



Air Travel Consumer Report

A Product Of The
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
Aviation Consumer Protection Division

Issued: December 2018



Flight Delays¹	October 2018
Mishandled Baggage¹	October 2018
Oversales¹	3 rd . Quarter 2018 January - September 2018
Consumer Complaints² (Includes Disability and Discrimination Complaints)	October 2018
Airline Animal Incident Reports⁴	October 2018
Customer Service Reports to the Dept. of Homeland Security³	October 2018

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division



This report is dedicated to Norman A. Strickman, Director of the U.S. Department of Transportation's Aviation Consumer Protection Division, who is retiring on January 3, 2019, after more than 45 years of exceptional service in the Government of the United States of America. Mr. Strickman was responsible for the publication of more than 400 editions of the Air Travel Consumer Report, an invaluable source of airline performance data for consumers, researchers, policymakers and carriers.

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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/. This report includes 30 largest U.S. airports, except Table 5, which lists more than 200 airports in alphabetical order with the corresponding on-time arrival and departure percentages.

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

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

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

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

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

Tables 6 and 6A display the number of operations, number of flight cancellations, and percentage of cancellations by air carrier marketing and reporting flights at all airports and for the air carriers' domestic system. Table 7 and 7A displays airline flight delay causation data by categories, and Table 7B provides an overall graphic representation of that data.

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT
BRANDED CODESHARE PARTNERS
OCTOBER 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:

American Airlines Branded Codeshare Partners	Alaska Airlines Branded Codeshare Partners	Delta Air Lines Branded Codeshare Partners	Hawaiian Airlines Branded Codeshare Partners	United Airlines Branded Codeshare Partners
American Airlines	Alaska Airlines	Delta Air Lines	Hawaiian Airlines	United Airlines
Compass Airlines	Horizon Air	Compass Airlines	Empire Airlines	Air Wisconsin Airlines
Envoy Air	Peninsula Airways	Endeavor Air		Commutair
ExpressJet Airlines	SkyWest Airlines	ExpressJet Airlines		ExpressJet Airlines
Mesa Airlines		GoJet Airlines		GoJet Airlines
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

OCTOBER 2018

AT ALL US AIRPORTS			
CARRIER	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
SPIRIT AIRLINES	41	89.0	1
HAWAIIAN AIRLINES NETWORK	21	88.5	2
- HAWAIIAN AIRLINES	18	91.0	
- BRANDED CODESHARE PARTNERS	4	64.2	
DELTA AIR LINES NETWORK	215	87.1	3
- DELTA AIR LINES	145	90.0	
- BRANDED CODESHARE PARTNERS	195	83.5	
ALLEGiant AIR	117	83.5	4
SOUTHWEST AIRLINES	85	83.5	5
UNITED AIRLINES NETWORK	227	80.7	6
- UNITED AIRLINES	105	81.9	
- BRANDED CODESHARE PARTNERS	212	79.8	
AMERICAN AIRLINES NETWORK	231	79.8	7
- AMERICAN AIRLINES	99	78.8	
- BRANDED CODESHARE PARTNERS	217	80.6	
ALASKA AIRLINES NETWORK	96	79.3	8
- ALASKA AIRLINES	71	80.0	
- BRANDED CODESHARE PARTNERS	51	78.3	
JETBLUE AIRWAYS	68	78.8	9
FRONTIER AIRLINES	89	68.2	10
TOTAL AIRPORTS SERVED	361	82.3	

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2018

	AT ALL US AIRPORTS		
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	18	91.0	1
DELTA AIR LINES	145	90.0	2
SPIRIT AIRLINES	41	89.0	3
PSA AIRLINES	92	84.5	4
ALLEGiant AIR	117	83.5	5
SOUTHWEST AIRLINES	85	83.5	6
SKYWEST AIRLINES	233	83.4	7
ENDEAVOR AIR	103	83.3	8
REPUBLIC AIRLINE	87	82.0	9
UNITED AIRLINES	105	81.9	10
ENVOY AIR	132	80.6	11
ALASKA AIRLINES	71	80.0	12
AMERICAN AIRLINES	99	78.8	13
JETBLUE AIRWAYS	68	78.8	14
EXPRESSJET AIRLINES	113	75.5	15
MESA AIRLINES	101	73.0	16
FRONTIER AIRLINES	89	68.2	17
TOTAL AIRPORTS SERVED	345	82.6	

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

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2018

CARRIER	Jan 2018		Feb 2018		Mar 2018		Apr 2018		May 2018		Jun 2018		Jul 2018		Aug 2018		Sept 2018		Oct 2018		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	87.7	2	85.3	1	86.7	1	84.3	2	84.1	3	83.7	2	84.1	2	74.7	5	84.5	4	79.3	8	83.2	2
- ALASKA AIRLINES*	88.9		85.3		86.8		83.4		81.8		82.4		82.9		75.0		85.2		80.0		82.7	
- BRANDED CODESHARE PARTNERS	86.3		85.3		86.6		85.7		87.8		85.7		86.0		74.1		83.3		78.3		83.8	
ALLEGiant AIR	78.6	7	78.3	5	78.5	8	78.8	7	76.7	7	69.7	9	67.0	9	78.2	3	82.2	6	83.5	4	76.5	8
AMERICAN AIRLINES NETWORK	77.6	9	76.7	9	81.1	6	82.7	4	78.0	5	72.4	8	72.2	7	73.1	7	78.0	8	79.8	7	77.1	7
- AMERICAN AIRLINES	82.5		80.8		82.3		83.9		78.6		73.7		70.0		72.5		78.3		78.8		78.0	
- BRANDED CODESHARE PARTNERS	73.6		73.2		80.1		81.6		77.6		71.4		74.0		73.6		77.8		80.6		76.3	
DELTA AIR LINES NETWORK	80.4	6	83.3	2	82.6	4	83.3	3	84.4	2	81.5	3	81.9	3	80.4	2	86.0	2	87.1	3	83.1	3
- DELTA AIR LINES	84.3		87.9		87.0		86.4		85.0		81.5		83.4		83.3		88.3		90.0		85.6	
- BRANDED CODESHARE PARTNERS	75.9		78.0		77.5		79.6		83.6		81.4		80.0		76.8		83.0		83.5		79.9	
FRONTIER AIRLINES	74.9	10	73.8	11	78.4	9	76.4	9	71.8	9	60.3	10	59.7	10	61.4	10	66.3	10	68.2	10	68.8	10
HAWAIIAN AIRLINES NETWORK	88.3	1	78.1	7	84.2	3	86.2	1	89.1	1	88.4	1	91.5	1	90.0	1	89.6	1	88.5	2	87.6	1
- HAWAIIAN AIRLINES	88.3		80.3		85.3		87.7		90.8		90.7		92.6		91.6		91.1		91.0		89.1	
- BRANDED CODESHARE PARTNERS	88.2		62.2		74.7		72.3		73.1		64.8		80.7		73.4		74.9		64.2		73.1	
JETBLUE AIRWAYS	65.8	11	74.6	10	64.2	11	67.6	10	71.0	10	73.8	7	67.2	8	66.7	9	77.5	9	78.8	9	70.6	9
SOUTHWEST AIRLINES	81.8	5	77.1	8	78.9	7	77.7	8	76.4	8	77.7	4	74.5	5	77.9	4	85.0	3	83.5	5	79.0	5
SPIRIT AIRLINES	82.9	3	81.9	3	85.1	2	81.8	6	80.3	4	76.8	5	73.6	6	73.3	6	84.2	5	89.0	1	80.6	4
UNITED AIRLINES NETWORK	78.6	8	78.1	6	81.9	5	82.6	5	77.9	6	74.1	6	76.1	4	71.9	8	80.7	7	80.7	6	78.2	6
- UNITED AIRLINES	84.7		84.7		83.9		83.9		78.9		75.2		75.1		70.8		82.2		81.9		79.8	
- BRANDED CODESHARE PARTNERS	74.7		74.0		80.6		81.7		77.2		73.2		76.9		72.6		79.7		79.8		77.1	
VIRGIN AMERICA*	82.5	4	81.7	4	69.9	10	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
TOTAL	79.4		78.9		80.7		81.3		79.2		76.4		76.0		75.2		81.9		82.3		78.7	

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

*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)

OCTOBER 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 NETWORK	53	81.1	297	81.8	123	80.5	0	0.0	232	75.9	119	74.8	120	80.8	31	80.6
- ALASKA AIRLINES	53	81.1	297	81.8	123	80.5	0	0.0	155	81.9	119	74.8	120	80.8	31	80.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	77	63.6	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	27	77.8	0	0.0	0	0.0	8	100.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	1495	80.9	2725	74.9	703	82.2	19467	86.4	7299	83.0	913	75.6	20546	73.6	1074	80.2
- AMERICAN AIRLINES	1032	78.7	2475	74.8	486	80.7	8565	86.3	1977	82.1	851	74.7	12145	74.9	461	80.3
- BRANDED CODESHARE PARTNERS	463	86.0	250	76.0	217	85.7	10902	86.5	5322	83.4	62	87.1	8401	71.7	613	80.1
DELTA AIR LINES NETWORK	25934	89.2	2919	78.0	844	90.5	951	90.1	1511	83.7	1106	91.0	1231	75.8	11568	90.7
- DELTA AIR LINES	21187	89.8	1467	79.6	613	93.0	619	93.2	797	88.0	1003	91.4	663	82.7	5051	93.1
- BRANDED CODESHARE PARTNERS	4747	86.3	1452	76.4	231	84.0	332	84.3	714	78.9	103	87.4	568	67.8	6517	88.8
FRONTIER AIRLINES	279	73.5	0	0.0	0	0.0	120	67.5	93	75.3	2198	68.9	52	67.3	109	70.6
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- 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
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	292	80.1	4469	74.1	251	77.7	150	76.0	909	79.3	109	70.6	57	61.4	120	69.2
SOUTHWEST AIRLINES	3585	86.5	1067	76.8	5990	89.3	294	79.6	1290	84.1	5960	85.9	0	0.0	582	85.9
SPIRIT AIRLINES	693	89.2	345	83.5	655	90.8	0	0.0	0	0.0	280	87.5	645	84.7	746	91.4
UNITED AIRLINES NETWORK	903	83.5	1371	76.4	328	84.8	642	82.2	1089	82.3	12590	85.2	974	68.3	781	78.9
- UNITED AIRLINES	347	86.5	1282	76.1	317	85.8	76	71.1	461	82.0	5675	86.9	502	69.1	147	87.1
- BRANDED CODESHARE PARTNERS	556	81.7	89	79.8	11	54.5	566	83.7	628	82.5	6915	83.8	472	67.4	634	77.0
TOTAL	33,234	88.1	13,193	76.0	8,921	88.4	21,624	86.2	12,423	82.7	23,283	83.7	23,625	73.8	15,011	88.8

* 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)

OCTOBER 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 NETWORK	402	71.6	62	75.8	280	86.4	160	78.8	48	54.2	452	83.0	706	86.0	2071	78.7
- ALASKA AIRLINES	402	71.6	62	75.8	280	86.4	160	78.8	48	54.2	452	83.0	706	86.0	1794	78.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	277	79.1
ALLEGiant AIR	52	94.2	246	72.8	0	0.0	0	0.0	0	0.0	0	0.0	694	81.3	93	72.0
AMERICAN AIRLINES NETWORK	697	69.3	498	79.5	238	75.6	468	81.6	1003	70.6	2150	83.5	1168	72.9	5692	80.6
- AMERICAN AIRLINES	640	68.1	498	79.5	238	75.6	264	79.5	790	71.3	1530	85.0	1168	72.9	3507	76.7
- BRANDED CODESHARE PARTNERS	57	82.5	0	0.0	0	0.0	204	84.3	213	68.1	620	79.8	0	0.0	2185	86.8
DELTA AIR LINES NETWORK	916	73.9	866	89.5	198	90.9	528	88.1	775	81.7	4802	87.2	1632	86.8	3954	84.6
- DELTA AIR LINES	538	75.7	837	89.4	198	90.9	304	91.8	281	84.3	2590	90.3	1148	89.5	2959	87.6
- BRANDED CODESHARE PARTNERS	378	71.4	29	93.1	0	0.0	224	83.0	494	80.2	2212	83.7	484	80.2	995	75.9
FRONTIER AIRLINES	0	0.0	0	0.0	0	0.0	88	76.1	44	65.9	0	0.0	608	62.2	93	66.7
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	3323	90.3	0	0.0	0	0.0	31	87.1	80	83.8	186	70.4
- HAWAIIAN AIRLINES	0	0.0	0	0.0	2947	93.7	0	0.0	0	0.0	31	87.1	80	83.8	186	70.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	376	63.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	694	65.1	2040	80.8	0	0.0	174	81.6	0	0.0	3585	82.1	364	79.7	491	72.9
SOUTHWEST AIRLINES	567	67.4	1896	90.3	0	0.0	206	90.3	0	0.0	0	0.0	6479	84.6	3732	78.8
SPIRIT AIRLINES	300	75.0	1397	89.6	0	0.0	0	0.0	587	88.1	0	0.0	1375	88.1	658	88.8
UNITED AIRLINES NETWORK	10392	69.1	551	86.2	437	85.6	6810	87.8	12463	79.5	0	0.0	1245	80.5	4148	81.3
- UNITED AIRLINES	4955	74.8	551	86.2	437	85.6	2420	88.1	5202	80.6	0	0.0	1217	80.0	2332	80.3
- BRANDED CODESHARE PARTNERS	5437	63.9	0	0.0	0	0.0	4390	87.7	7261	78.7	0	0.0	28	100.0	1816	82.6
TOTAL	14,020	69.5	7,556	85.8	4,476	88.9	8,434	87.1	14,920	79.3	11,020	84.7	14,351	82.7	21,118	80.9

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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 NETWORK	96	76.0	135	80.0	0	0.0	0	0.0	124	89.5	326	79.4	3811	85.6	93	91.4
- ALASKA AIRLINES	0	0.0	135	80.0	0	0.0	0	0.0	62	85.5	326	79.4	1584	87.8	93	91.4
- BRANDED CODESHARE PARTNERS	96	76.0	0	0.0	0	0.0	0	0.0	62	93.5	0	0.0	2227	84.1	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	4626	75.5	1501	79.2	0	0.0	5898	86.4	898	82.0	13727	82.6	436	71.8	10201	82.1
- AMERICAN AIRLINES	1936	75.1	1501	79.2	0	0.0	4211	84.7	633	82.1	5582	82.3	347	67.7	4514	82.0
- BRANDED CODESHARE PARTNERS	2690	75.8	0	0.0	0	0.0	1687	90.7	265	81.5	8145	82.8	89	87.6	5687	82.2
DELTA AIR LINES NETWORK	7021	76.9	1489	88.4	512	85.0	691	90.0	10804	88.5	1522	77.2	815	89.7	838	87.1
- DELTA AIR LINES	1934	81.2	1371	89.1	205	90.7	691	90.0	5812	90.9	899	83.9	636	94.3	583	90.9
- BRANDED CODESHARE PARTNERS	5087	75.3	118	81.4	307	81.1	0	0.0	4992	85.7	623	67.6	179	73.2	255	78.4
FRONTIER AIRLINES	93	78.5	909	68.2	0	0.0	44	70.5	146	64.4	235	71.5	67	59.7	325	69.5
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	45.2	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	45.2	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	526	72.6	1616	80.6	0	0.0	0	0.0	89	64.0	229	63.3	58	79.3	232	78.4
SOUTHWEST AIRLINES	943	75.5	3207	87.7	7035	84.8	0	0.0	738	83.1	0	0.0	1233	82.8	717	82.6
SPIRIT AIRLINES	341	77.7	1105	91.3	0	0.0	0	0.0	301	94.0	709	85.2	83	97.6	238	90.3
UNITED AIRLINES NETWORK	1198	76.9	1044	84.6	0	0.0	315	81.0	776	79.3	17576	81.9	682	83.3	539	84.6
- UNITED AIRLINES	809	78.0	1044	84.6	0	0.0	235	83.4	327	85.9	7419	83.7	672	83.2	364	85.7
- BRANDED CODESHARE PARTNERS	389	74.6	0	0.0	0	0.0	80	73.8	449	74.4	10157	80.5	10	90.0	175	82.3
TOTAL	14,844	76.2	11,006	84.0	7,547	84.8	6,948	86.4	13,876	87.0	34,324	81.8	7,247	84.1	13,183	82.4

* 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)

OCTOBER 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 NETWORK	186	82.8	1398	85.2	8513	69.9	2396	76.7	300	85.3	31	83.9
- ALASKA AIRLINES	186	82.8	734	81.1	5464	73.1	2127	77.2	87	89.7	31	83.9
- BRANDED CODESHARE PARTNERS	0	0.0	664	89.8	3049	64.3	269	72.9	213	83.6	0	0.0
ALLEGiant AIR	0	0.0	18	83.3	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7353	79.9	939	73.8	883	63.2	1485	78.9	568	76.9	1045	80.8
- AMERICAN AIRLINES	4713	79.0	753	70.7	728	62.5	1117	77.4	358	74.6	1042	80.7
- BRANDED CODESHARE PARTNERS	2640	81.3	186	86.6	155	66.5	368	83.4	210	81.0	3	100.0
DELTA AIR LINES NETWORK	883	86.0	963	82.8	3708	76.8	1359	90.1	7282	92.2	991	90.0
- DELTA AIR LINES	589	91.3	670	88.4	2242	84.7	1359	90.1	3782	92.6	912	90.9
- BRANDED CODESHARE PARTNERS	294	75.2	293	70.0	1466	64.7	0	0.0	3500	91.6	79	79.7
FRONTIER AIRLINES	111	64.0	145	50.3	62	54.8	84	69.0	167	67.7	147	70.1
HAWAIIAN AIRLINES NETWORK	31	77.4	62	62.9	62	56.5	62	72.6	0	0.0	0	0.0
- HAWAIIAN AIRLINES	31	77.4	62	62.9	62	56.5	62	72.6	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
JETBLUE AIRWAYS	62	71.0	141	75.2	143	74.1	441	84.1	207	80.7	447	81.9
SOUTHWEST AIRLINES	5340	81.6	3254	81.7	1061	66.4	1482	78.3	906	83.8	2144	86.6
SPIRIT AIRLINES	31	77.4	156	85.3	104	71.2	0	0.0	0	0.0	368	92.4
UNITED AIRLINES NETWORK	799	79.6	1113	82.7	943	68.7	7921	83.1	638	85.1	563	84.4
- UNITED AIRLINES	699	78.3	940	82.2	875	69.3	5262	82.9	203	89.2	563	84.4
- BRANDED CODESHARE PARTNERS	100	89.0	173	85.0	68	61.8	2659	83.7	435	83.2	0	0.0
TOTAL	14,796	80.7	8,189	80.9	15,479	70.8	15,230	81.8	10,068	89.3	5,736	85.5

* 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)

OCTOBER 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	53	81.1	297	81.8	123	80.5	0	0.0	155	81.9	119	74.8	120	80.8	31	80.6
ALLEGIAN AIR	0	0.0	0	0.0	27	77.8	0	0.0	0	0.0	8	100.0	0	0.0	0	0.0
AMERICAN AIRLINES	1032	78.7	2475	74.8	486	80.7	8565	86.3	1977	82.1	851	74.7	12145	74.9	461	80.3
DELTA AIR LINES	21187	89.8	1467	79.6	613	93.0	619	93.2	797	88.0	1003	91.4	663	82.7	5051	93.1
ENDEAVOR AIR	2382	86.7	508	75.6	231	84.0	253	81.8	169	81.1	0	0.0	169	72.8	1518	91.0
ENVOY AIR	57	75.4	216	77.3	123	93.5	339	82.6	118	90.7	0	0.0	4003	76.4	106	74.5
EXPRESSJET AIRLINES	560	83.2	79	79.7	8	50.0	225	65.8	260	78.5	0	0.0	938	65.2	4	75.0
FRONTIER AIRLINES	279	73.5	0	0.0	0	0.0	120	67.5	93	75.3	2198	68.9	52	67.3	109	70.6
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	292	80.1	4469	74.1	251	77.7	150	76.0	909	79.3	109	70.6	57	61.4	120	69.2
MESA AIRLINES	192	75.5	0	0.0	0	0.0	188	81.9	58	81.0	0	0.0	3148	65.1	232	77.2
PSA AIRLINES	111	82.9	0	0.0	3	33.3	8057	88.4	2287	78.9	0	0.0	0	0.0	119	86.6
REPUBLIC AIRLINE	513	87.7	529	79.8	0	0.0	1152	88.4	3069	88.1	206	88.8	261	64.4	748	83.3
SKYWEST AIRLINES	1869	86.5	277	75.8	0	0.0	174	82.2	183	74.9	4205	83.6	837	72.9	3423	87.3
SOUTHWEST AIRLINES	3585	86.5	1067	76.8	5990	89.3	294	79.6	1290	84.1	5960	85.9	0	0.0	582	85.9
SPIRIT AIRLINES	693	89.2	345	83.5	655	90.8	0	0.0	0	0.0	280	87.5	645	84.7	746	91.4
UNITED AIRLINES	347	86.5	1282	76.1	317	85.8	76	71.1	461	82.0	5675	86.9	502	69.1	147	87.1
TOTAL	33,152	88.1	13,011	76.1	8,827	88.5	20,212	86.7	11,826	83.3	20,614	83.6	23,540	73.6	13,397	89.0

* 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)

OCTOBER 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	402	71.6	62	75.8	280	86.4	160	78.8	48	54.2	452	83.0	706	86.0	1794	78.6
ALLEGiant AIR	52	94.2	246	72.8	0	0.0	0	0.0	0	0.0	0	0.0	694	81.3	93	72.0
AMERICAN AIRLINES	640	68.1	498	79.5	238	75.6	264	79.5	790	71.3	1530	85.0	1168	72.9	3507	76.7
DELTA AIR LINES	538	75.7	837	89.4	198	90.9	304	91.8	281	84.3	2590	90.3	1148	89.5	2959	87.6
ENDEAVOR AIR	184	69.0	29	93.1	0	0.0	87	78.2	207	85.0	1817	84.4	0	0.0	0	0.0
ENVOY AIR	4	75.0	0	0.0	0	0.0	0	0.0	58	77.6	471	79.4	0	0.0	0	0.0
EXPRESSJET AIRLINES	1635	60.2	0	0.0	0	0.0	11	81.8	3066	82.5	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	0	0.0	0	0.0	0	0.0	88	76.1	44	65.9	0	0.0	608	62.2	93	66.7
HAWAIIAN AIRLINES	0	0.0	0	0.0	2947	93.7	0	0.0	0	0.0	31	87.1	80	83.8	186	70.4
JETBLUE AIRWAYS	694	65.1	2040	80.8	0	0.0	174	81.6	0	0.0	3585	82.1	364	79.7	491	72.9
MESA AIRLINES	0	0.0	0	0.0	0	0.0	2110	86.6	2881	74.8	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	142	81.7	0	0.0	56	69.6	0	0.0	0	0.0
REPUBLIC AIRLINE	2342	69.5	0	0.0	0	0.0	62	90.3	1115	78.2	249	85.1	0	0.0	0	0.0
SKYWEST AIRLINES	120	72.5	0	0.0	0	0.0	179	88.3	610	75.7	229	78.6	207	85.5	2730	83.4
SOUTHWEST AIRLINES	567	67.4	1896	90.3	0	0.0	206	90.3	0	0.0	0	0.0	6479	84.6	3732	78.8
SPIRIT AIRLINES	300	75.0	1397	89.6	0	0.0	0	0.0	587	88.1	0	0.0	1375	88.1	658	88.8
UNITED AIRLINES	4955	74.8	551	86.2	437	85.6	2420	88.1	5202	80.6	0	0.0	1217	80.0	2332	80.3
TOTAL	12,433	70.6	7,556	85.8	4,100	91.2	6,207	86.6	14,889	79.3	11,010	84.7	14,046	82.8	18,575	80.7

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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	135	80.0	0	0.0	0	0.0	62	85.5	326	79.4	1584	87.8	93	91.4
ALLEGIAN 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	1936	75.1	1501	79.2	0	0.0	4211	84.7	633	82.1	5582	82.3	347	67.7	4514	82.0
DELTA AIR LINES	1934	81.2	1371	89.1	205	90.7	691	90.0	5812	90.9	899	83.9	636	94.3	583	90.9
ENDEAVOR AIR	2478	75.7	62	80.6	0	0.0	0	0.0	942	87.6	104	70.2	0	0.0	197	79.2
ENVOY AIR	1339	72.3	0	0.0	0	0.0	870	88.9	4	100.0	5745	83.6	0	0.0	58	72.4
EXPRESSJET AIRLINES	150	76.0	0	0.0	0	0.0	0	0.0	0	0.0	877	78.8	0	0.0	0	0.0
FRONTIER AIRLINES	93	78.5	909	68.2	0	0.0	44	70.5	146	64.4	235	71.5	67	59.7	325	69.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	45.2	0	0.0
JETBLUE AIRWAYS	526	72.6	1616	80.6	0	0.0	0	0.0	89	64.0	229	63.3	58	79.3	232	78.4
MESA AIRLINES	149	73.8	0	0.0	0	0.0	20	65.0	137	77.4	0	0.0	0	0.0	32	84.4
PSA AIRLINES	162	74.7	0	0.0	0	0.0	0	0.0	0	0.0	204	83.8	0	0.0	1184	84.7
REPUBLIC AIRLINE	2884	77.8	0	0.0	0	0.0	868	91.9	457	74.6	1202	81.9	0	0.0	1268	87.0
SKYWEST AIRLINES	1100	72.3	0	0.0	280	82.1	0	0.0	4085	85.5	6087	77.6	451	85.1	58	75.9
SOUTHWEST AIRLINES	943	75.5	3207	87.7	7035	84.8	0	0.0	738	83.1	0	0.0	1233	82.8	717	82.6
SPIRIT AIRLINES	341	77.7	1105	91.3	0	0.0	0	0.0	301	94.0	709	85.2	83	97.6	238	90.3
UNITED AIRLINES	809	78.0	1044	84.6	0	0.0	235	83.4	327	85.9	7419	83.7	672	83.2	364	85.7
TOTAL	14,844	76.2	10,950	84.0	7,520	84.9	6,939	86.5	13,733	87.0	29,618	81.6	5,193	84.4	9,863	83.3

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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	82.8	734	81.1	5464	73.1	2127	77.2	87	89.7	31	83.9
ALLEGiant AIR	0	0.0	18	83.3	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4713	79.0	753	70.7	728	62.5	1117	77.4	358	74.6	1042	80.7
DELTA AIR LINES	589	91.3	670	88.4	2242	84.7	1359	90.1	3782	92.6	912	90.9
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	27	74.1
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	111	64.0	145	50.3	62	54.8	84	69.0	167	67.7	147	70.1
HAWAIIAN AIRLINES	31	77.4	62	62.9	62	56.5	62	72.6	0	0.0	0	0.0
JETBLUE AIRWAYS	62	71.0	141	75.2	143	74.1	441	84.1	207	80.7	447	81.9
MESA AIRLINES	1850	76.9	0	0.0	0	0.0	0	0.0	35	77.1	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRLINE	0	0.0	0	0.0	0	0.0	0	0.0	7	100.0	3	100.0
SKYWEST AIRLINES	890	91.3	868	88.2	946	66.0	2836	82.9	3827	90.0	52	82.7
SOUTHWEST AIRLINES	5340	81.6	3254	81.7	1061	66.4	1482	78.3	906	83.8	2144	86.6
SPIRIT AIRLINES	31	77.4	156	85.3	104	71.2	0	0.0	0	0.0	368	92.4
UNITED AIRLINES	699	78.3	940	82.2	875	69.3	5262	82.9	203	89.2	563	84.4
TOTAL	14,502	80.8	7,741	81.2	11,687	73.0	14,770	81.8	9,579	89.2	5,736	85.5

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2018

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	92.4	92.1	41.2	90.2	89.9	88.9	87.9	93.6	87.8	91.2	0.0	87.6	92.5	83.6	98.4	85.4
0700-0759	94.1	91.3	96.7	90.3	88.9	88.4	86.9	90.6	85.5	92.7	98.9	91.9	25.0	90.4	94.7	93.0
0800-0859	89.0	88.1	96.9	89.7	86.8	91.0	86.5	85.7	90.2	95.3	98.2	77.8	80.4	87.9	93.5	86.9
0900-0959	89.1	89.6	96.1	86.5	87.7	87.7	76.4	94.0	93.4	94.1	96.1	91.4	88.2	93.3	91.1	88.4
1000-1059	88.9	88.4	95.1	89.8	87.5	85.7	79.9	89.7	91.1	92.8	91.3	90.6	79.9	94.0	88.9	83.7
1100-1159	91.4	92.9	93.8	86.0	86.4	87.4	78.3	92.5	90.7	89.6	89.1	90.1	82.7	88.3	85.1	83.4
1200-1259	91.6	84.3	92.3	89.7	84.6	87.5	76.4	94.2	90.4	91.3	84.8	85.7	83.9	88.9	81.8	81.2
1300-1359	92.1	83.8	92.0	86.6	85.4	86.5	75.6	90.7	85.4	88.3	89.1	95.8	79.9	89.3	82.1	81.7
1400-1459	87.8	75.4	91.5	86.6	86.0	84.1	76.4	90.1	65.1	86.3	87.3	94.1	80.4	83.5	84.4	82.8
1500-1559	87.3	72.8	91.5	86.7	83.6	80.3	67.1	93.5	62.9	84.6	91.8	84.8	79.4	85.8	83.0	83.7
1600-1659	88.0	70.3	83.8	83.3	78.5	86.0	70.0	89.3	57.6	87.2	93.2	83.5	79.9	85.0	81.1	84.6
1700-1759	88.0	66.0	87.5	84.1	78.7	80.5	62.6	87.1	54.3	77.7	90.3	82.4	74.7	80.1	78.1	82.5
1800-1859	86.0	64.5	83.2	85.1	77.6	79.8	65.3	83.7	57.1	82.5	94.0	84.9	77.0	78.9	77.4	74.7
1900-1959	85.8	64.1	83.0	84.4	80.7	79.4	67.6	86.2	54.0	83.4	96.0	78.9	76.4	85.4	77.5	75.8
2000-2059	83.3	64.9	82.0	82.4	81.8	73.6	70.5	86.4	50.5	77.7	94.3	86.5	77.0	79.7	78.3	74.0
2100-2159	83.7	66.0	82.7	83.2	80.2	80.3	68.2	85.9	53.3	82.0	90.5	82.4	74.9	77.5	80.0	71.8
2200-2259	83.9	68.1	80.5	83.3	78.3	76.7	74.7	81.8	62.8	78.9	86.6	81.3	81.4	76.4	76.1	72.5
2300-0559	83.5	78.8	82.2	81.2	83.6	69.7	80.1	82.7	76.0	77.6	90.2	86.7	76.6	86.1	74.7	73.6
TOTAL	88.1	76.1	88.5	86.7	83.3	83.6	73.6	89.0	70.6	85.8	91.2	86.6	79.3	84.7	82.8	80.7

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2018

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	88.5	85.4	96.4	82.8	90.0	88.9	86.4	85.0	91.1	75.0	86.3	84.1	93.5	77.4	89.1
0700-0759	91.7	93.0	88.2	90.7	90.3	88.6	88.0	90.1	89.8	88.0	89.4	92.8	96.4	98.6	90.8
0800-0859	87.2	91.6	91.3	90.0	89.9	85.5	96.7	91.7	88.6	88.4	82.4	90.2	95.7	95.4	88.3
0900-0959	85.8	93.6	93.0	91.7	93.6	83.7	94.9	90.0	86.3	84.0	69.0	85.1	94.1	98.0	87.7
1000-1059	82.4	92.9	93.5	95.4	88.0	84.8	88.4	89.8	87.7	81.2	66.5	73.9	94.1	92.4	86.2
1100-1159	82.6	90.9	92.2	90.0	88.3	85.4	84.4	90.7	82.7	83.1	61.2	77.7	87.9	89.5	85.9
1200-1259	78.9	90.1	93.9	85.1	88.2	85.9	84.8	87.8	79.6	80.7	68.9	76.5	83.9	90.1	85.3
1300-1359	79.3	85.6	85.8	88.9	90.2	84.4	86.8	88.7	82.3	80.0	65.1	79.7	92.4	87.7	84.7
1400-1459	76.4	85.0	81.7	87.2	88.2	79.5	83.9	84.0	82.9	82.3	70.5	84.8	91.3	86.1	83.1
1500-1559	75.4	82.6	89.0	90.2	86.9	80.1	87.1	83.3	76.0	80.0	69.9	82.8	91.8	88.7	81.1
1600-1659	73.8	83.1	80.4	84.9	88.5	80.6	85.0	78.1	78.4	84.3	77.2	81.5	86.5	82.4	81.4
1700-1759	71.4	82.8	81.3	78.5	84.8	79.8	85.2	77.6	75.7	78.1	77.2	83.2	79.1	82.4	77.4
1800-1859	69.6	83.7	83.4	83.5	81.2	72.7	83.3	77.1	73.3	75.6	80.5	86.7	79.6	83.2	78.2
1900-1959	68.5	77.8	75.8	92.5	84.6	74.9	77.8	75.0	76.3	80.1	76.6	83.2	89.5	82.7	78.4
2000-2059	64.8	78.5	78.4	83.5	86.0	76.9	81.7	78.7	74.8	76.1	70.6	79.6	79.9	83.0	76.8
2100-2159	68.3	78.8	78.9	77.9	85.2	79.7	87.9	77.8	77.5	78.7	69.5	79.3	84.8	76.4	77.9
2200-2259	67.6	70.1	77.1	76.3	75.6	77.2	73.6	82.3	73.8	78.7	67.9	76.6	82.0	78.9	75.4
2300-0559	76.2	78.3	74.4	71.5	83.6	80.0	81.3	79.9	73.9	84.1	82.0	82.1	77.4	78.8	79.2
TOTAL	76.2	84.0	84.9	86.5	87.0	81.6	84.4	83.3	80.8	81.2	73.0	81.8	89.2	85.5	82.5

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2018

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	95.6	92.3	96.0	93.1	93.8	86.8	91.3	96.2	94.9	96.1	99.3	96.2	94.3	95.2	94.2	94.5
0700-0759	93.4	92.1	91.6	90.8	91.1	88.1	89.2	94.6	91.8	95.8	97.2	89.0	94.6	94.8	94.1	89.2
0800-0859	94.9	91.0	94.2	90.4	88.4	88.1	86.6	92.8	89.7	94.9	94.7	92.7	88.0	94.6	86.5	86.1
0900-0959	91.0	89.7	90.4	90.3	90.8	89.6	80.9	91.7	89.4	92.7	98.8	91.1	88.7	92.2	85.9	82.8
1000-1059	90.6	90.6	95.4	84.4	88.2	82.7	78.7	91.5	93.7	91.1	96.8	92.4	86.7	90.0	86.4	81.7
1100-1159	89.3	85.7	90.8	87.8	88.0	83.6	76.1	88.0	88.6	85.0	94.1	86.5	86.3	92.8	86.4	81.6
1200-1259	89.5	85.7	89.4	84.9	85.0	81.4	75.3	90.2	88.6	87.9	90.1	89.2	87.2	86.5	79.6	80.4
1300-1359	87.3	82.4	85.4	84.8	84.6	81.3	73.2	87.2	87.4	81.2	85.2	88.8	80.8	90.1	79.5	75.1
1400-1459	90.2	73.4	83.2	81.4	84.8	80.9	71.8	85.6	82.5	83.1	87.8	83.8	86.2	88.6	75.8	77.8
1500-1559	85.7	76.4	83.1	81.0	84.3	81.1	68.8	87.8	72.1	79.4	89.3	91.3	87.0	83.1	77.8	81.7
1600-1659	84.9	69.8	85.8	78.5	80.6	70.3	67.4	86.0	70.1	80.3	88.0	83.3	81.8	85.9	75.2	83.3
1700-1759	84.7	67.4	77.3	79.1	79.6	80.3	67.4	85.5	69.2	81.4	96.8	85.7	76.8	83.4	75.5	83.6
1800-1859	84.3	62.7	83.3	78.3	74.1	77.8	61.0	89.8	68.3	82.5	97.2	84.8	82.1	79.5	74.1	84.1
1900-1959	83.7	60.8	80.8	75.6	77.1	79.8	64.3	79.7	69.0	83.3	93.1	79.8	78.9	79.4	71.6	72.5
2000-2059	84.3	66.3	73.9	83.7	77.6	79.3	67.0	87.8	61.8	84.4	93.8	72.3	79.4	82.7	75.5	80.2
2100-2159	86.2	66.1	84.1	78.0	89.0	71.7	65.2	89.4	62.5	83.2	94.7	69.2	81.0	83.6	77.4	79.1
2200-2259	85.7	74.4	79.9	83.4	81.8	77.5	71.1	91.7	68.6	84.3	84.9	88.3	85.7	82.1	87.7	79.8
2300-0559	90.4	93.7	92.7	82.6	97.1	75.8	88.8	95.4	92.4	90.5	98.0	95.3	94.4	89.3	85.6	84.6
TOTAL	88.0	80.2	86.9	84.2	84.7	81.9	73.6	89.4	80.0	86.7	92.4	88.6	85.4	87.7	82.1	82.4

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2018

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	94.8	93.7	93.9	92.7	94.0	90.0	96.4	94.3	93.8	96.1	92.8	92.7	94.0	97.3	93.8
0700-0759	92.1	91.7	91.0	91.0	97.0	91.5	93.8	93.3	91.7	92.0	90.9	90.7	94.4	96.7	92.1
0800-0859	89.9	91.6	83.7	91.0	90.8	90.6	93.4	90.6	89.0	83.9	87.0	88.7	92.6	95.5	90.3
0900-0959	88.5	90.5	82.7	89.5	91.2	86.5	84.7	90.6	87.0	84.4	82.0	85.5	89.8	94.8	88.2
1000-1059	87.6	90.5	89.6	89.8	93.3	84.7	93.4	89.5	84.8	81.8	81.0	82.3	90.1	92.1	86.7
1100-1159	81.5	88.6	78.8	85.8	90.5	82.3	82.5	87.4	76.9	79.4	72.1	75.5	92.4	89.4	84.9
1200-1259	82.6	87.3	85.8	87.2	85.9	83.5	87.6	89.2	80.8	78.8	74.3	76.6	77.8	89.0	84.0
1300-1359	82.9	84.6	79.5	81.2	86.0	83.0	81.8	82.6	80.1	76.3	74.4	77.1	87.4	91.1	82.3
1400-1459	79.6	81.4	68.1	84.3	88.5	81.5	85.9	82.8	77.6	76.3	73.7	80.7	86.5	79.0	81.2
1500-1559	76.7	73.4	70.3	85.3	85.5	81.2	85.9	81.5	79.3	80.5	73.2	81.3	91.9	84.0	81.4
1600-1659	78.9	76.0	71.7	87.9	87.0	81.5	84.6	83.1	78.3	80.2	73.6	83.6	83.1	79.8	79.1
1700-1759	74.4	79.7	70.2	85.4	82.7	80.1	80.5	76.2	72.7	83.4	81.7	84.2	89.0	81.0	79.8
1800-1859	74.7	81.3	61.9	77.1	82.9	81.0	84.8	75.0	73.9	78.4	85.1	82.8	70.8	82.5	76.6
1900-1959	70.6	79.3	65.2	83.1	84.4	77.5	84.2	75.6	73.8	79.0	82.0	86.4	77.6	82.7	77.7
2000-2059	70.6	78.3	62.9	82.5	91.1	78.4	78.1	81.0	79.0	75.2	75.5	83.4	90.4	81.0	79.5
2100-2159	68.3	74.3	68.4	87.1	91.0	77.3	92.8	83.4	79.5	84.5	80.0	82.9	79.1	89.4	79.8
2200-2259	67.7	90.5	69.9	67.1	91.8	80.6	91.5	0.0	71.7	91.7	85.4	86.8	89.7	50.0	83.0
2300-0559	90.3	94.7	97.7	83.9	93.7	93.5	90.1	88.5	89.6	0.0	86.1	89.6	87.6	100.0	88.1
TOTAL	81.5	84.6	76.5	86.1	88.8	83.3	87.9	84.8	82.0	83.1	81.0	83.9	89.6	88.5	83.9

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

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING CARRIER
OCTOBER 2018

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	94.3	88.6	70	70
Abilene, TX (ABI)	80.2	81.9	177	177
Adak Island, AK (ADK)	77.8	33.3	9	9
Aguadilla, PR (BQN)	86.8	82.5	159	160
Akron, OH (CAK)	80.9	86.5	681	681
Albany, GA (ABY)	81.8	83.0	88	88
Albany, NY (ALB)	84.6	87.7	1057	1058
Albuquerque, NM (ABQ)	80.1	81.9	2137	2138
Alexandria, LA (AEX)	82.0	86.8	295	295
Allentown/Bethlehem/Easton, PA (ABE)	87.6	88.8	339	338
Alpena, MI (APN)	88.7	90.6	53	53
Amarillo, TX (AMA)	76.0	82.9	467	468
Anchorage, AK (ANC)	86.5	91.4	1354	1357
Appleton, WI (ATW)	87.3	91.6	331	332
Arcata/Eureka, CA (ACV)	79.2	79.7	149	148
Asheville, NC (AVL)	84.1	85.2	763	763
Ashland, WV (HTS)	75.4	75.8	61	62
Aspen, CO (ASE)	76.1	77.2	285	285
Atlanta, GA (ATL)	88.1	88.0	33152	33140
Atlantic City, NJ (ACY)	93.4	95.0	241	241
Augusta, GA (AGS)	88.6	87.3	387	387
Austin, TX (AUS)	78.3	81.2	5553	5553
Bakersfield, CA (BFL)	74.4	83.1	207	207
Baltimore, MD (BWI)	88.5	86.9	8827	8830
Bangor, ME (BGR)	82.2	83.2	410	411
Barrow, AK (BRW)	95.2	95.2	62	62
Baton Rouge, LA (BTR)	77.1	76.8	652	652
Beaumont/Port Arthur, TX (BPT)	74.7	87.3	79	79
Bellefonte, PA (BLF)	87.7	78.5	65	65
Bellingham, WA (BLI)	77.7	82.3	130	130
Bemidji, MN (BJI)	93.5	91.9	62	62
Bend/Redmond, OR (RDM)	85.8	87.3	402	402
Bethel, AK (BET)	81.9	83.3	72	72
Billings, MT (BIL)	89.3	90.6	308	308
Binghamton, NY (BGM)	85.4	86.5	89	89
Birmingham, AL (BHM)	83.2	86.7	1669	1668
Bismarck/Mandan, ND (BIS)	84.0	84.8	294	296
Bloomington/Normal, IL (BMI)	74.4	78.5	289	289
Boise, ID (BOI)	85.0	88.2	1618	1618
Boston, MA (BOS)	76.1	80.2	13011	13018
Bozeman, MT (BZN)	85.1	87.3	395	395

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	94.4	94.4	54	54
Branson, MO (BKG)	92.9	92.9	14	14
Bristol/Johnson City/Kingsport, TN (TRI)	86.6	87.2	187	187
Brownsville, TX (BRO)	76.7	84.3	249	248
Brunswick, GA (BQK)	92.0	93.2	88	88
Buffalo, NY (BUF)	84.0	89.0	2366	2368
Burbank, CA (BUR)	82.9	82.2	2241	2242
Burlington, VT (BTV)	80.0	83.1	885	886
Butte, MT (BTM)	94.8	94.8	58	58
Cape Girardeau, MO (CGI)	79.6	90.7	54	54
Casper, WY (CPR)	97.0	100.0	67	67
Cedar City, UT (CDC)	79.6	88.7	54	53
Cedar Rapids/Iowa City, IA (CID)	83.7	85.5	826	827
Champaign/Urbana, IL (CMI)	83.8	82.8	204	204
Charleston, SC (CHS)	83.6	85.3	2099	2099
Charleston/Dunbar, WV (CRW)	81.8	82.8	400	400
Charlotte Amalie, VI (STT)	86.5	91.2	193	193
Charlotte, NC (CLT)	86.7	84.2	20212	20213
Charlottesville, VA (CHO)	81.8	83.9	478	478
Chattanooga, TN (CHA)	82.6	87.9	720	721
Chicago, IL (MDW)	84.9	76.5	7520	7518
Chicago, IL (ORD)	81.6	83.3	29618	29626
Christiansted, VI (STX)	85.5	82.3	62	62
Cincinnati, OH (CVG)	83.9	86.1	4338	4341
Clarksburg/Fairmont, WV (CKB)	75.8	84.8	66	66
Cleveland, OH (CLE)	83.0	86.0	4134	4132
Cody, WY (COD)	79.0	80.6	62	62
College Station/Bryan, TX (CLL)	77.2	89.1	202	202
Colorado Springs, CO (COS)	76.2	81.9	848	849
Columbia, MO (COU)	75.2	78.6	206	206
Columbia, SC (CAE)	84.7	87.7	635	635
Columbus, GA (CSG)	81.9	79.3	116	116
Columbus, MS (GTR)	91.0	88.8	89	89
Columbus, OH (LCK)	89.0	86.3	73	73
Columbus, OH (CMH)	85.5	86.5	3995	3997
Concord, NC (USA)	87.4	81.8	87	88
Cordova, AK (CDV)	82.3	91.9	62	62
Corpus Christi, TX (CRP)	71.9	82.6	512	512
Dallas, TX (DAL)	79.0	72.7	6061	6060
Dallas/Fort Worth, TX (DFW)	73.6	73.6	23540	23529
Dayton, OH (DAY)	83.6	84.6	1204	1205

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING CARRIER
OCTOBER 2018

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	83.8	85.5	297	297
Deadhorse, AK (SCC)	95.3	95.3	85	85
Denver, CO (DEN)	83.6	81.9	20614	20613
Des Moines, IA (DSM)	81.7	85.8	1304	1303
Detroit, MI (DTW)	89.0	89.4	13397	13396
Devils Lake, ND (DVL)	77.4	79.2	53	53
Dothan, AL (DHN)	87.1	90.5	116	116
Dubuque, IA (DBQ)	83.0	87.5	88	88
Duluth, MN (DLH)	79.0	85.2	262	263
Durango, CO (DRO)	81.4	84.2	291	291
Eagle, CO (EGE)	75.3	84.3	89	89
Eau Claire, WI (EAU)	75.8	85.5	62	62
El Paso, TX (ELP)	73.6	80.5	1485	1485
Elko, NV (EKO)	91.4	94.8	58	58
Elmira/Corning, NY (ELM)	81.0	76.2	21	21
Erie, PA (ERI)	88.8	89.9	89	89
Escanaba, MI (ESC)	83.3	83.3	54	54
Eugene, OR (EUG)	88.3	87.5	334	335
Evansville, IN (EVV)	83.6	88.5	390	390
Fairbanks, AK (FAI)	86.3	92.0	386	386
Fargo, ND (FAR)	85.2	88.4	481	483
Fayetteville, AR (XNA)	81.6	83.6	1070	1070
Fayetteville, NC (FAY)	84.0	88.7	344	344
Flagstaff, AZ (FLG)	86.8	90.1	91	91
Flint, MI (FNT)	86.0	85.1	356	356
Fort Lauderdale, FL (FLL)	85.8	86.7	7556	7553
Fort Myers, FL (RSW)	84.2	86.2	1937	1932
Fort Smith, AR (FSM)	74.0	82.7	173	173
Fort Wayne, IN (FWA)	82.7	84.1	617	617
Fresno, CA (FAT)	84.2	82.4	1044	1044
Gainesville, FL (GNV)	86.8	88.3	401	401
Garden City, KS (GCK)	85.5	88.7	62	62
Gillette, WY (GCC)	85.5	87.1	62	62
Grand Forks, ND (GFK)	91.4	87.2	187	187
Grand Island, NE (GRI)	68.7	75.9	83	83
Grand Junction, CO (GJT)	86.7	90.2	323	326
Grand Rapids, MI (GRR)	83.4	85.3	1526	1526
Great Falls, MT (GTF)	89.2	94.0	167	167
Green Bay, WI (GRB)	86.8	89.4	509	510
Greensboro/High Point, NC (GSO)	82.7	84.1	1130	1130
Greenville, NC (PGV)	77.7	79.1	148	148

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greer, SC (GSP)	82.5	86.6	1329	1331
Guam, TT (GUM)	84.7	87.3	72	71
Gulfport/Biloxi, MS (GPT)	83.3	87.9	354	354
Hagerstown, MD (HGR)	66.7	66.7	9	9
Hancock/Houghton, MI (CMX)	61.3	77.4	62	62
Harlingen/San Benito, TX (HRL)	78.1	80.9	288	288
Harrisburg, PA (MDT)	85.2	86.1	562	562
Hartford, CT (BDL)	86.3	89.7	2434	2435
Hattiesburg/Laurel, MS (PIB)	85.5	87.1	62	62
Hayden, CO (HDN)	100.0	100.0	1	1
Hays, KS (HYS)	80.6	86.1	108	108
Helena, MT (HLN)	88.7	94.4	177	177
Hibbing, MN (HIB)	96.3	88.9	54	54
Hilo, HI (ITO)	95.9	96.1	539	539
Hilton Head, SC (HHH)	82.8	87.1	93	93
Hobbs, NM (HOB)	84.5	86.2	58	58
Honolulu, HI (HNL)	91.2	92.4	4100	4101
Houston, TX (HOU)	76.9	74.2	4934	4934
Houston, TX (IAH)	79.3	85.4	14889	14890
Huntsville, AL (HSV)	83.9	86.5	776	776
Idaho Falls, ID (IDA)	96.6	93.8	146	146
Indianapolis, IN (IND)	82.6	85.7	4293	4293
International Falls, MN (INL)	88.5	88.5	52	52
Iron Mountain/Kingsfd, MI (IMT)	84.5	82.8	58	58
Islip, NY (ISP)	84.2	89.0	398	399
Ithaca/Cortland, NY (ITH)	93.3	91.0	89	89
Jackson, WY (JAC)	87.6	87.7	225	227
Jackson/Vicksburg, MS (JAN)	79.1	81.0	726	725
Jacksonville, FL (JAX)	83.5	85.7	2823	2824
Jacksonville/Camp Lejeune, NC (OAJ)	86.4	88.5	235	235
Jamestown, ND (JMS)	77.6	78.6	85	84
Joplin, MO (JLN)	61.3	79.0	62	62
Juneau, AK (JNU)	85.2	90.6	331	331
Kahului, HI (OGG)	89.9	89.8	2051	2052
Kalamazoo, MI (AZO)	86.3	86.4	241	242
Kalispell, MT (FCA)	89.2	89.9	158	159
Kansas City, MO (MCI)	83.6	86.6	4911	4912
Kearney, NE (EAR)	90.7	98.1	54	54
Ketchikan, AK (KTN)	85.2	89.0	182	182
Key West, FL (EYW)	88.9	87.0	324	324
Killeen, TX (GRK)	76.1	81.9	259	259

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING CARRIER
OCTOBER 2018

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Knoxville, TN (TYS)	84.5	87.7	1489	1489
Kodiak, AK (ADQ)	83.0	86.8	53	53
Kona, HI (KOA)	91.9	93.5	1154	1154
Kotzebue, AK (OTZ)	88.7	87.1	62	62
La Crosse, WI (LSE)	82.3	91.7	181	181
Lafayette, LA (LFT)	79.8	85.6	410	410
Lake Charles, LA (LCH)	76.2	85.7	168	168
Lansing, MI (LAN)	88.8	89.0	347	347
Laramie, WY (LAR)	68.5	79.6	54	54
Laredo, TX (LRD)	71.1	82.8	204	204
Las Vegas, NV (LAS)	82.8	82.1	14046	14045
Latrobe, PA (LBE)	97.4	97.4	78	78
Lawton/Fort Sill, OK (LAW)	60.9	65.2	115	115
Lewisburg, WV (LWB)	57.4	74.1	54	54
Lewiston, ID (LWS)	96.2	96.2	79	79
Lexington, KY (LEX)	84.9	88.4	925	926
Liberal, KS (LBL)	85.2	94.4	54	54
Lihue, HI (LIH)	91.4	92.5	1139	1139
Lincoln, NE (LNK)	90.1	90.8	141	141
Little Rock, AR (LIT)	82.8	85.6	1100	1099
Long Beach, CA (LGB)	84.3	89.0	1260	1260
Longview, TX (GGG)	81.8	85.7	77	77
Los Angeles, CA (LAX)	80.7	82.4	18575	18565
Louisville, KY (SDF)	81.6	85.3	2201	2200
Lubbock, TX (LBB)	71.1	75.5	526	527
Lynchburg, VA (LYH)	83.1	88.9	71	72
Madison, WI (MSN)	84.0	86.8	1333	1334
Manchester, NH (MHT)	87.9	90.3	778	777
Manhattan/Ft. Riley, KS (MHK)	77.0	80.8	152	151
Marquette, MI (MQT)	84.7	91.1	124	124
Martha's Vineyard, MA (MVY)	100.0	90.9	11	11
Medford, OR (MFR)	84.3	84.1	376	378
Melbourne, FL (MLB)	87.5	91.3	208	208
Memphis, TN (MEM)	82.4	86.0	2010	2010
Meridian, MS (MEI)	83.9	81.7	93	93
Miami, FL (MIA)	86.5	86.1	6939	6936
Midland/Odessa, TX (MAF)	69.6	76.3	766	767
Milwaukee, WI (MKE)	84.5	87.1	2567	2570
Minneapolis, MN (MSP)	87.0	88.8	13733	13722
Minot, ND (MOT)	84.0	86.3	219	219
Mission/McAllen/Edinburg, TX (MFE)	67.3	76.8	397	397

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Missoula, MT (MSO)	87.9	89.6	297	298
Moab, UT (CNY)	84.6	88.5	52	52
Mobile, AL (MOB)	81.3	83.3	540	540
Moline, IL (MLI)	83.3	86.3	437	437
Monroe, LA (MLU)	83.3	86.7	270	270
Monterey, CA (MRY)	79.0	82.5	390	389
Montgomery, AL (MGM)	83.2	84.5	322	323
Montrose/Delta, CO (MTJ)	79.3	79.3	58	58
Mosinee, WI (CWA)	84.5	86.3	226	226
Muskegon, MI (MKG)	66.1	75.4	62	61
Myrtle Beach, SC (MYR)	89.1	89.3	1051	1051
Nantucket, MA (ACK)	85.3	73.5	34	34
Nashville, TN (BNA)	83.9	83.5	6828	6829
New Bern/Morehead/Beaufort, NC (EWN)	81.6	83.0	212	212
New Haven, CT (HVN)	85.4	85.4	89	89
New Orleans, LA (MSY)	84.0	85.6	4701	4696
New York, NY (JFK)	84.7	87.7	11010	11016
New York, NY (LGA)	76.2	81.5	14844	14848
Newark, NJ (EWR)	70.6	80.0	12433	12424
Newburgh/Poughkeepsie, NY (SWF)	83.2	82.6	161	161
Newport News/Williamsburg, VA (PHF)	84.3	84.9	159	159
Niagara Falls, NY (IAG)	91.8	79.0	61	62
Nome, AK (OME)	93.5	96.8	62	62
Norfolk, VA (ORF)	82.2	83.6	2000	2000
North Bend/Coos Bay, OR (OTH)	62.5	65.6	32	32
North Platte, NE (LBF)	90.7	96.3	54	54
Oakland, CA (OAK)	84.2	82.4	4514	4515
Ogden, UT (OGD)	55.6	44.4	9	9
Ogdensburg, NY (OGS)	88.9	77.8	9	9
Oklahoma City, OK (OKC)	79.5	87.1	2045	2045
Omaha, NE (OMA)	82.1	85.5	2275	2276
Ontario, CA (ONT)	79.6	83.5	1821	1821
Orlando, FL (MCO)	84.0	84.6	10950	10950
Owensboro, KY (OWB)	100.0	90.9	11	11
Paducah, KY (PAH)	72.6	77.4	62	62
Pago Pago, TT (PPG)	88.9	66.7	9	9
Palm Springs, CA (PSP)	84.7	86.7	844	843
Panama City, FL (ECP)	56.8	58.1	511	513
Pasco/Kennewick/Richland, WA (PSC)	87.0	88.4	146	146
Pellston, MI (PLN)	92.1	90.8	76	76
Pensacola, FL (PNS)	81.1	84.6	970	970

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING CARRIER
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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Peoria, IL (PIA)	82.4	85.6	472	471
Petersburg, AK (PSG)	84.1	88.7	63	62
Philadelphia, PA (PHL)	83.3	84.8	9863	9866
Phoenix, AZ (AZA)	79.4	81.5	422	422
Phoenix, AZ (PHX)	80.8	82.0	14502	14497
Pittsburgh, PA (PIT)	84.3	86.5	4311	4314
Plattsburgh, NY (PBG)	91.7	85.4	96	96
Pocatello, ID (PIH)	93.3	97.5	120	120
Ponce, PR (PSE)	89.8	94.0	49	50
Portland, ME (PWM)	82.7	83.9	1160	1161
Portland, OR (PDX)	84.4	87.9	5193	5195
Portsmouth, NH (PSM)	90.0	60.0	20	20
Prescott, AZ (PRC)	84.5	87.9	58	58
Providence, RI (PVD)	86.6	86.6	1726	1727
Provo, UT (PVU)	85.4	79.2	48	48
Pueblo, CO (PUB)	85.2	87.7	81	81
Punta Gorda, FL (PGD)	86.9	90.7	429	429
Quincy, IL (UIN)	77.8	76.5	81	81
Raleigh/Durham, NC (RDU)	83.1	82.7	5447	5444
Rapid City, SD (RAP)	83.3	86.0	377	379
Redding, CA (RDD)	87.2	83.8	117	117
Reno, NV (RNO)	84.4	85.8	1537	1538
Rhineland, WI (RHI)	93.5	91.9	62	62
Richmond, VA (RIC)	83.1	84.5	2040	2042
Roanoke, VA (ROA)	86.0	80.0	200	200
Rochester, MN (RST)	79.9	84.8	294	296
Rochester, NY (ROC)	83.0	85.6	1320	1321
Rock Springs, WY (RKS)	84.5	89.7	58	58
Rockford, IL (RFD)	96.5	93.0	57	57
Roswell, NM (ROW)	76.5	85.7	119	119
Sacramento, CA (SMF)	85.1	85.5	4198	4200
Saginaw/Bay City/Midland, MI (MBS)	82.6	89.1	201	201
Saipan, TT (SPN)	77.5	75.0	40	40
Salina, KS (SLN)	79.0	82.7	81	81
Salt Lake City, UT (SLC)	89.2	89.6	9579	9575
San Angelo, TX (SJT)	79.0	84.0	119	119
San Antonio, TX (SAT)	77.1	80.0	3486	3487
San Diego, CA (SAN)	81.2	83.1	7741	7744
San Francisco, CA (SFO)	81.8	83.9	14770	14761
San Jose, CA (SJC)	83.9	83.7	4923	4921
San Juan, PR (SJU)	84.1	86.5	1645	1646

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Luis Obispo, CA (SBP)	79.8	83.8	420	421
Sanford, FL (SFB)	78.8	82.1	770	769
Santa Ana, CA (SNA)	82.6	83.7	3641	3642
Santa Barbara, CA (SBA)	81.3	84.5	631	631
Santa Fe, NM (SAF)	82.3	87.7	130	130
Santa Maria, CA (SMX)	70.6	64.7	17	17
Santa Rosa, CA (STS)	86.9	87.7	130	130
Sarasota/Bradenton, FL (SRQ)	89.4	86.2	539	537
Sault Ste. Marie, MI (CIU)	91.4	91.4	58	58
Savannah, GA (SAV)	85.7	85.6	1455	1456
Scottsbluff, NE (BFF)	92.6	94.4	54	54
Scranton/Wilkes-Barre, PA (AVP)	87.4	89.3	318	318
Seattle, WA (SEA)	73.0	81.0	11687	11681
Shreveport, LA (SHV)	79.5	82.9	590	590
Sioux City, IA (SUX)	76.7	76.7	120	120
Sioux Falls, SD (FSD)	78.2	81.4	651	652
Sitka, AK (SIT)	81.1	85.6	90	90
South Bend, IN (SBN)	81.0	84.7	706	705
Spokane, WA (GEG)	80.2	86.5	1153	1153
Springfield, IL (SPI)	80.1	84.0	156	156
Springfield, MO (SGF)	82.1	84.4	715	717
St. Cloud, MN (STC)	100.0	100.0	8	8
St. George, UT (SGU)	91.5	92.5	305	305
St. Louis, MO (STL)	84.0	82.8	5800	5801
St. Petersburg, FL (PIE)	89.9	92.1	622	621
State College, PA (SCE)	79.1	86.9	191	191
Staunton, VA (SHD)	77.0	82.0	61	61
Stillwater, OK (SWO)	85.1	85.1	74	74
Stockton, CA (SCK)	69.7	65.2	66	66
Sun Valley/Hailey/Ketchum, ID (SUN)	83.9	86.0	93	93
Syracuse, NY (SYR)	80.4	85.2	1259	1260
Tallahassee, FL (TLH)	83.8	85.2	525	526
Tampa, FL (TPA)	85.5	88.5	5736	5734
Texarkana, AR (TXK)	79.1	81.8	110	110
Toledo, OH (TOL)	85.5	85.5	173	172
Traverse City, MI (TVC)	83.5	88.3	316	316
Trenton, NJ (TTN)	64.0	60.7	247	247
Tucson, AZ (TUS)	78.5	84.2	1490	1489
Tulsa, OK (TUL)	79.9	85.0	1415	1416
Twin Falls, ID (TWF)	97.8	97.8	89	89
Tyler, TX (TYR)	73.5	75.7	136	136

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING CARRIER
OCTOBER 2018

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Valdosta, GA (VLD)	96.6	94.4	89	89
Valparaiso, FL (VPS)	83.4	86.2	669	669
Vernal, UT (VEL)	79.6	81.5	54	54
Waco, TX (ACT)	76.1	77.5	142	142
Washington, DC (IAD)	86.6	88.6	6207	6217
Washington, DC (DCA)	83.3	84.7	11826	11827
Waterloo, IA (ALO)	84.5	91.4	58	58
West Palm Beach/Palm Beach, FL (PBI)	82.8	84.2	1660	1657
White Plains, NY (HPN)	75.9	80.3	866	861
Wichita Falls, TX (SPS)	83.1	87.6	89	89
Wichita, KS (ICT)	80.8	86.5	989	990
Williston, ND (ISN)	84.1	84.9	138	139
Wilmington, NC (ILM)	86.6	88.2	544	544
Worcester, MA (ORH)	79.6	79.1	93	91
Wrangell, AK (WRG)	82.3	90.3	62	62
Yakutat, AK (YAK)	87.1	88.7	62	62
Yuma, AZ (YUM)	86.8	90.9	121	121

AIR TRAVEL CONSUMER REPORT
TABLE 6. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY MARKETING CARRIER
OCTOBER 2018

CARRIER	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	
DELTA AIR LINES NETWORK	215	147020	323	0.2	1
- DELTA AIR LINES	145	82134	74	0.1	
- BRANDED CODESHARE PARTNERS	195	64886	249	0.4	
SPIRIT AIRLINES	41	13780	32	0.2	2
ALLEGiant AIR	117	7597	26	0.3	3
UNITED AIRLINES NETWORK	227	133583	612	0.5	4
- UNITED AIRLINES	105	55565	64	0.1	
- BRANDED CODESHARE PARTNERS	212	78018	548	0.7	
SOUTHWEST AIRLINES	85	114663	648	0.6	5
JETBLUE AIRWAYS	68	24923	142	0.6	6
ALASKA AIRLINES NETWORK	96	35270	444	1.3	7
- ALASKA AIRLINES	71	21634	180	0.8	
- BRANDED CODESHARE PARTNERS	51	13636	264	1.9	
AMERICAN AIRLINES NETWORK	231	174828	2663	1.5	8
- AMERICAN AIRLINES	99	78963	676	0.9	
- BRANDED CODESHARE PARTNERS	217	95865	1987	2.1	
HAWAIIAN AIRLINES NETWORK	21	7910	129	1.6	9
- HAWAIIAN AIRLINES	18	7159	13	0.2	
- BRANDED CODESHARE PARTNERS	4	751	116	15.4	
FRONTIER AIRLINES	89	10516	183	1.7	10
TOTAL AIRPORTS SERVED	361	670,090	5,202	0.8	

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

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2018

CARRIER	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	
DELTA AIR LINES	145	82134	74	0.1	1
UNITED AIRLINES	105	55565	64	0.1	2
HAWAIIAN AIRLINES	18	7159	13	0.2	3
SPIRIT AIRLINES	41	13780	32	0.2	4
ALLEGiant AIR	117	7597	26	0.3	5
ENDEAVOR AIR	103	20943	89	0.4	6
SKYWEST AIRLINES	233	66562	311	0.5	7
SOUTHWEST AIRLINES	85	114663	648	0.6	8
JETBLUE AIRWAYS	68	24923	142	0.6	9
REPUBLIC AIRLINE	87	26882	221	0.8	10
ALASKA AIRLINES	71	21634	180	0.8	11
AMERICAN AIRLINES	99	78963	676	0.9	12
FRONTIER AIRLINES	89	10516	183	1.7	13
PSA AIRLINES	92	23969	441	1.8	14
ENVOY AIR	132	26147	523	2.0	15
EXPRESSJET AIRLINES	113	15358	330	2.1	16
MESA AIRLINES	101	19306	532	2.8	17
TOTAL AIRPORTS SERVED	345	616,101	4,485	0.7	

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

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

TRAVEL CONSUMER REPORT
TABLE 7. CAUSES OF DELAY, BY MARKETING CARRIER
OCTOBER 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
ALASKA NETWORK	35270	27984	79.34	444	1.26	106	0.30	1251	3.55	107	0.30	3261	9.25	14	0.04	2103	5.96
- ALASKA AIRLINES	21634	17307	80.00	180	0.83	58	0.27	776	3.59	63	0.29	2135	9.87	13	0.06	1102	5.09
- BRANDED CODESHARE PARTNERS	13636	10677	78.30	264	1.94	48	0.35	476	3.49	44	0.32	1125	8.25	1	0.01	1001	7.34
ALLEGiant AIR	7597	6347	83.55	26	0.34	12	0.16	431	5.67	50	0.66	218	2.87	8	0.11	506	6.66
AMERICAN NETWORK	174828	139565	79.83	2663	1.52	454	0.26	8812	5.04	1093	0.63	10583	6.05	32	0.02	11626	6.65
- AMERICAN AIRLINES	78963	62258	78.84	676	0.86	195	0.25	4622	5.85	515	0.65	5541	7.02	19	0.02	5138	6.51
- BRANDED CODESHARE PARTNERS	95865	77307	80.64	1987	2.07	259	0.27	4190	4.37	578	0.60	5042	5.26	14	0.01	6488	6.77
DELTA AIR LINES NETWORK	147020	128083	87.12	323	0.22	254	0.17	4934	3.36	630	0.43	6717	4.57	14	0.01	6065	4.13
- DELTA AIR LINES	82134	73933	90.02	74	0.09	110	0.13	2555	3.11	190	0.23	3213	3.91	5	0.01	2053	2.50
- BRANDED CODESHARE PARTNERS	64886	54150	83.45	249	0.38	144	0.22	2379	3.67	440	0.68	3503	5.40	9	0.01	4012	6.18
FRONTIER AIRLINES	10516	7177	68.25	183	1.74	13	0.12	944	8.98	11	0.10	873	8.30	0	0.00	1316	12.51
HAWAIIAN NETWORK	7910	6997	88.46	129	1.63	14	0.18	462	5.84	21	0.27	19	0.24	8	0.10	261	3.30
- HAWAIIAN AIRLINES	7159	6515	91.00	13	0.18	9	0.13	429	5.99	13	0.18	14	0.20	8	0.11	158	2.21
- BRANDED CODESHARE PARTNERS	751	482	64.18	116	15.4	5	0.67	33	4.39	7	0.93	5	0.67	0	0.00	102	13.58
JETBLUE AIRWAYS	24923	19631	78.77	142	0.57	65	0.26	1596	6.40	41	0.16	1947	7.81	6	0.02	1496	6.00
SOUTHWEST AIRLINES	114663	95742	83.50	648	0.57	175	0.15	5583	4.87	260	0.23	4079	3.56	40	0.03	8136	7.10
SPIRIT AIRLINES	13780	12258	88.96	32	0.23	23	0.17	277	2.01	20	0.15	906	6.57	5	0.04	258	1.87
UNITED NETWORK	133583	107767	80.67	612	0.46	302	0.23	5639	4.22	551	0.41	10887	8.15	5	0.00	7820	5.85
- UNITED AIRLINES	55565	45514	81.91	64	0.12	113	0.20	2204	3.97	192	0.35	4614	8.30	0	0.00	2864	5.15
- BRANDED CODESHARE PARTNERS	78018	62253	79.79	548	0.70	189	0.24	3435	4.40	358	0.46	6273	8.04	5	0.01	4956	6.35
TOTAL	670,090	551,551	82.31	5,202	0.78	1,418	0.21	29,929	4.47	2,782	0.42	39,490	5.89	132	0.02	39,587	5.91

*** Causes of Delay:**

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

Note: Individual causes of delay numbers may not add to totals, because of rounding.

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

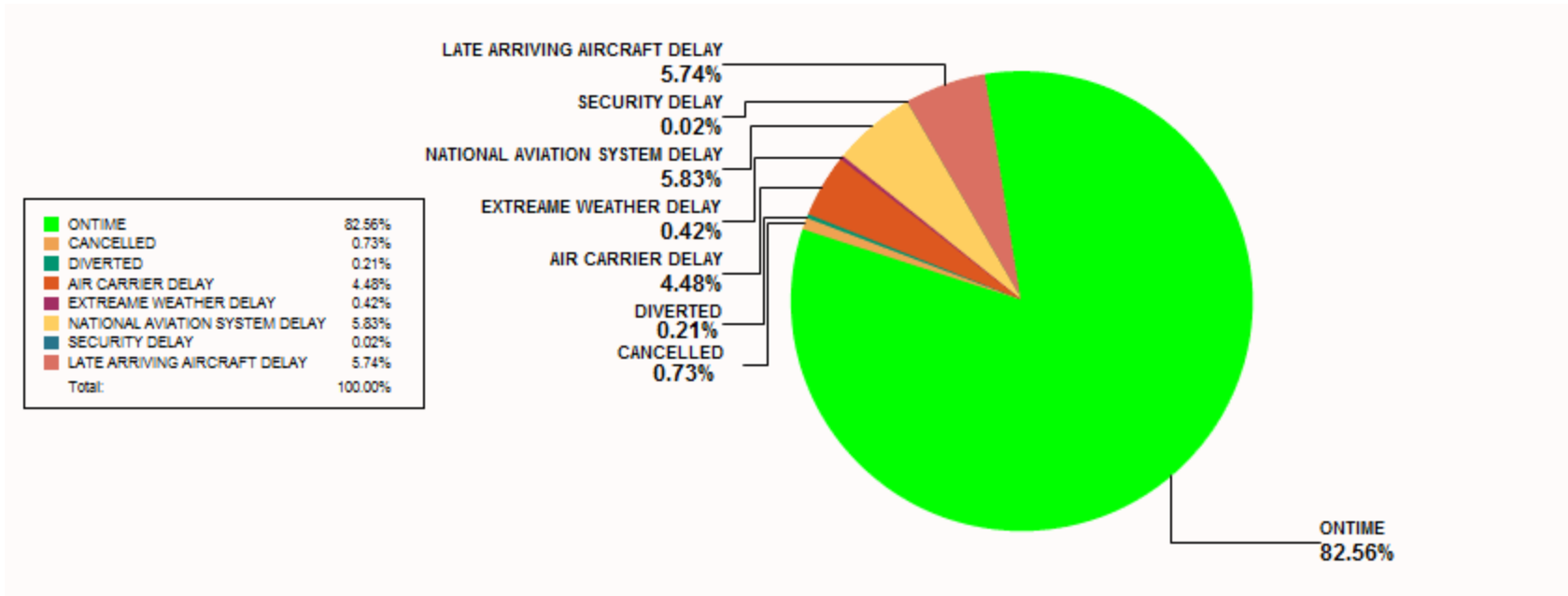
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCEL LED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	21634	17307	80.00	180	0.83	58	0.27	776	3.59	63	0.29	2135	9.87	13	0.06	1102	5.09
ALLEGIAN AIR	7597	6347	83.55	26	0.34	12	0.16	431	5.67	50	0.66	218	2.87	8	0.11	506	6.66
AMERICAN AIRLINES	78963	62258	78.84	676	0.86	195	0.25	4622	5.85	515	0.65	5541	7.02	19	0.02	5138	6.51
DELTA AIR LINES	82134	73933	90.02	74	0.09	110	0.13	2555	3.11	190	0.23	3213	3.91	5	0.01	2053	2.50
ENDEAVOR AIR	20943	17441	83.28	89	0.42	35	0.17	775	3.70	62	0.30	1279	6.11	2	0.01	1260	6.02
ENVOY AIR	26147	21069	80.58	523	2.00	76	0.29	891	3.41	254	0.97	1718	6.57	7	0.03	1609	6.15
EXPRESSJET AIRLINES	15358	11593	75.49	330	2.15	35	0.23	822	5.35	41	0.27	1466	9.55	0	0.00	1071	6.97
FRONTIER AIRLINES	10516	7177	68.25	183	1.74	13	0.12	944	8.98	11	0.10	873	8.30	0	0.00	1316	12.51
HAWAIIAN AIRLINES	7159	6515	91.00	13	0.18	9	0.13	429	5.99	13	0.18	14	0.20	8	0.11	158	2.21
JETBLUE AIRWAYS	24923	19631	78.77	142	0.57	65	0.26	1596	6.40	41	0.16	1947	7.81	6	0.02	1496	6.00
MESA AIRLINES	19306	14098	73.02	532	2.76	46	0.24	1485	7.69	272	1.41	1155	5.98	5	0.03	1712	8.87
PSA AIRLINES	23969	20250	84.48	441	1.84	69	0.29	1031	4.30	83	0.35	803	3.35	3	0.01	1288	5.37
REPUBLIC AIRLINE	26882	22044	82.00	221	0.82	60	0.22	829	3.08	59	0.22	2292	8.53	4	0.01	1373	5.11
SKYWEST AIRLINES	66562	55500	83.38	311	0.47	188	0.28	2372	3.56	439	0.66	3697	5.55	5	0.01	4050	6.08
SOUTHWEST AIRLINES	114663	95742	83.50	648	0.57	175	0.15	5583	4.87	260	0.23	4079	3.56	40	0.03	8136	7.10
SPIRIT AIRLINES	13780	12258	88.96	32	0.23	23	0.17	277	2.01	20	0.15	906	6.57	5	0.04	258	1.87
UNITED AIRLINES	55565	45514	81.91	64	0.12	113	0.20	2204	3.97	192	0.35	4614	8.30	0	0.00	2864	5.15
TOTAL	616,101	508,677	82.56	4,485	0.73	1,282	0.21	27,624	4.48	2,565	0.42	35,949	5.83	129	0.02	35,391	5.74

*** Causes of Delay:**

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

Note: Individual causes of delay numbers may not add to totals, because of rounding.

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

OCTOBER 2018

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	1280	PHX	JFK	10/7/2018	Diversion Airport (LBB)	3:07
DELTA	SKYWEST	3648	LGA	MKE	10/2/2018	Origin Airport	3:02

Note: Tarmac delays of more than 3 hours on any domestic flight based on reports from all carriers operating domestic flights within the U.S. (Part 234 and 244).

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2018

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
UNITED	UNITED	47	FRA	IAH	10/31/2018	Diversion Airport (MSY)	4:45

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

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

APPENDIX

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operation records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

30 Largest U.S. Airports

Atlanta: Hartsfield-Jackson	ATL
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*

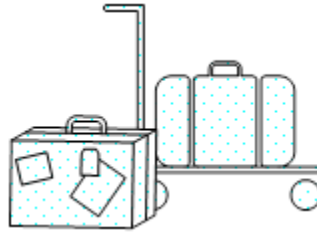
AS	Alaska Airlines
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
9E	Endeavor Air
MQ	Envoy Air
EV	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
OH	PSA Airlines
YX	Republic Airline
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
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. 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	OCTOBER 2018			OCTOBER 2017		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	DELTA AIR LINES	13,871	10,630,284	1.30	15,606	11,113,794	1.40
2	SPIRIT AIRLINES	2,921	2,099,421	1.39	2,645	1,930,202	1.37
3	JETBLUE AIRWAYS	3,894	2,686,996	1.45	4,341	2,740,334	1.58
4	UNITED AIRLINES	15,595	7,966,365	1.96	14,843	7,388,086	2.01
5	FRONTIER AIRLINES	3,687	1,686,069	2.19	3,651	1,465,100	2.49
6	ALASKA AIRLINES**	6,741	2,756,891	2.45	3,280	2,028,947	1.62
7	SOUTHWEST AIRLINES	34,748	13,908,773	2.50	32,667	13,469,876	2.43
8	HAWAIIAN AIRLINES	2,121	847,341	2.50	2,750	882,548	3.12
9	AMERICAN AIRLINES	32,383	9,698,949	3.34	23,808	10,646,198	2.24
10	SKYWEST AIRLINES	8,539	2,389,666	3.57	8,032	3,305,546	2.43
11	EXPRESSJET AIRLINES	2,346	590,911	3.97	2,954	1,087,163	2.72
12	ENVOY AIR	5,341	1,065,170	5.01	-	-	-
	TOTALS	132,187	56,326,836	2.35	114,577	56,057,794	2.04

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

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 reporting carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boarding's per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boarding's include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the Oversales rule. There are four exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; 3) aircraft of smaller capacity is substituted; and (4) passenger is denied boarding due to safety-related weight restrictions on an aircraft with 60 or fewer seats. Totals appear at the end of each table.

The enplanements figures that are used to calculate the involuntary denied boarding rate do not include inbound international service, since the rule does not apply to these flights.



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

RANK	CARRIER*	JULY – SEPTEMBER 2018				JULY – SEPTEMBER 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	DELTA AIR LINES NETWORK	30,340	2	47,374,198	0.00	-	-	-	-
	- DELTA AIR LINES	17,722	0	37,139,292	0.00	32,040	29	35,357,057	0.01
	- BRANDED CODESHARE PARTNERS	12,618	2	10,234,906	0.00	-	-	-	-
2	JETBLUE AIRWAYS	612	7	9,824,474	0.01	529	18	9,129,180	0.02
3	UNITED AIRLINES NETWORK	21,435	33	38,670,907	0.01	-	-	-	-
	- UNITED AIR LINES	11,339	26	27,080,182	0.01	11,726	103	25,069,533	0.04
	- BRANDED CODESHARE PARTNERS	10,096	7	11,590,725	0.01	-	-	-	-
4	HAWAIIAN AIRLINES NETWORK	284	3	2,852,308	0.01	-	-	-	-
	- HAWAIIAN AIRLINES	274	3	2,802,150	0.01	77	15	2,943,133	0.05
	- BRANDED CODESHARE PARTNERS	10	0	50,158	0.00	-	-	-	-
5	AMERICAN AIRLINES NETWORK	23,765	766	48,268,312	0.16	-	-	-	-
	- AMERICAN AIRLINES	12,697	363	34,232,162	0.11	10,046	312	33,451,848	0.09
	- BRANDED CODESHARE PARTNERS	11,068	403	14,036,150	0.29	-	-	-	-
6	ALLEGiant AIR	141	78	3,529,711	0.22	-	-	-	-
7	SPIRIT AIRLINES	5,718	164	7,328,762	0.22	983	1,235	5,956,218	2.07
8	SOUTHWEST AIRLINES	6,570	967	40,839,016	0.24	3,908	1,499	39,751,638	0.38
9	ALASKA AIRLINES NETWORK	3,143	330	11,868,172	0.28	-	-	-	-
	- ALASKA AIRLINES **	2,494	192	9,274,760	0.21	1,761	176	6,702,144	0.26
	- BRANDED CODESHARE PARTNERS	649	138	2,593,412	0.53	-	-	-	-
10	FRONTIER AIRLINES	1,790	519	5,128,189	1.01	560	170	4,339,063	0.39
	TOTAL	93,798	2,869	215,684,049	0.13	N/A	N/A	N/A	N/A

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 previous 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 - SEPTEMBER 2018				JANUARY - SEPTEMBER 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	DELTA AIR LINES NETWORK	93,073	37	133,297,135	0.00	-	-	-	-
	- DELTA AIR LINES	59,101	22	104,216,236	0.00	103,538	679	99,796,155	0.07
	- BRANDED CODESHARE PARTNERS	33,972	15	29,080,899	0.01	-	-	-	-
2	JETBLUE AIRWAYS	2,013	23	28,645,708	0.01	1,649	1,475	27,255,038	0.54
3	HAWAIIAN AIRLINES NETWORK	809	7	8,439,380	0.01	-	-	-	-
	- HAWAIIAN AIRLINES	779	7	8,282,837	0.01	230	92	8,422,734	0.11
	- BRANDED CODESHARE PARTNERS	30	0	156,543	0.00	-	-	-	-
4	UNITED AIRLINES NETWORK	55,646	111	107,100,168	0.01	-	-	-	-
	- UNITED AIR LINES	28,168	70	74,361,024	0.01	38,574	2,067	70,030,765	0.30
	- BRANDED CODESHARE PARTNERS	27,478	41	32,739,144	0.01	-	-	-	-
5	ALLEGIAN AIR	357	136	10,566,004	0.13	-	-	-	-
6	AMERICAN AIRLINES NETWORK	76,447	1,871	141,278,108	0.13	-	-	-	-
	- AMERICAN AIRLINES	41,106	1,041	100,531,622	0.10	33,244	4,517	98,017,132	0.46
	- BRANDED CODESHARE PARTNERS	35,341	830	40,746,486	0.20	-	-	-	-
7	SOUTHWEST AIRLINES	16,934	2,012	120,210,562	0.17	32,089	6,678	115,988,988	0.58
8	ALASKA AIRLINES NETWORK	8,791	1,280	31,266,594	0.41	-	-	-	-
	- ALASKA AIRLINES **	6,495	638	24,042,404	0.27	6,422	658	18,817,924	0.35
	- BRANDED CODESHARE PARTNERS	2,296	642	7,224,190	0.89	-	-	-	-
9	FRONTIER AIRLINES	3,730	962	14,491,205	0.66	1,516	540	12,059,943	0.45
10	SPIRIT AIRLINES	16,047	1,486	20,571,188	0.72	6,110	3,509	16,879,482	2.08
	TOTAL	273,847	7,925	615,866,052	0.13	N/A	N/A	N/A	N/A

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 previous ranking period reflect the deletion of Virgin America's data.

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

RANK	AIRLINE*	JULY - SEPTEMBER 2018			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary		
1	DELTA AIR LINES	17,722	0	37,139,292	0.00
2	ENDEAVOR AIR	5,131	0	3,518,387	0.00
3	JETBLUE AIRWAYS	612	7	9,824,474	0.01
4	UNITED AIRLINES	11,339	26	27,080,182	0.01
5	HAWAIIAN AIRLINES	274	3	2,802,150	0.01
6	EXPRESSJET AIRLINES	1,866	3	2,175,952	0.01
7	REPUBLIC AIRLINE	4,954	31	4,619,387	0.07
8	SKYWEST AIRLINES	7,264	95	9,676,146	0.10
9	AMERICAN AIRLINES	12,697	363	34,232,162	0.11
10	PSA AIRLINES	2,006	42	3,404,018	0.12
11	MESA AIRLINES	2,581	51	3,604,845	0.14
12	ALASKA AIRLINES	2,494	192	9,274,760	0.21
13	ALLEGiant AIR	141	78	3,529,711	0.22
14	SPIRIT AIRLINES	5,718	164	7,328,762	0.22
15	SOUTHWEST AIRLINES	6,570	967	40,839,016	0.24
16	ENVOY AIR	3,437	161	3,388,554	0.48
17	FRONTIER AIRLINES	1,790	519	5,128,189	1.01
	TOTAL	86,596	2,702	207,565,987	0.13

JULY - SEPTEMBER 2017			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
Voluntary	Involuntary		
32,040	29	35,357,057	0.01
-	-	-	-
529	18	9,129,180	0.02
11,726	103	25,069,533	0.04
77	15	2,943,133	0.05
3,902	22	3,540,146	0.06
-	-	-	-
7,741	78	8,963,047	0.09
10,046	312	33,451,848	0.09
-	-	-	-
-	-	-	-
1,761	176	6,702,144	0.26
-	-	-	-
983	1,235	5,956,218	2.07
3,908	1,499	39,751,638	0.38
-	-	-	-
560	170	4,339,063	0.39
73,273	3,657	175,203,007	0.21

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.

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

RANK	AIRLINE*	JANUARY - SEPTEMBER 2018			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary		
1	DELTA AIR LINES	59,101	22	104,216,236	0.00
2	ENDEAVOR AIR	12,348	5	9,844,852	0.01
3	JETBLUE AIRWAYS	2,013	23	28,645,708	0.01
4	HAWAIIAN AIRLINES	779	7	8,282,837	0.01
5	UNITED AIRLINES	28,168	70	74,361,024	0.01
6	EXPRESSJET AIRLINES	6,321	18	6,938,099	0.03
7	REPUBLIC AIRLINE	11,443	93	13,560,377	0.07
8	PSA AIRLINES	6,976	96	10,100,293	0.10
9	AMERICAN AIRLINES	41,106	1,041	100,531,622	0.10
10	MESA AIRLINES	6,716	108	9,847,814	0.11
11	ALLEGiant AIR	357	136	10,566,004	0.13
12	SKYWEST AIRLINES	22,493	389	26,861,797	0.14
13	SOUTHWEST AIRLINES	16,934	2,012	120,210,562	0.17
14	ALASKA AIRLINES	6,495	638	24,042,404	0.27
15	ENVOY AIR	11,549	281	9,747,616	0.29
16	FRONTIER AIRLINES	3,730	962	14,491,205	0.66
17	SPIRIT AIRLINES	16,047	1,486	20,571,188	0.72
	TOTAL	252,576	7,387	592,819,638	0.12

JANUARY - SEPTEMBER 2017			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
Voluntary	Involuntary		
103,538	679	99,796,155	0.07
-	-	-	-
1,649	1,475	27,255,038	0.54
230	92	8,422,734	0.11
38,574	2,067	70,030,765	0.30
16,247	785	11,738,812	0.67
-	-	-	-
-	-	-	-
33,244	4,517	98,017,132	0.46
-	-	-	-
-	-	-	-
27,345	917	24,516,354	0.37
32,089	6,678	115,988,988	0.58
6,422	658	18,817,924	0.35
-	-	-	-
1,516	540	12,059,943	0.45
6,110	3,509	16,879,482	2.08
266,964	21,917	503,523,327	0.44

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.

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	OCTOBER 2018				OCTOBER 2017			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	676	28	2	104	740	35	1	112
FOREIGN AIRLINES	513	4	0	70	406	3	0	65
TRAVEL AGENTS	39	2	0	12	24	0	0	5
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	14	5	0	79	17	4	0	79
INDUSTRY TOTALS	1,242	39	2	265	1,187	42	1	261

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*			COMPLAINT CATEGORIES*		
	OCTOBER 2018			OCTOBER 2017		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	323		1	343	
CANCELLATION			143			120
DELAY			94			109
MISCONNECTION			56			51
BAGGAGE	2	247		3	150	
RESERVATIONS/TICKETING/BOARDING	3	149		2	151	
REFUNDS	4	139		5	140	
CUSTOMER SERVICE	5	121		6	125	
FARES	6	115		4	145	
DISABILITY	7	68		7	66	
OTHER	8	46		9	23	
FREQUENT FLYER			17			10
OVERSALES	9	17		8	28	
DISCRIMINATION	10	10		10	8	
ADVERTISING	11	6		10	8	
ANIMALS	12	1		0	0	
COMPLAINT TOTAL		1,242			1,187	

* 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*

OCTOBER 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
ALASKA AIRLINES***	6	0	2	0	1	3	3	5	0	1	0	0	21
ALLEGIAN AIR	1	0	1	0	2	3	5	2	0	0	0	0	14
AMERICAN AIRLINES	58	7	19	19	9	30	22	22	0	1	0	8	195
DELTA AIR LINES	11	2	10	3	3	8	8	2	0	1	0	3	51
ENVOY AIR	4	0	0	0	0	0	0	1	0	0	0	0	5
FRONTIER AIRLINES	52	0	6	1	2	5	5	2	0	1	0	1	75
HAWAIIAN AIRLINES	1	0	0	0	2	0	0	2	0	0	0	1	6
HORIZON AIRLINES	2	0	1	1	0	0	0	1	0	0	0	0	5
JETBLUE AIRWAYS	9	0	2	3	1	6	5	4	0	0	0	1	31
MESA AIRLINES	9	0	0	0	0	0	1	0	0	0	0	1	11
PIEDMONT AIRLINES	6	0	0	0	0	0	0	0	0	0	0	0	6
PSA AIRLINES	4	0	0	0	0	1	0	0	0	0	0	0	5
SILVER AIRWAYS	2	0	1	0	0	2	0	0	0	0	0	0	5
SKYWEST AIRLINES	10	0	0	1	0	0	4	0	0	0	0	0	15
SOUTHWEST AIRLINES	7	0	5	0	3	9	3	7	0	1	0	3	38
SPIRIT AIRLINES	9	0	14	15	9	2	4	3	0	0	0	0	56
SUN COUNTRY AIRLINES	1	0	0	0	2	2	2	0	0	0	0	0	7
UNITED AIRLINES	23	1	11	12	4	26	17	5	0	1	0	5	105
Other U.S. Airlines	17	0	0	1	0	2	1	0	0	0	0	4	25
TOTAL OCTOBER 2018	232	10	72	56	38	99	80	56	0	6	0	27	676
% of TOTAL COMPLAINTS	34.3	1.5	10.7	8.3	5.6	14.6	11.8	8.3	0	0.9	0	4.0	
TOTAL OCTOBER 2017	259	16	79	81	70	71	81	57	5	7	0	14	740
% of TOTAL COMPLAINTS	35.0	2.2	10.7	10.9	9.5	9.6	10.9	7.7	0.7	0.9	0	1.9	

* 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 IN OCT	DENTS IN OCT		DENTS IN SEP		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
ALASKA AIRLINES**	21	10	47.6	3	14.3	5	23.8	3	14.3
ALLEGIAN AIR	14	7	50.0	2	14.3	5	35.7	0	0.0
AMERICAN AIRLINES	195	88	45.1	43	22.1	52	26.7	12	6.2
DELTA AIR LINES	51	16	31.4	7	13.7	26	51.0	2	3.9
ENVOY AIR	5	4	80.0	1	20.0	0	0.0	0	0.0
FRONTIER AIRLINES	75	32	42.7	11	14.7	19	25.3	13	17.3
HAWAIIAN AIRLINES	6	2	33.3	0	0.0	3	50.0	1	16.7
HORIZON AIRLINES	5	3	60.0	0	0.0	1	20.0	1	20.0
JETBLUE AIRWAYS	31	18	58.1	7	22.6	4	12.9	2	6.5
MESA AIRLINES	11	9	81.8	1	9.1	1	9.1	0	0.0
PIEDMONT AIRLINES	6	4	66.7	2	33.3	0	0.0	0	0.0
PSA AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
SKYWEST AIRLINES	15	11	73.3	2	13.3	2	13.3	0	0.0
SOUTHWEST AIRLINES	38	18	47.4	9	23.7	10	26.3	1	2.6
SPIRIT AIRLINES	56	30	53.6	7	12.5	12	21.4	7	12.5
SUN COUNTRY AIRLINES	7	5	71.4	0	0.0	1	14.3	1	14.3
UNITED AIRLINES	105	43	41.0	17	16.2	31	29.5	14	13.3
SILVER AIRWAYS	5	0	0.0	2	40.0	3	60.0	0	0.0
Other U.S. Airlines	25	11	44.0	4	16.0	7	28.0	3	12.0
Totals	676	314	46.4	120	17.8	182	26.9	60	8.9
Previous Year's Totals	740	376	50.8	96	13.0	178	24.1	90	12.2

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

Table 5.

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	0	0	1	0	0	4	2	1	0	0	0	1	9
AEROFLOT	0	0	1	1	0	5	0	0	0	0	0	0	7
AEROMEXICO	1	0	5	3	2	4	1	0	0	0	0	0	16
AIR CANADA	7	0	4	0	1	6	4	1	0	0	0	0	23
AIR FRANCE	4	1	1	4	1	4	1	1	0	0	0	1	18
AIR INDIA	1	0	1	0	2	0	2	0	0	0	0	0	6
AIR ITALY	0	0	0	1	0	2	0	2	0	0	0	0	5
ALITALIA AIRLINES	1	0	2	2	1	5	3	0	0	0	0	0	14
AVIANCA	1	0	0	2	2	3	1	0	0	0	0	0	9
BRITISH AIRWAYS	8	0	1	3	4	3	0	1	0	0	0	1	21
BRUSSELS AIRLINES	1	0	0	0	0	4	0	0	0	0	0	0	5
CHINA EASTERN AIRLINES	1	0	3	2	0	1	0	0	0	0	0	0	7
CONDOR	7	1	2	1	0	4	1	1	1	0	0	0	18
EMIRATES AIRLINES	0	0	3	0	1	5	3	0	0	0	0	2	14
ETHIOPIAN AIRLINES	1	0	0	0	0	3	0	0	0	0	0	1	5
ETIHAD AIRWAYS	2	0	3	2	1	4	0	0	0	0	0	0	12
IBERIA AIRLINES	1	0	1	0	4	10	0	0	0	1	0	1	18
ICELANDAIR	1	0	1	1	1	3	0	1	0	0	0	0	8
KLM	2	0	0	1	1	3	0	0	0	0	1	0	8
LATAM	0	0	1	1	1	3	0	0	0	0	0	0	6
LOT POLISH AIRLINES	2	0	0	0	0	3	0	0	0	0	0	0	5
LUFTHANSA	1	1	5	0	1	6	2	1	0	1	0	0	18
NORWEGIAN AIR SHUTTLE	14	0	4	2	0	5	3	1	2	1	0	1	33
PHILIPPINE AIRLINES	2	0	1	0	3	0	2	0	0	0	0	0	8
PRIMERA AIR	0	0	0	0	27	1	0	0	0	0	0	0	28
QATAR AIRWAYS	1	0	1	0	4	2	0	0	0	0	0	1	9
RYAN AIR	1	0	2	0	1	1	0	0	0	0	0	0	5
SAS	1	1	0	0	1	3	0	0	0	0	0	0	6
SWISS AIR	1	0	2	0	1	4	1	0	0	0	0	0	9
TAP	0	0	1	4	1	4	1	0	0	0	0	0	11
TURKISH AIRLINES	6	1	2	2	3	9	2	2	0	0	0	3	30
VOLARIS	0	1	3	3	3	0	1	0	1	0	0	0	12
VUELING	0	0	0	0	1	4	0	0	0	0	0	0	5
WOW AIR	6	0	3	2	6	4	1	0	0	0	0	0	22
OTHER FOREIGN AIRLINES	15	1	12	8	13	23	8	0	0	1	0	2	83
TOTALS	89	7	66	45	87	145	39	12	4	4	1	14	513
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	0	0	1	0	5	0	0	0	0	0	0	0	6
PRICELINE.COM	0	0	2	1	2	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	0	0	7	13	5	0	1	0	2	0	0	0	28
TOTALS	0	0	10	14	12	0	1	0	2	0	0	0	39

AIR TRAVEL CONSUMER REPORT

Table 5, cont'd.

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

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

* 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

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

OCTOBER 2018	
AIRLINE	COMPLAINTS
ALASKA AIRLINES NETWORK	26
- ALASKA AIRLINES	21
- BRANDED CODESHARE PARTNERS	5
ALLEGIANT AIR	14
AMERICAN AIRLINES NETWORK	218
- AMERICAN AIRLINES	195
- BRANDED CODESHARE PARTNERS	23
DELTA AIR LINES NETWORK	62
- DELTA AIR LINES	51
- BRANDED CODESHARE PARTNERS	11
FRONTIER AIRLINES	75
HAWAIIAN AIRLINES NETWORK	6
- HAWAIIAN AIRLINES	6
- BRANDED CODESHARE PARTNERS	0
JETBLUE AIRWAYS	31
SOUTHWEST AIRLINES	38
SPIRIT AIRLINES	56
UNITED AIRLINES NETWORK	129
- UNITED AIRLINES	105
- BRANDED CODESHARE PARTNERS	24
TOTAL	655

* 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. REPORTING CARRIERS*

RANK	AIRLINE	OCTOBER 2018			OCTOBER 2017		
		COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	REPUBLIC AIRLINE	2	1,625,971	0.12	-	-	-
2	ENDEAVOR AIR	3	1,214,997	0.25	-	-	-
3	SOUTHWEST AIRLINES	38	14,082,078	0.27	42	13,510,565	0.31
4	EXPRESSJET AIRLINES	2	707,387	0.28	7	1,152,149	0.61
5	DELTA AIR LINES	51	13,062,951	0.39	72	12,655,718	0.57
6	ENVOY AIR	5	1,198,115	0.42	-	-	-
7	PSA AIRLINES	5	1,190,935	0.42	-	-	-
8	SKYWEST AIRLINES	15	3,445,505	0.44	13	3,347,741	0.39
9	HAWAIIAN AIRLINES	6	955,280	0.63	4	954,694	0.42
10	ALASKA AIRLINES**	21	2,887,903	0.73	11	2,111,340	0.52
11	MESA AIRLINES	11	1,275,585	0.86	-	-	-
12	JETBLUE AIRWAYS	31	3,380,799	0.92	43	3,167,353	1.36
13	UNITED AIRLINES	105	9,741,282	1.08	130	9,081,832	1.43
14	ALLEGiant AIR	14	1,089,646	1.28	-	-	-
15	AMERICAN AIRLINES	195	12,499,805	1.56	173	12,419,362	1.39
16	SPIRIT AIRLINES	56	2,275,160	2.46	78	2,031,568	3.84
17	FRONTIER AIRLINES	75	1,717,585	4.37	40	1,488,161	2.69
	TOTAL	635	72,350,984	0.88	613	61,920,483	1.00

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 October 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						1	
American						1	
Delta	1						
Egypt Air						1	
Frontier			1				
Iberia			1				
Lufthansa	1						
Norwegian	1						
Southwest	1						
United			1				
TOTAL	4		3			3	

*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

October 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 October 2018
as provided by the Transportation Security Administration ^a**

The Transportation Security Administration (TSA) screened approximately 68 million airline passengers and their 55 million checked bags in the month of October as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations ^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of October.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
778	0.00114%	64	0.00009%	117	0.00017%	564	0.00083%

NOTES

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

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

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

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.