U.S. Department
of Transportation

Air Travel Consumer Report

A Product Of The

OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Aviation Consumer Protection Division

Issued: October 2018

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

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[1] Data collected by the Bureau of Transportation Statistics. Website: *http://www.bts.gov*
[2] Data compiled by the Aviation Consumer Protection Division. Website: *http://www.transportation.gov/airconsumer*
[3] Data provided by the Department of Homeland Security, Transportation Security Administration
[4] Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

Tables 3 and 4 contain information by airport and time of day 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

AUGUST 2018

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

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2018

	AT ALL US AIRPORTS		
CARRIER	**NUMBER OF AIRPORTS REPORTED**	**PERCENT OF ON-TIME ARRIVALS**	**RANK**
HAWAIIAN AIRLINES NETWORK	**21**	**90.0**	**1**
- HAWAIIAN AIRLINES	18	91.6	
- BRANDED CODESHARE PARTNERS	4	73.4	
DELTA AIR LINES NETWORK	**223**	**80.4**	**2**
- DELTA AIR LINES	148	83.3	
- BRANDED CODESHARE PARTNERS	205	76.8	
ALLEGIANT AIR	**117**	**78.2**	**3**
SOUTHWEST AIRLINES	**85**	**77.9**	**4**
ALASKA AIRLINES NETWORK	**99**	**74.7**	**5**
- ALASKA AIRLINES	73	75.0	
- BRANDED CODESHARE PARTNERS	53	74.1	
SPIRIT AIRLINES	**40**	**73.3**	**6**
AMERICAN AIRLINES NETWORK	**232**	**73.1**	**7**
- AMERICAN AIRLINES	100	72.5	
- BRANDED CODESHARE PARTNERS	217	73.6	
UNITED AIRLINES NETWORK	**230**	**71.9**	**8**
- UNITED AIRLINES	107	70.8	
- BRANDED CODESHARE PARTNERS	214	72.6	
JETBLUE AIRWAYS	**68**	**66.7**	**9**
FRONTIER AIRLINES	**86**	**61.4**	**10**
TOTAL AIRPORTS SERVED	**365**	**75.2**	

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2018

CARRIER*	AT ALL US AIRPORTS		RANK
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	
HAWAIIAN AIRLINES	18	91.6	1
DELTA AIR LINES	148	83.3	2
ALLEGIANT AIR	117	78.2	3
SOUTHWEST AIRLINES	85	77.9	4
SKYWEST AIRLINES	237	76.4	5
MESA AIRLINES	105	75.4	6
ALASKA AIRLINES	73	75.0	7
ENDEAVOR AIR	108	74.7	8
ENVOY AIR	137	74.3	9
REPUBLIC AIRLINE	92	74.0	10
EXPRESSJET AIRLINES	116	74.0	11
PSA AIRLINES	95	74.0	12
SPIRIT AIRLINES	40	73.3	13
AMERICAN AIRLINES	100	72.5	14
UNITED AIRLINES	107	70.8	15
JETBLUE AIRWAYS	68	66.7	16
FRONTIER AIRLINES	86	61.4	17
TOTAL AIRPORTS SERVED	**350**	**75.6**	

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.
Note: On-Time Arrival Percent for all U. S. Airports.

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2018

CARRIER	Jan 2018		Feb 2018		Mar 2018		Apr 2018		May 2018		Jun 2018		Jul 2018		Aug 2018		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	**87.7**	**2**	**85.3**	**1**	**86.7**	**1**	**84.3**	**2**	**84.1**	**3**	**83.7**	**2**	**84.1**	**2**	**74.7**	**5**	**83.5**	**2**
- ALASKA AIRLINES*	88.9		85.3		86.8		83.4		81.8		82.4		82.9		75.0		82.7	
- BRANDED CODESHARE PARTNERS	86.3		85.3		86.6		85.7		87.8		85.7		86.0		74.1		84.6	
ALLEGIANT AIR	**78.6**	**7**	**78.3**	**5**	**78.5**	**8**	**78.8**	**7**	**76.7**	**7**	**69.7**	**9**	**67.0**	**9**	**78.2**	**3**	**75.2**	**8**
AMERICAN AIRLINES NETWORK	**77.6**	**9**	**76.7**	**9**	**81.1**	**6**	**82.7**	**4**	**78.0**	**5**	**72.4**	**8**	**72.2**	**7**	**73.1**	**7**	**76.6**	**7**
- AMERICAN AIRLINES	82.5		80.8		82.3		83.9		78.6		73.7		70.0		72.5		77.9	
- BRANDED CODESHARE PARTNERS	73.6		73.2		80.1		81.6		77.6		71.4		74.0		73.6		75.6	
DELTA AIR LINES NETWORK	**80.4**	**6**	**83.3**	**2**	**82.6**	**4**	**83.3**	**3**	**84.4**	**2**	**81.5**	**3**	**81.9**	**3**	**80.4**	**2**	**82.2**	**3**
- DELTA AIR LINES	84.3		87.9		87.0		86.4		85.0		81.5		83.4		83.3		84.7	
- BRANDED CODESHARE PARTNERS	75.9		78.0		77.5		79.6		83.6		81.4		80.0		76.8		79.1	
FRONTIER AIRLINES	**74.9**	**10**	**73.8**	**11**	**78.4**	**9**	**76.4**	**9**	**71.8**	**9**	**60.3**	**10**	**59.7**	**10**	**61.4**	**10**	**69.2**	**9**
HAWAIIAN AIRLINES NETWORK	**88.3**	**1**	**78.1**	**7**	**84.2**	**3**	**86.2**	**1**	**89.1**	**1**	**88.4**	**1**	**91.5**	**1**	**90.0**	**1**	**87.2**	**1**
- HAWAIIAN AIRLINES	88.3		80.3		85.3		87.7		90.8		90.7		92.6		91.6		88.7	
- BRANDED CODESHARE PARTNERS	88.2		62.2		74.7		72.3		73.1		64.8		80.7		73.4		74.0	
JETBLUE AIRWAYS	**65.8**	**11**	**74.6**	**10**	**64.2**	**11**	**67.6**	**10**	**71.0**	**10**	**73.8**	**7**	**67.2**	**8**	**66.7**	**9**	**68.8**	**10**
SOUTHWEST AIRLINES	**81.8**	**5**	**77.1**	**8**	**78.9**	**7**	**77.7**	**8**	**76.4**	**8**	**77.7**	**4**	**74.5**	**5**	**77.9**	**4**	**77.7**	**5**
SPIRIT AIRLINES	**82.9**	**3**	**81.9**	**3**	**85.1**	**2**	**81.8**	**6**	**80.3**	**4**	**76.8**	**5**	**73.6**	**6**	**73.3**	**6**	**79.2**	**4**
UNITED AIRLINES NETWORK	**78.6**	**8**	**78.1**	**6**	**81.9**	**5**	**82.6**	**5**	**77.9**	**6**	**74.1**	**6**	**76.1**	**4**	**71.9**	**8**	**77.5**	**6**
- UNITED AIRLINES	84.7		84.7		83.9		83.9		78.9		75.2		75.1		70.8		79.2	
- BRANDED CODESHARE PARTNERS	74.7		74.0		80.6		81.7		77.2		73.2		76.9		72.6		76.4	
VIRGIN AMERICA*	**82.5**	**4**	**81.7**	**4**	**69.9**	**10**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**
TOTAL	**79.4**		**78.9**		**80.7**		**81.3**		**79.2**		**76.4**		**76.0**		**75.2**		**78.3**	

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

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2018

CARRIER	ARRIVAL AIRPORT*															
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	63	85.7	353	65.4	144	75.0	0	0.0	244	63.5	179	72.1	148	85.8	79	72.2
- ALASKA AIRLINES	63	85.7	353	65.4	144	75.0	0	0.0	155	69.0	179	72.1	148	85.8	79	72.2
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	89	53.9	0	0.0	0	0.0	0	0.0
ALLEGIANT AIR	0	0.0	0	0.0	35	68.6	0	0.0	0	0.0	25	80.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	1477	70.3	2827	66.7	743	67.2	19396	78.9	7344	71.9	1005	71.1	21661	76.7	1093	72.9
- AMERICAN AIRLINES	1002	70.0	2546	67.2	512	64.5	8231	78.9	1972	69.7	943	70.1	12760	75.6	479	72.9
- BRANDED CODESHARE PARTNERS	475	70.9	281	61.9	231	73.2	11165	78.9	5372	72.7	62	87.1	8901	78.2	614	73.0
DELTA AIR LINES NETWORK	27764	85.5	3009	69.0	885	77.3	995	79.3	1557	74.4	1234	85.3	1302	76.5	12201	83.9
- DELTA AIR LINES	21931	86.6	1591	71.4	657	80.1	584	86.0	781	78.0	1105	85.2	677	80.6	5062	85.2
- BRANDED CODESHARE PARTNERS	5833	81.2	1418	66.2	228	69.3	411	69.8	776	70.9	129	86.0	625	72.0	7139	82.9
FRONTIER AIRLINES	303	60.4	0	0.0	0	0.0	121	50.4	93	50.5	2104	65.0	54	59.3	96	68.8
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	302	69.9	4498	65.6	209	64.6	124	66.9	926	68.8	120	65.0	58	84.5	124	67.7
SOUTHWEST AIRLINES	3643	77.2	1139	70.0	6171	75.6	289	73.0	1290	69.8	6036	78.8	0	0.0	593	73.0
SPIRIT AIRLINES	762	74.9	483	67.3	801	71.5	0	0.0	0	0.0	341	74.2	1037	72.1	943	74.0
UNITED AIRLINES NETWORK	923	73.7	1454	61.5	458	62.4	657	69.1	1125	67.9	13400	80.5	1106	70.5	775	70.2
- UNITED AIRLINES	427	71.4	1353	61.3	339	64.3	113	47.8	429	62.2	5876	80.9	640	68.4	116	64.7
- BRANDED CODESHARE PARTNERS	496	75.6	101	63.4	119	57.1	544	73.5	696	71.4	7524	80.1	466	73.4	659	71.2
TOTAL	35,237	83.1	13,763	66.6	9,446	73.8	21,582	78.3	12,579	71.1	24,444	78.4	25,366	76.3	15,904	81.2

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2018

	ARRIVAL AIRPORT*															
	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
CARRIER	# 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	**414**	**58.5**	**62**	**75.8**	**272**	**77.6**	**176**	**73.3**	**56**	**76.8**	**455**	**63.1**	**727**	**74.0**	**2208**	**76.0**
- ALASKA AIRLINES	414	58.5	62	75.8	272	77.6	176	73.3	56	76.8	455	63.1	727	74.0	1905	76.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	303	75.6
ALLEGIANT AIR	**66**	**89.4**	**225**	**71.6**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**737**	**78.8**	**177**	**85.9**
AMERICAN AIRLINES NETWORK	**700**	**54.0**	**541**	**71.2**	**265**	**81.1**	**491**	**71.3**	**1034**	**69.8**	**2361**	**66.6**	**1231**	**72.4**	**5740**	**81.7**
- AMERICAN AIRLINES	631	54.5	541	71.2	265	81.1	257	67.7	784	70.4	1667	68.5	1231	72.4	3567	79.1
- BRANDED CODESHARE PARTNERS	69	49.3	0	0.0	0	0.0	234	75.2	250	68.0	694	62.1	0	0.0	2173	85.9
DELTA AIR LINES NETWORK	**1003**	**60.7**	**937**	**82.4**	**266**	**87.2**	**560**	**75.5**	**840**	**79.0**	**5261**	**69.6**	**1692**	**82.9**	**4508**	**82.9**
- DELTA AIR LINES	550	65.8	906	82.0	266	87.2	291	82.5	329	81.8	2707	71.2	1206	85.9	3378	84.8
- BRANDED CODESHARE PARTNERS	453	54.5	31	93.5	0	0.0	269	68.0	511	77.3	2554	67.9	486	75.3	1130	77.3
FRONTIER AIRLINES	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**106**	**51.9**	**51**	**56.9**	**0**	**0.0**	**593**	**56.8**	**104**	**63.5**
HAWAIIAN AIRLINES NETWORK	**0**	**0.0**	**0**	**0.0**	**3500**	**90.9**	**0**	**0.0**	**0**	**0.0**	**31**	**87.1**	**79**	**86.1**	**214**	**79.4**
- HAWAIIAN AIRLINES	0	0.0	0	0.0	3124	93.2	0	0.0	0	0.0	31	87.1	79	86.1	214	79.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	376	71.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	**719**	**54.5**	**2044**	**68.4**	**0**	**0.0**	**150**	**70.7**	**0**	**0.0**	**3846**	**62.1**	**398**	**74.6**	**547**	**73.5**
SOUTHWEST AIRLINES	**583**	**56.1**	**1903**	**83.2**	**0**	**0.0**	**209**	**73.7**	**0**	**0.0**	**0**	**0.0**	**6368**	**82.5**	**3757**	**79.1**
SPIRIT AIRLINES	**327**	**59.3**	**1511**	**75.4**	**0**	**0.0**	**0**	**0.0**	**620**	**78.7**	**0**	**0.0**	**1272**	**73.9**	**793**	**80.8**
UNITED AIRLINES NETWORK	**10671**	**57.3**	**549**	**69.0**	**489**	**73.6**	**6455**	**73.6**	**12722**	**80.4**	**0**	**0.0**	**1227**	**72.7**	**4546**	**80.4**
- UNITED AIRLINES	5018	59.5	549	69.0	489	73.6	2467	72.7	5391	76.9	0	0.0	1206	72.4	2664	79.0
- BRANDED CODESHARE PARTNERS	5653	55.4	0	0.0	0	0.0	3988	74.1	7331	83.0	0	0.0	21	90.5	1882	82.4
TOTAL	**14,483**	**57.4**	**7,772**	**75.5**	**4,792**	**87.6**	**8,147**	**73.2**	**15,323**	**79.5**	**11,954**	**66.4**	**14,324**	**78.2**	**22,594**	**80.4**

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2018

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 NETWORK	112	62.5	141	77.3	0	0.0	0	0.0	149	80.5	351	66.1	4267	77.5	117	79.5
- ALASKA AIRLINES	0	0.0	141	77.3	0	0.0	0	0.0	62	75.8	351	66.1	1709	79.0	117	79.5
- BRANDED CODESHARE PARTNERS	112	62.5	0	0.0	0	0.0	0	0.0	87	83.9	0	0.0	2558	76.6	0	0.0
ALLEGIANT AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	4658	66.3	1534	69.0	0	0.0	6087	77.3	936	70.1	14227	71.1	516	72.1	10948	71.1
- AMERICAN AIRLINES	1906	67.9	1534	69.0	0	0.0	4203	75.3	673	69.4	5793	71.1	430	67.0	4581	69.8
- BRANDED CODESHARE PARTNERS	2752	65.2	0	0.0	0	0.0	1884	81.8	263	71.9	8434	71.0	86	97.7	6367	72.1
DELTA AIR LINES NETWORK	7604	67.2	1562	77.8	526	79.8	790	81.0	12132	85.0	1610	69.6	1011	76.8	806	74.6
- DELTA AIR LINES	2217	70.9	1561	77.8	209	90.0	789	81.0	6594	86.4	1033	77.0	809	82.6	621	78.3
- BRANDED CODESHARE PARTNERS	5387	65.6	1	100.0	317	73.2	1	100.0	5538	83.2	577	56.5	202	53.5	185	62.2
FRONTIER AIRLINES	93	54.8	793	59.0	0	0.0	62	59.7	158	69.0	268	59.0	74	63.5	389	51.2
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	75.8	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	75.8	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	534	66.9	1642	65.2	0	0.0	0	0.0	93	72.0	258	59.3	170	75.3	205	66.3
SOUTHWEST AIRLINES	950	61.4	3150	79.1	7316	76.7	0	0.0	753	73.7	0	0.0	1358	79.0	726	64.3
SPIRIT AIRLINES	341	63.3	1209	73.5	0	0.0	0	0.0	372	71.8	894	59.7	93	72.0	291	64.6
UNITED AIRLINES NETWORK	1207	62.4	1032	69.5	0	0.0	358	69.3	842	72.2	17647	70.1	743	72.1	537	64.6
- UNITED AIRLINES	832	60.5	1032	69.5	0	0.0	325	70.2	394	70.8	7484	70.6	743	72.1	356	62.9
- BRANDED CODESHARE PARTNERS	375	66.7	0	0.0	0	0.0	33	60.6	448	73.4	10163	69.8	0	0.0	181	68.0
TOTAL	15,499	66.0	11,063	72.5	7,842	76.9	7,297	77.2	15,435	82.2	35,255	70.0	8,294	76.6	14,019	70.0

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2018

	ARRIVAL AIRPORT*											
	PHX		SAN		SEA		SFO		SLC		TPA	
CARRIER	# 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	**195**	**77.4**	**1393**	**80.2**	**9356**	**71.5**	**2472**	**60.2**	**359**	**76.0**	**31**	**83.9**
- ALASKA AIRLINES	195	77.4	754	73.6	6047	74.9	2247	61.0	167	77.8	31	83.9
- BRANDED CODESHARE PARTNERS	0	0.0	639	87.9	3309	65.3	225	52.4	192	74.5	0	0.0
ALLEGIANT AIR	**0**	**0.0**	**26**	**73.1**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**7411**	**79.0**	**1006**	**74.3**	**1069**	**62.0**	**1534**	**59.7**	**603**	**67.3**	**1002**	**67.8**
- AMERICAN AIRLINES	4724	77.5	820	71.1	921	60.6	1187	58.0	427	64.6	985	67.4
- BRANDED CODESHARE PARTNERS	2687	81.7	186	88.2	148	70.9	347	65.4	176	73.9	17	88.2
DELTA AIR LINES NETWORK	**926**	**80.2**	**1100**	**80.0**	**4509**	**71.1**	**1530**	**67.2**	**7778**	**86.4**	**1091**	**77.3**
- DELTA AIR LINES	653	82.4	785	83.9	2914	77.5	1529	67.2	4177	86.2	1002	78.7
- BRANDED CODESHARE PARTNERS	273	75.1	315	70.2	1595	59.5	1	0.0	3601	86.7	89	60.7
FRONTIER AIRLINES	**123**	**59.3**	**136**	**66.9**	**76**	**47.4**	**87**	**36.8**	**157**	**55.4**	**160**	**71.3**
HAWAIIAN AIRLINES NETWORK	**31**	**71.0**	**62**	**71.0**	**62**	**61.3**	**62**	**75.8**	**0**	**0.0**	**0**	**0.0**
- HAWAIIAN AIRLINES	31	71.0	62	71.0	62	61.3	62	75.8	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	**62**	**64.5**	**155**	**77.4**	**239**	**69.9**	**546**	**64.3**	**217**	**64.1**	**434**	**72.1**
SOUTHWEST AIRLINES	**5208**	**79.1**	**3361**	**82.7**	**1231**	**64.2**	**1539**	**56.6**	**941**	**79.5**	**2113**	**76.4**
SPIRIT AIRLINES	**30**	**83.3**	**248**	**76.6**	**310**	**68.7**	**0**	**0.0**	**0**	**0.0**	**337**	**76.9**
UNITED AIRLINES NETWORK	**760**	**74.5**	**1159**	**77.0**	**1133**	**61.1**	**8964**	**64.1**	**729**	**71.5**	**598**	**65.6**
- UNITED AIRLINES	597	73.9	1016	75.9	1071	61.6	6113	66.3	264	68.6	598	65.6
- BRANDED CODESHARE PARTNERS	163	76.7	143	85.3	62	51.6	2851	59.5	465	73.1	0	0.0
TOTAL	**14,746**	**78.6**	**8,646**	**79.6**	**17,985**	**69.5**	**16,734**	**62.6**	**10,784**	**82.5**	**5,766**	**73.6**

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2018

	ARRIVAL AIRPORT*															
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER	# 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	63	85.7	353	65.4	144	75.0	0	0.0	155	69.0	179	72.1	148	85.8	79	72.2
ALLEGIANT AIR	0	0.0	0	0.0	35	68.6	0	0.0	0	0.0	25	80.0	0	0.0	0	0.0
AMERICAN AIRLINES	1002	70.0	2546	67.2	512	64.5	8231	78.9	1972	69.7	943	70.1	12760	75.6	479	72.9
DELTA AIR LINES	21931	86.6	1591	71.4	657	80.1	584	86.0	781	78.0	1105	85.2	677	80.6	5062	85.2
ENDEAVOR AIR	2532	82.5	433	66.1	228	69.3	228	69.3	205	72.7	4	100.0	140	75.7	1813	84.9
ENVOY AIR	58	77.6	226	65.9	139	75.5	338	70.7	121	80.2	0	0.0	4147	82.9	95	66.3
EXPRESSJET AIRLINES	1147	80.6	92	66.3	66	60.6	315	78.4	223	67.7	0	0.0	1261	71.8	3	66.7
FRONTIER AIRLINES	303	60.4	0	0.0	0	0.0	121	50.4	93	50.5	2104	65.0	54	59.3	96	68.8
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	302	69.9	4498	65.6	209	64.6	124	66.9	926	68.8	120	65.0	58	84.5	124	67.7
MESA AIRLINES	226	81.9	6	50.0	0	0.0	185	74.6	78	80.8	0	0.0	3365	74.9	221	74.7
PSA AIRLINES	112	58.9	0	0.0	27	59.3	9038	79.5	1595	73.6	0	0.0	0	0.0	123	89.4
REPUBLIC AIRLINE	382	75.7	490	71.2	2	100.0	1031	81.3	3308	76.8	469	87.4	406	68.7	772	73.8
SKYWEST AIRLINES	2227	79.5	298	53.7	0	0.0	235	71.1	154	61.7	4689	81.6	594	76.6	3729	81.9
SOUTHWEST AIRLINES	3643	77.2	1139	70.0	6171	75.6	289	73.0	1290	69.8	6036	78.8	0	0.0	593	73.0
SPIRIT AIRLINES	762	74.9	483	67.3	801	71.5	0	0.0	0	0.0	341	74.2	1037	72.1	943	74.0
UNITED AIRLINES	427	71.4	1353	61.3	339	64.3	113	47.8	429	62.2	5876	80.9	640	68.4	116	64.7
TOTAL	**35,117**	**83.2**	**13,508**	**66.6**	**9,330**	**74.0**	**20,832**	**78.6**	**11,330**	**72.5**	**21,891**	**78.6**	**25,287**	**76.3**	**14,248**	**81.3**

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2018

	ARRIVAL AIRPORT*															
	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
CARRIER	# 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	414	58.5	62	75.8	272	77.6	176	73.3	56	76.8	455	63.1	727	74.0	1905	76.1
ALLEGIANT AIR	66	89.4	225	71.6	0	0.0	0	0.0	0	0.0	0	0.0	737	78.8	177	85.9
AMERICAN AIRLINES	631	54.5	541	71.2	265	81.1	257	67.7	784	70.4	1667	68.5	1231	72.4	3567	79.1
DELTA AIR LINES	550	65.8	906	82.0	266	87.2	291	82.5	329	81.8	2707	71.2	1206	85.9	3378	84.8
ENDEAVOR AIR	194	54.1	0	0.0	0	0.0	144	64.6	248	85.1	2162	69.5	0	0.0	0	0.0
ENVOY AIR	8	75.0	0	0.0	0	0.0	0	0.0	56	73.2	523	62.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	1786	51.6	0	0.0	0	0.0	0	0.0	3101	84.1	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	0	0.0	0	0.0	0	0.0	106	51.9	51	56.9	0	0.0	593	56.8	104	63.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	3124	93.2	0	0.0	0	0.0	31	87.1	79	86.1	214	79.4
JETBLUE AIRWAYS	719	54.5	2044	68.4	0	0.0	150	70.7	0	0.0	3846	62.1	398	74.6	547	73.5
MESA AIRLINES	0	0.0	0	0.0	0	0.0	2067	73.3	2967	81.4	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	223	75.3	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRLINE	2205	60.6	0	0.0	0	0.0	12	66.7	1180	80.0	209	69.9	0	0.0	0	0.0
SKYWEST AIRLINES	197	50.8	0	0.0	0	0.0	199	81.4	491	80.2	268	53.4	190	79.5	2773	82.7
SOUTHWEST AIRLINES	583	56.1	1903	83.2	0	0.0	209	73.7	0	0.0	0	0.0	6368	82.5	3757	79.1
SPIRIT AIRLINES	327	59.3	1511	75.4	0	0.0	0	0.0	620	78.7	0	0.0	1272	73.9	793	80.8
UNITED AIRLINES	5018	59.5	549	69.0	489	73.6	2467	72.7	5391	76.9	0	0.0	1206	72.4	2664	79.0
TOTAL	**12,698**	**58.1**	**7,741**	**75.4**	**4,416**	**89.0**	**6,301**	**73.0**	**15,274**	**79.5**	**11,868**	**66.5**	**14,007**	**78.3**	**19,879**	**80.2**

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2018

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	141	77.3	0	0.0	0	0.0	62	75.8	351	66.1	1709	79.0	117	79.5
ALLEGIANT AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	1906	67.9	1534	69.0	0	0.0	4203	75.3	673	69.4	5793	71.1	430	67.0	4581	69.8
DELTA AIR LINES	2217	70.9	1561	77.8	209	90.0	789	81.0	6594	86.4	1033	77.0	809	82.6	621	78.3
ENDEAVOR AIR	2846	66.1	1	100.0	0	0.0	0	0.0	1073	78.8	171	66.7	0	0.0	185	62.2
ENVOY AIR	1560	61.2	0	0.0	0	0.0	990	78.6	4	75.0	5346	73.8	0	0.0	58	60.3
EXPRESSJET AIRLINES	171	72.5	0	0.0	0	0.0	0	0.0	1	100.0	666	72.2	0	0.0	0	0.0
FRONTIER AIRLINES	93	54.8	793	59.0	0	0.0	62	59.7	158	69.0	268	59.0	74	63.5	389	51.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	75.8	0	0.0
JETBLUE AIRWAYS	534	66.9	1642	65.2	0	0.0	0	0.0	93	72.0	258	59.3	170	75.3	205	66.3
MESA AIRLINES	123	60.2	0	0.0	0	0.0	0	0.0	141	75.2	0	0.0	0	0.0	127	72.4
PSA AIRLINES	162	64.2	0	0.0	0	0.0	0	0.0	0	0.0	205	70.2	0	0.0	1206	69.2
REPUBLIC AIRLINE	2916	69.3	0	0.0	0	0.0	905	85.4	481	72.6	1476	71.3	0	0.0	1612	75.6
SKYWEST AIRLINES	848	57.9	0	0.0	280	73.9	0	0.0	4366	84.7	6427	65.4	747	77.6	0	0.0
SOUTHWEST AIRLINES	950	61.4	3150	79.1	7316	76.7	0	0.0	753	73.7	0	0.0	1358	79.0	726	64.3
SPIRIT AIRLINES	341	63.3	1209	73.5	0	0.0	0	0.0	372	71.8	894	59.7	93	72.0	291	64.6
UNITED AIRLINES	832	60.5	1032	69.5	0	0.0	325	70.2	394	70.8	7484	70.6	743	72.1	356	62.9
TOTAL	15,499	66.0	11,063	72.5	7,805	77.0	7,274	77.2	15,165	82.4	30,372	69.8	6,195	77.2	10,474	69.6

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2018

	ARRIVAL AIRPORT*											
	PHX		SAN		SEA		SFO		SLC		TPA	
CARRIER	# 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	195	77.4	754	73.6	6047	74.9	2247	61.0	167	77.8	31	83.9
ALLEGIANT AIR	0	0.0	26	73.1	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4724	77.5	820	71.1	921	60.6	1187	58.0	427	64.6	985	67.4
DELTA AIR LINES	653	82.4	785	83.9	2914	77.5	1529	67.2	4177	86.2	1002	78.7
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	123	59.3	136	66.9	76	47.4	87	36.8	157	55.4	160	71.3
HAWAIIAN AIRLINES	31	71.0	62	71.0	62	61.3	62	75.8	0	0.0	0	0.0
JETBLUE AIRWAYS	62	64.5	155	77.4	239	69.9	546	64.3	217	64.1	434	72.1
MESA AIRLINES	1880	79.0	0	0.0	0	0.0	0	0.0	18	66.7	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRLINE	0	0.0	0	0.0	0	0.0	0	0.0	50	86.0	17	88.2
SKYWEST AIRLINES	970	86.0	793	86.8	1010	65.0	2984	58.9	3810	84.6	89	60.7
SOUTHWEST AIRLINES	5208	79.1	3361	82.7	1231	64.2	1539	56.6	941	79.5	2113	76.4
SPIRIT AIRLINES	30	83.3	248	76.6	310	68.7	0	0.0	0	0.0	337	76.9
UNITED AIRLINES	597	73.9	1016	75.9	1071	61.6	6113	66.3	264	68.6	598	65.6
TOTAL	**14,473**	**78.7**	**8,156**	**79.7**	**13,881**	**71.3**	**16,294**	**62.6**	**10,228**	**82.5**	**5,766**	**73.6**

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2018

SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	86.9	79.7	85.3	85.9	87.0	91.2	85.5	86.9	64.7	81.2	95.2	71.9	91.5	75.0	95.4	88.7
0700-0759	93.6	85.1	92.1	89.7	89.6	90.9	88.2	92.3	76.8	76.1	95.7	86.2	82.6	76.6	91.6	91.7
0800-0859	91.6	82.4	91.8	88.9	88.2	88.4	89.1	88.6	82.3	89.3	97.9	91.1	89.6	74.0	94.1	87.1
0900-0959	92.2	88.6	91.4	90.1	87.9	90.4	83.8	91.8	82.2	90.7	98.1	85.6	93.3	78.4	90.2	91.2
1000-1059	90.5	85.2	92.4	88.1	88.2	88.5	85.6	87.1	85.4	87.5	91.6	85.1	84.4	87.3	90.1	85.4
1100-1159	91.2	83.1	90.6	91.3	87.8	87.0	83.6	87.6	82.0	78.8	83.9	83.6	88.1	75.7	87.1	82.7
1200-1259	90.4	81.1	90.1	88.8	82.4	88.7	81.7	85.3	83.6	83.3	84.4	84.8	81.9	80.0	86.0	85.3
1300-1359	90.2	77.2	83.7	84.3	79.2	85.0	79.2	86.7	68.5	82.9	88.7	86.4	85.4	76.3	84.6	83.0
1400-1459	87.5	72.6	78.4	86.3	78.6	79.7	76.6	84.6	55.8	78.7	84.3	84.6	84.8	70.4	82.3	82.4
1500-1559	85.4	66.4	75.7	80.9	74.6	80.4	75.9	84.3	48.5	80.2	92.4	73.3	80.1	69.7	81.0	77.7
1600-1659	80.5	60.1	69.8	76.4	66.3	78.3	74.2	83.0	44.6	79.9	88.9	68.0	71.6	66.3	76.8	82.5
1700-1759	77.1	59.2	64.3	71.8	59.4	72.0	69.1	76.8	39.6	74.5	92.5	73.5	71.8	60.2	74.1	75.4
1800-1859	76.6	52.3	62.2	60.2	60.1	68.2	65.1	75.9	41.0	61.7	91.0	68.0	73.8	56.4	71.6	74.6
1900-1959	71.0	52.0	54.1	62.4	58.9	63.5	67.3	73.5	38.3	66.8	92.3	71.1	71.0	55.5	67.5	75.1
2000-2059	72.0	50.1	65.3	62.4	59.0	67.1	66.9	69.9	34.9	67.4	85.8	59.2	70.6	50.7	70.3	74.8
2100-2159	70.2	51.3	52.4	63.3	58.8	65.2	64.9	69.1	37.6	60.9	85.5	58.8	61.3	47.9	67.5	73.4
2200-2259	68.3	50.9	55.6	68.8	52.5	56.8	65.1	61.6	42.4	64.5	87.9	53.3	59.5	47.7	63.4	69.5
2300-0559	68.1	59.2	60.7	62.5	60.0	62.3	69.3	65.7	57.1	63.5	91.3	69.2	69.2	64.1	63.2	71.4
TOTAL	83.2	66.6	74.0	78.6	72.5	78.6	76.3	81.3	58.1	75.4	89.0	73.0	79.5	66.5	78.3	80.2

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2018

	ARRIVAL AIRPORT*														
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	84.7	69.5	90.9	71.6	92.0	83.8	91.9	75.6	92.5	94.0	91.5	86.6	96.7	78.4	85.1
0700-0759	86.2	85.6	92.4	88.1	89.3	85.4	92.4	85.2	90.0	88.8	94.0	90.4	97.5	98.0	88.8
0800-0859	83.5	91.6	91.9	87.9	91.7	78.3	89.3	88.1	90.4	92.6	87.6	81.7	95.6	89.4	88.1
0900-0959	84.7	90.5	89.8	91.4	91.2	78.2	88.7	83.9	89.2	88.9	82.2	67.4	90.7	94.0	86.7
1000-1059	79.5	86.9	87.8	86.8	89.2	77.4	85.0	82.4	87.8	85.2	73.8	64.6	90.5	88.5	85.1
1100-1159	79.9	84.2	90.4	85.2	83.4	77.1	82.1	87.4	89.9	87.0	56.7	61.2	93.1	86.8	83.2
1200-1259	79.8	84.2	89.6	77.3	91.5	78.9	83.6	83.3	85.3	82.9	69.3	55.4	85.9	88.3	83.1
1300-1359	74.5	80.9	79.3	83.4	85.1	75.6	81.3	80.0	86.7	83.2	64.7	56.2	87.8	84.5	81.2
1400-1459	70.0	78.7	79.2	79.6	86.0	72.2	86.5	73.2	82.4	82.2	68.9	58.2	84.9	77.1	78.0
1500-1559	64.9	77.2	85.0	81.9	85.0	72.4	84.7	68.3	81.1	84.1	71.6	56.7	82.2	73.6	76.2
1600-1659	59.1	70.3	75.5	73.7	82.5	65.7	73.8	64.7	78.2	77.7	69.3	59.9	79.5	76.5	72.2
1700-1759	52.7	69.7	74.0	67.4	72.6	64.6	76.9	58.0	68.2	76.5	68.9	60.6	75.0	62.4	67.9
1800-1859	49.1	61.7	67.6	68.0	75.4	55.1	61.9	52.0	64.4	72.9	72.4	63.9	75.3	66.9	66.0
1900-1959	46.8	61.0	67.7	69.8	76.9	51.7	72.6	52.9	63.1	73.4	69.4	62.4	81.2	70.3	64.7
2000-2059	49.1	57.8	64.7	65.3	69.7	54.9	69.7	53.5	62.6	73.4	67.1	57.4	62.1	58.4	62.7
2100-2159	49.2	62.4	54.6	70.5	72.4	54.6	71.8	45.5	67.0	74.2	63.0	54.4	74.3	55.5	63.0
2200-2259	55.8	59.8	58.8	55.0	57.6	59.0	67.5	58.4	58.5	67.0	60.9	53.7	56.7	61.7	59.5
2300-0559	56.5	60.6	56.5	64.0	68.7	66.4	70.0	61.5	63.6	66.0	74.9	59.5	65.4	60.5	64.5
TOTAL	**66.0**	**72.5**	**77.0**	**77.2**	**82.4**	**69.8**	**77.2**	**69.6**	**78.7**	**79.7**	**71.3**	**62.6**	**82.5**	**73.6**	**75.1**

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2018

	DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	90.3	89.3	91.1	87.2	91.4	91.1	88.1	94.6	85.7	90.2	98.6	89.2	92.4	88.7	94.3	92.3
0700-0759	92.0	85.3	88.0	88.4	89.1	87.0	87.8	92.9	85.0	89.6	96.7	90.3	93.4	85.1	91.7	88.4
0800-0859	91.9	83.7	87.5	88.7	90.6	87.3	87.2	89.6	81.4	88.5	95.2	87.8	89.8	86.2	86.3	83.7
0900-0959	91.1	84.4	86.7	88.1	89.5	87.0	83.1	90.9	77.0	85.7	97.3	92.1	90.4	81.7	83.5	81.8
1000-1059	90.8	83.4	87.4	84.3	85.8	83.3	82.4	88.3	80.2	86.9	96.2	82.7	89.3	80.5	81.1	80.9
1100-1159	86.8	82.9	87.2	84.8	86.4	82.7	75.8	83.3	80.9	74.8	93.9	77.6	82.9	80.9	80.1	77.7
1200-1259	85.6	79.6	79.8	82.3	80.6	79.1	79.3	85.4	75.5	79.2	91.2	82.4	83.1	75.9	77.9	75.3
1300-1359	84.4	73.5	76.5	79.9	76.1	82.1	73.6	76.3	79.5	74.5	83.7	83.1	82.5	77.1	77.0	76.5
1400-1459	81.3	70.5	72.1	75.3	70.4	76.7	74.1	76.3	64.2	74.0	87.7	83.3	81.2	65.7	72.9	81.0
1500-1559	77.0	59.5	63.5	72.0	71.1	75.4	72.6	78.9	55.6	63.1	89.0	77.9	79.0	64.2	69.1	78.0
1600-1659	77.2	65.9	59.5	71.6	67.5	67.1	70.3	74.3	51.2	65.6	93.6	74.2	72.7	63.0	70.5	76.6
1700-1759	73.0	55.0	55.8	59.3	63.7	68.6	71.0	74.0	50.2	70.5	96.7	68.9	65.0	62.0	66.3	76.6
1800-1859	68.1	52.5	58.5	57.3	57.1	65.7	61.7	65.0	47.3	65.0	97.2	62.6	70.1	59.5	65.9	72.8
1900-1959	67.5	50.3	54.3	60.1	59.7	67.0	60.8	68.2	44.0	61.8	92.2	69.0	74.9	55.9	61.3	74.6
2000-2059	63.6	51.8	45.9	62.1	58.7	61.4	65.8	73.2	43.2	61.9	95.6	66.0	71.1	50.5	59.6	69.6
2100-2159	72.1	52.5	46.3	58.0	54.4	54.0	69.9	73.0	42.7	62.1	89.7	63.6	75.6	52.6	60.3	78.3
2200-2259	69.0	52.9	49.0	65.4	63.2	62.6	65.9	76.9	32.3	61.7	82.9	65.0	67.3	52.7	68.4	73.1
2300-0559	82.1	89.4	81.0	86.8	90.3	69.7	82.6	92.1	90.9	86.0	98.1	94.5	88.9	78.6	75.2	80.8
TOTAL	**79.9**	**72.3**	**71.9**	**74.5**	**75.6**	**76.3**	**74.8**	**81.3**	**64.9**	**74.3**	**92.2**	**77.7**	**80.8**	**70.5**	**75.7**	**79.4**

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2018

	DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	**LGA**	**MCO**	**MDW**	**MIA**	**MSP**	**ORD**	**PDX**	**PHL**	**PHX**	**SAN**	**SEA**	**SFO**	**SLC**	**TPA**	**TOTAL**
0600-0659	87.6	88.2	90.8	91.0	93.6	87.1	95.3	87.2	93.3	93.1	91.5	90.2	94.9	92.8	90.7
0700-0759	88.2	88.3	88.6	89.3	91.4	83.8	88.1	84.4	89.4	89.9	87.7	89.6	94.2	91.5	88.5
0800-0859	83.5	84.5	79.3	89.8	90.8	82.1	87.9	85.4	87.8	81.6	83.9	84.1	90.0	91.1	86.8
0900-0959	79.3	85.9	77.9	85.1	90.1	77.8	80.0	81.6	86.2	87.5	83.3	74.7	88.8	88.7	85.0
1000-1059	81.7	86.0	76.8	85.0	88.8	77.9	87.7	80.9	82.9	84.7	77.2	70.2	81.6	88.5	83.3
1100-1159	77.5	81.1	73.8	83.1	88.3	77.3	79.4	84.2	80.4	71.6	66.0	63.0	86.2	78.7	80.4
1200-1259	74.0	80.1	75.6	80.2	82.5	74.1	78.8	78.6	81.8	80.6	70.5	59.3	87.8	81.4	79.0
1300-1359	75.6	71.9	66.5	68.7	84.4	74.1	75.4	76.2	81.4	75.3	65.0	55.8	82.3	78.2	76.5
1400-1459	69.0	58.6	53.6	75.9	84.6	69.4	73.6	68.3	76.3	73.4	61.8	55.0	78.9	65.7	73.1
1500-1559	63.6	59.8	61.1	72.7	77.5	70.0	83.4	65.0	76.0	75.1	65.5	59.4	80.2	63.7	71.1
1600-1659	61.5	62.5	63.9	69.3	75.1	65.5	81.5	65.9	76.3	77.6	64.7	60.9	72.4	62.5	69.1
1700-1759	57.2	60.1	58.3	68.0	72.6	63.3	81.0	55.1	72.6	77.8	68.3	59.8	73.1	52.9	66.3
1800-1859	52.8	57.2	49.3	57.8	60.5	62.7	73.8	59.1	61.3	71.2	70.0	65.8	65.1	42.6	62.3
1900-1959	50.6	53.0	46.1	67.7	75.8	57.4	71.6	54.1	50.3	68.9	73.5	67.5	72.5	53.3	62.2
2000-2059	47.8	54.9	47.0	61.9	81.2	55.5	71.8	51.5	59.2	78.0	66.7	67.8	80.8	58.9	63.4
2100-2159	48.5	50.3	50.8	70.7	81.3	57.9	74.2	61.7	62.0	75.8	67.9	60.3	75.7	64.2	64.4
2200-2259	36.1	58.3	43.6	52.8	77.5	64.2	80.8	28.0	67.6	84.1	69.6	70.4	77.8	53.3	66.3
2300-0559	88.0	81.0	88.8	84.8	96.4	84.2	79.6	84.9	79.1	0.0	79.1	72.9	76.2	94.6	80.6
TOTAL	**69.7**	**71.8**	**65.3**	**75.3**	**83.2**	**71.0**	**81.5**	**71.2**	**77.6**	**80.0**	**73.8**	**68.8**	**82.2**	**73.5**	**75.4**

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	91.9	88.7	62	62	Brainerd, MN (BRD)	89.7	93.1	58	58
Abilene, TX (ABI)	83.4	80.7	181	181	Branson, MO (BKG)	69.2	84.6	13	13
Adak Island, AK (ADK)	55.6	33.3	9	9	Bristol/Johnson City/Kingsport, TN (TRI)	76.0	82.8	283	285
Aguadilla, PR (BQN)	67.5	70.8	194	195	Brownsville, TX (BRO)	79.4	84.8	243	243
Akron, OH (CAK)	66.4	74.2	663	663	Brunswick, GA (BQK)	90.1	91.2	91	91
Albany, GA (ABY)	77.5	82.0	89	89	Buffalo, NY (BUF)	72.6	77.1	2306	2307
Albany, NY (ALB)	71.8	79.4	955	955	Burbank, CA (BUR)	79.9	78.8	2316	2316
Albuquerque, NM (ABQ)	76.9	80.2	2235	2239	Burlington, VT (BTV)	71.5	74.1	958	958
Alexandria, LA (AEX)	85.4	87.1	301	302	Butte, MT (BTM)	82.8	91.4	58	58
Allentown/Bethlehem/Easton, PA (ABE)	76.0	78.8	358	358	Cape Girardeau, MO (CGI)	74.1	75.9	54	54
Alpena, MI (APN)	83.3	88.9	54	54	Casper, WY (CPR)	91.9	95.5	111	112
Amarillo, TX (AMA)	80.4	85.1	490	490	Cedar City, UT (CDC)	87.0	94.4	54	54
Anchorage, AK (ANC)	79.9	88.1	2128	2133	Cedar Rapids/Iowa City, IA (CID)	75.9	77.3	818	819
Appleton, WI (ATW)	75.7	83.7	404	404	Champaign/Urbana, IL (CMI)	71.2	76.4	208	208
Arcata/Eureka, CA (ACV)	74.7	71.5	158	158	Charleston, SC (CHS)	77.0	78.7	2212	2213
Asheville, NC (AVL)	70.4	76.4	733	733	Charleston/Dunbar, WV (CRW)	73.7	78.3	419	419
Ashland, WV (HTS)	71.4	67.7	133	133	Charlotte Amalie, VI (STT)	77.5	75.4	240	240
Aspen, CO (ASE)	74.9	81.9	530	531	Charlotte, NC (CLT)	78.6	74.5	20832	20831
Atlanta, GA (ATL)	83.2	79.9	35117	35104	Charlottesville, VA (CHO)	68.0	73.3	490	490
Atlantic City, NJ (ACY)	71.1	78.9	266	266	Chattanooga, TN (CHA)	72.8	78.7	836	836
Augusta, GA (AGS)	77.4	82.6	403	403	Chicago, IL (MDW)	77.0	65.3	7805	7804
Austin, TX (AUS)	77.1	80.6	5709	5708	Chicago, IL (ORD)	69.8	71.0	30372	30365
Bakersfield, CA (BFL)	75.2	82.9	210	210	Christiansted, VI (STX)	66.3	77.8	89	90
Baltimore, MD (BWI)	74.0	71.9	9330	9330	Cincinnati, OH (CVG)	75.3	77.7	4604	4606
Bangor, ME (BGR)	69.5	71.0	455	455	Clarksburg/Fairmont, WV (CKB)	64.8	76.1	71	71
Barrow, AK (BRW)	83.9	85.5	62	62	Cleveland, OH (CLE)	74.2	79.0	4269	4277
Baton Rouge, LA (BTR)	76.9	82.2	685	686	Cody, WY (COD)	84.7	91.5	72	71
Beaumont/Port Arthur, TX (BPT)	85.0	88.8	80	80	College Station/Bryan, TX (CLL)	73.6	80.2	208	207
Belleville, IL (BLV)	81.2	77.6	85	85	Colorado Springs, CO (COS)	67.8	72.4	981	979
Bellingham, WA (BLI)	87.2	92.9	141	141	Columbia, MO (COU)	68.5	85.7	168	168
Bemidji, MN (BJI)	92.5	95.5	67	67	Columbia, SC (CAE)	77.4	81.6	615	615
Bend/Redmond, OR (RDM)	74.4	71.6	320	320	Columbus, GA (CSG)	76.7	81.7	120	120
Bethel, AK (BET)	88.7	85.9	71	71	Columbus, MS (GTR)	79.8	92.1	89	89
Billings, MT (BIL)	78.3	86.5	442	443	Columbus, OH (LCK)	77.2	76.5	101	102
Binghamton, NY (BGM)	74.1	80.0	85	85	Columbus, OH (CMH)	75.5	77.3	4024	4024
Birmingham, AL (BHM)	75.0	79.5	1617	1617	Concord, NC (USA)	80.6	76.3	93	93
Bismarck/Mandan, ND (BIS)	83.6	87.5	360	360	Cordova, AK (CDV)	80.6	79.0	62	62
Bloomington/Normal, IL (BMI)	76.2	81.5	281	281	Corpus Christi, TX (CRP)	76.2	82.0	495	495
Boise, ID (BOI)	79.1	82.6	1707	1706	Dallas, TX (DAL)	79.3	73.6	6127	6127
Boston, MA (BOS)	66.6	72.3	13508	13508	Dallas/Fort Worth, TX (DFW)	76.3	74.8	25287	25277
Bozeman, MT (BZN)	78.6	80.2	678	682	Dayton, OH (DAY)	74.3	79.4	1285	1285

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	74.8	81.2	309	309	Greenville, NC (PGV)	69.3	75.0	140	140
Deadhorse, AK (SCC)	83.5	84.7	85	85	Greer, SC (GSP)	75.6	82.0	1334	1334
Denver, CO (DEN)	78.6	76.3	21891	21884	Guam, TT (GUM)	80.3	77.1	71	70
Des Moines, IA (DSM)	72.5	81.3	1338	1336	Gulfport/Biloxi, MS (GPT)	72.2	79.3	395	396
Detroit, MI (DTW)	81.3	81.3	14248	14249	Gunnison, CO (GUC)	57.9	85.0	19	20
Devils Lake, ND (DVL)	75.9	87.0	54	54	Gustavus, AK (GST)	60.0	68.0	25	25
Dillingham, AK (DLG)	72.0	68.0	25	25	Hagerstown, MD (HGR)	84.6	76.9	13	13
Dothan, AL (DHN)	80.8	86.7	120	120	Hancock/Houghton, MI (CMX)	53.2	67.7	62	62
Dubuque, IA (DBQ)	66.3	75.3	89	89	Harlingen/San Benito, TX (HRL)	82.1	84.5	291	291
Duluth, MN (DLH)	75.2	78.0	254	254	Harrisburg, PA (MDT)	74.8	74.5	588	589
Durango, CO (DRO)	78.8	80.5	293	293	Hartford, CT (BDL)	70.1	79.3	2427	2427
Eagle, CO (EGE)	82.8	88.5	87	87	Hattiesburg/Laurel, MS (PIB)	72.6	96.8	62	62
Eau Claire, WI (EAU)	75.8	88.7	62	62	Hayden, CO (HDN)	68.6	91.4	35	35
El Paso, TX (ELP)	76.9	83.4	1484	1485	Hays, KS (HYS)	66.1	74.8	109	107
Elko, NV (EKO)	98.2	100.0	55	55	Helena, MT (HLN)	81.9	92.3	182	182
Elmira/Corning, NY (ELM)	92.6	85.2	27	27	Hibbing, MN (HIB)	96.3	96.3	54	54
Erie, PA (ERI)	85.1	83.9	87	87	Hilo, HI (ITO)	95.4	97.1	549	518
Escanaba, MI (ESC)	87.0	88.9	54	54	Hilton Head, SC (HHH)	76.3	92.5	93	93
Eugene, OR (EUG)	78.3	76.3	368	372	Hobbs, NM (HOB)	86.2	89.7	58	58
Evansville, IN (EVV)	78.1	82.7	421	421	Honolulu, HI (HNL)	89.0	92.2	4416	4417
Fairbanks, AK (FAI)	76.5	82.7	468	468	Houston, TX (HOU)	79.3	75.7	4941	4942
Fargo, ND (FAR)	81.3	85.8	502	501	Houston, TX (IAH)	79.5	80.8	15274	15279
Fayetteville, AR (XNA)	76.1	79.8	1084	1083	Huntsville, AL (HSV)	77.0	82.8	775	775
Fayetteville, NC (FAY)	74.0	79.1	354	354	Hyannis, MA (HYA)	77.4	67.7	31	31
Flagstaff, AZ (FLG)	79.2	86.1	101	101	Idaho Falls, ID (IDA)	84.4	84.5	173	174
Flint, MI (FNT)	81.6	83.7	343	343	Indianapolis, IN (IND)	75.0	79.8	4205	4206
Fort Lauderdale, FL (FLL)	75.4	74.3	7741	7743	International Falls, MN (INL)	91.9	90.3	62	62
Fort Myers, FL (RSW)	74.4	77.7	1728	1730	Iron Mountain/Kingsfd, MI (IMT)	86.2	87.9	58	58
Fort Smith, AR (FSM)	75.8	85.4	178	178	Islip, NY (ISP)	70.2	78.7	483	484
Fort Wayne, IN (FWA)	70.6	79.8	578	578	Ithaca/Cortland, NY (ITH)	85.9	91.8	85	85
Fresno, CA (FAT)	78.1	80.2	1026	1026	Jackson, WY (JAC)	76.2	80.1	551	554
Gainesville, FL (GNV)	75.6	77.4	381	381	Jackson/Vicksburg, MS (JAN)	81.2	85.1	686	686
Garden City, KS (GCK)	90.3	85.5	62	62	Jacksonville, FL (JAX)	73.1	76.4	2872	2870
Gillette, WY (GCC)	79.7	89.8	59	59	Jacksonville/Camp Lejeune, NC (OAJ)	73.8	80.5	298	298
Grand Forks, ND (GFK)	92.6	89.4	189	189	Jamestown, ND (JMS)	77.6	78.8	85	85
Grand Island, NE (GRI)	83.7	85.9	92	92	Joplin, MO (JLN)	70.3	74.3	74	74
Grand Junction, CO (GJT)	85.3	89.8	354	354	Juneau, AK (JNU)	83.4	89.4	500	501
Grand Rapids, MI (GRR)	74.3	79.0	1550	1552	Kahului, HI (OGG)	86.8	89.2	2240	2241
Great Falls, MT (GTF)	85.7	84.8	223	223	Kalamazoo, MI (AZO)	75.0	85.1	288	288
Green Bay, WI (GRB)	72.1	77.4	359	359	Kalispell, MT (FCA)	80.5	86.0	400	401
Greensboro/High Point, NC (GSO)	70.4	77.4	1172	1172	Kansas City, MO (MCI)	78.1	83.7	5054	5060

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Ketchikan, AK (KTN)	84.8	82.2	269	269	Milwaukee, WI (MKE)	74.8	79.2	2755	2756
Key West, FL (EYW)	88.1	86.1	303	303	Minneapolis, MN (MSP)	82.4	83.2	15165	15161
Killeen, TX (GRK)	80.5	83.6	293	293	Minot, ND (MOT)	88.6	91.1	236	236
King Salmon, AK (AKN)	100.0	25.0	4	4	Mission/McAllen/Edinburg, TX (MFE)	72.1	79.2	426	427
Knoxville, TN (TYS)	72.1	78.3	1466	1468	Missoula, MT (MSO)	83.1	81.9	503	503
Kodiak, AK (ADQ)	86.0	89.5	57	57	Moab, UT (CNY)	66.0	79.2	53	53
Kona, HI (KOA)	92.4	93.2	1327	1358	Mobile, AL (MOB)	76.7	81.0	589	589
Kotzebue, AK (OTZ)	93.5	87.1	62	62	Moline, IL (MLI)	77.6	82.2	450	450
La Crosse, WI (LSE)	75.1	78.9	213	213	Monroe, LA (MLU)	78.4	82.5	292	292
Lafayette, LA (LFT)	82.5	86.7	361	360	Monterey, CA (MRY)	72.6	76.5	336	336
Lake Charles, LA (LCH)	81.5	88.2	178	178	Montgomery, AL (MGM)	75.8	78.1	393	393
Lansing, MI (LAN)	82.8	86.8	303	303	Montrose/Delta, CO (MTJ)	76.5	81.7	153	153
Laramie, WY (LAR)	72.2	88.9	54	54	Mosinee, WI (CWA)	76.7	77.5	253	253
Laredo, TX (LRD)	80.3	88.3	213	213	Muskegon, MI (MKG)	74.2	69.4	62	62
Las Vegas, NV (LAS)	78.3	75.7	14007	14003	Myrtle Beach, SC (MYR)	79.6	77.7	1405	1405
Latrobe, PA (LBE)	73.1	87.1	93	93	Nantucket, MA (ACK)	76.8	68.7	297	297
Lawton/Fort Sill, OK (LAW)	64.8	66.4	122	122	Nashville, TN (BNA)	76.7	75.8	6572	6572
Lewisburg, WV (LWB)	70.7	68.9	75	74	New Bern/Morehead/Beaufort, NC (EWN)	69.4	79.6	206	206
Lewiston, ID (LWS)	91.9	91.9	62	62	New Haven, CT (HVN)	69.0	72.4	87	87
Lexington, KY (LEX)	74.1	80.9	938	938	New Orleans, LA (MSY)	75.0	77.1	4575	4576
Liberal, KS (LBL)	77.8	88.9	54	54	New York, NY (JFK)	66.5	70.5	11868	11868
Lihue, HI (LIH)	91.3	91.8	1298	1298	New York, NY (LGA)	66.0	69.7	15499	15501
Lincoln, NE (LNK)	85.2	88.8	162	161	Newark, NJ (EWR)	58.1	64.9	12698	12697
Little Rock, AR (LIT)	76.9	83.6	1184	1188	Newburgh/Poughkeepsie, NY (SWF)	76.5	72.9	166	166
Long Beach, CA (LGB)	76.8	78.4	1498	1498	Newport News/Williamsburg, VA (PHF)	74.0	74.9	258	259
Longview, TX (GGG)	75.0	81.3	80	80	Niagara Falls, NY (IAG)	86.6	76.1	67	67
Los Angeles, CA (LAX)	80.2	79.4	19879	19874	Nome, AK (OME)	93.5	95.2	62	62
Louisville, KY (SDF)	75.8	80.3	2087	2086	Norfolk, VA (ORF)	71.1	72.5	2176	2177
Lubbock, TX (LBB)	77.9	86.6	566	567	North Bend/Coos Bay, OR (OTH)	67.5	52.5	40	40
Lynchburg, VA (LYH)	69.2	71.4	107	105	North Platte, NE (LBF)	77.8	96.3	54	54
Madison, WI (MSN)	73.9	76.0	1318	1316	Oakland, CA (OAK)	79.5	78.2	4857	4863
Manchester, NH (MHT)	71.8	81.4	870	871	Ogden, UT (OGD)	66.7	44.4	9	9
Manhattan/Ft. Riley, KS (MHK)	68.1	74.4	160	160	Ogdensburg, NY (OGS)	100.0	100.0	4	4
Marquette, MI (MQT)	79.2	81.5	125	124	Oklahoma City, OK (OKC)	75.6	82.5	2126	2126
Martha's Vineyard, MA (MVY)	77.3	64.2	176	176	Omaha, NE (OMA)	77.1	82.6	2235	2233
Medford, OR (MFR)	67.8	68.2	488	475	Ontario, CA (ONT)	77.9	81.2	1887	1884
Melbourne, FL (MLB)	80.5	84.6	195	195	Orlando, FL (MCO)	72.5	71.8	11063	11065
Memphis, TN (MEM)	75.0	80.1	1998	1995	Owensboro, KY (OWB)	55.6	44.4	9	9
Meridian, MS (MEI)	79.6	72.0	93	93	Paducah, KY (PAH)	54.8	71.0	62	62
Miami, FL (MIA)	77.2	75.3	7274	7275	Pago Pago, TT (PPG)	61.5	69.2	13	13
Midland/Odessa, TX (MAF)	77.2	82.7	784	784	Palm Springs, CA (PSP)	74.4	79.7	577	577

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Panama City, FL (ECP)	80.5	86.2	558	558	San Diego, CA (SAN)	79.7	80.0	8156	8154
Pasco/Kennewick/Richland, WA (PSC)	81.1	85.2	222	223	San Francisco, CA (SFO)	62.6	68.8	16294	16272
Pellston, MI (PLN)	88.9	88.0	108	108	San Jose, CA (SJC)	81.1	81.7	4889	4893
Pensacola, FL (PNS)	80.4	83.1	1062	1062	San Juan, PR (SJU)	66.7	71.2	2159	2164
Peoria, IL (PIA)	76.8	83.6	444	444	San Luis Obispo, CA (SBP)	78.7	79.2	432	432
Petersburg, AK (PSG)	75.8	87.1	62	62	Sanford, FL (SFB)	76.2	85.4	714	714
Philadelphia, PA (PHL)	69.6	71.2	10474	10473	Santa Ana, CA (SNA)	83.0	82.3	3730	3730
Phoenix, AZ (AZA)	76.8	81.7	367	366	Santa Barbara, CA (SBA)	75.2	79.1	645	645
Phoenix, AZ (PHX)	78.7	77.6	14473	14476	Santa Fe, NM (SAF)	68.6	74.4	121	121
Pittsburgh, PA (PIT)	74.9	79.7	4315	4314	Santa Maria, CA (SMX)	78.6	71.4	14	14
Plattsburgh, NY (PBG)	91.0	84.2	78	76	Santa Rosa, CA (STS)	74.9	73.7	171	171
Pocatello, ID (PIH)	85.1	96.5	114	114	Sarasota/Bradenton, FL (SRQ)	85.9	85.1	497	497
Ponce, PR (PSE)	46.7	56.6	75	76	Sault Ste. Marie, MI (CIU)	87.9	91.4	58	58
Portland, ME (PWM)	70.1	76.0	1388	1389	Savannah, GA (SAV)	74.1	78.6	1469	1469
Portland, OR (PDX)	77.2	81.5	6195	6195	Scottsbluff, NE (BFF)	77.8	90.7	54	54
Portsmouth, NH (PSM)	86.7	76.7	30	30	Scranton/Wilkes-Barre, PA (AVP)	76.8	82.9	310	310
Prescott, AZ (PRC)	66.7	100.0	6	5	Seattle, WA (SEA)	71.3	73.8	13881	13891
Providence, RI (PVD)	69.6	77.5	1565	1567	Shreveport, LA (SHV)	77.5	82.5	582	582
Provo, UT (PVU)	87.8	73.5	49	49	Sioux City, IA (SUX)	65.2	73.0	89	89
Pueblo, CO (PUB)	82.7	86.4	81	81	Sioux Falls, SD (FSD)	78.1	80.9	535	534
Punta Gorda, FL (PGD)	72.6	82.5	372	372	Sitka, AK (SIT)	81.1	89.9	180	179
Quincy, IL (UIN)	61.7	65.4	81	81	South Bend, IN (SBN)	74.9	77.6	669	669
Raleigh/Durham, NC (RDU)	71.0	72.2	5467	5468	Spokane, WA (GEG)	77.1	84.3	1099	1098
Rapid City, SD (RAP)	81.9	80.6	469	469	Springfield, IL (SPI)	70.6	76.2	143	143
Redding, CA (RDD)	68.5	68.5	92	92	Springfield, MO (SGF)	77.0	81.9	755	756
Reno, NV (RNO)	76.5	79.0	1631	1629	St. Cloud, MN (STC)	75.0	50.0	4	4
Rhinelander, WI (RHI)	87.1	83.9	62	62	St. George, UT (SGU)	85.5	96.6	234	234
Richmond, VA (RIC)	69.6	74.9	2047	2045	St. Louis, MO (STL)	76.7	73.8	5843	5839
Roanoke, VA (ROA)	80.8	74.2	213	213	St. Petersburg, FL (PIE)	68.8	80.1	592	592
Rochester, MN (RST)	76.0	79.5	288	288	State College, PA (SCE)	85.8	87.4	127	127
Rochester, NY (ROC)	73.2	78.8	1221	1221	Staunton, VA (SHD)	72.9	83.5	85	85
Rock Springs, WY (RKS)	74.1	84.5	58	58	Stillwater, OK (SWO)	81.6	82.9	76	76
Rockford, IL (RFD)	79.2	79.2	48	48	Stockton, CA (SCK)	62.3	58.0	69	69
Roswell, NM (ROW)	80.3	82.0	122	122	Sun Valley/Hailey/Ketchum, ID (SUN)	81.6	84.2	152	152
Sacramento, CA (SMF)	79.8	82.9	4210	4210	Syracuse, NY (SYR)	70.8	79.3	1216	1216
Saginaw/Bay City/Midland, MI (MBS)	74.5	83.8	259	259	Tallahassee, FL (TLH)	74.9	81.6	537	537
Saipan, TT (SPN)	74.4	85.0	39	40	Tampa, FL (TPA)	73.6	73.5	5766	5769
Salina, KS (SLN)	65.4	70.4	81	81	Texarkana, AR (TXK)	86.2	89.7	116	116
Salt Lake City, UT (SLC)	82.5	82.2	10228	10234	Toledo, OH (TOL)	66.5	77.4	167	168
San Angelo, TX (SJT)	86.9	88.5	122	122	Traverse City, MI (TVC)	78.9	78.6	555	557
San Antonio, TX (SAT)	76.7	82.4	3514	3513	Trenton, NJ (TTN)	62.9	51.2	248	248

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tucson, AZ (TUS)	76.4	84.5	1405	1405
Tulsa, OK (TUL)	77.0	83.6	1536	1533
Twin Falls, ID (TWF)	87.3	93.6	110	110
Tyler, TX (TYR)	79.2	83.3	120	120
Valdosta, GA (VLD)	78.7	84.3	89	89
Valparaiso, FL (VPS)	80.3	83.7	821	821
Vernal, UT (VEL)	81.5	81.5	54	54
Waco, TX (ACT)	88.5	86.5	148	148
Washington, DC (DCA)	72.5	75.6	11330	11330
Washington, DC (IAD)	73.0	77.7	6301	6303
Waterloo, IA (ALO)	70.7	84.5	58	58
West Palm Beach/Palm Beach, FL (PBI)	73.9	75.6	1725	1727
West Yellowstone, MT (WYS)	89.8	96.6	59	59
White Plains, NY (HPN)	69.5	75.7	883	882
Wichita Falls, TX (SPS)	85.7	89.0	91	91
Wichita, KS (ICT)	76.0	81.8	962	964
Williston, ND (ISN)	84.1	86.8	145	144
Wilmington, NC (ILM)	74.4	78.4	602	602
Worcester, MA (ORH)	53.8	62.4	93	93
Wrangell, AK (WRG)	79.0	82.3	62	62
Yakutat, AK (YAK)	87.1	91.9	62	62
Yuma, AZ (YUM)	87.7	94.7	114	114

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2018

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGIANT AIR	**117**	**8170**	**13**	**0.2**	**1**
HAWAIIAN AIRLINES NETWORK	**21**	**8323**	**102**	**1.2**	**2**
- HAWAIIAN AIRLINES	18	7570	39	0.5	
- BRANDED CODESHARE PARTNERS	4	753	63	8.4	
DELTA AIR LINES NETWORK	**223**	**159331**	**2033**	**1.3**	**3**
- DELTA AIR LINES	148	87966	156	0.2	
- BRANDED CODESHARE PARTNERS	205	71365	1877	2.6	
SPIRIT AIRLINES	**40**	**16095**	**210**	**1.3**	**4**
ALASKA AIRLINES NETWORK	**99**	**38409**	**568**	**1.5**	**5**
- ALASKA AIRLINES	73	23706	306	1.3	
- BRANDED CODESHARE PARTNERS	53	14703	262	1.8	
SOUTHWEST AIRLINES	**85**	**115534**	**1928**	**1.7**	**6**
UNITED AIRLINES NETWORK	**230**	**137620**	**3235**	**2.4**	**7**
- UNITED AIRLINES	107	57921	745	1.3	
- BRANDED CODESHARE PARTNERS	214	79699	2490	3.1	
FRONTIER AIRLINES	**86**	**10710**	**268**	**2.5**	**8**
JETBLUE AIRWAYS	**68**	**26623**	**700**	**2.6**	**9**
AMERICAN AIRLINES NETWORK	**232**	**180537**	**5213**	**2.9**	**10**
- AMERICAN AIRLINES	100	80406	1417	1.8	
- BRANDED CODESHARE PARTNERS	217	100131	3796	3.8	
TOTAL AIRPORTS SERVED	**365**	**701,352**	**14,270**	**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 6A. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY REPORTING CARRIER

AUGUST 2018

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGIANT AIR	117	8170	13	0.2	1
DELTA AIR LINES	148	87966	156	0.2	2
HAWAIIAN AIRLINES	18	7570	39	0.5	3
UNITED AIRLINES	107	57921	745	1.3	4
ALASKA AIRLINES	73	23706	306	1.3	5
SPIRIT AIRLINES	40	16095	210	1.3	6
SKYWEST AIRLINES	237	70727	1098	1.6	7
SOUTHWEST AIRLINES	85	115534	1928	1.7	8
AMERICAN AIRLINES	100	80406	1417	1.8	9
PSA AIRLINES	95	24387	555	2.3	10
MESA AIRLINES	105	19986	469	2.3	11
FRONTIER AIRLINES	86	10710	268	2.5	12
JETBLUE AIRWAYS	68	26623	700	2.6	13
EXPRESSJET AIRLINES	116	17365	636	3.7	14
ENVOY AIR	137	26429	1200	4.5	15
ENDEAVOR AIR	108	22820	1118	4.9	16
REPUBLIC AIRLINE	92	28258	1495	5.3	17
TOTAL AIRPORTS SERVED	**350**	**644,673**	**12,353**	**1.9**	

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 MARKETING CARRIER

AUGUST 2018

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELL ED	% CANCELL ED	DIVERT ED	% DIVERT ED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURI TY DELAY	% SECURI TY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA NETWORK	**38409**	**28676**	**74.66**	**568**	**1.48**	**120**	**0.31**	**1909**	**4.97**	**111**	**0.29**	**4126**	**10.74**	**28**	**0.07**	**2870**	**7.47**
- ALASKA AIRLINES	23706	17776	74.99	306	1.29	70	0.30	1283	5.41	86	0.36	2695	11.37	24	0.10	1467	6.19
- BRANDED CODESHARE	14703	10900	74.13	262	1.78	50	0.34	627	4.26	25	0.17	1431	9.73	5	0.03	1403	9.54
ALLEGIANT AIR	**8170**	**6390**	**78.21**	**13**	**0.16**	**21**	**0.26**	**494**	**6.05**	**162**	**1.98**	**361**	**4.42**	**7**	**0.09**	**723**	**8.85**
AMERICAN NETWORK	**180537**	**132009**	**73.12**	**5213**	**2.89**	**611**	**0.34**	**11252**	**6.23**	**2157**	**1.19**	**13567**	**7.51**	**54**	**0.03**	**15674**	**8.68**
- AMERICAN AIRLINES	80406	58316	72.53	1417	1.76	297	0.37	5970	7.42	1019	1.27	6724	8.36	33	0.04	6630	8.25
- BRANDED CODESHARE	100131	73693	73.60	3796	3.79	314	0.31	5282	5.28	1138	1.14	6843	6.83	21	0.02	9044	9.03
DELTA AIR LINES NETWORK	**159331**	**128080**	**80.39**	**2033**	**1.27**	**406**	**0.25**	**7612**	**4.78**	**1505**	**0.94**	**9300**	**5.84**	**33**	**0.02**	**10361**	**6.50**
- DELTA AIR LINES	87966	73290	83.32	156	0.18	230	0.26	4073	4.63	785	0.89	5063	5.76	15	0.02	4354	4.95
- BRANDED CODESHARE	71365	54790	76.77	1877	2.63	176	0.25	3539	4.96	720	1.01	4237	5.94	18	0.03	6007	8.42
FRONTIER AIRLINES	**10710**	**6579**	**61.43**	**268**	**2.50**	**17**	**0.16**	**1083**	**10.1**	**32**	**0.30**	**1029**	**9.61**	**0**	**0.00**	**1701**	**15.88**
HAWAIIAN NETWORK	**8323**	**7488**	**89.97**	**102**	**1.23**	**18**	**0.22**	**424**	**5.09**	**17**	**0.20**	**34**	**0.41**	**1**	**0.01**	**238**	**2.86**
- HAWAIIAN AIRLINES	7570	6935	91.61	39	0.52	15	0.20	389	5.14	17	0.22	15	0.20	1	0.01	159	2.10
- BRANDED CODESHARE	753	553	73.44	63	8.37	3	0.40	35	4.65	0	0.00	20	2.66	0	0.00	79	10.49
JETBLUE AIRWAYS	**26623**	**17770**	**66.75**	**700**	**2.63**	**94**	**0.35**	**2345**	**8.81**	**232**	**0.87**	**2475**	**9.30**	**29**	**0.11**	**2979**	**11.19**
SOUTHWEST AIRLINES	**115534**	**89950**	**77.86**	**1928**	**1.67**	**333**	**0.29**	**7245**	**6.27**	**663**	**0.57**	**5170**	**4.47**	**55**	**0.05**	**10190**	**8.82**
SPIRIT AIRLINES	**16095**	**11790**	**73.25**	**210**	**1.30**	**37**	**0.23**	**745**	**4.63**	**159**	**0.99**	**2076**	**12.90**	**18**	**0.11**	**1059**	**6.58**
UNITED NETWORK	**137620**	**98890**	**71.86**	**3235**	**2.35**	**587**	**0.43**	**7589**	**5.51**	**1624**	**1.18**	**13052**	**9.48**	**16**	**0.01**	**12626**	**9.17**
- UNITED AIRLINES	57921	41018	70.82	745	1.29	283	0.49	3372	5.82	758	1.31	6185	10.68	0	0.00	5560	9.60
- BRANDED CODESHARE	79699	57872	72.61	2490	3.12	304	0.38	4217	5.29	866	1.09	6867	8.62	16	0.02	7066	8.87
TOTAL	**701,352**	**527,622**	**75.23**	**14,270**	**2.03**	**2,244**	**0.32**	**40,698**	**5.80**	**6,661**	**0.95**	**51,191**	**7.30**	**242**	**0.03**	**58,421**	**8.33**

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

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

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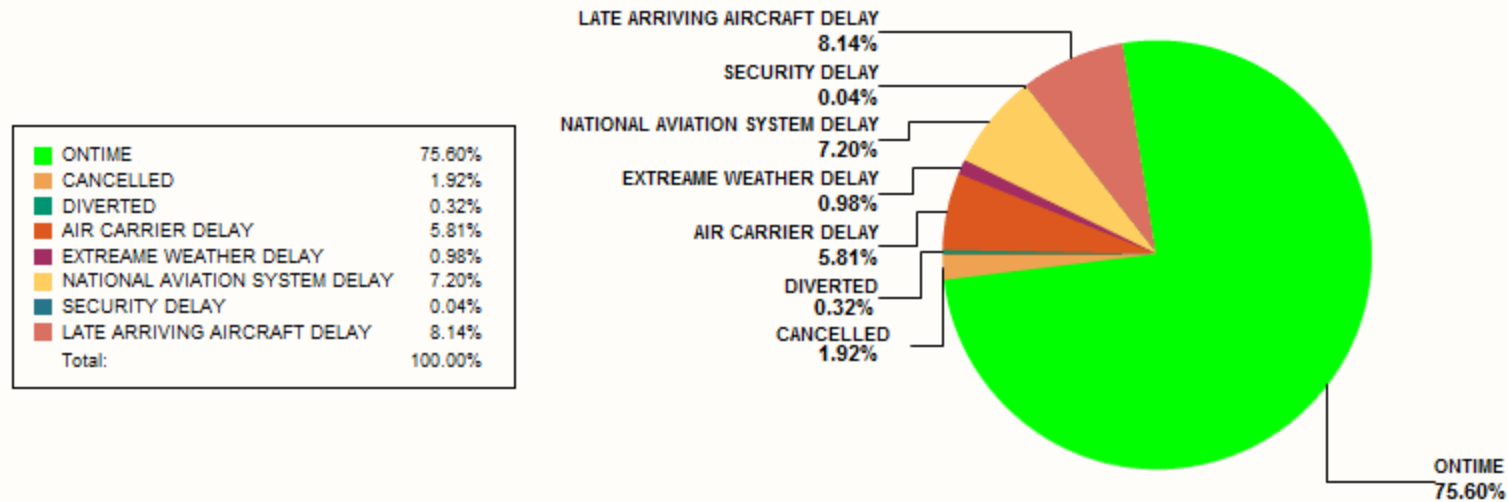
TABLE 7A. CAUSES OF DELAY, BY REPORTING CARRIER

AUGUST 2018

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCEL LED	% CANCE LLED	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	23706	17776	74.99	306	1.29	70	0.30	1283	5.41	86	0.36	2695	11.37	24	0.10	1467	6.19
ALLEGIANT AIR	8170	6390	78.21	13	0.16	21	0.26	494	6.05	162	1.98	361	4.42	7	0.09	723	8.85
AMERICAN AIRLINES	80406	58316	72.53	1417	1.76	297	0.37	5970	7.42	1019	1.27	6724	8.36	33	0.04	6630	8.25
DELTA AIR LINES	87966	73290	83.32	156	0.18	230	0.26	4073	4.63	785	0.89	5063	5.76	15	0.02	4354	4.95
ENDEAVOR AIR	22820	17052	74.72	1118	4.90	47	0.21	1082	4.74	156	0.68	1633	7.16	3	0.01	1730	7.58
ENVOY AIR	26429	19630	74.27	1200	4.54	88	0.33	1077	4.08	344	1.30	2110	7.98	5	0.02	1976	7.48
EXPRESSJET AIRLINES	17365	12846	73.98	636	3.66	58	0.33	985	5.67	102	0.59	1392	8.02	0	0.00	1346	7.75
FRONTIER AIRLINES	10710	6579	61.43	268	2.50	17	0.16	1083	10.11	32	0.30	1029	9.61	0	0.00	1701	15.88
HAWAIIAN AIRLINES	7570	6935	91.61	39	0.52	15	0.20	389	5.14	17	0.22	15	0.20	1	0.01	159	2.10
JETBLUE AIRWAYS	26623	17770	66.75	700	2.63	94	0.35	2345	8.81	232	0.87	2475	9.30	29	0.11	2979	11.19
MESA AIRLINES	19986	15071	75.41	469	2.35	51	0.26	1396	6.98	353	1.77	956	4.78	13	0.07	1677	8.39
PSA AIRLINES	24387	18035	73.95	555	2.28	75	0.31	1377	5.65	441	1.81	1502	6.16	4	0.02	2398	9.83
REPUBLIC AIRLINE	28258	20915	74.01	1495	5.29	74	0.26	1089	3.85	255	0.90	2528	8.95	7	0.02	1895	6.71
SKYWEST AIRLINES	70727	54001	76.35	1098	1.55	282	0.40	3440	4.86	749	1.06	4506	6.37	22	0.03	6628	9.37
SOUTHWEST AIRLINES	115534	89950	77.86	1928	1.67	333	0.29	7245	6.27	663	0.57	5170	4.47	55	0.05	10190	8.82
SPIRIT AIRLINES	16095	11790	73.25	210	1.30	37	0.23	745	4.63	159	0.99	2076	12.90	18	0.11	1059	6.58
UNITED AIRLINES	57921	41018	70.82	745	1.29	283	0.49	3372	5.82	758	1.31	6185	10.68	0	0.00	5560	9.60
TOTAL	**644,673**	**487,364**	**75.60**	**12,353**	**1.92**	**2,072**	**0.32**	**37,444**	**5.81**	**6,311**	**0.98**	**46,422**	**7.20**	**235**	**0.04**	**52,472**	**8.14**

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

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

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

ONTIME	75.60%
CANCELLED	1.92%
DIVERTED	0.32%
AIR CARRIER DELAY	5.81%
EXTREAME WEATHER DELAY	0.98%
NATIONAL AVIATION SYSTEM DELAY	7.20%
SECURITY DELAY	0.04%
LATE ARRIVING AIRCRAFT DELAY	8.14%
Total:	100.00%

LATE ARRIVING AIRCRAFT DELAY
8.14%

SECURITY DELAY
0.04%

NATIONAL AVIATION SYSTEM DELAY
7.20%

EXTREAME WEATHER DELAY
0.98%

AIR CARRIER DELAY
5.81%

DIVERTED
0.32%

CANCELLED
1.92%

ONTIME
75.60%

* 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

AUGUST 2018

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
ALASKA	ALASKA	1065	JFK	SJC	8/7/2018	Origin Airport	4:20
DELTA	DELTA	1145	LGA	DTW	8/14/2018	Origin Airport	4:18
ALASKA	ALASKA	1027	JFK	SFO	8/7/2018	Origin Airport	4:05
ALASKA	ALASKA	1251	JFK	LAS	8/11/2018	Origin Airport	4:04
DELTA	DELTA	2919	JFK	PDX	8/7/2018	Origin Airport	3:53
DELTA	DELTA	213	JFK	SLC	8/7/2018	Origin Airport	3:42
DELTA	ENDEAVOR	3404	JFK	PHL	8/7/2018	Origin Airport	3:41
DELTA	ENDEAVOR	5001	LGA	TVC	8/17/2018	Origin Airport	3:36
DELTA	DELTA	2676	JFK	SEA	8/7/2018	Origin Airport	3:35
DELTA	DELTA	421	JFK	ATL	8/2/2018	Origin Airport	3:30
DELTA	DELTA	705	LGA	MSY	8/14/2018	Origin Airport	3:29
AMERICAN	REPUBLIC	4637	LGA	PIT	8/7/2018	Origin Airport	3:27
DELTA	DELTA	273	JFK	SFO	8/7/2018	Origin Airport	3:22
ALASKA	ALASKA	1011	JFK	SFO	8/11/2018	Origin Airport	3:22
AMERICAN	ENVOY AIR	3341	RDU	ORD	8/2/2018	Origin Airport	3:21
DELTA	ENDEAVOR	5317	LGA	CLE	8/7/2018	Origin Airport	3:20
DELTA	DELTA	1902	LGA	PBI	8/18/2018	Origin Airport	3:18
JETBLUE	JETBLUE	477	JFK	JAX	8/2/2018	Origin Airport	3:17
JETBLUE	JETBLUE	263	JFK	SEA	8/7/2018	Origin Airport	3:17
DELTA	ENDEAVOR	5017	JFK	SAV	8/2/2018	Origin Airport	3:14
DELTA	ENDEAVOR	5225	JFK	BUF	8/14/2018	Origin Airport	3:12
DELTA	ENDEAVOR	4084	JFK	CLE	8/7/2018	Origin Airport	3:11
AMERICAN	AMERICAN	679	SAN	DFW	8/18/2018	Destination Airport	3:11
DELTA	REPUBLIC	5980	LGA	PIT	8/7/2018	Origin Airport	3:11
DELTA	DELTA	1956	JFK	MSP	8/7/2018	Origin Airport	3:11
JETBLUE	JETBLUE	581	JFK	HOU	8/2/2018	Origin Airport	3:10
UNITED	UNITED	510	LAX	EWR	8/17/2018	Diversion Airport (PHL)	3:09
DELTA	SKYWEST	4492	MSP	CLE	8/3/2018	Origin Airport	3:06
DELTA	ENDEAVOR	5404	JFK	IND	8/2/2018	Origin Airport	3:06
AMERICAN	AMERICAN	556	PHX	DFW	8/18/2018	Destination Airport	3:04

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2018

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	1782	LGA	CLT	8/14/2018	Origin Airport	3:04
DELTA	DELTA	2181	LGA	MCO	8/14/2018	Origin Airport	3:04
DELTA	ENDEAVOR	5172	JFK	IND	8/14/2018	Origin Airport	3:03
DELTA	ENDEAVOR	5018	JFK	DTW	8/7/2018	Origin Airport	3:03
DELTA	SKYWEST	4515	LGA	BNA	8/14/2018	Origin Airport	3:02
JETBLUE	JETBLUE	1205	JFK	PDX	8/7/2018	Origin Airport	3:02
UNITED	AIR WISCONSIN	3952	IAD	GSO	8/21/2018	Origin Airport	3:01
AMERICAN	AMERICAN	2635	DEN	DFW	8/18/2018	Destination Airport	3:01
AMERICAN	REPUBLIC	4639	DCA	ATL	8/2/2018	Origin Airport	3:01
DELTA	SKYWEST	4199	RDU	JFK	8/2/2018	Origin Airport	3:01
DELTA	ENDEAVOR	3413	LGA	BNA	8/14/2018	Origin Airport	3:01
AMERICAN	AMERICAN	871	MEM	DFW	8/18/2018	Destination Airport	3:01

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

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2018

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	822	GCM	CLT	8/2/2018	Diversion Airport (TYS)	4:20
WESTJET	WESTJET	1213	LGA	YYZ	8/17/2018	Origin Airport	4:10
LUFTHANSA	LUFTHANSA	411	JFK	MUC	8/7/2018	Origin Airport	4:03

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

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

APPENDIX

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

<u>**30 Largest U.S. Airports**</u>

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

<u>**Air Carriers Required to Report**</u>
<u>**Data to DOT and to CRS Vendors***</u>

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

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

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

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MISHANDLED BAGGAGE

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

AIR TRAVEL CONSUMER REPORT

MISHANDLED BAGGAGE REPORTS FILED BY PASSENGERS
U.S. AIRLINES*

RANK	AIRLINE	AUG 2018			AUG 2017		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	SPIRIT AIRLINES	4,465	2,425,434	1.84	3,428	2,080,540	1.65
2	DELTA AIR LINES	21,940	11,336,151	1.94	16,815	11,684,561	1.44
3	JETBLUE AIRWAYS	5,745	2,912,878	1.97	5,348	2,995,071	1.79
4	HAWAIIAN AIRLINES	2,246	871,667	2.58	2,110	934,948	2.26
5	FRONTIER AIRLINES	4,807	1,734,231	2.77	3,153	1,505,004	2.10
6	SOUTHWEST AIRLINES	39,888	13,750,232	2.90	42,818	13,551,198	3.16
7	ALASKA AIRLINES**	9,211	2,983,826	3.09	4,554	2,326,387	1.96
8	UNITED AIRLINES	26,506	8,414,543	3.15	19,276	7,704,391	2.50
9	AMERICAN AIRLINES	42,419	9,776,640	4.34	30,440	10,882,062	2.80
10	SKYWEST AIRLINES	12,737	2,718,463	4.69	10,022	3,289,770	3.05
11	EXPRESSJET AIRLINES	3,943	672,057	5.87	4,515	1,213,329	3.72
12	ENVOY AIR	6,552	1,054,651	6.21	-	-	-
	TOTALS	**180,459**	**58,650,773**	**3.08**	**142,479**	**58,167,261**	**2.45**

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

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

ENPLANED PASSENGERS - For the domestic system only.

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

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

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

OVERSALES

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

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY MARKETING U.S. AIRLINES

RANK	CARRIER*	APRIL – JUNE 2018				APRIL – JUNE 2017			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	ALLEGIANT AIR	216	0	3,729,600	0.00	216	0	3729600	0.00
2	DELTA AIR LINES NETWORK	28,843	15	46,443,599	0.00	37,110	296	34,575,839	0.09
	- DELTA AIR LINES	17,602	9	36,208,900	0.00	37,110	296	34,575,839	0.09
	- BRANDED CODESHARE PARTNERS	11,241	6	10,234,699	0.01	-	-	-	-
3	HAWAIIAN AIRLINES NETWORK	358	2	2,854,842	0.01	40	22	2,829,910	0.08
	- HAWAIIAN AIRLINES	345	2	2,804,422	0.01	40	22	2,829,910	0.08
	- BRANDED CODESHARE PARTNERS	13	0	50,420	0.00	-	-	-	-
4	UNITED AIRLINES NETWORK	17,238	27	37,307,633	0.01	10,931	1,064	24,401,584	0.44
	- UNITED AIRLINES	8,615	17	25,966,562	0.01	10,931	1,064	24,401,584	0.44
	- BRANDED CODESHARE PARTNERS	8,623	10	11,341,071	0.01	-	-	-	-
5	JETBLUE AIRWAYS	557	9	9,893,611	0.01	567	42	9,355,804	0.04
6	AMERICAN AIRLINES NETWORK	25,261	389	48,975,658	0.08	12,328	1,904	33,982,409	0.56
	- AMERICAN AIRLINES	12,751	195	34,773,590	0.06	12,328	1,904	33,982,409	0.56
	- BRANDED CODESHARE PARTNERS	12,510	194	14,202,068	0.14	-	-	-	-
7	SOUTHWEST AIRLINES	6,039	376	42,329,176	0.09	11,976	2,642	40,991,267	0.64
8	FRONTIER AIRLINES	991	255	4,946,148	0.52	644	203	4,138,695	0.49
9	ALASKA AIRLINES NETWORK	3,965	687	11,350,322	0.61	2,680	276	6,520,730	0.42
	- ALASKA AIRLINES***	2,795	326	8,923,390	0.37	2,680	276	6,520,730	0.42
	- BRANDED CODESHARE PARTNERS	1,170	361	2,426,932	1.49	-	-	-	-
10	SPIRIT AIRLINES**	4,852	448	7,061,549	0.63	3,392	1,519	5,838,917	2.60
	TOTAL	88,320	2,208	214,892,138	0.10	N/A	N/A	N/A	N/A

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

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

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

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

PASSENGERS DENIED BOARDING BY MARKETING U.S. AIRLINES

RANK	CARRIER	JANUARY - JUNE 2018				JANUARY - JUNE 2017			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	DELTA AIR LINES NETWORK	62,733	35	85,922,937	0.00	71,498	650	64,439,098	0.10
	- DELTA AIR LINES	41,379	22	67,076,944	0.00	71,498	650	64,439,098	0.10
	- BRANDED CODESHARE PARTNERS	21,354	13	18,845,993	0.01	-	-	-	-
2	HAWAIIAN AIRLINES NETWORK	525	4	5,587,072	0.01	153	77	5,479,601	0.14
	- HAWAIIAN AIRLINES	505	4	5,480,687	0.01	153	77	5,479,601	0.14
	- BRANDED CODESHARE PARTNERS	20	0	106,385	0.00	-	-	-	-
3	JETBLUE AIRWAYS	1,401	16	18,821,234	0.01	1,120	1,457	18,125,858	0.80
4	UNITED AIRLINES NETWORK	34,211	78	68,429,261	0.01	26,848	1,964	44,961,232	0.44
	- UNITED AIRLINES	16,829	44	47,280,842	0.01	26,848	1,964	44,961,232	0.44
	- BRANDED CODESHARE PARTNERS	17,382	34	21,148,419	0.02	-	-	-	-
5	ALLEGIANT AIR	216	58	7,036,293	0.08	-	-	-	-
6	AMERICAN AIRLINES NETWORK	52,682	1,105	93,009,796	0.12	23,198	4,205	64,565,284	0.65
	- AMERICAN AIRLINES	28,409	678	66,299,460	0.10	23,198	4,205	64,565,284	0.65
	- BRANDED CODESHARE PARTNERS	24,273	427	26,710,336	0.16	-	-	-	-
7	SOUTHWEST AIRLINES	10,364	1,045	79,371,546	0.13	28,181	5,179	76,237,350	0.68
8	FRONTIER AIRLINES	1,940	443	9,363,016	0.47	956	370	7,720,880	0.48
9	ALASKA AIRLINES NETWORK	5,648	950	19,398,422	0.49	4,661	482	12,115,780	0.40
	- ALASKA AIRLINES***	4,001	446	14,767,644	0.30	4,661	482	12,115,780	0.40
	- BRANDED CODESHARE PARTNERS	1,647	504	4,630,778	1.09	-	-	-	-
10	SPIRIT AIRLINES**	10,329	1,322	13,242,426	1.00	5,127	2,274	10,923,264	2.08
	TOTAL	180,049	5,056	400,182,003	0.13	N/A	N/A	N/A	N/A

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING U.S. AIRLINES

RANK	AIRLINE*	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
		APRIL - JUNE 2018				**APRIL - JUNE 2017**			
		Voluntary	Involuntary			Voluntary	Involuntary		
1	ALLEGIANT AIR	216	0	3,729,600	0.00	-	-	-	-
2	DELTA AIR LINES	17,602	9	36,208,900	0.00	37,110	296	34,575,839	0.09
3	ENDEAVOR AIR	4,100	1	3,617,308	0.00	-	-	-	-
4	UNITED AIRLINES	8,615	17	25,966,562	0.01	10,931	1,064	24,401,584	0.44
5	HAWAIIAN AIRLINES	345	2	2,804,422	0.01	40	22	2,829,910	0.08
6	JETBLUE AIRWAYS	557	9	9,893,611	0.01	567	42	9,355,804	0.04
7	MESA AIRLINES	1,722	10	3,378,023	0.03	-	-	-	-
8	EXPRESSJET AIRLINES	2,225	12	2,350,886	0.05	4,991	256	4,061,138	0.63
9	AMERICAN AIRLINES	12,751	195	34,773,590	0.06	12,328	1,904	33,982,409	0.56
10	REPUBLIC AIRLINE	3,876	30	4,890,213	0.06	-	-	-	-
11	SOUTHWEST AIRLINES	6,039	376	42,329,176	0.09	11,976	2,642	40,991,267	0.64
12	PSA AIRLINES	2,554	32	3,485,505	0.09	-	-	-	-
13	ENVOY AIR	4,273	61	3,415,654	0.18	2,249	235	2,760,300	0.85
14	SKYWEST AIRLINES	7,413	206	9,125,575	0.23	8,061	217	8,351,684	0.26
15	ALASKA AIRLINES***	2,795	326	8,923,390	0.37	2,680	276	6,520,730	0.42
16	FRONTIER AIRLINES	991	255	4,946,148	0.52	644	203	4,138,695	0.49
17	SPIRIT AIRLINES**	4,852	448	7,061,549	0.63	4,180	731	5,838,917	1.25
	TOTAL	80,926	1,989	206,900,112	0.10	95,757	7,888	177,808,277	0.44

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

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

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AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING U.S. AIRLINES

RANK	AIRLINE*	JANUARY - JUNE 2018				JANUARY - JUNE 2017			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	DELTA AIR LINES	41,379	22	67,076,944	0.00	71,498	650	64,439,098	0.10
2	HAWAIIAN AIRLINES	505	4	5,480,687	0.01	153	77	5,479,601	0.14
3	ENDEAVOR AIR	7,217	5	6,326,465	0.01	-	-	-	-
4	JETBLUE AIRWAYS	1,401	16	18,821,234	0.01	1,120	1,457	18,125,858	0.80
5	UNITED AIRLINES	16,829	44	47,280,842	0.01	26,848	1,964	44,961,232	0.44
6	EXPRESSJET AIRLINES	4,455	15	4,762,147	0.03	12,345	763	8,198,666	0.93
7	REPUBLIC AIRLINE	6,489	62	8,940,990	0.07	-	-	-	-
8	PSA AIRLINES	4,970	54	6,696,275	0.08	-	-	-	-
9	ALLEGIANT AIR	216	58	7,036,293	0.08	-	-	-	-
10	MESA AIRLINES	4,135	57	6,242,969	0.09	-	-	-	-
11	AMERICAN AIRLINES	28,409	678	66,299,460	0.10	23,198	4,205	64,565,284	0.65
12	SOUTHWEST AIRLINES	10,364	1,045	79,371,546	0.13	28,181	5,179	76,237,350	0.68
13	SKYWEST AIRLINES	15,229	294	17,185,651	0.17	19,604	839	15,553,307	0.54
14	ENVOY AIR	8,112	120	6,359,062	0.19	-	-	-	-
15	ALASKA AIRLINES***	4,001	446	14,767,644	0.30	4,661	482	12,115,780	0.40
16	FRONTIER AIRLINES	1,940	443	9,363,016	0.47	956	370	7,720,880	0.48
17	SPIRIT AIRLINES**	10,329	1,322	13,242,426	1.00	5,127	2,274	10,923,264	2.08
	TOTAL	165,980	4,685	385,253,651	0.12	193,691	18,260	328,320,320	0.56

* 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.

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CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

**CONSUMER COMPLAINTS
SUMMARY**

	AUGUST 2018				AUGUST 2017			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,009	44	2	115	1,219	34	0	168
FOREIGN AIRLINES	650	4	0	65	639	5	0	72
TRAVEL AGENTS	39	1	0	4	35	0	0	14
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	27	14	0	130	15	22	0	76
INDUSTRY TOTALS	1,725	63	2	314	1,908	61	0	330

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	AUGUST 2018			AUGUST 2017		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	580		1	736	
CANCELLATION			279			330
DELAY			195			227
MISCONNECTION			75			113
BAGGAGE	2	339		2	299	
RESERVATIONS/TICKETING/BOARDING	3	204		3	214	
CUSTOMER SERVICE	4	162		4	180	
REFUNDS	5	131		6	134	
FARES	6	106		5	136	
DISABILITY	7	90		7	99	
OTHER	8	60		9	40	
FREQUENT FLYER			31			12
OVERSALES	9	46		8	54	
DISCRIMINATION	10	4		10	11	
ADVERTISING	11	3		11	5	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,725			1,908	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*
AUGUST 2018

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES***	7	1	0	1	0	4	2	5	0	0	0	4	24
ALLEGIANT AIR	4	0	3	4	0	2	4	3	0	0	0	0	20
AMERICAN AIRLINES	97	5	21	11	14	24	24	17	0	0	0	7	220
DELTA AIR LINES	33	2	11	1	2	23	21	12	1	3	0	4	113
ENDEAVOR AIR	8	0	0	0	0	0	0	0	0	0	0	0	8
ENVOY AIR	11	2	0	0	0	0	1	0	0	0	0	1	15
FRONTIER AIRLINES	85	2	8	8	5	12	7	2	0	0	0	0	129
HAWAIIAN AIRLINES	5	0	4	4	1	2	0	0	0	0	0	2	18
JETBLUE AIRWAYS	34	0	4	2	2	8	8	4	0	0	0	1	63
MESA AIRLINES	9	0	0	0	0	1	0	0	0	0	0	0	10
PIEDMONT AIRLINES	8	2	1	0	0	1	1	0	0	0	0	0	13
PSA AIRLINES	6	0	0	0	0	1	2	0	0	0	0	0	9
REPUBLIC AIRLINE	10	0	1	0	0	1	1	0	0	0	0	1	14
SILVER AIRWAYS	2	0	0	0	1	1	1	1	0	0	0	0	6
SKYWEST AIRLINES	10	0	0	0	0	1	1	0	0	0	0	1	13
SOUTHWEST AIRLINES	24	1	3	2	3	11	7	7	1	0	0	1	60
SPIRIT AIRLINES	29	4	17	8	5	6	5	4	0	0	0	2	80
TRANS STATES AIRLINES	3	0	0	0	0	0	1	0	0	0	0	1	5
UNITED AIRLINES	59	6	16	8	1	39	23	8	0	0	0	2	162
Other U.S. Airlines	11	3	1	1	2	5	4	0	0	0	0	0	27
TOTAL AUGUST 2018	455	28	90	50	36	142	113	63	2	3	0	27	1,009
% of TOTAL COMPLAINTS	45.1	2.8	8.9	5.0	3.6	14.1	11.2	6.2	0.2	0.3	0	2.7	
TOTAL AUGUST 2017	571	33	113	78	69	119	118	83	2	9	0	24	1,219
% of TOTAL COMPLAINTS	46.8	2.7	9.3	6.4	5.7	9.8	9.7	6.8	0.2	0.7	0	2.0	

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

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

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

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN AUG	INCI- DENTS IN AUG	PERCENT	INCI- DENTS IN JUL	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES**	24	16	66.7	5	20.8	1	4.2	2	8.3
ALLEGIANT AIR	20	9	45.0	4	20.0	4	20.0	3	15.0
AMERICAN AIRLINES	220	108	49.1	59	26.8	37	16.8	16	7.3
DELTA AIR LINES	113	56	49.6	24	21.2	21	18.6	12	10.6
ENDEAVOR AIR	8	6	75.0	2	25.0	0	0.0	0	0.0
ENVOY AIR	15	5	33.3	8	53.3	1	6.7	1	6.7
FRONTIER AIRLINES	129	74	57.4	28	21.7	15	11.6	12	9.3
HAWAIIAN AIRLINES	18	11	61.1	2	11.1	5	27.8	0	0.0
JETBLUE AIRWAYS	63	41	65.1	11	17.5	6	9.5	5	7.9
MESA AIRLINES	10	6	60.0	2	20.0	2	20.0	0	0.0
PIEDMONT AIRLINES	13	8	61.5	4	30.8	0	0.0	1	7.7
PSA AIRLINES	9	5	55.6	2	22.2	1	11.1	1	11.1
REPUBLIC AIRLINE	14	7	50.0	4	28.6	0	0.0	3	21.4
SILVER AIRWAYS	6	1	16.7	2	33.3	1	16.7	2	33.3
SKYWEST AIRLINES	13	8	61.5	2	15.4	3	23.1	0	0.0
SOUTHWEST AIRLINES	60	35	58.3	9	15.0	8	13.3	8	13.3
SPIRIT AIRLINES	80	53	66.3	13	16.3	10	12.5	4	5.0
TRANS STATES AIRLINES	5	4	80.0	0	0.0	0	0.0	1	20.0
UNITED AIRLINES	162	93	57.4	34	21.0	22	13.6	13	8.0
Other U.S. Airlines	27	12	44.4	5	18.5	6	22.2	4	14.8
Totals	1,009	558	55.3	220	21.8	143	14.2	88	8.7
Previous Year's Totals	1,219	654	53.7	246	20.2	206	16.9	113	9.3

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

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

Table 5. **COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY**/AUGUST 2018**

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	0	0	3	0	0	10	1	1	0	0	0	0	15
AEROFLOT	0	1	1	0	1	5	0	0	0	0	0	1	9
AEROMEXICO	1	0	7	2	4	5	1	0	1	0	0	0	21
AIR CANADA	7	1	6	2	2	8	2	2	0	0	0	0	30
AIR CHINA	0	0	0	1	1	2	1	0	0	0	0	0	5
AIR FRANCE	6	0	4	1	1	16	3	1	0	0	0	1	33
ALITALIA AIRLINES	0	0	1	1	1	3	0	0	0	0	0	1	7
AVIANCA	1	0	2	3	4	2	0	0	0	0	0	0	12
BRITISH AIRWAYS	5	0	5	1	2	14	2	1	0	0	0	1	31
CONDOR	3	2	1	0	1	3	2	0	0	0	0	0	12
COPA	2	0	2	1	0	1	1	0	0	0	0	0	7
EL AL ISRAEL	1	0	1	0	0	4	0	0	0	0	0	0	6
EMIRATES AIRLINES	1	0	1	2	2	6	1	1	0	0	0	1	15
ETHIOPIAN AIRLINES	2	0	4	1	2	9	1	2	0	0	0	0	21
ETIHAD AIRWAYS	1	1	1	2	2	3	1	0	0	0	0	0	11
IBERIA AIRLINES	2	1	4	2	7	3	1	0	0	0	0	15	35
ICELANDAIR	1	0	2	1	0	1	0	1	0	0	0	0	6
INTERJET	0	0	0	1	2	2	0	0	0	0	0	0	5
JET AIRWAYS	0	0	2	0	0	2	1	0	0	0	0	1	6
KLM	3	0	0	1	0	7	2	0	0	0	0	0	13
LATAM	3	2	4	2	2	1	0	0	0	0	0	0	14
LOT POLISH AIRLINES	2	0	0	0	1	4	0	1	0	0	0	0	8
LUFTHANSA	5	1	6	3	2	4	1	2	0	1	0	0	25
NORWEGIAN AIR SHUTTLE	8	3	4	3	2	6	3	2	0	0	0	0	31
PHILIPPINE AIRLINES	3	0	0	0	0	4	1	1	0	0	0	0	9
PRIMERA AIR	22	0	4	3	12	6	1	0	0	0	0	0	48
QATAR AIRWAYS	0	1	3	1	1	1	1	1	0	0	0	0	9
SAS	2	0	0	2	2	4	2	0	0	0	0	0	12
SWISS AIR	1	0	0	0	0	1	0	4	0	0	0	1	7
TAP	3	0	2	1	1	0	0	0	0	0	0	0	7
TURKISH AIRLINES	4	2	3	2	4	10	1	0	0	0	0	2	28
VOLARIS AIRLINES	4	1	1	0	0	0	0	1	0	0	0	0	7
WOW AIR	3	0	5	4	6	10	1	0	0	0	0	0	29
OTHER FOREIGN AIRLINES	24	1	21	8	13	35	8	5	0	0	0	1	116
TOTALS	120	17	100	51	78	192	39	26	1	1	0	25	650
TRAVEL AGENTS													
CHEAPOAIR.COM	1	0	1	2	1	0	0	0	0	0	0	0	5
EXPEDIA.COM	0	0	2	1	2	0	1	0	0	0	0	0	6
JUSTFLY.COM	0	0	0	0	3	0	2	0	0	0	0	0	5
OTHER TRAVEL AGENTS	1	0	10	2	8	0	2	0	0	0	0	0	23
TOTALS	2	0	13	5	14	0	5	0	0	0	0	0	39

AIR TRAVEL CONSUMER REPORT

Table 5, cont'd.

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

TOUR OPERATORS

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0

MISCELLANEOUS

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
FAA	0	0	0	0	0	0	2	0	0	0	0	5	7
Other Miscellaneous	3	1	1	0	3	5	3	1	0	0	0	3	20
TOTALS	3	1	1	0	3	5	5	1	0	0	0	8	27

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6

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

AUGUST 2018	
AIRLINE	**COMPLAINTS**
ALASKA AIRLINES NETWORK	26
*- ALASKA AIRLINES***	*24*
- BRANDED CODESHARE PARTNERS	*2*
ALLEGIANT AIR	20
AMERICAN AIRLINES NETWORK	272
- AMERICAN AIRLINES	*220*
- BRANDED CODESHARE PARTNERS	*52*
DELTA AIR LINES NETWORK	129
- DELTA AIR LINES	*113*
- BRANDED CODESHARE PARTNERS	*16*
FRONTIER AIRLINES	129
HAWAIIAN AIRLINES NETWORK	18
- HAWAIIAN AIRLINES	*18*
- BRANDED CODESHARE PARTNERS	*0*
JETBLUE AIRWAYS	63
SOUTHWEST AIRLINES	60
SPIRIT AIRLINES	80
UNITED AIRLINES NETWORK	193
- UNITED AIRLINES	*162*
- BRANDED CODESHARE PARTNERS	*31*
TOTAL	990

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6A

AIR TRAVEL CONSUMER REPORT/ CONSUMER COMPLAINTS: LARGE U.S. REPORTING CARRIERS*

RANK	AIRLINE	AUGUST 2018			AUGUST 2017		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SKYWEST AIRLINES	13	3,625,917	**0.36**	36	3,359,202	**1.07**
2	EXPRESSJET AIRLINES	3	805,949	**0.37**	11	1,289,352	**0.85**
3	SOUTHWEST AIRLINES	60	13,968,274	**0.43**	105	13,662,103	**0.77**
4	ENDEAVOR AIR	8	1,315,109	**0.61**	-	-	**-**
5	ALASKA AIRLINES**	24	3,259,781	**0.74**	14	2,413,989	**0.58**
6	PSA AIRLINES	9	1,217,041	**0.74**	-	-	**-**
7	MESA AIRLINES	10	1,314,263	**0.76**	-	-	**-**
8	DELTA AIR LINES	113	14,515,208	**0.78**	107	13,853,955	**0.77**
9	REPUBLIC AIRLINE	14	1,639,581	**0.85**	-	-	**-**
10	ENVOY AIR	15	1,224,111	**1.23**	-	-	**-**
11	UNITED AIRLINES	162	10,747,680	**1.51**	224	9,995,531	**2.24**
12	JETBLUE AIRWAYS	63	3,920,620	**1.61**	60	3,699,833	**1.62**
13	AMERICAN AIRLINES	220	13,306,756	**1.65**	297	13,141,325	**2.26**
14	ALLEGIANT AIR	20	1,188,975	**1.68**	-	-	**-**
15	HAWAIIAN AIRLINES	18	1,005,302	**1.79**	7	1,003,402	**0.70**
16	SPIRIT AIRLINES	80	2,719,618	**2.94**	110	2,239,481	**4.91**
17	FRONTIER AIRLINES	129	1,783,469	**7.23**	26	1,493,106	**1.74**
	TOTAL	961	77,557,654	**1.24**	997	66,151,279	**1.51**

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.
(-) Airline was not a ranked carrier in 2017.
* All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

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

AIR TRAVEL CONSUMER REPORT

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

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
Delta	1		2				
Lufthansa	1						
TOTAL	2		2				

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

AIR TRAVEL CONSUMER REPORT

August 2018 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

Carrier	Death	Injury	Loss
Delta Air Lines	1		
Totals:	1		

Customer Service Reports to the U.S. Department of Homeland Security for the Month of August 2018 as provided by the Transportation Security Administration[a]

The Transportation Security Administration (TSA) screened approximately 72 million airline passengers and their 57 million checked bags in the month of August 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 August.

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
816	.001	60	.00008	97	.0001	532	.0008

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 August.

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.