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# ***Air Travel Consumer Report***

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



<b>Flight Delays<sup>1</sup></b>	January 2019
<b>Mishandled Baggage, Wheelchairs and Scooters<sup>1</sup></b>	January 2019
<b>Oversales<sup>1</sup></b>	4 <sup>th</sup> . Quarter 2018 January - December 2018
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	January 2019
<b>Airline Animal Incident Reports<sup>4</sup></b>	January 2019
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	January 2019

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

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

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

## **FLIGHT DELAYS**

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

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

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

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

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

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

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

JANUARY 2019

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

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

## AIR TRAVEL CONSUMER REPORT

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

JANUARY 2019

AT ALL US AIRPORTS			
CARRIER	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>21</b>	<b>87.2</b>	<b>1</b>
- HAWAIIAN AIRLINES	18	87.3	
- BRANDED CODESHARE PARTNERS	4	86.3	
<b>SPIRIT AIRLINES</b>	<b>43</b>	<b>82.9</b>	<b>2</b>
<b>DELTA AIR LINES NETWORK</b>	<b>220</b>	<b>82.7</b>	<b>3</b>
- DELTA AIR LINES	145	86.7	
- BRANDED CODESHARE PARTNERS	204	77.9	
<b>SOUTHWEST AIRLINES</b>	<b>85</b>	<b>81.9</b>	<b>4</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>95</b>	<b>80.9</b>	<b>5</b>
- ALASKA AIRLINES	70	80.5	
- BRANDED CODESHARE PARTNERS	52	81.5	
<b>AMERICAN AIRLINES NETWORK</b>	<b>234</b>	<b>77.6</b>	<b>6</b>
- AMERICAN AIRLINES	102	80.0	
- BRANDED CODESHARE PARTNERS	220	75.7	
<b>FRONTIER AIRLINES</b>	<b>90</b>	<b>73.9</b>	<b>7</b>
<b>ALLEGiant AIR</b>	<b>120</b>	<b>73.4</b>	<b>8</b>
<b>UNITED AIRLINES NETWORK</b>	<b>228</b>	<b>72.1</b>	<b>9</b>
- UNITED AIRLINES	107	78.8	
- BRANDED CODESHARE PARTNERS	213	68.0	
<b>JETBLUE AIRWAYS</b>	<b>68</b>	<b>69.4</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>360</b>	<b>78.4</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\*

JANUARY 2019

AT ALL US AIRPORTS			
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	18	87.3	1
DELTA AIR LINES	145	86.7	2
SPIRIT AIRLINES	43	82.9	3
SOUTHWEST AIRLINES	85	81.9	4
PSA AIRLINES	95	81.5	5
ALASKA AIRLINES	70	80.5	6
AMERICAN AIRLINES	102	80.0	7
MESA AIRLINES	102	79.1	8
UNITED AIRLINES	107	78.8	9
ENDEAVOR AIR	120	78.3	10
FRONTIER AIRLINES	90	73.9	11
SKYWEST AIRLINES	239	73.5	12
ALLEGiant AIR	120	73.4	13
REPUBLIC AIRWAYS	87	72.6	14
EXPRESSJET AIRLINES	102	69.6	15
ENVOY AIR	134	69.5	16
JETBLUE AIRWAYS	68	69.4	17
TOTAL AIRPORTS SERVED	346	78.9	

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

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

## 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

JANUARY 2019

CARRIER	Jan 2019		Year-to-date (YTD)	
	%	Rank	%	Rank
<b>ALASKA AIRLINES</b>	<b>80.9</b>	<b>5</b>	<b>80.9</b>	<b>5</b>
- ALASKA AIRLINES	80.5		80.5	
- BRANDED CODESHARE PARTNERS	81.5		81.5	
<b>ALLEGiant AIR</b>	<b>73.4</b>	<b>8</b>	<b>73.4</b>	<b>8</b>
<b>AMERICAN AIRLINES</b>	<b>77.6</b>	<b>6</b>	<b>77.6</b>	<b>6</b>
- AMERICAN AIRLINES	80.0		80.0	
- BRANDED CODESHARE PARTNERS	75.7		75.7	
<b>DELTA AIR LINES</b>	<b>82.7</b>	<b>3</b>	<b>82.7</b>	<b>3</b>
- DELTA AIR LINES	86.7		86.7	
- BRANDED CODESHARE PARTNERS	77.9		77.9	
<b>FRONTIER AIRLINES</b>	<b>73.9</b>	<b>7</b>	<b>73.9</b>	<b>7</b>
<b>HAWAIIAN AIRLINES</b>	<b>87.2</b>	<b>1</b>	<b>87.2</b>	<b>1</b>
- HAWAIIAN AIRLINES	87.3		87.3	
- BRANDED CODESHARE PARTNERS	86.3		86.3	
<b>JETBLUE AIRWAYS</b>	<b>69.4</b>	<b>10</b>	<b>69.4</b>	<b>10</b>
<b>SOUTHWEST AIRLINES</b>	<b>81.9</b>	<b>4</b>	<b>81.9</b>	<b>4</b>
<b>SPIRIT AIRLINES</b>	<b>82.9</b>	<b>2</b>	<b>82.9</b>	<b>2</b>
<b>UNITED AIRLINES</b>	<b>72.1</b>	<b>9</b>	<b>72.1</b>	<b>9</b>
- UNITED AIRLINES	78.8		78.8	
- BRANDED CODESHARE PARTNERS	68.0		68.0	
<b>TOTAL</b>	<b>78.4</b>		<b>78.4</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 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

JANUARY 2019

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DAL		DCA		DEN		DFW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	36	91.7	213	81.2	114	82.5	0	0.0	395	81.0	155	87.7	138	86.2	98	90.8
- ALASKA AIRLINES	36	91.7	213	81.2	114	82.5	0	0.0	0	0.0	155	87.7	138	86.2	98	90.8
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	395	81.0	0	0.0	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	0	0.0	0	0.0	13	61.5	0	0.0	0	0.0	0	0.0	2	50.0	0	0.0
<b>AMERICAN AIRLINES NETWORK</b>	1409	79.8	2331	70.1	658	79.6	18828	84.9	0	0.0	7022	76.5	865	79.1	20387	80.1
- AMERICAN AIRLINES	998	80.6	2130	70.7	481	81.1	8223	85.3	0	0.0	2024	79.9	803	79.1	11899	81.5
- BRANDED CODESHARE PARTNERS	411	78.1	201	63.7	177	75.7	10605	84.5	0	0.0	4998	75.1	62	79.0	8488	78.2
<b>DELTA AIR LINES NETWORK</b>	24122	88.0	2637	73.2	700	85.6	886	84.4	140	89.3	1416	75.0	1001	89.0	1076	78.7
- DELTA AIR LINES	18879	89.0	1340	74.3	464	89.4	538	88.8	140	89.3	748	83.6	913	88.6	560	84.6
- BRANDED CODESHARE PARTNERS	5243	84.3	1297	72.0	236	78.0	348	77.6	0	0.0	668	65.4	88	93.2	516	72.3
<b>FRONTIER AIRLINES</b>	247	75.7	0	0.0	0	0.0	100	73.0	0	0.0	88	75.0	1676	77.3	31	83.9
<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>	291	69.4	4303	66.7	160	71.9	121	70.2	0	0.0	875	67.9	92	69.6	52	67.3
<b>SOUTHWEST AIRLINES</b>	3556	82.1	739	71.4	5332	83.3	271	72.7	5760	85.6	1383	77.1	5496	84.2	0	0.0
<b>SPIRIT AIRLINES</b>	690	82.0	399	77.2	646	84.8	0	0.0	0	0.0	0	0.0	235	81.3	569	84.7
<b>UNITED AIRLINES NETWORK</b>	852	74.4	1039	72.8	226	73.5	569	72.8	0	0.0	1026	68.3	12026	80.0	934	73.4
- UNITED AIRLINES	272	78.3	951	72.5	226	73.5	59	74.6	0	0.0	325	71.1	5063	86.2	328	76.2
- BRANDED CODESHARE PARTNERS	580	72.6	88	76.1	0	0.0	510	72.5	0	0.0	701	67.0	6963	75.5	606	71.9
<b>TOTAL</b>	31,203	86.2	11,661	70.3	7,849	82.8	20,775	84.2	6,295	85.4	11,965	75.2	21,531	81.2	23,147	79.9

\* 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)

JANUARY 2019

ARRIVAL AIRPORT*																
CARRIER	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>31</b>	<b>96.8</b>	<b>321</b>	<b>72.6</b>	<b>123</b>	<b>78.0</b>	<b>141</b>	<b>73.8</b>	<b>37</b>	<b>81.1</b>	<b>440</b>	<b>77.5</b>	<b>754</b>	<b>78.0</b>	<b>1987</b>	<b>74.2</b>
- ALASKA AIRLINES	31	96.8	321	72.6	123	78.0	141	73.8	37	81.1	440	77.5	729	78.2	1688	72.5
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	25	72.0	299	83.9
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>26</b>	<b>76.9</b>	<b>243</b>	<b>65.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>647</b>	<b>72.6</b>	<b>107</b>	<b>72.9</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>1051</b>	<b>70.8</b>	<b>637</b>	<b>62.5</b>	<b>559</b>	<b>75.3</b>	<b>350</b>	<b>82.9</b>	<b>957</b>	<b>78.3</b>	<b>2128</b>	<b>78.2</b>	<b>1183</b>	<b>79.0</b>	<b>5411</b>	<b>80.1</b>
- AMERICAN AIRLINES	461	79.4	580	64.0	559	75.3	194	81.4	747	78.6	1474	81.4	1183	79.0	3338	82.0
- BRANDED CODESHARE PARTNERS	590	64.1	57	47.4	0	0.0	156	84.6	210	77.1	654	70.9	0	0.0	2073	77.1
<b>DELTA AIR LINES NETWORK</b>	<b>10342</b>	<b>82.4</b>	<b>739</b>	<b>64.7</b>	<b>1012</b>	<b>83.3</b>	<b>504</b>	<b>86.1</b>	<b>727</b>	<b>80.5</b>	<b>4599</b>	<b>81.0</b>	<b>1622</b>	<b>85.8</b>	<b>3887</b>	<b>79.2</b>
- DELTA AIR LINES	4245	86.9	418	68.2	1007	83.3	224	92.0	230	83.9	2530	85.4	1184	88.4	2890	82.8
- BRANDED CODESHARE PARTNERS	6097	79.3	321	60.1	5	80.0	280	81.4	497	78.9	2069	75.5	438	78.8	997	68.8
<b>FRONTIER AIRLINES</b>	<b>44</b>	<b>79.5</b>	<b>0</b>	<b>0.0</b>	<b>34</b>	<b>67.6</b>	<b>64</b>	<b>85.9</b>	<b>32</b>	<b>78.1</b>	<b>0</b>	<b>0.0</b>	<b>582</b>	<b>71.0</b>	<b>59</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>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>31</b>	<b>64.5</b>	<b>80</b>	<b>81.3</b>	<b>186</b>	<b>63.4</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	64.5	80	81.3	186	63.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>96</b>	<b>66.7</b>	<b>780</b>	<b>58.7</b>	<b>2061</b>	<b>68.4</b>	<b>35</b>	<b>71.4</b>	<b>0</b>	<b>0.0</b>	<b>3316</b>	<b>71.4</b>	<b>310</b>	<b>77.1</b>	<b>537</b>	<b>81.9</b>
<b>SOUTHWEST AIRLINES</b>	<b>488</b>	<b>69.9</b>	<b>483</b>	<b>59.2</b>	<b>2342</b>	<b>80.1</b>	<b>158</b>	<b>79.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>5968</b>	<b>85.1</b>	<b>3566</b>	<b>81.9</b>
<b>SPIRIT AIRLINES</b>	<b>944</b>	<b>85.2</b>	<b>304</b>	<b>74.3</b>	<b>1701</b>	<b>82.7</b>	<b>0</b>	<b>0.0</b>	<b>543</b>	<b>88.2</b>	<b>0</b>	<b>0.0</b>	<b>1267</b>	<b>84.8</b>	<b>680</b>	<b>82.4</b>
<b>UNITED AIRLINES NETWORK</b>	<b>680</b>	<b>66.5</b>	<b>9144</b>	<b>61.4</b>	<b>626</b>	<b>78.4</b>	<b>5808</b>	<b>78.6</b>	<b>12335</b>	<b>84.5</b>	<b>0</b>	<b>0.0</b>	<b>1140</b>	<b>80.4</b>	<b>3948</b>	<b>80.0</b>
- UNITED AIRLINES	95	61.1	4287	71.0	626	78.4	1825	84.8	4980	87.7	0	0.0	1119	80.7	2116	83.3
- BRANDED CODESHARE PARTNERS	585	67.4	4857	52.9	0	0.0	3983	75.7	7355	82.3	0	0.0	21	61.9	1832	76.3
<b>TOTAL</b>	<b>13,676</b>	<b>80.4</b>	<b>12,434</b>	<b>62.0</b>	<b>8,701</b>	<b>77.3</b>	<b>7,060</b>	<b>79.3</b>	<b>14,631</b>	<b>84.0</b>	<b>10,514</b>	<b>77.2</b>	<b>13,553</b>	<b>82.4</b>	<b>20,368</b>	<b>79.6</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)

JANUARY 2019

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>147</b>	<b>87.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>124</b>	<b>91.1</b>	<b>234</b>	<b>68.4</b>	<b>3840</b>	<b>85.4</b>	<b>89</b>	<b>80.9</b>
- ALASKA AIRLINES	0	0.0	147	87.1	0	0.0	0	0.0	62	91.9	234	68.4	1556	82.4	89	80.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	62	90.3	0	0.0	2284	87.4	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>4291</b>	<b>60.7</b>	<b>1593</b>	<b>82.0</b>	<b>0</b>	<b>0.0</b>	<b>6591</b>	<b>81.4</b>	<b>831</b>	<b>76.1</b>	<b>12624</b>	<b>64.4</b>	<b>412</b>	<b>81.3</b>	<b>9056</b>	<b>83.1</b>
- AMERICAN AIRLINES	1825	65.9	1593	82.0	0	0.0	4641	81.2	673	76.4	5377	69.1	307	80.8	3931	85.9
- BRANDED CODESHARE PARTNERS	2466	56.9	0	0.0	0	0.0	1950	81.8	158	74.7	7247	60.9	105	82.9	5125	80.9
<b>DELTA AIR LINES NETWORK</b>	<b>6475</b>	<b>62.2</b>	<b>1559</b>	<b>84.4</b>	<b>412</b>	<b>84.2</b>	<b>721</b>	<b>80.7</b>	<b>9448</b>	<b>85.3</b>	<b>1433</b>	<b>63.4</b>	<b>744</b>	<b>86.6</b>	<b>752</b>	<b>85.0</b>
- DELTA AIR LINES	1866	68.4	1550	84.5	148	90.5	720	80.7	4861	87.3	855	69.8	562	88.4	536	88.6
- BRANDED CODESHARE PARTNERS	4609	59.6	9	77.8	264	80.7	1	100.0	4587	83.1	578	54.0	182	80.8	216	75.9
<b>FRONTIER AIRLINES</b>	<b>93</b>	<b>58.1</b>	<b>1144</b>	<b>74.6</b>	<b>0</b>	<b>0.0</b>	<b>139</b>	<b>66.2</b>	<b>106</b>	<b>72.6</b>	<b>262</b>	<b>64.1</b>	<b>40</b>	<b>80.0</b>	<b>354</b>	<b>73.4</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>62</b>	<b>43.5</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	43.5	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>524</b>	<b>57.6</b>	<b>1673</b>	<b>70.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>86</b>	<b>60.5</b>	<b>220</b>	<b>52.7</b>	<b>52</b>	<b>67.3</b>	<b>237</b>	<b>68.8</b>
<b>SOUTHWEST AIRLINES</b>	<b>1058</b>	<b>61.2</b>	<b>3583</b>	<b>80.8</b>	<b>6040</b>	<b>71.6</b>	<b>0</b>	<b>0.0</b>	<b>689</b>	<b>74.5</b>	<b>0</b>	<b>0.0</b>	<b>1129</b>	<b>85.7</b>	<b>701</b>	<b>80.5</b>
<b>SPIRIT AIRLINES</b>	<b>341</b>	<b>66.0</b>	<b>1335</b>	<b>83.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>349</b>	<b>84.0</b>	<b>734</b>	<b>72.3</b>	<b>55</b>	<b>83.6</b>	<b>284</b>	<b>85.6</b>
<b>UNITED AIRLINES NETWORK</b>	<b>1100</b>	<b>59.1</b>	<b>1008</b>	<b>82.4</b>	<b>0</b>	<b>0.0</b>	<b>443</b>	<b>79.9</b>	<b>687</b>	<b>72.6</b>	<b>15560</b>	<b>62.4</b>	<b>540</b>	<b>76.5</b>	<b>404</b>	<b>81.2</b>
- UNITED AIRLINES	648	65.0	1008	82.4	0	0.0	442	79.9	209	69.4	5477	71.5	461	77.4	304	81.6
- BRANDED CODESHARE PARTNERS	452	50.7	0	0.0	0	0.0	1	100.0	478	74.1	10083	57.4	79	70.9	100	80.0
<b>TOTAL</b>	<b>13,882</b>	<b>61.3</b>	<b>12,042</b>	<b>79.9</b>	<b>6,452</b>	<b>72.4</b>	<b>7,894</b>	<b>81.0</b>	<b>12,320</b>	<b>83.1</b>	<b>31,067</b>	<b>63.5</b>	<b>6,874</b>	<b>84.0</b>	<b>11,877</b>	<b>82.4</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)

JANUARY 2019

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>290</b>	<b>87.9</b>	<b>1376</b>	<b>81.7</b>	<b>8757</b>	<b>82.0</b>	<b>2518</b>	<b>64.8</b>	<b>308</b>	<b>82.5</b>	<b>36</b>	<b>97.2</b>
- ALASKA AIRLINES	265	87.9	677	78.4	5064	84.2	2074	64.7	89	91.0	36	97.2
- BRANDED CODESHARE PARTNERS	25	88.0	699	84.8	3693	79.0	444	65.5	219	79.0	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>9</b>	<b>77.8</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>7436</b>	<b>84.0</b>	<b>862</b>	<b>77.1</b>	<b>700</b>	<b>82.3</b>	<b>1293</b>	<b>69.9</b>	<b>602</b>	<b>70.3</b>	<b>1139</b>	<b>79.4</b>
- AMERICAN AIRLINES	4796	84.2	681	78.9	558	80.6	1066	70.4	421	75.8	1139	79.4
- BRANDED CODESHARE PARTNERS	2640	83.6	181	70.7	142	88.7	227	67.8	181	57.5	0	0.0
<b>DELTA AIR LINES NETWORK</b>	<b>963</b>	<b>87.9</b>	<b>894</b>	<b>83.3</b>	<b>3505</b>	<b>85.1</b>	<b>1227</b>	<b>73.0</b>	<b>7091</b>	<b>86.9</b>	<b>1024</b>	<b>85.6</b>
- DELTA AIR LINES	754	91.8	686	87.6	2176	87.1	1074	74.5	3399	89.0	945	86.1
- BRANDED CODESHARE PARTNERS	209	73.7	208	69.2	1329	81.8	153	62.7	3692	84.9	79	79.7
<b>FRONTIER AIRLINES</b>	<b>254</b>	<b>76.0</b>	<b>121</b>	<b>59.5</b>	<b>40</b>	<b>87.5</b>	<b>71</b>	<b>63.4</b>	<b>119</b>	<b>79.0</b>	<b>375</b>	<b>72.0</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>31</b>	<b>80.6</b>	<b>62</b>	<b>54.8</b>	<b>68</b>	<b>50.0</b>	<b>68</b>	<b>67.6</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	31	80.6	62	54.8	68	50.0	68	67.6	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>62</b>	<b>74.2</b>	<b>136</b>	<b>86.0</b>	<b>147</b>	<b>74.8</b>	<b>445</b>	<b>69.4</b>	<b>230</b>	<b>78.7</b>	<b>464</b>	<b>65.5</b>
<b>SOUTHWEST AIRLINES</b>	<b>5119</b>	<b>85.8</b>	<b>3315</b>	<b>85.8</b>	<b>863</b>	<b>81.7</b>	<b>1207</b>	<b>66.4</b>	<b>928</b>	<b>80.0</b>	<b>2392</b>	<b>81.0</b>
<b>SPIRIT AIRLINES</b>	<b>93</b>	<b>78.5</b>	<b>143</b>	<b>81.8</b>	<b>103</b>	<b>87.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>654</b>	<b>87.9</b>
<b>UNITED AIRLINES NETWORK</b>	<b>750</b>	<b>81.6</b>	<b>928</b>	<b>79.6</b>	<b>756</b>	<b>78.6</b>	<b>7424</b>	<b>69.2</b>	<b>673</b>	<b>76.5</b>	<b>608</b>	<b>80.6</b>
- UNITED AIRLINES	665	81.8	761	79.4	645	79.7	4303	73.9	219	82.2	608	80.6
- BRANDED CODESHARE PARTNERS	85	80.0	167	80.8	111	72.1	3121	62.7	454	73.8	0	0.0
<b>TOTAL</b>	<b>14,998</b>	<b>84.6</b>	<b>7,846</b>	<b>82.4</b>	<b>14,939</b>	<b>82.4</b>	<b>14,253</b>	<b>68.6</b>	<b>9,951</b>	<b>84.1</b>	<b>6,692</b>	<b>80.6</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)

JANUARY 2019

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DAL		DCA		DEN		DFW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	36	91.7	213	81.2	114	82.5	0	0.0	0	0.0	155	87.7	138	86.2	98	90.8
ALLEGiant AIR	0	0.0	0	0.0	13	61.5	0	0.0	0	0.0	0	0.0	2	50.0	0	0.0
AMERICAN AIRLINES	998	80.6	2130	70.7	481	81.1	8223	85.3	0	0.0	2024	79.9	803	79.1	11899	81.5
DELTA AIR LINES	18879	89.0	1340	74.3	464	89.4	538	88.8	140	89.3	748	83.6	913	88.6	560	84.6
ENDEAVOR AIR	2999	85.8	448	75.2	226	77.9	192	78.1	0	0.0	151	71.5	4	100.0	160	81.3
ENVOY AIR	52	71.2	62	75.8	87	70.1	405	77.5	0	0.0	117	84.6	0	0.0	4043	81.8
EXPRESSJET AIRLINES	3	66.7	67	74.6	0	0.0	27	44.4	0	0.0	264	68.9	0	0.0	76	38.2
FRONTIER AIRLINES	247	75.7	0	0.0	0	0.0	100	73.0	0	0.0	88	75.0	1676	77.3	31	83.9
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	291	69.4	4303	66.7	160	71.9	121	70.2	0	0.0	875	67.9	92	69.6	52	67.3
MESA AIRLINES	171	81.3	12	66.7	0	0.0	183	83.6	0	0.0	90	82.2	0	0.0	3343	77.3
PSA AIRLINES	145	82.8	0	0.0	9	77.8	7376	86.5	0	0.0	2673	73.4	0	0.0	0	0.0
REPUBLIC AIRWAYS	450	74.7	531	68.2	0	0.0	1176	76.8	0	0.0	2861	73.2	311	80.7	276	72.1
SKYWEST AIRLINES	2362	81.6	234	72.6	10	80.0	434	75.3	323	79.9	97	55.7	3765	75.7	1643	69.6
SOUTHWEST AIRLINES	3556	82.1	739	71.4	5332	83.3	271	72.7	5760	85.6	1383	77.1	5496	84.2	0	0.0
SPIRIT AIRLINES	690	82.0	399	77.2	646	84.8	0	0.0	0	0.0	0	0.0	235	81.3	569	84.7
UNITED AIRLINES	272	78.3	951	72.5	226	73.5	59	74.6	0	0.0	325	71.1	5063	86.2	328	76.2
TOTAL	31,151	86.2	11,429	70.4	7,768	82.8	19,105	84.4	6,223	85.4	11,851	75.2	18,498	82.2	23,078	79.9

\* 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)

JANUARY 2019

ARRIVAL AIRPORT*																
CARRIER	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	31	96.8	321	72.6	123	78.0	141	73.8	37	81.1	440	77.5	729	78.2	1688	72.5
ALLEGiant AIR	0	0.0	26	76.9	243	65.4	0	0.0	0	0.0	0	0.0	647	72.6	107	72.9
AMERICAN AIRLINES	461	79.4	580	64.0	559	75.3	194	81.4	747	78.6	1474	81.4	1183	79.0	3338	82.0
DELTA AIR LINES	4245	86.9	418	68.2	1007	83.3	224	92.0	230	83.9	2530	85.4	1184	88.4	2890	82.8
ENDEAVOR AIR	1455	83.8	125	60.8	0	0.0	114	73.7	99	83.8	1512	76.2	0	0.0	0	0.0
ENVOY AIR	122	50.8	31	32.3	0	0.0	0	0.0	63	73.0	496	67.5	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	1140	51.1	0	0.0	252	64.3	3381	84.1	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	44	79.5	0	0.0	34	67.6	64	85.9	32	78.1	0	0.0	582	71.0	59	74.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	64.5	80	81.3	186	63.4
JETBLUE AIRWAYS	96	66.7	780	58.7	2061	68.4	35	71.4	0	0.0	3316	71.4	310	77.1	537	81.9
MESA AIRLINES	206	75.7	0	0.0	0	0.0	1792	79.5	2660	83.8	0	0.0	0	0.0	0	0.0
PSA AIRLINES	107	85.0	0	0.0	0	0.0	156	84.6	22	77.3	72	84.7	0	0.0	0	0.0
REPUBLIC AIRWAYS	886	75.3	2005	59.1	0	0.0	0	0.0	1061	78.1	289	77.2	0	0.0	0	0.0
SKYWEST AIRLINES	2980	74.6	36	75.0	0	0.0	260	78.5	731	71.7	323	71.8	150	84.7	2810	75.3
SOUTHWEST AIRLINES	488	69.9	483	59.2	2342	80.1	158	79.7	0	0.0	0	0.0	5968	85.1	3566	81.9
SPIRIT AIRLINES	944	85.2	304	74.3	1701	82.7	0	0.0	543	88.2	0	0.0	1267	84.8	680	82.4
UNITED AIRLINES	95	61.1	4287	71.0	626	78.4	1825	84.8	4980	87.7	0	0.0	1119	80.7	2116	83.3
TOTAL	12,160	80.6	10,536	64.6	8,696	77.3	5,215	81.1	14,586	84.0	10,483	77.2	13,219	82.6	17,977	80.1

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

## AIR TRAVEL CONSUMER REPORT

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

JANUARY 2019

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	0	0.0	147	87.1	0	0.0	0	0.0	62	91.9	234	68.4	1556	82.4	89	80.9
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	1825	65.9	1593	82.0	0	0.0	4641	81.2	673	76.4	5377	69.1	307	80.8	3931	85.9
DELTA AIR LINES	1866	68.4	1550	84.5	148	90.5	720	80.7	4861	87.3	855	69.8	562	88.4	536	88.6
ENDEAVOR AIR	2150	60.9	7	85.7	0	0.0	1	100.0	957	86.3	149	60.4	0	0.0	177	74.0
ENVOY AIR	1286	54.7	0	0.0	0	0.0	998	79.4	0	0.0	5479	61.7	0	0.0	0	0.0
EXPRESSJET AIRLINES	156	58.3	0	0.0	0	0.0	0	0.0	9	77.8	1376	49.9	0	0.0	0	0.0
FRONTIER AIRLINES	93	58.1	1144	74.6	0	0.0	139	66.2	106	72.6	262	64.1	40	80.0	354	73.4
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	43.5	0	0.0
JETBLUE AIRWAYS	524	57.6	1673	70.5	0	0.0	0	0.0	86	60.5	220	52.7	52	67.3	237	68.8
MESA AIRLINES	177	52.0	0	0.0	0	0.0	0	0.0	142	83.1	0	0.0	0	0.0	68	91.2
PSA AIRLINES	149	55.0	0	0.0	0	0.0	0	0.0	0	0.0	140	72.9	0	0.0	1226	81.3
REPUBLIC AIRWAYS	2527	59.4	1	100.0	0	0.0	953	84.2	478	75.3	1278	63.8	0	0.0	1142	86.2
SKYWEST AIRLINES	1082	55.5	1	0.0	224	81.3	0	0.0	3563	82.0	4631	55.0	546	87.4	36	83.3
SOUTHWEST AIRLINES	1058	61.2	3583	80.8	6040	71.6	0	0.0	689	74.5	0	0.0	1129	85.7	701	80.5
SPIRIT AIRLINES	341	66.0	1335	83.5	0	0.0	0	0.0	349	84.0	734	72.3	55	83.6	284	85.6
UNITED AIRLINES	648	65.0	1008	82.4	0	0.0	442	79.9	209	69.4	5477	71.5	461	77.4	304	81.6
TOTAL	13,882	61.3	12,042	79.9	6,412	72.4	7,894	80.9	12,184	83.1	26,212	64.2	4,770	83.2	9,085	83.7

\* 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)

JANUARY 2019

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	265	87.9	677	78.4	5064	84.2	2074	64.7	89	91.0	36	97.2
ALLEGiant AIR	0	0.0	9	77.8	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4796	84.2	681	78.9	558	80.6	1066	70.4	421	75.8	1139	79.4
DELTA AIR LINES	754	91.8	686	87.6	2176	87.1	1074	74.5	3399	89.0	945	86.1
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	3	100.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	254	76.0	121	59.5	40	87.5	71	63.4	119	79.0	375	72.0
HAWAIIAN AIRLINES	31	80.6	62	54.8	68	50.0	68	67.6	0	0.0	0	0.0
JETBLUE AIRWAYS	62	74.2	136	86.0	147	74.8	445	69.4	230	78.7	464	65.5
MESA AIRLINES	1704	83.1	0	0.0	0	0.0	0	0.0	37	78.4	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	41	90.2	0	0.0
SKYWEST AIRLINES	1021	84.2	900	82.3	563	86.9	3394	63.3	3877	82.5	0	0.0
SOUTHWEST AIRLINES	5119	85.8	3315	85.8	863	81.7	1207	66.4	928	80.0	2392	81.0
SPIRIT AIRLINES	93	78.5	143	81.8	103	87.4	0	0.0	0	0.0	654	87.9
UNITED AIRLINES	665	81.8	761	79.4	645	79.7	4303	73.9	219	82.2	608	80.6
TOTAL	14,764	84.7	7,491	82.8	10,227	84.0	13,702	68.8	9,360	84.3	6,616	80.6

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



## AIR TRAVEL CONSUMER REPORT

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

JANUARY 2019

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	93.2	78.0	77.8	88.3	98.1	86.0	93.4	89.6	85.7	88.2	80.9	87.3	91.2	79.3	90.4	88.9
0700-0759	92.2	79.5	87.3	90.2	93.6	81.0	86.7	83.6	83.1	78.3	88.0	79.3	94.6	82.8	92.8	91.3
0800-0859	86.5	81.1	85.0	87.6	94.5	75.7	87.1	82.4	82.7	83.2	88.7	75.0	85.7	81.0	89.8	83.4
0900-0959	86.8	78.2	88.6	81.1	92.8	83.7	85.7	78.1	86.9	88.4	82.7	84.8	87.3	88.8	89.7	85.2
1000-1059	86.6	76.0	89.1	87.2	91.8	79.7	82.3	84.2	79.2	85.7	83.1	76.9	83.1	87.5	87.4	79.2
1100-1159	89.5	76.8	89.2	82.1	86.7	76.8	85.1	85.3	83.2	87.5	76.1	83.1	83.9	86.3	86.5	82.4
1200-1259	87.8	73.1	86.9	88.0	88.5	79.8	83.2	86.7	82.3	87.5	79.1	86.7	84.4	86.7	79.7	80.1
1300-1359	89.6	72.3	84.5	83.8	89.9	75.3	81.0	82.1	83.4	77.7	79.6	86.8	85.7	79.6	82.3	78.3
1400-1459	86.2	73.3	83.7	89.4	87.0	75.8	82.4	83.6	84.6	64.1	80.9	87.5	88.5	79.4	81.6	76.8
1500-1559	88.2	73.1	88.5	84.5	88.6	76.4	83.4	78.5	79.7	59.5	77.5	87.3	87.3	80.5	83.6	82.1
1600-1659	88.8	69.5	82.9	83.1	86.5	71.6	79.6	78.8	79.9	53.9	73.9	76.9	82.6	73.1	80.9	82.2
1700-1759	86.6	67.6	78.2	82.8	82.7	74.1	82.2	73.3	81.6	47.1	74.0	80.4	80.0	76.0	80.6	75.7
1800-1859	84.3	67.3	78.0	79.9	79.8	67.3	79.5	73.1	73.0	50.6	74.3	74.6	82.4	66.0	78.8	73.7
1900-1959	82.9	63.1	77.5	83.0	82.1	72.6	80.2	79.9	77.9	42.9	72.4	80.3	80.0	72.8	80.8	77.3
2000-2059	81.6	60.2	79.5	77.8	77.8	66.7	79.7	73.9	73.8	46.2	74.2	79.2	83.2	68.2	77.5	79.6
2100-2159	84.2	60.3	71.2	78.4	83.9	73.3	79.4	77.1	80.2	49.7	77.2	80.0	79.2	67.0	78.6	76.2
2200-2259	78.9	66.2	69.8	78.8	72.5	70.5	76.8	78.9	77.3	56.0	75.3	83.3	78.0	72.2	76.5	78.7
2300-0559	78.0	68.9	82.9	81.0	73.9	74.1	77.4	79.2	74.7	71.7	69.3	80.0	81.5	78.0	79.3	78.0
TOTAL	86.2	70.4	82.8	84.4	85.4	75.2	82.2	79.9	80.6	64.6	77.3	81.1	84.0	77.2	82.6	80.1

\* 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)

JANUARY 2019

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	71.7	79.4	83.1	91.5	77.3	73.6	91.7	84.1	89.3	100.0	88.4	57.9	100.0	85.7	85.0
0700-0759	84.5	89.9	75.8	90.2	81.0	72.0	73.0	84.5	91.0	93.0	86.3	84.1	91.4	92.9	84.6
0800-0859	82.3	87.5	77.8	87.8	86.7	72.4	94.5	85.5	89.4	88.9	86.9	80.9	90.7	80.0	84.9
0900-0959	72.7	85.0	87.3	84.5	91.4	69.1	84.5	87.3	89.3	82.4	89.4	76.0	92.1	84.7	83.3
1000-1059	70.1	86.4	81.5	82.2	86.8	72.5	88.4	86.4	85.8	82.4	85.8	67.7	88.1	84.2	82.8
1100-1159	64.3	82.3	82.1	84.5	87.5	66.9	80.5	89.8	87.8	87.9	89.4	70.3	88.5	85.5	82.2
1200-1259	61.8	78.3	81.4	84.7	88.6	66.5	81.6	84.1	87.6	79.5	85.5	64.7	84.0	81.9	80.4
1300-1359	63.9	82.2	75.4	83.8	86.9	66.9	86.8	79.8	85.7	83.8	78.9	65.7	84.4	83.3	80.8
1400-1459	62.8	81.6	72.6	81.4	85.8	64.6	85.7	83.2	86.4	82.9	85.1	70.4	84.3	87.6	79.4
1500-1559	60.0	83.6	78.6	83.8	85.9	61.6	81.7	83.8	81.7	79.6	84.0	65.0	86.7	79.2	79.6
1600-1659	55.8	78.0	71.1	81.3	82.4	63.1	83.3	82.1	85.3	85.0	83.8	63.6	83.7	83.5	76.8
1700-1759	52.8	82.0	66.7	73.7	83.0	56.9	88.0	81.8	84.2	82.6	83.1	64.5	77.4	81.3	75.1
1800-1859	49.7	80.7	68.9	80.9	81.9	52.1	82.0	83.5	81.7	84.5	86.0	67.6	77.9	77.0	74.1
1900-1959	52.5	77.6	68.1	71.9	77.4	56.1	79.1	82.5	81.1	78.5	82.7	66.9	81.9	82.0	75.0
2000-2059	50.2	77.2	58.9	74.6	83.0	55.6	82.5	85.3	80.0	80.2	82.5	62.0	79.9	77.4	73.5
2100-2159	50.2	72.4	69.7	75.5	77.2	59.7	78.7	77.6	81.5	84.0	76.7	66.0	80.3	72.7	73.9
2200-2259	58.9	74.6	61.1	66.4	70.1	58.1	78.8	80.4	83.6	76.0	80.0	64.9	68.3	73.6	72.8
2300-0559	57.6	74.2	66.3	75.5	73.0	71.4	80.0	79.9	80.7	82.4	82.3	70.9	77.1	76.1	75.5
TOTAL	61.3	79.9	72.4	80.9	83.1	64.2	83.2	83.7	84.7	82.8	84.0	68.8	84.3	80.6	78.6

\* 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)

JANUARY 2019

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	93.6	84.1	89.1	94.3	92.4	88.8	91.4	91.7	86.5	90.8	92.6	89.3	92.6	92.2	93.3	92.9
0700-0759	93.4	82.5	89.2	91.0	92.1	85.5	85.6	90.6	83.0	89.5	88.7	92.0	91.3	87.2	94.1	89.8
0800-0859	92.9	79.3	89.0	89.5	93.2	82.9	90.2	88.0	83.5	84.3	91.8	86.2	88.4	89.5	88.7	87.2
0900-0959	87.7	77.9	83.5	90.4	88.9	81.6	84.3	87.1	82.5	84.8	88.1	85.7	87.6	86.2	86.5	80.9
1000-1059	87.2	76.9	84.2	84.7	85.4	80.9	78.8	81.6	81.9	86.0	81.8	83.3	88.0	83.8	85.0	80.3
1100-1159	87.4	76.8	84.8	87.0	88.2	80.3	76.0	78.1	72.2	85.4	79.1	89.7	88.3	83.7	83.9	78.2
1200-1259	85.7	76.3	81.7	84.5	75.4	75.3	78.9	81.6	78.5	82.0	74.7	83.3	86.5	87.3	82.3	78.8
1300-1359	85.5	68.1	75.8	85.7	82.2	78.2	78.8	80.2	77.9	83.3	75.3	89.0	81.9	77.2	78.4	78.2
1400-1459	85.2	67.9	76.1	82.8	80.6	73.8	77.3	79.3	74.0	83.4	71.9	75.0	84.5	79.2	77.4	77.0
1500-1559	84.6	65.8	76.0	80.3	80.5	74.8	78.5	79.4	78.0	67.3	73.6	91.9	87.3	77.5	72.8	77.2
1600-1659	83.8	69.7	79.6	80.6	82.8	71.5	76.3	78.4	74.5	62.3	70.8	81.8	83.8	75.7	79.4	81.0
1700-1759	84.3	63.9	73.9	79.8	79.3	72.2	76.7	77.0	77.5	64.6	68.8	77.9	78.3	69.7	72.0	79.1
1800-1859	81.2	65.0	66.4	81.2	74.1	69.9	80.3	75.0	74.3	60.7	75.8	78.1	81.3	72.3	73.8	76.3
1900-1959	81.2	64.8	74.1	76.9	70.2	69.9	78.2	76.1	62.5	59.0	65.7	79.5	78.6	70.2	73.7	77.0
2000-2059	84.6	58.7	71.0	82.5	73.7	68.6	77.8	78.5	75.5	54.6	72.7	81.5	80.6	72.0	78.1	78.6
2100-2159	81.5	59.4	70.0	74.4	76.2	70.4	79.4	81.7	85.9	47.9	68.8	75.0	81.7	70.2	76.2	81.5
2200-2259	86.5	53.5	65.7	83.3	60.2	72.9	76.9	83.0	82.0	58.5	76.3	81.9	82.5	66.3	82.2	82.1
2300-0559	85.7	83.2	91.9	94.8	0.0	93.9	85.3	83.9	81.2	92.0	83.5	93.8	92.1	77.4	87.9	86.9
TOTAL	85.7	72.6	79.6	84.4	82.3	77.0	80.3	81.2	78.6	73.5	77.6	82.9	85.0	79.4	82.1	81.6

\* 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)

JANUARY 2019

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.2	92.0	83.1	92.0	88.8	81.5	94.5	90.2	95.9	95.3	93.9	92.2	95.1	94.2	90.8
0700-0759	89.9	91.0	79.2	94.7	84.5	75.9	85.9	91.3	93.2	91.5	90.5	90.6	90.3	93.7	88.5
0800-0859	86.5	88.4	65.3	91.4	86.4	72.7	94.7	90.3	89.7	89.5	90.0	84.7	88.3	91.3	86.4
0900-0959	80.8	88.9	66.4	90.0	84.4	68.5	86.4	86.1	88.1	85.2	89.5	79.6	91.7	87.6	84.8
1000-1059	75.9	83.0	74.5	84.3	87.1	65.8	88.7	86.2	87.9	84.9	86.7	72.9	77.4	83.5	81.3
1100-1159	74.6	86.1	66.7	82.4	85.3	66.5	88.8	88.0	85.8	81.4	85.1	67.6	86.1	79.9	81.0
1200-1259	67.7	80.4	68.3	78.3	82.0	66.8	86.9	87.1	85.3	84.0	88.2	66.1	77.0	80.3	79.6
1300-1359	67.3	75.9	57.7	81.7	83.0	62.3	81.8	87.2	82.7	77.7	86.7	67.5	81.0	76.1	77.9
1400-1459	65.8	71.4	54.5	80.4	83.8	60.7	83.2	83.9	84.4	75.7	84.6	61.8	82.0	79.9	76.5
1500-1559	65.1	75.6	63.7	77.9	81.3	59.9	84.4	85.5	80.0	81.7	85.2	64.3	86.8	76.4	76.4
1600-1659	62.0	81.2	60.3	78.4	80.4	61.1	86.3	84.4	82.6	78.6	79.2	67.6	75.4	77.8	76.3
1700-1759	56.4	72.6	48.7	78.0	76.5	57.3	87.2	83.0	81.9	80.5	87.8	65.6	85.3	77.7	74.8
1800-1859	57.2	76.4	51.6	58.7	78.6	57.3	82.3	81.6	80.7	77.6	87.8	69.8	74.8	74.7	72.7
1900-1959	49.4	75.1	45.2	74.7	79.6	55.9	84.2	80.7	77.8	80.9	86.1	70.3	59.5	69.3	72.1
2000-2059	50.8	71.5	47.8	80.7	83.3	57.4	89.6	82.7	71.6	77.6	86.2	70.8	84.0	73.4	74.8
2100-2159	52.0	69.2	50.1	78.1	65.2	59.8	85.0	84.0	80.6	83.1	85.2	74.1	88.7	78.6	73.8
2200-2259	52.9	69.2	53.4	78.1	79.4	60.4	91.9	0.0	75.8	87.4	87.1	75.8	89.1	28.6	79.1
2300-0559	90.5	87.2	85.4	96.9	86.1	82.5	92.0	89.3	90.0	0.0	88.4	77.8	87.5	91.2	86.4
TOTAL	69.2	80.6	61.1	81.1	82.9	64.1	87.9	85.9	84.3	83.8	87.7	74.1	85.5	81.5	79.5

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

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TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING CARRIER  
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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	82.3	85.5	62	62
Abilene, TX (ABI)	84.7	84.7	170	170
Adak Island, AK (ADK)	88.9	77.8	9	9
Aguadilla, PR (BQN)	72.8	74.5	195	196
Akron, OH (CAK)	72.1	80.3	544	544
Albany, GA (ABY)	86.9	86.9	84	84
Albany, NY (ALB)	71.9	74.0	965	964
Albuquerque, NM (ABQ)	84.4	86.5	1732	1731
Alexandria, LA (AEX)	84.8	91.0	256	255
Allentown/Bethlehem/Easton, PA (ABE)	76.5	80.2	340	339
Alpena, MI (APN)	72.2	67.9	54	53
Amarillo, TX (AMA)	80.4	89.1	423	423
Anchorage, AK (ANC)	86.8	90.2	1317	1317
Appleton, WI (ATW)	72.4	72.6	391	390
Arcata/Eureka, CA (ACV)	62.3	58.9	130	129
Asheville, NC (AVL)	78.4	81.1	619	619
Ashland, WV (HTS)	75.0	70.0	20	20
Aspen, CO (ASE)	55.5	54.7	920	921
Atlanta, GA (ATL)	86.2	85.7	31151	31155
Atlantic City, NJ (ACY)	88.3	94.0	298	298
Augusta, GA (AGS)	90.6	90.3	340	339
Austin, TX (AUS)	83.8	85.5	4951	4947
Bakersfield, CA (BFL)	82.1	85.5	179	179
Baltimore, MD (BWI)	82.8	79.6	7768	7772
Bangor, ME (BGR)	62.5	66.8	192	190
Barrow, AK (BRW)	85.5	93.5	62	62
Baton Rouge, LA (BTR)	82.0	82.1	615	616
Beaumont/Port Arthur, TX (BPT)	82.7	86.4	81	81
Belleville, IL (BLV)	72.4	72.4	58	58
Bellingham, WA (BLI)	80.3	88.8	188	187
Bemidji, MN (BJI)	83.9	82.3	62	62
Bend/Redmond, OR (RDM)	68.5	71.9	270	270
Bethel, AK (BET)	81.4	80.0	70	70
Billings, MT (BIL)	82.8	89.4	262	263
Binghamton, NY (BGM)	70.5	65.6	61	61
Birmingham, AL (BHM)	79.3	83.2	1423	1422
Bismarck/Mandan, ND (BIS)	70.0	77.5	290	289
Bloomington/Normal, IL (BMI)	75.1	73.0	233	233
Boise, ID (BOI)	83.7	87.1	1575	1576
Boston, MA (BOS)	70.4	72.6	11429	11430
Bozeman, MT (BZN)	81.9	81.4	579	581

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	74.1	74.1	54	54
Bristol/Johnson City/Kingsport, TN (TRI)	89.8	86.4	176	176
Brownsville, TX (BRO)	81.5	88.8	189	188
Brunswick, GA (BQK)	89.3	90.5	84	84
Buffalo, NY (BUF)	71.9	74.0	1912	1911
Burbank, CA (BUR)	83.5	82.2	2375	2377
Burlington, VT (BTV)	67.5	66.2	720	717
Butte, MT (BTM)	94.8	93.1	58	58
Concord, NC (USA)	80.8	76.7	73	73
Cape Girardeau, MO (CGI)	53.2	65.8	79	79
Casper, WY (CPR)	95.6	94.3	68	70
Cedar City, UT (CDC)	83.3	88.9	54	54
Cedar Rapids/Iowa City, IA (CID)	74.1	74.9	722	722
Champaign/Urbana, IL (CMI)	60.3	65.2	204	204
Charleston, SC (CHS)	80.7	86.3	1698	1703
Charleston/Dunbar, WV (CRW)	76.4	79.9	339	338
Charlotte Amalie, VI (STT)	77.4	81.4	349	349
Charlotte, NC (CLT)	84.4	84.4	19105	19100
Charlottesville, VA (CHO)	77.5	78.3	471	469
Chattanooga, TN (CHA)	76.0	82.3	763	763
Cheyenne, WY (CYS)	80.6	80.6	31	31
Chicago, IL (MDW)	72.4	61.1	6412	6410
Chicago, IL (ORD)	64.2	64.1	26212	26216
Christiansted, VI (STX)	81.8	86.4	88	88
Cincinnati, OH (CVG)	76.8	77.6	3712	3711
Clarksburg/Fairmont, WV (CKB)	65.7	70.1	67	67
Cleveland, OH (CLE)	74.5	76.2	3907	3902
Cody, WY (COD)	76.7	83.3	60	60
College Station/Bryan, TX (CLL)	85.0	86.0	180	179
Colorado Springs, CO (COS)	78.1	80.9	712	713
Columbia, MO (COU)	55.9	67.7	188	186
Columbia, SC (CAE)	82.9	84.8	624	625
Columbus, GA (CSG)	89.2	89.2	83	83
Columbus, MS (GTR)	91.6	95.2	83	83
Columbus, OH (CMH)	77.1	79.7	3695	3697
Columbus, OH (LCK)	68.3	53.7	41	41
Cordova, AK (CDV)	78.3	86.7	60	60
Corpus Christi, TX (CRP)	86.9	90.5	442	441
Dallas, TX (DAL)	85.4	82.3	6223	6216
Dallas/Fort Worth, TX (DFW)	79.9	81.2	23078	23063
Dayton, OH (DAY)	77.0	83.6	1063	1061

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	87.6	88.5	259	260
Deadhorse, AK (SCC)	87.1	90.6	85	85
Del Rio, TX (DRT)	91.8	85.2	61	61
Denver, CO (DEN)	82.2	80.3	18498	18507
Des Moines, IA (DSM)	74.7	78.4	1359	1358
Detroit, MI (DTW)	80.6	78.6	12160	12172
Devils Lake, ND (DVL)	64.2	71.7	53	53
Dothan, AL (DHN)	81.7	85.2	115	115
Dubuque, IA (DBQ)	53.3	64.4	90	90
Duluth, MN (DLH)	74.4	75.0	180	180
Durango, CO (DRO)	78.7	77.7	239	238
Eagle, CO (EGE)	66.6	64.1	482	482
Eau Claire, WI (EAU)	51.6	69.4	62	62
El Paso, TX (ELP)	82.1	84.9	1334	1335
Elko, NV (EKO)	84.5	89.7	58	58
Elmira/Corning, NY (ELM)	100.0	97.1	33	34
Erie, PA (ERI)	77.6	82.9	76	76
Escanaba, MI (ESC)	68.5	68.5	54	54
Eugene, OR (EUG)	73.0	75.1	311	313
Evansville, IN (EVV)	79.5	83.0	346	347
Fairbanks, AK (FAI)	90.1	90.9	353	353
Fargo, ND (FAR)	71.0	65.0	434	431
Fayetteville, AR (XNA)	79.7	79.8	1049	1048
Fayetteville, NC (FAY)	81.4	82.7	264	266
Flagstaff, AZ (FLG)	85.5	84.6	117	117
Flint, MI (FNT)	68.6	75.4	280	280
Fort Lauderdale, FL (FLL)	77.3	77.6	8696	8696
Fort Myers, FL (RSW)	77.8	78.9	3821	3823
Fort Smith, AR (FSM)	86.8	90.4	167	167
Fort Wayne, IN (FWA)	71.6	74.7	581	581
Fresno, CA (FAT)	79.5	82.8	977	976
Gainesville, FL (GNV)	85.7	86.0	357	357
Garden City, KS (GCK)	83.9	82.3	62	62
Gillette, WY (GCC)	72.9	79.3	59	58
Grand Forks, ND (GFK)	78.0	73.8	168	168
Grand Island, NE (GRI)	82.8	76.8	99	99
Grand Junction, CO (GJT)	88.1	90.2	285	287
Grand Rapids, MI (GRR)	70.8	70.0	1508	1506
Great Falls, MT (GTF)	82.9	81.2	117	117
Green Bay, WI (GRB)	66.7	72.5	357	357
Greensboro/High Point, NC (GSO)	77.0	82.0	1233	1233

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greer, SC (GSP)	79.6	83.3	1197	1194
Guam, TT (GUM)	80.6	81.9	72	72
Gulfport/Biloxi, MS (GPT)	84.5	89.8	362	361
Gunnison, CO (GUC)	72.7	79.5	44	44
Hagerstown, MD (HGR)	60.0	30.0	10	10
Hancock/Houghton, MI (CMX)	54.8	62.9	62	62
Harlingen/San Benito, TX (HRL)	84.5	87.6	330	330
Harrisburg, PA (MDT)	73.9	78.8	499	499
Hartford, CT (BDL)	78.6	82.0	2388	2390
Hattiesburg/Laurel, MS (PIB)	59.7	77.4	62	62
Hayden, CO (HDN)	74.0	72.1	258	258
Hays, KS (HYS)	64.5	67.3	107	107
Helena, MT (HLN)	90.9	92.7	110	110
Hibbing, MN (HIB)	88.9	87.0	54	54
Hilo, HI (ITO)	94.2	94.8	479	479
Hilton Head, SC (HHH)	78.4	84.1	88	88
Hobbs, NM (HOB)	86.2	91.4	58	58
Honolulu, HI (HNL)	87.9	91.2	3933	3933
Houston, TX (HOU)	83.0	80.5	5002	4998
Houston, TX (IAH)	84.0	85.0	14586	14598
Huntsville, AL (HSV)	80.2	84.8	712	712
Idaho Falls, ID (IDA)	91.0	88.8	134	134
Indianapolis, IN (IND)	77.1	80.4	3867	3867
International Falls, MN (INL)	90.6	90.6	53	53
Iron Mountain/Kingsfd, MI (IMT)	77.6	70.7	58	58
Islip, NY (ISP)	75.9	80.8	473	474
Ithaca/Cortland, NY (ITH)	72.9	71.4	70	70
Jackson, WY (JAC)	72.2	66.8	414	416
Jackson/Vicksburg, MS (JAN)	82.5	84.7	657	658
Jacksonville, FL (JAX)	80.1	84.1	2702	2701
Jacksonville/Camp Lejeune, NC (OAJ)	83.2	88.5	262	262
Jamestown, ND (JMS)	71.4	67.9	84	84
Joplin, MO (JLN)	72.6	80.6	62	62
Juneau, AK (JNU)	73.5	74.5	321	321
Kahului, HI (OGG)	89.4	89.5	2093	2094
Kalamazoo, MI (AZO)	65.5	70.1	148	147
Kalispell, MT (FCA)	85.1	88.7	195	195
Kansas City, MO (MCI)	79.4	81.3	4462	4458
Kearney, NE (EAR)	79.6	88.7	54	53
Ketchikan, AK (KTN)	77.4	80.2	177	177
Key West, FL (EYW)	82.0	78.8	538	539

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Killeen, TX (GRK)	86.1	86.8	251	250
Knoxville, TN (TYS)	77.3	84.5	1350	1350
Kodiak, AK (ADQ)	77.4	83.0	53	53
Kona, HI (KOA)	90.7	89.9	1196	1196
Kotzebue, AK (OTZ)	90.3	90.3	62	62
La Crosse, WI (LSE)	77.6	77.6	152	152
Lafayette, LA (LFT)	82.1	88.3	419	418
Lake Charles, LA (LCH)	86.4	92.9	169	169
Lansing, MI (LAN)	73.3	76.5	255	255
Laramie, WY (LAR)	72.2	79.2	54	53
Laredo, TX (LRD)	85.5	87.6	193	193
Las Vegas, NV (LAS)	82.6	82.1	13219	13209
Latrobe, PA (LBE)	74.1	84.0	81	81
Lawton/Fort Sill, OK (LAW)	69.5	77.1	105	105
Lewisburg, WV (LWB)	57.7	61.5	52	52
Lewiston, ID (LWS)	93.8	96.9	64	64
Lexington, KY (LEX)	71.0	77.2	782	778
Liberal, KS (LBL)	81.5	92.5	54	53
Lihue, HI (LIH)	90.7	90.8	1136	1136
Lincoln, NE (LNK)	88.6	89.4	123	123
Little Rock, AR (LIT)	82.6	86.0	1035	1035
Long Beach, CA (LGB)	81.5	85.3	1208	1210
Longview, TX (GGG)	88.1	96.6	59	59
Los Angeles, CA (LAX)	80.1	81.6	17977	17988
Louisville, KY (SDF)	77.2	81.0	1788	1787
Lubbock, TX (LBB)	87.6	90.0	542	539
Lynchburg, VA (LYH)	89.8	91.7	49	48
Madison, WI (MSN)	74.9	76.4	1027	1027
Mammoth Lakes, CA (MMH)	45.2	50.5	93	93
Manchester, NH (MHT)	77.2	82.7	615	617
Manhattan/Ft. Riley, KS (MHK)	62.6	73.4	139	139
Marquette, MI (MQT)	68.8	75.3	93	93
Medford, OR (MFR)	72.0	69.9	347	349
Melbourne, FL (MLB)	87.7	91.0	211	211
Memphis, TN (MEM)	80.5	85.1	1936	1936
Meridian, MS (MEI)	64.5	61.3	93	93
Miami, FL (MIA)	80.9	81.1	7894	7901
Midland/Odessa, TX (MAF)	82.1	87.1	722	721
Milwaukee, WI (MKE)	75.3	75.0	2495	2495
Minneapolis, MN (MSP)	83.1	82.9	12184	12180
Minot, ND (MOT)	76.9	79.0	143	143

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mission/McAllen/Edinburg, TX (MFE)	82.6	86.0	409	408
Missoula, MT (MSO)	85.0	89.2	213	213
Moab, UT (CNY)	65.4	71.2	52	52
Mobile, AL (MOB)	81.4	85.2	436	438
Moline, IL (MLI)	69.5	67.8	426	426
Monroe, LA (MLU)	84.2	87.6	234	233
Monterey, CA (MRY)	76.7	81.1	365	365
Montgomery, AL (MGM)	81.7	83.7	295	295
Montrose/Delta, CO (MTJ)	73.6	72.2	212	212
Mosinee, WI (CWA)	76.6	76.6	192	192
Muskegon, MI (MKG)	43.5	62.9	62	62
Myrtle Beach, SC (MYR)	86.0	85.1	571	571
Nashville, TN (BNA)	80.1	79.1	6205	6208
New Bern/Morehead/Beaufort, NC (EWN)	83.5	88.4	182	181
New Haven, CT (HVN)	73.9	75.4	69	69
New Orleans, LA (MSY)	83.5	84.1	4595	4597
New York, NY (JFK)	77.2	79.4	10483	10485
New York, NY (LGA)	61.3	69.2	13882	13872
Newark, NJ (EWR)	64.6	73.5	10536	10522
Newburgh/Poughkeepsie, NY (SWF)	69.7	68.1	119	119
Newport News/Williamsburg, VA (PHF)	89.7	94.9	117	117
Niagara Falls, NY (IAG)	77.1	60.4	48	48
Nome, AK (OME)	90.3	90.3	62	62
Norfolk, VA (ORF)	76.1	80.5	1927	1928
North Bend/Coos Bay, OR (OTH)	61.3	61.3	31	31
North Platte, NE (LBF)	81.5	88.7	54	53
Oakland, CA (OAK)	84.6	84.4	4182	4186
Ogden, UT (OGD)	50.0	50.0	8	8
Ogdensburg, NY (OGS)	45.5	36.4	11	11
Oklahoma City, OK (OKC)	77.2	83.0	1884	1883
Omaha, NE (OMA)	77.7	79.8	2036	2038
Ontario, CA (ONT)	82.6	84.2	1662	1662
Orlando, FL (MCO)	79.9	80.6	12042	12045
Owensboro, KY (OWB)	66.7	66.7	9	9
Paducah, KY (PAH)	52.8	60.7	106	107
Pago Pago, TT (PPG)	81.8	100.0	11	11
Palm Springs, CA (PSP)	78.3	80.2	1320	1321
Panama City, FL (ECP)	80.7	84.0	451	451
Pasco/Kennewick/Richland, WA (PSC)	78.0	78.9	141	142
Pellston, MI (PLN)	73.3	71.1	75	76
Pensacola, FL (PNS)	81.1	87.9	904	906

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Peoria, IL (PIA)	70.0	73.0	367	367
Petersburg, AK (PSG)	66.1	72.6	62	62
Philadelphia, PA (PHL)	83.7	85.9	9085	9087
Phoenix, AZ (AZA)	65.0	78.0	454	454
Phoenix, AZ (PHX)	84.7	84.3	14764	14761
Pittsburgh, PA (PIT)	78.2	81.9	3968	3970
Plattsburgh, NY (PBG)	83.0	79.5	112	112
Pocatello, ID (PIH)	93.5	93.5	93	93
Ponce, PR (PSE)	65.1	73.8	63	65
Portland, ME (PWM)	75.3	80.3	733	737
Portland, OR (PDX)	83.2	87.9	4770	4767
Portsmouth, NH (PSM)	84.8	75.8	33	33
Prescott, AZ (PRC)	82.3	88.7	62	62
Providence, RI (PVD)	77.6	79.6	1355	1355
Provo, UT (PVU)	78.3	67.4	46	46
Pueblo, CO (PUB)	80.0	85.0	80	80
Punta Gorda, FL (PGD)	66.9	79.2	423	423
Quincy, IL (UIN)	54.2	58.6	59	58
Raleigh/Durham, NC (RDU)	78.8	80.4	4766	4769
Rapid City, SD (RAP)	70.1	75.2	268	266
Redding, CA (RDD)	71.9	69.8	96	96
Reno, NV (RNO)	83.7	84.1	1544	1545
Rhineland, WI (RHI)	79.0	82.3	62	62
Richmond, VA (RIC)	75.7	80.4	1937	1932
Roanoke, VA (ROA)	81.4	79.9	210	209
Rochester, MN (RST)	63.2	68.2	307	308
Rochester, NY (ROC)	71.3	73.0	1113	1111
Rock Springs, WY (RKS)	75.8	85.5	62	62
Rockford, IL (RFD)	72.9	68.8	48	48
Roswell, NM (ROW)	76.1	82.6	109	109
Sacramento, CA (SMF)	85.1	87.1	3989	3983
Saginaw/Bay City/Midland, MI (MBS)	71.4	76.4	192	191
Saipan, TT (SPN)	78.0	73.2	41	41
Salina, KS (SLN)	55.6	57.5	81	80
Salt Lake City, UT (SLC)	84.3	85.5	9360	9339
San Angelo, TX (SJT)	81.5	91.8	135	134
San Antonio, TX (SAT)	84.1	87.0	3261	3258
San Diego, CA (SAN)	82.8	83.8	7491	7493
San Francisco, CA (SFO)	68.8	74.1	13702	13689
San Jose, CA (SJC)	85.0	86.0	4904	4925
San Juan, PR (SJU)	77.4	77.3	2301	2308

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Luis Obispo, CA (SBP)	69.0	73.0	413	411
Sanford, FL (SFB)	66.2	80.9	698	697
Santa Ana, CA (SNA)	85.9	86.7	3425	3416
Santa Barbara, CA (SBA)	76.4	81.5	554	551
Santa Fe, NM (SAF)	78.1	79.8	114	114
Santa Maria, CA (SMX)	82.4	76.5	17	17
Santa Rosa, CA (STS)	84.4	86.3	154	153
Sarasota/Bradenton, FL (SRQ)	79.5	77.4	677	677
Sault Ste. Marie, MI (CIU)	74.1	74.1	58	58
Savannah, GA (SAV)	79.3	80.6	1164	1164
Scottsbluff, NE (BFF)	79.6	90.6	54	53
Scranton/Wilkes-Barre, PA (AVP)	77.2	79.3	237	237
Seattle, WA (SEA)	84.0	87.7	10227	10230
Shreveport, LA (SHV)	80.8	83.3	516	516
Sioux City, IA (SUX)	72.4	72.4	116	116
Sioux Falls, SD (FSD)	73.1	76.7	591	587
Sitka, AK (SIT)	70.1	85.1	87	87
South Bend, IN (SBN)	64.9	66.6	569	569
Spokane, WA (GEG)	82.2	85.7	936	934
Springfield, IL (SPI)	66.7	71.3	129	129
Springfield, MO (SGF)	77.8	80.7	668	668
St. Cloud, MN (STC)	88.9	72.2	18	18
St. George, UT (SGU)	87.0	90.4	301	301
St. Louis, MO (STL)	78.9	76.6	5347	5349
St. Petersburg, FL (PIE)	79.7	88.7	548	548
State College, PA (SCE)	52.2	70.8	90	89
Staunton, VA (SHD)	67.2	70.7	58	58
Stillwater, OK (SWO)	90.5	95.2	63	62
Stockton, CA (SCK)	67.3	61.5	52	52
Sun Valley/Hailey/Ketchum, ID (SUN)	68.9	66.8	193	193
Syracuse, NY (SYR)	67.5	73.5	1124	1124
Tallahassee, FL (TLH)	84.1	88.0	492	491
Tampa, FL (TPA)	80.6	81.5	6616	6626
Texarkana, AR (TXK)	90.8	90.8	87	87
Toledo, OH (TOL)	69.6	72.7	171	172
Traverse City, MI (TVC)	61.5	67.5	231	231
Trenton, NJ (TTN)	73.0	75.0	204	204
Tucson, AZ (TUS)	82.8	87.1	1774	1772
Tulsa, OK (TUL)	82.8	87.1	1410	1408
Twin Falls, ID (TWF)	93.3	83.5	89	127
Tyler, TX (TYR)	85.3	85.3	116	116



**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING CARRIER**  
**JANUARY 2019**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Valdosta, GA (VLD)	93.1	89.7	87	87
Valparaiso, FL (VPS)	81.2	88.3	494	494
Vernal, UT (VEL)	54.7	54.7	53	53
Waco, TX (ACT)	91.4	91.4	116	116
Washington, DC (DCA)	75.2	77.0	11851	11839
Washington, DC (IAD)	81.1	82.9	5215	5237
Waterloo, IA (ALO)	53.7	63.0	54	54
Watertown, NY (ART)	53.2	46.8	62	62
West Palm Beach/Palm Beach, FL (PBI)	74.1	74.4	2455	2462
White Plains, NY (HPN)	70.0	74.5	919	910
Wichita Falls, TX (SPS)	84.1	84.1	88	88
Wichita, KS (ICT)	77.9	83.4	814	814
Williston, ND (ISN)	87.7	84.6	65	65
Wilmington, NC (ILM)	85.6	86.1	549	548
Worcester, MA (ORH)	76.3	75.3	93	93
Wrangell, AK (WRG)	67.7	75.8	62	62
Yakutat, AK (YAK)	65.0	75.0	60	60
Yuma, AZ (YUM)	86.1	93.9	115	115

## AIR TRAVEL CONSUMER REPORT

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

JANUARY 2019

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>21</b>	<b>7540</b>	<b>26</b>	<b>0.3</b>	<b>1</b>
- HAWAIIAN AIRLINES	18	6798	7	0.1	
- BRANDED CODESHARE PARTNERS	4	742	19	2.6	
<b>ALLEGiant AIR</b>	<b>120</b>	<b>6763</b>	<b>50</b>	<b>0.7</b>	<b>2</b>
<b>DELTA AIR LINES NETWORK</b>	<b>220</b>	<b>135756</b>	<b>1513</b>	<b>1.1</b>	<b>3</b>
- DELTA AIR LINES	145	73836	328	0.4	
- BRANDED CODESHARE PARTNERS	204	61920	1185	1.9	
<b>SPIRIT AIRLINES</b>	<b>43</b>	<b>15222</b>	<b>199</b>	<b>1.3</b>	<b>4</b>
<b>FRONTIER AIRLINES</b>	<b>90</b>	<b>9647</b>	<b>151</b>	<b>1.6</b>	<b>5</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>95</b>	<b>35399</b>	<b>736</b>	<b>2.1</b>	<b>6</b>
- ALASKA AIRLINES	70	20744	429	2.1	
- BRANDED CODESHARE PARTNERS	52	14655	307	2.1	
<b>AMERICAN AIRLINES NETWORK</b>	<b>234</b>	<b>168763</b>	<b>5832</b>	<b>3.5</b>	<b>7</b>
- AMERICAN AIRLINES	102	77017	1511	2.0	
- BRANDED CODESHARE PARTNERS	220	91746	4321	4.7	
<b>SOUTHWEST AIRLINES</b>	<b>85</b>	<b>111312</b>	<b>3949</b>	<b>3.5</b>	<b>8</b>
<b>JETBLUE AIRWAYS</b>	<b>68</b>	<b>24443</b>	<b>980</b>	<b>4.0</b>	<b>9</b>
<b>UNITED AIRLINES NETWORK</b>	<b>228</b>	<b>123804</b>	<b>6114</b>	<b>4.9</b>	<b>10</b>
- UNITED AIRLINES	107	46915	697	1.5	
- BRANDED CODESHARE PARTNERS	213	76889	5417	7.0	
<b>TOTAL AIRPORTS SERVED</b>	<b>360</b>	<b>638,649</b>	<b>19,550</b>	<b>3.1</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

JANUARY 2019

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES	18	6798	7	0.1	1
DELTA AIR LINES	145	73836	328	0.4	2
ALLEGiant AIR	120	6763	50	0.7	3
SPIRIT AIRLINES	43	15222	199	1.3	4
UNITED AIRLINES	107	46915	697	1.5	5
FRONTIER AIRLINES	90	9647	151	1.6	6
ENDEAVOR AIR	120	20198	341	1.7	7
AMERICAN AIRLINES	102	77017	1511	2.0	8
ALASKA AIRLINES	70	20744	429	2.1	9
MESA AIRLINES	102	18346	477	2.6	10
PSA AIRLINES	95	23169	751	3.2	11
SOUTHWEST AIRLINES	85	111312	3949	3.5	12
JETBLUE AIRWAYS	68	24443	980	4.0	13
SKYWEST AIRLINES	239	64926	2821	4.3	14
REPUBLIC AIRWAYS	87	25755	1132	4.4	15
EXPRESSJET AIRLINES	102	13195	964	7.3	16
ENVOY AIR	134	25699	1939	7.5	17
TOTAL AIRPORTS SERVED	346	583,985	16,726	2.9	

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY MARKETING CARRIER

JANUARY 2019

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
<b>ALASKA AIRLINES NETWORK</b>	<b>35399</b>	<b>28643</b>	<b>80.91</b>	<b>736</b>	<b>2.08</b>	<b>185</b>	<b>0.52</b>	<b>1319</b>	<b>3.73</b>	<b>162</b>	<b>0.46</b>	<b>2771</b>	<b>7.83</b>	<b>10</b>	<b>0.03</b>	<b>1573</b>	<b>4.44</b>
- ALASKA AIRLINES	20744	16698	80.50	429	2.07	111	0.54	728	3.51	88	0.42	1760	8.48	8	0.04	921	4.44
- BRANDED CODESHARE PARTNERS	14655	11945	81.51	307	2.09	74	0.50	590	4.03	73	0.50	1011	6.90	2	0.01	652	4.45
<b>ALLEGIAN AIR</b>	<b>6763</b>	<b>4966</b>	<b>73.43</b>	<b>50</b>	<b>0.74</b>	<b>19</b>	<b>0.28</b>	<b>345</b>	<b>5.10</b>	<b>73</b>	<b>1.08</b>	<b>599</b>	<b>8.86</b>	<b>12</b>	<b>0.18</b>	<b>698</b>	<b>10.32</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>168763</b>	<b>131042</b>	<b>77.65</b>	<b>5832</b>	<b>3.46</b>	<b>342</b>	<b>0.20</b>	<b>8166</b>	<b>4.84</b>	<b>1399</b>	<b>0.83</b>	<b>11011</b>	<b>6.52</b>	<b>52</b>	<b>0.03</b>	<b>10920</b>	<b>6.47</b>
- AMERICAN AIRLINES	77017	61613	80.00	1511	1.96	152	0.20	3994	5.19	634	0.82	5136	6.67	22	0.03	3955	5.14
- BRANDED CODESHARE PARTNERS	91746	69429	75.68	4321	4.71	190	0.21	4172	4.55	765	0.83	5874	6.40	30	0.03	6966	7.59
<b>DELTA AIR LINES NETWORK</b>	<b>135756</b>	<b>112216</b>	<b>82.66</b>	<b>1513</b>	<b>1.11</b>	<b>312</b>	<b>0.23</b>	<b>5434</b>	<b>4.00</b>	<b>1313</b>	<b>0.97</b>	<b>7567</b>	<b>5.57</b>	<b>13</b>	<b>0.01</b>	<b>7388</b>	<b>5.44</b>
- DELTA AIR LINES	73836	64000	86.68	328	0.44	105	0.14	2702	3.66	517	0.70	3725	5.04	6	0.01	2453	3.32
- BRANDED CODESHARE PARTNERS	61920	48216	77.87	1185	1.91	207	0.33	2732	4.41	797	1.29	3841	6.20	7	0.01	4935	7.97
<b>FRONTIER AIRLINES</b>	<b>9647</b>	<b>7128</b>	<b>73.89</b>	<b>151</b>	<b>1.57</b>	<b>6</b>	<b>0.06</b>	<b>655</b>	<b>6.79</b>	<b>43</b>	<b>0.45</b>	<b>867</b>	<b>8.99</b>	<b>0</b>	<b>0.00</b>	<b>797</b>	<b>8.26</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>7540</b>	<b>6574</b>	<b>87.19</b>	<b>26</b>	<b>0.34</b>	<b>9</b>	<b>0.12</b>	<b>550</b>	<b>7.29</b>	<b>43</b>	<b>0.57</b>	<b>23</b>	<b>0.31</b>	<b>22</b>	<b>0.29</b>	<b>292</b>	<b>3.87</b>
- HAWAIIAN AIRLINES	6798	5934	87.29	7	0.10	6	0.09	530	7.80	41	0.60	14	0.21	22	0.32	244	3.59
- BRANDED CODESHARE PARTNERS	742	640	86.25	19	2.56	3	0.40	20	2.70	3	0.40	9	1.21	0	0.00	48	6.47
<b>JETBLUE AIRWAYS</b>	<b>24443</b>	<b>16966</b>	<b>69.41</b>	<b>980</b>	<b>4.01</b>	<b>68</b>	<b>0.28</b>	<b>2170</b>	<b>8.88</b>	<b>87</b>	<b>0.36</b>	<b>1860</b>	<b>7.61</b>	<b>19</b>	<b>0.08</b>	<b>2293</b>	<b>9.38</b>
<b>SOUTHWEST AIRLINES</b>	<b>111312</b>	<b>91124</b>	<b>81.86</b>	<b>3949</b>	<b>3.55</b>	<b>128</b>	<b>0.11</b>	<b>5219</b>	<b>4.69</b>	<b>256</b>	<b>0.23</b>	<b>4056</b>	<b>3.64</b>	<b>39</b>	<b>0.04</b>	<b>6542</b>	<b>5.88</b>
<b>SPIRIT AIRLINES</b>	<b>15222</b>	<b>12626</b>	<b>82.95</b>	<b>199</b>	<b>1.31</b>	<b>14</b>	<b>0.09</b>	<b>443</b>	<b>2.91</b>	<b>67</b>	<b>0.44</b>	<b>1366</b>	<b>8.97</b>	<b>12</b>	<b>0.08</b>	<b>494</b>	<b>3.25</b>
<b>UNITED AIRLINES NETWORK</b>	<b>123804</b>	<b>89220</b>	<b>72.07</b>	<b>6114</b>	<b>4.94</b>	<b>367</b>	<b>0.30</b>	<b>6134</b>	<b>4.95</b>	<b>1150</b>	<b>0.93</b>	<b>11533</b>	<b>9.32</b>	<b>11</b>	<b>0.01</b>	<b>9276</b>	<b>7.49</b>
- UNITED AIRLINES	46915	36970	78.80	697	1.49	92	0.20	1896	4.04	472	1.01	4308	9.18	0	0.00	2480	5.29
- BRANDED CODESHARE PARTNERS	76889	52250	67.96	5417	7.05	275	0.36	4237	5.51	678	0.88	7225	9.40	11	0.01	6796	8.84
<b>TOTAL</b>	<b>638,649</b>	<b>500,505</b>	<b>78.37</b>	<b>19,550</b>	<b>3.06</b>	<b>1,450</b>	<b>0.23</b>	<b>30,434</b>	<b>4.77</b>	<b>4,594</b>	<b>0.72</b>	<b>41,653</b>	<b>6.52</b>	<b>191</b>	<b>0.03</b>	<b>40,273</b>	<b>6.31</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

JANUARY 2019

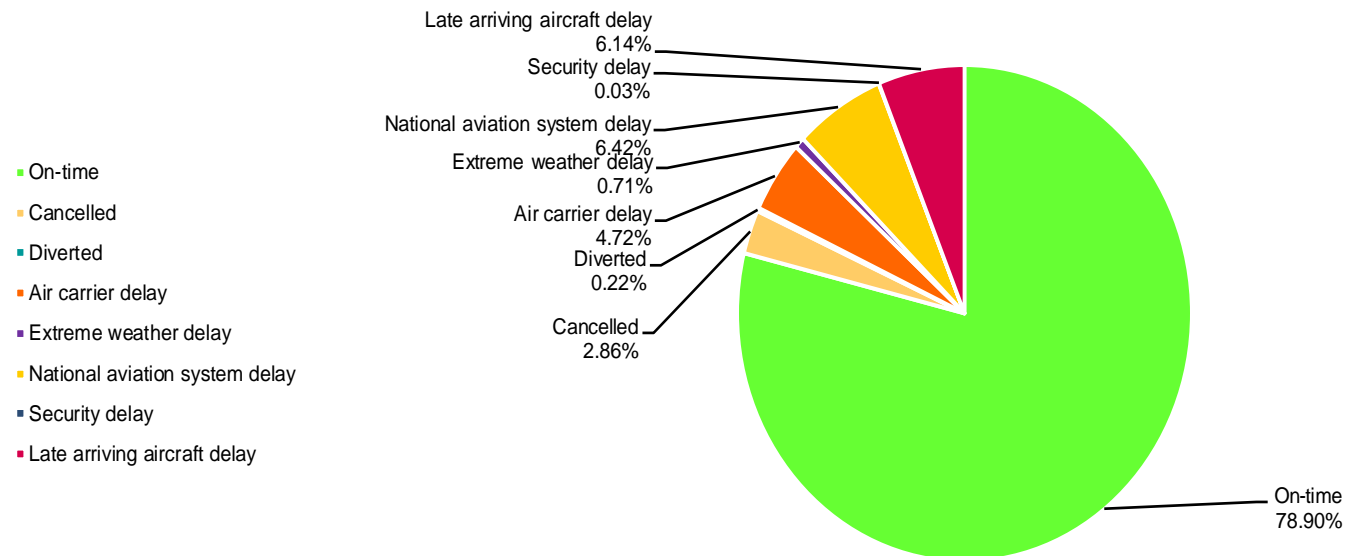
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	20744	16698	80.50	429	2.07	111	0.54	728	3.51	88	0.42	1760	8.48	8	0.04	921	4.44
ALLEGIAN AIR	6763	4966	73.43	50	0.74	19	0.28	345	5.10	73	1.08	599	8.86	12	0.18	698	10.32
AMERICAN AIRLINES	77017	61613	80.00	1511	1.96	152	0.20	3994	5.19	634	0.82	5136	6.67	22	0.03	3955	5.14
DELTA AIR LINES	73836	64000	86.68	328	0.44	105	0.14	2702	3.66	517	0.70	3725	5.04	6	0.01	2453	3.32
ENDEAVOR AIR	20198	15808	78.27	341	1.69	36	0.18	790	3.91	158	0.78	1430	7.08	1	0.00	1634	8.09
ENVOY AIR	25699	17866	69.52	1939	7.55	50	0.19	1018	3.96	370	1.44	2325	9.05	6	0.02	2125	8.27
EXPRESSJET AIRLINES	13195	9178	69.56	964	7.31	31	0.23	675	5.12	73	0.55	1270	9.62	0	0.00	1004	7.61
FRONTIER AIRLINES	9647	7128	73.89	151	1.57	6	0.06	655	6.79	43	0.45	867	8.99	0	0.00	797	8.26
HAWAIIAN AIRLINES	6798	5934	87.29	7	0.10	6	0.09	530	7.80	41	0.60	14	0.21	22	0.32	244	3.59
JETBLUE AIRWAYS	24443	16966	69.41	980	4.01	68	0.28	2170	8.88	87	0.36	1860	7.61	19	0.08	2293	9.38
MESA AIRLINES	18346	14519	79.14	477	2.60	40	0.22	1124	6.13	169	0.92	860	4.69	14	0.08	1144	6.24
PSA AIRLINES	23169	18894	81.55	751	3.24	49	0.21	1014	4.38	146	0.63	941	4.06	9	0.04	1365	5.89
REPUBLIC AIRWAYS	25755	18705	72.63	1132	4.40	54	0.21	1053	4.09	144	0.56	2669	10.36	1	0.00	1996	7.75
SKYWEST AIRLINES	64926	47746	73.54	2821	4.34	335	0.52	3214	4.95	781	1.20	4300	6.62	14	0.02	5714	8.80
SOUTHWEST AIRLINES	111312	91124	81.86	3949	3.55	128	0.11	5219	4.69	256	0.23	4056	3.64	39	0.04	6542	5.88
SPIRIT AIRLINES	15222	12626	82.95	199	1.31	14	0.09	443	2.91	67	0.44	1366	8.97	12	0.08	494	3.25
UNITED AIRLINES	46915	36970	78.80	697	1.49	92	0.20	1896	4.04	472	1.01	4308	9.18	0	0.00	2480	5.29
TOTAL	583,985	460,741	78.90	16,726	2.86	1,296	0.22	27,571	4.72	4,119	0.71	37,488	6.42	186	0.03	35,859	6.14

## \* Causes of Delay:

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

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

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING CARRIER**  
**JANUARY 2019**



**\* Causes of Delay:**

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

## AIR TRAVEL CONSUMER REPORT

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

JANUARY 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AMERICAN	REPUBLIC	4639	ATL	DCA	1/13/2019	Destination Airport	4:42
UNITED	REPUBLIC	3501	DTW	EWR	1/22/2019	Origin Airport	4:06
DELTA	DELTA	2909	DTW	SLC	1/22/2019	Origin Airport	3:57
DELTA	ENDEAVOR	5104	DTW	CLE	1/22/2019	Origin Airport	3:35
SOUTHWEST	SOUTHWEST	2120	DTW	STL	1/22/2019	Origin Airport	3:16
UNITED	COMMUTAIR	4915	ALB	EWR	1/21/2019	Origin Airport	3:12
AMERICAN	AMERICAN	685	DCA	PHX	1/13/2019	Origin Airport	3:10
DELTA	DELTA	1875	ALB	ATL	1/20/2019	Origin Airport	3:08
AMERICAN	AMERICAN	2120	DCA	BOS	1/13/2019	Origin Airport	3:02
SPIRIT	SPIRIT	141	BWI	LAX	1/13/2019	Origin Airport	3:01

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

\* See [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

JANUARY 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
QATAR AIRWAYS	QATAR AIRWAYS	708	IAD	DOH	1/13/2019	Origin Airport	5:03
AEROMEXICO	AEROMEXICO	662	GDL	SFO	1/10/2019	Diversion Airport (OAK)	4:22
CHINA EASTERN	CHINA EASTERN	590	SFO	PVG	1/5/2019	Origin Airport	4:08
BRITISH AIRWAYS	BRITISH AIRWAYS	216	IAD	LHR	1/13/2019	Origin Airport	4:02

**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
Dallas Love Field	DAL
Denver International	DEN
Detroit Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston George Bush	IAH
Las Vegas McCarran International	LAS
Los Angeles International	LAX
Miami International	MIA
Minneapolis St. Paul International	MSP
Newark Liberty International	EWR
New York JFK International	JFK
New York LaGuardia	LGA
Orlando International	MCO
Philadelphia International	PHL
Phoenix Sky Harbor International	PHX
Portland International	PDX
Salt Lake City International	SLC
San Diego Lindbergh Field	SAN
San Francisco International	SFO
Seattle-Tacoma International	SEA
Tampa International	TPA
Washington Dulles	IAD
Washington Reagan National	DCA

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

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

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

## **MISHANDLED BAGGAGE**

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

## MISHANDLED BAGGAGE: RANKING OF U.S. MARKETING CARRIERS\* (MONTHLY)

January 2019

RANK	CARRIER	January 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	438,958	853	1.94
2	FRONTIER AIRLINES	717,014	3,243	4.52
3	SPIRIT AIRLINES	935,419	4,342	4.64
4	DELTA AIR LINES NETWORK	7,466,136	35,651	4.78
	- DELTA AIR LINES	5,649,923	26,795	4.74
	- BRANDED CODESHARE PARTNERS	1,816,213	8,856	4.88
5	SOUTHWEST AIRLINES	9,411,452	46,170	4.91
6	HAWAIIAN AIRLINES NETWORK	566,774	2,930	5.17
	- HAWAIIAN AIRLINES	555,402	2,763	4.97
	- BRANDED CODESHARE PARTNERS	11,372	167	14.69
7	JETBLUE AIRWAYS	1,108,111	6,194	5.59
8	ALASKA AIRLINES NETWORK	2,195,253	12,909	5.88
	- ALASKA AIRLINES	1,570,016	7,917	5.04
	- BRANDED CODESHARE PARTNERS	625,237	4,992	7.98
9	UNITED AIRLINES NETWORK	6,054,354	36,926	6.10
	- UNITED AIRLINES	3,585,720	25,203	7.03
	- BRANDED CODESHARE PARTNERS	2,468,634	11,723	4.75
10	AMERICAN AIRLINES NETWORK	9,154,363	72,740	7.95
	- AMERICAN AIRLINES	5,729,772	44,958	7.85
	- BRANDED CODESHARE PARTNERS	3,424,591	27,782	8.11
	<b>TOTAL</b>	<b>38,047,834</b>	<b>221,958</b>	<b>5.83</b>

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

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

# AIR TRAVEL CONSUMER REPORT

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

January 2019

RANK	CARRIER	January 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	438,958	853	1.94
2	EXPRESSJET AIRLINES	408,594	1,433	3.51
3	FRONTIER AIRLINES	717,014	3,243	4.52
4	SPIRIT AIRLINES	935,419	4,342	4.64
5	ENDEAVOR AIR	741,317	3,505	4.73
6	DELTA AIR LINES	5,649,923	26,795	4.74
7	SOUTHWEST AIRLINES	9,411,452	46,170	4.91
8	HAWAIIAN AIRLINES	555,402	2,763	4.97
9	ALASKA AIRLINES	1,570,016	7,917	5.04
10	JETBLUE AIRWAYS	1,108,111	6,194	5.59
11	SKYWEST AIRLINES	2,292,868	13,394	5.84
12	MESA AIRLINES	807,983	5,288	6.54
13	PSA AIRLINES	1,010,254	6,707	6.64
14	UNITED AIRLINES	3,585,720	25,203	7.03
15	REPUBLIC AIRLINE	630,526	4,629	7.34
16	AMERICAN AIRLINES	5,729,772	44,958	7.85
17	ENVOY AIR	814,638	7,121	8.74
	TOTAL	36,407,967	210,515	5.78

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

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

## **MISHANDLED WHEELCHAIRS AND SCOOTERS**

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

**AIR TRAVEL CONSUMER REPORT**  
**MISHANDLED WHEELCHAIRS AND SCOOTERS: RANKING OF U.S. MARKETING CARRIERS\* (MONTHLY)**  
**JANUARY 2019**

RANK	CARRIER	JANUARY 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	<b>DELTA AIR LINES NETWORK</b> - DELTA AIR LINES - BRANDED CODESHARE PARTNERS	12,670 10,239 2,431	107 91 16	0.84 0.89 0.66
2	<b>ALLEGiant AIR</b>	863	11	1.27
3	<b>UNITED AIRLINES NETWORK</b> - UNITED AIRLINES - BRANDED CODESHARE PARTNERS	6,845 6,160 685	88 69 19	1.29 1.12 2.77
4	<b>ALASKA AIRLINES NETWORK</b> - ALASKA AIRLINES - BRANDED CODESHARE PARTNERS	1,632 1,297 335	23 20 3	1.41 1.54 0.90
5	<b>HAWAIIAN AIRLINES NETWORK</b> - HAWAIIAN AIRLINES - BRANDED CODESHARE PARTNERS	573 573 0	10 10 0	1.75 1.75 0.00
6	<b>JETBLUE AIRWAYS</b>	1,213	30	2.47
7	<b>SPIRIT AIRLINES</b>	1,360	42	3.09
8	<b>FRONTIER AIRLINES</b>	772	25	3.24
9	<b>SOUTHWEST AIRLINES**</b>	4,352	178	4.09
10	<b>AMERICAN AIRLINES NETWORK</b> - AMERICAN AIRLINES*** - BRANDED CODESHARE PARTNERS	2,835 2,271 564	167 130 37	5.89 5.72 6.56
	<b>TOTAL</b>	<b>33,115</b>	<b>681</b>	<b>2.06</b>

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

\*\*Southwest informed the Department that for a portion of January 2019, it reported mishandlings of all power-assisted and manual wheelchairs and scooters; however, Southwest stated that its enplaned wheelchairs and scooters number did not include any manual wheelchairs enplaned by the carrier. Southwest has disclosed to the Department that it will have the ability to reliably capture manual wheelchairs enplaned on or after January 15, 2019, in its enplaned wheelchairs and scooters number submitted to the Department.

\*\*\*American informed the Department that for January 2019, it reported mishandlings of all power-assisted and manual wheelchairs and scooters; however, American stated that its process for determining the enplanement number of wheelchairs and scooters may not have consistently accounted for all wheelchairs and scooters enplaned. American has also stated that this process may have impacted American's wholly- owned subsidiary Envoy and American's other branded code share carriers ExpressJet and SkyWest. American has indicated to the Department that it is enhancing its process to reliably capture all reportable enplaned wheelchairs and scooters, which may take a few months.

**AIR TRAVEL CONSUMER REPORT**  
**MISHANDLED WHEELCHAIRS AND SCOOTERS: RANKING OF U.S. REPORTING CARRIERS\* (MONTHLY)**  
**JANUARY 2019**

RANK	CARRIER	JANUARY 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ENDEAVOR AIR	860	3	0.35
2	DELTA AIR LINES	10,239	91	0.89
3	SKYWEST AIRLINES	1,805	18	1.00
4	UNITED AIRLINES	6,160	69	1.12
5	ALLEGiant AIR	863	11	1.27
6	ALASKA AIRLINES	1,297	20	1.54
7	HAWAIIAN AIRLINES	573	10	1.75
8	JETBLUE AIRWAYS	1,213	30	2.47
9	SPIRIT AIRLINES	1,360	42	3.09
10	FRONTIER AIRLINES	772	25	3.24
11	EXPRESSJET AIRLINES	112	4	3.57
12	REPUBLIC AIRWAYS	268	10	3.73
13	MESA AIRLINES	159	6	3.77
14	SOUTHWEST AIRLINES**	4,352	178	4.09
15	AMERICAN AIRLINES***	2,271	130	5.72
16	PSA AIRLINES	121	7	5.79
17	ENVOY AIR	149	15	10.07
TOTAL		32,574	669	2.05

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

\*\*Southwest informed the Department that for a portion of January 2019, it reported mishandlings of all power-assisted and manual wheelchairs and scooters; however, Southwest stated that its enplaned wheelchairs and scooters number did not include any manual wheelchairs enplaned by the carrier. Southwest has disclosed to the Department that it will have the ability to reliably capture manual wheelchairs enplaned on or after January 15, 2019, in its enplaned wheelchairs and scooters number submitted to the Department.

\*\*\*American informed the Department that for January 2019, it reported mishandlings of all power-assisted and manual wheelchairs and scooters; however, American stated that its process for determining the enplanement number of wheelchairs and scooters may not have consistently accounted for all wheelchairs and scooters enplaned. American has also stated that this process may have impacted American's wholly-owned subsidiary Envoy and American's other branded code share carriers ExpressJet and SkyWest. American has indicated to the Department that it is enhancing its process to reliably capture all reportable enplaned wheelchairs and scooters, which may take a few months.

## **OVERSALES**

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

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

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

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





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

RANK	CARRIER*	OCTOBER – DECEMBER 2018				OCTOBER – DECEMBER 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	33,646 22,605 11,041	3 0 3	44,353,043 34,570,464 9,782,579	0.00 0.00 0.00	- 24,793 -	- 10 -	- 32,506,060 -	- 0.00 -
2	<b>UNITED AIRLINES NETWORK</b> - UNITED AIRLINES - BRANDED CODESHARE PARTNERS	15,821 7,556 8,265	37 23 14	36,493,288 25,234,539 11,258,749	0.01 0.01 0.01	- 8,483 -	- 44 -	- 23,766,600 -	- 0.02 -
3	<b>JETBLUE AIRWAYS</b>	487	13	9,351,646	0.01	432	3	8,936,805	0.00
4	<b>HAWAIIAN AIRLINES NETWORK</b> - HAWAIIAN AIRLINES - BRANDED CODESHARE PARTNERS	340 326 14	6 6 0	2,730,714 2,680,823 49,891	0.02 0.02 0.00	- 408 -	- 9 -	- 2,710,707 -	- 0.03 -
5	<b>SPIRIT AIRLINES</b>	5,417	43	6,897,416	0.06	4,198	1,144	5,804,607	1.97
6	<b>SOUTHWEST AIRLINES</b>	4,688	411	41,306,125	0.10	4,393	1,601	39,969,392	0.40
7	<b>ALASKA AIRLINES NETWORK</b> - ALASKA AIRLINES - BRANDED CODESHARE PARTNERS	2,857 2,226 631	160 105 55	10,825,736 8,260,367 2,565,369	0.15 0.13 0.21	- 1,552 -	- 131 -	- 6,103,747 -	- 0.21 -
8	<b>ALLEGiant AIR</b>	46	66	3,263,797	0.20	-	-	-	-
9	<b>FRONTIER AIRLINES</b>	895	257	4,932,227	0.52	860	403	4,538,268	0.89
10	<b>AMERICAN AIRLINES NETWORK</b> - AMERICAN AIRLINES - BRANDED CODESHARE PARTNERS	31,729 20,168 11,561	2,914 1,573 1,341	46,922,077 33,312,446 13,609,631	0.62 0.47 0.99	- 14,215 -	- 416 -	- 32,802,049 -	- 0.13 -
	<b>TOTAL</b>	<b>95,926</b>	<b>3,910</b>	<b>207,076,069</b>	<b>0.19</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

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

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

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

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

RANK	CARRIER	JANUARY - DECEMBER 2018			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary		
1	<b>DELTA AIR LINES NETWORK</b>	126,719	40	177,650,178	0.00
	- DELTA AIR LINES	81,706	22	138,786,700	0.00
	- BRANDED CODESHARE PARTNERS	45,013	18	38,863,478	0.00
2	<b>JETBLUE AIRWAYS</b>	2,500	36	37,997,354	0.01
3	<b>UNITED AIRLINES NETWORK</b>	71,467	148	143,593,456	0.01
	- UNITED AIRLINES	35,724	93	99,595,563	0.01
	- BRANDED CODESHARE PARTNERS	35,743	55	43,997,893	0.01
4	<b>HAWAIIAN AIRLINES NETWORK</b>	1,149	13	11,170,094	0.01
	- HAWAIIAN AIRLINES	1,105	13	10,963,660	0.01
	- BRANDED CODESHARE PARTNERS	44	0	206,434	0.00
5	<b>ALLEGIAN AIR</b>	403	202	13,829,801	0.15
6	<b>SOUTHWEST AIRLINES</b>	21,622	2,423	161,516,687	0.15
7	<b>AMERICAN AIRLINES NETWORK</b>	108,176	4,785	188,200,185	0.25
	- AMERICAN AIRLINES	61,274	2,614	133,844,068	0.20
	- BRANDED CODESHARE PARTNERS	46,902	2,171	54,356,117	0.40
8	<b>ALASKA AIRLINES NETWORK</b>	11,648	1,440	42,092,330	0.34
	- ALASKA AIRLINES	8,721	743	32,302,771	0.23
	- BRANDED CODESHARE PARTNERS	2,927	697	9,789,559	0.71
9	<b>SPIRIT AIRLINES</b>	21,464	1,529	27,468,604	0.56
10	<b>FRONTIER AIRLINES</b>	4,625	1,219	19,423,432	0.63
	<b>TOTAL</b>	<b>369,773</b>	<b>11,835</b>	<b>822,942,121</b>	<b>0.14</b>

JANUARY - DECEMBER 2017			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
Voluntary	Involuntary		
-	-	-	-
128,331	689	132,302,215	0.05
-	-	-	-
2,081	1,478	36,191,843	0.41
-	-	-	-
47,057	2,111	93,797,365	0.23
-	-	-	-
-	-	-	-
638	101	11,133,441	0.09
-	-	-	-
-	-	-	-
36,482	8,279	155,958,380	0.53
-	-	-	-
47,459	4,933	130,819,181	0.38
-	-	-	-
-	-	-	-
7,974	789	24,921,671	0.32
-	-	-	-
10,308	4,653	22,684,089	2.05
2,376	943	16,598,211	0.57
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*	OCTOBER – DECEMBER 2018			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary		
1	DELTA AIR LINES	22,605	0	34,570,464	0.00
2	ENDEAVOR AIR	4,559	2	3,446,544	0.01
3	UNITED AIRLINES	7,556	23	25,234,539	0.01
4	JETBLUE AIRWAYS	487	13	9,351,646	0.01
5	HAWAIIAN AIRLINES	326	6	2,680,823	0.02
6	SPIRIT AIRLINES	5,417	43	6,897,416	0.06
7	SOUTHWEST AIRLINES	4,688	411	41,306,125	0.10
8	EXPRESSJET AIRLINES	1,658	22	1,835,755	0.12
9	ALASKA AIRLINES	2,226	105	8,260,367	0.13
10	SKYWEST AIRLINES	5,977	160	9,210,026	0.17
11	ALLEGiant AIR	46	66	3,263,797	0.20
12	REPUBLIC AIRWAYS	4,275	103	4,548,762	0.23
13	MESA AIRLINES	2,047	101	3,536,496	0.29
14	AMERICAN AIRLINES	20,168	1,573	33,312,446	0.47
15	FRONTIER AIRLINES	895	257	4,932,227	0.52
16	PSA AIRLINES	2,356	213	3,421,745	0.62
17	ENVOY AIR	3,104	453	3,303,994	1.37
	<b>TOTAL</b>	<b>88,390</b>	<b>3,551</b>	<b>199,113,172</b>	<b>0.18</b>

OCTOBER – DECEMBER 2017			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
Voluntary	Involuntary		
24,793	10	32,506,060	0.00
-	-	-	-
8,483	44	23,766,600	0.02
432	3	8,936,805	0.00
408	9	2,710,707	0.03
4,198	1,144	5,804,607	1.97
4,393	1,601	39,969,392	0.40
3,213	7	2,977,522	0.02
1,552	131	6,103,747	0.21
7,800	68	8,776,536	0.08
-	-	-	-
-	-	-	-
-	-	-	-
14,215	416	32,802,049	0.13
860	403	4,538,268	0.89
-	-	-	-
-	-	-	-
<b>70,347</b>	<b>3,836</b>	<b>168,892,293</b>	<b>0.23</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 - DECEMBER 2018			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary		
1	DELTA AIR LINES	81,706	22	138,786,700	0.00
2	ENDEAVOR AIR	16,907	7	13,291,396	0.01
3	UNITED AIRLINES	35,724	93	99,595,563	0.01
4	JETBLUE AIRWAYS	2,500	36	37,997,354	0.01
5	HAWAIIAN AIRLINES	1,105	13	10,963,660	0.01
6	EXPRESSJET AIRLINES	7,979	40	8,773,854	0.05
7	REPUBLIC AIRWAYS	15,718	196	18,109,139	0.11
8	ALLEGIAN AIR	403	202	13,829,801	0.15
9	SOUTHWEST AIRLINES	21,622	2,423	161,516,687	0.15
10	SKYWEST AIRLINES	28,470	549	36,071,823	0.15
11	MESA AIRLINES	8,763	209	13,384,310	0.16
12	AMERICAN AIRLINES	61,274	2,614	133,844,068	0.20
13	PSA AIRLINES	9,332	309	13,522,038	0.23
14	ALASKA AIRLINES	8,721	743	32,302,771	0.23
15	SPIRIT AIRLINES	21,464	1,529	27,468,604	0.56
16	ENVOY AIR	14,653	734	13,051,610	0.56
17	FRONTIER AIRLINES	4,625	1,219	19,423,432	0.63
	TOTAL	340,966	10,938	791,932,810	0.14

JANUARY - DECEMBER 2017			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	Involuntary DB's per 10,000 Passengers
Voluntary	Involuntary		
128,331	689	132,302,215	0.05
-	-	-	-
47,057	2,111	93,797,365	0.23
2,081	1,478	36,191,843	0.41
638	101	11,133,441	0.09
19,460	792	14,716,334	0.54
-	-	-	-
-	-	-	-
36,482	8,279	155,958,380	0.53
35,145	985	33,292,890	0.30
-	-	-	-
47,459	4,933	130,819,181	0.38
-	-	-	-
7,974	789	24,921,671	0.32
10,308	4,653	22,684,089	2.05
-	-	-	-
2,376	943	16,598,211	0.57
337,311	25,753	672,415,620	0.38

**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

	JANUARY 2019				JANUARY 2018			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	506	24	0	51	707	189	2	116
FOREIGN AIRLINES	336	3	1	24	692	2	0	63
TRAVEL AGENTS	27	0	0	5	41	0	0	10
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	9	10	0	24	12	10	0	54
INDUSTRY TOTALS	878	37	1	104	1,452	201	2	243

NOTE: Due to the lapse of Federal funding from December 22, 2018, through January 25, 2019, U.S DOT was able to accept complaints from the public only through its web complaint form.

## AIR TRAVEL CONSUMER REPORT

Table 2

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY 2019			JANUARY 2018		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	267		1	450	
CANCELLATION			103			178
DELAY			87			176
MISCONNECTION			44			57
BAGGAGE	2	202		2	283	
RESERVATIONS/TICKETING/BOARDING	3	99		4	148	
CUSTOMER SERVICE	4	97		6	125	
REFUNDS	5	59		5	132	
FARES	6	53		3	164	
DISABILITY	7	48		7	66	
OVERSALES	8	23		8	43	
OTHER	9	18		9	28	
FREQUENT FLYER			7			13
DISCRIMINATION	10	7		10	7	
ADVERTISING	11	4		11	5	
ANIMALS	12	1		12	1	
COMPLAINT TOTAL		878			1,452	

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

NOTE: Due to the lapse of Federal funding from December 22, 2018, through January 25, 2019, U.S DOT was able to accept complaints from the public only through its web complaint form.

## AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\*  
JANUARY 2019

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	4	0	0	3	0	4	2	2	0	0	1	0	16
ALLEGiant AIR	7	0	2	1	0	1	0	3	0	0	0	0	14
AMERICAN AIRLINES	58	5	15	13	6	28	16	18	0	3	0	0	162
DELTA AIR LINES	14	2	2	3	0	10	8	5	0	1	0	1	46
ENVOY AIR	4	0	1	0	0	1	2	0	0	0	0	0	8
EXPRESSJET AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
FRONTIER AIRLINES	17	0	3	3	2	6	5	2	0	0	0	0	38
HAWAIIAN AIRLINES	1	0	1	1	0	3	2	1	1	0	0	0	10
JETBLUE AIRWAYS	10	0	0	1	0	4	6	0	0	0	0	0	21
MESA AIRLINES	5	0	0	0	0	0	3	0	0	0	0	0	8
PENINSULA AIRWAYS	4	0	0	0	0	1	0	0	0	0	0	0	5
SKYWEST AIRLINES	9	0	1	0	0	0	2	1	0	0	0	0	13
SOUTHWEST AIRLINES	7	1	5	0	2	6	8	1	0	0	0	1	31
SPIRIT AIRLINES	8	1	6	1	0	2	2	3	0	0	0	1	24
UNITED AIRLINES	22	1	10	1	7	15	6	7	0	2	0	2	73
Other U.S. Airlines	21	0	1	0	2	2	3	0	0	0	0	3	32
TOTAL JANUARY 2019	196	10	47	27	19	83	65	43	1	6	1	8	506
% of TOTAL COMPLAINTS	38.7	2.0	9.3	5.3	3.8	16.4	12.8	8.5	0.2	1.2	0.2	1.6	
TOTAL JANUARY 2018	254	27	80	42	38	108	78	52	3	7	1	17	707
% of TOTAL COMPLAINTS	35.9	3.8	11.3	5.9	5.4	15.3	11.0	7.4	0.4	1.0	0.1	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".



## AIR TRAVEL CONSUMER REPORT

Table 4

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

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN JAN	INCI- DENTS IN JAN	PERCENT	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	16	7	43.8	4	25.0	2	12.5	3	18.8
ALLEGiant AIR	14	6	42.9	7	50.0	0	0.0	1	7.1
AMERICAN AIRLINES	162	65	40.1	64	39.5	23	14.2	10	6.2
DELTA AIR LINES	46	26	56.5	7	15.2	10	21.7	3	6.5
ENVOY AIR	8	4	50.0	4	50.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	5	2	40.0	3	60.0	0	0.0	0	0.0
FRONTIER AIRLINES	38	19	50.0	8	21.1	8	21.1	3	7.9
HAWAIIAN AIRLINES	10	1	10.0	6	60.0	2	20.0	1	10.0
JETBLUE AIRWAYS	21	15	71.4	3	14.3	2	9.5	1	4.8
MESA AIRLINES	8	4	50.0	4	50.0	0	0.0	0	0.0
PENINSULA AIRWAYS	5	2	40.0	2	40.0	1	20.0	0	0.0
SKYWEST AIRLINES	13	5	38.5	5	38.5	3	23.1	0	0.0
SOUTHWEST AIRLINES	31	16	51.6	5	16.1	9	29.0	1	3.2
SPIRIT AIRLINES	24	16	66.7	4	16.7	2	8.3	2	8.3
UNITED AIRLINES	73	36	49.3	22	30.1	12	16.4	3	4.1
Other U.S. Airlines	32	13	40.6	13	40.6	4	12.5	2	6.3
<b>Totals</b>	<b>506</b>	<b>237</b>	<b>46.8</b>	<b>161</b>	<b>31.8</b>	<b>78</b>	<b>15.4</b>	<b>30</b>	<b>5.9</b>
<b>Previous Year's Totals</b>	<b>707</b>	<b>365</b>	<b>51.6</b>	<b>173</b>	<b>24.5</b>	<b>111</b>	<b>15.7</b>	<b>58</b>	<b>8.2</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'.

## AIR TRAVEL CONSUMER REPORT

## COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\*/JANUARY 2019

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>													
AEROMEXICO	7	1	2	4	0	4	0	0	0	0	0	0	18
AIR CANADA	2	0	2	0	0	1	0	0	0	0	0	0	5
AIR CHINA	1	1	1	0	0	2	0	0	0	0	0	0	5
AIR FRANCE	2	1	0	0	1	2	0	0	0	0	0	0	6
ALITALIA AIRLINES	0	0	0	1	4	3	0	0	0	0	0	0	8
AVIANCA	4	0	0	0	1	1	0	0	0	0	0	0	6
BRITISH AIRWAYS	1	0	3	1	0	2	1	0	0	0	0	0	8
CATHAY PACIFIC AIRWAYS	0	0	0	0	2	2	0	1	0	0	0	0	5
CONDOR	3	0	0	0	0	3	0	0	0	0	0	0	6
EMIRATES AIRLINES	1	0	0	0	1	2	1	0	0	0	0	0	5
ETHIOPIAN AIRLINES	7	0	1	1	0	5	1	0	0	0	0	0	15
ETIHAD AIRWAYS	0	0	0	2	1	2	0	0	0	0	0	0	5
IBERIA AIRLINES	0	0	0	0	1	5	0	0	0	0	0	1	7
INTERJET	2	0	0	0	0	3	1	0	0	0	0	0	6
JET AIRWAYS	1	0	1	2	0	2	1	0	0	0	0	0	7
LATAM	2	0	4	0	0	5	0	0	0	0	0	1	12
LOT POLISH AIRLINES	2	0	1	0	0	1	1	0	0	0	0	0	5
LUFTHANSA	0	2	1	1	1	8	4	0	0	0	0	0	17
NORWEGIAN AIR SHUTTLE	3	0	2	2	0	5	3	1	0	0	0	1	17
QATAR AIRWAYS	5	0	2	0	3	3	2	0	0	0	0	0	15
SOUTH AFRICAN AIRWAYS	0	0	1	0	1	3	1	0	0	0	0	0	6
SWISS AIR	1	0	1	0	2	2	0	0	0	0	0	1	7
TURKISH AIRLINES	5	1	3	2	1	15	2	0	0	0	0	1	30
VOLARIS AIRLINES	1	2	4	1	1	4	1	0	0	0	0	0	14
WOW AIR	7	0	2	0	2	2	2	0	0	0	0	0	15
OTHER FOREIGN AIRLINES	14	5	13	3	6	29	9	3	2	1	0	1	86
<b>TOTALS</b>	<b>71</b>	<b>13</b>	<b>44</b>	<b>20</b>	<b>28</b>	<b>116</b>	<b>30</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>336</b>
<b><u>TRAVEL AGENTS</u></b>													
CHEAPOAIR.COM	0	0	1	2	2	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	0	0	7	4	9	0	1	0	1	0	0	0	22
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>6</b>	<b>11</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>27</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
Other Miscellaneous	0	0	0	0	1	3	1	0	0	0	0	4	9
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>9</b>

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 6

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

JANUARY 2019		JANUARY 2018
AIRLINE	COMPLAINTS	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>16</b>	<b>6</b>
- ALASKA AIRLINES	16	5
- BRANDED CODESHARE PARTNERS	0	1
<b>ALLEGiant AIRLINES</b>	<b>14</b>	<b>23</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>191</b>	<b>179</b>
- AMERICAN AIRLINES	162	145
- BRANDED CODESHARE PARTNERS	29	34
<b>DELTA NETWORK</b>	<b>51</b>	<b>115</b>
- DELTA AIR LINES	46	100
- BRANDED CODESHARE PARTNERS	5	15
<b>FRONTIER AIRLINES</b>	<b>38</b>	<b>38</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>10</b>	<b>10</b>
- HAWAIIAN AIRLINES	10	10
- BRANDED CODESHARE PARTNERS	0	0
<b>JETBLUE AIRWAYS</b>	<b>21</b>	<b>47</b>
<b>SOUTHWEST AIRLINES</b>	<b>31</b>	<b>46</b>
<b>SPIRIT AIRLINES</b>	<b>24</b>	<b>60</b>
<b>UNITED AIRLINES NETWORK</b>	<b>93</b>	<b>151</b>
- UNITED AIRLINES	73	119
- BRANDED CODESHARE PARTNERS	20	32
<b>TOTAL</b>	<b>489</b>	<b>675</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

## AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

RANK	AIRLINE	JANUARY 2019			JANUARY 2018		
		COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ENDEAVOR AIR	2	1,001,177	0.20	8	816,485	0.98
2	SOUTHWEST AIRLINES	31	11,994,975	0.26	46	12,001,435	0.38
3	PSA AIRLINES	3	1,087,699	0.28	6	1,016,279	0.59
4	REPUBLIC AIRWAYS	4	1,297,038	0.31	4	1,324,290	0.30
5	DELTA AIR LINES	46	11,226,754	0.41	100	10,528,102	0.95
6	SKYWEST AIRLINES	13	2,942,799	0.44	16	2,845,803	0.56
7	ALASKA AIRLINES	16	2,541,764	0.63	5	1,955,862	0.26
8	JETBLUE AIRWAYS	21	3,266,256	0.64	47	3,162,990	1.49
9	MESA AIRLINES	8	1,174,243	0.68	11	1,022,310	1.08
10	ENVOY AIR	8	1,019,613	0.78	12	1,003,062	1.20
11	UNITED AIRLINES	73	8,263,621	0.88	119	7,870,108	1.51
12	EXPRESSJET AIRLINES	5	521,374	0.96	1	828,487	0.12
13	SPIRIT AIRLINES	24	2,378,825	1.01	60	1,987,834	3.02
14	HAWAIIAN AIRLINES	10	940,772	1.06	10	953,059	1.05
15	AMERICAN AIRLINES	162	11,871,332	1.36	145	11,264,828	1.29
16	ALLEGiant AIR	14	937,311	1.49	23	943,638	2.44
17	FRONTIER AIRLINES	38	1,626,546	2.34	38	1,491,456	2.55
TOTAL		478	64,092,099	0.75	651	61,016,028	1.07

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

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

## AIR TRAVEL CONSUMER REPORT

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

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AMERICAN AIRLINES	1	0	0	1	1	0	0
CARIBBEAN AIRLINES	1	0	0	0	0	0	0
DELTA AIR LINES	1	0	0	0	0	0	0
UNITED AIRLINES	1	0	1	0	0	0	0
TOTAL	4	0	1	1	1	0	0

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

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

## ***COMPLAINT CATEGORIES***

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

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

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

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

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

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

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

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

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

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

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">Delta Air Lines</a>	1	0	0
<b>TOTAL</b>	1	0	0

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of January 2019  
as provided by the Transportation Security Administration <sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 60 million airline passengers and their 48 million checked bags in the month of January 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 January.

**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
506	0.00084%	22	0.00004%	28	0.00005%	418	0.00070%

**NOTES**

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

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

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

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.