



Air Travel Consumer Report

A Product of The
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
Aviation Consumer Protection Division
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Flight Delays¹	June 2019
Mishandled Baggage, Wheelchairs and Scooters¹	June 2019 / January – June 2019
Oversales¹	2 nd . Quarter 2019 / January – June 2019
Consumer Complaints² (Includes Disability and Discrimination Complaints)	June 2019 / January – June 2019
Airline Animal Incident Reports⁴	June 2019
Customer Service Reports to the Dept. of Homeland Security³	June 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

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INTRODUCTION

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

The report is divided into sections (Flight Delays, Mishandled Baggage, Wheelchairs and Scooters, Oversales, Consumer Complaints, Customer Service Reports to the Transportation Security Administration, and Airline Reports of the Loss, Injury, or Death of Animals During Air Transportation). The sections that deal with flight delays, mishandled baggage, wheelchairs, 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 (17) 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 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

JUNE 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*

JUNE 2019

AT ALL US AIRPORTS		
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS
HAWAIIAN AIRLINES NETWORK	22	89.6
- HAWAIIAN AIRLINES	19	89.7
- BRANDED CODESHARE PARTNERS	4	88.5
ALASKA AIRLINES NETWORK	100	83.2
- ALASKA AIRLINES	74	81.8
- BRANDED CODESHARE PARTNERS	54	85.4
DELTA AIR LINES NETWORK	223	78.7
- DELTA AIR LINES	146	79.9
- BRANDED CODESHARE PARTNERS	206	77.1
SOUTHWEST AIRLINES**	88	75.1
ALLEGiant AIR	120	72.9
SPIRIT AIRLINES	50	71.6
AMERICAN AIRLINES NETWORK	237	70.4
- AMERICAN AIRLINES	105	67.1
- BRANDED CODESHARE PARTNERS	220	73.1
JETBLUE AIRWAYS	67	70.1
UNITED AIRLINES NETWORK	235	67.4
- UNITED AIRLINES	108	70.2
- BRANDED CODESHARE PARTNERS	217	65.5
FRONTIER AIRLINES	102	64.0
TOTAL AIRPORTS SERVED	371	73.3

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

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

**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*

JUNE 2019

AT ALL US AIRPORTS			
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	19	89.7	1
ALASKA AIRLINES	74	81.8	2
DELTA AIR LINES	146	79.9	3
SKYWEST AIRLINES	252	76.3	4
PSA AIRLINES	92	75.3	5
SOUTHWEST AIRLINES**	88	75.1	6
REPUBLIC AIRWAYS	94	73.5	7
ALLEGiant AIR	120	72.9	8
ENDEAVOR AIR	101	72.2	9
SPIRIT AIRLINES	50	71.6	10
UNITED AIRLINES	108	70.2	11
JETBLUE AIRWAYS	67	70.1	12
ENVOY AIR	143	68.6	13
MESA AIRLINES	116	68.5	14
AMERICAN AIRLINES	105	67.1	15
FRONTIER AIRLINES	102	64.0	16
EXPRESSJET AIRLINES	101	59.5	17
TOTAL AIRPORTS SERVED	356	73.4	

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

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

**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

JUNE 2019

CARRIER	Jan 19		Feb 19		Mar 19		Apr 19		May 19		Jun 19		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES	80.9	5	66.9	10	81.5	5	85.5	2	84.7	3	83.2	2	80.8	3
- ALASKA AIRLINES	80.5		68.0		81.2		83.7		82.6		81.8		79.9	
- BRANDED CODESHARE PARTNERS	81.5		65.2		81.9		88.1		87.9		85.4		82.0	
ALLEGIAN AIR	73.4	8	75.2	4	85.3	4	81.6	4	79.5	4	72.9	5	78.3	5
AMERICAN AIRLINES	77.6	6	73.8	6	80.4	6	77.6	9	74.2	9	70.4	7	75.7	7
- AMERICAN AIRLINES**	80.0		75.8		78.3		75.6		70.4		67.1		74.4	
- BRANDED CODESHARE PARTNERS	75.7		72.2		82.1		79.3		77.2		73.1		76.7	
DELTA AIR LINES	82.7	3	77.9	2	85.6	3	83.9	3	85.4	2	78.7	3	82.5	2
- DELTA AIR LINES	86.7		81.6		88.3		86.2		86.7		79.9		84.9	
- BRANDED CODESHARE PARTNERS	77.9		73.4		82.3		81.0		83.8		77.1		79.4	
FRONTIER AIRLINES	73.9	7	74.3	5	78.3	8	77.6	8	67.0	10	64.0	10	72.1	10
HAWAIIAN AIRLINES	87.2	1	81.7	1	86.8	1	89.0	1	89.0	1	89.6	1	87.4	1
- HAWAIIAN AIRLINES	87.3		82.1		87.3		89.4		90.0		89.7		87.8	
- BRANDED CODESHARE PARTNERS	86.3		78.4		82.1		84.9		79.6		88.5		83.3	
JETBLUE AIRWAYS	69.4	10	70.0	9	73.8	10	73.4	10	77.6	5	70.1	8	72.5	9
SOUTHWEST AIRLINES**	81.9	4	73.5	7	80.0	7	78.7	6	75.8	7	75.1	4	77.6	6
SPIRIT AIRLINES	82.9	2	77.7	3	86.4	2	80.2	5	76.0	6	71.6	6	79.0	4
UNITED AIRLINES	72.1	9	71.1	8	77.1	9	78.2	7	74.7	8	67.4	9	73.5	8
- UNITED AIRLINES	78.8		77.0		78.8		79.7		75.5		70.2		76.6	
- BRANDED CODESHARE PARTNERS	68.0		67.4		76.0		77.1		74.2		65.5		71.4	
TOTAL	78.4		73.8		80.9		79.8		77.9		73.3		77.4	

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

**On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. American Airlines and Southwest Airlines separately informed the Department that the grounding of the 737 MAX aircraft has negatively impacted their on-time performance statistics during the March 2019 reporting period. Southwest Airlines also informed the Department that the grounding impacted its on-time performance statistics during the April, May, and June 2019 reporting periods.

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)

JUNE 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	60	85.0	294	82.7	168	83.3	0	0.0	369	77.8	150	87.3	175	66.9	145	83.4
- ALASKA AIRLINES	60	85.0	294	82.7	168	83.3	0	0.0	30	96.7	150	87.3	175	66.9	145	83.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	339	76.1	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	42	78.6	0	0.0	0	0.0	0	0.0	35	74.3	0	0.0
AMERICAN AIRLINES NETWORK	1438	66.4	2298	68.2	688	69.0	19113	78.0	0	0.0	6779	75.5	960	56.4	23653	68.4
- AMERICAN AIRLINES	1072	64.5	2159	68.3	512	64.8	8022	75.5	0	0.0	2059	69.2	875	55.5	13553	65.9
- BRANDED CODESHARE PARTNERS	366	72.1	139	66.9	176	81.3	11091	79.9	0	0.0	4720	78.2	85	64.7	10100	71.7
DELTA AIR LINES NETWORK	27217	80.0	3238	72.4	880	80.0	938	80.8	138	74.6	1482	73.0	1140	75.4	1234	68.7
- DELTA AIR LINES	21194	81.7	1615	74.1	640	82.2	608	85.5	138	74.6	796	77.6	1007	75.6	909	66.0
- BRANDED CODESHARE PARTNERS	6023	74.1	1623	70.7	240	74.2	330	72.1	0	0.0	686	67.6	133	74.4	325	76.3
FRONTIER AIRLINES	326	67.8	76	51.3	30	73.3	107	53.3	0	0.0	89	66.3	2439	61.0	128	54.7
HAWAIIAN AIRLINES NETWORK	0	0.0	26	69.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	26	69.2	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	290	68.3	4307	69.5	167	76.6	142	79.6	0	0.0	876	71.7	113	69.0	55	78.2
SOUTHWEST AIRLINES	3317	75.7	922	68.8	6030	80.6	280	68.9	5655	73.5	1335	74.2	6166	66.4	0	0.0
SPIRIT AIRLINES	866	71.0	450	64.4	899	72.2	44	81.8	0	0.0	0	0.0	450	60.7	940	67.8
UNITED AIRLINES NETWORK	871	68.1	1189	65.8	309	67.6	604	68.9	0	0.0	1046	69.7	13941	66.6	926	65.7
- UNITED AIRLINES	330	71.2	1183	65.8	309	67.6	134	56.7	0	0.0	357	71.1	6065	70.2	524	64.3
- BRANDED CODESHARE PARTNERS	541	66.2	6	50.0	0	0.0	470	72.3	0	0.0	689	68.9	7876	63.9	402	67.4
TOTAL	34,385	78.3	12,800	69.6	9,213	78.4	21,228	77.7	6,162	73.8	11,757	74.3	25,419	66.0	27,081	68.3

* 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)

JUNE 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	55	87.3	351	69.5	65	89.2	173	69.9	60	86.7	420	69.5	726	83.7	2127	82.7
- ALASKA AIRLINES	55	87.3	351	69.5	65	89.2	173	69.9	60	86.7	420	69.5	666	83.3	1749	81.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	88.3	378	86.2
ALLEGIAN AIR	0	0.0	78	89.7	318	42.8	0	0.0	0	0.0	0	0.0	815	77.4	242	75.6
AMERICAN AIRLINES NETWORK	992	67.2	736	53.4	527	59.4	349	67.6	976	60.5	1629	70.5	1236	61.6	5576	73.6
- AMERICAN AIRLINES	406	65.3	664	53.2	527	59.4	144	54.2	694	55.5	1221	69.1	1236	61.6	3577	65.8
- BRANDED CODESHARE PARTNERS	586	68.6	72	55.6	0	0.0	205	77.1	282	72.7	408	74.8	0	0.0	1999	87.5
DELTA AIR LINES NETWORK	11638	81.9	910	54.2	942	71.5	608	80.8	789	70.8	5180	73.4	1637	84.0	4285	78.7
- DELTA AIR LINES	5149	82.2	497	56.7	939	71.5	290	84.1	376	67.0	2812	76.8	1192	84.2	3270	78.4
- BRANDED CODESHARE PARTNERS	6489	81.6	413	51.1	3	100.0	318	77.7	413	74.3	2368	69.3	445	83.4	1015	79.5
FRONTIER AIRLINES	116	78.4	0	0.0	60	70.0	87	69.0	110	49.1	0	0.0	697	57.1	90	65.6
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	60.0	81	86.4	180	80.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	60.0	81	86.4	180	80.0
- 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	90	73.3	635	52.9	1895	64.4	0	0.0	0	0.0	3509	72.4	358	79.9	573	78.7
SOUTHWEST AIRLINES	516	72.5	425	49.2	1826	76.8	151	70.9	0	0.0	0	0.0	5910	79.9	3388	70.0
SPIRIT AIRLINES	983	71.9	319	66.8	1549	72.6	0	0.0	636	70.0	0	0.0	1527	74.7	767	71.8
UNITED AIRLINES NETWORK	762	66.8	9780	58.6	515	64.5	6807	74.4	12240	71.3	0	0.0	1134	75.7	4155	78.1
- UNITED AIRLINES	123	61.8	4693	63.5	515	64.5	2385	76.6	5122	73.5	0	0.0	1134	75.7	2460	75.4
- BRANDED CODESHARE PARTNERS	639	67.8	5087	54.1	0	0.0	4422	73.2	7118	69.8	0	0.0	0	0.0	1695	81.9
TOTAL	15,152	79.1	13,234	58.1	7,697	68.9	8,175	74.4	14,811	70.4	10,768	72.4	14,121	76.8	21,383	75.9

* 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)

JUNE 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	142	90.1	0	0.0	0	0.0	145	83.4	332	75.6	4141	87.2	140	77.9
- ALASKA AIRLINES	0	0.0	142	90.1	0	0.0	0	0.0	115	80.9	316	77.5	1598	83.0	140	77.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	30	93.3	16	37.5	2543	89.8	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	4378	64.4	1507	63.6	0	0.0	6075	73.6	846	69.0	14591	64.3	428	66.8	10412	75.9
- AMERICAN AIRLINES	2093	61.7	1507	63.6	0	0.0	3969	73.9	595	65.9	5745	65.5	341	63.9	4024	72.9
- BRANDED CODESHARE PARTNERS	2285	66.8	0	0.0	0	0.0	2106	73.0	251	76.5	8846	63.6	87	78.2	6388	77.8
DELTA AIR LINES NETWORK	7124	65.5	1626	75.3	495	83.4	735	73.6	11344	84.4	1601	66.2	951	84.4	886	77.7
- DELTA AIR LINES	2557	64.9	1614	75.2	193	82.9	730	73.8	6196	84.1	1233	67.6	775	86.3	558	77.2
- BRANDED CODESHARE PARTNERS	4567	65.9	12	91.7	302	83.8	5	40.0	5148	84.7	368	61.7	176	76.1	328	78.4
FRONTIER AIRLINES	90	62.2	998	60.4	0	0.0	60	63.3	162	67.3	270	54.8	56	53.6	498	66.5
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	71.7	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	71.7	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	511	56.9	1553	65.6	0	0.0	0	0.0	86	74.4	225	55.6	105	71.4	223	67.3
SOUTHWEST AIRLINES	1008	63.4	3448	75.6	6742	76.5	0	0.0	699	69.2	0	0.0	1199	73.9	712	70.2
SPIRIT AIRLINES	329	62.6	1483	71.5	0	0.0	0	0.0	299	77.6	890	60.7	90	84.4	377	70.8
UNITED AIRLINES NETWORK	1132	56.4	1107	71.9	0	0.0	313	64.9	756	69.2	16895	65.0	660	72.0	427	64.4
- UNITED AIRLINES	718	55.3	1107	71.9	0	0.0	284	62.7	316	70.3	6880	69.1	660	72.0	388	61.9
- BRANDED CODESHARE PARTNERS	414	58.2	0	0.0	0	0.0	29	86.2	440	68.4	10015	62.2	0	0.0	39	89.7
TOTAL	14,572	63.9	11,864	70.8	7,237	77.0	7,183	73.1	14,337	81.5	34,804	64.6	7,690	81.7	13,675	74.7

* 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)

JUNE 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	273	87.5	1508	84.7	9181	81.2	2535	73.9	320	86.6	31	87.1
- ALASKA AIRLINES	218	87.6	914	82.8	6109	80.9	1939	72.7	145	91.0	31	87.1
- BRANDED CODESHARE PARTNERS	55	87.3	594	87.5	3072	81.8	596	77.9	175	82.9	0	0.0
ALLEGiant AIR	0	0.0	33	66.7	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7269	77.6	950	65.9	912	59.6	1365	62.0	517	68.9	1018	62.8
- AMERICAN AIRLINES	4826	74.7	800	62.0	764	54.6	1215	60.9	373	67.6	1018	62.8
- BRANDED CODESHARE PARTNERS	2443	83.3	150	86.7	148	85.8	150	70.7	144	72.2	0	0.0
DELTA AIR LINES NETWORK	928	80.2	1036	79.8	4376	82.9	1429	77.4	7592	86.1	1084	75.4
- DELTA AIR LINES	697	80.9	812	80.7	2910	83.3	1401	77.0	4125	85.6	996	75.5
- BRANDED CODESHARE PARTNERS	231	77.9	224	76.8	1466	82.0	28	96.4	3467	86.6	88	73.9
FRONTIER AIRLINES	132	62.9	162	66.0	89	44.9	153	58.2	117	47.9	251	71.3
HAWAIIAN AIRLINES NETWORK	30	83.3	60	80.0	60	55.0	60	71.7	0	0.0	0	0.0
- HAWAIIAN AIRLINES	30	83.3	60	80.0	60	55.0	60	71.7	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
UNITED AIRLINES NETWORK	694	71.6	995	75.4	1023	70.2	7954	75.5	659	68.9	657	70.8
- UNITED AIRLINES	557	66.8	841	75.0	971	68.9	5067	74.7	135	60.7	653	70.6
- BRANDED CODESHARE PARTNERS	137	91.2	154	77.3	52	94.2	2887	76.9	524	71.0	4	100.0
TOTAL	14,422	77.0	8,572	76.5	17,180	78.5	15,206	73.1	10,355	82.3	6,187	73.1

* 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)

JUNE 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	60	85.0	294	82.7	168	83.3	0	0.0	30	96.7	150	87.3	175	66.9	145	83.4
ALLEGiant AIR	0	0.0	0	0.0	42	78.6	0	0.0	0	0.0	0	0.0	35	74.3	0	0.0
AMERICAN AIRLINES	1072	64.5	2159	68.3	512	64.8	8022	75.5	0	0.0	2059	69.2	875	55.5	13553	65.9
DELTA AIR LINES	21194	81.7	1615	74.1	640	82.2	608	85.5	138	74.6	796	77.6	1007	75.6	909	66.0
ENDEAVOR AIR	3600	71.9	392	67.9	240	74.2	208	66.8	0	0.0	135	78.5	0	0.0	176	72.7
ENVOY AIR	23	73.9	0	0.0	60	80.0	420	78.8	0	0.0	110	78.2	0	0.0	5264	74.5
EXPRESSJET AIRLINES	39	76.9	0	0.0	0	0.0	1	0.0	0	0.0	169	66.9	0	0.0	10	50.0
FRONTIER AIRLINES	326	67.8	76	51.3	30	73.3	107	53.3	0	0.0	89	66.3	2439	61.0	128	54.7
HAWAIIAN AIRLINES	0	0.0	26	69.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	290	68.3	4307	69.5	167	76.6	142	79.6	0	0.0	876	71.7	113	69.0	55	78.2
MESA AIRLINES	125	57.6	4	50.0	0	0.0	177	67.2	0	0.0	88	76.1	0	0.0	3888	66.3
PSA AIRLINES	111	71.2	0	0.0	0	0.0	8329	79.9	0	0.0	2421	74.2	0	0.0	0	0.0
REPUBLIC AIRWAYS	590	68.6	924	72.0	0	0.0	812	85.3	0	0.0	2637	79.1	393	73.0	24	70.8
SKYWEST AIRLINES	2407	77.7	257	70.8	26	76.9	202	75.7	280	77.9	80	66.3	4659	65.3	1447	75.5
SOUTHWEST AIRLINES	3317	75.7	922	68.8	6030	80.6	280	68.9	5655	73.5	1335	74.2	6166	66.4	0	0.0
SPIRIT AIRLINES	866	71.0	450	64.4	899	72.2	44	81.8	0	0.0	0	0.0	450	60.7	940	67.8
UNITED AIRLINES	330	71.2	1183	65.8	309	67.6	134	56.7	0	0.0	357	71.1	6065	70.2	524	64.3
TOTAL	34,350	78.3	12,609	69.6	9,123	78.3	19,486	77.7	6,103	73.8	11,302	74.4	22,377	66.6	27,063	68.3

* 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)

JUNE 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	55	87.3	351	69.5	65	89.2	173	69.9	60	86.7	420	69.5	666	83.3	1749	81.9
ALLEGiant AIR	0	0.0	78	89.7	318	42.8	0	0.0	0	0.0	0	0.0	815	77.4	242	75.6
AMERICAN AIRLINES	406	65.3	664	53.2	527	59.4	144	54.2	694	55.5	1221	69.1	1236	61.6	3577	65.8
DELTA AIR LINES	5149	82.2	497	56.7	939	71.5	290	84.1	376	67.0	2812	76.8	1192	84.2	3270	78.4
ENDEAVOR AIR	1447	82.1	79	59.5	2	100.0	119	72.3	92	73.9	1993	69.2	0	0.0	0	0.0
ENVOY AIR	57	61.4	60	60.0	0	0.0	0	0.0	57	61.4	360	73.1	0	0.0	0	0.0
EXPRESSJET AIRLINES	14	50.0	1295	46.9	0	0.0	0	0.0	2376	66.2	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	116	78.4	0	0.0	60	70.0	87	69.0	110	49.1	0	0.0	697	57.1	90	65.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	60.0	81	86.4	180	80.0
JETBLUE AIRWAYS	90	73.3	635	52.9	1895	64.4	0	0.0	0	0.0	3509	72.4	358	79.9	573	78.7
MESA AIRLINES	231	67.1	0	0.0	0	0.0	2105	72.9	2795	71.7	0	0.0	0	0.0	0	0.0
PSA AIRLINES	98	79.6	0	0.0	0	0.0	205	77.1	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	677	74.4	2062	61.3	0	0.0	0	0.0	1268	74.9	181	76.8	0	0.0	0	0.0
SKYWEST AIRLINES	4025	80.5	98	52.0	0	0.0	408	80.9	1210	69.2	242	68.2	142	89.4	2589	84.0
SOUTHWEST AIRLINES	516	72.5	425	49.2	1826	76.8	151	70.9	0	0.0	0	0.0	5910	79.9	3388	70.0
SPIRIT AIRLINES	983	71.9	319	66.8	1549	72.6	0	0.0	636	70.0	0	0.0	1527	74.7	767	71.8
UNITED AIRLINES	123	61.8	4693	63.5	515	64.5	2385	76.6	5122	73.5	0	0.0	1134	75.7	2460	75.4
TOTAL	13,987	79.1	11,256	59.4	7,696	68.9	6,067	74.9	14,796	70.4	10,768	72.4	13,758	76.7	18,885	74.9

* 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)

JUNE 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	142	90.1	0	0.0	0	0.0	115	80.9	316	77.5	1598	83.0	140	77.9
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	2093	61.7	1507	63.6	0	0.0	3969	73.9	595	65.9	5745	65.5	341	63.9	4024	72.9
DELTA AIR LINES	2557	64.9	1614	75.2	193	82.9	730	73.8	6196	84.1	1233	67.6	775	86.3	558	77.2
ENDEAVOR AIR	1916	64.2	3	100.0	0	0.0	4	25.0	979	81.4	243	65.4	0	0.0	174	74.7
ENVOY AIR	948	62.8	0	0.0	0	0.0	1093	66.7	56	67.9	6031	64.2	0	0.0	0	0.0
EXPRESSJET AIRLINES	134	61.2	0	0.0	0	0.0	0	0.0	0	0.0	958	56.3	0	0.0	0	0.0
FRONTIER AIRLINES	90	62.2	998	60.4	0	0.0	60	63.3	162	67.3	270	54.8	56	53.6	498	66.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	71.7	0	0.0
JETBLUE AIRWAYS	511	56.9	1553	65.6	0	0.0	0	0.0	86	74.4	225	55.6	105	71.4	223	67.3
MESA AIRLINES	108	58.3	0	0.0	0	0.0	29	86.2	99	64.6	0	0.0	0	0.0	39	89.7
PSA AIRLINES	180	62.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1414	74.7
REPUBLIC AIRWAYS	2855	69.3	0	0.0	0	0.0	1013	79.6	489	72.6	1155	71.8	0	0.0	1779	81.2
SKYWEST AIRLINES	1100	63.6	0	0.0	254	83.9	0	0.0	4197	85.5	5701	62.8	688	91.6	29	86.2
SOUTHWEST AIRLINES	1008	63.4	3448	75.6	6742	76.5	0	0.0	699	69.2	0	0.0	1199	73.9	712	70.2
SPIRIT AIRLINES	329	62.6	1483	71.5	0	0.0	0	0.0	299	77.6	890	60.7	90	84.4	377	70.8
UNITED AIRLINES	718	55.3	1107	71.9	0	0.0	284	62.7	316	70.3	6880	69.1	660	72.0	388	61.9
TOTAL	14,547	63.9	11,855	70.7	7,189	76.9	7,182	73.1	14,288	81.5	29,647	65.4	5,572	79.5	10,355	73.9

* 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)

JUNE 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	218	87.6	914	82.8	6109	80.9	1939	72.7	145	91.0	31	87.1
ALLEGiant AIR	0	0.0	33	66.7	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4826	74.7	800	62.0	764	54.6	1215	60.9	373	67.6	1018	62.8
DELTA AIR LINES	697	80.9	812	80.7	2910	83.3	1401	77.0	4125	85.6	996	75.5
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	4	50.0
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	6	66.7	0	0.0
FRONTIER AIRLINES	132	62.9	162	66.0	89	44.9	153	58.2	117	47.9	251	71.3
HAWAIIAN AIRLINES	30	83.3	60	80.0	60	55.0	60	71.7	0	0.0	0	0.0
JETBLUE AIRWAYS	90	61.1	142	78.2	206	81.6	438	75.1	228	77.2	413	74.1
MESA AIRLINES	1481	79.1	0	0.0	0	0.0	0	0.0	10	80.0	2	100.0
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	91	70.3	2	100.0
SKYWEST AIRLINES	1099	90.0	602	86.5	557	86.7	3251	77.1	3587	85.3	0	0.0
SOUTHWEST AIRLINES	4976	76.4	3446	75.6	1063	68.3	1272	64.5	922	72.6	2336	77.1
SPIRIT AIRLINES	30	56.7	240	75.4	270	65.9	0	0.0	0	0.0	397	73.3
UNITED AIRLINES	557	66.8	841	75.0	971	68.9	5067	74.7	135	60.7	653	70.6
TOTAL	14,136	76.9	8,052	76.2	12,999	77.5	14,796	73.0	9,739	82.5	6,103	73.1

* 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)

JUNE 2019

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	87.4	80.6	88.5	87.3	93.1	89.3	86.6	81.7	78.0	78.3	77.1	85.3	80.4	82.2	94.6	86.2
0700-0759	90.8	87.4	92.2	83.5	87.1	87.9	85.4	78.1	90.0	77.7	89.2	83.9	71.8	81.9	91.8	90.5
0800-0859	85.9	84.2	95.4	88.7	87.1	88.2	83.8	79.8	91.9	83.1	86.6	84.8	77.3	81.7	93.4	83.0
0900-0959	88.5	87.8	91.4	87.5	87.0	86.6	84.0	76.0	87.8	83.3	83.6	88.9	67.8	84.6	91.8	82.2
1000-1059	87.2	87.0	91.0	87.4	87.5	89.4	80.7	75.4	83.7	81.5	87.0	89.0	75.2	90.6	87.5	86.0
1100-1159	87.6	84.2	89.8	87.4	86.0	85.9	84.7	80.1	86.9	82.2	74.7	82.5	81.7	84.7	86.9	81.7
1200-1259	85.8	86.0	91.6	83.1	87.5	86.4	83.1	80.7	83.7	82.9	79.4	88.3	80.1	81.4	82.9	79.7
1300-1359	85.5	83.8	86.9	81.8	84.7	84.1	81.6	74.1	85.0	70.2	74.2	85.4	74.4	78.0	79.8	78.1
1400-1459	81.1	78.3	86.9	77.2	82.9	80.8	68.5	73.1	82.8	60.5	73.8	84.9	76.0	80.3	82.5	80.6
1500-1559	77.0	72.4	83.9	79.2	77.0	81.1	62.0	67.7	79.0	47.8	69.1	81.0	70.1	72.4	79.6	80.2
1600-1659	74.5	66.3	77.0	70.6	74.9	71.3	52.5	66.8	77.3	47.8	55.3	74.2	67.7	66.8	76.9	74.2
1700-1759	72.4	63.1	66.9	74.3	73.2	66.9	48.1	61.8	74.2	39.6	62.6	70.2	63.6	68.6	71.9	72.0
1800-1859	70.0	54.4	68.6	72.1	61.8	57.3	46.1	54.3	74.8	43.2	60.4	66.3	64.2	58.8	72.5	67.4
1900-1959	66.6	50.2	64.8	65.2	64.1	55.6	46.6	56.6	75.6	36.1	54.9	74.5	62.0	62.2	67.9	68.1
2000-2059	64.5	51.5	65.2	70.1	57.3	59.2	42.2	49.5	68.0	37.2	58.0	68.8	62.9	60.3	66.4	66.4
2100-2159	67.4	52.7	67.9	61.6	56.0	62.7	52.0	52.1	69.3	40.5	60.1	61.3	56.7	56.4	66.4	65.1
2200-2259	69.1	53.3	60.9	54.7	52.3	55.7	53.0	53.5	64.8	42.4	52.0	45.3	59.0	59.0	62.4	60.1
2300-0559	64.2	62.3	62.8	58.3	53.6	59.3	56.1	61.5	61.3	59.9	58.2	68.7	65.3	69.3	59.2	64.8
TOTAL	78.3	69.6	78.3	77.7	73.8	74.4	66.6	68.3	79.1	59.4	68.9	74.9	70.4	72.4	76.7	74.9

* 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)

JUNE 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	70.9	93.5	76.1	93.4	85.8	96.3	79.6	88.3	75.5	93.0	89.7	91.3	100.0	85.2
0700-0759	84.0	90.2	94.8	88.1	89.4	84.7	94.3	85.9	87.7	86.3	94.8	86.9	96.2	86.2	87.0
0800-0859	81.8	89.1	92.1	84.6	89.3	82.1	95.7	88.0	85.8	88.8	85.9	76.8	95.1	87.6	85.1
0900-0959	80.9	89.9	90.1	86.7	91.1	77.2	92.5	89.9	83.9	87.0	84.3	72.7	91.0	87.2	84.1
1000-1059	80.4	85.9	91.0	84.1	86.6	81.7	87.6	88.9	88.3	85.3	82.3	67.0	90.6	82.2	84.3
1100-1159	81.8	84.6	87.7	82.6	89.6	79.2	87.6	83.0	85.3	83.3	76.7	75.1	86.8	83.9	83.2
1200-1259	76.3	81.4	86.7	70.5	88.9	74.8	85.5	85.3	84.1	82.5	80.0	74.9	85.4	80.1	82.3
1300-1359	72.5	83.3	84.3	79.0	84.3	71.2	88.5	87.0	81.4	81.9	79.1	82.0	90.3	79.2	79.8
1400-1459	64.7	74.6	81.5	76.0	86.6	62.0	81.5	78.2	80.7	80.9	80.2	78.6	84.6	85.5	76.5
1500-1559	61.9	67.8	75.5	74.8	85.9	60.7	87.8	74.4	75.7	71.4	84.3	77.9	89.8	74.7	73.3
1600-1659	55.9	69.1	75.5	70.9	82.3	57.2	77.6	70.0	77.3	77.1	83.9	76.2	83.3	72.2	69.7
1700-1759	54.1	67.0	72.4	68.0	76.9	50.2	77.9	63.4	71.1	75.1	76.5	75.7	70.0	72.8	65.3
1800-1859	49.9	60.2	72.3	60.6	74.6	48.0	73.1	62.4	71.2	68.1	81.0	74.0	79.5	67.3	63.5
1900-1959	49.9	64.6	68.2	61.7	71.1	42.9	74.1	60.2	68.0	68.0	76.3	75.7	77.0	67.8	62.2
2000-2059	44.9	54.3	63.1	58.7	69.5	44.0	73.7	58.7	64.1	67.6	66.8	66.2	62.1	61.7	59.6
2100-2159	47.1	52.2	58.7	64.6	72.5	47.1	74.4	55.6	64.2	72.4	68.7	65.8	74.6	61.2	60.6
2200-2259	47.6	52.1	62.5	57.2	57.3	55.9	66.8	56.0	56.5	63.0	66.2	59.8	64.6	57.5	58.1
2300-0559	50.6	60.1	49.8	62.3	65.0	69.9	64.0	61.5	55.6	61.1	70.1	63.8	55.2	64.7	62.2
TOTAL	63.9	70.7	76.9	73.1	81.5	65.4	79.5	73.9	76.9	76.2	77.5	73.0	82.5	73.1	73.1

* 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)

JUNE 2019

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	85.4	90.7	89.9	88.6	91.8	93.0	89.4	80.0	93.3	86.2	89.7	94.1	85.2	92.0	92.9	88.4
0700-0759	89.1	86.4	84.7	88.2	89.0	90.2	83.0	79.3	90.2	84.1	89.1	91.4	83.4	85.0	89.9	84.8
0800-0859	87.8	85.8	86.7	84.5	79.2	88.6	84.5	78.6	87.5	79.6	88.2	87.1	84.1	88.8	84.0	82.5
0900-0959	86.1	83.8	87.2	85.9	82.6	89.3	83.9	75.7	86.1	77.9	81.5	88.6	82.9	84.5	86.7	76.0
1000-1059	84.9	84.4	87.3	80.3	73.4	87.5	78.1	72.8	83.9	79.7	81.6	85.5	81.1	83.8	87.5	75.3
1100-1159	83.2	83.0	84.4	83.8	75.3	86.2	75.6	70.4	77.7	77.3	75.6	82.9	76.6	85.2	81.6	75.2
1200-1259	80.8	81.8	78.5	75.7	73.7	83.0	77.0	73.0	83.9	71.9	72.4	85.2	75.3	77.8	76.6	73.8
1300-1359	81.0	79.8	77.7	78.8	73.1	78.1	74.2	68.5	74.5	66.4	58.1	85.4	66.3	79.5	75.3	68.4
1400-1459	77.7	73.9	75.6	71.7	71.0	81.3	68.5	64.8	78.4	65.4	66.7	79.4	67.9	72.9	70.8	69.7
1500-1559	71.4	72.4	72.2	67.1	67.8	75.1	56.3	61.9	75.5	53.7	60.3	81.2	68.0	70.7	74.7	74.5
1600-1659	67.5	63.8	68.4	67.3	61.9	68.5	50.0	60.3	70.9	49.7	52.3	81.7	63.3	67.4	70.9	72.9
1700-1759	65.8	61.1	59.9	64.6	59.4	62.0	47.1	55.6	70.7	46.3	47.3	66.6	55.9	68.6	67.0	71.5
1800-1859	62.9	58.6	56.6	63.0	58.0	52.2	44.7	56.6	70.4	46.0	60.1	66.2	62.9	61.2	63.0	68.9
1900-1959	63.6	49.8	57.4	62.9	47.2	55.3	43.8	48.7	62.7	43.7	54.3	62.7	62.2	56.0	68.2	67.2
2000-2059	60.5	46.6	55.0	59.3	43.0	58.1	46.1	54.7	73.1	39.2	59.8	57.8	61.5	61.2	50.9	69.2
2100-2159	61.9	54.0	45.4	55.3	38.5	58.2	35.9	47.4	67.8	45.4	58.0	63.0	65.3	57.9	63.9	69.2
2200-2259	63.3	54.9	62.9	63.9	45.0	62.5	45.4	52.9	71.4	46.4	65.7	67.3	58.3	63.2	60.4	63.0
2300-0559	70.0	92.0	69.0	80.0	0.0	92.0	73.5	77.1	96.8	84.4	80.6	93.2	76.8	80.7	77.3	70.6
TOTAL	74.4	74.4	73.7	73.1	68.4	76.0	65.2	65.5	79.1	63.7	69.1	78.1	71.3	74.7	75.6	73.9

* 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)

JUNE 2019

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.2	92.2	92.5	87.9	93.8	87.1	95.3	87.5	89.5	92.9	91.7	92.5	95.0	93.1	90.1
0700-0759	88.0	88.6	84.6	87.5	89.6	84.7	93.2	87.3	88.6	82.4	90.7	90.1	92.1	91.8	86.8
0800-0859	84.4	86.1	85.5	88.1	89.5	82.8	89.5	85.3	84.1	80.6	89.0	85.6	90.3	86.9	85.3
0900-0959	82.3	87.5	84.7	90.3	90.0	79.0	91.9	87.1	79.3	80.9	82.3	75.7	88.3	81.1	83.1
1000-1059	77.6	83.2	83.3	83.0	87.0	75.6	86.8	87.4	77.3	84.0	80.0	72.2	85.0	83.0	80.3
1100-1159	82.5	81.2	75.8	74.1	86.6	77.2	85.4	83.3	76.8	76.6	75.5	68.2	88.7	72.0	79.8
1200-1259	79.3	78.1	76.1	76.7	86.1	72.9	86.8	82.9	77.7	77.2	75.7	69.8	86.7	76.8	77.6
1300-1359	74.3	64.5	72.4	62.8	81.8	71.0	79.6	79.9	77.2	73.9	76.0	70.8	81.1	69.6	74.9
1400-1459	66.7	62.3	60.9	70.5	82.4	65.1	83.6	80.1	71.8	72.3	76.5	73.6	81.0	61.3	70.9
1500-1559	62.0	56.3	63.5	63.1	80.1	59.3	78.4	65.9	67.7	77.5	72.6	75.7	83.4	63.1	68.4
1600-1659	56.6	55.5	55.5	54.3	75.3	59.8	81.5	68.0	68.8	64.1	74.2	74.5	75.2	63.2	64.3
1700-1759	51.6	54.1	57.3	65.5	75.7	53.5	76.8	65.7	72.1	72.4	78.7	72.3	78.8	60.2	63.2
1800-1859	54.3	55.9	51.9	63.2	73.6	54.4	66.2	62.1	65.5	73.7	82.0	74.6	66.0	57.8	60.4
1900-1959	48.8	50.5	57.6	58.8	73.6	52.1	75.6	54.8	60.6	67.6	78.2	75.8	69.9	62.1	58.6
2000-2059	51.1	50.2	47.9	67.2	75.8	48.9	73.3	61.7	65.5	64.0	77.8	74.5	77.7	64.8	60.1
2100-2159	45.9	49.4	44.0	64.5	75.6	49.8	84.4	64.2	59.0	68.2	72.2	76.4	61.5	62.3	58.8
2200-2259	52.9	45.5	40.3	64.0	81.0	56.2	67.9	66.7	57.6	84.2	79.2	72.3	78.4	66.3	62.2
2300-0559	95.0	71.8	93.4	84.0	96.1	88.9	81.5	88.7	80.4	0.0	82.1	72.9	82.1	91.3	78.7
TOTAL	69.5	69.7	67.5	70.9	82.8	67.2	84.0	75.2	74.4	77.6	80.3	76.0	83.3	74.0	72.9

* 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
JUNE 2019

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	90.0	88.3	60	60
Abilene, TX (ABI)	68.8	73.2	205	205
Adak Island, AK (ADK)	88.9	66.7	9	9
Aguadilla, PR (BQN)	60.2	66.0	216	215
Akron, OH (CAK)	64.0	75.2	536	536
Albany, GA (ABY)	83.3	91.7	84	84
Albany, NY (ALB)	73.1	79.5	1119	1120
Albuquerque, NM (ABQ)	72.2	77.5	2063	2064
Alexandria, LA (AEX)	68.0	73.0	259	259
Allentown/Bethlehem/Easton, PA (ABE)	76.5	78.1	443	443
Alpena, MI (APN)	84.3	86.3	51	51
Amarillo, TX (AMA)	72.1	77.3	437	437
Anchorage, AK (ANC)	84.4	89.3	2101	2102
Appleton, WI (ATW)	77.7	81.8	364	363
Arcata/Eureka, CA (ACV)	69.1	74.9	175	175
Asheville, NC (AVL)	71.1	76.2	861	862
Ashland, WV (HTS)	72.9	63.9	118	119
Aspen, CO (ASE)	67.9	70.5	548	546
Atlanta, GA (ATL)	78.3	74.4	34350	34345
Atlantic City, NJ (ACY)	72.3	82.3	231	232
Augusta, GA (AGS)	74.9	74.9	402	402
Austin, TX (AUS)	73.2	72.9	5827	5828
Bakersfield, CA (BFL)	70.0	84.3	210	210
Baltimore, MD (BWI)	78.3	73.7	9123	9119
Bangor, ME (BGR)	72.6	73.3	358	359
Barrow, AK (BRW)	93.3	90.0	60	60
Baton Rouge, LA (BTR)	70.4	78.9	666	665
Beaumont/Port Arthur, TX (BPT)	72.9	75.3	85	85
Bellefonte, PA (BFD)	71.7	66.7	138	138
Bellingham, WA (BLI)	91.2	93.2	148	148
Bemidji, MN (BJI)	91.7	90.0	60	60
Bend/Redmond, OR (RDM)	76.2	80.2	378	379
Bethel, AK (BET)	88.2	92.6	68	68
Billings, MT (BIL)	78.0	82.2	440	438
Binghamton, NY (BGM)	72.9	76.5	85	85
Birmingham, AL (BHM)	69.0	72.8	1750	1749
Bismarck/Mandan, ND (BIS)	78.0	84.6	377	377
Bloomington/Normal, IL (BMI)	65.8	75.4	272	272
Boise, ID (BOI)	78.9	85.3	1567	1568
Boston, MA (BOS)	69.6	74.4	12609	12612
Bozeman, MT (BZN)	76.5	81.1	673	671

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	96.0	94.0	50	50
Branson, MO (BKG)	66.7	63.9	36	36
Bristol/Johnson City/Kingsport, TN (TRI)	82.6	83.2	334	334
Brownsville, TX (BRO)	69.5	77.1	236	236
Brunswick, GA (BQK)	70.8	83.1	89	89
Buffalo, NY (BUF)	73.8	79.3	2126	2127
Burbank, CA (BUR)	79.2	80.0	2745	2744
Burlington, VT (BTV)	72.0	76.2	903	903
Butte, MT (BTM)	92.7	96.4	55	55
Concord, NC (USA)	75.0	73.6	148	148
Cape Girardeau, MO (CGI)	57.5	66.3	80	80
Casper, WY (CPR)	81.3	83.8	112	111
Cedar City, UT (CDC)	94.1	90.6	85	85
Cedar Rapids/Iowa City, IA (CID)	72.2	76.4	884	884
Champaign/Urbana, IL (CMI)	63.5	79.6	260	260
Charleston, SC (CHS)	74.6	77.6	2345	2345
Charleston/Dunbar, WV (CRW)	73.0	78.2	348	348
Charlotte Amalie, VI (STT)	80.9	80.6	346	346
Charlotte, NC (CLT)	77.7	73.1	19486	19488
Charlottesville, VA (CHO)	69.3	69.4	479	480
Chattanooga, TN (CHA)	76.9	78.0	696	696
Cheyenne, WY (CYS)	63.3	68.3	60	60
Chicago, IL (MDW)	76.9	67.5	7189	7188
Chicago, IL (ORD)	65.4	67.2	29647	29640
Christiansted, VI (STX)	71.6	84.1	88	88
Cincinnati, OH (CVG)	70.3	72.9	4249	4250
Clarksburg/Fairmont, WV (CKB)	73.8	70.2	84	84
Cleveland, OH (CLE)	73.0	77.3	4372	4370
Cody, WY (COD)	82.0	84.3	50	51
College Station/Bryan, TX (CLL)	78.3	82.2	180	180
Colorado Springs, CO (COS)	66.5	73.3	913	914
Columbia, MO (COU)	66.2	65.9	210	211
Columbia, SC (CAE)	72.7	78.1	578	581
Columbus, GA (CSG)	71.1	74.6	114	114
Columbus, MS (GTR)	70.8	80.2	106	106
Columbus, OH (CMH)	73.2	78.4	4066	4060
Columbus, OH (LCK)	76.1	72.4	155	156
Cordova, AK (CDV)	81.7	86.7	60	60
Corpus Christi, TX (CRP)	66.9	73.7	483	482
Dallas, TX (DAL)	73.8	68.4	6103	6102
Dallas/Fort Worth, TX (DFW)	68.3	65.5	27063	27070

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dayton, OH (DAY)	69.1	77.8	1220	1220
Daytona Beach, FL (DAB)	75.0	81.2	276	276
Deadhorse, AK (SCC)	95.0	96.3	80	80
Del Rio, TX (DRT)	65.0	76.7	60	60
Denver, CO (DEN)	66.6	65.2	22377	22381
Des Moines, IA (DSM)	73.3	79.9	1454	1453
Detroit, MI (DTW)	79.1	79.1	13987	13983
Devils Lake, ND (DVL)	68.6	82.4	51	51
Dillingham, AK (DLG)	92.0	76.0	25	25
Dothan, AL (DHN)	83.3	81.6	114	114
Dubuque, IA (DBQ)	59.8	74.7	87	87
Duluth, MN (DLH)	73.1	69.7	338	337
Durango, CO (DRO)	65.1	73.0	312	311
Eagle, CO (EGE)	72.9	86.8	107	106
Eau Claire, WI (EAU)	48.3	71.7	60	60
El Paso, TX (ELP)	70.7	76.3	1411	1412
Elko, NV (EKO)	92.7	94.5	55	55
Elmira/Corning, NY (ELM)	95.8	91.7	24	24
Erie, PA (ERI)	75.4	74.6	118	118
Escanaba, MI (ESC)	76.0	76.0	50	50
Eugene, OR (EUG)	77.6	83.1	473	472
Evansville, IN (EVV)	65.5	69.5	357	357
Everett, WA (PAE)	79.3	87.2	179	179
Fairbanks, AK (FAI)	87.1	91.1	498	497
Fargo, ND (FAR)	71.3	76.2	484	483
Fayetteville, AR (XNA)	69.2	72.6	1188	1188
Fayetteville, NC (FAY)	76.7	81.0	348	348
Flagstaff, AZ (FLG)	84.9	86.5	185	185
Flint, MI (FNT)	70.5	76.7	278	279
Fort Lauderdale, FL (FLL)	68.9	69.1	7696	7695
Fort Myers, FL (RSW)	77.4	78.8	1941	1947
Fort Smith, AR (FSM)	69.4	76.9	173	173
Fort Wayne, IN (FWA)	72.9	80.1	602	602
Fresno, CA (FAT)	79.9	80.6	1056	1056
Gainesville, FL (GNV)	72.6	75.1	445	445
Garden City, KS (GCK)	71.7	75.0	60	60
Gillette, WY (GCC)	65.0	81.7	60	60
Grand Forks, ND (GFK)	86.4	87.5	176	176
Grand Island, NE (GRI)	78.4	75.5	102	102
Grand Junction, CO (GJT)	81.3	83.3	358	366
Grand Rapids, MI (GRR)	69.2	76.9	1610	1612

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Great Falls, MT (GTF)	87.3	91.7	158	157
Green Bay, WI (GRB)	70.1	78.9	455	454
Greensboro/High Point, NC (GSO)	67.8	75.8	1243	1242
Greer, SC (GSP)	68.6	72.8	1458	1460
Guam, TT (GUM)	95.6	88.2	68	68
Gulfport/Biloxi, MS (GPT)	67.4	74.6	362	362
Gunnison, CO (GUC)	61.5	64.0	26	25
Gustavus, AK (GST)	92.0	92.0	25	25
Hagerstown, MD (HGR)	79.3	79.3	29	29
Hancock/Houghton, MI (CMX)	60.0	71.7	60	60
Harlingen/San Benito, TX (HRL)	72.7	73.6	385	386
Harrisburg, PA (MDT)	73.2	74.5	538	537
Hartford, CT (BDL)	73.0	80.0	2339	2342
Hattiesburg/Laurel, MS (PIB)	55.0	78.3	60	60
Hayden, CO (HDN)	68.6	82.9	35	35
Hays, KS (HYS)	66.0	71.0	100	100
Helena, MT (HLN)	90.1	95.5	111	111
Hibbing, MN (HIB)	90.0	90.0	50	50
Hilo, HI (ITO)	94.2	94.4	533	533
Hilton Head, SC (HHH)	71.0	79.6	279	279
Hobbs, NM (HOB)	61.8	76.4	55	55
Honolulu, HI (HNL)	86.7	89.6	4623	4623
Houston, TX (HOU)	74.0	63.5	5142	5146
Houston, TX (IAH)	70.4	71.3	14796	14807
Huntsville, AL (HSV)	70.9	77.6	848	848
Hyannis, MA (HYA)	83.3	61.1	18	18
Idaho Falls, ID (IDA)	82.9	83.9	193	193
Indianapolis, IN (IND)	72.4	77.9	4164	4162
International Falls, MN (INL)	89.8	86.4	59	59
Iron Mountain/Kingsfd, MI (IMT)	89.1	89.1	55	55
Islip, NY (ISP)	74.0	81.4	427	429
Ithaca/Cortland, NY (ITH)	81.2	77.6	85	85
Jackson, WY (JAC)	70.7	80.3	536	528
Jackson/Vicksburg, MS (JAN)	66.5	74.3	678	678
Jacksonville, FL (JAX)	72.1	76.9	3006	3006
Jacksonville/Camp Lejeune, NC (OAJ)	74.1	76.8	224	224
Jamestown, ND (JMS)	72.8	76.5	81	81
Joplin, MO (JLN)	69.1	76.2	152	151
Juneau, AK (JNU)	90.9	91.5	473	472
Kahului, HI (OGG)	88.1	88.3	2454	2454
Kalamazoo, MI (AZO)	77.8	80.6	72	72

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kalispell, MT (FCA)	81.5	85.6	357	355
Kansas City, MO (MCI)	72.7	77.1	4703	4704
Kearney, NE (EAR)	64.8	75.9	54	54
Ketchikan, AK (KTN)	85.8	89.1	247	247
Key West, FL (EYW)	84.8	79.6	401	401
Killeen, TX (GRK)	70.5	75.4	292	293
King Salmon, AK (AKN)	96.0	96.0	25	25
Knoxville, TN (TYS)	67.5	75.7	1573	1573
Kodiak, AK (ADQ)	87.3	87.3	55	55
Kona, HI (KOA)	89.1	91.1	1450	1450
Kotzebue, AK (OTZ)	76.7	80.0	60	60
La Crosse, WI (LSE)	69.1	75.0	204	204
Lafayette, LA (LFT)	66.3	71.1	451	450
Lake Charles, LA (LCH)	70.6	75.5	143	143
Lansing, MI (LAN)	70.8	79.3	284	285
Laramie, WY (LAR)	58.0	72.0	50	50
Laredo, TX (LRD)	77.1	80.4	245	245
Las Vegas, NV (LAS)	76.7	75.6	13758	13753
Latrobe, PA (LBE)	75.0	91.0	100	100
Lawton/Fort Sill, OK (LAW)	75.9	77.6	116	116
Lewisburg, WV (LWB)	53.8	59.6	52	52
Lewiston, ID (LWS)	87.4	90.8	87	87
Lexington, KY (LEX)	68.1	76.9	761	762
Liberal, KS (LBL)	66.0	74.0	50	50
Lihue, HI (LIH)	89.1	90.4	1249	1249
Lincoln, NE (LNK)	72.0	80.3	218	218
Little Rock, AR (LIT)	70.6	76.9	1311	1312
Long Beach, CA (LGB)	85.2	87.0	1369	1369
Longview, TX (GGG)	76.5	78.8	85	85
Los Angeles, CA (LAX)	74.9	73.9	18885	18884
Louisville, KY (SDF)	73.3	75.6	2105	2104
Lubbock, TX (LBB)	63.6	73.9	590	590
Lynchburg, VA (LYH)	81.8	92.4	66	66
Madison, WI (MSN)	72.5	76.8	1187	1187
Mammoth Lakes, CA (MMH)	73.3	73.3	30	30
Manchester, NH (MHT)	73.1	83.8	684	685
Manhattan/Ft. Riley, KS (MHK)	67.6	71.5	179	179
Marquette, MI (MQT)	72.1	75.0	136	136
Martha's Vineyard, MA (MVY)	80.0	71.3	80	80
Medford, OR (MFR)	73.2	81.8	299	297
Melbourne, FL (MLB)	83.2	89.5	220	220

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Memphis, TN (MEM)	70.8	74.1	2291	2290
Meridian, MS (MEI)	72.2	66.7	90	90
Miami, FL (MIA)	73.1	70.9	7182	7177
Midland/Odessa, TX (MAF)	69.2	76.6	792	792
Milwaukee, WI (MKE)	73.0	80.2	2599	2598
Minneapolis, MN (MSP)	81.5	82.8	14288	14293
Minot, ND (MOT)	79.6	87.8	230	229
Mission/McAllen/Edinburg, TX (MFE)	66.3	69.8	510	510
Missoula, MT (MSO)	76.7	74.0	408	408
Moab, UT (CNY)	69.2	67.3	52	52
Mobile, AL (BFM)	59.1	50.0	22	22
Mobile, AL (MOB)	70.8	75.2	452	452
Moline, IL (MLI)	71.9	74.9	430	430
Monroe, LA (MLU)	72.0	77.2	250	250
Monterey, CA (MRY)	76.0	80.5	375	375
Montgomery, AL (MGM)	73.5	72.6	332	332
Montrose/Delta, CO (MTJ)	70.0	73.6	213	212
Mosinee, WI (CWA)	78.9	78.9	223	223
Muskegon, MI (MKG)	55.0	71.7	60	60
Myrtle Beach, SC (MYR)	77.7	76.6	1451	1451
Nantucket, MA (ACK)	77.9	71.4	231	231
Nashville, TN (BNA)	74.3	72.2	7091	7088
New Bern/Morehead/Beaufort, NC (EWN)	73.4	78.3	203	203
New Haven, CT (HVN)	65.3	76.8	95	95
New Orleans, LA (MSY)	73.3	75.5	4816	4819
New York, NY (JFK)	72.4	74.7	10768	10770
New York, NY (LGA)	63.9	69.5	14547	14549
Newark, NJ (EWR)	59.4	63.7	11256	11251
Newburgh/Poughkeepsie, NY (SWF)	66.5	65.2	158	158
Newport News/Williamsburg, VA (PHF)	76.2	77.3	269	269
Niagara Falls, NY (IAG)	84.1	79.4	63	63
Nome, AK (OME)	81.7	81.7	60	60
Norfolk, VA (ORF)	69.7	74.3	2172	2173
North Bend/Coos Bay, OR (OTH)	64.9	67.6	37	37
North Platte, NE (LBF)	64.0	84.0	50	50
Oakland, CA (OAK)	77.2	74.9	4589	4591
Ogden, UT (OGD)	75.0	50.0	8	8
Ogdensburg, NY (OGS)	66.1	71.4	56	56
Oklahoma City, OK (OKC)	68.1	73.7	2100	2103
Omaha, NE (OMA)	73.9	79.1	2264	2265
Ontario, CA (ONT)	74.5	79.0	1941	1943

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Orlando, FL (MCO)	70.7	69.7	11855	11855
Owensboro, KY (OWB)	75.0	66.7	12	12
Paducah, KY (PAH)	63.6	58.2	110	110
Pago Pago, TT (PPG)	63.6	81.8	11	11
Palm Springs, CA (PSP)	74.6	82.0	674	676
Panama City, FL (ECP)	76.5	79.4	647	647
Pasco/Kennewick/Richland, WA (PSC)	77.3	81.4	286	285
Pellston, MI (PLN)	84.3	83.5	121	121
Pensacola, FL (PNS)	71.5	75.0	1192	1191
Peoria, IL (PIA)	68.3	75.9	401	402
Petersburg, AK (PSG)	90.0	91.7	60	60
Philadelphia, PA (PHL)	73.9	75.2	10355	10360
Phoenix, AZ (AZA)	66.7	74.7	477	475
Phoenix, AZ (PHX)	76.9	74.4	14136	14139
Pierre, SD (PIR)	71.8	72.9	85	85
Pittsburgh, PA (PIT)	72.3	78.2	4286	4285
Plattsburgh, NY (PBG)	78.1	86.6	96	97
Pocatello, ID (PIH)	93.3	90.0	90	90
Ponce, PR (PSE)	59.5	67.9	79	78
Portland, ME (PWM)	72.1	75.3	1141	1139
Portland, OR (PDX)	79.5	84.0	5572	5570
Portsmouth, NH (PSM)	71.7	67.4	46	46
Prescott, AZ (PRC)	61.7	56.7	60	60
Providence, RI (PVD)	74.3	77.8	1542	1544
Provo, UT (PVU)	77.8	68.8	63	64
Pueblo, CO (PUB)	61.3	61.3	75	75
Punta Gorda, FL (PGD)	68.5	77.0	426	426
Quincy, IL (UIN)	44.0	60.0	50	50
Raleigh/Durham, NC (RDU)	72.1	73.3	5594	5595
Rapid City, SD (RAP)	73.1	74.6	536	535
Redding, CA (RDD)	75.0	77.5	120	120
Reno, NV (RNO)	76.9	83.5	1726	1725
Rhineland, WI (RHI)	93.5	94.8	77	77
Richmond, VA (RIC)	71.9	77.0	2128	2127
Roanoke, VA (ROA)	76.3	71.9	253	253
Rochester, MN (RST)	70.6	76.5	293	294
Rochester, NY (ROC)	71.7	77.6	1225	1226
Rock Springs, WY (RKS)	55.0	71.7	60	60
Rockford, IL (RFD)	71.1	68.4	76	76
Roswell, NM (ROW)	85.5	89.1	110	110
Sacramento, CA (SMF)	74.4	79.7	4291	4292

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Saginaw/Bay City/Midland, MI (MBS)	77.5	85.2	244	244
Saipan, TT (SPN)	92.1	94.7	38	38
Salina, KS (SLN)	62.7	61.3	75	75
Salt Lake City, UT (SLC)	82.5	83.3	9739	9742
San Angelo, TX (SJT)	71.2	76.3	170	169
San Antonio, TX (SAT)	72.2	77.1	3463	3461
San Diego, CA (SAN)	76.2	77.6	8052	8051
San Francisco, CA (SFO)	73.0	76.0	14796	14803
San Jose, CA (SJC)	78.5	79.1	5426	5423
San Juan, PR (SJU)	70.7	75.2	2402	2398
San Luis Obispo, CA (SBP)	79.2	80.0	433	434
Sanford, FL (SFB)	68.9	76.4	1095	1093
Santa Ana, CA (SNA)	79.2	81.0	3401	3402
Santa Barbara, CA (SBA)	75.1	82.3	586	587
Santa Fe, NM (SAF)	77.4	80.6	155	155
Santa Maria, CA (SMX)	94.1	88.2	17	17
Santa Rosa, CA (STS)	78.4	82.4	250	250
Sarasota/Bradenton, FL (SRQ)	78.0	78.2	628	628
Sault Ste. Marie, MI (CIU)	78.2	78.2	55	55
Savannah, GA (SAV)	69.8	72.0	1663	1662
Scottsbluff, NE (BFF)	56.0	78.0	50	50
Scranton/Wilkes-Barre, PA (AVP)	75.9	82.9	299	299
Seattle, WA (SEA)	77.5	80.3	12999	12989
Shreveport, LA (SHV)	71.8	72.1	635	635
Sioux City, IA (SUX)	60.7	62.5	112	112
Sioux Falls, SD (FSD)	71.0	74.8	620	623
Sitka, AK (SIT)	85.0	91.0	167	167
South Bend, IN (SBN)	73.5	75.0	569	568
Spokane, WA (GEG)	74.8	83.9	1030	1028
Springfield, IL (SPI)	63.0	77.9	154	154
Springfield, MO (SGF)	70.5	70.3	818	818
St. Cloud, MN (STC)	66.7	77.8	9	9
St. Louis, MO (STL)	71.5	68.6	5777	5773
St. Petersburg, FL (PIE)	76.8	82.3	764	763
State College, PA (SCE)	67.8	78.0	149	150
Staunton, VA (SHD)	65.5	69.1	55	55
Stillwater, OK (SWO)	73.3	79.1	86	86
Stockton, CA (SCK)	80.9	65.7	68	70
Sun Valley/Hailey/Ketchum, ID (SUN)	86.3	91.2	117	114
Syracuse, NY (SYR)	72.1	79.7	1157	1158
Tallahassee, FL (TLH)	74.2	79.4	574	574

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tampa, FL (TPA)	73.1	74.0	6103	6102
Texarkana, AR (TXK)	68.7	70.4	115	115
Toledo, OH (TOL)	72.0	77.5	182	182
Traverse City, MI (TVC)	75.3	71.5	514	513
Trenton, NJ (TTN)	68.9	69.3	270	270
Tucson, AZ (TUS)	75.8	83.1	1435	1437
Tulsa, OK (TUL)	68.3	75.3	1505	1505
Twin Falls, ID (TWF)	84.7	85.9	85	85
Tyler, TX (TYR)	74.2	79.2	120	120
Valdosta, GA (VLD)	76.7	84.9	86	86
Valparaiso, FL (VPS)	70.9	75.6	1028	1025
Vernal, UT (VEL)	74.0	70.0	50	50
Waco, TX (ACT)	70.4	71.5	179	179
Washington, DC (DCA)	74.4	76.0	11302	11303
Washington, DC (IAD)	74.9	78.1	6067	6069
Waterloo, IA (ALO)	61.7	78.3	60	60
Watertown, SD (ATY)	69.1	76.4	55	55
West Palm Beach/Palm Beach, FL (PBI)	73.3	76.7	1771	1772
West Yellowstone, MT (WYS)	86.5	92.3	52	52
White Plains, NY (HPN)	68.3	70.9	965	966
Wichita Falls, TX (SPS)	76.5	82.6	115	115
Wichita, KS (ICT)	69.5	73.9	935	935
Williston, ND (ISN)	88.5	84.6	78	78
Wilmington, NC (ILM)	76.3	80.7	615	615
Worcester, MA (ORH)	61.1	61.1	90	90
Wrangell, AK (WRG)	88.3	95.0	60	60
Yakutat, AK (YAK)	86.7	91.7	60	60
Yuma, AZ (YUM)	87.2	90.4	156	156

AIR TRAVEL CONSUMER REPORT

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

JUNE 2019

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES NETWORK	22	7926	30	0.4	1
- HAWAIIAN AIRLINES	19	7198	25	0.3	
- BRANDED CODESHARE PARTNERS	4	728	5	0.7	
ALLEGiant AIR	120	11091	54	0.5	2
JETBLUE AIRWAYS	67	24324	120	0.5	3
DELTA AIR LINES NETWORK	223	154416	989	0.6	4
- DELTA AIR LINES	146	87350	167	0.2	
- BRANDED CODESHARE PARTNERS	206	67066	822	1.2	
ALASKA AIRLINES NETWORK	100	38270	317	0.8	5
- ALASKA AIRLINES	74	23271	206	0.9	
- BRANDED CODESHARE PARTNERS	54	14999	111	0.7	
SPIRIT AIRLINES	50	17874	321	1.8	6
SOUTHWEST AIRLINES**	88	115213	2334	2.0	7
UNITED AIRLINES NETWORK	235	133050	2974	2.2	8
- UNITED AIRLINES	108	54075	338	0.6	
- BRANDED CODESHARE PARTNERS	217	78975	2636	3.3	
FRONTIER AIRLINES	102	11647	310	2.7	9
AMERICAN AIRLINES NETWORK	237	180658	7218	4.0	10
- AMERICAN AIRLINES	105	80090	3671	4.6	
- BRANDED CODESHARE PARTNERS	220	100568	3547	3.5	
TOTAL AIRPORTS SERVED	371	694,469	14,667	2.1	

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

JUNE 2019

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES	146	87350	167	0.2	1
HAWAIIAN AIRLINES	19	7198	25	0.3	2
ALLEGIAN AIR	120	11091	54	0.5	3
JETBLUE AIRWAYS	67	24324	120	0.5	4
UNITED AIRLINES	108	54075	338	0.6	5
ALASKA AIRLINES	74	23271	206	0.9	6
SKYWEST AIRLINES	252	72158	970	1.3	7
SPIRIT AIRLINES	50	17874	321	1.8	8
SOUTHWEST AIRLINES**	88	115213	2334	2.0	9
PSA AIRLINES	92	24681	502	2.0	10
REPUBLIC AIRWAYS	94	27671	681	2.5	11
ENDEAVOR AIR	101	21882	563	2.6	12
FRONTIER AIRLINES	102	11647	310	2.7	13
ENVOY AIR	143	28456	1297	4.6	14
AMERICAN AIRLINES	105	80090	3671	4.6	15
MESA AIRLINES	116	19924	1066	5.4	16
EXPRESSJET AIRLINES	101	9786	602	6.2	17
TOTAL AIRPORTS SERVED	356	636,691	13,227	2.1	

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 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

JUNE 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	38270	31852	83.23	317	0.83	86	0.22	1487	3.89	100	0.26	2529	6.61	32	0.08	1867	4.88
- ALASKA AIRLINES	23271	19045	81.84	206	0.89	52	0.22	922	3.96	77	0.33	1708	7.34	28	0.12	1234	5.30
- BRANDED CODESHARE PARTNERS	14999	12807	85.39	111	0.74	34	0.23	565	3.77	23	0.15	822	5.48	4	0.03	633	4.22
ALLEGiant AIR	11091	8088	72.92	54	0.49	50	0.45	731	6.59	245	2.21	620	5.59	11	0.10	1292	11.65
AMERICAN AIRLINES NETWORK	180658	127175	70.40	7218	4.00	735	0.41	12009	6.65	1940	1.07	13421	7.43	79	0.04	18080	10.01
- AMERICAN AIRLINES	80090	53703	67.05	3671	4.58	351	0.44	6919	8.64	866	1.08	6225	7.77	44	0.05	8312	10.38
- BRANDED CODESHARE PARTNERS	100568	73472	73.06	3547	3.53	384	0.38	5090	5.06	1075	1.07	7196	7.16	35	0.03	9769	9.71
DELTA AIR LINES NETWORK	154416	121473	78.67	989	0.64	582	0.38	8916	5.77	1465	0.95	9586	6.21	45	0.03	11360	7.36
- DELTA AIR LINES	87350	69767	79.87	167	0.19	338	0.39	5392	6.17	749	0.86	5791	6.63	13	0.01	5134	5.88
- BRANDED CODESHARE PARTNERS	67066	51706	77.10	822	1.23	244	0.36	3524	5.25	716	1.07	3796	5.66	32	0.05	6226	9.28
FRONTIER AIRLINES	11647	7459	64.04	310	2.66	30	0.26	974	8.36	71	0.61	1487	12.77	0	0.00	1316	11.30
HAWAIIAN AIRLINES NETWORK	7926	7102	89.60	30	0.38	11	0.14	491	6.19	16	0.20	18	0.23	20	0.25	238	3.00
- HAWAIIAN AIRLINES	7198	6458	89.72	25	0.35	10	0.14	468	6.50	15	0.21	8	0.11	20	0.28	194	2.70
- BRANDED CODESHARE PARTNERS	728	644	88.46	5	0.69	1	0.14	23	3.16	1	0.14	10	1.37	0	0.00	43	5.91
JETBLUE AIRWAYS	24324	17044	70.07	120	0.49	121	0.50	2226	9.15	211	0.87	1988	8.17	15	0.06	2598	10.68
SOUTHWEST AIRLINES	115213	86471	75.05	2334	2.03	416	0.36	8136	7.06	659	0.57	5348	4.64	112	0.10	11737	10.19
SPIRIT AIRLINES	17874	12797	71.60	321	1.80	60	0.34	799	4.47	167	0.93	2477	13.86	19	0.11	1234	6.90
UNITED AIRLINES NETWORK	133050	89658	67.39	2974	2.24	687	0.52	8602	6.47	1808	1.36	14260	10.72	29	0.02	15031	11.30
- UNITED AIRLINES	54075	37960	70.20	338	0.63	283	0.52	3147	5.82	783	1.45	5866	10.85	12	0.02	5686	10.52
- BRANDED CODESHARE PARTNERS	78975	51698	65.46	2636	3.34	404	0.51	5455	6.91	1026	1.30	8394	10.63	17	0.02	9345	11.83
TOTAL	694,469	509,119	73.31	14,667	2.11	2,778	0.40	44,371	6.39	6,682	0.96	51,735	7.45	362	0.05	64,755	9.32

* 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

JUNE 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
ALLEGIAN AIR	11091	8088	72.92	54	0.49	50	0.45	731	6.59	245	2.21	620	5.59	11	0.10	1292	11.65
AMERICAN AIRLINES	80090	53703	67.05	3671	4.58	351	0.44	6919	8.64	866	1.08	6225	7.77	44	0.05	8312	10.38
DELTA AIR LINES	87350	69767	79.87	167	0.19	338	0.39	5392	6.17	749	0.86	5791	6.63	13	0.01	5134	5.88
ENDEAVOR AIR	21882	15804	72.22	563	2.57	83	0.38	1223	5.59	269	1.23	1596	7.29	2	0.01	2343	10.71
ENVOY AIR	28456	19509	68.56	1297	4.56	139	0.49	1509	5.30	413	1.45	2593	9.11	7	0.02	2990	10.51
EXPRESSJET AIRLINES	9786	5823	59.50	602	6.15	55	0.56	836	8.54	95	0.97	1241	12.68	0	0.00	1134	11.59
FRONTIER AIRLINES	11647	7459	64.04	310	2.66	30	0.26	974	8.36	71	0.61	1487	12.77	0	0.00	1316	11.30
HAWAIIAN AIRLINES	7198	6458	89.72	25	0.35	10	0.14	468	6.50	15	0.21	8	0.11	20	0.28	194	2.70
JETBLUE AIRWAYS	24324	17044	70.07	120	0.49	121	0.50	2226	9.15	211	0.87	1988	8.17	15	0.06	2598	10.68
MESA AIRLINES	19924	13651	68.52	1066	5.35	60	0.30	1513	7.59	377	1.89	988	4.96	9	0.05	2259	11.34
PSA AIRLINES	24681	18578	75.27	502	2.03	100	0.41	1340	5.43	319	1.29	1387	5.62	11	0.04	2445	9.91
REPUBLIC AIRWAYS	27671	20345	73.52	681	2.46	144	0.52	1127	4.07	207	0.75	2843	10.27	10	0.04	2314	8.36
SKYWEST AIRLINES	72158	55027	76.26	970	1.34	285	0.39	3680	5.10	716	0.99	4703	6.52	44	0.06	6733	9.33
SOUTHWEST AIRLINES	115213	86471	75.05	2334	2.03	416	0.36	8136	7.06	659	0.57	5348	4.64	112	0.10	11737	10.19
SPIRIT AIRLINES	17874	12797	71.60	321	1.80	60	0.34	799	4.47	167	0.93	2477	13.86	19	0.11	1234	6.90
UNITED AIRLINES	54075	37960	70.20	338	0.63	283	0.52	3147	5.82	783	1.45	5866	10.85	12	0.02	5686	10.52
TOTAL	636,691	467,529	73.43	13,227	2.08	2,577	0.40	40,940	6.43	6,238	0.98	46,869	7.36	356	0.06	58,955	9.26

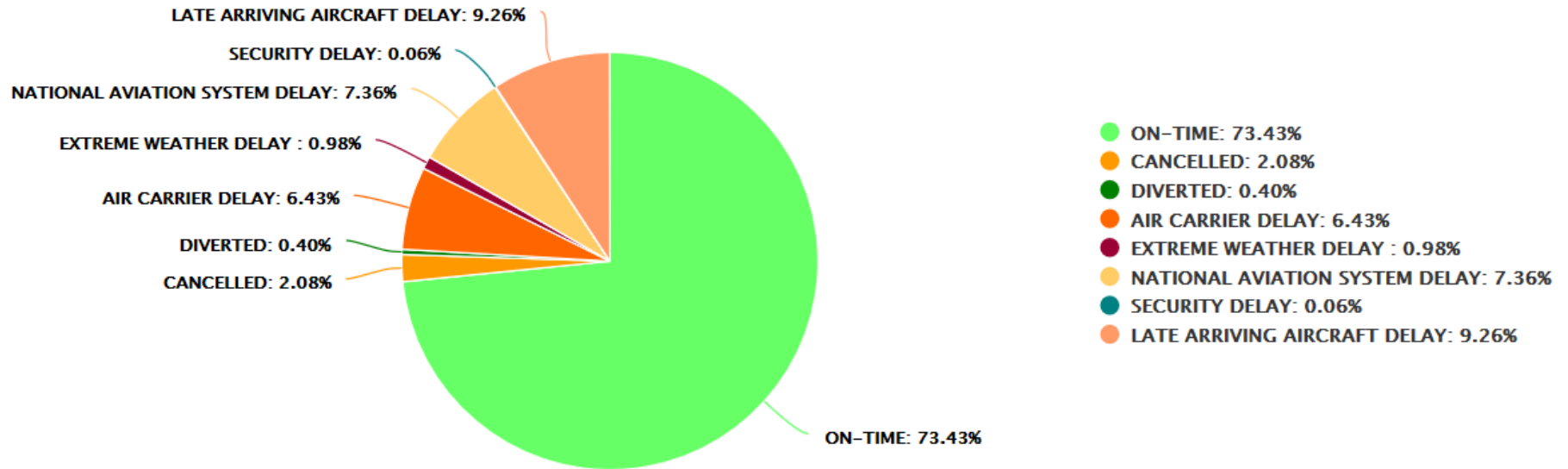
* Causes of Delay:

- 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
 JUNE 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

JUNE 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	2357	SLC	DFW	6/9/2019	Destination Airport	3:55
AMERICAN	AMERICAN	2308	SMF	DFW	6/9/2019	Destination Airport	3:47
AMERICAN	AMERICAN	2550	MIA	DFW	6/9/2019	Destination Airport	3:44
DELTA	DELTA	451	JFK	SJU	6/2/2019	Origin Airport	3:36
ALASKA	ALASKA	642	SEA	DFW	6/1/2019	Diversion Airport (OKC)	3:33
AMERICAN	AMERICAN	2536	MSY	DFW	6/9/2019	Destination Airport	3:32
DELTA	DELTA	1656	JFK	FLL	6/29/2019	Origin Airport	3:30
AMERICAN	AMERICAN	1612	GSP	DFW	6/9/2019	Destination Airport	3:28
DELTA	DELTA	2290	JFK	ATL	6/29/2019	Origin Airport	3:28
AMERICAN	AMERICAN	706	DEN	DFW	6/9/2019	Destination Airport	3:22
SOUTHWEST	SOUTHWEST	794	MDW	DEN	6/14/2019	Diversion Airport (BFF)	3:22
AMERICAN	AMERICAN	1222	DTW	DFW	6/9/2019	Destination Airport	3:20
AMERICAN	AMERICAN	1599	SNA	DFW	6/9/2019	Destination Airport	3:19
AMERICAN	AMERICAN	2777	DFW	LAX	6/23/2019	Origin Airport	3:18
AMERICAN	AMERICAN	1208	DCA	DFW	6/9/2019	Destination Airport	3:17
JETBLUE	JETBLUE	883	JFK	MCO	6/29/2019	Origin Airport	3:17
AMERICAN	AMERICAN	1816	CLT	DFW	6/9/2019	Destination Airport	3:16
AMERICAN	AMERICAN	2772	JFK	AUS	6/2/2019	Origin Airport	3:15
DELTA	ENDEAVOR	5100	JFK	JAX	6/19/2019	Origin Airport	3:15
AMERICAN	AMERICAN	1652	ORD	LGA	6/23/2019	Origin Airport	3:14
UNITED	UNITED	2301	IAH	CLT	6/16/2019	Origin Airport	3:14
AMERICAN	AMERICAN	2825	ONT	DFW	6/9/2019	Destination Airport	3:12
AMERICAN	AMERICAN	1219	DFW	MIA	6/23/2019	Origin Airport	3:11
AMERICAN	AMERICAN	2755	SEA	DFW	6/9/2019	Destination Airport	3:11
AMERICAN	AMERICAN	2740	DFW	ONT	6/23/2019	Origin Airport	3:10
AMERICAN	AMERICAN	1561	MFE	DFW	6/9/2019	Destination Airport	3:09
AMERICAN	AMERICAN	2314	MCO	DFW	6/9/2019	Destination Airport	3:09
AMERICAN	AMERICAN	1229	SAN	DFW	6/9/2019	Destination Airport	3:08
AMERICAN	AMERICAN	1398	LIT	DFW	6/9/2019	Destination Airport	3:08
AMERICAN	AMERICAN	2509	JAX	DFW	6/9/2019	Destination Airport	3:08
AMERICAN	AMERICAN	2248	SFO	DFW	6/9/2019	Destination Airport	3:07
SOUTHWEST	SOUTHWEST	156	GEG	DEN	6/14/2019	Diversion Airport (BFF)	3:07
SPIRIT	SPIRIT	626	PHL	SJU	6/10/2019	Origin Airport	3:07
AMERICAN	AMERICAN	1097	TUS	DFW	6/9/2019	Destination Airport	3:05
AMERICAN	AMERICAN	586	MCO	DFW	6/9/2019	Destination Airport	3:05

AIR TRAVEL CONSUMER REPORT

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

JUNE 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	1716	PIT	DFW	6/9/2019	Destination Airport	3:04
AMERICAN	AMERICAN	1086	ONT	DFW	6/9/2019	Destination Airport	3:03
AMERICAN	AMERICAN	1747	SDF	DFW	6/9/2019	Destination Airport	3:03
AMERICAN	AMERICAN	2835	BUR	DFW	6/9/2019	Destination Airport	3:03
AMERICAN	AMERICAN	981	PHX	DFW	6/9/2019	Destination Airport	3:03
DELTA	DELTA	2649	JFK	TPA	6/29/2019	Origin Airport	3:03
UNITED	SKYWEST	5236	DCA	ORD	6/13/2019	Origin Airport	3:03
AMERICAN	AMERICAN	1148	BOS	DFW	6/9/2019	Destination Airport	3:02
AMERICAN	AMERICAN	1187	LGA	DFW	6/9/2019	Destination Airport	3:02
AMERICAN	AMERICAN	2659	SNA	DFW	6/9/2019	Destination Airport	3:02
UNITED	AIR WISCONSIN	3903	IAD	STL	6/1/2019	Destination Airport	3:02
UNITED	UNITED	2104	DCA	DEN	6/13/2019	Origin Airport	3:02
DELTA	DELTA	2972	JFK	MSY	6/29/2019	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

JUNE 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
EL AL ISRAEL	EL AL ISRAEL	7	TLV	JFK	6/10/2019	Diversion Airport (SWF)	5:47
DELTA AIR LINES	DELTA AIR LINES	193	VCE	ATL	6/24/2019	Diversion Airport (SAV)	4:01

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	JUNE 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	748,653	1,479	1.98
2	FRONTIER AIRLINES	1,067,257	4,725	4.43
3	SOUTHWEST AIRLINES	10,955,788	55,354	5.05
4	ALASKA AIRLINES NETWORK	2,706,874	13,697	5.06
	- ALASKA AIRLINES	2,037,623	10,206	5.01
	- BRANDED CODESHARE PARTNERS	669,251	3,491	5.22
5	DELTA AIR LINES NETWORK	9,676,163	50,602	5.23
	- DELTA AIR LINES	7,386,180	40,009	5.42
	- BRANDED CODESHARE PARTNERS	2,289,983	10,593	4.63
6	SPIRIT AIRLINES	1,125,415	6,235	5.54
7	JETBLUE AIRWAYS	1,129,792	6,684	5.92
8	HAWAIIAN AIRLINES NETWORK	573,052	3,570	6.23
	- HAWAIIAN AIRLINES	556,526	3,384	6.08
	- BRANDED CODESHARE PARTNERS	16,526	186	11.26
9	UNITED AIRLINES NETWORK	7,190,485	63,008	8.76
	- UNITED AIRLINES	4,454,759	37,362	8.39
	- BRANDED CODESHARE PARTNERS	2,735,726	25,646	9.37
10	AMERICAN AIRLINES NETWORK	10,607,934	118,306	11.15
	- AMERICAN AIRLINES	6,434,082	72,725	11.30
	- BRANDED CODESHARE PARTNERS	4,173,852	45,581	10.92
	TOTAL	45,781,413	323,660	7.07

* 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 MARKETING CARRIERS* (YTD)

RANK	CARRIER	JANUARY - JUNE 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	3,519,417	6,088	1.73
2	FRONTIER AIRLINES	5,047,630	20,793	4.12
3	HAWAIIAN AIRLINES NETWORK	3,355,162	14,905	4.44
	- HAWAIIAN AIRLINES	3,269,370	14,055	4.30
	- BRANDED CODESHARE PARTNERS	85,792	850	9.91
4	SPIRIT AIRLINES	6,251,460	29,024	4.64
5	SOUTHWEST AIRLINES	60,215,106	284,404	4.72
6	DELTA AIR LINES NETWORK	51,201,722	245,017	4.79
	- DELTA AIR LINES	38,918,798	191,122	4.91
	- BRANDED CODESHARE PARTNERS	12,282,924	53,895	4.39
7	ALASKA AIRLINES	14,034,259	74,530	5.31
	- ALASKA AIRLINES	10,307,225	50,200	4.87
	- BRANDED CODESHARE PARTNERS	3,727,034	24,330	6.53
8	JETBLUE AIRWAYS	6,820,868	37,541	5.50
9	UNITED AIRLINES NETWORK**	39,285,024	281,665	7.17
	- UNITED AIRLINES	23,649,591	164,365	6.95
	- BRANDED CODESHARE PARTNERS	15,635,433	117,300	7.50
10	AMERICAN AIRLINES NETWORK	59,075,676	528,630	8.95
	- AMERICAN AIRLINES	36,191,795	322,467	8.91
	- BRANDED CODESHARE PARTNERS	22,883,881	206,163	9.01
	TOTAL	248,806,324	1,522,597	6.12

* 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.

** In July 2019, United Airlines submitted to the Department revised mishandled baggage data for the operations of its branded codeshare partners for each of the months January-April 2019. This cumulative table reflects the revised data. Additionally, the Department has revised and republished each of the previous ATCR reports to reflect the January-April 2019 revised data.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	JUNE 2019		
		NUMBER BAGS ENPLANED	NUMBER BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	748,653	1,479	1.98
2	FRONTIER AIRLINES	1,067,257	4,725	4.43
3	ALASKA AIRLINES	2,037,623	10,206	5.01
4	SOUTHWEST AIRLINES	10,955,788	55,354	5.05
5	ENDEAVOR AIR	948,428	4,794	5.05
6	DELTA AIR LINES	7,386,180	40,009	5.42
7	SPIRIT AIRLINES	1,125,415	6,235	5.54
8	JETBLUE AIRWAYS	1,129,792	6,684	5.92
9	HAWAIIAN AIRLINES	556,526	3,384	6.08
10	SKYWEST AIRLINES	2,980,501	21,972	7.37
11	EXPRESSJET AIRLINES	320,439	2,560	7.99
12	UNITED AIRLINES	4,454,759	37,362	8.39
13	PSA AIRLINES	1,197,148	10,223	8.54
14	REPUBLIC AIRWAYS	824,880	8,116	9.84
15	AMERICAN AIRLINES	6,434,082	72,725	11.30
16	ENVOY AIR	1,019,602	13,677	13.41
17	MESA AIRLINES	883,867	11,895	13.46
	TOTAL	44,070,940	311,400	7.07

* 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* (YTD)

RANK	CARRIER	JANUARY - JUNE 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	3,519,417	6,088	1.73
2	FRONTIER AIRLINES	5,047,630	20,793	4.12
3	HAWAIIAN AIRLINES	3,269,370	14,055	4.30
4	ENDEAVOR AIR	5,078,011	23,152	4.56
5	SPIRIT AIRLINES	6,251,460	29,024	4.64
6	SOUTHWEST AIRLINES	60,215,106	284,404	4.72
7	ALASKA AIRLINES	10,307,225	50,200	4.87
8	DELTA AIR LINES	38,918,798	191,122	4.91
9	JETBLUE AIRWAYS	6,820,868	37,541	5.50
10	EXPRESSJET AIRLINES**	2,202,313	13,379	6.08
11	SKYWEST AIRLINES**	14,481,675	99,056	6.84
12	UNITED AIRLINES	23,649,591	164,365	6.95
13	PSA AIRLINES	6,722,866	50,621	7.53
14	REPUBLIC AIRWAYS**	4,424,851	35,067	7.93
15	AMERICAN AIRLINES	36,191,795	322,467	8.91
16	MESA AIRLINES**	4,995,205	47,319	9.47
17	ENVOY AIR	5,478,082	56,730	10.36
	TOTAL	237,574,263	1,445,383	6.08

*All U.S. operating 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 data will appear in 2020 January-data ATCR.

** In July 2019, United Airlines' network submitted revised mishandled baggage data to the Department for each of the months January-April 2019. This cumulative table reflects the revised data. Additionally, the Department has revised and republished each of the previous ATCR reports to reflect the January-April 2019 revised data.

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	JUNE 2019		
		NUMBER WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	1,941	10	0.52
2	HAWAIIAN AIRLINES NETWORK+	481	3	0.62
	- HAWAIIAN AIRLINES	395	3	0.76
	- BRANDED CODESHARE PARTNERS	86	0	0.00
3	ALASKA AIRLINES NETWORK	2,526	19	0.75
	- ALASKA AIRLINES	2,112	14	0.66
	- BRANDED CODESHARE PARTNERS	414	5	1.21
4	DELTA AIR LINES NETWORK	21,260	190	0.89
	- DELTA AIR LINES	13,943	160	1.15
	- BRANDED CODESHARE PARTNERS	7,317	30	0.41
5	JETBLUE AIRWAYS	2,986	37	1.24
6	SOUTHWEST AIRLINES	12,668	189	1.49
7	UNITED AIRLINES NETWORK	11,749	176	1.50
	- UNITED AIRLINES	8,258	120	1.45
	- BRANDED CODESHARE PARTNERS	3,491	56	1.60
8	FRONTIER AIRLINES	1,697	40	2.36
9	SPIRIT AIRLINES	2,267	60	2.65
10	AMERICAN AIRLINES NETWORK	8,585	292	3.40
	- AMERICAN AIRLINES	6,284	200	3.18
	- BRANDED CODESHARE PARTNERS	2,301	92	4.00
TOTAL		66,160	1,016	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.

+ 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 MARKETING CARRIERS* (YTD)

RANK	CARRIER	JANUARY - JUNE 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	8,669	63	0.73
2	DELTA AIR LINES NETWORK	101,294	771	0.76
	- DELTA AIR LINES	71,718	662	0.92
	- BRANDED CODESHARE PARTNERS	29,576	109	0.37
3	ALASKA AIRLINES NETWORK	11,997	110	0.92
	- ALASKA AIRLINES	10,168	86	0.85
	- BRANDED CODESHARE PARTNERS	1,829	24	1.31
4	HAWAIIAN AIRLINES NETWORK +	3,025	46	1.52
	- HAWAIIAN AIRLINES	2,791	44	1.58
	- BRANDED CODESHARE PARTNERS	234	2	0.85
5	UNITED AIRLINES NETWORK **	54,524	836	1.53
	- UNITED AIRLINES	39,896	584	1.46
	- BRANDED CODESHARE PARTNERS	14,628	252	1.72
6	JETBLUE AIRWAYS	12,259	214	1.75
7	SOUTHWEST AIRLINES	54,355	1,072	1.97
8	FRONTIER AIRLINES	8,511	178	2.09
9	SPIRIT AIRLINES	11,480	264	2.30
10	AMERICAN AIRLINES NETWORK x	28,373	1,223	4.31
	- AMERICAN AIRLINES	22,449	897	4.00
	- BRANDED CODESHARE PARTNERS	5,924	326	5.50
	TOTAL	294,487	4,777	1.62

* 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 ATCR.

** In July 2019, United Airlines submitted to the Department revised mishandled wheelchairs and scooters data for the operations of its branded codeshare partners for each of the months January-April 2019. This cumulative table reflects the revised data. Additionally, the Department has revised and republished each of the previous ATCR reports to reflect the January-April 2019 revised data.

x American informed the Department that for the reporting periods December 2018 - June 2019, it reported mishandlings of all power-assisted and manual wheelchairs and scooters; however, American stated that its process for determining the enplanement number of wheelchairs and scooters for the reporting periods December 2018 - May 2019 may not have consistently accounted for all wheelchairs and scooters enplaned. American has also stated that this process may have impacted American's wholly-owned subsidiary Envoy and American's other branded code share carriers ExpressJet, SkyWest, and Republic. American has indicated to the Department that it has completed enhancing its process to reliably capture all reportable enplaned wheelchairs and scooters as of June 1, 2019.

+ 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	JUNE 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ENDEAVOR AIR	2,994	12	0.40
2	ALLEGiant AIR	1,941	10	0.52
3	EXPRESSJET AIRLINES	323	2	0.62
4	ALASKA AIRLINES	2,112	14	0.66
5	HAWAIIAN AIRLINES +	395	3	0.76
6	SKYWEST AIRLINES	5,721	60	1.05
7	DELTA AIR LINES	13,943	160	1.15
8	JETBLUE AIRWAYS	2,986	37	1.24
9	UNITED AIRLINES	8,258	120	1.45
10	SOUTHWEST AIRLINES	12,668	189	1.49
12	PSA AIRLINES	504	11	2.18
13	REPUBLIC AIRWAYS	1,110	26	2.34
14	FRONTIER AIRLINES	1,697	40	2.36
15	SPIRIT AIRLINES	2,267	60	2.65
16	MESA AIRLINES	834	26	3.12
17	AMERICAN AIRLINES	6,284	200	3.18
18	ENVOY AIR	587	27	4.60
	TOTAL	64,624	997	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.

+ 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* (YTD)

RANK	CARRIER	JANUARY – JUNE 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ENDEAVOR AIR	12,244	43	0.35
2	ALLEGiant AIR	8,669	63	0.73
3	ALASKA AIRLINES	10,168	86	0.85
4	SKYWEST AIRLINES**	22,325	200	0.90
5	DELTA AIR LINES	71,718	662	0.92
6	UNITED AIRLINES**	39,896	584	1.46
7	HAWAIIAN AIRLINES +	2,791	44	1.58
8	JETBLUE AIRWAYS	12,259	214	1.75
9	SOUTHWEST AIRLINES	54,355	1,072	1.97
10	EXPRESSJET AIRLINES**	1,620	33	2.04
11	REPUBLIC AIRWAYS**	4,148	86	2.07
12	FRONTIER AIRLINES	8,511	178	2.09
13	SPIRIT AIRLINES	11,480	264	2.30
14	MESA AIRLINES**	2,857	73	2.56
15	AMERICAN AIRLINES x	22,449	897	4.00
16	PSA AIRLINES	1,213	68	5.61
17	ENVOY AIR x	1,528	98	6.41
	TOTAL	288,231	4,665	1.62

* 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 ATRC.

** In July 2019, United Airlines' network submitted revised mishandled wheelchairs and scooters data to the Department for each of the months January-April 2019. This cumulative table reflects the revised data. Additionally, the Department has revised and republished each of the previous ATRC reports to reflect the January-April 2019 revised data.

x American informed the Department that for the reporting periods December 2018 - June 2019, it reported mishandlings of all power-assisted and manual wheelchairs and scooters; however, American stated that its process for determining the enplanement number of wheelchairs and scooters for the reporting periods December 2018 - May 2019 may not have consistently accounted for all wheelchairs and scooters enplaned. American has also stated that this process may have impacted American's wholly-owned subsidiary Envoy and American's other branded code share carriers ExpressJet, SkyWest, and Republic. American has indicated to the Department that it has completed enhancing its process to reliably capture all reportable enplaned wheelchairs and scooters as of June 1, 2019.

+ 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*	APRIL - JUNE 2019				APRIL - JUNE 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	DELTA AIR LINES NETWORK	58,823	0	49,845,801	0.00	28,843	15	46,443,599	0.00
	- DELTA AIR LINES	32,820	0	39,153,662	0.00	17,602	9	36,208,900	0.00
	- BRANDED CODESHARE PARTNERS	26,003	0	10,692,139	0.00	11,241	6	10,234,699	0.01
1	HAWAIIAN AIRLINES NETWORK	43	0	2,799,594	0.00	358	2	2,854,842	0.01
	- HAWAIIAN AIRLINES	39	0	2,742,590	0.00	345	2	2,804,422	0.01
	- BRANDED CODESHARE PARTNERS	4	0	57,004	0.00	13	0	50,420	0.00
3	JETBLUE AIRWAYS	641	7	9,851,842	0.01	557	9	9,893,611	0.01
4	UNITED AIR LINES NETWORK	22,806	31	38,564,100	0.01	17,238	27	37,307,633	0.01
	- UNITED AIRLINES	11,394	28	27,015,815	0.01	8,615	17	25,966,562	0.01
	- BRANDED CODESHARE PARTNERS	11,412	3	11,548,285	0.00	8,623	10	11,341,071	0.01
5	SPIRIT AIRLINES	5,642	149	8,335,320	0.18	4,852	448	7,061,549	0.63
6	SOUTHWEST AIRLINES**	12,368	931	42,176,361	0.22	6,039	376	42,329,176	0.09
7	ALASKA AIRLINES NETWORK	4,235	277	11,785,184	0.24	3,965	687	11,350,322	0.61
	- ALASKA AIRLINES	3,188	155	9,035,684	0.17	2,795	326	8,923,390	0.37
	- BRANDED CODESHARE PARTNERS	1,047	122	2,749,500	0.44	1,170	361	2,426,932	1.49
8	ALLEGiant AIR	25	123	4,198,976	0.29	216	0	3,729,600	0.00
9	FRONTIER AIRLINES	838	184	5,128,189	0.36	991	255	4,946,148	0.52
10	AMERICAN AIRLINES NETWORK	58,065	5,227	51,293,980	1.02	25,261	389	48,975,658	0.08
	- AMERICAN AIRLINES**	41,562	3,298	36,110,590	0.91	12,751	195	34,773,590	0.06
	- BRANDED CODESHARE PARTNERS	16,503	1,929	15,183,390	1.27	12,510	194	14,202,068	0.14
TOTAL		163,486	6,929	223,979,347	0.31	88,320	2,208	214,892,138	0.10

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 their involuntary denied boarding statistics during the April-June 2019 reporting period.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY U. S. REPORTING OPERATING CARRIERS

RANK	AIRLINE*	APRIL - JUNE 2019				APRIL - JUNE 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	8,011	0	3,767,698	0.00	4,100	1	3,617,308	0.00
2	DELTA AIR LINES	32,820	0	39,153,662	0.00	17,602	9	36,208,900	0.00
3	HAWAIIAN AIRLINES	39	0	2,742,590	0.00	345	2	2,804,422	0.01
4	JETBLUE AIRWAYS	641	7	9,851,842	0.01	557	9	9,893,611	0.01
5	EXPRESSJET AIRLINES	1,522	1	1,257,349	0.01	2,225	12	2,350,886	0.05
6	UNITED AIR LINES	11,394	28	27,015,815	0.01	8,615	17	25,966,562	0.01
7	ALASKA AIRLINES	3,188	155	9,035,684	0.17	2,795	326	8,923,390	0.37
8	SPIRIT AIR LINES	5,642	149	8,335,320	0.18	4,852	448	7,061,549	0.63
9	SKYWEST AIRLINES	17,228	213	10,320,910	0.21	7,413	206	9,125,575	0.23
10	SOUTHWEST AIRLINES**	12,368	931	42,176,361	0.22	6,039	376	42,329,176	0.09
11	ALLEGIAN AIR	25	123	4,198,976	0.29	216	0	3,729,600	0.00
12	REPUBLIC AIRWAYS	6,321	162	5,010,539	0.32	3,876	30	4,890,213	0.06
13	FRONTIER AIRLINES	838	184	5,128,189	0.36	991	255	4,946,148	0.52
14	MESA AIRLINES	2,836	314	3,589,375	0.87	1,722	10	3,378,023	0.03
15	AMERICAN AIRLINES**	41,562	3,298	36,110,590	0.91	12,751	195	34,773,590	0.06
16	PSA AIRLINES	4,264	487	3,905,385	1.25	2,554	32	3,485,505	0.09
17	ENVOY AIR	4,439	537	3,751,462	1.43	4,273	61	3,415,654	0.18
	TOTAL	153,138	6,589	215,351,747	0.31	80,926	1,989	206,900,112	0.10

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 their involuntary denied boarding statistics during the April-June 2019 reporting periods.

AIR TRAVEL CONSUMER REPORT
PASSENGERS DENIED BOARDING BY U. S. REPORTING MARKETING CARRIERS

RANK	CARRIER*	JANUARY - JUNE 2019				JANUARY - JUNE 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	HAWAIIAN AIRLINES NETWORK	121	0	5,467,822	0.00	525	4	5,587,072	0.01
	- HAWAIIAN AIRLINES	111	0	5,358,042	0.00	505	4	5,480,687	0.01
	- BRANDED CODESHARE PARTNERS	10	0	109,780	0.00	20	0	106,385	0.00
2	DELTA AIR LINES NETWORK	95,995	3	91,349,196	0.00	62,733	35	85,922,937	0.00
	- DELTA AIR LINES	61,096	1	71,751,593	0.00	41,379	22	67,076,944	0.00
	- BRANDED CODESHARE PARTNERS	34,899	2	19,597,603	0.00	21,354	13	18,845,993	0.01
3	UNITED AIR LINES NETWORK	43,370	55	71,494,657	0.01	34,211	78	68,429,261	0.01
	- UNITED AIR LINES	20,250	45	49,676,219	0.01	16,829	44	47,280,842	0.01
	- BRANDED CODESHARE PARTNERS	23,120	10	21,818,438	0.00	17,382	34	21,148,419	0.02
4	JETBLUE AIRWAYS	1,362	30	18,913,095	0.02	1,401	16	18,821,234	0.01
5	SPIRIT AIR LINES	12,410	195	15,600,793	0.12	10,329	1,322	13,242,426	1.00
6	ALASKA AIRLINES NETWORK	7,547	551	21,900,107	0.25	5,648	950	19,398,422	0.49
	- ALASKA AIRLINES**	5,686	313	16,648,311	0.19	4,001	446	14,767,644	0.30
	- BRANDED CODESHARE PARTNERS	1,861	238	5,251,796	0.45	1,647	504	4,630,778	1.09
7	SOUTHWEST AIRLINES**	22,364	2,525	79,585,502	0.32	10,364	1,045	79,371,546	0.13
8	FRONTIER AIRLINES	1,425	352	10,256,378	0.34	1,940	443	9,363,016	0.47
9	ALLEGiant AIR	59	633	7,672,366	0.83	216	58	7,036,293	0.08
10	AMERICAN AIRLINES NETWORK	101,341	8,760	97,472,245	0.90	52,682	1,105	93,009,796	0.12
	- AMERICAN AIRLINES**	69,924	5,022	69,194,478	0.73	28,409	678	66,299,460	0.10
	- BRANDED CODESHARE PARTNERS	31,417	3,738	28,277,767	1.32	24,273	427	26,710,336	0.16
TOTAL		285,994	13,104	419,712,161	0.31	180,049	5,056	400,182,003	0.13

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 their involuntary denied boarding statistics during the January-March and April-June 2019 reporting periods.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY U. S. REPORTING OPERATING CARRIERS

RANK	AIRLINE*	JANUARY - JUNE 2019				JANUARY - JUNE 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	HAWAIIAN AIRLINES	111	0	5,358,042	0.00	505	4	5,480,687	0.01
1	ENDEAVOR AIR	12,443	0	6,881,251	0.00	7,217	5	6,326,465	0.01
3	DELTA AIR LINES	61,096	1	71,751,593	0.00	41,379	22	67,076,944	0.00
4	EXPRESSJET AIRLINES	2,992	2	2,712,192	0.01	4,455	15	4,762,147	0.03
5	UNITED AIR LINES	20,250	45	49,676,219	0.01	16,829	44	47,280,842	0.01
6	JETBLUE AIRWAYS	1,362	30	18,913,095	0.02	1,401	16	18,821,234	0.01
7	SPIRIT AIR LINES	12,410	195	15,600,793	0.12	10,329	1,322	13,242,426	1.00
8	ALASKA AIRLINES	5,686	313	16,648,311	0.19	4,001	446	14,767,644	0.30
9	SKYWEST AIRLINES	24,391	446	19,018,840	0.23	15,229	294	17,185,651	0.17
10	REPUBLIC AIRWAYS	10,034	242	9,193,806	0.26	6,489	62	8,940,990	0.07
11	SOUTHWEST AIRLINES**	22,364	2,525	79,585,502	0.32	10,364	1,045	79,371,546	0.13
12	FRONTIER AIRLINES	1,425	352	10,256,378	0.34	1,940	443	9,363,016	0.47
13	AMERICAN AIRLINES**	69,924	5,022	69,194,478	0.73	28,409	678	66,299,460	0.10
14	ALLEGiant AIR	59	633	7,672,366	0.83	216	58	7,036,293	0.08
15	PSA AIRLINES	7,430	754	7,318,015	1.03	4,970	54	6,696,275	0.08
16	MESA AIRLINES	6,700	799	6,877,896	1.16	4,135	57	6,242,969	0.09
17	ENVOY AIR	8,246	1,027	6,889,175	1.49	8,112	120	6,359,062	0.19
	TOTAL	266,923	12,386	403,547,952	0.31	165,980	4,685	385,253,651	0.12

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 their involuntary denied boarding statistics during the January-March and April-June 2019 reporting periods.

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

TABLE 1

**CONSUMER COMPLAINTS
SUMMARY**

	JUNE 2019				JUNE 2018			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,112	29	1	183	894	195	0	111
FOREIGN AIRLINES	433	5	0	64	513	4	0	71
TRAVEL AGENTS	31	0	0	21	49	1	0	18
TOUR OPERATORS	0	0	0	1	0	0	0	0
MISCELLANEOUS	10	10	0	70	21	9	1	79
INDUSTRY TOTALS	1,586	44	1	339	1,477	209	1	279

Table 2

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

COMPLAINT CATEGORY	JUNE 2019			JUNE 2018		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	597		1	479	
CANCELLATION			251			200
DELAY			212			165
MISCONNECTION			76			72
BAGGAGE	2	257		2	245	
RESERVATIONS/TICKETING/BOARDING	3	181		3	184	
CUSTOMER SERVICE	4	161		4	148	
REFUNDS	4	161		6	101	
FARES	6	81		5	133	
DISABILITY	7	70		7	81	
OVERSALES	8	37		9	43	
OTHER	9	29		8	50	
FREQUENT FLYER			17			17
DISCRIMINATION	10	10		10	8	
ADVERTISING	11	2		11	5	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,586			1,477	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	4	0	0	0	0	0	1	0	0	0	0	0	5
ALASKA AIRLINES	1	1	1	0	0	2	5	1	0	0	0	1	12
ALLEGIAN AIR	7	0	4	1	0	1	4	5	0	0	0	1	23
AMERICAN AIRLINES	171	10	21	1	11	37	38	20	1	1	0	3	314
COMMUTAIR	6	0	0	0	0	0	0	0	0	0	0	0	6
DELTA AIR LINES	36	0	8	5	0	14	8	13	0	2	0	4	90
ENDEAVOR AIR	6	0	0	0	0	0	2	0	0	0	0	1	9
ENVOY AIR	13	2	3	0	0	2	0	0	0	1	0	0	21
FRONTIER AIRLINES	42	1	5	3	5	10	5	0	0	1	0	0	72
HAWAIIAN AIRLINES	1	0	1	0	0	1	1	2	0	0	0	0	6
JETBLUE AIRWAYS	16	0	8	2	0	5	5	2	0	1	0	2	41
MESA AIRLINES	12	0	1	0	0	0	1	0	0	0	0	0	14
PIEDMONT AIRLINES	2	1	2	0	0	0	1	0	0	0	0	0	6
PSA AIRLINES	9	0	0	0	0	0	0	0	0	0	0	0	9
REPUBLIC AIRWAYS	6	0	0	0	0	0	1	0	0	0	0	0	7
SILVER AIRWAYS	5	2	0	0	3	0	0	0	0	0	0	0	10
SKYWEST AIRLINES	21	0	0	0	0	0	1	1	0	1	0	0	24
SOUTHWEST AIRLINES	29	0	4	1	2	9	7	3	0	0	0	3	58
SPIRIT AIRLINES	47	2	16	10	7	4	11	4	0	1	0	0	102
SUN COUNTRY AIRLINES	2	0	2	0	3	3	1	2	0	0	0	0	13
TRANS STATES AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
UNITED AIRLINES	65	7	18	12	10	42	25	9	0	2	0	7	197
VIAAIR	7	0	3	0	47	0	0	0	0	0	0	0	57
Other U.S. Airlines	7	0	1	0	0	1	0	1	0	0	0	1	11
TOTAL JUNE 2019	520	26	98	35	88	131	117	63	1	10	0	23	1,112
% of TOTAL COMPLAINTS	46.8	2.3	8.8	3.1	7.9	11.8	10.5	5.7	0.1	0.9	0	2.1	
TOTAL JUNE 2018	372	28	83	57	36	112	92	71	4	8	0	31	894
% of TOTAL COMPLAINTS	41.6	3.1	9.3	6.4	4.0	12.5	10.3	7.9	0.4	0.9	0	3.5	

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

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

Table 4

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

U.S. AIRLINES ALPHABETICAL	COMPS	INCI-	PERCENT	INCI-	PERCENT	INCI-	PERCENT	UN-	PERCENT
	RECD	DENTS		DENTS		DENTS		KNOWN	
	IN	IN		IN		IN ALL		INCI-	
	JUN	JUN		MAY		IN ALL		DENT	
						PRIOR		DATE	
						MONTHS			
AIR WISCONSIN	5	4	80.0	1	20.0	0	0.0	0	0.0
ALASKA AIRLINES	12	8	66.7	1	8.3	2	16.7	1	8.3
ALLEGIAN AIR	23	12	52.2	6	26.1	3	13.0	2	8.7
AMERICAN AIRLINES	314	186	59.2	78	24.8	34	10.8	16	5.1
COMMUTAIR	6	4	66.7	2	33.3	0	0.0	0	0.0
DELTA AIR LINES	90	58	64.4	8	8.9	16	17.8	8	8.9
ENDEAVOR AIR	9	6	66.7	1	11.1	1	11.1	1	11.1
ENVOY AIR	21	13	61.9	2	9.5	4	19.0	2	9.5
FRONTIER AIRLINES	72	53	73.6	11	15.3	6	8.3	2	2.8
HAWAIIAN AIRLINES	6	3	50.0	2	33.3	0	0.0	1	16.7
JETBLUE AIRWAYS	41	24	58.5	8	19.5	6	14.6	3	7.3
MESA AIRLINES	14	9	64.3	3	21.4	0	0.0	2	14.3
PIEDMONT AIRLINES	6	5	83.3	0	0.0	1	16.7	0	0.0
PSA AIRLINES	9	6	66.7	1	11.1	1	11.1	1	11.1
REPUBLIC AIRWAYS	7	4	57.1	2	28.6	0	0.0	1	14.3
SILVER AIRWAYS	10	5	50.0	1	10.0	4	40.0	0	0.0
SKYWEST AIRLINES	24	20	83.3	2	8.3	2	8.3	0	0.0
SOUTHWEST AIRLINES	58	32	55.2	12	20.7	8	13.8	6	10.3
SPIRIT AIRLINES	102	67	65.7	16	15.7	14	13.7	5	4.9
SUN COUNTRY AIRLINES	13	7	53.8	2	15.4	3	23.1	1	7.7
TRANS STATES AIRLINES	5	4	80.0	0	0.0	0	0.0	1	20.0
UNITED AIRLINES	197	126	64.0	27	13.7	33	16.8	11	5.6
VIAAIR	57	19	33.3	14	24.6	21	36.8	3	5.3
Other U.S. Airlines	11	7	63.6	2	18.2	1	9.1	1	9.1
Totals	1,112	682	61.3	202	18.2	160	14.4	68	6.1
Previous Year's Totals	894	545	61.0	164	18.3	123	13.8	62	6.9

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

Table 5

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

JUNE 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>													
AER LINGUS	2	0	2	0	0	3	0	0	0	0	0	0	7
AEROFLOT	1	0	1	0	1	6	1	0	0	0	0	0	10
AEROMEXICO	2	0	6	1	1	4	1	0	0	0	0	0	15
AIR CANADA	4	0	3	4	2	3	5	0	0	0	0	0	21
AIR FRANCE	3	0	1	1	2	4	2	0	0	0	0	0	13
AIR INDIA	1	0	2	0	2	7	1	0	0	0	0	0	13
ALITALIA AIRLINES	2	0	1	1	1	3	0	0	0	0	0	0	8
ARUBA AIRLINES	1	0	0	0	4	0	0	0	0	0	0	0	5
AVIANCA	3	0	2	1	1	2	1	0	0	0	0	0	10
BRITISH AIRWAYS	3	1	3	1	1	3	0	3	0	0	0	0	15
COPA	5	0	2	0	1	0	0	1	0	0	0	0	9
EMIRATES AIRLINES	2	1	1	1	1	7	1	0	0	0	0	0	14
HAINAN	1	0	1	0	1	2	0	0	0	0	0	0	5
IBERIA AIRLINES	1	0	1	2	3	4	2	0	0	0	0	0	13
INTERJET	3	0	5	0	10	4	0	0	0	0	0	0	22
KUWAIT AIRWAYS	1	0	0	0	0	3	1	0	0	0	0	0	5
LATAM	0	0	1	1	3	1	1	0	0	0	0	0	7
LOT POLISH AIRLINES	3	0	0	0	0	4	1	0	0	0	0	0	8
LUFTHANSA	3	2	5	1	5	6	3	1	0	0	0	0	26
NORWEGIAN AIR SHUTTLE	7	2	4	2	5	4	2	0	0	0	0	0	26
QANTAS AIRWAYS	1	0	2	2	0	1	0	0	0	0	0	1	7
QATAR AIRWAYS	1	0	2	3	3	2	2	0	0	0	0	0	13
ROYAL AIR MAROC	4	1	1	0	0	13	0	0	0	0	0	0	19
SAS	1	0	1	2	2	2	1	0	0	0	0	0	9
SWISS AIR	0	0	3	0	0	2	0	0	0	0	0	0	5
TAP	0	1	1	2	0	1	1	0	0	0	0	0	6
TURKISH AIRLINES	1	0	6	1	1	9	3	1	0	0	0	0	22
VOLARIS AIRLINES	2	1	1	2	1	1	1	0	0	0	0	0	9
OTHER FOREIGN AIRLINES	16	2	17	10	13	23	6	1	1	0	0	2	91
TOTALS	74	11	75	38	64	124	36	7	1	0	0	3	433

Table 5 (cont'd)

AIR TRAVEL CONSUMER REPORT

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

JUNE 2019

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	1	0	1	2	2	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	0	0	6	5	7	0	7	0	0	0	0	0	25
TOTALS	1	0	7	7	9	0	7	0	0	0	0	0	31
<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>													
Other Miscellaneous	2	0	1	1	0	2	1	0	0	0	0	3	10
TOTALS	2	0	1	1	0	2	1	0	0	0	0	3	10

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES', 'OTHER TOUR OPERATORS', ETC.

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

AIR TRAVEL CONSUMER REPORT

TABLE 6

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

JUNE 2019		JUNE 2018	
AIRLINE	COMPLAINTS	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	16	24	
- ALASKA AIRLINES	12	22	
- BRANDED CODESHARE PARTNERS	4	2	
ALLEGiant AIR	23	27	
AMERICAN AIRLINES NETWORK	366	277	
- AMERICAN AIRLINES	314	210	
- BRANDED CODESHARE PARTNERS	52	67	
DELTA AIR LINES NETWORK	107	106	
- DELTA AIR LINES	90	91	
- BRANDED CODESHARE PARTNERS	17	15	
FRONTIER AIRLINES	72	76	
HAWAIIAN AIRLINES NETWORK	6	10	
- HAWAIIAN AIRLINES	6	10	
- BRANDED CODESHARE PARTNERS	0	0	
JETBLUE AIRWAYS	41	32	
SOUTHWEST AIRLINES	58	60	
SPIRIT AIRLINES	102	77	
UNITED AIRLINES NETWORK	234	164	
- UNITED AIRLINES	197	127	
- BRANDED CODESHARE PARTNERS	37	37	
TOTAL	1,025	853	

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	JUNE 2019			JUNE 2018		
		COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	12	3,235,957	0.37	22	3,274,660	0.67
2	SOUTHWEST AIRLINES	58	14,412,735	0.40	60	14,720,612	0.41
3	REPUBLIC AIRWAYS	7	1,702,294	0.41	12	1,738,867	0.69
4	EXPRESSJET AIRLINES	2	463,091	0.43	3	846,353	0.35
5	DELTA AIR LINES	90	15,093,152	0.60	91	13,945,162	0.65
6	HAWAIIAN AIRLINES	6	985,638	0.61	10	1,028,971	0.97
7	SKYWEST AIRLINES	24	3,833,452	0.63	18	3,470,949	0.52
8	ENDEAVOR AIR	9	1,369,399	0.66	7	1,341,929	0.52
9	PSA AIRLINES	9	1,332,591	0.68	30	1,088,200	2.76
10	MESA AIRLINES	14	1,330,497	1.05	11	1,277,521	0.86
11	JETBLUE AIRWAYS	41	3,684,403	1.11	32	3,662,334	0.87
12	ALLEGiant AIR	23	1,617,960	1.42	27	1,409,044	1.92
13	ENVOY AIR	21	1,342,974	1.56	10	1,246,062	0.80
14	UNITED AIRLINES	197	10,877,280	1.81	127	10,602,397	1.20
15	AMERICAN AIRLINES	314	13,842,520	2.27	210	13,411,538	1.57
16	SPIRIT AIRLINES	102	3,019,855	3.38	77	2,606,578	2.95
17	FRONTIER AIRLINES	72	2,011,777	3.58	76	1,750,209	4.34
	TOTAL	1,001	80,155,575	1.25	823	77,421,386	1.06

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

CONSUMER COMPLAINTS SUMMARY

	JANUARY - JUNE 2019				JANUARY - JUNE 2018			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	4,492	186	5	676	4,266	612	6	670
FOREIGN AIRLINES	2,396	19	1	452	2,857	26	0	368
TRAVEL AGENTS	201	8	0	71	228	4	0	91
TOUR OPERATORS	1	0	0	2	0	0	0	0
MISCELLANEOUS	71	145	0	418	88	104	1	408
INDUSTRY TOTALS	7,161	358	6	1,619	7,439	746	7	1,537

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

Table 2 (YTD)

COMPLAINT CATEGORY	JANUARY - JUNE 2019			JANUARY - JUNE 2018		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	2,292		1	2,158	
CANCELLATION			937			882
DELAY			788			701
MISCONNECTION			328			325
BAGGAGE	2	1,187		2	1,267	
RESERVATIONS/TICKETING/BOARDING	3	913		3	928	
REFUNDS	4	742		4	621	
CUSTOMER SERVICE	5	713		5	762	
FARES	6	483		6	804	
DISABILITY	7	395		7	399	
OVERSALES	8	194		8	213	
OTHER	9	172		9	209	
FREQUENT FLYER			78			85
DISCRIMINATION	10	50		10	45	
ADVERTISING	11	18		11	32	
ANIMALS	12	2		12	1	
COMPLAINT TOTAL		7,161			7,439	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3 (YTD)

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	8	0	1	0	0	0	3	0	0	0	0	0	12
ALASKA AIRLINES	24	4	12	10	2	14	10	9	1	2	1	4	93
ALLEGIAN AIR	38	0	12	6	5	7	20	25	0	0	0	2	115
AMERICAN AIRLINES	565	43	138	78	55	143	145	97	1	12	0	19	1,296
CALIFORNIA PACIFIC AIRLINES	15	0	1	0	54	0	2	0	0	0	0	0	72
COMMUTAIR	12	0	0	0	0	0	0	0	0	0	0	1	13
COMPASS AIRLINES	6	0	1	0	0	1	0	0	0	1	0	1	10
DELTA AIR LINES	111	6	30	24	3	63	54	63	0	7	0	11	372
ENDEAVOR AIR	18	0	1	0	0	0	5	2	0	0	0	1	27
ENVOY AIR	42	8	8	0	0	4	6	0	0	1	0	2	71
EXPRESSJET AIRLINES	14	0	0	0	0	0	0	0	0	0	0	0	14
FRONTIER AIRLINES	128	2	20	15	12	42	17	10	2	2	0	3	253
GOJET AIRLINES	10	0	0	0	1	0	2	0	0	0	0	0	13
HAWAIIAN AIRLINES	8	0	8	9	2	5	7	10	1	0	0	1	51
HORIZON AIRLINES	4	2	1	0	0	1	0	1	0	0	0	1	10
JETBLUE AIRWAYS	63	1	15	8	4	28	29	15	0	2	0	4	169
MESA AIRLINES	40	3	1	0	0	1	6	0	0	0	0	0	51
PIEDMONT AIRLINES	26	2	4	0	0	3	1	1	0	0	0	0	37
PSA AIRLINES	31	0	1	0	0	1	3	2	0	0	0	0	38
REPUBLIC AIRWAYS	21	0	0	0	0	0	5	0	0	0	0	2	28
SILVER AIRWAYS	18	4	0	1	7	4	0	0	0	0	0	0	34
SKYWEST AIRLINES	74	0	2	0	0	0	6	2	0	1	0	0	85
SOUTHWEST AIRLINES	144	5	35	7	13	46	37	19	1	3	0	6	316
SPIRIT AIRLINES	165	17	61	35	30	21	42	25	1	3	0	4	404
SUN COUNTRY AIRLINES	10	0	6	1	4	13	4	2	0	0	0	0	40
TRANS STATES AIRLINES	12	0	0	0	0	0	1	0	0	0	0	0	13
UNITED AIRLINES	212	20	88	39	46	132	87	53	1	11	0	27	716
VIAAIR	20	0	4	0	83	1	0	0	0	0	0	2	110
OTHER U.S. AIRLINES	11	0	5	0	3	1	1	1	0	0	0	7	29
TOTAL JAN - JUNE 2019	1,850	117	455	233	324	531	493	337	8	45	1	98	4,492
% of TOTAL COMPLAINTS	41.2	2.6	10.1	5.2	7.2	11.8	11.0	7.5	0.2	1.0	0.0	2.2	
TOTAL JAN - JUNE 2018	1,522	139	452	401	204	544	491	325	17	37	1	133	4,266
% of TOTAL COMPLAINTS	35.7	3.3	10.6	9.4	4.8	12.8	11.5	7.6	0.4	0.9	0.0	3.1	

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

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

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)

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

JANUARY - JUNE 2019

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	6	1	3	1	3	7	4	0	0	0	0	0	25
AEROFLOT	6	0	7	1	3	19	3	1	0	0	0	0	40
AEROMEXICO	15	4	22	16	13	21	8	1	0	0	0	0	100
AIR CANADA	22	4	16	7	10	16	7	1	0	0	0	0	83
AIR CHINA	5	1	1	0	4	13	2	0	0	0	0	0	26
AIR FRANCE	18	3	9	7	9	27	8	5	0	2	0	2	90
AIR INDIA	11	0	4	2	9	17	4	2	0	0	0	1	50
AIR ITALY	2	0	4	3	2	4	0	0	0	0	0	0	15
ALITALIA AIRLINES	8	1	4	2	6	9	0	0	0	0	0	1	31
ARUBA AIRLINES	6	0	0	0	14	0	1	0	0	0	0	0	21
AUSTRIAN AIRLINES	0	0	1	2	2	6	2	1	0	0	0	0	14
AVIANCA	24	4	7	3	11	10	2	2	0	0	0	3	66
BRITISH AIRWAYS	6	2	20	9	7	16	4	6	0	0	0	5	75
CARIBBEAN AIRLINES	6	0	2	0	1	3	2	0	0	1	0	0	15
CATHAY PACIFIC AIRWAYS	2	0	3	1	4	4	1	3	0	0	0	1	19
CHINA EASTERN AIRLINES	2	0	10	1	2	2	3	2	0	0	0	1	23
CONDOR	5	1	3	1	0	10	2	1	0	0	0	2	25
COPA	9	6	11	2	6	4	1	2	0	0	0	0	41
EGYPTAIR	0	0	1	2	1	2	3	0	0	0	0	3	12
EL AL ISRAEL	2	0	1	1	1	5	0	0	0	0	0	0	10
EMIRATES AIRLINES	3	1	8	10	7	28	10	2	0	0	0	2	71
ETHIOPIAN AIRLINES	17	1	1	6	2	20	6	0	0	0	0	2	55
ETIHAD AIRWAYS	3	5	2	7	3	14	5	0	0	0	0	5	44
EVA AIRWAYS	0	0	1	1	3	5	0	0	0	0	0	0	10
FLY JAMAICA	2	0	0	0	29	0	0	0	0	0	0	0	31
HAINAN	3	0	2	1	3	3	0	0	0	0	0	0	12
IBERIA AIRLINES	7	1	8	2	7	21	4	0	0	0	0	3	53
ICELANDAIR	3	1	1	2	2	1	2	1	0	1	0	1	15
INTERJET	13	1	15	5	23	16	6	0	0	0	0	0	79
JET AIRWAYS	13	0	10	3	6	11	4	1	0	0	0	1	49
KLM	6	1	4	1	1	6	4	2	1	0	0	0	26
LATAM	5	1	20	5	13	15	5	0	0	0	0	1	65
LUFTHANSA	11	5	23	13	22	31	17	3	0	0	1	1	127
NORWEGIAN AIR SHUTTLE	35	4	21	11	9	23	10	5	0	0	0	3	121
PHILIPPINE AIRLINES	2	0	2	1	2	6	0	1	1	0	0	0	15
QANTAS AIRWAYS	5	0	3	2	2	3	0	2	0	0	0	2	19
QATAR AIRWAYS	10	0	16	9	16	15	9	2	0	0	0	0	77

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)(cont'd)

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

JANUARY - JUNE 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>													
ROYAL AIR MAROC	9	1	3	1	2	27	2	0	0	0	0	0	45
SAS	4	0	3	5	3	8	3	0	1	0	0	1	28
SAUDI ARABIAN AIRLINES	2	0	4	1	1	2	2	0	0	0	0	0	12
SINGAPORE AIRLINES	0	0	2	3	1	2	0	0	0	0	0	3	11
SOUTH AFRICAN AIRWAYS	2	1	5	1	2	4	1	0	0	0	0	1	17
SWISS AIR	4	1	8	4	4	7	2	1	0	1	0	1	33
TAP	4	2	5	3	3	7	1	2	1	0	0	0	28
TURKISH AIRLINES	29	4	25	6	15	66	12	2	0	0	0	3	162
VIRGIN ATLANTIC AIRWAYS	1	2	6	0	1	6	1	1	0	0	0	1	19
VIVAAEROBUS	0	2	4	1	1	1	0	0	1	0	0	0	10
VOLARIS AIRLINES	6	8	16	5	4	11	6	0	1	0	0	0	57
WOW AIR	13	0	4	2	10	8	2	0	0	0	0	0	39
OTHER FOREIGN AIRLINES	45	8	46	21	37	72	22	6	0	0	0	5	262
TOTALS	425	77	398	193	344	639	195	58	6	5	1	55	2,396
<u>TRAVEL AGENTS</u>													
CHEAPOAIR.COM	1	0	9	7	8	0	1	0	0	0	0	0	26
EXPEDIA.COM	0	0	10	7	11	1	2	0	1	0	0	0	32
JUSTFLY.COM	0	0	7	11	9	0	4	0	0	0	0	0	31
KIWI.COM	0	0	2	9	11	0	1	0	0	0	0	0	23
PRICELINE.COM	1	0	5	4	2	0	1	0	0	0	0	0	13
VAYAMA	0	0	4	1	6	0	0	0	1	0	0	0	12
OTHER TRAVEL AGENTS	0	0	18	14	25	0	5	0	2	0	0	0	64
TOTALS	2	0	55	53	72	1	14	0	4	0	0	0	201
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	1	0	0	0	0	0	1
TOTALS	0	0	0	0	0	0	1	0	0	0	0	0	1
<u>MISCELLANEOUS</u>													
TSA	0	0	0	0	0	11	6	0	0	0	0	2	19
Other Miscellaneous	15	0	5	4	2	5	4	0	0	0	0	17	52
TOTALS	15	0	5	4	2	16	10	0	0	0	0	19	71

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 5 (YTD)

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

	JANUARY - JUNE 2019	JANUARY - JUNE 2018
AIRLINE	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	104	76
- ALASKA AIRLINES	93	68
- BRANDED CODESHARE PARTNERS	11	8
ALLEGiant AIR	115	128
AMERICAN AIRLINES NETWORK	1,506	1,140
- AMERICAN AIRLINES	1,296	913
- BRANDED CODESHARE PARTNERS	210	227
DELTA AIR LINES NETWORK	429	554
- DELTA AIR LINES	372	481
- BRANDED CODESHARE PARTNERS	57	73
FRONTIER AIRLINES	253	288
HAWAIIAN AIRLINES NETWORK	51	66
- HAWAIIAN AIRLINES	51	66
- BRANDED CODESHARE PARTNERS	0	0
JETBLUE AIRWAYS	169	199
SOUTHWEST AIRLINES	316	304
SPIRIT AIRLINES	404	401
UNITED AIRLINES NETWORK	851	911
- UNITED AIRLINES	716	748
- BRANDED CODESHARE PARTNERS	135	163
TOTAL	4,198	4,067

* 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 5A (YTD)

CONSUMER COMPLAINTS: REPORTING U.S. OPERATING CARRIERS*

RANK	AIRLINE	JANUARY - JUNE 2019			JANUARY - JUNE 2018		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	REPUBLIC AIRWAYS	28	9,118,363	0.31	46	9,226,387	0.50
2	ENDEAVOR AIR	27	7,175,781	0.38	31	6,556,995	0.47
3	SOUTHWEST AIRLINES**	316	80,395,529	0.39	304	80,494,503	0.38
4	SKYWEST AIRLINES	85	20,338,987	0.42	91	18,653,119	0.49
5	DELTA AIR LINES	372	78,719,836	0.47	481	73,798,708	0.65
6	EXPRESSJET AIRLINES	14	2,905,418	0.48	14	4,998,910	0.28
7	PSA AIRLINES	38	7,383,615	0.51	62	6,740,496	0.92
8	ALASKA AIRLINES	93	17,070,152	0.54	68	15,618,825	0.44
9	MESA AIRLINES	51	7,401,097	0.69	44	6,709,964	0.66
10	JETBLUE AIRWAYS	169	21,248,711	0.80	199	20,802,738	0.96
11	HAWAIIAN AIRLINES	51	5,669,170	0.90	66	5,802,541	1.14
12	ENVOY AIR	71	7,172,369	0.99	52	6,626,459	0.78
13	UNITED AIRLINES	716	56,707,929	1.26	748	53,913,025	1.39
14	ALLEGiant AIR	115	7,672,366	1.50	128	7,053,931	1.81
15	AMERICAN AIRLINES**	1,296	76,553,342	1.69	913	73,413,751	1.24
16	FRONTIER AIRLINES	253	10,517,790	2.41	288	9,498,871	3.03
17	SPIRIT AIRLINES	404	16,407,062	2.46	401	13,882,543	2.89
	TOTAL	4,099	432,457,517	0.95	3,936	413,791,766	0.95

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

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

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

AIR TRAVEL CONSUMER REPORT

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

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AMERICAN				1			
DELTA	1					1	
ENVOY	1						
FRONTIER	1						
JETBLUE	1						
SKYWEST	1						
SPIRIT	1						
UNITED			1		1		
TOTAL	6		1	1	1	1	

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

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

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for January - June 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	1			
ALASKA	2						
AMERICAN	7			2	2	1	
CARIBBEAN	1						
COMPASS	1						
DELTA	6					1	
ENVOY AIR	1						
FRONTIER	1			1			
ICELAND AIR	1						
JETBLUE	2						
SKYWEST	1						
SOUTHWEST	3						
SPIRIT	1		1	1			
SWISS AIR							1
UNITED	7		2		2		
TOTAL	34		4	5	4	2	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

June 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
American Airlines	1	1	0
Totals:	1	1	0

American Airlines had an incident concerning an injured dog that occurred during June, which the carrier failed to report in time to appear in the table for June Animal incidents (Air Travel Consumer Report) issued August 2019. This table was updated on December 19, 2019.

AIR TRAVEL CONSUMER REPORT

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

The Transportation Security Administration (TSA) screened approximately 75 million airline passengers and their 60 million checked bags in the month of June as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations ^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of June.

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

Courtesy ^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
794	0.00106%	27	0.00004%	87	0.00012%	546	0.00073%

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 June.

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