



U.S. Department
of Transportation



Air Travel Consumer Report

A Product Of The
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
Aviation Consumer Protection Division
Issued: August 2018



Flight Delays¹	June 2018
Mishandled Baggage¹	June 2018 January - June 2018
Oversales¹	^{2nd.} Quarter 2018 January - June 2018
Consumer Complaints² (Includes Disability and Discrimination Complaints)	June 2018 January - June 2018
Airline Animal Incident Reports⁴	June 2018
Customer Service Reports to the Dept. of Homeland Security³	June 2018

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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

Tables 3 and 4 contain information by airport and time of day time of day that a flight operated in 24-hour clock format. All times are local. A 10:50 departure from Atlanta is 10:50 Atlanta time; if that flight arrived in Dallas at 23:45, that is 11:45 pm Dallas time. Table 5 lists more than 200 airports in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 6 and 6A display the number of operations, number of flight cancellations, and percentage of cancellations by air carrier marketing and operating flights at all airports and for the air carriers' domestic system. Table 9 displays airline flight delay causation data by categories, and Table 10 provides an overall graphic representation of that data.

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

JUNE 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		Commotair
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*

JUNE 2018

AT ALL US AIRPORTS			
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON TIME ARRIVALS	RANK
HAWAIIAN AIRLINES NETWORK	21	88.4	1
- HAWAIIAN AIRLINES	18	90.7	
- BRANDED CODESHARE PARTNERS	4	64.8	
ALASKA AIRLINES NETWORK	99	83.7	2
- ALASKA AIRLINES	72	82.4	
- BRANDED CODESHARE PARTNERS	53	85.7	
DELTA AIR LINES NETWORK	223	81.5	3
- DELTA AIR LINES	149	81.5	
- BRANDED CODESHARE PARTNERS	205	81.5	
SOUTHWEST AIRLINES	86	77.7	4
SPIRIT AIRLINES	40	76.8	5
UNITED AIRLINES NETWORK	229	74.1	6
- UNITED AIRLINES	109	75.2	
- BRANDED CODESHARE PARTNERS	213	73.2	
JETBLUE AIRWAYS	68	73.8	7
AMERICAN AIRLINES NETWORK	232	72.4	8
- AMERICAN AIRLINES	100	73.7	
- BRANDED CODESHARE PARTNERS	219	71.4	
ALLEGiant AIR	117	69.7	9
FRONTIER AIRLINES	79	60.3	10
TOTAL	363	76.4	

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2018

	AT ALL US AIRPORTS		
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	18	90.7	1
ALASKA AIRLINES	72	82.4	2
DELTA AIR LINES	149	81.5	3
ENDEAVOR AIR	112	81.2	4
MESA AIRLINES	99	79.0	5
SKYWEST AIRLINES	241	78.7	6
EXPRESSJET AIRLINES	122	78.3	7
SOUTHWEST AIRLINES	86	77.7	8
REPUBLIC AIRLINE	90	76.9	9
SPIRIT AIRLINES	40	76.8	10
UNITED AIRLINES	109	75.2	11
JETBLUE AIRWAYS	68	73.8	12
AMERICAN AIRLINES	100	73.7	13
ENVOY AIR	135	70.4	14
ALLEGiant AIR	117	69.7	15
PSA AIRLINES	94	61.6	16
FRONTIER AIRLINES	79	60.3	17
TOTAL	348	76.6	

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2018

CARRIER*	Jan 2018		Feb 2018		Mar 2018		Apr 2018		May 2018		Jun 2018		Year-to-date (YTD)	
	%	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	85.1	2
- ALASKA AIRLINES**	88.9		85.3		86.8		83.4		81.8		82.4		84.3	
- BRANDED CODESHARE PARTNERS	86.3		85.3		86.6		85.7		87.8		85.7		86.2	
ALLEGiant AIR	78.6	7	78.3	5	78.5	8	78.8	7	76.7	7	69.7	9	76.5	8
AMERICAN AIRLINES NETWORK	77.6	9	76.7	9	81.1	6	82.7	4	78.0	5	72.4	8	78.1	7
- AMERICAN AIRLINES	82.5		80.8		82.3		83.9		78.6		73.7		80.2	
- BRANDED CODESHARE PARTNERS	73.6		73.2		80.1		81.6		77.6		71.4		76.3	
DELTA AIR LINES NETWORK	80.4	6	83.3	2	82.6	4	83.3	3	84.4	2	81.5	3	82.6	3
- DELTA AIR LINES	84.3		87.9		87.0		86.4		85.0		81.5		85.3	
- BRANDED CODESHARE PARTNERS	75.9		78.0		77.5		79.6		83.6		81.5		79.4	
FRONTIER AIRLINES	74.9	10	73.8	11	78.4	9	76.4	9	71.8	9	60.3	10	72.4	9
HAWAIIAN AIRLINES NETWORK	88.3	1	78.1	7	84.2	3	86.2	1	89.1	1	88.4	1	85.9	1
- HAWAIIAN AIRLINES	88.3		80.3		85.3		87.7		90.8		90.7		87.4	
- BRANDED CODESHARE PARTNERS	88.2		62.2		74.7		72.3		73.1		64.8		73	
JETBLUE AIRWAYS	65.8	11	74.6	10	64.2	11	67.6	10	71.0	10	73.8	7	69.4	10
SOUTHWEST AIRLINES	81.8	5	77.1	8	78.9	7	77.7	8	76.4	8	77.7	4	78.3	6
SPIRIT AIRLINES	82.9	3	81.9	3	85.1	2	81.8	6	80.3	4	76.8	5	81.4	4
UNITED AIRLINES NETWORK	78.6	8	78.1	6	81.9	5	82.6	5	77.9	6	74.1	6	78.8	5
- UNITED AIRLINES	84.7		84.7		83.9		83.9		78.9		75.2		81.6	
- BRANDED CODESHARE PARTNERS	74.7		74.0		80.6		81.7		77.2		73.2		76.9	
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
TOTAL	79.4		78.9		80.7		81.3		79.2		76.4		79.3	

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

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2018

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	85	88.2	353	72.2	143	71.3	0	0.0	235	74.0	188	77.1	149	90.6	90	76.7
- ALASKA AIRLINES	85	88.2	353	72.2	143	71.3	0	0.0	150	74.0	188	77.1	149	90.6	90	76.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	85	74.1	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	53	73.6	0	0.0	0	0.0	29	65.5	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	1442	69.6	2713	74.7	732	65.7	18592	73.6	7027	73.7	982	67.7	21115	76.6	1056	71.2
- AMERICAN AIRLINES	964	70.0	2443	75.1	496	67.7	7812	81.7	1915	74.2	934	66.4	12657	74.9	468	70.9
- BRANDED CODESHARE PARTNERS	478	68.8	270	71.1	236	61.4	10780	67.7	5112	73.5	48	93.8	8458	79.2	588	71.4
DELTA AIR LINES NETWORK	26747	78.6	2858	80.5	861	78.2	945	81.5	1504	78.9	1141	85.5	1256	79.4	11580	87.4
- DELTA AIR LINES	21029	79.2	1512	81.7	649	78.9	501	82.0	772	80.7	1043	85.2	723	80.2	4774	87.1
- BRANDED CODESHARE	5718	76.4	1346	79.0	212	75.9	444	80.9	732	77.0	98	87.8	533	78.2	6806	87.7
FRONTIER AIRLINES	312	64.1	0	0.0	0	0.0	108	61.1	89	56.2	1942	63.0	59	47.5	91	68.1
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	288	73.3	4328	73.7	230	70.0	118	84.7	891	76.4	102	72.5	55	87.3	120	70.0
SOUTHWEST AIRLINES	3488	74.9	1129	75.3	6375	78.6	253	61.3	1245	69.3	6014	78.1	0	0.0	593	74.9
SPIRIT AIRLINES	737	75.0	457	76.6	770	74.9	0	0.0	0	0.0	330	72.7	1004	77.8	899	77.0
UNITED AIRLINES NETWORK	890	71.9	1380	73.6	416	73.8	620	76.5	1076	73.7	12908	78.5	1032	75.9	753	72.2
- UNITED AIRLINES	441	74.1	1286	72.4	300	73.3	138	65.2	401	67.1	5650	81.7	706	71.5	98	72.4
- BRANDED CODESHARE	449	69.7	94	90.4	116	75.0	482	79.7	675	77.6	7258	76.0	326	85.3	655	72.2
TOTAL	33,989	77.4	13,218	75.5	9,580	76.7	20,636	73.9	12,067	74.0	23,636	76.9	24,670	76.8	15,182	84.1

* 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)

JUNE 2018

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	399	62.9	60	71.7	270	83.3	175	74.3	60	88.3	421	73.2	698	84.1	2243	81.2
- ALASKA AIRLINES	399	62.9	60	71.7	270	83.3	175	74.3	60	88.3	421	73.2	698	84.1	1965	80.2
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	278	88.5
ALLEGiant AIR	67	86.6	261	68.6	0	0.0	0	0.0	0	0.0	0	0.0	756	67.7	216	75.9
AMERICAN AIRLINES NETWORK	716	58.5	535	66.4	270	86.7	478	61.7	1025	68.4	2179	76.1	1257	71.4	5495	84.7
- AMERICAN AIRLINES	657	58.8	535	66.4	270	86.7	244	65.2	728	66.8	1487	78.7	1257	71.4	3463	82.0
- BRANDED CODESHARE PARTNERS	59	55.9	0	0.0	0	0.0	234	58.1	297	72.4	692	70.5	0	0.0	2032	89.3
DELTA AIR LINES NETWORK	951	62.0	956	79.9	266	91.7	530	80.8	816	79.7	5060	78.8	1617	87.5	4390	84.2
- DELTA AIR LINES	491	63.3	926	80.2	266	91.7	242	80.6	275	76.0	2648	79.6	1154	88.9	3272	86.2
- BRANDED CODESHARE PARTNERS	460	60.7	30	70.0	0	0.0	288	80.9	541	81.5	2412	77.9	463	84.0	1118	78.1
FRONTIER AIRLINES	0	0.0	0	0.0	0	0.0	120	49.2	60	51.7	0	0.0	530	59.2	90	67.8
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	3423	89.2	0	0.0	0	0.0	30	63.3	77	71.4	184	65.2
- HAWAIIAN AIRLINES	0	0.0	0	0.0	3064	92.4	0	0.0	0	0.0	30	63.3	77	71.4	184	65.2
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	359	62.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	736	59.2	2058	74.2	0	0.0	171	69.0	0	0.0	3631	73.3	383	82.5	516	82.9
SOUTHWEST AIRLINES	561	58.5	2079	79.5	0	0.0	199	76.9	0	0.0	0	0.0	6294	82.6	3565	78.8
SPIRIT AIRLINES	307	61.2	1463	79.1	0	0.0	0	0.0	600	81.3	0	0.0	1230	76.7	768	85.4
UNITED AIRLINES NETWORK	10130	66.9	556	73.9	488	84.0	6352	77.9	12288	81.8	0	0.0	1166	77.2	4446	82.1
- UNITED AIRLINES	4839	69.6	556	73.9	488	84.0	2432	79.4	5372	79.2	0	0.0	1160	77.2	2690	82.2
- BRANDED CODESHARE PARTNERS	5291	64.4	0	0.0	0	0.0	3920	76.9	6916	83.8	0	0.0	6	66.7	1756	82.1
TOTAL	13,867	65.3	7,968	76.4	4,717	88.3	8,025	76.4	14,849	80.6	11,321	76.3	14,008	79.5	21,913	82.4

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2018

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	106	70.8	155	74.2	0	0.0	0	0.0	150	88.0	324	68.5	4146	87.8	118	82.2
- ALASKA AIRLINES	0	0.0	155	74.2	0	0.0	0	0.0	60	85.0	324	68.5	1652	87.2	118	82.2
- BRANDED CODESHARE PARTNERS	106	70.8	0	0.0	0	0.0	0	0.0	90	90.0	0	0.0	2494	88.1	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	4413	70.8	1531	65.8	0	0.0	6009	74.1	921	72.1	13775	65.7	485	70.9	10789	74.6
- AMERICAN AIRLINES	1832	71.9	1531	65.8	0	0.0	4167	73.0	670	72.4	5565	66.8	404	68.6	4380	74.1
- BRANDED CODESHARE PARTNERS	2581	70.0	0	0.0	0	0.0	1842	76.5	251	71.3	8210	64.9	81	82.7	6409	75.0
DELTA AIR LINES NETWORK	7133	77.1	1635	78.1	497	76.7	800	81.1	11462	85.8	1530	65.7	936	83.3	773	78.4
- DELTA AIR LINES	2071	79.9	1604	77.9	194	75.8	796	81.3	6242	86.5	932	67.9	717	85.8	589	78.6
- BRANDED CODESHARE PARTNERS	5062	75.9	31	87.1	303	77.2	4	50.0	5220	85.0	598	62.2	219	75.3	184	77.7
FRONTIER AIRLINES	89	60.7	741	57.1	0	0.0	77	54.5	149	69.1	240	52.5	66	53.0	497	58.4
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	56.7	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	56.7	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	508	65.9	1664	72.1	0	0.0	0	0.0	90	63.3	245	60.8	165	72.1	206	73.8
SOUTHWEST AIRLINES	929	67.5	3732	75.9	7349	76.0	0	0.0	692	75.3	0	0.0	1350	80.6	713	68.3
SPIRIT AIRLINES	330	72.1	1154	73.1	0	0.0	0	0.0	360	77.5	870	66.3	90	72.2	275	74.5
UNITED AIRLINES NETWORK	1155	69.6	1087	74.5	0	0.0	349	74.5	787	75.5	17317	67.0	696	75.0	524	68.5
- UNITED AIRLINES	787	68.6	1087	74.5	0	0.00	348	74.4	369	73.2	6913	69.9	696	75.0	384	68.8
- BRANDED CODESHARE PARTNERS	368	71.7	0	0.0	0	0.00	1	100.0	418	77.5	10404	65.0	0	0.0	140	67.9
TOTAL	14,663	73.3	11,699	72.7	7,846	76.0	7,235	74.7	14,611	83.4	34,301	66.2	7,994	82.9	13,895	73.8

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2018

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	181	94.5	1372	87.3	8953	83.6	2560	69.5	343	86.0	30	83.3
- ALASKA AIRLINES	181	94.5	757	84.0	5728	85.1	2354	69.2	170	88.2	30	83.3
- BRANDED CODESHARE PARTNERS	0	0.0	615	91.4	3225	80.9	206	71.8	173	83.8	0	0.0
ALLEGiant AIR	0	0.0	35	65.7	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7421	84.3	976	72.5	1000	70.5	1462	67.4	580	73.6	989	70.4
- AMERICAN AIRLINES	4739	81.9	796	68.5	859	68.3	1171	63.7	428	71.5	969	69.9
- BRANDED CODESHARE PARTNERS	2682	88.5	180	90.6	141	83.7	291	82.1	152	79.6	20	95.0
DELTA AIR LINES NETWORK	946	84.1	1015	84.4	4088	81.6	1426	79.5	7196	90.3	1066	80.8
- DELTA AIR LINES	685	85.7	724	84.9	2567	86.0	1355	79.6	3849	89.0	995	81.2
- BRANDED CODESHARE PARTNERS	261	80.1	291	83.2	1521	74.0	71	78.9	3347	91.7	71	74.6
FRONTIER AIRLINES	150	55.3	133	58.6	96	44.8	71	45.1	126	49.2	176	65.9
HAWAIIAN AIRLINES NETWORK	30	63.3	60	71.7	60	70.0	60	56.7	0	0.0	0	0.0
- HAWAIIAN AIRLINES	30	63.3	60	71.7	60	70.0	60	56.7	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	60	58.3	180	90.6	226	77.4	512	73.6	222	70.3	390	78.2
SOUTHWEST AIRLINES	5168	82.2	3301	82.1	1205	71.0	1460	66.8	920	79.9	2438	76.2
SPIRIT AIRLINES	30	86.7	240	82.1	300	77.7	0	0.0	0	0.0	326	78.2
UNITED AIRLINES NETWORK	719	77.2	1073	80.3	996	73.5	8174	74.7	653	73.4	603	76.1
- UNITED AIRLINES	570	74.6	940	79.3	936	73.2	5444	75.3	167	70.7	603	76.1
- BRANDED CODESHARE PARTNERS	149	87.2	133	88.0	60	78.3	2730	73.7	486	74.3	0	0.0
TOTAL	14,705	82.9	8,385	81.6	16,924	80.4	15,725	72.7	10,040	86.2	6,018	76.0

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2018

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	85	88.2	353	72.2	143	71.3	0	0.0	150	74.0	188	77.1	149	90.6	90	76.7
ALLEGiant AIR	0	0.0	0	0.0	53	73.6	0	0.0	0	0.0	29	65.5	0	0.0	0	0.0
AMERICAN AIRLINES	964	70.0	2443	75.1	496	67.7	7812	81.7	1915	74.2	934	66.4	12657	74.9	468	70.9
DELTA AIR LINES	21029	79.2	1512	81.7	649	78.9	501	82.0	772	80.7	1043	85.2	723	80.2	4774	87.1
ENDEAVOR AIR	2312	77.6	413	83.8	206	76.2	222	83.8	191	84.3	5	100.0	111	89.2	1845	88.3
ENVOY AIR	78	50.0	208	74.5	144	63.9	324	69.4	114	73.7	0	0.0	4417	81.3	79	72.2
EXPRESSJET AIRLINES	1204	75.9	97	89.7	63	79.4	312	81.4	238	76.9	0	0.0	949	82.7	34	82.4
FRONTIER AIRLINES	312	64.1	0	0.0	0	0.0	108	61.1	89	56.2	1942	63.0	59	47.5	91	68.1
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	288	73.3	4328	73.7	230	70.0	118	84.7	891	76.4	102	72.5	55	87.3	120	70.0
MESA AIRLINES	201	73.1	6	100.0	0	0.0	177	80.8	53	96.2	0	0.0	3063	75.9	224	76.8
PSA AIRLINES	104	56.7	0	0.0	26	57.7	8916	65.8	1449	63.3	0	0.0	0	0.0	109	73.4
REPUBLIC AIRLINE	319	79.0	501	80.8	3	100.0	790	81.1	3190	80.8	438	78.8	265	79.2	759	75.9
SKYWEST AIRLINES	2295	75.2	274	63.1	12	75.0	246	76.8	112	71.4	4530	79.2	421	73.6	3510	85.3
SOUTHWEST AIRLINES	3488	74.9	1129	75.3	6375	78.6	253	61.3	1245	69.3	6014	78.1	0	0.0	593	74.9
SPIRIT AIRLINES	737	75.0	457	76.6	770	74.9	0	0.0	0	0.0	330	72.7	1004	77.8	899	77.0
UNITED AIRLINES	441	74.1	1286	72.4	300	73.3	138	65.2	401	67.1	5650	81.7	706	71.5	98	72.4
TOTAL	33,857	77.5	13,007	75.5	9,470	76.9	19,917	73.8	10,810	74.7	21,205	77.6	24,579	76.8	13,693	83.6

* 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)

JUNE 2018

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	399	62.9	60	71.7	270	83.3	175	74.3	60	88.3	421	73.2	698	84.1	1965	80.2
ALLEGiant AIR	67	86.6	261	68.6	0	0.0	0	0.0	0	0.0	0	0.0	756	67.7	216	75.9
AMERICAN AIRLINES	657	58.8	535	66.4	270	86.7	244	65.2	728	66.8	1487	78.7	1257	71.4	3463	82.0
DELTA AIR LINES	491	63.3	926	80.2	266	91.7	242	80.6	275	76.0	2648	79.6	1154	88.9	3272	86.2
ENDEAVOR AIR	201	61.2	0	0.0	0	0.0	117	84.6	162	82.1	2210	78.6	0	0.0	0	0.0
ENVOY AIR	17	41.2	0	0.0	0	0.0	0	0.0	62	66.1	519	71.1	0	0.0	0	0.0
EXPRESSJET AIRLINES	1593	63.3	0	0.0	0	0.0	0	0.0	2972	84.7	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	0	0.0	0	0.0	0	0.0	120	49.2	60	51.7	0	0.0	530	59.2	90	67.8
HAWAIIAN AIRLINES	0	0.0	0	0.0	3064	92.4	0	0.0	0	0.0	30	63.3	77	71.4	184	65.2
JETBLUE AIRWAYS	736	59.2	2058	74.2	0	0.0	171	69.0	0	0.0	3631	73.3	383	82.5	516	82.9
MESA AIRLINES	0	0.0	0	0.0	0	0.0	1951	78.0	2706	84.1	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	234	58.1	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRLINE	2146	66.3	0	0.0	0	0.0	0	0.0	1192	80.5	206	81.1	0	0.0	0	0.0
SKYWEST AIRLINES	160	61.9	6	50.0	0	0.0	210	83.3	550	78.0	76	48.7	175	84.6	2648	84.5
SOUTHWEST AIRLINES	561	58.5	2079	79.5	0	0.0	199	76.9	0	0.0	0	0.0	6294	82.6	3565	78.8
SPIRIT AIRLINES	307	61.2	1463	79.1	0	0.0	0	0.0	600	81.3	0	0.0	1230	76.7	768	85.4
UNITED AIRLINES	4839	69.6	556	73.9	488	84.0	2432	79.4	5372	79.2	0	0.0	1160	77.2	2690	82.2
TOTAL	12,174	65.6	7,944	76.4	4,358	90.5	6,095	76.7	14,739	80.6	11,228	76.4	13,714	79.4	19,377	82.2

* 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)

JUNE 2018

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	0	0.0	155	74.2	0	0.0	0	0.0	60	85.0	324	68.5	1652	87.2	118	82.2
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	1832	71.9	1531	65.8	0	0.0	4167	73.0	670	72.4	5565	66.8	404	68.6	4380	74.1
DELTA AIR LINES	2071	79.9	1604	77.9	194	75.8	796	81.3	6242	86.5	932	67.9	717	85.8	589	78.6
ENDEAVOR AIR	2675	79.1	17	94.1	0	0.0	1	100.0	859	84.4	166	77.1	0	0.0	163	79.1
ENVOY AIR	1449	67.1	0	0.0	0	0.0	959	75.7	10	60.0	5015	63.8	0	0.0	85	71.8
EXPRESSJET AIRLINES	363	72.5	0	0.0	0	0.0	0	0.0	26	69.2	622	67.8	0	0.0	0	0.0
FRONTIER AIRLINES	89	60.7	741	57.1	0	0.0	77	54.5	149	69.1	240	52.5	66	53.0	497	58.4
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	56.7	0	0.0
JETBLUE AIRWAYS	508	65.9	1664	72.1	0	0.0	0	0.0	90	63.3	245	60.8	165	72.1	206	73.8
MESA AIRLINES	124	65.3	0	0.0	0	0.0	0	0.0	144	86.8	0	0.0	0	0.0	112	73.2
PSA AIRLINES	157	54.8	0	0.0	0	0.0	0	0.0	0	0.0	193	65.3	0	0.0	1186	62.9
REPUBLIC AIRLINE	2827	76.0	4	75.0	0	0.0	884	77.5	441	73.7	1647	71.0	0	0.0	1813	80.8
SKYWEST AIRLINES	522	60.9	6	66.7	265	77.7	0	0.0	4154	84.9	6437	65.3	386	90.2	15	60.0
SOUTHWEST AIRLINES	929	67.5	3732	75.9	7349	76.0	0	0.0	692	75.3	0	0.0	1350	80.6	713	68.3
SPIRIT AIRLINES	330	72.1	1154	73.1	0	0.0	0	0.0	360	77.5	870	66.3	90	72.2	275	74.5
UNITED AIRLINES	787	68.6	1087	74.5	0	0.0	348	74.4	369	73.2	6913	69.9	696	75.0	384	68.8
TOTAL	14,663	73.3	11,695	72.7	7,808	76.0	7,232	74.7	14,266	83.3	29,169	66.9	5,586	81.3	10,536	73.0

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2018

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	181	94.5	757	84.0	5728	85.1	2354	69.2	170	88.2	181	94.5
ALLEGiant AIR	0	0.0	35	65.7	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4739	81.9	796	68.5	859	68.3	1171	63.7	428	71.5	4739	81.9
DELTA AIR LINES	685	85.7	724	84.9	2567	86.0	1355	79.6	3849	89.0	685	85.7
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	1	100.0	0	0.0
FRONTIER AIRLINES	150	55.3	133	58.6	96	44.8	71	45.1	126	49.2	150	55.3
HAWAIIAN AIRLINES	30	63.3	60	71.7	60	70.0	60	56.7	0	0.0	30	63.3
JETBLUE AIRWAYS	60	58.3	180	90.6	226	77.4	512	73.6	222	70.3	60	58.3
MESA AIRLINES	1829	85.2	0	0.0	0	0.0	0	0.0	41	82.9	1829	85.2
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	49	65.3	0	0.0
SKYWEST AIRLINES	1002	94.3	769	90.5	864	83.2	2886	73.4	3660	89.6	1002	94.3
SOUTHWEST AIRLINES	5168	82.2	3301	82.1	1205	71.0	1460	66.8	920	79.9	5168	82.2
SPIRIT AIRLINES	30	86.7	240	82.1	300	77.7	0	0.0	0	0.0	30	86.7
UNITED AIRLINES	570	74.6	940	79.3	936	73.2	5444	75.3	167	70.7	570	74.6
TOTAL	14,444	82.9	7,935	81.3	12,841	81.2	15,313	72.4	9,633	86.2	14,444	82.9

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2018

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	87.3	84.5	87.2	78.5	83.7	92.7	86.0	87.2	76.1	84.6	96.7	68.9	91.4	79.3	94.8	92.6
0700-0759	91.4	86.1	93.5	83.6	86.1	89.6	84.1	93.7	83.9	82.9	98.2	87.0	91.0	81.3	93.7	90.6
0800-0859	88.8	87.7	94.3	83.5	87.3	92.3	85.6	87.5	90.7	95.0	95.3	81.0	87.8	79.9	94.1	85.0
0900-0959	87.6	90.8	93.5	81.4	85.0	92.4	80.3	93.5	91.1	90.4	96.7	93.0	89.5	89.7	86.9	88.1
1000-1059	87.8	88.0	89.3	82.2	85.4	88.8	81.4	89.2	90.5	86.5	95.7	80.8	82.7	92.4	88.5	85.2
1100-1159	89.3	88.4	91.5	90.1	84.6	88.3	82.8	88.1	86.4	84.2	89.3	84.5	89.1	83.9	86.6	84.7
1200-1259	87.6	85.8	88.8	80.2	85.1	87.1	81.6	91.3	90.1	83.8	86.7	85.7	79.3	86.7	84.1	86.3
1300-1359	84.8	83.5	86.0	80.0	82.8	78.5	79.1	88.1	76.0	84.0	89.2	82.2	84.0	82.9	81.3	82.7
1400-1459	81.9	82.7	84.4	79.5	80.9	74.2	80.9	87.8	67.3	84.0	84.4	83.9	81.7	82.1	81.7	85.0
1500-1559	77.0	77.1	82.5	74.0	76.5	73.5	77.4	83.2	56.0	74.4	90.1	80.3	79.5	78.1	79.7	84.9
1600-1659	75.4	74.1	73.0	76.5	70.2	73.8	73.9	83.7	51.6	71.4	91.7	74.5	79.2	76.3	81.7	86.2
1700-1759	71.8	70.9	70.3	67.3	70.1	70.5	69.6	79.4	51.3	73.0	92.4	73.2	73.7	72.3	76.8	81.3
1800-1859	65.5	66.2	57.9	59.9	62.5	69.1	71.2	79.1	47.4	69.0	87.0	65.9	78.3	67.7	73.3	79.5
1900-1959	59.5	67.8	61.4	61.2	67.2	63.5	71.4	78.0	46.5	63.3	93.4	68.0	77.1	69.3	71.5	79.8
2000-2059	63.5	62.9	60.8	61.0	60.3	64.2	68.5	74.1	43.0	68.1	89.0	70.5	73.1	67.2	76.4	78.0
2100-2159	58.9	63.5	64.1	60.3	64.8	64.6	68.2	72.5	43.9	64.2	88.7	66.4	62.7	60.1	75.9	75.2
2200-2259	60.3	59.9	64.5	73.8	59.2	59.8	66.4	61.7	50.0	62.7	90.7	70.1	72.8	61.7	68.0	72.9
2300-0559	72.7	67.1	64.3	66.3	60.1	64.7	74.5	69.5	63.1	65.1	94.4	72.7	74.9	75.7	62.6	74.8
TOTAL	77.5	75.5	76.9	73.8	74.7	77.6	76.8	83.6	65.6	76.4	90.5	76.7	80.6	76.4	79.4	82.2

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2018

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	82.2	80.6	94.2	66.7	90.5	79.8	95.9	76.9	94.6	90.1	92.5	86.7	93.3	87.1	85.5
0700-0759	84.2	92.0	91.0	90.0	85.1	79.2	94.7	82.6	92.3	90.8	93.1	91.1	98.2	91.4	88.2
0800-0859	86.1	93.2	82.4	87.0	85.3	76.1	94.9	88.6	90.6	94.4	86.2	83.0	95.9	92.8	87.2
0900-0959	86.1	90.2	83.1	90.8	90.2	73.4	91.5	82.8	87.1	90.7	83.3	74.2	93.3	91.0	86.2
1000-1059	84.6	89.1	83.7	87.7	88.4	74.2	90.4	87.4	89.7	89.5	81.5	71.4	91.0	85.6	85.4
1100-1159	81.1	86.1	89.9	84.2	85.4	71.8	85.1	85.3	88.8	88.7	78.6	73.0	84.1	84.0	84.2
1200-1259	83.8	84.4	89.3	74.2	88.1	68.1	82.3	82.2	86.5	82.2	81.2	73.2	88.2	87.9	83.1
1300-1359	84.2	83.2	80.0	85.4	86.8	69.5	80.7	81.0	86.5	81.6	82.9	72.1	90.1	88.8	81.9
1400-1459	77.3	77.9	76.2	81.5	85.4	64.2	87.2	78.0	83.0	85.6	85.6	79.6	87.4	79.3	79.8
1500-1559	76.1	81.3	75.4	78.8	84.8	65.9	88.2	78.5	81.9	77.6	81.5	70.2	86.2	75.6	77.0
1600-1659	71.8	71.6	73.4	69.8	81.7	61.7	81.2	69.0	81.7	78.9	84.5	73.8	87.2	77.1	74.8
1700-1759	65.4	65.1	72.7	71.2	81.1	63.0	83.0	61.4	79.4	77.1	81.0	75.0	83.2	74.5	71.2
1800-1859	62.8	56.8	68.0	57.7	80.5	57.1	81.3	59.7	76.5	75.4	83.7	77.2	79.5	74.8	69.0
1900-1959	61.0	56.3	66.3	61.1	76.7	54.7	78.9	65.0	75.5	78.3	75.8	71.8	86.2	67.1	68.2
2000-2059	54.9	55.8	61.4	58.2	74.2	59.1	75.7	59.5	80.1	74.3	78.2	64.9	74.0	61.6	66.0
2100-2159	60.1	59.0	61.5	54.9	81.3	60.5	72.2	56.9	69.7	78.2	79.9	61.5	79.4	59.9	66.3
2200-2259	59.2	58.5	68.8	53.7	69.2	57.5	70.2	59.2	70.5	68.4	71.9	63.4	67.1	61.4	64.2
2300-0559	64.2	64.0	62.5	71.0	74.0	66.3	75.1	62.4	71.0	72.6	77.9	66.0	70.6	66.7	68.8
TOTAL	73.3	72.7	76.0	74.7	83.3	66.9	81.3	73.0	82.9	81.3	81.2	72.4	86.2	76.0	76.8

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2018

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	88.0	92.7	92.4	93.6	90.7	89.8	87.5	90.3	91.0	92.9	97.3	90.5	90.6	93.4	94.8	92.4
0700-0759	92.4	85.6	88.2	81.5	89.2	88.5	84.7	90.5	87.6	92.5	93.9	85.0	92.8	88.7	87.1	90.5
0800-0859	90.7	85.9	88.0	85.6	86.8	87.6	83.3	91.3	85.7	90.4	97.0	88.9	89.9	87.1	85.3	87.4
0900-0959	87.0	84.5	85.6	81.4	83.9	86.4	81.1	92.2	85.5	91.5	98.3	84.4	91.7	85.7	85.3	83.8
1000-1059	87.3	85.0	87.1	82.4	86.7	85.8	78.7	88.8	88.1	85.9	98.6	87.1	91.6	86.6	81.3	82.2
1100-1159	81.9	84.7	86.4	78.8	80.7	84.3	73.7	85.1	89.9	74.3	96.7	81.3	83.0	89.2	81.3	79.7
1200-1259	84.3	84.3	81.1	73.1	82.8	81.5	78.9	86.8	86.7	71.9	90.4	87.0	86.9	81.8	81.1	79.3
1300-1359	78.5	82.2	75.8	72.9	80.8	72.7	71.7	82.3	87.2	72.2	85.1	79.0	76.4	85.3	72.3	78.8
1400-1459	76.4	76.6	70.9	69.8	77.1	70.2	72.1	81.4	74.6	72.9	87.8	69.8	82.3	76.1	70.8	82.1
1500-1559	72.8	70.5	69.3	63.6	74.8	66.7	68.2	84.3	66.1	69.5	88.0	75.2	76.1	75.1	69.9	83.6
1600-1659	71.3	71.7	64.7	64.9	66.7	62.3	71.8	82.1	63.5	65.3	94.5	78.8	78.1	78.5	72.8	83.3
1700-1759	65.4	63.6	60.7	57.5	67.2	66.7	68.4	76.9	55.0	65.6	94.0	72.9	72.9	74.2	72.0	83.9
1800-1859	60.7	62.0	62.0	56.8	59.6	66.8	61.5	62.7	57.8	65.3	94.1	66.1	74.3	68.6	65.3	74.7
1900-1959	57.2	59.2	51.1	56.2	56.8	68.9	63.2	73.3	51.9	63.6	92.1	68.8	78.1	65.9	71.3	79.1
2000-2059	55.6	59.9	56.0	54.9	65.2	59.6	67.2	81.3	51.2	67.1	96.1	53.4	77.6	71.7	65.8	77.5
2100-2159	60.9	52.0	51.5	60.0	62.5	64.7	72.7	73.6	49.0	64.5	90.3	0.0	76.5	63.0	65.2	80.1
2200-2259	57.4	56.7	53.3	62.2	68.1	60.2	67.2	77.0	49.0	63.9	86.1	75.5	71.0	70.0	70.6	76.5
2300-0559	68.7	90.5	69.3	84.1	83.3	75.2	85.6	95.7	90.9	89.1	96.4	85.2	90.7	84.1	77.8	80.0
TOTAL	74.0	77.2	73.2	69.1	76.5	75.0	73.8	84.2	72.8	75.5	92.2	80.2	83.0	79.0	76.6	82.3

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2018

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.7	92.6	88.8	91.1	91.0	86.0	95.8	87.6	94.1	94.6	95.4	92.6	97.0	94.3	91.7
0700-0759	88.9	88.0	84.5	91.3	91.8	83.3	91.8	84.4	90.2	89.8	90.8	87.8	94.3	93.6	88.2
0800-0859	87.6	90.1	77.5	87.8	84.4	79.5	90.8	83.1	89.3	86.8	91.1	86.5	92.1	92.2	87.1
0900-0959	85.8	88.6	69.5	90.8	87.6	73.4	92.8	87.0	83.1	89.0	86.2	81.1	90.7	90.9	85.0
1000-1059	85.2	87.3	68.6	88.4	87.7	72.4	91.5	79.2	85.9	85.9	86.3	73.6	81.7	85.8	83.4
1100-1159	81.9	85.3	69.7	77.8	90.0	72.2	83.6	89.5	84.0	84.3	79.7	71.2	89.3	78.8	81.7
1200-1259	79.3	82.4	74.2	68.2	82.6	68.9	84.4	78.4	81.1	81.0	82.4	69.2	80.3	81.0	80.3
1300-1359	83.2	73.0	61.3	69.8	83.6	65.4	73.2	80.5	80.8	77.6	78.4	68.6	84.8	79.3	76.6
1400-1459	79.0	65.4	50.5	71.0	86.5	66.1	81.6	72.8	78.2	76.7	84.5	71.0	79.8	66.2	74.4
1500-1559	75.6	65.2	59.1	65.7	80.5	65.4	86.2	71.0	77.4	80.5	81.9	74.7	86.1	65.2	73.7
1600-1659	70.7	62.9	57.9	67.7	82.7	63.1	82.2	73.0	77.7	78.6	82.5	70.6	80.7	62.0	71.4
1700-1759	66.0	51.0	52.9	58.7	77.1	60.3	83.7	59.4	76.9	75.4	82.6	72.1	82.4	60.1	68.3
1800-1859	63.7	47.7	44.5	46.5	73.7	59.8	80.1	58.4	71.8	74.1	81.9	76.9	73.3	63.7	64.6
1900-1959	64.8	44.6	54.5	58.4	82.2	60.9	80.7	65.6	71.6	73.3	83.9	74.4	76.4	64.6	64.8
2000-2059	58.8	49.5	41.9	50.5	83.1	58.0	76.4	61.4	75.0	79.1	76.0	71.5	86.8	53.9	66.2
2100-2159	58.6	50.3	42.9	60.6	79.4	64.3	85.4	65.2	71.0	76.2	81.3	67.7	89.7	65.3	65.8
2200-2259	50.0	55.8	46.6	62.7	81.2	59.2	76.9	38.7	68.4	89.1	79.0	76.1	84.5	59.1	67.4
2300-0559	91.6	69.3	90.0	90.7	93.3	83.9	84.8	89.9	90.2	100.0	86.8	76.6	80.0	90.3	82.3
TOTAL	77.1	71.1	62.7	70.3	84.3	68.7	85.7	74.2	81.3	83.2	84.2	76.0	86.5	76.6	76.6

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

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	86.7	93.3	60	60
Abilene, TX (ABI)	83.5	80.0	170	170
Adak Island, AK (ADK)	77.8	88.9	9	9
Aguadilla, PR (BQN)	63.8	68.9	196	196
Akron, OH (CAK)	59.0	71.1	622	622
Albany, GA (ABY)	68.6	76.7	86	86
Albany, NY (ALB)	76.7	83.2	1016	1018
Albuquerque, NM (ABQ)	77.2	81.1	2167	2166
Alexandria, LA (AEX)	80.3	84.5	290	291
Allentown/Bethlehem/Easton, PA (ABE)	74.8	76.6	349	350
Alpena, MI (APN)	100.0	98.1	51	52
Amarillo, TX (AMA)	75.1	81.2	469	469
Anchorage, AK (ANC)	86.0	91.3	2076	2079
Appleton, WI (ATW)	78.2	83.2	357	358
Arcata/Eureka, CA (ACV)	81.0	82.4	142	142
Asheville, NC (AVL)	70.5	74.2	719	718
Ashland, WV (HTS)	67.8	66.9	146	145
Aspen, CO (ASE)	81.0	84.1	499	496
Atlanta, GA (ATL)	77.5	74.0	33857	33854
Atlantic City, NJ (ACY)	72.9	86.8	258	258
Augusta, GA (AGS)	65.0	70.9	406	405
Austin, TX (AUS)	78.6	79.5	5648	5647
Bakersfield, CA (BFL)	86.3	92.2	205	205
Baltimore, MD (BWI)	76.9	73.2	9470	9471
Bangor, ME (BGR)	78.1	79.5	420	419
Barrow, AK (BRW)	86.7	90.0	60	60
Baton Rouge, LA (BTR)	78.3	82.2	659	659
Beaumont/Port Arthur, TX (BPT)	81.1	83.6	74	73
Bellefonte, PA (BFL)	57.9	50.4	126	127
Bellingham, WA (BLI)	80.1	83.1	171	172
Bemidji, MN (BJI)	88.3	90.0	60	60
Bend/Redmond, OR (RDM)	76.6	80.1	308	307
Bethel, AK (BET)	91.2	91.2	68	68
Billings, MT (BIL)	86.3	89.6	358	357
Binghamton, NY (BGM)	81.3	94.7	75	75
Birmingham, AL (BHM)	68.4	71.2	1561	1561
Bismarck/Mandan, ND (BIS)	75.7	81.5	341	340
Bloomington/Normal, IL (BMI)	69.7	77.3	277	278
Boise, ID (BOI)	82.0	86.1	1694	1695
Boston, MA (BOS)	75.5	77.2	13007	13008
Bozeman, MT (BZN)	81.6	86.7	570	566

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	92.2	98.0	51	51
Branson, MO (BKG)	62.5	50.0	8	8
Bristol/Johnson City/Kingsport, TN (TRI)	65.2	73.9	322	322
Brownsville, TX (BRO)	79.1	87.1	225	225
Brunswick, GA (BQK)	80.9	85.4	89	89
Buffalo, NY (BUF)	75.7	81.4	2274	2274
Burbank, CA (BUR)	81.5	79.5	2121	2121
Burlington, VT (BTV)	74.9	78.8	855	857
Butte, MT (BTM)	90.9	96.4	55	55
Concord, NC (USA)	66.3	62.5	104	104
Cape Girardeau, MO (CGI)	66.0	88.2	50	51
Casper, WY (CPR)	88.3	92.2	103	102
Cedar City, UT (CDC)	92.2	98.0	51	51
Cedar Rapids/Iowa City, IA (CID)	72.7	75.4	796	796
Champaign/Urbana, IL (CMI)	59.5	75.0	200	200
Charleston, SC (CHS)	75.2	76.7	2283	2285
Charleston/Dunbar, WV (CRW)	68.0	69.0	338	339
Charlotte Amalie, VI (STT)	75.0	80.0	240	240
Charlotte, NC (CLT)	73.8	69.1	19917	19912
Charlottesville, VA (CHO)	69.8	72.1	463	463
Chattanooga, TN (CHA)	70.5	73.9	783	781
Chicago, IL (MDW)	76.0	62.7	7808	7809
Chicago, IL (ORD)	66.9	68.7	29169	29175
Christiansted, VI (STX)	64.0	74.0	100	100
Cincinnati, OH (CVG)	73.3	74.6	4489	4489
Clarksburg/Fairmont, WV (CKB)	67.6	77.5	71	71
Cleveland, OH (CLE)	74.7	80.0	4174	4173
Cody, WY (COD)	93.8	95.9	48	49
College Station/Bryan, TX (CLL)	77.0	80.3	178	178
Colorado Springs, CO (COS)	69.4	75.8	950	950
Columbia, MO (COU)	64.8	78.2	179	179
Columbia, SC (CAE)	67.3	72.8	611	614
Columbus, GA (CSG)	74.8	79.1	115	115
Columbus, MS (GTR)	80.2	87.2	86	86
Columbus, OH (LCK)	60.7	60.6	135	137
Columbus, OH (CMH)	72.7	75.6	3968	3968
Cordova, AK (CDV)	83.3	90.0	60	60
Corpus Christi, TX (CRP)	75.2	81.7	459	459
Dallas, TX (DAL)	78.5	69.2	5924	5923
Dallas/Fort Worth, TX (DFW)	76.8	73.8	24579	24583
Dayton, OH (DAY)	68.6	72.2	1206	1204

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	65.3	71.4	311	311
Deadhorse, AK (SCC)	90.1	93.8	81	81
Denver, CO (DEN)	77.6	75.0	21205	21206
Des Moines, IA (DSM)	70.6	80.1	1317	1320
Detroit, MI (DTW)	83.6	84.2	13693	13687
Devils Lake, ND (DVL)	72.5	82.4	51	51
Dillingham, AK (DLG)	89.3	82.1	28	28
Dothan, AL (DHN)	74.8	80.9	115	115
Dubuque, IA (DBQ)	50.0	62.5	80	80
Duluth, MN (DLH)	74.7	77.2	249	250
Durango, CO (DRO)	80.6	84.7	315	314
Eagle, CO (EGE)	72.6	79.2	73	72
Eau Claire, WI (EAU)	63.3	78.3	60	60
El Paso, TX (ELP)	74.8	78.3	1486	1487
Elko, NV (EKO)	100.0	96.1	51	51
Elmira/Corning, NY (ELM)	91.3	78.3	23	23
Erie, PA (ERI)	88.2	92.1	76	76
Escanaba, MI (ESC)	84.3	86.5	51	52
Eugene, OR (EUG)	75.8	78.8	396	396
Evansville, IN (EVV)	72.1	73.5	412	412
Fairbanks, AK (FAI)	85.5	89.3	449	449
Fargo, ND (FAR)	78.0	83.4	495	495
Fayetteville, AR (XNA)	71.9	76.6	1119	1122
Fayetteville, NC (FAY)	70.5	72.0	346	346
Flagstaff, AZ (FLG)	91.3	95.2	104	104
Flint, MI (FNT)	74.3	78.6	350	351
Fort Lauderdale, FL (FLL)	76.4	75.5	7944	7942
Fort Myers, FL (RSW)	76.8	80.7	1895	1894
Fort Smith, AR (FSM)	73.0	81.6	174	174
Fort Wayne, IN (FWA)	66.0	73.1	605	606
Fresno, CA (FAT)	80.8	83.1	1013	1014
Gainesville, FL (GNV)	71.6	73.3	373	374
Garden City, KS (GCK)	85.0	88.3	60	60
Gillette, WY (GCC)	76.6	83.1	77	77
Grand Forks, ND (GFK)	88.5	92.3	182	182
Grand Island, NE (GRI)	80.2	83.5	91	91
Grand Junction, CO (GJT)	86.9	91.0	335	334
Grand Rapids, MI (GRR)	71.2	78.2	1398	1396
Great Falls, MT (GTF)	85.3	89.4	170	170
Green Bay, WI (GRB)	71.9	79.6	399	401
Greensboro/High Point, NC (GSO)	67.5	73.4	1193	1191

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greenville, NC (PGV)	46.4	47.4	138	137
Greer, SC (GSP)	68.4	74.7	1156	1158
Guam, TT (GUM)	85.0	71.7	60	60
Gulfport/Biloxi, MS (GPT)	70.2	82.4	399	398
Gunnison, CO (GUC)	100.0	100.0	5	4
Gustavus, AK (GST)	92.9	92.9	28	28
Hagerstown, MD (HGR)	82.4	76.5	17	17
Hancock/Houghton, MI (CMX)	48.3	66.7	60	60
Harlingen/San Benito, TX (HRL)	78.6	81.9	281	281
Harrisburg, PA (MDT)	73.4	78.5	516	517
Hartford, CT (BDL)	72.9	80.4	2310	2311
Hattiesburg/Laurel, MS (PIB)	70.0	81.7	60	60
Hayden, CO (HDN)	100.0	100.0	2	1
Hays, KS (HYS)	67.3	69.3	101	101
Helena, MT (HLN)	81.7	93.9	164	163
Hibbing, MN (HIB)	94.1	96.1	51	51
Hilo, HI (ITO)	94.9	95.4	549	519
Hobbs, NM (HOB)	83.6	92.7	55	55
Honolulu, HI (HNL)	90.5	92.2	4358	4358
Houston, TX (HOU)	76.6	67.4	4976	4974
Houston, TX (IAH)	80.6	83.0	14739	14735
Huntsville, AL (HSV)	74.9	79.5	734	736
Hyannis, MA (HYA)	76.2	76.2	21	21
Idaho Falls, ID (IDA)	87.0	88.1	200	201
Indianapolis, IN (IND)	74.7	79.3	4209	4208
International Falls, MN (INL)	86.2	87.9	58	58
Iron Mountain/Kingsfd, MI (IMT)	89.1	90.9	55	55
Islip, NY (ISP)	67.8	78.7	544	545
Ithaca/Cortland, NY (ITH)	88.0	93.3	75	75
Jackson, WY (JAC)	75.1	79.7	462	454
Jackson/Vicksburg, MS (JAN)	74.8	76.7	656	657
Jacksonville, FL (JAX)	72.3	74.0	2690	2689
Jacksonville/Camp Lejeune, NC (OAJ)	63.0	70.5	281	281
Jamestown, ND (JMS)	77.8	81.5	81	81
Joplin, MO (JLN)	76.7	74.0	73	73
Juneau, AK (JNU)	89.7	92.5	484	483
Kahului, HI (OGG)	91.1	90.8	2201	2202
Kalamazoo, MI (AZO)	80.2	86.4	242	242
Kalispell, MT (FCA)	83.3	86.8	305	303
Kansas City, MO (MCI)	79.4	81.9	4977	4969
Ketchikan, AK (KTN)	83.7	87.9	257	256

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JUNE 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Key West, FL (EYW)	83.0	80.2	329	329
Killeen, TX (GRK)	82.6	84.6	281	280
King Salmon, AK (AKN)	75.0	96.4	28	28
Knoxville, TN (TYS)	68.3	71.7	1406	1405
Kodiak, AK (ADQ)	83.6	81.8	55	55
Kona, HI (KOA)	92.8	92.5	1375	1405
Kotzebue, AK (OTZ)	95.0	95.0	60	60
La Crosse, WI (LSE)	73.7	76.8	198	198
Lafayette, LA (LFT)	80.8	84.4	385	384
Lake Charles, LA (LCH)	80.6	89.4	170	170
Lansing, MI (LAN)	81.0	88.8	231	232
Laramie, WY (LAR)	76.5	88.2	51	51
Laredo, TX (LRD)	83.3	83.7	203	203
Las Vegas, NV (LAS)	79.4	76.6	13714	13707
Latrobe, PA (LBE)	75.6	87.8	90	90
Lawton/Fort Sill, OK (LAW)	84.2	85.0	120	120
Lewisburg, WV (LWB)	79.7	73.9	69	69
Lewiston, ID (LWS)	94.5	96.4	55	55
Lexington, KY (LEX)	71.4	75.3	965	964
Liberal, KS (LBL)	74.0	86.3	50	51
Lihue, HI (LIH)	92.8	93.9	1271	1271
Lincoln, NE (LNK)	84.2	91.8	158	158
Little Rock, AR (LIT)	71.6	76.7	1174	1175
Long Beach, CA (LGB)	79.8	82.5	1453	1451
Longview, TX (GGG)	81.1	75.7	74	74
Los Angeles, CA (LAX)	82.2	82.3	19377	19372
Louisville, KY (SDF)	71.3	75.0	2002	2000
Lubbock, TX (LBB)	77.7	84.4	552	551
Lynchburg, VA (LYH)	50.0	55.1	136	136
Madison, WI (MSN)	73.1	78.7	1217	1218
Manchester, NH (MHT)	70.4	82.5	868	869
Manhattan/Ft. Riley, KS (MHK)	70.7	82.7	150	150
Marquette, MI (MQT)	66.7	69.5	132	131
Martha's Vineyard, MA (MVY)	84.8	75.9	79	79
Medford, OR (MFR)	78.2	80.4	440	439
Melbourne, FL (MLB)	71.7	75.1	184	185
Memphis, TN (MEM)	74.1	78.0	1999	2001
Meridian, MS (MEI)	71.1	67.8	90	90
Miami, FL (MIA)	74.7	70.3	7232	7239
Midland/Odessa, TX (MAF)	77.0	81.5	742	742
Milwaukee, WI (MKE)	75.8	80.8	2799	2801

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Minneapolis, MN (MSP)	83.3	84.3	14266	14275
Minot, ND (MOT)	83.4	90.8	217	217
Mission/McAllen/Edinburg, TX (MFE)	74.0	81.9	419	419
Missoula, MT (MSO)	76.5	80.8	451	447
Moab, UT (CNY)	73.1	76.9	52	52
Mobile, AL (MOB)	70.9	74.2	578	578
Moline, IL (MLI)	75.1	78.1	442	443
Monroe, LA (MLU)	78.9	84.6	280	280
Monterey, CA (MRY)	81.1	84.4	359	359
Montgomery, AL (MGM)	71.0	70.5	383	383
Montrose/Delta, CO (MTJ)	83.3	85.3	150	150
Mosinee, WI (CWA)	76.3	81.5	253	254
Muskegon, MI (MKG)	78.3	75.0	60	60
Myrtle Beach, SC (MYR)	77.9	76.4	1330	1328
Nantucket, MA (ACK)	80.8	75.1	177	177
Nashville, TN (BNA)	76.2	72.9	6283	6287
New Bern/Morehead/Beaufort, NC (EWN)	63.7	73.1	201	201
New Haven, CT (HVN)	61.2	62.4	85	85
New Orleans, LA (MSY)	76.3	77.0	4635	4640
New York, NY (JFK)	76.4	79.0	11228	11229
New York, NY (LGA)	73.3	77.1	14663	14669
Newark, NJ (EWR)	65.6	72.8	12174	12190
Newburgh/Poughkeepsie, NY (SWF)	72.6	67.8	146	146
Newport News/Williamsburg, VA (PHF)	63.2	65.4	296	298
Niagara Falls, NY (IAG)	80.0	82.6	45	46
Nome, AK (OME)	91.7	91.7	60	60
Norfolk, VA (ORF)	71.1	75.2	2078	2074
North Bend/Coos Bay, OR (OTH)	66.7	66.7	36	36
North Platte, NE (LBF)	80.4	96.1	51	51
Oakland, CA (OAK)	80.5	78.0	4554	4555
Ogden, UT (OGD)	55.6	44.4	9	9
Ogdensburg, NY (OGS)	66.7	60.0	15	15
Oklahoma City, OK (OKC)	72.6	77.6	2095	2095
Omaha, NE (OMA)	72.4	78.5	2240	2237
Ontario, CA (ONT)	80.6	84.3	1777	1781
Orlando, FL (MCO)	72.7	71.1	11695	11693
Owensboro, KY (OWB)	100.0	88.9	9	9
Paducah, KY (PAH)	56.7	71.7	60	60
Pago Pago, TT (PPG)	76.9	69.2	13	13
Palm Springs, CA (PSP)	78.9	86.2	579	579
Panama City, FL (ECP)	77.7	79.9	579	577

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TABLE 5. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
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CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pasco/Kennewick/Richland, WA (PSC)	78.5	84.7	302	301
Pellston, MI (PLN)	93.1	92.1	102	101
Pensacola, FL (PNS)	74.2	76.5	1103	1105
Peoria, IL (PIA)	70.4	74.5	476	475
Petersburg, AK (PSG)	90.0	91.7	60	60
Philadelphia, PA (PHL)	73.0	74.2	10536	10532
Phoenix, AZ (AZA)	72.9	77.5	451	449
Phoenix, AZ (PHX)	82.9	81.3	14444	14451
Pittsburgh, PA (PIT)	76.8	79.9	4252	4254
Plattsburgh, NY (PBG)	73.3	66.7	45	45
Pocatello, ID (PIH)	94.3	97.2	106	106
Ponce, PR (PSE)	71.4	81.6	77	76
Portland, ME (PWM)	74.7	78.5	1201	1197
Portland, OR (PDX)	81.3	85.7	5586	5584
Portsmouth, NH (PSM)	73.9	78.3	23	23
Providence, RI (PVD)	70.9	79.1	1634	1634
Provo, UT (PVU)	77.1	75.5	48	49
Pueblo, CO (PUB)	84.4	84.2	77	76
Punta Gorda, FL (PGD)	71.1	77.4	446	446
Quincy, IL (UIN)	69.7	75.0	76	76
Raleigh/Durham, NC (RDU)	75.1	74.8	5304	5303
Rapid City, SD (RAP)	77.6	80.1	468	467
Redding, CA (RDD)	82.1	82.1	112	112
Reno, NV (RNO)	77.7	78.7	1514	1514
Rhineland, WI (RHI)	93.3	91.7	60	60
Richmond, VA (RIC)	70.9	74.0	1962	1963
Roanoke, VA (ROA)	77.1	73.5	201	200
Rochester, MN (RST)	73.2	79.0	280	281
Rochester, NY (ROC)	74.9	80.5	1168	1167
Rock Springs, WY (RKS)	76.4	92.7	55	55
Rockford, IL (RFD)	79.7	79.7	64	64
Roswell, NM (ROW)	84.3	85.2	115	115
Sacramento, CA (SMF)	81.7	84.5	4062	4057
Saginaw/Bay City/Midland, MI (MBS)	78.9	86.6	251	253
Saipan, TT (SPN)	83.3	76.7	30	30
Salina, KS (SLN)	64.0	64.5	75	76
Salt Lake City, UT (SLC)	86.2	86.5	9633	9637
San Angelo, TX (SJT)	83.3	84.2	120	120
San Antonio, TX (SAT)	76.1	78.0	3332	3333
San Diego, CA (SAN)	81.3	83.2	7935	7934
San Francisco, CA (SFO)	72.4	76.0	15313	15317

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Jose, CA (SJC)	81.8	82.7	4642	4654
San Juan, PR (SJU)	71.2	76.8	2444	2437
San Luis Obispo, CA (SBP)	75.7	81.6	419	419
Sanford, FL (SFB)	62.2	74.0	934	929
Santa Ana, CA (SNA)	84.1	84.0	3571	3572
Santa Barbara, CA (SBA)	78.6	81.9	612	613
Santa Fe, NM (SAF)	74.2	80.8	120	120
Santa Maria, CA (SMX)	61.5	61.5	13	13
Santa Rosa, CA (STS)	82.0	84.7	150	150
Sarasota/Bradenton, FL (SRQ)	75.1	79.3	498	498
Sault Ste. Marie, MI (CIU)	90.9	87.3	55	55
Savannah, GA (SAV)	71.6	71.5	1571	1570
Scottsbluff, NE (BFF)	68.6	84.3	51	51
Scranton/Wilkes-Barre, PA (AVP)	68.3	75.9	290	291
Seattle, WA (SEA)	81.2	84.2	12841	12836
Shreveport, LA (SHV)	78.4	79.8	564	564
Sioux City, IA (SUX)	56.5	65.9	85	85
Sioux Falls, SD (FSD)	73.1	80.0	510	511
Sitka, AK (SIT)	81.1	91.2	169	170
South Bend, IN (SBN)	76.9	82.9	629	626
Spokane, WA (GEG)	81.3	85.3	1079	1080
Springfield, IL (SPI)	74.0	76.6	154	154
Springfield, MO (SGF)	72.1	75.7	789	789
St. Cloud, MN (STC)	55.6	55.6	9	9
St. George, UT (SGU)	86.3	92.2	256	256
St. Louis, MO (STL)	77.1	72.7	5726	5723
St. Petersburg, FL (PIE)	62.3	72.3	742	739
State College, PA (SCE)	85.9	83.8	99	99
Staunton, VA (SHD)	79.0	85.2	81	81
Stillwater, OK (SWO)	84.5	90.1	71	71
Stockton, CA (SCK)	58.8	41.2	68	68
Sun Valley/Hailey/Ketchum, ID (SUN)	88.0	98.8	83	81
Syracuse, NY (SYR)	70.4	77.8	1165	1166
Tallahassee, FL (TLH)	70.4	76.4	513	513
Tampa, FL (TPA)	76.0	76.6	6009	6006
Texarkana, AR (TXK)	84.6	88.7	117	115
Toledo, OH (TOL)	58.5	65.5	171	171
Traverse City, MI (TVC)	74.6	78.7	390	385
Trenton, NJ (TTN)	65.0	62.1	240	240
Tucson, AZ (TUS)	78.3	86.8	1390	1392
Tulsa, OK (TUL)	72.8	77.7	1518	1520

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TABLE 5. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
JUNE 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Twin Falls, ID (TWF)	95.1	99.0	103	103
Tyler, TX (TYR)	83.6	81.0	116	116
Valdosta, GA (VLD)	72.1	84.9	86	86
Valparaiso, FL (VPS)	70.6	71.7	849	849
Vernal, UT (VEL)	88.9	100.0	9	9
Waco, TX (ACT)	82.8	85.5	145	145
Washington, DC (DCA)	74.7	76.5	10810	10813
Washington, DC (IAD)	76.7	80.2	6095	6097
Waterloo, IA (ALO)	67.3	61.8	55	55
West Palm Beach/Palm Beach, FL (PBI)	74.7	76.5	1814	1816
West Yellowstone, MT (WYS)	80.8	94.2	52	52
White Plains, NY (HPN)	70.3	73.9	845	844
Wichita Falls, TX (SPS)	86.7	86.7	90	90
Wichita, KS (ICT)	75.0	80.5	911	910
Williston, ND (ISN)	80.0	87.9	140	140
Wilmington, NC (ILM)	69.3	73.1	615	616
Worcester, MA (ORH)	68.9	65.6	90	90
Wrangell, AK (WRG)	85.0	86.7	60	60
Yakutat, AK (YAK)	91.7	91.7	60	60
Yuma, AZ (YUM)	97.4	98.3	115	115

AIR TRAVEL CONSUMER REPORT

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

JUNE 2018

CARRIER	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	
DELTA AIR LINES NETWORK	223	151619	433	0.3	1
- DELTA AIR LINES	149	83653	131	0.2	
- BRANDED CODESHARE PARTNERS	205	67966	302	0.4	
SPIRIT AIRLINES	40	15433	83	0.5	2
ALASKA AIRLINES NETWORK	99	37454	341	0.9	3
- ALASKA AIRLINES	72	23248	209	0.9	
- BRANDED CODESHARE PARTNERS	53	14206	132	0.9	
JETBLUE AIRWAYS	68	25860	253	1.0	4
SOUTHWEST AIRLINES	86	115939	1262	1.1	5
HAWAIIAN AIRLINES NETWORK	21	8021	108	1.3	6
- HAWAIIAN AIRLINES	18	7303	25	0.3	
- BRANDED CODESHARE PARTNERS	4	718	83	11.6	
UNITED AIRLINES NETWORK	229	132477	2089	1.6	7
- UNITED AIRLINES	109	55056	272	0.5	
- BRANDED CODESHARE PARTNERS	213	77421	1817	2.3	
ALLEGiant AIR	117	9776	220	2.3	8
FRONTIER AIRLINES	79	10207	291	2.9	9
AMERICAN AIRLINES NETWORK	232	175216	7278	4.2	10
- AMERICAN AIRLINES	100	78363	1397	1.8	
- BRANDED CODESHARE PARTNERS	219	96853	5881	6.1	
TOTAL	363	682,002	12,358	1.8	

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2018

CARRIER	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	
DELTA AIR LINES	149	83653	131	0.2	1
HAWAIIAN AIRLINES	18	7303	25	0.3	2
UNITED AIRLINES	109	55056	272	0.5	3
SPIRIT AIRLINES	40	15433	83	0.5	4
ENDEAVOR AIR	112	21948	148	0.7	5
ALASKA AIRLINES	72	23248	209	0.9	6
JETBLUE AIRWAYS	68	25860	253	1.0	7
EXPRESSJET AIRLINES	122	16559	173	1.0	8
SKYWEST AIRLINES	241	66909	723	1.1	9
SOUTHWEST AIRLINES	86	115939	1262	1.1	10
AMERICAN AIRLINES	100	78363	1397	1.8	11
REPUBLIC AIRLINE	90	27691	573	2.1	12
MESA AIRLINES	99	18527	406	2.2	13
ALLEGiant AIR	117	9776	220	2.3	14
FRONTIER AIRLINES	79	10207	291	2.9	15
ENVOY AIR	135	25961	1228	4.7	16
PSA AIRLINES	94	23760	3300	13.9	17
TOTAL	348	626,193	10,694	1.7	

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

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

TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY MARKETING CARRIER

JUNE 2018

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCEL LED	% CANCEL LED	DIVER TED	% DIVER TED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA NETWORK	37454	31336	83.67	341	0.91	81	0.22	1420	3.79	67	0.18	2693	7.19	22	0.06	1494	3.99
- ALASKA AIRLINES	23248	19163	82.43	209	0.90	36	0.15	991	4.26	45	0.19	1895	8.15	17	0.07	892	3.84
- BRANDED CODESHARE	14206	12173	85.69	132	0.93	45	0.32	429	3.02	22	0.15	798	5.62	5	0.04	602	4.24
ALLEGIAN AIR	9776	6815	69.71	220	2.25	24	0.25	856	8.76	122	1.25	518	5.30	7	0.07	1214	12.42
AMERICAN NETWORK	175216	126909	72.43	7278	4.15	527	0.30	11423	6.52	2088	1.19	11113	6.34	55	0.03	15823	9.03
- AMERICAN AIRLINES	78363	57787	73.74	1397	1.78	254	0.32	5664	7.23	1042	1.33	5354	6.83	27	0.03	6838	8.73
- BRANDED CODESHARE	96853	69122	71.37	5881	6.07	273	0.28	5759	5.95	1046	1.08	5759	5.95	28	0.03	8985	9.28
DELTA NETWORK	151619	123575	81.50	433	0.29	461	0.30	7980	5.26	1728	1.14	8140	5.37	12	0.01	9290	6.13
- DELTA AIR LINES	83653	68217	81.55	131	0.16	271	0.32	4664	5.58	1083	1.29	4702	5.62	7	0.01	4578	5.47
- BRANDED CODESHARE	67966	55358	81.45	302	0.44	190	0.28	3316	4.88	645	0.95	3438	5.06	5	0.01	4712	6.93
FRONTIER AIRLINES	10207	6154	60.29	291	2.85	17	0.17	1084	10.62	47	0.46	938	9.19	0	0.00	1676	16.42
HAWAIIAN NETWORK	8021	7090	88.39	108	1.35	11	0.14	491	6.12	3	0.04	37	0.46	3	0.04	278	3.47
- HAWAIIAN AIRLINES	7303	6625	90.72	25	0.34	7	0.10	451	6.18	2	0.03	18	0.25	3	0.04	172	2.36
- BRANDED CODESHARE	718	465	64.76	83	11.56	4	0.56	40	5.57	1	0.14	19	2.65	0	0.00	106	14.76
JETBLUE AIRWAYS	25860	19083	73.79	253	0.98	71	0.27	2076	8.03	182	0.70	1812	7.01	15	0.06	2368	9.16
SOUTHWEST AIRLINES	115939	90048	77.67	1262	1.09	326	0.28	7748	6.68	625	0.54	4376	3.77	77	0.07	11477	9.90
SPIRIT AIRLINES	15433	11849	76.78	83	0.54	41	0.27	273	1.77	83	0.54	2683	17.38	7	0.05	414	2.68
UNITED NETWORK	132477	98104	74.05	2089	1.58	545	0.41	7120	5.37	1205	0.91	11681	8.82	12	0.01	11721	8.85
- UNITED AIRLINES	55056	41411	75.22	272	0.49	205	0.37	2853	5.18	546	0.99	5187	9.42	1	0.00	4581	8.32
- BRANDED CODESHARE	77421	56693	73.23	1817	2.35	340	0.44	4267	5.51	659	0.85	6494	8.39	11	0.01	7140	9.22
TOTAL	682,002	520,963	76.39	12,358	1.81	2,104	0.31	40,471	5.93	6,150	0.90	43,991	6.45	210	0.03	55,755	8.18

* Causes of Delay:

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

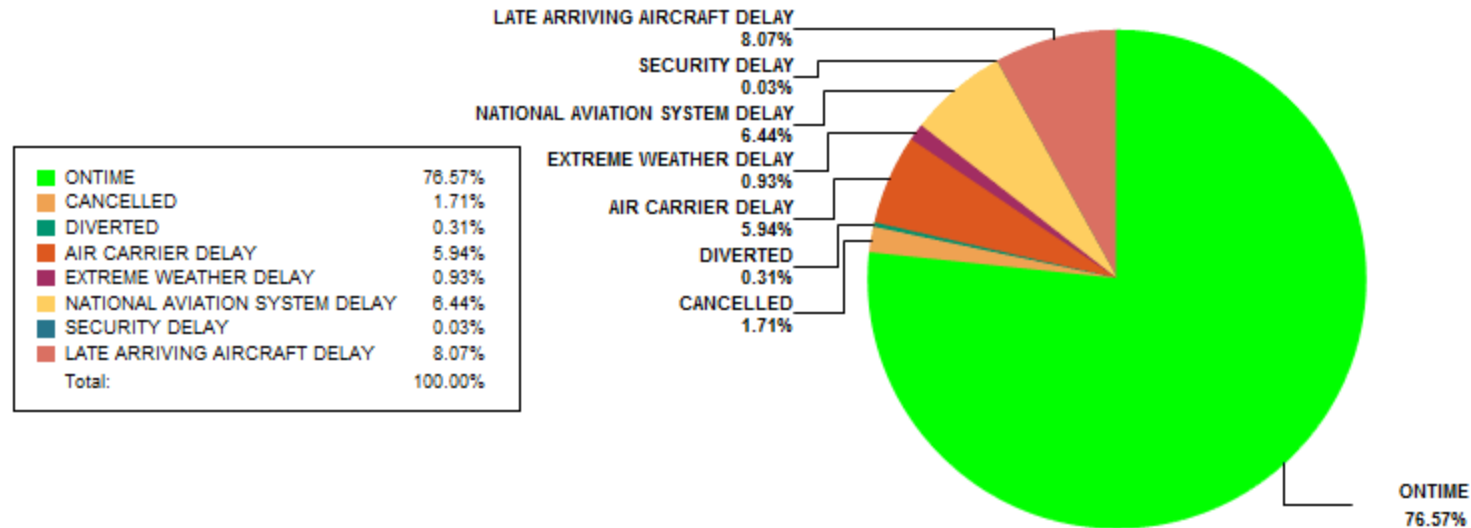
AIR TRAVEL CONSUMER REPORT
TABLE 7A. CAUSES OF DELAY, BY REPORTING CARRIER
JUNE 2018

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCEL LED	% CANCEL LED	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	23248	19163	82.43	209	0.90	36	0.15	991	4.26	45	0.19	1895	8.15	17	0.07	892	3.84
ALLEGIAN AIR	9776	6815	69.71	220	2.25	24	0.25	856	8.76	122	1.25	518	5.30	7	0.07	1214	12.42
AMERICAN AIRLINES	78363	57787	73.74	1397	1.78	254	0.32	5664	7.23	1042	1.33	5354	6.83	27	0.03	6838	8.73
DELTA AIR LINES	83653	68217	81.55	131	0.16	271	0.32	4664	5.58	1083	1.29	4702	5.62	7	0.01	4578	5.47
ENDEAVOR AIR	21948	17821	81.20	148	0.67	61	0.28	958	4.36	180	0.82	1340	6.11	2	0.01	1438	6.55
ENVOY AIR	25961	18284	70.43	1228	4.73	99	0.38	1424	5.49	329	1.27	2035	7.84	6	0.02	2556	9.85
EXPRESSJET	16559	12965	78.30	173	1.04	83	0.50	881	5.32	73	0.44	1311	7.92	0	0.00	1073	6.48
FRONTIER AIRLINES	10207	6154	60.28	291	2.85	17	0.17	1084	10.62	47	0.46	938	9.19	0	0.00	1676	16.42
HAWAIIAN AIRLINES	7303	6625	90.70	25	0.34	7	0.10	451	6.18	2	0.03	18	0.25	3	0.04	172	2.36
JETBLUE AIRWAYS	25860	19083	73.80	253	0.98	71	0.27	2076	8.03	182	0.70	1812	7.01	15	0.06	2368	9.16
MESA AIRLINES	18527	14639	79.01	406	2.19	34	0.18	1120	6.05	268	1.45	763	4.12	11	0.06	1286	6.94
PSA AIRLINES	23760	14647	61.65	3300	13.89	63	0.27	1794	7.55	365	1.54	1205	5.07	11	0.05	2375	10.00
REPUBLIC AIRLINE	27691	21295	76.90	573	2.07	81	0.29	1358	4.90	221	0.80	2211	7.98	5	0.02	1947	7.03
SKYWEST AIRLINES	66909	52662	78.71	723	1.08	255	0.38	2984	4.46	641	0.96	3963	5.92	8	0.01	5673	8.48
SOUTHWEST AIRLINES	115939	90048	77.67	1262	1.09	326	0.28	7748	6.68	625	0.54	4376	3.77	77	0.07	11477	9.90
SPIRIT AIRLINES	15433	11849	76.78	83	0.54	41	0.27	273	1.77	83	0.54	2683	17.38	7	0.05	414	2.68
UNITED AIRLINES	55056	41411	75.22	272	0.49	205	0.37	2853	5.18	546	0.99	5187	9.42	1	0.00	4581	8.32
TOTAL	626,193	479,465	76.57	10,694	1.71	1,928	0.31	37,179	5.94	5,854	0.93	40,311	6.44	204	0.03	50,558	8.07

*** Causes of Delay:**

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

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



*** Causes of Delay:**

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2018

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
UNITED	UNITED	765	LGA	ORD	6/28/2018	Origin Airport	3:47
JETBLUE	JETBLUE	611	JFK	LAS	6/24/2018	Origin Airport	3:46
DELTA	ENDEAVOR	3509	LGA	OMA	6/28/2018	Origin Airport	3:39
UNITED	UNITED	833	LGA	IAH	6/28/2018	Origin Airport	3:35
DELTA	DELTA	220	JFK	ATL	6/24/2018	Origin Airport	3:32
DELTA	ENDEAVOR	5195	LGA	CLE	6/28/2018	Origin Airport	3:28
JETBLUE	JETBLUE	81	JFK	RNO	6/24/2018	Origin Airport	3:22
JETBLUE	JETBLUE	1623	JFK	LAX	6/24/2018	Origin Airport	3:18
DELTA	DELTA	856	LGA	BOS	6/28/2018	Origin Airport	3:14
DELTA	DELTA	454	JFK	LAX	6/24/2018	Origin Airport	3:13
DELTA	DELTA	408	JFK	SFO	6/24/2018	Origin Airport	3:12
DELTA	ENDEAVOR	5300	LGA	GSO	6/28/2018	Origin Airport	3:12
UNITED	AIR WISCONSIN	3957	ORD	XNA	6/19/2018	Origin Airport	3:11
AMERICAN	AMERICAN	2423	JFK	DFW	6/24/2018	Origin Airport	3:10
DELTA	DELTA	2243	JFK	SAN	6/24/2018	Origin Airport	3:09
DELTA	REPUBLIC	5977	LGA	ORD	6/28/2018	Origin Airport	3:08
DELTA	DELTA	2512	JFK	SEA	6/24/2018	Origin Airport	3:08
JETBLUE	JETBLUE	1415	JFK	SFO	6/24/2018	Origin Airport	3:07
AMERICAN	AMERICAN	1315	ORD	IAH	6/19/2018	Origin Airport	3:06
DELTA	SKYWEST	4153	ORD	CVG	6/19/2018	Origin Airport	3:05
ALASKA	SKYWEST	3335	DCA	DAL	6/1/2018	Origin Airport	3:04
AMERICAN	AMERICAN	2347	DFW	COS	6/12/2018	Destination Airport	3:02
DELTA	DELTA	266	JFK	ATL	6/24/2018	Origin Airport	3:02
DELTA	DELTA	222	JFK	AUS	6/24/2018	Origin Airport	3:02
DELTA	ENDEAVOR	5251	JFK	DTW	6/24/2018	Origin Airport	3:00

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

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

AIR TRAVEL CONSUMER REPORT

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

JUNE 2018

OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
ALL NIPPON AIRWAYS	109	JFK	HND	6/24/2018	Origin Airport	4:50
NORWEGIAN AIR	7015	LGW	JFK	6/25/2018	Destination Airport	4:37

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

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

APPENDIX

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

30 Largest U.S. Airports

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

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

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

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

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

MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	JUNE 2018		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	JETBLUE AIRWAYS	4,977	2,824,020	1.76
2	SPIRIT AIRLINES	4,656	2,324,405	2.00
3	DELTA AIR LINES	23,337	10,852,156	2.15
4	UNITED AIRLINES	22,834	8,247,546	2.77
5	ALASKA AIRLINES**	9,154	3,193,076	2.87
6	SOUTHWEST AIRLINES	43,551	14,386,044	3.03
7	HAWAIIAN AIRLINES	3,008	921,668	3.26
8	FRONTIER AIRLINES	6,120	1,690,810	3.62
9	AMERICAN AIRLINES	43,324	9,797,541	4.42
10	SKYWEST AIRLINES	12,834	2,732,307	4.70
11	EXPRESSJET AIRLINES	4,056	675,953	6.00
12	ENVOY AIR	7,530	1,059,137	7.11
	TOTALS	185,381	58,704,663	3.16

JUNE 2017		
TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
5,314	2,899,515	1.83
3,569	1,961,923	1.82
19,382	11,330,703	1.71
19,075	7,715,405	2.47
4,146	2,237,360	1.85
47,202	14,090,883	3.35
2,551	931,026	2.74
3,466	1,449,410	2.39
34,433	10,762,186	3.20
9,739	3,161,131	3.08
5,470	1,369,080	4.00
-	-	-
154,347	57,908,622	2.66

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

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

ENPLANED PASSENGERS - For the domestic system only.

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

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

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

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

RANK	AIRLINE	JANUARY - JUNE 2018		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	SPIRIT AIRLINES	21,474	12,460,558	1.72
2	JETBLUE AIRWAYS	28,893	16,339,830	1.77
3	DELTA AIR LINES	112,796	58,302,108	1.93
4	UNITED AIRLINES	106,956	42,173,029	2.54
5	ALASKA AIRLINES**	38,347	15,035,502	2.55
6	FRONTIER AIRLINES	25,892	9,228,979	2.81
7	SOUTHWEST AIRLINES	223,552	79,198,120	2.82
8	HAWAIIAN AIRLINES	14,665	5,150,550	2.85
9	AMERICAN AIRLINES	204,893	54,973,943	3.73
10	SKYWEST AIRLINES	62,955	14,992,277	4.20
11	EXPRESSJET AIRLINES	21,381	4,190,862	5.10
12	ENVOY AIR	34,311	5,779,680	5.94
	TOTALS	896,115	317,825,438	2.82

JANUARY - JUNE 2017		
TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
14,597	8,991,811	1.62
27,838	16,866,692	1.65
125,991	60,468,747	2.08
97,003	39,974,322	2.43
20,297	12,025,963	1.69
23,291	7,539,611	3.09
212,699	76,281,168	2.79
14,745	5,087,627	2.90
172,596	60,184,210	2.87
54,573	16,262,758	3.36
34,531	8,208,532	4.21
-	-	-
798,161	311,891,441	2.56

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

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

ENPLANED PASSENGERS - For the domestic system only.

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

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

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

OVERSALES

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

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

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

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



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

RANK	CARRIER*	APRIL – JUNE 2018				APRIL – JUNE 2017			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	ALLEGiant AIR	216	0	3,729,600	0.00	-	-	-	-
2	DELTA AIR LINES NETWORK	28,843	15	46,443,599	0.00	-	-	-	-
	- 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	-	-	-	-
	- 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	-	-	-	-
	- 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	-	-	-	-
	- 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	-	-	-	-
	- 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	4,180	731	5,838,917	1.25
	TOTAL	88,320	2,208	214,892,138	0.10	N/A	N/A	N/A	N/A

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

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

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

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

RANK	CARRIER	JANUARY - JUNE 2018				JANUARY - JUNE 2017			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	DELTA AIR LINES NETWORK - DELTA AIR LINES - BRANDED CODESHARE PARTNERS	62,733 41,379 21,354	35 22 13	85,922,937 67,076,944 18,845,993	0.00 0.00 0.01	- 71,498 -	- 650 -	- 64,439,098 -	- 0.10 -
2	HAWAIIAN AIRLINES NETWORK - HAWAIIAN AIRLINES - BRANDED CODESHARE PARTNERS	525 505 20	4 4 0	5,587,072 5,480,687 106,385	0.01 0.01 0.00	- 153 -	- 77 -	- 5,479,601 -	- 0.14 -
3	JETBLUE AIRWAYS	1,401	16	18,821,234	0.01	1,120	1,457	18,125,858	0.80
4	UNITED AIRLINES NETWORK - UNITED AIRLINES - BRANDED CODESHARE PARTNERS	34,211 16,829 17,382	78 44 34	68,429,261 47,280,842 21,148,419	0.01 0.01 0.02	- 26,848 -	- 1,964 -	- 44,961,232 -	- 0.44 -
5	ALLEGiant AIR	216	58	7,036,293	0.08	-	-	-	-
6	AMERICAN AIRLINES NETWORK - AMERICAN AIRLINES - BRANDED CODESHARE PARTNERS	52,682 28,409 24,273	1105 678 427	93,009,796 66,299,460 26,710,336	0.12 0.10 0.16	- 23,198 -	- 4,205 -	- 64,565,284 -	- 0.65 -
7	SOUTHWEST AIRLINES	10,364	1045	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 - ALASKA AIRLINES** - BRANDED CODESHARE PARTNERS	5,648 4,001 1,647	950 446 504	19,398,422 14,767,644 4,630,778	0.49 0.30 1.09	- 4,661 -	- 482 -	- 12,115,780 -	- 0.40 -
10	SPIRIT AIRLINES	10,329	1322	13,242,426	1.00	6,321	1,182	11,113,429	1.06
	TOTAL	180,049	5,056	400,182,003	0.13	N/A	N/A	N/A	N/A

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

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

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

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

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

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

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

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

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

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

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

JANUARY - JUNE 2017			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
Voluntary	Involuntary		
71,498	650	64,439,098	0.10
153	77	5,479,601	0.14
-	-	-	-
1120	1,457	18,125,858	0.80
26,848	1,964	44,961,232	0.44
12,345	763	8,198,666	0.93
-	-	-	-
-	-	-	-
-	-	-	-
-	-	-	-
23,198	4,205	64,565,284	0.65
28,181	5,179	76,237,350	0.68
19,604	839	15,553,307	0.53
3,958	589	5,398,391	1.09
4,661	482	12,115,780	0.39
956	370	7,720,880	0.47
6,321	1,182	11,113,429	1.06
198,843	17,757	333,908,876	0.53

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

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	JUNE 2018				JUNE 2017			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	893	195	0	109	1,115	40	0	102
FOREIGN AIRLINES	513	4	0	69	454	4	1	55
TRAVEL AGENTS	49	1	0	18	30	0	0	17
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	21	9	1	81	8	8	0	47
INDUSTRY TOTALS	1,476	209	1	277	1,607	52	1	221

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*						
COMPLAINT CATEGORY	JUNE 2018			JUNE 2017		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	479		1	657	
CANCELLATION			200			252
DELAY			165			265
MISCONNECTION			72			88
BAGGAGE	2	245		3	201	
RESERVATIONS/TICKETING/BOARDING	3	184		2	223	
CUSTOMER SERVICE	4	148		4	173	
FARES	5	133		5	103	
REFUNDS	6	101		7	75	
DISABILITY	7	81		6	77	
OTHER	8	50		9	31	
FREQUENT FLYER			17			16
OVERSALES	9	42		8	55	
DISCRIMINATION	10	8		11	3	
ADVERTISING	11	5		10	8	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		1,476			1,607	

* 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*
JUNE 2018

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	5	0	0	0	0	0	0	0	0	0	0	0	5
ALASKA AIRLINES***	5	2	3	1	0	7	2	2	0	0	0	0	22
ALLEGiant AIR	10	0	3	2	2	7	2	1	0	0	0	0	27
AMERICAN AIRLINES	81	6	19	16	6	21	30	21	0	4	0	6	210
COMMUTAIR	5	0	0	0	0	0	0	0	0	0	0	0	5
DELTA AIR LINES	24	6	8	5	4	15	15	8	0	0	0	6	91
ENDEAVOR AIR	4	1	0	0	0	0	1	0	0	0	0	1	7
ENVOY AIR	6	1	1	0	0	1	1	0	0	0	0	0	10
FRONTIER AIRLINES	45	1	5	2	8	8	1	3	1	0	0	2	76
HAWAIIAN AIRLINES	2	0	2	4	0	1	0	1	0	0	0	0	10
JETBLUE AIRWAYS	5	1	2	1	2	6	8	5	1	0	0	1	32
MESA AIRLINES	10	0	0	0	0	0	0	0	0	0	0	1	11
PENINSULA AIRWAYS	8	0	0	0	0	0	0	0	0	0	0	0	8
PSA AIRLINES	24	1	1	0	2	1	1	0	0	0	0	0	30
REPUBLIC AIRLINE	11	0	0	0	0	1	0	0	0	0	0	0	12
SILVER AIRWAYS	3	1	0	0	1	3	0	0	0	0	0	0	8
SKYWEST AIRLINES	16	0	0	0	0	1	0	0	0	0	0	1	18
SOUTHWEST AIRLINES	26	0	6	5	2	8	4	7	0	1	0	1	60
SPIRIT AIRLINES	14	2	19	13	6	4	6	7	1	2	0	3	77
SUN COUNTRY AIRLINES	3	0	1	0	0	8	0	0	0	0	0	0	12
TRANS STATES AIRLINES	7	0	0	0	0	1	0	0	0	0	0	0	8
UNITED AIRLINES	41	4	13	8	1	17	19	16	1	1	0	5	126
VIAAIR	4	0	0	0	1	0	0	0	0	0	0	0	5
Other U.S. Airlines	13	1	0	0	1	2	2	0	0	0	0	4	23
TOTAL JUNE 2018	372	27	83	57	36	112	92	71	4	8	0	31	893
% of TOTAL COMPLAINTS	41.7	3.0	9.3	6.4	4.0	12.5	10.3	8.0	0.4	0.9	0	3.5	
TOTAL JUNE 2017	533	44	122	57	39	93	125	72	4	3	1	22	1,115
% of TOTAL COMPLAINTS	47.8	3.9	10.9	5.1	3.5	8.3	11.2	6.5	0.4	0.3	0.1	2.0	

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

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

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

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN JUN	INCI- DENTS IN JUN	PERCENT	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
AIR WISCONSIN	5	4	80.0	0	0.0	0	0.0	1	20.0
ALASKA AIRLINES**	22	11	50.0	6	27.3	3	13.6	2	9.1
ALLEGiant AIR	27	17	63.0	5	18.5	4	14.8	1	3.7
AMERICAN AIRLINES	210	132	62.9	36	17.1	24	11.4	18	8.6
COMMUTAIR	5	4	80.0	0	0.0	1	20.0	0	0.0
DELTA AIR LINES	91	40	44.0	25	27.5	18	19.8	8	8.8
ENDEAVOR AIR	7	6	85.7	1	14.3	0	0.0	0	0.0
ENVOY AIR	10	6	60.0	3	30.0	1	10.0	0	0.0
FRONTIER AIRLINES	76	56	73.7	7	9.2	7	9.2	6	7.9
HAWAIIAN AIRLINES	10	6	60.0	2	20.0	2	20.0	0	0.0
JETBLUE AIRWAYS	32	19	59.4	4	12.5	6	18.8	3	9.4
MESA AIRLINES	11	6	54.5	5	45.5	0	0.0	0	0.0
PENINSULA AIRWAYS	8	5	62.5	0	0.0	2	25.0	1	12.5
PSA AIRLINES	30	28	93.3	0	0.0	0	0.0	2	6.7
REPUBLIC AIRLINE	12	9	75.0	1	8.3	1	8.3	1	8.3
SILVER AIRWAYS	8	4	50.0	4	50.0	0	0.0	0	0.0
SKYWEST AIRLINES	18	17	94.4	1	5.6	0	0.0	0	0.0
SOUTHWEST AIRLINES	60	36	60.0	14	23.3	9	15.0	1	1.7
SPIRIT AIRLINES	77	38	49.4	18	23.4	15	19.5	6	7.8
SUN COUNTRY AIRLINES	12	8	66.7	1	8.3	2	16.7	1	8.3
TRANS STATES AIRLINES	8	7	87.5	1	12.5	0	0.0	0	0.0
UNITED AIRLINES	126	68	54.0	27	21.4	22	17.5	9	7.1
VIAAIR	5	1	20.0	0	0.0	3	60.0	1	20.0
Other U.S. Airlines	23	17	73.9	3	13.0	2	8.7	1	4.3
Totals	893	545	61.0	164	18.4	122	13.7	62	6.9
Previous Year's Totals	1,115	667	59.8	201	18.0	164	14.7	83	7.4

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

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

AIR TRAVEL CONSUMER REPORT

Table 5

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	1	0	4	0	0	4	1	1	0	0	0	0	11
AEROFLOT	2	1	1	1	2	5	1	0	0	0	0	0	13
AEROMEXICO	2	0	4	0	3	4	3	0	0	0	0	1	17
AIR CANADA	6	0	3	3	0	4	5	2	0	0	0	0	23
AIR FRANCE	5	1	1	0	2	11	2	0	0	0	0	1	23
ALITALIA AIRLINES	2	1	6	4	4	0	0	0	0	0	0	1	18
AUSTRIAN AIRLINES	1	0	3	0	1	0	0	0	0	0	0	0	5
AVIANCA	0	0	3	1	4	3	1	0	0	0	0	0	12
BRITISH AIRWAYS	0	0	4	1	0	4	1	0	0	0	0	0	10
CATHAY PACIFIC AIRWAYS	1	0	0	2	0	0	1	0	0	0	0	1	5
CHINA EASTERN AIRLINES	1	0	1	0	0	3	0	0	0	0	0	0	5
CONDOR	6	0	3	0	1	1	0	1	0	0	0	0	12
EMIRATES AIRLINES	2	0	0	4	0	5	3	0	0	0	0	0	14
ETHIOPIAN AIRLINES	3	0	3	1	1	5	2	0	0	0	0	0	15
ETIHAD AIRWAYS	2	0	2	3	0	3	1	0	0	0	0	0	11
IBERIA AIRLINES	1	0	1	0	1	3	1	0	0	0	0	0	7
INTERJET	0	0	1	0	2	3	0	0	0	0	0	0	6
JET AIRWAYS	2	0	1	0	1	2	0	0	0	0	0	0	6
KLM	3	0	1	1	0	1	1	0	0	0	0	0	7
LATAM	3	0	4	0	3	3	0	1	0	0	0	0	14
LOT POLISH AIRLINES	3	0	1	0	0	1	0	0	0	0	0	0	5
LUFTHANSA	3	0	1	1	6	4	3	0	0	0	0	0	18
NORWEGIAN AIR SHUTTLE	17	3	5	2	8	3	3	1	0	0	0	0	42
QATAR AIRWAYS	0	0	4	3	1	5	3	0	0	0	0	0	16
ROYAL AIR MAROC	3	0	1	0	0	4	0	0	0	0	0	0	8
ROYAL JORDANIAN AIRLINES	0	1	2	0	0	2	0	1	0	0	0	0	6
SAS	3	0	1	0	0	2	0	0	0	0	0	0	6
SOUTH AFRICAN AIRWAYS	1	3	1	0	0	0	0	0	0	0	0	0	5
SWISS AIR	0	0	1	2	0	2	0	0	0	0	0	0	5
TAP	1	0	1	2	0	3	0	0	0	0	0	0	7
TURKISH AIRLINES	1	1	9	4	4	7	1	0	0	0	0	2	29
VOLARIS AIRLINES	0	0	2	3	3	1	2	0	0	0	0	0	11
WOW AIR	12	2	3	3	3	8	4	0	0	0	0	0	35
OTHER FOREIGN AIRLINES	16	2	9	14	7	23	10	3	0	0	0	2	86
TOTALS	103	15	87	55	57	129	49	10	0	0	0	8	513

AIR TRAVEL CONSUMER REPORT

Table 5, cont'd.

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

TRAVEL AGENTS	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
CHEAPOAIR.COM	0	0	2	2	1	0	0	0	0	0	0	1	6
JUSTFLY.COM	0	0	3	4	1	0	0	0	0	0	0	0	8
PRICELINE.COM	0	0	3	1	1	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	0	0	6	14	5	0	3	0	1	0	0	1	30
TOTALS	0	0	14	21	8	0	3	0	1	0	0	2	49
TOUR OPERATORS													
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													
FAA	1	0	0	0	0	1	0	0	0	0	0	4	6
TSA	0	0	0	0	0	1	3	0	0	0	0	1	5
Other Miscellaneous	3	0	0	0	0	2	1	0	0	0	0	4	10
TOTALS	4	0	0	0	0	4	4	0	0	0	0	9	21

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6

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

JUNE 2018	
AIRLINE	COMPLAINTS
ALASKA AIRLINES NETWORK	24
- ALASKA AIRLINES**	22
- BRANDED CODESHARE PARTNERS	2
ALLEGiant AIR	27
AMERICAN AIRLINES NETWORK	277
- AMERICAN AIRLINES	210
- BRANDED CODESHARE PARTNERS	67
DELTA AIR LINES NETWORK	106
- DELTA AIR LINES	91
- BRANDED CODESHARE PARTNERS	15
FRONTIER AIRLINES	76
HAWAIIAN AIRLINES NETWORK	10
- HAWAIIAN AIRLINES	10
- BRANDED CODESHARE PARTNERS	0
JETBLUE AIRWAYS	32
SOUTHWEST AIRLINES	60
SPIRIT AIRLINES	77
UNITED AIRLINES NETWORK	164
- UNITED AIRLINES	126
- BRANDED CODESHARE PARTNERS	37
TOTAL	852

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

RANK	AIRLINE	JUNE 2018			JUNE 2017		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	3	846,353	0.35	12	1,451,554	0.83
2	SOUTHWEST AIRLINES	60	14,720,612	0.41	72	14,279,816	0.50
3	SKYWEST AIRLINES	18	3,470,949	0.52	16	3,211,825	0.50
4	ENDEAVOR AIR	7	1,341,929	0.52	-	-	-
5	DELTA AIR LINES	91	13,945,162	0.65	107	13,420,762	0.80
6	ALASKA AIRLINES	22	3,274,660	0.67	11	2,332,344	0.47
7	REPUBLIC AIRLINE	12	1,738,867	0.69	-	-	-
8	ENVOY AIR	10	1,246,062	0.80	-	-	-
9	MESA AIRLINES	11	1,277,521	0.86	-	-	-
10	JETBLUE AIRWAYS	32	3,662,334	0.87	44	3,453,544	1.27
11	HAWAIIAN AIRLINES	10	1,028,971	0.97	6	996,463	0.60
12	UNITED AIRLINES	126	10,602,397	1.19	209	10,021,377	2.09
13	AMERICAN AIRLINES	210	13,411,538	1.57	273	13,028,755	2.10
14	ALLEGiant AIR	27	1,409,044	1.92	-	-	-
15	PSA AIRLINES	30	1,088,200	2.76	-	-	-
16	SPIRIT AIRLINES	77	2,606,578	2.95	156	2,114,557	7.38
17	FRONTIER AIRLINES	76	1,750,209	4.34	28	1,503,536	1.86
TOTAL		822	77,421,386	1.06	934	65,814,533	1.42

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

CONSUMER COMPLAINTS
SUMMARY

	JANUARY - JUNE 2018				JANUARY - JUNE 2017			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	4,267	612	6	662	6,127	668	9	678
FOREIGN AIRLINES	2,856	25	0	362	2,691	29	3	308
TRAVEL AGENTS	227	4	0	91	153	7	0	80
TOUR OPERATORS	0	0	0	0	2	0	0	0
MISCELLANEOUS	91	105	1	412	56	79	0	109
INDUSTRY TOTALS	7,441	746	7	1,527	9,029	783	12	1,175

AIR TRAVEL CONSUMER REPORT

Table 2 (YTD)

COMPLAINT CATEGORIES*						
COMPLAINT CATEGORY	JANUARY - JUNE 2018			JANUARY - JUNE 2017		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	2,159		1	3,198	
CANCELLATION			882			1,399
DELAY			702			1,094
MISCONNECTION			325			443
BAGGAGE	2	1,267		2	1,339	
RESERVATIONS/TICKETING/BOARDING	3	928		3	1,135	
FARES	4	804		4	776	
CUSTOMER SERVICE	5	762		5	941	
REFUNDS	6	622		6	608	
DISABILITY	7	399		7	410	
OVERSALES	8	212		8	299	
OTHER	9	210		9	228	
FREQUENT FLYER			85			130
DISCRIMINATION	10	45		10	44	
ADVERTISING	11	32		11	50	
ANIMALS	12	1		12	1	
COMPLAINT TOTAL		7,441			9,029	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3 (YTD)

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*
JANUARY - JUNE 2018

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	18	0	1	0	0	3	0	0	0	0	0	0	22
ALASKA AIRLINES***	24	5	16	4	5	14	8	10	0	1	0	4	91
ALLEGiant AIR	47	0	14	14	11	23	8	8	1	2	0	0	128
AMERICAN AIRLINES	300	38	93	72	53	115	125	82	2	11	0	21	912
COMMUTAIR	14	0	1	0	0	8	1	0	0	0	0	0	24
COMPASS AIRLINES	9	0	1	0	0	2	1	0	0	1	0	2	16
DELTA AIR LINES	138	21	50	30	15	81	61	57	1	6	0	22	482
ENDEAVOR AIR	19	1	1	0	0	2	6	0	0	1	0	1	31
ENVOY AIR	27	3	8	1	0	3	9	0	0	0	0	1	52
EXPRESSJET AIRLINES	13	0	0	0	0	0	1	0	0	0	0	0	14
FRONTIER AIRLINES	129	8	33	16	19	36	16	21	3	2	0	5	288
GOJET AIRLINES	13	1	0	0	0	1	2	0	0	0	0	1	18
HAWAIIAN AIRLINES	11	1	7	16	2	4	11	12	0	0	0	2	66
JETBLUE AIRWAYS	80	3	15	6	6	40	21	18	1	1	1	7	199
MESA AIRLINES	29	0	0	0	0	1	11	0	0	1	0	2	44
PENINSULA AIRWAYS	8	0	0	1	1	0	0	0	0	0	0	0	10
PIEDMONT AIRLINES	23	1	0	0	0	1	5	0	0	0	0	0	30
PSA AIRLINES	49	1	2	0	2	1	6	1	0	0	0	0	62
REPUBLIC AIRLINE	36	0	0	0	0	4	3	1	0	1	0	1	46
SILVER AIRWAYS	10	1	3	3	1	9	4	0	0	1	0	0	32
SKYWEST AIRLINES	74	3	1	0	0	2	10	0	0	0	0	1	91
SOUTHWEST AIRLINES	114	6	35	15	13	43	33	30	1	3	0	11	304
SPIRIT AIRLINES	94	28	96	55	31	23	39	17	5	4	0	9	401
SUN COUNTRY AIRLINES	48	0	3	0	4	12	0	1	0	0	0	0	68
TRANS STATES AIRLINES	16	0	0	0	0	2	2	0	0	0	0	2	22
UNITED AIRLINES	156	17	68	167	26	106	107	67	3	2	0	29	748
VIAAIR	9	0	0	0	2	0	0	0	0	0	0	0	11
Other U.S. Airlines	16	0	4	1	13	7	1	0	0	0	0	13	55
TOTAL JAN - JUNE 2018	1,524	138	452	401	204	543	491	325	17	37	1	134	4,267
% of TOTAL COMPLAINTS	35.7	3.2	10.6	9.4	4.8	12.7	11.5	7.6	0.4	0.9	0.0	3.1	
TOTAL JAN - JUNE 2017	2,632	216	637	396	296	698	666	345	32	36	1	172	6,127
% of TOTAL COMPLAINTS	43.0	3.5	10.4	6.5	4.8	11.4	10.9	5.6	0.5	0.6	0.0	2.8	

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

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

***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 (YTD)

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY** / JANUARY - JUNE 2018

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	1	0	10	1	4	10	6	1	0	0	0	0	33
AEROFLOT	10	3	5	1	6	21	3	1	0	0	0	0	50
AEROMEXICO	10	0	18	10	12	20	9	2	0	1	0	1	83
AIR CANADA	33	4	17	6	5	32	18	3	0	2	0	0	120
AIR CHINA	24	0	4	2	8	26	2	0	0	0	0	0	66
AIR EUROPA	1	1	0	2	1	3	2	0	0	0	0	0	10
AIR FRANCE	56	5	11	23	10	53	10	5	0	1	0	3	177
AIR INDIA	5	0	4	6	9	8	6	0	0	0	0	2	40
AIR NEW ZEALAND	1	0	0	65	1	1	0	0	0	0	0	0	68
ALITALIA AIRLINES	11	2	8	10	7	13	1	2	0	1	0	3	58
ASIANA AIRLINES	6	0	2	0	1	3	2	1	0	0	0	0	15
AUSTRIAN AIRLINES	2	0	4	1	1	2	2	1	0	0	0	0	13
AVIANCA	21	1	10	4	39	18	7	1	0	1	0	0	102
BRITISH AIRWAYS	15	1	13	7	9	23	5	1	0	0	0	2	76
CARIBBEAN AIRLINES	3	1	2	7	0	2	1	1	0	0	0	0	17
CATHAY PACIFIC AIRWAYS	3	1	2	4	3	1	5	4	0	0	0	3	26
CHINA EASTERN AIRLINES	8	0	9	3	4	10	1	0	0	0	0	0	35
CHINA SOUTHERN AIRLINES	4	1	5	2	2	7	0	1	0	0	0	1	23
CONDOR	8	1	4	2	3	3	4	1	1	0	0	0	27
COPA	6	2	9	2	8	5	7	0	0	0	0	0	39
EL AL ISRAEL	8	2	2	1	1	7	3	2	0	0	0	1	27
EMIRATES AIRLINES	9	0	16	10	7	24	14	6	1	0	0	3	90
ETHIOPIAN AIRLINES	12	0	15	6	4	20	7	0	0	0	0	1	65
ETIHAD AIRWAYS	4	1	16	12	2	15	5	0	0	0	0	2	57
HAINAN	3	0	0	2	1	2	3	0	0	0	0	0	11
IBERIA AIRLINES	8	2	5	2	2	21	4	2	0	0	0	1	47
ICELANDAIR	4	1	3	1	1	4	3	2	0	0	0	2	21
INTERJET	5	0	4	5	6	8	3	3	0	0	0	0	34
JAPAN AIRLINES COMPANY	4	0	4	1	1	1	1	0	0	0	0	6	18
JET AIRWAYS	3	0	4	1	2	12	5	1	0	0	0	1	29
KLM	10	1	5	1	1	14	4	4	0	1	0	0	41
KUWAIT AIRWAYS	5	0	1	0	0	6	0	1	0	0	0	0	13
LATAM	12	1	12	1	9	13	1	1	0	0	0	0	50
LOT POLISH AIRLINES	6	1	3	3	2	1	0	0	0	0	0	0	16
LUFTHANSA	14	2	20	5	10	25	9	4	0	0	0	1	90
NORWEGIAN AIR SHUTTLE	50	7	16	12	13	24	7	3	1	0	0	1	134
PAWA DOMINICANA	1	0	0	0	9	0	0	0	0	0	0	0	10
PHILIPPINE AIRLINES	1	0	6	1	2	2	3	1	0	0	0	0	16
QANTAS AIRWAYS	0	1	0	1	2	4	3	0	0	0	0	0	11
QATAR AIRWAYS	4	1	11	10	11	15	6	3	1	0	0	1	63

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD, cont'd.)

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY** / JANUARY - JUNE 2018

FOREIGN AIRLINES	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
ROYAL AIR MAROC	11	1	4	0	3	16	1	2	0	0	0	0	38
ROYAL JORDANIAN AIRLINES	1	2	4	0	1	5	0	1	0	0	0	1	15
SANTA BARBARA AIRLINES	1	0	2	0	12	0	0	0	0	0	0	0	15
SAS	3	0	3	2	0	3	3	0	0	0	0	0	14
SAUDI ARABIAN AIRLINES	5	0	8	1	1	5	1	0	0	0	0	0	21
SINGAPORE AIRLINES	2	0	0	3	4	0	0	0	0	0	0	1	10
SOUTH AFRICAN AIRWAYS	3	5	4	6	2	5	2	0	0	0	0	0	27
SWISS AIR	8	0	6	6	3	14	2	1	0	0	0	0	40
TAME	26	0	0	0	2	4	1	1	0	0	0	0	34
TAP	6	2	5	5	3	10	0	1	1	0	0	0	33
TURKISH AIRLINES	11	1	22	14	24	38	9	3	0	1	0	5	128
UKRAINE INTERNATIONAL AIRLINES	4	0	3	2	0	5	4	0	0	0	0	0	18
VIRGIN ATLANTIC AIRWAYS	5	1	3	0	5	5	2	2	0	0	0	1	24
VIRGIN AUSTRALIA	1	0	0	4	0	5	1	0	0	0	0	0	11
VOLARIS AIRLINES	7	5	17	10	17	10	7	0	2	0	0	1	76
WEST JET	4	1	0	1	0	3	1	0	0	0	0	0	10
WOW AIR	58	8	24	19	23	39	14	2	1	0	0	0	188
OTHER FOREIGN AIRLINES	65	3	30	14	32	60	21	3	1	0	0	4	233
TOTALS	612	72	415	320	351	706	241	74	9	8	0	48	2,856
TRAVEL AGENTS													
CHEAPOAIR.COM	1	0	3	8	7	0	0	0	0	0	0	1	20
EXPEDIA.COM	1	0	8	7	10	0	0	0	0	0	0	1	27
JUSTFLY.COM	1	0	15	25	9	0	2	0	3	0	0	0	55
PRICELINE.COM	0	0	5	2	9	0	3	0	1	0	0	0	20
OTHER TRAVEL AGENTS	1	1	24	38	26	1	11	0	2	0	0	1	105
TOTALS	4	1	55	80	61	1	16	0	6	0	0	3	227
TOUR OPERATORS													
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													
FAA	4	0	0	0	0	2	1	0	0	0	0	8	15
TSA	0	0	0	0	0	7	8	0	0	0	0	2	17
Other Miscellaneous	15	1	6	3	6	8	5	0	0	0	0	15	59
TOTALS	19	1	6	3	6	17	14	0	0	0	0	25	91

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 5 (YTD)

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

JANUARY - JUNE 2018	
AIRLINE	COMPLAINTS
ALASKA AIRLINES NETWORK	77
- ALASKA AIRLINES**	68
- BRANDED CODESHARE PARTNERS	9
ALLEGiant AIR	128
AMERICAN AIRLINES NETWORK	1,138
- AMERICAN AIRLINES	912
- BRANDED CODESHARE PARTNERS	226
DELTA NETWORK	558
- DELTA AIR LINES	482
- BRANDED CODESHARE PARTNERS	76
FRONTIER AIRLINES	288
HAWAIIAN AIRLINES NETWORK	66
- HAWAIIAN AIRLINES	66
- BRANDED CODESHARE PARTNERS	0
JETBLUE AIRWAYS	199
SOUTHWEST AIRLINES	304
SPIRIT AIRLINES	401
UNITED AIRLINES NETWORK	911
- UNITED AIRLINES	748
- BRANDED CODESHARE PARTNERS	163
TOTAL	4,071

* All marketing 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.

TABLE 5A (YTD)

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES*

RANK	AIRLINE	JANUARY - JUNE 2018			JANUARY - JUNE 2017		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	14	4,998,910	0.28	72	8,645,085	0.83
2	SOUTHWEST AIRLINES	304	80,494,503	0.38	386	77,059,443	0.50
3	ALASKA AIRLINES**	68	15,618,825	0.44	78	12,766,559	0.61
4	ENDEAVOR AIR	31	6,556,995	0.47	-	-	-
5	SKYWEST AIRLINES	91	18,653,119	0.49	91	16,716,153	0.54
6	REPUBLIC AIRLINE	46	9,226,387	0.50	-	-	-
7	DELTA AIR LINES	482	73,798,708	0.65	760	71,313,350	1.07
8	MESA AIRLINES	44	6,709,964	0.66	-	-	-
9	ENVOY AIR	52	6,626,459	0.78	-	-	-
10	PSA AIRLINES	62	6,740,496	0.92	-	-	-
11	JETBLUE AIRWAYS	199	20,802,738	0.96	209	20,010,561	1.04
12	HAWAIIAN AIRLINES	66	5,802,541	1.14	58	5,481,077	1.06
13	AMERICAN AIRLINES	912	73,413,751	1.24	1,424	71,610,094	1.99
14	UNITED AIRLINES	748	53,913,025	1.39	1,075	51,580,747	2.08
15	ALLEGiant AIR	128	7,053,931	1.81	-	-	-
16	SPIRIT AIRLINES	401	13,882,543	2.89	781	11,582,036	6.74
17	FRONTIER AIRLINES	288	9,498,871	3.03	270	7,965,326	3.39
	TOTAL	3,936	413,791,766	0.95	5,675	354,730,431	1.60

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

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

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

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

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for June 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
American	3			1			
Southwest	1						
Spirit	2						
United	1						
TOTAL	7			1			

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

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

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for January - June 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
AeroMexico	1						
Air Canada	1				1		
Air France			1				
Alaska	1						
Alitalia	1						
Allegiant	1					1	
American	7	1	1	2			
Aviana			1				
Compass	1						
Delta	4		1	1			
Endeavor	1						
Frontier	1					1	
JetBlue					1		
KLM	1						
Mesa	1						
Republic	1						
Silver	1						
Southwest	3						
Spirit	2			1		1	
Turkish Airlines						1	
United	2						
TOTAL	30	1	4	4	2	4	0

*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

June 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	1	0
Hawaiian Airlines	1	0	0
United Airlines	1	0	0
Totals:	3	1	0

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of June 2018
as provided by the Transportation Security Administration^{al}**

The Transportation Security Administration (TSA) screened approximately 72 million airline passengers and their 58 million checked bags in the month of June as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of June.

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

Courtesy		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
851	.001	40	.00005	185	.0002	570	.0007

NOTES

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

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

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

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