



Air Travel Consumer Report

A Product of The
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
Aviation Consumer Protection Division
Issued: September 2019



Flight Delays¹	July 2019
Mishandled Baggage, Wheelchairs and Scooters¹	July 2019
Oversales¹	2 nd Quarter 2019 / January – June 2019
Consumer Complaints² (Includes Disability and Discrimination Complaints)	July 2019
Airline Animal Incident Reports⁴	July 2019
Customer Service Reports to the Dept. of Homeland Security³	July 2019

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

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

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

⁴Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

The report normally is released by the end of the second week of each month. The report is available via the Internet at:
<http://www.transportation.gov/airconsumer>

FLIGHT DELAYS

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

Airlines must submit data to the Department for large, medium, small, or non-hub airports as defined in 49 U.S.C. 47102. The full list of airports can be accessed through the FAA at: https://www.faa.gov/airports/planning_capacity/passenger_allcargo_stats/categories/. This report includes more detailed data on on-time arrivals and departures at the 30 largest U.S. airports, based on passenger enplanements, in Tables 2, 3 and 4. Table 5 lists more than 200 airports in alphabetical order with the corresponding on-time arrival and departure percentages.

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 17 reporting air carriers, 12 carriers (Alaska, Delta, Endeavor, Envoy, ExpressJet, JetBlue, Republic, Hawaiian, SkyWest, Spirit, Southwest, and United) use ACARS, three carriers (Frontier, Mesa and PSA) use a combination of ACARS and manual systems, one carrier (American) uses a combination of ACARS and DGS, and one carrier (Allegiant) uses the manual system, and transitions to the ACARS system on May 1, 2019.

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

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

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT
BRANDED CODESHARE PARTNERS
JULY 2019

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2019

AT ALL US AIRPORTS		
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS
HAWAIIAN AIRLINES NETWORK	22	88.4
- HAWAIIAN AIRLINES	19	89.5
- BRANDED CODESHARE PARTNERS	4	77.9
ALASKA AIRLINES NETWORK	100	84.9
- ALASKA AIRLINES	75	83.4
- BRANDED CODESHARE PARTNERS	54	87.3
DELTA AIR LINES NETWORK	223	80.3
- DELTA AIR LINES	144	80.8
- BRANDED CODESHARE PARTNERS	203	79.7
SOUTHWEST AIRLINES	88	80.3
ALLEGiant AIR	120	78.6
AMERICAN AIRLINES NETWORK	237	74.9
- AMERICAN AIRLINES	104	73.7
- BRANDED CODESHARE PARTNERS	220	75.9
SPIRIT AIRLINES	50	74.1
UNITED AIRLINES NETWORK	235	72.2
- UNITED AIRLINES	105	73.6
- BRANDED CODESHARE PARTNERS	217	71.3
JETBLUE AIRWAYS	67	70.2
FRONTIER AIRLINES	103	66.0
TOTAL AIRPORTS SERVED	371	76.9

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2019

AT ALL US AIRPORTS			
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	19	89.5	1
ALASKA AIRLINES	75	83.4	2
DELTA AIR LINES	144	80.8	3
SOUTHWEST AIRLINES	88	80.3	4
SKYWEST AIRLINES	246	78.7	5
ALLEGiant AIR	120	78.6	6
ENDEAVOR AIR	98	77.8	7
MESA AIRLINES	111	76.4	8
REPUBLIC AIRWAYS	88	76.3	9
PSA AIRLINES	93	75.9	10
ENVOY AIR	140	74.2	11
SPIRIT AIRLINES	50	74.1	12
AMERICAN AIRLINES	104	73.7	13
UNITED AIRLINES	105	73.6	14
JETBLUE AIRWAYS	67	70.2	15
EXPRESSJET AIRLINES	97	66.9	16
FRONTIER AIRLINES	103	66.0	17
TOTAL AIRPORTS SERVED	356	77.1	

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2019

CARRIER*	Jan 19		Feb 19		Mar 19		Apr 19		May 19		Jun 19		Jul 19		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES	80.9	5	66.9	10	81.5	5	85.5	2	84.7	3	83.2	2	84.9	2	81.4	3
- ALASKA AIRLINES	80.5		68.0		81.2		83.7		82.6		81.8		83.4		80.5	
- BRANDED CODESHARE PARTNERS	81.5		65.2		81.9		88.1		87.9		85.4		87.3		82.8	
ALLEGiant AIR	73.4	8	75.2	4	85.3	4	81.6	4	79.5	4	72.9	5	78.6	5	78.3	4
AMERICAN AIRLINES	77.6	6	73.8	6	80.4	6	77.6	9	74.2	9	70.4	7	74.9	6	75.5	7
- AMERICAN AIRLINES	80.0		75.8		78.3		75.6		70.4		67.1		73.7		74.3	
- BRANDED CODESHARE PARTNERS	75.7		72.2		82.1		79.3		77.2		73.1		75.9		76.5	
DELTA AIR LINES	82.7	3	77.9	2	85.6	3	83.9	3	85.4	2	78.7	3	80.3	3	82.1	2
- DELTA AIR LINES	86.7		81.6		88.3		86.2		86.7		79.9		80.8		84.3	
- BRANDED CODESHARE PARTNERS	77.9		73.4		82.3		81.0		83.8		77.1		79.7		79.5	
FRONTIER AIRLINES	73.9	7	74.3	5	78.3	8	77.6	8	67.0	10	64.0	10	66.0	10	71.1	10
HAWAIIAN AIRLINES	87.2	1	81.7	1	86.8	1	89.0	1	89.0	1	89.6	1	88.4	1	87.5	1
- HAWAIIAN AIRLINES	87.3		82.1		87.3		89.4		90.0		89.7		89.5		88.0	
- BRANDED CODESHARE PARTNERS	86.3		78.4		82.1		84.9		79.6		88.5		77.9		82.5	
JETBLUE AIRWAYS	69.4	10	70.0	9	73.8	10	73.4	10	77.6	5	70.1	8	70.2	9	72.1	9
SOUTHWEST AIRLINES**	81.9	4	73.5	7	80.0	7	78.7	6	75.8	7	75.1	4	80.3	4	78.0	6
SPIRIT AIRLINES	82.9	2	77.7	3	86.4	2	80.2	5	76.0	6	71.6	6	74.1	7	78.2	5
UNITED AIRLINES	72.1	9	71.1	8	77.1	9	78.2	7	74.7	8	67.4	9	72.2	8	73.3	8
- UNITED AIRLINES	78.8		77.0		78.8		79.7		75.5		70.2		73.6		76.1	
- BRANDED CODESHARE PARTNERS	68.0		67.4		76.0		77.1		74.2		65.5		71.3		71.4	
TOTAL	78.4		73.8		80.9		79.8		77.9		73.3		76.9		77.3	

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2019

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DAL		DCA		DEN		DFW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	62	91.9	310	81.0	186	81.7	0	0.0	385	82.6	155	76.1	186	66.7	155	92.3
- ALASKA AIRLINES	62	91.9	310	81.0	186	81.7	0	0.0	31	93.5	155	76.1	186	66.7	155	92.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	354	81.6	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	44	59.1	0	0.0	0	0.0	0	0.0	40	77.5	0	0.0
AMERICAN AIRLINES NETWORK	1481	70.3	2359	69.9	721	67.1	19439	80.8	0	0.0	6955	74.3	976	69.3	23835	80.0
- AMERICAN AIRLINES	1149	69.8	2215	70.1	522	65.7	8196	80.0	0	0.0	2128	71.8	888	68.5	13719	79.1
- BRANDED CODESHARE PARTNERS	332	72.0	144	67.4	199	70.9	11243	81.4	0	0.0	4827	75.5	88	77.3	10116	81.3
DELTA AIR LINES NETWORK	28003	82.4	3195	74.4	866	77.7	930	80.0	137	86.9	1453	73.0	1237	79.5	1229	76.7
- DELTA AIR LINES	21839	83.3	1642	74.1	637	78.3	611	83.3	137	86.9	799	73.8	1106	79.2	948	75.9
- BRANDED CODESHARE PARTNERS	6164	79.5	1553	74.6	229	76.0	319	73.7	0	0.0	654	71.9	131	81.7	281	79.4
FRONTIER AIRLINES	336	61.9	80	62.5	31	64.5	145	62.8	0	0.0	93	60.2	2588	66.0	134	56.0
HAWAIIAN AIRLINES NETWORK	0	0.0	26	76.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	26	76.9	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	77.1	4509	70.6	159	76.7	151	71.5	0	0.0	917	67.5	120	65.8	58	87.9
SOUTHWEST AIRLINES	3386	80.4	946	72.6	6261	78.5	288	70.1	5841	80.0	1383	74.2	6534	75.8	0	0.0
SPIRIT AIRLINES	933	73.3	465	68.0	947	70.5	124	66.1	0	0.0	0	0.0	465	65.4	974	77.1
UNITED AIRLINES NETWORK	900	70.1	1246	69.3	323	65.0	627	72.2	0	0.0	1080	67.5	14476	73.2	946	71.6
- UNITED AIRLINES	348	71.6	1242	69.3	323	65.0	141	56.0	0	0.0	384	66.4	6311	76.0	556	70.0
- BRANDED CODESHARE PARTNERS	552	69.2	4	75.0	0	0.0	486	77.0	0	0.0	696	68.1	8165	71.1	390	73.8
TOTAL	35,393	80.9	13,136	71.5	9,538	76.3	21,704	80.1	6,363	80.3	12,036	72.9	26,622	73.1	27,331	79.5

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2019

ARRIVAL AIRPORT*																
CARRIER	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	62	91.9	377	73.2	62	74.2	186	74.7	62	71.0	434	66.8	755	83.7	2227	82.7
- ALASKA AIRLINES	62	91.9	377	73.2	62	74.2	186	74.7	62	71.0	434	66.8	693	82.5	1838	82.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	96.8	389	84.6
ALLEGIAN AIR	0	0.0	84	92.9	337	47.2	0	0.0	0	0.0	0	0.0	851	82.4	275	82.5
AMERICAN AIRLINES NETWORK	1009	68.0	762	55.8	517	63.1	354	74.6	993	68.9	1574	71.7	1203	71.9	5851	79.1
- AMERICAN AIRLINES	414	67.4	711	54.7	517	63.1	144	66.0	703	65.6	1168	73.8	1203	71.9	3770	75.1
- BRANDED CODESHARE PARTNERS	595	68.4	51	70.6	0	0.0	210	80.5	290	76.9	406	65.5	0	0.0	2081	86.4
DELTA AIR LINES NETWORK	12074	81.5	924	62.0	948	69.9	618	77.7	798	76.3	5281	72.6	1662	85.9	4489	81.4
- DELTA AIR LINES	5266	81.4	504	62.7	946	70.1	299	79.9	414	74.6	2884	72.7	1242	86.7	3480	82.9
- BRANDED CODESHARE PARTNERS	6808	81.6	420	61.2	2	0.0	319	75.5	384	78.1	2397	72.5	420	83.3	1009	76.2
FRONTIER AIRLINES	117	67.5	0	0.0	66	54.5	98	72.4	115	53.0	0	0.0	756	61.1	93	73.1
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	48.4	85	77.6	186	72.6
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	48.4	85	77.6	186	72.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	93	69.9	674	56.7	1962	66.3	0	0.0	0	0.0	3739	71.1	372	76.3	598	85.5
SOUTHWEST AIRLINES	527	74.0	439	58.1	1791	77.9	148	70.3	0	0.0	0	0.0	6004	86.4	3521	82.9
SPIRIT AIRLINES	1017	73.5	357	69.5	1590	73.1	0	0.0	660	74.2	0	0.0	1713	79.9	793	77.3
UNITED AIRLINES NETWORK	793	71.1	10067	64.5	518	62.5	7016	74.7	12723	77.3	0	0.0	1139	78.4	4406	80.9
- UNITED AIRLINES	123	70.7	4852	66.9	518	62.5	2522	75.3	5228	77.9	0	0.0	1139	78.4	2595	79.3
- BRANDED CODESHARE PARTNERS	670	71.2	5215	62.3	0	0.0	4494	74.3	7495	77.0	0	0.0	0	0.0	1811	83.3
TOTAL	15,692	79.2	13,684	63.8	7,791	69.5	8,420	74.8	15,351	76.4	11,059	71.7	14,540	81.7	22,439	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 REPORTING MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

JULY 2019

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	0	0.0	145	82.1	0	0.0	0	0.0	155	81.9	356	78.9	4400	88.7	155	80.0
- ALASKA AIRLINES	0	0.0	145	82.1	0	0.0	0	0.0	124	78.2	326	82.5	1709	85.1	155	80.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	31	96.8	30	40.0	2691	90.9	0	0.0
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 NETWORK	4482	68.9	1502	65.7	0	0.0	6278	77.3	875	73.3	15121	69.6	452	74.1	10795	74.1
- AMERICAN AIRLINES	2179	65.8	1502	65.7	0	0.0	4176	76.2	613	70.8	5846	70.1	359	69.9	4170	71.0
- BRANDED CODESHARE PARTNERS	2303	71.9	0	0.0	0	0.0	2102	79.4	262	79.0	9275	69.3	93	90.3	6625	76.0
DELTA AIR LINES NETWORK	7069	68.8	1634	72.1	496	86.1	734	75.5	11956	84.7	1583	69.0	1063	87.3	894	76.5
- DELTA AIR LINES	2571	66.9	1615	72.0	199	85.9	729	75.6	6625	83.8	1240	68.6	884	88.7	583	74.1
- BRANDED CODESHARE PARTNERS	4498	69.8	19	78.9	297	86.2	5	60.0	5331	85.8	343	70.6	179	80.4	311	81.0
FRONTIER AIRLINES	93	61.3	1106	61.5	0	0.0	61	57.4	173	69.9	293	61.1	53	60.4	557	61.2
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	82.3	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	82.3	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	523	63.7	1676	65.9	0	0.0	0	0.0	89	69.7	239	61.5	151	66.9	220	64.5
SOUTHWEST AIRLINES	1053	65.4	3590	77.2	6990	79.2	0	0.0	734	75.6	0	0.0	1300	84.2	717	74.1
SPIRIT AIRLINES	341	65.4	1543	71.2	0	0.0	0	0.0	310	81.9	913	68.2	93	79.6	390	74.4
UNITED AIRLINES NETWORK	1177	62.4	1109	69.2	0	0.0	310	70.0	789	71.2	17266	71.9	695	77.7	471	69.6
- UNITED AIRLINES	751	61.0	1109	69.2	0	0.0	275	68.4	351	67.2	7081	74.2	694	77.8	410	67.3
- BRANDED CODESHARE PARTNERS	426	64.8	0	0.0	0	0.0	35	82.9	438	74.4	10185	70.3	1	0.0	61	85.2
TOTAL	14,738	67.7	12,305	70.7	7,486	79.6	7,383	76.6	15,081	82.5	35,771	70.6	8,269	85.3	14,199	73.5

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2019

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	279	86.7	1574	84.1	9714	82.9	2672	80.5	340	90.3	31	87.1
- ALASKA AIRLINES	217	89.9	959	81.8	6489	82.9	2039	79.4	155	90.3	31	87.1
- BRANDED CODESHARE PARTNERS	62	75.8	615	87.6	3225	82.9	633	84.4	185	90.3	0	0.0
ALLEGiant AIR	0	0.0	34	88.2	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7444	81.5	960	73.6	946	69.6	1383	66.4	532	74.2	1050	66.9
- AMERICAN AIRLINES	4860	80.1	805	70.7	791	66.2	1228	65.3	355	73.2	1050	66.9
- BRANDED CODESHARE PARTNERS	2584	84.1	155	89.0	155	86.5	155	74.8	177	76.3	0	0.0
DELTA AIR LINES NETWORK	919	78.0	1165	80.3	4629	82.7	1540	80.5	7926	87.6	1104	74.7
- DELTA AIR LINES	685	80.7	933	80.9	3179	84.6	1540	80.5	4431	86.0	1021	74.3
- BRANDED CODESHARE PARTNERS	234	70.1	232	78.0	1450	78.6	0	0.0	3495	89.8	83	79.5
FRONTIER AIRLINES	145	67.6	174	67.8	93	47.3	155	58.7	122	53.3	278	70.9
HAWAIIAN AIRLINES NETWORK	31	80.6	62	56.5	62	54.8	62	61.3	0	0.0	0	0.0
- HAWAIIAN AIRLINES	31	80.6	62	56.5	62	54.8	62	61.3	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	93	67.7	186	84.9	217	82.0	457	80.7	240	71.7	396	68.7
SOUTHWEST AIRLINES	5081	82.9	3603	83.0	1166	78.1	1360	75.2	973	82.4	2360	77.7
SPIRIT AIRLINES	31	80.6	248	77.4	279	70.6	0	0.0	0	0.0	428	76.4
UNITED AIRLINES NETWORK	697	77.3	1030	79.0	1067	74.4	8335	77.5	665	75.0	681	68.1
- UNITED AIRLINES	551	75.0	879	78.6	1036	73.6	5356	77.1	126	73.0	681	68.1
- BRANDED CODESHARE PARTNERS	146	86.3	151	81.5	31	100.0	2979	78.1	539	75.5	0	0.0
TOTAL	14,720	81.4	9,036	80.8	18,173	80.9	15,964	77.0	10,798	85.1	6,328	73.5

* 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 OPERATING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

JULY 2019

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DAL		DCA		DEN		DFW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	62	91.9	310	81.0	186	81.7	0	0.0	31	93.5	155	76.1	186	66.7	155	92.3
ALLEGiant AIR	0	0.0	0	0.0	44	59.1	0	0.0	0	0.0	0	0.0	40	77.5	0	0.0
AMERICAN AIRLINES	1149	69.8	2215	70.1	522	65.7	8196	80.0	0	0.0	2128	71.8	888	68.5	13719	79.1
DELTA AIR LINES	21839	83.3	1642	74.1	637	78.3	611	83.3	137	86.9	799	73.8	1106	79.2	948	75.9
ENDEAVOR AIR	3813	82.2	376	71.8	229	76.0	192	67.7	0	0.0	132	81.8	0	0.0	139	77.7
ENVOY AIR	25	64.0	0	0.0	62	69.4	427	81.3	0	0.0	116	81.9	0	0.0	5377	83.4
EXPRESSJET AIRLINES	87	74.7	0	0.0	0	0.0	25	80.0	0	0.0	177	59.3	0	0.0	9	66.7
FRONTIER AIRLINES	336	61.9	80	62.5	31	64.5	145	62.8	0	0.0	93	60.2	2588	66.0	134	56.0
HAWAIIAN AIRLINES	0	0.0	26	76.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	292	77.1	4509	70.6	159	76.7	151	71.5	0	0.0	917	67.5	120	65.8	58	87.9
MESA AIRLINES	119	62.2	4	75.0	0	0.0	180	80.0	0	0.0	95	82.1	0	0.0	3861	78.1
PSA AIRLINES	88	73.9	0	0.0	0	0.0	8434	82.0	0	0.0	2588	70.7	0	0.0	0	0.0
REPUBLIC AIRWAYS	565	72.4	884	75.2	25	84.0	829	83.4	0	0.0	2656	77.9	485	84.7	10	90.0
SKYWEST AIRLINES	2320	74.7	234	74.8	24	62.5	221	77.8	294	81.3	60	73.3	5027	72.7	1387	79.7
SOUTHWEST AIRLINES	3386	80.4	946	72.6	6261	78.5	288	70.1	5841	80.0	1383	74.2	6534	75.8	0	0.0
SPIRIT AIRLINES	933	73.3	465	68.0	947	70.5	124	66.1	0	0.0	0	0.0	465	65.4	974	77.1
UNITED AIRLINES	348	71.6	1242	69.3	323	65.0	141	56.0	0	0.0	384	66.4	6311	76.0	556	70.0
TOTAL	35,362	80.9	12,933	71.5	9,450	76.3	19,964	80.4	6,303	80.3	11,683	73.0	23,750	73.9	27,327	79.5

* 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 OPERATING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

JULY 2019

ARRIVAL AIRPORT*																
CARRIER	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	62	91.9	377	73.2	62	74.2	186	74.7	62	71.0	434	66.8	693	82.5	1838	82.3
ALLEGiant AIR	0	0.0	84	92.9	337	47.2	0	0.0	0	0.0	0	0.0	851	82.4	275	82.5
AMERICAN AIRLINES	414	67.4	711	54.7	517	63.1	144	66.0	703	65.6	1168	73.8	1203	71.9	3770	75.1
DELTA AIR LINES	5266	81.4	504	62.7	946	70.1	299	79.9	414	74.6	2884	72.7	1242	86.7	3480	82.9
ENDEAVOR AIR	1578	83.7	53	66.0	2	0.0	119	69.7	99	91.9	2063	71.8	0	0.0	0	0.0
ENVOY AIR	57	68.4	51	70.6	0	0.0	0	0.0	59	76.3	372	63.2	0	0.0	0	0.0
EXPRESSJET AIRLINES	12	83.3	1290	56.6	0	0.0	0	0.0	3034	73.6	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	117	67.5	0	0.0	66	54.5	98	72.4	115	53.0	0	0.0	756	61.1	93	73.1
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	48.4	85	77.6	186	72.6
JETBLUE AIRWAYS	93	69.9	674	56.7	1962	66.3	0	0.0	0	0.0	3739	71.1	372	76.3	598	85.5
MESA AIRLINES	245	70.6	0	0.0	0	0.0	2111	75.2	2858	80.0	0	0.0	0	0.0	0	0.0
PSA AIRLINES	96	72.9	0	0.0	0	0.0	210	80.5	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	699	72.5	2087	69.0	0	0.0	0	0.0	1224	78.3	147	81.6	0	0.0	0	0.0
SKYWEST AIRLINES	4236	79.4	77	59.7	0	0.0	417	80.8	877	73.8	221	75.1	131	87.8	2741	84.5
SOUTHWEST AIRLINES	527	74.0	439	58.1	1791	77.9	148	70.3	0	0.0	0	0.0	6004	86.4	3521	82.9
SPIRIT AIRLINES	1017	73.5	357	69.5	1590	73.1	0	0.0	660	74.2	0	0.0	1713	79.9	793	77.3
UNITED AIRLINES	123	70.7	4852	66.9	518	62.5	2522	75.3	5228	77.9	0	0.0	1139	78.4	2595	79.3
TOTAL	14,542	78.9	11,556	64.7	7,791	69.5	6,254	75.5	15,333	76.3	11,059	71.7	14,189	81.7	19,890	80.8

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2019

CARRIER	ARRIVAL AIRPORT*															
	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	145	82.1	0	0.0	0	0.0	124	78.2	326	82.5	1709	85.1	155	80.0
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	2179	65.8	1502	65.7	0	0.0	4176	76.2	613	70.8	5846	70.1	359	69.9	4170	71.0
DELTA AIR LINES	2571	66.9	1615	72.0	199	85.9	729	75.6	6625	83.8	1240	68.6	884	88.7	583	74.1
ENDEAVOR AIR	1876	68.0	4	75.0	0	0.0	4	75.0	941	86.7	237	74.7	0	0.0	152	75.0
ENVOY AIR	966	68.9	0	0.0	0	0.0	1109	73.9	86	72.1	6415	69.7	0	0.0	0	0.0
EXPRESSJET AIRLINES	141	70.2	0	0.0	0	0.0	0	0.0	48	64.6	992	63.2	0	0.0	0	0.0
FRONTIER AIRLINES	93	61.3	1106	61.5	0	0.0	61	57.4	173	69.9	293	61.1	53	60.4	557	61.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	82.3	0	0.0
JETBLUE AIRWAYS	523	63.7	1676	65.9	0	0.0	0	0.0	89	69.7	239	61.5	151	66.9	220	64.5
MESA AIRLINES	102	64.7	0	0.0	0	0.0	35	82.9	88	69.3	0	0.0	0	0.0	61	85.2
PSA AIRLINES	189	66.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1416	73.0
REPUBLIC AIRWAYS	2809	72.8	1	100.0	0	0.0	993	85.5	430	79.5	1220	74.8	0	0.0	1913	79.7
SKYWEST AIRLINES	1117	69.7	0	0.0	240	87.9	0	0.0	4424	85.5	5710	69.2	742	91.6	33	81.8
SOUTHWEST AIRLINES	1053	65.4	3590	77.2	6990	79.2	0	0.0	734	75.6	0	0.0	1300	84.2	717	74.1
SPIRIT AIRLINES	341	65.4	1543	71.2	0	0.0	0	0.0	310	81.9	913	68.2	93	79.6	390	74.4
UNITED AIRLINES	751	61.0	1109	69.2	0	0.0	275	68.4	351	67.2	7081	74.2	694	77.8	410	67.3
TOTAL	14,711	67.8	12,291	70.7	7,429	79.6	7,382	76.6	15,036	82.5	30,512	70.7	6,047	83.7	10,777	72.8

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2019

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	217	89.9	959	81.8	6489	82.9	2039	79.4	155	90.3	31	87.1
ALLEGiant AIR	0	0.0	34	88.2	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4860	80.1	805	70.7	791	66.2	1228	65.3	355	73.2	1050	66.9
DELTA AIR LINES	685	80.7	933	80.9	3179	84.6	1540	80.5	4431	86.0	1021	74.3
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	5	100.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	26	84.6	0	0.0
FRONTIER AIRLINES	145	67.6	174	67.8	93	47.3	155	58.7	122	53.3	278	70.9
HAWAIIAN AIRLINES	31	80.6	62	56.5	62	54.8	62	61.3	0	0.0	0	0.0
JETBLUE AIRWAYS	93	67.7	186	84.9	217	82.0	457	80.7	240	71.7	396	68.7
MESA AIRLINES	1558	82.3	0	0.0	0	0.0	0	0.0	33	69.7	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	92	78.3	0	0.0
SKYWEST AIRLINES	1172	86.7	611	86.7	540	87.4	3334	78.9	3608	89.3	0	0.0
SOUTHWEST AIRLINES	5081	82.9	3603	83.0	1166	78.1	1360	75.2	973	82.4	2360	77.7
SPIRIT AIRLINES	31	80.6	248	77.4	279	70.6	0	0.0	0	0.0	428	76.4
UNITED AIRLINES	551	75.0	879	78.6	1036	73.6	5356	77.1	126	73.0	681	68.1
TOTAL	14,424	81.6	8,494	80.7	13,852	80.8	15,531	76.9	10,161	85.4	6,250	73.4

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2019

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	89.3	79.2	84.6	87.9	99.2	85.1	89.0	90.1	85.5	75.3	77.9	86.2	88.3	81.5	97.7	86.6
0700-0759	92.2	86.3	91.6	88.7	95.5	88.8	89.7	89.8	91.0	80.9	87.9	85.3	58.8	82.0	94.3	93.0
0800-0859	90.8	86.0	93.4	90.8	94.1	90.1	89.2	90.7	91.9	86.0	83.0	85.7	86.8	79.5	94.2	87.6
0900-0959	91.9	88.6	91.6	90.9	92.1	87.1	82.4	88.9	92.2	86.2	88.6	87.7	84.8	81.4	92.5	87.0
1000-1059	90.7	87.0	88.7	90.6	88.6	87.3	86.4	83.8	84.9	87.6	83.4	91.0	85.2	90.9	91.7	89.4
1100-1159	91.6	87.3	89.1	87.1	89.1	84.8	86.0	88.9	88.3	87.0	77.8	87.4	86.5	86.9	92.4	89.4
1200-1259	90.8	85.9	89.3	90.6	89.1	85.9	87.2	89.5	88.4	81.6	87.1	96.9	83.1	85.1	87.5	86.2
1300-1359	89.7	82.5	84.2	86.7	89.4	84.1	89.6	84.9	87.4	78.1	73.8	90.6	81.1	75.2	85.0	85.1
1400-1459	83.1	76.7	85.1	83.6	85.6	80.6	81.2	83.7	85.4	68.0	72.4	89.2	83.9	77.2	83.6	84.5
1500-1559	76.7	74.8	79.3	79.9	81.8	74.3	78.0	79.6	80.4	57.8	70.5	78.1	76.3	70.9	86.0	83.3
1600-1659	75.7	68.9	69.2	70.4	79.3	64.2	68.8	80.2	77.0	57.4	62.0	70.7	70.4	66.7	82.3	81.5
1700-1759	73.0	64.2	66.7	70.5	81.6	64.0	60.0	70.2	75.6	50.5	51.6	63.1	68.3	66.6	78.8	77.7
1800-1859	72.7	57.4	61.4	72.0	70.4	56.5	58.0	67.5	68.0	47.9	62.1	63.4	64.9	62.0	76.6	76.2
1900-1959	67.6	55.6	64.5	67.4	73.6	58.0	52.2	67.1	68.2	41.7	63.0	68.5	61.7	60.6	72.8	74.2
2000-2059	69.6	57.1	62.3	74.0	69.1	54.6	47.4	60.0	60.7	45.6	54.2	64.6	66.7	58.9	70.6	73.2
2100-2159	69.1	59.8	62.9	66.3	64.2	59.1	59.3	67.9	67.6	46.3	59.4	60.4	56.1	55.7	76.7	72.8
2200-2259	67.5	55.4	63.0	69.4	63.7	53.1	54.2	61.8	56.9	47.8	53.2	54.3	66.7	56.3	69.4	66.6
2300-0559	68.2	65.2	63.6	63.1	63.4	64.7	63.0	73.8	65.5	58.6	58.1	75.2	69.6	67.5	67.3	72.8
TOTAL	80.9	71.5	76.3	80.4	80.3	73.0	73.9	79.5	78.9	64.7	69.5	75.5	76.3	71.7	81.7	80.8

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2019

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	0.0	71.7	95.2	85.0	92.1	84.4	89.5	78.5	93.6	87.0	88.5	96.7	96.8	66.7	87.0
0700-0759	88.4	84.1	94.0	93.3	84.9	83.1	89.4	82.2	91.9	89.1	94.8	90.6	96.4	84.8	89.0
0800-0859	88.3	91.2	89.0	89.9	90.5	82.7	98.5	87.0	87.8	90.1	88.3	80.5	94.1	92.4	88.5
0900-0959	88.3	92.0	92.8	90.0	89.7	80.8	93.4	88.2	85.1	90.7	86.7	77.2	90.4	92.4	87.7
1000-1059	84.7	87.9	88.6	86.1	87.0	82.0	91.4	89.0	93.0	88.2	82.2	78.5	91.3	85.6	87.3
1100-1159	82.1	86.8	90.5	86.3	88.9	81.8	89.9	84.7	87.5	85.9	80.8	80.0	87.9	84.0	86.7
1200-1259	83.3	85.3	87.8	86.2	88.8	78.4	90.0	85.7	88.0	86.0	83.2	78.0	88.0	87.3	86.3
1300-1359	79.6	82.4	84.6	82.5	88.7	76.9	90.0	83.2	86.0	86.7	87.2	83.3	91.2	82.6	84.1
1400-1459	72.2	80.8	82.4	79.5	87.9	73.3	87.2	80.3	83.4	88.1	84.4	82.8	87.1	86.7	81.1
1500-1559	62.7	74.7	81.8	77.5	85.6	66.8	91.2	76.6	82.6	79.0	88.4	81.9	90.7	80.3	77.5
1600-1659	60.5	63.1	81.9	71.5	83.2	64.8	84.7	65.6	82.2	82.8	83.2	80.0	85.7	74.4	73.0
1700-1759	55.1	58.6	70.2	71.5	81.0	60.8	86.0	62.3	76.5	83.7	83.5	77.1	87.0	68.2	69.2
1800-1859	53.4	56.5	76.8	67.6	73.9	54.3	79.8	60.8	75.0	76.7	83.4	75.7	80.3	61.7	66.8
1900-1959	50.9	55.3	69.6	65.6	72.6	51.4	79.5	54.2	70.7	74.0	81.3	77.7	82.0	64.8	65.2
2000-2059	49.1	57.4	64.4	59.9	72.4	57.6	78.4	56.6	71.9	70.0	71.1	69.9	71.3	60.7	63.8
2100-2159	48.2	51.0	64.5	68.4	74.7	54.8	75.9	55.6	74.3	73.6	68.2	67.3	78.4	58.3	64.9
2200-2259	49.5	57.3	73.7	56.5	56.9	58.0	72.8	56.2	69.9	67.9	73.8	67.1	71.8	56.9	62.0
2300-0559	50.9	60.0	63.3	62.3	71.0	70.5	69.8	64.1	66.2	66.1	76.5	67.1	63.3	63.2	66.2
TOTAL	67.8	70.7	79.6	76.6	82.5	70.7	83.7	72.8	81.6	80.7	80.8	76.9	85.4	73.4	76.7

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2019

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	90.2	89.3	91.9	88.6	94.4	91.9	89.1	87.1	89.1	86.8	90.1	89.9	88.2	87.3	92.6	91.8
0700-0759	90.5	88.3	84.3	91.2	94.3	87.9	84.9	88.7	88.8	86.5	85.8	91.3	90.1	87.6	89.6	87.4
0800-0859	90.9	86.5	86.1	86.9	90.6	88.6	87.9	88.1	89.0	83.7	88.9	88.0	86.2	87.6	86.1	86.7
0900-0959	90.4	86.9	86.4	90.2	90.2	85.9	84.6	86.1	87.0	85.2	81.6	83.0	91.0	84.1	89.2	81.3
1000-1059	87.7	85.7	84.7	84.4	83.5	84.7	77.8	84.1	85.9	82.7	87.4	90.3	87.9	82.8	90.7	79.8
1100-1159	87.1	84.7	83.9	86.5	77.3	85.1	79.3	76.4	81.9	83.2	78.6	81.9	85.4	83.9	85.1	79.0
1200-1259	85.0	82.5	72.7	82.6	79.0	82.7	81.0	82.6	85.9	76.8	73.0	88.0	82.8	77.8	84.9	81.5
1300-1359	82.1	80.7	74.6	83.6	76.7	79.3	81.6	77.6	77.5	72.3	65.8	87.1	71.3	74.1	79.6	77.5
1400-1459	78.3	73.9	69.6	74.3	75.3	80.2	78.2	76.7	78.1	65.0	61.9	79.7	74.3	66.3	73.5	76.5
1500-1559	73.2	72.2	65.1	69.6	71.2	73.4	73.8	72.6	74.2	57.6	63.1	81.1	69.3	66.6	77.9	81.3
1600-1659	67.5	62.4	63.5	67.7	71.5	63.7	65.2	72.5	71.8	55.2	53.3	71.1	67.9	61.9	76.6	76.9
1700-1759	66.4	63.7	55.2	63.8	75.4	60.7	59.1	63.5	67.8	52.3	50.1	63.3	64.7	68.5	72.9	74.1
1800-1859	61.6	58.4	58.4	61.9	62.8	55.1	54.6	64.1	68.8	48.8	59.9	55.8	66.8	63.3	68.7	79.6
1900-1959	66.3	53.0	52.6	65.3	54.7	52.5	51.8	57.9	56.4	46.9	54.4	58.3	60.4	55.3	74.1	75.4
2000-2059	62.6	51.1	53.7	66.3	54.1	56.7	49.4	63.7	68.7	43.2	62.3	63.9	66.2	62.0	64.4	74.7
2100-2159	68.3	57.9	52.3	65.4	51.7	63.6	43.7	65.0	52.8	48.3	53.3	83.3	69.5	56.7	63.9	75.0
2200-2259	67.4	58.8	54.4	65.9	52.3	61.2	55.5	69.3	67.2	45.0	60.2	68.3	64.2	53.4	66.4	70.4
2300-0559	69.6	91.9	70.1	79.4	0.0	94.3	74.8	87.2	87.7	82.9	87.5	98.1	84.6	76.8	76.1	76.2
TOTAL	77.0	75.6	71.8	76.0	75.6	74.9	71.5	75.9	78.1	67.6	69.4	77.6	76.6	72.7	79.0	79.5

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2019

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	87.4	90.8	92.5	89.7	94.1	85.7	94.1	87.3	94.6	93.6	92.8	92.8	95.0	93.6	90.5
0700-0759	87.5	87.9	87.5	86.0	91.5	79.7	88.2	78.1	91.4	87.3	88.5	89.7	92.6	92.9	87.9
0800-0859	87.3	86.8	86.9	88.5	88.5	82.0	85.9	84.2	85.5	86.3	84.8	85.1	91.9	90.4	87.2
0900-0959	86.4	87.8	84.8	86.0	89.6	81.6	91.8	85.2	82.9	83.6	80.5	78.3	88.1	90.0	85.9
1000-1059	85.5	86.8	86.5	87.8	87.0	77.1	88.4	84.5	81.7	86.7	82.2	75.1	84.7	86.5	83.7
1100-1159	84.4	84.1	77.5	80.0	85.4	76.2	90.7	85.3	85.5	83.1	77.2	74.1	90.6	78.6	82.7
1200-1259	80.2	78.0	79.4	76.1	83.0	74.9	86.3	80.3	80.6	81.6	75.6	76.7	83.1	78.0	81.1
1300-1359	77.2	72.2	68.6	70.5	85.2	71.0	83.7	77.7	83.2	80.0	79.7	76.4	85.4	73.5	78.5
1400-1459	70.2	70.0	62.9	70.8	81.6	69.9	85.5	71.8	77.9	83.0	83.3	77.8	79.1	64.7	74.3
1500-1559	64.3	64.0	66.5	67.8	79.3	66.2	84.4	69.7	75.2	82.1	78.0	77.1	85.2	67.6	72.3
1600-1659	58.5	53.4	62.6	64.8	73.5	62.7	85.4	69.8	76.6	75.2	82.3	77.3	80.5	67.3	68.0
1700-1759	53.5	45.4	64.5	61.7	76.4	58.7	81.9	60.4	75.9	79.0	81.9	77.7	82.4	59.0	65.7
1800-1859	56.1	42.9	55.3	69.4	75.0	58.5	80.9	52.9	72.8	80.7	81.8	78.4	69.4	53.6	63.2
1900-1959	49.8	47.7	56.8	64.3	72.3	56.6	80.0	56.1	66.4	77.2	80.3	76.9	78.8	51.3	61.0
2000-2059	47.6	44.4	46.1	63.8	76.4	52.8	80.3	53.4	70.2	69.1	81.1	80.1	82.0	55.8	62.8
2100-2159	49.5	52.2	50.4	66.7	75.9	59.6	89.2	58.8	66.3	76.4	74.8	78.7	73.1	64.9	63.6
2200-2259	55.9	46.6	52.1	64.2	78.0	59.8	78.8	0.0	70.6	85.5	74.2	75.2	78.5	66.4	66.1
2300-0559	91.7	75.2	93.4	100.0	95.7	86.9	83.6	88.2	84.1	0.0	84.1	78.0	84.7	96.6	80.6
TOTAL	71.6	69.6	70.2	73.0	82.4	69.6	86.4	72.2	79.5	82.8	81.7	79.1	85.3	75.0	75.7

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

AIR TRAVEL CONSUMER REPORT

TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER

JULY 2019

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	96.8	88.7	62	62
Abilene, TX (ABI)	75.5	80.8	208	208
Adak Island, AK (ADK)	100.0	66.7	9	9
Aguadilla, PR (BQN)	62.1	64.2	211	212
Akron, OH (CAK)	62.8	76.3	535	535
Albany, GA (ABY)	71.4	73.8	84	84
Albany, NY (ALB)	72.5	76.0	1172	1171
Albuquerque, NM (ABQ)	79.2	83.3	2099	2100
Alexandria, LA (AEX)	71.3	81.2	261	261
Allentown/Bethlehem/Easton, PA (ABE)	76.9	78.3	463	465
Alpena, MI (APN)	83.0	84.9	53	53
Amarillo, TX (AMA)	77.4	84.6	442	442
Anchorage, AK (ANC)	86.5	89.6	2320	2317
Appleton, WI (ATW)	77.0	81.8	383	384
Arcata/Eureka, CA (ACV)	62.4	69.9	186	186
Asheville, NC (AVL)	75.2	78.6	866	865
Ashland, WV (HTS)	79.2	72.8	125	125
Aspen, CO (ASE)	79.0	82.6	625	625
Atlanta, GA (ATL)	80.9	77.0	35362	35364
Atlantic City, NJ (ACY)	71.2	77.8	226	225
Augusta, GA (AGS)	77.4	74.2	403	403
Austin, TX (AUS)	78.9	80.3	6062	6060
Bakersfield, CA (BFL)	75.0	87.3	212	212
Baltimore, MD (BWI)	76.3	71.8	9450	9451
Bangor, ME (BGR)	76.5	76.4	417	416
Barrow, AK (BRW)	90.3	93.5	62	62
Baton Rouge, LA (BTR)	74.8	77.4	646	646
Beaumont/Port Arthur, TX (BPT)	79.5	81.8	88	88
Bellefonte, PA (BLF)	80.1	69.5	141	141
Bellingham, WA (BLI)	89.9	94.3	159	159
Bemidji, MN (BJI)	87.1	88.6	70	70
Bend/Redmond, OR (RDM)	76.4	81.1	365	365
Bethel, AK (BET)	93.1	93.1	72	72
Billings, MT (BIL)	80.2	86.5	494	495
Binghamton, NY (BGM)	74.6	89.6	67	67
Birmingham, AL (BHM)	73.7	79.2	1804	1805
Bismarck/Mandan, ND (BIS)	79.3	86.4	381	381
Bloomington/Normal, IL (BMI)	72.0	81.4	279	279
Boise, ID (BOI)	83.3	88.5	1601	1601
Boston, MA (BOS)	71.5	75.6	12933	12931
Bozeman, MT (BZN)	81.3	84.8	761	762

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	88.3	81.7	60	60
Branson, MO (BKG)	66.7	69.4	36	36
Bristol/Johnson City/Kingsport, TN (TRI)	73.9	78.3	318	318
Brownsville, TX (BRO)	80.9	84.6	241	241
Brunswick, GA (BQK)	78.0	81.3	91	91
Buffalo, NY (BUF)	73.4	77.5	2212	2212
Burbank, CA (BUR)	82.5	83.2	3017	3017
Burlington, VT (BTV)	71.6	75.1	1008	1006
Butte, MT (BTM)	96.6	94.8	58	58
CONCORD, NC (USA)	73.4	66.2	154	154
Cape Girardeau, MO (CGI)	70.6	81.2	85	85
Casper, WY (CPR)	82.5	85.0	120	120
Cedar City, UT (CDC)	94.4	96.6	89	89
Cedar Rapids/Iowa City, IA (CID)	75.7	77.5	906	906
Champaign/Urbana, IL (CMI)	70.8	77.5	271	271
Charleston, SC (CHS)	75.2	75.9	2416	2414
Charleston/Dunbar, WV (CRW)	65.3	71.8	354	354
Charlotte Amalie, VI (STT)	83.7	81.4	361	361
Charlotte, NC (CLT)	80.4	76.0	19964	19963
Charlottesville, VA (CHO)	71.1	70.7	446	447
Chattanooga, TN (CHA)	75.4	78.1	743	743
Cheyenne, WY (CYS)	83.3	70.0	60	60
Chicago, IL (MDW)	79.6	70.2	7429	7429
Chicago, IL (ORD)	70.7	69.6	30512	30514
Christiansted, VI (STX)	70.5	87.5	88	88
Cincinnati, OH (CVG)	74.8	78.7	4247	4248
Clarksburg/Fairmont, WV (CKB)	83.1	86.5	89	89
Cleveland, OH (CLE)	74.9	78.7	4450	4453
Cody, WY (COD)	92.3	89.7	39	39
College Station/Bryan, TX (CLL)	82.4	82.4	182	182
Colorado Springs, CO (COS)	70.4	75.3	956	955
Columbia, MO (COU)	70.4	69.3	199	199
Columbia, SC (CAE)	74.1	80.6	590	588
Columbus, GA (CSG)	76.5	80.0	115	115
Columbus, MS (GTR)	72.5	69.7	109	109
Columbus, OH (CMH)	75.4	79.4	4188	4189
Columbus, OH (LCK)	77.9	72.4	163	163
Cordova, AK (CDV)	90.3	95.2	62	62
Corpus Christi, TX (CRP)	75.8	81.4	512	512
Dallas, TX (DAL)	80.3	75.6	6303	6303
Dallas/Fort Worth, TX (DFW)	79.5	75.9	27327	27324

AIR TRAVEL CONSUMER REPORT

TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER

JULY 2019

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dayton, OH (DAY)	71.6	78.9	1253	1253
Daytona Beach, FL (DAB)	77.8	82.1	279	279
Deadhorse, AK (SCC)	89.4	94.1	85	85
Del Rio, TX (DRT)	86.7	86.7	60	60
Denver, CO (DEN)	73.9	71.5	23750	23747
Des Moines, IA (DSM)	77.9	83.5	1488	1489
Detroit, MI (DTW)	78.9	78.1	14542	14545
Devils Lake, ND (DVL)	66.0	88.7	53	53
Dillingham, AK (DLG)	96.8	90.3	31	31
Dothan, AL (DHN)	74.1	81.0	116	116
Dubuque, IA (DBQ)	62.1	69.0	87	87
Duluth, MN (DLH)	78.7	82.3	328	328
Durango, CO (DRO)	72.2	78.4	371	371
Eagle, CO (EGE)	73.5	85.5	117	117
Eau Claire, WI (EAU)	77.4	85.5	62	62
El Paso, TX (ELP)	76.5	83.1	1458	1459
Elko, NV (EKO)	94.8	93.1	58	58
Elmira/Corning, NY (ELM)	93.8	87.5	32	32
Erie, PA (ERI)	71.3	77.4	115	115
Escanaba, MI (ESC)	81.5	77.8	54	54
Eugene, OR (EUG)	77.5	84.9	516	516
Evansville, IN (EVV)	69.5	76.8	367	367
Everett, WA (PAE)	79.9	86.4	184	184
Fairbanks, AK (FAI)	87.3	91.4	535	535
Fargo, ND (FAR)	77.3	81.3	534	534
Fayetteville, AR (XNA)	75.9	80.9	1185	1186
Fayetteville, NC (FAY)	77.9	80.6	330	330
Flagstaff, AZ (FLG)	92.4	93.0	185	185
Flint, MI (FNT)	75.6	79.2	328	327
Fort Lauderdale, FL (FLL)	69.5	69.4	7791	7790
Fort Myers, FL (RSW)	77.9	78.5	1838	1839
Fort Smith, AR (FSM)	72.3	79.2	173	173
Fort Wayne, IN (FWA)	75.7	80.4	572	572
Fresno, CA (FAT)	81.8	83.6	1085	1086
Gainesville, FL (GNV)	74.3	76.8	448	448
Garden City, KS (GCK)	82.3	85.5	62	62
Gillette, WY (GCC)	69.4	72.6	62	62
Grand Forks, ND (GFK)	90.0	91.1	180	180
Grand Island, NE (GRI)	85.1	82.2	101	101
Grand Junction, CO (GJT)	88.5	86.7	355	354
Grand Rapids, MI (GRR)	71.2	79.5	1665	1665

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Great Falls, MT (GTF)	89.0	95.4	173	173
Green Bay, WI (GRB)	71.8	79.9	472	472
Greensboro/High Point, NC (GSO)	72.8	79.9	1246	1246
Greer, SC (GSP)	71.7	76.6	1474	1473
Guam, TT (GUM)	86.1	88.7	72	71
Gulfport/Biloxi, MS (GPT)	73.6	81.8	390	390
Gunnison, CO (GUC)	77.4	77.4	31	31
Gustavus, AK (GST)	93.5	93.5	31	31
Hagerstown, MD (HGR)	66.7	70.0	30	30
Hancock/Houghton, MI (CMX)	62.9	75.8	62	62
Harlingen/San Benito, TX (HRL)	79.8	80.7	400	399
Harrisburg, PA (MDT)	74.9	74.2	570	570
Hartford, CT (BDL)	72.5	78.8	2354	2353
Hattiesburg/Laurel, MS (PIB)	56.5	75.8	62	62
Hayden, CO (HDN)	72.2	75.6	79	78
Hays, KS (HYS)	72.2	76.9	108	108
Helena, MT (HLN)	95.8	94.1	118	118
Hibbing, MN (HIB)	88.9	92.6	54	54
Hilo, HI (ITO)	91.5	93.8	531	531
Hilton Head, SC (HHH)	76.5	82.4	289	289
Hobbs, NM (HOB)	67.2	84.5	58	58
Honolulu, HI (HNL)	87.6	89.2	4760	4760
Houston, TX (HOU)	81.1	72.0	5338	5337
Houston, TX (IAH)	76.3	76.6	15333	15340
Huntsville, AL (HSV)	74.9	80.5	873	871
Hyannis, MA (HYA)	83.9	67.7	31	31
Idaho Falls, ID (IDA)	90.0	89.1	201	201
Indianapolis, IN (IND)	76.3	80.9	4275	4277
International Falls, MN (INL)	86.9	82.0	61	61
Iron Mountain/Kingsfd, MI (IMT)	93.1	86.2	58	58
Islip, NY (ISP)	74.6	80.1	453	453
Ithaca/Cortland, NY (ITH)	84.3	85.4	89	89
Jackson, WY (JAC)	76.8	79.3	651	651
Jackson/Vicksburg, MS (JAN)	74.5	80.9	682	682
Jacksonville, FL (JAX)	72.5	76.7	3041	3041
Jacksonville/Camp Lejeune, NC (OAJ)	75.7	81.0	243	242
Jamestown, ND (JMS)	76.2	78.6	84	84
Joplin, MO (JLN)	77.5	81.1	169	169
Juneau, AK (JNU)	90.8	92.6	511	511
Kahului, HI (OGG)	87.8	87.0	2539	2539
Kalamazoo, MI (AZO)	71.1	77.2	197	197

AIR TRAVEL CONSUMER REPORT

TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER

JULY 2019

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kalispell, MT (FCA)	83.2	91.1	483	483
Kansas City, MO (MCI)	79.5	83.0	4835	4834
Kearney, NE (EAR)	65.5	79.3	58	58
Ketchikan, AK (KTN)	90.5	89.8	274	274
Key West, FL (EYW)	85.1	83.6	403	403
Killeen, TX (GRK)	84.3	84.9	325	325
King Salmon, AK (AKN)	100.0	96.8	31	31
Knoxville, TN (TYS)	71.1	79.4	1614	1614
Kodiak, AK (ADQ)	86.2	77.6	58	58
Kona, HI (KOA)	90.9	92.6	1500	1500
Kotzebue, AK (OTZ)	95.1	98.4	61	61
La Crosse, WI (LSE)	80.8	84.0	213	213
Lafayette, LA (LFT)	73.4	78.2	496	495
Lake Charles, LA (LCH)	72.4	79.3	145	145
Lansing, MI (LAN)	72.1	77.6	272	272
Laramie, WY (LAR)	59.3	74.1	54	54
Laredo, TX (LRD)	81.5	83.1	248	249
Las Vegas, NV (LAS)	81.7	79.0	14189	14191
Latrobe, PA (LBE)	68.0	82.5	97	97
Lawton/Fort Sill, OK (LAW)	86.1	83.5	115	115
Lewisburg, WV (LWB)	62.9	64.5	62	62
Lewiston, ID (LWS)	98.9	97.8	93	93
Lexington, KY (LEX)	76.0	80.6	774	773
Liberal, KS (LBL)	83.3	90.7	54	54
Lihue, HI (LIH)	91.5	91.9	1289	1289
Lincoln, NE (LNK)	73.8	81.6	229	228
Little Rock, AR (LIT)	77.7	83.1	1316	1316
Long Beach, CA (LGB)	83.1	85.3	1405	1405
Longview, TX (GGG)	94.2	91.9	86	86
Los Angeles, CA (LAX)	80.8	79.5	19890	19891
Louisville, KY (SDF)	77.2	78.9	2162	2162
Lubbock, TX (LBB)	77.6	82.4	602	602
Lynchburg, VA (LYH)	83.9	91.9	62	62
Madison, WI (MSN)	72.7	77.7	1233	1233
Mammoth Lakes, CA (MMH)	61.3	61.3	31	31
Manchester, NH (MHT)	70.8	81.1	688	688
Manhattan/Ft. Riley, KS (MHK)	80.0	81.7	180	180
Marquette, MI (MQT)	78.9	75.5	147	147
Martha's Vineyard, MA (MVY)	85.2	79.4	189	189
Medford, OR (MFR)	74.2	78.9	318	318
Melbourne, FL (MLB)	81.1	82.4	227	227

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Memphis, TN (MEM)	75.7	80.3	2329	2330
Meridian, MS (MEI)	67.7	62.4	93	93
Miami, FL (MIA)	76.6	73.0	7382	7389
Midland/Odessa, TX (MAF)	76.4	82.5	819	819
Milwaukee, WI (MKE)	77.8	82.7	2675	2675
Minneapolis, MN (MSP)	82.5	82.4	15036	15041
Minot, ND (MOT)	81.5	87.9	248	248
Mission/McAllen/Edinburg, TX (MFE)	72.9	81.5	531	531
Missoula, MT (MSO)	79.1	80.8	464	464
Moab, UT (CNY)	73.1	67.3	52	52
Mobile, AL (BFM)	69.6	69.6	23	23
Mobile, AL (MOB)	70.9	76.6	444	444
Moline, IL (MLI)	80.9	84.5	446	446
Monroe, LA (MLU)	74.9	80.0	255	255
Monterey, CA (MRY)	78.5	83.9	404	403
Montgomery, AL (MGM)	75.6	76.2	332	332
Montrose/Delta, CO (MTJ)	77.9	80.0	240	240
Mosinee, WI (CWA)	84.1	85.4	226	226
Muskegon, MI (MKG)	75.8	82.3	62	62
Myrtle Beach, SC (MYR)	77.4	74.6	1530	1530
Nantucket, MA (ACK)	76.2	70.4	362	362
Nashville, TN (BNA)	77.9	75.9	7292	7294
New Bern/Morehead/Beaufort, NC (EWN)	77.7	80.6	211	211
New Haven, CT (HVN)	70.0	74.4	90	90
New Orleans, LA (MSY)	74.2	72.9	4871	4871
New York, NY (JFK)	71.7	72.7	11059	11062
New York, NY (LGA)	67.8	71.6	14711	14711
Newark, NJ (EWR)	64.7	67.6	11556	11556
Newburgh/Poughkeepsie, NY (SWF)	71.4	67.3	168	168
Newport News/Williamsburg, VA (PHF)	74.0	72.8	246	246
Niagara Falls, NY (IAG)	85.3	77.6	75	76
Nome, AK (OME)	93.4	93.4	61	61
Norfolk, VA (ORF)	71.0	74.4	2204	2204
North Bend/Coos Bay, OR (OTH)	85.0	85.0	40	40
North Platte, NE (LBF)	66.7	87.0	54	54
Oakland, CA (OAK)	83.8	81.5	4747	4748
Ogden, UT (OGD)	77.8	77.8	9	9
Ogdensburg, NY (OGS)	73.7	73.7	57	57
Oklahoma City, OK (OKC)	76.0	82.7	2130	2130
Omaha, NE (OMA)	78.5	83.6	2287	2286
Ontario, CA (ONT)	83.3	85.7	2065	2065

AIR TRAVEL CONSUMER REPORT

TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER

JULY 2019

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Orlando, FL (MCO)	70.7	69.6	12291	12291
Owensboro, KY (OWB)	76.9	69.2	13	13
Paducah, KY (PAH)	75.9	74.1	116	116
Pago Pago, TT (PPG)	78.6	71.4	14	14
Palm Springs, CA (PSP)	81.5	84.1	655	655
Panama City, FL (ECP)	81.1	83.5	655	655
Pasco/Kennewick/Richland, WA (PSC)	80.4	84.6	306	306
Pellston, MI (PLN)	84.3	81.4	140	140
Pensacola, FL (PNS)	74.3	78.7	1240	1240
Peoria, IL (PIA)	76.0	79.2	404	404
Petersburg, AK (PSG)	87.1	96.8	62	62
Philadelphia, PA (PHL)	72.8	72.2	10777	10771
Phoenix, AZ (AZA)	76.7	82.7	498	497
Phoenix, AZ (PHX)	81.6	79.5	14424	14421
Pierre, SD (PIR)	71.9	75.0	89	88
Pittsburgh, PA (PIT)	74.6	80.8	4403	4401
Plattsburgh, NY (PBG)	60.7	70.9	117	117
Pocatello, ID (PIH)	90.3	92.5	93	93
Ponce, PR (PSE)	63.4	69.9	93	93
Portland, ME (PWM)	70.9	75.8	1297	1296
Portland, OR (PDX)	83.7	86.4	6047	6047
Portsmouth, NH (PSM)	76.2	73.8	42	42
Prescott, AZ (PRC)	74.2	69.4	62	62
Providence, RI (PVD)	74.6	78.4	1612	1613
Provo, UT (PVU)	90.9	78.8	66	66
Pueblo, CO (PUB)	81.5	75.3	81	81
Punta Gorda, FL (PGD)	72.7	82.5	451	451
Quincy, IL (UIN)	72.2	74.1	54	54
Raleigh/Durham, NC (RDU)	74.1	76.1	5711	5712
Rapid City, SD (RAP)	78.9	78.5	634	633
Redding, CA (RDD)	79.8	86.3	124	124
Reno, NV (RNO)	82.9	86.6	1805	1804
Rhineland, WI (RHI)	89.2	88.2	93	93
Richmond, VA (RIC)	72.9	77.8	2151	2152
Roanoke, VA (ROA)	78.9	79.4	232	233
Rochester, MN (RST)	74.8	80.1	282	281
Rochester, NY (ROC)	71.8	76.6	1297	1297
Rock Springs, WY (RKS)	75.0	84.4	64	64
Rockford, IL (RFD)	81.3	68.0	75	75
Roswell, NM (ROW)	87.7	90.6	106	106
Sacramento, CA (SMF)	82.1	86.6	4541	4539

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Saginaw/Bay City/Midland, MI (MBS)	76.5	84.4	226	225
Saipan, TT (SPN)	90.0	85.0	40	40
Salina, KS (SLN)	74.1	76.5	81	81
Salt Lake City, UT (SLC)	85.4	85.3	10161	10165
San Angelo, TX (SJT)	79.3	82.2	169	169
San Antonio, TX (SAT)	79.1	82.6	3600	3600
San Diego, CA (SAN)	80.7	82.8	8494	8492
San Francisco, CA (SFO)	76.9	79.1	15531	15532
San Jose, CA (SJC)	84.5	86.3	5689	5691
San Juan, PR (SJU)	70.1	75.0	2603	2603
San Luis Obispo, CA (SBP)	78.9	81.9	431	431
Sanford, FL (SFB)	76.1	83.6	1159	1156
Santa Ana, CA (SNA)	86.5	87.0	3469	3466
Santa Barbara, CA (SBA)	81.6	82.9	614	613
Santa Fe, NM (SAF)	86.2	83.6	152	152
Santa Maria, CA (SMX)	83.3	77.8	18	18
Santa Rosa, CA (STS)	76.2	81.8	269	269
Sarasota/Bradenton, FL (SRQ)	82.7	83.6	629	629
Sault Ste. Marie, MI (CIU)	74.1	74.1	58	58
Savannah, GA (SAV)	76.1	79.7	1735	1735
Scottsbluff, NE (BFF)	68.5	87.0	54	54
Scranton/Wilkes-Barre, PA (AVP)	72.1	84.0	294	294
Seattle, WA (SEA)	80.8	81.7	13852	13853
Shreveport, LA (SHV)	79.9	82.1	643	643
Sioux City, IA (SUX)	65.5	66.4	116	116
Sioux Falls, SD (FSD)	76.9	81.8	593	593
Sitka, AK (SIT)	88.2	93.3	178	178
South Bend, IN (SBN)	77.6	79.0	589	590
Spokane, WA (GEG)	80.1	88.3	1107	1107
Springfield, IL (SPI)	75.2	84.2	133	133
Springfield, MO (SGF)	77.0	78.0	822	822
St. Cloud, MN (STC)	87.5	87.5	8	8
St. Louis, MO (STL)	77.1	74.6	5955	5955
St. Petersburg, FL (PIE)	75.7	79.2	804	804
State College, PA (SCE)	67.4	76.5	132	132
Staunton, VA (SHD)	70.7	77.6	58	58
Stillwater, OK (SWO)	81.4	81.4	86	86
Stockton, CA (SCK)	85.7	77.1	70	70
Sun Valley/Hailey/Ketchum, ID (SUN)	85.4	89.2	185	185
Syracuse, NY (SYR)	69.7	80.0	1198	1198
Tallahassee, FL (TLH)	77.1	84.7	581	581

AIR TRAVEL CONSUMER REPORT

TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER

JULY 2019

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tampa, FL (TPA)	73.4	75.0	6250	6250
Texarkana, AR (TXK)	84.3	84.3	115	115
Toledo, OH (TOL)	78.3	81.5	184	184
Traverse City, MI (TVC)	73.8	72.1	672	671
Trenton, NJ (TTN)	69.2	67.4	279	279
Tucson, AZ (TUS)	79.5	86.5	1420	1420
Tulsa, OK (TUL)	77.2	83.2	1532	1532
Twin Falls, ID (TWF)	93.3	93.3	89	89
Tyler, TX (TYR)	85.0	87.2	133	133
Valdosta, GA (VLD)	81.6	85.1	87	87
Valparaiso, FL (VPS)	77.1	81.1	1069	1069
Vernal, UT (VEL)	72.2	64.8	54	54
Waco, TX (ACT)	76.5	81.6	179	179
Washington, DC (DCA)	73.0	74.9	11683	11683
Washington, DC (IAD)	75.5	77.6	6254	6251
Waterloo, IA (ALO)	63.9	82.0	61	61
Watertown, SD (ATY)	73.7	77.6	57	58
West Palm Beach/Palm Beach, FL (PBI)	73.8	79.1	1749	1749
West Yellowstone, MT (WYS)	90.8	84.6	65	65
White Plains, NY (HPN)	67.0	69.0	1007	1007
Wichita Falls, TX (SPS)	88.7	80.9	115	115
Wichita, KS (ICT)	78.1	80.9	939	941
Williston, ND (ISN)	89.8	85.2	88	88
Wilmington, NC (ILM)	73.6	76.5	626	626
Worcester, MA (ORH)	63.4	62.4	93	93
Wrangell, AK (WRG)	85.5	95.2	62	62
Yakutat, AK (YAK)	91.9	91.9	62	62
Yuma, AZ (YUM)	86.8	91.4	151	151

AIR TRAVEL CONSUMER REPORT

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

JULY 2019

CARRIER*	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	120	11786	41	0.3	1
HAWAIIAN AIRLINES NETWORK	22	8089	29	0.4	2
- HAWAIIAN AIRLINES	19	7334	5	0.1	
- BRANDED CODESHARE PARTNERS	4	755	24	3.2	
ALASKA AIRLINES NETWORK	100	40243	234	0.6	3
- ALASKA AIRLINES	75	24593	139	0.6	
- BRANDED CODESHARE PARTNERS	54	15650	95	0.6	
DELTA AIR LINES NETWORK	223	158870	1842	1.2	4
- DELTA AIR LINES	144	90812	355	0.4	
- BRANDED CODESHARE PARTNERS	203	68058	1487	2.2	
SOUTHWEST AIRLINES**	88	119342	1614	1.4	5
JETBLUE AIRWAYS	67	25545	403	1.6	6
SPIRIT AIRLINES	50	18845	417	2.2	7
FRONTIER AIRLINES	103	12535	288	2.3	8
UNITED AIRLINES NETWORK	235	137620	3410	2.5	9
- UNITED AIRLINES	105	56106	732	1.3	
- BRANDED CODESHARE PARTNERS	217	81514	2678	3.3	
AMERICAN AIRLINES NETWORK	237	184808	6529	3.5	10
- AMERICAN AIRLINES	104	81801	2554	3.1	
- BRANDED CODESHARE PARTNERS	220	103007	3975	3.9	
TOTAL AIRPORTS SERVED	371	717,683	14,807	2.1	

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2019

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES	19	7334	5	0.1	1
ALLEGIAN AIR	120	11786	41	0.3	2
DELTA AIR LINES	144	90812	355	0.4	3
ALASKA AIRLINES	75	24593	139	0.6	4
UNITED AIRLINES	105	56106	732	1.3	5
SOUTHWEST AIRLINES	88	119342	1614	1.4	6
SKYWEST AIRLINES	246	73742	1021	1.4	7
JETBLUE AIRWAYS	67	25545	403	1.6	8
SPIRIT AIRLINES	50	18845	417	2.2	9
FRONTIER AIRLINES	103	12535	288	2.3	10
AMERICAN AIRLINES	104	81801	2554	3.1	11
MESA AIRLINES	111	20122	639	3.2	12
PSA AIRLINES	93	25249	846	3.4	13
ENDEAVOR AIR	98	22312	758	3.4	14
ENVOY AIR	140	29565	1298	4.4	15
REPUBLIC AIRWAYS	88	28158	1249	4.4	16
EXPRESSJET AIRLINES	97	11182	569	5.1	17
TOTAL AIRPORTS SERVED	356	659,029	12,928	2.0	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

JULY 2019

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK	40243	34164	84.89	234	0.58	98	0.24	1420	3.53	96	0.24	2313	5.75	19	0.05	1899	4.72
- ALASKA AIRLINES	24593	20503	83.37	139	0.57	66	0.27	914	3.72	75	0.30	1618	6.58	14	0.06	1264	5.14
- BRANDED CODESHARE PARTNERS	15650	13661	87.29	95	0.61	32	0.20	506	3.23	21	0.13	695	4.44	5	0.03	635	4.06
ALLEGiant AIR	11786	9258	78.55	41	0.35	27	0.23	625	5.30	336	2.85	463	3.93	10	0.08	1026	8.71
AMERICAN AIRLINES NETWORK	184808	138509	74.95	6529	3.53	681	0.37	10623	5.75	1957	1.06	10626	5.75	68	0.04	15815	8.56
- AMERICAN AIRLINES	81801	60317	73.74	2554	3.12	353	0.43	5792	7.08	910	1.11	4872	5.96	42	0.05	6961	8.51
- BRANDED CODESHARE PARTNERS	103007	78192	75.91	3975	3.86	328	0.32	4832	4.69	1047	1.02	5754	5.59	26	0.03	8853	8.59
DELTA AIR LINES NETWORK	158870	127623	80.33	1842	1.16	520	0.33	8967	5.64	1372	0.86	8345	5.25	23	0.01	10178	6.41
- DELTA AIR LINES	90812	73407	80.83	355	0.39	358	0.39	5577	6.14	737	0.81	5177	5.70	17	0.02	5183	5.71
- BRANDED CODESHARE PARTNERS	68058	54216	79.66	1487	2.18	162	0.24	3390	4.98	635	0.93	3168	4.65	7	0.01	4994	7.34
FRONTIER AIRLINES	12535	8272	65.99	288	2.30	32	0.26	1071	8.54	71	0.57	1405	11.21	0	0.00	1396	11.14
HAWAIIAN AIRLINES NETWORK	8089	7150	88.39	29	0.36	7	0.09	565	6.98	3	0.04	36	0.45	3	0.04	296	3.66
- HAWAIIAN AIRLINES	7334	6562	89.47	5	0.07	6	0.08	528	7.20	3	0.04	24	0.33	3	0.04	202	2.75
- BRANDED CODESHARE PARTNERS	755	588	77.88	24	3.18	1	0.13	37	4.90	0	0.00	12	1.59	0	0.00	94	12.45
JETBLUE AIRWAYS	25545	17930	70.19	403	1.58	102	0.40	2313	9.05	257	1.01	1818	7.12	10	0.04	2712	10.62
SOUTHWEST AIRLINES	119342	95840	80.31	1614	1.35	333	0.28	7138	5.98	680	0.57	4249	3.56	87	0.07	9402	7.88
SPIRIT AIRLINES	18845	13959	74.07	417	2.21	61	0.32	857	4.55	206	1.09	2106	11.18	14	0.07	1225	6.50
UNITED AIRLINES NETWORK	137620	99389	72.22	3410	2.48	656	0.48	7909	5.75	1932	1.40	11643	8.46	14	0.01	12667	9.20
- UNITED AIRLINES	56106	41308	73.62	732	1.30	310	0.55	2995	5.34	953	1.70	4613	8.22	0	0.00	5194	9.26
- BRANDED CODESHARE PARTNERS	81514	58081	71.25	2678	3.29	346	0.42	4914	6.03	978	1.20	7030	8.62	14	0.02	7473	9.17
TOTAL	717,683	552,094	76.93	14,807	2.06	2,517	0.35	41,488	5.78	6,910	0.96	43,004	5.99	248	0.03	56,616	7.89

* Causes of Delay:

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

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2019

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	24593	20503	83.37	139	0.57	66	0.27	914	3.72	75	0.30	1618	6.58	14	0.06	1264	5.14
ALLEGIAN AIR	11786	9258	78.55	41	0.35	27	0.23	625	5.30	336	2.85	463	3.93	10	0.08	1026	8.71
AMERICAN AIRLINES	81801	60317	73.74	2554	3.12	353	0.43	5792	7.08	910	1.11	4872	5.96	42	0.05	6961	8.51
DELTA AIR LINES	90812	73407	80.83	355	0.39	358	0.39	5577	6.14	737	0.81	5177	5.70	17	0.02	5183	5.71
ENDEAVOR AIR	22312	17349	77.76	758	3.40	50	0.22	1081	4.84	175	0.78	1243	5.57	1	0.00	1654	7.41
ENVOY AIR	29565	21949	74.24	1298	4.39	99	0.33	1402	4.74	323	1.09	1884	6.37	6	0.02	2603	8.80
EXPRESSJET	11182	7484	66.93	569	5.09	37	0.33	773	6.91	99	0.89	1191	10.65	0	0.00	1029	9.20
FRONTIER AIRLINES	12535	8272	65.99	288	2.30	32	0.26	1071	8.54	71	0.57	1405	11.21	0	0.00	1396	11.14
HAWAIIAN AIRLINES	7334	6562	89.47	5	0.07	6	0.08	528	7.20	3	0.04	24	0.33	3	0.04	202	2.75
JETBLUE AIRWAYS	25545	17930	70.19	403	1.58	102	0.40	2313	9.05	257	1.01	1818	7.12	10	0.04	2712	10.62
MESA AIRLINES	20122	15369	76.38	639	3.18	49	0.24	1238	6.15	308	1.53	844	4.19	7	0.03	1668	8.29
PSA AIRLINES	25249	19153	75.86	846	3.35	88	0.35	1251	4.95	344	1.36	1273	5.04	8	0.03	2286	9.05
REPUBLIC AIRWAYS	28158	21481	76.29	1249	4.44	114	0.40	1057	3.75	234	0.83	2320	8.24	5	0.02	1699	6.03
SKYWEST AIRLINES	73742	58010	78.67	1021	1.38	235	0.32	3707	5.03	696	0.94	4081	5.53	16	0.02	5976	8.10
SOUTHWEST AIRLINES	119342	95840	80.31	1614	1.35	333	0.28	7138	5.98	680	0.57	4249	3.56	87	0.07	9402	7.88
SPIRIT AIRLINES	18845	13959	74.07	417	2.21	61	0.32	857	4.55	206	1.09	2106	11.18	14	0.07	1225	6.50
UNITED AIRLINES	56106	41308	73.62	732	1.30	310	0.55	2995	5.34	953	1.70	4613	8.22	0	0.00	5194	9.26
TOTAL	659,029	508,151	77.11	12,928	1.96	2,320	0.35	38,319	5.81	6,407	0.97	39,182	5.95	240	0.04	51,482	7.81

* Causes of Delay:

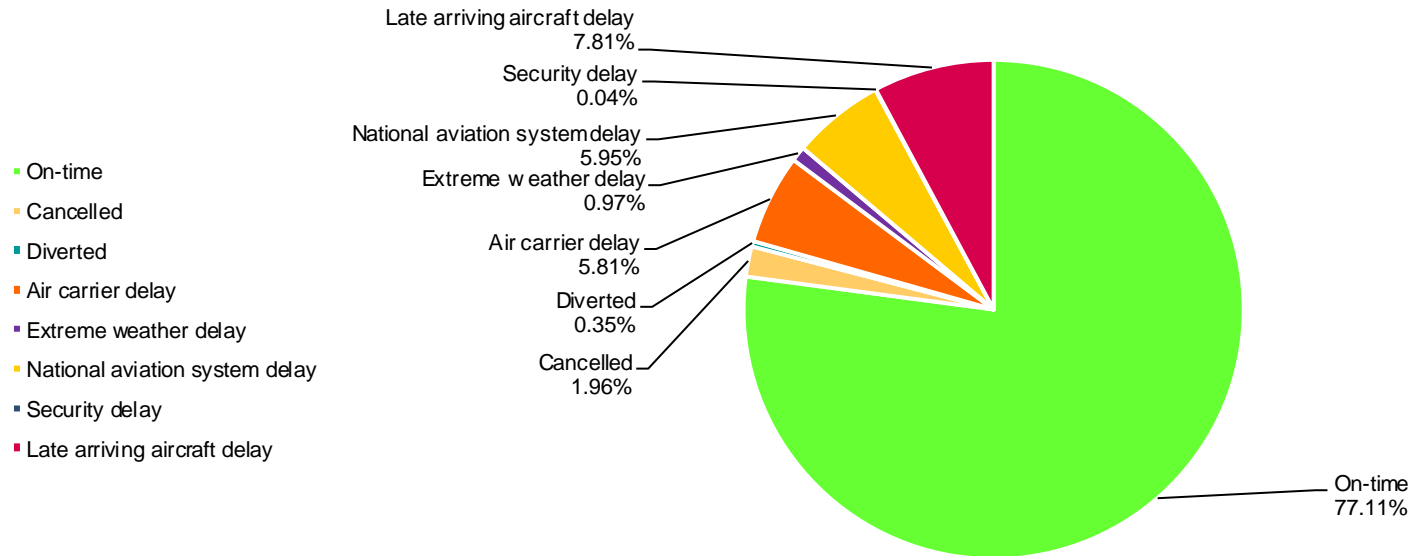
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
 - Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

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

AIR TRAVEL CONSUMER REPORT

TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING OPERATING CARRIER

JULY 2019



* Causes of Delay:

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

AIR TRAVEL CONSUMER REPORT

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

JULY 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	COMMUTAIR	5009	EWR	GSO	7/7/2019	Origin Airport	4:45
UNITED	UNITED	2394	EWR	LAX	7/22/2019	Origin Airport	4:34
UNITED	UNITED	1783	EWR	TPA	7/22/2019	Origin Airport	4:21
UNITED	UNITED	743	EWR	ORD	7/22/2019	Origin Airport	4:06
UNITED	UNITED	1747	EWR	ANC	7/22/2019	Origin Airport	4:02
DELTA	DELTA	2949	JFK	MSY	7/17/2019	Origin Airport	3:51
ALASKA	ALASKA	9245	EWR	SFO	7/22/2019	Origin Airport	3:49
UNITED	EXPRESSJET	4016	EWR	ROC	7/22/2019	Origin Airport	3:48
JETBLUE	JETBLUE	105	JFK	ORD	7/2/2019	Diversion Airport (PIA)	3:40
DELTA	DELTA	107	JFK	MSP	7/31/2019	Origin Airport	3:34
AMERICAN	AMERICAN	487	PHL	MCO	7/6/2019	Origin Airport	3:32
UNITED	COMMUTAIR	4930	EWR	BGR	7/22/2019	Origin Airport	3:32
UNITED	REPUBLIC	3418	EWR	DTW	7/22/2019	Origin Airport	3:30
UNITED	UNITED	1173	SJU	EWR	7/22/2019	Destination Airport	3:30
DELTA	DELTA	426	JFK	SFO	7/22/2019	Origin Airport	3:29
DELTA	DELTA	2503	JFK	SEA	7/17/2019	Origin Airport	3:28
DELTA	ENDEAVOR	5184	JFK	IND	7/22/2019	Origin Airport	3:24
UNITED	UNITED	583	EWR	SFO	7/22/2019	Origin Airport	3:24
DELTA	DELTA	1207	JFK	MSP	7/17/2019	Origin Airport	3:23
AMERICAN	AMERICAN	2274	PHL	AUS	7/6/2019	Origin Airport	3:21
DELTA	DELTA	2875	JFK	ATL	7/17/2019	Origin Airport	3:21
AMERICAN	AMERICAN	726	PHL	LAX	7/6/2019	Origin Airport	3:20
JETBLUE	JETBLUE	858	PBI	HPN	7/22/2019	Diversion Airport (PHL)	3:20
DELTA	DELTA	2409	JFK	SLC	7/22/2019	Origin Airport	3:19
DELTA	DELTA	2690	JFK	ATL	7/17/2019	Origin Airport	3:19
DELTA	ENDEAVOR	5095	JFK	BUF	7/22/2019	Origin Airport	3:18
UNITED	UNITED	295	SFO	EWR	7/22/2019	Destination Airport	3:18
AMERICAN	AMERICAN	341	JFK	LAX	7/6/2019	Origin Airport	3:17
DELTA	DELTA	2287	JFK	TPA	7/17/2019	Origin Airport	3:16
JETBLUE	JETBLUE	105	JFK	ORD	7/17/2019	Origin Airport	3:16
DELTA	DELTA	1943	BOS	DTW	7/31/2019	Origin Airport	3:15
UNITED	UNITED	2159	EWR	RDU	7/31/2019	Origin Airport	3:14
UNITED	UNITED	2418	LAX	EWR	7/22/2019	Destination Airport	3:14
DELTA	DELTA	2618	JFK	PDX	7/31/2019	Origin Airport	3:13
DELTA	REPUBLIC	6081	LGA	PIT	7/22/2019	Origin Airport	3:13

AIR TRAVEL CONSUMER REPORT

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

JULY 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
JETBLUE	JETBLUE	71	JFK	SLC	7/17/2019	Origin Airport	3:13
AMERICAN	PIEDMONT	5004	BOS	ROC	7/6/2019	Origin Airport	3:12
DELTA	DELTA	2435	JFK	PHX	7/17/2019	Origin Airport	3:12
DELTA	SKYWEST	3897	LGA	MSN	7/22/2019	Origin Airport	3:11
AMERICAN	ENVOY	3441	JFK	CVG	7/22/2019	Origin Airport	3:10
AMERICAN	AMERICAN	1834	EWR	ORD	7/17/2019	Origin Airport	3:09
ALLEGiant	ALLEGiant	811	SBN	PIE	7/20/2019	Destination Airport	3:08
DELTA	REPUBLIC	6058	LGA	BOS	7/31/2019	Destination Airport	3:08
AMERICAN	REPUBLIC	4563	PHL	CMH	7/6/2019	Origin Airport	3:07
DELTA	REPUBLIC	5886	LGA	STL	7/31/2019	Origin Airport	3:07
UNITED	AIR WISCONSIN	4868	IAD	GSP	7/21/2019	Origin Airport	3:07
AMERICAN	PIEDMONT	4846	PHL	ROA	7/18/2019	Origin Airport	3:06
DELTA	ENDEAVOR	3446	JFK	SAV	7/6/2019	Origin Airport	3:06
DELTA	DELTA	2685	JFK	SAN	7/22/2019	Origin Airport	3:05
DELTA	DELTA	447	JFK	LAX	7/22/2019	Origin Airport	3:05
JETBLUE	JETBLUE	359	JFK	BUR	7/6/2019	Origin Airport	3:05
DELTA	ENDEAVOR	3490	LGA	RDU	7/22/2019	Origin Airport	3:04
UNITED	UNITED	503	SFO	EWR	7/6/2019	Diversion Airport (BWI)	3:04
AMERICAN	AMERICAN	1713	PHL	PIT	7/6/2019	Origin Airport	3:02
AMERICAN	AMERICAN	2082	PHL	TPA	7/6/2019	Origin Airport	3:02
AMERICAN	AMERICAN	2608	ORD	PHL	7/6/2019	Origin Airport	3:02
DELTA	DELTA	1279	JFK	DEN	7/22/2019	Origin Airport	3:02
AMERICAN	AMERICAN	294	PHL	BDL	7/6/2019	Origin Airport	3:01
DELTA	ENDEAVOR	3463	JFK	SYR	7/22/2019	Origin Airport	3:00

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.

* 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

JULY 2019

LENGTH OF TARMAC DELAY	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	MINUTES OF TARMAC DELAY
EUROWINGS	EUROWINGS	1182	DUS	MIA	7/23/2019	Diversion Airport (FLL)	5:36
UNITED	UNITED	179	EWR	HKG	7/22/2019	Origin Airport	4:27
AIR CHINA	AIR CHINA	982	JFK	PEK	7/17/2019	Origin Airport	4:04

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.

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

APPENDIX

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

30 Largest U.S. Airports

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

Air Carriers Required to Report Data to DOT and to CRS Vendors*

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

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

MISHANDLED BAGGAGE

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

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

For additional information on this aspect of mishandled baggage reporting see the Department's Notice of Enforcement Policy Regarding Reporting of Mishandled Baggage and Wheelchair Data, dated October 31, 2018:

<https://www.transportation.gov/sites/dot.gov/files/docs/resources/individuals/aviation-consumer-protection/323451/mishandled-baggage-and-wheelchair-reporting-enforcement-policy.pdf>.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JULY 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	808,594	1,614	2.00
2	FRONTIER AIRLINES	1,167,391	4,563	3.91
3	ALASKA AIRLINES NETWORK	2,862,127	12,294	4.30
	- ALASKA AIRLINES	2,170,020	9,382	4.32
	- BRANDED CODESHARE PARTNERS	692,107	2,912	4.21
4	HAWAIIAN AIRLINES NETWORK	618,019	2,751	4.45
	- HAWAIIAN AIRLINES	601,288	2,513	4.18
	- BRANDED CODESHARE PARTNERS	16,731	238	14.23
5	SOUTHWEST AIRLINES	11,443,404	53,660	4.69
6	DELTA AIR LINES NETWORK	10,049,935	52,388	5.21
	- DELTA AIR LINES	7,728,303	41,390	5.36
	- BRANDED CODESHARE PARTNERS	2,321,632	10,998	4.74
7	SPIRIT AIRLINES	1,212,719	6,708	5.53
8	JETBLUE AIRWAYS	1,237,415	7,871	6.36
9	UNITED AIRLINES NETWORK	7,771,841	58,469	7.52
	- UNITED AIRLINES	4,823,435	35,542	7.37
	- BRANDED CODESHARE PARTNERS	2,948,406	22,927	7.78
10	AMERICAN AIRLINES NETWORK	10,789,747	103,092	9.55
	- AMERICAN AIRLINES	6,594,066	64,014	9.71
	- BRANDED CODESHARE PARTNERS	4,195,681	39,078	9.31
TOTAL		47,961,192	303,410	6.33

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JULY 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	808,594	1,614	2.00
2	FRONTIER AIRLINES	1,167,391	4,563	3.91
3	HAWAIIAN AIRLINES	601,288	2,513	4.18
4	ALASKA AIRLINES	2,170,020	9,382	4.32
5	SOUTHWEST AIRLINES	11,443,404	53,660	4.69
6	ENDEAVOR AIR	964,925	4,925	5.10
7	DELTA AIR LINES	7,728,303	41,390	5.36
8	SPIRIT AIRLINES	1,212,719	6,708	5.53
9	SKYWEST AIRLINES	2,920,563	17,743	6.08
10	JETBLUE AIRWAYS	1,237,415	7,871	6.36
11	EXPRESSJET AIRLINES	375,179	2,417	6.44
12	UNITED AIRLINES	4,823,435	35,542	7.37
13	PSA AIRLINES	1,181,178	9,814	8.31
14	MESA AIRLINES	926,652	8,067	8.71
15	AMERICAN AIRLINES	6,594,066	64,014	9.71
16	REPUBLIC AIRWAYS	837,115	8,321	9.94
17	ENVOY AIR	1,049,463	10,611	10.11
	TOTAL	46,041,710	289,155	6.28

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

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

MISHANDLED WHEELCHAIRS AND SCOOTERS

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JULY 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	2,010	11	0.55
2	DELTA AIR LINES NETWORK	19,381	150	0.77
	- DELTA AIR LINES	15,088	117	0.78
	- BRANDED CODESHARE PARTNERS	4,293	33	0.77
3	ALASKA AIRLINES NETWORK	2,486	21	0.84
	- ALASKA AIRLINES	2,115	18	0.85
	- BRANDED CODESHARE PARTNERS	371	3	0.81
4	UNITED AIRLINES NETWORK	11,823	187	1.58
	- UNITED AIRLINES	8,178	133	1.63
	- BRANDED CODESHARE PARTNERS	3,645	54	1.48
5	JETBLUE AIRWAYS	3,097	54	1.74
6	SOUTHWEST AIRLINES	12,435	258	2.07
7	HAWAIIAN AIRLINES NETWORK**	390	9	2.31
	- HAWAIIAN AIRLINES	363	9	2.48
	- BRANDED CODESHARE PARTNERS	27	0	0.00
8	FRONTIER AIRLINES	2,028	48	2.37
9	SPIRIT AIRLINES	2,233	56	2.51
10	AMERICAN AIRLINES NETWORK	10,857	349	3.21
	- AMERICAN AIRLINES	8,037	254	3.16
	- BRANDED CODESHARE PARTNERS	2,820	95	3.37
TOTAL		66,740	1,143	1.71

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

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

AIR TRAVEL CONSUMER REPORT
MISHANDLED WHEELCHAIRS AND SCOOTERS: RANKING OF U.S. REPORTING OPERATING CARRIERS (MONTHLY)

RANK	CARRIER*	JULY 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	2,010	11	0.55
2	DELTA AIR LINES	15,088	117	0.78
3	ALASKA AIRLINES	2,115	18	0.85
4	SKYWEST AIRLINES	4,119	37	0.90
5	ENDEAVOR AIR	1,492	14	0.94
6	EXPRESSJET AIRLINES	399	5	1.25
7	UNITED AIRLINES	8,178	133	1.63
8	JETBLUE AIRWAYS	3,097	54	1.74
9	ENVOY AIR	697	13	1.87
10	SOUTHWEST AIRLINES	12,435	258	2.07
11	REPUBLIC AIRWAYS	1,271	28	2.20
12	FRONTIER AIRLINES	2,028	48	2.37
13	MESA AIRLINES	997	24	2.41
14	HAWAIIAN AIRLINES**	363	9	2.48
15	SPIRIT AIRLINES	2,233	56	2.51
16	AMERICAN AIRLINES	8,037	254	3.16
17	PSA AIRLINES	620	26	4.19
	TOTAL	65,179	1,105	1.70

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

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

OVERSALES

This section furnishes data on the number of passengers who hold confirmed reservations and are denied boarding ("bumped") from a flight because it is oversold. These figures include only passengers whose oversold flight departs without them; they do not include passengers affected by cancelled, delayed or diverted flights.

The report includes U.S. airlines that have at least 0.5 percent of total domestic scheduled-service passenger revenues and operate aircraft with a passenger capacity of 30 or more seats (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 CFR 250.10.

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY U. S. REPORTING MARKETING CARRIERS

RANK	CARRIER*	APRIL - JUNE 2019				APRIL - JUNE 2018			
		DENIED BOARDINGS (DB'S)		CHECKED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		CHECKED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK - DELTA AIR LINES - BRANDED CODESHARE PARTNERS	58,823 32,820 26,003	0 0 0	49,845,801 39,153,662 10,692,139	0.00 0.00 0.00	28,843 17,602 11,241	15 9 6	46,443,599 36,208,900 10,234,699	0.00 0.00 0.01
1	HAWAIIAN AIRLINES NETWORK - HAWAIIAN AIRLINES - BRANDED CODESHARE PARTNERS	43 39 4	0 0 0	2,799,594 2,742,590 57,004	0.00 0.00 0.00	358 345 13	2 2 0	2,854,842 2,804,422 50,420	0.01 0.01 0.00
3	JETBLUE AIRWAYS	641	7	9,851,842	0.01	557	9	9,893,611	0.01
4	UNITED AIR LINES NETWORK - UNITED AIRLINES - BRANDED CODESHARE PARTNERS	22,806 11,394 11,412	31 28 3	38,564,100 27,015,815 11,548,285	0.01 0.01 0.00	17,238 8,615 8,623	27 17 10	37,307,633 25,966,562 11,341,071	0.01 0.01 0.01
5	SPIRIT AIRLINES	5,642	149	8,335,320	0.18	4,852	448	7,061,549	0.63
6	SOUTHWEST AIRLINES**	12,368	931	42,176,361	0.22	6,039	376	42,329,176	0.09
7	ALASKA AIRLINES NETWORK - ALASKA AIRLINES - BRANDED CODESHARE PARTNERS	4,235 3,188 1,047	277 155 122	11,785,184 9,035,684 2,749,500	0.24 0.17 0.44	3,965 2,795 1,170	687 326 361	11,350,322 8,923,390 2,426,932	0.61 0.37 1.49
8	ALLEGiant AIR	25	123	4,198,976	0.29	216	0	3,729,600	0.00
9	FRONTIER AIRLINES	838	184	5,128,189	0.36	991	255	4,946,148	0.52
10	AMERICAN AIRLINES NETWORK - AMERICAN AIRLINES** - BRANDED CODESHARE PARTNERS	58,065 41,562 16,503	5,227 3,298 1,929	51,293,980 36,110,590 15,183,390	1.02 0.91 1.27	25,261 12,751 12,510	389 195 194	48,975,658 34,773,590 14,202,068	0.08 0.06 0.14
	TOTAL	163,486	6,929	223,979,347	0.31	88,320	2,208	214,892,138	0.10

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY U. S. REPORTING OPERATING CARRIERS

RANK	AIRLINE*	APRIL - JUNE 2019				APRIL - JUNE 2018			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	ENDEAVOR AIR	8,011	0	3,767,698	0.00	4,100	1	3,617,308	0.00
2	DELTA AIR LINES	32,820	0	39,153,662	0.00	17,602	9	36,208,900	0.00
3	HAWAIIAN AIRLINES	39	0	2,742,590	0.00	345	2	2,804,422	0.01
4	JETBLUE AIRWAYS	641	7	9,851,842	0.01	557	9	9,893,611	0.01
5	EXPRESSJET AIRLINES	1,522	1	1,257,349	0.01	2,225	12	2,350,886	0.05
6	UNITED AIR LINES	11,394	28	27,015,815	0.01	8,615	17	25,966,562	0.01
7	ALASKA AIRLINES	3,188	155	9,035,684	0.17	2,795	326	8,923,390	0.37
8	SPIRIT AIR LINES	5,642	149	8,335,320	0.18	4,852	448	7,061,549	0.63
9	SKYWEST AIRLINES	17,228	213	10,320,910	0.21	7,413	206	9,125,575	0.23
10	SOUTHWEST AIRLINES**	12,368	931	42,176,361	0.22	6,039	376	42,329,176	0.09
11	ALLEGiant AIR	25	123	4,198,976	0.29	216	0	3,729,600	0.00
12	REPUBLIC AIRWAYS	6,321	162	5,010,539	0.32	3,876	30	4,890,213	0.06
13	FRONTIER AIRLINES	838	184	5,128,189	0.36	991	255	4,946,148	0.52
14	MESA AIRLINES	2,836	314	3,589,375	0.87	1,722	10	3,378,023	0.03
15	AMERICAN AIRLINES**	41,562	3,298	36,110,590	0.91	12,751	195	34,773,590	0.06
16	PSA AIRLINES	4,264	487	3,905,385	1.25	2,554	32	3,485,505	0.09
17	ENVOY AIR	4,439	537	3,751,462	1.43	4,273	61	3,415,654	0.18
	TOTAL	153,138	6,589	215,351,747	0.31	80,926	1,989	206,900,112	0.10

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

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

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

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

RANK	CARRIER*	JANUARY - JUNE 2019				JANUARY - JUNE 2018			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	HAWAIIAN AIRLINES NETWORK	121	0	5,467,822	0.00	525	4	5,587,072	0.01
	- HAWAIIAN AIRLINES	111	0	5,358,042	0.00	505	4	5,480,687	0.01
	- BRANDED CODESHARE PARTNERS	10	0	109,780	0.00	20	0	106,385	0.00
2	DELTA AIR LINES NETWORK	95,995	3	91,349,196	0.00	62,733	35	85,922,937	0.00
	- DELTA AIR LINES	61,096	1	71,751,593	0.00	41,379	22	67,076,944	0.00
	- BRANDED CODESHARE PARTNERS	34,899	2	19,597,603	0.00	21,354	13	18,845,993	0.01
3	UNITED AIR LINES NETWORK	43,370	55	71,494,657	0.01	34,211	78	68,429,261	0.01
	- UNITED AIR LINES	20,250	45	49,676,219	0.01	16,829	44	47,280,842	0.01
	- BRANDED CODESHARE PARTNERS	23,120	10	21,818,438	0.00	17,382	34	21,148,419	0.02
4	JETBLUE AIRWAYS	1,362	30	18,913,095	0.02	1,401	16	18,821,234	0.01
5	SPIRIT AIR LINES	12,410	195	15,600,793	0.12	10,329	1,322	13,242,426	1.00
6	ALASKA AIRLINES NETWORK	7,547	551	21,900,107	0.25	5,648	950	19,398,422	0.49
	- ALASKA AIRLINES**	5,686	313	16,648,311	0.19	4,001	446	14,767,644	0.30
	- BRANDED CODESHARE PARTNERS	1,861	238	5,251,796	0.45	1,647	504	4,630,778	1.09
7	SOUTHWEST AIRLINES**	22,364	2,525	79,585,502	0.32	10,364	1,045	79,371,546	0.13
8	FRONTIER AIRLINES	1,425	352	10,256,378	0.34	1,940	443	9,363,016	0.47
9	ALLEGiant AIR	59	633	7,672,366	0.83	216	58	7,036,293	0.08
10	AMERICAN AIRLINES NETWORK	101,341	8,760	97,472,245	0.90	52,682	1,105	93,009,796	0.12
	- AMERICAN AIRLINES**	69,924	5,022	69,194,478	0.73	28,409	678	66,299,460	0.10
	- BRANDED CODESHARE PARTNERS	31,417	3,738	28,277,767	1.32	24,273	427	26,710,336	0.16
TOTAL		285,994	13,104	419,712,161	0.31	180,049	5,056	400,182,003	0.13

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

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AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY U. S. REPORTING OPERATING CARRIERS

RANK	AIRLINE*	JANUARY - JUNE 2019				JANUARY - JUNE 2018			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	HAWAIIAN AIRLINES	111	0	5,358,042	0.00	505	4	5,480,687	0.01
1	ENDEAVOR AIR	12,443	0	6,881,251	0.00	7,217	5	6,326,465	0.01
3	DELTA AIR LINES	61,096	1	71,751,593	0.00	41,379	22	67,076,944	0.00
4	EXPRESSJET AIRLINES	2,992	2	2,712,192	0.01	4,455	15	4,762,147	0.03
5	UNITED AIR LINES	20,250	45	49,676,219	0.01	16,829	44	47,280,842	0.01
6	JETBLUE AIRWAYS	1,362	30	18,913,095	0.02	1,401	16	18,821,234	0.01
7	SPIRIT AIR LINES	12,410	195	15,600,793	0.12	10,329	1,322	13,242,426	1.00
8	ALASKA AIRLINES	5,686	313	16,648,311	0.19	4,001	446	14,767,644	0.30
9	SKYWEST AIRLINES	24,391	446	19,018,840	0.23	15,229	294	17,185,651	0.17
10	REPUBLIC AIRWAYS	10,034	242	9,193,806	0.26	6,489	62	8,940,990	0.07
11	SOUTHWEST AIRLINES**	22,364	2,525	79,585,502	0.32	10,364	1,045	79,371,546	0.13
12	FRONTIER AIRLINES	1,425	352	10,256,378	0.34	1,940	443	9,363,016	0.47
13	AMERICAN AIRLINES**	69,924	5,022	69,194,478	0.73	28,409	678	66,299,460	0.10
14	ALLEGiant AIR	59	633	7,672,366	0.83	216	58	7,036,293	0.08
15	PSA AIRLINES	7,430	754	7,318,015	1.03	4,970	54	6,696,275	0.08
16	MESA AIRLINES	6,700	799	6,877,896	1.16	4,135	57	6,242,969	0.09
17	ENVOY AIR	8,246	1,027	6,889,175	1.49	8,112	120	6,359,062	0.19
	TOTAL	266,923	12,386	403,547,952	0.31	165,980	4,685	385,253,651	0.12

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

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

TABLE 1

**CONSUMER COMPLAINTS
SUMMARY**

	JULY 2019				JULY 2018			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,279	25	1	179	962	55	1	136
FOREIGN AIRLINES	522	3	0	73	640	7	0	90
TRAVEL AGENTS	54	2	0	8	40	0	0	26
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	20	6	0	91	23	15	0	108
INDUSTRY TOTALS	1,875	36	1	351	1,665	77	1	360

Table 2

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

COMPLAINT CATEGORY	JULY 2019			JULY 2018		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	705		1	519	
CANCELLATION			298			231
DELAY			219			175
MISCONNECTION			103			63
BAGGAGE	2	280		2	291	
RESERVATIONS/TICKETING/BOARDING	3	197		4	177	
REFUNDS	4	187		6	129	
CUSTOMER SERVICE	5	173		3	184	
FARES	6	119		5	143	
DISABILITY	7	105		7	82	
OVERSALES	8	47		9	44	
OTHER	9	42		8	79	
FREQUENT FLYER			14			54
DISCRIMINATION	10	12		10	14	
ADVERTISING	11	8		11	3	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,875			1,665	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

**COMPLAINTS AGAINST U.S. OPERATING CARRIERS
BY COMPLAINT CATEGORIES*
JULY 2019**

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	3	1	1	4	0	2	3	3	0	0	0	0	17
ALLEGIAN AIR	5	2	2	1	0	5	3	5	0	0	0	0	23
AMERICAN AIRLINES	194	12	23	10	12	40	34	24	0	4	0	5	358
COMMUTAIR	6	0	0	0	0	0	0	0	0	0	0	0	6
COMPASS AIRLINES	2	0	0	0	0	1	2	0	0	0	0	0	5
DELTA AIR LINES	33	2	10	6	0	23	13	11	0	2	0	2	102
ENDEAVOR AIR	5	0	0	0	0	0	0	2	0	0	0	0	7
ENVOY AIR	28	2	1	0	0	1	1	1	0	0	0	0	34
EXPRESSJET AIRLINES	9	0	0	0	0	0	0	0	0	0	0	0	9
FRONTIER AIRLINES	32	0	2	2	12	9	8	3	1	0	0	1	70
GOJET AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
HAWAIIAN AIRLINES	4	0	1	1	0	0	0	2	0	0	0	0	8
JETBLUE AIRWAYS	23	0	4	3	2	8	8	7	0	1	0	2	58
MESA AIRLINES	16	0	0	0	0	0	0	1	0	0	0	2	19
PIEDMONT AIRLINES	1	3	2	0	0	0	1	0	0	0	0	0	7
PSA AIRLINES	9	0	0	0	0	0	1	0	0	0	0	0	10
REPUBLIC AIRWAYS	12	0	0	0	0	0	0	0	0	0	0	1	13
SILVER AIRWAYS	7	0	0	0	1	1	0	0	0	1	0	0	10
SKYWEST AIRLINES	19	0	1	0	1	0	2	0	0	0	0	0	23
SOUTHWEST AIRLINES	14	0	6	2	1	5	6	6	1	1	0	2	44
SPIRIT AIRLINES	56	2	20	8	8	3	10	7	3	0	0	0	117
SUN COUNTRY AIRLINES	9	0	6	1	0	6	4	2	0	0	0	0	28
UNITED AIRLINES	90	5	24	16	10	46	27	15	0	2	0	4	239
VIAAIR	3	0	0	0	40	0	0	0	0	0	0	0	43
WORLD ATLANTIC	5	0	0	0	0	0	0	0	0	0	0	0	5
Other U.S. Airlines	8	0	2	0	3	1	1	1	0	0	0	3	19
TOTAL JULY 2019	598	29	105	54	90	151	124	90	5	11	0	22	1,279
% of TOTAL COMPLAINTS	46.8	2.3	8.2	4.2	7.0	11.8	9.7	7.0	0.4	0.9	0	1.7	
TOTAL JULY 2018	401	24	83	61	42	116	130	67	2	12	0	24	962
% of TOTAL COMPLAINTS	41.7	2.5	8.6	6.3	4.4	12.1	13.5	7.0	0.2	1.2	0	2.5	

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

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

Table 4

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

U.S. AIRLINES ALPHABETICAL	COMPS RECD	INCIDENTS	PERCENT	INCIDENTS	PERCENT	INCIDENTS	PERCENT	UNKNOWN	PERCENT
	IN JUL	IN JUL		IN JUN		IN ALL PRIOR MONTHS		INCIDENT DATE	
ALASKA AIRLINES	17	10	58.8	3	17.6	2	11.8	2	11.8
ALLEGiant AIR	23	13	56.5	9	39.1	0	0.0	1	4.3
AMERICAN AIRLINES	358	187	52.2	117	32.7	42	11.7	12	3.4
COMMUTAIR	6	2	33.3	3	50.0	0	0.0	1	16.7
COMPASS AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
DELTA AIR LINES	102	62	60.8	16	15.7	20	19.6	4	3.9
ENDEAVOR AIR	7	4	57.1	1	14.3	2	28.6	0	0.0
ENVOY AIR	34	26	76.5	6	17.6	1	2.9	1	2.9
EXPRESSJET AIRLINES	9	6	66.7	3	33.3	0	0.0	0	0.0
FRONTIER AIRLINES	70	35	50.0	17	24.3	11	15.7	7	10.0
GOJET AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
HAWAIIAN AIRLINES	8	5	62.5	1	12.5	0	0.0	2	25.0
JETBLUE AIRWAYS	58	34	58.6	8	13.8	13	22.4	3	5.2
MESA AIRLINES	19	9	47.4	9	47.4	1	5.3	0	0.0
PIEDMONT AIRLINES	7	5	71.4	1	14.3	0	0.0	1	14.3
PSA AIRLINES	10	6	60.0	3	30.0	1	10.0	0	0.0
REPUBLIC AIRWAYS	13	8	61.5	4	30.8	1	7.7	0	0.0
SILVER AIRWAYS	10	4	40.0	4	40.0	2	20.0	0	0.0
SKYWEST AIRLINES	23	14	60.9	7	30.4	2	8.7	0	0.0
SOUTHWEST AIRLINES	44	27	61.4	9	20.5	4	9.1	4	9.1
SPIRIT AIRLINES	117	70	59.8	22	18.8	18	15.4	7	6.0
SUN COUNTRY AIRLINES	28	14	50.0	10	35.7	3	10.7	1	3.6
UNITED AIRLINES	239	131	54.8	66	27.6	32	13.4	10	4.2
VIAAIR	43	9	20.9	10	23.3	21	48.8	3	7.0
WORLD ATLANTIC	5	5	100.0	0	0.0	0	0.0	0	0.0
Other U.S. Airlines	19	7	36.8	3	15.8	6	31.6	3	15.8
Totals	1,279	701	54.8	333	26.0	183	14.3	62	4.8
Previous Year's Totals	962	534	55.5	203	21.1	143	14.9	82	8.5

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

Table 5

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

JULY 2019

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	0	0	1	0	1	5	0	1	0	0	0	0	8
AEROFLOT	1	0	2	0	2	4	0	0	0	0	0	0	9
AEROMEXICO	4	2	2	2	1	2	1	1	0	0	0	0	15
AIR CANADA	11	3	7	3	2	7	2	2	0	1	0	0	38
AIR FRANCE	6	1	4	2	2	8	2	1	0	0	0	1	27
AIR INDIA	3	2	0	2	4	5	2	0	0	0	0	0	18
ALITALIA AIRLINES	1	0	0	2	1	5	0	0	0	0	0	0	9
AVIANCA	3	1	1	0	0	2	1	0	0	0	0	1	9
BRITISH AIRWAYS	5	1	4	1	3	4	2	2	0	0	0	2	24
CONDOR	2	1	1	1	2	6	0	0	0	0	0	0	13
COPA	1	1	2	0	0	0	1	0	0	0	0	0	5
EL AL ISRAEL	0	0	0	1	0	2	1	1	0	0	0	1	6
EMIRATES AIRLINES	3	0	3	1	3	3	4	0	0	0	0	1	18
ETHIOPIAN AIRLINES	2	0	0	0	1	3	1	0	0	0	0	0	7
ETIHAD AIRWAYS	1	0	1	0	0	3	0	0	0	0	0	0	5
IBERIA AIRLINES	1	2	2	1	0	2	0	0	1	0	0	0	9
ICELANDAIR	2	0	2	1	5	3	0	1	1	0	0	0	15
INTERJET	3	0	2	0	12	1	0	0	0	0	0	0	18
LATAM	4	0	1	1	1	0	0	0	0	0	0	2	9
LOT POLISH AIRLINES	0	0	0	0	1	4	1	1	0	0	0	0	7
LUFTHANSA	5	0	7	5	2	4	7	1	0	0	0	0	31
NORWEGIAN AIR SHUTTLE	4	0	6	8	2	5	2	1	0	0	0	0	28
PHILIPPINE AIRLINES	2	0	1	1	0	2	0	0	0	0	0	0	6
QANTAS AIRWAYS	0	0	0	1	1	0	2	0	0	0	0	1	5
QATAR AIRWAYS	3	2	2	0	1	1	2	0	0	0	0	0	11
ROYAL AIR MAROC	2	0	2	0	0	10	0	0	0	0	0	0	14
SAS	1	0	1	0	1	0	1	0	0	0	0	1	5
SAUDI ARABIAN AIRLINES	1	0	0	0	2	2	0	0	0	0	0	0	5
SWISS AIR	3	0	0	3	0	2	0	0	0	0	0	0	8
TAP	2	0	1	1	0	4	1	0	0	0	0	0	9
THOMAS COOK AIRLINES	4	0	0	0	0	1	0	0	0	0	0	0	5
TURKISH AIRLINES	1	0	3	0	1	4	2	1	0	0	0	1	13
UKRAINE INTERNATIONAL AIRLINES	0	0	2	2	0	1	1	0	0	0	0	0	6
VOLARIS AIRLINES	1	1	1	0	0	1	1	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	23	1	15	11	22	22	5	2	1	0	0	0	102
TOTALS	105	18	76	50	73	128	42	15	3	1	0	11	522

Table 5 (cont'd)

AIR TRAVEL CONSUMER REPORT

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

JULY 2019

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	0	0	3	2	4	0	0	0	0	0	0	0	9
JUSTFLY.COM	0	0	2	1	1	0	1	0	0	0	0	0	5
KIWI.COM	0	0	0	3	1	0	1	0	0	0	0	0	5
VAYAMA	0	0	2	1	2	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	0	0	7	7	14	0	2	0	0	0	0	0	30
TOTALS	0	0	14	14	22	0	4	0	0	0	0	0	54
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS</u>													
FAA	0	0	0	0	0	0	0	0	0	0	0	6	6
Other Miscellaneous	2	0	2	1	2	1	3	0	0	0	0	3	14
TOTALS	2	0	2	1	2	1	3	0	0	0	0	9	20

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6

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

	JULY 2019	JULY 2018
AIRLINE	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	18	24
- ALASKA AIRLINES	17	24
- BRANDED CODESHARE PARTNERS	1	0
ALLEGiant AIR	23	26
AMERICAN AIRLINES NETWORK	428	288
- AMERICAN AIRLINES	358	234
- BRANDED CODESHARE PARTNERS	70	54
DELTA AIR LINES NETWORK	120	100
- DELTA AIR LINES	102	89
- BRANDED CODESHARE PARTNERS	18	11
FRONTIER AIRLINES	70	105
HAWAIIAN AIRLINES NETWORK	8	5
- HAWAIIAN AIRLINES	8	5
- BRANDED CODESHARE PARTNERS	0	0
JETBLUE AIRWAYS	58	44
SOUTHWEST AIRLINES	44	76
SPIRIT AIRLINES	117	98
UNITED AIRLINES NETWORK	293	166
- UNITED AIRLINES	239	136
- BRANDED CODESHARE PARTNERS	54	30
TOTAL	1,179	932

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6A

CONSUMER COMPLAINTS: REPORTING U.S. OPERATING CARRIERS*

RANK	AIRLINE	JULY 2019			JULY 2018		
		COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	44	14,683,808	0.30	76	14,961,822	0.51
2	ALASKA AIRLINES	17	3,416,143	0.50	24	3,415,290	0.70
3	ENDEAVOR AIR	7	1,379,482	0.51	6	1,282,929	0.47
4	SKYWEST AIRLINES	23	3,919,980	0.59	15	3,635,050	0.41
5	DELTA AIR LINES	102	15,627,773	0.65	89	14,573,016	0.61
6	PSA AIRLINES	10	1,323,117	0.76	6	1,224,601	0.49
7	HAWAIIAN AIRLINES	8	1,057,379	0.76	5	1,079,518	0.46
8	REPUBLIC AIRWAYS	13	1,667,473	0.78	10	1,657,633	0.60
9	ALLEGiant AIR	23	1,762,534	1.30	26	1,531,042	1.70
10	MESA AIRLINES	19	1,390,314	1.37	9	1,355,433	0.66
11	JETBLUE AIRWAYS	58	3,969,124	1.46	44	3,950,760	1.11
12	EXPRESSJET AIRLINES	9	534,029	1.69	3	824,164	0.36
13	UNITED AIRLINES	239	11,269,942	2.12	136	11,239,726	1.21
14	ENVOY AIR	34	1,403,675	2.42	20	1,242,979	1.61
15	AMERICAN AIRLINES	358	14,361,485	2.49	234	13,821,432	1.69
16	FRONTIER AIRLINES	70	2,106,656	3.32	105	1,820,711	5.77
17	SPIRIT AIRLINES	117	3,218,163	3.64	98	2,759,349	3.55
	TOTAL	1,151	83,091,077	1.39	906	80,375,455	1.13

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

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

AIR TRAVEL CONSUMER REPORT

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

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AIR CANADA			1				
AMERICAN	2		2				
DELTA	1					1	
JETBLUE	1						
SILVER	1						
SOUTHWEST	1						
UNITED	1			1			
TOTAL	7		3	1		1	

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

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

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES

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

Oversales: All bumping problems, whether the airline complied with DOT Oversales regulations.

Reservations, Ticketing, boarding: Airline or travel agent mistakes made in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets; problems boarding the aircraft (except Oversales).

Fares: Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

Refunds: Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

Baggage: Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claims procedures.

Customer Service: Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers.

Disability: Civil rights complaints by air travelers with disabilities.

Advertising: Advertising that is unfair, misleading or offensive to consumers.

Discrimination: Civil rights complaints by air travelers (other than disability); for example, complaints based on race, national origin, religion, etc.

Animals: Loss, injury or death of an animal during air transport provided by an air carrier.

Other: Frequent flyer, tours credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.

AIR TRAVEL CONSUMER REPORT

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

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

An airline is required to submit a report for any month in which it experienced such a loss, injury or death during air transportation. DOT publishes these reports monthly and forwards the reports to the U.S. Department of Agriculture, which enforces the Animal Welfare Act. The copies of the reports that appear on this website are redacted to remove identifying information about individuals, including the owner of the animal.

A statistical summary of the reports appears in the table below. To see the redacted version of the actual reports filed by these airlines, click the airline's name.

Carrier	Death	Injury	Loss
United Airlines	0	1	0
Totals:	0	1	0

AIR TRAVEL CONSUMER REPORT

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

The Transportation Security Administration (TSA) screened approximately 77 million airline passengers and their 62 million checked bags in the month of July as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations ^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of July.

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

Courtesy ^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
797	0.00104%	29	0.00004%	87	0.00009%	523	0.00068%

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 July.

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