Air Travel Consumer Report

A Product of The

OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Aviation Consumer Protection Division

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

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

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INTRODUCTION

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

The report is divided into sections (Flight Delays, Mishandled Baggage, 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/. 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 . CDs for earlier months can be purchased by sending an email to: Orders@bts.gov Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: http://www.transtats.bts.gov/HomeDrillChart.asp

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

FEBRUARY 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:

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

FEBRUARY 2019

AT ALL US AIRPORTS			
CARRIER	**NUMBER OF AIRPORTS REPORTED**	**PERCENT OF ON-TIME ARRIVALS**	**RANK**
HAWAIIAN AIRLINES NETWORK	**21**	**81.7**	**1**
- HAWAIIAN AIRLINES	18	82.1	
- BRANDED CODESHARE PARTNERS	4	78.4	
DELTA AIR LINES NETWORK	**220**	**77.9**	**2**
- DELTA AIR LINES	141	81.6	
- BRANDED CODESHARE PARTNERS	195	73.4	
SPIRIT AIRLINES	**44**	**77.7**	**3**
ALLEGIANT AIR	**120**	**75.2**	**4**
FRONTIER AIRLINES	**91**	**74.3**	**5**
AMERICAN AIRLINES NETWORK	**234**	**73.8**	**6**
- AMERICAN AIRLINES	103	75.8	
- BRANDED CODESHARE PARTNERS	218	72.2	
SOUTHWEST AIRLINES	**85**	**73.5**	**7**
UNITED AIRLINES NETWORK	**228**	**71.1**	**8**
- UNITED AIRLINES	103	77.0	
- BRANDED CODESHARE PARTNERS	214	67.4	
JETBLUE AIRWAYS	**64**	**70.0**	**9**
ALASKA AIRLINES NETWORK	**96**	**66.9**	
- ALASKA AIRLINES	70	68.0	
- BRANDED CODESHARE PARTNERS	52	65.2	**10**
TOTAL AIRPORTS SERVED	**360**	**73.8**	

***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 OPERATING CARRIER*

FEBRUARY 2019

AT ALL US AIRPORTS			
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	18	82.1	1
DELTA AIR LINES	141	81.6	2
SPIRIT AIRLINES	44	77.7	3
UNITED AIRLINES	103	77.0	4
REPUBLIC AIRWAYS	91	76.8	5
ENDEAVOR AIR	95	76.2	6
AMERICAN AIRLINES	103	75.8	7
ALLEGIANT AIR	120	75.2	8
PSA AIRLINES	92	74.8	9
FRONTIER AIRLINES	91	74.3	10
SOUTHWEST AIRLINES	85	73.5	11
MESA AIRLINES	102	72.3	12
JETBLUE AIRWAYS	64	70.0	13
EXPRESSJET AIRLINES	100	69.6	14
SKYWEST AIRLINES	238	69.5	15
ALASKA AIRLINES	70	68.0	16
ENVOY AIR	133	66.5	17
TOTAL AIRPORTS SERVED	346	74.4	

***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 REPORTING MARKETING CARRIER RANK, BY MONTH, AND YEAR-TO-DATE

FEBRUARY 2019

CARRIER	Jan 19		Feb 19		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES	**80.9**	**5**	**66.9**	**10**	**74.3**	**7**
- ALASKA AIRLINES	80.5		68.0		74.5	
- BRANDED CODESHARE PARTNERS	81.5		65.2		73.9	
ALLEGIANT AIR	**73.4**	**8**	**75.2**	**4**	**74.3**	**6**
AMERICAN AIRLINES	**77.6**	**6**	**73.8**	**6**	**75.8**	**5**
- AMERICAN AIRLINES	80.0		75.8		78.0	
- BRANDED CODESHARE PARTNERS	75.7		72.2		74.0	
DELTA AIR LINES	**82.7**	**3**	**77.9**	**2**	**80.4**	**3**
- DELTA AIR LINES	86.7		81.6		84.2	
- BRANDED CODESHARE PARTNERS	77.9		73.4		75.7	
FRONTIER AIRLINES	**73.9**	**7**	**74.3**	**5**	**74.1**	**8**
HAWAIIAN AIRLINES	**87.2**	**1**	**81.7**	**1**	**84.6**	**1**
- HAWAIIAN AIRLINES	87.3		82.1		84.8	
- BRANDED CODESHARE PARTNERS	86.3		78.4		82.5	
JETBLUE AIRWAYS	**69.4**	**10**	**70.0**	**9**	**69.7**	**10**
SOUTHWEST AIRLINES	**81.9**	**4**	**73.5**	**7**	**77.9**	**4**
SPIRIT AIRLINES	**82.9**	**2**	**77.7**	**3**	**80.5**	**2**
UNITED AIRLINES	**72.1**	**9**	**71.1**	**8**	**71.6**	**9**
- UNITED AIRLINES	78.8		77.0		77.9	
- BRANDED CODESHARE PARTNERS	68.0		67.4		67.7	
TOTAL	**78.4**		**73.8**		**76.2**	

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 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 NETWORK	**32**	**59.4**	**184**	**79.9**	**100**	**81.0**	**0**	**0.0**	**344**	**75.3**	**140**	**70.0**	**128**	**53.1**	**101**	**72.3**
- ALASKA AIRLINES	32	59.4	184	79.9	100	81.0	0	0.0	0	0.0	140	70.0	128	53.1	101	72.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	344	75.3	0	0.0	0	0.0	0	0.0
ALLEGIANT AIR	**0**	**0.0**	**0**	**0.0**	**20**	**80.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**1**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**1314**	**74.1**	**2228**	**72.0**	**601**	**78.9**	**17276**	**79.9**	**0**	**0.0**	**6565**	**75.9**	**807**	**73.7**	**18636**	**72.4**
- AMERICAN AIRLINES	913	74.3	2044	72.9	428	79.9	7497	81.4	0	0.0	1853	76.4	751	73.8	10930	74.8
- BRANDED CODESHARE PARTNERS	401	73.8	184	61.4	173	76.3	9779	78.7	0	0.0	4712	75.7	56	73.2	7706	69.0
DELTA AIR LINES NETWORK	**21892**	**83.3**	**2454**	**74.7**	**644**	**82.8**	**818**	**81.8**	**128**	**85.9**	**1332**	**77.2**	**902**	**79.5**	**990**	**66.4**
- DELTA AIR LINES	17186	84.9	1327	74.8	425	83.5	494	84.8	128	85.9	684	81.3	826	79.3	609	69.6
- BRANDED CODESHARE PARTNERS	4706	77.3	1127	74.7	219	81.3	324	77.2	0	0.0	648	72.8	76	81.6	381	61.2
FRONTIER AIRLINES	**224**	**83.0**	**0**	**0.0**	**0**	**0.0**	**82**	**78.0**	**0**	**0.0**	**82**	**74.4**	**1513**	**75.4**	**28**	**57.1**
HAWAIIAN AIRLINES NETWORK	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
- HAWAIIAN AIR LINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	**250**	**70.0**	**3910**	**69.2**	**128**	**64.1**	**111**	**63.1**	**0**	**0.0**	**790**	**71.1**	**82**	**59.8**	**40**	**57.5**
SOUTHWEST AIRLINES	**3172**	**75.5**	**624**	**72.0**	**4657**	**77.5**	**237**	**63.7**	**5216**	**73.8**	**1248**	**71.2**	**4902**	**76.7**	**0**	**0.0**
SPIRIT AIRLINES	**602**	**76.4**	**351**	**79.5**	**630**	**80.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**233**	**77.3**	**489**	**79.3**
UNITED AIRLINES NETWORK	**763**	**73.5**	**970**	**77.5**	**204**	**80.4**	**511**	**73.8**	**0**	**0.0**	**980**	**71.1**	**11052**	**72.7**	**848**	**66.5**
- UNITED AIRLINES	305	78.4	888	78.6	203	80.3	51	74.5	0	0.0	332	69.0	4704	81.5	376	68.1
- BRANDED CODESHARE PARTNERS	458	70.3	82	65.9	1	100.0	460	73.7	0	0.0	648	72.2	6348	66.2	472	65.3
TOTAL	**28,249**	**81.4**	**10,721**	**72.5**	**6,984**	**78.2**	**19,035**	**79.5**	**5,688**	**74.1**	**11,137**	**74.7**	**19,620**	**74.2**	**21,132**	**72.0**

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2019

CARRIER	ARRIVAL AIRPORT*															
	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 NETWORK	**28**	**75.0**	**268**	**75.4**	**109**	**68.8**	**124**	**71.8**	**42**	**71.4**	**392**	**75.5**	**662**	**58.8**	**1805**	**65.7**
- ALASKA AIRLINES	28	75.0	268	75.4	109	68.8	124	71.8	42	71.4	392	75.5	627	60.1	1562	64.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	35	34.3	243	75.7
ALLEGIANT AIR	**0**	**0.0**	**43**	**95.3**	**253**	**71.5**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**652**	**61.8**	**95**	**65.3**
AMERICAN AIRLINES NETWORK	**985**	**71.8**	**575**	**69.2**	**521**	**75.2**	**329**	**79.6**	**883**	**73.2**	**1997**	**78.6**	**1068**	**66.3**	**4981**	**73.0**
- AMERICAN AIRLINES	413	79.7	517	71.4	521	75.2	175	83.4	691	73.5	1403	81.4	1068	66.3	3113	73.3
- BRANDED CODESHARE PARTNERS	572	66.1	58	50.0	0	0.0	154	75.3	192	71.9	594	72.1	0	0.0	1868	72.5
DELTA AIR LINES NETWORK	**9431**	**79.8**	**678**	**71.7**	**894**	**82.9**	**457**	**78.6**	**666**	**69.4**	**4173**	**82.6**	**1382**	**74.2**	**3516**	**71.1**
- DELTA AIR LINES	3920	85.4	385	77.9	894	82.9	200	86.0	205	75.6	2270	86.1	1006	73.5	2633	71.3
- BRANDED CODESHARE PARTNERS	5511	75.8	293	63.5	0	0.0	257	72.8	461	66.6	1903	78.3	376	76.3	883	70.7
FRONTIER AIRLINES	**40**	**70.0**	**0**	**0.0**	**32**	**81.3**	**56**	**87.5**	**28**	**64.3**	**0**	**0.0**	**535**	**62.4**	**52**	**73.1**
HAWAIIAN AIRLINES NETWORK	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**28**	**75.0**	**72**	**86.1**	**168**	**77.4**
- HAWAIIAN AIR LINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	28	75.0	72	86.1	168	77.4
- 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
JETBLUE AIRWAYS	**80**	**58.8**	**724**	**68.1**	**1931**	**72.3**	**0**	**0.0**	**0**	**0.0**	**3089**	**73.0**	**280**	**60.0**	**513**	**73.5**
SOUTHWEST AIRLINES	**426**	**73.2**	**421**	**59.4**	**2126**	**75.3**	**136**	**72.8**	**0**	**0.0**	**0**	**0.0**	**5402**	**70.9**	**3189**	**68.2**
SPIRIT AIRLINES	**829**	**81.4**	**265**	**74.0**	**1495**	**79.2**	**0**	**0.0**	**447**	**79.6**	**0**	**0.0**	**1117**	**72.4**	**573**	**73.1**
UNITED AIRLINES NETWORK	**626**	**74.9**	**8527**	**70.8**	**586**	**76.1**	**5277**	**79.4**	**11399**	**77.4**	**0**	**0.0**	**1015**	**73.2**	**3560**	**78.2**
- UNITED AIRLINES	107	73.8	4157	76.8	586	76.1	1635	83.6	4622	83.0	0	0.0	1009	73.2	1868	80.5
- BRANDED CODESHARE PARTNERS	519	75.1	4370	65.2	0	0.0	3642	77.5	6777	73.5	0	0.0	6	66.7	1692	75.7
TOTAL	**12,445**	**78.6**	**11,501**	**70.5**	**7,947**	**76.0**	**6,379**	**79.1**	**13,465**	**76.7**	**9,679**	**78.4**	**12,185**	**69.5**	**18,452**	**72.1**

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 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 NETWORK	**0**	**0.0**	**132**	**72.0**	**0**	**0.0**	**0**	**0.0**	**112**	**73.2**	**192**	**58.3**	**3428**	**72.4**	**80**	**72.5**
- ALASKA AIRLINES	0	0.0	132	72.0	0	0.0	0	0.0	56	60.7	192	58.3	1408	73.2	80	72.5
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	56	85.7	0	0.0	2020	71.8	0	0.0
ALLEGIANT AIR	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**4108**	**71.5**	**1459**	**80.1**	**0**	**0.0**	**6039**	**81.7**	**763**	**69.5**	**11478**	**65.0**	**355**	**75.8**	**8505**	**80.5**
- AMERICAN AIRLINES	1742	73.5	1459	80.1	0	0.0	4230	80.8	578	69.2	4902	72.9	257	75.5	3685	85.0
- BRANDED CODESHARE PARTNERS	2366	70.1	0	0.0	0	0.0	1809	83.8	185	70.3	6576	59.2	98	76.5	4820	77.0
DELTA AIR LINES NETWORK	**5985**	**72.8**	**1388**	**82.3**	**380**	**76.6**	**640**	**83.3**	**8509**	**73.3**	**1336**	**64.1**	**659**	**79.2**	**704**	**78.3**
- DELTA AIR LINES	1747	75.9	1388	82.3	134	88.1	640	83.3	4436	78.3	738	72.5	505	83.2	507	81.1
- BRANDED CODESHARE PARTNERS	4238	71.5	0	0.0	246	70.3	0	0.0	4073	67.9	598	53.7	154	66.2	197	71.1
FRONTIER AIRLINES	**84**	**77.4**	**1058**	**75.0**	**0**	**0.0**	**128**	**81.3**	**96**	**68.8**	**240**	**73.8**	**31**	**77.4**	**314**	**76.8**
HAWAIIAN AIRLINES NETWORK	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**56**	**57.1**	**0**	**0.0**
- HAWAIIAN AIR LINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	56	57.1	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	**476**	**71.2**	**1540**	**71.9**	**0**	**0.0**	**0**	**0.0**	**70**	**52.9**	**190**	**51.6**	**45**	**64.4**	**190**	**64.2**
SOUTHWEST AIRLINES	**952**	**67.6**	**3248**	**74.4**	**5306**	**69.5**	**0**	**0.0**	**631**	**63.5**	**0**	**0.0**	**987**	**77.6**	**614**	**74.6**
SPIRIT AIRLINES	**297**	**74.4**	**1151**	**77.7**	**0**	**0.0**	**0**	**0.0**	**307**	**74.3**	**664**	**72.9**	**50**	**76.0**	**261**	**81.2**
UNITED AIRLINES NETWORK	**1054**	**74.6**	**986**	**82.2**	**0**	**0.0**	**392**	**79.6**	**626**	**67.9**	**14292**	**67.9**	**457**	**74.4**	**340**	**82.9**
- UNITED AIRLINES	662	75.5	986	82.2	0	0.0	390	79.5	214	67.8	5190	75.9	422	73.9	279	83.2
- BRANDED CODESHARE PARTNERS	392	73.0	0	0.0	0	0.0	2	100.0	412	68.0	9102	63.4	35	80.0	61	82.0
TOTAL	**12,956**	**72.2**	**10,962**	**76.9**	**5,686**	**69.9**	**7,199**	**81.7**	**11,114**	**72.0**	**28,392**	**66.6**	**6,068**	**74.2**	**11,008**	**79.6**

*** 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 REPORTING MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

FEBRUARY 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 NETWORK	**311**	**65.3**	**1252**	**71.4**	**8063**	**63.2**	**2217**	**53.6**	**263**	**65.4**	**36**	**69.4**
- ALASKA AIRLINES	276	65.9	619	65.1	4813	67.6	1855	53.5	72	56.9	36	69.4
- BRANDED CODESHARE PARTNERS	35	60.0	633	77.6	3250	56.6	362	54.4	191	68.6	0	0.0
ALLEGIANT AIR	**0**	**0.0**	**8**	**100.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**6848**	**75.0**	**800**	**65.5**	**650**	**67.5**	**1182**	**56.7**	**542**	**68.1**	**1029**	**80.1**
- AMERICAN AIRLINES	4432	73.8	634	62.1	516	66.9	972	56.6	399	67.9	1029	80.1
- BRANDED CODESHARE PARTNERS	2416	77.3	166	78.3	134	70.1	210	57.1	143	68.5	0	0.0
DELTA AIR LINES NETWORK	**877**	**75.0**	**802**	**72.1**	**3154**	**72.7**	**1117**	**63.6**	**6380**	**79.6**	**931**	**85.3**
- DELTA AIR LINES	691	75.4	615	71.5	1958	76.9	975	65.2	3087	81.5	858	86.2
- BRANDED CODESHARE PARTNERS	186	73.7	187	73.8	1196	65.9	142	52.1	3293	77.9	73	74.0
FRONTIER AIRLINES	**224**	**72.3**	**107**	**57.9**	**31**	**74.2**	**62**	**50.0**	**102**	**78.4**	**341**	**75.1**
HAWAIIAN AIRLINES NETWORK	**28**	**85.7**	**56**	**78.6**	**56**	**60.7**	**56**	**73.2**	**0**	**0.0**	**0**	**0.0**
- HAWAIIAN AIR LINES	28	85.7	56	78.6	56	60.7	56	73.2	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	**71**	**63.4**	**124**	**66.1**	**132**	**65.2**	**406**	**62.3**	**208**	**76.0**	**456**	**67.1**
SOUTHWEST AIRLINES	**4613**	**73.5**	**2971**	**74.2**	**755**	**67.9**	**1068**	**53.7**	**864**	**70.4**	**2131**	**76.0**
SPIRIT AIRLINES	**81**	**59.3**	**127**	**69.3**	**85**	**64.7**	**0**	**0.0**	**0**	**0.0**	**603**	**80.3**
UNITED AIRLINES NETWORK	**720**	**72.1**	**857**	**75.0**	**647**	**71.9**	**6671**	**63.1**	**623**	**71.3**	**531**	**79.8**
- UNITED AIRLINES	649	71.2	674	73.3	556	72.7	3789	67.8	239	74.9	531	79.8
- BRANDED CODESHARE PARTNERS	71	80.3	183	81.4	91	67.0	2882	57.0	384	69.0	0	0.0
TOTAL	**13,773**	**74.0**	**7,104**	**72.2**	**13,573**	**66.3**	**12,779**	**60.1**	**8,982**	**76.9**	**6,058**	**78.1**

*** 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 OPERATING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

FEBRUARY 2019

CARRIER	ARRIVAL AIRPORT*															
	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	32	59.4	184	79.9	100	81.0	0	0.0	0	0.0	140	70.0	128	53.1	101	72.3
ALLEGIANT AIR	0	0.0	0	0.0	20	80.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0
AMERICAN AIRLINES	913	74.3	2044	72.9	428	79.9	7497	81.4	0	0.0	1853	76.4	751	73.8	10930	74.8
DELTA AIR LINES	17186	84.9	1327	74.8	425	83.5	494	84.8	128	85.9	684	81.3	826	79.3	609	69.6
ENDEAVOR AIR	2688	78.0	428	76.4	219	81.3	183	79.2	0	0.0	146	76.7	4	100.0	150	65.3
ENVOY AIR	58	70.7	56	71.4	91	72.5	382	77.0	0	0.0	104	83.7	0	0.0	3625	69.6
EXPRESSJET AIRLINES	3	66.7	68	63.2	0	0.0	4	75.0	0	0.0	229	72.9	0	0.0	2	0.0
FRONTIER AIRLINES	224	83.0	0	0.0	0	0.0	82	78.0	0	0.0	82	74.4	1513	75.4	28	57.1
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	250	70.0	3910	69.2	128	64.1	111	63.1	0	0.0	790	71.1	82	59.8	40	57.5
MESA AIRLINES	127	70.9	6	50.0	0	0.0	170	79.4	0	0.0	77	72.7	0	0.0	3028	67.4
PSA AIRLINES	144	75.7	0	0.0	4	100.0	6782	79.6	0	0.0	2492	70.3	0	0.0	0	0.0
REPUBLIC AIRWAYS	383	76.0	396	74.7	1	100.0	1070	76.4	0	0.0	2745	78.9	290	76.6	175	60.6
SKYWEST AIRLINES	2100	75.5	227	74.9	0	0.0	442	74.4	264	76.9	77	63.6	3393	68.8	1527	68.9
SOUTHWEST AIRLINES	3172	75.5	624	72.0	4657	77.5	237	63.7	5216	73.8	1248	71.2	4902	76.7	0	0.0
SPIRIT AIRLINES	602	76.4	351	79.5	630	80.0	0	0.0	0	0.0	0	0.0	233	77.3	489	79.3
UNITED AIRLINES	305	78.4	888	78.6	203	80.3	51	74.5	0	0.0	332	69.0	4704	81.5	376	68.1
TOTAL	28,187	81.5	10,509	72.7	6,906	78.2	17,505	79.8	5,608	74.2	10,999	74.6	16,827	76.1	21,080	72.0

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 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	28	75.0	268	75.4	109	68.8	124	71.8	42	71.4	392	75.5	627	60.1	1562	64.1
ALLEGIANT AIR	0	0.0	43	95.3	253	71.5	0	0.0	0	0.0	0	0.0	652	61.8	95	65.3
AMERICAN AIRLINES	413	79.7	517	71.4	521	75.2	175	83.4	691	73.5	1403	81.4	1068	66.3	3113	73.3
DELTA AIR LINES	3920	85.4	385	77.9	894	82.9	200	86.0	205	75.6	2270	86.1	1006	73.5	2633	71.3
ENDEAVOR AIR	1294	81.5	106	63.2	0	0.0	106	71.7	93	75.3	1431	78.1	0	0.0	0	0.0
ENVOY AIR	134	53.0	28	50.0	0	0.0	0	0.0	53	62.3	457	70.2	0	0.0	0	0.0
EXPRESSJET AIRLINES	2	50.0	977	62.0	0	0.0	253	71.1	3107	75.2	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	40	70.0	0	0.0	32	81.3	56	87.5	28	64.3	0	0.0	535	62.4	52	73.1
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	28	75.0	72	86.1	168	77.4
JETBLUE AIRWAYS	80	58.8	724	68.1	1931	72.3	0	0.0	0	0.0	3089	73.0	280	60.0	513	73.5
MESA AIRLINES	192	81.3	0	0.0	0	0.0	1515	81.5	2468	73.7	0	0.0	0	0.0	0	0.0
PSA AIRLINES	126	73.0	0	0.0	0	0.0	154	75.3	26	57.7	56	69.6	0	0.0	0	0.0
REPUBLIC AIRWAYS	717	80.5	1871	72.4	0	0.0	0	0.0	996	73.3	227	81.5	0	0.0	0	0.0
SKYWEST AIRLINES	2753	70.5	30	50.0	0	0.0	240	70.8	659	58.3	298	78.2	113	81.4	2565	76.1
SOUTHWEST AIRLINES	426	73.2	421	59.4	2126	75.3	136	72.8	0	0.0	0	0.0	5402	70.9	3189	68.2
SPIRIT AIRLINES	829	81.4	265	74.0	1495	79.2	0	0.0	447	79.6	0	0.0	1117	72.4	573	73.1
UNITED AIRLINES	107	73.8	4157	76.8	586	76.1	1635	83.6	4622	83.0	0	0.0	1009	73.2	1868	80.5
TOTAL	11,061	78.9	9,792	72.5	7,947	76.0	4,594	80.5	13,437	76.6	9,651	78.4	11,881	69.5	16,331	72.3

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2019

CARRIER	ARRIVAL AIRPORT*															
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	0	0.0	132	72.0	0	0.0	0	0.0	56	60.7	192	58.3	1408	73.2	80	72.5
ALLEGIANT AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	1742	73.5	1459	80.1	0	0.0	4230	80.8	578	69.2	4902	72.9	257	75.5	3685	85.0
DELTA AIR LINES	1747	75.9	1388	82.3	134	88.1	640	83.3	4436	78.3	738	72.5	505	83.2	507	81.1
ENDEAVOR AIR	1961	74.0	0	0.0	0	0.0	0	0.0	774	73.6	142	59.9	0	0.0	175	71.4
ENVOY AIR	1231	68.0	0	0.0	0	0.0	900	80.1	30	63.3	4929	58.6	0	0.0	0	0.0
EXPRESSJET AIRLINES	151	74.2	0	0.0	0	0.0	0	0.0	7	57.1	1049	59.4	0	0.0	0	0.0
FRONTIER AIRLINES	84	77.4	1058	75.0	0	0.0	128	81.3	96	68.8	240	73.8	31	77.4	314	76.8
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	56	57.1	0	0.0
JETBLUE AIRWAYS	476	71.2	1540	71.9	0	0.0	0	0.0	70	52.9	190	51.6	45	64.4	190	64.2
MESA AIRLINES	165	68.5	0	0.0	0	0.0	2	100.0	100	66.0	0	0.0	0	0.0	50	84.0
PSA AIRLINES	142	66.2	0	0.0	0	0.0	0	0.0	0	0.0	130	65.4	0	0.0	1177	73.7
REPUBLIC AIRWAYS	2409	72.6	0	0.0	0	0.0	909	87.5	449	71.3	1090	72.4	0	0.0	1014	85.0
SKYWEST AIRLINES	937	66.0	0	0.0	224	70.1	0	0.0	3288	66.9	4461	59.1	486	82.5	22	68.2
SOUTHWEST AIRLINES	952	67.6	3248	74.4	5306	69.5	0	0.0	631	63.5	0	0.0	987	77.6	614	74.6
SPIRIT AIRLINES	297	74.4	1151	77.7	0	0.0	0	0.0	307	74.3	664	72.9	50	76.0	261	81.2
UNITED AIRLINES	662	75.5	986	82.2	0	0.0	390	79.5	214	67.8	5190	75.9	422	73.9	279	83.2
TOTAL	12,956	72.2	10,962	76.9	5,664	69.9	7,199	81.7	11,036	72.2	23,917	67.0	4,247	76.5	8,368	81.0

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 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	276	65.9	619	65.1	4813	67.6	1855	53.5	72	56.9	36	69.4
ALLEGIANT AIR	0	0.0	8	100.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4432	73.8	634	62.1	516	66.9	972	56.6	399	67.9	1029	80.1
DELTA AIR LINES	691	75.4	615	71.5	1958	76.9	975	65.2	3087	81.5	858	86.2
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0	0	0.0
FRONTIER AIRLINES	224	72.3	107	57.9	31	74.2	62	50.0	102	78.4	341	75.1
HAWAIIAN AIRLINES	28	85.7	56	78.6	56	60.7	56	73.2	0	0.0	0	0.0
JETBLUE AIRWAYS	71	63.4	124	66.1	132	65.2	406	62.3	208	76.0	456	67.1
MESA AIRLINES	1538	73.7	0	0.0	0	0.0	0	0.0	6	100.0	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	49	81.6	0	0.0
SKYWEST AIRLINES	949	83.4	857	79.6	510	75.7	3131	56.9	3407	76.6	0	0.0
SOUTHWEST AIRLINES	4613	73.5	2971	74.2	755	67.9	1068	53.7	864	70.4	2131	76.0
SPIRIT AIRLINES	81	59.3	127	69.3	85	64.7	0	0.0	0	0.0	603	80.3
UNITED AIRLINES	649	71.2	674	73.3	556	72.7	3789	67.8	239	74.9	531	79.8
TOTAL	13,552	74.0	6,792	72.2	9,412	70.2	12,314	60.3	8,434	77.2	5,985	78.2

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2019

	ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	88.9	73.1	86.4	86.8	90.0	82.9	89.8	89.8	75.3	86.3	79.6	80.8	87.1	82.8	91.2	84.6
0700-0759	92.5	83.3	81.3	88.8	87.7	81.4	78.6	82.0	81.3	84.9	85.6	80.1	90.9	83.2	85.0	88.0
0800-0859	87.3	84.0	78.8	85.5	78.8	80.2	77.1	80.6	85.3	88.3	89.9	100.0	79.7	83.4	81.7	78.3
0900-0959	85.0	77.4	83.0	81.4	83.6	84.9	80.8	72.3	83.4	89.1	83.9	91.7	75.9	91.8	81.4	82.6
1000-1059	87.1	80.9	85.8	83.5	74.0	77.6	78.5	75.0	82.6	90.7	83.6	79.4	75.3	88.3	77.8	75.6
1100-1159	87.8	79.8	85.0	82.4	81.5	74.6	83.2	80.6	84.3	88.4	78.3	82.3	79.2	79.6	77.4	73.8
1200-1259	83.4	78.9	81.6	86.0	81.1	77.6	78.3	79.4	81.6	88.1	78.6	79.2	76.6	83.9	69.5	75.3
1300-1359	86.0	77.6	84.1	79.5	76.8	76.0	78.0	72.0	78.6	77.1	82.0	75.0	76.9	81.4	64.6	69.5
1400-1459	77.5	76.5	80.8	81.1	72.7	76.5	77.3	72.3	83.1	73.1	78.5	91.1	84.4	78.8	70.8	68.4
1500-1559	79.9	74.0	82.7	80.0	75.0	74.1	73.4	65.8	77.3	67.9	79.3	84.1	79.1	78.7	62.7	73.2
1600-1659	81.3	75.8	74.9	73.4	78.1	67.3	76.8	67.7	74.9	67.0	72.4	76.0	73.8	73.5	67.4	68.8
1700-1759	79.6	70.3	79.0	76.7	70.5	72.2	76.5	62.4	80.0	62.7	70.6	80.4	68.7	76.9	66.6	62.4
1800-1859	78.0	61.3	74.9	76.8	69.0	71.9	74.0	63.5	74.3	61.7	75.2	79.8	75.9	71.3	64.7	63.2
1900-1959	74.4	62.8	74.9	71.4	66.3	68.7	69.8	69.4	75.7	59.5	70.7	80.5	71.1	75.7	62.8	68.0
2000-2059	74.0	66.5	70.4	69.8	70.7	68.1	67.2	70.8	71.2	60.6	67.8	81.3	75.7	73.3	63.7	67.9
2100-2159	76.8	62.9	77.7	72.9	71.7	70.0	66.7	68.0	75.1	58.1	69.8	80.1	72.9	71.8	64.1	69.8
2200-2259	72.6	68.7	66.7	79.8	60.7	71.6	70.8	68.2	78.3	65.1	67.7	73.2	74.8	71.0	57.8	67.5
2300-0559	74.2	68.4	71.9	78.7	63.0	73.9	74.6	75.4	79.2	73.9	68.1	79.9	76.6	77.5	65.3	73.0
TOTAL	81.5	72.7	78.2	79.8	74.2	74.6	76.1	72.0	78.9	72.5	76.0	80.5	76.6	78.4	69.5	72.3

*** 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)

FEBRUARY 2019

	ARRIVAL AIRPORT*														
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	77.4	80.5	69.8	75.4	76.9	76.7	80.4	85.9	100.0	0.0	64.8	96.7	100.0	75.0	83.2
0700-0759	81.4	90.0	74.5	92.0	70.1	71.5	50.0	85.8	86.0	89.5	73.6	85.1	86.4	92.8	82.7
0800-0859	86.5	89.0	75.6	88.0	78.6	73.7	83.2	90.1	85.9	86.0	77.5	76.6	83.1	80.7	82.1
0900-0959	80.1	87.1	83.1	86.1	79.7	70.2	94.2	84.4	81.8	73.9	77.6	69.0	83.0	87.8	80.5
1000-1059	80.4	82.7	78.0	88.1	79.9	73.5	82.2	88.3	81.8	73.8	75.1	60.2	84.9	84.2	79.9
1100-1159	78.1	82.0	76.2	85.8	76.4	68.5	84.3	87.6	76.7	74.1	74.8	60.2	82.1	82.7	79.1
1200-1259	76.5	77.0	80.9	83.5	73.9	71.6	80.2	79.1	78.5	72.2	75.8	55.3	73.9	78.7	77.3
1300-1359	77.4	77.6	74.2	78.5	74.8	71.3	79.2	74.2	74.0	67.5	73.6	54.1	81.7	77.7	75.9
1400-1459	75.1	77.4	71.4	84.2	73.9	66.3	78.3	83.5	75.8	70.2	67.1	60.8	76.9	82.2	75.1
1500-1559	72.5	78.1	74.5	81.6	70.0	66.9	71.8	81.9	74.8	71.8	74.8	58.2	82.7	79.3	74.5
1600-1659	69.3	73.3	66.9	78.2	69.0	65.8	74.2	77.6	74.3	74.1	68.4	53.1	80.3	79.1	72.5
1700-1759	65.5	79.6	64.3	74.3	65.8	60.8	78.0	77.5	71.2	71.4	74.4	57.2	70.8	74.1	69.8
1800-1859	65.8	78.3	69.4	79.4	67.4	58.5	72.5	74.0	66.3	71.1	65.2	58.4	74.0	75.3	69.8
1900-1959	65.3	70.5	63.0	71.3	65.4	56.8	77.3	78.5	62.7	66.8	71.6	52.3	68.8	75.9	68.1
2000-2059	60.0	68.7	61.7	78.6	71.8	61.4	72.3	77.8	66.1	65.1	66.0	52.7	72.0	70.7	68.5
2100-2159	62.2	69.4	58.7	74.7	71.0	61.7	67.7	78.7	66.8	66.9	64.7	56.7	71.9	76.8	68.7
2200-2259	63.6	73.2	59.1	75.0	67.5	61.4	69.5	80.9	69.8	70.6	62.8	53.8	64.3	69.9	67.2
2300-0559	66.4	72.0	64.0	78.8	69.5	75.2	70.1	74.8	67.3	72.9	67.8	63.2	62.7	75.1	72.0
TOTAL	72.2	76.9	69.9	81.7	72.2	67.0	76.5	81.0	74.0	72.2	70.2	60.3	77.2	78.2	74.5

*** 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)

FEBRUARY 2019

	DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	87.2	85.2	88.5	88.5	85.4	88.8	88.3	89.6	87.1	90.9	94.0	94.2	92.7	91.3	90.0	89.0
0700-0759	90.9	82.0	88.7	90.6	81.9	87.6	83.3	89.0	86.3	92.0	89.8	87.6	90.2	85.1	85.8	85.7
0800-0859	90.2	79.4	81.1	88.1	84.6	83.1	81.7	87.7	83.4	85.0	89.3	87.6	89.3	90.7	80.6	82.3
0900-0959	86.1	78.8	75.5	87.5	72.4	79.9	75.7	81.9	81.3	84.3	86.1	92.9	84.5	84.9	77.0	74.7
1000-1059	86.9	77.1	75.0	82.5	70.9	82.4	76.7	77.4	81.3	87.3	77.1	79.2	82.8	86.1	75.8	75.8
1100-1159	84.9	77.8	77.0	84.8	62.0	77.2	71.5	72.5	76.0	83.9	78.3	84.4	80.6	81.3	74.4	74.2
1200-1259	82.5	78.4	69.6	81.8	62.5	73.7	73.5	75.8	79.1	80.3	69.5	82.3	82.8	84.5	74.5	65.9
1300-1359	80.3	76.7	72.9	83.8	68.0	77.8	72.1	71.9	76.2	77.3	76.1	78.6	73.8	77.0	64.9	69.6
1400-1459	79.1	73.9	74.0	79.4	64.5	77.0	73.3	69.4	74.3	77.7	72.5	83.3	80.9	74.1	59.4	66.2
1500-1559	73.5	70.2	70.2	73.9	63.4	72.5	73.1	68.7	77.7	69.7	73.7	83.1	84.1	76.9	58.4	72.2
1600-1659	72.7	70.6	71.0	73.7	67.8	71.4	64.5	68.5	71.9	67.6	66.2	79.7	81.1	73.9	58.2	72.8
1700-1759	74.7	68.6	67.9	71.1	66.7	68.2	73.5	69.5	73.7	70.9	71.2	79.9	74.1	73.2	58.5	69.9
1800-1859	71.9	64.1	66.7	72.4	53.2	70.9	71.5	64.1	76.4	69.5	67.6	75.7	75.8	75.5	59.8	65.3
1900-1959	72.4	56.6	65.7	67.5	54.5	67.4	69.9	67.5	67.2	67.6	65.9	77.4	72.8	75.2	55.5	62.8
2000-2059	75.6	59.1	68.4	72.6	55.6	71.9	66.1	71.8	78.2	65.6	74.8	83.3	78.5	75.5	60.4	67.5
2100-2159	73.5	62.3	63.0	69.5	55.6	69.9	61.6	71.2	75.3	63.2	71.5	100.0	76.4	71.5	57.8	71.7
2200-2259	81.8	70.9	65.5	76.1	51.2	70.1	68.1	77.7	80.0	56.0	67.4	86.9	72.9	69.9	70.4	77.4
2300-0559	83.2	87.9	91.1	90.4	0.0	96.4	80.4	86.3	82.9	92.5	89.3	93.3	91.4	83.2	79.4	85.2
TOTAL	79.8	74.5	73.8	79.4	67.3	76.4	74.0	74.7	78.9	77.1	76.7	83.5	81.0	79.7	70.1	74.4

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2019

	DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	88.8	90.8	80.3	92.9	86.5	87.2	88.7	89.4	92.9	93.2	85.2	89.1	89.9	91.4	88.9
0700-0759	88.6	88.4	78.9	94.6	78.9	80.6	85.1	89.7	88.3	88.9	78.8	85.8	93.3	92.8	86.8
0800-0859	84.9	88.8	65.3	89.9	76.7	75.2	78.8	87.1	84.7	85.3	70.4	82.3	87.8	91.2	83.6
0900-0959	84.4	85.0	62.6	88.1	78.7	73.3	83.1	86.1	84.6	79.3	74.8	74.9	89.2	87.7	81.3
1000-1059	80.9	80.4	71.7	88.9	78.9	70.7	84.2	87.3	77.6	74.3	70.0	69.9	78.0	84.0	78.7
1100-1159	78.0	79.9	55.4	84.8	79.2	68.1	85.6	82.6	77.8	71.6	75.7	63.3	84.1	77.7	77.0
1200-1259	74.9	76.7	61.6	84.3	70.9	70.6	82.9	81.7	69.6	72.1	70.5	60.8	71.6	76.3	75.4
1300-1359	75.2	66.6	56.8	83.7	71.3	66.7	78.2	79.6	72.4	66.7	71.1	65.3	74.8	73.4	73.5
1400-1459	76.1	65.6	59.2	83.7	72.0	67.6	79.2	74.1	72.7	62.7	66.8	57.6	78.8	68.8	72.2
1500-1559	73.4	65.8	60.3	82.1	68.9	65.0	76.6	80.1	72.9	67.6	68.3	59.9	78.7	77.2	71.6
1600-1659	71.2	75.0	54.5	80.7	60.1	68.6	78.1	79.1	73.0	69.6	69.7	61.0	76.6	75.8	70.8
1700-1759	66.8	65.5	43.7	76.4	63.0	64.3	77.9	77.0	73.9	70.0	70.1	60.1	81.1	70.5	70.7
1800-1859	65.2	71.6	49.7	70.4	60.2	61.9	76.3	76.2	69.6	68.3	71.6	65.5	65.7	65.0	67.8
1900-1959	62.0	68.9	42.3	73.7	68.4	58.9	71.0	67.4	62.6	62.6	64.9	63.2	69.8	71.0	66.4
2000-2059	64.9	66.6	45.0	76.0	73.6	61.8	78.1	79.1	59.8	66.7	74.9	63.4	74.9	69.1	70.3
2100-2159	61.5	62.0	45.4	80.6	61.4	65.4	67.7	81.2	70.4	66.3	66.4	68.7	70.0	58.9	68.4
2200-2259	79.2	42.6	0.0	70.8	71.4	69.0	76.0	0.0	63.8	82.1	67.8	71.8	78.8	90.9	74.8
2300-0559	91.7	84.8	84.1	89.7	82.9	90.1	88.6	88.9	83.0	0.0	78.4	75.3	79.4	92.9	83.8
TOTAL	75.6	75.5	58.3	82.5	73.1	69.0	81.4	81.8	75.2	74.6	72.7	69.7	80.8	78.3	75.6

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	71.4	71.4	56	56
Abilene, TX (ABI)	71.7	80.9	152	152
Adak Island, AK (ADK)	87.5	87.5	8	8
Aguadilla, PR (BQN)	69.7	70.9	165	165
Akron, OH (CAK)	66.9	75.7	489	489
Albany, GA (ABY)	80.8	79.5	78	78
Albany, NY (ALB)	75.1	76.5	909	909
Albuquerque, NM (ABQ)	73.3	80.1	1562	1561
Alexandria, LA (AEX)	80.9	85.5	241	241
Allentown/Bethlehem/Easton, PA (ABE)	79.0	78.1	343	343
Alpena, MI (APN)	52.0	50.0	50	48
Amarillo, TX (AMA)	71.9	79.6	384	383
Anchorage, AK (ANC)	77.1	84.6	1167	1167
Appleton, WI (ATW)	61.6	61.1	357	357
Arcata/Eureka, CA (ACV)	68.8	70.5	112	112
Asheville, NC (AVL)	74.3	79.8	591	590
Ashland, WV (HTS)	81.1	73.0	37	37
Aspen, CO (ASE)	58.6	55.1	822	820
Atlanta, GA (ATL)	81.5	79.8	28187	28195
Atlantic City, NJ (ACY)	82.1	88.2	262	262
Augusta, GA (AGS)	79.3	80.6	319	319
Austin, TX (AUS)	76.5	80.2	4666	4668
Bakersfield, CA (BFL)	64.4	72.5	160	160
Baltimore, MD (BWI)	78.2	73.8	6906	6906
Bangor, ME (BGR)	73.9	74.4	211	211
Barrow, AK (BRW)	87.5	87.5	56	56
Baton Rouge, LA (BTR)	78.7	82.3	554	553
Beaumont/Port Arthur, TX (BPT)	70.8	68.1	72	72
Belleville, IL (BLV)	85.7	84.1	63	63
Bellingham, WA (BLI)	71.0	82.9	183	181
Bemidji, MN (BJI)	71.4	75.0	56	56
Bend/Redmond, OR (RDM)	65.0	61.2	237	237
Bethel, AK (BET)	81.3	79.7	64	64
Billings, MT (BIL)	75.5	82.9	245	245
Binghamton, NY (BGM)	73.1	67.3	52	52
Birmingham, AL (BHM)	72.6	78.0	1279	1279
Bismarck/Mandan, ND (BIS)	64.7	68.4	269	269
Bloomington/Normal, IL (BMI)	72.1	72.1	208	208
Boise, ID (BOI)	75.6	82.6	1429	1429
Boston, MA (BOS)	72.7	74.5	10509	10504
Bozeman, MT (BZN)	76.1	77.2	522	521

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	60.4	70.8	48	48
Bristol/Johnson City/Kingsport, TN (TRI)	83.8	82.5	160	160
Brownsville, TX (BRO)	68.6	78.2	188	188
Brunswick, GA (BQK)	75.0	86.8	76	76
Buffalo, NY (BUF)	71.0	73.8	1739	1738
Burbank, CA (BUR)	69.5	70.6	2167	2166
Burlington, VT (BTV)	72.8	74.3	635	637
Butte, MT (BTM)	94.2	92.3	52	52
CONCORD, NC (USA)	81.5	80.2	81	81
Cape Girardeau, MO (CGI)	63.2	67.1	76	76
Casper, WY (CPR)	91.7	98.3	60	60
Cedar City, UT (CDC)	70.8	75.0	48	48
Cedar Rapids/Iowa City, IA (CID)	64.2	61.3	676	675
Champaign/Urbana, IL (CMI)	57.8	64.9	185	185
Charleston, SC (CHS)	78.7	83.2	1592	1591
Charleston/Dunbar, WV (CRW)	71.7	73.8	325	324
Charlotte Amalie, VI (STT)	73.6	81.0	326	326
Charlotte, NC (CLT)	79.8	79.4	17505	17505
Charlottesville, VA (CHO)	75.2	74.3	435	435
Chattanooga, TN (CHA)	75.9	81.3	701	701
Cheyenne, WY (CYS)	71.4	60.7	28	28
Chicago, IL (MDW)	69.9	58.3	5664	5667
Chicago, IL (ORD)	67.0	69.0	23917	23919
Christiansted, VI (STX)	83.3	86.1	72	72
Cincinnati, OH (CVG)	74.3	78.3	3449	3450
Clarksburg/Fairmont, WV (CKB)	65.1	62.5	63	64
Cleveland, OH (CLE)	74.7	78.1	3565	3567
Cody, WY (COD)	84.6	92.6	26	27
College Station/Bryan, TX (CLL)	76.6	83.2	167	167
Colorado Springs, CO (COS)	71.4	76.8	674	673
Columbia, MO (COU)	60.9	70.1	156	157
Columbia, SC (CAE)	78.1	83.3	594	593
Columbus, GA (CSG)	84.6	80.8	78	78
Columbus, MS (GTR)	84.6	89.7	78	78
Columbus, OH (CMH)	74.8	77.7	3369	3369
Columbus, OH (LCK)	83.7	76.7	43	43
Cordova, AK (CDV)	80.4	89.3	56	56
Corpus Christi, TX (CRP)	73.6	79.5	425	425
Dallas, TX (DAL)	74.2	67.3	5608	5608
Dallas/Fort Worth, TX (DFW)	72.0	74.7	21080	21080
Dayton, OH (DAY)	72.3	77.8	946	947

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	78.4	81.3	241	241
Deadhorse, AK (SCC)	92.1	90.8	76	76
Del Rio, TX (DRT)	75.0	85.7	56	56
Denver, CO (DEN)	76.1	74.0	16827	16804
Des Moines, IA (DSM)	70.2	73.0	1267	1269
Detroit, MI (DTW)	78.9	78.9	11061	11059
Devils Lake, ND (DVL)	66.7	77.1	48	48
Dothan, AL (DHN)	77.4	81.1	106	106
Dubuque, IA (DBQ)	51.3	53.8	80	80
Duluth, MN (DLH)	67.3	64.1	156	156
Durango, CO (DRO)	73.5	73.9	211	211
Eagle, CO (EGE)	62.2	69.8	421	421
Eau Claire, WI (EAU)	51.8	60.7	56	56
El Paso, TX (ELP)	75.3	84.0	1234	1233
Elko, NV (EKO)	86.5	90.4	52	52
Elmira/Corning, NY (ELM)	77.8	71.4	27	28
Erie, PA (ERI)	69.0	78.9	71	71
Escanaba, MI (ESC)	67.3	68.8	49	48
Eugene, OR (EUG)	72.2	69.5	273	272
Evansville, IN (EVV)	78.7	78.0	314	314
Fairbanks, AK (FAI)	83.8	89.8	314	314
Fargo, ND (FAR)	66.1	59.8	445	443
Fayetteville, AR (XNA)	74.3	80.2	1015	1014
Fayetteville, NC (FAY)	81.0	79.7	237	236
Flagstaff, AZ (FLG)	68.5	74.1	108	108
Flint, MI (FNT)	75.6	76.0	250	250
Fort Lauderdale, FL (FLL)	76.0	76.7	7947	7950
Fort Myers, FL (RSW)	76.1	77.2	3593	3593
Fort Smith, AR (FSM)	75.7	83.6	152	152
Fort Wayne, IN (FWA)	67.2	76.0	521	521
Fresno, CA (FAT)	74.4	79.7	906	907
Gainesville, FL (GNV)	81.2	84.8	330	330
Garden City, KS (GCK)	69.6	73.2	56	56
Gillette, WY (GCC)	80.8	76.9	52	52
Grand Forks, ND (GFK)	68.4	65.8	155	155
Grand Island, NE (GRI)	82.4	79.1	91	91
Grand Junction, CO (GJT)	83.8	88.1	278	277
Grand Rapids, MI (GRR)	73.2	70.9	1390	1390
Great Falls, MT (GTF)	84.6	85.7	104	105
Green Bay, WI (GRB)	59.0	61.9	312	312
Greensboro/High Point, NC (GSO)	78.1	83.2	1101	1102

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greer, SC (GSP)	78.6	82.2	1087	1088
Guam, TT (GUM)	79.7	90.6	64	64
Gulfport/Biloxi, MS (GPT)	65.5	74.5	325	325
Gunnison, CO (GUC)	66.7	77.8	36	36
Hagerstown, MD (HGR)	75.0	50.0	8	8
Hancock/Houghton, MI (CMX)	62.5	64.3	56	56
Harlingen/San Benito, TX (HRL)	74.1	78.1	297	297
Harrisburg, PA (MDT)	78.0	78.3	492	492
Hartford, CT (BDL)	77.5	79.4	2193	2192
Hattiesburg/Laurel, MS (PIB)	53.6	73.2	56	56
Hayden, CO (HDN)	72.0	74.9	239	239
Hays, KS (HYS)	65.6	64.6	96	96
Helena, MT (HLN)	80.2	85.1	101	101
Hibbing, MN (HIB)	81.3	87.5	48	48
Hilo, HI (ITO)	88.2	89.2	416	416
Hilton Head, SC (HHH)	72.5	75.0	80	80
Hobbs, NM (HOB)	76.9	88.5	52	52
Honolulu, HI (HNL)	76.3	85.7	3497	3497
Houston, TX (HOU)	75.2	68.6	4495	4496
Houston, TX (IAH)	76.6	81.0	13437	13443
Huntsville, AL (HSV)	77.0	81.4	660	660
Idaho Falls, ID (IDA)	83.2	86.9	137	137
Indianapolis, IN (IND)	76.7	79.4	3548	3550
International Falls, MN (INL)	66.7	72.9	48	48
Iron Mountain/Kingsfd, MI (IMT)	59.6	55.8	52	52
Islip, NY (ISP)	74.5	81.4	424	424
Ithaca/Cortland, NY (ITH)	75.0	70.3	64	64
Jackson, WY (JAC)	66.0	64.5	394	392
Jackson/Vicksburg, MS (JAN)	77.6	83.2	595	594
Jacksonville, FL (JAX)	78.0	83.8	2500	2498
Jacksonville/Camp Lejeune, NC (OAJ)	76.4	81.8	225	225
Jamestown, ND (JMS)	67.1	64.5	76	76
Joplin, MO (JLN)	71.4	75.0	56	56
Juneau, AK (JNU)	81.2	82.2	292	292
Kahului, HI (OGG)	78.2	81.6	1869	1869
Kalamazoo, MI (AZO)	67.7	63.8	130	130
Kalispell, MT (FCA)	82.9	84.4	146	147
Kansas City, MO (MCI)	73.6	76.3	3998	3998
Kearney, NE (EAR)	70.8	89.6	48	48
Ketchikan, AK (KTN)	81.9	86.9	160	160
Key West, FL (EYW)	81.8	76.9	523	523

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Killeen, TX (GRK)	75.8	81.5	227	227
Knoxville, TN (TYS)	73.6	81.8	1295	1294
Kodiak, AK (ADQ)	85.4	93.8	48	48
Kona, HI (KOA)	77.0	83.3	1063	1063
Kotzebue, AK (OTZ)	71.4	66.1	56	56
La Crosse, WI (LSE)	60.4	63.4	134	134
Lafayette, LA (LFT)	72.6	77.1	376	376
Lake Charles, LA (LCH)	78.0	80.7	150	150
Lansing, MI (LAN)	64.7	69.7	272	271
Laramie, WY (LAR)	72.9	87.5	48	48
Laredo, TX (LRD)	80.4	85.9	184	184
Las Vegas, NV (LAS)	69.5	70.1	11881	11882
Latrobe, PA (LBE)	76.3	80.0	80	80
Lawton/Fort Sill, OK (LAW)	76.3	83.5	97	97
Lewisburg, WV (LWB)	58.3	60.4	48	48
Lewiston, ID (LWS)	86.0	94.6	57	56
Lexington, KY (LEX)	69.2	75.6	694	693
Liberal, KS (LBL)	66.0	79.2	47	48
Lihue, HI (LIH)	81.3	83.4	1009	1009
Lincoln, NE (LNK)	63.4	64.9	134	134
Little Rock, AR (LIT)	75.3	80.4	971	970
Long Beach, CA (LGB)	73.4	79.6	1079	1078
Longview, TX (GGG)	72.9	79.3	59	58
Los Angeles, CA (LAX)	72.3	74.4	16331	16307
Louisville, KY (SDF)	75.1	80.1	1588	1589
Lubbock, TX (LBB)	72.9	80.6	510	509
Lynchburg, VA (LYH)	76.9	78.8	52	52
Madison, WI (MSN)	69.0	70.5	1005	1004
Mammoth Lakes, CA (MMH)	40.5	38.1	84	84
Manchester, NH (MHT)	75.7	84.0	584	583
Manhattan/Ft. Riley, KS (MHK)	69.5	77.1	131	131
Marquette, MI (MQT)	58.3	65.5	84	84
Medford, OR (MFR)	74.9	73.4	271	274
Melbourne, FL (MLB)	85.9	89.1	192	192
Memphis, TN (MEM)	74.2	81.6	1747	1748
Meridian, MS (MEI)	64.3	61.9	84	84
Miami, FL (MIA)	81.7	82.5	7199	7205
Midland/Odessa, TX (MAF)	74.2	81.7	678	677
Milwaukee, WI (MKE)	73.9	75.6	2271	2272
Minneapolis, MN (MSP)	72.2	73.1	11036	11035
Minot, ND (MOT)	72.8	68.4	136	136

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mission/McAllen/Edinburg, TX (MFE)	77.8	84.7	392	392
Missoula, MT (MSO)	81.7	83.4	169	169
Moab, UT (CNY)	58.3	75.0	48	48
Mobile, AL (MOB)	66.2	71.7	367	367
Moline, IL (MLI)	65.9	64.6	364	364
Monroe, LA (MLU)	81.3	80.8	208	208
Monterey, CA (MRY)	72.0	80.4	311	312
Montgomery, AL (MGM)	80.4	77.9	271	271
Montrose/Delta, CO (MTJ)	74.7	74.7	182	182
Mosinee, WI (CWA)	57.8	60.6	180	180
Muskegon, MI (MKG)	55.4	71.4	56	56
Myrtle Beach, SC (MYR)	82.8	83.9	565	565
Nashville, TN (BNA)	74.9	75.1	5696	5693
New Bern/Morehead/Beaufort, NC (EWN)	77.8	81.4	167	167
New Haven, CT (HVN)	70.7	72.0	75	75
New Orleans, LA (MSY)	77.3	79.4	4324	4320
New York, NY (JFK)	78.4	79.7	9651	9660
New York, NY (LGA)	72.2	75.6	12956	12955
Newark, NJ (EWR)	72.5	77.1	9792	9784
Newburgh/Poughkeepsie, NY (SWF)	75.9	71.3	108	108
Newport News/Williamsburg, VA (PHF)	89.1	88.2	110	110
Niagara Falls, NY (IAG)	82.4	78.4	74	74
Nome, AK (OME)	60.7	71.4	56	56
Norfolk, VA (ORF)	75.9	79.8	1703	1705
North Bend/Coos Bay, OR (OTH)	57.1	50.0	28	28
North Platte, NE (LBF)	68.8	81.3	48	48
Oakland, CA (OAK)	72.3	70.7	3694	3700
Ogden, UT (OGD)	87.5	87.5	8	8
Ogdensburg, NY (OGS)	76.5	76.5	17	17
Oklahoma City, OK (OKC)	71.4	78.5	1680	1678
Omaha, NE (OMA)	72.2	75.0	1870	1871
Ontario, CA (ONT)	73.1	78.6	1486	1485
Orlando, FL (MCO)	76.9	75.5	10962	10963
Owensboro, KY (OWB)	50.0	50.0	8	8
Paducah, KY (PAH)	60.6	66.3	104	104
Pago Pago, TT (PPG)	62.5	62.5	8	8
Palm Springs, CA (PSP)	66.1	74.7	1284	1284
Panama City, FL (ECP)	78.7	82.4	409	409
Pasco/Kennewick/Richland, WA (PSC)	68.8	70.9	141	141
Pellston, MI (PLN)	50.0	45.6	68	68
Pensacola, FL (PNS)	71.2	77.2	827	826

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Peoria, IL (PIA)	71.9	75.1	342	342
Petersburg, AK (PSG)	78.6	78.6	56	56
Philadelphia, PA (PHL)	81.0	81.8	8368	8366
Phoenix, AZ (AZA)	61.4	73.2	503	503
Phoenix, AZ (PHX)	74.0	75.2	13552	13550
Pittsburgh, PA (PIT)	78.6	81.4	3627	3627
Plattsburgh, NY (PBG)	77.9	76.3	131	131
Pocatello, ID (PIH)	85.7	86.9	84	84
Ponce, PR (PSE)	79.2	96.2	53	52
Portland, ME (PWM)	76.2	80.7	644	644
Portland, OR (PDX)	76.5	81.4	4247	4246
Portsmouth, NH (PSM)	95.5	93.2	44	44
Prescott, AZ (PRC)	76.8	75.0	56	56
Providence, RI (PVD)	75.9	79.6	1280	1277
Provo, UT (PVU)	75.5	73.5	49	49
Pueblo, CO (PUB)	63.9	77.5	72	71
Punta Gorda, FL (PGD)	78.5	83.2	469	469
Quincy, IL (UIN)	60.4	56.3	48	48
Raleigh/Durham, NC (RDU)	77.5	79.5	4348	4347
Rapid City, SD (RAP)	70.1	73.1	211	212
Redding, CA (RDD)	62.0	59.5	79	79
Reno, NV (RNO)	70.4	73.8	1399	1399
Rhinelander, WI (RHI)	64.3	58.9	56	56
Richmond, VA (RIC)	76.4	80.7	1793	1794
Roanoke, VA (ROA)	73.4	77.7	184	184
Rochester, MN (RST)	50.5	51.9	289	289
Rochester, NY (ROC)	69.4	72.6	1029	1028
Rock Springs, WY (RKS)	71.4	83.9	56	56
Rockford, IL (RFD)	79.6	71.4	49	49
Roswell, NM (ROW)	85.4	91.7	96	96
Sacramento, CA (SMF)	76.2	80.3	3593	3594
Saginaw/Bay City/Midland, MI (MBS)	75.0	76.3	168	169
Saipan, TT (SPN)	80.6	86.1	36	36
Salina, KS (SLN)	59.7	65.3	72	72
Salt Lake City, UT (SLC)	77.2	80.8	8434	8393
San Angelo, TX (SJT)	86.1	89.3	122	122
San Antonio, TX (SAT)	74.9	82.1	2971	2970
San Diego, CA (SAN)	72.2	74.6	6792	6796
San Francisco, CA (SFO)	60.3	69.7	12314	12294
San Jose, CA (SJC)	74.6	77.7	4419	4427
San Juan, PR (SJU)	75.6	76.0	2014	2015

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Luis Obispo, CA (SBP)	66.9	74.9	363	362
Sanford, FL (SFB)	70.2	82.6	802	801
Santa Ana, CA (SNA)	73.3	77.3	3091	3092
Santa Barbara, CA (SBA)	64.2	73.5	486	486
Santa Fe, NM (SAF)	66.7	75.9	108	108
Santa Maria, CA (SMX)	71.4	71.4	14	14
Santa Rosa, CA (STS)	77.0	81.6	152	152
Sarasota/Bradenton, FL (SRQ)	80.8	78.8	640	640
Sault Ste. Marie, MI (CIU)	63.5	67.3	52	52
Savannah, GA (SAV)	77.5	81.1	1100	1101
Scottsbluff, NE (BFF)	81.3	83.3	48	48
Scranton/Wilkes-Barre, PA (AVP)	75.8	78.9	223	223
Seattle, WA (SEA)	70.2	72.7	9412	9411
Shreveport, LA (SHV)	64.0	73.4	478	477
Sioux City, IA (SUX)	60.0	59.0	100	100
Sioux Falls, SD (FSD)	66.5	69.4	556	556
Sitka, AK (SIT)	81.3	88.8	80	80
South Bend, IN (SBN)	72.2	76.6	522	522
Spokane, WA (GEG)	71.9	81.4	860	862
Springfield, IL (SPI)	62.9	69.0	116	116
Springfield, MO (SGF)	71.5	72.2	594	594
St. Cloud, MN (STC)	50.0	45.0	20	20
St. George, UT (SGU)	78.6	84.7	281	281
St. Louis, MO (STL)	73.9	72.0	4846	4845
St. Petersburg, FL (PIE)	80.0	87.2	554	554
State College, PA (SCE)	79.7	83.8	74	74
Staunton, VA (SHD)	67.3	78.8	52	52
Stillwater, OK (SWO)	67.9	67.9	56	56
Stockton, CA (SCK)	63.5	53.8	52	52
Sun Valley/Hailey/Ketchum, ID (SUN)	34.5	35.5	174	172
Syracuse, NY (SYR)	74.4	78.0	1059	1058
Tallahassee, FL (TLH)	82.7	88.4	450	450
Tampa, FL (TPA)	78.2	78.3	5985	5984
Texarkana, AR (TXK)	80.5	87.0	77	77
Toledo, OH (TOL)	72.7	72.7	161	161
Traverse City, MI (TVC)	67.5	68.5	197	197
Trenton, NJ (TTN)	75.0	78.8	184	184
Tucson, AZ (TUS)	70.3	78.3	1616	1619
Tulsa, OK (TUL)	75.7	83.4	1309	1309
Twin Falls, ID (TWF)	80.0	59.7	80	176
Tyler, TX (TYR)	69.2	76.0	104	104

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Valdosta, GA (VLD)	87.2	91.0	78	78
Valparaiso, FL (VPS)	72.2	79.2	457	456
Vernal, UT (VEL)	68.8	75.0	48	48
Waco, TX (ACT)	78.3	79.2	106	106
Washington, DC (DCA)	74.6	76.4	10999	11001
Washington, DC (IAD)	80.5	83.5	4594	4600
Waterloo, IA (ALO)	46.2	55.8	52	52
Watertown, NY (ART)	55.4	51.8	56	56
West Palm Beach/Palm Beach, FL (PBI)	76.5	75.7	2348	2346
White Plains, NY (HPN)	70.8	72.9	852	850
Wichita Falls, TX (SPS)	77.8	80.2	81	81
Wichita, KS (ICT)	72.1	77.4	756	756
Williston, ND (ISN)	76.9	61.5	52	52
Wilmington, NC (ILM)	76.0	78.9	488	488
Worcester, MA (ORH)	64.3	66.7	84	84
Wrangell, AK (WRG)	80.4	87.5	56	56
Yakutat, AK (YAK)	83.9	87.5	56	56
Yuma, AZ (YUM)	88.9	91.7	108	108

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2019

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES NETWORK	**21**	**6705**	**37**	**0.6**	**1**
- HAWAIIAN AIRLINES	18	6033	13	0.2	
- BRANDED CODESHARE PARTNERS	4	672	24	3.6	
FRONTIER AIRLINES	**91**	**8750**	**107**	**1.2**	**2**
ALLEGIANT AIR	**120**	**7271**	**91**	**1.3**	**3**
SPIRIT AIRLINES	**44**	**13654**	**207**	**1.5**	**4**
JETBLUE AIRWAYS	**64**	**22398**	**345**	**1.5**	**5**
DELTA AIR LINES NETWORK	**220**	**123369**	**2105**	**1.7**	**6**
- DELTA AIR LINES	141	67337	64	0.1	
- BRANDED CODESHARE PARTNERS	195	56032	2041	3.6	
AMERICAN AIRLINES NETWORK	**234**	**155611**	**5004**	**3.2**	**7**
- AMERICAN AIRLINES	103	71059	860	1.2	
- BRANDED CODESHARE PARTNERS	218	84552	4144	4.9	
UNITED AIRLINES NETWORK	**228**	**113797**	**4036**	**3.5**	**8**
- UNITED AIRLINES	103	43722	210	0.5	
- BRANDED CODESHARE PARTNERS	214	70075	3826	5.5	
SOUTHWEST AIRLINES	**85**	**99500**	**4578**	**4.6**	**9**
ALASKA AIRLINES NETWORK	**96**	**31911**	**1842**	**5.8**	**10**
- ALASKA AIRLINES	70	19028	874	4.6	
- BRANDED CODESHARE PARTNERS	52	12883	968	7.5	
TOTAL AIRPORTS SERVED	**360**	**582,966**	**18,352**	**3.1**	

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

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

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2019

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES	141	67337	64	0.1	1
HAWAIIAN AIRLINES	18	6033	13	0.2	2
UNITED AIRLINES	103	43722	210	0.5	3
AMERICAN AIRLINES	103	71059	860	1.2	4
FRONTIER AIRLINES	91	8750	107	1.2	5
ALLEGIANT AIR	120	7271	91	1.3	6
SPIRIT AIRLINES	44	13654	207	1.5	7
JETBLUE AIRWAYS	64	22398	345	1.5	8
MESA AIRLINES	102	16519	566	3.4	9
ENDEAVOR AIR	95	18305	632	3.5	10
REPUBLIC AIRWAYS	91	23786	952	4.0	11
ALASKA AIRLINES	70	19028	874	4.6	12
SOUTHWEST AIRLINES	85	99500	4578	4.6	13
EXPRESSJET AIRLINES	100	11447	527	4.6	14
SKYWEST AIRLINES	238	59589	2799	4.7	15
PSA AIRLINES	92	21465	1013	4.7	16
ENVOY AIR	133	23312	1417	6.1	17
TOTAL AIRPORTS SERVED	346	533,175	15,255	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**

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TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

FEBRUARY 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 NETWORK	**31911**	**21338**	**66.87**	**1842**	**5.77**	**198**	**0.62**	**1694**	**5.31**	**386**	**1.21**	**3866**	**12.11**	**13**	**0.04**	**2574**	**8.07**
- ALASKA AIRLINES	19028	12942	68.02	874	4.59	115	0.60	934	4.91	201	1.06	2443	12.84	12	0.06	1506	7.91
- BRANDED CODESHARE PARTNERS	12883	8396	65.17	968	7.51	83	0.64	760	5.90	185	1.44	1423	11.05	1	0.01	1068	8.29
ALLEGIANT AIR	**7271**	**5465**	**75.16**	**91**	**1.25**	**23**	**0.32**	**388**	**5.34**	**118**	**1.62**	**482**	**6.63**	**9**	**0.12**	**696**	**9.57**
AMERICAN AIRLINES NETWORK	**155611**	**114897**	**73.84**	**5004**	**3.22**	**441**	**0.28**	**8890**	**5.71**	**1236**	**0.79**	**11911**	**7.65**	**52**	**0.03**	**13180**	**8.47**
- AMERICAN AIRLINES	71059	53829	75.75	860	1.21	167	0.24	4495	6.33	455	0.64	6010	8.46	31	0.04	5212	7.33
- BRANDED CODESHARE PARTNERS	84552	61068	72.23	4144	4.90	274	0.32	4395	5.20	782	0.92	5901	6.98	21	0.02	7968	9.42
DELTA AIR LINES NETWORK	**123369**	**96060**	**77.86**	**2105**	**1.71**	**406**	**0.33**	**6051**	**4.90**	**1519**	**1.23**	**8437**	**6.84**	**25**	**0.02**	**8766**	**7.11**
- DELTA AIR LINES	67337	54934	81.58	64	0.10	156	0.23	3232	4.80	684	1.02	4687	6.96	16	0.02	3564	5.29
- BRANDED CODESHARE PARTNERS	56032	41126	73.40	2041	3.64	250	0.45	2819	5.03	836	1.49	3750	6.69	9	0.02	5202	9.28
FRONTIER AIRLINES	**8750**	**6502**	**74.31**	**107**	**1.22**	**10**	**0.11**	**573**	**6.55**	**53**	**0.61**	**768**	**8.78**	**0**	**0.00**	**736**	**8.41**
HAWAIIAN AIRLINES NETWORK	**6705**	**5479**	**81.72**	**37**	**0.55**	**12**	**0.18**	**597**	**8.90**	**94**	**1.40**	**18**	**0.27**	**1**	**0.01**	**467**	**6.96**
- HAWAIIAN AIRLINES	6033	4952	82.08	13	0.22	6	0.10	573	9.50	90	1.49	8	0.13	1	0.02	391	6.48
- BRANDED CODESHARE PARTNERS	672	527	78.42	24	3.57	6	0.89	25	3.72	4	0.60	10	1.49	0	0.00	76	11.31
JETBLUE AIRWAYS	**22398**	**15675**	**69.98**	**345**	**1.54**	**70**	**0.31**	**2109**	**9.42**	**74**	**0.33**	**1783**	**7.96**	**22**	**0.10**	**2320**	**10.36**
SOUTHWEST AIRLINES	**99500**	**73175**	**73.54**	**4578**	**4.60**	**239**	**0.24**	**7349**	**7.39**	**335**	**0.34**	**4422**	**4.44**	**83**	**0.08**	**9319**	**9.37**
SPIRIT AIRLINES	**13654**	**10612**	**77.72**	**207**	**1.52**	**11**	**0.08**	**536**	**3.93**	**64**	**0.47**	**1583**	**11.59**	**7**	**0.05**	**634**	**4.64**
UNITED AIRLINES NETWORK	**113797**	**80915**	**71.10**	**4036**	**3.55**	**377**	**0.33**	**6446**	**5.66**	**1007**	**0.88**	**11510**	**10.11**	**13**	**0.01**	**9493**	**8.34**
- UNITED AIRLINES	43722	33661	76.99	210	0.48	71	0.16	1992	4.56	341	0.78	4673	10.69	0	0.00	2774	6.34
- BRANDED CODESHARE PARTNERS	70075	47254	67.43	3826	5.46	306	0.44	4454	6.36	666	0.95	6837	9.76	13	0.02	6718	9.59
TOTAL	**582,966**	**430,118**	**73.78**	**18,352**	**3.15**	**1,787**	**0.31**	**34,634**	**5.94**	**4,886**	**0.84**	**44,779**	**7.68**	**224**	**0.04**	**48,185**	**8.27**

*** 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 OPERATING CARRIER

FEBRUARY 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	19028	12942	68.02	874	4.59	115	0.60	934	4.91	201	1.06	2443	12.84	12	0.06	1506	7.91
ALLEGIANT AIR	7271	5465	75.16	91	1.25	23	0.32	388	5.34	118	1.62	482	6.63	9	0.12	696	9.57
AMERICAN AIRLINES	71059	53829	75.75	860	1.21	167	0.24	4495	6.33	455	0.64	6010	8.46	31	0.04	5212	7.33
DELTA AIR LINES	67337	54934	81.58	64	0.10	156	0.23	3232	4.80	684	1.02	4687	6.96	16	0.02	3564	5.29
ENDEAVOR AIR	18305	13952	76.22	632	3.45	40	0.22	861	4.70	159	0.87	1173	6.41	2	0.01	1485	8.11
ENVOY AIR	23312	15509	66.53	1417	6.08	82	0.35	1239	5.31	338	1.45	2163	9.28	4	0.02	2560	10.98
EXPRESSJET AIRLINES	11447	7972	69.64	527	4.60	40	0.35	724	6.32	65	0.57	1220	10.66	0	0.00	899	7.85
FRONTIER AIRLINES	8750	6502	74.31	107	1.22	10	0.11	573	6.55	53	0.61	768	8.78	0	0.00	736	8.41
HAWAIIAN AIRLINES	6033	4952	82.08	13	0.22	6	0.10	573	9.50	90	1.49	8	0.13	1	0.02	391	6.48
JETBLUE AIRWAYS	22398	15675	69.98	345	1.54	70	0.31	2109	9.42	74	0.33	1783	7.96	22	0.10	2320	10.36
MESA AIRLINES	16519	11944	72.30	566	3.43	44	0.27	1182	7.16	219	1.33	1088	6.59	5	0.03	1471	8.90
PSA AIRLINES	21465	16060	74.82	1013	4.72	86	0.40	1189	5.54	165	0.77	1013	4.72	6	0.03	1932	9.00
REPUBLIC AIRWAYS	23786	18266	76.79	952	4.00	50	0.21	795	3.34	156	0.66	2089	8.78	7	0.03	1471	6.18
SKYWEST AIRLINES	59589	41387	69.45	2799	4.70	396	0.66	3334	5.59	840	1.41	4769	8.00	14	0.02	6050	10.15
SOUTHWEST AIRLINES	99500	73175	73.54	4578	4.60	239	0.24	7349	7.39	335	0.34	4422	4.44	83	0.08	9319	9.37
SPIRIT AIRLINES	13654	10612	77.72	207	1.52	11	0.08	536	3.93	64	0.47	1583	11.59	7	0.05	634	4.64
UNITED AIRLINES	43722	33661	76.99	210	0.48	71	0.16	1992	4.56	341	0.78	4673	10.69	0	0.00	2774	6.34
TOTAL	533,175	396,837	74.43	15,255	2.86	1,606	0.30	31,505	5.91	4,356	0.82	40,374	7.57	220	0.04	43,022	8.07

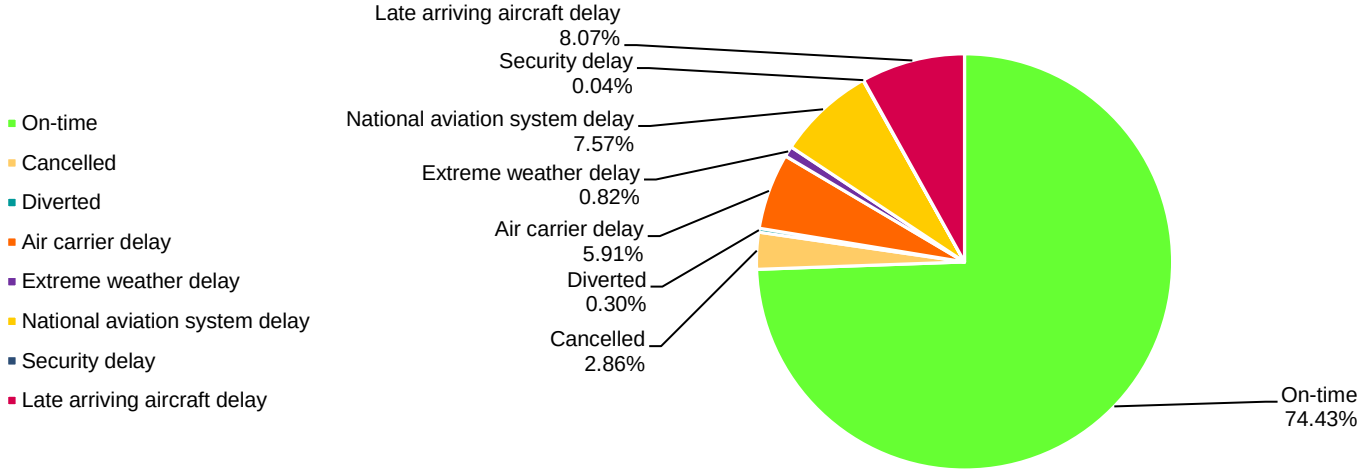
*** Causes of Delay:**

- **Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).**
- **Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.**
- **National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.**
- **Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than 29 minutes at screening areas.**
- **Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.**

A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

***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 OPERATING CARRIER
FEBRUARY 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

FEBRUARY 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
ALASKA	ALASKA	1633	LAS	SEA	2/11/2019	Destination Airport	4:09
ALASKA	ALASKA	853	SEA	HNL	2/4/2019	Origin Airport	4:03
ALASKA	ALASKA	362	SEA	SJC	2/8/2019	Origin Airport	3:47
ALASKA	ALASKA	618	SEA	DEN	2/8/2019	Origin Airport	3:41
ALASKA	ALASKA	396	SEA	SJC	2/4/2019	Origin Airport	3:23
ALASKA	ALASKA	16	SEA	MCO	2/4/2019	Origin Airport	3:16
ALASKA	ALASKA	426	SEA	JFK	2/11/2019	Origin Airport	3:15
ALASKA	ALASKA	684	SEA	PHX	2/4/2019	Origin Airport	3:15
ALASKA	ALASKA	4	SEA	DCA	2/4/2019	Origin Airport	3:14
SOUTHWEST	SOUTHWEST	4561	SAT	MCO	2/2/2019	Destination Airport	3:11
UNITED	UNITED	257	DEN	SFO	2/22/2019	Origin Airport	3:11
DELTA	DELTA	1703	MSP	MCO	2/20/2019	Origin Airport	3:05
ALASKA	ALASKA	177	SEA	ANC	2/4/2019	Origin Airport	3:05
ALASKA	ALASKA	97	SEA	ANC	2/8/2019	Origin Airport	3:05
SOUTHWEST	SOUTHWEST	2822	CMH	MCO	2/2/2019	Destination Airport	3:05
ALASKA	ALASKA	1506	SEA	SNA	2/4/2019	Origin Airport	3:02

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

FEBRUARY 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
None							

***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)

FEBRUARY 2019

RANK	CARRIER	February 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	**ALLEGIANT AIR**	**466,434**	**798**	**1.71**
2	**HAWAIIAN AIRLINES NETWORK**	**504,245**	**1,930**	**3.83**
	- HAWAIIAN AIRLINES	493,371	1,777	3.60
	- BRANDED CODESHARE PARTNERS	10,874	153	14.07
3	**FRONTIER AIRLINES**	**675,705**	**2,655**	**3.93**
4	**SPIRIT AIRLINES**	**866,616**	**3,851**	**4.44**
5	**SOUTHWEST AIRLINES**	**8,382,096**	**42,578**	**5.08**
6	**DELTA AIR LINES NETWORK**	**7,014,256**	**36,648**	**5.22**
	- DELTA AIR LINES	5,358,791	28,015	5.23
	- BRANDED CODESHARE PARTNERS	1,655,465	8,633	5.21
7	**JETBLUE AIRWAYS**	**1,025,635**	**5,383**	**5.25**
8	**UNITED AIRLINES NETWORK****	**5,716,699**	**42,850**	**7.50**
	- UNITED AIRLINES	3,275,953	*24,282*	*7.41*
	*- BRANDED CODESHARE PARTNERS***	2,440,746	*18,568*	*7.61*
9	**AMERICAN AIRLINES NETWORK**	**8,622,136**	**68,200**	**7.91**
	- AMERICAN AIRLINES	5,351,935	41,351	7.73
	- BRANDED CODESHARE PARTNERS	3,270,201	26,849	8.21
10	**ALASKA AIRLINES NETWORK**	**1,911,248**	**15,726**	**8.23**
	- ALASKA AIRLINES	1,376,616	9,292	6.75
	- BRANDED CODESHARE PARTNERS	534,632	6,434	12.03
	TOTAL	**35,185,070**	**220,619**	**6.27**

*** 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 ATCR.

**** In July 2019, United Airlines submitted to the Department revised mishandled baggage data for the operations of its branded codeshare partners for each of the months January-April 2019. This table reflects the revised data for February 2019.**

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2019

RANK	CARRIER	February 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGIANT AIRLINES	466,434	798	1.71
2	HAWAIIAN AIRLINES	493,371	1,777	3.60
3	FRONTIER AIRLINES	675,705	2,655	3.93
4	SPIRIT AIRLINES	866,616	3,851	4.44
5	ENDEAVOR AIR	675,432	3,302	4.89
6	EXPRESSJET AIRLINES**	385,273	1,949	5.06
7	SOUTHWEST AIRLINES	8,382,096	42,578	5.08
8	DELTA AIR LINES	5,358,791	28,015	5.23
9	JETBLUE AIRWAYS	1,025,635	5,383	5.25
10	ALASKA AIRLINES	1,376,616	9,292	6.75
11	PSA AIRLINES	995,679	6,856	6.89
12	UNITED AIRLINES	3,275,953	24,282	7.41
13	REPUBLIC AIRWAYS**	628,947	4,686	7.45
14	MESA AIRLINES**	744,493	5,662	7.61
15	SKYWEST AIRLINES**	2,191,696	16,728	7.63
16	AMERICAN AIRLINES	5,351,935	41,351	7.73
17	ENVOY AIR	771,747	6,976	9.04
	TOTAL	33,666,419	206,141	6.12

*** 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 ATCR.

**** In July 2019, United Airlines submitted to the Department revised mishandled baggage data for the operations of its branded codeshare partners for each of the months January-April 2019. This table reflects the revised data for February 2019.**

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. REPORTING MARKETING CARRIERS* (MONTHLY)

RANK	CARRIER	FEBRUARY 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	**DELTA AIR LINES NETWORK**	**11,617**	**84**	**0.72**
	- DELTA AIR LINES	8,969	*77*	0.86
	- BRANDED CODESHARE PARTNERS	2,648	*7*	0.26
2	**ALLEGIANT AIR NETWORK**	**1,205**	**12**	**1.00**
3	**UNITED AIRLINES NETWORK**	**6,737**	**74**	**1.10**
	- UNITED AIRLINES	5,500	50	0.91
	- BRANDED CODESHARE PARTNERS	1,237	24	1.94
4	**HAWAIIAN AIRLINES NETWORK**	**395**	**5**	**1.27**
	- HAWAIIAN AIRLINES	395	*5*	1.27
	- BRANDED CODESHARE PARTNERS	0	*0*	0.00
5	**SPIRIT AIRLINES NETWORK**	**1,831**	**35**	**1.91**
6	**ALASKA AIRLINES NETWORK**	**1,522**	**32**	**2.10**
	- ALASKA AIRLINES	1,323	*22*	1.66
	- BRANDED CODESHARE PARTNERS	199	*10*	5.03
7	**FRONTIER AIRLINES NETWORK**	**1,009**	**22**	**2.18**
8	**SOUTHWEST AIRLINES NETWORK**	**6,151**	**138**	**2.24**
9	**JETBLUE AIRWAYS NETWORK**	**1,270**	**36**	**2.83**
10	**AMERICAN AIRLINES NETWORK**	**3,091**	**162**	**5.24**
	*- AMERICAN AIRLINES****	2,572	*113*	4.39
	- BRANDED CODESHARE PARTNERS	519	*49*	9.44
	TOTAL	**34,828**	**600**	**1.72**

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

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

**** In July 2019, United Airlines submitted to the Department revised mishandled wheelchair and scooter data for the operations of its branded codeshare partners for each of the months January-April 2019. This table reflects the revised data for March 2019.**

*****American informed the Department that for February 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 OPERATING CARRIERS* (MONTHLY)

RANK	CARRIER	FEBRUARY 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ENDEAVOR AIR	836	4	0.48
2	DELTA AIR LINES	8,969	77	0.86
3	UNITED AIRLINES	5,500	50	0.91
4	ALLEGIANT AIRLINES	1,205	12	1.00
5	SKYWEST AIRLINES**	2,124	24	1.13
6	HAWAIIAN AIRLINES	395	5	1.27
7	ALASKA AIRLINES	1,323	22	1.66
8	SPIRIT AIRLINES	1,831	35	1.91
9	FRONTIER AIRLINES	1,009	22	2.18
10	MESA AIRLINES**	225	5	2.22
11	SOUTHWEST AIRLINES	6,151	138	2.24
12	REPUBLIC AIRWAYS**	354	8	2.26
13	JETBLUE AIRWAYS	1,270	36	2.83
14	EXPRESSJET AIRLINES**	228	8	3.51
15	AMERICAN AIRLINES***	2,572	113	4.39
16	ENVOY AIRLINES	141	11	7.80
17	PSA AIRLINES	110	14	12.73
	TOTAL	34,243	584	1.71

* 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.

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

** In July 2019, United Airlines submitted to the Department revised mishandled wheelchair and scooter data for the operations of its branded codeshare partners for each of the months January-April 2019. This table reflects the revised data for February 2019.

***American informed the Department that for February 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 REPORTING MARKETING CARRIERS

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

RANK	CARRIER	JANUARY - DECEMBER 2018				JANUARY - 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	**DELTA AIR LINES NETWORK**	**126,719**	**40**	**177,650,178**	**0.00**	-	-	-	-
	- DELTA AIR LINES	81,706	22	138,786,700	0.00	128,331	689	132,302,215	0.05
	- BRANDED CODESHARE PARTNERS	45,013	18	38,863,478	0.00	-	-	-	-
2	**JETBLUE AIRWAYS**	**2,500**	**36**	**37,997,354**	**0.01**	**2,081**	**1,478**	**36,191,843**	**0.41**
3	**UNITED AIRLINES NETWORK**	**71,467**	**148**	**143,593,456**	**0.01**	-	-	-	-
	- UNITED AIRLINES	35,724	93	99,595,563	0.01	47,057	2,111	93,797,365	0.23
	- BRANDED CODESHARE PARTNERS	35,743	55	43,997,893	0.01	-	-	-	-
4	**HAWAIIAN AIRLINES NETWORK**	**1,149**	**13**	**11,170,094**	**0.01**	-	-	-	-
	- HAWAIIAN AIRLINES	1,105	13	10,963,660	0.01	638	101	11,133,441	0.09
	- BRANDED CODESHARE PARTNERS	44	0	206,434	0.00	-	-	-	-
5	**ALLEGIANT AIR**	**403**	**202**	**13,829,801**	**0.15**	**-**	**-**	**-**	**-**
6	**SOUTHWEST AIRLINES**	**21,622**	**2,423**	**161,516,687**	**0.15**	**36,482**	**8,279**	**155,958,380**	**0.53**
7	**AMERICAN AIRLINES NETWORK**	**108,176**	**4,785**	**188,200,185**	**0.25**	-	-	-	-
	- AMERICAN AIRLINES	61,274	2,614	133,844,068	0.20	47,459	4,933	130,819,181	0.38
	- BRANDED CODESHARE PARTNERS	46,902	2,171	54,356,117	0.40	-	-	-	-
8	**ALASKA AIRLINES NETWORK**	**11,648**	**1,440**	**42,092,330**	**0.34**	-	-	-	-
	- ALASKA AIRLINES	8,721	743	32,302,771	0.23	7,974	789	24,921,671	0.32
	- BRANDED CODESHARE PARTNERS	2,927	697	9,789,559	0.71	-	-	-	-
9	**SPIRIT AIRLINES**	**21,464**	**1,529**	**27,468,604**	**0.56**	**10,308**	**4,653**	**22,684,089**	**2.05**
10	**FRONTIER AIRLINES**	**4,625**	**1,219**	**19,423,432**	**0.63**	**2,376**	**943**	**16,598,211**	**0.57**
	TOTAL	**369,773**	**11,835**	**822,942,121**	**0.14**	**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 OPERATING CARRIERS

RANK	AIRLINE*	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	DELTA AIR LINES	22,605	0	34,570,464	0.00	24,793	10	32,506,060	0.00
2	ENDEAVOR AIR	4,559	2	3,446,544	0.01	-	-	-	-
3	UNITED AIRLINES	7,556	23	25,234,539	0.01	8,483	44	23,766,600	0.02
4	JETBLUE AIRWAYS	487	13	9,351,646	0.01	432	3	8,936,805	0.00
5	HAWAIIAN AIRLINES	326	6	2,680,823	0.02	408	9	2,710,707	0.03
6	SPIRIT AIRLINES	5,417	43	6,897,416	0.06	4,198	1,144	5,804,607	1.97
7	SOUTHWEST AIRLINES	4,688	411	41,306,125	0.10	4,393	1,601	39,969,392	0.40
8	EXPRESSJET AIRLINES	1,658	22	1,835,755	0.12	3,213	7	2,977,522	0.02
9	ALASKA AIRLINES	2,226	105	8,260,367	0.13	1,552	131	6,103,747	0.21
10	SKYWEST AIRLINES	5,977	160	9,210,026	0.17	7,800	68	8,776,536	0.08
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	14,215	416	32,802,049	0.13
15	FRONTIER AIRLINES	895	257	4,932,227	0.52	860	403	4,538,268	0.89
16	PSA AIRLINES	2,356	213	3,421,745	0.62	-	-	-	-
17	ENVOY AIR	3,104	453	3,303,994	1.37	-	-	-	-
	TOTAL	88,390	3,551	199,113,172	0.18	70,347	3,836	168,892,293	0.23

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 OPERATING CARRIER

RANK	AIRLINE*	JANUARY - DECEMBER 2018				JANUARY - 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	DELTA AIR LINES	81,706	22	138,786,700	0.00	128,331	689	132,302,215	0.05
2	ENDEAVOR AIR	16,907	7	13,291,396	0.01	-	-	-	-
3	UNITED AIRLINES	35,724	93	99,595,563	0.01	47,057	2,111	93,797,365	0.23
4	JETBLUE AIRWAYS	2,500	36	37,997,354	0.01	2,081	1,478	36,191,843	0.41
5	HAWAIIAN AIRLINES	1,105	13	10,963,660	0.01	638	101	11,133,441	0.09
6	EXPRESSJET AIRLINES	7,979	40	8,773,854	0.05	19,460	792	14,716,334	0.54
7	REPUBLIC AIRWAYS	15,718	196	18,109,139	0.11	-	-	-	-
8	ALLEGIANT AIR	403	202	13,829,801	0.15	-	-	-	-
9	SOUTHWEST AIRLINES	21,622	2,423	161,516,687	0.15	36,482	8,279	155,958,380	0.53
10	SKYWEST AIRLINES	28,470	549	36,071,823	0.15	35,145	985	33,292,890	0.30
11	MESA AIRLINES	8,763	209	13,384,310	0.16	-	-	-	-
12	AMERICAN AIRLINES	61,274	2,614	133,844,068	0.20	47,459	4,933	130,819,181	0.38
13	PSA AIRLINES	9,332	309	13,522,038	0.23	-	-	-	-
14	ALASKA AIRLINES	8,721	743	32,302,771	0.23	7,974	789	24,921,671	0.32
15	SPIRIT AIRLINES	21,464	1,529	27,468,604	0.56	10,308	4,653	22,684,089	2.05
16	ENVOY AIR	14,653	734	13,051,610	0.56	-	-	-	-
17	FRONTIER AIRLINES	4,625	1,219	19,423,432	0.63	2,376	943	16,598,211	0.57
	TOTAL	340,966	10,938	791,932,810	0.14	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

	FEBRUARY 2019				FEBRUARY 2018			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	619	37	2	101	605	83	1	101
FOREIGN AIRLINES	416	2	0	63	408	2	0	42
TRAVEL AGENTS	22	2	0	13	25	1	0	13
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	10	5	0	91	9	24	0	41
INDUSTRY TOTALS	1,067	46	2	268	1,047	110	1	197

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. OPERATING CARRIERS BY COMPLAINT CATEGORIES*

	FEBRUARY 2019			FEBRUARY 2018		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	294		1	311	
CANCELLATION			114			120
DELAY			112			105
MISCONNECTION			42			40
BAGGAGE	2	177		2	193	
RESERVATIONS/TICKETING/BOARDING	3	155		3	139	
CUSTOMER SERVICE	4	118		4	104	
FARES	5	98		5	91	
REFUNDS	6	96		6	79	
DISABILITY	7	59		7	53	
OVERSALES	8	28		9	30	
OTHER	9	24		8	35	
FREQUENT FLYER			10			17
DISCRIMINATION	10	14		11	5	
ADVERTISING	11	4		10	7	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,067			1,047	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. OPERATING CARRIERS BY COMPLAINT CATEGORIES*

FEBRUARY 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	8	0	6	2	0	1	0	2	1	0	0	1	21
ALLEGIANT AIR	9	0	2	2	1	3	4	5	0	0	0	0	26
AMERICAN AIRLINES	46	3	22	13	11	19	20	10	0	4	0	2	150
CALIFORNIA PACIFIC AIRLINES	5	0	0	0	3	0	0	0	0	0	0	0	8
DELTA AIR LINES	6	1	8	2	2	9	10	14	0	3	0	1	56
ENVOY AIR	7	3	1	0	0	1	1	0	0	0	0	0	13
FRONTIER AIRLINES	18	1	3	2	3	4	1	3	1	1	0	0	37
GOJET AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
HAWAIIAN AIRLINES	1	0	4	1	0	0	1	2	0	0	0	1	10
JETBLUE AIRWAYS	12	0	1	0	0	3	3	2	0	1	0	0	22
MESA AIRLINES	4	1	0	0	0	0	1	0	0	0	0	0	6
SKYWEST AIRLINES	16	0	1	0	0	0	0	0	0	0	0	0	17
SOUTHWEST AIRLINES	36	0	3	2	1	10	4	2	0	0	0	0	58
SPIRIT AIRLINES	8	3	10	4	4	1	12	6	0	0	0	1	49
SUN COUNTRY AIRLINES	2	0	0	1	0	2	1	0	0	0	0	0	6
UNITED AIRLINES	23	1	13	11	7	19	15	3	0	2	0	8	102
Other U.S. Airlines	19	2	3	0	2	1	3	1	0	0	0	2	33
TOTAL FEBRUARY 2019	225	15	77	40	34	73	76	50	2	11	0	16	619
% of TOTAL COMPLAINTS	36.3	2.4	12.4	6.5	5.5	11.8	12.3	8.1	0.3	1.8	0	2.6	
TOTAL FEBRUARY 2018	226	21	65	44	27	93	67	38	2	2	0	20	605
% of TOTAL COMPLAINTS	37.4	3.5	10.7	7.3	4.5	15.4	11.1	6.3	0.3	0.3	0	3.3	

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

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

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. OPERATING CARRIERS BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN FEB	INCI-DENTS IN FEB	PERCENT	INCI-DENTS IN JAN	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
ALASKA AIRLINES	21	13	61.9	3	14.3	4	19.0	1	4.8
ALLEGIANT AIR	26	16	61.5	2	7.7	6	23.1	2	7.7
AMERICAN AIRLINES	150	69	46.0	28	18.7	38	25.3	15	10.0
CALIFORNIA PACIFIC AIRLINES	8	1	12.5	6	75.0	1	12.5	0	0.0
DELTA AIR LINES	56	25	44.6	9	16.1	18	32.1	4	7.1
ENVOY AIR	13	9	69.2	2	15.4	1	7.7	1	7.7
FRONTIER AIRLINES	37	19	51.4	3	8.1	11	29.7	4	10.8
GOJET AIRLINES	5	3	60.0	1	20.0	0	0.0	1	20.0
HAWAIIAN AIRLINES	10	4	40.0	1	10.0	3	30.0	2	20.0
JETBLUE AIRWAYS	22	10	45.5	7	31.8	2	9.1	3	13.6
MESA AIRLINES	6	5	83.3	0	0.0	1	16.7	0	0.0
SKYWEST AIRLINES	17	13	76.5	3	17.6	1	5.9	0	0.0
SOUTHWEST AIRLINES	58	37	63.8	6	10.3	12	20.7	3	5.2
SPIRIT AIRLINES	49	28	57.1	8	16.3	7	14.3	6	12.2
SUN COUNTRY AIRLINES	6	3	50.0	1	16.7	1	16.7	1	16.7
UNITED AIRLINES	102	49	48.0	18	17.6	27	26.5	8	7.8
Other U.S. Airlines	33	18	54.5	3	9.1	7	21.2	5	15.2
ALASKA AIRLINES	21	13	61.9	3	14.3	4	19.0	1	4.8
Totals	619	322	52.0	101	16.3	140	22.6	56	9.0
Previous Year's Totals	605	284	46.9	107	17.7	167	27.6	47	7.8

* 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'.

Table 5

AIR TRAVEL CONSUMER REPORT

COMPANIES OTHER THAN U.S. CARRIERS* BY COMPLAINT CATEGORY**
FEBRUARY 2019

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	1	0	1	0	0	4	0	0	0	0	0	0	6
AEROFLOT	2	0	3	1	0	0	1	0	0	0	0	0	7
AEROMEXICO	2	0	8	6	5	3	1	0	0	0	0	0	25
AIR CANADA	2	1	0	1	1	5	2	0	0	0	0	0	12
AIR FRANCE	4	1	3	3	0	5	1	0	0	1	0	1	19
AIR INDIA	1	0	0	0	1	3	0	0	0	0	0	0	5
AIR ITALY	0	0	2	1	1	1	0	0	0	0	0	0	5
ALITALIA AIRLINES	2	1	1	0	0	1	0	0	0	0	0	0	5
AVIANCA	3	0	2	1	3	1	1	0	0	0	0	0	11
BRITISH AIRWAYS	0	0	3	5	2	3	1	0	0	0	0	0	14
CONDOR	1	1	0	0	0	3	2	0	0	0	0	0	7
COPA	1	0	2	0	1	1	0	0	0	0	0	0	5
EMIRATES AIRLINES	0	0	2	4	1	4	4	1	0	0	0	1	17
ETHIOPIAN AIRLINES	2	0	0	1	0	2	2	0	0	0	0	0	7
ETIHAD AIRWAYS	0	4	0	1	0	5	4	0	0	0	0	0	14
FLY JAMAICA	0	0	0	0	5	0	0	0	0	0	0	0	5
IBERIA AIRLINES	1	0	2	0	1	1	0	0	0	0	0	1	6
INTERJET	1	0	1	0	4	1	0	0	0	0	0	0	7
JET AIRWAYS	2	0	6	0	1	2	1	0	0	0	0	0	12
LATAM	2	0	3	0	2	4	3	0	0	0	0	0	14
LUFTHANSA	2	1	3	3	1	3	4	0	0	0	0	1	18
NORWEGIAN AIR SHUTTLE	5	0	4	3	0	1	1	1	0	0	0	0	15
QANTAS AIRWAYS	2	0	1	0	1	0	0	1	0	0	0	1	6
QATAR AIRWAYS	1	0	3	3	5	1	1	0	0	0	0	0	14
ROYAL AIR MAROC	1	0	1	1	0	1	1	0	0	0	0	0	5
SWISS AIR	3	0	0	2	0	1	1	0	0	1	0	0	8
TURKISH AIRLINES	6	0	3	1	0	15	1	0	0	0	0	0	26
VIRGIN ATLANTIC AIRWAYS	0	1	2	0	1	2	0	1	0	0	0	0	7
VOLARIS AIRLINES	1	2	3	1	1	0	2	0	1	0	0	0	11
WOW AIR	1	0	0	0	3	2	0	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	19	1	15	8	13	28	5	5	1	1	0	1	97
TOTALS	68	13	74	46	53	103	39	9	2	3	0	6	416
TRAVEL AGENTS													
CHEAPOAIR.COM	0	0	3	2	0	0	0	0	0	0	0	0	5
KIWI.COM	0	0	0	2	4	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	0	0	1	6	4	0	0	0	0	0	0	0	11
TOTALS	0	0	4	10	8	0	0	0	0	0	0	0	22
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0

AIR TRAVEL CONSUMER REPORT

Table 5, cont'd.

COMPANIES OTHER THAN U.S. CARRIERS* BY COMPLAINT CATEGORY**/FEBRUARY 2019

MISCELLANEOUS

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
Other Miscellaenous	1	0	0	2	1	1	3	0	0	0	0	2	10
TOTALS	1	0	0	2	1	1	3	0	0	0	0	2	10

* 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.

TABLE 6

AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2019		FEBRUARY 2018
AIRLINE	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	**23**	**9**
- ALASKA AIRLINES	*21*	*7*
- BRANDED CODESHARE PARTNERS	*2*	*2*
ALLEGIANT AIR	**26**	**13**
AMERICAN AIRLINES NETWORK	**179**	**154**
- AMERICAN AIRLINES	*150*	*126*
- BRANDED CODESHARE PARTNERS	*29*	*28*
DELTA AIR LINES NETWORK	**64**	**94**
- DELTA AIR LINES	*56*	*81*
- BRANDED CODESHARE PARTNERS	*8*	*13*
FRONTIER AIRLINES	**37**	**44**
HAWAIIAN AIRLINES NETWORK	**10**	**10**
- HAWAIIAN AIRLINES	*10*	*10*
- BRANDED CODESHARE PARTNERS	*0*	*0*
JETBLUE AIRWAYS	**22**	**34**
SOUTHWEST AIRLINES	**58**	**42**
SPIRIT AIRLINES	**49**	**68**
UNITED AIRLINES NETWORK	**125**	**123**
- UNITED AIRLINES	*102*	*97*
- BRANDED CODESHARE PARTNERS	*23*	*26*
TOTAL	**593**	**591**

*** 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

CONSUMER COMPLAINTS: REPORTING U.S. OPERATING CARRIERS*

		FEBRUARY 2019			FEBRUARY 2018		
RANK	AIRLINE	COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	**EXPRESSJET AIRLINES**	1	469,401	**0.21**	1	777,023	**0.13**
2	**REPUBLIC AIRWAYS**	3	1,282,945	**0.23**	4	1,313,399	**0.30**
3	**PSA AIRLINES**	3	1,059,245	**0.28**	4	1,039,569	**0.38**
4	**ENDEAVOR AIR**	4	946,233	**0.42**	6	854,640	**0.70**
5	**SOUTHWEST AIRLINES**	58	11,384,835	**0.51**	42	11,231,224	**0.37**
6	**DELTA AIR LINES**	56	10,611,083	**0.53**	81	10,317,720	**0.79**
7	**MESA AIRLINES**	6	1,076,277	**0.56**	5	973,550	**0.51**
8	**SKYWEST AIRLINES**	17	2,808,156	**0.61**	15	2,698,530	**0.56**
9	**JETBLUE AIRWAYS**	22	3,129,927	**0.70**	34	3,078,717	**1.10**
10	**ALASKA AIRLINES**	21	2,369,743	**0.89**	7	1,909,775	**0.37**
11	**HAWAIIAN AIRLINES**	10	854,122	**1.17**	10	883,148	**1.13**
12	**ENVOY AIR**	13	1,004,960	**1.29**	5	938,996	**0.53**
13	**UNITED AIRLINES**	102	7,699,334	**1.32**	97	7,323,841	**1.32**
14	**AMERICAN AIRLINES**	150	11,268,288	**1.33**	126	10,711,081	**1.18**
15	**SPIRIT AIRLINES**	49	2,272,700	**2.16**	68	1,989,765	**3.42**
16	**FRONTIER AIRLINES**	37	1,498,614	**2.47**	44	1,393,520	**3.16**
17	**ALLEGIANT AIR**	26	1,027,215	**2.53**	13	1,006,211	**1.29**
	TOTAL	578	60,763,078	**0.95**	562	58,440,709	**0.96**

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.**

Civil Rights Complaints by Air Travelers (Other Than Disability) for February 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
AIR FRANCE	0	0	0	1	0	0	0
AMERICAN AIRLINES	3	0	0	0	1	0	0
DELTA AIR LINES	3	0	0	0	0	0	0
FRONTIER AIRLINES	0	0	0	1	0	0	0
ICELANDAIR	1	0	0	0	0	0	0
JETBLUE AIRWAYS	1	0	0	0	0	0	0
SWISS AIR	0	0	0	0	0	0	1
UNITED AIRLINES	1	0	0	0	1	0	0
TOTAL	9	0	0	2	2	0	1

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

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

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.

February 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.

Carrier	Death	Injury	Loss
N O N E			

Customer Service Reports to the U.S. Department of Homeland Security for the Month of February 2019 as provided by the Transportation Security Administration [a]

The Transportation Security Administration (TSA) screened approximately 57 million airline passengers and their 46 million checked bags in the month of February as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations [b]. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of February.

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

Courtesy [c]		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public [c]	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
563	0.00099%	26	0.00005%	60	0.000011%	405	0.00071%

NOTES

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

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

[c] The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of February.

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.