



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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A Product Of The  
**OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS**

*Aviation Consumer Protection Division*

*Issued: September 2018*



<b>Flight Delays<sup>1</sup></b>	July 2018
<b>Mishandled Baggage<sup>1</sup></b>	July 2018
<b>Oversales<sup>1</sup></b>	2 <sup>nd</sup> . Quarter 2018 January - June 2018
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	July 2018
<b>Airline Animal Incident Reports<sup>4</sup></b>	July 2018
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	July 2018

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

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

<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

<sup>4</sup> Data collected by the Aviation Consumer Protection Division

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## **INTRODUCTION**

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

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

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

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

## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the eighteen (18) U.S. air carriers that have at least 0.5 percent of total domestic scheduled-service passenger revenues.

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 18 reporting air carriers, 16 carriers (Alaska, Delta, Endeavor, Envoy, ExpressJet, Frontier, JetBlue, Mesa, PSA, Republic, Hawaiian, SkyWest, Spirit, Southwest, United and Virgin America) use ACARS, one carrier (American) uses a combination of ACARS and DGS, and one carrier (Allegiant) uses manual system.

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

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

Tables 3 and 4 contain information by airport and time of day that a flight operated in 24-hour clock format. All times are local. A 10:50 departure from Atlanta is 10:50 Atlanta time; if that flight arrived in Dallas at 23:45, that is 11:45 pm Dallas time. Table 5 lists more than 200 airports 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 operating flights at all airports and for the air carriers' domestic system. Table 9 displays airline flight delay causation data by categories, and Table 10 provides an overall graphic representation of that data.

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

Except for the flights listed in Tables 8 and 8A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at <https://www.transtats.bts.gov/ONTIME/>

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

Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp)

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

## AIR TRAVEL CONSUMER REPORT

## BRANDED CODESHARE PARTNERS

JULY 2018

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

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 2018

AT ALL US AIRPORTS			
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON TIME ARRIVALS	RANK
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>21</b>	<b>91.5</b>	<b>1</b>
- HAWAIIAN AIRLINES	18	92.6	
- BRANDED CODESHARE PARTNERS	4	80.7	
<b>ALASKA AIRLINES NETWORK</b>	<b>99</b>	<b>84.1</b>	<b>2</b>
- ALASKA AIRLINES	73	82.9	
- BRANDED CODESHARE PARTNERS	53	86.0	
<b>DELTA AIR LINES NETWORK</b>	<b>223</b>	<b>81.9</b>	<b>3</b>
- DELTA AIR LINES	147	83.4	
- BRANDED CODESHARE PARTNERS	205	80.0	
<b>UNITED AIRLINES NETWORK</b>	<b>228</b>	<b>76.1</b>	<b>4</b>
- UNITED AIRLINES	107	75.1	
- BRANDED CODESHARE PARTNERS	211	76.9	
<b>SOUTHWEST AIRLINES</b>	<b>85</b>	<b>74.5</b>	<b>5</b>
<b>SPIRIT AIRLINES</b>	<b>40</b>	<b>73.6</b>	<b>6</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>232</b>	<b>72.2</b>	<b>7</b>
- AMERICAN AIRLINES	100	70.0	
- BRANDED CODESHARE PARTNERS	217	74.0	
<b>JETBLUE AIRWAYS</b>	<b>68</b>	<b>67.2</b>	<b>8</b>
<b>ALLEGiant AIR</b>	<b>117</b>	<b>67.0</b>	<b>9</b>
<b>FRONTIER AIRLINES</b>	<b>82</b>	<b>59.7</b>	<b>10</b>
<b>TOTAL</b>	<b>364</b>	<b>76.0</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 2018

CARRIER*	AT ALL US AIRPORTS		
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	18	92.6	1
DELTA AIR LINES	147	83.4	2
ALASKA AIRLINES	73	82.9	3
SKYWEST AIRLINES	233	80.4	4
ENDEAVOR AIR	103	77.5	5
EXPRESSJET AIRLINES	110	77.2	6
REPUBLIC AIRLINE	82	75.6	7
UNITED AIRLINES	107	75.1	8
MESA AIRLINES	97	74.7	9
SOUTHWEST AIRLINES	85	74.5	10
ENVOY AIR	129	74.3	11
PSA AIRLINES	94	74.0	12
SPIRIT AIRLINES	40	73.6	13
AMERICAN AIRLINES	100	70.0	14
JETBLUE AIRWAYS	68	67.2	15
ALLEGiant AIR	117	67.0	16
FRONTIER AIRLINES	82	59.7	17
<b>TOTAL</b>	<b>349</b>	<b>75.9</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 2018

CARRIER*	Jan 2018		Feb 2018		Mar 2018		Apr 2018		May 2018		Jun 2018		Jul 2018		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
<b>ALASKA AIRLINES NETWORK</b>	<b>87.7</b>	<b>2</b>	<b>85.3</b>	<b>1</b>	<b>86.7</b>	<b>1</b>	<b>84.3</b>	<b>2</b>	<b>84.1</b>	<b>3</b>	<b>83.7</b>	<b>2</b>	<b>84.1</b>	<b>2</b>	<b>84.9</b>	<b>2</b>
- ALASKA AIRLINES**	88.9		85.3		86.8		83.4		81.8		82.4		82.9		84.1	
- BRANDED CODESHARE	86.3		85.3		86.6		85.7		87.8		85.7		86.0		86.2	
<b>ALLEGiant AIR</b>	<b>78.6</b>	<b>7</b>	<b>78.3</b>	<b>5</b>	<b>78.5</b>	<b>8</b>	<b>78.8</b>	<b>7</b>	<b>76.7</b>	<b>7</b>	<b>69.7</b>	<b>9</b>	<b>67.0</b>	<b>9</b>	<b>74.8</b>	<b>8</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>77.6</b>	<b>9</b>	<b>76.7</b>	<b>9</b>	<b>81.1</b>	<b>6</b>	<b>82.7</b>	<b>4</b>	<b>78.0</b>	<b>5</b>	<b>72.4</b>	<b>8</b>	<b>72.2</b>	<b>7</b>	<b>77.2</b>	<b>7</b>
- AMERICAN AIRLINES	82.5		80.8		82.3		83.9		78.6		73.7		70.0		78.7	
- BRANDED CODESHARE	73.6		73.2		80.1		81.6		77.6		71.4		74.0		75.9	
<b>DELTA AIR LINES NETWORK</b>	<b>80.4</b>	<b>6</b>	<b>83.3</b>	<b>2</b>	<b>82.6</b>	<b>4</b>	<b>83.3</b>	<b>3</b>	<b>84.4</b>	<b>2</b>	<b>81.5</b>	<b>3</b>	<b>81.9</b>	<b>3</b>	<b>82.5</b>	<b>3</b>
- DELTA AIR LINES	84.3		87.9		87.0		86.4		85.0		81.5		83.4		85.0	
- BRANDED CODESHARE	75.9		78.0		77.5		79.6		83.6		81.5		80.0		79.5	
<b>FRONTIER AIRLINES</b>	<b>74.9</b>	<b>10</b>	<b>73.8</b>	<b>11</b>	<b>78.4</b>	<b>9</b>	<b>76.4</b>	<b>9</b>	<b>71.8</b>	<b>9</b>	<b>60.3</b>	<b>10</b>	<b>59.7</b>	<b>10</b>	<b>70.4</b>	<b>9</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>88.3</b>	<b>1</b>	<b>78.1</b>	<b>7</b>	<b>84.2</b>	<b>3</b>	<b>86.2</b>	<b>1</b>	<b>89.1</b>	<b>1</b>	<b>88.4</b>	<b>1</b>	<b>91.5</b>	<b>1</b>	<b>86.8</b>	<b>1</b>
- HAWAIIAN AIRLINES	88.3		80.3		85.3		87.7		90.8		90.7		92.6		88.2	
- BRANDED CODESHARE	88.2		62.2		74.7		72.3		73.1		64.8		80.7		74.1	
<b>JETBLUE AIRWAYS</b>	<b>65.8</b>	<b>11</b>	<b>74.6</b>	<b>10</b>	<b>64.2</b>	<b>11</b>	<b>67.6</b>	<b>10</b>	<b>71.0</b>	<b>10</b>	<b>73.8</b>	<b>7</b>	<b>67.2</b>	<b>8</b>	<b>69.1</b>	<b>10</b>
<b>SOUTHWEST AIRLINES</b>	<b>81.8</b>	<b>5</b>	<b>77.1</b>	<b>8</b>	<b>78.9</b>	<b>7</b>	<b>77.7</b>	<b>8</b>	<b>76.4</b>	<b>8</b>	<b>77.7</b>	<b>4</b>	<b>74.5</b>	<b>5</b>	<b>77.7</b>	<b>6</b>
<b>SPIRIT AIRLINES</b>	<b>82.9</b>	<b>3</b>	<b>81.9</b>	<b>3</b>	<b>85.1</b>	<b>2</b>	<b>81.8</b>	<b>6</b>	<b>80.3</b>	<b>4</b>	<b>76.8</b>	<b>5</b>	<b>73.6</b>	<b>6</b>	<b>80.2</b>	<b>4</b>
<b>UNITED AIRLINES NETWORK</b>	<b>78.6</b>	<b>8</b>	<b>78.1</b>	<b>6</b>	<b>81.9</b>	<b>5</b>	<b>82.6</b>	<b>5</b>	<b>77.9</b>	<b>6</b>	<b>74.1</b>	<b>6</b>	<b>76.1</b>	<b>4</b>	<b>78.4</b>	<b>5</b>
- UNITED AIRLINES	84.7		84.7		83.9		83.9		78.9		75.2		75.1		80.5	
- BRANDED CODESHARE	74.7		74.0		80.6		81.7		77.2		73.2		76.9		76.9	
<b>VIRGIN AMERICA AIRLINES</b>	<b>82.5</b>	<b>4</b>	<b>81.7</b>	<b>4</b>	<b>69.9</b>	<b>10</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>TOTAL</b>	<b>79.4</b>		<b>78.9</b>		<b>80.7</b>		<b>81.3</b>		<b>79.2</b>		<b>76.4</b>		<b>76.0</b>		<b>78.8</b>	

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.

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined.



## AIR TRAVEL CONSUMER REPORT

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

JULY 2018

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>88</b>	<b>94.3</b>	<b>367</b>	<b>75.2</b>	<b>151</b>	<b>70.9</b>	<b>0</b>	<b>0.0</b>	<b>244</b>	<b>59.8</b>	<b>186</b>	<b>79.0</b>	<b>155</b>	<b>93.5</b>	<b>93</b>	<b>95.7</b>
- ALASKA AIRLINES	88	94.3	367	75.2	151	70.9	0	0.0	155	66.5	186	79.0	155	93.5	93	95.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	89	48.3	0	0.0	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>56</b>	<b>58.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>31</b>	<b>64.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>1485</b>	<b>69.2</b>	<b>2769</b>	<b>66.8</b>	<b>746</b>	<b>62.1</b>	<b>19048</b>	<b>78.0</b>	<b>7122</b>	<b>73.1</b>	<b>1013</b>	<b>63.5</b>	<b>21696</b>	<b>74.6</b>	<b>1060</b>	<b>69.8</b>
- AMERICAN AIRLINES	1014	66.2	2474	66.5	514	57.6	7918	77.2	1952	67.8	953	61.9	13034	73.9	472	66.3
- BRANDED CODESHARE PARTNERS	471	75.6	295	68.8	232	72.0	11130	78.5	5170	75.1	60	88.3	8662	75.7	588	72.6
<b>DELTA AIR LINES NETWORK</b>	<b>27439</b>	<b>83.6</b>	<b>2804</b>	<b>73.8</b>	<b>831</b>	<b>75.7</b>	<b>911</b>	<b>79.3</b>	<b>1434</b>	<b>74.9</b>	<b>1230</b>	<b>84.2</b>	<b>1207</b>	<b>74.7</b>	<b>11702</b>	<b>87.1</b>
- DELTA AIR LINES	21688	84.1	1514	74.8	634	77.9	542	85.1	760	77.2	1105	85.2	656	75.6	4953	87.4
- BRANDED CODESHARE	5751	81.6	1290	72.6	197	68.5	369	70.7	674	72.3	125	76.0	551	73.7	6749	86.9
<b>FRONTIER AIRLINES</b>	<b>324</b>	<b>60.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>110</b>	<b>49.1</b>	<b>93</b>	<b>53.8</b>	<b>2061</b>	<b>63.5</b>	<b>59</b>	<b>61.0</b>	<b>92</b>	<b>63.0</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>302</b>	<b>66.6</b>	<b>4464</b>	<b>69.4</b>	<b>200</b>	<b>62.5</b>	<b>124</b>	<b>72.6</b>	<b>926</b>	<b>69.9</b>	<b>120</b>	<b>67.5</b>	<b>58</b>	<b>79.3</b>	<b>124</b>	<b>66.9</b>
<b>SOUTHWEST AIRLINES</b>	<b>3588</b>	<b>74.9</b>	<b>1163</b>	<b>69.6</b>	<b>6606</b>	<b>69.5</b>	<b>262</b>	<b>54.2</b>	<b>1290</b>	<b>65.0</b>	<b>6258</b>	<b>74.7</b>	<b>0</b>	<b>0.0</b>	<b>613</b>	<b>71.5</b>
<b>SPIRIT AIRLINES</b>	<b>762</b>	<b>72.6</b>	<b>482</b>	<b>70.1</b>	<b>800</b>	<b>71.3</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>341</b>	<b>72.4</b>	<b>1036</b>	<b>71.5</b>	<b>943</b>	<b>77.0</b>
<b>UNITED AIRLINES NETWORK</b>	<b>889</b>	<b>72.3</b>	<b>1406</b>	<b>67.5</b>	<b>454</b>	<b>71.1</b>	<b>654</b>	<b>74.3</b>	<b>1113</b>	<b>71.5</b>	<b>13315</b>	<b>80.3</b>	<b>1082</b>	<b>71.4</b>	<b>764</b>	<b>77.5</b>
- UNITED AIRLINES	430	70.2	1309	66.7	336	72.6	150	61.3	453	66.9	5840	82.0	695	70.6	116	78.4
- BRANDED CODESHARE	459	74.3	97	78.4	118	66.9	504	78.2	660	74.7	7475	79.1	387	72.9	648	77.3
<b>TOTAL</b>	<b>34,877</b>	<b>81.2</b>	<b>13,455</b>	<b>69.8</b>	<b>9,844</b>	<b>69.5</b>	<b>21,109</b>	<b>77.4</b>	<b>12,222</b>	<b>71.7</b>	<b>24,555</b>	<b>76.8</b>	<b>25,293</b>	<b>74.5</b>	<b>15,391</b>	<b>83.9</b>

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 2018

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>418</b>	<b>58.9</b>	<b>62</b>	<b>74.2</b>	<b>279</b>	<b>82.4</b>	<b>181</b>	<b>74.0</b>	<b>62</b>	<b>80.6</b>	<b>457</b>	<b>65.6</b>	<b>731</b>	<b>76.6</b>	<b>2270</b>	<b>79.3</b>
- ALASKA AIRLINES	418	58.9	62	74.2	279	82.4	181	74.0	62	80.6	457	65.6	731	76.6	1973	79.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	297	80.5
<b>ALLEGiant AIR</b>	<b>76</b>	<b>76.3</b>	<b>289</b>	<b>57.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>798</b>	<b>62.5</b>	<b>239</b>	<b>76.2</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>726</b>	<b>54.5</b>	<b>546</b>	<b>63.6</b>	<b>279</b>	<b>75.6</b>	<b>502</b>	<b>65.9</b>	<b>1052</b>	<b>67.5</b>	<b>2336</b>	<b>64.4</b>	<b>1294</b>	<b>65.8</b>	<b>5637</b>	<b>82.2</b>
- AMERICAN AIRLINES	669	54.4	546	63.6	279	75.6	258	61.6	779	66.2	1631	64.3	1294	65.8	3587	77.3
- BRANDED CODESHARE PARTNERS	57	56.1	0	0.0	0	0.0	244	70.5	273	71.1	705	64.5	0	0.0	2050	90.6
<b>DELTA AIR LINES NETWORK</b>	<b>948</b>	<b>58.3</b>	<b>975</b>	<b>75.8</b>	<b>279</b>	<b>91.8</b>	<b>547</b>	<b>82.1</b>	<b>797</b>	<b>77.0</b>	<b>5167</b>	<b>71.1</b>	<b>1661</b>	<b>85.0</b>	<b>4528</b>	<b>85.4</b>
- DELTA AIR LINES	510	61.0	944	75.4	279	91.8	277	83.4	303	79.5	2700	72.5	1177	87.8	3405	87.2
- BRANDED CODESHARE PARTNERS	438	55.3	31	87.1	0	0.0	270	80.7	494	75.5	2467	69.6	484	78.3	1123	80.0
<b>FRONTIER AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>125</b>	<b>52.0</b>	<b>62</b>	<b>56.5</b>	<b>0</b>	<b>0.0</b>	<b>550</b>	<b>54.7</b>	<b>93</b>	<b>69.9</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>3440</b>	<b>91.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>31</b>	<b>80.6</b>	<b>80</b>	<b>83.8</b>	<b>200</b>	<b>73.0</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	3067	93.2	0	0.0	0	0.0	31	80.6	80	83.8	200	73.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	373	79.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>701</b>	<b>53.4</b>	<b>2051</b>	<b>66.7</b>	<b>0</b>	<b>0.0</b>	<b>151</b>	<b>66.9</b>	<b>0</b>	<b>0.0</b>	<b>3845</b>	<b>60.6</b>	<b>403</b>	<b>73.0</b>	<b>553</b>	<b>77.6</b>
<b>SOUTHWEST AIRLINES</b>	<b>592</b>	<b>52.7</b>	<b>2169</b>	<b>76.5</b>	<b>0</b>	<b>0.0</b>	<b>207</b>	<b>70.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>6474</b>	<b>77.3</b>	<b>3672</b>	<b>77.6</b>
<b>SPIRIT AIRLINES</b>	<b>327</b>	<b>61.8</b>	<b>1510</b>	<b>73.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>620</b>	<b>82.3</b>	<b>0</b>	<b>0.0</b>	<b>1269</b>	<b>70.0</b>	<b>792</b>	<b>82.4</b>
<b>UNITED AIRLINES NETWORK</b>	<b>10598</b>	<b>62.1</b>	<b>575</b>	<b>65.4</b>	<b>513</b>	<b>82.3</b>	<b>6391</b>	<b>74.5</b>	<b>12507</b>	<b>82.5</b>	<b>0</b>	<b>0.0</b>	<b>1192</b>	<b>79.0</b>	<b>4628</b>	<b>81.7</b>
- UNITED AIRLINES	5061	62.6	575	65.4	513	82.3	2483	73.3	5505	79.7	0	0.0	1189	79.0	2773	82.0
- BRANDED CODESHARE PARTNERS	5537	61.6	0	0.0	0	0.0	3908	75.3	7002	84.7	0	0.0	3	100.0	1855	81.1
<b>TOTAL</b>	<b>14,386</b>	<b>60.6</b>	<b>8,177</b>	<b>71.1</b>	<b>4,790</b>	<b>89.2</b>	<b>8,104</b>	<b>73.9</b>	<b>15,100</b>	<b>81.0</b>	<b>11,836</b>	<b>66.2</b>	<b>14,452</b>	<b>74.9</b>	<b>22,612</b>	<b>81.4</b>

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 2018

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>111</b>	<b>64.9</b>	<b>141</b>	<b>74.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>155</b>	<b>91.0</b>	<b>350</b>	<b>78.6</b>	<b>4386</b>	<b>90.0</b>	<b>124</b>	<b>79.0</b>
- ALASKA AIRLINES	0	0.0	141	74.5	0	0.0	0	0.0	62	91.9	350	78.6	1767	90.0	124	79.0
- BRANDED CODESHARE PARTNERS	111	64.9	0	0.0	0	0.0	0	0.0	93	90.3	0	0.0	2619	90.0	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>4531</b>	<b>66.7</b>	<b>1557</b>	<b>61.8</b>	<b>0</b>	<b>0.0</b>	<b>6252</b>	<b>66.9</b>	<b>946</b>	<b>71.5</b>	<b>14196</b>	<b>76.8</b>	<b>535</b>	<b>70.3</b>	<b>10891</b>	<b>69.6</b>
- AMERICAN AIRLINES	1861	63.7	1557	61.8	0	0.0	4312	64.8	689	69.8	5738	74.2	450	65.6	4544	68.0
- BRANDED CODESHARE PARTNERS	2670	68.7	0	0.0	0	0.0	1940	71.5	257	75.9	8458	78.5	85	95.3	6347	70.8
<b>DELTA AIR LINES NETWORK</b>	<b>7030</b>	<b>69.2</b>	<b>1660</b>	<b>73.6</b>	<b>494</b>	<b>81.6</b>	<b>805</b>	<b>73.9</b>	<b>11849</b>	<b>86.8</b>	<b>1496</b>	<b>74.3</b>	<b>1008</b>	<b>83.9</b>	<b>751</b>	<b>72.8</b>
- DELTA AIR LINES	2080	71.1	1628	73.3	196	88.8	801	73.8	6471	87.9	948	80.0	805	84.6	600	75.5
- BRANDED CODESHARE PARTNERS	4950	68.4	32	87.5	298	76.8	4	100.0	5378	85.4	548	64.6	203	81.3	151	62.3
<b>FRONTIER AIRLINES</b>	<b>93</b>	<b>59.1</b>	<b>763</b>	<b>54.5</b>	<b>0</b>	<b>0.0</b>	<b>91</b>	<b>68.1</b>	<b>156</b>	<b>59.0</b>	<b>248</b>	<b>57.7</b>	<b>73</b>	<b>63.0</b>	<b>499</b>	<b>54.3</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>62</b>	<b>90.3</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	90.3	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>532</b>	<b>66.5</b>	<b>1686</b>	<b>61.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>93</b>	<b>74.2</b>	<b>275</b>	<b>61.8</b>	<b>182</b>	<b>80.8</b>	<b>193</b>	<b>64.8</b>
<b>SOUTHWEST AIRLINES</b>	<b>972</b>	<b>63.1</b>	<b>3863</b>	<b>69.9</b>	<b>7669</b>	<b>77.2</b>	<b>0</b>	<b>0.0</b>	<b>739</b>	<b>75.9</b>	<b>0</b>	<b>0.0</b>	<b>1433</b>	<b>80.9</b>	<b>738</b>	<b>63.1</b>
<b>SPIRIT AIRLINES</b>	<b>341</b>	<b>70.7</b>	<b>1207</b>	<b>69.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>372</b>	<b>75.3</b>	<b>899</b>	<b>71.3</b>	<b>93</b>	<b>66.7</b>	<b>293</b>	<b>58.7</b>
<b>UNITED AIRLINES NETWORK</b>	<b>1181</b>	<b>67.6</b>	<b>1113</b>	<b>67.0</b>	<b>0</b>	<b>0.0</b>	<b>368</b>	<b>69.0</b>	<b>803</b>	<b>75.2</b>	<b>17673</b>	<b>77.6</b>	<b>732</b>	<b>75.3</b>	<b>529</b>	<b>68.6</b>
- UNITED AIRLINES	812	65.9	1113	67.0	0	0.0	368	69.0	401	74.1	7247	77.0	732	75.3	345	66.4
- BRANDED CODESHARE PARTNERS	369	71.3	0	0.0	0	0.0	0	0.0	402	76.4	10426	78.0	0	0.0	184	72.8
<b>TOTAL</b>	<b>14,791</b>	<b>67.7</b>	<b>11,990</b>	<b>66.9</b>	<b>8,163</b>	<b>77.5</b>	<b>7,516</b>	<b>67.7</b>	<b>15,113</b>	<b>84.1</b>	<b>35,137</b>	<b>76.7</b>	<b>8,504</b>	<b>84.5</b>	<b>14,018</b>	<b>68.7</b>

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 2018

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>186</b>	<b>86.6</b>	<b>1415</b>	<b>82.8</b>	<b>9482</b>	<b>85.1</b>	<b>2572</b>	<b>73.1</b>	<b>371</b>	<b>86.8</b>	<b>31</b>	<b>77.4</b>
- ALASKA AIRLINES	186	86.6	777	77.9	6113	86.3	2360	73.1	186	91.9	31	77.4
- BRANDED CODESHARE PARTNERS	0	0.0	638	88.9	3369	82.8	212	73.1	185	81.6	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>36</b>	<b>63.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>7721</b>	<b>77.9</b>	<b>1027</b>	<b>71.3</b>	<b>1077</b>	<b>66.4</b>	<b>1480</b>	<b>70.8</b>	<b>593</b>	<b>70.0</b>	<b>987</b>	<b>61.5</b>
- AMERICAN AIRLINES	4915	76.5	842	67.3	930	62.2	1186	66.3	442	67.6	960	60.8
- BRANDED CODESHARE PARTNERS	2806	80.3	185	89.2	147	93.2	294	89.1	151	76.8	27	85.2
<b>DELTA AIR LINES NETWORK</b>	<b>934</b>	<b>82.8</b>	<b>1148</b>	<b>83.8</b>	<b>4431</b>	<b>84.6</b>	<b>1536</b>	<b>84.9</b>	<b>7573</b>	<b>88.5</b>	<b>1072</b>	<b>77.2</b>
- DELTA AIR LINES	666	84.5	834	86.8	2877	87.2	1529	85.1	4068	89.1	995	78.7
- BRANDED CODESHARE PARTNERS	268	78.4	314	75.8	1554	79.8	7	42.9	3505	87.8	77	58.4
<b>FRONTIER AIRLINES</b>	<b>155</b>	<b>47.7</b>	<b>136</b>	<b>60.3</b>	<b>96</b>	<b>49.0</b>	<b>74</b>	<b>50.0</b>	<b>134</b>	<b>56.7</b>	<b>184</b>	<b>58.2</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>31</b>	<b>61.3</b>	<b>62</b>	<b>79.0</b>	<b>62</b>	<b>85.5</b>	<b>62</b>	<b>85.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	31	61.3	62	79.0	62	85.5	62	85.5	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>62</b>	<b>64.5</b>	<b>155</b>	<b>76.1</b>	<b>240</b>	<b>75.8</b>	<b>546</b>	<b>73.6</b>	<b>217</b>	<b>62.7</b>	<b>433</b>	<b>67.4</b>
<b>SOUTHWEST AIRLINES</b>	<b>5275</b>	<b>76.5</b>	<b>3414</b>	<b>79.5</b>	<b>1281</b>	<b>73.3</b>	<b>1507</b>	<b>66.8</b>	<b>945</b>	<b>76.7</b>	<b>2531</b>	<b>71.6</b>
<b>SPIRIT AIRLINES</b>	<b>31</b>	<b>61.3</b>	<b>248</b>	<b>75.8</b>	<b>310</b>	<b>74.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>336</b>	<b>74.1</b>
<b>UNITED AIRLINES NETWORK</b>	<b>735</b>	<b>78.0</b>	<b>1109</b>	<b>81.2</b>	<b>1037</b>	<b>75.0</b>	<b>8466</b>	<b>78.9</b>	<b>691</b>	<b>78.9</b>	<b>619</b>	<b>69.6</b>
- UNITED AIRLINES	577	78.0	974	80.5	975	74.9	5709	78.6	219	70.8	619	69.6
- BRANDED CODESHARE PARTNERS	158	77.8	135	85.9	62	77.4	2757	79.6	472	82.6	0	0.0
<b>TOTAL</b>	<b>15,130</b>	<b>77.4</b>	<b>8,750</b>	<b>79.3</b>	<b>18,016</b>	<b>81.9</b>	<b>16,243</b>	<b>76.4</b>	<b>10,524</b>	<b>84.8</b>	<b>6,193</b>	<b>70.2</b>

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 2018

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# 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	88	94.3	367	75.2	151	70.9	0	0.0	155	66.5	186	79.0	155	93.5	93	95.7
ALLEGiant AIR	0	0.0	0	0.0	56	58.9	0	0.0	0	0.0	31	64.5	0	0.0	0	0.0
AMERICAN AIRLINES	1014	66.2	2474	66.5	514	57.6	7918	77.2	1952	67.8	953	61.9	13034	73.9	472	66.3
DELTA AIR LINES	21688	84.1	1514	74.8	634	77.9	542	85.1	760	77.2	1105	85.2	656	75.6	4953	87.4
ENDEAVOR AIR	2466	83.6	452	74.1	197	68.5	193	72.0	196	70.9	4	50.0	131	76.3	1693	87.4
ENVOY AIR	53	73.6	228	73.2	149	79.2	334	69.2	120	83.3	0	0.0	4173	78.1	83	67.5
EXPRESSJET AIRLINES	1107	81.3	87	78.2	56	64.3	315	77.1	197	74.1	0	0.0	1189	77.5	4	75.0
FRONTIER AIRLINES	324	60.5	0	0.0	0	0.0	110	49.1	93	53.8	2061	63.5	59	61.0	92	63.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	302	66.6	4464	69.4	200	62.5	124	72.6	926	69.9	120	67.5	58	79.3	124	66.9
MESA AIRLINES	233	73.0	9	77.8	0	0.0	181	77.9	84	76.2	0	0.0	3144	72.5	232	75.0
PSA AIRLINES	112	73.2	0	0.0	23	47.8	9162	79.4	1511	72.7	0	0.0	0	0.0	118	80.5
REPUBLIC AIRLINE	297	76.1	433	73.9	0	0.0	919	84.2	3195	78.1	473	84.8	357	69.7	750	77.7
SKYWEST AIRLINES	2269	79.5	234	59.4	0	0.0	208	69.7	125	61.6	4772	80.7	540	71.7	3428	84.9
SOUTHWEST AIRLINES	3588	74.9	1163	69.6	6606	69.5	262	54.2	1290	65.0	6258	74.7	0	0.0	613	71.5
SPIRIT AIRLINES	762	72.6	482	70.1	800	71.3	0	0.0	0	0.0	341	72.4	1036	71.5	943	77.0
UNITED AIRLINES	430	70.2	1309	66.7	336	72.6	150	61.3	453	66.9	5840	82.0	695	70.6	116	78.4
<b>TOTAL</b>	<b>34,733</b>	<b>81.3</b>	<b>13,216</b>	<b>69.7</b>	<b>9,722</b>	<b>69.5</b>	<b>20,418</b>	<b>77.9</b>	<b>11,057</b>	<b>72.1</b>	<b>22,144</b>	<b>77.0</b>	<b>25,227</b>	<b>74.5</b>	<b>13,714</b>	<b>83.3</b>

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 2018

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		HNL		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	418	58.9	62	74.2	279	82.4	181	74.0	62	80.6	457	65.6	731	76.6	1973	79.1
ALLEGiant AIR	76	76.3	289	57.1	0	0.0	0	0.0	0	0.0	0	0.0	798	62.5	239	76.2
AMERICAN AIRLINES	669	54.4	546	63.6	279	75.6	258	61.6	779	66.2	1631	64.3	1294	65.8	3587	77.3
DELTA AIR LINES	510	61.0	944	75.4	279	91.8	277	83.4	303	79.5	2700	72.5	1177	87.8	3405	87.2
ENDEAVOR AIR	179	53.1	0	0.0	0	0.0	131	78.6	213	82.2	2127	71.0	0	0.0	0	0.0
ENVOY AIR	9	55.6	0	0.0	0	0.0	0	0.0	64	79.7	527	63.8	0	0.0	0	0.0
EXPRESSJET AIRLINES	1757	59.4	0	0.0	0	0.0	0	0.0	2823	85.8	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	0	0.0	0	0.0	0	0.0	125	52.0	62	56.5	0	0.0	550	54.7	93	69.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	3067	93.2	0	0.0	0	0.0	31	80.6	80	83.8	200	73.0
JETBLUE AIRWAYS	701	53.4	2051	66.7	0	0.0	151	66.9	0	0.0	3845	60.6	403	73.0	553	77.6
MESA AIRLINES	0	0.0	0	0.0	0	0.0	1965	74.7	3044	83.5	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	244	70.5	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRLINE	2187	65.1	0	0.0	0	0.0	0	0.0	1044	79.9	193	70.5	0	0.0	0	0.0
SKYWEST AIRLINES	171	59.1	0	0.0	0	0.0	192	82.8	541	80.2	228	56.6	168	81.5	2745	81.8
SOUTHWEST AIRLINES	592	52.7	2169	76.5	0	0.0	207	70.5	0	0.0	0	0.0	6474	77.3	3672	77.6
SPIRIT AIRLINES	327	61.8	1510	73.4	0	0.0	0	0.0	620	82.3	0	0.0	1269	70.0	792	82.4
UNITED AIRLINES	5061	62.6	575	65.4	513	82.3	2483	73.3	5505	79.7	0	0.0	1189	79.0	2773	82.0
<b>TOTAL</b>	<b>12,657</b>	<b>60.8</b>	<b>8,146</b>	<b>71.0</b>	<b>4,417</b>	<b>90.0</b>	<b>6,214</b>	<b>73.4</b>	<b>15,060</b>	<b>81.0</b>	<b>11,739</b>	<b>66.2</b>	<b>14,133</b>	<b>74.8</b>	<b>20,032</b>	<b>80.6</b>

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 2018

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	0	0.0	141	74.5	0	0.0	0	0.0	62	91.9	350	78.6	1767	90.0	124	79.0
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	1861	63.7	1557	61.8	0	0.0	4312	64.8	689	69.8	5738	74.2	450	65.6	4544	68.0
DELTA AIR LINES	2080	71.1	1628	73.3	196	88.8	801	73.8	6471	87.9	948	80.0	805	84.6	600	75.5
ENDEAVOR AIR	2668	71.1	19	89.5	0	0.0	1	100.0	921	83.8	110	73.6	0	0.0	151	62.3
ENVOY AIR	1565	65.6	0	0.0	0	0.0	1027	66.2	4	75.0	5131	80.0	0	0.0	56	62.5
EXPRESSJET AIRLINES	196	73.5	0	0.0	0	0.0	0	0.0	0	0.0	665	75.9	0	0.0	0	0.0
FRONTIER AIRLINES	93	59.1	763	54.5	0	0.0	91	68.1	156	59.0	248	57.7	73	63.0	499	54.3
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	90.3	0	0.0
JETBLUE AIRWAYS	532	66.5	1686	61.4	0	0.0	0	0.0	93	74.2	275	61.8	182	80.8	193	64.8
MESA AIRLINES	122	68.0	0	0.0	0	0.0	0	0.0	132	76.5	0	0.0	0	0.0	154	76.0
PSA AIRLINES	157	66.9	0	0.0	0	0.0	0	0.0	0	0.0	197	81.2	0	0.0	1158	70.7
REPUBLIC AIRLINE	2714	70.5	2	100.0	0	0.0	913	77.4	455	76.3	1572	81.0	0	0.0	1691	73.8
SKYWEST AIRLINES	675	56.6	7	71.4	250	75.2	0	0.0	4335	85.7	6615	75.5	721	87.0	0	0.0
SOUTHWEST AIRLINES	972	63.1	3863	69.9	7669	77.2	0	0.0	739	75.9	0	0.0	1433	80.9	738	63.1
SPIRIT AIRLINES	341	70.7	1207	69.4	0	0.0	0	0.0	372	75.3	899	71.3	93	66.7	293	58.7
UNITED AIRLINES	812	65.9	1113	67.0	0	0.0	368	69.0	401	74.1	7247	77.0	732	75.3	345	66.4
<b>TOTAL</b>	<b>14,788</b>	<b>67.7</b>	<b>11,986</b>	<b>66.9</b>	<b>8,115</b>	<b>77.4</b>	<b>7,513</b>	<b>67.7</b>	<b>14,830</b>	<b>84.1</b>	<b>29,995</b>	<b>76.5</b>	<b>6,318</b>	<b>82.5</b>	<b>10,546</b>	<b>68.4</b>

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

## AIR TRAVEL CONSUMER REPORT

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

JULY 2018

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	186	86.6	777	77.9	6113	86.3	2360	73.1	186	91.9	31	77.4
ALLEGiant AIR	0	0.0	36	63.9	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4915	76.5	842	67.3	930	62.2	1186	66.3	442	67.6	960	60.8
DELTA AIR LINES	666	84.5	834	86.8	2877	87.2	1529	85.1	4068	89.1	995	78.7
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	8	75.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	155	47.7	136	60.3	96	49.0	74	50.0	134	56.7	184	58.2
HAWAIIAN AIRLINES	31	61.3	62	79.0	62	85.5	62	85.5	0	0.0	0	0.0
JETBLUE AIRWAYS	62	64.5	155	76.1	240	75.8	546	73.6	217	62.7	433	67.4
MESA AIRLINES	1954	76.2	0	0.0	0	0.0	0	0.0	16	100.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRLINE	0	0.0	0	0.0	0	0.0	0	0.0	59	76.3	27	85.2
SKYWEST AIRLINES	1010	88.0	773	86.9	903	80.5	2883	78.6	3714	87.3	69	56.5
SOUTHWEST AIRLINES	5275	76.5	3414	79.5	1281	73.3	1507	66.8	945	76.7	2531	71.6
SPIRIT AIRLINES	31	61.3	248	75.8	310	74.5	0	0.0	0	0.0	336	74.1
UNITED AIRLINES	577	78.0	974	80.5	975	74.9	5709	78.6	219	70.8	619	69.6
<b>TOTAL</b>	<b>14,862</b>	<b>77.4</b>	<b>8,251</b>	<b>79.1</b>	<b>13,787</b>	<b>81.8</b>	<b>15,856</b>	<b>76.1</b>	<b>10,000</b>	<b>84.9</b>	<b>6,193</b>	<b>70.2</b>

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



## AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

JULY 2018

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	88.8	72.9	88.3	85.6	92.2	90.8	87.6	93.2	66.3	82.1	96.8	77.5	91.5	74.0	94.9	89.7
0700-0759	91.8	87.3	90.0	94.8	87.8	91.2	88.9	94.4	79.7	81.7	98.2	86.1	89.5	75.1	93.5	92.9
0800-0859	90.2	86.1	92.2	88.5	86.7	91.8	88.1	88.8	83.9	89.2	97.6	82.7	90.0	72.7	93.7	86.3
0900-0959	92.0	88.9	90.7	86.8	87.2	90.2	85.0	93.0	83.9	89.0	96.3	91.6	89.3	80.7	90.1	90.4
1000-1059	88.4	83.7	90.9	87.6	87.2	87.7	81.2	88.0	85.2	85.7	95.4	75.9	86.3	89.0	89.7	87.4
1100-1159	89.2	88.4	88.4	92.6	86.1	87.1	84.7	91.4	82.5	80.3	89.2	84.6	87.6	76.3	85.8	83.3
1200-1259	88.7	83.4	84.4	87.2	83.9	87.4	84.1	88.5	78.7	76.8	88.0	88.9	85.2	76.7	86.1	85.2
1300-1359	88.9	78.9	79.6	84.3	80.5	83.1	81.3	88.7	62.9	73.4	89.4	92.3	84.1	75.6	82.5	83.8
1400-1459	86.1	76.1	74.8	86.3	76.3	80.3	81.8	86.5	61.2	64.6	86.4	81.6	82.9	70.9	80.2	82.2
1500-1559	81.7	71.7	72.0	78.5	72.5	78.0	69.3	85.8	57.9	71.6	95.7	71.5	79.2	67.1	76.8	83.3
1600-1659	79.4	62.2	62.0	69.0	63.7	71.6	67.7	83.5	52.7	64.9	89.6	69.8	75.1	67.6	72.3	80.2
1700-1759	74.9	62.2	60.5	68.8	58.1	67.9	63.6	79.6	45.7	65.4	90.2	61.6	76.1	61.4	67.4	77.3
1800-1859	73.4	56.8	51.3	65.7	58.3	69.6	60.5	76.0	42.5	56.1	90.9	59.1	78.3	56.8	72.2	74.1
1900-1959	68.5	58.7	47.0	65.0	61.6	59.9	61.6	75.4	36.2	61.9	88.8	61.5	72.9	58.6	65.2	77.5
2000-2059	69.7	57.2	55.7	61.0	56.9	61.8	61.0	71.9	41.1	65.1	86.7	61.2	72.7	52.9	63.1	73.7
2100-2159	66.7	57.5	49.0	63.0	62.1	62.4	59.1	75.7	42.7	57.7	85.2	63.2	59.6	46.8	62.5	74.8
2200-2259	62.7	54.6	53.5	71.7	51.5	57.5	62.3	59.7	46.1	59.0	83.5	64.5	66.3	48.6	56.6	70.1
2300-0559	68.4	60.9	59.1	63.7	65.2	58.4	73.4	68.6	57.9	61.6	88.2	71.8	74.0	60.5	56.0	71.0
<b>TOTAL</b>	<b>81.3</b>	<b>69.7</b>	<b>69.5</b>	<b>77.9</b>	<b>72.1</b>	<b>77.0</b>	<b>74.5</b>	<b>83.3</b>	<b>60.8</b>	<b>71.0</b>	<b>90.0</b>	<b>73.4</b>	<b>81.0</b>	<b>66.2</b>	<b>74.8</b>	<b>80.6</b>

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

## AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

JULY 2018

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	85.1	79.9	96.8	76.3	89.3	87.2	94.8	71.5	93.1	91.7	93.6	90.6	100.0	74.6	86.6
0700-0759	89.5	83.0	95.1	82.4	92.7	90.9	93.3	86.0	89.9	90.7	95.3	92.1	96.8	89.7	89.8
0800-0859	86.4	90.2	92.4	84.3	91.6	89.8	95.6	90.4	86.1	90.3	88.2	85.1	96.8	90.8	89.2
0900-0959	83.4	88.5	93.3	87.6	91.4	89.1	95.0	85.1	87.5	91.0	87.3	72.4	90.8	92.9	87.7
1000-1059	81.8	82.8	88.4	83.4	90.1	85.4	87.4	87.7	89.8	84.7	82.1	72.5	91.9	80.9	86.3
1100-1159	80.9	83.7	89.3	79.8	89.1	86.3	88.7	82.7	88.6	85.1	77.7	78.4	87.8	82.4	85.5
1200-1259	76.7	76.9	92.4	71.2	88.7	83.7	77.3	81.4	84.7	87.0	82.0	80.2	89.1	82.6	84.2
1300-1359	78.2	73.4	79.9	71.5	86.9	80.9	90.4	77.5	87.3	82.3	86.1	81.2	90.0	83.8	82.3
1400-1459	72.4	71.8	82.1	68.6	86.2	72.7	84.4	75.3	76.9	81.7	87.6	82.8	84.6	77.6	78.9
1500-1559	67.6	63.0	81.7	64.2	80.8	69.9	90.9	68.3	75.9	79.5	85.3	79.6	91.2	70.6	75.4
1600-1659	63.5	61.5	72.6	54.5	85.5	69.0	84.6	64.4	73.1	72.6	83.6	76.7	82.6	65.2	71.9
1700-1759	57.6	56.9	68.6	49.2	76.1	68.5	86.7	58.1	67.7	79.6	80.9	78.9	78.3	61.9	67.8
1800-1859	54.8	58.6	67.0	57.3	78.9	61.3	78.2	46.9	64.0	66.8	78.7	79.0	74.6	68.5	67.1
1900-1959	51.2	54.8	62.5	61.8	77.3	63.6	78.6	50.1	66.4	72.6	78.4	76.8	84.0	66.8	65.4
2000-2059	48.0	50.4	67.7	48.0	70.5	65.0	70.3	51.0	63.6	72.5	78.8	68.5	67.3	56.1	63.4
2100-2159	50.7	54.4	60.6	58.3	78.8	69.9	76.8	46.2	57.2	75.3	76.3	68.0	78.2	51.2	64.0
2200-2259	49.7	54.8	65.0	50.4	60.6	62.7	74.6	52.8	69.9	69.2	71.3	69.4	71.3	55.5	61.0
2300-0559	58.5	56.7	57.0	65.4	72.8	72.4	74.1	60.1	63.8	64.4	79.7	65.1	63.8	59.1	65.1
<b>TOTAL</b>	<b>67.7</b>	<b>66.9</b>	<b>77.4</b>	<b>67.7</b>	<b>84.1</b>	<b>76.5</b>	<b>82.5</b>	<b>68.4</b>	<b>77.4</b>	<b>79.1</b>	<b>81.8</b>	<b>76.1</b>	<b>84.9</b>	<b>70.2</b>	<b>75.9</b>

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

## AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

JULY 2018

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	91.1	92.6	91.4	94.7	92.2	90.0	91.8	91.7	84.0	91.2	99.2	89.3	89.4	90.4	92.9	91.7
0700-0759	90.5	85.3	92.1	89.0	91.1	87.6	89.2	91.6	85.3	93.1	96.9	92.7	93.0	86.5	88.4	86.9
0800-0859	90.9	87.1	86.4	89.3	91.0	87.7	87.5	92.0	83.4	89.3	98.4	89.6	90.9	86.1	86.2	85.8
0900-0959	88.5	85.4	84.3	86.2	85.8	86.3	82.4	91.8	78.1	84.9	100.0	87.0	91.6	81.1	83.0	82.5
1000-1059	88.3	85.1	85.2	81.6	88.6	83.9	81.6	89.2	83.2	84.3	98.2	85.4	91.1	73.8	83.5	84.4
1100-1159	85.3	80.9	80.5	83.2	83.4	82.2	75.0	82.4	79.9	76.9	96.3	74.4	81.4	84.0	81.3	78.5
1200-1259	84.4	82.9	74.2	78.2	85.4	80.6	76.5	86.3	76.4	74.9	91.7	86.1	84.1	73.2	76.3	78.0
1300-1359	81.7	78.1	66.0	77.6	81.8	77.4	70.5	81.2	75.0	65.0	88.6	87.2	73.8	75.7	74.5	76.6
1400-1459	79.3	66.9	60.7	70.8	75.5	76.4	71.0	76.2	61.2	65.1	86.8	82.8	81.8	66.9	66.3	79.4
1500-1559	73.5	66.8	54.9	66.7	71.6	72.2	65.0	79.9	58.3	56.2	91.2	68.9	78.9	66.6	63.6	80.4
1600-1659	73.7	64.1	54.7	64.4	66.9	65.4	61.1	79.4	57.6	54.1	96.2	73.8	74.9	63.0	67.7	79.8
1700-1759	69.1	60.9	50.9	60.5	63.4	67.1	59.3	73.7	50.7	61.7	96.3	62.6	68.9	63.4	61.9	78.4
1800-1859	64.2	55.6	46.0	59.0	56.2	63.1	55.8	68.0	47.6	64.2	94.6	67.7	75.9	62.6	55.0	77.3
1900-1959	65.4	50.9	40.3	57.2	58.8	62.8	54.5	69.8	47.1	57.7	91.8	61.6	78.3	53.9	64.5	78.5
2000-2059	61.0	56.4	37.6	61.7	62.0	60.7	61.0	75.6	43.8	61.8	94.7	58.1	76.2	55.9	55.3	73.0
2100-2159	66.9	55.0	48.6	54.4	63.6	57.6	67.6	75.0	44.7	67.8	90.4	0.0	79.3	56.0	52.0	76.8
2200-2259	66.4	51.9	42.5	64.6	72.8	60.1	62.3	78.7	48.4	52.1	83.4	70.7	69.6	57.4	56.6	74.7
2300-0559	71.7	90.2	63.6	77.2	93.1	75.8	80.3	92.3	84.5	87.3	97.5	93.9	85.6	81.2	74.0	81.8
TOTAL	77.1	74.3	65.7	72.5	76.9	75.2	71.4	82.5	66.0	71.5	93.2	77.6	82.5	71.4	72.1	80.8

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

## AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

JULY 2018

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.8	90.1	92.0	92.5	92.2	87.3	94.3	88.0	92.0	93.7	94.0	94.2	95.2	92.9	91.3
0700-0759	90.9	86.6	91.1	89.8	90.0	88.0	87.9	82.5	91.2	89.0	89.1	90.3	93.2	93.1	89.2
0800-0859	88.0	85.8	83.0	87.2	92.1	86.7	87.0	85.2	84.4	82.4	87.1	84.9	90.8	88.2	87.8
0900-0959	83.0	84.4	81.6	83.1	91.5	85.3	84.9	87.2	83.1	83.8	84.7	81.5	90.4	84.7	85.5
1000-1059	84.3	83.8	73.0	88.1	86.5	83.4	92.6	85.0	83.4	89.2	86.6	74.1	79.2	87.2	84.6
1100-1159	77.7	75.7	76.4	77.6	89.9	82.0	81.6	84.7	80.0	75.7	80.3	72.4	88.9	71.9	81.3
1200-1259	77.0	74.9	72.0	66.5	83.8	78.8	84.3	77.4	80.1	82.1	84.5	76.6	76.1	79.6	80.1
1300-1359	73.8	65.3	61.1	58.7	82.7	72.3	74.1	75.6	77.7	76.5	79.6	74.4	86.8	79.8	76.0
1400-1459	69.5	55.7	50.1	58.4	83.5	70.1	84.7	69.7	75.7	73.4	78.8	75.0	79.5	67.5	72.2
1500-1559	65.6	53.3	57.6	48.0	79.1	69.4	82.4	63.2	71.7	74.6	82.5	78.9	84.4	58.2	70.5
1600-1659	63.9	49.4	58.5	52.4	80.4	68.9	84.4	65.1	70.6	76.3	84.7	76.5	81.3	54.6	67.8
1700-1759	60.1	44.2	53.9	45.6	76.1	64.6	83.3	57.3	66.1	71.6	81.3	77.2	78.3	53.0	65.5
1800-1859	59.2	45.7	41.5	35.1	65.5	64.8	85.4	51.3	62.0	74.1	80.2	80.1	54.4	48.6	62.1
1900-1959	54.8	48.9	44.7	53.8	77.7	61.9	82.4	49.0	52.3	67.4	86.6	79.9	75.9	60.6	62.2
2000-2059	51.3	47.6	44.3	48.2	81.1	65.6	76.6	49.1	68.6	71.8	82.3	75.0	84.2	54.5	64.0
2100-2159	53.5	40.0	42.7	58.1	79.8	69.6	85.0	55.3	60.0	76.6	79.3	71.2	84.9	64.6	65.1
2200-2259	36.8	47.1	39.9	45.1	78.5	78.2	81.0	32.3	58.9	81.0	76.3	79.1	82.1	36.5	65.8
2300-0559	91.0	65.5	90.4	87.1	94.7	86.4	86.9	85.7	87.2	0.0	86.9	81.4	76.4	84.6	81.8
<b>TOTAL</b>	<b>72.4</b>	<b>66.0</b>	<b>63.2</b>	<b>64.3</b>	<b>84.0</b>	<b>75.2</b>	<b>85.1</b>	<b>69.7</b>	<b>76.5</b>	<b>80.0</b>	<b>83.9</b>	<b>79.2</b>	<b>84.7</b>	<b>72.3</b>	<b>75.5</b>

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

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT**  
**JULY 2018**

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	85.2	85.2	61	61
Abilene, TX (ABI)	71.3	74.7	174	174
Adak Island, AK (ADK)	100.0	62.5	8	8
Aguadilla, PR (BQN)	64.5	63.1	217	217
Akron, OH (CAK)	69.5	78.5	652	651
Albany, GA (ABY)	73.0	83.1	89	89
Albany, NY (ALB)	72.6	77.2	1028	1027
Albuquerque, NM (ABQ)	74.1	79.3	2259	2256
Alexandria, LA (AEX)	84.0	86.7	287	286
Allentown/Bethlehem/Easton, PA (ABE)	75.3	78.3	336	337
Alpena, MI (APN)	78.8	84.3	52	51
Amarillo, TX (AMA)	76.2	80.6	474	474
Anchorage, AK (ANC)	87.1	90.5	2244	2243
Appleton, WI (ATW)	79.9	84.6	378	377
Arcata/Eureka, CA (ACV)	75.3	78.7	150	150
Asheville, NC (AVL)	75.2	80.5	758	758
Ashland, WV (HTS)	67.7	63.4	161	161
Aspen, CO (ASE)	54.4	61.4	568	567
Atlanta, GA (ATL)	81.3	77.1	34733	34745
Atlantic City, NJ (ACY)	69.4	83.0	265	264
Augusta, GA (AGS)	71.9	79.5	381	381
Austin, TX (AUS)	75.0	78.4	5820	5820
Bakersfield, CA (BFL)	84.6	92.3	208	208
Baltimore, MD (BWI)	69.5	65.7	9722	9721
Bangor, ME (BGR)	73.4	71.7	451	452
Barrow, AK (BRW)	93.5	93.5	62	62
Baton Rouge, LA (BTR)	79.5	83.4	673	673
Beaumont/Port Arthur, TX (BPT)	75.9	79.7	79	79
Bellefonte, PA (BLV)	64.0	59.6	136	136
Bellingham, WA (BLI)	77.2	89.9	149	149
Bemidji, MN (BJI)	89.7	88.2	68	68
Bend/Redmond, OR (RDM)	84.0	87.9	338	339
Bethel, AK (BET)	91.4	94.3	70	70
Billings, MT (BIL)	80.1	88.4	492	492
Binghamton, NY (BGM)	80.3	84.5	71	71
Birmingham, AL (BHM)	72.1	75.9	1618	1619
Bismarck/Mandan, ND (BIS)	79.3	81.3	352	352
Bloomington/Normal, IL (BMI)	78.0	86.2	268	268
Boise, ID (BOI)	83.4	86.6	1723	1722
Boston, MA (BOS)	69.7	74.3	13216	13218
Bozeman, MT (BZN)	79.6	84.1	668	668

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	88.5	90.2	61	61
Branson, MO (BKG)	38.5	46.2	13	13
Bristol/Johnson City/Kingsport, TN (TRI)	78.0	83.2	328	327
Brownsville, TX (BRO)	73.4	76.8	233	233
Brunswick, GA (BQK)	87.0	88.0	92	92
Buffalo, NY (BUF)	72.8	77.6	2325	2325
Burbank, CA (BUR)	79.3	78.4	2245	2244
Burlington, VT (BTV)	75.1	78.6	945	941
Butte, MT (BTM)	89.5	93.0	57	57
Concord, NC (USA)	65.4	59.8	107	107
Cape Girardeau, MO (CGI)	84.9	84.6	53	52
Casper, WY (CPR)	95.4	95.4	109	109
Cedar City, UT (CDC)	84.6	88.5	52	52
Cedar Rapids/Iowa City, IA (CID)	77.1	82.3	792	793
Champaign/Urbana, IL (CMI)	73.8	85.0	206	206
Charleston, SC (CHS)	77.3	77.4	2303	2302
Charleston/Dunbar, WV (CRW)	74.6	81.1	393	392
Charlotte Amalie, VI (STT)	73.0	74.6	252	252
Charlotte, NC (CLT)	77.9	72.5	20418	20423
Charlottesville, VA (CHO)	70.9	76.7	467	467
Chattanooga, TN (CHA)	71.5	78.2	817	815
Chicago, IL (MDW)	77.4	63.2	8115	8115
Chicago, IL (ORD)	76.5	75.2	29995	29993
Christiansted, VI (STX)	64.4	77.2	101	101
Cincinnati, OH (CVG)	74.3	75.6	4482	4482
Clarksburg/Fairmont, WV (CKB)	65.8	71.1	76	76
Cleveland, OH (CLE)	74.1	80.2	4264	4263
Cody, WY (COD)	97.4	89.7	39	39
College Station/Bryan, TX (CLL)	73.3	80.2	202	202
Colorado Springs, CO (COS)	70.5	77.1	1005	1005
Columbia, MO (COU)	66.9	77.1	175	175
Columbia, SC (CAE)	75.0	80.4	599	597
Columbus, GA (CSG)	85.8	82.3	113	113
Columbus, MS (GTR)	86.5	89.9	89	89
Columbus, OH (LCK)	69.8	64.0	139	139
Columbus, OH (CMH)	74.0	76.9	4084	4083
Cordova, AK (CDV)	87.1	93.5	62	62
Corpus Christi, TX (CRP)	74.8	81.3	465	465
Dallas, TX (DAL)	75.4	66.6	6069	6070
Dallas/Fort Worth, TX (DFW)	74.5	71.4	25227	25228
Dayton, OH (DAY)	73.5	79.4	1212	1213

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT**  
**JULY 2018**

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	70.8	76.4	318	318
Deadhorse, AK (SCC)	94.0	96.4	84	84
Denver, CO (DEN)	77.0	75.2	22144	22146
Des Moines, IA (DSM)	75.9	83.8	1296	1297
Detroit, MI (DTW)	83.3	82.5	13714	13723
Devils Lake, ND (DVL)	76.9	88.5	52	52
Dillingham, AK (DLG)	93.5	87.1	31	31
Dothan, AL (DHN)	86.0	83.3	114	114
Dubuque, IA (DBQ)	79.1	80.2	86	86
Duluth, MN (DLH)	80.9	84.4	257	256
Durango, CO (DRO)	71.8	72.9	298	299
Eagle, CO (EGE)	74.7	86.7	83	83
Eau Claire, WI (EAU)	80.3	83.6	61	61
El Paso, TX (ELP)	73.2	77.6	1489	1488
Elko, NV (EKO)	93.3	97.8	45	45
Elmira/Corning, NY (ELM)	100.0	96.0	25	25
Erie, PA (ERI)	92.0	94.7	75	75
Escanaba, MI (ESC)	90.4	94.2	52	52
Eugene, OR (EUG)	79.7	82.6	384	385
Evansville, IN (EVV)	75.9	80.2	424	424
Fairbanks, AK (FAI)	87.2	91.0	477	477
Fargo, ND (FAR)	80.4	82.3	475	475
Fayetteville, AR (XNA)	73.8	78.2	1052	1051
Fayetteville, NC (FAY)	74.3	76.9	350	350
Flagstaff, AZ (FLG)	81.3	87.5	128	128
Flint, MI (FNT)	82.2	84.9	337	337
Fort Lauderdale, FL (FLL)	71.0	71.5	8146	8145
Fort Myers, FL (RSW)	70.8	75.3	1883	1884
Fort Smith, AR (FSM)	72.3	81.5	173	173
Fort Wayne, IN (FWA)	75.9	84.9	569	569
Fresno, CA (FAT)	79.7	82.5	1035	1035
Gainesville, FL (GNV)	72.5	76.2	367	366
Garden City, KS (GCK)	80.6	90.3	62	62
Gillette, WY (GCC)	81.2	92.8	69	69
Grand Forks, ND (GFK)	87.4	89.0	182	182
Grand Island, NE (GRI)	81.6	87.8	98	98
Grand Junction, CO (GJT)	83.8	83.2	357	376
Grand Rapids, MI (GRR)	75.9	81.0	1502	1501
Great Falls, MT (GTF)	89.5	86.8	190	190
Green Bay, WI (GRB)	77.3	83.2	339	340
Greensboro/High Point, NC (GSO)	71.8	76.2	1176	1177

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greenville, NC (PGV)	67.3	70.7	147	147
Greer, SC (GSP)	73.4	80.1	1243	1241
Guam, TT (GUM)	66.1	60.3	62	63
Gulfport/Biloxi, MS (GPT)	73.4	83.2	387	387
Gunnison, CO (GUC)	87.1	80.6	31	31
Gustavus, AK (GST)	93.5	93.5	31	31
Hagerstown, MD (HGR)	66.7	61.1	18	18
Hancock/Houghton, MI (CMX)	77.0	88.5	61	61
Harlingen/San Benito, TX (HRL)	81.1	85.3	285	285
Harrisburg, PA (MDT)	70.5	77.7	539	538
Hartford, CT (BDL)	69.6	78.3	2401	2398
Hattiesburg/Laurel, MS (PIB)	72.6	90.3	62	62
Hayden, CO (HDN)	84.4	90.6	32	32
Hays, KS (HYS)	75.2	76.2	105	105
Helena, MT (HLN)	81.4	93.4	183	183
Hibbing, MN (HIB)	94.2	100.0	52	52
Hilo, HI (ITO)	97.0	97.0	538	507
Hilton Head, SC (HHH)	82.7	88.8	81	80
Hobbs, NM (HOB)	86.2	91.4	58	58
Honolulu, HI (HNL)	90.0	93.2	4417	4416
Houston, TX (HOU)	74.5	66.0	5125	5125
Houston, TX (IAH)	81.0	82.5	15060	15060
Huntsville, AL (HSV)	78.2	83.4	724	722
Hyannis, MA (HYA)	74.2	61.3	31	31
Idaho Falls, ID (IDA)	86.3	86.8	205	205
Indianapolis, IN (IND)	74.5	80.7	4342	4341
International Falls, MN (INL)	95.1	90.2	61	61
Iron Mountain/Kingsfd, MI (IMT)	91.4	89.8	58	59
Islip, NY (ISP)	67.8	72.4	541	540
Ithaca/Cortland, NY (ITH)	85.9	83.1	71	71
Jackson, WY (JAC)	77.7	82.2	593	594
Jackson/Vicksburg, MS (JAN)	79.1	80.7	669	668
Jacksonville, FL (JAX)	72.7	75.5	2807	2809
Jacksonville/Camp Lejeune, NC (OAJ)	76.2	80.9	294	293
Jamestown, ND (JMS)	76.8	78.0	82	82
Joplin, MO (JLN)	70.5	75.6	78	78
Juneau, AK (JNU)	93.2	93.5	511	510
Kahului, HI (OGG)	90.4	91.4	2311	2310
Kalamazoo, MI (AZO)	82.8	88.2	274	272
Kalispell, MT (FCA)	85.1	87.1	403	403
Kansas City, MO (MCI)	78.6	81.9	5063	5064

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT**  
**JULY 2018**

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Ketchikan, AK (KTN)	92.0	91.3	274	275
Key West, FL (EYW)	83.8	84.4	314	314
Killeen, TX (GRK)	79.5	82.2	297	297
King Salmon, AK (AKN)	96.8	67.7	31	31
Knoxville, TN (TYS)	73.0	76.5	1507	1504
Kodiak, AK (ADQ)	86.2	84.5	58	58
Kona, HI (KOA)	91.3	93.5	1362	1393
Kotzebue, AK (OTZ)	98.4	95.1	61	61
La Crosse, WI (LSE)	83.3	87.9	198	198
Lafayette, LA (LFT)	78.4	81.6	342	343
Lake Charles, LA (LCH)	81.3	86.5	171	171
Lansing, MI (LAN)	87.0	90.9	254	254
Laramie, WY (LAR)	78.8	82.7	52	52
Laredo, TX (LRD)	81.6	83.0	206	206
Las Vegas, NV (LAS)	74.8	72.1	14133	14133
Latrobe, PA (LBE)	71.0	83.9	93	93
Lawton/Fort Sill, OK (LAW)	75.8	83.3	120	120
Lewisburg, WV (LWB)	69.3	74.7	75	75
Lewiston, ID (LWS)	93.3	95.0	60	60
Lexington, KY (LEX)	75.9	80.0	963	964
Liberal, KS (LBL)	77.4	88.5	53	52
Lihue, HI (LIH)	91.9	92.7	1327	1329
Lincoln, NE (LNK)	88.0	91.0	166	167
Little Rock, AR (LIT)	75.1	79.6	1207	1206
Long Beach, CA (LGB)	77.4	81.8	1496	1496
Longview, TX (GGG)	73.8	80.0	80	80
Los Angeles, CA (LAX)	80.6	80.8	20032	20033
Louisville, KY (SDF)	73.3	76.9	2073	2073
Lubbock, TX (LBB)	75.8	82.4	575	575
Lynchburg, VA (LYH)	71.4	70.7	91	92
Madison, WI (MSN)	77.9	83.3	1160	1160
Manchester, NH (MHT)	70.5	80.4	854	852
Manhattan/Ft. Riley, KS (MHK)	71.1	78.0	173	173
Marquette, MI (MQT)	71.5	72.3	137	137
Martha's Vineyard, MA (MVY)	83.4	73.1	175	175
Medford, OR (MFR)	80.5	83.9	486	485
Melbourne, FL (MLB)	82.1	84.2	184	184
Memphis, TN (MEM)	72.6	76.7	2010	2010
Meridian, MS (MEI)	77.4	78.3	93	92
Miami, FL (MIA)	67.7	64.3	7513	7518
Midland/Odessa, TX (MAF)	74.0	77.6	762	762

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Milwaukee, WI (MKE)	76.6	80.4	2874	2872
Minneapolis, MN (MSP)	84.1	84.0	14830	14833
Minot, ND (MOT)	83.4	85.8	253	254
Mission/McAllen/Edinburg, TX (MFE)	70.6	77.5	445	445
Missoula, MT (MSO)	82.0	85.5	522	524
Moab, UT (CNY)	83.0	88.7	53	53
Mobile, AL (MOB)	70.1	75.8	562	562
Moline, IL (MLI)	77.0	84.6	434	434
Monroe, LA (MLU)	82.0	83.1	284	284
Monterey, CA (MRY)	73.6	78.3	368	368
Montgomery, AL (MGM)	74.5	79.5	380	380
Montrose/Delta, CO (MTJ)	74.5	79.4	165	165
Mosinee, WI (CWA)	82.9	84.9	252	252
Muskegon, MI (MKG)	85.5	87.1	62	62
Myrtle Beach, SC (MYR)	77.9	78.1	1448	1448
Nantucket, MA (ACK)	72.4	67.0	297	297
Nashville, TN (BNA)	75.5	73.9	6493	6491
New Bern/Morehead/Beaufort, NC (EWN)	79.2	84.1	207	207
New Haven, CT (HVN)	71.4	75.0	84	84
New Orleans, LA (MSY)	73.8	75.4	4750	4751
New York, NY (JFK)	66.2	71.4	11739	11732
New York, NY (LGA)	67.7	72.4	14788	14786
Newark, NJ (EWR)	60.8	66.0	12657	12657
Newburgh/Poughkeepsie, NY (SWF)	58.0	54.0	150	150
Newport News/Williamsburg, VA (PHF)	73.7	72.2	278	277
Niagara Falls, NY (IAG)	77.3	69.7	66	66
Nome, AK (OME)	96.7	93.4	61	61
Norfolk, VA (ORF)	69.3	75.3	2036	2037
North Bend/Coos Bay, OR (OTH)	80.0	82.5	40	40
North Platte, NE (LBF)	82.7	94.2	52	52
Oakland, CA (OAK)	78.2	77.3	4811	4811
Ogden, UT (OGD)	66.7	44.4	9	9
Ogdensburg, NY (OGS)	70.0	50.0	10	10
Oklahoma City, OK (OKC)	73.8	81.7	2121	2120
Omaha, NE (OMA)	78.0	82.2	2228	2231
Ontario, CA (ONT)	74.9	79.0	1808	1808
Orlando, FL (MCO)	66.9	66.0	11986	11991
Owensboro, KY (OWB)	77.8	77.8	9	9
Paducah, KY (PAH)	78.7	88.5	61	61
Pago Pago, TT (PPG)	92.3	84.6	13	13
Palm Springs, CA (PSP)	73.9	81.2	568	569

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT**  
**JULY 2018**

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Panama City, FL (ECP)	75.5	81.2	611	611
Pasco/Kennewick/Richland, WA (PSC)	82.3	84.1	277	277
Pellston, MI (PLN)	87.1	86.5	132	133
Pensacola, FL (PNS)	76.4	80.7	1125	1125
Peoria, IL (PIA)	78.6	85.2	444	445
Petersburg, AK (PSG)	98.4	95.2	62	62
Philadelphia, PA (PHL)	68.4	69.7	10546	10551
Phoenix, AZ (AZA)	66.4	72.9	461	462
Phoenix, AZ (PHX)	77.4	76.5	14862	14862
Pittsburgh, PA (PIT)	74.3	79.5	4345	4344
Plattsburgh, NY (PBG)	83.3	70.0	60	60
Pocatello, ID (PIH)	90.9	97.0	99	99
Ponce, PR (PSE)	57.0	69.9	93	93
Portland, ME (PWM)	67.7	73.1	1345	1344
Portland, OR (PDX)	82.5	85.1	6318	6319
Portsmouth, NH (PSM)	80.0	53.3	30	30
Providence, RI (PVD)	67.3	74.5	1621	1622
Provo, UT (PVU)	85.7	81.6	49	49
Pueblo, CO (PUB)	87.0	85.9	77	78
Punta Gorda, FL (PGD)	58.2	70.8	467	465
Quincy, IL (UIN)	71.8	74.4	78	78
Raleigh/Durham, NC (RDU)	72.0	73.1	5324	5325
Rapid City, SD (RAP)	79.5	81.8	522	522
Redding, CA (RDD)	77.5	85.4	89	89
Reno, NV (RNO)	74.7	76.0	1558	1560
Rhineland, WI (RHI)	83.6	89.8	61	59
Richmond, VA (RIC)	68.5	72.9	1979	1978
Roanoke, VA (ROA)	79.1	79.1	211	211
Rochester, MN (RST)	76.9	82.5	281	280
Rochester, NY (ROC)	72.1	79.6	1198	1196
Rock Springs, WY (RKS)	69.2	80.8	52	52
Rockford, IL (RFD)	69.8	64.2	53	53
Roswell, NM (ROW)	79.2	82.5	120	120
Sacramento, CA (SMF)	79.4	82.9	4206	4208
Saginaw/Bay City/Midland, MI (MBS)	81.9	88.7	249	247
Saipan, TT (SPN)	65.6	71.0	32	31
Salina, KS (SLN)	73.8	79.7	80	79
Salt Lake City, UT (SLC)	84.9	84.7	10000	9987
San Angelo, TX (SJT)	80.8	80.0	120	120
San Antonio, TX (SAT)	75.0	79.7	3544	3542
San Diego, CA (SAN)	79.1	80.0	8251	8253

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Francisco, CA (SFO)	76.1	79.2	15856	15852
San Jose, CA (SJC)	79.4	82.1	4809	4809
San Juan, PR (SJU)	65.2	71.4	2566	2571
San Luis Obispo, CA (SBP)	78.7	85.6	431	431
Sanford, FL (SFB)	59.9	73.9	953	952
Santa Ana, CA (SNA)	82.6	84.2	3697	3696
Santa Barbara, CA (SBA)	79.5	85.5	629	628
Santa Fe, NM (SAF)	73.3	75.8	120	120
Santa Maria, CA (SMX)	76.9	76.9	13	13
Santa Rosa, CA (STS)	75.5	78.0	159	159
Sarasota/Bradenton, FL (SRQ)	75.9	76.9	507	507
Sault Ste. Marie, MI (CIU)	93.0	98.2	57	57
Savannah, GA (SAV)	73.7	74.4	1576	1575
Scottsbluff, NE (BFF)	78.8	86.5	52	52
Scranton/Wilkes-Barre, PA (AVP)	73.4	83.0	290	289
Seattle, WA (SEA)	81.8	83.9	13787	13782
Shreveport, LA (SHV)	75.3	77.2	582	583
Sioux City, IA (SUX)	75.3	76.4	89	89
Sioux Falls, SD (FSD)	77.0	80.4	527	526
Sitka, AK (SIT)	87.1	91.0	178	178
South Bend, IN (SBN)	75.8	81.0	662	662
Spokane, WA (GEG)	82.2	87.2	1095	1094
Springfield, IL (SPI)	74.3	85.5	152	152
Springfield, MO (SGF)	75.7	77.2	823	823
St. Cloud, MN (STC)	75.0	62.5	8	8
St. George, UT (SGU)	83.1	89.9	237	237
St. Louis, MO (STL)	76.1	73.2	5856	5857
St. Petersburg, FL (PIE)	64.2	75.0	749	747
State College, PA (SCE)	79.0	82.9	105	105
Staunton, VA (SHD)	73.8	78.6	84	84
Stillwater, OK (SWO)	72.6	82.2	73	73
Stockton, CA (SCK)	62.0	52.1	71	71
Sun Valley/Hailey/Ketchum, ID (SUN)	81.7	82.9	153	152
Syracuse, NY (SYR)	71.5	77.2	1236	1236
Tallahassee, FL (TLH)	73.9	80.7	522	522
Tampa, FL (TPA)	70.2	72.3	6193	6192
Texarkana, AR (TXK)	74.1	76.7	116	116
Toledo, OH (TOL)	75.3	84.6	174	175
Traverse City, MI (TVC)	83.4	82.5	597	599
Trenton, NJ (TTN)	57.3	56.9	248	248
Tucson, AZ (TUS)	76.1	84.4	1388	1388



**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT**  
**JULY 2018**

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tulsa, OK (TUL)	74.2	80.8	1517	1518
Twin Falls, ID (TWF)	89.5	93.8	95	96
Tyler, TX (TYR)	70.4	71.3	115	115
Valdosta, GA (VLD)	78.7	85.4	89	89
Valparaiso, FL (VPS)	75.6	78.1	887	887
Vernal, UT (VEL)	82.7	86.5	52	52
Waco, TX (ACT)	68.5	73.3	146	146
Washington, DC (DCA)	72.1	76.9	11057	11052
Washington, DC (IAD)	73.4	77.6	6214	6216
Waterloo, IA (ALO)	87.5	73.2	56	56
West Palm Beach/Palm Beach, FL (PBI)	67.2	70.2	1787	1787
West Yellowstone, MT (WYS)	85.5	91.9	62	62
White Plains, NY (HPN)	67.3	74.5	863	863
Wichita Falls, TX (SPS)	72.5	78.0	91	91
Wichita, KS (ICT)	80.2	84.2	977	977
Williston, ND (ISN)	88.4	85.2	121	122
Wilmington, NC (ILM)	79.2	78.9	636	636
Worcester, MA (ORH)	57.0	61.3	93	93
Wrangell, AK (WRG)	95.2	98.4	62	62
Yakutat, AK (YAK)	91.9	91.9	62	62
Yuma, AZ (YUM)	89.0	92.4	118	118

## AIR TRAVEL CONSUMER REPORT

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

JULY 2018

CARRIER	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>21</b>	<b>8144</b>	<b>39</b>	<b>0.5</b>	<b>1</b>
- HAWAIIAN AIRLINES	18	7397	10	0.1	
- BRANDED CODESHARE PARTNERS	4	747	29	3.9	
<b>DELTA AIR LINES NETWORK</b>	<b>223</b>	<b>154682</b>	<b>1154</b>	<b>0.7</b>	<b>2</b>
- DELTA AIR LINES	147	86544	128	0.1	
- BRANDED CODESHARE PARTNERS	205	68138	1026	1.5	
<b>ALASKA AIRLINES NETWORK</b>	<b>99</b>	<b>39180</b>	<b>302</b>	<b>0.8</b>	<b>3</b>
- ALASKA AIRLINES	73	24329	202	0.8	
- BRANDED CODESHARE PARTNERS	53	14851	100	0.7	
<b>SPIRIT AIRLINES</b>	<b>40</b>	<b>16093</b>	<b>156</b>	<b>1.0</b>	<b>4</b>
<b>ALLEGiant AIR</b>	<b>117</b>	<b>10325</b>	<b>165</b>	<b>1.6</b>	<b>5</b>
<b>SOUTHWEST AIRLINES</b>	<b>85</b>	<b>120114</b>	<b>2107</b>	<b>1.8</b>	<b>6</b>
<b>UNITED AIRLINES NETWORK</b>	<b>228</b>	<b>136007</b>	<b>2394</b>	<b>1.8</b>	<b>7</b>
- UNITED AIRLINES	107	57209	394	0.7	
- BRANDED CODESHARE PARTNERS	211	78798	2000	2.5	
<b>JETBLUE AIRWAYS</b>	<b>68</b>	<b>26671</b>	<b>643</b>	<b>2.4</b>	<b>8</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>232</b>	<b>179971</b>	<b>5422</b>	<b>3.0</b>	<b>9</b>
- AMERICAN AIRLINES	100	80736	1873	2.3	
- BRANDED CODESHARE PARTNERS	217	99235	3549	3.6	
<b>FRONTIER AIRLINES</b>	<b>82</b>	<b>10687</b>	<b>409</b>	<b>3.8</b>	<b>10</b>
<b>TOTAL</b>	<b>364</b>	<b>701,874</b>	<b>12,791</b>	<b>1.8</b>	

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 canceled 5% or more of the time, go to <https://www.transtats.bts.gov/ONTIME/5PctCancels.aspx>

## AIR TRAVEL CONSUMER REPORT

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

JULY 2018

CARRIER	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	
HAWAIIAN AIRLINES	18	7397	10	0.1	1
DELTA AIR LINES	147	86544	128	0.1	2
UNITED AIRLINES	107	57209	394	0.7	3
ALASKA AIRLINES	73	24329	202	0.8	4
SKYWEST AIRLINES	233	69455	642	0.9	5
SPIRIT AIRLINES	40	16093	156	1.0	6
ALLEGiant AIR	117	10325	165	1.6	7
SOUTHWEST AIRLINES	85	120114	2107	1.8	8
MESA AIRLINES	97	19702	371	1.9	9
AMERICAN AIRLINES	100	80736	1873	2.3	10
JETBLUE AIRWAYS	68	26671	643	2.4	11
PSA AIRLINES	94	24352	628	2.6	12
EXPRESSJET AIRLINES	110	16548	461	2.8	13
ENDEAVOR AIR	103	21462	657	3.1	14
FRONTIER AIRLINES	82	10687	409	3.8	15
ENVOY AIR	129	26139	1070	4.1	16
REPUBLIC AIRLINE	82	27536	1167	4.2	17
<b>TOTAL</b>	<b>349</b>	<b>645,299</b>	<b>11,083</b>	<b>1.7</b>	

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 canceled 5% or more of the time, go to <https://www.transtats.bts.gov/ONTIME/5PctCancels.aspx>

## AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY MARKETING CARRIER

JULY 2018

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
<b>ALASKA NETWORK</b>	<b>39180</b>	<b>32935</b>	<b>84.06</b>	<b>302</b>	<b>0.77</b>	<b>65</b>	<b>0.17</b>	<b>1572</b>	<b>4.01</b>	<b>70</b>	<b>0.18</b>	<b>2532</b>	<b>6.46</b>	<b>23</b>	<b>0.06</b>	<b>1681</b>	<b>4.29</b>
- ALASKA AIRLINES	24329	20168	82.90	202	0.83	49	0.20	1090	4.48	51	0.21	1778	7.31	21	0.09	970	3.99
- BRANDED CODESHARE	14851	12767	85.97	100	0.67	16	0.11	482	3.25	19	0.13	754	5.08	2	0.01	711	4.79
<b>ALLEGIAN AIR</b>	<b>10325</b>	<b>6921</b>	<b>67.03</b>	<b>165</b>	<b>1.60</b>	<b>44</b>	<b>0.43</b>	<b>787</b>	<b>7.62</b>	<b>215</b>	<b>2.08</b>	<b>739</b>	<b>7.16</b>	<b>8</b>	<b>0.08</b>	<b>1446</b>	<b>14.00</b>
<b>AMERICAN NETWORK</b>	<b>179971</b>	<b>130002</b>	<b>72.23</b>	<b>5422</b>	<b>3.01</b>	<b>568</b>	<b>0.32</b>	<b>11887</b>	<b>6.60</b>	<b>2180</b>	<b>1.21</b>	<b>12975</b>	<b>7.21</b>	<b>74</b>	<b>0.04</b>	<b>16863</b>	<b>9.37</b>
- AMERICAN AIRLINES	80736	56550	70.04	1873	2.32	265	0.33	6517	8.07	1100	1.36	6619	8.20	37	0.05	7775	9.63
- BRANDED CODESHARE	99235	73452	74.02	3549	3.58	303	0.31	5370	5.41	1080	1.09	6356	6.40	37	0.04	9088	9.16
<b>DELTA AIR LINES NETWORK</b>	<b>154682</b>	<b>126677</b>	<b>81.90</b>	<b>1154</b>	<b>0.75</b>	<b>490</b>	<b>0.32</b>	<b>7019</b>	<b>4.54</b>	<b>1630</b>	<b>1.05</b>	<b>8534</b>	<b>5.52</b>	<b>19</b>	<b>0.01</b>	<b>9159</b>	<b>5.92</b>
- DELTA AIR LINES	86544	72171	83.39	128	0.15	288	0.33	3943	4.56	947	1.09	4812	5.56	10	0.01	4245	4.91
- BRANDED CODESHARE	68138	54506	79.99	1026	1.51	202	0.30	3076	4.51	683	1.00	3722	5.46	9	0.01	4914	7.21
<b>FRONTIER AIRLINES</b>	<b>10687</b>	<b>6382</b>	<b>59.72</b>	<b>409</b>	<b>3.83</b>	<b>30</b>	<b>0.28</b>	<b>1077</b>	<b>10.08</b>	<b>63</b>	<b>0.59</b>	<b>1045</b>	<b>9.78</b>	<b>0</b>	<b>0.00</b>	<b>1681</b>	<b>15.73</b>
<b>HAWAIIAN NETWORK</b>	<b>8144</b>	<b>7455</b>	<b>91.54</b>	<b>39</b>	<b>0.48</b>	<b>6</b>	<b>0.07</b>	<b>407</b>	<b>5.00</b>	<b>3</b>	<b>0.04</b>	<b>33</b>	<b>0.41</b>	<b>5</b>	<b>0.06</b>	<b>196</b>	<b>2.41</b>
- HAWAIIAN AIRLINES	7397	6852	92.63	10	0.14	5	0.07	376	5.08	3	0.04	16	0.22	4	0.05	131	1.77
- BRANDED CODESHARE	747	603	80.72	29	3.88	1	0.13	31	4.15	0	0.00	17	2.28	1	0.13	65	8.70
<b>JETBLUE AIRWAYS</b>	<b>26671</b>	<b>17921</b>	<b>67.19</b>	<b>643</b>	<b>2.41</b>	<b>74</b>	<b>0.28</b>	<b>2329</b>	<b>8.73</b>	<b>281</b>	<b>1.05</b>	<b>2393</b>	<b>8.97</b>	<b>19</b>	<b>0.07</b>	<b>3011</b>	<b>11.29</b>
<b>SOUTHWEST AIRLINES</b>	<b>120114</b>	<b>89505</b>	<b>74.52</b>	<b>2107</b>	<b>1.75</b>	<b>367</b>	<b>0.31</b>	<b>8898</b>	<b>7.41</b>	<b>803</b>	<b>0.67</b>	<b>5388</b>	<b>4.49</b>	<b>109</b>	<b>0.09</b>	<b>12937</b>	<b>10.77</b>
<b>SPIRIT AIRLINES</b>	<b>16093</b>	<b>11842</b>	<b>73.58</b>	<b>156</b>	<b>0.97</b>	<b>43</b>	<b>0.27</b>	<b>670</b>	<b>4.16</b>	<b>202</b>	<b>1.26</b>	<b>2244</b>	<b>13.94</b>	<b>6</b>	<b>0.04</b>	<b>930</b>	<b>5.78</b>
<b>UNITED NETWORK</b>	<b>136007</b>	<b>103545</b>	<b>76.13</b>	<b>2394</b>	<b>1.76</b>	<b>491</b>	<b>0.36</b>	<b>7017</b>	<b>5.16</b>	<b>1306</b>	<b>0.96</b>	<b>10583</b>	<b>7.78</b>	<b>15</b>	<b>0.01</b>	<b>10656</b>	<b>7.83</b>
- UNITED AIRLINES	57209	42974	75.12	394	0.69	229	0.40	3083	5.39	588	1.03	5012	8.76	0	0.00	4929	8.62
- BRANDED CODESHARE	78798	60571	76.87	2000	2.54	262	0.33	3934	4.99	718	0.91	5571	7.07	15	0.02	5727	7.27
<b>TOTAL</b>	<b>701,874</b>	<b>533,185</b>	<b>75.97</b>	<b>12,791</b>	<b>1.82</b>	<b>2,178</b>	<b>0.31</b>	<b>41,663</b>	<b>5.94</b>	<b>6,753</b>	<b>0.96</b>	<b>46,466</b>	<b>6.62</b>	<b>278</b>	<b>0.04</b>	<b>58,560</b>	<b>8.34</b>

## \* Causes of Delay:

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than 29 minutes at screening areas.
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

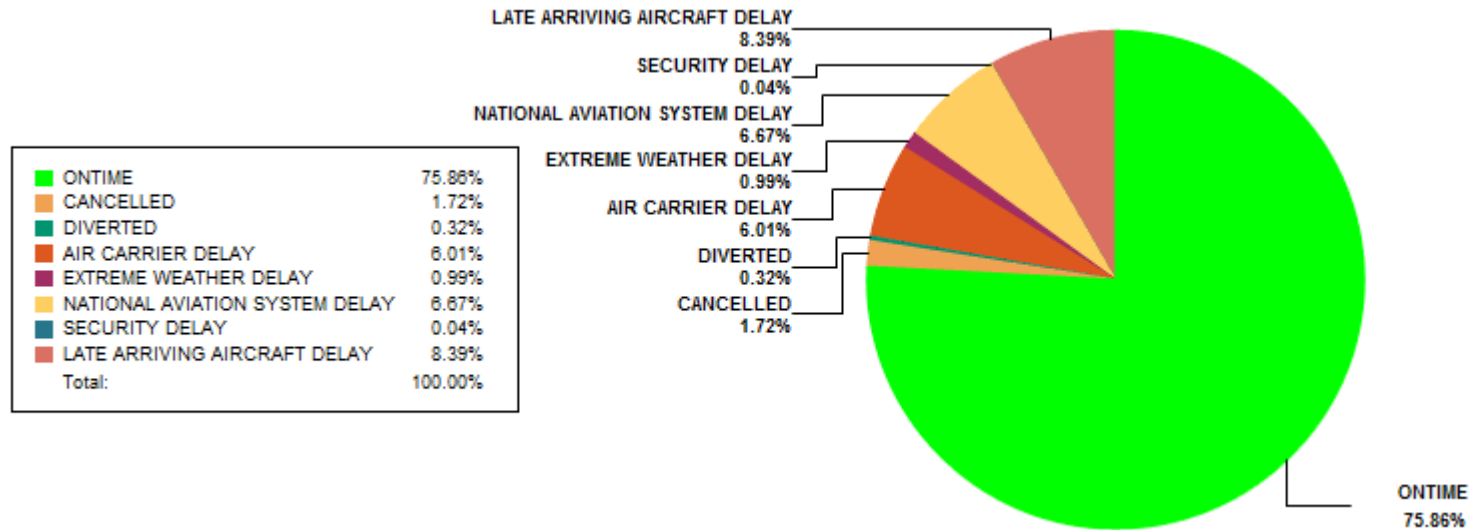
**AIR TRAVEL CONSUMER REPORT**  
**TABLE 7A. CAUSES OF DELAY, BY REPORTING CARRIER**  
**JULY 2018**

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCEL LED	% 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	24329	20168	82.90	202	0.83	49	0.20	1090	4.48	51	0.21	1778	7.31	21	0.09	970	3.99
ALLEGIAN AIR	10325	6921	67.03	165	1.60	44	0.43	787	7.62	215	2.08	739	7.16	8	0.08	1446	14.00
AMERICAN AIRLINES	80736	56550	70.04	1873	2.32	265	0.33	6517	8.07	1100	1.36	6619	8.20	37	0.05	7775	9.63
DELTA AIR LINES	86544	72171	83.39	128	0.15	288	0.33	3943	4.56	947	1.09	4812	5.56	10	0.01	4245	4.91
ENDEAVOR AIR	21462	16634	77.50	657	3.06	59	0.27	865	4.03	190	0.89	1525	7.11	0	0.00	1532	7.14
ENVOY AIR	26139	19419	74.29	1070	4.09	68	0.26	1280	4.90	267	1.02	1853	7.09	16	0.06	2166	8.29
EXPRESSJET AIRLINES	16548	12768	77.16	461	2.79	56	0.34	887	5.36	76	0.46	1197	7.23	0	0.00	1103	6.67
FRONTIER AIRLINES	10687	6382	59.72	409	3.83	30	0.28	1077	10.08	63	0.59	1045	9.78	0	0.00	1681	15.73
HAWAIIAN AIRLINES	7397	6852	92.63	10	0.14	5	0.07	376	5.08	3	0.04	16	0.22	4	0.05	131	1.77
JETBLUE AIRWAYS	26671	17921	67.19	643	2.41	74	0.28	2329	8.73	281	1.05	2393	8.97	19	0.07	3011	11.29
MESA AIRLINES	19702	14724	74.73	371	1.88	53	0.27	1373	6.97	355	1.80	1050	5.33	10	0.05	1766	8.96
PSA AIRLINES	24352	18021	74.00	628	2.58	98	0.40	1383	5.68	419	1.72	1385	5.69	7	0.03	2411	9.90
REPUBLIC AIRLINE	27536	20816	75.60	1167	4.24	82	0.30	1063	3.86	209	0.76	2374	8.62	3	0.01	1822	6.62
SKYWEST AIRLINES	69455	55847	80.41	642	0.92	242	0.35	3141	4.52	641	0.92	3637	5.24	19	0.03	5286	7.61
SOUTHWEST AIRLINES	120114	89505	74.52	2107	1.75	367	0.31	8898	7.41	803	0.67	5388	4.49	109	0.09	12937	10.77
SPIRIT AIRLINES	16093	11842	73.58	156	0.97	43	0.27	670	4.16	202	1.26	2244	13.94	6	0.04	930	5.78
UNITED AIRLINES	57209	42974	75.12	394	0.69	229	0.40	3083	5.39	588	1.03	5012	8.76	0	0.00	4929	8.62
<b>TOTAL</b>	<b>645,299</b>	<b>489,515</b>	<b>75.86</b>	<b>11,083</b>	<b>1.72</b>	<b>2,052</b>	<b>0.32</b>	<b>38,762</b>	<b>6.01</b>	<b>6,410</b>	<b>0.99</b>	<b>43,067</b>	<b>6.67</b>	<b>269</b>	<b>0.04</b>	<b>54,141</b>	<b>8.39</b>

**\* Causes of Delay:**

- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
  - **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
  - **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
  - **Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than 29 minutes at screening areas.
  - **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.
- A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING CARRIER**  
**JULY 2018**



**\* 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

JULY 2018

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
DELTA	ENDEAVOR	3322	ATL	GPT	7/16/2018	Destination Airport	3:41
AMERICAN	AMERICAN	1997	PHL	LAX	7/22/2018	Origin Airport	3:37
AMERICAN	AMERICAN	133	JFK	LAX	7/27/2018	Origin Airport	3:29
ALLEGiant	ALLEGiant	857	BNA	PIE	7/5/2018	Destination Airport	3:28
ALASKA	ALASKA	1129	PHL	LAX	7/24/2018	Origin Airport	3:25
SPIRIT	SPIRIT	917	LGA	DFW	7/12/2018	Diversion Airport(TUL)	3:25
AMERICAN	AMERICAN	655	PHL	PHX	7/22/2018	Origin Airport	3:24
DELTA	DELTA	2244	JFK	MIA	7/4/2018	Origin Airport	3:20
AMERICAN	AMERICAN	819	PHL	CLT	7/22/2018	Origin Airport	3:18
ALASKA	ALASKA	1027	JFK	SFO	7/27/2018	Origin Airport	3:17
ALASKA	ALASKA	1167	EWR	LAX	7/27/2018	Origin Airport	3:17
DELTA	DELTA	2435	JFK	PHX	7/22/2018	Origin Airport	3:15
DELTA	SKYWEST	4532	HPN	DTW	7/27/2018	Origin Airport	3:13
UNITED	UNITED	261	LAX	MCO	7/27/2018	Destination Airport	3:13
DELTA	DELTA	675	JFK	LAS	7/27/2018	Origin Airport	3:13
AMERICAN	AMERICAN	2034	CLT	PHL	7/6/2018	Origin Airport	3:13
DELTA	DELTA	273	JFK	SFO	7/27/2018	Origin Airport	3:12
DELTA	DELTA	408	JFK	SFO	7/22/2018	Origin Airport	3:11
JETBLUE	JETBLUE	669	JFK	SJC	7/27/2018	Origin Airport	3:11
UNITED	UNITED	1513	EWR	SFO	7/27/2018	Origin Airport	3:08
DELTA	DELTA	425	JFK	LAS	7/22/2018	Origin Airport	3:06
AMERICAN	AMERICAN	776	CLT	LAS	7/6/2018	Origin Airport	3:06
UNITED	UNITED	1866	EWR	DFW	7/27/2018	Origin Airport	3:05
AMERICAN	REPUBLIC	4619	DCA	SDF	7/20/2018	Destination Airport	3:04
AMERICAN	PSA	5142	CLT	MOB	7/16/2018	Diversion Airport (GPT)	3:03
JETBLUE	JETBLUE	883	JFK	MCO	7/22/2018	Origin Airport	3:03
UNITED	SKYWEST	5835	JAC	SFO	7/29/2018	Destination Airport	3:02
DELTA	DELTA	705	LGA	MSY	7/27/2018	Origin Airport	3:01
DELTA	DELTA	43	JFK	MSP	7/27/2018	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 Appendix at end of this section for list of airport codes.

## AIR TRAVEL CONSUMER REPORT

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

JULY 2018

OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
UNITED	160	MUC	IAH	7/28/2018	Diversion Airport (BOS)	4:08

Note: Tarmac delays of more than 4 hours on any international flight at its U.S. airport departure from or arrival in the U.S., based on reports from all U.S. and foreign carriers operating international flights to and from the U.S. (Part 244).

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



## 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
Belt/Wash: Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Honolulu: Daniel K Inouye Int'l	HNL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Portland: International	PDX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Dulles	IAD
Washington: Reagan National	DCA

### Air Carriers Required to Report

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

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

\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #27, issued August 15, 2017, effective January 1, 2018: <https://www.bts.gov/topics/airlines-and-airports/number-27-technical-directive-time-reporting-effective-jan-1-2018>

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined.

## **MISHANDLED BAGGAGE**

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. The reports of mishandled baggage do not distinguish between carriers that interline and those that do not. As with the data on flight delays in the previous section, these baggage statistics are filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) monthly by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues. See 14 CFR Part 234.



**AIR TRAVEL CONSUMER REPORT**  
**MISHANDLED BAGGAGE REPORTS FILED BY PASSENGERS**  
**U.S. AIRLINES\***

RANK	AIRLINE	JULY 2018			JULY 2017		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	DELTA AIR LINES	20,760	11,326,253	1.83	20,758	11,706,650	1.77
2	JETBLUE AIRWAYS	5,779	2,941,384	1.96	5,509	3,044,786	1.81
3	SPIRIT AIRLINES	5,177	2,452,976	2.11	3,751	2,085,450	1.80
4	HAWAIIAN AIRLINES	2,360	970,345	2.43	2,527	980,360	2.58
5	UNITED AIRLINES	23,985	8,657,700	2.77	22,901	7,995,056	2.86
6	ALASKA AIRLINES**	9,288	3,330,560	2.79	4,202	2,350,439	1.79
7	FRONTIER AIRLINES	5,452	1,760,086	3.10	3,875	1,563,216	2.48
8	SOUTHWEST AIRLINES	49,484	14,613,767	3.39	48,840	14,445,834	3.38
9	SKYWEST AIRLINES	11,569	2,679,899	4.32	11,063	3,258,609	3.40
10	AMERICAN AIRLINES	44,079	10,048,982	4.39	38,235	11,028,681	3.47
11	EXPRESSJET AIRLINES	3,623	663,679	5.46	5,567	1,308,175	4.26
12	ENVOY AIR	6,719	1,054,616	6.37	-	-	-
	<b>TOTALS</b>	<b>188,275</b>	<b>60,500,247</b>	<b>3.11</b>	<b>167,228</b>	<b>59,767,256</b>	<b>2.80</b>

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

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

ENPLANED PASSENGERS - For the domestic system only.

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

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table. Totals for the previous ranking period reflect the deletion of Virgin America's data.

(-) Airline was not a ranked carrier in 2017.

## 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 half 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 operating 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 MARKETING U.S. AIRLINES**

RANK	CARRIER*	APRIL – JUNE 2018				APRIL – JUNE 2017			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>ALLEGiant AIR</b>	216	0	3,729,600	0.00	216	0	3,729,600	0.00
2	<b>DELTA AIR LINES NETWORK</b>	28,843	15	46,443,599	0.00	37,110	296	34,575,839	0.09
	- DELTA AIR LINES	17,602	9	36,208,900	0.00	37,110	296	34,575,839	0.09
	- BRANDED CODESHARE PARTNERS	11,241	6	10,234,699	0.01	-	-	-	-
3	<b>HAWAIIAN AIRLINES NETWORK</b>	358	2	2,854,842	0.01	40	22	2,829,910	0.08
	- HAWAIIAN AIRLINES	345	2	2,804,422	0.01	40	22	2,829,910	0.08
	- BRANDED CODESHARE PARTNERS	13	0	50,420	0.00	-	-	-	-
4	<b>UNITED AIRLINES NETWORK</b>	17,238	27	37,307,633	0.01	10,931	1,064	24,401,584	0.44
	- UNITED AIRLINES	8,615	17	25,966,562	0.01	10,931	1,064	24,401,584	0.44
	- BRANDED CODESHARE PARTNERS	8,623	10	11,341,071	0.01	-	-	-	-
5	<b>JETBLUE AIRWAYS</b>	557	9	9,893,611	0.01	567	42	9,355,804	0.04
6	<b>AMERICAN AIRLINES NETWORK</b>	25,261	389	48,975,658	0.08	12,328	1,904	33,982,409	0.56
	- AMERICAN AIRLINES	12,751	195	34,773,590	0.06	12,328	1,904	33,982,409	0.56
	- BRANDED CODESHARE PARTNERS	12,510	194	14,202,068	0.14	-	-	-	-
7	<b>SOUTHWEST AIRLINES</b>	6,039	376	42,329,176	0.09	11,976	2,642	40,991,267	0.64
8	<b>FRONTIER AIRLINES</b>	991	255	4,946,148	0.52	644	203	4,138,695	0.49
9	<b>ALASKA AIRLINES NETWORK</b>	3,965	687	11,350,322	0.61	2,680	276	6,520,730	0.42
	- ALASKA AIRLINES***	2,795	326	8,923,390	0.37	2,680	276	6,520,730	0.42
	- BRANDED CODESHARE PARTNERS	1,170	361	2,426,932	1.49	-	-	-	-
10	<b>SPIRIT AIRLINES**</b>	4,852	448	7,061,549	0.63	3,392	1,519	5,838,917	2.60
	<b>TOTAL</b>	88,320	2,208	214,892,138	0.10	N/A	N/A	N/A	N/A

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 September 17, 2018, Spirit Airlines revised its denied boarding reports for the 2<sup>nd</sup> quarter of 2018. This table reflects those revisions, which affected Spirit's overall rate of denied boarding and ranking.

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table. Totals for the ranking period reflect the deletion of Virgin America's data

**AIR TRAVEL CONSUMER REPORT**  
**PASSENGERS DENIED BOARDING BY MARKETING U.S. AIRLINES**

RANK	CARRIER	JANUARY - JUNE 2018				JANUARY - JUNE 2017			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>DELTA AIR LINES NETWORK</b>	<b>62,733</b>	<b>35</b>	<b>85,922,937</b>	<b>0.00</b>	<b>71,498</b>	<b>650</b>	<b>64,439,098</b>	<b>0.10</b>
	- DELTA AIR LINES	41,379	22	67,076,944	0.00	71,498	650	64,439,098	0.10
	- BRANDED CODESHARE PARTNERS	21,354	13	18,845,993	0.01	-	-	-	-
2	<b>HAWAIIAN AIRLINES NETWORK</b>	<b>525</b>	<b>4</b>	<b>5,587,072</b>	<b>0.01</b>	<b>153</b>	<b>77</b>	<b>5,479,601</b>	<b>0.14</b>
	- HAWAIIAN AIRLINES	505	4	5,480,687	0.01	153	77	5,479,601	0.14
	- BRANDED CODESHARE PARTNERS	20	0	106,385	0.00	-	-	-	-
3	<b>JETBLUE AIRWAYS</b>	<b>1,401</b>	<b>16</b>	<b>18,821,234</b>	<b>0.01</b>	<b>1,120</b>	<b>1,457</b>	<b>18,125,858</b>	<b>0.80</b>
4	<b>UNITED AIRLINES NETWORK</b>	<b>34,211</b>	<b>78</b>	<b>68,429,261</b>	<b>0.01</b>	<b>26,848</b>	<b>1,964</b>	<b>44,961,232</b>	<b>0.44</b>
	- UNITED AIRLINES	16,829	44	47,280,842	0.01	26,848	1,964	44,961,232	0.44
	- BRANDED CODESHARE PARTNERS	17,382	34	21,148,419	0.02	-	-	-	-
5	<b>ALLEGiant AIR</b>	<b>216</b>	<b>58</b>	<b>7,036,293</b>	<b>0.08</b>	-	-	-	-
6	<b>AMERICAN AIRLINES NETWORK</b>	<b>52,682</b>	<b>1105</b>	<b>93,009,796</b>	<b>0.12</b>	<b>23,198</b>	<b>4,205</b>	<b>64,565,284</b>	<b>0.65</b>
	- AMERICAN AIRLINES	28,409	678	66,299,460	0.10	23,198	4,205	64,565,284	0.65
	- BRANDED CODESHARE PARTNERS	24,273	427	26,710,336	0.16	-	-	-	-
7	<b>SOUTHWEST AIRLINES</b>	<b>10,364</b>	<b>1045</b>	<b>79,371,546</b>	<b>0.13</b>	<b>28,181</b>	<b>5,179</b>	<b>76,237,350</b>	<b>0.68</b>
8	<b>FRONTIER AIRLINES</b>	<b>1,940</b>	<b>443</b>	<b>9,363,016</b>	<b>0.47</b>	<b>956</b>	<b>370</b>	<b>7,720,880</b>	<b>0.48</b>
9	<b>ALASKA AIRLINES NETWORK</b>	<b>5,648</b>	<b>950</b>	<b>19,398,422</b>	<b>0.49</b>	<b>4,661</b>	<b>482</b>	<b>12,115,780</b>	<b>0.40</b>
	- ALASKA AIRLINES**	4,001	446	14,767,644	0.30	4,661	482	12,115,780	0.40
	- BRANDED CODESHARE PARTNERS	1,647	504	4,630,778	1.09	-	-	-	-
10	<b>SPIRIT AIRLINES**</b>	<b>10,329</b>	<b>1322</b>	<b>13,242,426</b>	<b>1.00</b>	<b>5,127</b>	<b>2,274</b>	<b>10,923,264</b>	<b>2.08</b>
	<b>TOTAL</b>	<b>180,049</b>	<b>5,056</b>	<b>400,182,003</b>	<b>0.13</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

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

\*\* On September 17, 2018, Spirit Airlines revised its denied boarding reports for 1<sup>st</sup> and 2<sup>nd</sup> quarters of 2018. This table reflects those revisions, which affected Spirit's overall rate of denied boarding.

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table. Totals for the ranking period reflect the deletion of Virgin America's data.

**AIR TRAVEL CONSUMER REPORT**  
**PASSENGERS DENIED BOARDING BY OPERATING U.S. AIRLINES**

RANK	AIRLINE*	APRIL - JUNE 2018			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary		
1	ALLEGiant AIR	216	0	3,729,600	0.00
2	DELTA AIR LINES	17,602	9	36,208,900	0.00
3	ENDEAVOR AIR	4,100	1	3,617,308	0.00
4	UNITED AIRLINES	8,615	17	25,966,562	0.01
5	HAWAIIAN AIRLINES	345	2	2,804,422	0.01
6	JETBLUE AIRWAYS	557	9	9,893,611	0.01
7	MESA AIRLINES	1,722	10	3,378,023	0.03
8	EXPRESSJET AIRLINES	2,225	12	2,350,886	0.05
9	AMERICAN AIRLINES	12,751	195	34,773,590	0.06
10	REPUBLIC AIRLINE	3,876	30	4,890,213	0.06
11	SOUTHWEST AIRLINES	6,039	376	42,329,176	0.09
12	PSA AIRLINES	2,554	32	3,485,505	0.09
13	ENVOY AIR	4,273	61	3,415,654	0.18
14	SKYWEST AIRLINES	7,413	206	9,125,575	0.23
15	ALASKA AIRLINES***	2,795	326	8,923,390	0.37
16	FRONTIER AIRLINES	991	255	4,946,148	0.52
17	SPIRIT AIRLINES**	4,852	448	7,061,549	0.63
	<b>TOTAL</b>	<b>80,926</b>	<b>1,989</b>	<b>206,900,112</b>	<b>0.10</b>

APRIL - JUNE 2017			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
Voluntary	Involuntary		
-	-	-	-
37,110	296	34,575,839	0.09
-	-	-	-
10,931	1,064	24,401,584	0.44
40	22	2,829,910	0.08
567	42	9,355,804	0.04
-	-	-	-
4,991	256	4,061,138	0.63
12,328	1,904	33,982,409	0.56
-	-	-	-
11,976	2,642	40,991,267	0.64
-	-	-	-
2,249	235	2,760,300	0.85
8,061	217	8,351,684	0.26
2,680	276	6,520,730	0.42
644	203	4,138,695	0.49
4,180	731	5,838,917	1.25
<b>95,757</b>	<b>7,888</b>	<b>177,808,277</b>	<b>0.44</b>

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

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

\*\*On September 17, 2018, Spirit Airlines revised its denied boarding reports for the 2<sup>nd</sup> quarter of 2018. This table reflects those revisions, which affected Spirit's overall rate of denied boarding and ranking.

\*\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table. Totals for the ranking period reflect the deletion of Virgin America's data.

**AIR TRAVEL CONSUMER REPORT**  
**PASSENGERS DENIED BOARDING BY OPERATING U.S. AIRLINES**

RANK	AIRLINE*	JANUARY - JUNE 2018			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary		
1	DELTA AIR LINES	41,379	22	67,076,944	0.00
2	HAWAIIAN AIRLINES	505	4	5,480,687	0.01
3	ENDEAVOR AIR	7,217	5	6,326,465	0.01
4	JETBLUE AIRWAYS	1,401	16	18,821,234	0.01
5	UNITED AIRLINES	16,829	44	47,280,842	0.01
6	EXPRESSJET AIRLINES	4,455	15	4,762,147	0.03
7	REPUBLIC AIRLINE	6,489	62	8,940,990	0.07
8	PSA AIRLINES	4,970	54	6,696,275	0.08
9	ALLEGIAN AIR	216	58	7,036,293	0.08
10	MESA AIRLINES	4,135	57	6,242,969	0.09
11	AMERICAN AIRLINES	28,409	678	66,299,460	0.10
12	SOUTHWEST AIRLINES	10,364	1,045	79,371,546	0.13
13	SKYWEST AIRLINES	15,229	294	17,185,651	0.17
14	ENVOY AIR	8,112	120	6,359,062	0.19
15	ALASKA AIRLINES***	4,001	446	14,767,644	0.30
16	FRONTIER AIRLINES	1,940	443	9,363,016	0.47
17	SPIRIT AIRLINES**	10,329	1322	13,242,426	1.00
	<b>TOTAL</b>	<b>165,980</b>	<b>4,685</b>	<b>385,253,651</b>	<b>0.12</b>

JANUARY - JUNE 2017			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
Voluntary	Involuntary		
71,498	650	64,439,098	0.10
153	77	5,479,601	0.14
-	-	-	-
1,120	1,457	18,125,858	0.80
26,848	1,964	44,961,232	0.44
12,345	763	8,198,666	0.93
-	-	-	-
-	-	-	-
-	-	-	-
-	-	-	-
23,198	4,205	64,565,284	0.65
28,181	5,179	76,237,350	0.68
19,604	839	15,553,307	0.54
-	-	-	-
4,661	482	12,115,780	0.40
956	370	7,720,880	0.48
5,127	2,274	10,923,264	2.08
193,691	18,260	328,320,320	0.56

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 September 17, 2018, Spirit Airlines revised its denied boarding reports for 1<sup>st</sup> and 2<sup>nd</sup> quarters of 2018. This table reflects those revisions, which affected Spirit's overall rate of denied boarding.

\*\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table. Totals for the ranking period reflect the deletion of Virgin America's data.



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

## AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS  
SUMMARY

	JULY 2018				JULY 2017			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	964	55	1	134	1,299	40	0	186
FOREIGN AIRLINES	636	7	0	89	567	6	0	60
TRAVEL AGENTS	39	0	0	26	30	0	0	23
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	26	15	0	108	12	22	0	69
<b>INDUSTRY TOTALS</b>	<b>1,665</b>	<b>77</b>	<b>1</b>	<b>357</b>	<b>1,908</b>	<b>68</b>	<b>0</b>	<b>338</b>

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*			COMPLAINT CATEGORIES*		
	JULY 2018			JULY 2017		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	518		1	794	
CANCELLATION			231			298
DELAY			175			306
MISCONNECTION			62			106
BAGGAGE	2	291		2	310	
CUSTOMER SERVICE	3	183		4	176	
RESERVATIONS/TICKETING/BOARDING	4	178		3	216	
FARES	5	143		5	117	
REFUNDS	6	129		6	107	
DISABILITY	7	83		7	92	
OTHER	8	79		9	37	
FREQUENT FLYER			54			16
OVERSALES	9	44		8	48	
DISCRIMINATION	10	14		10	7	
ADVERTISING	11	3		11	4	
ANIMALS	12	0		12	1	
<b>COMPLAINT TOTAL</b>		<b>1,665</b>			<b>1,908</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

## AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\*  
JULY 2018

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	5	0	0	0	0	0	0	0	0	0	0	0	5
ALASKA AIRLINES***	4	1	0	2	0	6	5	1	0	2	0	3	24
ALLEGIAN AIR	17	0	3	0	1	2	1	2	0	0	0	0	26
AMERICAN AIRLINES	99	3	17	19	14	26	34	18	0	2	0	2	234
COMMUTAIR	4	0	1	0	0	1	0	0	0	0	0	0	6
DELTA AIR LINES	14	3	13	7	2	12	15	17	0	3	0	3	89
ENDEAVOR AIR	4	0	0	0	0	1	1	0	0	0	0	0	6
ENVOY AIR	17	0	1	0	0	1	1	0	0	0	0	0	20
FRONTIER AIRLINES	63	2	8	5	4	8	10	6	0	0	0	0	106
HAWAIIAN AIRLINES	1	0	0	2	0	0	1	0	0	0	0	1	5
JETBLUE AIRWAYS	19	0	5	1	0	7	9	2	0	1	0	0	44
MESA AIRLINES	8	0	0	0	0	0	1	0	0	0	0	0	9
PIEDMONT AIRLINES	6	0	0	0	0	0	1	1	0	0	0	0	8
PSA AIRLINES	5	0	0	0	0	0	0	1	0	0	0	0	6
REPUBLIC AIRLINE	8	0	0	0	0	0	1	1	0	0	0	0	10
SKYWEST AIRLINES	10	0	0	0	0	4	1	0	0	0	0	0	15
SOUTHWEST AIRLINES	29	2	6	5	2	14	11	5	0	1	0	1	76
SPIRIT AIRLINES	33	5	14	9	11	6	13	3	0	0	0	4	98
SUN COUNTRY AIRLINES	1	0	1	0	0	9	0	0	0	0	0	0	11
UNITED AIRLINES	43	8	13	11	5	15	23	8	2	3	0	5	136
VIAAIR	3	0	0	0	4	0	0	0	0	0	0	0	7
Other U.S. Airlines	8	0	1	0	0	4	2	3	0	0	0	5	23
<b>TOTAL JULY 2018</b>	<b>401</b>	<b>24</b>	<b>83</b>	<b>61</b>	<b>43</b>	<b>116</b>	<b>130</b>	<b>68</b>	<b>2</b>	<b>12</b>	<b>0</b>	<b>24</b>	<b>964</b>
<b>% of TOTAL COMPLAINTS</b>	<b>41.6</b>	<b>2.5</b>	<b>8.6</b>	<b>6.3</b>	<b>4.5</b>	<b>12.0</b>	<b>13.5</b>	<b>7.1</b>	<b>0.2</b>	<b>1.2</b>	<b>0</b>	<b>2.5</b>	
<b>TOTAL JULY 2017</b>	<b>659</b>	<b>35</b>	<b>123</b>	<b>65</b>	<b>50</b>	<b>121</b>	<b>136</b>	<b>81</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>21</b>	<b>1,299</b>
<b>% of TOTAL COMPLAINTS</b>	<b>50.7</b>	<b>2.7</b>	<b>9.5</b>	<b>5.0</b>	<b>3.8</b>	<b>9.3</b>	<b>10.5</b>	<b>6.2</b>	<b>0.2</b>	<b>0.4</b>	<b>0</b>	<b>1.6</b>	

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

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

\*\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

## AIR TRAVEL CONSUMER REPORT

Table 4

## COMPLAINTS AGAINST U.S. AIRLINES 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-	
	JUL	JUL		JUN		PRIOR		DENT	
						MONTHS		DATE	
AIR WISCONSIN	5	2	40.0	3	60.0	0	0.0	0	0.0
ALASKA AIRLINES**	24	8	33.3	8	33.3	7	29.2	1	4.2
ALLEGiant AIR	26	18	69.2	3	11.5	1	3.8	4	15.4
AMERICAN AIRLINES	234	128	54.7	50	21.4	41	17.5	15	6.4
COMMUTAIR	6	5	83.3	0	0.0	1	16.7	0	0.0
DELTA AIR LINES	89	45	50.6	21	23.6	15	16.9	8	9.0
ENDEAVOR AIR	6	4	66.7	1	16.7	0	0.0	1	16.7
ENVOY AIR	20	10	50.0	6	30.0	2	10.0	2	10.0
FRONTIER AIRLINES	106	58	54.7	28	26.4	9	8.5	11	10.4
HAWAIIAN AIRLINES	5	2	40.0	2	40.0	0	0.0	1	20.0
JETBLUE AIRWAYS	44	28	63.6	7	15.9	7	15.9	2	4.5
MESA AIRLINES	9	8	88.9	1	11.1	0	0.0	0	0.0
PIEDMONT AIRLINES	8	4	50.0	1	12.5	1	12.5	2	25.0
PSA AIRLINES	6	2	33.3	3	50.0	0	0.0	1	16.7
REPUBLIC AIRLINE	10	8	80.0	2	20.0	0	0.0	0	0.0
SKYWEST AIRLINES	15	9	60.0	4	26.7	1	6.7	1	6.7
SOUTHWEST AIRLINES	76	48	63.2	16	21.1	5	6.6	7	9.2
SPIRIT AIRLINES	98	58	59.2	14	14.3	16	16.3	10	10.2
SUN COUNTRY AIRLINES	11	5	45.5	3	27.3	3	27.3	0	0.0
UNITED AIRLINES	136	70	51.5	28	20.6	24	17.6	14	10.3
VIAAIR	7	4	57.1	0	0.0	3	42.9	0	0.0
Other U.S. Airlines	18	10	55.6	2	11.1	4	22.2	2	11.1
<b>Totals</b>	<b>964</b>	<b>534</b>	<b>55.4</b>	<b>203</b>	<b>21.1</b>	<b>144</b>	<b>14.9</b>	<b>83</b>	<b>8.6</b>
<b>Previous Year's Totals</b>	<b>1,299</b>	<b>782</b>	<b>60.2</b>	<b>245</b>	<b>18.9</b>	<b>173</b>	<b>13.3</b>	<b>99</b>	<b>7.6</b>

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

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

**COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\* /JULY 2018**

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	3	0	0	1	0	7	1	0	0	0	0	0	12
AEROFLOT	1	0	3	1	1	0	2	0	0	0	0	0	8
AEROMEXICO	0	0	5	1	4	2	1	0	0	0	0	1	14
AIR CANADA	6	3	7	1	2	11	0	5	0	0	0	0	35
AIR CHINA	0	0	2	0	2	1	2	0	0	0	0	0	7
AIR FRANCE	9	1	5	3	3	21	4	1	0	0	0	0	47
AIR INDIA	1	0	2	2	2	0	2	0	0	0	0	0	9
ALITALIA AIRLINES	0	1	1	2	4	3	0	0	0	0	0	1	12
ANA ALL NIPPON	1	0	0	0	2	0	2	0	0	0	0	0	5
AVIANCA	5	0	2	1	6	3	1	0	0	0	0	0	18
BRITISH AIRWAYS	6	4	3	5	1	3	2	2	0	2	0	2	30
CATHAY PACIFIC AIRWAYS	0	0	0	20	0	1	1	0	0	0	0	0	22
CONDOR	3	0	0	1	0	5	2	0	0	0	0	0	11
COPA	1	0	0	0	1	2	2	0	0	0	0	0	6
EMIRATES AIRLINES	2	0	2	1	2	2	0	0	0	0	0	0	9
ETHIOPIAN AIRLINES	2	0	3	0	1	4	1	0	0	0	0	0	11
ETIHAD AIRWAYS	0	1	1	3	1	1	0	0	0	0	0	0	7
HAINAN	0	0	2	0	1	2	0	0	0	0	0	0	5
IBERIA AIRLINES	6	0	2	0	3	8	3	1	0	0	0	38	61
ICELANDAIR	2	0	0	0	2	4	0	0	0	0	0	0	8
INTERJET	1	0	2	0	2	1	0	0	0	0	0	0	6
JET AIRWAYS	1	0	1	0	2	4	0	0	0	0	0	0	8
LATAM	0	1	2	3	2	1	0	0	0	0	0	0	9
LOT POLISH AIRLINES	3	0	1	0	0	1	0	0	0	0	0	1	6
LUFTHANSA	3	0	4	2	0	4	1	0	0	0	0	1	15
NORWEGIAN	15	2	6	2	5	7	4	1	0	0	0	1	43
PHILIPPINE AIRLINES	1	0	0	1	0	2	1	0	0	0	0	1	6
PRIMERA AIR	6	0	0	1	2	0	0	0	0	0	0	0	9
QATAR AIRWAYS	2	2	1	0	1	6	2	0	0	0	0	1	15
ROYAL AIR MAROC	1	0	2	1	1	4	1	0	0	0	0	0	10
SAS	3	0	0	0	1	1	2	0	0	0	0	0	7
SAUDI ARABIAN AIRLINES	0	0	3	0	0	1	1	0	0	0	0	0	5
SINGAPORE AIRLINES	2	0	1	0	2	1	0	0	0	0	0	0	6
SWISS AIR	2	0	1	0	0	4	1	0	0	0	0	1	9
TAP	0	0	2	0	1	3	0	0	0	0	0	0	6
TURKISH AIRLINES	2	0	5	2	2	6	1	1	0	0	0	1	20
VOLARIS AIRLINES	0	1	1	0	0	2	4	0	0	0	0	0	8
WOW AIR	7	3	3	2	4	15	1	2	0	0	0	0	37
OTHER FOREIGN AIRLINES	10	1	12	6	11	29	3	1	1	0	0	0	74
<b>TOTALS</b>	<b>107</b>	<b>20</b>	<b>87</b>	<b>62</b>	<b>74</b>	<b>172</b>	<b>48</b>	<b>14</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>49</b>	<b>636</b>

## AIR TRAVEL CONSUMER REPORT

Table 5, cont'd.

## COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\* /JULY 2018

<u>TRAVEL AGENTS</u>	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
CHEAPOAIR.COM	0	0	1	3	4	0	1	0	0	0	0	0	9
EXPEDIA.COM	1	0	0	3	1	0	0	0	0	0	0	0	5
JUSTFLY.COM	0	0	2	3	1	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	0	0	3	10	6	0	0	0	0	0	0	0	19
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>19</b>	<b>12</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>39</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
TSA	0	0	0	0	0	1	1	0	0	0	0	3	5
Other Miscellaneous	9	0	2	1	0	2	3	1	0	0	0	3	21
<b>TOTALS</b>	<b>9</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>26</b>

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 6

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

JULY 2018	
AIRLINE	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	24
- ALASKA AIRLINES**	24
- BRANDED CODESHARE PARTNERS	0
<b>ALLEGiant AIR</b>	26
<b>AMERICAN AIRLINES NETWORK</b>	288
- AMERICAN AIRLINES	234
- BRANDED CODESHARE PARTNERS	54
<b>DELTA AIR LINES NETWORK</b>	100
- DELTA AIR LINES	89
- BRANDED CODESHARE PARTNERS	11
<b>FRONTIER AIRLINES</b>	106
<b>HAWAIIAN AIRLINES NETWORK</b>	5
- HAWAIIAN AIRLINES	5
- BRANDED CODESHARE PARTNERS	0
<b>JETBLUE AIRWAYS</b>	44
<b>SOUTHWEST AIRLINES</b>	76
<b>SPIRIT AIRLINES</b>	98
<b>UNITED AIRLINES NETWORK</b>	166
- UNITED AIRLINES	136
- BRANDED CODESHARE PARTNERS	30
<b>TOTAL</b>	933

\* 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.

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.



## AIR TRAVEL CONSUMER REPORT

TABLE 6A

## AIR TRAVEL CONSUMER REPORT/ CONSUMER COMPLAINTS: LARGE U.S. OPERATING CARRIERS\*

RANK	AIRLINE	JULY 2018			JULY 2017		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	3	824,164	0.36	16	1,387,921	1.15
2	SKYWEST AIRLINES	15	3,635,050	0.41	17	3,307,040	0.51
3	HAWAIIAN AIRLINES	5	1,079,518	0.46	8	1,042,573	0.77
4	ENDEAVOR AIR	6	1,282,929	0.47	-	-	-
5	PSA AIRLINES	6	1,224,601	0.49	-	-	-
6	SOUTHWEST AIRLINES	76	14,961,822	0.51	64	14,656,350	0.44
7	REPUBLIC AIRLINE	10	1,657,633	0.60	-	-	-
8	DELTA AIR LINES	89	14,573,016	0.61	132	13,903,255	0.95
9	MESA AIRLINES	9	1,355,433	0.66	-	-	-
10	ALASKA AIRLINES**	24	3,415,290	0.70	16	2,444,624	0.65
11	JETBLUE AIRWAYS	44	3,950,760	1.11	53	3,752,401	1.41
12	UNITED AIRLINES	136	11,239,726	1.21	255	10,574,924	2.41
13	ENVOY AIR	20	1,242,979	1.61	-	-	-
14	AMERICAN AIRLINES	234	13,821,432	1.69	334	13,473,009	2.48
15	ALLEGiant AIR	26	1,531,042	1.70	-	-	-
16	SPIRIT AIRLINES	98	2,759,349	3.55	136	2,255,807	6.03
17	FRONTIER AIRLINES	106	1,820,711	5.82	55	1,617,296	3.40
	<b>TOTAL</b>	907	80,375,455	1.13	1,096	69,176,087	1.58

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.

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table. Totals for the ranking period reflect the deletion of Virgin America's data.

(-) Airline was not a ranked carrier in 2017.

## AIR TRAVEL CONSUMER REPORT

**Civil Rights Complaints by Air Travelers (Other Than Disability) for July 2018**

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
Alaska	2						
American	2						
British Airways	1		1				
Delta	2			1			
JetBlue	1						
Southwest	1						
United	2			1			
<b>TOTAL</b>	<b>11</b>		<b>1</b>	<b>2</b>			

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

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

## **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

**July 2018 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
N O N E			

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of July 2018  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 74 million airline passengers and their 59 million checked bags in the month of July as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of July.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
931	.001	57	.00007	130	.0001	553	.0007

**NOTES**

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

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

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

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.