	<b>486</b>	<b>86.6</b>	<b>632</b>	<b>88.1</b>	<b>10478</b>	<b>87.9</b>	<b>1483</b>	<b>77.6</b>	<b>885</b>	<b>88.0</b>	<b>871</b>	<b>89.7</b>
- DELTA AIR LINES	2325	77.1	1344	88.9	194	87.6	632	88.1	5991	88.4	1167	77.6	709	90.0	567	90.3
- BRANDED CODESHARE PARTNERS	4325	76.6	0	0.0	292	86.0	0	0.0	4487	87.2	316	77.5	176	80.1	304	88.5
<b>FRONTIER AIRLINES</b>	<b>90</b>	<b>74.4</b>	<b>983</b>	<b>78.1</b>	<b>0</b>	<b>0.0</b>	<b>89</b>	<b>75.3</b>	<b>165</b>	<b>78.2</b>	<b>267</b>	<b>72.3</b>	<b>56</b>	<b>69.6</b>	<b>558</b>	<b>77.2</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>59</b>	<b>50.8</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	59	50.8	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>489</b>	<b>70.8</b>	<b>1541</b>	<b>80.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>82</b>	<b>90.2</b>	<b>223</b>	<b>74.9</b>	<b>92</b>	<b>87.0</b>	<b>272</b>	<b>85.7</b>
<b>SOUTHWEST AIRLINES</b>	<b>1018</b>	<b>74.3</b>	<b>2490</b>	<b>86.9</b>	<b>6595</b>	<b>87.2</b>	<b>0</b>	<b>0.0</b>	<b>630</b>	<b>84.1</b>	<b>0</b>	<b>0.0</b>	<b>1151</b>	<b>90.2</b>	<b>626</b>	<b>85.6</b>
<b>SPIRIT AIRLINES</b>	<b>330</b>	<b>70.6</b>	<b>1375</b>	<b>78.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>302</b>	<b>86.4</b>	<b>808</b>	<b>77.6</b>	<b>84</b>	<b>91.7</b>	<b>348</b>	<b>81.9</b>
<b>UNITED AIRLINES NETWORK</b>	<b>1136</b>	<b>68.0</b>	<b>908</b>	<b>81.4</b>	<b>0</b>	<b>0.0</b>	<b>269</b>	<b>81.4</b>	<b>769</b>	<b>78.7</b>	<b>17226</b>	<b>77.5</b>	<b>621</b>	<b>82.1</b>	<b>420</b>	<b>79.0</b>
- UNITED AIRLINES	752	67.6	908	81.4	0	0.0	269	81.4	334	79.6	6867	79.9	621	82.1	388	80.2
- BRANDED CODESHARE PARTNERS	384	69.0	0	0.0	0	0.0	0	0.0	435	77.9	10359	75.9	0	0.0	32	65.6
<b>TOTAL</b>	<b>14,107</b>	<b>74.9</b>	<b>10,153</b>	<b>82.9</b>	<b>7,081</b>	<b>87.1</b>	<b>6,858</b>	<b>86.3</b>	<b>13,387</b>	<b>86.5</b>	<b>34,264</b>	<b>75.1</b>	<b>7,258</b>	<b>86.9</b>	<b>12,864</b>	<b>84.1</b>

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

## AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

SEPTEMBER 2019

ARRIVAL AIRPORT*												
CARRIER	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
<b>ALASKA AIRLINES NETWORK</b>	<b>300</b>	<b>75.3</b>	<b>1442</b>	<b>86.0</b>	<b>9065</b>	<b>80.2</b>	<b>2310</b>	<b>74.2</b>	<b>304</b>	<b>78.6</b>	<b>30</b>	<b>73.3</b>
- ALASKA AIRLINES	210	80.5	860	82.0	5852	78.1	1748	76.6	86	82.6	30	73.3
- BRANDED CODESHARE PARTNERS	90	63.3	582	91.9	3213	84.2	562	66.5	218	77.1	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>50.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>6722</b>	<b>85.1</b>	<b>881</b>	<b>84.2</b>	<b>747</b>	<b>80.5</b>	<b>1205</b>	<b>55.4</b>	<b>488</b>	<b>80.1</b>	<b>938</b>	<b>85.1</b>
- AMERICAN AIRLINES	4325	84.6	731	82.4	616	80.5	1134	54.9	321	82.9	937	85.1
- BRANDED CODESHARE PARTNERS	2397	86.0	150	93.3	131	80.2	71	62.0	167	74.9	1	100.0
<b>DELTA AIR LINES NETWORK</b>	<b>806</b>	<b>85.7</b>	<b>972</b>	<b>85.5</b>	<b>4051</b>	<b>85.0</b>	<b>1272</b>	<b>62.3</b>	<b>7208</b>	<b>90.5</b>	<b>966</b>	<b>92.2</b>
- DELTA AIR LINES	612	86.1	713	85.3	2617	85.7	1272	62.3	3959	88.4	886	92.1
- BRANDED CODESHARE PARTNERS	194	84.5	259	86.1	1434	83.6	0	0.0	3249	93.1	80	93.8
<b>FRONTIER AIRLINES</b>	<b>192</b>	<b>78.1</b>	<b>140</b>	<b>79.3</b>	<b>72</b>	<b>86.1</b>	<b>152</b>	<b>48.0</b>	<b>129</b>	<b>79.8</b>	<b>229</b>	<b>82.1</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>30</b>	<b>76.7</b>	<b>60</b>	<b>71.7</b>	<b>60</b>	<b>53.3</b>	<b>59</b>	<b>55.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	30	76.7	60	71.7	60	53.3	59	55.9	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>90</b>	<b>81.1</b>	<b>184</b>	<b>90.8</b>	<b>187</b>	<b>77.5</b>	<b>415</b>	<b>67.0</b>	<b>214</b>	<b>86.0</b>	<b>359</b>	<b>86.4</b>
<b>SOUTHWEST AIRLINES</b>	<b>4959</b>	<b>87.4</b>	<b>3419</b>	<b>88.2</b>	<b>1019</b>	<b>85.7</b>	<b>1220</b>	<b>65.4</b>	<b>891</b>	<b>87.7</b>	<b>1712</b>	<b>90.1</b>
<b>SPIRIT AIRLINES</b>	<b>30</b>	<b>100.0</b>	<b>169</b>	<b>88.8</b>	<b>153</b>	<b>83.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>446</b>	<b>89.7</b>
<b>UNITED AIRLINES NETWORK</b>	<b>766</b>	<b>81.1</b>	<b>963</b>	<b>83.7</b>	<b>911</b>	<b>79.3</b>	<b>6994</b>	<b>66.8</b>	<b>651</b>	<b>82.6</b>	<b>548</b>	<b>83.0</b>
- UNITED AIRLINES	639	79.5	847	83.7	876	79.1	4505	68.8	118	83.9	547	83.2
BRANDED CODESHARE PARTNERS	127	89.0	116	83.6	35	82.9	2489	63.2	533	82.4	1	0.0
<b>TOTAL</b>	<b>13,895</b>	<b>85.4</b>	<b>8,232</b>	<b>86.3</b>	<b>16,265</b>	<b>81.6</b>	<b>13,627</b>	<b>66.2</b>	<b>9,885</b>	<b>88.6</b>	<b>5,228</b>	<b>88.1</b>

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

## AIR TRAVEL CONSUMER REPORT

TABLE 2A. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING OPERATING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

SEPTEMBER 2019

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DAL		DCA		DEN		DFW	
	# 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 AIRLINES	56	82.1	266	84.2	147	83.7	0	0.0	2	100.0	149	91.3	174	77.6	116	88.8
ALLEGiant AIR	0	0.0	0	0.0	27	81.5	0	0.0	0	0.0	0	0.0	9	100.0	0	0.0
AMERICAN AIRLINES	1133	83.2	2064	82.9	491	82.5	8455	88.4	0	0.0	2268	86.6	842	81.2	13017	85.3
DELTA AIR LINES	19950	91.8	1596	87.5	564	94.1	577	93.4	140	83.6	754	91.1	956	87.9	903	82.5
ENDEAVOR AIR	3072	92.2	330	89.7	222	91.9	192	88.5	0	0.0	183	96.2	0	0.0	106	95.3
ENVOY AIR	3	66.7	0	0.0	60	70.0	463	88.8	0	0.0	112	97.3	0	0.0	5126	88.5
EXPRESSJET AIRLINES	61	70.5	0	0.0	0	0.0	9	55.6	0	0.0	209	82.8	0	0.0	0	0.0
FRONTIER AIRLINES	350	76.3	77	83.1	30	86.7	156	79.5	0	0.0	90	85.6	2537	79.6	114	84.2
HAWAIIAN AIRLINES	0	0.0	23	65.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	277	86.3	4540	84.0	155	88.4	141	87.2	0	0.0	866	83.7	91	80.2	56	83.9
MESA AIRLINES	193	74.1	0	0.0	20	65.0	221	78.3	0	0.0	58	74.1	0	0.0	3485	82.1
PSA AIRLINES	100	87.0	0	0.0	0	0.0	7947	88.0	0	0.0	2458	82.3	0	0.0	0	0.0
REPUBLIC AIRWAYS	500	83.6	892	89.0	39	92.3	908	91.5	0	0.0	2608	89.9	407	86.2	80	70.0
SKYWEST AIRLINES	1999	90.4	180	87.8	24	87.5	120	87.5	370	80.5	29	89.7	4458	85.5	1397	85.7
SOUTHWEST AIRLINES	3115	88.6	832	86.3	5610	92.3	259	90.0	5585	83.9	1338	90.1	5991	86.6	0	0.0
SPIRIT AIRLINES	802	86.5	380	79.2	807	84.3	120	77.5	0	0.0	0	0.0	402	82.6	749	87.2
UNITED AIRLINES	338	83.1	1184	82.2	287	79.4	111	81.1	0	0.0	321	80.4	6017	85.1	645	79.2
<b>TOTAL</b>	<b>31,949</b>	<b>90.4</b>	<b>12,364</b>	<b>84.6</b>	<b>8,483</b>	<b>90.2</b>	<b>19,679</b>	<b>88.3</b>	<b>6,097</b>	<b>83.7</b>	<b>11,443</b>	<b>86.9</b>	<b>21,884</b>	<b>84.8</b>	<b>25,794</b>	<b>85.3</b>

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

## AIR TRAVEL CONSUMER REPORT

TABLE 2A. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING OPERATING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

SEPTEMBER 2019

ARRIVAL AIRPORT*																
CARRIER	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# 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 AIRLINES	30	86.7	322	80.7	59	78.0	171	83.0	56	76.8	410	76.8	602	77.9	1663	84.1
ALLEGiant AIR	0	0.0	53	92.5	178	69.1	0	0.0	0	0.0	0	0.0	668	84.0	77	87.0
AMERICAN AIRLINES	382	87.2	673	74.7	432	81.7	168	88.7	644	72.0	1253	83.5	1143	78.9	3279	85.5
DELTA AIR LINES	4896	90.3	498	77.3	815	84.0	258	91.1	431	78.4	2558	84.2	1130	91.3	2869	86.4
ENDEAVOR AIR	1482	91.2	3	100.0	0	0.0	114	86.0	80	82.5	1779	85.8	0	0.0	0	0.0
ENVOY AIR	84	78.6	47	70.2	0	0.0	0	0.0	29	55.2	360	82.5	0	0.0	0	0.0
EXPRESSJET AIRLINES	33	84.8	957	70.8	0	0.0	0	0.0	3063	68.3	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	101	82.2	0	0.0	64	78.1	103	79.6	126	61.1	0	0.0	982	70.0	111	76.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	66.7	77	75.3	179	75.4
JETBLUE AIRWAYS	101	93.1	672	68.8	1868	78.2	0	0.0	0	0.0	3509	82.8	346	87.0	591	89.2
MESA AIRLINES	128	85.2	0	0.0	4	100.0	1971	87.7	2910	77.0	0	0.0	0	0.0	0	0.0
PSA AIRLINES	58	84.5	0	0.0	0	0.0	173	85.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	774	86.4	2223	81.4	0	0.0	0	0.0	1090	82.6	159	88.1	0	0.0	0	0.0
SKYWEST AIRLINES	3837	86.5	92	83.7	0	0.0	390	90.8	1027	75.8	203	84.2	154	95.5	2581	88.1
SOUTHWEST AIRLINES	484	86.8	405	76.5	1432	84.4	140	91.4	0	0.0	0	0.0	5959	91.4	3382	87.6
SPIRIT AIRLINES	844	84.6	331	78.5	1606	82.9	0	0.0	621	81.0	0	0.0	1652	87.9	698	85.8
UNITED AIRLINES	177	76.3	4713	78.7	412	74.5	2210	86.0	4688	78.3	0	0.0	1165	83.5	2344	85.7
<b>TOTAL</b>	<b>13,411</b>	<b>88.1</b>	<b>10,989</b>	<b>77.7</b>	<b>6,870</b>	<b>81.1</b>	<b>5,698</b>	<b>87.1</b>	<b>14,765</b>	<b>75.8</b>	<b>10,261</b>	<b>83.6</b>	<b>13,878</b>	<b>86.7</b>	<b>17,774</b>	<b>86.3</b>

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

## AIR TRAVEL CONSUMER REPORT

TABLE 2A. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING OPERATING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

SEPTEMBER 2019

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# 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 AIRLINES	0	0.0	141	84.4	0	0.0	0	0.0	116	81.9	323	72.1	1551	88.1	120	70.8
ALLEGiant AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2173	74.8	1371	81.3	0	0.0	3864	85.3	583	78.2	5561	73.6	276	81.9	3806	84.0
DELTA AIR LINES	2325	77.1	1344	88.9	194	87.6	632	88.1	5991	88.4	1167	77.6	709	90.0	567	90.3
ENDEAVOR AIR	2011	75.8	0	0.0	3	66.7	0	0.0	1039	89.1	214	79.4	0	0.0	199	89.9
ENVOY AIR	737	72.0	0	0.0	0	0.0	1003	85.7	5	60.0	5819	70.9	0	0.0	0	0.0
EXPRESSJET AIRLINES	137	70.1	0	0.0	0	0.0	0	0.0	65	69.2	1394	72.4	0	0.0	0	0.0
FRONTIER AIRLINES	90	74.4	983	78.1	0	0.0	89	75.3	165	78.2	267	72.3	56	69.6	558	77.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	59	50.8	0	0.0
JETBLUE AIRWAYS	489	70.8	1541	80.0	0	0.0	0	0.0	82	90.2	223	74.9	92	87.0	272	85.7
MESA AIRLINES	119	68.9	0	0.0	0	0.0	0	0.0	115	77.4	0	0.0	0	0.0	31	67.7
PSA AIRLINES	182	67.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1253	81.2
REPUBLIC AIRWAYS	2817	77.3	0	0.0	0	0.0	1001	92.1	416	81.3	1255	84.6	0	0.0	1663	89.7
SKYWEST AIRLINES	901	76.1	0	0.0	208	86.5	0	0.0	3463	87.1	5582	72.9	708	90.7	1	0.0
SOUTHWEST AIRLINES	1018	74.3	2490	86.9	6595	87.2	0	0.0	630	84.1	0	0.0	1151	90.2	626	85.6
SPIRIT AIRLINES	330	70.6	1375	78.5	0	0.0	0	0.0	302	86.4	808	77.6	84	91.7	348	81.9
UNITED AIRLINES	752	67.6	908	81.4	0	0.0	269	81.4	334	79.6	6867	79.9	621	82.1	388	80.2
<b>TOTAL</b>	<b>14,081</b>	<b>74.9</b>	<b>10,153</b>	<b>82.9</b>	<b>7,000</b>	<b>87.2</b>	<b>6,858</b>	<b>86.3</b>	<b>13,306</b>	<b>86.6</b>	<b>29,480</b>	<b>75.1</b>	<b>5,307</b>	<b>87.6</b>	<b>9,832</b>	<b>84.4</b>

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

## AIR TRAVEL CONSUMER REPORT

TABLE 2A. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING OPERATING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

SEPTEMBER 2019

ARRIVAL AIRPORT*												
CARRIER	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
ALASKA AIRLINES	210	80.5	860	82.0	5852	78.1	1748	76.6	86	82.6	30	73.3
ALLEGiant AIR	0	0.0	2	50.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4325	84.6	731	82.4	616	80.5	1134	54.9	321	82.9	937	85.1
DELTA AIR LINES	612	86.1	713	85.3	2617	85.7	1272	62.3	3959	88.4	886	92.1
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	80	93.8
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	192	78.1	140	79.3	72	86.1	152	48.0	129	79.8	229	82.1
HAWAIIAN AIRLINES	30	76.7	60	71.7	60	53.3	59	55.9	0	0.0	0	0.0
JETBLUE AIRWAYS	90	81.1	184	90.8	187	77.5	415	67.0	214	86.0	359	86.4
MESA AIRLINES	1440	83.5	0	0.0	0	0.0	0	0.0	80	73.8	1	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	84	86.9	1	100.0
SKYWEST AIRLINES	1086	89.8	567	92.6	784	88.9	2841	63.5	3623	90.7	0	0.0
SOUTHWEST AIRLINES	4959	87.4	3419	88.2	1019	85.7	1220	65.4	891	87.7	1712	90.1
SPIRIT AIRLINES	30	100.0	169	88.8	153	83.7	0	0.0	0	0.0	446	89.7
UNITED AIRLINES	639	79.5	847	83.7	876	79.1	4505	68.8	118	83.9	547	83.2
<b>TOTAL</b>	<b>13,613</b>	<b>85.6</b>	<b>7,692</b>	<b>86.3</b>	<b>12,236</b>	<b>81.2</b>	<b>13,346</b>	<b>66.2</b>	<b>9,505</b>	<b>88.6</b>	<b>5,228</b>	<b>88.1</b>

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



## AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF REPORTING OPERATING CARRIERS FLIGHT OPERATIONS ARRIVING ON-TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

SEPTEMBER 2019

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	93.6	85.9	91.2	90.6	97.3	92.4	92.2	92.9	87.1	81.3	80.7	92.9	91.0	86.7	95.8	84.8
0700-0759	94.4	92.8	97.1	92.7	95.1	91.8	92.8	92.7	95.7	91.6	82.1	91.8	60.0	88.0	94.4	93.5
0800-0859	92.1	90.3	96.9	92.7	91.8	93.2	90.3	91.2	91.9	91.8	86.8	83.9	76.6	86.6	94.6	90.0
0900-0959	94.5	94.0	93.0	92.5	93.5	92.9	86.9	88.0	92.4	92.0	85.1	97.7	86.4	93.6	92.1	92.2
1000-1059	94.3	93.3	93.8	92.9	93.3	90.5	88.3	89.3	92.9	92.9	86.4	93.4	82.6	93.7	90.8	88.7
1100-1159	93.6	88.8	90.0	93.4	92.8	90.0	91.8	91.1	93.1	89.7	81.6	90.2	81.7	93.4	91.5	91.3
1200-1259	93.6	91.7	93.6	91.8	89.3	91.3	92.3	89.5	92.9	89.5	82.7	96.5	84.0	92.9	87.9	89.8
1300-1359	93.3	92.1	93.1	88.5	88.8	87.6	90.8	87.2	89.2	84.5	82.4	89.6	74.2	85.9	89.8	90.1
1400-1459	92.4	87.9	93.7	87.0	79.5	89.4	88.8	89.9	90.2	78.0	84.5	94.0	79.8	87.2	86.9	88.1
1500-1559	92.1	87.5	92.6	87.2	72.9	89.3	87.6	84.6	91.3	74.7	83.2	86.8	77.7	83.6	86.0	85.9
1600-1659	91.4	86.7	89.3	83.2	78.4	87.1	82.7	84.5	87.5	71.7	83.5	86.1	79.1	85.0	86.0	83.2
1700-1759	90.2	80.7	86.1	87.8	77.5	84.8	76.9	77.3	83.8	63.6	78.7	86.7	62.7	81.2	85.3	83.6
1800-1859	87.9	76.2	89.4	82.5	82.2	80.9	78.6	80.4	81.2	65.1	81.5	76.1	71.8	76.4	83.8	81.6
1900-1959	84.5	76.0	88.8	83.1	78.9	81.8	76.3	77.7	83.7	66.1	79.9	90.5	69.0	78.4	84.4	83.0
2000-2059	85.1	75.0	85.4	80.9	78.6	78.3	75.2	74.6	81.2	66.7	74.8	81.1	74.6	75.9	84.0	82.2
2100-2159	85.2	80.4	87.1	84.8	83.5	80.7	75.9	83.4	80.7	70.4	75.9	84.4	77.1	77.3	81.0	82.7
2200-2259	82.0	80.8	83.5	88.8	77.7	82.6	75.8	79.5	75.0	68.6	72.9	76.7	75.1	73.8	83.9	79.5
2300-0559	80.6	79.4	82.8	84.4	78.3	83.5	79.2	84.2	84.0	77.4	78.3	85.0	80.4	79.7	75.1	83.1
<b>TOTAL</b>	<b>90.4</b>	<b>84.6</b>	<b>90.2</b>	<b>88.3</b>	<b>83.7</b>	<b>86.9</b>	<b>84.8</b>	<b>85.3</b>	<b>88.1</b>	<b>77.7</b>	<b>81.1</b>	<b>87.1</b>	<b>75.8</b>	<b>83.6</b>	<b>86.7</b>	<b>86.3</b>

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

## AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF REPORTING OPERATING CARRIERS FLIGHT OPERATIONS ARRIVING ON-TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

SEPTEMBER 2019

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	0.0	76.4	92.6	92.1	88.7	86.4	88.6	91.7	90.7	88.1	87.3	91.3	100.0	90.2	89.5
0700-0759	93.1	83.4	85.3	89.6	85.4	81.3	95.8	89.4	92.8	92.7	95.2	86.1	96.1	94.2	91.0
0800-0859	89.1	89.8	93.5	91.8	87.9	77.2	95.7	90.3	90.6	90.7	81.5	73.6	93.5	96.7	87.7
0900-0959	90.2	87.8	94.0	92.2	90.2	74.9	95.7	91.8	91.2	92.2	83.9	71.0	93.0	96.9	89.1
1000-1059	83.1	86.5	94.3	90.6	88.3	78.8	88.3	88.3	93.0	88.7	84.2	79.9	93.1	94.5	89.2
1100-1159	79.9	85.8	91.5	91.6	87.0	75.9	90.8	91.1	89.6	91.9	86.1	70.9	91.9	93.5	87.9
1200-1259	81.1	85.8	91.7	88.8	88.4	74.4	85.9	87.7	90.2	85.6	82.5	66.8	86.6	91.6	87.3
1300-1359	83.4	84.3	87.5	88.6	91.2	74.6	92.7	92.8	90.0	91.6	90.0	65.9	89.5	91.2	86.1
1400-1459	78.8	86.2	91.3	86.2	90.3	74.0	93.2	86.6	84.9	89.7	85.2	64.2	88.5	95.0	85.5
1500-1559	70.1	85.3	89.8	85.4	87.5	72.3	90.2	79.2	88.2	86.0	90.0	62.9	90.5	88.1	84.2
1600-1659	68.9	81.7	87.1	88.0	89.6	75.6	87.7	81.3	84.1	83.7	81.4	62.4	87.5	83.0	83.0
1700-1759	67.2	83.5	87.8	89.1	84.3	73.1	89.7	78.9	77.3	86.2	84.5	61.0	92.7	85.9	78.7
1800-1859	66.8	82.2	85.8	83.3	86.4	73.4	85.3	84.0	77.8	85.3	85.4	59.8	82.4	83.8	79.7
1900-1959	61.8	80.0	81.6	74.7	81.7	65.7	86.0	73.7	78.4	82.1	83.4	58.5	87.4	85.4	78.2
2000-2059	63.5	78.2	81.9	81.0	78.3	72.2	83.0	77.6	75.6	79.3	72.3	59.7	79.2	86.9	77.0
2100-2159	63.1	77.7	84.2	76.2	79.8	71.4	82.9	80.0	78.5	81.9	68.4	60.3	85.2	84.9	79.1
2200-2259	63.0	80.8	78.6	77.7	78.1	77.2	81.6	78.9	80.9	80.3	71.3	58.1	78.6	78.8	76.5
2300-0559	71.1	76.8	78.2	81.4	82.3	80.2	81.6	81.4	84.1	81.4	83.6	62.1	79.4	80.3	79.6
<b>TOTAL</b>	<b>74.9</b>	<b>82.9</b>	<b>87.2</b>	<b>86.3</b>	<b>86.6</b>	<b>75.1</b>	<b>87.6</b>	<b>84.4</b>	<b>85.6</b>	<b>86.3</b>	<b>81.2</b>	<b>66.2</b>	<b>88.6</b>	<b>88.1</b>	<b>83.7</b>

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

## AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF REPORTING OPERATING CARRIERS FLIGHT OPERATIONS DEPARTING ON-TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

SEPTEMBER 2019

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	94.3	93.5	91.8	93.2	94.0	93.6	92.3	90.7	94.8	93.5	92.4	93.4	88.3	93.2	90.8	94.3
0700-0759	93.3	91.7	91.8	91.0	93.9	91.7	91.6	90.2	93.7	91.2	89.9	95.3	90.8	94.2	91.8	90.5
0800-0859	95.2	90.5	94.8	88.6	93.2	92.8	90.8	91.7	93.1	93.0	87.7	90.3	83.3	93.9	90.6	91.3
0900-0959	91.8	87.4	88.3	91.5	89.1	91.4	88.3	88.2	90.2	88.2	87.3	87.9	85.3	89.2	91.0	87.7
1000-1059	94.7	87.5	88.6	86.4	89.0	89.0	85.8	86.8	91.5	87.6	82.8	94.8	84.5	91.2	88.2	87.0
1100-1159	90.7	87.8	90.0	89.4	85.5	87.9	83.9	83.6	89.2	89.2	85.3	88.7	82.5	89.2	87.3	86.4
1200-1259	92.0	88.0	89.0	85.1	86.4	84.5	86.0	85.9	90.0	86.2	77.3	87.4	79.9	89.1	87.0	85.0
1300-1359	91.8	87.3	86.6	86.7	82.9	86.0	86.9	83.5	84.4	87.0	83.0	88.5	80.9	89.3	86.3	82.0
1400-1459	89.7	87.0	86.1	82.0	85.1	88.5	84.9	80.3	86.8	80.9	81.0	85.1	76.1	83.4	84.8	84.3
1500-1559	89.1	81.4	85.0	78.3	70.8	85.1	84.2	81.9	84.8	72.4	82.3	95.0	76.5	81.8	83.5	82.0
1600-1659	87.3	83.1	82.5	79.9	66.8	83.7	80.6	80.5	82.4	72.6	78.2	85.6	76.2	79.1	80.9	85.5
1700-1759	86.5	80.6	84.1	81.0	75.0	79.4	78.3	76.5	84.1	68.4	74.8	78.6	71.4	76.7	81.7	81.3
1800-1859	85.1	74.8	82.7	79.8	72.6	83.4	73.6	76.2	81.8	70.2	77.2	81.0	70.9	75.6	82.4	80.6
1900-1959	82.4	73.7	79.0	80.5	71.7	79.9	75.0	73.1	78.8	71.9	77.9	74.6	72.2	77.1	77.7	81.5
2000-2059	82.6	71.1	80.3	81.4	71.9	81.6	72.6	77.6	86.1	67.2	77.5	80.6	70.7	75.6	81.6	80.3
2100-2159	85.6	76.3	83.4	82.9	70.6	78.5	67.9	73.9	85.7	66.9	75.2	83.3	79.3	75.8	82.2	81.6
2200-2259	85.9	82.6	83.5	84.7	73.5	81.7	71.6	84.1	86.6	60.0	74.7	84.2	82.4	77.2	80.8	83.1
2300-0559	86.1	93.9	92.2	92.6	0.0	94.7	86.6	90.4	89.8	93.3	92.5	94.3	86.0	85.0	83.7	87.5
TOTAL	89.1	85.0	86.9	85.1	81.3	86.4	82.9	83.1	88.0	80.4	82.6	85.6	79.0	84.8	85.6	85.6

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

## AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF REPORTING OPERATING CARRIERS FLIGHT OPERATIONS DEPARTING ON-TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

SEPTEMBER 2019

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	94.2	88.8	93.7	91.9	94.7	88.6	94.1	92.8	92.6	94.1	92.0	93.2	96.2	93.5	92.7
0700-0759	95.2	85.6	89.3	93.4	93.7	86.3	93.2	90.3	90.3	91.5	89.1	90.4	88.4	96.7	91.0
0800-0859	91.2	86.8	83.1	88.0	89.5	83.7	93.0	90.2	89.9	92.0	85.5	80.5	91.6	95.1	90.1
0900-0959	89.8	84.5	89.1	88.5	89.1	80.7	93.2	89.8	88.1	87.7	78.6	75.5	91.1	95.2	87.9
1000-1059	88.3	87.6	88.6	92.8	90.1	77.3	88.2	89.1	89.1	87.4	79.1	76.1	90.2	92.3	86.9
1100-1159	87.0	85.0	83.5	86.0	89.0	78.5	86.3	87.9	87.6	85.2	82.5	74.3	91.6	93.1	86.4
1200-1259	82.4	81.7	84.8	88.6	86.6	75.2	90.3	86.0	87.4	88.1	83.1	74.0	87.0	91.7	85.1
1300-1359	86.0	80.5	82.2	85.9	88.8	75.5	81.2	85.5	86.4	83.4	82.8	70.2	86.6	89.1	84.7
1400-1459	82.1	78.8	75.8	86.5	87.3	73.5	90.5	86.9	85.3	89.6	85.1	68.6	85.8	91.8	82.5
1500-1559	79.6	83.2	83.7	83.7	87.6	75.8	88.2	83.3	83.0	86.1	85.9	66.8	88.4	89.7	82.5
1600-1659	74.6	80.3	76.8	86.1	88.5	75.9	85.9	75.2	85.5	81.9	82.9	68.5	79.6	80.5	80.0
1700-1759	69.9	78.4	72.3	81.8	85.9	72.7	89.2	77.8	78.9	82.3	80.9	66.5	87.7	79.5	79.4
1800-1859	71.5	76.6	75.9	76.2	81.9	74.1	80.9	81.9	74.6	85.3	85.7	66.7	85.4	84.2	77.0
1900-1959	67.2	78.4	80.4	83.4	87.0	75.7	85.6	78.0	76.3	84.6	84.6	65.3	84.7	80.0	77.7
2000-2059	67.6	77.7	77.1	84.2	87.0	71.3	74.8	75.3	77.5	77.2	77.7	71.7	87.1	81.7	78.4
2100-2159	65.6	75.5	74.8	85.4	85.3	78.2	89.9	84.1	75.4	84.1	74.4	70.8	84.5	88.5	78.6
2200-2259	70.5	75.3	80.8	79.3	86.9	77.6	91.3	71.4	84.7	91.2	77.0	72.0	88.9	75.0	82.4
2300-0559	96.6	83.9	90.3	93.9	93.3	87.0	92.0	83.2	90.5	0.0	86.6	78.4	86.6	100.0	87.1
<b>TOTAL</b>	<b>81.5</b>	<b>82.2</b>	<b>81.7</b>	<b>86.2</b>	<b>88.4</b>	<b>77.7</b>	<b>89.1</b>	<b>84.7</b>	<b>85.0</b>	<b>87.1</b>	<b>83.6</b>	<b>74.6</b>	<b>88.9</b>	<b>89.5</b>	<b>84.1</b>

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

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
**SEPTEMBER 2019**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	93.3	90.0	60	60
Abilene, TX (ABI)	86.8	89.3	197	197
Adak Island, AK (ADK)	100.0	87.5	8	8
Aguadilla, PR (BQN)	80.3	89.3	157	159
Akron, OH (CAK)	75.7	82.7	539	538
Albany, GA (ABY)	90.0	91.3	80	80
Albany, NY (ALB)	86.1	87.1	977	979
Albuquerque, NM (ABQ)	85.9	86.7	2052	2045
Alexandria, LA (AEX)	87.7	88.0	276	276
Allentown/Bethlehem/Easton, PA (ABE)	84.5	85.3	465	463
Alpena, MI (APN)	92.2	96.1	51	51
Amarillo, TX (AMA)	83.0	85.3	430	430
Anchorage, AK (ANC)	84.3	90.2	1600	1606
Appleton, WI (ATW)	82.3	84.9	299	299
Arcata/Eureka, CA (ACV)	67.6	73.6	182	182
Asheville, NC (AVL)	79.6	82.8	825	826
Ashland, WV (HTS)	81.8	77.3	22	22
Aspen, CO (ASE)	83.7	79.9	398	398
Atlanta, GA (ATL)	90.4	89.1	31949	31952
Atlantic City, NJ (ACY)	82.2	85.8	225	225
Augusta, GA (AGS)	87.7	85.6	389	388
Austin, TX (AUS)	87.5	87.8	5531	5529
Bakersfield, CA (BFL)	82.0	92.2	205	205
Baltimore, MD (BWI)	90.2	86.9	8483	8479
Bangor, ME (BGR)	76.4	80.3	381	381
Barrow, AK (BRW)	88.3	90.0	60	60
Baton Rouge, LA (BTR)	83.8	87.5	643	642
Beaumont/Port Arthur, TX (BPT)	89.4	83.5	85	85
Belleville, IL (BLV)	83.6	69.1	55	55
Bellingham, WA (BLI)	91.2	95.1	102	102
Bemidji, MN (BJI)	93.3	86.7	60	60
Bend/Redmond, OR (RDM)	82.1	77.9	363	362
Bethel, AK (BET)	94.2	88.4	69	69
Billings, MT (BIL)	87.0	91.0	324	324
Binghamton, NY (BGM)	89.5	95.3	86	86
Birmingham, AL (BHM)	83.6	86.0	1672	1671
Bismarck/Mandan, ND (BIS)	83.6	81.8	335	335
Bloomington/Normal, IL (BMI)	81.6	86.7	256	256
Boise, ID (BOI)	88.3	89.9	1551	1550
Boston, MA (BOS)	84.6	85.0	12364	12358
Bozeman, MT (BZN)	84.4	84.6	527	527

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	88.2	92.2	51	51
Branson, MO (BKG)	88.2	91.2	34	34
Bristol/Johnson City/Kingsport, TN (TRI)	86.3	89.3	234	233
Brownsville, TX (BRO)	86.1	89.3	252	252
Brunswick, GA (BQK)	88.2	84.7	85	85
Buffalo, NY (BUF)	86.1	87.9	2068	2069
Burbank, CA (BUR)	87.1	85.1	2815	2814
Burlington, VT (BTV)	82.9	84.7	887	886
Butte, MT (BTM)	100.0	94.6	56	56
Concord, NC (USA)	80.4	73.9	92	92
Cape Girardeau, MO (CGI)	82.7	82.7	81	81
Casper, WY (CPR)	95.9	95.9	97	97
Cedar City, UT (CDC)	91.3	96.3	80	81
Cedar Rapids/Iowa City, IA (CID)	84.5	84.2	746	747
Champaign/Urbana, IL (CMI)	72.6	79.9	259	259
Charleston, SC (CHS)	80.8	82.0	2111	2113
Charleston/Dunbar, WV (CRW)	80.5	81.7	420	420
Charlotte Amalie, VI (STT)	83.4	82.9	175	175
Charlotte, NC (CLT)	88.3	85.1	19679	19689
Charlottesville, VA (CHO)	81.4	79.8	516	515
Chattanooga, TN (CHA)	87.6	87.0	715	714
Cheyenne, WY (CYS)	96.7	88.1	60	59
Chicago, IL (MDW)	87.2	81.7	7000	6999
Chicago, IL (ORD)	75.1	77.7	29480	29479
Christiansted, VI (STX)	85.4	87.5	48	48
Cincinnati, OH (CVG)	84.5	85.9	3955	3956
Clarksburg/Fairmont, WV (CKB)	80.0	80.0	60	60
Cleveland, OH (CLE)	84.7	86.9	4162	4154
Cody, WY (COD)	90.5	79.1	42	43
College Station/Bryan, TX (CLL)	81.3	91.4	198	198
Colorado Springs, CO (COS)	81.5	82.6	902	901
Columbia, MO (COU)	74.7	73.4	170	169
Columbia, SC (CAE)	84.5	89.9	592	593
Columbus, GA (CSG)	87.0	91.7	108	108
Columbus, MS (GTR)	94.2	92.3	104	104
Columbus, OH (CMH)	86.0	87.3	3955	3949
Columbus, OH (LCK)	83.6	70.9	55	55
Cordova, AK (CDV)	75.0	70.0	60	60
Corpus Christi, TX (CRP)	84.3	84.0	521	520
Dallas, TX (DAL)	83.7	81.3	6097	6087
Dallas/Fort Worth, TX (DFW)	85.3	83.1	25794	25796

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
**SEPTEMBER 2019**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dayton, OH (DAY)	81.0	83.5	1249	1249
Daytona Beach, FL (DAB)	80.5	79.3	256	256
Deadhorse, AK (SCC)	90.1	92.6	81	81
Del Rio, TX (DRT)	91.7	93.2	60	59
Denver, CO (DEN)	84.8	82.9	21884	21885
Des Moines, IA (DSM)	83.7	87.1	1341	1340
Detroit, MI (DTW)	88.1	88.0	13411	13414
Devils Lake, ND (DVL)	82.7	88.5	52	52
Dothan, AL (DHN)	85.2	84.3	108	108
Dubuque, IA (DBQ)	67.4	71.9	89	89
Duluth, MN (DLH)	73.1	72.5	342	342
Durango, CO (DRO)	81.2	82.5	319	320
Eagle, CO (EGE)	87.0	90.2	92	92
Eau Claire, WI (EAU)	71.7	73.3	60	60
El Paso, TX (ELP)	86.8	86.6	1484	1483
Elko, NV (EKO)	94.6	94.6	56	56
Elmira/Corning, NY (ELM)	92.9	85.7	14	14
Erie, PA (ERI)	80.0	81.0	115	116
Escanaba, MI (ESC)	84.3	78.4	51	51
Eugene, OR (EUG)	81.3	82.5	459	458
Evansville, IN (EVV)	86.0	86.9	322	321
Everett, WA (PAE)	80.6	75.6	180	180
Fairbanks, AK (FAI)	89.8	92.2	374	374
Fargo, ND (FAR)	79.9	83.9	438	436
Fayetteville, AR (XNA)	83.9	85.5	1274	1273
Fayetteville, NC (FAY)	83.4	82.2	331	331
Flagstaff, AZ (FLG)	87.5	89.8	176	176
Flint, MI (FNT)	80.6	84.9	279	278
Fort Lauderdale, FL (FLL)	81.1	82.6	6870	6867
Fort Myers, FL (RSW)	87.9	88.4	1642	1642
Fort Smith, AR (FSM)	90.4	90.9	198	198
Fort Wayne, IN (FWA)	82.2	83.2	578	578
Fresno, CA (FAT)	86.6	85.7	1044	1043
Gainesville, FL (GNV)	91.5	90.3	447	445
Garden City, KS (GCK)	91.7	95.0	60	60
Gillette, WY (GCC)	83.3	88.3	60	60
Grand Forks, ND (GFK)	89.7	87.9	165	165
Grand Island, NE (GRI)	87.0	82.6	92	92
Grand Junction, CO (GJT)	91.2	92.6	339	338
Grand Rapids, MI (GRR)	80.1	86.2	1596	1593
Great Falls, MT (GTF)	94.8	94.2	155	155

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Green Bay, WI (GRB)	77.7	83.7	542	539
Greensboro/High Point, NC (GSO)	83.3	85.7	1143	1141
Greenville, NC (PGV)	92.6	81.5	27	27
Greer, SC (GSP)	85.6	85.9	1310	1309
Guam, TT (GUM)	89.7	92.6	68	68
Gulfport/Biloxi, MS (GPT)	84.8	89.9	388	388
Hagerstown, MD (HGR)	88.9	77.8	9	9
Hancock/Houghton, MI (CMX)	63.3	66.7	60	60
Harlingen/San Benito, TX (HRL)	89.1	87.4	366	365
Harrisburg, PA (MDT)	85.7	84.6	518	518
Hartford, CT (BDL)	86.2	89.4	2227	2223
Hattiesburg/Laurel, MS (PIB)	83.6	85.7	55	56
Hays, KS (HYS)	88.3	88.3	103	103
Helena, MT (HLN)	91.0	91.8	111	110
Hibbing, MN (HIB)	96.1	96.1	51	51
Hilo, HI (ITO)	97.0	96.6	502	502
Hilton Head, SC (HHH)	81.0	82.7	195	196
Hobbs, NM (HOB)	75.0	78.6	56	56
Honolulu, HI (HNL)	90.5	90.3	4267	4267
Houston, TX (HOU)	86.5	82.5	4924	4923
Houston, TX (IAH)	75.8	79.0	14765	14778
Huntsville, AL (HSV)	81.6	83.8	860	859
Hyannis, MA (HYA)	66.7	66.7	3	3
Idaho Falls, ID (IDA)	89.4	92.1	216	215
Indianapolis, IN (IND)	85.9	88.7	3812	3809
International Falls, MN (INL)	90.4	94.2	52	52
Iron Mountain/Kingsfd, MI (IMT)	87.5	87.5	56	56
Islip, NY (ISP)	89.0	90.1	392	393
Ithaca/Cortland, NY (ITH)	87.2	87.2	86	86
Jackson, WY (JAC)	79.6	79.5	417	420
Jackson/Vicksburg, MS (JAN)	83.8	81.9	709	708
Jacksonville, FL (JAX)	83.8	86.0	2656	2654
Jacksonville/Camp Lejeune, NC (OAJ)	77.7	83.6	220	220
Jamestown, ND (JMS)	86.6	84.1	82	82
Joplin, MO (JLN)	80.4	83.1	148	148
Juneau, AK (JNU)	82.7	85.2	365	366
Kahului, HI (OGG)	92.1	92.7	2192	2191
Kalamazoo, MI (AZO)	76.5	84.4	264	262
Kalispell, MT (FCA)	87.7	92.1	317	317
Kansas City, MO (MCI)	86.8	88.2	4569	4557
Kearney, NE (EAR)	87.5	92.9	56	56

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
**SEPTEMBER 2019**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Ketchikan, AK (KTN)	88.4	88.9	198	199
Key West, FL (EYW)	96.4	95.1	365	365
Killeen, TX (GRK)	85.3	88.5	286	286
Knoxville, TN (TYS)	81.9	85.9	1424	1422
Kodiak, AK (ADQ)	88.5	80.8	52	52
Kona, HI (KOA)	92.9	95.0	1169	1169
Kotzebue, AK (OTZ)	100.0	96.6	59	59
La Crosse, WI (LSE)	79.4	80.6	180	180
Lafayette, LA (LFT)	83.9	85.7	442	441
Lake Charles, LA (LCH)	79.4	82.8	175	174
Lansing, MI (LAN)	83.1	83.1	272	272
Laramie, WY (LAR)	86.3	92.2	51	51
Laredo, TX (LRD)	88.5	85.8	227	225
Las Vegas, NV (LAS)	86.7	85.6	13878	13872
Latrobe, PA (LBE)	80.5	82.9	82	82
Lawton/Fort Sill, OK (LAW)	92.2	91.3	115	115
Lewisburg, WV (LWB)	73.9	84.1	69	69
Lewiston, ID (LWS)	94.4	98.9	90	90
Lexington, KY (LEX)	86.1	89.9	703	701
Liberal, KS (LBL)	82.7	82.4	52	51
Lihue, HI (LIH)	93.1	93.3	1036	1036
Lincoln, NE (LNK)	85.0	85.0	207	206
Little Rock, AR (LIT)	83.8	86.4	1196	1196
Long Beach, CA (LGB)	86.9	87.8	1354	1354
Longview, TX (GGG)	92.7	90.1	82	81
Los Angeles, CA (LAX)	86.3	85.6	17774	17777
Louisville, KY (SDF)	86.7	87.4	2041	2040
Lubbock, TX (LBB)	85.8	85.3	613	611
Lynchburg, VA (LYH)	86.0	90.6	86	85
Madison, WI (MSN)	81.8	84.5	1183	1181
Mammoth Lakes, CA (MMH)	80.0	76.7	30	30
Manchester, NH (MHT)	84.7	91.9	640	639
Manhattan/Ft. Riley, KS (MHK)	72.8	79.8	173	173
Marquette, MI (MQT)	82.8	87.9	116	116
Martha's Vineyard, MA (MVY)	83.9	75.8	62	62
Medford, OR (MFR)	82.7	81.0	394	394
Melbourne, FL (MLB)	80.3	82.8	198	198
Memphis, TN (MEM)	85.4	86.5	2084	2081
Meridian, MS (MEI)	76.6	88.9	64	63
Miami, FL (MIA)	86.3	86.2	6858	6863
Midland/Odessa, TX (MAF)	84.8	86.8	849	847

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Milwaukee, WI (MKE)	84.8	88.2	2508	2505
Minneapolis, MN (MSP)	86.6	88.4	13306	13318
Minot, ND (MOT)	89.9	92.6	149	149
Mission/McAllen/Edinburg, TX (MFE)	80.8	84.4	468	468
Missoula, MT (MSO)	86.9	82.4	306	306
Moab, UT (CNY)	78.3	81.2	69	69
Mobile, AL (BFM)	71.4	81.0	21	21
Mobile, AL (MOB)	88.8	88.3	455	454
Moline, IL (MLI)	80.5	83.4	374	374
Monroe, LA (MLU)	85.6	86.4	243	243
Monterey, CA (MRY)	81.8	84.4	357	358
Montgomery, AL (MGM)	89.1	89.1	302	302
Montrose/Delta, CO (MTJ)	84.1	78.6	69	70
Mosinee, WI (CWA)	80.3	78.1	228	228
Muskegon, MI (MKG)	71.7	75.0	60	60
Myrtle Beach, SC (MYR)	82.9	81.9	1002	1003
Nantucket, MA (ACK)	80.1	81.6	141	141
Nashville, TN (BNA)	87.8	86.1	6950	6950
New Bern/Morehead/Beaufort, NC (EWN)	77.8	82.1	207	207
New Haven, CT (HVN)	90.2	91.3	92	92
New Orleans, LA (MSY)	87.0	87.4	4637	4635
New York, NY (JFK)	83.6	84.8	10261	10269
New York, NY (LGA)	74.9	81.5	14081	14083
Newark, NJ (EWR)	77.7	80.4	10989	10996
Newburgh/Poughkeepsie, NY (SWF)	83.3	82.6	132	132
Newport News/Williamsburg, VA (PHF)	85.3	83.3	258	257
Niagara Falls, NY (IAG)	88.1	83.3	42	42
Nome, AK (OME)	95.0	98.3	60	60
Norfolk, VA (ORF)	83.1	82.9	2069	2068
North Bend/Coos Bay, OR (OTH)	69.2	51.3	39	39
North Platte, NE (LBF)	80.4	96.1	51	51
Oakland, CA (OAK)	88.7	85.1	4410	4424
Ogden, UT (OGD)	100.0	88.9	9	9
Ogdensburg, NY (OGS)	78.8	90.4	52	52
Oklahoma City, OK (OKC)	82.6	86.2	2004	2000
Omaha, NE (OMA)	83.3	85.7	2056	2053
Ontario, CA (ONT)	85.4	86.7	1994	1993
Orlando, FL (MCO)	82.9	82.2	10153	10157
Paducah, KY (PAH)	83.8	81.1	111	111
Pago Pago, TT (PPG)	88.9	55.6	9	9
Palm Springs, CA (PSP)	77.9	84.8	682	651

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
**SEPTEMBER 2019**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Panama City, FL (ECP)	84.9	87.5	576	576
Pasco/Kennewick/Richland, WA (PSC)	85.1	88.6	308	308
Pellston, MI (PLN)	95.5	92.1	89	89
Pensacola, FL (PNS)	86.3	88.4	1073	1073
Peoria, IL (PIA)	81.9	86.1	354	353
Petersburg, AK (PSG)	80.0	88.3	60	60
Philadelphia, PA (PHL)	84.4	84.7	9832	9834
Phoenix, AZ (AZA)	79.2	82.8	303	303
Phoenix, AZ (PHX)	85.6	85.0	13613	13627
Pierre, SD (PIR)	82.5	96.4	57	56
Pittsburgh, PA (PIT)	86.0	87.9	4159	4159
Plattsburgh, NY (PBG)	74.6	81.4	71	70
Pocatello, ID (PIH)	98.9	95.6	90	90
Ponce, PR (PSE)	65.4	75.0	52	52
Portland, ME (PWM)	82.9	82.2	1047	1049
Portland, OR (PDX)	87.6	89.1	5307	5307
Portsmouth, NH (PSM)	90.9	72.7	11	11
Prescott, AZ (PRC)	75.0	63.3	60	60
Providence, RI (PVD)	86.5	88.3	1461	1460
Provo, UT (PVU)	95.5	94.0	67	67
Pueblo, CO (PUB)	86.8	84.4	76	77
Punta Gorda, FL (PGD)	87.6	91.2	193	193
Quincy, IL (UIN)	78.4	76.5	51	51
Raleigh/Durham, NC (RDU)	86.0	86.4	5371	5373
Rapid City, SD (RAP)	81.9	85.6	536	535
Redding, CA (RDD)	70.0	66.7	120	120
Reno, NV (RNO)	86.6	87.1	1823	1821
Rhineland, WI (RHI)	86.7	83.3	60	60
Richmond, VA (RIC)	85.0	86.3	2069	2069
Roanoke, VA (ROA)	83.2	86.1	238	238
Rochester, MN (RST)	79.6	82.2	269	269
Rochester, NY (ROC)	81.6	85.6	1160	1162
Rock Springs, WY (RKS)	93.3	95.0	60	60
Rockford, IL (RFD)	95.6	93.3	45	45
Roswell, NM (ROW)	93.1	93.1	116	116
Sacramento, CA (SMF)	86.6	88.8	4488	4491
Saginaw/Bay City/Midland, MI (MBS)	89.3	89.7	187	185
Saipan, TT (SPN)	92.1	94.7	38	38
Salina, KS (SLN)	82.1	84.4	78	77
Salt Lake City, UT (SLC)	88.6	88.9	9505	9500
San Angelo, TX (SJT)	93.0	93.0	171	171

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Antonio, TX (SAT)	86.7	88.6	3370	3367
San Diego, CA (SAN)	86.3	87.1	7692	7693
San Francisco, CA (SFO)	66.2	74.6	13346	13347
San Jose, CA (SJC)	90.3	89.4	5424	5482
San Juan, PR (SJU)	83.0	82.6	1754	1764
San Luis Obispo, CA (SBP)	81.0	78.6	441	440
Sanford, FL (SFB)	78.1	84.4	493	493
Santa Ana, CA (SNA)	88.5	87.8	3323	3311
Santa Barbara, CA (SBA)	81.1	82.2	692	691
Santa Fe, NM (SAF)	91.5	89.8	165	166
Santa Maria, CA (SMX)	83.3	83.3	18	18
Santa Rosa, CA (STS)	83.4	83.3	277	276
Sarasota/Bradenton, FL (SRQ)	89.1	89.6	558	558
Sault Ste. Marie, MI (CIU)	87.5	92.9	56	56
Savannah, GA (SAV)	81.5	83.6	1468	1467
Scottsbluff, NE (BFF)	84.3	92.2	51	51
Scranton/Wilkes-Barre, PA (AVP)	84.2	87.5	330	329
Seattle, WA (SEA)	81.2	83.6	12236	12255
Shreveport, LA (SHV)	86.2	87.0	596	594
Sioux City, IA (SUX)	63.0	75.0	108	108
Sioux Falls, SD (FSD)	79.2	84.6	530	527
Sitka, AK (SIT)	86.7	84.8	105	105
South Bend, IN (SBN)	80.3	82.2	614	614
Spokane, WA (GEG)	85.3	88.8	1026	1027
Springfield, IL (SPI)	73.2	85.2	142	142
Springfield, MO (SGF)	82.0	83.7	718	719
St. George, UT (SGU)	85.2	90.0	54	50
St. Louis, MO (STL)	87.6	85.8	5665	5665
St. Petersburg, FL (PIE)	90.1	92.9	423	423
State College, PA (SCE)	87.7	86.4	154	154
Staunton, VA (SHD)	83.9	87.5	56	56
Stillwater, OK (SWO)	89.9	89.9	79	79
Stockton, CA (SCK)	86.9	78.7	122	122
Sun Valley/Hailey/Ketchum, ID (SUN)	93.4	96.8	91	94
Syracuse, NY (SYR)	84.4	87.9	1150	1148
Tallahassee, FL (TLH)	88.7	92.5	532	534
Tampa, FL (TPA)	88.1	89.5	5228	5226
Texarkana, AR (TXK)	89.0	89.0	109	109
Toledo, OH (TOL)	76.6	81.2	154	154
Traverse City, MI (TVC)	80.4	78.7	443	446
Trenton, NJ (TTN)	87.0	86.7	270	270



**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
**SEPTEMBER 2019**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tucson, AZ (TUS)	84.8	87.5	1364	1364
Tulsa, OK (TUL)	84.7	87.4	1396	1393
Twin Falls, ID (TWF)	93.0	93.0	86	86
Tyler, TX (TYR)	90.3	91.0	155	155
Valdosta, GA (VLD)	96.5	95.3	85	85
Valparaiso, FL (VPS)	85.5	87.2	715	716
Vernal, UT (VEL)	90.2	92.2	51	51
Waco, TX (ACT)	91.0	89.0	145	145
Washington, DC (DCA)	86.9	86.4	11443	11444
Washington, DC (IAD)	87.1	85.6	5698	5698
Waterloo, IA (ALO)	64.3	74.5	56	55
Watertown, SD (ATY)	75.0	77.0	60	61
West Palm Beach/Palm Beach, FL (PBI)	79.0	80.8	1620	1621
West Yellowstone, MT (WYS)	91.3	93.5	46	46
White Plains, NY (HPN)	81.9	83.1	944	944
Wichita Falls, TX (SPS)	88.9	89.8	108	108
Wichita, KS (ICT)	80.5	83.3	880	878
Williston, ND (ISN)	91.7	91.7	60	60
Wilmington, NC (ILM)	78.8	79.0	571	571
Worcester, MA (ORH)	75.4	80.5	118	118
Wrangell, AK (WRG)	75.0	91.7	60	60
Yakutat, AK (YAK)	70.0	80.0	60	60
Yuma, AZ (YUM)	82.4	93.3	165	164

## AIR TRAVEL CONSUMER REPORT

TABLE 6. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY REPORTING MARKETING CARRIER

SEPTEMBER 2019

CARRIER*	AT ALL US AIRPORTS			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>22</b>	<b>7605</b>	<b>32</b>	<b>0.4</b>
- HAWAIIAN AIRLINES	19	6876	18	0.3
- BRANDED CODESHARE PARTNERS	4	729	14	1.9
<b>DELTA AIR LINES NETWORK</b>	<b>225</b>	<b>143790</b>	<b>626</b>	<b>0.4</b>
- DELTA AIR LINES	143	81745	407	0.5
- BRANDED CODESHARE PARTNERS	201	62045	219	0.4
<b>ALASKA AIRLINES NETWORK</b>	<b>97</b>	<b>36547</b>	<b>336</b>	<b>0.9</b>
- ALASKA AIRLINES	72	21737	117	0.5
- BRANDED CODESHARE PARTNERS	53	14810	219	1.5
<b>SOUTHWEST AIRLINES</b>	<b>88</b>	<b>109217</b>	<b>1781</b>	<b>1.6</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>238</b>	<b>173864</b>	<b>3307</b>	<b>1.9</b>
- AMERICAN AIRLINES	106	77663	1130	1.5
- BRANDED CODESHARE PARTNERS	221	96201	2177	2.3
<b>JETBLUE AIRWAYS</b>	<b>67</b>	<b>24143</b>	<b>505</b>	<b>2.1</b>
<b>UNITED AIRLINES NETWORK</b>	<b>237</b>	<b>130861</b>	<b>3246</b>	<b>2.5</b>
- UNITED AIRLINES	107	52021	782	1.5
- BRANDED CODESHARE PARTNERS	220	78840	2464	3.1
<b>FRONTIER AIRLINES</b>	<b>102</b>	<b>12200</b>	<b>305</b>	<b>2.5</b>
<b>ALLEGiant AIR</b>	<b>110</b>	<b>5726</b>	<b>144</b>	<b>2.5</b>
<b>SPIRIT AIRLINES</b>	<b>50</b>	<b>16759</b>	<b>763</b>	<b>4.6</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>367</b>	<b>660,712</b>	<b>11,045</b>	<b>1.7</b>

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

\*All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.

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

## AIR TRAVEL CONSUMER REPORT

TABLE 6A. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY REPORTING OPERATING CARRIER

SEPTEMBER 2019

CARRIER*	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES	19	6876	18	0.3	1
DELTA AIR LINES	143	81745	407	0.5	2
ENDEAVOR AIR	99	20912	112	0.5	3
ALASKA AIRLINES	72	21737	117	0.5	4
REPUBLIC AIRWAYS	92	27512	329	1.2	5
AMERICAN AIRLINES	106	77663	1130	1.5	6
UNITED AIRLINES	107	52021	782	1.5	7
SOUTHWEST AIRLINES	88	109217	1781	1.6	8
SKYWEST AIRLINES	250	68051	1320	1.9	9
PSA AIRLINES	90	23683	475	2.0	10
JETBLUE AIRWAYS	67	24143	505	2.1	11
FRONTIER AIRLINES	102	12200	305	2.5	12
ALLEGiant AIR	110	5726	144	2.5	13
ENVOY AIR	149	27249	776	2.8	14
MESA AIRLINES	112	19099	548	2.9	15
EXPRESSJET AIRLINES	82	11386	504	4.4	16
SPIRIT AIRLINES	50	16759	763	4.6	17
<b>TOTAL AIRPORTS SERVED</b>	<b>351</b>	<b>605,979</b>	<b>10,016</b>	<b>1.7</b>	

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

\* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.

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

## AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

SEPTEMBER 2019

CARRIER*	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
<b>ALASKA AIRLINES NETWORK</b>	<b>36547</b>	<b>30323</b>	<b>82.97</b>	<b>336</b>	<b>0.92</b>	<b>192</b>	<b>0.53</b>	<b>1355</b>	<b>3.71</b>	<b>88</b>	<b>0.24</b>	<b>2620</b>	<b>7.17</b>	<b>27</b>	<b>0.07</b>	<b>1606</b>	<b>4.39</b>
- ALASKA AIRLINES	21737	17723	81.53	117	0.54	44	0.20	858	3.95	61	0.28	1858	8.55	23	0.11	1054	4.85
- BRANDED CODESHARE PARTNERS	14810	12600	85.08	219	1.48	148	1.00	497	3.36	28	0.19	762	5.15	5	0.03	552	3.73
<b>ALLEGiant AIR</b>	<b>5726</b>	<b>4818</b>	<b>84.14</b>	<b>144</b>	<b>2.51</b>	<b>6</b>	<b>0.10</b>	<b>248</b>	<b>4.33</b>	<b>56</b>	<b>0.98</b>	<b>157</b>	<b>2.74</b>	<b>6</b>	<b>0.10</b>	<b>291</b>	<b>5.08</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>173864</b>	<b>143869</b>	<b>82.75</b>	<b>3307</b>	<b>1.90</b>	<b>299</b>	<b>0.17</b>	<b>7290</b>	<b>4.19</b>	<b>651</b>	<b>0.37</b>	<b>8384</b>	<b>4.82</b>	<b>48</b>	<b>0.03</b>	<b>10016</b>	<b>5.76</b>
- AMERICAN AIRLINES	77663	64400	82.92	1130	1.46	110	0.14	3858	4.97	227	0.29	3899	5.02	27	0.03	4012	5.17
- BRANDED CODESHARE PARTNERS	96201	79469	82.61	2177	2.26	189	0.20	3432	3.57	424	0.44	4485	4.66	21	0.02	6004	6.24
<b>DELTA AIR LINES NETWORK</b>	<b>143790</b>	<b>126875</b>	<b>88.24</b>	<b>626</b>	<b>0.44</b>	<b>298</b>	<b>0.21</b>	<b>4657</b>	<b>3.24</b>	<b>634</b>	<b>0.44</b>	<b>6069</b>	<b>4.22</b>	<b>13</b>	<b>0.01</b>	<b>4619</b>	<b>3.21</b>
- DELTA AIR LINES	81745	72447	88.63	407	0.50	184	0.23	2733	3.34	248	0.30	3595	4.40	6	0.01	2124	2.60
- BRANDED CODESHARE PARTNERS	62045	54428	87.72	219	0.35	114	0.18	1924	3.10	386	0.62	2474	3.99	7	0.01	2494	4.02
<b>FRONTIER AIRLINES</b>	<b>12200</b>	<b>9615</b>	<b>78.81</b>	<b>305</b>	<b>2.50</b>	<b>16</b>	<b>0.13</b>	<b>665</b>	<b>5.45</b>	<b>15</b>	<b>0.12</b>	<b>794</b>	<b>6.51</b>	<b>0</b>	<b>0.00</b>	<b>790</b>	<b>6.48</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>7605</b>	<b>6860</b>	<b>90.20</b>	<b>32</b>	<b>0.42</b>	<b>6</b>	<b>0.08</b>	<b>464</b>	<b>6.10</b>	<b>4</b>	<b>0.05</b>	<b>14</b>	<b>0.18</b>	<b>1</b>	<b>0.01</b>	<b>225</b>	<b>2.96</b>
- HAWAIIAN AIRLINES	6876	6240	90.75	18	0.26	5	0.07	439	6.38	4	0.06	7	0.10	1	0.01	163	2.37
- BRANDED CODESHARE PARTNERS	729	620	85.05	14	1.92	1	0.14	25	3.43	0	0.00	7	0.96	0	0.00	62	8.50
<b>JETBLUE AIRWAYS</b>	<b>24143</b>	<b>19788</b>	<b>81.96</b>	<b>505</b>	<b>2.09</b>	<b>59</b>	<b>0.24</b>	<b>1400</b>	<b>5.80</b>	<b>47</b>	<b>0.19</b>	<b>1054</b>	<b>4.37</b>	<b>5</b>	<b>0.02</b>	<b>1284</b>	<b>5.32</b>
<b>SOUTHWEST AIRLINES</b>	<b>109217</b>	<b>96213</b>	<b>88.09</b>	<b>1781</b>	<b>1.63</b>	<b>184</b>	<b>0.17</b>	<b>3788</b>	<b>3.47</b>	<b>145</b>	<b>0.13</b>	<b>2696</b>	<b>2.47</b>	<b>24</b>	<b>0.02</b>	<b>4386</b>	<b>4.02</b>
<b>SPIRIT AIRLINES</b>	<b>16759</b>	<b>14039</b>	<b>83.77</b>	<b>763</b>	<b>4.55</b>	<b>23</b>	<b>0.14</b>	<b>499</b>	<b>2.98</b>	<b>48</b>	<b>0.29</b>	<b>911</b>	<b>5.44</b>	<b>8</b>	<b>0.05</b>	<b>468</b>	<b>2.79</b>
<b>UNITED AIRLINES NETWORK</b>	<b>130861</b>	<b>103394</b>	<b>79.01</b>	<b>3246</b>	<b>2.48</b>	<b>315</b>	<b>0.24</b>	<b>5628</b>	<b>4.30</b>	<b>722</b>	<b>0.55</b>	<b>9332</b>	<b>7.13</b>	<b>8</b>	<b>0.01</b>	<b>8216</b>	<b>6.28</b>
- UNITED AIRLINES	52021	41695	80.15	782	1.50	134	0.26	1900	3.65	284	0.55	4082	7.85	0	0.00	3143	6.04
- BRANDED CODESHARE PARTNERS	78840	61699	78.26	2464	3.13	181	0.23	3727	4.73	439	0.56	5249	6.66	8	0.01	5073	6.43
<b>TOTAL</b>	<b>660,712</b>	<b>555,794</b>	<b>84.12</b>	<b>11,045</b>	<b>1.67</b>	<b>1,398</b>	<b>0.21</b>	<b>25,994</b>	<b>3.93</b>	<b>2,410</b>	<b>0.36</b>	<b>32,032</b>	<b>4.85</b>	<b>140</b>	<b>0.02</b>	<b>31,899</b>	<b>4.83</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 more than 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: Individual causes of delay numbers may not add to totals, because of rounding.

\*All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.

## AIR TRAVEL CONSUMER REPORT

TABLE 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER

SEPTEMBER 2019

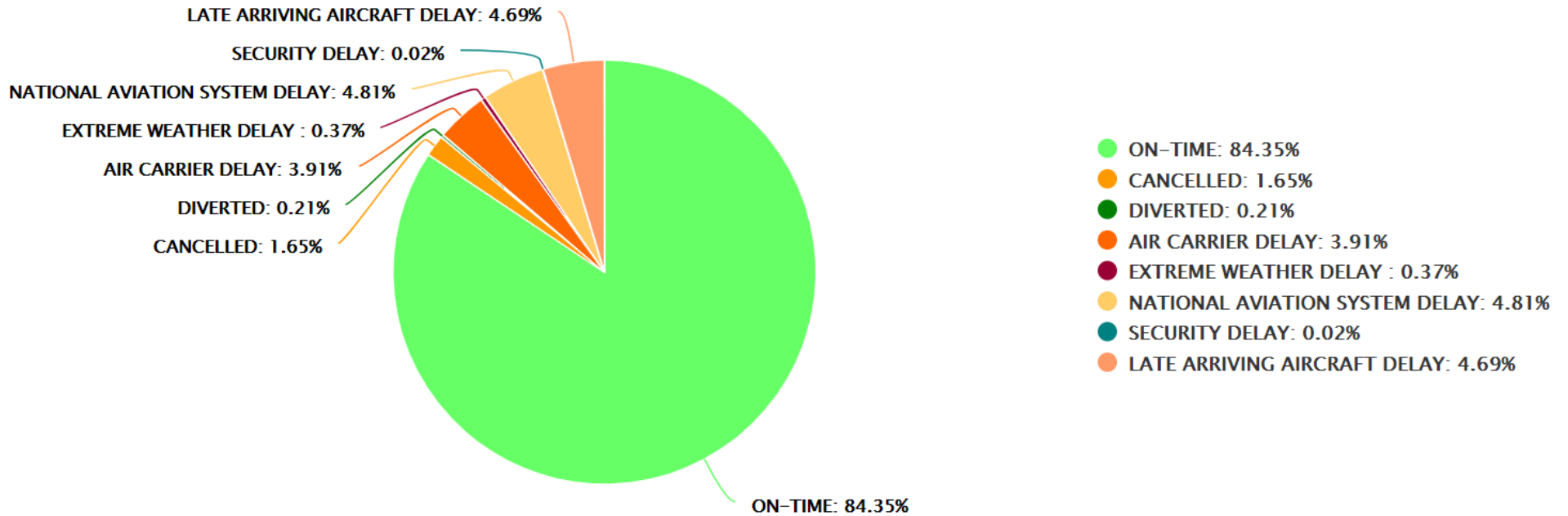
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	21737	17723	81.53	117	0.54	44	0.20	858	3.95	61	0.28	1858	8.55	23	0.11	1054	4.85
ALLEGiant AIR	5726	4818	84.14	144	2.51	6	0.10	248	4.33	56	0.98	157	2.74	6	0.10	291	5.08
AMERICAN AIRLINES	77663	64400	82.92	1130	1.46	110	0.14	3858	4.97	227	0.29	3899	5.02	27	0.03	4012	5.17
DELTA AIR LINES	81745	72447	88.63	407	0.50	184	0.23	2733	3.34	248	0.30	3595	4.40	6	0.01	2124	2.60
ENDEAVOR AIR	20912	18404	88.01	112	0.54	31	0.15	588	2.81	70	0.33	935	4.47	1	0.00	772	3.69
ENVOY AIR	27249	21854	80.20	776	2.85	46	0.17	900	3.30	184	0.68	1749	6.42	7	0.03	1733	6.36
EXPRESSJET AIRLINES	11386	8184	71.88	504	4.43	19	0.17	635	5.58	51	0.45	1205	10.58	0	0.00	788	6.92
FRONTIER AIRLINES	12200	9615	78.81	305	2.50	16	0.13	665	5.45	15	0.12	794	6.51	0	0.00	790	6.48
HAWAIIAN AIRLINES	6876	6240	90.75	18	0.26	5	0.07	439	6.38	4	0.06	7	0.10	1	0.01	163	2.37
JETBLUE AIRWAYS	24143	19788	81.96	505	2.09	59	0.24	1400	5.80	47	0.19	1054	4.37	5	0.02	1284	5.32
MESA AIRLINES	19099	15428	80.78	548	2.87	61	0.32	1027	5.38	176	0.92	619	3.24	2	0.01	1237	6.48
PSA AIRLINES	23683	19791	83.57	475	2.01	47	0.20	952	4.02	91	0.38	727	3.07	7	0.03	1594	6.73
REPUBLIC AIRWAYS	27512	23566	85.66	329	1.20	41	0.15	656	2.38	82	0.30	1703	6.19	6	0.02	1129	4.10
SKYWEST AIRLINES	68051	56943	83.68	1320	1.94	237	0.35	2525	3.71	424	0.62	3128	4.60	13	0.02	3461	5.09
SOUTHWEST AIRLINES	109217	96213	88.09	1781	1.63	184	0.17	3788	3.47	145	0.13	2696	2.47	24	0.02	4386	4.02
SPIRIT AIRLINES	16759	14039	83.77	763	4.55	23	0.14	499	2.98	48	0.29	911	5.44	8	0.05	468	2.79
UNITED AIRLINES	52021	41695	80.15	782	1.50	134	0.26	1900	3.65	284	0.55	4082	7.85	0	0.00	3143	6.04
<b>TOTAL</b>	<b>605,979</b>	<b>511,148</b>	<b>84.35</b>	<b>10,016</b>	<b>1.65</b>	<b>1,247</b>	<b>0.21</b>	<b>23,671</b>	<b>3.91</b>	<b>2,212</b>	<b>0.37</b>	<b>29,121</b>	<b>4.81</b>	<b>135</b>	<b>0.02</b>	<b>28,428</b>	<b>4.69</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 more than 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:** Individual causes of delay numbers may not add to totals, because of rounding.

AIR TRAVEL CONSUMER REPORT  
 TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING CARRIER  
 SEPTEMBER 2019



**\* 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 more than 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 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER

SEPTEMBER 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
ALASKA	ALASKA	485	SMF	SEA	9/7/2019	Diversion Airport (PAE)	4:47
ALASKA	ALASKA	225	SAN	SEA	9/7/2019	Diversion Airport (PAE)	4:10
ALASKA	HORIZON AIR	2489	BZN	SEA	9/7/2019	Diversion Airport (PAE)	3:56
UNITED	EXPRESSJET	4061	IAH	CVG	9/19/2019	Origin Airport	3:42
UNITED	MESA	6041	CAK	IAH	9/19/2019	Destination Airport	3:29
UNITED	EXPRESSJET	4418	IAH	JAX	9/19/2019	Origin Airport	3:27
UNITED	MESA	6055	GRR	IAH	9/19/2019	Destination Airport	3:21
UNITED	EXPRESSJET	4439	EWR	MEM	9/2/2019	Origin Airport	3:15
DELTA	DELTA	2654	JFK	CHS	9/2/2019	Origin Airport	3:11
UNITED	COMMUTAIR	5016	EWR	DCA	9/2/2019	Origin Airport	3:08
UNITED	EXPRESSJET	4346	IAH	SHV	9/19/2019	Origin Airport	3:03

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 [airports and codes](#) on the BTS website.

## AIR TRAVEL CONSUMER REPORT

TABLE 8A. LIST OF INTERNATIONAL FLIGHTS WITH TARMAC DELAYS OVER 4 HOURS BY MARKETING/OPERATING CARRIER

SEPTEMBER 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
None							

*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 [airports and codes](#) on the BTS website.



## 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 operation 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.

### 30 Largest U.S. Airports

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
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
9E	Endeavor Air
MQ	Envoy Air
EV	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
OH	PSA Airlines
YX	Republic Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines

\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #31, issued August 12, 2018, effective January 1, 2019: <https://www.bts.gov/topics/airlines-and-airports/number-31-technical-directive-time-reporting-effective-jan-1-2019>

## **MISHANDLED BAGGAGE**

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least one-half percent (.005) of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending June 30, 2018, 17 air carriers reached this reporting threshold. They are: Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Endeavor Air, Envoy Air, ExpressJet Airlines, Frontier Airlines, Hawaiian Airlines, JetBlue Airways, Mesa Airlines, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines.

The tables in this section provide the rate of mishandled bags per 1,000 bags enplaned. The number of mishandled bags displayed in these tables represents the number of check bags that are lost, damaged, delayed, and pilfered, as reported by or on behalf of the passenger, that were in the airline's custody for its reportable domestic nonstop scheduled passenger flights. The number of bags enplaned displayed in these tables represent the total number of checked bags enplaned, including wheelchairs and scooters that were placed into the aircraft cargo compartment for any reportable domestic nonstop scheduled passenger flight. The number of mishandled bags and the number of enplaned bags for all airlines, except one airline, will not include bags of passengers traveling on itineraries with domestic segments and international segments unless the bag is a "valet bag," meaning the passenger dropped the bag off at the end of the loading bridge or on the tarmac and returned to the passenger on the loading bridge or on the tarmac following the flight.

For additional information on this aspect of mishandled baggage reporting see the Department's Notice of Enforcement Policy Regarding Reporting of Mishandled Baggage and Wheelchair Data, dated October 31, 2018: <https://www.transportation.gov/sites/dot.gov/files/docs/resources/individuals/aviation-consumer-protection/323451/mishandled-baggageand-wheelchair-reporting-enforcement-policy.pdf>.

## AIR TRAVEL CONSUMER REPORT

## MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING MARKETING CARRIERS (MONTHLY)

RANK	CARRIER*	SEPTEMBER 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	327,018	468	1.43
2	SOUTHWEST AIRLINES	8,789,402	28,450	3.24
3	DELTA AIR LINES NETWORK	8,136,450	30,210	3.71
	- DELTA AIR LINES	6,153,656	23,788	3.87
	- BRANDED CODESHARE PARTNERS	1,982,794	6,422	3.24
4	HAWAIIAN AIRLINES NETWORK	517,868	2,082	4.02
	- HAWAIIAN AIRLINES	503,582	1,986	3.94
	- BRANDED CODESHARE PARTNERS	14,286	96	6.72
5	SPIRIT AIRLINES	849,910	3,778	4.45
6	FRONTIER AIRLINES	731,666	3,612	4.94
7	ALASKA AIRLINES NETWORK	2,360,148	11,748	4.98
	- ALASKA AIRLINES	1,743,469	8,842	5.07
	- BRANDED CODESHARE PARTNERS	616,679	2,906	4.71
8	JETBLUE AIRWAYS	883,323	4,826	5.46
9	UNITED AIRLINES NETWORK	6,040,399	33,182	5.49
	- UNITED AIRLINES	3,553,285	19,766	5.56
	- BRANDED CODESHARE PARTNERS	2,487,114	13,416	5.39
10	AMERICAN AIRLINES NETWORK	9,149,509	59,178	6.47
	- AMERICAN AIRLINES	5,458,217	36,689	6.72
	- BRANDED CODESHARE PARTNERS	3,691,292	22,489	6.09
<b>TOTAL</b>		<b>37,785,693</b>	<b>177,534</b>	<b>4.70</b>

\*All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.  
 (-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATRC.

## AIR TRAVEL CONSUMER REPORT

## MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING MARKETING CARRIERS (YTD)

RANK	CARRIER*	JANUARY - SEPTEMBER 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	5,196,209	9,198	1.77
2	FRONTIER AIRLINES	8,131,563	33,732	4.15
3	HAWAIIAN AIRLINES NETWORK	5,073,233	21,941	4.32
	- HAWAIIAN AIRLINES	4,941,825	20,521	4.15
	- BRANDED CODESHARE PARTNERS	131,408	1,420	10.81
4	SOUTHWEST AIRLINES	90,695,227	408,988	4.51
5	DELTA AIR LINES NETWORK	79,052,169	373,297	4.72
	- DELTA AIR LINES	60,117,420	291,611	4.85
	- BRANDED CODESHARE PARTNERS	18,934,749	81,686	4.31
6	SPIRIT AIRLINES	9,410,009	45,561	4.84
7	ALASKA AIRLINES NETWORK	22,033,222	113,306	5.14
	- ALASKA AIRLINES	16,327,958	79,725	4.88
	- BRANDED CODESHARE PARTNERS	5,705,264	33,581	5.89
8	JETBLUE AIRWAYS	10,102,332	57,580	5.70
9	UNITED AIRLINES NETWORK	60,233,607	423,202	7.03
	- UNITED AIRLINES	36,396,819	250,103	6.87
	- BRANDED CODESHARE PARTNERS	23,836,788	173,099	7.26
10	AMERICAN AIRLINES NETWORK	89,440,321	788,426	8.82
	- AMERICAN AIRLINES	54,529,110	483,975	8.88
	- BRANDED CODESHARE PARTNERS	34,911,211	304,451	8.72
<b>TOTAL</b>		<b>379,367,892</b>	<b>2,275,231</b>	<b>6.00</b>

\*All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.  
 (-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATCR.

## AIR TRAVEL CONSUMER REPORT

## MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING OPERATING CARRIERS (MONTHLY)

RANK	CARRIER*	SEPTEMBER 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGIAN AIR	327,018	468	1.43
2	SOUTHWEST AIRLINES	8,789,402	28,450	3.24
3	ENDEAVOR AIR	843,077	2,900	3.44
4	DELTA AIR LINES	6,153,656	23,788	3.87
5	HAWAIIAN AIRLINES	503,582	1,986	3.94
6	SPIRIT AIRLINES	849,910	3,778	4.45
7	SKYWEST AIRLINES	2,446,783	11,127	4.55
8	PSA AIRLINES	1,069,810	5,114	4.78
9	EXPRESSJET AIRLINES	333,914	1,597	4.78
10	FRONTIER AIRLINES	731,666	3,612	4.94
11	ALASKA AIRLINES	1,743,469	8,842	5.07
12	JETBLUE AIRWAYS	883,323	4,826	5.46
13	UNITED AIRLINES	3,553,285	19,766	5.56
14	MESA AIRLINES	794,926	4,718	5.94
15	REPUBLIC AIRWAYS	690,644	4,541	6.58
16	AMERICAN AIRLINES	5,458,217	36,689	6.72
17	ENVOY AIR	908,921	6,769	7.45
	<b>TOTAL</b>	<b>36,081,603</b>	<b>168,971</b>	<b>4.68</b>

\*All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues.  
 (-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATRC.

## AIR TRAVEL CONSUMER REPORT

## MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING OPERATING CARRIERS (YTD)

RANK	CARRIER*	JANUARY - SEPTEMBER 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	5,196,209	9,198	1.77
2	FRONTIER AIRLINES	8,131,563	33,732	4.15
3	HAWAIIAN AIRLINES	4,941,825	20,521	4.15
4	SOUTHWEST AIRLINES	90,695,227	408,988	4.51
5	ENDEAVOR AIR	7,864,295	35,641	4.53
6	SPIRIT AIRLINES	9,410,009	45,561	4.84
7	DELTA AIR LINES	60,117,420	291,611	4.85
8	ALASKA AIRLINES	16,327,958	79,725	4.88
9	JETBLUE AIRWAYS	10,102,332	57,580	5.70
10	EXPRESSJET AIRLINES	3,263,342	19,617	6.01
11	SKYWEST AIRLINES	22,687,869	143,625	6.33
12	UNITED AIRLINES	36,396,819	250,103	6.87
13	PSA AIRLINES	10,150,871	75,250	7.41
14	REPUBLIC AIRWAYS	6,783,416	55,985	8.25
15	AMERICAN AIRLINES	54,529,110	483,975	8.88
16	MESA AIRLINES	7,570,530	67,471	8.91
17	ENVOY AIR	8,482,492	84,253	9.93
	<b>TOTAL</b>	<b>362,651,287</b>	<b>2,162,836</b>	<b>5.96</b>

\* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.

(-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATCR.

## **MISHANDLED WHEELCHAIRS AND SCOOTERS**

The Department revised 14 CFR 234 to require airlines classified as “reporting carriers” to report mishandled wheelchair and scooter data in aircraft cargo compartments. Pursuant to the FAA Reauthorization Act of 2018, this requirement applies to operations on and after December 4, 2018. For flights on January 1, 2019, and after, airlines must also report this data for their branded codeshare partners.

## AIR TRAVEL CONSUMER REPORT

## MISHANDLED WHEELCHAIRS AND SCOOTERS: RANKING OF U.S. REPORTING MARKETING CARRIERS (MONTHLY)

RANK	CARRIER*	SEPTEMBER 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	<b>ALLEGiant AIR</b>	<b>975</b>	<b>1</b>	<b>0.10</b>
2	<b>ALASKA AIRLINES NETWORK</b>	<b>2,648</b>	<b>13</b>	<b>0.49</b>
	- ALASKA AIRLINES	2,273	12	0.53
	- BRANDED CODESHARE PARTNERS	375	1	0.27
3	<b>DELTA AIR LINES NETWORK</b>	<b>18,301</b>	<b>134</b>	<b>0.73</b>
	- DELTA AIR LINES	12,938	113	0.87
	- BRANDED CODESHARE PARTNERS	5,363	21	0.39
4	<b>UNITED AIRLINES NETWORK</b>	<b>9,857</b>	<b>138</b>	<b>1.40</b>
	- UNITED AIRLINES	6,518	89	1.37
	- BRANDED CODESHARE PARTNERS	3,339	49	1.47
5	<b>JETBLUE AIRWAYS</b>	<b>2,699</b>	<b>39</b>	<b>1.44</b>
6	<b>SPIRIT AIRLINES</b>	<b>2,165</b>	<b>33</b>	<b>1.52</b>
7	<b>SOUTHWEST AIRLINES</b>	<b>13,472</b>	<b>208</b>	<b>1.54</b>
8	<b>HAWAIIAN AIRLINES NETWORK</b>	<b>423</b>	<b>8</b>	<b>1.89</b>
	- HAWAIIAN AIRLINES	357	8	2.24
	- BRANDED CODESHARE PARTNERS	66	0	0.00
9	<b>FRONTIER AIRLINES</b>	<b>2,027</b>	<b>40</b>	<b>1.97</b>
10	<b>AMERICAN AIRLINES NETWORK</b>	<b>10,418</b>	<b>218</b>	<b>2.09</b>
	- AMERICAN AIRLINES	7,543	148	1.96
	- BRANDED CODESHARE PARTNERS	2,875	70	2.43
<b>TOTAL</b>		<b>62,985</b>	<b>832</b>	<b>1.32</b>

\*All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.  
 (-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATCR.



## AIR TRAVEL CONSUMER REPORT

## MISHANDLED WHEELCHAIRS AND SCOOTERS: RANKING OF U.S. REPORTING MARKETING CARRIERS (YTD)

RANK	CARRIER*	JANUARY - SEPTEMBER 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	<b>ALLEGiant AIR</b>	<b>13,062</b>	<b>76</b>	<b>0.58</b>
2	<b>ALASKA AIRLINES NETWORK</b>	<b>20,007</b>	<b>154</b>	<b>0.77</b>
	- ALASKA AIRLINES	16,986	124	0.73
	- BRANDED CODESHARE PARTNERS	3,021	30	0.99
3	<b>DELTA AIR LINES NETWORK</b>	<b>156,914</b>	<b>1,209</b>	<b>0.77</b>
	- DELTA AIR LINES	113,467	1,019	0.90
	- BRANDED CODESHARE PARTNERS	43,447	190	0.44
4	<b>UNITED AIRLINES NETWORK</b>	<b>86,914</b>	<b>1,346</b>	<b>1.55</b>
	- UNITED AIRLINES	62,037	945	1.52
	- BRANDED CODESHARE PARTNERS	24,877	401	1.61
5	<b>HAWAIIAN AIRLINES NETWORK</b>	<b>4,314</b>	<b>69</b>	<b>1.60</b>
	- HAWAIIAN AIRLINES	3,947	67	1.70
	- BRANDED CODESHARE PARTNERS	367	2	0.54
6	<b>JETBLUE AIRWAYS</b>	<b>20,853</b>	<b>354</b>	<b>1.70</b>
7	<b>SOUTHWEST AIRLINES</b>	<b>92,308</b>	<b>1,761</b>	<b>1.91</b>
8	<b>FRONTIER AIRLINES</b>	<b>14,681</b>	<b>313</b>	<b>2.13</b>
9	<b>SPIRIT AIRLINES</b>	<b>17,998</b>	<b>401</b>	<b>2.23</b>
10	<b>AMERICAN AIRLINES NETWORK**</b>	<b>59,952</b>	<b>2,064</b>	<b>3.44</b>
	- AMERICAN AIRLINES	45,697	1,499	3.28
	- BRANDED CODESHARE PARTNERS	14,255	565	3.96
<b>TOTAL</b>		<b>487,003</b>	<b>7,747</b>	<b>1.59</b>

\*All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.  
 (-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATRC.

\*\*American informed the Department that for the reporting periods January - June 2019, it reported mishandlings of all power-assisted and manual wheelchairs and scooters; however, American stated that its process for determining the enplanement number of wheelchairs and scooters for the reporting periods January - May 2019 may not have consistently accounted for all wheelchairs and scooters enplaned. American has also stated that this process may have impacted American's wholly-owned subsidiary Envoy and American's other branded code share carriers ExpressJet and SkyWest. American has indicated to the Department that it has completed enhancing its process to reliably capture all reportable enplaned wheelchairs and scooters as of June 1, 2019.

## AIR TRAVEL CONSUMER REPORT

## MISHANDLED WHEELCHAIRS AND SCOOTERS: RANKING OF U.S. REPORTING OPERATING CARRIERS (MONTHLY)

RANK	CARRIER*	SEPTEMBER 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	975	1	0.10
2	ENDEAVOR AIR	2,176	10	0.46
3	ALASKA AIRLINES	2,273	12	0.53
4	EXPRESSJET AIRLINES	417	3	0.72
5	SKYWEST AIRLINES	4,442	36	0.81
6	DELTA AIR LINES	12,938	113	0.87
7	UNITED AIRLINES	6,518	89	1.37
8	JETBLUE AIRWAYS	2,699	39	1.44
9	SPIRIT AIRLINES	2,165	33	1.52
10	SOUTHWEST AIRLINES	13,472	208	1.54
11	REPUBLIC AIRWAYS	1,197	19	1.59
12	AMERICAN AIRLINES	7,543	148	1.96
13	FRONTIER AIRLINES	2,027	40	1.97
14	PSA AIRLINES	760	16	2.11
15	HAWAIIAN AIRLINES	357	8	2.24
16	ENVOY AIR	677	17	2.51
17	MESA AIRLINES	790	21	2.66
	<b>TOTAL</b>	<b>61,426</b>	<b>813</b>	<b>1.32</b>

\* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.

(-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATCR.

## AIR TRAVEL CONSUMER REPORT

## MISHANDLED WHEELCHAIRS AND SCOOTERS: RANKING OF U.S. REPORTING OPERATING CARRIERS (YTD)

RANK	CARRIER*	JANUARY - SEPTEMBER 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ENDEAVOR AIR	17,456	82	0.47
2	ALLEGIAN AIR	13,062	76	0.58
3	ALASKA AIRLINES	16,986	124	0.73
4	SKYWEST AIRLINES**	34,820	312	0.90
5	DELTA AIR LINES	113,467	1,019	0.90
6	UNITED AIRLINES	62,037	945	1.52
7	EXPRESSJET AIRLINES**	2,784	44	1.58
8	HAWAIIAN AIRLINES	3,947	67	1.70
9	JETBLUE AIRWAYS	20,853	354	1.70
10	SOUTHWEST AIRLINES	92,308	1,761	1.91
11	REPUBLIC AIRWAYS	7,730	152	1.97
12	FRONTIER AIRLINES	14,681	313	2.13
13	SPIRIT AIRLINES	17,998	401	2.23
14	MESA AIRLINES	5,416	137	2.53
15	AMERICAN AIRLINES**	45,697	1,499	3.28
16	PSA AIRLINES	3,215	130	4.04
17	ENVOY AIR**	3,634	147	4.05
	<b>TOTAL</b>	<b>476,091</b>	<b>7,563</b>	<b>1.59</b>

\* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.  
 (-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATCR.

\*\*American informed the Department that for the reporting periods January - June 2019, it reported mishandlings of all power-assisted and manual wheelchairs and scooters; however, American stated that its process for determining the enplanement number of wheelchairs and scooters for the reporting periods January - May 2019 may not have consistently accounted for all wheelchairs and scooters enplaned. American has also stated that this process may have impacted American's wholly-owned subsidiary Envoy and American's other branded code share carriers ExpressJet and SkyWest. American has indicated to the Department that it has completed enhancing its process to reliably capture all reportable enplaned wheelchairs and scooters as of June 1, 2019.

## 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 0.5 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 marketing and reporting 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 boarding's 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 boarding's 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 REPORTING MARKETING U.S. AIRLINES

		JULY- SEPTEMBER 2019				JULY- SEPTEMBER 2018			
RANK	CARRIER*	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	<b>HAWAIIAN AIRLINES NETWORK</b>	37	0	2,884,639	0.00	284	3	2,852,308	0.01
	- HAWAIIAN AIRLINES	34	0	2,828,870	0.00	274	3	2,802,150	0.01
	- BRANDED CODESHARE PARTNERS	3	0	55,769	0.00	10	0	50,158	0.00
2	<b>DELTA AIR LINES NETWORK</b>	46,408	3	50,701,859	0.00	30,340	2	47,374,198	0.00
	- DELTA AIR LINES	24,642	3	40,050,497	0.00	17,722	0	37,139,292	0.00
	- BRANDED CODESHARE PARTNERS	21,766	0	10,651,362	0.00	12,618	2	10,234,906	0.00
3	<b>UNITED AIRLINES NETWORK</b>	20,702	15	38,738,623	0.00	21,435	33	38,670,907	0.01
	- UNITED AIR LINES	9,110	7	26,963,748	0.00	11,339	26	27,080,182	0.01
	- BRANDED CODESHARE PARTNERS	11,592	8	11,774,875	0.01	10,096	7	11,590,725	0.01
4	<b>ALLEGiant AIR</b>	135	2	3,836,145	0.01	141	78	3,529,711	0.22
5	<b>JETBLUE AIRWAYS</b>	785	8	9,760,018	0.01	612	7	9,824,474	0.01
6	<b>SPIRIT AIRLINES</b>	4,656	64	8,390,933	0.08	5,718	164	7,328,762	0.22
7	<b>SOUTHWEST AIRLINES</b>	4,806	314	40,777,514	0.08	6,570	967	40,839,016	0.24
8	<b>ALASKA AIRLINES NETWORK</b>	3,430	152	12,390,436	0.12	3,143	330	11,868,172	0.28
	- ALASKA AIRLINES	2,730	92	9,563,449	0.10	2,494	192	9,274,760	0.21
	- BRANDED CODESHARE PARTNERS	700	60	2,826,987	0.21	649	138	2,593,412	0.53
9	<b>FRONTIER AIRLINES</b>	893	230	5,731,264	0.40	1,790	519	5,128,189	1.01
10	<b>AMERICAN AIRLINES NETWORK</b>	37,367	3,481	51,398,398	0.68	23,765	766	48,268,312	0.16
	- AMERICAN AIRLINES	25,733	1,890	36,283,824	0.52	12,697	363	34,232,162	0.11
	- BRANDED CODESHARE PARTNERS	11,634	1,591	15,114,574	1.05	11,068	403	14,036,150	0.29
	<b>TOTAL</b>	<b>119,219</b>	<b>4,269</b>	<b>224,609,829</b>	<b>0.19</b>	<b>93,798</b>	<b>2,869</b>	<b>215,684,049</b>	<b>0.13</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 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.

## AIR TRAVEL CONSUMER REPORT

## PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

JULY - SEPTEMBER 2019						JULY - SEPTEMBER 2018			
RANK	CARRIER*	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	EXPRESSJET AIRLINES	1,358	0	1,433,425	0.00	1,866	3	2,175,952	0.01
2	HAWAIIAN AIRLINES	34	0	2,828,870	0.00	274	3	2,802,150	0.01
3	ENDEAVOR AIR	6,451	0	3,850,464	0.00	5,131	0	3,518,387	0.00
4	DELTA AIR LINES	24,642	3	40,050,497	0.00	17,722	0	37,139,292	0.00
5	UNITED AIR LINES	9,110	7	26,963,748	0.00	11,339	26	27,080,182	0.01
6	ALLEGiant AIR	135	2	3,836,145	0.01	141	78	3,529,711	0.22
7	JETBLUE AIRWAYS	785	8	9,760,018	0.01	612	7	9,824,474	0.01
8	SPIRIT AIR LINES	4,656	64	8,390,933	0.08	5,718	164	7,328,762	0.22
9	SOUTHWEST AIRLINES	4,806	314	40,777,514	0.08	6,570	967	40,839,016	0.24
10	ALASKA AIRLINES	2,730	92	9,563,449	0.10	2,494	192	9,274,760	0.21
11	SKYWEST AIRLINES	14,794	203	10,472,196	0.19	7,264	95	9,676,146	0.10
12	MESA AIRLINES	1,861	88	3,599,017	0.24	2,581	51	3,604,845	0.14
13	FRONTIER AIRLINES	893	230	5,731,264	0.40	1,790	519	5,128,189	1.01
14	REPUBLIC AIRWAYS	5,378	219	4,900,415	0.45	4,954	31	4,619,387	0.07
15	AMERICAN AIRLINES	25,733	1,890	36,283,824	0.52	12,697	363	34,232,162	0.11
16	PSA AIRLINES	3,027	339	3,810,183	0.89	2,006	42	3,404,018	0.12
17	ENVOY AIR	3,286	561	3,861,879	1.45	3,437	161	3,388,554	0.48
	<b>TOTAL</b>	<b>109,679</b>	<b>4,020</b>	<b>216,113,841</b>	<b>0.19</b>	<b>86,596</b>	<b>2,702</b>	<b>207,565,987</b>	<b>0.13</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 0.5 percent of total domestic scheduled service passenger revenues.

## AIR TRAVEL CONSUMER REPORT

## PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES (YTD)

JANUARY - SEPTEMBER 2019					JANUARY - SEPTEMBER 2018				
RANK	CARRIER*	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	<b>HAWAIIAN AIRLINES NETWORK</b>	158	0	8,352,461	0.00	809	7	8,439,380	0.01
	- HAWAIIAN AIRLINES	145	0	8,186,912	0.00	779	7	8,282,837	0.01
	- BRANDED CODESHARE PARTNERS	13	0	165,549	0.00	30	0	156,543	0.00
2	<b>DELTA AIR LINES NETWORK</b>	142,403	6	142,051,055	0.00	93,073	37	133,297,135	0.00
	- DELTA AIR LINES	85,738	4	111,802,090	0.00	59,101	22	104,216,236	0.00
	- BRANDED CODESHARE PARTNERS	56,665	2	30,248,965	0.00	33,972	15	29,080,899	0.01
3	<b>UNITED AIRLINES NETWORK</b>	64,072	70	110,233,280	0.01	55,646	111	107,100,168	0.01
	- UNITED AIR LINES	29,360	52	76,639,967	0.01	28,168	70	74,361,024	0.01
	- BRANDED CODESHARE PARTNERS	34,712	18	33,593,313	0.01	27,478	41	32,739,144	0.01
4	<b>JETBLUE AIRWAYS</b>	2,147	38	28,673,113	0.01	2,013	23	28,645,708	0.01
5	<b>SPIRIT AIRLINES</b>	17,066	259	23,991,726	0.11	16,047	1,486	20,571,188	0.72
6	<b>ALASKA AIRLINES NETWORK</b>	10,977	703	34,290,543	0.21	8,791	1,280	31,266,594	0.41
	- ALASKA AIRLINES	8,416	405	26,211,760	0.15	6,495	638	24,042,404	0.27
	- BRANDED CODESHARE PARTNERS	2,561	298	8,078,783	0.37	2,296	642	7,224,190	0.89
7	<b>SOUTHWEST AIRLINES**</b>	27,170	2,839	120,363,016	0.24	16,934	2,012	120,210,562	0.17
8	<b>FRONTIER AIRLINES</b>	2,318	582	15,987,642	0.36	3,730	962	14,491,205	0.66
9	<b>ALLEGIAN AIR</b>	194	635	11,508,511	0.55	357	136	10,566,004	0.13
10	<b>AMERICAN AIRLINES NETWORK</b>	138,708	12,241	148,870,643	0.82	76,447	1,871	141,278,108	0.13
	- AMERICAN AIRLINES**	95,657	6,912	105,478,302	0.66	41,106	1,041	100,531,622	0.10
	- BRANDED CODESHARE PARTNERS	43,051	5,329	43,392,341	1.23	35,341	830	40,746,486	0.20
	<b>TOTAL</b>	<b>405,213</b>	<b>17,373</b>	<b>644,321,990</b>	<b>0.27</b>	<b>273,847</b>	<b>7,925</b>	<b>615,866,052</b>	<b>0.13</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 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.

\*\*On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. American Airlines and Southwest Airlines separately informed the Department that the grounding of the 737 MAX aircraft has negatively impacted their involuntary denied boarding statistics during the January - September 2019 reporting periods.

**AIR TRAVEL CONSUMER REPORT**  
**PASSENGERS DENIED BOARDING BY U.S. REPORTING OPERATING CARRIERS (YTD)**

JANUARY - SEPTEMBER 2019						JANUARY - SEPTEMBER 2018			
RANK	CARRIER*	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	ENDEAVOR AIR	18,894	0	10,731,715	0.00	12,348	5	9,844,852	0.01
1	HAWAIIAN AIRLINES	145	0	8,186,912	0.00	779	7	8,282,837	0.01
3	DELTA AIR LINES	85,738	4	111,802,090	0.00	59,101	22	104,216,236	0.00
4	EXPRESSJET AIRLINES	4,350	2	4,145,617	0.00	6,321	18	6,938,099	0.03
5	UNITED AIR LINES	29,360	52	76,639,967	0.01	28,168	70	74,361,024	0.01
6	JETBLUE AIRWAYS	2,147	38	28,673,113	0.01	2,013	23	28,645,708	0.01
7	SPIRIT AIR LINES	17,066	259	23,991,726	0.11	16,047	1,486	20,571,188	0.72
8	ALASKA AIRLINES	8,416	405	26,211,760	0.15	6,495	638	24,042,404	0.27
9	SKYWEST AIRLINES	39,185	649	29,491,036	0.22	22,493	389	26,861,797	0.14
10	SOUTHWEST AIRLINES**	27,170	2,839	120,363,016	0.24	16,934	2,012	120,210,562	0.17
11	REPUBLIC AIRWAYS	15,412	461	14,094,221	0.33	11,443	93	13,560,377	0.07
12	FRONTIER AIRLINES	2,318	582	15,987,642	0.36	3,730	962	14,491,205	0.66
13	ALLEGiant AIR	194	635	11,508,511	0.55	357	136	10,566,004	0.13
14	AMERICAN AIRLINES**	95,657	6,912	105,478,302	0.66	41,106	1,041	100,531,622	0.10
15	MESA AIRLINES	8,561	887	10,476,913	0.85	6,716	108	9,847,814	0.11
16	PSA AIRLINES	10,457	1,093	11,128,198	0.98	6,976	96	10,100,293	0.10
17	ENVOY AIR	11,532	1,588	10,751,054	1.48	11,549	281	9,747,616	0.29
<b>TOTAL</b>		<b>376,602</b>	<b>16,406</b>	<b>619,661,793</b>	<b>0.26</b>	<b>252,576</b>	<b>7,387</b>	<b>592,819,638</b>	<b>0.12</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 0.5 percent of total domestic scheduled-service passenger revenues.

\*\*On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. American Airlines and Southwest Airlines separately informed the Department that the grounding of the 737 MAX aircraft has negatively impacted their involuntary denied boarding statistics during the January - September 2019 reporting periods.



## **CONSUMER COMPLAINTS**

This section summarizes aviation consumer complaints filed with the Department via internet, in writing or by telephone. 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 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** - Tables 6A (Table 5A in YTD reports) ranks the largest U.S. marketing and reporting airlines (those that each account for 0.5 percent of total domestic scheduled-service passenger revenues per the rate of complaints per 100,000 passengers. The system-wide enplanements (domestic and international scheduled and charter revenue passenger counts) are derived from the Form 41 Schedule T-100 traffic reports that carriers, under certification, are required to submit to BTS within 30 days following the end of each reporting month (14 CFR Part 241). System wide enplanements used for the complaint ranking ratios exclude military charters and non-revenue passengers.

TABLE 1

**CONSUMER COMPLAINTS  
SUMMARY**

	SEPTEMBER 2019				SEPTEMBER 2018			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	724	33	0	110	721	28	0	110
FOREIGN AIRLINES	474	3	0	67	533	2	0	57
TRAVEL AGENTS	32	0	0	5	41	1	0	11
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	28	12	0	58	14	6	0	69
<b>INDUSTRY TOTALS</b>	<b>1,258</b>	<b>48</b>	<b>0</b>	<b>240</b>	<b>1,309</b>	<b>37</b>	<b>0</b>	<b>247</b>

Table 2

**COMPLAINTS AGAINST U.S. OPERATING CARRIERS  
BY COMPLAINT CATEGORIES\***

COMPLAINT CATEGORY	SEPTEMBER 2019			SEPTEMBER 2018		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	349		1	388	
CANCELLATION			146			150
DELAY			109			143
MISCONNECTION			54			58
BAGGAGE	2	228		2	233	
RESERVATIONS/TICKETING/BOARDING	3	147		3	166	
CUSTOMER SERVICE	4	138		5	135	
REFUNDS	5	134		4	136	
FARES	6	102		6	112	
DISABILITY	7	66		7	48	
OTHER	8	44		8	44	
FREQUENT FLYER			14			16
OVERSALES	9	31		9	31	
DISCRIMINATION	10	12		10	8	
ADVERTISING	11	7		10	8	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>1,258</b>			<b>1,309</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

**COMPLAINTS AGAINST U.S. OPERATING CARRIERS  
BY COMPLAINT CATEGORIES\***

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	1	2	1	1	0	2	4	2	0	0	0	1	14
ALLEGiant AIR	3	0	4	1	0	1	2	5	0	0	0	1	17
AMERICAN AIRLINES	71	3	15	12	5	24	28	18	1	1	0	8	186
COMMUTAIR	5	0	0	0	0	0	0	0	0	0	0	0	5
DELTA AIR LINES	20	3	4	2	1	6	14	11	0	1	0	2	64
ENVOY AIR	9	0	0	0	0	0	1	0	0	0	0	0	10
FRONTIER AIRLINES	17	0	2	3	2	12	3	2	0	0	0	0	41
HAWAIIAN AIRLINES	2	1	0	2	0	0	1	0	0	0	0	0	6
JETBLUE AIRWAYS	11	0	5	3	2	9	5	4	1	2	0	0	42
MESA AIRLINES	7	0	0	0	0	0	0	1	0	1	0	0	9
PIEDMONT AIRLINES	4	1	0	0	0	0	0	0	0	0	0	0	5
PSA AIRLINES	8	0	1	0	0	0	2	0	0	0	0	0	11
SILVER AIRWAYS	2	0	2	0	4	2	0	0	0	0	0	0	10
SKYWEST AIRLINES	8	0	0	0	0	0	2	1	0	1	0	0	12
SOUTHWEST AIRLINES	8	0	3	2	0	4	2	5	0	2	0	1	27
SPIRIT AIRLINES	31	3	12	15	15	7	7	4	2	0	0	2	98
SUN COUNTRY AIRLINES	6	0	0	0	0	1	0	0	0	0	0	0	7
UNITED AIRLINES	38	4	19	7	9	27	11	6	0	2	0	3	126
VIAAIR	1	0	0	0	10	0	0	0	0	0	0	0	11
Other U.S. Airlines	14	0	1	0	1	2	1	0	0	0	0	4	23
<b>TOTAL SEPTEMBER 2019</b>	<b>266</b>	<b>17</b>	<b>69</b>	<b>48</b>	<b>49</b>	<b>97</b>	<b>83</b>	<b>59</b>	<b>4</b>	<b>10</b>	<b>0</b>	<b>22</b>	<b>724</b>
<b>% of TOTAL COMPLAINTS</b>	<b>36.7</b>	<b>2.3</b>	<b>9.5</b>	<b>6.6</b>	<b>6.8</b>	<b>13.4</b>	<b>11.5</b>	<b>8.1</b>	<b>0.6</b>	<b>1.4</b>	<b>0</b>	<b>3.0</b>	
<b>TOTAL SEPTEMBER 2018</b>	<b>289</b>	<b>14</b>	<b>76</b>	<b>48</b>	<b>44</b>	<b>93</b>	<b>88</b>	<b>38</b>	<b>2</b>	<b>8</b>	<b>0</b>	<b>21</b>	<b>721</b>
<b>% of TOTAL COMPLAINTS</b>	<b>40.1</b>	<b>1.9</b>	<b>10.5</b>	<b>6.7</b>	<b>6.1</b>	<b>12.9</b>	<b>12.2</b>	<b>5.3</b>	<b>0.3</b>	<b>1.1</b>	<b>0</b>	<b>2.9</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".

Table 4

## COMPLAINTS AGAINST U.S. OPERATING CARRIERS BY INCIDENT DATE\*

U.S. AIRLINES ALPHABETICAL	COMPS	INCI-	PERCENT	INCI-	PERCENT	INCI-	PERCENT	UN-	PERCENT
	RECD IN SEP	DENTS IN SEP		DENTS IN AUG		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
ALASKA AIRLINES	14	6	42.9	3	21.4	4	28.6	1	7.1
ALLEGiant AIR	17	3	17.6	3	17.6	7	41.2	4	23.5
AMERICAN AIRLINES	186	65	34.9	48	25.8	56	30.1	17	9.1
COMMUTAIR	5	4	80.0	0	0.0	1	20.0	0	0.0
DELTA AIR LINES	64	18	28.1	19	29.7	19	29.7	8	12.5
ENVOY AIR	10	6	60.0	4	40.0	0	0.0	0	0.0
FRONTIER AIRLINES	41	26	63.4	5	12.2	7	17.1	3	7.3
HAWAIIAN AIRLINES	6	1	16.7	3	50.0	2	33.3	0	0.0
JETBLUE AIRWAYS	42	20	47.6	11	26.2	10	23.8	1	2.4
MESA AIRLINES	9	4	44.4	1	11.1	4	44.4	0	0.0
PIEDMONT AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
PSA AIRLINES	11	11	100.0	0	0.0	0	0.0	0	0.0
SILVER AIRWAYS	10	2	20.0	0	0.0	7	70.0	1	10.0
SKYWEST AIRLINES	12	4	33.3	4	33.3	4	33.3	0	0.0
SOUTHWEST AIRLINES	27	6	22.2	8	29.6	8	29.6	5	18.5
SPIRIT AIRLINES	98	46	46.9	33	33.7	14	14.3	5	5.1
SUN COUNTRY AIRLINES	7	4	57.1	1	14.3	2	28.6	0	0.0
UNITED AIRLINES	126	40	31.7	33	26.2	49	38.9	4	3.2
VIAAIR	11	3	27.3	1	9.1	5	45.5	2	18.2
Other U.S. Airlines	23	8	34.8	5	21.7	9	39.1	1	4.3
<b>Totals</b>	<b>724</b>	<b>281</b>	<b>38.8</b>	<b>182</b>	<b>25.1</b>	<b>209</b>	<b>28.9</b>	<b>52</b>	<b>7.2</b>
<b>Previous Year's Totals</b>	<b>721</b>	<b>296</b>	<b>41.1</b>	<b>191</b>	<b>26.5</b>	<b>167</b>	<b>23.2</b>	<b>67</b>	<b>9.3</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.'

Table 5

## COMPANIES OTHER THAN U.S. CARRIERS\* BY COMPLAINT CATEGORY\*\*

SEPTEMBER 2019

	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	1	0	1	1	1	5	0	0	0	0	0	0	9
AEROFLOT	1	1	3	0	0	3	1	1	0	0	0	0	10
AEROMEXICO	2	0	6	3	1	0	0	0	0	0	0	0	12
AIR CANADA	9	1	4	1	1	3	1	0	0	0	0	0	20
AIR CHINA	0	0	1	1	1	1	1	0	0	0	0	0	5
AIR FRANCE	4	0	3	0	2	7	3	0	0	0	0	1	20
AIR INDIA	3	0	0	0	1	5	1	0	0	0	0	0	10
ALITALIA AIRLINES	1	0	0	3	0	3	0	0	0	0	0	0	7
AVIANCA	1	1	1	1	0	2	1	0	0	0	0	1	8
BRITISH AIRWAYS	7	0	3	1	1	7	3	0	0	0	0	1	23
CHINA EASTERN AIRLINES	0	0	2	1	1	2	0	0	0	0	0	0	6
CONDOR	3	1	0	0	0	1	2	0	0	0	0	0	7
EMIRATES AIRLINES	0	0	2	2	1	6	2	1	0	0	0	1	15
ETHIOPIAN AIRLINES	2	0	1	0	1	3	3	0	0	0	0	0	10
HAINAN	1	0	3	0	1	2	2	0	0	0	0	0	9
IBERIA AIRLINES	2	0	0	3	1	2	0	0	0	0	0	0	8
ICELANDAIR	0	0	1	0	1	5	0	0	0	0	0	0	7
INTERJET	1	0	0	0	8	2	0	0	0	0	0	0	11
KLM	1	0	1	0	2	2	0	0	0	0	0	1	7
LATAM	0	0	1	2	2	0	1	0	0	0	0	0	6
LUFTHANSA	1	0	6	1	8	7	6	2	0	1	0	0	32
NORWEGIAN AIR SHUTTLE	13	2	6	2	2	2	6	1	1	0	0	0	35
PHILIPPINE AIRLINES	1	0	1	1	2	0	0	0	0	0	0	0	5
QATAR AIRWAYS	1	0	2	2	3	4	0	0	1	0	0	0	13
ROYAL AIR MAROC	3	0	0	0	0	7	1	0	0	0	0	0	11
SWISS AIR	0	0	1	3	0	2	0	0	0	0	0	0	6
TAP	0	0	0	0	0	4	0	1	0	0	0	0	5
THOMAS COOK AIRLINES	0	0	0	0	9	1	0	0	0	0	0	0	10
TURKISH AIRLINES	2	1	2	4	4	11	2	0	0	0	0	0	26
UKRAINE INTERNATIONAL AIRLINES	1	1	1	1	0	0	1	0	0	0	0	0	5
VOLARIS AIRLINES	1	1	2	0	1	1	0	0	0	1	0	0	7
XL AIRWAYS	1	0	3	0	3	0	0	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	19	4	16	10	13	25	13	1	0	0	0	1	102
<b>TOTALS</b>	<b>82</b>	<b>13</b>	<b>73</b>	<b>43</b>	<b>71</b>	<b>125</b>	<b>50</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>474</b>

Table 5 (cont'd)

## AIR TRAVEL CONSUMER REPORT

## COMPANIES OTHER THAN U.S. CARRIERS\* BY COMPLAINT CATEGORY\*\*

SEPTEMBER 2019

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>TRAVEL AGENTS</u></b>													
JUSTFLY.COM	0	0	2	3	1	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	0	0	3	8	13	0	0	0	1	0	0	1	26
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>11</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>32</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</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>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
FAA	0	0	0	0	0	1	0	0	0	0	0	9	10
TSA	0	0	0	0	0	2	3	0	0	0	0	1	6
Other Miscellaneous	1	1	0	0	0	3	2	0	0	0	0	5	12
<b>TOTALS</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15</b>	<b>28</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: LIST OF U.S. MARKETING CARRIERS\* (NON-RANKED, IN ALPHABETIC ORDER)

	SEPTEMBER 2019	SEPTEMBER 2018
AIRLINE	COMPLAINTS	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>15</b>	<b>18</b>
- ALASKA AIRLINES	14	16
- BRANDED CODESHARE PARTNERS	1	2
<b>ALLEGiant AIR</b>	<b>17</b>	<b>12</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>225</b>	<b>221</b>
- AMERICAN AIRLINES	186	187
- BRANDED CODESHARE PARTNERS	39	34
<b>DELTA AIR LINES NETWORK</b>	<b>72</b>	<b>66</b>
- DELTA AIR LINES	64	61
- BRANDED CODESHARE PARTNERS	8	5
<b>FRONTIER AIRLINES</b>	<b>41</b>	<b>95</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>6</b>	<b>13</b>
- HAWAIIAN AIRLINES	6	13
- BRANDED CODESHARE PARTNERS	0	0
<b>JETBLUE AIRWAYS</b>	<b>42</b>	<b>26</b>
<b>SOUTHWEST AIRLINES</b>	<b>27</b>	<b>40</b>
<b>SPIRIT AIRLINES</b>	<b>98</b>	<b>59</b>
<b>UNITED AIRLINES NETWORK</b>	<b>146</b>	<b>143</b>
- UNITED AIRLINES	126	124
- BRANDED CODESHARE PARTNERS	20	19
<b>TOTAL</b>	<b>689</b>	<b>693</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 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.



## AIR TRAVEL CONSUMER REPORT

TABLE 6A

## CONSUMER COMPLAINTS: REPORTING U.S. OPERATING CARRIERS\*

RANK	AIRLINE	SEPTEMBER 2019			SEPTEMBER 2018		
		COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	REPUBLIC AIRWAYS	3	1,504,821	0.20	8	1,433,559	0.56
2	SOUTHWEST AIRLINES	27	12,601,885	0.21	40	12,504,921	0.32
3	ENDEAVOR AIR	3	1,235,816	0.24	4	1,085,368	0.37
4	SKYWEST AIRLINES	12	3,413,758	0.35	12	3,168,438	0.38
5	EXPRESSJET AIRLINES	2	504,469	0.40	6	684,182	0.88
6	ALASKA AIRLINES	14	2,883,985	0.49	16	2,755,151	0.58
7	DELTA AIR LINES	64	13,134,002	0.49	61	12,085,310	0.50
8	HAWAIIAN AIRLINES	6	913,805	0.66	13	902,678	1.44
9	MESA AIRLINES	9	1,184,514	0.76	3	1,185,906	0.25
10	ENVOY AIR	10	1,230,660	0.81	6	1,096,924	0.55
11	PSA AIRLINES	11	1,213,869	0.91	9	986,743	0.91
12	JETBLUE AIRWAYS	42	3,211,595	1.31	26	3,207,030	0.81
13	UNITED AIRLINES	126	9,060,664	1.39	124	8,985,992	1.38
14	AMERICAN AIRLINES	186	12,214,200	1.52	187	11,104,633	1.68
15	ALLEGiant AIR	17	806,917	2.11	12	809,694	1.48
16	FRONTIER AIRLINES	41	1,824,674	2.25	95	1,600,988	5.93
17	SPIRIT AIRLINES	98	2,505,860	3.91	59	2,196,156	2.69
	<b>TOTAL</b>	671	69,445,494	0.97	681	65,793,673	1.04

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 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

## AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

## CONSUMER COMPLAINTS SUMMARY

	JANUARY - SEPTEMBER 2019				JANUARY - SEPTEMBER 2018			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	7,590	274	7	1,110	6,957	738	9	1,032
FOREIGN AIRLINES	3,940	31	1	676	4,687	39	0	582
TRAVEL AGENTS	334	11	0	90	349	6	0	132
TOUR OPERATORS	1	0	0	2	0	0	0	0
MISCELLANEOUS	143	185	0	611	151	139	1	714
<b>INDUSTRY TOTALS</b>	<b>12,008</b>	<b>501</b>	<b>8</b>	<b>2,489</b>	<b>12,144</b>	<b>922</b>	<b>10</b>	<b>2,460</b>

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

Table 2 (YTD)

COMPLAINT CATEGORY	JANUARY - SEPTEMBER 2019			JANUARY - SEPTEMBER 2018		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	3,978		1	3,645	
Cancellation			1,641			1,542
Delay			1,326			1,214
Misconnection			578			521
BAGGAGE	2	1,998		2	2,132	
RESERVATIONS/TICKETING/BOARDING	3	1,420		3	1,473	
REFUNDS	4	1,212		4	1,027	
CUSTOMER SERVICE	5	1,199		5	1,246	
FARES	6	798		6	1,160	
DISABILITY	7	675		7	618	
OTHER	8	305		8	392	
Frequent Flyer			119			186
OVERSALES	9	301		9	334	
DISCRIMINATION	10	83		10	70	
ADVERTISING	11	37		11	46	
ANIMALS	12	2		12	1	
<b>COMPLAINT TOTAL</b>		<b>12,008</b>			<b>12,144</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

## AIR TRAVEL CONSUMER REPORT

Table 3 (YTD)

## COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\*/ JANUARY - SEPTEMBER 2019

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	12	0	1	0	0	1	4	0	0	0	0	0	18
ALASKA AIRLINES	31	7	16	15	2	20	20	16	1	2	1	5	136
ALLEGIAN AIR	53	2	20	11	5	15	28	40	0	1	0	4	179
AMERICAN AIRLINES	976	59	201	114	87	236	235	166	3	20	0	36	2,133
BOUTIQUE AIR	5	0	2	0	1	1	1	1	0	0	0	0	11
CALIFORNIA PACIFIC	15	0	1	0	56	0	2	0	0	0	0	0	74
COMMUTAIR	25	0	0	0	0	0	0	0	0	0	0	1	26
COMPASS AIRLINES	10	0	1	0	0	2	2	0	0	1	0	1	17
DELTA AIR LINES	199	11	48	36	5	109	97	96	0	11	0	19	631
ENDEAVOR AIR	34	0	2	0	0	0	6	4	0	1	0	1	48
ENVOY AIR	91	12	11	0	0	6	8	2	0	1	0	2	133
EXPRESSJET AIRLINES	34	0	0	0	0	0	0	0	0	0	0	0	34
FRONTIER AIRLINES	211	4	28	24	28	75	34	16	3	4	0	4	431
GOJET AIRLINES	18	0	0	0	1	2	2	0	0	0	0	0	23
HAWAIIAN AIRLINES	15	1	11	13	2	6	9	13	1	0	0	1	72
HORIZON AIRLINES	4	2	4	0	0	1	0	1	0	0	0	3	15
JETBLUE AIRWAYS	121	1	28	16	10	53	46	31	1	5	0	7	319
MESA AIRLINES	77	3	1	0	0	1	7	2	0	1	0	4	96
PIEDMONT AIRLINES	42	8	6	0	0	4	2	1	0	0	0	0	63
PSA AIRLINES	60	0	2	0	0	1	8	2	0	0	0	0	73
REPUBLIC AIRWAYS	53	0	0	0	0	0	5	0	0	0	0	3	61
SILVER AIRWAYS	28	4	2	1	12	7	0	0	0	1	0	1	56
SKYWEST AIRLINES	118	0	3	0	1	0	13	4	0	2	0	0	141
SOUTHWEST AIRLINES	178	5	46	15	15	61	52	40	2	6	0	9	429
SPIRIT AIRLINES	324	25	106	67	61	43	68	39	7	3	0	6	749
SUN COUNTRY AIRLINES	27	0	13	2	7	21	10	4	0	0	0	0	84
TRANS STATES AIRLINES	18	0	0	0	0	0	1	0	0	0	0	1	20
UNITED AIRLINES	410	34	151	73	81	234	154	93	1	16	0	40	1,287
VIAAIR	24	0	4	0	149	1	0	0	0	0	0	2	180
Other U.S. Airlines	21	0	7	0	4	2	1	2	0	0	0	14	51
<b>TOTAL JAN - SEPTEMBER 2019</b>	<b>3,234</b>	<b>178</b>	<b>715</b>	<b>387</b>	<b>527</b>	<b>902</b>	<b>815</b>	<b>573</b>	<b>19</b>	<b>75</b>	<b>1</b>	<b>164</b>	<b>7,590</b>
<b>% of TOTAL COMPLAINTS</b>	<b>42.6</b>	<b>2.3</b>	<b>9.4</b>	<b>5.1</b>	<b>6.9</b>	<b>11.9</b>	<b>10.7</b>	<b>7.5</b>	<b>0.3</b>	<b>1.0</b>	<b>0.0</b>	<b>2.2</b>	
<b>TOTAL JAN - SEPTEMBER 2018</b>	<b>2,668</b>	<b>204</b>	<b>700</b>	<b>557</b>	<b>326</b>	<b>895</b>	<b>825</b>	<b>493</b>	<b>23</b>	<b>60</b>	<b>1</b>	<b>205</b>	<b>6,957</b>
<b>% of TOTAL COMPLAINTS</b>	<b>38.3</b>	<b>2.9</b>	<b>10.1</b>	<b>8.0</b>	<b>4.7</b>	<b>12.9</b>	<b>11.9</b>	<b>7.1</b>	<b>0.3</b>	<b>0.9</b>	<b>0.0</b>	<b>2.9</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)

## COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\*/ JANUARY - SEPTEMBER 2019

	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	10	1	6	4	6	25	5	2	0	0	0	0	59
AEROFLOT	11	1	14	1	6	29	5	2	0	0	0	0	69
AEROMEXICO	23	9	31	22	19	24	9	2	0	0	0	0	139
AIR CANADA	56	8	30	12	15	30	12	4	0	1	0	0	168
AIR CHINA	6	1	3	1	5	14	4	0	0	0	0	0	34
AIR FRANCE	35	4	18	9	14	58	19	8	0	2	0	4	171
AIR INDIA	17	2	6	5	16	29	7	2	0	0	0	1	85
AIR ITALY	4	0	5	3	2	7	2	0	0	0	0	0	23
AIR SERBIA	2	1	0	1	4	2	0	0	0	0	0	1	11
ALITALIA AIRLINES	12	1	4	8	8	21	1	0	0	0	0	1	56
ANA ALL NIPPON AIRLINES	3	0	4	1	1	3	0	0	0	0	0	0	12
ARUBA AIRLINES	6	0	0	0	15	0	1	0	0	0	0	0	22
ASIANA AIRLINES	2	0	4	1	2	0	1	1	0	0	0	1	12
AUSTRIAN AIRLINES	1	1	3	2	2	11	3	1	0	0	0	0	24
AVIANCA	29	7	12	5	12	15	4	2	0	0	0	5	91
AZUL BRAZILIAN AIRLINES	1	1	4	1	0	4	1	0	0	0	0	0	12
BRITISH AIRWAYS	24	4	29	12	13	31	11	10	0	0	0	8	142
BRUSSELS AIRLINES	2	0	1	1	0	11	0	0	0	0	0	0	15
CARIBBEAN AIRLINES	9	0	2	0	1	4	2	0	0	1	0	0	19
CATHAY PACIFIC AIRWAYS	5	0	5	1	6	10	1	5	0	0	0	1	34
CHINA AIRLINES	0	0	1	3	1	3	1	1	0	0	0	0	10
CHINA EASTERN AIRLINES	2	0	16	3	3	5	3	2	0	0	0	2	36
CHINA SOUTHERN AIRLINES	3	0	3	3	0	5	0	0	0	0	0	0	14
CONDOR	11	3	6	2	2	20	5	1	0	0	0	3	53
COPA	11	7	16	4	8	9	2	2	0	0	0	0	59
EGYPTAIR	0	2	2	3	2	6	5	1	0	0	0	3	24
EL AL ISRAEL	2	0	1	2	2	10	2	1	0	0	0	1	21
EMIRATES AIRLINES	8	1	20	15	12	42	18	3	0	0	0	4	123
ETHIOPIAN AIRLINES	23	1	3	6	4	35	11	1	0	0	0	2	86
ETIHAD AIRWAYS	4	6	4	7	4	20	5	0	0	0	0	5	55
EUROWINGS	8	0	0	0	2	6	2	0	0	0	0	0	18
EVA AIRWAYS	2	0	1	1	5	5	0	1	0	0	0	0	15
FIJI AIRWAYS	1	1	2	2	1	0	2	0	0	0	0	1	10
FINNAIR OY	3	1	5	1	0	1	3	2	0	0	0	0	16
FLY JAMAICA	2	0	0	0	37	0	0	0	0	0	0	0	39
FRENCH BEE	1	0	7	1	0	4	1	0	0	0	0	0	14
GOL AIRLINES	4	1	2	0	1	2	0	0	0	0	0	1	11
HAINAN	7	0	6	1	4	6	2	1	0	0	0	0	27
HONG KONG AIRLINES	1	0	4	1	0	6	0	0	1	0	0	0	13
IBERIA AIRLINES	11	3	11	6	11	31	6	0	1	0	0	4	84
ICELANDAIR	7	1	6	3	11	10	2	2	2	1	0	1	46
INTERJET	20	2	19	5	53	28	7	0	0	0	0	0	134

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)(cont'd)

## COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\*/ JANUARY - SEPTEMBER 2019

	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>													
JET AIRWAYS	14	0	10	3	8	11	4	1	0	0	0	1	52
KLM	10	1	5	3	5	9	4	3	1	0	0	1	42
KUWAIT AIRWAYS	1	0	0	0	2	6	3	0	0	0	0	0	12
LATAM	10	1	23	9	20	17	6	0	0	0	0	4	90
LEVEL	3	0	2	1	4	3	2	0	0	0	0	0	15
LOT POLISH AIRLINES	17	0	1	1	3	11	5	1	0	0	0	0	39
LUFTHANSA	25	5	41	20	37	50	36	8	0	1	1	2	226
NORWEGIAN AIR SHUTTLE	64	7	39	25	14	35	23	9	1	0	0	3	220
PHILIPPINE AIRLINES	6	0	5	4	4	9	1	1	1	0	0	1	32
QANTAS AIRWAYS	6	0	3	5	4	4	3	2	0	0	0	3	30
QATAR AIRWAYS	17	2	21	11	21	24	13	2	1	0	0	1	113
ROYAL AIR MAROC	18	2	6	1	2	59	4	0	0	0	0	0	92
ROYAL JORDANIAN AIRLINES	4	1	0	1	2	9	1	1	0	0	0	0	19
SAS	5	0	4	6	5	9	5	0	1	0	0	2	37
SAUDI ARABIAN AIRLINES	4	0	4	1	3	4	2	0	0	0	0	0	18
SINGAPORE AIRLINES	1	1	2	4	2	4	0	0	0	0	0	4	18
SOUTH AFRICAN AIRWAYS	4	1	6	2	3	5	3	1	0	0	0	1	26
SWISS AIR	10	1	10	10	4	11	2	1	0	1	0	1	51
TAP	6	2	7	4	3	19	2	4	1	0	0	0	48
THOMAS COOK AIRLINES	5	0	1	0	9	2	0	0	0	0	0	0	17
TURKISH AIRLINES	33	5	32	11	23	86	20	4	0	0	0	5	219
UKRAINE INTERNATIONAL AIRLINES	2	1	3	5	1	5	4	0	0	0	0	0	21
VIRGIN ATLANTIC AIRWAYS	1	2	7	1	3	7	1	2	0	0	0	1	25
VIVAAEROBUS	1	2	4	1	1	2	0	0	1	0	0	0	12
VOLARIS AIRLINES	8	10	21	5	5	15	9	1	1	1	0	0	76
VUELING AIRLINES	4	0	3	0	4	9	0	0	0	0	0	0	20
WEST JET	3	1	1	0	0	3	1	3	0	0	0	0	12
WOW AIR	15	0	4	2	10	8	2	0	0	0	0	0	41
XIAMEN AIRLINES	1	1	4	2	0	1	0	0	0	0	0	1	10
XL AIRWAYS	2	1	6	0	4	1	1	0	0	0	0	0	15
OTHER FOREIGN AIRLINES	32	5	24	17	34	48	22	1	0	0	0	3	186
<b>TOTALS</b>	<b>721</b>	<b>122</b>	<b>615</b>	<b>314</b>	<b>550</b>	<b>1,068</b>	<b>344</b>	<b>102</b>	<b>12</b>	<b>8</b>	<b>1</b>	<b>83</b>	<b>3,940</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.

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)(cont'd)

## COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\*/ JANUARY - SEPTEMBER 2019

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
<b><u>TRAVEL AGENTS</u></b>													
CHEAPOAIR.COM	1	0	11	10	13	0	2	0	0	0	0	0	37
EXPEDIA.COM	0	0	15	10	20	1	2	0	1	0	0	0	49
JUSTFLY.COM	0	0	13	19	11	0	6	0	0	0	0	0	49
KIWI.COM	0	0	2	15	17	0	2	0	0	0	0	0	36
ORBITZ.COM	0	0	2	3	3	0	1	0	1	0	0	0	10
PRICELINE.COM	1	0	6	6	4	0	1	0	1	0	0	0	19
VAYAMA	0	0	7	2	12	0	0	0	1	0	0	0	22
OTHER TRAVEL AGENTS	2	0	26	25	50	0	6	0	2	0	0	1	112
TOTALS	4	0	82	90	130	1	20	0	6	0	0	1	334
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	1	0	0	0	0	0	1
TOTALS	0	0	0	0	0	0	1	0	0	0	0	0	1
<b><u>MISCELLANEOUS</u></b>													
FAA	2	0	0	0	0	2	0	0	0	0	0	27	31
TSA	0	0	0	0	0	16	13	0	0	0	0	6	35
Other Miscellaneous	17	1	8	7	5	9	6	0	0	0	0	24	77
TOTALS	19	1	8	7	5	27	19	0	0	0	0	57	143

## AIR TRAVEL CONSUMER REPORT

TABLE 5 (YTD)

CONSUMER COMPLAINTS: LIST OF U.S. MARKETING CARRIERS\* (NON-RANKED, IN ALPHABETIC ORDER)

JANUARY - SEPTEMBER 2019		JANUARY - SEPTEMBER 2018	
AIRLINE	COMPLAINTS	COMPLAINTS	
<b>ALASKA AIRLINES NETWORK</b>	<b>153</b>		<b>144</b>
- ALASKA AIRLINES	136		132
- BRANDED CODESHARE PARTNERS	17		12
<b>ALLEGiant AIR</b>	<b>179</b>		<b>186</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>2,516</b>		<b>1,920</b>
- AMERICAN AIRLINES**	2,133		1,553
- BRANDED CODESHARE PARTNERS	383		367
<b>DELTA AIR LINES NETWORK</b>	<b>740</b>		<b>849</b>
- DELTA AIR LINES	631		744
- BRANDED CODESHARE PARTNERS	109		105
<b>FRONTIER AIRLINES</b>	<b>431</b>		<b>617</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>72</b>		<b>102</b>
- HAWAIIAN AIRLINES	72		102
- BRANDED CODESHARE PARTNERS	0		0
<b>JETBLUE AIRWAYS</b>	<b>319</b>		<b>333</b>
<b>SOUTHWEST AIRLINES**</b>	<b>429</b>		<b>480</b>
<b>SPIRIT AIRLINES</b>	<b>749</b>		<b>638</b>
<b>UNITED AIRLINES NETWORK</b>	<b>1,532</b>		<b>1,413</b>
- UNITED AIRLINES	1,287		1,170
- BRANDED CODESHARE PARTNERS	245		243
<b>TOTAL</b>	<b>7,120</b>		<b>6,682</b>

\* All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

\*\*On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. Some of these consumer complaints relate to the Boeing 737 Max aircraft and have negatively impacted American Airlines' and Southwest Airlines' complaint statistics immediately following the grounding.



## AIR TRAVEL CONSUMER REPORT

TABLE 5A (YTD)

## CONSUMER COMPLAINTS: REPORTING U.S. OPERATING CARRIERS\*

RANK	AIRLINE	JANUARY - SEPTEMBER 2019			JANUARY - SEPTEMBER 2018		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES**</b>	429	121,498,745	<b>0.35</b>	480	121,929,520	<b>0.39</b>
2	<b>ENDEAVOR AIR</b>	48	11,201,246	<b>0.43</b>	49	10,240,401	<b>0.48</b>
3	<b>REPUBLIC AIRWAYS</b>	61	13,967,057	<b>0.44</b>	78	13,957,160	<b>0.56</b>
4	<b>SKYWEST AIRLINES</b>	141	31,562,635	<b>0.45</b>	131	29,082,524	<b>0.45</b>
5	<b>ALASKA AIRLINES</b>	136	26,724,896	<b>0.51</b>	132	25,049,047	<b>0.53</b>
6	<b>DELTA AIR LINES</b>	631	122,838,188	<b>0.51</b>	744	114,972,242	<b>0.65</b>
7	<b>PSA AIRLINES</b>	73	11,231,499	<b>0.65</b>	86	10,168,881	<b>0.85</b>
8	<b>EXPRESSJET AIRLINES</b>	34	4,459,216	<b>0.76</b>	26	7,313,205	<b>0.36</b>
9	<b>HAWAIIAN AIRLINES</b>	72	8,684,141	<b>0.83</b>	102	8,790,039	<b>1.16</b>
10	<b>MESA AIRLINES</b>	96	11,272,101	<b>0.85</b>	66	10,565,566	<b>0.62</b>
11	<b>JETBLUE AIRWAYS</b>	319	32,339,527	<b>0.99</b>	333	31,881,148	<b>1.04</b>
12	<b>ENVOY AIR</b>	133	11,198,889	<b>1.19</b>	93	10,190,473	<b>0.91</b>
13	<b>UNITED AIRLINES</b>	1,287	87,790,243	<b>1.47</b>	1,170	84,886,423	<b>1.38</b>
14	<b>ALLEGiant AIR</b>	179	11,508,511	<b>1.56</b>	186	10,583,642	<b>1.76</b>
15	<b>AMERICAN AIRLINES**</b>	2,133	117,064,727	<b>1.82</b>	1,553	111,646,572	<b>1.39</b>
16	<b>FRONTIER AIRLINES</b>	431	16,515,364	<b>2.61</b>	617	14,704,039	<b>4.2</b>
17	<b>SPIRIT AIRLINES</b>	749	25,234,730	<b>2.97</b>	638	21,557,666	<b>2.96</b>
	<b>TOTAL</b>	<b>6,952</b>	<b>665,091,715</b>	<b>1.05</b>	<b>6,484</b>	<b>637,518,548</b>	<b>1.02</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 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

\*\*On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. Some of these consumer complaints relate to the Boeing 737 Max aircraft and have negatively impacted American Airlines' and Southwest Airlines' complaint statistics immediately following the grounding.

## AIR TRAVEL CONSUMER REPORT

**Civil Rights Complaints by Air Travelers (Other Than Disability) for September 2019**

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			1				
JETBLUE				1			1
LUFTHANSA	1						
MESA AIRLINES			1				
SKYWEST AIRLINES		1					
SOUTHWEST	2						
UNITED AIRLINES						1	1
VOLARIS	1						
<b>TOTAL</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>2</b>

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

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

## AIR TRAVEL CONSUMER REPORT

**Civil Rights Complaints by Air Travelers (Other Than Disability) for January - September 2019**

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 CANADA			1				
AIR FRANCE			1	1			
ALASKA	2						
ALLEGIANT	1						
AMERICAN	11		2	3	2	2	
CARIBBEAN	1						
COMPASS	1						
DELTA	6		3			2	
ENDEAVOR			1				
ENVOY AIR	1						
FRONTIER	3			1			
ICELAND AIR	1						
JETBLUE	3			1			1
LUFTHANSA	1						
MESA			1				
SILVER AIRWAYS	1						
SKYWEST	1	1					
SOUTHWEST	6						
SPIRIT	1		1	1			
SWISS AIR							1
UNITED	9		2	1	2	1	1
VOLARIS	1						
<b>TOTAL</b>	<b>50</b>	<b>1</b>	<b>12</b>	<b>8</b>	<b>4</b>	<b>5</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

**COMPLAINT CATEGORIES**

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

**Oversales:** All bumping problems, whether 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, tours credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.

## AIR TRAVEL CONSUMER REPORT

**September 2019 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation**

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

An airline is required to submit a report for any month in which it experienced such a loss, injury or death during air transportation. DOT publishes these reports monthly and 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>
<a href="#">Delta Air Lines</a>	1	0	0
<a href="#">United Airlines</a>	0	2	0
<b>Totals:</b>	1	2	0

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of September 2019  
as provided by the Transportation Security Administration <sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 65 million airline passengers and their 52 million checked bags in the month of September as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations <sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of September.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
706	0.00109%	30	0.00005%	47	0.000007%	525	0.00081%

**NOTES**

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

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

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

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