



U.S. Department  
of Transportation



# ***Air Travel Consumer Report***

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



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

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

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

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

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

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## **INTRODUCTION**

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

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

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

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

## FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

**AIR TRAVEL CONSUMER REPORT**

**BRANDED CODESHARE PARTNERS**

**SEPTEMBER 2018**

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

<b>American Airlines Branded Codeshare Partners</b>	<b>Alaska Airlines Branded Codeshare Partners</b>	<b>Delta Air Lines Branded Codeshare Partners</b>	<b>Hawaiian Airlines Branded Codeshare Partners</b>	<b>United Airlines Branded Codeshare Partners</b>
American Airlines	Alaska Airlines	Delta Air Lines	Hawaiian Airlines	United Airlines
Compass Airlines	Horizon Air	Compass Airlines	Empire Airlines	Air Wisconsin Airlines
Envoy Air	Peninsula Airways	Endeavor Air		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

SEPTEMBER 2018

AT ALL US AIRPORTS			
CARRIER	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>21</b>	<b>89.6</b>	<b>1</b>
- HAWAIIAN AIRLINES	18	91.1	
- BRANDED CODESHARE PARTNERS	4	74.9	
<b>DELTA AIR LINES NETWORK</b>	<b>222</b>	<b>86.0</b>	<b>2</b>
- DELTA AIR LINES	144	88.3	
- BRANDED CODESHARE PARTNERS	201	83.0	
<b>SOUTHWEST AIRLINES</b>	<b>85</b>	<b>85.0</b>	<b>3</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>96</b>	<b>84.5</b>	<b>4</b>
- ALASKA AIRLINES	71	85.2	
- BRANDED CODESHARE PARTNERS	51	83.3	
<b>SPIRIT AIRLINES</b>	<b>42</b>	<b>84.2</b>	<b>5</b>
<b>ALLEGiant AIR</b>	<b>115</b>	<b>82.2</b>	<b>6</b>
<b>UNITED AIRLINES NETWORK</b>	<b>230</b>	<b>80.7</b>	<b>7</b>
- UNITED AIRLINES	103	82.2	
- BRANDED CODESHARE PARTNERS	213	79.7	
<b>AMERICAN AIRLINES NETWORK</b>	<b>232</b>	<b>78.0</b>	<b>8</b>
- AMERICAN AIRLINES	97	78.3	
- BRANDED CODESHARE PARTNERS	216	77.8	
<b>JETBLUE AIRWAYS</b>	<b>69</b>	<b>77.5</b>	<b>9</b>
<b>FRONTIER AIRLINES</b>	<b>87</b>	<b>66.3</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>362</b>	<b>81.9</b>	

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2018

	AT ALL US AIRPORTS		
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	18	91.1	1
DELTA AIR LINES	144	88.3	2
ALASKA AIRLINES	71	85.2	3
SOUTHWEST AIRLINES	85	85.0	4
SKYWEST AIRLINES	229	84.3	5
SPIRIT AIRLINES	42	84.2	6
ENDEAVOR AIR	104	82.3	7
ALLEGiant AIR	115	82.2	8
UNITED AIRLINES	103	82.2	9
REPUBLIC AIRLINE	84	80.4	10
ENVOY AIR	131	79.7	11
AMERICAN AIRLINES	97	78.3	12
PSA AIRLINES	93	77.8	13
JETBLUE AIRWAYS	69	77.5	14
EXPRESSJET AIRLINES	105	75.9	15
MESA AIRLINES	98	71.9	16
FRONTIER AIRLINES	87	66.3	17
TOTAL AIRPORTS SERVED	346	82.2	

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

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2018

CARRIER	Jan 2018		Feb 2018		Mar 2018		Apr 2018		May 2018		Jun 2018		Jul 2018		Aug 2018		Sept 2018		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
<b>ALASKA AIRLINES NETWORK</b>	87.7	2	85.3	1	86.7	1	84.3	2	84.1	3	83.7	2	84.1	2	74.7	5	84.5	4	83.6	2
- ALASKA AIRLINES*	88.9		85.3		86.8		83.4		81.8		82.4		82.9		75.0		85.2		83.0	
- BRANDED CODESHARE PARTNERS	86.3		85.3		86.6		85.7		87.8		85.7		86.0		74.1		83.3		84.4	
<b>ALLEGiant AIR</b>	78.6	7	78.3	5	78.5	8	78.8	7	76.7	7	69.7	9	67.0	9	78.2	3	82.2	6	75.8	8
<b>AMERICAN AIRLINES NETWORK</b>	77.6	9	76.7	9	81.1	6	82.7	4	78.0	5	72.4	8	72.2	7	73.1	7	78.0	8	76.8	7
- AMERICAN AIRLINES	82.5		80.8		82.3		83.9		78.6		73.7		70.0		72.5		78.3		77.9	
- BRANDED CODESHARE PARTNERS	73.6		73.2		80.1		81.6		77.6		71.4		74.0		73.6		77.8		75.8	
<b>DELTA AIR LINES NETWORK</b>	80.4	6	83.3	2	82.6	4	83.3	3	84.4	2	81.5	3	81.9	3	80.4	2	86.0	2	82.6	3
- DELTA AIR LINES	84.3		87.9		87.0		86.4		85.0		81.5		83.4		83.3		88.3		85.1	
- BRANDED CODESHARE PARTNERS	75.9		78.0		77.5		79.6		83.6		81.4		80.0		76.8		83.0		79.5	
<b>FRONTIER AIRLINES</b>	74.9	10	73.8	11	78.4	9	76.4	9	71.8	9	60.3	10	59.7	10	61.4	10	66.3	10	68.9	10
<b>HAWAIIAN AIRLINES NETWORK</b>	88.3	1	78.1	7	84.2	3	86.2	1	89.1	1	88.4	1	91.5	1	90.0	1	89.6	1	87.5	1
- HAWAIIAN AIRLINES	88.3		80.3		85.3		87.7		90.8		90.7		92.6		91.6		91.1		88.9	
- BRANDED CODESHARE PARTNERS	88.2		62.2		74.7		72.3		73.1		64.8		80.7		73.4		74.9		74.1	
<b>JETBLUE AIRWAYS</b>	65.8	11	74.6	10	64.2	11	67.6	10	71.0	10	73.8	7	67.2	8	66.7	9	77.5	9	69.7	9
<b>SOUTHWEST AIRLINES</b>	81.8	5	77.1	8	78.9	7	77.7	8	76.4	8	77.7	4	74.5	5	77.9	4	85.0	3	78.5	5
<b>SPIRIT AIRLINES</b>	82.9	3	81.9	3	85.1	2	81.8	6	80.3	4	76.8	5	73.6	6	73.3	6	84.2	5	79.8	4
<b>UNITED AIRLINES NETWORK</b>	78.6	8	78.1	6	81.9	5	82.6	5	77.9	6	74.1	6	76.1	4	71.9	8	80.7	7	77.9	6
- UNITED AIRLINES	84.7		84.7		83.9		83.9		78.9		75.2		75.1		70.8		82.2		79.5	
- BRANDED CODESHARE PARTNERS	74.7		74.0		80.6		81.7		77.2		73.2		76.9		72.6		79.7		76.8	
<b>VIRGIN AMERICA*</b>	82.5	4	81.7	4	69.9	10	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>TOTAL</b>	79.4		78.9		80.7		81.3		79.2		76.4		76.0		75.2		81.9		78.7	

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

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



## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2018

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	51	98.0	296	84.8	118	85.6	0	0.0	233	80.7	144	96.5	115	89.6	30	100.0
- ALASKA AIRLINES	51	98.0	296	84.8	118	85.6	0	0.0	148	89.2	144	96.5	115	89.6	30	100.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	85	65.9	0	0.0	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	0	0.0	0	0.0	27	85.2	0	0.0	0	0.0	10	70.0	0	0.0	0	0.0
<b>AMERICAN AIRLINES NETWORK</b>	1421	77.8	2599	72.3	681	75.3	18687	80.8	6849	78.4	904	76.9	19849	76.1	1023	79.4
- AMERICAN AIRLINES	963	76.5	2360	72.8	466	76.4	8256	83.1	1867	77.1	844	76.3	11701	78.0	440	79.5
- BRANDED CODESHARE PARTNERS	458	80.3	239	67.4	215	73.0	10431	79.0	4982	78.9	60	85.0	8148	73.4	583	79.2
<b>DELTA AIR LINES NETWORK</b>	24596	87.5	2598	77.6	769	89.3	875	85.3	1382	81.8	1063	91.4	1141	78.3	10962	88.9
- DELTA AIR LINES	20071	88.4	1348	81.2	576	90.8	500	89.0	718	83.4	1004	91.4	627	82.8	4672	91.2
- BRANDED CODESHARE PARTNERS	4525	83.2	1250	73.8	193	85.0	375	80.3	664	80.1	59	91.5	514	72.8	6290	87.2
<b>FRONTIER AIRLINES</b>	283	69.6	0	0.0	0	0.0	120	57.5	90	57.8	2126	69.8	45	73.3	94	68.1
<b>HAWAIIAN AIRLINES NETWORK</b>	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
<b>JETBLUE AIRWAYS</b>	290	80.0	4246	72.1	247	78.9	119	80.7	876	80.0	115	78.3	55	76.4	116	75.9
<b>SOUTHWEST AIRLINES</b>	3362	85.1	981	76.2	5673	85.8	275	74.9	1245	81.6	5521	85.9	0	0.0	556	86.3
<b>SPIRIT AIRLINES</b>	693	83.1	365	72.9	675	82.2	0	0.0	0	0.0	287	85.4	688	81.5	770	87.8
<b>UNITED AIRLINES NETWORK</b>	882	79.6	1317	74.1	421	78.1	606	76.2	1055	78.4	12121	89.1	1003	76.5	765	78.8
- UNITED AIRLINES	377	82.2	1227	74.1	316	82.3	77	77.9	378	78.6	5388	88.7	556	74.8	113	86.7
- BRANDED CODESHARE PARTNERS	505	77.6	90	74.4	105	65.7	529	76.0	677	78.3	6733	89.5	447	78.5	652	77.5
<b>TOTAL</b>	31,578	86.3	12,402	74.2	8,611	84.5	20,682	80.7	11,730	79.2	22,291	86.0	22,896	76.5	14,316	87.3

\* 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)

SEPTEMBER 2018

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>388</b>	<b>74.7</b>	<b>60</b>	<b>93.3</b>	<b>270</b>	<b>81.9</b>	<b>158</b>	<b>91.8</b>	<b>47</b>	<b>89.4</b>	<b>435</b>	<b>81.1</b>	<b>671</b>	<b>89.1</b>	<b>2000</b>	<b>84.4</b>
- ALASKA AIRLINES	388	74.7	60	93.3	270	81.9	158	91.8	47	89.4	435	81.1	671	89.1	1712	84.2
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	288	85.4
<b>ALLEGiant AIR</b>	<b>41</b>	<b>87.8</b>	<b>159</b>	<b>77.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>643</b>	<b>81.0</b>	<b>97</b>	<b>85.6</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>639</b>	<b>65.4</b>	<b>472</b>	<b>79.0</b>	<b>237</b>	<b>87.3</b>	<b>462</b>	<b>79.7</b>	<b>918</b>	<b>70.0</b>	<b>2167</b>	<b>74.6</b>	<b>1160</b>	<b>79.1</b>	<b>5550</b>	<b>86.4</b>
- AMERICAN AIRLINES	580	65.3	472	79.0	237	87.3	263	75.3	721	70.0	1532	77.8	1160	79.1	3403	83.9
- BRANDED CODESHARE PARTNERS	59	66.1	0	0.0	0	0.0	199	85.4	197	70.1	635	66.9	0	0.0	2147	90.4
<b>DELTA AIR LINES NETWORK</b>	<b>835</b>	<b>71.0</b>	<b>820</b>	<b>90.2</b>	<b>197</b>	<b>90.9</b>	<b>502</b>	<b>87.5</b>	<b>712</b>	<b>78.9</b>	<b>4546</b>	<b>79.7</b>	<b>1535</b>	<b>87.6</b>	<b>3943</b>	<b>88.1</b>
- DELTA AIR LINES	488	69.7	790	90.6	197	90.9	278	90.6	251	79.3	2258	81.2	1069	90.7	2875	90.4
- BRANDED CODESHARE PARTNERS	347	72.9	30	80.0	0	0.0	224	83.5	461	78.7	2288	78.1	466	80.3	1068	82.0
<b>FRONTIER AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>88</b>	<b>50.0</b>	<b>43</b>	<b>60.5</b>	<b>0</b>	<b>0.0</b>	<b>593</b>	<b>64.6</b>	<b>107</b>	<b>77.6</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>3202</b>	<b>89.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>30</b>	<b>96.7</b>	<b>77</b>	<b>96.1</b>	<b>180</b>	<b>80.6</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	2845	91.8	0	0.0	0	0.0	30	96.7	77	96.1	180	80.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	357	72.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>667</b>	<b>64.3</b>	<b>1988</b>	<b>76.1</b>	<b>0</b>	<b>0.0</b>	<b>162</b>	<b>80.9</b>	<b>0</b>	<b>0.0</b>	<b>3603</b>	<b>75.1</b>	<b>360</b>	<b>84.4</b>	<b>492</b>	<b>84.8</b>
<b>SOUTHWEST AIRLINES</b>	<b>541</b>	<b>68.6</b>	<b>1771</b>	<b>89.7</b>	<b>0</b>	<b>0.0</b>	<b>197</b>	<b>87.3</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>6090</b>	<b>87.9</b>	<b>3537</b>	<b>84.5</b>
<b>SPIRIT AIRLINES</b>	<b>297</b>	<b>71.4</b>	<b>1383</b>	<b>85.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>577</b>	<b>80.1</b>	<b>0</b>	<b>0.0</b>	<b>1341</b>	<b>85.3</b>	<b>654</b>	<b>88.4</b>
<b>UNITED AIRLINES NETWORK</b>	<b>9848</b>	<b>68.7</b>	<b>457</b>	<b>76.8</b>	<b>429</b>	<b>85.8</b>	<b>6283</b>	<b>80.7</b>	<b>11964</b>	<b>77.4</b>	<b>0</b>	<b>0.0</b>	<b>1150</b>	<b>84.3</b>	<b>3933</b>	<b>86.9</b>
- UNITED AIRLINES	4632	73.8	457	76.8	429	85.8	2299	83.4	4855	79.5	0	0.0	1097	84.2	2225	86.0
- BRANDED CODESHARE PARTNERS	5216	64.1	0	0.0	0	0.0	3984	79.2	7109	76.0	0	0.0	53	86.8	1708	88.1
<b>TOTAL</b>	<b>13,256</b>	<b>68.7</b>	<b>7,110</b>	<b>83.4</b>	<b>4,335</b>	<b>88.7</b>	<b>7,852</b>	<b>81.2</b>	<b>14,261</b>	<b>77.1</b>	<b>10,781</b>	<b>77.2</b>	<b>13,620</b>	<b>85.2</b>	<b>20,493</b>	<b>86.2</b>

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2018

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>104</b>	<b>71.2</b>	<b>133</b>	<b>91.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>120</b>	<b>93.3</b>	<b>321</b>	<b>85.4</b>	<b>3665</b>	<b>88.8</b>	<b>90</b>	<b>96.7</b>
- ALASKA AIRLINES	0	0.0	133	91.7	0	0.0	0	0.0	60	98.3	321	85.4	1526	90.3	90	96.7
- BRANDED CODESHARE PARTNERS	104	71.2	0	0.0	0	0.0	0	0.0	60	88.3	0	0.0	2139	87.8	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>4337</b>	<b>73.2</b>	<b>1439</b>	<b>79.9</b>	<b>0</b>	<b>0.0</b>	<b>5682</b>	<b>85.3</b>	<b>845</b>	<b>77.9</b>	<b>13054</b>	<b>80.7</b>	<b>465</b>	<b>76.6</b>	<b>9945</b>	<b>75.4</b>
- AMERICAN AIRLINES	1788	73.3	1439	79.9	0	0.0	3944	83.9	598	76.8	5310	78.9	380	72.1	4312	75.9
- BRANDED CODESHARE PARTNERS	2549	73.1	0	0.0	0	0.0	1738	88.6	247	80.6	7744	81.9	85	96.5	5633	75.0
<b>DELTA AIR LINES NETWORK</b>	<b>6431</b>	<b>74.4</b>	<b>1370</b>	<b>88.0</b>	<b>473</b>	<b>85.8</b>	<b>667</b>	<b>90.0</b>	<b>10501</b>	<b>88.7</b>	<b>1411</b>	<b>76.3</b>	<b>842</b>	<b>89.0</b>	<b>706</b>	<b>83.0</b>
- DELTA AIR LINES	1774	76.9	1261	88.2	192	87.5	667	90.0	5751	90.5	845	80.4	673	91.7	551	85.8
- BRANDED CODESHARE PARTNERS	4657	73.4	109	85.3	281	84.7	0	0.0	4750	86.5	566	70.3	169	78.1	155	72.9
<b>FRONTIER AIRLINES</b>	<b>90</b>	<b>60.0</b>	<b>776</b>	<b>64.9</b>	<b>0</b>	<b>0.0</b>	<b>43</b>	<b>60.5</b>	<b>154</b>	<b>74.0</b>	<b>235</b>	<b>63.0</b>	<b>69</b>	<b>63.8</b>	<b>321</b>	<b>59.8</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>60</b>	<b>58.3</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	58.3	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>503</b>	<b>69.8</b>	<b>1566</b>	<b>82.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>86</b>	<b>66.3</b>	<b>239</b>	<b>68.2</b>	<b>90</b>	<b>78.9</b>	<b>217</b>	<b>77.4</b>
<b>SOUTHWEST AIRLINES</b>	<b>909</b>	<b>72.6</b>	<b>2729</b>	<b>86.3</b>	<b>6736</b>	<b>84.8</b>	<b>0</b>	<b>0.0</b>	<b>685</b>	<b>83.2</b>	<b>0</b>	<b>0.0</b>	<b>1229</b>	<b>87.1</b>	<b>669</b>	<b>79.8</b>
<b>SPIRIT AIRLINES</b>	<b>330</b>	<b>71.8</b>	<b>1078</b>	<b>88.6</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>309</b>	<b>87.7</b>	<b>737</b>	<b>79.4</b>	<b>84</b>	<b>83.3</b>	<b>247</b>	<b>83.0</b>
<b>UNITED AIRLINES NETWORK</b>	<b>1146</b>	<b>72.5</b>	<b>939</b>	<b>81.7</b>	<b>0</b>	<b>0.0</b>	<b>317</b>	<b>78.2</b>	<b>760</b>	<b>79.7</b>	<b>16842</b>	<b>81.8</b>	<b>692</b>	<b>83.4</b>	<b>513</b>	<b>74.9</b>
- UNITED AIRLINES	784	72.2	939	81.7	0	0.0	230	83.5	319	84.3	7126	83.4	692	83.4	356	77.2
- BRANDED CODESHARE PARTNERS	362	73.2	0	0.0	0	0.0	87	64.4	441	76.4	9716	80.6	0	0.0	157	69.4
<b>TOTAL</b>	<b>13,850</b>	<b>73.4</b>	<b>10,030</b>	<b>83.2</b>	<b>7,209</b>	<b>84.9</b>	<b>6,709</b>	<b>85.3</b>	<b>13,460</b>	<b>86.9</b>	<b>32,839</b>	<b>80.9</b>	<b>7,196</b>	<b>86.6</b>	<b>12,708</b>	<b>76.0</b>

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2018

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>180</b>	<b>93.3</b>	<b>1307</b>	<b>84.9</b>	<b>8376</b>	<b>78.7</b>	<b>2313</b>	<b>78.1</b>	<b>288</b>	<b>91.3</b>	<b>30</b>	<b>96.7</b>
- ALASKA AIRLINES	180	93.3	696	80.2	5427	81.5	2053	78.2	85	96.5	30	96.7
- BRANDED CODESHARE PARTNERS	0	0.0	611	90.2	2949	73.5	260	77.3	203	89.2	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>16</b>	<b>75.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>6601</b>	<b>83.5</b>	<b>907</b>	<b>78.1</b>	<b>928</b>	<b>61.3</b>	<b>1451</b>	<b>77.1</b>	<b>544</b>	<b>77.2</b>	<b>1000</b>	<b>75.1</b>
- AMERICAN AIRLINES	4289	84.0	727	75.4	779	58.3	1098	74.1	339	75.2	978	74.7
- BRANDED CODESHARE PARTNERS	2312	82.7	180	88.9	149	77.2	353	86.4	205	80.5	22	90.9
<b>DELTA AIR LINES NETWORK</b>	<b>821</b>	<b>87.9</b>	<b>935</b>	<b>84.1</b>	<b>3727</b>	<b>78.1</b>	<b>1291</b>	<b>85.3</b>	<b>6976</b>	<b>92.8</b>	<b>940</b>	<b>85.9</b>
- DELTA AIR LINES	538	91.4	622	89.9	2273	82.8	1291	85.3	3830	93.0	870	87.7
- BRANDED CODESHARE PARTNERS	283	81.3	313	72.5	1454	70.7	0	0.0	3146	92.6	70	62.9
<b>FRONTIER AIRLINES</b>	<b>103</b>	<b>73.8</b>	<b>142</b>	<b>66.2</b>	<b>60</b>	<b>48.3</b>	<b>85</b>	<b>62.4</b>	<b>146</b>	<b>69.2</b>	<b>137</b>	<b>69.3</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>30</b>	<b>73.3</b>	<b>60</b>	<b>68.3</b>	<b>60</b>	<b>78.3</b>	<b>60</b>	<b>81.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	30	73.3	60	68.3	60	78.3	60	81.7	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
<b>JETBLUE AIRWAYS</b>	<b>60</b>	<b>80.0</b>	<b>140</b>	<b>85.0</b>	<b>169</b>	<b>76.9</b>	<b>443</b>	<b>79.5</b>	<b>197</b>	<b>82.7</b>	<b>424</b>	<b>81.1</b>
<b>SOUTHWEST AIRLINES</b>	<b>4888</b>	<b>85.5</b>	<b>3171</b>	<b>87.7</b>	<b>1109</b>	<b>70.5</b>	<b>1404</b>	<b>77.0</b>	<b>881</b>	<b>86.0</b>	<b>1857</b>	<b>86.6</b>
<b>SPIRIT AIRLINES</b>	<b>30</b>	<b>86.7</b>	<b>171</b>	<b>86.5</b>	<b>135</b>	<b>74.8</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>374</b>	<b>87.4</b>
<b>UNITED AIRLINES NETWORK</b>	<b>698</b>	<b>84.8</b>	<b>1057</b>	<b>86.8</b>	<b>962</b>	<b>73.9</b>	<b>7744</b>	<b>83.6</b>	<b>638</b>	<b>85.9</b>	<b>522</b>	<b>78.4</b>
- UNITED AIRLINES	554	85.6	917	85.7	902	74.5	5283	84.3	212	84.4	522	78.4
- BRANDED CODESHARE PARTNERS	144	81.9	140	93.6	60	65.0	2461	82.2	426	86.6	0	0.0
<b>TOTAL</b>	<b>13,411</b>	<b>84.6</b>	<b>7,906</b>	<b>84.9</b>	<b>15,526</b>	<b>76.4</b>	<b>14,791</b>	<b>81.4</b>	<b>9,670</b>	<b>90.3</b>	<b>5,284</b>	<b>82.7</b>

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 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	51	98.0	296	84.8	118	85.6	0	0.0	148	89.2	144	96.5	115	89.6	30	100.0
ALLEGiant AIR	0	0.0	0	0.0	27	85.2	0	0.0	0	0.0	10	70.0	0	0.0	0	0.0
AMERICAN AIRLINES	963	76.5	2360	72.8	466	76.4	8256	83.1	1867	77.1	844	76.3	11701	78.0	440	79.5
DELTA AIR LINES	20071	88.4	1348	81.2	576	90.8	500	89.0	718	83.4	1004	91.4	627	82.8	4672	91.2
ENDEAVOR AIR	2032	84.5	366	76.2	193	85.0	193	82.9	166	81.9	0	0.0	202	77.2	1578	88.5
ENVOY AIR	55	74.5	205	69.8	110	74.5	320	74.7	114	92.1	0	0.0	3668	78.8	105	81.0
EXPRESSJET AIRLINES	732	85.7	85	74.1	72	63.9	297	79.1	245	75.5	0	0.0	1031	73.5	0	0.0
FRONTIER AIRLINES	283	69.6	0	0.0	0	0.0	120	57.5	90	57.8	2126	69.8	45	73.3	94	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	290	80.0	4246	72.1	247	78.9	119	80.7	876	80.0	115	78.3	55	76.4	116	75.9
MESA AIRLINES	191	73.8	0	0.0	0	0.0	172	69.2	54	81.5	0	0.0	3187	67.1	229	73.8
PSA AIRLINES	102	74.5	0	0.0	25	76.0	8007	79.8	1934	76.2	0	0.0	0	0.0	112	86.6
REPUBLIC AIRLINE	487	83.0	529	74.5	4	75.0	1105	83.8	2945	83.0	331	91.8	274	74.8	697	81.9
SKYWEST AIRLINES	1832	80.5	219	68.0	0	0.0	213	70.9	201	75.1	4037	90.4	646	74.5	3212	84.5
SOUTHWEST AIRLINES	3362	85.1	981	76.2	5673	85.8	275	74.9	1245	81.6	5521	85.9	0	0.0	556	86.3
SPIRIT AIRLINES	693	83.1	365	72.9	675	82.2	0	0.0	0	0.0	287	85.4	688	81.5	770	87.8
UNITED AIRLINES	377	82.2	1227	74.1	316	82.3	77	77.9	378	78.6	5388	88.7	556	74.8	113	86.7
TOTAL	31,521	86.3	12,227	74.2	8,502	84.7	19,654	81.2	10,981	79.9	19,807	85.8	22,795	76.5	12,724	87.1

\* 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)

SEPTEMBER 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	388	74.7	60	93.3	270	81.9	158	91.8	47	89.4	435	81.1	671	89.1	1712	84.2
ALLEGiant AIR	41	87.8	159	77.4	0	0.0	0	0.0	0	0.0	0	0.0	643	81.0	97	85.6
AMERICAN AIRLINES	580	65.3	472	79.0	237	87.3	263	75.3	721	70.0	1532	77.8	1160	79.1	3403	83.9
DELTA AIR LINES	488	69.7	790	90.6	197	90.9	278	90.6	251	79.3	2258	81.2	1069	90.7	2875	90.4
ENDEAVOR AIR	148	70.9	30	80.0	0	0.0	84	77.4	178	78.1	1927	79.7	0	0.0	0	0.0
ENVOY AIR	10	90.0	0	0.0	0	0.0	0	0.0	39	82.1	490	67.1	0	0.0	0	0.0
EXPRESSJET AIRLINES	1603	61.9	0	0.0	0	0.0	0	0.0	2982	77.6	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	0	0.0	0	0.0	0	0.0	88	50.0	43	60.5	0	0.0	593	64.6	107	77.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	2845	91.8	0	0.0	0	0.0	30	96.7	77	96.1	180	80.6
JETBLUE AIRWAYS	667	64.3	1988	76.1	0	0.0	162	80.9	0	0.0	3603	75.1	360	84.4	492	84.8
MESA AIRLINES	0	0.0	0	0.0	0	0.0	2046	79.3	2869	73.8	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	144	85.4	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRLINE	2032	69.5	0	0.0	0	0.0	55	85.5	1171	78.1	235	76.2	0	0.0	0	0.0
SKYWEST AIRLINES	163	67.5	0	0.0	0	0.0	177	84.7	470	73.0	204	63.2	221	89.6	2591	88.9
SOUTHWEST AIRLINES	541	68.6	1771	89.7	0	0.0	197	87.3	0	0.0	0	0.0	6090	87.9	3537	84.5
SPIRIT AIRLINES	297	71.4	1383	85.5	0	0.0	0	0.0	577	80.1	0	0.0	1341	85.3	654	88.4
UNITED AIRLINES	4632	73.8	457	76.8	429	85.8	2299	83.4	4855	79.5	0	0.0	1097	84.2	2225	86.0
TOTAL	11,590	69.9	7,110	83.4	3,978	90.2	5,951	81.8	14,203	77.1	10,714	77.3	13,322	85.5	17,873	86.2

\* 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)

SEPTEMBER 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	133	91.7	0	0.0	0	0.0	60	98.3	321	85.4	1526	90.3	90	96.7
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	1788	73.3	1439	79.9	0	0.0	3944	83.9	598	76.8	5310	78.9	380	72.1	4312	75.9
DELTA AIR LINES	1774	76.9	1261	88.2	192	87.5	667	90.0	5751	90.5	845	80.4	673	91.7	551	85.8
ENDEAVOR AIR	2439	75.0	60	83.3	0	0.0	0	0.0	990	87.0	36	86.1	0	0.0	155	72.9
ENVOY AIR	1349	69.3	0	0.0	0	0.0	889	85.6	5	100.0	5408	83.1	0	0.0	55	65.5
EXPRESSJET AIRLINES	164	70.1	0	0.0	0	0.0	0	0.0	5	80.0	697	80.9	0	0.0	0	0.0
FRONTIER AIRLINES	90	60.0	776	64.9	0	0.0	43	60.5	154	74.0	235	63.0	69	63.8	321	59.8
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	58.3	0	0.0
JETBLUE AIRWAYS	503	69.8	1566	82.2	0	0.0	0	0.0	86	66.3	239	68.2	90	78.9	217	77.4
MESA AIRLINES	118	70.3	0	0.0	0	0.0	0	0.0	123	75.6	0	0.0	0	0.0	55	67.3
PSA AIRLINES	149	73.2	0	0.0	0	0.0	0	0.0	0	0.0	197	84.3	0	0.0	1164	77.1
REPUBLIC AIRLINE	2559	75.2	0	0.0	0	0.0	879	90.6	420	76.7	1180	82.2	0	0.0	1314	81.2
SKYWEST AIRLINES	894	70.0	0	0.0	240	84.2	0	0.0	3842	86.2	5919	77.9	440	85.5	0	0.0
SOUTHWEST AIRLINES	909	72.6	2729	86.3	6736	84.8	0	0.0	685	83.2	0	0.0	1229	87.1	669	79.8
SPIRIT AIRLINES	330	71.8	1078	88.6	0	0.0	0	0.0	309	87.7	737	79.4	84	83.3	247	83.0
UNITED AIRLINES	784	72.2	939	81.7	0	0.0	230	83.5	319	84.3	7126	83.4	692	83.4	356	77.2
TOTAL	13,850	73.4	9,981	83.2	7,168	84.8	6,652	85.4	13,347	86.9	28,250	80.8	5,243	86.1	9,506	77.4

\* 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)

SEPTEMBER 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	180	93.3	696	80.2	5427	81.5	2053	78.2	85	96.5	30	96.7
ALLEGiant AIR	0	0.0	16	75.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4289	84.0	727	75.4	779	58.3	1098	74.1	339	75.2	978	74.7
DELTA AIR LINES	538	91.4	622	89.9	2273	82.8	1291	85.3	3830	93.0	870	87.7
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	20	65.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	103	73.8	142	66.2	60	48.3	85	62.4	146	69.2	137	69.3
HAWAIIAN AIRLINES	30	73.3	60	68.3	60	78.3	60	81.7	0	0.0	0	0.0
JETBLUE AIRWAYS	60	80.0	140	85.0	169	76.9	443	79.5	197	82.7	424	81.1
MESA AIRLINES	1633	77.3	0	0.0	0	0.0	0	0.0	31	77.4	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRLINE	0	0.0	0	0.0	0	0.0	0	0.0	21	76.2	22	90.9
SKYWEST AIRLINES	823	93.2	781	90.4	963	71.1	2631	81.6	3550	91.9	44	59.1
SOUTHWEST AIRLINES	4888	85.5	3171	87.7	1109	70.5	1404	77.0	881	86.0	1857	86.6
SPIRIT AIRLINES	30	86.7	171	86.5	135	74.8	0	0.0	0	0.0	374	87.4
UNITED AIRLINES	554	85.6	917	85.7	902	74.5	5283	84.3	212	84.4	522	78.4
TOTAL	13,128	84.7	7,443	85.3	11,877	77.5	14,348	81.2	9,292	90.4	5,278	82.7

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



## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2018

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	92.1	92.0	45.5	83.8	90.2	89.7	86.7	94.7	89.6	93.0	100.0	84.5	90.5	83.9	93.7	93.1
0700-0759	94.4	89.8	94.8	80.0	89.9	94.0	86.2	95.0	87.8	94.5	99.4	89.7	85.0	91.6	94.2	94.2
0800-0859	93.2	90.2	94.7	86.6	92.0	93.1	89.4	89.8	87.4	91.9	96.4	93.1	81.0	84.4	94.2	91.4
0900-0959	90.5	93.1	91.0	85.7	87.6	92.6	82.2	96.2	90.7	92.0	90.4	95.9	80.7	88.5	93.1	94.2
1000-1059	90.1	91.0	91.7	87.7	87.9	90.6	87.3	90.3	89.7	90.4	89.0	91.1	79.5	92.8	91.8	90.2
1100-1159	92.0	88.6	95.9	84.2	88.0	90.3	82.1	88.5	89.1	90.1	86.1	87.5	82.8	89.5	91.2	88.5
1200-1259	92.3	84.1	94.8	88.9	85.5	89.1	82.9	96.7	91.3	88.2	83.2	94.4	81.0	87.0	87.1	89.7
1300-1359	89.0	85.1	90.0	88.2	86.2	89.5	80.7	91.7	84.6	88.2	90.6	96.2	80.7	82.4	87.5	86.6
1400-1459	89.3	74.2	90.5	86.0	87.4	88.6	80.1	88.1	68.4	89.5	89.3	92.9	74.3	76.1	87.0	87.5
1500-1559	86.3	75.4	88.5	82.9	82.4	84.2	72.8	89.7	64.2	86.7	88.0	82.3	75.6	79.7	88.6	88.0
1600-1659	86.1	72.9	84.7	76.9	78.9	86.4	71.3	86.9	57.7	80.3	90.9	79.7	69.7	76.6	84.6	87.0
1700-1759	82.1	59.4	83.3	75.3	69.5	80.7	66.2	83.9	57.2	83.7	91.1	79.3	68.9	70.0	82.3	81.8
1800-1859	80.0	60.1	76.2	74.9	69.3	81.0	65.2	82.6	52.2	75.4	93.0	79.6	71.6	65.5	82.6	83.3
1900-1959	79.4	53.0	73.4	71.1	68.9	80.6	66.8	79.6	51.6	82.6	93.6	81.8	70.5	65.2	80.0	81.5
2000-2059	78.0	61.5	77.5	71.6	68.7	75.6	70.2	78.0	53.7	74.2	91.3	71.0	74.6	66.0	83.5	80.6
2100-2159	75.6	59.4	70.4	71.6	69.8	76.3	68.1	80.8	43.2	75.2	87.8	69.5	72.9	63.7	78.5	80.6
2200-2259	76.6	65.2	73.0	76.8	68.5	77.9	74.8	82.9	52.7	70.1	96.3	61.9	78.4	66.8	77.0	79.6
2300-0559	81.0	77.3	78.1	73.5	78.4	67.1	80.3	79.9	73.2	74.6	93.9	83.0	80.5	79.5	71.7	80.6
TOTAL	86.3	74.2	84.7	81.2	79.9	85.8	76.5	87.1	69.9	83.4	90.2	81.8	77.1	77.3	85.5	86.2

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2018

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	94.4	86.2	86.9	84.7	95.4	89.8	81.0	86.6	92.9	0.0	96.0	93.8	100.0	81.3	89.1
0700-0759	89.5	93.4	92.0	94.2	90.1	90.2	91.9	87.8	94.2	92.9	95.3	94.3	99.2	80.0	92.0
0800-0859	90.2	92.5	87.0	90.0	90.7	88.3	99.1	91.5	91.4	91.4	87.2	89.4	97.4	96.8	89.7
0900-0959	89.3	94.4	96.8	91.4	93.3	83.6	94.0	86.6	86.0	90.1	82.8	79.4	97.9	95.7	89.0
1000-1059	86.1	90.9	92.3	93.3	89.5	84.7	91.9	84.8	90.0	90.0	72.3	74.0	93.8	92.5	87.6
1100-1159	78.7	94.4	92.9	87.7	93.5	86.6	83.0	88.5	86.0	85.2	62.9	79.5	93.8	92.7	87.0
1200-1259	75.7	89.0	91.5	87.7	92.9	84.5	85.2	84.4	86.9	87.6	70.8	80.8	91.6	92.9	86.8
1300-1359	81.7	90.8	88.7	89.5	90.6	85.9	92.4	85.5	86.2	86.0	78.1	82.7	92.8	85.9	86.4
1400-1459	78.8	88.7	85.8	88.3	87.3	79.9	91.3	75.9	82.5	89.1	71.3	82.8	92.4	88.7	83.8
1500-1559	76.3	84.5	85.5	88.1	83.2	78.7	94.4	78.1	82.6	83.7	81.0	84.5	93.1	87.2	81.8
1600-1659	70.5	85.1	84.4	85.9	87.0	80.5	86.7	72.8	81.3	86.6	78.8	83.1	89.7	84.2	80.8
1700-1759	65.5	84.1	81.9	82.3	81.6	75.3	89.1	68.4	79.7	84.0	80.6	82.9	71.6	76.8	75.2
1800-1859	60.2	77.2	76.2	80.8	80.3	70.1	83.3	68.8	82.3	82.5	78.3	86.5	84.3	73.6	75.5
1900-1959	60.4	75.1	78.1	81.8	83.1	70.1	82.2	65.2	80.0	80.4	77.0	77.9	88.9	74.0	74.6
2000-2059	56.6	68.8	76.9	77.0	80.3	73.1	80.3	64.3	78.9	78.2	79.0	75.4	77.3	79.2	73.4
2100-2159	59.6	76.6	72.5	80.0	81.2	75.6	83.0	66.2	81.3	82.2	73.5	75.5	86.9	70.5	73.7
2200-2259	61.5	71.9	81.2	74.1	70.7	75.2	76.6	72.2	77.3	83.0	70.4	76.2	76.5	70.8	73.2
2300-0559	66.6	75.3	72.6	73.1	85.4	81.5	81.6	78.3	81.0	79.3	85.9	83.2	78.4	73.6	78.2
TOTAL	73.4	83.2	84.8	85.4	86.9	80.8	86.1	77.4	84.7	85.3	77.5	81.2	90.4	82.7	81.9

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2018

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	93.6	93.6	94.9	90.0	93.6	85.8	89.6	93.2	93.8	93.1	98.6	95.1	93.6	95.3	93.9	95.5
0700-0759	92.5	92.1	93.8	87.7	91.0	88.4	86.3	94.7	93.1	95.4	97.0	90.0	91.6	94.3	91.6	92.0
0800-0859	94.8	87.9	92.6	88.2	91.0	88.6	86.4	92.3	90.0	92.5	96.5	91.5	90.3	93.2	87.4	89.7
0900-0959	91.9	90.5	90.2	88.4	89.0	91.5	87.2	94.8	91.5	90.6	95.2	93.3	86.5	92.3	87.7	89.1
1000-1059	91.3	90.2	88.3	85.9	91.2	88.4	81.6	91.2	90.2	93.4	99.2	95.0	86.0	91.4	87.5	86.7
1100-1159	90.6	86.1	90.1	86.8	89.3	86.9	79.3	88.0	90.1	82.4	93.6	89.2	87.2	92.7	85.8	84.3
1200-1259	89.3	86.4	87.7	79.6	83.2	85.6	79.2	89.7	89.7	86.9	88.1	90.4	86.6	87.9	83.6	87.4
1300-1359	88.1	80.4	83.8	84.5	84.0	82.0	82.4	86.8	88.0	81.1	88.4	91.0	79.1	87.8	84.2	83.0
1400-1459	87.0	75.3	79.2	81.4	82.7	83.8	74.7	84.7	80.5	83.1	87.7	88.4	76.6	81.8	81.3	83.6
1500-1559	85.4	73.0	79.2	78.6	81.9	84.5	76.5	84.5	72.4	72.4	92.0	77.8	73.7	79.2	81.8	86.6
1600-1659	82.4	72.1	79.9	73.8	77.3	73.4	70.6	82.9	71.8	80.8	93.2	86.6	74.4	77.4	82.0	86.5
1700-1759	80.6	65.8	78.4	73.0	74.6	80.2	68.6	80.6	63.4	79.3	95.0	79.6	72.3	79.1	78.0	83.2
1800-1859	76.8	60.5	77.9	70.1	67.5	80.9	61.8	78.9	63.6	81.8	95.0	77.5	71.2	70.7	75.4	83.7
1900-1959	76.2	63.3	73.6	71.7	68.5	80.6	61.2	79.3	62.8	76.2	96.2	75.3	73.4	71.8	82.3	84.5
2000-2059	77.3	55.2	70.8	72.7	69.0	82.0	66.2	82.2	62.5	79.3	94.9	62.2	77.9	74.2	75.9	85.6
2100-2159	80.9	65.2	80.0	67.4	65.9	65.9	72.0	88.1	60.9	80.5	95.2	42.9	80.1	75.8	77.8	84.0
2200-2259	83.4	67.1	71.9	70.4	72.3	75.2	70.9	85.0	55.6	76.3	87.6	78.7	85.2	70.7	88.2	85.9
2300-0559	84.2	93.1	94.0	85.0	93.3	73.5	88.0	96.2	98.5	96.4	99.3	91.8	92.4	88.1	84.3	88.6
TOTAL	85.7	79.5	83.6	79.4	82.1	83.7	75.6	87.1	78.9	84.4	93.1	85.5	81.1	83.9	84.3	86.9

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2018

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	94.3	92.6	97.3	92.2	95.2	92.2	96.1	92.8	94.9	96.4	96.5	94.0	93.8	94.7	93.7
0700-0759	91.8	93.4	93.8	91.6	96.0	90.7	93.0	91.9	91.3	89.9	92.2	91.9	94.7	95.3	91.6
0800-0859	92.3	89.5	87.7	91.6	89.5	88.8	91.5	89.4	89.2	85.2	88.2	90.6	92.9	91.8	90.4
0900-0959	91.3	90.6	87.8	92.1	93.6	85.1	85.9	91.5	85.8	86.6	88.2	85.7	90.6	95.6	89.5
1000-1059	89.6	93.0	86.6	90.6	89.9	84.2	94.1	85.5	85.3	88.7	83.2	81.6	86.6	91.1	87.6
1100-1159	86.7	88.3	80.8	90.2	91.2	82.6	86.3	84.9	82.8	82.5	73.8	74.7	90.8	90.7	85.9
1200-1259	79.7	92.9	83.1	85.6	85.8	86.1	84.2	88.5	81.8	82.4	74.8	80.2	87.6	89.3	85.2
1300-1359	80.8	82.7	76.0	83.8	86.4	81.8	84.9	82.2	82.0	81.1	74.1	80.1	87.6	88.5	83.4
1400-1459	80.6	79.1	70.4	85.6	85.4	80.0	88.3	82.2	79.1	83.2	78.9	80.7	86.5	70.7	80.7
1500-1559	76.2	80.1	72.5	81.7	82.6	77.3	91.7	73.5	79.3	86.6	75.2	83.4	91.6	72.7	80.5
1600-1659	77.7	78.1	69.5	81.6	79.6	77.4	89.0	74.3	83.3	79.0	78.5	83.7	86.5	74.0	78.1
1700-1759	68.7	78.5	70.1	80.9	80.9	74.7	94.4	66.4	77.1	85.4	84.7	85.9	86.9	67.6	77.1
1800-1859	66.8	79.8	65.7	77.1	78.1	73.5	85.8	70.0	76.0	83.7	84.2	84.9	66.2	64.2	72.8
1900-1959	63.4	70.3	68.3	84.4	80.0	72.4	88.1	66.3	79.0	83.7	84.8	88.1	82.9	65.1	74.9
2000-2059	62.6	67.2	59.2	77.2	87.9	73.2	83.8	69.7	75.1	80.0	83.3	82.7	88.1	71.5	75.5
2100-2159	63.5	69.6	68.2	83.9	87.6	79.0	87.3	74.5	75.5	85.9	87.6	79.2	86.6	90.9	77.8
2200-2259	36.7	68.9	68.5	65.6	90.1	83.1	91.7	0.0	81.6	88.6	79.5	89.9	90.8	41.2	79.1
2300-0559	92.5	88.1	100.0	89.7	93.9	88.5	86.0	89.9	88.4	0.0	88.1	89.0	86.6	96.6	88.0
TOTAL	80.0	83.8	77.3	85.1	87.3	81.3	89.2	80.0	83.0	85.7	83.3	84.8	89.3	82.5	83.0

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	91.7	95.0	60	60
Abilene, TX (ABI)	81.7	84.6	169	169
Adak Island, AK (ADK)	77.8	44.4	9	9
Aguadilla, PR (BQN)	79.6	84.4	142	141
Akron, OH (CAK)	75.2	81.4	585	585
Albany, GA (ABY)	87.3	87.3	79	79
Albany, NY (ALB)	83.3	89.5	904	904
Albuquerque, NM (ABQ)	82.9	83.5	2076	2077
Alexandria, LA (AEX)	80.3	83.8	279	278
Allentown/Bethlehem/Easton, PA (ABE)	83.2	84.8	303	303
Alpena, MI (APN)	92.2	90.2	51	51
Amarillo, TX (AMA)	79.4	82.8	466	465
Anchorage, AK (ANC)	89.9	93.3	1559	1562
Appleton, WI (ATW)	81.6	86.4	294	294
Arcata/Eureka, CA (ACV)	81.1	85.2	122	122
Asheville, NC (AVL)	82.2	81.4	678	678
Ashland, WV (HTS)	69.1	66.7	68	69
Aspen, CO (ASE)	87.3	88.7	371	373
Atlanta, GA (ATL)	86.3	85.7	31521	31525
Atlantic City, NJ (ACY)	85.1	89.3	242	242
Augusta, GA (AGS)	79.7	84.3	394	394
Austin, TX (AUS)	82.5	83.2	5224	5224
Bakersfield, CA (BFL)	81.3	86.5	193	193
Baltimore, MD (BWI)	84.7	83.6	8502	8504
Bangor, ME (BGR)	82.2	82.4	437	437
Barrow, AK (BRW)	86.7	90.0	60	60
Baton Rouge, LA (BTR)	76.3	81.0	587	588
Beaumont/Port Arthur, TX (BPT)	82.9	86.8	76	76
Bellefonte, PA (BLF)	91.1	85.7	56	56
Bellingham, WA (BLI)	87.7	88.6	114	114
Bemidji, MN (BJI)	86.7	86.7	60	60
Bend/Redmond, OR (RDM)	88.8	87.5	384	383
Bethel, AK (BET)	91.2	94.1	68	68
Billings, MT (BIL)	87.6	89.8	283	284
Binghamton, NY (BGM)	87.1	90.6	85	85
Birmingham, AL (BHM)	79.1	82.0	1536	1536
Bismarck/Mandan, ND (BIS)	83.3	85.5	317	317
Bloomington/Normal, IL (BMI)	85.5	85.9	256	256
Boise, ID (BOI)	88.5	88.0	1528	1529
Boston, MA (BOS)	74.2	79.5	12227	12223
Bozeman, MT (BZN)	88.7	87.9	471	471

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	88.0	88.0	50	50
Branson, MO (BKG)	47.1	64.7	17	17
Bristol/Johnson City/Kingsport, TN (TRI)	81.7	86.3	175	175
Brownsville, TX (BRO)	79.4	84.3	248	248
Brunswick, GA (BQK)	92.9	96.4	84	84
Buffalo, NY (BUF)	83.6	86.8	2253	2251
Burbank, CA (BUR)	85.1	84.1	2156	2156
Burlington, VT (BTV)	83.0	85.2	872	872
Butte, MT (BTM)	94.5	96.4	55	55
Cape Girardeau, MO (CGI)	90.0	90.0	50	50
Casper, WY (CPR)	98.3	98.3	60	60
Cedar City, UT (CDC)	100.0	100.0	50	50
Cedar Rapids/Iowa City, IA (CID)	82.0	83.5	788	788
Champaign/Urbana, IL (CMI)	78.8	84.5	193	193
Charleston, SC (CHS)	74.7	76.2	1939	1938
Charleston/Dunbar, WV (CRW)	78.0	82.5	377	377
Charlotte Amalie, VI (STT)	84.5	87.0	193	193
Charlotte, NC (CLT)	81.2	79.4	19654	19655
Charlottesville, VA (CHO)	80.9	83.3	467	467
Chattanooga, TN (CHA)	77.8	83.2	713	713
Chicago, IL (MDW)	84.8	77.3	7168	7171
Chicago, IL (ORD)	80.8	81.3	28250	28257
Christiansted, VI (STX)	91.7	90.0	60	60
Cincinnati, OH (CVG)	82.2	84.0	4135	4133
Clarksburg/Fairmont, WV (CKB)	77.4	79.0	62	62
Cleveland, OH (CLE)	82.3	85.2	3966	3960
Cody, WY (COD)	87.5	91.7	96	96
College Station/Bryan, TX (CLL)	77.8	82.0	189	189
Colorado Springs, CO (COS)	81.2	82.7	879	880
Columbia, MO (COU)	75.3	80.1	166	166
Columbia, SC (CAE)	80.9	85.3	586	586
Columbus, GA (CSG)	84.9	85.8	106	106
Columbus, MS (GTR)	85.7	91.7	84	84
Columbus, OH (LCK)	82.4	77.9	68	68
Columbus, OH (CMH)	82.7	84.1	3713	3713
Concord, NC (USA)	81.0	77.6	58	58
Cordova, AK (CDV)	90.0	88.3	60	60
Corpus Christi, TX (CRP)	72.3	80.3	465	466
Dallas, TX (DAL)	82.4	76.1	5770	5770
Dallas/Fort Worth, TX (DFW)	76.5	75.6	22795	22802
Dayton, OH (DAY)	80.5	83.5	1226	1226

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	86.6	89.0	291	291
Deadhorse, AK (SCC)	91.3	93.8	80	80
Denver, CO (DEN)	85.8	83.7	19807	19807
Des Moines, IA (DSM)	83.2	86.3	1239	1239
Detroit, MI (DTW)	87.1	87.1	12724	12725
Devils Lake, ND (DVL)	86.3	90.2	51	51
Dothan, AL (DHN)	78.3	84.9	106	106
Dubuque, IA (DBQ)	78.8	82.4	85	85
Duluth, MN (DLH)	84.9	86.5	252	252
Durango, CO (DRO)	74.9	73.5	215	215
Eagle, CO (EGE)	91.0	93.3	89	89
Eau Claire, WI (EAU)	78.3	83.3	60	60
El Paso, TX (ELP)	78.5	82.4	1375	1375
Elko, NV (EKO)	96.4	98.2	55	55
Elmira/Corning, NY (ELM)	90.0	80.0	20	20
Erie, PA (ERI)	90.0	92.2	90	90
Escanaba, MI (ESC)	92.0	90.0	50	50
Eugene, OR (EUG)	90.7	86.3	335	335
Evansville, IN (EVV)	82.6	84.8	362	362
Fairbanks, AK (FAI)	92.0	94.9	373	373
Fargo, ND (FAR)	87.3	90.4	480	480
Fayetteville, AR (XNA)	80.9	84.7	1004	1004
Fayetteville, NC (FAY)	68.2	70.0	327	327
Flagstaff, AZ (FLG)	90.2	91.5	82	82
Flint, MI (FNT)	84.6	88.4	311	311
Fort Lauderdale, FL (FLL)	83.4	84.4	7110	7105
Fort Myers, FL (RSW)	83.4	84.7	1539	1540
Fort Smith, AR (FSM)	76.4	78.7	174	174
Fort Wayne, IN (FWA)	80.9	82.3	565	564
Fresno, CA (FAT)	85.6	83.2	997	997
Gainesville, FL (GNV)	86.2	87.9	354	354
Garden City, KS (GCK)	85.0	83.3	60	60
Gillette, WY (GCC)	98.3	98.3	60	60
Grand Forks, ND (GFK)	89.2	91.0	167	167
Grand Island, NE (GRI)	80.7	83.0	88	88
Grand Junction, CO (GJT)	93.8	92.0	323	323
Grand Rapids, MI (GRR)	83.7	83.8	1447	1447
Great Falls, MT (GTF)	87.2	91.7	156	156
Green Bay, WI (GRB)	83.2	88.7	363	363
Greensboro/High Point, NC (GSO)	76.4	81.1	1036	1036
Greenville, NC (PGV)	48.2	57.0	114	114

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greer, SC (GSP)	79.2	84.9	1315	1315
Guam, TT (GUM)	83.8	94.1	68	68
Gulfport/Biloxi, MS (GPT)	76.5	82.6	345	345
Hagerstown, MD (HGR)	100.0	100.0	8	8
Hancock/Houghton, MI (CMX)	62.9	78.3	62	60
Harlingen/San Benito, TX (HRL)	83.2	84.7	268	268
Harrisburg, PA (MDT)	80.8	83.5	504	504
Hartford, CT (BDL)	83.0	88.8	2232	2232
Hattiesburg/Laurel, MS (PIB)	75.0	91.7	60	60
Hayden, CO (HDN)	90.9	91.7	11	12
Hays, KS (HYS)	81.0	85.0	100	100
Helena, MT (HLN)	92.4	97.1	172	172
Hibbing, MN (HIB)	96.0	94.0	50	50
Hilo, HI (ITO)	95.5	95.5	511	508
Hilton Head, SC (HHH)	78.7	83.1	89	89
Hobbs, NM (HOB)	83.6	92.7	55	55
Honolulu, HI (HNL)	90.2	93.1	3978	3980
Houston, TX (HOU)	80.3	77.5	4512	4512
Houston, TX (IAH)	77.1	81.1	14203	14210
Huntsville, AL (HSV)	82.6	84.0	737	737
Hyannis, MA (HYA)	100.0	75.0	4	4
Idaho Falls, ID (IDA)	93.8	94.6	113	112
Indianapolis, IN (IND)	82.0	84.5	3791	3790
International Falls, MN (INL)	87.0	88.9	54	54
Iron Mountain/Kingsfd, MI (IMT)	92.7	90.9	55	55
Islip, NY (ISP)	80.1	83.7	392	393
Ithaca/Cortland, NY (ITH)	91.8	91.8	85	85
Jackson, WY (JAC)	83.6	83.4	390	392
Jackson/Vicksburg, MS (JAN)	78.1	80.8	635	635
Jacksonville, FL (JAX)	83.4	85.7	2699	2700
Jacksonville/Camp Lejeune, NC (OAJ)	58.4	61.2	250	250
Jamestown, ND (JMS)	90.1	90.1	81	81
Joplin, MO (JLN)	74.6	79.7	59	59
Juneau, AK (JNU)	92.7	92.7	342	344
Kahului, HI (OGG)	88.9	91.7	2023	2024
Kalamazoo, MI (AZO)	84.1	88.8	258	258
Kalispell, MT (FCA)	91.5	93.4	259	259
Kansas City, MO (MCI)	84.7	87.8	4536	4534
Kearney, NE (EAR)	88.6	100.0	44	43
Ketchikan, AK (KTN)	90.7	87.0	193	193
Key West, FL (EYW)	89.9	90.6	277	277

**AIR TRAVEL CONSUMER REPORT**  
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**SEPTEMBER 2018**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Killeen, TX (GRK)	80.6	85.7	258	258
Knoxville, TN (TYS)	79.5	83.5	1269	1269
Kodiak, AK (ADQ)	96.1	98.0	51	51
Kona, HI (KOA)	90.6	94.2	1083	1086
Kotzebue, AK (OTZ)	91.7	88.3	60	60
La Crosse, WI (LSE)	84.1	87.5	176	176
Lafayette, LA (LFT)	79.0	83.3	371	371
Lake Charles, LA (LCH)	81.1	85.2	169	169
Lansing, MI (LAN)	86.1	85.2	339	338
Laramie, WY (LAR)	90.0	94.0	50	50
Laredo, TX (LRD)	75.0	83.2	196	196
Las Vegas, NV (LAS)	85.5	84.3	13322	13318
Latrobe, PA (LBE)	82.7	88.9	81	81
Lawton/Fort Sill, OK (LAW)	65.5	72.7	110	110
Lewisburg, WV (LWB)	73.5	76.5	68	68
Lewiston, ID (LWS)	92.9	94.6	56	56
Lexington, KY (LEX)	81.2	84.7	847	847
Liberal, KS (LBL)	86.0	96.0	50	50
Lihue, HI (LIH)	92.2	93.8	1103	1103
Lincoln, NE (LNK)	85.8	89.8	127	127
Little Rock, AR (LIT)	83.0	85.4	1045	1043
Long Beach, CA (LGB)	87.7	91.2	1258	1257
Longview, TX (GGG)	80.0	80.3	60	61
Los Angeles, CA (LAX)	86.2	86.9	17873	17875
Louisville, KY (SDF)	80.2	84.0	2005	2005
Lubbock, TX (LBB)	71.2	76.1	503	502
Lynchburg, VA (LYH)	71.9	74.1	139	139
Madison, WI (MSN)	84.3	86.9	1233	1233
Manchester, NH (MHT)	83.0	86.6	743	744
Manhattan/Ft. Riley, KS (MHK)	79.6	79.6	142	142
Marquette, MI (MQT)	77.5	86.7	120	120
Martha's Vineyard, MA (MVY)	97.7	88.4	43	43
Medford, OR (MFR)	86.8	86.6	370	372
Melbourne, FL (MLB)	85.7	88.3	196	196
Memphis, TN (MEM)	81.9	84.7	1890	1890
Meridian, MS (MEI)	80.0	82.2	90	90
Miami, FL (MIA)	85.4	85.1	6652	6657
Midland/Odessa, TX (MAF)	79.2	81.8	740	740
Milwaukee, WI (MKE)	83.7	84.9	2461	2461
Minneapolis, MN (MSP)	86.9	87.3	13347	13349
Minot, ND (MOT)	87.9	90.7	206	205

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mission/McAllen/Edinburg, TX (MFE)	67.6	75.0	389	388
Missoula, MT (MSO)	89.1	91.4	338	338
Moab, UT (CNY)	94.2	98.1	52	52
Mobile, AL (MOB)	76.9	79.5	520	521
Moline, IL (MLI)	81.6	86.2	419	419
Monroe, LA (MLU)	79.1	83.3	258	258
Monterey, CA (MRY)	71.8	78.4	287	287
Montgomery, AL (MGM)	80.4	81.6	347	347
Montrose/Delta, CO (MTJ)	84.0	78.7	75	75
Mosinee, WI (CWA)	84.4	86.2	218	218
Muskegon, MI (MKG)	75.0	78.3	60	60
Myrtle Beach, SC (MYR)	76.9	74.8	1123	1124
Nantucket, MA (ACK)	87.6	85.3	129	129
Nashville, TN (BNA)	83.6	83.8	6369	6369
New Bern/Morehead/Beaufort, NC (EWN)	66.0	69.0	203	203
New Haven, CT (HVN)	74.1	81.2	85	85
New Orleans, LA (MSY)	83.6	84.0	4308	4306
New York, NY (JFK)	77.3	83.9	10714	10711
New York, NY (LGA)	73.4	80.0	13850	13850
Newark, NJ (EWR)	69.9	78.9	11590	11591
Newburgh/Poughkeepsie, NY (SWF)	75.8	72.5	149	149
Newport News/Williamsburg, VA (PHF)	75.7	76.6	218	218
Niagara Falls, NY (IAG)	87.0	79.2	54	53
Nome, AK (OME)	91.7	98.3	60	60
Norfolk, VA (ORF)	77.0	79.4	2101	2101
North Bend/Coos Bay, OR (OTH)	76.9	71.8	39	39
North Platte, NE (LBF)	96.0	96.0	50	50
Oakland, CA (OAK)	85.8	83.7	4352	4357
Ogden, UT (OGD)	50.0	37.5	8	8
Oklahoma City, OK (OKC)	80.0	85.0	1959	1959
Omaha, NE (OMA)	84.3	85.6	2169	2168
Ontario, CA (ONT)	85.5	87.5	1769	1769
Orlando, FL (MCO)	83.2	83.8	9981	9978
Owensboro, KY (OWB)	87.5	66.7	8	9
Paducah, KY (PAH)	75.0	91.7	60	60
Pago Pago, TT (PPG)	87.5	75.0	8	8
Palm Springs, CA (PSP)	89.2	91.6	620	620
Panama City, FL (ECP)	81.7	84.9	536	536
Pasco/Kennewick/Richland, WA (PSC)	84.2	88.2	177	178
Pellston, MI (PLN)	90.1	85.2	81	81
Pensacola, FL (PNS)	84.7	86.7	970	970

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Peoria, IL (PIA)	80.8	86.3	401	401
Petersburg, AK (PSG)	88.3	90.0	60	60
Philadelphia, PA (PHL)	77.4	80.0	9506	9508
Phoenix, AZ (AZA)	82.9	85.1	315	315
Phoenix, AZ (PHX)	84.7	83.0	13128	13126
Pittsburgh, PA (PIT)	82.1	85.2	4022	4022
Plattsburgh, NY (PBG)	83.3	93.2	72	73
Pocatello, ID (PIH)	94.1	94.1	119	119
Ponce, PR (PSE)	85.5	89.1	55	55
Portland, ME (PWM)	80.3	83.5	1170	1170
Portland, OR (PDX)	86.1	89.2	5243	5246
Portsmouth, NH (PSM)	63.6	63.6	11	11
Prescott, AZ (PRC)	89.1	81.8	55	55
Providence, RI (PVD)	80.1	83.8	1446	1445
Provo, UT (PVU)	94.9	84.6	39	39
Pueblo, CO (PUB)	92.0	92.0	75	75
Punta Gorda, FL (PGD)	87.0	89.3	261	261
Quincy, IL (UIN)	78.7	80.0	75	75
Raleigh/Durham, NC (RDU)	76.5	76.6	5027	5026
Rapid City, SD (RAP)	86.8	86.6	387	387
Redding, CA (RDD)	84.5	76.2	84	84
Reno, NV (RNO)	87.1	88.9	1564	1566
Rhineland, WI (RHI)	93.3	85.0	60	60
Richmond, VA (RIC)	77.3	80.4	1944	1945
Roanoke, VA (ROA)	83.3	79.9	209	209
Rochester, MN (RST)	80.9	86.4	324	324
Rochester, NY (ROC)	81.4	82.9	1232	1232
Rock Springs, WY (RKS)	96.4	96.4	55	55
Rockford, IL (RFD)	88.4	86.0	43	43
Roswell, NM (ROW)	80.0	82.6	115	115
Sacramento, CA (SMF)	86.7	89.0	3932	3931
Saginaw/Bay City/Midland, MI (MBS)	83.5	88.9	242	243
Saipan, TT (SPN)	94.7	94.7	38	38
Salina, KS (SLN)	78.7	82.7	75	75
Salt Lake City, UT (SLC)	90.4	89.3	9292	9289
San Angelo, TX (SJT)	80.9	76.4	110	110
San Antonio, TX (SAT)	80.4	83.5	3337	3334
San Diego, CA (SAN)	85.3	85.7	7443	7440
San Francisco, CA (SFO)	81.2	84.8	14348	14332
San Jose, CA (SJC)	87.1	86.5	4682	4682
San Juan, PR (SJU)	81.4	82.1	1566	1572

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Luis Obispo, CA (SBP)	82.7	83.9	398	398
Sanford, FL (SFB)	77.7	86.7	475	473
Santa Ana, CA (SNA)	87.5	87.0	3459	3459
Santa Barbara, CA (SBA)	84.9	86.6	591	591
Santa Fe, NM (SAF)	84.4	82.6	109	109
Santa Maria, CA (SMX)	69.2	69.2	13	13
Santa Rosa, CA (STS)	86.1	86.8	144	144
Sarasota/Bradenton, FL (SRQ)	89.1	87.8	467	467
Sault Ste. Marie, MI (CIU)	89.1	94.5	55	55
Savannah, GA (SAV)	82.8	85.8	1264	1264
Scottsbluff, NE (BFF)	92.0	98.0	50	50
Scranton/Wilkes-Barre, PA (AVP)	79.7	82.6	305	305
Seattle, WA (SEA)	77.5	83.3	11877	11872
Shreveport, LA (SHV)	77.4	82.3	566	565
Sioux City, IA (SUX)	68.2	81.8	110	110
Sioux Falls, SD (FSD)	80.8	84.9	510	510
Sitka, AK (SIT)	93.3	92.5	105	106
South Bend, IN (SBN)	78.2	82.2	618	618
Spokane, WA (GEG)	86.5	87.2	1098	1097
Springfield, IL (SPI)	81.1	84.5	148	148
Springfield, MO (SGF)	81.0	81.5	725	724
St. Cloud, MN (STC)	80.0	80.0	5	5
St. George, UT (SGU)	95.9	98.1	269	269
St. Louis, MO (STL)	84.6	83.3	5419	5419
St. Petersburg, FL (PIE)	77.0	83.2	418	417
State College, PA (SCE)	85.1	85.1	141	141
Staunton, VA (SHD)	80.0	81.3	80	80
Stillwater, OK (SWO)	82.2	80.8	73	73
Stockton, CA (SCK)	81.0	69.8	63	63
Sun Valley/Hailey/Ketchum, ID (SUN)	89.4	88.5	85	87
Syracuse, NY (SYR)	78.4	84.5	1135	1135
Tallahassee, FL (TLH)	83.9	87.5	529	529
Tampa, FL (TPA)	82.7	82.5	5278	5278
Texarkana, AR (TXK)	79.2	83.0	106	106
Toledo, OH (TOL)	86.6	91.0	134	134
Traverse City, MI (TVC)	86.3	87.7	416	416
Trenton, NJ (TTN)	58.3	60.0	240	240
Tucson, AZ (TUS)	82.2	87.4	1354	1352
Tulsa, OK (TUL)	82.8	85.5	1386	1386
Twin Falls, ID (TWF)	98.8	100.0	85	85
Tyler, TX (TYR)	72.9	79.8	129	129



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Valdosta, GA (VLD)	92.9	89.3	84	84
Valparaiso, FL (VPS)	79.3	83.4	662	662
Vernal, UT (VEL)	90.0	96.0	50	50
Waco, TX (ACT)	85.2	85.9	135	135
Washington, DC (DCA)	79.9	82.1	10981	10981
Washington, DC (IAD)	81.8	85.5	5951	5951
Waterloo, IA (ALO)	85.5	85.5	55	55
West Palm Beach/Palm Beach, FL (PBI)	80.3	82.5	1516	1516
West Yellowstone, MT (WYS)	96.2	98.1	52	52
White Plains, NY (HPN)	76.0	81.6	822	821
Wichita Falls, TX (SPS)	83.8	87.5	80	80
Wichita, KS (ICT)	79.2	83.2	837	837
Williston, ND (ISN)	88.5	93.1	131	131
Wilmington, NC (ILM)	64.0	65.4	520	520
Worcester, MA (ORH)	63.3	72.2	90	90
Wrangell, AK (WRG)	80.0	91.7	60	60
Yakutat, AK (YAK)	95.0	95.0	60	60
Yuma, AZ (YUM)	94.8	97.9	96	96

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

CARRIER	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	
<b>DELTA AIR LINES NETWORK</b>	<b>222</b>	<b>139490</b>	<b>467</b>	<b>0.3</b>	<b>1</b>
- DELTA AIR LINES	144	78075	112	0.1	
- BRANDED CODESHARE PARTNERS	201	61415	355	0.6	
<b>SOUTHWEST AIRLINES</b>	<b>85</b>	<b>106972</b>	<b>1049</b>	<b>1.0</b>	<b>2</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>96</b>	<b>34367</b>	<b>343</b>	<b>1.0</b>	<b>3</b>
- ALASKA AIRLINES	71	21129	168	0.8	
- BRANDED CODESHARE PARTNERS	51	13238	175	1.3	
<b>SPIRIT AIRLINES</b>	<b>42</b>	<b>13917</b>	<b>142</b>	<b>1.0</b>	<b>4</b>
<b>JETBLUE AIRWAYS</b>	<b>69</b>	<b>24427</b>	<b>260</b>	<b>1.1</b>	<b>5</b>
<b>ALLEGiant AIR</b>	<b>115</b>	<b>5724</b>	<b>65</b>	<b>1.1</b>	<b>6</b>
<b>UNITED AIRLINES NETWORK</b>	<b>230</b>	<b>127591</b>	<b>1471</b>	<b>1.2</b>	<b>7</b>
- UNITED AIRLINES	103	52905	204	0.4	
- BRANDED CODESHARE PARTNERS	213	74686	1267	1.7	
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>21</b>	<b>7633</b>	<b>111</b>	<b>1.5</b>	<b>8</b>
- HAWAIIAN AIRLINES	18	6920	49	0.7	
- BRANDED CODESHARE PARTNERS	4	713	62	8.7	
<b>FRONTIER AIRLINES</b>	<b>87</b>	<b>10352</b>	<b>326</b>	<b>3.1</b>	<b>9</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>232</b>	<b>167141</b>	<b>5269</b>	<b>3.2</b>	<b>10</b>
- AMERICAN AIRLINES	97	75129	1442	1.9	
- BRANDED CODESHARE PARTNERS	216	92012	3827	4.2	
<b>TOTAL AIRPORTS SERVED</b>	<b>362</b>	<b>637,614</b>	<b>9,503</b>	<b>1.5</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2018

CARRIER	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	
DELTA AIR LINES	144	78075	112	0.1	1
UNITED AIRLINES	103	52905	204	0.4	2
HAWAIIAN AIRLINES	18	6920	49	0.7	3
ENDEAVOR AIR	104	19676	143	0.7	4
ALASKA AIRLINES	71	21129	168	0.8	5
SKYWEST AIRLINES	229	62749	544	0.9	6
SOUTHWEST AIRLINES	85	106972	1049	1.0	7
SPIRIT AIRLINES	42	13917	142	1.0	8
JETBLUE AIRWAYS	69	24427	260	1.1	9
ALLEGiant AIR	115	5724	65	1.1	10
EXPRESSJET AIRLINES	105	15456	284	1.8	11
AMERICAN AIRLINES	97	75129	1442	1.9	12
REPUBLIC AIRLINE	84	25617	582	2.3	13
FRONTIER AIRLINES	87	10352	326	3.1	14
MESA AIRLINES	98	18926	662	3.5	15
ENVOY AIR	131	24836	876	3.5	16
PSA AIRLINES	93	22939	1224	5.3	17
TOTAL AIRPORTS SERVED	346	585,749	8,132	1.4	

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

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

**TRAVEL CONSUMER REPORT**  
**TABLE 7. CAUSES OF DELAY, BY MARKETING CARRIER**  
**SEPTEMBER 2018**

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELL ED	% CANCELL ED	DIVERT ED	% DIVERT ED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
<b>ALASKA NETWORK</b>	<b>34367</b>	<b>29028</b>	<b>84.46</b>	<b>343</b>	<b>1.00</b>	<b>59</b>	<b>0.17</b>	<b>1056</b>	<b>3.07</b>	<b>45</b>	<b>0.13</b>	<b>2475</b>	<b>7.20</b>	<b>19</b>	<b>0.06</b>	<b>1343</b>	<b>3.91</b>
- ALASKA AIRLINES	21129	18004	85.21	168	0.80	26	0.12	641	3.03	23	0.11	1617	7.65	17	0.08	633	3.00
- BRANDED CODESHARE PARTNERS	13238	11024	83.28	175	1.32	33	0.25	415	3.13	22	0.17	858	6.48	2	0.02	710	5.36
<b>ALLEGiant AIR</b>	<b>5724</b>	<b>4706</b>	<b>82.22</b>	<b>65</b>	<b>1.14</b>	<b>18</b>	<b>0.31</b>	<b>307</b>	<b>5.36</b>	<b>84</b>	<b>1.47</b>	<b>163</b>	<b>2.85</b>	<b>2</b>	<b>0.03</b>	<b>379</b>	<b>6.62</b>
<b>AMERICAN NETWORK</b>	<b>167141</b>	<b>130405</b>	<b>78.02</b>	<b>5269</b>	<b>3.15</b>	<b>486</b>	<b>0.29</b>	<b>8285</b>	<b>4.96</b>	<b>1497</b>	<b>0.90</b>	<b>10370</b>	<b>6.20</b>	<b>95</b>	<b>0.06</b>	<b>10735</b>	<b>6.42</b>
- AMERICAN AIRLINES	75129	58834	78.31	1442	1.92	235	0.31	4407	5.87	660	0.88	5268	7.01	62	0.08	4222	5.62
- BRANDED CODESHARE PARTNERS	92012	71571	77.78	3827	4.16	251	0.27	3879	4.22	837	0.91	5102	5.54	33	0.04	6512	7.08
<b>DELTA AIR LINES NETWORK</b>	<b>139490</b>	<b>119903</b>	<b>85.96</b>	<b>467</b>	<b>0.33</b>	<b>285</b>	<b>0.20</b>	<b>5048</b>	<b>3.62</b>	<b>796</b>	<b>0.57</b>	<b>7000</b>	<b>5.02</b>	<b>18</b>	<b>0.01</b>	<b>5974</b>	<b>4.28</b>
- DELTA AIR LINES	78075	68914	88.27	112	0.14	134	0.17	2780	3.56	295	0.38	3592	4.60	13	0.02	2235	2.86
- BRANDED CODESHARE PARTNERS	61415	50989	83.02	355	0.58	151	0.25	2268	3.69	502	0.82	3408	5.55	5	0.01	3738	6.09
<b>FRONTIER AIRLINES</b>	<b>10352</b>	<b>6859</b>	<b>66.26</b>	<b>326</b>	<b>3.15</b>	<b>12</b>	<b>0.12</b>	<b>1045</b>	<b>10.09</b>	<b>16</b>	<b>0.15</b>	<b>715</b>	<b>6.91</b>	<b>0</b>	<b>0.00</b>	<b>1379</b>	<b>13.3</b>
<b>HAWAIIAN NETWORK</b>	<b>7633</b>	<b>6839</b>	<b>89.60</b>	<b>111</b>	<b>1.45</b>	<b>9</b>	<b>0.12</b>	<b>435</b>	<b>5.70</b>	<b>10</b>	<b>0.13</b>	<b>19</b>	<b>0.25</b>	<b>3</b>	<b>0.04</b>	<b>207</b>	<b>2.71</b>
- HAWAIIAN AIRLINES	6920	6305	91.11	49	0.71	7	0.10	406	5.87	9	0.13	9	0.13	3	0.04	132	1.91
- BRANDED CODESHARE PARTNERS	713	534	74.89	62	8.70	2	0.28	29	4.07	1	0.14	10	1.40	0	0.00	75	10.5
<b>JETBLUE AIRWAYS</b>	<b>24427</b>	<b>18932</b>	<b>77.50</b>	<b>260</b>	<b>1.06</b>	<b>53</b>	<b>0.22</b>	<b>1382</b>	<b>5.66</b>	<b>127</b>	<b>0.52</b>	<b>2061</b>	<b>8.44</b>	<b>7</b>	<b>0.03</b>	<b>1605</b>	<b>6.57</b>
<b>SOUTHWEST AIRLINES</b>	<b>106972</b>	<b>90885</b>	<b>84.96</b>	<b>1049</b>	<b>0.98</b>	<b>207</b>	<b>0.19</b>	<b>4503</b>	<b>4.21</b>	<b>390</b>	<b>0.36</b>	<b>3522</b>	<b>3.29</b>	<b>61</b>	<b>0.06</b>	<b>6356</b>	<b>5.94</b>
<b>SPIRIT AIRLINES</b>	<b>13917</b>	<b>11714</b>	<b>84.17</b>	<b>142</b>	<b>1.02</b>	<b>24</b>	<b>0.17</b>	<b>383</b>	<b>2.75</b>	<b>78</b>	<b>0.56</b>	<b>1168</b>	<b>8.39</b>	<b>3</b>	<b>0.02</b>	<b>405</b>	<b>2.91</b>
<b>UNITED NETWORK</b>	<b>127591</b>	<b>103022</b>	<b>80.74</b>	<b>1471</b>	<b>1.15</b>	<b>310</b>	<b>0.24</b>	<b>5292</b>	<b>4.15</b>	<b>1085</b>	<b>0.85</b>	<b>9339</b>	<b>7.32</b>	<b>16</b>	<b>0.01</b>	<b>7055</b>	<b>5.53</b>
- UNITED AIRLINES	52905	43471	82.17	204	0.39	120	0.23	2031	3.84	438	0.83	4132	7.81	1	0.00	2508	4.74
- BRANDED CODESHARE PARTNERS	74686	59551	79.74	1267	1.70	190	0.25	3261	4.37	647	0.87	5207	6.97	15	0.02	4547	6.09
<b>TOTAL</b>	<b>637,614</b>	<b>522,293</b>	<b>81.91</b>	<b>9,503</b>	<b>1.49</b>	<b>1,463</b>	<b>0.23</b>	<b>27,736</b>	<b>4.35</b>	<b>4,127</b>	<b>0.65</b>	<b>36,831</b>	<b>5.78</b>	<b>224</b>	<b>0.04</b>	<b>35,437</b>	<b>5.56</b>

**\* Causes of Delay:**

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

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

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

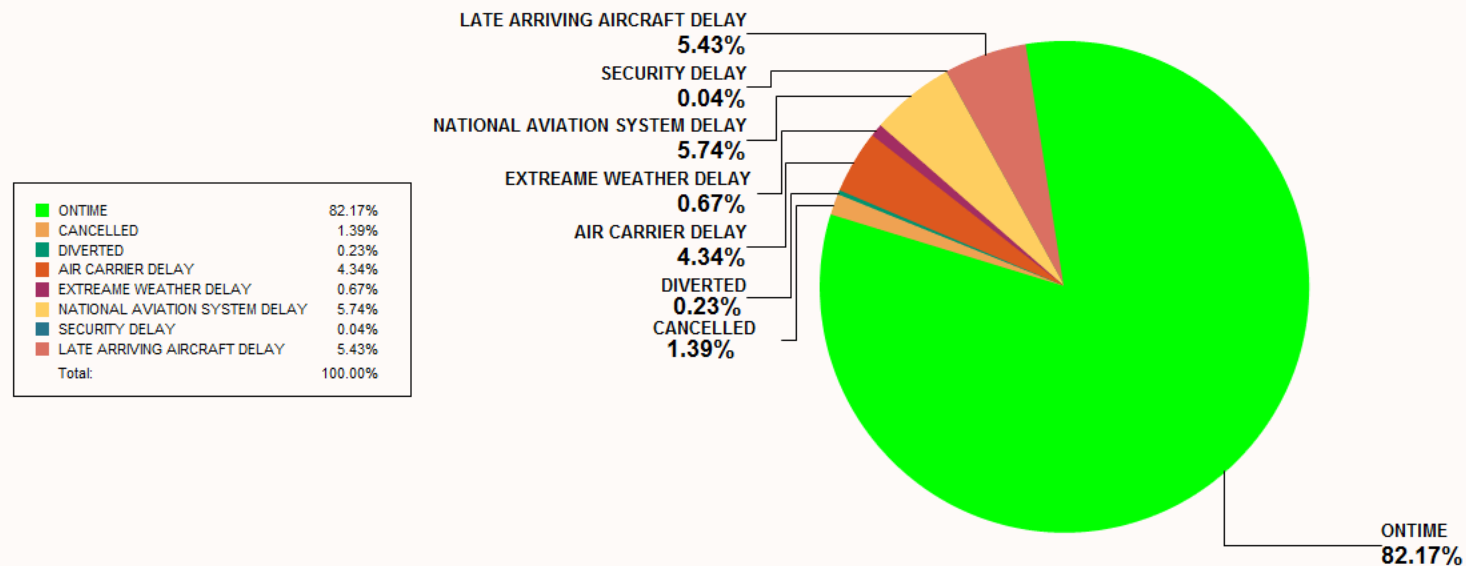
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCEL LED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	21129	18004	85.21	168	0.80	26	0.12	641	3.03	23	0.11	1617	7.65	17	0.08	633	3.00
ALLEGIAN AIR	5724	4706	82.22	65	1.14	18	0.31	307	5.36	84	1.47	163	2.85	2	0.03	379	6.62
AMERICAN AIRLINES	75129	58834	78.31	1442	1.92	235	0.31	4407	5.87	660	0.88	5268	7.01	62	0.08	4222	5.62
DELTA AIR LINES	78075	68914	88.27	112	0.14	134	0.17	2780	3.56	295	0.38	3592	4.60	13	0.02	2235	2.86
ENDEAVOR AIR	19676	16197	82.32	143	0.73	39	0.20	704	3.58	104	0.53	1320	6.71	0	0.00	1169	5.94
ENVOY AIR	24836	19787	79.67	876	3.53	64	0.26	813	3.27	281	1.13	1625	6.54	4	0.02	1386	5.58
EXPRESSJET AIRLINES	15456	11727	75.87	284	1.84	58	0.38	804	5.20	111	0.72	1324	8.57	0	0.00	1147	7.42
FRONTIER AIRLINES	10352	6859	66.26	326	3.15	12	0.12	1045	10.09	16	0.15	715	6.91	0	0.00	1379	13.32
HAWAIIAN AIRLINES	6920	6305	91.11	49	0.71	7	0.10	406	5.87	9	0.13	9	0.13	3	0.04	132	1.91
JETBLUE AIRWAYS	24427	18932	77.50	260	1.06	53	0.22	1382	5.66	127	0.52	2061	8.44	7	0.03	1605	6.57
MESA AIRLINES	18926	13605	71.89	662	3.50	63	0.33	1362	7.20	375	1.98	1001	5.29	27	0.14	1832	9.68
PSA AIRLINES	22939	17846	77.80	1224	5.34	73	0.32	924	4.03	259	1.13	1047	4.56	5	0.02	1561	6.81
REPUBLIC AIRLINE	25617	20593	80.39	582	2.27	52	0.20	758	2.96	130	0.51	2138	8.35	3	0.01	1361	5.31
SKYWEST AIRLINES	62749	52909	84.32	544	0.87	182	0.29	2194	3.50	524	0.84	2910	4.64	10	0.02	3476	5.54
SOUTHWEST AIRLINES	106972	90885	84.96	1049	0.98	207	0.19	4503	4.21	390	0.36	3522	3.29	61	0.06	6356	5.94
SPIRIT AIRLINES	13917	11714	84.17	142	1.02	24	0.17	383	2.75	78	0.56	1168	8.39	3	0.02	405	2.91
UNITED AIRLINES	52905	43471	82.17	204	0.39	120	0.23	2031	3.84	438	0.83	4132	7.81	1	0.00	2508	4.74
<b>TOTAL</b>	<b>585,749</b>	<b>481,288</b>	<b>82.17</b>	<b>8,132</b>	<b>1.39</b>	<b>1,367</b>	<b>0.23</b>	<b>25,444</b>	<b>4.34</b>	<b>3,903</b>	<b>0.67</b>	<b>33,612</b>	<b>5.74</b>	<b>217</b>	<b>0.04</b>	<b>31,787</b>	<b>5.43</b>

**\* Causes of Delay:**

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

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

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

SEPTEMBER 2018

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
DELTA	REPUBLIC	5974	JFK	CMH	9/6/2018	Origin Airport	4:13
DELTA	ENDEAVOR	5229	JFK	SYR	9/6/2018	Origin Airport	3:22
DELTA	ENDEAVOR	5083	JFK	ROC	9/6/2018	Origin Airport	3:19
AMERICAN	AMERICAN	447	ORD	PHX	9/16/2018	Destination Airport	3:15
AMERICAN	PIEDMONT	4809	PHL	ART	9/7/2018	Origin Airport	3:15
UNITED	UNITED	624	SFO	ORD	9/3/2018	Diversion Airport (STL)	3:14
UNITED	SKYWEST	5213	ORD	CVG	9/3/2018	Origin Airport	3:11
DELTA	ENDEAVOR	3358	JFK	DTW	9/6/2018	Origin Airport	3:04
AMERICAN	ENVOY AIR	3777	LEX	DFW	9/21/2018	Diversion Airport (SAT)	3:03
ALASKA	SKYWEST	3329	DAL	SJC	9/7/2018	Origin Airport	3:01
UNITED	UNITED	291	IAD	SMF	9/7/2018	Origin Airport	3:01

**Notes:**

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

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2018

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
DELTA	DELTA	488	JFK	CUN	9/6/2018	Origin Airport	4:19
AMERICAN	AMERICAN	50	DFW	LHR	9/7/2018	Origin Airport	4:05

**Notes:**

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

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



## **APPENDIX**

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

### **30 Largest U.S. Airports**

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

### **Air Carriers Required to Report**

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

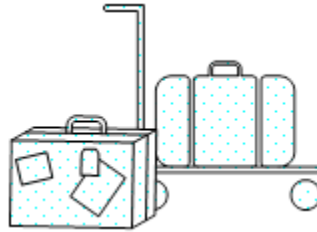
AS	Alaska Airlines
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
9E	Endeavor Air
MQ	Envoy Air
EV	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
OH	PSA Airlines
YX	Republic Airline
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines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

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

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

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	SEPT 2018		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	DELTA AIR LINES	13,291	9,580,517	1.39
2	SPIRIT AIRLINES	3,103	1,990,894	1.56
3	JETBLUE AIRWAYS	3,962	2,473,883	1.60
4	UNITED AIRLINES	15,082	7,247,030	2.08
5	FRONTIER AIRLINES	3,737	1,610,830	2.32
6	ALASKA AIRLINES	6,431	2,651,515	2.43
7	SOUTHWEST AIRLINES	30,979	12,386,373	2.50
8	HAWAIIAN AIRLINES	1,939	772,959	2.51
9	AMERICAN AIRLINES	30,375	8,480,931	3.58
10	SKYWEST AIRLINES	7,818	2,144,111	3.65
11	EXPRESSJET AIRLINES	2,432	563,961	4.31
12	ENVOY AIR	4,805	960,375	5.00
	TOTALS	123,954	50,863,379	2.44

SEPT 2017		
TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
12,901	9,800,455	1.32
2,511	1,628,084	1.54
3,618	2,362,637	1.53
11,677	6,621,413	1.76
2,531	1,318,782	1.92
3,599	2,016,657	1.78
29,751	11,939,568	2.49
1,967	824,969	2.38
21,461	9,266,454	2.32
6,568	2,989,283	2.20
2,586	1,013,658	2.55
-	-	-
99,170	49,781,960	1.99

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

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

ENPLANED PASSENGERS - For the domestic system only.

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

RANK	AIRLINE	JAN-SEPT 2018		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	SPIRIT AIRLINES	34,219	19,329,862	1.77
2	JETBLUE AIRWAYS	44,379	24,667,975	1.80
3	DELTA AIR LINES	168,787	90,545,029	1.86
4	UNITED AIRLINES	172,529	66,492,302	2.59
5	ALASKA AIRLINES	63,277	24,001,403	2.64
6	HAWAIIAN AIRLINES	21,210	7,765,521	2.73
7	FRONTIER AIRLINES	39,888	14,334,126	2.78
8	SOUTHWEST AIRLINES	343,903	119,948,492	2.87
9	AMERICAN AIRLINES	321,766	83,280,496	3.86
10	SKYWEST AIRLINES	95,079	22,534,750	4.22
11	EXPRESSJET AIRLINES	31,379	6,090,559	5.15
12	ENVOY AIR	52,387	8,849,322	5.92
	<b>TOTALS</b>	<b>1,388,803</b>	<b>487,839,837</b>	<b>2.85</b>

JAN-SEPT 2017		
TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
24,287	14,785,885	1.64
42,313	25,269,186	1.67
176,465	93,660,413	1.88
150,857	62,295,182	2.42
32,652	18,719,446	1.74
21,349	7,827,904	2.73
32,850	11,926,613	2.75
334,108	116,217,768	2.87
262,732	91,361,407	2.88
82,226	25,800,420	3.19
47,199	11,743,694	4.02
-	-	-
<b>1,207,038</b>	<b>479,607,918</b>	<b>2.52</b>

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

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

ENPLANED PASSENGERS - For the domestic system only.

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

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

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

## **OVERSALES**

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

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

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

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



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

RANK	CARRIER*	JULY – SEPT 2018				JULY – SEPT 2017			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>DELTA AIR LINES NETWORK</b> - DELTA AIR LINES - BRANDED CODESHARE PARTNERS	30,340 17,722 12,618	2 0 2	47,374,198 37,139,292 10,234,906	0.00 0.00 0.00	- 32,040 -	- 29 -	- 35,357,057 -	- 0.01 -
2	<b>JETBLUE AIRWAYS</b>	612	7	9,824,474	0.01	529	18	9,129,180	0.02
3	<b>UNITED AIRLINES NETWORK</b> - UNITED AIR LINES - BRANDED CODESHARE PARTNERS	21,435 11,339 10,096	33 26 7	38,670,907 27,080,182 11,590,725	0.01 0.01 0.01	- 11,726 -	- 103 -	- 25,069,533 -	- 0.04 -
4	<b>HAWAIIAN AIRLINES NETWORK</b> - HAWAIIAN AIRLINES - BRANDED CODESHARE PARTNERS	284 274 10	3 3 0	2,852,308 2,802,150 50,158	0.01 0.01 0.00	- 77 -	- 15 -	- 2,943,133 -	- 0.05 -
5	<b>AMERICAN AIRLINES NETWORK</b> - AMERICAN AIRLINES - BRANDED CODESHARE PARTNERS	23,765 12,697 11,068	766 363 403	48,268,312 34,232,162 14,036,150	0.16 0.11 0.29	- 10,046 -	- 312 -	- 33,451,848 -	- 0.09 -
6	<b>ALLEGiant AIR</b>	141	78	3,529,711	0.22	-	-	-	-
7	<b>SPIRIT AIRLINES</b>	5,718	164	7,328,762	0.22	983	1,235	5,956,218	2.07
8	<b>SOUTHWEST AIRLINES</b>	6,570	967	40,839,016	0.24	3,908	1,499	39,751,638	0.38
9	<b>ALASKA AIRLINES NETWORK</b> - ALASKA AIRLINES ** - BRANDED CODESHARE PARTNERS	3,143 2,494 649	330 192 138	11,868,172 9,274,760 2,593,412	0.28 0.21 0.53	- 1,761 -	- 176 -	- 6,702,144 -	- 0.26 -
10	<b>FRONTIER AIRLINES</b>	1,790	519	5,128,189	1.01	560	170	4,339,063	0.39
	<b>TOTAL</b>	93,798	2,869	215,684,049	0.13	N/A	N/A	N/A	N/A

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

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

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

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

RANK	CARRIER	JANUARY - SEPTEMBER 2018				JANUARY - SEPTEMBER 2017			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>DELTA AIR LINES NETWORK</b>	<b>93,073</b>	<b>37</b>	<b>133,297,135</b>	<b>0.00</b>	-	-	-	-
	- DELTA AIR LINES	59,101	22	104,216,236	0.00	103,538	679	99,796,155	0.07
	- BRANDED CODESHARE PARTNERS	33,972	15	29,080,899	0.01	-	-	-	-
2	<b>JETBLUE AIRWAYS</b>	<b>2,013</b>	<b>23</b>	<b>28,645,708</b>	<b>0.01</b>	<b>1,649</b>	<b>1,475</b>	<b>27,255,038</b>	<b>0.54</b>
3	<b>HAWAIIAN AIRLINES NETWORK</b>	<b>809</b>	<b>7</b>	<b>8,439,380</b>	<b>0.01</b>	-	-	-	-
	- HAWAIIAN AIRLINES	779	7	8,282,837	0.01	230	92	8,422,734	0.11
	- BRANDED CODESHARE PARTNERS	30	0	156,543	0.00	-	-	-	-
4	<b>UNITED AIRLINES NETWORK</b>	<b>55,646</b>	<b>111</b>	<b>107,100,168</b>	<b>0.01</b>	-	-	-	-
	- UNITED AIR LINES	28,168	70	74,361,024	0.01	38,574	2,067	70,030,765	0.30
	- BRANDED CODESHARE PARTNERS	27,478	41	32,739,144	0.01	-	-	-	-
5	<b>ALLEGiant AIR</b>	<b>357</b>	<b>136</b>	<b>10,566,004</b>	<b>0.13</b>	-	-	-	-
6	<b>AMERICAN AIRLINES NETWORK</b>	<b>76,447</b>	<b>1,871</b>	<b>141,278,108</b>	<b>0.13</b>	-	-	-	-
	- AMERICAN AIRLINES	41,106	1,041	100,531,622	0.10	33,244	4,517	98,017,132	0.46
	- BRANDED CODESHARE PARTNERS	35,341	830	40,746,486	0.20	-	-	-	-
7	<b>SOUTHWEST AIRLINES</b>	<b>16,934</b>	<b>2,012</b>	<b>120,210,562</b>	<b>0.17</b>	<b>32,089</b>	<b>6,678</b>	<b>115,988,988</b>	<b>0.58</b>
8	<b>ALASKA AIRLINES NETWORK</b>	<b>8,791</b>	<b>1,280</b>	<b>31,266,594</b>	<b>0.41</b>	-	-	-	-
	- ALASKA AIRLINES **	6,495	638	24,042,404	0.27	6,422	658	18,817,924	0.35
	- BRANDED CODESHARE PARTNERS	2,296	642	7,224,190	0.89	-	-	-	-
9	<b>FRONTIER AIRLINES</b>	<b>3,730</b>	<b>962</b>	<b>14,491,205</b>	<b>0.66</b>	<b>1,516</b>	<b>540</b>	<b>12,059,943</b>	<b>0.45</b>
10	<b>SPIRIT AIRLINES</b>	<b>16,047</b>	<b>1,486</b>	<b>20,571,188</b>	<b>0.72</b>	<b>6,110</b>	<b>3,509</b>	<b>16,879,482</b>	<b>2.08</b>
	<b>TOTAL</b>	<b>273,847</b>	<b>7,925</b>	<b>615,866,052</b>	<b>0.13</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS  
SUMMARY

	SEPTEMBER 2018				SEPTEMBER 2017			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	723	28	0	111	971	55	4	144
FOREIGN AIRLINES	531	2	0	57	547	1	1	56
TRAVEL AGENTS	40	1	0	11	35	0	0	16
TOUR OPERATORS	0	0	0	0	1	0	0	0
MISCELLANEOUS	15	6	0	69	21	37	1	83
INDUSTRY TOTALS	1,309	37	0	248	1,575	93	6	299

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*						
COMPLAINT CATEGORY	SEPTEMBER 2018			SEPTEMBER 2017		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	388		1	480	
CANCELLATION			150			215
DELAY			143			139
MISCONNECTION			58			62
BAGGAGE	2	233		2	265	
RESERVATIONS/TICKETING/BOARDING	3	166		4	190	
REFUNDS	4	137		5	163	
CUSTOMER SERVICE	5	134		6	138	
FARES	6	113		3	208	
DISABILITY	7	48		7	63	
OTHER	8	44		9	28	
FREQUENT FLYER			16			10
OVERSALES	9	31		8	29	
ADVERTISING	10	8		11	5	
DISCRIMINATION	11	7		10	6	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,309			1,575	

\* 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\*

SEPTEMBER 2018

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES***	3	0	2	0	2	2	4	0	0	1	0	2	16
ALLEGIAN AIR	2	0	3	0	0	2	1	4	0	0	0	0	12
AMERICAN AIRLINES	74	6	23	18	10	20	16	12	0	3	0	5	187
DELTA AIR LINES	14	0	7	7	1	9	11	9	0	0	0	3	61
ENVOY AIR	3	0	0	0	0	0	3	0	0	0	0	0	6
EXPRESSJET AIRLINES	6	0	0	0	0	0	0	0	0	0	0	0	6
FRONTIER AIRLINES	65	1	5	3	6	8	6	0	0	0	0	2	96
HAWAIIAN AIRLINES	2	0	0	5	2	0	4	0	0	0	0	0	13
JETBLUE AIRWAYS	10	0	5	1	0	5	2	2	0	0	0	1	26
PSA AIRLINES	7	0	0	0	0	1	1	0	0	0	0	0	9
REPUBLIC AIRLINE	5	0	2	0	0	1	0	0	0	0	0	0	8
SKYWEST AIRLINES	10	1	0	0	0	0	1	0	0	0	0	0	12
SOUTHWEST AIRLINES	18	0	1	3	3	3	6	5	1	0	0	0	40
SPIRIT AIRLINES	17	3	9	7	5	6	7	3	1	0	0	0	58
SUN COUNTRY AIRLINES	1	0	1	0	0	7	2	0	0	0	0	0	11
UNITED AIRLINES	34	3	14	4	13	25	21	3	0	3	0	4	124
Other U.S. Airlines	18	0	4	0	5	4	3	0	0	0	0	4	38
TOTAL SEPTEMBER 2018	289	14	76	48	47	93	88	38	2	7	0	21	723
% of TOTAL COMPLAINTS	40.0	1.9	10.5	6.6	6.5	12.9	12.2	5.3	0.3	1.0	0	2.9	
TOTAL SEPTEMBER 2017	362	14	102	151	79	99	89	48	4	5	0	18	971
% of TOTAL COMPLAINTS	37.3	1.4	10.5	15.6	8.1	10.2	9.2	4.9	0.4	0.5	0	1.9	

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

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

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

## AIR TRAVEL CONSUMER REPORT

Table 4

## COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE\*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN SEP	INCI- DENTS IN SEP	PERCENT	INCI- DENTS IN AUG	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES**	16	5	31.3	5	31.3	3	18.8	3	18.8
ALLEGiant AIR	12	2	16.7	5	41.7	4	33.3	1	8.3
AMERICAN AIRLINES	187	77	41.2	51	27.3	43	23.0	16	8.6
DELTA AIR LINES	61	22	36.1	15	24.6	18	29.5	6	9.8
ENVOY AIR	6	3	50.0	2	33.3	1	16.7	0	0.0
EXPRESSJET AIRLINES	6	4	66.7	1	16.7	0	0.0	1	16.7
FRONTIER AIRLINES	96	41	42.7	26	27.1	21	21.9	8	8.3
HAWAIIAN AIRLINES	13	4	30.8	1	7.7	4	30.8	4	30.8
JETBLUE AIRWAYS	26	12	46.2	5	19.2	6	23.1	3	11.5
PSA AIRLINES	9	5	55.6	2	22.2	1	11.1	1	11.1
REPUBLIC AIRLINE	8	3	37.5	2	25.0	3	37.5	0	0.0
SKYWEST AIRLINES	12	6	50.0	3	25.0	1	8.3	2	16.7
SOUTHWEST AIRLINES	40	19	47.5	6	15.0	8	20.0	7	17.5
SPIRIT AIRLINES	58	27	46.6	10	17.2	16	27.6	5	8.6
SUN COUNTRY AIRLINES	11	2	18.2	7	63.6	2	18.2	0	0.0
UNITED AIRLINES	124	46	37.1	40	32.3	28	22.6	10	8.1
Other U.S. Airlines	38	17	44.7	10	26.3	10	26.3	1	2.6
<b>Totals</b>	723	295	40.8	191	26.4	169	23.4	68	9.4
<b>Previous Year's Totals</b>	971	516	53.1	143	14.7	224	23.1	88	9.1

**AIR TRAVEL CONSUMER REPORT COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\*/SEPTEMBER 2018**

Table 5.

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	0	1	0	1	0	4	1	1	0	0	0	1	9
AEROFLOT	0	0	2	1	1	2	1	0	0	0	0	0	7
AEROMEXICO	3	2	5	3	0	1	1	0	0	0	0	0	15
AIR CANADA	6	2	3	3	0	7	1	1	0	0	0	0	23
AIR CHINA	0	0	0	0	0	4	1	0	0	0	0	0	5
AIR FRANCE	4	2	1	0	1	15	0	2	0	0	0	2	27
AIR INDIA	0	0	0	2	1	1	1	0	0	0	0	0	5
ALITALIA AIRLINES	1	0	4	0	0	6	0	0	0	0	0	0	11
AVIANCA	2	0	3	0	3	4	1	0	0	0	0	0	13
BRITISH AIRWAYS	2	1	2	2	0	3	1	0	0	0	0	0	11
CATHAY PACIFIC AIRWAYS	1	0	1	3	0	2	2	0	0	0	0	0	9
CONDOR	7	1	0	1	2	2	2	0	0	0	0	0	15
COPA	1	0	1	1	1	3	0	0	0	0	0	0	7
EMIRATES AIRLINES	1	0	4	0	3	5	1	0	0	0	0	0	14
ETHIOPIAN AIRLINES	0	1	1	1	5	9	1	0	0	0	0	1	19
ETIHAD AIRWAYS	1	0	2	3	0	4	0	0	0	0	0	0	10
IBERIA AIRLINES	1	0	3	1	4	4	1	0	1	0	0	6	21
ICELANDAIR	0	1	1	0	0	3	1	0	0	0	0	0	6
INTERJET	0	0	1	0	3	0	0	0	0	0	0	1	5
JET AIRWAYS	1	0	2	1	0	1	0	0	0	0	0	1	6
KLM	4	0	2	0	0	4	2	0	0	0	0	0	12
LATAM	1	0	2	1	2	2	1	0	0	0	0	0	9
LUFTHANSA	8	1	8	4	4	7	4	1	0	0	0	0	37
NORWEGIAN AIR SHUTTLE	9	1	2	3	2	3	3	1	0	0	0	0	24
PRIMERA AIR	2	0	0	0	15	1	0	0	1	0	0	0	19
SAS	2	0	0	0	2	2	0	0	0	0	0	0	6
SINGAPORE AIRLINES	0	0	1	0	0	3	1	0	0	0	0	0	5
SWISS AIR	1	0	1	2	1	0	0	0	0	0	0	0	5
TAME	3	0	1	0	1	0	0	0	0	0	0	0	5
TAP	1	1	1	1	2	0	0	0	0	0	0	0	6
THOMAS COOK AIRLINES	3	0	0	0	0	1	1	0	0	0	0	0	5
TURKISH AIRLINES	6	1	7	1	5	8	2	1	0	0	0	0	31
VOLARIS AIRLINES	1	0	4	1	3	0	1	1	0	0	0	0	11
WOW AIR	1	0	3	2	5	5	2	0	0	0	0	1	19
OTHER FOREIGN AIRLINES	22	2	12	17	12	20	9	2	0	0	0	3	99
<b>TOTALS</b>	<b>95</b>	<b>17</b>	<b>80</b>	<b>55</b>	<b>78</b>	<b>136</b>	<b>42</b>	<b>10</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>16</b>	<b>531</b>
<b><u>TRAVEL AGENTS</u></b>													
EXPEDIA.COM	0	0	3	1	1	0	0	0	0	0	0	0	5
JUSTFLY.COM	0	0	2	1	2	0	0	0	1	0	0	0	6
PRICELINE.COM	0	0	1	3	0	0	2	0	2	0	0	0	8
OTHER TRAVEL AGENTS	2	0	4	5	8	0	1	0	1	0	0	0	21
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>10</b>	<b>10</b>	<b>11</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>40</b>

## AIR TRAVEL CONSUMER REPORT

Table 5, cont'd.

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

<b><u>TOUR OPERATORS</u></b>	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
FAA	0	0	0	0	0	0	1	0	0	0	0	5	6
Other Miscellaneous	2	0	0	0	1	4	0	0	0	0	0	2	9
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>15</b>

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

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



## AIR TRAVEL CONSUMER REPORT

TABLE 6

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

SEPTEMBER 2018	
AIRLINE	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>18</b>
- ALASKA AIRLINES**	16
- BRANDED CODESHARE PARTNERS	2
<b>ALLEGiant AIR</b>	<b>12</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>221</b>
- AMERICAN AIRLINES	187
- BRANDED CODESHARE PARTNERS	34
<b>DELTA AIR LINES NETWORK</b>	<b>66</b>
- DELTA AIR LINES	61
- BRANDED CODESHARE PARTNERS	5
<b>FRONTIER AIRLINES</b>	<b>96</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>13</b>
- HAWAIIAN AIRLINES	13
- BRANDED CODESHARE PARTNERS	0
<b>JETBLUE AIRWAYS</b>	<b>26</b>
<b>SOUTHWEST AIRLINES</b>	<b>40</b>
<b>SPIRIT AIRLINES</b>	<b>58</b>
<b>UNITED AIRLINES NETWORK</b>	<b>143</b>
- UNITED AIRLINES	124
- BRANDED CODESHARE PARTNERS	19
<b>TOTAL</b>	<b>693</b>

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

RANK	AIRLINE	SEPTEMBER 2018			SEPTEMBER 2017		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	3	1,185,906	0.25	-	-	-
2	SOUTHWEST AIRLINES	40	12,504,921	0.32	66	11,933,322	0.55
3	ENDEAVOR AIR	4	1,085,368	0.37	-	-	-
4	SKYWEST AIRLINES	12	3,168,438	0.38	11	3,053,080	0.36
5	DELTA AIR LINES	61	12,085,310	0.50	97	11,431,083	0.85
6	ENVOY AIR	6	1,096,924	0.55	-	-	-
7	REPUBLIC AIRLINE	8	1,433,559	0.56	-	-	-
8	ALASKA AIRLINES**	16	2,755,151	0.58	16	2,068,301	0.77
9	JETBLUE AIRWAYS	26	3,207,030	0.81	52	2,774,953	1.87
10	EXPRESSJET AIRLINES	6	684,182	0.88	3	1,068,998	0.28
11	PSA AIRLINES	9	986,743	0.91	-	-	-
12	UNITED AIRLINES	124	8,985,992	1.38	143	8,415,180	1.70
13	HAWAIIAN AIRLINES	13	902,678	1.44	15	898,951	1.67
14	ALLEGiant AIR	12	809,694	1.48	-	-	-
15	AMERICAN AIRLINES	187	11,104,633	1.68	274	10,815,548	2.53
16	SPIRIT AIRLINES	58	2,196,156	2.64	114	1,714,660	6.65
17	FRONTIER AIRLINES	96	1,600,988	6.00	33	1,307,641	2.52
TOTAL		681	65,793,673	1.04	824	55,481,717	1.49

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 - SEPTEMBER 2018				JANUARY - SEPTEMBER 2017			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	6,963	739	9	1,024	9,616	797	13	1,176
FOREIGN AIRLINES	4,679	38	0	579	4,444	41	4	496
TRAVEL AGENTS	348	6	0	132	253	7	0	133
TOUR OPERATORS	0	0	0	0	3	0	0	0
MISCELLANEOUS	155	140	1	716	104	160	1	337
INDUSTRY TOTALS	12,145	923	10	2,451	14,420	1,005	18	2,142

## AIR TRAVEL CONSUMER REPORT

Table 2 (YTD)

COMPLAINT CATEGORIES*						
COMPLAINT CATEGORY	JANUARY - SEPTEMBER 2018			JANUARY - SEPTEMBER 2017		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	3,644		1	5,207	
CANCELLATION			1,542			2,242
DELAY			1,213			1,766
MISCONNECTION			521			723
BAGGAGE	2	2,131		2	2,213	
RESERVATIONS/TICKETING/BOARDING	3	1,473		3	1,755	
CUSTOMER SERVICE	4	1,242		4	1,439	
FARES	5	1,164		5	1,234	
REFUNDS	6	1,026		6	1,012	
DISABILITY	7	622		7	664	
OTHER	8	393		8	333	
FREQUENT FLYER			186			168
OVERSALES	9	333		9	430	
DISCRIMINATION	10	70		10	68	
ADVERTISING	11	46		11	64	
ANIMALS	12	1		12	1	
COMPLAINT TOTAL		12,145			14,420	

\* 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 - SEPTEMBER 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	24	0	2	0	0	3	2	0	0	0	0	1	32
ALASKA AIRLINES***	32	5	13	6	5	24	16	14	0	4	0	13	132
ALLEGIAN AIR	70	0	23	18	12	29	14	17	1	2	0	0	186
AMERICAN AIRLINES	570	52	153	120	91	185	199	131	2	16	0	35	1,554
COMMUTAIR	21	0	2	0	0	10	3	0	0	0	0	0	36
COMPASS AIRLINES	15	0	1	0	0	2	5	0	0	1	0	2	26
DELTA AIR LINES	199	26	81	45	20	125	108	95	2	12	0	32	745
ENDEAVOR AIR	34	1	1	0	0	3	8	0	0	1	0	1	49
ENVOY AIR	58	5	9	1	0	4	14	0	0	0	0	2	93
EXPRESSJET AIRLINES	25	0	0	0	0	0	1	0	0	0	0	0	26
FRONTIER AIRLINES	342	13	54	32	33	64	39	29	3	2	0	7	618
GOJET AIRLINES	14	1	0	0	0	4	2	0	0	0	0	1	22
HAWAIIAN AIRLINES	19	1	11	27	5	6	16	12	0	0	0	5	102
HORIZON AIRLINES	4	1	2	0	1	3	1	0	0	0	0	0	12
JETBLUE AIRWAYS	143	3	29	10	8	60	40	26	1	2	1	9	332
MESA AIRLINES	49	0	0	0	0	2	12	0	0	1	0	2	66
PENINSULA AIRWAYS	8	0	0	1	1	0	0	0	0	0	0	0	10
PIEDMONT AIRLINES	40	3	1	0	0	2	7	1	0	0	0	0	54
PSA AIRLINES	67	1	2	0	2	3	9	2	0	0	0	0	86
REPUBLIC AIRLINE	59	0	3	0	0	6	5	2	0	1	0	2	78
SEABORNE AIRLINES	3	1	0	0	4	3	0	1	0	0	0	0	12
SILVER AIRWAYS	13	1	7	3	2	11	5	1	0	1	0	1	45
SKYWEST AIRLINES	104	4	1	0	0	7	13	0	0	0	0	2	131
SOUTHWEST AIRLINES	185	9	45	25	21	71	57	47	3	4	0	13	480
SPIRIT AIRLINES	173	40	136	79	52	41	64	27	6	4	0	15	637
SUN COUNTRY AIRLINES	50	0	5	1	4	31	2	1	0	0	0	0	94
TRANS STATES AIRLINES	25	0	0	0	0	2	3	0	0	0	0	3	33
UNITED AIRLINES	292	34	110	190	45	185	174	86	5	8	0	40	1,169
VIAAIR	12	1	0	0	10	0	0	0	0	0	0	0	23
Other U.S. Airlines	19	2	8	2	13	9	3	4	0	0	0	20	80
<b>TOTAL JAN - SEPTEMBER 2018</b>	<b>2,669</b>	<b>204</b>	<b>699</b>	<b>560</b>	<b>329</b>	<b>895</b>	<b>822</b>	<b>496</b>	<b>23</b>	<b>59</b>	<b>1</b>	<b>206</b>	<b>6,963</b>
<b>% of TOTAL COMPLAINTS</b>	<b>38.3</b>	<b>2.9</b>	<b>10.0</b>	<b>8.0</b>	<b>4.7</b>	<b>12.9</b>	<b>11.8</b>	<b>7.1</b>	<b>0.3</b>	<b>0.8</b>	<b>0.0</b>	<b>3.0</b>	
<b>TOTAL JAN - SEPTEMBER 2017</b>	<b>4,223</b>	<b>298</b>	<b>975</b>	<b>687</b>	<b>494</b>	<b>1,037</b>	<b>1,013</b>	<b>557</b>	<b>41</b>	<b>55</b>	<b>1</b>	<b>235</b>	<b>9,616</b>
<b>% of TOTAL COMPLAINTS</b>	<b>43.9</b>	<b>3.1</b>	<b>10.1</b>	<b>7.1</b>	<b>5.1</b>	<b>10.8</b>	<b>10.5</b>	<b>5.8</b>	<b>0.4</b>	<b>0.6</b>	<b>0.0</b>	<b>2.4</b>	

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

Table 4 (YTD)

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	4	1	13	3	4	31	9	3	0	0	0	1	69
AEROFLOT	11	4	11	3	9	28	6	1	0	0	0	1	74
AEROMEXICO	14	2	34	16	20	28	12	2	1	1	0	2	132
AIR CANADA	52	10	33	12	9	58	21	11	0	2	0	0	208
AIR CHINA	24	0	6	3	11	33	6	0	0	0	0	0	83
AIR EUROPA	1	1	0	3	2	8	2	0	0	0	0	0	17
AIR FRANCE	74	8	21	27	15	105	17	9	0	1	0	6	283
AIR INDIA	8	0	6	10	12	10	9	0	0	0	0	2	57
AIR NEW ZEALAND	2	0	0	65	1	1	0	0	0	0	0	0	69
ALITALIA AIRLINES	12	3	14	13	12	25	1	2	0	1	0	5	88
ANA ALL NIPPON AIRLINES	4	0	2	2	3	2	2	0	0	0	0	1	16
ASIANA AIRLINES	7	0	4	1	1	4	2	2	0	0	0	0	21
AUSTRIAN AIRLINES	4	0	4	1	2	8	3	2	0	0	0	0	24
AVIANCA	29	1	17	8	51	27	9	1	0	1	0	0	144
BRITISH AIRWAYS	28	6	23	15	12	43	10	4	0	2	0	5	148
BRUSSELS AIRLINES	2	0	1	1	1	13	0	0	0	0	0	0	18
CARIBBEAN AIRLINES	3	1	2	7	0	4	1	2	0	0	0	0	20
CATHAY PACIFIC AIRWAYS	4	1	3	27	3	5	9	5	0	0	0	4	61
CHINA AIRLINES	3	0	1	0	0	6	0	0	0	0	0	0	10
CHINA EASTERN AIRLINES	11	0	12	3	5	12	2	0	0	0	0	0	45
CHINA SOUTHERN AIRLINES	4	1	6	2	4	9	0	1	0	0	0	2	29
CONDOR	21	4	5	4	6	13	10	1	1	0	0	0	65
COPA	10	2	12	4	10	11	10	0	0	0	0	0	59
EGYPTAIR	3	0	1	0	3	1	3	1	0	0	0	0	12
EL AL ISRAEL	10	2	3	4	1	11	3	2	0	0	0	1	37
EMIRATES AIRLINES	13	0	23	13	14	37	16	7	1	0	0	4	128
ETHIOPIAN AIRLINES	16	1	23	8	12	42	10	2	0	0	0	2	116
ETIHAD AIRWAYS	6	3	20	20	5	23	6	0	0	0	0	2	85
EVA AIRWAYS	2	0	0	3	0	3	4	0	0	0	0	1	13
FIJI AIRWAYS	2	1	3	1	0	2	2	0	0	0	0	0	11
FINNAIR	1	0	4	1	2	0	2	0	0	0	0	0	10
HAINAN	6	0	2	2	2	5	3	0	0	0	0	0	20
IBERIA AIRLINES	17	3	14	5	16	36	9	3	1	0	0	60	164
ICELANDAIR	7	2	6	1	3	12	4	3	0	0	0	2	40
INTERJET	6	0	7	6	13	11	3	3	0	0	0	1	50
JAPAN AIR LINES	5	0	4	1	1	2	2	0	0	0	0	6	21
JET AIRWAYS	5	0	10	2	4	19	6	1	0	0	0	3	50
KLM	17	1	7	3	1	25	8	4	1	1	0	0	68
KOREAN AIR LINES	6	0	1	2	0	1	2	2	0	0	0	0	14
KUWAIT AIRWAYS	5	0	1	0	3	7	0	1	0	0	0	0	17

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD, cont'd.)

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

<b><u>FOREIGN AIRLINES, cont'd.</u></b>	<b>FLIGHT PROBLEMS</b>	<b>OVER- SALES</b>	<b>RES/TKT/ BOARDING</b>	<b>FARES</b>	<b>REFUNDS</b>	<b>BAGGAGE</b>	<b>CUSTOMER SERVICE</b>	<b>DIS- ABILITY</b>	<b>ADVERT- ISING</b>	<b>DISCRIM- INATION</b>	<b>ANIMALS</b>	<b>OTHER</b>	<b>TOTAL</b>
LATAM	16	4	20	7	14	18	2	1	0	0	0	0	82
LOT POLISH AIRLINES	11	1	4	3	3	6	1	1	0	0	0	1	31
LUFTHANSA	30	4	38	14	16	40	15	7	0	1	0	2	167
NORWEGIAN AIR SHUTTLE	81	13	28	20	22	40	17	7	1	0	0	2	231
PAWA	1	0	0	0	9	0	0	0	0	0	0	0	10
PHILIPPINE AIRLINES	5	1	6	2	3	9	5	2	0	0	0	2	35
PRIMERA AIR	34	0	4	4	38	7	2	0	1	0	0	0	90
QANTAS AIRWAYS	1	1	1	2	3	6	3	0	0	0	0	0	17
QATAR AIRWAYS	6	4	16	12	14	23	9	4	1	0	0	2	91
ROYAL AIR MAROC	13	1	6	2	4	25	3	2	0	0	0	0	56
ROYAL JORDANIAN AIRLINES	4	3	4	0	1	10	0	1	0	0	0	1	24
RYAN AIR	5	0	1	1	1	1	1	0	0	0	0	0	10
SANTA BARBARA AIRLINES	1	0	2	0	12	0	0	0	0	0	0	0	15
SAS	10	0	3	4	5	10	7	0	0	0	0	0	39
SAUDI ARABIAN AIRLINES	5	0	11	2	1	9	3	0	0	0	0	0	31
SINGAPORE AIRLINES	4	0	3	3	8	4	1	0	0	0	0	1	24
SOUTH AFRICAN AIRWAYS	4	5	8	7	3	5	3	0	0	0	0	0	35
SWISS AIR	12	0	8	8	4	19	3	5	0	0	0	2	61
TAME	31	0	1	2	3	4	1	1	0	0	0	0	43
TAP	10	3	10	7	7	13	0	1	1	0	0	0	52
THOMAS COOK AIRLINES	7	0	1	0	2	5	2	0	0	0	0	0	17
TURKISH AIRLINES	23	4	37	19	35	62	13	5	0	1	0	8	207
UKRAINE INTERNATIONAL AIRLINES	9	0	3	4	0	6	4	0	0	0	0	0	26
VIRGIN ATLANTIC AIRWAYS	5	1	6	0	5	6	3	3	0	0	0	1	30
VIRGIN AUSTRALIA	1	0	1	4	0	5	1	0	0	0	0	0	12
VIVAAEROBUS	0	1	0	1	3	4	1	0	0	0	0	0	10
VOLARIS AIRLINES	12	7	23	11	20	12	12	2	2	0	0	1	102
VUELING AIRLINES	4	0	2	1	1	5	0	0	0	0	0	0	13
WEST JET	6	1	1	1	0	4	1	0	0	0	0	0	14
WOW AIR	70	11	34	26	38	69	18	4	1	0	0	1	272
XL AIRWAYS	1	1	2	0	4	4	0	0	0	0	0	1	13
OTHER FOREIGN AIRLINES	53	2	39	17	35	55	16	3	1	0	0	2	223
<b>TOTALS</b>	<b>934</b>	<b>126</b>	<b>682</b>	<b>486</b>	<b>587</b>	<b>1,207</b>	<b>371</b>	<b>124</b>	<b>13</b>	<b>11</b>	<b>0</b>	<b>138</b>	<b>4,679</b>

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD, cont'd.)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b>TRAVEL AGENTS</b>													
CHEAPOAIR.COM	2	0	6	14	13	0	1	0	0	0	0	1	37
EXPEDIA.COM	2	0	13	12	14	0	1	0	0	0	0	1	43
JUSTFLY.COM	1	0	19	29	16	0	4	0	4	0	0	0	73
KIWI.COM	0	0	2	6	4	0	1	0	0	0	0	0	13
ONETRAVEL	1	0	4	2	3	0	1	0	0	0	0	0	11
ORBITZ.COM	1	0	5	6	6	0	1	0	1	0	0	0	20
PRICELINE.COM	0	0	7	6	12	0	5	0	3	0	0	0	33
VAYAMA	0	0	5	3	1	0	1	0	0	0	0	0	10
OTHER TRAVEL AGENTS	2	1	23	37	31	1	10	0	2	0	0	1	108
TOTALS	9	1	84	115	100	1	25	0	10	0	0	3	348
<b>TOUR OPERATORS</b>													
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
<b>MISCELLANEOUS</b>													
FAA	4	0	0	0	0	2	5	0	0	0	0	18	29
TSA	0	0	0	0	0	12	11	0	0	0	0	5	28
Other Miscellaneous	28	2	8	3	10	14	8	2	0	0	0	23	98
TOTALS	32	2	8	3	10	28	24	2	0	0	0	46	155

\* 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.



TABLE 5 (YTD)

## AIR TRAVEL CONSUMER REPORT

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

JANUARY - SEPTEMBER 2018	
AIRLINE	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>145</b>
- ALASKA AIRLINES**	132
- BRANDED CODESHARE PARTNERS	13
<b>ALLEGiant AIR</b>	<b>186</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>1,920</b>
- AMERICAN AIRLINES	1,554
- BRANDED CODESHARE PARTNERS	366
<b>DELTA AIR LINES NETWORK</b>	<b>853</b>
- DELTA AIR LINES	745
- BRANDED CODESHARE PARTNERS	108
<b>FRONTIER AIRLINES</b>	<b>618</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>102</b>
- HAWAIIAN AIRLINES	102
- BRANDED CODESHARE PARTNERS	0
<b>JETBLUE AIRWAYS</b>	<b>332</b>
<b>SOUTHWEST AIRLINES</b>	<b>480</b>
<b>SPIRIT AIRLINES</b>	<b>637</b>
<b>UNITED AIRLINES NETWORK</b>	<b>1,412</b>
- UNITED AIRLINES	1,169
- BRANDED CODESHARE PARTNERS	243
<b>TOTAL</b>	<b>6,685</b>

\* 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. The carriers that are listed in this table are the same carriers that are ranked in the "Flight Delays," section of this report.

\*\*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. OPERATING AIRLINES\*

RANK	AIRLINE	JANUARY - SEPTEMBER 2018			JANUARY - SEPTEMBER 2017		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	26	7,313,205	0.36	102	12,391,356	0.82
2	SOUTHWEST AIRLINES	480	121,929,520	0.39	621	117,311,218	0.53
3	SKYWEST AIRLINES	131	29,082,524	0.45	155	26,435,475	0.59
4	ENDEAVOR AIR	49	10,240,401	0.48	-	-	-
5	ALASKA AIRLINES**	132	25,049,047	0.53	124	19,693,473	0.63
6	REPUBLIC AIRLINE	78	13,957,160	0.56	-	-	-
7	MESA AIRLINES	66	10,565,566	0.62	-	-	-
8	DELTA AIR LINES	745	114,972,242	0.65	1,096	110,501,643	0.99
9	PSA AIRLINES	86	10,168,881	0.85	-	-	-
10	ENVOY AIR	93	10,190,473	0.91	-	-	-
11	JETBLUE AIRWAYS	332	31,881,148	1.04	374	30,237,748	1.24
12	HAWAIIAN AIRLINES	102	8,790,039	1.16	88	8,426,003	1.04
13	UNITED AIRLINES	1,169	84,886,423	1.38	1,697	80,566,382	2.11
14	AMERICAN AIRLINES	1,554	111,646,572	1.39	2,329	109,039,976	2.14
15	ALLEGiant AIR	186	10,583,642	1.76	-	-	-
16	SPIRIT AIRLINES	637	21,557,666	2.95	1,141	17,791,984	6.41
17	FRONTIER AIRLINES	618	14,704,039	4.20	384	12,383,369	3.10
	TOTAL	6,484	637,518,548	1.02	8,111	544,778,627	1.49

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 September 2018**

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
Alaska	1						
American	2						1
United	3						
<b>TOTAL</b>	<b>6</b>						<b>1</b>

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

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

**AIR TRAVEL CONSUMER REPORT**  
**Civil Rights Complaints by Air Travelers (Other Than Disability) for January - September 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	4						
Alitalia	1						
Allegiant	1					1	
American	11	1	1	2			1
Avianca			1				
British	1		1				
Compass	1						
Delta	7		3	2			
Endeavor	1						
Frontier	1					1	
JetBlue	1				1		
KLM	1						
Lufthansa		1					
Mesa	1						
Republic	1						
Silver	1						
Southwest	4						
Spirit	2			1		1	
Turkish Airlines						1	
United	7			1			
<b>TOTAL</b>	<b>48</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>1</b>

\*To file an airline civil rights complaint: <https://www.transportation.gov/airconsumer> \*\*One complaint may raise multiple grounds for discrimination. The Aviation Consumer Protection Division categorizes each complaint based on the primary ground of the alleged discrimination.

## ***COMPLAINT CATEGORIES***

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

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

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

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

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

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

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

**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

### September 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
<a href="#">Hawaiian Airlines</a>	1		
Totals:	1		

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

The Transportation Security Administration (TSA) screened approximately 62 million airline passengers and their 50 million checked bags in the month of September as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of September.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
547	.0008	30	.00004	50	.0008	445	.0007

**NOTES**

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

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

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

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.