



Air Travel Consumer Report

A Product of The
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
Aviation Consumer Protection Division
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Flight Delays¹	May 2019
Mishandled Baggage, Wheelchairs and Scooters¹	May 2019
Oversales¹	1 st . Quarter 2019
Consumer Complaints² (Includes Disability and Discrimination Complaints)	May 2019
Airline Animal Incident Reports⁴	May 2019
Customer Service Reports to the Dept. of Homeland Security³	May 2019

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

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

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

⁴Data collected by the Aviation Consumer Protection Division

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>	3	<i>Flight Delays (continued)</i>	
<i>Flight Delays</i>		Table 8	31
Explanation	4	List of Regularly Scheduled Domestic Flights	
Branded Codeshare Partners	5	with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier	
Table 1	6	Table 8A	
Overall Percentage of Reported Flight		List of Regularly Scheduled International Flights with	33
Operations Arriving On-Time, by Reporting Marketing Carrier		Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier	
Table 1A	7	Appendix	34
Overall Percentage of Reported Flight			
Operations Arriving On-Time, by Reporting Operating Carrier		<i>Mishandled Baggage</i>	
Table 1B	8	Explanation	35
Overall Percentage of Reported Flight		Ranking- by Marketing Carrier (Monthly)	36
Operations Arriving On-Time, by Reporting Marketing		Ranking- by Operating Carrier (Monthly)	37
Carrier, Rank by Month, and Year-to-Date (YTD)			
Table 2	9	<i>Mishandled Wheelchairs and Scooters</i>	
Number of Reported Flight Arrivals and Percentage		Explanation	38
Arriving On-Time, by Reporting Marketing Carrier		Ranking- by Marketing Carrier (Monthly)	39
and Airport		Ranking- by Operating Carrier (Monthly)	40
Table 2A	13		
Number of Reported Flight Arrivals and Percentage		<i>Oversales</i>	
Arriving On-Time, by Reporting Operating Carrier		Explanation	41
and Airport		Ranking- by Marketing Carrier (Quarterly)	42
Table 3	17	Ranking- by Operating Carrier (Quarterly)	43
Percentage of Reporting Carriers' Flight			
Operations Arriving On-Time, by Airport and		<i>Consumer Complaints</i>	
Time of Day		Explanation	43
Table 4	19		
Percentage of Reporting Carriers' Flight		<i>Complaint Tables 1-5</i>	44
Operations Departing On-Time, by Airport and		Summary, Complaint Categories, U.S. Airlines, Incident Date	
Time of Day		and Companies Other Than U.S. Airlines	
Table 5	21	Table 6	50
On-Time Arrival and Departure		List of U.S. Marketing Carriers (Non-Ranked, in Alphabetic Order).	
Percentage, by Airport by Reporting Operating Carrier		Table 6A	
Table 6	26	Rankings, U.S. Reporting Carriers	51
Overall Number and Percentage of			
Flight Cancellations, by Reporting		Civil Rights Complaints by Air Travelers, Other than Disability (Monthly)	52
Marketing Carrier			
Table 6A	27	Complaint Categories	53
Overall Number and Percentage of			
Flight Cancellations, by Reporting		Airline Reports to DOT of Incidents Involving the Loss, Injury,	
Operating Carrier		Or Death of Animals during Air Transportation (Monthly)	54
Table 7	28		
Causes of the Delay by Reporting Marketing Carrier		Customer Service Reports to the	
Table 7A	29	Department of Homeland Security	55
Causes of the Delay by Reporting Operating Carrier			
Table 7B	30		
Causes of the Delay by Reporting Operating Carrier, chart.			

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, 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.

Airlines must submit data to the Department for large, medium, small, or non-hub airports as defined in 49 U.S.C. 47102. The full list of airports can be accessed through the FAA at: https://www.faa.gov/airports/planning_capacity/passenger_allcargo_stats/categories/. This report includes more detailed data on on-time arrivals and departures at the 30 largest U.S. airports, based on passenger enplanements, in Tables 2, 3 and 4. Table 5 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 17 reporting air carriers, 12 carriers (Alaska, Delta, Endeavor, Envoy, ExpressJet, JetBlue, Republic, Hawaiian, SkyWest, Spirit, Southwest, and United) use ACARS, three carriers (Frontier, Mesa and PSA) use a combination of ACARS and manual systems, one carrier (American) uses a combination of ACARS and DGS, and one carrier (Allegiant) uses the manual system, and transitions to the ACARS system on May 1, 2019.

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. CDs for earlier months can be purchased by sending an email to: Orders@bts.gov Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>

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

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

AIR TRAVEL CONSUMER REPORT
BRANDED CODESHARE PARTNERS
MAY 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:

American Airlines Branded Codeshare Partners	Alaska Airlines Branded Codeshare Partners	Delta Air Lines Branded Codeshare Partners	Hawaiian Airlines Branded Codeshare Partners	United Airlines Branded Codeshare Partners
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*

MAY 2019

AT ALL US AIRPORTS		
CARRIER	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS
HAWAIIAN AIRLINES NETWORK	22	89.0
- HAWAIIAN AIRLINES	19	90.0
- BRANDED CODESHARE PARTNERS	4	79.6
DELTA AIR LINES NETWORK	221	85.4
- DELTA AIR LINES	143	86.7
- BRANDED CODESHARE PARTNERS	198	83.8
ALASKA AIRLINES NETWORK	96	84.7
- ALASKA AIRLINES	71	82.6
- BRANDED CODESHARE PARTNERS	52	87.9
ALLEGiant AIR	120	79.5
JETBLUE AIRWAYS	65	77.6
SPIRIT AIRLINES	48	76.0
SOUTHWEST AIRLINES**	88	75.8
UNITED AIRLINES NETWORK	234	74.7
- UNITED AIRLINES	102	75.5
- BRANDED CODESHARE PARTNERS	217	74.2
AMERICAN AIRLINES NETWORK	234	74.2
- AMERICAN AIRLINES	102	70.4
- BRANDED CODESHARE PARTNERS	219	77.2
FRONTIER AIRLINES	101	67.0
TOTAL AIRPORTS SERVED	368	77.9

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.

**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. Southwest Airlines informed the Department that the grounding of the 737 MAX aircraft has negatively impacted its on-time statistics during this reporting period.

AIR TRAVEL CONSUMER REPORT

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

MAY 2019

AT ALL US AIRPORTS			
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	19	90.0	1
DELTA AIR LINES	143	86.7	2
ENDEAVOR AIR	84	84.0	3
ALASKA AIRLINES	71	82.6	4
SKYWEST AIRLINES	246	80.5	5
PSA AIRLINES	95	80.3	6
ALLEGiant AIR	120	79.5	7
REPUBLIC AIRWAYS	89	78.4	8
JETBLUE AIRWAYS	65	77.6	9
SPIRIT AIRLINES	48	76.0	10
SOUTHWEST AIRLINES**	88	75.8	11
UNITED AIRLINES	102	75.5	12
MESA AIRLINES	110	74.3	13
ENVOY AIR	144	74.1	14
AMERICAN AIRLINES	102	70.4	15
EXPRESSJET AIRLINES	87	69.0	16
FRONTIER AIRLINES	101	67.0	17
TOTAL AIRPORTS SERVED	352	77.8	

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.

**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. Southwest Airlines informed the Department that the grounding of the 737 MAX aircraft has negatively impacted its on-time statistics during this reporting period.

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

MAY 2019

CARRIER	Jan 19		Feb 19		Mar 19		Apr 19		May 19		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES	80.9	5	66.9	10	81.5	5	85.5	2	84.7	3	80.2	4
- ALASKA AIRLINES	80.5		68.0		81.2		83.7		82.6		79.5	
- BRANDED CODESHARE PARTNERS	81.5		65.2		81.9		88.1		87.9		81.3	
ALLEGiant AIR	73.4	8	75.2	4	85.3	4	81.6	4	79.5	4	79.7	5
AMERICAN AIRLINES	77.6	6	73.8	6	80.4	6	77.6	9	74.2	9	76.8	7
- AMERICAN AIRLINES	80.0		75.8		78.3		75.6		70.4		76.0	
- BRANDED CODESHARE PARTNERS	75.7		72.2		82.1		79.3		77.2		77.4	
DELTA AIR LINES	82.7	3	77.9	2	85.6	3	83.9	3	85.4	2	83.3	2
- DELTA AIR LINES	86.7		81.6		88.3		86.2		86.7		86.0	
- BRANDED CODESHARE PARTNERS	77.9		73.4		82.3		81.0		83.8		79.9	
FRONTIER AIRLINES	73.9	7	74.3	5	78.3	8	77.6	8	67.0	10	74.0	9
HAWAIIAN AIRLINES	87.2	1	81.7	1	86.8	1	89.0	1	89.0	1	86.9	1
- HAWAIIAN AIRLINES	87.3		82.1		87.3		89.4		90.0		87.4	
- BRANDED CODESHARE PARTNERS	86.3		78.4		82.1		84.9		79.6		82.3	
JETBLUE AIRWAYS	69.4	10	70.0	9	73.8	10	73.4	10	77.6	5	72.9	10
SOUTHWEST AIRLINES	81.9	4	73.5	7	80.0	7	78.7	6	75.8	7	78.1	6
SPIRIT AIRLINES	82.9	2	77.7	3	86.4	2	80.2	5	76.0	6	80.7	3
UNITED AIRLINES	72.1	9	71.1	8	77.1	9	78.2	7	74.7	8	74.8	8
- UNITED AIRLINES	78.8		77.0		78.8		79.7		75.5		78.0	
- BRANDED CODESHARE PARTNERS	68.0		67.4		76.0		77.1		74.2		72.7	
TOTAL	78.4		73.8		80.9		79.8		77.9		78.3	

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

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)

MAY 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 NETWORK	62	83.9	275	77.8	116	86.2	0	0.0	387	76.2	154	88.3	155	72.3	124	74.2
- ALASKA AIRLINES	62	83.9	275	77.8	116	86.2	0	0.0	31	87.1	154	88.3	155	72.3	124	74.2
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	356	75.3	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	41	75.6	0	0.0	0	0.0	0	0.0	21	76.2	0	0.0
AMERICAN AIRLINES NETWORK	1511	73.3	2484	68.1	713	68.7	19840	81.1	0	0.0	7271	77.8	936	66.3	23434	67.5
- AMERICAN AIRLINES	1157	71.6	2319	68.1	530	64.9	8802	77.4	0	0.0	2271	72.7	849	64.0	13392	66.4
- BRANDED CODESHARE PARTNERS	354	78.8	165	67.3	183	79.8	11038	84.0	0	0.0	5000	80.1	87	89.7	10042	69.1
DELTA AIR LINES NETWORK	27039	89.1	3203	78.4	897	86.4	970	86.5	143	81.1	1541	80.3	1126	86.7	1245	69.5
- DELTA AIR LINES	21263	89.5	1568	80.7	648	87.0	623	89.7	143	81.1	824	84.0	993	86.6	910	68.7
- BRANDED CODESHARE PARTNERS	5776	87.6	1635	76.1	249	84.7	347	80.7	0	0.0	717	76.2	133	87.2	335	71.6
FRONTIER AIRLINES	335	67.8	80	76.3	30	73.3	111	57.7	0	0.0	93	62.4	2378	66.7	133	60.9
HAWAIIAN AIRLINES NETWORK	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
JETBLUE AIRWAYS	302	76.5	4513	74.7	176	87.5	138	84.8	0	0.0	894	81.0	109	67.0	58	79.3
SOUTHWEST AIRLINES	3533	78.9	972	72.9	6133	78.7	291	81.8	5760	69.1	1383	75.9	5916	74.5	0	0.0
SPIRIT AIRLINES	847	77.1	462	73.6	900	78.1	0	0.0	0	0.0	0	0.0	461	70.9	964	69.4
UNITED AIRLINES NETWORK	862	76.8	1188	71.8	305	72.5	622	71.1	0	0.0	1108	72.6	13153	80.1	937	64.8
- UNITED AIRLINES	280	81.8	1184	71.8	305	72.5	100	56.0	0	0.0	458	76.0	5812	80.5	494	62.1
- BRANDED CODESHARE PARTNERS	582	74.4	4	75.0	0	0.0	522	73.9	0	0.0	650	70.2	7341	79.8	443	67.7
TOTAL	34,491	86.4	13,200	74.0	9,311	78.6	21,972	80.9	6,290	69.8	12,444	77.7	24,255	76.9	26,895	67.6

* 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)

MAY 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 NETWORK	31	90.3	358	73.7	99	78.8	147	85.7	57	59.6	434	74.7	753	80.3	2100	82.0
- ALASKA AIRLINES	31	90.3	358	73.7	99	78.8	147	85.7	57	59.6	434	74.7	691	79.0	1686	81.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	95.2	414	85.3
ALLEGiant AIR	0	0.0	71	95.8	282	75.2	0	0.0	0	0.0	0	0.0	796	75.8	100	87.0
AMERICAN AIRLINES NETWORK	1036	71.9	771	57.5	506	67.2	363	76.0	1008	65.1	1768	76.0	1228	61.6	5456	78.2
- AMERICAN AIRLINES	448	71.2	692	55.9	506	67.2	146	63.7	734	61.9	1277	74.3	1228	61.6	3502	72.9
- BRANDED CODESHARE PARTNERS	588	72.4	79	70.9	0	0.0	217	84.3	274	73.7	491	80.4	0	0.0	1954	87.7
DELTA AIR LINES NETWORK	11617	87.2	879	62.9	957	86.2	598	86.8	807	74.0	5134	81.2	1684	82.2	4208	83.4
- DELTA AIR LINES	5353	89.3	552	67.6	957	86.2	255	90.2	397	72.8	2779	82.6	1133	84.5	3112	83.0
- BRANDED CODESHARE PARTNERS	6264	85.4	327	55.0	0	0.0	343	84.3	410	75.1	2355	79.6	551	77.5	1096	84.8
FRONTIER AIRLINES	90	84.4	0	0.0	62	61.3	87	75.9	111	55.9	0	0.0	724	58.4	57	56.1
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	51.6	84	75.0	186	75.8
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	51.6	84	75.0	186	75.8
- 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
JETBLUE AIRWAYS	93	82.8	623	58.4	2010	79.5	0	0.0	0	0.0	3554	79.4	364	79.1	587	81.8
SOUTHWEST AIRLINES	556	79.1	483	50.5	2046	80.9	175	67.4	0	0.0	0	0.0	6330	79.1	3526	73.8
SPIRIT AIRLINES	1028	75.9	319	69.3	1615	81.1	0	0.0	657	76.7	0	0.0	1493	74.1	788	73.9
UNITED AIRLINES NETWORK	745	75.4	10019	64.5	633	71.9	6786	77.6	12836	75.7	0	0.0	1240	78.2	3899	84.1
- UNITED AIRLINES	166	71.7	5058	68.1	632	72.0	2379	78.0	5304	76.5	0	0.0	1236	78.2	2303	80.6
- BRANDED CODESHARE PARTNERS	579	76.5	4961	60.9	1	0.0	4407	77.5	7532	75.1	0	0.0	4	100.0	1596	89.2
TOTAL	15,196	84.5	13,523	63.8	8,210	79.3	8,156	78.2	15,476	74.8	10,921	79.5	14,696	76.2	20,907	79.9

* 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)

MAY 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 NETWORK	0	0.0	146	82.2	0	0.0	0	0.0	124	81.5	304	80.6	3992	90.3	93	79.6
- ALASKA AIRLINES	0	0.0	146	82.2	0	0.0	0	0.0	93	79.6	304	80.6	1586	85.9	93	79.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	31	87.1	0	0.0	2406	93.2	0	0.0
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 NETWORK	4622	67.9	1541	72.4	0	0.0	6229	81.3	833	75.5	14240	74.4	385	72.2	10767	75.7
- AMERICAN AIRLINES	2197	64.0	1541	72.4	0	0.0	4075	79.8	578	70.9	5485	73.6	306	71.2	4404	71.9
- BRANDED CODESHARE PARTNERS	2425	71.5	0	0.0	0	0.0	2154	84.3	255	85.9	8755	74.9	79	75.9	6363	78.3
DELTA AIR LINES NETWORK	7233	75.1	1636	84.0	496	85.7	763	87.8	10724	89.8	1675	76.8	834	86.9	867	79.6
- DELTA AIR LINES	2696	75.8	1636	84.0	181	90.1	763	87.8	5687	89.5	1323	78.1	648	90.1	523	80.7
- BRANDED CODESHARE PARTNERS	4537	74.7	0	0.0	315	83.2	0	0.0	5037	90.2	352	71.9	186	75.8	344	77.9
FRONTIER AIRLINES	93	64.5	980	64.1	0	0.0	62	62.9	160	64.4	262	64.9	56	69.6	503	57.9
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	74.2	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	74.2	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
JETBLUE AIRWAYS	530	69.8	1632	79.5	0	0.0	0	0.0	93	69.9	218	71.1	51	74.5	230	72.2
SOUTHWEST AIRLINES	1049	65.4	3486	78.9	6913	77.1	0	0.0	718	76.2	0	0.0	1112	77.7	790	70.1
SPIRIT AIRLINES	341	69.5	1496	76.0	0	0.0	0	0.0	310	79.7	923	73.1	92	80.4	366	71.3
UNITED AIRLINES NETWORK	1179	69.5	1184	77.6	0	0.0	391	74.2	748	77.0	16791	76.1	615	80.5	436	70.2
- UNITED AIRLINES	858	68.1	1184	77.6	0	0.0	389	74.0	270	78.1	6898	76.7	614	80.5	376	67.3
- BRANDED CODESHARE PARTNERS	321	73.2	0	0.0	0	0.0	2	100.0	478	76.4	9893	75.6	1	100.0	60	88.3
TOTAL	15,047	71.4	12,101	77.2	7,409	77.7	7,445	81.5	13,710	86.8	34,413	75.3	7,199	85.6	14,052	74.6

* 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)

MAY 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 NETWORK	310	84.5	1497	87.4	9021	85.1	2530	68.3	276	84.1	45	88.9
- ALASKA AIRLINES	279	84.9	886	85.7	5961	83.7	1891	69.5	98	83.7	45	88.9
- BRANDED CODESHARE PARTNERS	31	80.6	611	90.0	3060	87.8	639	64.6	178	84.3	0	0.0
ALLEGiant AIR	0	0.0	23	78.3	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7462	80.0	941	68.1	837	66.4	1340	61.3	521	65.6	1117	69.7
- AMERICAN AIRLINES	4771	76.4	785	65.0	690	62.5	1176	60.8	378	63.8	1117	69.7
- BRANDED CODESHARE PARTNERS	2691	86.4	156	84.0	147	85.0	164	64.6	143	70.6	0	0.0
DELTA AIR LINES NETWORK	970	84.6	959	83.4	4048	85.2	1373	75.7	7484	88.1	1076	83.4
- DELTA AIR LINES	752	84.4	707	85.0	2494	86.9	1248	76.1	3866	87.0	993	84.5
- BRANDED CODESHARE PARTNERS	218	85.3	252	79.0	1554	82.4	125	72.0	3618	89.3	83	69.9
FRONTIER AIRLINES	136	52.9	146	69.2	82	63.4	117	47.9	109	55.0	244	79.5
HAWAIIAN AIRLINES NETWORK	31	83.9	62	72.6	62	43.5	62	64.5	0	0.0	0	0.0
- HAWAIIAN AIRLINES	31	83.9	62	72.6	62	43.5	62	64.5	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
JETBLUE AIRWAYS	93	74.2	138	79.7	187	83.4	453	71.5	238	78.2	435	80.7
SOUTHWEST AIRLINES	5288	74.7	3460	75.2	932	74.4	1194	61.6	899	73.7	2489	81.2
SPIRIT AIRLINES	33	60.6	244	76.2	273	64.5	0	0.0	0	0.0	411	77.9
UNITED AIRLINES NETWORK	787	78.0	1008	77.8	889	76.2	7788	72.6	605	78.7	641	76.1
- UNITED AIRLINES	695	75.5	815	75.7	825	75.8	4845	73.8	75	66.7	641	76.1
- BRANDED CODESHARE PARTNERS	92	96.7	193	86.5	64	81.3	2943	70.5	530	80.4	0	0.0
TOTAL	15,110	78.1	8,478	77.8	16,331	82.5	14,857	70.0	10,132	84.4	6,458	78.8

* 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)

MAY 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	62	83.9	275	77.8	116	86.2	0	0.0	31	87.1	154	88.3	155	72.3	124	74.2
ALLEGiant AIR	0	0.0	0	0.0	41	75.6	0	0.0	0	0.0	0	0.0	21	76.2	0	0.0
AMERICAN AIRLINES	1157	71.6	2319	68.1	530	64.9	8802	77.4	0	0.0	2271	72.7	849	64.0	13392	66.4
DELTA AIR LINES	21263	89.5	1568	80.7	648	87.0	623	89.7	143	81.1	824	84.0	993	86.6	910	68.7
ENDEAVOR AIR	3155	90.0	418	75.6	249	84.7	261	77.4	0	0.0	144	87.5	0	0.0	280	71.4
ENVOY AIR	35	77.1	2	50.0	67	83.6	434	77.9	0	0.0	116	85.3	0	0.0	5192	70.1
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	3	100.0	0	0.0	170	68.2	0	0.0	3	66.7
FRONTIER AIRLINES	335	67.8	80	76.3	30	73.3	111	57.7	0	0.0	93	62.4	2378	66.7	133	60.9
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	302	76.5	4513	74.7	176	87.5	138	84.8	0	0.0	894	81.0	109	67.0	58	79.3
MESA AIRLINES	178	70.8	0	0.0	0	0.0	205	74.1	0	0.0	58	75.9	0	0.0	3629	68.5
PSA AIRLINES	100	81.0	0	0.0	0	0.0	8293	84.8	0	0.0	2542	76.7	0	0.0	0	0.0
REPUBLIC AIRWAYS	493	76.7	930	77.3	0	0.0	821	82.3	0	0.0	2751	82.0	364	81.3	84	76.2
SKYWEST AIRLINES	2692	84.5	255	74.1	27	74.1	173	75.7	298	75.2	138	74.6	4077	81.2	1548	66.7
SOUTHWEST AIRLINES	3533	78.9	972	72.9	6133	78.7	291	81.8	5760	69.1	1383	75.9	5916	74.5	0	0.0
SPIRIT AIRLINES	847	77.1	462	73.6	900	78.1	0	0.0	0	0.0	0	0.0	461	70.9	964	69.4
UNITED AIRLINES	280	81.8	1184	71.8	305	72.5	100	56.0	0	0.0	458	76.0	5812	80.5	494	62.1
TOTAL	34,432	86.4	13,001	74.1	9,222	78.6	20,255	80.9	6,232	69.7	11,996	78.0	21,135	76.7	26,811	67.6

* 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)

MAY 2019

CARRIER	ARRIVAL AIRPORT*															
	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	31	90.3	358	73.7	99	78.8	147	85.7	57	59.6	434	74.7	691	79.0	1686	81.3
ALLEGiant AIR	0	0.0	71	95.8	282	75.2	0	0.0	0	0.0	0	0.0	796	75.8	100	87.0
AMERICAN AIRLINES	448	71.2	692	55.9	506	67.2	146	63.7	734	61.9	1277	74.3	1228	61.6	3502	72.9
DELTA AIR LINES	5353	89.3	552	67.6	957	86.2	255	90.2	397	72.8	2779	82.6	1133	84.5	3112	83.0
ENDEAVOR AIR	1359	87.7	196	59.7	0	0.0	117	85.5	69	71.0	1871	80.7	0	0.0	0	0.0
ENVOY AIR	73	71.2	75	70.7	0	0.0	0	0.0	49	69.4	369	78.6	0	0.0	0	0.0
EXPRESSJET AIRLINES	4	75.0	1205	53.6	0	0.0	0	0.0	2423	74.6	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	90	84.4	0	0.0	62	61.3	87	75.9	111	55.9	0	0.0	724	58.4	57	56.1
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	51.6	84	75.0	186	75.8
JETBLUE AIRWAYS	93	82.8	623	58.4	2010	79.5	0	0.0	0	0.0	3554	79.4	364	79.1	587	81.8
MESA AIRLINES	239	74.1	0	0.0	0	0.0	1905	78.1	2882	76.5	0	0.0	0	0.0	0	0.0
PSA AIRLINES	100	79.0	0	0.0	0	0.0	217	84.3	0	0.0	4	50.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	690	78.0	2252	67.5	1	0.0	0	0.0	1362	78.9	311	79.1	0	0.0	0	0.0
SKYWEST AIRLINES	3660	83.8	26	88.5	0	0.0	428	83.9	1429	69.5	289	76.1	179	81.0	2455	89.0
SOUTHWEST AIRLINES	556	79.1	483	50.5	2046	80.9	175	67.4	0	0.0	0	0.0	6330	79.1	3526	73.8
SPIRIT AIRLINES	1028	75.9	319	69.3	1615	81.1	0	0.0	657	76.7	0	0.0	1493	74.1	788	73.9
UNITED AIRLINES	166	71.7	5058	68.1	632	72.0	2379	78.0	5304	76.5	0	0.0	1236	78.2	2303	80.6
TOTAL	13,890	84.4	11,910	64.9	8,210	79.3	5,856	78.8	15,474	74.8	10,919	79.4	14,258	76.2	18,302	79.1

* 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)

MAY 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	146	82.2	0	0.0	0	0.0	93	79.6	304	80.6	1586	85.9	93	79.6
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	2197	64.0	1541	72.4	0	0.0	4075	79.8	578	70.9	5485	73.6	306	71.2	4404	71.9
DELTA AIR LINES	2696	75.8	1636	84.0	181	90.1	763	87.8	5687	89.5	1323	78.1	648	90.1	523	80.7
ENDEAVOR AIR	1815	75.7	0	0.0	0	0.0	0	0.0	1122	87.8	250	75.2	0	0.0	217	73.3
ENVOY AIR	998	69.3	0	0.0	0	0.0	1190	79.5	58	74.1	6092	76.1	0	0.0	0	0.0
EXPRESSJET AIRLINES	139	74.8	0	0.0	0	0.0	0	0.0	0	0.0	733	72.4	0	0.0	0	0.0
FRONTIER AIRLINES	93	64.5	980	64.1	0	0.0	62	62.9	160	64.4	262	64.9	56	69.6	503	57.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	74.2	0	0.0
JETBLUE AIRWAYS	530	69.8	1632	79.5	0	0.0	0	0.0	93	69.9	218	71.1	51	74.5	230	72.2
MESA AIRLINES	119	65.5	0	0.0	0	0.0	0	0.0	152	73.0	0	0.0	0	0.0	60	88.3
PSA AIRLINES	188	70.2	0	0.0	0	0.0	0	0.0	0	0.0	9	100.0	0	0.0	1362	76.5
REPUBLIC AIRWAYS	3003	74.4	0	0.0	0	0.0	966	90.2	455	82.9	952	82.2	0	0.0	1781	81.2
SKYWEST AIRLINES	994	72.7	0	0.0	290	83.1	0	0.0	3955	90.5	5868	72.3	542	95.0	26	92.3
SOUTHWEST AIRLINES	1049	65.4	3486	78.9	6913	77.1	0	0.0	718	76.2	0	0.0	1112	77.7	790	70.1
SPIRIT AIRLINES	341	69.5	1496	76.0	0	0.0	0	0.0	310	79.7	923	73.1	92	80.4	366	71.3
UNITED AIRLINES	858	68.1	1184	77.6	0	0.0	389	74.0	270	78.1	6898	76.7	614	80.5	376	67.3
TOTAL	15,020	71.4	12,101	77.2	7,384	77.7	7,445	81.5	13,651	86.7	29,317	75.0	5,069	83.5	10,731	73.7

* 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)

MAY 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	279	84.9	886	85.7	5961	83.7	1891	69.5	98	83.7	45	88.9
ALLEGiant AIR	0	0.0	23	78.3	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4771	76.4	785	65.0	690	62.5	1176	60.8	378	63.8	1117	69.7
DELTA AIR LINES	752	84.4	707	85.0	2494	86.9	1248	76.1	3866	87.0	993	84.5
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
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	136	52.9	146	69.2	82	63.4	117	47.9	109	55.0	244	79.5
HAWAIIAN AIRLINES	31	83.9	62	72.6	62	43.5	62	64.5	0	0.0	0	0.0
JETBLUE AIRWAYS	93	74.2	138	79.7	187	83.4	453	71.5	238	78.2	435	80.7
MESA AIRLINES	1651	85.7	0	0.0	0	0.0	0	0.0	7	57.1	0	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	97	79.4	0	0.0
SKYWEST AIRLINES	1132	88.3	678	89.8	573	89.7	3378	69.8	3793	88.5	0	0.0
SOUTHWEST AIRLINES	5288	74.7	3460	75.2	932	74.4	1194	61.6	899	73.7	2489	81.2
SPIRIT AIRLINES	33	60.6	244	76.2	273	64.5	0	0.0	0	0.0	411	77.9
UNITED AIRLINES	695	75.5	815	75.7	825	75.8	4845	73.8	75	66.7	641	76.1
TOTAL	14,861	78.0	7,944	77.5	12,079	81.4	14,364	70.1	9,560	84.6	6,375	78.9

* 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)

MAY 2019

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	92.3	87.2	88.1	85.5	90.0	90.1	87.0	78.9	87.8	76.7	83.7	82.2	83.6	86.2	96.3	88.4
0700-0759	95.0	92.4	92.3	83.2	82.7	89.3	87.8	76.5	92.1	82.6	93.5	88.4	78.4	90.5	91.7	90.2
0800-0859	92.2	89.4	94.0	87.5	81.6	90.6	83.3	74.1	92.6	88.1	93.6	93.5	80.5	88.1	90.5	87.2
0900-0959	92.7	92.2	90.9	88.4	79.1	86.7	82.0	71.4	91.2	88.2	90.8	89.1	79.0	92.5	88.0	87.2
1000-1059	90.0	88.2	91.4	89.4	83.1	89.6	84.6	75.9	84.5	89.0	91.4	93.2	82.4	89.7	84.3	87.2
1100-1159	92.4	87.4	88.8	84.0	78.3	87.5	85.6	73.4	89.9	90.6	88.1	89.2	81.7	89.1	81.0	85.0
1200-1259	90.9	86.9	90.0	87.0	72.0	89.5	85.2	70.3	88.4	89.1	88.4	80.0	76.8	88.9	78.8	84.8
1300-1359	90.6	84.7	86.9	81.1	77.9	86.9	79.9	68.2	90.2	82.9	82.3	92.8	77.2	88.0	77.4	83.6
1400-1459	89.0	80.3	81.3	82.7	78.0	83.1	82.6	68.8	87.0	70.5	80.7	85.1	76.0	84.9	75.1	77.3
1500-1559	89.8	73.7	82.7	80.2	70.2	81.0	75.8	64.6	86.7	65.3	83.4	77.6	74.7	81.8	78.2	81.9
1600-1659	85.7	74.0	75.0	74.6	65.1	68.9	75.0	64.0	85.2	53.7	72.0	71.6	68.0	79.5	74.1	73.5
1700-1759	81.5	66.2	71.7	75.6	60.6	73.9	69.7	61.4	74.9	47.6	77.7	73.6	70.4	79.6	72.1	74.5
1800-1859	81.6	53.9	69.1	77.9	63.5	67.0	74.0	58.8	79.5	42.3	74.8	77.3	68.7	70.4	68.1	71.7
1900-1959	77.1	58.6	71.4	73.8	63.0	68.0	69.5	62.9	80.7	40.4	72.2	75.5	69.4	71.9	68.5	75.1
2000-2059	80.6	58.7	66.0	76.2	61.9	67.1	57.1	61.5	80.5	39.5	67.5	68.8	68.6	65.3	67.9	73.8
2100-2159	79.2	62.1	66.8	73.4	60.9	68.7	62.9	62.5	77.0	37.8	68.8	70.6	63.1	66.3	71.1	75.3
2200-2259	75.7	62.9	65.0	63.4	55.2	59.4	63.4	62.2	72.1	49.5	62.5	70.2	68.6	67.3	68.7	65.9
2300-0559	67.8	67.4	64.4	67.1	52.3	65.2	62.6	65.7	72.9	65.8	69.1	78.2	70.4	73.7	63.2	71.4
TOTAL	86.4	74.1	78.6	80.9	69.7	78.0	76.7	67.6	84.4	64.9	79.3	78.8	74.8	79.4	76.2	79.1

* 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)

MAY 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	69.7	84.8	77.4	94.2	89.0	100.0	79.9	84.0	86.7	89.9	92.7	0.0	85.7	86.2
0700-0759	91.1	91.4	89.3	91.7	92.9	86.5	91.0	86.2	89.7	90.6	94.4	93.6	94.3	96.2	88.9
0800-0859	89.1	92.1	88.1	89.5	92.2	83.2	92.2	82.1	86.7	86.6	86.6	85.1	93.4	92.6	87.2
0900-0959	90.2	92.7	90.5	91.9	91.1	82.5	84.0	86.4	87.0	83.8	88.0	75.6	92.6	92.4	85.8
1000-1059	87.2	88.4	88.3	90.4	89.8	86.4	89.6	89.4	85.9	80.4	81.9	66.9	92.9	87.4	86.4
1100-1159	85.8	87.4	91.0	90.0	92.1	85.7	90.9	84.4	83.4	84.2	79.9	67.4	83.8	85.9	84.5
1200-1259	84.5	84.5	90.4	81.0	92.7	80.4	88.2	83.2	82.2	76.2	85.2	67.2	86.5	88.1	84.1
1300-1359	82.2	83.2	81.7	86.0	90.0	74.9	90.2	83.6	77.7	78.8	78.0	68.8	91.1	83.3	81.3
1400-1459	79.4	76.1	83.8	85.2	89.2	69.9	84.0	80.0	78.3	77.8	87.0	77.3	85.7	83.3	80.6
1500-1559	77.1	79.4	74.9	82.7	88.4	68.9	87.7	75.9	77.6	74.8	86.0	69.4	89.6	77.4	77.6
1600-1659	66.0	75.9	72.5	78.5	89.8	67.9	85.4	66.8	73.0	70.6	84.3	69.9	83.4	81.3	74.1
1700-1759	60.1	73.2	73.4	75.8	81.4	70.6	79.0	64.3	69.2	78.8	78.1	69.0	84.1	82.9	70.7
1800-1859	54.1	72.6	65.4	77.1	81.9	65.0	84.3	63.0	73.1	63.4	86.3	69.5	78.5	72.8	70.8
1900-1959	52.8	76.2	73.5	75.0	80.0	63.8	80.6	60.4	71.4	73.9	81.5	67.1	80.3	74.3	70.2
2000-2059	49.9	65.3	65.1	70.6	73.1	67.0	80.2	57.5	67.4	70.1	74.9	61.1	76.4	67.7	67.4
2100-2159	50.8	67.5	64.2	70.7	78.8	65.1	80.2	56.1	69.8	77.8	78.6	62.2	79.3	66.0	68.8
2200-2259	54.0	66.3	65.2	66.8	66.9	64.6	76.0	61.7	73.3	73.6	70.5	61.2	65.0	64.3	65.3
2300-0559	54.8	64.6	59.0	69.3	76.2	75.2	71.1	66.7	60.7	75.6	75.5	67.7	57.2	73.4	68.2
TOTAL	71.4	77.2	77.7	81.5	86.7	75.0	83.5	73.7	78.0	77.5	81.4	70.1	84.6	78.9	77.4

* 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)

MAY 2019

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	87.1	93.5	89.8	91.1	84.4	93.1	83.1	82.4	92.2	93.8	94.2	96.1	86.3	91.3	94.7	89.1
0700-0759	91.5	89.7	88.3	89.6	81.1	92.0	84.7	83.9	90.1	88.9	92.3	93.2	84.9	91.8	88.5	89.2
0800-0859	92.7	89.2	83.8	86.0	76.5	90.0	83.8	78.0	90.9	87.8	89.3	91.7	81.9	93.0	83.9	85.4
0900-0959	90.8	89.3	84.5	86.6	76.5	89.8	84.1	73.6	89.6	85.0	88.9	86.5	86.0	89.4	81.3	82.1
1000-1059	90.5	87.7	86.9	84.7	71.0	87.7	77.9	69.3	88.9	87.5	86.0	80.6	81.4	91.6	81.3	78.9
1100-1159	86.9	88.7	83.9	86.7	62.7	89.1	79.5	63.9	81.9	87.1	82.5	91.7	79.9	89.9	79.2	79.0
1200-1259	88.2	82.7	79.0	81.2	65.8	85.3	72.5	70.0	86.8	85.7	75.9	87.1	78.6	83.8	71.6	76.8
1300-1359	85.3	76.3	76.4	80.4	62.4	79.0	77.0	62.8	86.4	82.5	75.2	86.8	68.2	84.1	74.3	79.4
1400-1459	82.8	76.7	68.7	72.8	65.1	82.3	68.8	65.4	76.4	78.5	69.5	88.3	73.1	81.8	69.6	77.6
1500-1559	80.5	75.4	69.0	69.7	63.9	79.4	75.7	61.3	84.2	70.0	74.5	75.6	68.6	76.0	68.8	77.6
1600-1659	80.1	71.0	62.8	68.1	60.0	70.8	65.7	63.4	78.1	59.2	70.6	70.3	67.7	79.9	69.2	76.0
1700-1759	79.5	69.0	63.9	66.9	54.5	66.4	69.3	62.1	79.7	55.5	62.5	75.4	54.0	76.1	64.9	72.0
1800-1859	73.0	60.2	62.9	64.9	51.5	61.9	67.0	59.8	72.5	56.7	78.0	75.4	68.7	73.8	62.4	74.8
1900-1959	74.8	54.7	61.3	74.4	56.2	64.3	68.3	53.0	66.1	50.8	63.5	71.9	64.2	69.6	69.4	73.9
2000-2059	72.6	54.5	62.7	71.4	51.1	68.0	65.4	64.4	82.2	48.0	68.9	81.6	63.2	68.8	60.5	74.2
2100-2159	72.6	64.2	48.1	61.3	47.1	68.0	50.8	54.3	81.9	42.5	64.7	75.0	70.0	69.0	67.5	77.9
2200-2259	77.6	69.2	61.3	73.7	44.4	69.7	54.1	64.1	81.5	34.0	67.6	76.1	64.4	70.0	69.6	76.5
2300-0559	80.4	95.4	92.9	71.9	0.0	90.4	76.6	76.1	97.7	87.5	88.0	86.9	82.3	88.0	79.8	77.9
TOTAL	82.6	78.5	73.8	77.0	64.9	79.6	74.2	67.6	84.4	71.7	77.7	83.0	74.4	82.0	75.3	79.2

* 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)

MAY 2019

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.8	90.9	92.2	92.0	92.8	87.6	97.0	87.5	89.2	92.0	94.2	93.4	89.9	92.9	90.8
0700-0759	92.6	90.8	79.6	89.3	95.0	87.9	93.5	86.9	85.9	85.3	88.7	91.1	90.3	93.2	88.7
0800-0859	90.1	86.3	78.7	89.9	91.3	86.4	88.6	86.9	84.9	83.9	92.9	88.2	92.0	90.1	87.4
0900-0959	87.5	89.5	72.0	89.3	92.9	81.3	87.9	85.8	80.6	79.2	86.7	81.7	92.8	90.9	85.3
1000-1059	88.3	86.5	75.7	90.7	93.3	80.1	88.6	85.3	77.6	76.9	84.5	73.7	86.9	90.9	82.3
1100-1159	86.5	81.6	73.3	90.2	91.7	83.6	86.2	83.7	78.8	74.2	79.5	64.6	90.6	82.2	82.6
1200-1259	84.3	80.2	72.7	86.7	85.5	76.7	89.5	81.1	76.8	78.3	78.8	67.5	84.1	83.5	79.5
1300-1359	82.9	67.7	69.8	74.8	88.4	73.8	86.4	75.6	74.2	76.0	85.9	70.4	84.0	77.2	77.9
1400-1459	76.7	70.6	61.3	77.6	88.7	68.1	87.1	79.5	70.3	70.6	81.3	68.0	85.4	76.8	73.9
1500-1559	73.9	63.6	63.2	76.1	85.4	66.4	82.0	73.4	71.8	70.7	83.6	74.0	84.6	70.2	74.5
1600-1659	68.4	69.6	58.8	71.0	81.1	69.0	84.2	69.8	71.0	66.4	83.3	71.4	65.4	70.8	70.3
1700-1759	62.8	64.5	58.8	72.2	79.3	64.0	87.8	65.1	68.9	72.7	85.7	72.4	84.3	70.0	70.4
1800-1859	59.4	61.2	60.7	69.0	82.1	67.1	77.1	62.4	68.6	71.5	83.3	72.1	68.7	69.4	66.5
1900-1959	55.3	64.4	54.9	71.0	85.1	65.7	79.7	61.6	72.0	60.7	81.5	73.0	71.4	66.3	67.1
2000-2059	54.4	60.9	46.4	75.6	85.9	67.1	77.9	60.6	67.1	60.9	79.4	73.8	81.0	67.7	68.8
2100-2159	51.2	60.6	53.8	72.8	77.4	71.5	82.5	64.6	58.7	74.7	79.5	72.7	68.8	49.0	65.9
2200-2259	51.3	58.6	50.5	71.7	88.3	73.5	81.0	0.0	70.3	85.3	86.2	73.9	85.1	67.3	71.8
2300-0559	96.7	77.2	89.7	100.0	89.1	86.7	88.5	87.9	83.7	0.0	86.1	79.2	83.9	94.7	82.9
TOTAL	76.3	75.1	66.9	79.3	87.9	74.8	87.6	75.7	75.7	76.9	84.9	76.2	86.0	79.6	77.3

* 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
MAY 2019

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	95.2	90.3	62	62
Abilene, TX (ABI)	70.4	65.5	206	206
Adak Island, AK (ADK)	100.0	100.0	9	9
Aguadilla, PR (BQN)	71.6	71.0	222	221
Akron, OH (CAK)	73.3	79.8	569	570
Albany, GA (ABY)	83.0	83.0	88	88
Albany, NY (ALB)	78.2	83.3	1119	1119
Albuquerque, NM (ABQ)	75.2	79.2	1999	1997
Alexandria, LA (AEX)	79.0	78.3	286	286
Allentown/Bethlehem/Easton, PA (ABE)	85.5	83.3	399	400
Alpena, MI (APN)	88.9	90.7	54	54
Amarillo, TX (AMA)	65.4	73.6	465	466
Anchorage, AK (ANC)	85.6	91.5	1579	1573
Appleton, WI (ATW)	90.0	88.4	379	379
Arcata/Eureka, CA (ACV)	80.3	83.5	127	127
Asheville, NC (AVL)	81.4	86.2	817	817
Ashland, WV (HTS)	74.1	74.1	85	85
Aspen, CO (ASE)	71.2	80.7	243	243
Atlanta, GA (ATL)	86.4	82.6	34432	34431
Atlantic City, NJ (ACY)	79.6	90.8	250	250
Augusta, GA (AGS)	85.6	85.2	418	419
Austin, TX (AUS)	74.5	76.0	5794	5794
Bakersfield, CA (BFL)	78.2	89.8	216	216
Baltimore, MD (BWI)	78.6	73.8	9222	9216
Bangor, ME (BGR)	77.3	81.0	321	321
Barrow, AK (BRW)	85.5	88.7	62	62
Baton Rouge, LA (BTR)	75.4	78.3	643	644
Beaumont/Port Arthur, TX (BPT)	68.2	67.0	88	88
Bellefonte, PA (BLF)	85.3	78.1	95	96
Bellingham, WA (BLI)	89.9	93.5	139	139
Bemidji, MN (BJI)	96.8	100.0	62	62
Bend/Redmond, OR (RDM)	82.6	82.6	374	374
Bethel, AK (BET)	97.2	85.9	71	71
Billings, MT (BIL)	85.5	88.6	296	297
Binghamton, NY (BGM)	74.2	83.1	89	89
Birmingham, AL (BHM)	71.8	77.3	1726	1725
Bismarck/Mandan, ND (BIS)	83.6	87.9	390	390
Bloomington/Normal, IL (BMI)	79.9	87.1	278	278
Boise, ID (BOI)	82.1	85.7	1619	1618
Boston, MA (BOS)	74.1	78.5	13001	13006
Bozeman, MT (BZN)	83.6	87.6	500	500

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	90.7	94.4	54	54
Branson, MO (BKG)	75.8	63.6	33	33
Bristol/Johnson City/Kingsport, TN (TRI)	80.8	81.0	328	327
Brownsville, TX (BRO)	72.6	79.1	234	234
Brunswick, GA (BQK)	86.4	86.4	88	88
Buffalo, NY (BUF)	78.1	81.9	2157	2155
Burbank, CA (BUR)	76.8	77.4	2538	2538
Burlington, VT (BTV)	80.2	86.0	729	728
Butte, MT (BTM)	94.8	94.8	58	58
CONCORD, NC (USA)	88.5	82.8	122	122
Cape Girardeau, MO (CGI)	71.8	75.3	85	85
Casper, WY (CPR)	92.2	94.4	90	90
Cedar City, UT (CDC)	93.1	87.7	58	57
Cedar Rapids/Iowa City, IA (CID)	78.6	80.2	809	808
Champaign/Urbana, IL (CMI)	70.4	79.0	267	267
Charleston, SC (CHS)	80.8	81.8	2418	2416
Charleston/Dunbar, WV (CRW)	76.7	76.9	386	386
Charlotte Amalie, VI (STT)	89.9	87.0	307	307
Charlotte, NC (CLT)	80.9	77.0	20255	20259
Charlottesville, VA (CHO)	74.3	76.6	509	509
Chattanooga, TN (CHA)	82.1	84.1	741	741
Cheyenne, WY (CYS)	70.0	67.8	60	59
Chicago, IL (MDW)	77.7	66.9	7384	7381
Chicago, IL (ORD)	75.0	74.8	29317	29320
Christiansted, VI (STX)	89.1	90.2	92	92
Cincinnati, OH (CVG)	79.4	79.5	4434	4432
Clarksburg/Fairmont, WV (CKB)	68.1	68.1	72	72
Cleveland, OH (CLE)	77.7	79.8	4375	4373
Cody, WY (COD)	71.4	82.9	70	70
College Station/Bryan, TX (CLL)	69.4	77.7	206	206
Colorado Springs, CO (COS)	72.5	77.3	883	882
Columbia, MO (COU)	63.5	72.2	241	241
Columbia, SC (CAE)	82.4	86.6	660	659
Columbus, GA (CSG)	93.3	89.1	119	119
Columbus, MS (GTR)	84.4	88.9	90	90
Columbus, OH (CMH)	79.3	83.3	4035	4033
Columbus, OH (LCK)	81.0	76.2	105	105
Cordova, AK (CDV)	66.1	83.9	62	62
Corpus Christi, TX (CRP)	70.6	74.7	494	494
Dallas, TX (DAL)	69.7	64.9	6232	6228
Dallas/Fort Worth, TX (DFW)	67.6	67.6	26811	26815

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dayton, OH (DAY)	79.7	84.0	1178	1175
Daytona Beach, FL (DAB)	85.8	87.9	282	282
Deadhorse, AK (SCC)	85.9	88.2	85	85
Del Rio, TX (DRT)	64.5	74.2	62	62
Denver, CO (DEN)	76.7	74.2	21135	21135
Des Moines, IA (DSM)	76.6	83.2	1498	1497
Detroit, MI (DTW)	84.4	84.4	13890	13891
Devils Lake, ND (DVL)	83.3	92.6	54	54
Dothan, AL (DHN)	88.2	85.7	119	119
Dubuque, IA (DBQ)	74.2	79.8	89	89
Duluth, MN (DLH)	81.3	81.7	251	251
Durango, CO (DRO)	69.9	79.2	239	240
Eagle, CO (EGE)	90.3	95.2	62	62
Eau Claire, WI (EAU)	74.2	79.0	62	62
El Paso, TX (ELP)	73.5	79.4	1412	1411
Elko, NV (EKO)	98.3	96.6	58	58
Elmira/Corning, NY (ELM)	80.0	76.0	25	25
Erie, PA (ERI)	82.3	80.5	113	113
Escanaba, MI (ESC)	94.4	94.4	54	54
Eugene, OR (EUG)	82.1	87.3	380	379
Evansville, IN (EVV)	84.1	84.6	345	345
Everett, WA (PAE)	90.1	83.0	182	182
Fairbanks, AK (FAI)	88.7	91.6	416	416
Fargo, ND (FAR)	81.7	84.3	476	477
Fayetteville, AR (XNA)	76.8	75.8	1218	1218
Fayetteville, NC (FAY)	79.9	83.0	349	348
Flagstaff, AZ (FLG)	79.9	82.5	189	189
Flint, MI (FNT)	77.3	81.6	322	321
Fort Lauderdale, FL (FLL)	79.3	77.7	8210	8214
Fort Myers, FL (RSW)	80.9	81.2	2395	2400
Fort Smith, AR (FSM)	76.0	77.7	179	179
Fort Wayne, IN (FWA)	78.9	80.4	601	601
Fresno, CA (FAT)	82.0	82.0	1061	1060
Gainesville, FL (GNV)	83.1	83.1	468	468
Garden City, KS (GCK)	67.7	77.4	62	62
Gillette, WY (GCC)	83.9	87.1	62	62
Grand Forks, ND (GFK)	93.3	94.5	163	163
Grand Island, NE (GRI)	75.7	69.9	103	103
Grand Junction, CO (GJT)	81.1	84.5	354	354
Grand Rapids, MI (GRR)	79.1	83.8	1623	1621
Great Falls, MT (GTF)	90.7	91.3	140	138

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Green Bay, WI (GRB)	85.1	87.4	404	404
Greensboro/High Point, NC (GSO)	76.4	80.6	1235	1237
Greer, SC (GSP)	79.8	81.7	1374	1372
Guam, TT (GUM)	91.5	90.1	71	71
Gulfport/Biloxi, MS (GPT)	79.0	84.8	396	396
Hagerstown, MD (HGR)	100.0	92.9	14	14
Hancock/Houghton, MI (CMX)	59.7	67.7	62	62
Harlingen/San Benito, TX (HRL)	73.3	74.8	405	405
Harrisburg, PA (MDT)	82.1	82.5	452	452
Hartford, CT (BDL)	78.3	84.7	2594	2594
Hattiesburg/Laurel, MS (PIB)	69.4	80.6	62	62
Hays, KS (HYS)	70.4	68.5	108	108
Helena, MT (HLN)	94.8	92.3	115	117
Hibbing, MN (HIB)	92.6	92.6	54	54
Hilo, HI (ITO)	94.3	95.0	541	541
Hilton Head, SC (HHH)	71.7	80.9	205	204
Hobbs, NM (HOB)	74.1	87.9	58	58
Honolulu, HI (HNL)	86.5	90.3	4480	4483
Houston, TX (HOU)	71.2	64.0	5214	5215
Houston, TX (IAH)	74.8	74.4	15474	15469
Huntsville, AL (HSV)	82.3	82.0	781	779
Idaho Falls, ID (IDA)	91.9	91.9	172	172
Indianapolis, IN (IND)	76.1	79.9	4331	4332
International Falls, MN (INL)	88.7	90.6	53	53
Iron Mountain/Kingsfd, MI (IMT)	96.6	96.6	58	58
Islip, NY (ISP)	69.3	80.9	424	424
Ithaca/Cortland, NY (ITH)	77.5	70.8	89	89
Jackson, WY (JAC)	83.3	90.5	168	168
Jackson/Vicksburg, MS (JAN)	77.5	76.9	698	697
Jacksonville, FL (JAX)	79.7	82.9	3047	3047
Jacksonville/Camp Lejeune, NC (OAJ)	86.9	88.5	191	192
Jamestown, ND (JMS)	82.4	84.7	85	85
Joplin, MO (JLN)	70.0	72.5	80	80
Juneau, AK (JNU)	88.3	87.2	359	358
Kahului, HI (OGG)	90.1	91.2	2338	2338
Kalamazoo, MI (AZO)	85.6	88.8	160	161
Kalispell, MT (FCA)	90.6	93.8	160	160
Kansas City, MO (MCI)	76.4	79.4	4780	4773
Kearney, NE (EAR)	83.3	85.2	54	54
Ketchikan, AK (KTN)	91.0	92.1	177	178
Key West, FL (EYW)	89.7	86.6	455	455

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Killeen, TX (GRK)	70.3	74.9	320	319
Knoxville, TN (TYS)	78.5	84.0	1542	1540
Kodiak, AK (ADQ)	91.4	94.8	58	58
Kona, HI (KOA)	92.0	92.8	1340	1339
Kotzebue, AK (OTZ)	88.5	85.2	61	61
La Crosse, WI (LSE)	78.7	85.5	207	207
Lafayette, LA (LFT)	78.5	78.3	432	433
Lake Charles, LA (LCH)	74.9	81.3	171	171
Lansing, MI (LAN)	75.0	80.3	320	320
Laramie, WY (LAR)	85.2	83.3	54	54
Laredo, TX (LRD)	72.6	76.5	234	234
Las Vegas, NV (LAS)	76.2	75.3	14258	14256
Latrobe, PA (LBE)	84.1	90.7	107	107
Lawton/Fort Sill, OK (LAW)	66.1	73.6	121	121
Lewisburg, WV (LWB)	69.8	71.7	53	53
Lewiston, ID (LWS)	96.3	96.3	80	80
Lexington, KY (LEX)	80.7	85.4	782	782
Liberal, KS (LBL)	81.5	79.6	54	54
Lihue, HI (LIH)	92.1	92.8	1174	1174
Lincoln, NE (LNK)	82.5	85.1	177	175
Little Rock, AR (LIT)	74.8	78.7	1311	1310
Long Beach, CA (LGB)	83.8	87.5	1391	1391
Longview, TX (GGG)	79.8	82.0	89	89
Los Angeles, CA (LAX)	79.1	79.2	18302	18297
Louisville, KY (SDF)	77.3	80.8	2180	2187
Lubbock, TX (LBB)	70.2	75.8	628	627
Lynchburg, VA (LYH)	82.1	86.3	95	95
Madison, WI (MSN)	76.0	82.6	1229	1230
Mammoth Lakes, CA (MMH)	61.3	51.6	31	31
Manchester, NH (MHT)	76.3	87.8	731	729
Manhattan/Ft. Riley, KS (MHK)	62.9	70.2	178	178
Marquette, MI (MQT)	77.5	75.8	120	120
Martha's Vineyard, MA (MVY)	100.0	100.0	9	9
Medford, OR (MFR)	81.3	80.5	257	257
Melbourne, FL (MLB)	85.1	85.5	221	221
Memphis, TN (MEM)	77.1	79.2	2305	2301
Meridian, MS (MEI)	73.1	67.7	93	93
Miami, FL (MIA)	81.5	79.3	7445	7451
Midland/Odessa, TX (MAF)	72.7	77.7	816	816
Milwaukee, WI (MKE)	78.7	83.8	2624	2626
Minneapolis, MN (MSP)	86.7	87.9	13651	13659

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Minot, ND (MOT)	91.6	89.2	167	167
Mission/McAllen/Edinburg, TX (MFE)	69.7	76.9	472	472
Missoula, MT (MSO)	83.3	85.2	263	263
Moab, UT (CNY)	86.8	92.5	53	53
Mobile, AL (BFM)	57.1	81.0	21	21
Mobile, AL (MOB)	78.5	81.6	489	489
Moline, IL (MLI)	79.0	84.7	424	424
Monroe, LA (MLU)	79.0	80.5	257	257
Monterey, CA (MRY)	81.0	82.6	368	368
Montgomery, AL (MGM)	81.4	80.9	345	345
Montrose/Delta, CO (MTJ)	73.8	81.2	84	85
Mosinee, WI (CWA)	88.7	88.3	231	231
Muskegon, MI (MKG)	62.9	74.2	62	62
Myrtle Beach, SC (MYR)	82.5	78.8	1272	1271
Nantucket, MA (ACK)	81.1	71.7	53	53
Nashville, TN (BNA)	78.5	77.2	7114	7114
New Bern/Morehead/Beaufort, NC (EWN)	78.6	85.2	210	210
New Haven, CT (HVN)	83.0	87.2	94	94
New Orleans, LA (MSY)	74.8	73.5	5279	5277
New York, NY (JFK)	79.4	82.0	10919	10920
New York, NY (LGA)	71.4	76.3	15020	15018
Newark, NJ (EWR)	64.9	71.7	11910	11914
Newburgh/Poughkeepsie, NY (SWF)	77.2	75.9	158	158
Newport News/Williamsburg, VA (PHF)	79.5	81.1	264	264
Niagara Falls, NY (IAG)	84.1	75.0	63	64
Nome, AK (OME)	90.2	98.4	61	61
Norfolk, VA (ORF)	76.4	81.0	2218	2216
North Bend/Coos Bay, OR (OTH)	71.0	54.8	31	31
North Platte, NE (LBF)	83.3	90.7	54	54
Oakland, CA (OAK)	77.4	73.6	4643	4644
Ogden, UT (OGD)	44.4	22.2	9	9
Ogdensburg, NY (OGS)	71.4	70.9	56	55
Oklahoma City, OK (OKC)	69.8	75.7	2181	2180
Omaha, NE (OMA)	77.0	81.6	2356	2358
Ontario, CA (ONT)	76.1	79.2	1848	1848
Orlando, FL (MCO)	77.2	75.1	12101	12105
Owensboro, KY (OWB)	81.8	81.8	11	11
Paducah, KY (PAH)	70.7	75.9	116	116
Pago Pago, TT (PPG)	55.6	55.6	9	9
Palm Springs, CA (PSP)	80.0	79.2	977	974
Panama City, FL (ECP)	81.4	82.7	641	641

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pasco/Kennewick/Richland, WA (PSC)	89.1	89.1	230	230
Pellston, MI (PLN)	86.5	85.4	89	89
Pensacola, FL (PNS)	76.5	79.0	1095	1094
Peoria, IL (PIA)	80.1	83.3	413	414
Petersburg, AK (PSG)	87.1	91.9	62	62
Philadelphia, PA (PHL)	73.7	75.7	10731	10726
Phoenix, AZ (AZA)	62.9	70.0	428	427
Phoenix, AZ (PHX)	78.0	75.7	14861	14868
Pierre, SD (PIR)	84.3	88.8	89	89
Pittsburgh, PA (PIT)	79.0	82.3	4336	4337
Plattsburgh, NY (PBG)	79.2	85.1	101	101
Pocatello, ID (PIH)	94.6	94.6	93	93
Ponce, PR (PSE)	77.5	78.5	80	79
Portland, ME (PWM)	77.8	82.0	900	899
Portland, OR (PDX)	83.5	87.6	5069	5070
Portsmouth, NH (PSM)	78.8	78.8	33	33
Prescott, AZ (PRC)	93.5	82.3	62	62
Providence, RI (PVD)	78.3	81.0	1520	1518
Provo, UT (PVU)	71.4	63.5	63	63
Pueblo, CO (PUB)	80.2	84.0	81	81
Punta Gorda, FL (PGD)	78.7	84.3	394	394
Quincy, IL (UIN)	57.4	64.8	54	54
Raleigh/Durham, NC (RDU)	77.3	76.8	5688	5683
Rapid City, SD (RAP)	73.9	79.5	391	391
Redding, CA (RDD)	74.8	79.7	123	123
Reno, NV (RNO)	81.7	83.7	1691	1690
Rhineland, WI (RHI)	91.9	90.3	62	62
Richmond, VA (RIC)	79.2	82.9	2165	2165
Roanoke, VA (ROA)	79.1	82.4	239	238
Rochester, MN (RST)	83.9	88.5	322	322
Rochester, NY (ROC)	79.8	83.5	1289	1288
Rock Springs, WY (RKS)	83.9	95.2	62	62
Rockford, IL (RFD)	78.2	74.5	55	55
Roswell, NM (ROW)	76.8	77.6	125	125
Sacramento, CA (SMF)	77.5	80.7	4309	4310
Saginaw/Bay City/Midland, MI (MBS)	77.5	89.2	231	231
Saipan, TT (SPN)	95.0	97.5	40	40
Salina, KS (SLN)	70.4	72.8	81	81
Salt Lake City, UT (SLC)	84.6	86.0	9560	9558
San Angelo, TX (SJT)	68.2	66.9	148	148
San Antonio, TX (SAT)	76.1	80.6	3418	3419

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Diego, CA (SAN)	77.5	76.9	7944	7945
San Francisco, CA (SFO)	70.1	76.2	14364	14364
San Jose, CA (SJC)	78.2	79.3	5330	5350
San Juan, PR (SJU)	79.7	81.6	2166	2165
San Luis Obispo, CA (SBP)	79.2	77.1	423	423
Sanford, FL (SFB)	76.2	82.7	946	946
Santa Ana, CA (SNA)	78.9	79.9	3589	3586
Santa Barbara, CA (SBA)	74.9	77.6	617	616
Santa Fe, NM (SAF)	66.7	74.3	183	183
Santa Maria, CA (SMX)	93.3	93.3	15	15
Santa Rosa, CA (STS)	85.7	88.2	203	203
Sarasota/Bradenton, FL (SRQ)	83.6	82.4	653	654
Sault Ste. Marie, MI (CIU)	87.9	93.1	58	58
Savannah, GA (SAV)	79.5	80.8	1592	1591
Scottsbluff, NE (BFF)	87.0	87.0	54	54
Scranton/Wilkes-Barre, PA (AVP)	82.9	85.8	333	332
Seattle, WA (SEA)	81.4	84.9	12079	12087
Shreveport, LA (SHV)	76.4	76.6	627	628
Sioux City, IA (SUX)	72.3	73.9	119	119
Sioux Falls, SD (FSD)	78.0	82.0	640	640
Sitka, AK (SIT)	80.9	86.7	115	113
South Bend, IN (SBN)	77.3	75.2	556	556
Spokane, WA (GEG)	81.3	89.9	928	929
Springfield, IL (SPI)	73.6	73.0	159	159
Springfield, MO (SGF)	70.7	71.2	798	796
St. Cloud, MN (STC)	75.0	75.0	4	4
St. George, UT (SGU)	85.4	87.6	302	306
St. Louis, MO (STL)	77.5	71.9	5962	5959
St. Petersburg, FL (PIE)	85.1	87.8	683	683
State College, PA (SCE)	76.6	78.3	184	184
Staunton, VA (SHD)	74.1	79.3	58	58
Stillwater, OK (SWO)	66.7	75.9	87	87
Stockton, CA (SCK)	81.4	68.6	70	70
Sun Valley/Hailey/Ketchum, ID (SUN)	85.5	88.7	62	62
Syracuse, NY (SYR)	77.3	81.4	1221	1222
Tallahassee, FL (TLH)	81.4	85.5	592	592
Tampa, FL (TPA)	78.9	79.6	6375	6373
Texarkana, AR (TXK)	70.6	79.0	119	119
Toledo, OH (TOL)	81.1	85.0	180	180
Traverse City, MI (TVC)	83.9	84.8	323	323
Trenton, NJ (TTN)	65.3	59.5	274	274

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tucson, AZ (TUS)	79.3	82.3	1614	1614
Tulsa, OK (TUL)	69.8	76.0	1535	1539
Twin Falls, ID (TWF)	92.1	93.3	89	89
Tyler, TX (TYR)	76.4	75.6	123	123
Valdosta, GA (VLD)	94.3	92.0	88	88
Valparaiso, FL (VPS)	76.8	80.8	842	842
Vernal, UT (VEL)	83.3	85.2	54	54
Waco, TX (ACT)	68.3	70.3	183	182
Washington, DC (DCA)	78.0	79.6	11996	12000
Washington, DC (IAD)	78.8	83.0	5856	5858
Waterloo, IA (ALO)	80.6	82.3	62	62
Watertown, NY (ART)	100.0	100.0	4	5
Watertown, SD (ATY)	84.5	91.4	58	58
West Palm Beach/Palm Beach, FL (PBI)	79.3	79.7	2021	2023
West Yellowstone, MT (WYS)	90.0	90.0	30	30
White Plains, NY (HPN)	78.9	79.1	1015	1014
Wichita Falls, TX (SPS)	62.1	67.2	116	116
Wichita, KS (ICT)	71.1	74.0	969	968
Williston, ND (ISN)	98.4	96.8	62	62
Wilmington, NC (ILM)	79.0	80.0	596	596
Worcester, MA (ORH)	77.4	72.0	93	93
Wrangell, AK (WRG)	85.5	93.5	62	62
Yakutat, AK (YAK)	71.0	79.0	62	62
Yuma, AZ (YUM)	81.5	84.0	189	188

AIR TRAVEL CONSUMER REPORT

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

MAY 2019

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	120	9021	13	0.1	1
HAWAIIAN AIRLINES NETWORK	22	7973	15	0.2	2
- HAWAIIAN AIRLINES	19	7219	2	0.0	
- BRANDED CODESHARE PARTNERS	4	754	13	1.7	
DELTA AIR LINES NETWORK	221	152126	431	0.3	3
- DELTA AIR LINES	143	85579	0	0.0	
- BRANDED CODESHARE PARTNERS	198	66547	431	0.6	
JETBLUE AIRWAYS	65	24967	81	0.3	4
ALASKA AIRLINES NETWORK	96	37474	256	0.7	5
- ALASKA AIRLINES	71	22567	116	0.5	
- BRANDED CODESHARE PARTNERS	52	14907	140	0.9	
FRONTIER AIRLINES	101	11383	129	1.1	6
SPIRIT AIRLINES	48	18055	241	1.3	7
UNITED AIRLINES NETWORK	234	132492	2881	2.2	8
- UNITED AIRLINES	102	54360	380	0.7	
- BRANDED CODESHARE PARTNERS	217	78132	2501	3.2	
AMERICAN AIRLINES NETWORK	234	182971	5959	3.3	9
- AMERICAN AIRLINES	102	81666	2772	3.4	
- BRANDED CODESHARE PARTNERS	219	101305	3187	3.1	
SOUTHWEST AIRLINES**	88	117849	4140	3.5	10
TOTAL AIRPORTS SERVED	368	694,311	14,146	2.0	

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

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>

**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. Southwest Airlines informed the Department that the grounding of the 737 MAX aircraft has negatively impacted its cancellation statistics during this reporting period.

AIR TRAVEL CONSUMER REPORT

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

MAY 2019

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES	143	85579	0	0.0	1
HAWAIIAN AIRLINES	19	7219	2	0.0	2
ALLEGIAN AIR	120	9021	13	0.1	3
JETBLUE AIRWAYS	65	24967	81	0.3	4
ALASKA AIRLINES	71	22567	116	0.5	5
UNITED AIRLINES	102	54360	380	0.7	6
ENDEAVOR AIR	84	21074	214	1.0	7
FRONTIER AIRLINES	101	11383	129	1.1	8
SPIRIT AIRLINES	48	18055	241	1.3	9
SKYWEST AIRLINES	246	72041	1163	1.6	10
PSA AIRLINES	95	24783	523	2.1	11
REPUBLIC AIRWAYS	89	28147	677	2.4	12
AMERICAN AIRLINES	102	81666	2772	3.4	13
SOUTHWEST AIRLINES**	88	117849	4140	3.5	14
ENVOY AIR	144	28795	1034	3.6	15
MESA AIRLINES	110	19594	976	5.0	16
EXPRESSJET AIRLINES	87	9290	551	5.9	17
TOTAL AIRPORTS SERVED	352	636,390	13,012	2.0	

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

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>

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AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

MAY 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 NETWORK	37474	31746	84.71	256	0.68	117	0.31	1245	3.32	69	0.18	2478	6.61	11	0.03	1552	4.14
- ALASKA AIRLINES	22567	18647	82.63	116	0.51	43	0.19	834	3.70	41	0.18	1853	8.21	10	0.04	1023	4.53
- BRANDED CODESHARE PARTNERS	14907	13099	87.87	140	0.94	74	0.50	412	2.76	28	0.19	625	4.19	0	0.00	529	3.55
ALLEGiant AIR	9021	7173	79.51	13	0.14	26	0.29	561	6.22	115	1.27	397	4.40	4	0.04	732	8.11
AMERICAN AIRLINES NETWORK	182971	135728	74.18	5959	3.26	534	0.29	10589	5.79	1986	1.09	12125	6.63	48	0.03	16001	8.75
- AMERICAN AIRLINES	81666	57530	70.45	2772	3.39	246	0.30	6196	7.59	909	1.11	6075	7.44	24	0.03	7914	9.69
- BRANDED CODESHARE PARTNERS	101305	78198	77.19	3187	3.15	288	0.28	4393	4.34	1077	1.06	6051	5.97	24	0.02	8087	7.98
DELTA AIR LINES NETWORK	152126	129947	85.42	431	0.28	390	0.26	6224	4.09	836	0.55	7292	4.79	19	0.01	6986	4.59
- DELTA AIR LINES	85579	74164	86.66	0	0.00	222	0.26	3645	4.26	376	0.44	4188	4.89	12	0.01	2972	3.47
- BRANDED CODESHARE PARTNERS	66547	55783	83.82	431	0.65	168	0.25	2580	3.88	460	0.69	3105	4.67	7	0.01	4014	6.03
FRONTIER AIRLINES	11383	7623	66.97	129	1.13	24	0.21	927	8.14	46	0.40	904	7.94	0	0.00	1730	15.20
HAWAIIAN AIRLINES NETWORK	7973	7098	89.03	15	0.19	5	0.06	543	6.81	36	0.45	30	0.38	10	0.13	237	2.97
- HAWAIIAN AIRLINES	7219	6498	90.01	2	0.03	2	0.03	508	7.04	34	0.47	13	0.18	10	0.14	152	2.11
- BRANDED CODESHARE PARTNERS	754	600	79.58	13	1.72	3	0.40	34	4.51	2	0.27	17	2.25	0	0.00	85	11.27
JETBLUE AIRWAYS	24967	19375	77.60	81	0.32	99	0.40	1641	6.57	123	0.49	1871	7.49	7	0.03	1770	7.09
SOUTHWEST AIRLINES	117849	89368	75.83	4140	3.51	368	0.31	8081	6.86	494	0.42	4395	3.73	57	0.05	10946	9.29
SPIRIT AIRLINES	18055	13728	76.03	241	1.33	52	0.29	833	4.61	96	0.53	1998	11.07	15	0.08	1092	6.05
UNITED AIRLINES NETWORK	132492	98970	74.70	2881	2.17	619	0.47	6967	5.26	1289	0.97	10971	8.28	9	0.01	10786	8.14
- UNITED AIRLINES	54360	41015	75.45	380	0.70	266	0.49	2600	4.78	587	1.08	5127	9.43	1	0.00	4384	8.06
- BRANDED CODESHARE PARTNERS	78132	57955	74.18	2501	3.20	353	0.45	4366	5.59	701	0.90	5844	7.48	9	0.01	6402	8.19
TOTAL	694,311	540,756	77.88	14,146	2.04	2,234	0.32	37,612	5.42	5,089	0.73	42,460	6.12	180	0.03	51,834	7.47

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

MAY 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	22567	18647	82.63	116	0.51	43	0.19	834	3.70	41	0.18	1853	8.21	10	0.04	1023	4.53
ALLEGiant AIR	9021	7173	79.51	13	0.14	26	0.29	561	6.22	115	1.27	397	4.40	4	0.04	732	8.11
AMERICAN AIRLINES	81666	57530	70.45	2772	3.39	246	0.30	6196	7.59	909	1.11	6075	7.44	24	0.03	7914	9.69
DELTA AIR LINES	85579	74164	86.66	0	0.00	222	0.26	3645	4.26	376	0.44	4188	4.89	12	0.01	2972	3.47
ENDEAVOR AIR	21074	17696	83.97	214	1.02	30	0.14	709	3.36	115	0.55	1181	5.60	0	0.00	1129	5.36
ENVOY AIR	28795	21341	74.11	1034	3.59	82	0.28	1214	4.22	461	1.60	2099	7.29	4	0.01	2560	8.89
EXPRESSJET AIRLINES	9290	6411	69.01	551	5.93	34	0.37	605	6.51	86	0.93	937	10.09	0	0.00	666	7.17
FRONTIER AIRLINES	11383	7623	66.97	129	1.13	24	0.21	927	8.14	46	0.40	904	7.94	0	0.00	1730	15.20
HAWAIIAN AIRLINES	7219	6498	90.01	2	0.03	2	0.03	508	7.04	34	0.47	13	0.18	10	0.14	152	2.11
JETBLUE AIRWAYS	24967	19375	77.60	81	0.32	99	0.40	1641	6.57	123	0.49	1871	7.49	7	0.03	1770	7.09
MESA AIRLINES	19594	14560	74.31	976	4.98	78	0.40	1153	5.88	385	1.96	886	4.52	5	0.03	1551	7.92
PSA AIRLINES	24783	19907	80.33	523	2.11	78	0.31	1095	4.42	197	0.79	1174	4.74	9	0.04	1800	7.26
REPUBLIC AIRWAYS	28147	22054	78.35	677	2.41	109	0.39	860	3.06	197	0.70	2500	8.88	9	0.03	1742	6.19
SKYWEST AIRLINES	72041	57966	80.46	1163	1.61	280	0.39	3290	4.57	532	0.74	3534	4.91	11	0.02	5266	7.31
SOUTHWEST AIRLINES	117849	89368	75.83	4140	3.51	368	0.31	8081	6.86	494	0.42	4395	3.73	57	0.05	10946	9.29
SPIRIT AIRLINES	18055	13728	76.03	241	1.33	52	0.29	833	4.61	96	0.53	1998	11.07	15	0.08	1092	6.05
UNITED AIRLINES	54360	41015	75.45	380	0.70	266	0.49	2600	4.78	587	1.08	5127	9.43	1	0.00	4384	8.06
TOTAL	636,390	495,056	77.79	13,012	2.04	2,039	0.32	34,751	5.46	4,793	0.75	39,129	6.15	178	0.03	47,432	7.45

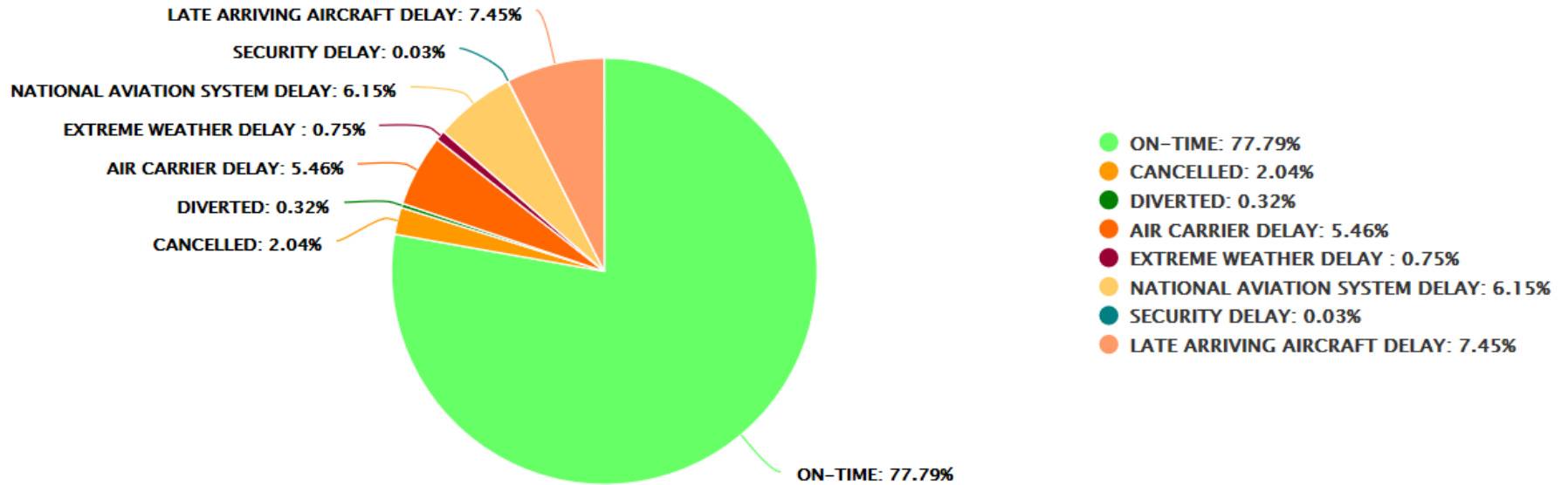
* Causes of Delay:

- 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 OPERATING CARRIER
 MAY 2019

TABLE 7B



* 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

MAY 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	MESA	6339	TUS	IAH	5/3/2019	Diversion Airport (AUS)	6:41
UNITED	UNITED	701	SFO	AUS	5/3/2019	Destination Airport	5:08
UNITED	UNITED	716	DEN	AUS	5/3/2019	Destination Airport	4:48
UNITED	UNITED	1076	EWR	AUS	5/3/2019	Destination Airport	4:45
UNITED	UNITED	2104	DEN	SAN	5/20/2019	Origin Airport	4:30
UNITED	SKYWEST	5528	DEN	PAE	5/20/2019	Origin Airport	4:01
UNITED	REPUBLIC	3447	DEN	RAP	5/20/2019	Origin Airport	3:52
UNITED	REPUBLIC	3488	DEN	GJT	5/20/2019	Origin Airport	3:48
UNITED	UNITED	2234	DEN	SAT	5/20/2019	Origin Airport	3:44
UNITED	UNITED	286	ORD	AUS	5/3/2019	Destination Airport	3:39
UNITED	UNITED	1939	DEN	CID	5/20/2019	Origin Airport	3:30
DELTA	ENDEAVOR	5214	JFK	CLE	5/28/2019	Origin Airport	3:27
UNITED	TRANS STATES	4685	DEN	STL	5/20/2019	Origin Airport	3:26
AMERICAN	AMERICAN	1291	DFW	IAD	5/1/2019	Origin Airport	3:23
UNITED	REPUBLIC	3508	EWR	MKE	5/19/2019	Origin Airport	3:20
ALASKA	ALASKA	1793	AUS	SEA	5/3/2019	Origin Airport	3:19
DELTA	DELTA	427	JFK	LAX	5/19/2019	Origin Airport	3:18
UNITED	REPUBLIC	3531	EWR	MSP	5/19/2019	Origin Airport	3:17
UNITED	SKYWEST	5155	DEN	HYS	5/20/2019	Origin Airport	3:16
UNITED	TRANS STATES	4714	DEN	ELP	5/20/2019	Origin Airport	3:16
UNITED	UNITED	254	DEN	ORD	5/20/2019	Origin Airport	3:15
FRONTIER	FRONTIER	1514	ATL	MIA	5/5/2019	Destination Airport	3:14
UNITED	UNITED	1283	DEN	OMA	5/20/2019	Origin Airport	3:14
UNITED	UNITED	2179	IAH	LGA	5/30/2019	Diversion Airport (ORF)	3:12
AMERICAN	AMERICAN	2234	JFK	DFW	5/28/2019	Diversion Airport (JFK)	3:11
DELTA	ENDEAVOR	5436	JFK	RIC	5/28/2019	Origin Airport	3:11
DELTA	SKYWEST	3891	JFK	ORD	5/28/2019	Origin Airport	3:10
UNITED	UNITED	541	LAS	DEN	5/20/2019	Destination Airport	3:10
UNITED	UNITED	393	DEN	PDX	5/20/2019	Origin Airport	3:09
UNITED	SKYWEST	5854	PNS	IAH	5/7/2019	Destination Airport	3:08
UNITED	UNITED	2062	EWR	BOS	5/19/2019	Origin Airport	3:06
UNITED	UNITED	594	DEN	PHX	5/20/2019	Origin Airport	3:06
AMERICAN	AMERICAN	2837	JFK	SAT	5/28/2019	Origin Airport	3:05
UNITED	TRANS STATES	4713	DEN	GTF	5/20/2019	Origin Airport	3:05
UNITED	UNITED	1258	DEN	ORD	5/20/2019	Origin Airport	3:05

AIR TRAVEL CONSUMER REPORT

TABLE 8 (CONTINUED). LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER

MAY 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	DELTA	2949	JFK	MSY	5/28/2019	Origin Airport	3:04
UNITED	UNITED	2006	EWR	SFO	5/19/2019	Origin Airport	3:04
UNITED	UNITED	1611	EWR	ORD	5/19/2019	Origin Airport	3:03
UNITED	UNITED	1963	IAH	DEN	5/20/2019	Destination Airport	3:03
JETBLUE	JETBLUE	1473	JFK	CHS	5/28/2019	Origin Airport	3:02
SOUTHWEST	SOUTHWEST	1049	MDW	AUS	5/3/2019	Destination Airport	3:02
AMERICAN	AMERICAN	2594	DFW	AUS	5/3/2019	Diversion Airport (SAT)	3:01
DELTA	SKYWEST	3610	IAH	SLC	5/9/2019	Origin Airport	3:01
DELTA	SKYWEST	4032	LGA	SYR	5/19/2019	Origin Airport	3:01

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

MAY 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	MESA	6230	SLP	IAH	5/3/2019	Diversion Airport (AUS)	8:48
UNITED	UNITED	1548	CZM	IAH	5/3/2019	Diversion Airport (AUS)	7:41
UNITED	MESA	6174	MTY	IAH	5/3/2019	Diversion Airport (AUS)	7:09
UNITED	UNITED	1015	CUN	IAH	5/3/2019	Diversion Airport (AUS)	7:00
UNITED	UNITED	1405	BZE	IAH	5/3/2019	Diversion Airport (AUS)	6:17
UNITED	UNITED	21	AMS	IAH	5/3/2019	Diversion Airport (AUS)	4:38
AIR CANADA	SKY REGIONAL	7749	YYZ	AUS	5/3/2019	Destination Airport	4:09

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 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 December 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-baggage-and-wheelchair-reporting-enforcement-policy.pdf>.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	MAY 2019		
		NUMBER BAGS ENPLANED	NUMBER BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	571,215	935	1.64
2	HAWAIIAN AIRLINES NETWORK	585,284	2,145	3.66
	- HAWAIIAN AIRLINES	568,449	2,017	3.55
	- BRANDED CODESHARE PARTNERS	16,835	128	7.60
3	ALASKA AIRLINES NETWORK	2,532,624	10,272	4.06
	- ALASKA AIRLINES	1,887,484	7,620	4.04
	- BRANDED CODESHARE PARTNERS	645,140	2,652	4.11
4	FRONTIER AIRLINES	1,023,999	4,450	4.35
5	SOUTHWEST AIRLINES	10,634,608	50,309	4.73
6	DELTA AIR LINES NETWORK	9,199,210	44,282	4.81
	- DELTA AIR LINES	6,971,880	35,274	5.06
	- BRANDED CODESHARE PARTNERS	2,227,330	9,008	4.04
7	SPIRIT AIRLINES	1,117,965	5,782	5.17
8	JETBLUE AIRWAYS	1,125,885	6,303	5.60
9	UNITED AIRLINES NETWORK	6,834,354	43,887	6.42
	- UNITED AIRLINES	4,184,805	26,129	6.24
	- BRANDED CODESHARE PARTNERS	2,649,549	17,758	6.70
10	AMERICAN AIRLINES NETWORK	10,580,644	108,251	10.23
	- AMERICAN AIRLINES	6,373,802	64,089	10.06
	- BRANDED CODESHARE PARTNERS	4,206,842	44,162	10.50
TOTAL		44,205,788	276,616	6.26

* 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.
 (-) 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	MAY 2019		
		NUMBER BAGS ENPLANED	NUMBER BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	571,215	935	1.64
2	HAWAIIAN AIRLINES	568,449	2,017	3.55
3	ALASKA AIRLINES	1,887,484	7,620	4.04
4	FRONTIER AIRLINES	1,023,999	4,450	4.35
5	ENDEAVOR AIR	921,668	4,240	4.60
6	SOUTHWEST AIRLINES	10,634,608	50,309	4.73
7	DELTA AIR LINES	6,971,880	35,274	5.06
8	SPIRIT AIRLINES	1,117,965	5,782	5.17
9	JETBLUE AIRWAYS	1,125,885	6,303	5.60
10	UNITED AIRLINES	4,184,805	26,129	6.24
11	EXPRESSJET AIRLINES	299,576	1,872	6.25
12	REPUBLIC AIRWAYS	815,360	6,537	8.02
13	SKYWEST AIRLINES	1,829,716	14,971	8.18
14	PSA AIRLINES	1,216,082	10,165	8.36
15	AMERICAN AIRLINES	6,373,802	64,089	10.06
16	MESA AIRLINES	879,409	10,875	12.37
17	ENVOY AIR	1,033,032	13,150	12.73
	TOTAL	41,454,935	264,718	6.39

* 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.
 (-) 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	MAY 2019		
		NUMBER WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS ENPLANED
1	ALLEGiant AIR NETWORK	1,691	5	0.30
2	DELTA AIR LINES NETWORK	19,037	139	0.73
	- DELTA AIR LINES	14,321	120	0.84
	- BRANDED CODESHARE PARTNERS	4,716	19	0.40
3	ALASKA AIRLINES NETWORK	2,859	22	0.77
	- ALASKA AIRLINES	2,461	18	0.73
	- BRANDED CODESHARE PARTNERS	398	4	1.01
4	HAWAIIAN AIRLINES NETWORK***	602	8	1.39
	- HAWAIIAN AIRLINES	541	8	1.48
	- BRANDED CODESHARE PARTNERS	61	0	0.00
5	JETBLUE AIRWAYS NETWORK	3,317	46	1.39
6	UNITED AIRLINES NETWORK	11,585	168	1.45
	- UNITED AIRLINES	7,907	127	1.61
	- BRANDED CODESHARE PARTNERS	3,678	41	1.11
7	SOUTHWEST AIRLINES NETWORK	13,146	228	1.73
8	SPIRIT AIRLINES NETWORK	2,366	47	1.99
9	FRONTIER AIRLINES NETWORK	1,863	43	2.31
10	AMERICAN AIRLINES NETWORK**	5,230	245	4.68
	- AMERICAN AIRLINES	4,257	183	4.30
	- BRANDED CODESHARE PARTNERS	973	62	6.37
TOTAL		61,696	951	1.54

* 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.

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

**American informed the Department that for this reporting period, 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 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, SkyWest and Republic. American has indicated to the Department that it is enhancing its process to reliably capture all reportable enplaned wheelchairs and scooters.

***In February 2020, the Department updated this table to reflect revised data submitted by Hawaiian Airlines regarding the number of wheelchair and scooters the carrier and its branded codeshare partners enplaned.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	MAY 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGIAN AIR	1,691	5	0.30
2	SKYWEST AIRLINES	4,366	19	0.40
3	ENDEAVOR AIR	1,549	10	0.65
4	ALASKA AIRLINES	2,461	18	0.73
5	DELTA AIR LINES	14,321	120	0.84
6	JETBLUE AIRWAYS	3,317	46	1.39
7	HAWAIIAN AIRLINES***	541	8	1.48
8	UNITED AIRLINES	7,907	127	1.61
9	EXPRESSJET AIRLINES	311	5	1.61
10	SOUTHWEST AIRLINES	13,146	228	1.73
11	MESA AIRLINES	709	13	1.83
12	REPUBLIC AIRWAYS	990	19	1.92
13	SPIRIT AIRLINES	2,366	47	1.99
14	FRONTIER AIRLINES	1,863	43	2.31
15	AMERICAN AIRLINES**	4,257	183	4.30
16	ENVOY AIR**	244	18	7.38
17	PSA AIRLINES	168	19	11.31
	TOTAL	60,207	928	1.54

* 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.

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

**American informed the Department that for this reporting period, 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 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, SkyWest and Republic. American has indicated to the Department that it is enhancing its process to reliably capture all reportable enplaned wheelchairs and scooters.

***In February 2020, the Department updated this table to reflect revised data submitted by Hawaiian Airlines regarding the number of wheelchair and scooters the carrier and its branded codeshare partners enplaned.

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 U. S. REPORTING MARKETING CARRIERS

RANK	CARRIER*	JANUARY - MARCH 2019				JANUARY - MARCH 2018			
		DENIED BOARDINGS (DB'S)		CHECKED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		CHECKED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	HAWAIIAN AIRLINES NETWORK	78	0	2,668,228	0.00	167	2	2,732,230	0.01
	- HAWAIIAN AIRLINES	72	0	2,615,452	0.00	160	2	2,676,265	0.01
	- BRANDED CODESHARE PARTNERS	6	0	52,776	0.00	7	0	55,965	0.00
2	DELTA AIR LINES NETWORK	37,172	3	41,503,395	0.00	33,890	20	39,479,338	0.01
	- DELTA AIR AIRLINES	28,276	1	32,597,931	0.00	23,777	13	30,868,044	0.00
	- BRANDED CODESHARE PARTNERS	8,896	2	8,905,464	0.00	10,113	7	8,611,294	0.01
3	UNITED AIR LINES NETWORK	20,564	24	32,930,557	0.01	16,973	51	31,121,628	0.02
	- UNITED AIRLINES	8,856	17	22,660,404	0.01	8,214	27	21,314,280	0.01
	- BRANDED CODESHARE PARTNERS	11,708	7	10,270,153	0.01	8,759	24	9,807,348	0.02
4	JETBLUE AIRWAYS	721	23	9,061,253	0.03	844	7	8,927,623	0.01
5	SPIRIT AIRLINES	6,768	46	7,265,473	0.06	5,477	874	6,180,877	1.41
6	ALASKA AIRLINES NETWORK	3,312	274	10,114,923	0.27	1,683	263	8,048,100	0.33
	- ALASKA AIRLINES	2,498	158	7,612,627	0.21	1,206	120	5,844,254	0.21
	- BRANDED CODESHARE PARTNERS	814	116	2,502,296	0.46	477	143	2,203,846	0.65
7	FRONTIER AIRLINES	587	168	5,128,189	0.33	949	188	4,416,868	0.43
8	SOUTHWEST AIRLINES**	9,996	1,594	37,409,141	0.43	4,325	669	37,042,370	0.18
9	AMERICAN AIRLINES NETWORK**	43,276	3,533	46,178,265	0.77	27,421	716	44,034,138	0.16
	- AMERICAN AIRLINES**	28,362	1,724	33,083,888	0.52	15,658	483	31,525,870	0.15
	- BRANDED CODESHARE PARTNERS	14,914	1,809	13,094,377	1.38	11,763	233	12,508,268	0.19
10	ALLEGiant AIR	34	510	3,473,390	1.47	0	58	3,306,693	0.18
	TOTAL	122,508	6,175	195,732,814	0.32	91,729	2,848	185,289,865	0.15

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. American Airlines and Southwest Airlines separately informed the Department that the grounding of the 737 MAX aircraft has negatively impacted its involuntary denied boarding statistics during this reporting period.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY U. S. REPORTING OPERATING CARRIERS

RANK	AIRLINE*	JANUARY - MARCH 2019				JANUARY - MARCH 2018			
		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	4,432	0	3,113,553	0.00	3,117	4	2,709,157	0.01
2	HAWAIIAN AIRLINES	72	0	2,615,452	0.00	160	2	2,676,265	0.01
3	DELTA AIR AIRLINES	28,276	1	32,597,931	0.00	23,777	13	30,868,044	0.00
4	EXPRESSJET AIRLINES	1,470	1	1,454,843	0.01	2,230	3	2,411,261	0.01
5	UNITED AIRLINES	8,856	17	22,660,404	0.01	8,214	27	21,314,280	0.01
6	JETBLUE AIRWAYS	721	23	9,061,253	0.03	844	7	8,927,623	0.01
7	SPIRIT AIR LINES	6,768	46	7,265,473	0.06	5,477	874	6,180,877	1.41
8	REPUBLIC AIRWAYS	3713	80	4,183,267	0.19	2,613	32	4,050,777	0.08
9	ALASKA AIRLINES	2,498	158	7,612,627	0.21	1,206	120	5,844,254	0.21
10	SKYWEST AIRLINES	7,163	233	8,697,930	0.27	7,816	88	8,060,076	0.11
11	FRONTIER AIRLINES	587	168	5,128,189	0.33	949	188	4,416,868	0.43
12	SOUTHWEST AIRLINES**	9,996	1,594	37,409,141	0.43	4,325	669	37,042,370	0.18
13	AMERICAN AIRLINES**	28,362	1,724	33,083,888	0.52	15,658	483	31,525,870	0.15
14	PSA AIRLINES	3,166	267	3,412,630	0.78	2,416	22	3,210,770	0.07
15	ALLEGIAN AIR	34	510	3,473,390	1.47	0	58	3,306,693	0.18
16	MESA AIRLINES	3,864	485	3,288,521	1.47	2,413	47	2,864,946	0.16
17	ENVOY AIRLINES	3,807	490	3,137,713	1.56	0	0	0	0.00
	TOTAL	113,785	5797	188,196,205	0.31	85,054	2696	178,353,539	0.15

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. American Airlines and Southwest Airlines separately informed the Department that the grounding of the 737 MAX aircraft has negatively impacted its involuntary denied boarding statistics during this reporting period.

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.

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	MAY 2019				MAY 2018			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	814	31	1	118	644	44	1	107
FOREIGN AIRLINES	398	1	0	89	417	8	0	69
TRAVEL AGENTS	52	1	0	11	29	0	0	20
TOUR OPERATORS	0	0	0	1	0	0	0	0
MISCELLANEOUS	25	8	0	73	10	17	0	78
INDUSTRY TOTALS	1,289	41	1	292	1,100	69	1	274

**AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U.S. OPERATING CARRIERS
BY COMPLAINT CATEGORIES***

Table 2

COMPLAINT CATEGORY	MAY 2019			MAY 2018		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	420		1	306	
CANCELLATION			169			112
DELAY			134			94
MISCONNECTION			63			55
BAGGAGE	2	190		2	165	
REFUNDS	3	164		5	109	
RESERVATIONS/TICKETING/BOARDING	4	146		3	152	
CUSTOMER SERVICE	5	114		4	123	
FARES	6	84		6	97	
DISABILITY	7	76		7	65	
OVERSALES	8	45		8	39	
OTHER			21			12
FREQUENT FLYER	9	38		9	29	
DISCRIMINATION	10	9		10	9	
ADVERTISING	11	3		11	6	
ANIMALS	1	420		1	306	
			169			112
COMPLAINT TOTAL		1,289			1,100	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3

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

MAY 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
ALASKA AIRLINES	0	1	0	3	0	3	0	1	0	1	0	2	11
ALLEGIAN AIR	5	0	4	1	2	0	5	3	0	0	0	0	20
AMERICAN AIRLINES	122	8	19	8	11	30	21	13	0	2	0	6	240
COMPASS AIRLINES	4	0	0	0	0	1	0	0	0	0	0	0	5
DELTA AIR LINES	20	2	3	8	1	12	10	15	0	1	0	3	75
ENVOY AIR	7	0	0	0	0	0	0	0	0	0	0	1	8
FRONTIER AIRLINES	15	0	1	3	0	9	3	2	1	0	0	0	34
HAWAIIAN AIRLINES	2	0	0	4	0	1	2	2	0	0	0	0	11
JETBLUE AIRWAYS	4	0	2	2	1	7	7	5	0	0	0	1	29
MESA AIRLINES	12	0	0	0	0	1	0	0	0	0	0	0	13
PIEDMONT AIRLINES	5	0	1	0	0	2	0	1	0	0	0	0	9
PSA AIRLINES	3	0	1	0	0	0	1	1	0	0	0	0	6
SILVER AIRWAYS	7	0	0	1	3	0	0	0	0	0	0	0	11
SKYWEST AIRLINES	8	0	0	0	0	0	1	0	0	0	0	0	9
SOUTHWEST AIRLINES	27	1	3	0	5	3	8	4	0	1	0	1	53
SPIRIT AIRLINES	38	3	12	9	5	2	8	2	0	2	0	1	82
SUN COUNTRY AIRLINES	1	0	1	0	0	2	2	0	0	0	0	0	6
UNITED AIRLINES	51	4	13	5	7	25	12	10	1	1	0	3	132
VIAAIR	8	0	0	0	32	0	0	0	0	0	0	2	42
Other U.S. Airlines	11	1	0	0	3	0	1	1	0	0	0	1	18
TOTAL MAY 2019	350	20	60	44	70	98	81	60	2	8	0	21	814
% of TOTAL COMPLAINTS	43.0	2.5	7.4	5.4	8.6	12.0	10.0	7.4	0.2	1.0	0	2.6	
TOTAL MAY 2018	242	15	70	48	33	68	80	51	4	6	0	27	644
% of TOTAL COMPLAINTS	37.6	2.3	10.9	7.5	5.1	10.6	12.4	7.9	0.6	0.9	0	4.2	

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

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

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. OPERATING CARRIERS BY INCIDENT DATE

Table 4

U.S. AIRLINES ALPHABETICAL	COMPS	INCI-	PERCENT	INCI-	PERCENT	INCI-	PERCENT	UN-	PERCENT
	RECD IN MAY	DENTS IN MAY		DENTS IN APR		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
ALASKA AIRLINES	11	4	36.4	1	9.1	4	36.4	2	18.2
ALLEGiant AIR	20	11	55.0	3	15.0	3	15.0	3	15.0
AMERICAN AIRLINES	240	138	57.5	60	25.0	28	11.7	14	5.8
COMPASS AIRLINES	5	5	100.0	0	0.0	0	0.0	0	0.0
DELTA AIR LINES	75	46	61.3	16	21.3	7	9.3	6	8.0
ENVOY AIR	8	3	37.5	3	37.5	2	25.0	0	0.0
FRONTIER AIRLINES	34	24	70.6	6	17.6	2	5.9	2	5.9
HAWAIIAN AIRLINES	11	3	27.3	2	18.2	5	45.5	1	9.1
JETBLUE AIRWAYS	29	15	51.7	5	17.2	4	13.8	5	17.2
MESA AIRLINES	13	11	84.6	2	15.4	0	0.0	0	0.0
PIEDMONT AIRLINES	9	7	77.8	2	22.2	0	0.0	0	0.0
PSA AIRLINES	6	3	50.0	2	33.3	1	16.7	0	0.0
SILVER AIRWAYS	11	6	54.5	1	9.1	3	27.3	1	9.1
SKYWEST AIRLINES	9	7	77.8	0	0.0	1	11.1	1	11.1
SOUTHWEST AIRLINES	53	37	69.8	7	13.2	8	15.1	1	1.9
SPIRIT AIRLINES	82	53	64.6	16	19.5	9	11.0	4	4.9
SUN COUNTRY AIRLINES	6	3	50.0	1	16.7	2	33.3	0	0.0
UNITED AIRLINES	132	73	55.3	24	18.2	24	18.2	11	8.3
VIAAIR	42	21	50.0	7	16.7	11	26.2	3	7.1
Other U.S. Airlines	18	11	61.1	4	22.2	2	11.1	1	5.6
Totals	814	481	59.1	162	19.9	116	14.3	55	6.8
Previous Year's Totals	644	372	57.8	90	14.0	117	18.2	65	10.1

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

AIR TRAVEL CONSUMER REPORT

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

Table 5

MAY 2019

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXICO	2	1	0	1	1	1	1	0	0	0	0	0	7
AIR CANADA	6	2	4	1	0	3	0	1	0	0	0	0	17
AIR FRANCE	4	0	2	0	0	5	3	0	0	1	0	0	15
AIR INDIA	2	0	1	0	6	0	1	0	0	0	0	0	10
ARUBA AIRLINES	5	0	0	0	6	0	1	0	0	0	0	0	12
AVIANCA	3	2	1	0	3	0	0	2	0	0	0	1	12
AZUL	0	0	2	0	0	2	1	0	0	0	0	0	5
BRITISH AIRWAYS	1	1	4	1	0	2	0	1	0	0	0	4	14
CHINA EASTERN	0	0	3	0	0	1	1	0	0	0	0	1	6
COPA	0	1	1	0	0	2	0	1	0	0	0	0	5
EMIRATES AIRLINES	0	0	0	1	3	3	1	0	0	0	0	1	9
ETHIOPIAN AIRLINE	4	1	0	1	2	4	0	0	0	0	0	1	13
ETIHAD AIRWAYS	0	0	0	0	1	2	0	0	0	0	0	2	5
FLY JAMAICA	0	0	0	0	5	0	0	0	0	0	0	0	5
HAINAN	2	0	0	1	2	0	0	0	0	0	0	0	5
IBERIA AIRLINES	2	1	1	0	1	3	1	0	0	0	0	0	9
INTERJET	2	1	4	1	5	3	0	0	0	0	0	0	16
KLM	2	0	2	0	0	0	0	1	1	0	0	0	6
LATAM	0	1	3	1	2	1	1	0	0	0	0	0	9
LUFTHANSA	3	0	5	4	5	6	3	1	0	0	0	0	27
NORWEGIAN AIR	8	1	3	3	2	6	2	3	0	0	0	1	29
QATAR AIRWAYS	0	0	2	1	0	2	0	1	0	0	0	0	6
ROYAL AIR MAROC	0	0	0	0	2	5	1	0	0	0	0	0	8
SAS	2	0	1	2	1	0	1	0	0	0	0	0	7
SWISS AIR	0	1	3	1	1	1	0	1	0	0	0	0	8
TAP	2	1	1	0	0	2	0	1	0	0	0	0	7
TURKISH AIRLINES	3	1	3	1	6	10	3	0	0	0	0	1	28
OTHER FOREIGN AIRLINES	12	3	17	7	21	22	6	3	0	0	0	7	98
TOTALS	65	18	63	27	75	86	27	16	1	1	0	19	398

Table 5 (cont'd)

AIR TRAVEL CONSUMER REPORT

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

MAY 2019

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
<u>TRAVELAGENTS</u>													
CHEAPOAIR.COM	0	0	3	0	3	0	0	0	0	0	0	0	6
EXPEDIA.COM	0	0	4	0	4	0	0	0	0	0	0	0	8
JUSTFLY.COM	0	0	3	3	2	0	1	0	0	0	0	0	9
KIWI.COM	0	0	0	4	3	0	0	0	0	0	0	0	7
PRICELINE.COM	0	0	4	1	1	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	0	0	6	4	5	0	1	0	0	0	0	0	16
TOTALS	0	0	20	12	18	0	2	0	0	0	0	0	52
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS</u>													
TSA	0	0	0	0	0	5	3	0	0	0	0	0	8
Other Miscellaneous	5	0	3	1	1	1	1	0	0	0	0	5	17
TOTALS	5	0	3	1	1	6	4	0	0	0	0	5	25

* 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.

TABLE 6

AIR TRAVEL CONSUMER REPORT

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

	MAY 2019	MAY 2018
AIRLINE	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	13	12
- ALASKA AIRLINES	11	12
- BRANDED CODESHARE PARTNERS	2	0
ALLEGiant AIR	20	18
AMERICAN AIRLINES NETWORK**	271	188
- AMERICAN AIRLINES	240	160
- BRANDED CODESHARE PARTNERS	31	28
DELTA AIR LINES NETWORK	83	74
- DELTA AIR LINES	75	68
- BRANDED CODESHARE PARTNERS	8	6
FRONTIER AIRLINES	34	57
HAWAIIAN AIRLINES NETWORK	11	12
- HAWAIIAN AIRLINES	11	12
- BRANDED CODESHARE PARTNERS	0	0
JETBLUE AIRWAYS	29	27
SOUTHWEST AIRLINES**	53	54
SPIRIT AIRLINES	82	63
UNITED AIRLINES NETWORK	154	114
- UNITED AIRLINES	132	94
- BRANDED CODESHARE PARTNERS	22	20
TOTAL	750	619

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	MAY 2019			MAY 2018		
		COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ENDEAVOR AIR	1	1,327,076	0.08	3	1,238,715	0.24
2	REPUBLIC AIRWAYS	3	1,623,430	0.18	12	1,697,986	0.71
3	SKYWEST AIRLINES	9	3,725,669	0.24	9	3,314,242	0.27
4	ALASKA AIRLINES	11	3,075,711	0.36	12	3,162,114	0.38
5	SOUTHWEST AIRLINES	53	14,421,796	0.37	54	14,434,744	0.37
6	PSA AIRLINES	6	1,347,590	0.45	6	1,244,473	0.48
7	EXPRESSJET AIRLINES	2	420,979	0.48	0	809,817	0.00
8	DELTA AIR LINES	75	14,388,281	0.52	67	13,295,490	0.50
9	ENVOY AIR	8	1,352,786	0.59	6	1,199,518	0.50
10	JETBLUE AIRWAYS	29	3,701,517	0.78	27	3,629,031	0.74
11	MESA AIRLINES	13	1,302,265	1.00	5	1,199,898	0.42
12	HAWAIIAN AIRLINES	11	987,151	1.11	12	993,620	1.21
13	UNITED AIRLINES	132	10,220,448	1.29	93	9,647,861	0.96
14	ALLEGiant AIR	20	1,290,973	1.55	18	1,150,014	1.57
15	FRONTIER AIRLINES	34	1,969,355	1.73	57	1,727,757	3.30
16	AMERICAN AIRLINES	240	13,610,876	1.76	160	12,913,507	1.24
17	SPIRIT AIRLINES	82	2,999,480	2.73	63	2,522,718	2.50
	TOTAL	729	77,765,383	0.94	604	74,181,505	0.81

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

Civil Rights Complaints by Air Travelers (Other Than Disability) for May 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 France			1				
Alaska	1						
American	1					1	
Delta	1						
Southwest	1						
Spirit			1	1			
United	1						
TOTAL	5		2	1		1	

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

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

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

May 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.

Carrier	Death	Injury	Loss
Delta Air Lines	1	0	0
Hawaiian Airlines	1	0	0
United Airlines	0	2	0
Totals:	2	2	0

AIR TRAVEL CONSUMER REPORT

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of May 2019
as provided by the Transportation Security Administration ^a**

The Transportation Security Administration (TSA) screened approximately 72 million airline passengers and their 58 million checked bags in the month of May as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations ^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of May.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
801	0.00111%	24	0.00003%	78	0.00015%	535	0.00074%

NOTES

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

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

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

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.