



# ***Air Travel Consumer Report***

A Product Of The  
**OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS**  
*Aviation Consumer Protection Division*  
Issued: January 2019



<b>Flight Delays<sup>1</sup></b>	November 2018
<b>Mishandled Baggage<sup>1</sup></b>	November 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)	November 2018
<b>Airline Animal Incident Reports<sup>4</sup></b>	November 2018
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	November 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**

**NOVEMBER 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		Commutair
ExpressJet Airlines	SkyWest Airlines	ExpressJet Airlines		ExpressJet Airlines
Mesa Airlines		GoJet Airlines		GoJet Airlines
Piedmont Airlines		Republic Airline		Mesa Airlines
PSA Airlines		SkyWest Airlines		Republic Airline
Republic Airline				SkyWest Airlines
SkyWest Airlines				Trans States Airlines
Trans States Airlines				

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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>90.2</b>	<b>1</b>
- HAWAIIAN AIRLINES	18	91.6	
- BRANDED CODESHARE PARTNERS	4	76.8	
<b>SPIRIT AIRLINES</b>	<b>42</b>	<b>82.1</b>	<b>2</b>
<b>SOUTHWEST AIRLINES</b>	<b>85</b>	<b>81.7</b>	<b>3</b>
<b>DELTA AIR LINES NETWORK</b>	<b>215</b>	<b>81.2</b>	<b>4</b>
- DELTA AIR LINES	147	83.3	
- BRANDED CODESHARE PARTNERS	197	78.5	
<b>ALASKA AIRLINES NETWORK</b>	<b>95</b>	<b>79.9</b>	<b>5</b>
- ALASKA AIRLINES	72	80.8	
- BRANDED CODESHARE PARTNERS	52	78.5	
<b>AMERICAN AIRLINES NETWORK</b>	<b>232</b>	<b>79.7</b>	<b>6</b>
- AMERICAN AIRLINES	97	80.9	
- BRANDED CODESHARE PARTNERS	219	78.7	
<b>ALLEGiant AIR</b>	<b>118</b>	<b>78.7</b>	<b>7</b>
<b>UNITED AIRLINES NETWORK</b>	<b>226</b>	<b>75.7</b>	<b>8</b>
- UNITED AIRLINES	101	77.8	
- BRANDED CODESHARE PARTNERS	212	74.2	
<b>JETBLUE AIRWAYS</b>	<b>66</b>	<b>71.2</b>	<b>9</b>
<b>FRONTIER AIRLINES</b>	<b>93</b>	<b>70.1</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>361</b>	<b>79.3</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\*

NOVEMBER 2018

	AT ALL US AIRPORTS		
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	18	91.6	1
DELTA AIR LINES	147	83.3	2
SPIRIT AIRLINES	42	82.1	3
SOUTHWEST AIRLINES	85	81.7	4
AMERICAN AIRLINES	97	80.9	5
ALASKA AIRLINES	72	80.8	6
PSA AIRLINES	92	80.5	7
ALLEGiant AIR	118	78.7	8
SKYWEST AIRLINES	232	78.6	9
ENVOY AIR	140	78.5	10
REPUBLIC AIRLINE	89	78.2	11
UNITED AIRLINES	101	77.8	12
ENDEAVOR AIR	110	77.3	13
MESA AIRLINES	101	76.1	14
EXPRESSJET AIRLINES	110	71.6	15
JETBLUE AIRWAYS	66	71.2	16
FRONTIER AIRLINES	93	70.1	17
TOTAL AIRPORTS SERVED	345	79.7	

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

NOVEMBER 2018

CARRIER	Jan 2018		Feb 2018		Mar 2018		Apr 2018		May 2018		Jun 2018		Jul 2018		Aug 2018		Sept 2018		Oct 2018		Nov 2018		Year-to-date (YTD)	
	%	Rank	%	Rank	%	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	79.3	8	79.9	5	82.9	3
- ALASKA AIRLINES*	88.9		85.3		86.8		83.4		81.8		82.4		82.9		75.0		85.2		80.0		80.8		82.5	
- BRANDED CODESHARE PARTNERS	86.3		85.3		86.6		85.7		87.8		85.7		86.0		74.1		83.3		78.3		78.5		83.3	
<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	83.5	4	78.7	7	76.7	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	79.8	7	79.7	6	77.3	7
- AMERICAN AIRLINES	82.5		80.8		82.3		83.9		78.6		73.7		70.0		72.5		78.3		78.8		80.9		78.3	
- BRANDED CODESHARE PARTNERS	73.6		73.2		80.1		81.6		77.6		71.4		74.0		73.6		77.8		80.6		78.7		76.5	
<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	87.1	3	81.2	4	82.9	2
- DELTA AIR LINES	84.3		87.9		87.0		86.4		85.0		81.5		83.4		83.3		88.3		90.0		83.3		85.4	
- BRANDED CODESHARE PARTNERS	75.9		78.0		77.5		79.6		83.6		81.4		80.0		76.8		83.0		83.5		78.5		79.8	
<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	68.2	10	70.1	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	88.5	2	90.2	1	87.8	1
- HAWAIIAN AIRLINES	88.3		80.3		85.3		87.7		90.8		90.7		92.6		91.6		91.1		91.0		91.6		89.4	
- BRANDED CODESHARE PARTNERS	88.2		62.2		74.7		72.3		73.1		64.8		80.7		73.4		74.9		64.2		76.8		73.4	
<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	78.8	9	71.2	9	70.6	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	83.5	5	81.7	3	79.2	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	89.0	1	82.1	2	80.8	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	80.7	6	75.7	8	77.9	6
- UNITED AIRLINES	84.7		84.7		83.9		83.9		78.9		75.2		75.1		70.8		82.2		81.9		77.8		79.6	
- BRANDED CODESHARE PARTNERS	74.7		74.0		80.6		81.7		77.2		73.2		76.9		72.6		79.7		79.8		74.2		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	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		82.3		79.3		79.1	

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)

NOVEMBER 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	80.4	223	77.1	110	86.4	0	0.0	147	86.4	115	83.5	118	89.0	30	93.3
- ALASKA AIRLINES	51	80.4	223	77.1	110	86.4	0	0.0	147	86.4	115	83.5	118	89.0	30	93.3
- 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>ALLEGiant AIR</b>	0	0.0	0	0.0	27	92.6	0	0.0	0	0.0	10	50.0	0	0.0	0	0.0
<b>AMERICAN AIRLINES NETWORK</b>	1404	74.9	2428	76.2	681	80.9	18586	83.7	6817	81.4	854	79.4	19705	79.4	993	80.2
- AMERICAN AIRLINES	1001	75.3	2198	77.4	483	82.4	8154	85.5	1907	83.6	795	79.4	11557	80.4	444	85.1
- BRANDED CODESHARE PARTNERS	403	73.9	230	64.3	198	77.3	10432	82.4	4910	80.5	59	79.7	8148	78.0	549	76.1
<b>DELTA AIR LINES NETWORK</b>	24306	78.8	2660	76.1	794	84.3	887	84.0	1416	80.4	989	90.5	1099	76.4	10736	84.5
- DELTA AIR LINES	19820	80.2	1393	79.2	573	86.9	579	87.4	757	83.4	911	90.6	580	81.4	4419	88.5
- BRANDED CODESHARE PARTNERS	4486	72.2	1267	72.7	221	77.4	308	77.6	659	77.1	78	89.7	519	70.9	6317	81.8
<b>FRONTIER AIRLINES</b>	254	70.5	0	0.0	0	0.0	112	67.0	87	70.1	1856	72.5	36	72.2	63	73.0
<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>	268	61.9	4320	68.4	244	71.3	137	70.1	867	75.8	89	73.0	51	49.0	116	76.7
<b>SOUTHWEST AIRLINES</b>	3474	76.9	950	74.8	5976	84.1	284	76.4	1309	78.5	5802	84.2	0	0.0	537	82.7
<b>SPIRIT AIRLINES</b>	689	76.5	378	80.2	631	84.6	0	0.0	0	0.0	232	80.2	598	80.6	817	86.5
<b>UNITED AIRLINES NETWORK</b>	871	72.4	1256	74.4	294	80.6	613	73.4	1042	75.4	11613	83.2	977	68.2	740	78.8
- UNITED AIRLINES	358	72.3	1157	74.5	291	80.4	75	73.3	463	76.9	5329	85.2	406	67.5	119	82.4
- BRANDED CODESHARE PARTNERS	513	72.5	99	73.7	3	100.0	538	73.4	579	74.3	6284	81.4	571	68.7	621	78.1
<b>TOTAL</b>	31,317	77.9	12,215	73.3	8,757	83.5	20,619	83.2	11,685	80.0	21,560	82.6	22,584	78.8	14,032	83.9

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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>390</b>	<b>65.1</b>	<b>122</b>	<b>85.2</b>	<b>282</b>	<b>83.3</b>	<b>143</b>	<b>83.2</b>	<b>43</b>	<b>72.1</b>	<b>413</b>	<b>80.6</b>	<b>692</b>	<b>83.1</b>	<b>2035</b>	<b>83.3</b>
- ALASKA AIRLINES	390	65.1	122	85.2	282	83.3	143	83.2	43	72.1	413	80.6	676	82.7	1675	82.5
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	16	100.0	360	86.9
<b>ALLEGiant AIR</b>	<b>52</b>	<b>92.3</b>	<b>253</b>	<b>61.3</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>751</b>	<b>80.2</b>	<b>109</b>	<b>77.1</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>646</b>	<b>64.7</b>	<b>470</b>	<b>78.1</b>	<b>217</b>	<b>83.9</b>	<b>439</b>	<b>81.8</b>	<b>943</b>	<b>75.7</b>	<b>1953</b>	<b>76.4</b>	<b>1089</b>	<b>82.1</b>	<b>5413</b>	<b>84.7</b>
- AMERICAN AIRLINES	595	64.9	470	78.1	217	83.9	248	81.5	741	74.5	1382	77.6	1089	82.1	3381	84.6
- BRANDED CODESHARE PARTNERS	51	62.7	0	0.0	0	0.0	191	82.2	202	80.2	571	73.6	0	0.0	2032	84.8
<b>DELTA AIR LINES NETWORK</b>	<b>833</b>	<b>61.5</b>	<b>834</b>	<b>78.9</b>	<b>203</b>	<b>89.2</b>	<b>499</b>	<b>82.8</b>	<b>721</b>	<b>74.9</b>	<b>4478</b>	<b>81.7</b>	<b>1499</b>	<b>86.5</b>	<b>3647</b>	<b>85.6</b>
- DELTA AIR LINES	436	65.4	805	79.3	203	89.2	280	85.0	264	81.1	2493	83.8	1028	88.6	2704	87.4
- BRANDED CODESHARE PARTNERS	397	57.2	29	69.0	0	0.0	219	79.9	457	71.3	1985	79.0	471	81.7	943	80.7
<b>FRONTIER AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>18</b>	<b>44.4</b>	<b>0</b>	<b>0.0</b>	<b>72</b>	<b>76.4</b>	<b>41</b>	<b>63.4</b>	<b>0</b>	<b>0.0</b>	<b>589</b>	<b>71.3</b>	<b>71</b>	<b>74.6</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>3203</b>	<b>89.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>30</b>	<b>83.3</b>	<b>77</b>	<b>88.3</b>	<b>180</b>	<b>80.6</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	2840	91.7	0	0.0	0	0.0	30	83.3	77	88.3	180	80.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	363	76.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>755</b>	<b>58.9</b>	<b>2083</b>	<b>68.5</b>	<b>0</b>	<b>0.0</b>	<b>173</b>	<b>71.1</b>	<b>0</b>	<b>0.0</b>	<b>3481</b>	<b>73.2</b>	<b>300</b>	<b>76.7</b>	<b>505</b>	<b>77.2</b>
<b>SOUTHWEST AIRLINES</b>	<b>521</b>	<b>58.9</b>	<b>2150</b>	<b>81.6</b>	<b>0</b>	<b>0.0</b>	<b>193</b>	<b>83.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>5763</b>	<b>86.2</b>	<b>3503</b>	<b>82.4</b>
<b>SPIRIT AIRLINES</b>	<b>297</b>	<b>70.0</b>	<b>1561</b>	<b>80.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>568</b>	<b>82.6</b>	<b>0</b>	<b>0.0</b>	<b>1249</b>	<b>86.7</b>	<b>651</b>	<b>84.6</b>
<b>UNITED AIRLINES NETWORK</b>	<b>9709</b>	<b>63.0</b>	<b>560</b>	<b>75.4</b>	<b>427</b>	<b>80.3</b>	<b>6467</b>	<b>78.4</b>	<b>12284</b>	<b>80.3</b>	<b>0</b>	<b>0.0</b>	<b>1143</b>	<b>81.9</b>	<b>3968</b>	<b>84.9</b>
- UNITED AIRLINES	4930	68.1	560	75.4	427	80.3	2231	83.0	4945	81.7	0	0.0	1143	81.9	2292	83.1
- BRANDED CODESHARE PARTNERS	4779	57.8	0	0.0	0	0.0	4236	76.0	7339	79.4	0	0.0	0	0.0	1676	87.2
<b>TOTAL</b>	<b>13,203</b>	<b>63.0</b>	<b>8,051</b>	<b>76.4</b>	<b>4,332</b>	<b>88.2</b>	<b>7,986</b>	<b>78.9</b>	<b>14,600</b>	<b>79.8</b>	<b>10,355</b>	<b>77.8</b>	<b>13,152</b>	<b>84.2</b>	<b>20,082</b>	<b>84.1</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)

NOVEMBER 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>	0	0.0	141	85.1	0	0.0	0	0.0	116	90.5	270	75.9	3669	86.3	87	86.2
- ALASKA AIRLINES	0	0.0	141	85.1	0	0.0	0	0.0	57	84.2	270	75.9	1561	88.5	87	86.2
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	59	96.6	0	0.0	2108	84.7	0	0.0
<b>ALLEGiant AIR</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
<b>AMERICAN AIRLINES NETWORK</b>	4281	69.8	1348	80.6	0	0.0	5764	82.0	793	82.1	12788	78.1	430	73.5	9374	78.6
- AMERICAN AIRLINES	1799	72.2	1348	80.6	0	0.0	4179	81.0	538	82.2	5223	80.6	317	72.2	4151	82.2
- BRANDED CODESHARE PARTNERS	2482	68.0	0	0.0	0	0.0	1585	84.7	255	82.0	7565	76.3	113	77.0	5223	75.8
<b>DELTA AIR LINES NETWORK</b>	6594	70.9	1407	80.9	477	83.4	654	74.5	9895	86.5	1408	71.0	717	87.2	792	81.1
- DELTA AIR LINES	1850	75.6	1398	81.0	188	84.6	654	74.5	5194	88.3	816	74.4	559	87.1	553	84.6
- BRANDED CODESHARE PARTNERS	4744	69.1	9	66.7	289	82.7	0	0.0	4701	84.4	592	66.2	158	87.3	239	72.8
<b>FRONTIER AIRLINES</b>	91	74.7	1036	67.7	0	0.0	96	58.3	124	63.7	225	63.1	49	67.3	332	73.5
<b>HAWAIIAN AIRLINES NETWORK</b>	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	75.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	75.0	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>	507	64.9	1679	69.0	0	0.0	0	0.0	85	68.2	200	65.5	53	81.1	227	66.1
<b>SOUTHWEST AIRLINES</b>	1014	69.7	3557	80.7	6570	81.0	0	0.0	635	81.6	0	0.0	1190	85.6	786	76.2
<b>SPIRIT AIRLINES</b>	330	70.9	1283	78.9	0	0.0	0	0.0	332	88.0	679	80.3	63	95.2	256	81.3
<b>UNITED AIRLINES NETWORK</b>	1115	70.4	1018	81.1	0	0.0	335	69.0	690	80.0	16529	76.1	644	80.4	541	76.3
- UNITED AIRLINES	807	70.8	1018	81.1	0	0.0	303	70.0	226	81.0	6775	78.3	585	80.7	391	74.2
- BRANDED CODESHARE PARTNERS	308	69.5	0	0.0	0	0.0	32	59.4	464	79.5	9754	74.6	59	78.0	150	82.0
<b>TOTAL</b>	13,932	70.2	11,469	77.7	7,047	81.2	6,849	80.3	12,670	85.3	32,099	76.6	6,875	84.8	12,395	78.3

\* 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)

NOVEMBER 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>238</b>	<b>88.2</b>	<b>1347</b>	<b>86.2</b>	<b>8315</b>	<b>72.8</b>	<b>2478</b>	<b>67.2</b>	<b>289</b>	<b>83.0</b>	<b>43</b>	<b>79.1</b>
- ALASKA AIRLINES	228	88.2	703	84.6	5008	76.6	2109	69.7	99	87.9	43	79.1
- BRANDED CODESHARE PARTNERS	10	90.0	644	87.9	3307	67.2	369	52.8	190	80.5	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>17</b>	<b>82.4</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>AMERICAN AIRLINES NETWORK</b>	<b>6859</b>	<b>85.9</b>	<b>879</b>	<b>80.7</b>	<b>758</b>	<b>71.9</b>	<b>1366</b>	<b>67.9</b>	<b>500</b>	<b>77.8</b>	<b>1006</b>	<b>80.7</b>
- AMERICAN AIRLINES	4366	85.4	704	79.5	613	71.8	1125	67.2	302	76.5	1005	80.7
- BRANDED CODESHARE PARTNERS	2493	86.7	175	85.1	145	72.4	241	71.4	198	79.8	1	100.0
<b>DELTA AIR LINES NETWORK</b>	<b>859</b>	<b>87.3</b>	<b>874</b>	<b>86.3</b>	<b>3423</b>	<b>78.6</b>	<b>1230</b>	<b>71.5</b>	<b>6790</b>	<b>89.5</b>	<b>945</b>	<b>75.8</b>
- DELTA AIR LINES	602	89.7	656	88.6	2137	82.3	1222	71.5	3554	89.7	873	76.3
- BRANDED CODESHARE PARTNERS	257	81.7	218	79.4	1286	72.4	8	62.5	3236	89.3	72	69.4
<b>FRONTIER AIRLINES</b>	<b>175</b>	<b>73.1</b>	<b>156</b>	<b>54.5</b>	<b>47</b>	<b>59.6</b>	<b>78</b>	<b>56.4</b>	<b>138</b>	<b>71.7</b>	<b>265</b>	<b>62.6</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>30</b>	<b>90.0</b>	<b>60</b>	<b>65.0</b>	<b>60</b>	<b>58.3</b>	<b>60</b>	<b>80.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	30	90.0	60	65.0	60	58.3	60	80.0	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
<b>JETBLUE AIRWAYS</b>	<b>60</b>	<b>61.7</b>	<b>133</b>	<b>85.0</b>	<b>136</b>	<b>78.7</b>	<b>427</b>	<b>71.7</b>	<b>202</b>	<b>84.7</b>	<b>445</b>	<b>61.6</b>
<b>SOUTHWEST AIRLINES</b>	<b>5185</b>	<b>84.3</b>	<b>3182</b>	<b>84.2</b>	<b>947</b>	<b>72.0</b>	<b>1260</b>	<b>61.3</b>	<b>853</b>	<b>85.5</b>	<b>2374</b>	<b>80.2</b>
<b>SPIRIT AIRLINES</b>	<b>76</b>	<b>85.5</b>	<b>147</b>	<b>85.7</b>	<b>91</b>	<b>87.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>574</b>	<b>82.4</b>
<b>UNITED AIRLINES NETWORK</b>	<b>796</b>	<b>78.4</b>	<b>1039</b>	<b>82.7</b>	<b>896</b>	<b>71.3</b>	<b>7624</b>	<b>68.6</b>	<b>634</b>	<b>79.7</b>	<b>608</b>	<b>75.3</b>
- UNITED AIRLINES	702	78.2	872	81.2	779	72.5	4597	72.7	149	81.9	605	75.4
- BRANDED CODESHARE PARTNERS	94	79.8	167	90.4	117	63.2	3027	62.5	485	79.0	3	66.7
<b>TOTAL</b>	<b>14,278</b>	<b>84.8</b>	<b>7,834</b>	<b>83.5</b>	<b>14,673</b>	<b>74.0</b>	<b>14,523</b>	<b>68.0</b>	<b>9,406</b>	<b>87.3</b>	<b>6,260</b>	<b>77.3</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)

NOVEMBER 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	80.4	223	77.1	110	86.4	0	0.0	147	86.4	115	83.5	118	89.0	30	93.3
ALLEGiant AIR	0	0.0	0	0.0	27	92.6	0	0.0	0	0.0	10	50.0	0	0.0	0	0.0
AMERICAN AIRLINES	1001	75.3	2198	77.4	483	82.4	8154	85.5	1907	83.6	795	79.4	11557	80.4	444	85.1
DELTA AIR LINES	19820	80.2	1393	79.2	573	86.9	579	87.4	757	83.4	911	90.6	580	81.4	4419	88.5
ENDEAVOR AIR	2541	73.4	417	75.3	221	77.4	257	76.7	153	86.9	0	0.0	182	77.5	1480	86.6
ENVOY AIR	55	72.7	198	66.2	110	80.9	332	80.1	112	90.2	0	0.0	3933	81.3	99	68.7
EXPRESSJET AIRLINES	150	63.3	86	72.1	0	0.0	130	85.4	268	67.5	0	0.0	528	71.8	3	66.7
FRONTIER AIRLINES	254	70.5	0	0.0	0	0.0	112	67.0	87	70.1	1856	72.5	36	72.2	63	73.0
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
JETBLUE AIRWAYS	268	61.9	4320	68.4	244	71.3	137	70.1	867	75.8	89	73.0	51	49.0	116	76.7
MESA AIRLINES	172	66.3	3	100.0	0	0.0	219	70.8	68	85.3	0	0.0	3150	73.5	232	86.2
PSA AIRLINES	103	68.0	0	0.0	4	100.0	7447	84.1	2351	78.1	0	0.0	0	0.0	108	88.9
REPUBLIC AIRLINE	480	77.1	454	72.7	3	100.0	1040	85.0	2731	82.6	387	84.0	253	68.4	654	78.4
SKYWEST AIRLINES	1850	71.1	305	68.5	0	0.0	236	79.7	77	79.2	3522	82.1	1128	75.8	3448	78.8
SOUTHWEST AIRLINES	3474	76.9	950	74.8	5976	84.1	284	76.4	1309	78.5	5802	84.2	0	0.0	537	82.7
SPIRIT AIRLINES	689	76.5	378	80.2	631	84.6	0	0.0	0	0.0	232	80.2	598	80.6	817	86.5
UNITED AIRLINES	358	72.3	1157	74.5	291	80.4	75	73.3	463	76.9	5329	85.2	406	67.5	119	82.4
TOTAL	31,266	77.9	12,082	73.3	8,673	83.6	19,002	84.1	11,297	80.4	19,048	82.9	22,520	78.7	12,569	84.2

\* 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)

NOVEMBER 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	390	65.1	122	85.2	282	83.3	143	83.2	43	72.1	413	80.6	676	82.7	1675	82.5
ALLEGiant AIR	52	92.3	253	61.3	0	0.0	0	0.0	0	0.0	0	0.0	751	80.2	109	77.1
AMERICAN AIRLINES	595	64.9	470	78.1	217	83.9	248	81.5	741	74.5	1382	77.6	1089	82.1	3381	84.6
DELTA AIR LINES	436	65.4	805	79.3	203	89.2	280	85.0	264	81.1	2493	83.8	1028	88.6	2704	87.4
ENDEAVOR AIR	174	54.0	7	71.4	0	0.0	84	77.4	125	67.2	1584	80.2	0	0.0	0	0.0
ENVOY AIR	4	75.0	0	0.0	0	0.0	0	0.0	61	73.8	430	70.7	0	0.0	0	0.0
EXPRESSJET AIRLINES	1332	53.3	0	0.0	0	0.0	93	43.0	3322	80.9	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	0	0.0	18	44.4	0	0.0	72	76.4	41	63.4	0	0.0	589	71.3	71	74.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	2840	91.7	0	0.0	0	0.0	30	83.3	77	88.3	180	80.6
JETBLUE AIRWAYS	755	58.9	2083	68.5	0	0.0	173	71.1	0	0.0	3481	73.2	300	76.7	505	77.2
MESA AIRLINES	0	0.0	0	0.0	0	0.0	1980	74.6	2772	77.8	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	159	82.4	0	0.0	84	78.6	0	0.0	0	0.0
REPUBLIC AIRLINE	1972	68.3	0	0.0	0	0.0	32	81.3	1089	76.9	219	79.0	0	0.0	0	0.0
SKYWEST AIRLINES	132	57.6	0	0.0	0	0.0	208	77.9	596	79.4	238	73.5	171	84.2	2542	86.7
SOUTHWEST AIRLINES	521	58.9	2150	81.6	0	0.0	193	83.4	0	0.0	0	0.0	5763	86.2	3503	82.4
SPIRIT AIRLINES	297	70.0	1561	80.5	0	0.0	0	0.0	568	82.6	0	0.0	1249	86.7	651	84.6
UNITED AIRLINES	4930	68.1	560	75.4	427	80.3	2231	83.0	4945	81.7	0	0.0	1143	81.9	2292	83.1
TOTAL	11,590	64.9	8,029	76.4	3,969	89.3	5,896	78.9	14,567	79.7	10,354	77.8	12,836	84.2	17,613	84.2

\* 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)

NOVEMBER 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	141	85.1	0	0.0	0	0.0	57	84.2	270	75.9	1561	88.5	87	86.2
ALLEGiant AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	1799	72.2	1348	80.6	0	0.0	4179	81.0	538	82.2	5223	80.6	317	72.2	4151	82.2
DELTA AIR LINES	1850	75.6	1398	81.0	188	84.6	654	74.5	5194	88.3	816	74.4	559	87.1	553	84.6
ENDEAVOR AIR	2162	70.7	6	66.7	0	0.0	0	0.0	859	86.8	117	72.6	0	0.0	194	73.7
ENVOY AIR	1241	66.2	0	0.0	0	0.0	705	82.1	5	80.0	5370	77.4	0	0.0	53	58.5
EXPRESSJET AIRLINES	163	73.0	0	0.0	0	0.0	0	0.0	0	0.0	1199	65.2	0	0.0	0	0.0
FRONTIER AIRLINES	91	74.7	1036	67.7	0	0.0	96	58.3	124	63.7	225	63.1	49	67.3	332	73.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	75.0	0	0.0
JETBLUE AIRWAYS	507	64.9	1679	69.0	0	0.0	0	0.0	85	68.2	200	65.5	53	81.1	227	66.1
MESA AIRLINES	145	65.5	0	0.0	0	0.0	3	33.3	163	83.4	0	0.0	0	0.0	37	78.4
PSA AIRLINES	150	69.3	0	0.0	0	0.0	0	0.0	0	0.0	191	74.9	0	0.0	1150	78.4
REPUBLIC AIRLINE	2697	69.6	0	0.0	0	0.0	882	86.7	433	81.3	1216	79.6	0	0.0	1132	84.4
SKYWEST AIRLINES	976	64.9	0	0.0	287	82.9	0	0.0	3831	83.8	5077	72.8	509	86.2	45	68.9
SOUTHWEST AIRLINES	1014	69.7	3557	80.7	6570	81.0	0	0.0	635	81.6	0	0.0	1190	85.6	786	76.2
SPIRIT AIRLINES	330	70.9	1283	78.9	0	0.0	0	0.0	332	88.0	679	80.3	63	95.2	256	81.3
UNITED AIRLINES	807	70.8	1018	81.1	0	0.0	303	70.0	226	81.0	6775	78.3	585	80.7	391	74.2
TOTAL	13,932	70.2	11,466	77.7	7,045	81.2	6,822	80.4	12,482	85.4	27,358	76.7	4,946	85.1	9,394	80.2

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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	228	88.2	703	84.6	5008	76.6	2109	69.7	99	87.9	43	79.1
ALLEGiant AIR	0	0.0	17	82.4	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4366	85.4	704	79.5	613	71.8	1125	67.2	302	76.5	1005	80.7
DELTA AIR LINES	602	89.7	656	88.6	2137	82.3	1222	71.5	3554	89.7	873	76.3
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	21	76.2
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0	0	0.0
FRONTIER AIRLINES	175	73.1	156	54.5	47	59.6	78	56.4	138	71.7	265	62.6
HAWAIIAN AIRLINES	30	90.0	60	65.0	60	58.3	60	80.0	0	0.0	0	0.0
JETBLUE AIRWAYS	60	61.7	133	85.0	136	78.7	427	71.7	202	84.7	445	61.6
MESA AIRLINES	1707	83.7	0	0.0	0	0.0	0	0.0	54	72.2	3	66.7
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	30	90.0	0	0.0
SKYWEST AIRLINES	880	91.8	820	87.6	815	73.7	3279	61.7	3403	87.7	40	60.0
SOUTHWEST AIRLINES	5185	84.3	3182	84.2	947	72.0	1260	61.3	853	85.5	2374	80.2
SPIRIT AIRLINES	76	85.5	147	85.7	91	87.9	0	0.0	0	0.0	574	82.4
UNITED AIRLINES	702	78.2	872	81.2	779	72.5	4597	72.7	149	81.9	605	75.4
TOTAL	14,011	84.8	7,450	83.5	10,633	76.5	14,157	68.1	8,785	87.4	6,249	77.2

\* 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)

NOVEMBER 2018

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	90.6	78.6	90.1	88.6	82.9	83.5	90.4	90.9	82.7	69.6	73.1	83.3	88.8	83.7	97.0	95.9
0700-0759	89.3	85.6	92.5	91.1	83.9	89.1	83.9	85.7	81.6	95.3	99.4	79.1	90.0	85.6	93.0	93.7
0800-0859	79.9	85.8	89.9	86.6	86.1	89.7	85.7	86.1	85.1	85.9	98.5	100.0	79.2	80.5	92.8	89.9
0900-0959	76.9	83.9	93.1	78.3	90.7	88.0	79.2	90.0	86.6	85.0	98.3	82.9	80.4	88.1	90.5	91.1
1000-1059	80.0	87.5	90.2	88.0	86.2	84.8	82.7	86.7	85.6	86.2	94.6	89.3	79.9	90.3	90.8	86.9
1100-1159	80.6	85.1	85.5	83.0	86.0	88.2	82.8	86.5	87.1	79.8	87.8	80.7	77.3	83.9	86.9	88.2
1200-1259	80.7	82.4	87.1	87.1	82.2	87.7	83.9	93.3	81.1	78.4	84.8	88.6	81.3	84.0	84.7	84.3
1300-1359	81.6	78.3	88.4	83.2	82.7	82.2	80.5	81.7	73.0	81.6	84.1	87.4	80.3	84.8	87.2	81.7
1400-1459	78.6	78.8	85.4	86.1	83.1	83.6	81.6	83.7	66.0	80.7	85.4	86.0	78.5	80.4	85.3	83.6
1500-1559	76.1	76.8	86.0	84.8	79.4	84.8	74.4	84.8	58.3	73.7	88.4	81.1	86.2	80.7	83.7	83.5
1600-1659	77.9	72.1	82.2	77.6	78.6	84.2	82.0	84.6	54.5	85.0	82.6	76.4	75.8	77.3	85.5	83.6
1700-1759	79.4	67.7	82.2	83.0	78.0	81.0	71.9	84.0	48.4	72.2	93.2	82.2	78.6	76.1	81.2	81.6
1800-1859	74.8	60.6	77.3	81.1	74.6	80.5	75.3	80.1	47.4	72.9	91.5	79.4	78.7	71.5	82.4	78.6
1900-1959	73.5	57.1	79.8	83.1	75.4	79.5	77.6	81.3	46.2	68.4	95.1	76.6	82.8	66.8	78.3	82.6
2000-2059	70.6	62.6	81.1	77.1	73.6	79.1	75.7	81.5	45.6	71.6	92.2	72.5	76.6	66.8	80.3	79.3
2100-2159	71.0	60.7	75.4	79.3	76.3	77.6	72.6	82.4	49.5	67.6	88.3	73.5	70.9	66.7	77.9	79.8
2200-2259	73.4	65.0	75.6	84.4	69.6	70.6	74.0	77.9	57.1	67.1	89.6	74.5	72.7	69.7	77.4	80.2
2300-0559	78.1	72.6	76.1	79.7	80.2	69.8	78.1	80.2	66.9	71.1	84.3	79.2	80.7	75.8	74.7	79.3
TOTAL	77.9	73.3	83.6	84.1	80.4	82.9	78.7	84.2	64.9	76.4	89.3	78.9	79.7	77.8	84.2	84.2

\* 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)

NOVEMBER 2018

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	86.2	77.1	81.0	83.3	87.6	83.8	94.1	88.8	93.6	96.2	89.0	94.3	66.7	95.2	87.1
0700-0759	85.8	87.6	90.7	92.7	80.6	84.0	96.9	86.9	92.7	91.4	83.0	92.5	92.3	91.7	87.7
0800-0859	84.8	88.9	87.7	86.3	87.0	79.3	94.6	88.9	94.0	93.0	79.4	87.0	91.5	90.7	85.4
0900-0959	82.4	90.4	92.2	86.7	88.5	79.1	86.7	85.9	92.7	91.9	82.8	71.3	93.6	84.6	84.4
1000-1059	83.4	85.2	90.6	84.6	88.7	81.3	90.6	86.2	87.9	88.5	73.4	69.9	91.2	83.7	84.9
1100-1159	77.1	81.4	88.5	81.4	85.7	79.9	90.4	90.1	90.0	85.8	76.1	66.9	89.8	82.2	82.9
1200-1259	75.8	80.5	86.6	81.1	87.0	79.6	83.7	83.5	87.3	78.1	74.5	55.7	87.5	79.2	81.8
1300-1359	73.1	82.8	85.3	83.6	88.4	79.9	87.8	83.2	85.5	79.8	78.0	63.8	89.7	81.1	81.6
1400-1459	68.3	78.5	82.5	81.6	85.3	75.2	81.1	84.4	84.5	82.9	78.7	67.6	89.5	79.9	80.2
1500-1559	67.1	78.8	86.2	73.5	82.8	76.7	91.4	79.0	82.7	85.1	78.8	62.8	87.4	81.3	78.9
1600-1659	68.8	74.9	79.6	78.9	84.5	75.7	84.1	79.1	84.2	80.1	77.9	69.1	85.1	80.2	78.2
1700-1759	65.6	76.9	81.1	68.8	86.0	72.7	78.0	74.7	80.4	82.9	78.0	69.1	84.3	73.7	76.2
1800-1859	61.5	75.0	77.4	78.2	86.7	67.8	86.8	71.8	80.9	83.0	77.9	67.7	87.9	73.5	75.2
1900-1959	57.0	71.8	74.4	73.1	81.8	73.2	84.2	70.5	80.6	77.0	79.3	64.6	87.2	71.8	75.1
2000-2059	56.2	71.4	72.3	79.4	86.2	70.1	85.1	73.8	79.6	79.5	69.8	61.9	77.5	74.6	72.7
2100-2159	55.8	66.7	69.9	73.1	84.5	74.5	81.1	66.5	78.7	81.8	72.5	63.4	82.9	68.2	73.2
2200-2259	63.4	68.9	70.4	67.7	75.4	68.5	78.7	75.0	79.7	79.3	70.5	61.4	76.7	64.9	71.2
2300-0559	69.4	73.7	65.5	69.3	80.6	76.7	81.4	78.6	78.6	79.6	78.5	71.2	77.3	71.3	75.5
TOTAL	70.2	77.7	81.2	80.4	85.4	76.7	85.1	80.2	84.8	83.5	76.5	68.1	87.4	77.2	79.4

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2018

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	92.3	91.1	92.0	90.8	92.5	90.7	92.5	94.7	90.4	94.5	97.3	92.4	92.0	92.6	95.5	94.5
0700-0759	93.1	88.2	92.5	91.7	87.7	89.6	90.5	91.7	91.3	93.2	99.5	88.2	91.8	89.5	91.0	92.3
0800-0859	90.1	85.6	91.0	91.0	85.5	90.9	87.2	89.9	84.0	91.6	98.4	88.7	90.6	90.6	89.4	87.8
0900-0959	83.5	87.0	85.1	87.7	87.4	87.3	85.3	90.5	81.5	86.2	98.7	87.2	84.4	88.0	85.5	83.9
1000-1059	79.3	83.7	88.2	83.5	87.4	80.6	84.2	86.3	85.9	81.9	95.3	88.6	89.7	84.6	86.3	83.9
1100-1159	80.6	84.3	83.2	87.2	85.5	81.4	83.3	82.8	81.3	83.0	97.5	80.2	85.7	85.3	84.0	81.3
1200-1259	81.5	81.0	79.4	77.7	83.8	82.0	81.9	86.0	81.7	78.4	95.3	81.6	85.6	88.1	83.6	79.9
1300-1359	78.1	75.5	78.2	83.6	81.1	77.6	80.1	82.9	75.5	72.5	91.1	82.9	74.5	85.2	81.0	79.5
1400-1459	77.9	74.8	80.9	82.3	80.4	78.6	78.9	81.0	71.8	74.3	86.3	87.7	83.4	82.4	80.2	77.0
1500-1559	75.3	69.9	76.7	76.9	80.4	82.3	81.1	84.6	65.9	77.6	90.7	84.0	80.2	79.7	80.4	83.7
1600-1659	74.5	73.8	78.6	79.3	75.9	74.6	79.3	80.4	60.2	72.3	90.5	80.5	84.3	77.1	79.4	81.8
1700-1759	74.0	64.0	72.9	76.7	72.7	77.8	74.8	78.2	62.5	75.1	92.3	79.6	75.0	74.2	77.4	82.6
1800-1859	72.8	62.0	69.3	79.0	68.2	77.3	73.6	77.8	59.5	78.4	96.6	77.0	82.6	76.4	71.4	82.1
1900-1959	71.6	57.4	73.7	80.5	74.1	79.7	71.7	73.6	55.3	68.4	99.2	81.9	76.8	71.4	75.3	75.3
2000-2059	72.0	60.4	71.0	82.6	73.8	77.2	77.9	83.4	56.7	73.0	95.3	54.1	74.3	69.3	71.4	76.7
2100-2159	71.7	55.0	70.2	81.1	79.0	72.5	76.0	88.5	55.7	70.7	93.6	42.9	79.6	70.7	75.5	80.7
2200-2259	75.1	54.0	72.0	82.8	78.1	71.8	77.3	87.2	50.7	74.4	97.5	82.7	87.9	69.3	79.2	81.1
2300-0559	76.5	91.3	91.6	83.9	95.7	79.8	86.9	94.7	94.5	89.8	96.7	96.0	90.7	85.1	88.3	84.7
TOTAL	78.2	76.8	80.8	83.5	81.3	81.2	81.0	85.3	73.0	80.1	94.4	83.3	84.1	81.3	82.9	83.2

\* 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)

NOVEMBER 2018

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.8	91.7	87.4	92.3	94.5	86.8	95.0	90.3	97.3	93.8	92.0	91.9	93.1	93.2	92.3
0700-0759	90.0	91.3	80.2	89.4	91.3	85.0	92.6	89.3	93.6	89.1	88.5	88.5	93.5	94.3	90.3
0800-0859	88.7	88.7	80.3	92.2	87.1	83.8	92.8	91.1	90.0	86.0	84.6	87.9	91.2	93.7	88.4
0900-0959	85.4	85.6	80.5	86.3	90.0	80.1	83.7	89.7	90.2	87.5	83.5	85.6	89.5	90.9	85.8
1000-1059	84.2	86.0	78.7	89.6	89.7	77.4	87.7	87.1	88.8	88.9	80.9	71.8	90.8	81.9	83.6
1100-1159	81.8	83.2	78.1	84.3	89.8	80.2	85.4	83.6	84.4	82.2	76.3	70.2	87.3	81.2	83.0
1200-1259	78.8	77.2	75.8	74.8	82.4	76.4	89.0	83.4	84.9	79.5	78.6	63.9	79.0	80.0	81.0
1300-1359	76.7	74.5	73.3	79.7	87.2	77.0	81.5	81.0	81.8	74.4	76.1	64.3	85.5	67.6	78.5
1400-1459	73.2	77.0	64.0	79.9	87.8	75.7	85.1	75.4	81.1	74.6	83.7	65.7	86.1	72.6	78.4
1500-1559	69.4	69.2	70.7	78.2	84.2	73.9	80.4	83.0	76.4	77.7	79.1	71.1	89.8	73.4	77.9
1600-1659	67.2	73.9	70.4	76.2	82.2	76.6	86.3	82.1	80.4	81.5	69.4	71.0	86.0	75.1	76.9
1700-1759	67.3	67.8	72.3	79.5	78.2	72.7	79.1	79.4	80.3	80.9	79.3	72.7	86.0	72.6	75.7
1800-1859	65.1	71.4	64.3	71.0	80.1	71.0	79.9	74.8	77.8	76.7	81.8	70.9	83.1	69.3	73.8
1900-1959	61.0	73.7	62.8	78.6	86.5	68.7	78.5	66.6	73.6	72.8	81.1	70.0	81.0	72.0	72.7
2000-2059	58.0	65.7	58.5	79.5	89.0	74.6	85.4	72.3	71.7	70.2	81.6	70.9	87.9	68.3	75.2
2100-2159	58.8	66.5	65.3	85.6	85.7	71.8	87.3	80.1	78.5	83.2	77.8	70.1	62.3	69.9	73.9
2200-2259	60.4	57.9	54.7	67.3	88.9	79.3	91.4	66.7	70.4	87.1	83.2	72.1	89.1	63.6	78.0
2300-0559	93.7	85.9	85.6	88.6	90.1	81.2	91.2	92.5	87.6	0.0	89.6	82.8	89.2	93.4	87.1
TOTAL	75.7	78.3	72.0	82.5	86.9	76.9	87.0	82.6	83.1	82.6	82.2	75.0	88.0	80.0	80.8

\* 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**  
**NOVEMBER 2018**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	82.6	85.5	69	69
Abilene, TX (ABI)	84.0	84.6	169	169
Adak Island, AK (ADK)	100.0	62.5	8	8
Aguadilla, PR (BQN)	73.3	62.6	176	174
Akron, OH (CAK)	70.6	77.8	635	635
Albany, GA (ABY)	65.9	77.6	85	85
Albany, NY (ALB)	78.2	83.0	1001	1000
Albuquerque, NM (ABQ)	81.8	85.5	1936	1936
Alexandria, LA (AEX)	75.6	81.5	275	275
Allentown/Bethlehem/Easton, PA (ABE)	79.2	79.7	395	394
Alpena, MI (APN)	80.4	74.5	51	51
Amarillo, TX (AMA)	82.7	89.1	450	450
Anchorage, AK (ANC)	83.6	89.0	1281	1283
Appleton, WI (ATW)	83.0	82.1	318	318
Arcata/Eureka, CA (ACV)	71.1	64.2	149	148
Asheville, NC (AVL)	78.9	80.6	721	721
Ashland, WV (HTS)	84.5	81.0	58	58
Aspen, CO (ASE)	80.2	82.8	262	261
Atlanta, GA (ATL)	77.9	78.2	31266	31257
Atlantic City, NJ (ACY)	85.4	92.2	281	281
Augusta, GA (AGS)	78.1	79.4	342	344
Austin, TX (AUS)	79.7	82.7	5205	5207
Bakersfield, CA (BFL)	79.4	83.0	194	194
Baltimore, MD (BWI)	83.6	80.8	8673	8675
Bangor, ME (BGR)	74.0	79.2	288	288
Barrow, AK (BRW)	93.1	86.2	58	58
Baton Rouge, LA (BTR)	79.3	82.6	622	620
Beaumont/Port Arthur, TX (BPT)	78.5	93.7	79	79
Bellefonte, PA (BFL)	83.9	82.3	62	62
Bellingham, WA (BLI)	82.0	85.9	172	170
Bemidji, MN (BJI)	85.0	96.7	60	60
Bend/Redmond, OR (RDM)	83.0	73.8	305	305
Bethel, AK (BET)	89.2	83.1	65	65
Billings, MT (BIL)	84.6	86.1	279	280
Binghamton, NY (BGM)	80.2	81.5	81	81
Birmingham, AL (BHM)	79.2	83.7	1612	1611
Bismarck/Mandan, ND (BIS)	84.7	86.3	255	255
Bloomington/Normal, IL (BMI)	76.1	80.3	264	264
Boise, ID (BOI)	83.9	86.8	1505	1504
Boston, MA (BOS)	73.3	76.8	12082	12087
Bozeman, MT (BZN)	82.4	86.4	323	323

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	78.8	82.7	52	52
Branson, MO (BKG)	83.3	83.3	6	6
Bristol/Johnson City/Kingsport, TN (TRI)	81.1	82.3	175	175
Brownsville, TX (BRO)	77.4	85.0	226	226
Brunswick, GA (BQK)	82.4	85.9	85	85
Buffalo, NY (BUF)	81.3	84.4	2160	2160
Burbank, CA (BUR)	79.6	77.3	2232	2231
Burlington, VT (BTV)	74.8	76.1	837	837
Butte, MT (BTM)	91.2	94.7	57	57
Cape Girardeau, MO (CGI)	72.2	87.0	54	54
Casper, WY (CPR)	85.5	88.2	110	110
Cedar City, UT (CDC)	90.2	86.3	51	51
Cedar Rapids/Iowa City, IA (CID)	78.1	83.3	759	759
Champaign/Urbana, IL (CMI)	80.8	87.6	193	193
Charleston, SC (CHS)	80.9	82.8	1986	1985
Charleston/Dunbar, WV (CRW)	75.7	76.7	374	374
Charlotte Amalie, VI (STT)	81.7	82.9	246	246
Charlotte, NC (CLT)	84.1	83.5	19002	19001
Charlottesville, VA (CHO)	74.2	75.1	457	457
Chattanooga, TN (CHA)	74.8	81.1	679	679
Cheyenne, WY (CYS)	74.1	74.1	27	27
Chicago, IL (ORD)	76.7	76.9	27358	27362
Chicago, IL (MDW)	81.2	72.0	7045	7048
Christiansted, VI (STX)	82.3	83.3	79	78
Cincinnati, OH (CVG)	79.0	81.9	4007	4005
Clarksburg/Fairmont, WV (CKB)	67.6	76.5	68	68
Cleveland, OH (CLE)	78.8	81.2	3902	3902
Cody, WY (COD)	73.3	81.0	60	58
College Station/Bryan, TX (CLL)	82.5	89.5	200	200
Colorado Springs, CO (COS)	75.5	83.8	779	778
Columbia, MO (COU)	77.0	83.9	174	174
Columbia, SC (CAE)	82.3	86.4	616	617
Columbus, GA (CSG)	75.2	78.0	109	109
Columbus, MS (GTR)	75.6	79.1	86	86
Columbus, OH (LCK)	84.7	81.4	59	59
Columbus, OH (CMH)	79.2	81.0	3920	3918
Concord, NC (USA)	77.0	72.7	87	88
Cordova, AK (CDV)	91.1	94.6	56	56
Corpus Christi, TX (CRP)	74.6	84.4	469	468
Dallas, TX (DAL)	81.9	76.7	5746	5739
Dallas/Fort Worth, TX (DFW)	78.7	81.0	22520	22521

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dayton, OH (DAY)	78.5	80.2	1153	1152
Daytona Beach, FL (DAB)	80.9	83.8	277	278
Deadhorse, AK (SCC)	92.3	92.3	78	78
Del Rio, TX (DRT)	92.5	80.8	53	52
Denver, CO (DEN)	82.9	81.2	19048	19055
Des Moines, IA (DSM)	81.2	85.4	1359	1360
Detroit, MI (DTW)	84.2	85.3	12569	12568
Devils Lake, ND (DVL)	65.5	69.1	55	55
Dothan, AL (DHN)	68.8	77.7	112	112
Dubuque, IA (DBQ)	84.3	83.1	83	83
Duluth, MN (DLH)	78.5	85.7	223	223
Durango, CO (DRO)	83.0	87.0	247	247
Eagle, CO (EGE)	75.4	86.2	65	65
Eau Claire, WI (EAU)	74.6	88.1	59	59
El Paso, TX (ELP)	81.7	83.6	1470	1469
Elko, NV (EKO)	98.1	98.1	53	53
Elmira/Corning, NY (ELM)	95.2	71.4	21	21
Erie, PA (ERI)	77.0	80.5	87	87
Escanaba, MI (ESC)	71.2	69.2	52	52
Eugene, OR (EUG)	75.0	74.0	312	312
Evansville, IN (EVV)	77.7	80.9	372	372
Fairbanks, AK (FAI)	87.4	90.3	349	350
Fargo, ND (FAR)	82.3	85.2	453	454
Fayetteville, AR (XNA)	77.7	82.9	1056	1056
Fayetteville, NC (FAY)	80.0	80.0	330	330
Flagstaff, AZ (FLG)	85.2	92.6	81	81
Flint, MI (FNT)	82.5	85.7	320	321
Fort Lauderdale, FL (FLL)	76.4	80.1	8029	8034
Fort Myers, FL (RSW)	77.3	78.1	2765	2762
Fort Smith, AR (FSM)	75.8	83.0	165	165
Fort Wayne, IN (FWA)	79.2	83.0	577	577
Fresno, CA (FAT)	84.5	84.3	947	948
Gainesville, FL (GNV)	77.6	77.1	388	389
Garden City, KS (GCK)	75.4	73.8	61	61
Gillette, WY (GCC)	71.2	91.5	59	59
Grand Forks, ND (GFK)	86.2	91.2	181	181
Grand Island, NE (GRI)	81.0	86.1	79	79
Grand Junction, CO (GJT)	89.4	91.3	311	311
Grand Rapids, MI (GRR)	77.9	80.6	1549	1548
Great Falls, MT (GTF)	86.4	90.1	162	162
Green Bay, WI (GRB)	80.9	87.0	455	454

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greensboro/High Point, NC (GSO)	78.5	83.0	1116	1115
Greenville, NC (PGV)	69.2	86.7	13	15
Greer, SC (GSP)	77.4	83.3	1207	1206
Guam, TT (GUM)	84.1	95.7	69	69
Gulfport/Biloxi, MS (GPT)	80.2	90.2	338	338
Hagerstown, MD (HGR)	92.3	53.8	13	13
Hancock/Houghton, MI (CMX)	57.6	72.9	59	59
Harlingen/San Benito, TX (HRL)	76.5	77.5	285	285
Harrisburg, PA (MDT)	81.7	82.9	508	509
Hartford, CT (BDL)	82.2	84.7	2453	2450
Hattiesburg/Laurel, MS (PIB)	61.0	72.9	59	59
Hayden, CO (HDN)	50.0	75.0	4	4
Hays, KS (HYS)	84.3	87.0	108	108
Helena, MT (HLN)	85.0	91.0	167	167
Hibbing, MN (HIB)	92.3	94.2	52	52
Hilo, HI (ITO)	95.9	96.3	513	513
Hilton Head, SC (HHH)	87.5	90.9	88	88
Hobbs, NM (HOB)	83.6	87.3	55	55
Honolulu, HI (HNL)	89.3	94.4	3969	3972
Houston, TX (HOU)	78.7	74.0	4919	4922
Houston, TX (IAH)	79.7	84.1	14567	14575
Huntsville, AL (HSV)	81.5	85.0	772	772
Idaho Falls, ID (IDA)	90.5	88.6	158	158
Indianapolis, IN (IND)	77.8	80.0	4073	4073
International Falls, MN (INL)	82.7	84.6	52	52
Iron Mountain/Kingsfd, MI (IMT)	91.2	87.7	57	57
Islip, NY (ISP)	79.6	81.0	461	457
Ithaca/Cortland, NY (ITH)	73.2	79.3	82	82
Jackson, WY (JAC)	89.4	94.4	179	179
Jackson/Vicksburg, MS (JAN)	76.3	82.0	662	662
Jacksonville, FL (JAX)	77.0	80.7	2662	2662
Jacksonville/Camp Lejeune, NC (OAJ)	80.1	81.9	221	221
Jamestown, ND (JMS)	72.4	69.4	87	85
Joplin, MO (JLN)	84.7	88.1	59	59
Juneau, AK (JNU)	88.0	90.0	300	300
Kahului, HI (OGG)	90.1	90.5	2002	2002
Kalamazoo, MI (AZO)	82.7	86.9	243	244
Kalispell, MT (FCA)	87.0	92.8	69	69
Kansas City, MO (MCI)	79.5	80.8	4558	4559
Kearney, NE (EAR)	84.6	94.2	52	52
Ketchikan, AK (KTN)	86.6	91.9	172	172

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Key West, FL (EYW)	85.6	87.6	362	362
Killeen, TX (GRK)	80.0	88.4	250	250
Knoxville, TN (TYS)	77.4	82.3	1347	1347
Kodiak, AK (ADQ)	80.0	80.0	50	50
Kona, HI (KOA)	92.3	92.5	1184	1184
Kotzebue, AK (OTZ)	85.7	80.4	56	56
La Crosse, WI (LSE)	79.4	87.3	165	165
Lafayette, LA (LFT)	79.8	85.3	400	400
Lake Charles, LA (LCH)	78.4	89.8	167	167
Lansing, MI (LAN)	77.9	84.8	281	282
Laramie, WY (LAR)	88.7	94.3	53	53
Laredo, TX (LRD)	74.9	87.9	207	207
Las Vegas, NV (LAS)	84.2	82.9	12836	12835
Latrobe, PA (LBE)	78.3	91.6	83	83
Lawton/Fort Sill, OK (LAW)	86.2	84.4	109	109
Lewisburg, WV (LWB)	79.2	81.1	53	53
Lewiston, ID (LWS)	94.7	96.0	75	75
Lexington, KY (LEX)	80.8	81.8	788	786
Liberal, KS (LBL)	86.8	90.6	53	53
Lihue, HI (LIH)	92.8	93.6	1133	1133
Lincoln, NE (LNK)	76.2	83.5	231	230
Little Rock, AR (LIT)	78.7	84.0	1091	1090
Long Beach, CA (LGB)	86.2	89.0	1177	1178
Longview, TX (GGG)	87.0	92.1	77	76
Los Angeles, CA (LAX)	84.2	83.2	17613	17625
Louisville, KY (SDF)	78.4	81.9	2034	2035
Lubbock, TX (LBB)	82.7	84.9	544	543
Lynchburg, VA (LYH)	71.2	84.7	59	59
Madison, WI (MSN)	81.4	84.8	1092	1091
Manchester, NH (MHT)	85.9	88.9	693	694
Manhattan/Ft. Riley, KS (MHK)	79.6	80.2	167	167
Marquette, MI (MQT)	76.8	83.2	95	95
Medford, OR (MFR)	77.3	71.6	375	373
Melbourne, FL (MLB)	78.7	84.3	197	197
Memphis, TN (MEM)	77.0	80.3	1941	1943
Meridian, MS (MEI)	65.2	70.8	89	89
Miami, FL (MIA)	80.4	82.5	6822	6815
Midland/Odessa, TX (MAF)	75.2	81.3	646	646
Milwaukee, WI (MKE)	81.2	81.4	2454	2453
Minneapolis, MN (MSP)	85.4	86.9	12482	12491
Minot, ND (MOT)	73.7	76.1	209	209

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mission/McAllen/Edinburg, TX (MFE)	77.2	85.2	399	399
Missoula, MT (MSO)	87.2	90.8	250	250
Moab, UT (CNY)	90.6	88.7	53	53
Mobile, AL (MOB)	75.6	77.8	528	528
Moline, IL (MLI)	77.5	81.9	365	365
Monroe, LA (MLU)	77.4	75.5	265	265
Monterey, CA (MRY)	80.7	83.9	342	342
Montgomery, AL (MGM)	76.0	78.4	296	296
Montrose/Delta, CO (MTJ)	87.1	93.5	31	31
Mosinee, WI (CWA)	85.4	86.3	212	212
Muskegon, MI (MKG)	81.4	93.2	59	59
Myrtle Beach, SC (MYR)	85.2	83.1	691	692
Nashville, TN (BNA)	80.2	79.9	6338	6342
New Bern/Morehead/Beaufort, NC (EWN)	77.9	81.4	199	199
New Haven, CT (HVN)	72.8	72.8	81	81
New Orleans, LA (MSY)	76.4	77.5	4534	4539
New York, NY (JFK)	77.8	81.3	10354	10363
New York, NY (LGA)	70.2	75.7	13932	13929
Newark, NJ (EWR)	64.9	73.0	11590	11584
Newburgh/Poughkeepsie, NY (SWF)	83.0	79.6	147	147
Newport News/Williamsburg, VA (PHF)	84.9	84.0	119	119
Niagara Falls, NY (IAG)	90.5	85.5	63	62
Nome, AK (OME)	69.6	73.2	56	56
Norfolk, VA (ORF)	79.8	81.9	1907	1909
North Bend/Coos Bay, OR (OTH)	53.3	50.0	30	30
North Platte, NE (LBF)	88.7	92.5	53	53
Oakland, CA (OAK)	85.4	82.1	4418	4418
Ogden, UT (OGD)	90.0	80.0	10	10
Ogdensburg, NY (OGS)	85.7	71.4	7	7
Oklahoma City, OK (OKC)	78.2	84.2	1953	1952
Omaha, NE (OMA)	82.0	84.7	2085	2085
Ontario, CA (ONT)	81.5	82.3	1759	1763
Orlando, FL (MCO)	77.7	78.3	11466	11452
Owensboro, KY (OWB)	44.4	44.4	9	9
Paducah, KY (PAH)	71.2	84.7	59	59
Pago Pago, TT (PPG)	100.0	88.9	9	9
Palm Springs, CA (PSP)	84.7	82.4	1025	1025
Panama City, FL (ECP)	77.0	82.8	413	412
Pasco/Kennewick/Richland, WA (PSC)	82.4	83.9	187	186
Pellston, MI (PLN)	83.8	79.7	74	74
Pensacola, FL (PNS)	81.1	83.6	909	909

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Peoria, IL (PIA)	77.3	79.0	476	477
Petersburg, AK (PSG)	87.5	85.7	56	56
Philadelphia, PA (PHL)	80.2	82.6	9394	9399
Phoenix, AZ (AZA)	76.4	82.6	437	437
Phoenix, AZ (PHX)	84.8	83.1	14011	14005
Pittsburgh, PA (PIT)	80.6	83.9	4160	4158
Plattsburgh, NY (PBG)	84.3	81.3	108	107
Pocatello, ID (PIH)	90.2	92.4	92	92
Ponce, PR (PSE)	63.3	71.2	60	59
Portland, ME (PWM)	76.8	77.9	1010	1011
Portland, OR (PDX)	85.1	87.0	4946	4947
Portsmouth, NH (PSM)	100.0	90.0	20	20
Prescott, AZ (PRC)	80.4	87.5	56	56
Providence, RI (PVD)	81.4	84.7	1618	1618
Provo, UT (PVU)	82.0	78.0	50	50
Pueblo, CO (PUB)	88.6	92.4	79	79
Punta Gorda, FL (PGD)	76.7	87.7	430	430
Quincy, IL (UIN)	72.8	71.6	81	81
Raleigh/Durham, NC (RDU)	78.4	78.0	5220	5220
Rapid City, SD (RAP)	77.1	82.4	284	284
Redding, CA (RDD)	68.4	62.3	114	114
Reno, NV (RNO)	83.3	82.9	1511	1511
Rhineland, WI (RHI)	81.0	86.2	58	58
Richmond, VA (RIC)	75.2	78.5	1930	1927
Roanoke, VA (ROA)	75.5	73.9	184	184
Rochester, MN (RST)	78.1	83.3	270	269
Rochester, NY (ROC)	75.4	76.8	1323	1323
Rock Springs, WY (RKS)	82.3	88.7	62	62
Rockford, IL (RFD)	90.2	72.5	51	51
Roswell, NM (ROW)	88.4	87.5	112	112
Sacramento, CA (SMF)	85.0	86.1	4067	4067
Saginaw/Bay City/Midland, MI (MBS)	75.5	86.0	237	235
Saipan, TT (SPN)	89.7	87.2	39	39
Salina, KS (SLN)	81.5	81.5	81	81
Salt Lake City, UT (SLC)	87.4	88.0	8785	8781
San Angelo, TX (SJT)	90.3	90.3	113	113
San Antonio, TX (SAT)	78.4	82.3	3319	3316
San Diego, CA (SAN)	83.5	82.6	7450	7449
San Francisco, CA (SFO)	68.1	75.0	14157	14161
San Jose, CA (SJC)	84.3	82.7	4659	4673
San Juan, PR (SJU)	76.9	77.6	1864	1862

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Luis Obispo, CA (SBP)	77.6	81.9	415	414
Sanford, FL (SFB)	68.9	80.2	804	804
Santa Ana, CA (SNA)	84.4	85.6	3389	3381
Santa Barbara, CA (SBA)	79.7	80.2	580	581
Santa Fe, NM (SAF)	88.8	89.7	107	107
Santa Maria, CA (SMX)	94.1	94.1	17	17
Santa Rosa, CA (STS)	78.9	80.3	76	76
Sarasota/Bradenton, FL (SRQ)	79.8	78.1	529	529
Sault Ste. Marie, MI (CIU)	81.5	85.2	54	54
Savannah, GA (SAV)	77.7	79.3	1394	1393
Scottsbluff, NE (BFF)	83.0	96.2	53	53
Scranton/Wilkes-Barre, PA (AVP)	82.2	82.3	242	243
Seattle, WA (SEA)	76.5	82.2	10633	10637
Shreveport, LA (SHV)	78.6	80.7	555	555
Sioux City, IA (SUX)	82.3	78.8	113	113
Sioux Falls, SD (FSD)	71.6	78.2	598	596
Sitka, AK (SIT)	83.1	90.4	83	83
South Bend, IN (SBN)	77.0	80.0	609	611
Spokane, WA (GEG)	81.8	87.0	1017	1015
Springfield, IL (SPI)	79.3	84.7	150	150
Springfield, MO (SGF)	81.0	81.7	672	672
St. Cloud, MN (STC)	100.0	100.0	15	15
St. George, UT (SGU)	86.5	91.9	310	310
St. Louis, MO (STL)	80.4	76.1	5407	5405
St. Petersburg, FL (PIE)	79.6	89.5	589	589
State College, PA (SCE)	70.6	79.5	119	117
Staunton, VA (SHD)	73.7	77.2	57	57
Stillwater, OK (SWO)	93.2	91.9	74	74
Stockton, CA (SCK)	83.1	69.2	65	65
Sun Valley/Hailey/Ketchum, ID (SUN)	84.3	84.3	89	89
Syracuse, NY (SYR)	76.3	79.8	1135	1134
Tallahassee, FL (TLH)	81.7	83.5	496	496
Tampa, FL (TPA)	77.2	80.0	6249	6248
Texarkana, AR (TXK)	84.1	85.0	107	107
Toledo, OH (TOL)	81.2	80.6	170	170
Traverse City, MI (TVC)	78.5	83.3	260	264
Trenton, NJ (TTN)	71.7	74.1	219	216
Tucson, AZ (TUS)	84.8	88.8	1585	1585
Tulsa, OK (TUL)	79.8	85.7	1357	1358
Twin Falls, ID (TWF)	97.7	94.7	87	95
Tyler, TX (TYR)	76.5	86.4	132	132

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Valdosta, GA (VLD)	90.9	83.0	88	88
Valparaiso, FL (VPS)	80.7	86.0	601	601
Vernal, UT (VEL)	82.7	82.7	52	52
Waco, TX (ACT)	87.5	89.0	136	136
Washington, DC (IAD)	78.9	83.3	5896	5889
Washington, DC (DCA)	80.4	81.3	11297	11297
Waterloo, IA (ALO)	70.9	74.5	55	55
West Palm Beach/Palm Beach, FL (PBI)	71.3	74.4	2005	2005
White Plains, NY (HPN)	71.4	76.2	846	846
Wichita Falls, TX (SPS)	91.8	96.5	85	85
Wichita, KS (ICT)	79.0	83.0	837	837
Williston, ND (ISN)	84.3	86.7	83	83
Wilmington, NC (ILM)	83.1	81.6	516	516
Worcester, MA (ORH)	72.2	67.8	90	90
Wrangell, AK (WRG)	83.9	91.1	56	56
Yakutat, AK (YAK)	91.1	92.9	56	56
Yuma, AZ (YUM)	94.4	98.1	108	108

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

CARRIER	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	
<b>ALLEGiant AIR</b>	<b>118</b>	<b>7641</b>	<b>30</b>	<b>0.4</b>	<b>1</b>
<b>DELTA AIR LINES NETWORK</b>	<b>215</b>	<b>136706</b>	<b>652</b>	<b>0.5</b>	<b>2</b>
- DELTA AIR LINES	147	76236	104	0.1	
- BRANDED CODESHARE PARTNERS	197	60470	548	0.9	
<b>SPIRIT AIRLINES</b>	<b>42</b>	<b>14418</b>	<b>76</b>	<b>0.5</b>	<b>3</b>
<b>JETBLUE AIRWAYS</b>	<b>66</b>	<b>24589</b>	<b>175</b>	<b>0.7</b>	<b>4</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>21</b>	<b>7604</b>	<b>57</b>	<b>0.7</b>	<b>5</b>
- HAWAIIAN AIRLINES	18	6877	22	0.3	
- BRANDED CODESHARE PARTNERS	4	727	35	4.8	
<b>SOUTHWEST AIRLINES</b>	<b>85</b>	<b>112224</b>	<b>938</b>	<b>0.8</b>	<b>6</b>
<b>FRONTIER AIRLINES</b>	<b>93</b>	<b>9939</b>	<b>113</b>	<b>1.1</b>	<b>7</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>232</b>	<b>164883</b>	<b>2692</b>	<b>1.6</b>	<b>8</b>
- AMERICAN AIRLINES	97	74564	510	0.7	
- BRANDED CODESHARE PARTNERS	219	90319	2182	2.4	
<b>ALASKA AIRLINES NETWORK</b>	<b>95</b>	<b>34360</b>	<b>588</b>	<b>1.7</b>	<b>9</b>
- ALASKA AIRLINES	72	20577	300	1.5	
- BRANDED CODESHARE PARTNERS	52	13783	288	2.1	
<b>UNITED AIRLINES NETWORK</b>	<b>226</b>	<b>126621</b>	<b>2448</b>	<b>1.9</b>	<b>10</b>
- UNITED AIRLINES	101	51792	557	1.1	
- BRANDED CODESHARE PARTNERS	212	74829	1891	2.5	
<b>TOTAL AIRPORTS SERVED</b>	<b>361</b>	<b>638,985</b>	<b>7,769</b>	<b>1.2</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

NOVEMBER 2018

CARRIER	AT ALL US AIRPORTS				RANK
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	
DELTA AIR LINES	147	76236	104	0.1	1
HAWAIIAN AIRLINES	18	6877	22	0.3	2
ALLEGiant AIR	118	7641	30	0.4	3
SPIRIT AIRLINES	42	14418	76	0.5	4
AMERICAN AIRLINES	97	74564	510	0.7	5
JETBLUE AIRWAYS	66	24589	175	0.7	6
SOUTHWEST AIRLINES	85	112224	938	0.8	7
UNITED AIRLINES	101	51792	557	1.1	8
FRONTIER AIRLINES	93	9939	113	1.1	9
MESA AIRLINES	101	18465	220	1.2	10
ENDEAVOR AIR	110	19499	255	1.3	11
SKYWEST AIRLINES	232	62263	847	1.4	12
ALASKA AIRLINES	72	20577	300	1.5	13
PSA AIRLINES	92	22766	358	1.6	14
REPUBLIC AIRLINE	89	25462	557	2.2	15
EXPRESSJET AIRLINES	110	14273	413	2.9	16
ENVOY AIR	140	24593	779	3.2	17
TOTAL AIRPORTS SERVED	345	586,178	6,254	1.1	

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

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

**TRAVEL CONSUMER REPORT**  
**TABLE 7. CAUSES OF DELAY, BY MARKETING CARRIER**  
**NOVEMBER 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 AIRLINES NETWORK</b>	<b>34360</b>	<b>27458</b>	<b>79.91</b>	<b>588</b>	<b>1.71</b>	<b>130</b>	<b>0.38</b>	<b>1225</b>	<b>3.57</b>	<b>156</b>	<b>0.45</b>	<b>2786</b>	<b>8.11</b>	<b>25</b>	<b>0.07</b>	<b>1992</b>	<b>5.80</b>
- ALASKA AIRLINES	20577	16635	80.84	300	1.46	75	0.36	708	3.44	104	0.51	1761	8.56	19	0.09	975	4.74
- BRANDED CODESHARE PARTNERS	13783	10823	78.52	288	2.09	55	0.40	516	3.74	52	0.38	1024	7.43	6	0.04	1018	7.39
<b>ALLEGiant AIR</b>	<b>7641</b>	<b>6010</b>	<b>78.65</b>	<b>30</b>	<b>0.39</b>	<b>17</b>	<b>0.22</b>	<b>448</b>	<b>5.86</b>	<b>44</b>	<b>0.58</b>	<b>459</b>	<b>6.01</b>	<b>4</b>	<b>0.05</b>	<b>629</b>	<b>8.23</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>164883</b>	<b>131404</b>	<b>79.70</b>	<b>2692</b>	<b>1.63</b>	<b>348</b>	<b>0.21</b>	<b>8455</b>	<b>5.13</b>	<b>801</b>	<b>0.49</b>	<b>10074</b>	<b>6.11</b>	<b>55</b>	<b>0.03</b>	<b>11054</b>	<b>6.70</b>
- AMERICAN AIRLINES	74564	60356	80.95	510	0.68	119	0.16	4338	5.82	309	0.41	4901	6.57	28	0.04	4002	5.37
- BRANDED CODESHARE PARTNERS	90319	71048	78.66	2182	2.42	229	0.25	4117	4.56	491	0.54	5173	5.73	26	0.03	7052	7.81
<b>DELTA AIR LINES NETWORK</b>	<b>136706</b>	<b>110947</b>	<b>81.16</b>	<b>652</b>	<b>0.48</b>	<b>272</b>	<b>0.20</b>	<b>5804</b>	<b>4.25</b>	<b>1167</b>	<b>0.85</b>	<b>9233</b>	<b>6.75</b>	<b>16</b>	<b>0.01</b>	<b>8615</b>	<b>6.30</b>
- DELTA AIR LINES	76236	63467	83.25	104	0.14	125	0.16	3254	4.27	558	0.73	4916	6.45	5	0.01	3807	4.99
- BRANDED CODESHARE PARTNERS	60470	47480	78.52	548	0.91	147	0.24	2550	4.22	609	1.01	4317	7.14	11	0.02	4808	7.95
<b>FRONTIER AIRLINES</b>	<b>9939</b>	<b>6972</b>	<b>70.15</b>	<b>113</b>	<b>1.14</b>	<b>12</b>	<b>0.12</b>	<b>810</b>	<b>8.15</b>	<b>25</b>	<b>0.25</b>	<b>974</b>	<b>9.80</b>	<b>0</b>	<b>0.00</b>	<b>1034</b>	<b>10.40</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>7604</b>	<b>6856</b>	<b>90.16</b>	<b>57</b>	<b>0.75</b>	<b>15</b>	<b>0.20</b>	<b>404</b>	<b>5.31</b>	<b>18</b>	<b>0.24</b>	<b>43</b>	<b>0.57</b>	<b>2</b>	<b>0.03</b>	<b>210</b>	<b>2.76</b>
- HAWAIIAN AIRLINES	6877	6298	91.58	22	0.32	12	0.17	373	5.42	18	0.26	23	0.33	2	0.03	129	1.88
- BRANDED CODESHARE PARTNERS	727	558	76.75	35	4.81	3	0.41	30	4.13	0	0.00	20	2.75	0	0.00	81	11.14
<b>JETBLUE AIRWAYS</b>	<b>24589</b>	<b>17502</b>	<b>71.18</b>	<b>175</b>	<b>0.71</b>	<b>46</b>	<b>0.19</b>	<b>2289</b>	<b>9.31</b>	<b>38</b>	<b>0.15</b>	<b>2258</b>	<b>9.18</b>	<b>15</b>	<b>0.06</b>	<b>2266</b>	<b>9.22</b>
<b>SOUTHWEST AIRLINES</b>	<b>112224</b>	<b>91722</b>	<b>81.73</b>	<b>938</b>	<b>0.84</b>	<b>150</b>	<b>0.13</b>	<b>6379</b>	<b>5.68</b>	<b>214</b>	<b>0.19</b>	<b>3817</b>	<b>3.40</b>	<b>55</b>	<b>0.05</b>	<b>8948</b>	<b>7.97</b>
<b>SPIRIT AIRLINES</b>	<b>14418</b>	<b>11836</b>	<b>82.09</b>	<b>76</b>	<b>0.53</b>	<b>16</b>	<b>0.11</b>	<b>509</b>	<b>3.53</b>	<b>29</b>	<b>0.20</b>	<b>1480</b>	<b>10.26</b>	<b>23</b>	<b>0.16</b>	<b>448</b>	<b>3.11</b>
<b>UNITED AIRLINES NETWORK</b>	<b>126621</b>	<b>95857</b>	<b>75.70</b>	<b>2448</b>	<b>1.93</b>	<b>301</b>	<b>0.24</b>	<b>6232</b>	<b>4.92</b>	<b>772</b>	<b>0.61</b>	<b>11539</b>	<b>9.11</b>	<b>14</b>	<b>0.01</b>	<b>9458</b>	<b>7.47</b>
- UNITED AIRLINES	51792	40316	77.84	557	1.08	106	0.20	2411	4.66	326	0.63	4791	9.25	0	0.00	3284	6.34
- BRANDED CODESHARE PARTNERS	74829	55541	74.22	1891	2.53	195	0.26	3820	5.10	446	0.60	6748	9.02	14	0.02	6174	8.25
<b>TOTAL</b>	<b>638,985</b>	<b>506,564</b>	<b>79.28</b>	<b>7,769</b>	<b>1.22</b>	<b>1,307</b>	<b>0.20</b>	<b>32,554</b>	<b>5.09</b>	<b>3,263</b>	<b>0.51</b>	<b>42,663</b>	<b>6.68</b>	<b>210</b>	<b>0.03</b>	<b>44,655</b>	<b>6.99</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**  
**NOVEMBER 2018**

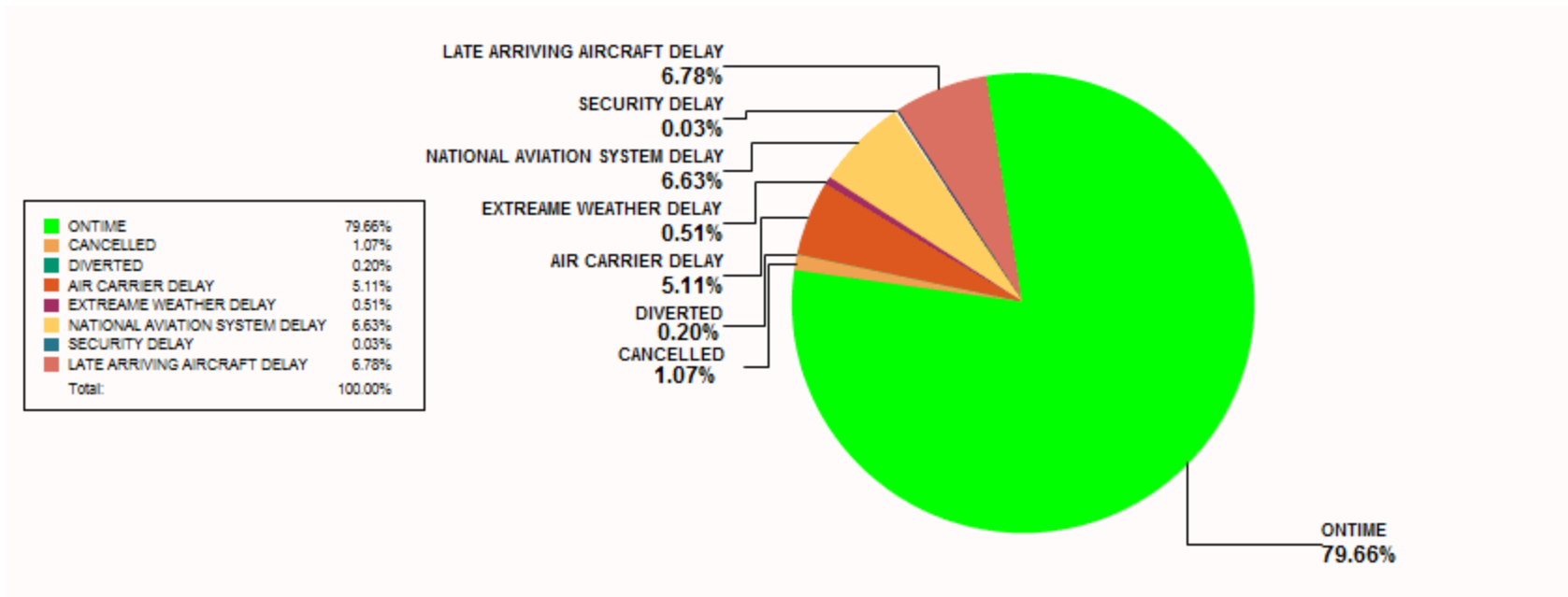
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCEL LED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	20577	16635	80.84	300	1.46	75	0.36	708	3.44	104	0.51	1761	8.56	19	0.09	975	4.74
ALLEGIAN AIR	7641	6010	78.65	30	0.39	17	0.22	448	5.86	44	0.58	459	6.01	4	0.05	629	8.23
AMERICAN AIRLINES	74564	60356	80.95	510	0.68	119	0.16	4338	5.82	309	0.41	4901	6.57	28	0.04	4002	5.37
DELTA AIR LINES	76236	63467	83.25	104	0.14	125	0.16	3254	4.27	558	0.73	4916	6.45	5	0.01	3807	4.99
ENDEAVOR AIR	19499	15068	77.28	255	1.31	38	0.19	837	4.29	124	0.64	1536	7.88	3	0.02	1638	8.40
ENVOY AIR	24593	19294	78.45	779	3.17	62	0.25	876	3.56	226	0.92	1653	6.72	2	0.01	1701	6.92
EXPRESSJET AIRLINES	14273	10224	71.63	413	2.89	35	0.25	891	6.24	59	0.41	1456	10.20	0	0.00	1194	8.37
FRONTIER AIRLINES	9939	6972	70.15	113	1.14	12	0.12	810	8.15	25	0.25	974	9.80	0	0.00	1034	10.40
HAWAIIAN AIRLINES	6877	6298	91.58	22	0.32	12	0.17	373	5.42	18	0.26	23	0.33	2	0.03	129	1.88
JETBLUE AIRWAYS	24589	17502	71.18	175	0.71	46	0.19	2289	9.31	38	0.15	2258	9.18	15	0.06	2266	9.22
MESA AIRLINES	18465	14061	76.15	220	1.19	44	0.24	1386	7.51	169	0.92	1042	5.64	12	0.06	1531	8.29
PSA AIRLINES	22766	18330	80.51	358	1.57	55	0.24	1128	4.95	88	0.39	999	4.39	8	0.04	1800	7.91
REPUBLIC AIRLINE	25462	19913	78.21	557	2.19	51	0.20	972	3.82	87	0.34	2301	9.04	5	0.02	1577	6.19
SKYWEST AIRLINES	62263	48966	78.64	847	1.36	214	0.34	2343	3.76	574	0.92	4515	7.25	17	0.03	4787	7.69
SOUTHWEST AIRLINES	112224	91722	81.73	938	0.84	150	0.13	6379	5.68	214	0.19	3817	3.40	55	0.05	8948	7.97
SPIRIT AIRLINES	14418	11836	82.09	76	0.53	16	0.11	509	3.53	29	0.20	1480	10.26	23	0.16	448	3.11
UNITED AIRLINES	51792	40316	77.84	557	1.08	106	0.20	2411	4.66	326	0.63	4791	9.25	0	0.00	3284	6.34
<b>TOTAL</b>	<b>586,178</b>	<b>466,970</b>	<b>79.66</b>	<b>6,254</b>	<b>1.07</b>	<b>1,177</b>	<b>0.20</b>	<b>29,952</b>	<b>5.11</b>	<b>2,992</b>	<b>0.51</b>	<b>38,883</b>	<b>6.63</b>	<b>199</b>	<b>0.03</b>	<b>39,750</b>	<b>6.78</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**  
**NOVEMBER 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

NOVEMBER 2018

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
UNITED	UNITED	1293	SNA	EWR	11/15/2018	Destination Airport	3:51
SPIRIT	SPIRIT	524	FLL	EWR	11/15/2018	Destination Airport	3:45
UNITED	COMMUTAIR	4954	EWR	ALB	11/15/2018	Origin Airport	3:41
UNITED	UNITED	800	EWR	SFO	11/15/2018	Origin Airport	3:36
DELTA	DELTA	2447	BDL	MSP	11/15/2018	Origin Airport	3:36
DELTA	DELTA	547	JFK	SLC	11/15/2018	Origin Airport	3:36
DELTA	DELTA	443	JFK	CLT	11/15/2018	Origin Airport	3:33
DELTA	DELTA	2096	SAV	JFK	11/15/2018	Destination Airport	3:31
AMERICAN	AMERICAN	34	EWR	DFW	11/15/2018	Origin Airport	3:31
JETBLUE	JETBLUE	915	JFK	SFO	11/15/2018	Origin Airport	3:31
JETBLUE	JETBLUE	149	JFK	PSP	11/15/2018	Origin Airport	3:25
DELTA	DELTA	2895	JFK	AUS	11/15/2018	Origin Airport	3:25
ALASKA	ALASKA	1167	EWR	LAX	11/15/2018	Origin Airport	3:25
UNITED	UNITED	2322	EWR	BOS	11/15/2018	Origin Airport	3:16
DELTA	DELTA	2647	MSP	JFK	11/15/2018	Destination Airport	3:11
JETBLUE	JETBLUE	812	RSW	EWR	11/15/2018	Destination Airport	3:05
ALASKA	ALASKA	163	AUS	SEA	11/20/2018	Diversion Airport (PAE)	3:03
JETBLUE	JETBLUE	2498	DEN	JFK	11/17/2018	Origin Airport	3:02
AMERICAN	AMERICAN	609	BWI	CLT	11/15/2018	Origin Airport	3:02
UNITED	UNITED	2282	SAN	IAD	11/2/2018	Diversion Airport (RIC)	3:02
ALASKA	ALASKA	85	ATL	SEA	11/20/2018	Diversion Airport (PAE)	3:01

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

\* See [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

NOVEMBER 2018

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AIR CANADA	AIR CANADA	549	EWB	YVR	11/15/2018	Origin Airport	6:18
UNITED	UNITED	1473	SDQ	EWB	11/15/2018	Destination Airport	5:36
BRITISH AIRWAYS	BRITISH AIRWAYS	189	LHR	EWB	11/15/2018	Destination Airport	5:24
UNITED	UNITED	1066	MEX	EWB	11/15/2018	Destination Airport	5:24
AIR INDIA	AIR INDIA	127	DEL	ORD	11/26/2018	Diversión Airport (MKE)	5:06
UNITED	UNITED	65	LIS	EWB	11/15/2018	Destination Airport	4:58
AIR CHINA	AIR CHINA	982	JFK	PEK	11/15/2018	Origin Airport	4:18
UNITED	UNITED	1515	PUJ	EWB	11/15/2018	Destination Airport	4:12
UNITED	UNITED	1049	CUN	EWB	11/15/2018	Destination Airport	4:12
UNITED	UNITED	941	LHR	EWB	11/15/2018	Destination Airport	4:09
UNITED	UNITED	921	LHR	EWB	11/15/2018	Destination Airport	4:05
UNITED	UNITED	84	EWB	TLV	11/15/2018	Origin Airport	4:04

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

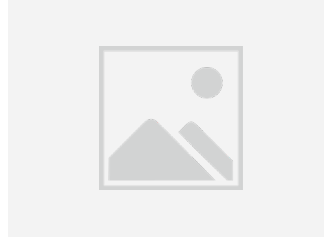
AS	Alaska Airlines
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
9E	Endeavor Air
MQ	Envoy Air
EV	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
OH	PSA Airlines
YX	Republic Airline
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
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	NOVEMBER 2018		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	SPIRIT AIRLINES	3,483	2,148,736	1.62
2	JETBLUE AIRWAYS	4,365	2,685,314	1.63
3	HAWAIIAN AIRLINES	1,451	830,152	1.75
4	DELTA AIR LINES	17,849	10,173,307	1.75
5	FRONTIER AIRLINES	3,222	1,609,883	2.00
6	UNITED AIRLINES	17,423	7,465,026	2.33
7	SOUTHWEST AIRLINES	36,536	13,711,819	2.66
8	ALASKA AIRLINES	7,264	2,715,695	2.67
9	AMERICAN AIRLINES	31,843	9,383,228	3.39
10	EXPRESSJET AIRLINES	2,184	531,847	4.11
11	SKYWEST AIRLINES	9,278	2,088,652	4.44
12	ENVOY AIR	5,132	990,597	5.18
TOTALS		140,030	54,334,256	2.58

NOVEMBER 2017		
TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
2,479	1,843,360	1.34
3,733	2,723,983	1.37
2,130	863,896	2.47
11,161	10,337,827	1.08
3,124	1,465,474	2.13
12,486	7,051,034	1.77
31,326	13,416,820	2.33
3,614	1,994,274	1.81
19,877	9,900,482	2.01
1,974	948,607	2.08
6,497	3,008,692	2.16
-	-	-
98,401	53,554,449	1.84

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

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

ENPLANED PASSENGERS - For the domestic system only.

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

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

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

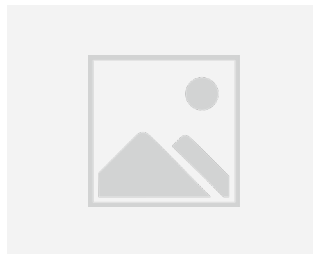
## **OVERSALES**

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

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

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

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



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

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

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

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

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

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

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

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

	NOVEMBER 2018				NOVEMBER 2017			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	696	29	0	107	585	24	0	119
FOREIGN AIRLINES	404	9	0	68	653	2	0	42
TRAVEL AGENTS	34	0	0	15	39	2	0	13
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	14	10	0	78	25	8	0	56
INDUSTRY TOTALS	1,148	48	0	268	1,302	36	0	230

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*						
COMPLAINT CATEGORY	NOVEMBER 2018			NOVEMBER 2017		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	301		2	269	
DELAY			125			93
CANCELLATION			115			95
MISCONNECTION			34			49
FARES	2	175		1	386	
CUSTOMER SERVICE	3	151		5	109	
BAGGAGE	4	148		3	159	
RESERVATIONS/TICKETING/BOARDING	5	140		4	138	
DISABILITY	6	73		7	64	
REFUNDS	7	71		6	98	
OTHER	8	37		8	36	
FREQUENT FLYER			15			22
OVERSALES	9	36		9	26	
DISCRIMINATION	10	12		10	13	
ADVERTISING	11	4		11	4	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,148			1,302	

\* 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\*

NOVEMBER 2018

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES***	7	1	0	3	0	7	2	1	0	0	0	1	22
ALLEGiant AIR	4	0	1	1	1	1	5	3	1	0	0	0	17
AMERICAN AIRLINES	38	5	15	12	6	18	27	14	1	3	0	4	143
DELTA AIR LINES	17	1	7	76	0	7	19	5	0	1	0	3	136
ENVOY AIR	4	3	1	0	0	0	2	0	0	0	0	0	10
FRONTIER AIRLINES	31	1	3	7	0	3	6	5	0	2	0	0	58
HAWAIIAN AIRLINES	2	1	0	2	0	0	3	4	0	0	0	0	12
JETBLUE AIRWAYS	8	0	2	1	1	4	4	3	0	0	0	1	24
MESA AIRLINES	3	0	0	0	0	0	2	0	0	0	0	0	5
PSA AIRLINES	7	0	0	0	0	0	2	0	0	0	0	1	10
REPUBLIC AIRLINE	6	0	0	0	0	0	2	0	0	0	0	0	8
SKYWEST AIRLINES	9	0	1	0	0	0	1	0	0	0	0	2	13
SOUTHWEST AIRLINES	13	1	3	1	1	7	5	6	0	2	0	4	43
SPIRIT AIRLINES	12	5	13	6	5	4	9	8	0	0	0	0	62
SUN COUNTRY AIRLINES	1	0	0	1	1	4	1	0	0	0	0	0	8
UNITED AIRLINES	30	2	11	8	7	16	10	9	0	3	0	5	101
Other U.S. Airlines	14	1	0	1	1	4	3	0	0	0	0	0	24
TOTAL NOVEMBER 2018	206	21	57	119	23	75	103	58	2	11	0	21	696
% of TOTAL COMPLAINTS	29.6	3.0	8.2	17.2	3.3	10.8	14.8	8.3	0.3	1.6	0	3.0	
TOTAL NOVEMBER 2017	187	18	78	61	29	68	65	52	2	11	0	14	585
% of TOTAL COMPLAINTS	32.0	3.1	13.3	10.4	5.0	11.6	11.1	8.9	0.3	1.9	0	2.4	

\* 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 NOV	INCI- DENTS IN NOV	PERCENT	INCI- DENTS IN OCT	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES**	22	13	59.1	3	13.6	5	22.7	1	4.5
ALLEGiant AIR	17	10	58.8	1	5.9	5	29.4	1	5.9
AMERICAN AIRLINES	143	76	53.1	37	25.9	22	15.4	8	5.6
DELTA AIR LINES	136	30	22.1	13	9.6	82	60.3	11	8.1
ENVOY AIR	10	9	90.0	1	10.0	0	0.0	0	0.0
FRONTIER AIRLINES	58	29	50.0	10	17.2	16	27.6	3	5.2
HAWAIIAN AIRLINES	12	1	8.3	3	25.0	8	66.7	0	0.0
JETBLUE AIRWAYS	24	16	66.7	0	0.0	5	20.8	3	12.5
MESA AIRLINES	5	5	100.0	0	0.0	0	0.0	0	0.0
PSA AIRLINES	10	7	70.0	0	0.0	3	30.0	0	0.0
REPUBLIC AIRLINE	8	6	75.0	1	12.5	1	12.5	0	0.0
SKYWEST AIRLINES	13	7	53.8	5	38.5	1	7.7	0	0.0
SOUTHWEST AIRLINES	43	23	53.5	5	11.6	11	25.6	4	9.3
SPIRIT AIRLINES	62	40	64.5	3	4.8	15	24.2	4	6.5
SUN COUNTRY AIRLINES	8	6	75.0	1	12.5	1	12.5	0	0.0
UNITED AIRLINES	101	54	53.5	22	21.8	17	16.8	8	7.9
Other U.S. Airlines	24	11	45.8	4	16.7	5	20.8	4	16.7
<b>Totals</b>	<b>696</b>	<b>343</b>	<b>49.3</b>	<b>109</b>	<b>15.7</b>	<b>197</b>	<b>28.3</b>	<b>47</b>	<b>6.8</b>
<b>Previous Year's Totals</b>	<b>585</b>	<b>254</b>	<b>43.4</b>	<b>113</b>	<b>19.3</b>	<b>179</b>	<b>30.6</b>	<b>39</b>	<b>6.7</b>

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

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

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

**NOVEMBER 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	2	0	2	0	0	2	1	0	0	0	0	0	7
AEROMEXICO	2	0	7	4	2	3	2	0	0	0	0	0	20
AIR CANADA	4	0	3	0	0	1	0	1	0	0	0	0	9
AIR FRANCE	4	0	2	2	0	2	2	0	0	0	0	0	12
AIR INDIA	4	0	0	0	1	0	1	1	0	0	0	0	7
ALITALIA AIRLINES	0	0	1	3	1	0	0	0	0	0	0	0	5
AVIANCA	2	3	2	1	1	2	0	1	0	0	0	1	13
BRITISH AIRWAYS	0	1	2	3	2	3	1	0	0	0	0	0	12
CATHAY PACIFIC AIRWAYS	1	0	1	1	0	2	0	0	0	0	0	1	6
CONDOR	1	0	0	1	1	2	0	0	0	0	0	0	5
COPA	0	1	2	2	1	0	2	1	0	0	0	0	9
EL AL	2	0	1	0	0	2	1	0	0	0	0	0	6
EMIRATES AIRLINES	0	0	2	5	1	2	0	0	0	0	0	1	11
ETHIOPIAN AIRLINES	3	0	2	1	0	0	2	0	0	0	0	1	9
ETIHAD AIRWAYS	1	0	3	0	0	2	1	0	0	0	0	0	7
EUROWINGS	4	0	0	0	0	1	0	0	0	0	0	0	5
IBERIA AIRLINES	1	0	4	1	0	3	0	0	0	0	0	1	10
INTERJET	6	0	1	0	1	0	0	0	0	0	0	0	8
JET AIRWAYS	2	0	1	0	1	1	1	0	0	0	0	1	7
LATAM	1	1	1	0	1	4	3	0	1	0	0	0	12
LOT POLISH AIRLINES	4	0	1	0	0	0	1	0	0	0	0	0	6
LUFTHANSA	2	2	5	2	3	0	1	4	0	0	0	0	19
NORWEGIAN AIR SHUTTLE	9	0	3	2	2	2	7	2	0	1	0	0	28
PRIMERA AIR	0	0	0	0	5	0	0	0	0	0	0	0	5
QATAR AIRWAYS	0	0	1	1	0	4	1	1	0	0	0	0	8
ROYAL AIR MAROC	2	0	0	1	0	3	1	0	0	0	0	0	7
SINGAPORE AIRLINES	0	0	1	2	1	1	0	0	0	0	0	1	6
TAP	0	1	1	1	1	1	1	0	0	0	0	0	6
TURKISH AIRLINES	6	2	5	0	0	6	2	0	0	0	0	0	21
VOLARIS AIRLINES	2	0	2	1	4	2	0	0	0	0	0	0	11
WOW AIR	1	2	2	1	3	3	0	0	0	0	0	0	12
OTHER FOREIGN AIRLINES	26	2	17	9	6	18	11	4	0	0	0	2	95
<b>TOTALS</b>	<b>92</b>	<b>15</b>	<b>75</b>	<b>44</b>	<b>38</b>	<b>72</b>	<b>42</b>	<b>15</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>9</b>	<b>404</b>
<b><u>TRAVEL AGENTS</u></b>													
CHEAPOAIR.COM	0	0	1	4	2	0	0	0	0	0	0	0	7
JUSTFLY.COM	0	0	3	1	0	0	1	0	0	0	0	0	5
OTHER TRAVEL AGENTS	1	0	4	7	8	0	1	0	1	0	0	0	22
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>8</b>	<b>12</b>	<b>10</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>34</b>

## AIR TRAVEL CONSUMER REPORT

Table 5, cont'd.

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

NOVEMBER 2018

<u>TOUR OPERATORS</u>	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS</u>													
FAA	2	0	0	0	0	0	2	0	0	0	0	4	8
Other Miscellaneous	0	0	0	0	0	1	2	0	0	0	0	3	6
TOTALS	2	0	0	0	0	1	4	0	0	0	0	7	14

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 6

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

NOVEMBER 2018	
AIRLINE	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	23
- ALASKA AIRLINES**	22
- BRANDED CODESHARE PARTNERS	1
<b>ALLEGiant AIR</b>	17
<b>AMERICAN AIRLINES NETWORK</b>	178
- AMERICAN AIRLINES	143
- BRANDED CODESHARE PARTNERS	35
<b>DELTA AIR LINES NETWORK</b>	144
- DELTA AIR LINES	136
- BRANDED CODESHARE PARTNERS	8
<b>FRONTIER AIRLINES</b>	58
<b>HAWAIIAN AIRLINES NETWORK</b>	12
- HAWAIIAN AIRLINES	12
- BRANDED CODESHARE PARTNERS	0
<b>JETBLUE AIRWAYS</b>	24
<b>SOUTHWEST AIRLINES</b>	43
<b>SPIRIT AIRLINES</b>	62
<b>UNITED AIRLINES NETWORK</b>	118
- UNITED AIRLINES	101
- BRANDED CODESHARE PARTNERS	17
<b>TOTAL</b>	<b>679</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	NOVEMBER 2018			NOVEMBER 2017		
		COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ENDEAVOR AIR	3	1,138,943	0.26	-	-	-
2	SOUTHWEST AIRLINES	43	14,019,165	0.31	30	13,592,282	0.22
3	EXPRESSJET AIRLINES	2	638,401	0.31	1	999,364	0.10
4	MESA AIRLINES	5	1,253,740	0.40	-	-	-
5	SKYWEST AIRLINES	13	3,191,275	0.41	15	3,073,690	0.49
6	REPUBLIC AIRLINE	8	1,535,099	0.52	-	-	-
7	JETBLUE AIRWAYS	24	3,388,987	0.71	22	3,188,447	0.69
8	ALASKA AIRLINES**	22	2,812,803	0.78	6	2,103,473	0.29
9	PSA AIRLINES	10	1,153,593	0.87	-	-	-
10	ENVOY AIR	10	1,107,289	0.90	-	-	-
11	UNITED AIRLINES	101	9,273,910	1.09	104	8,752,107	1.19
12	DELTA AIR LINES	136	12,236,572	1.11	82	11,623,554	0.71
13	AMERICAN AIRLINES	143	11,935,231	1.20	161	11,525,460	1.40
14	HAWAIIAN AIRLINES	12	920,485	1.30	3	933,150	0.32
15	ALLEGiant AIR	17	1,094,620	1.55	-	-	-
16	SPIRIT AIRLINES	62	2,385,981	2.60	62	1,971,297	3.15
17	FRONTIER AIRLINES	58	1,609,301	3.60	23	1,518,960	1.51
TOTAL		669	69,695,395	0.96	509	59,281,784	0.86

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

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

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
American	2		1				
Delta	1						
Frontier	2						
Norwegian	1						
Southwest	2						
United	1		1			1	
<b>TOTAL</b>	<b>9</b>		<b>2</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

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

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

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

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

Carrier	Death	Injury	Loss
N O N E			

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

The Transportation Security Administration (TSA) screened approximately 66 million airline passengers and their 53 million checked bags in the month of November 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 November.

**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
715	0.00108%	42	0.00006%	91	0.00014%	499	0.00076%

**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](mailto: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 November.

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.