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]	March 2019
Mishandled Baggage, Wheelchairs and Scooters[1]	March 2019 / January – March 2019
Oversales[1]	1st. Quarter 2019
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	March 2019 / January – March 2019
Airline Animal Incident Reports[4]	March 2019
Customer Service Reports to the Dept. of Homeland Security[3]	March 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

MARCH 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

MARCH 2019

AT ALL US AIRPORTS			
CARRIER	**NUMBER OF AIRPORTS REPORTED**	**PERCENT OF ON-TIME ARRIVALS**	**RANK**
HAWAIIAN AIRLINES NETWORK	**21**	**86.8**	**1**
- HAWAIIAN AIRLINES	18	87.3	
- BRANDED CODESHARE PARTNERS	4	82.1	
SPIRIT AIRLINES	**45**	**86.4**	**2**
DELTA AIR LINES NETWORK	**220**	**85.6**	**3**
- DELTA AIR LINES	145	88.3	
- BRANDED CODESHARE PARTNERS	199	82.3	
ALLEGIANT AIR	**120**	**85.3**	**4**
ALASKA AIRLINES NETWORK	**98**	**81.5**	**5**
- ALASKA AIRLINES	71	81.2	
- BRANDED CODESHARE PARTNERS	54	81.9	
AMERICAN AIRLINES NETWORK**	**235**	**80.4**	**6**
*- AMERICAN AIRLINES***	102	78.3	
- BRANDED CODESHARE PARTNERS	219	82.1	
SOUTHWEST AIRLINES**	**86**	**80.0**	**7**
FRONTIER AIRLINES	**94**	**78.3**	**8**
UNITED AIRLINES NETWORK	**232**	**77.1**	**9**
- UNITED AIRLINES	103	78.8	
- BRANDED CODESHARE PARTNERS	218	76.0	
JETBLUE AIRWAYS	**64**	**73.8**	**10**
TOTAL AIRPORTS SERVED	**361**	**80.9**	

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

****On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. American Airlines and Southwest Airlines separately informed the Department that the grounding of the 737 MAX aircraft has negatively impacted their on-time performance statistics during this reporting period.**

AIR TRAVEL CONSUMER REPORT

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

MARCH 2019

AT ALL US AIRPORTS			
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES	145	88.3	1
HAWAIIAN AIRLINES	18	87.3	2
SPIRIT AIRLINES	45	86.4	3
ALLEGIANT AIR	120	85.3	4
ENDEAVOR AIR	107	83.7	5
REPUBLIC AIRWAYS	93	82.5	6
ENVOY AIR	135	82.3	7
PSA AIRLINES	90	81.5	8
ALASKA AIRLINES	71	81.2	9
SOUTHWEST AIRLINES**	86	80.0	10
SKYWEST AIRLINES	245	79.2	11
UNITED AIRLINES	103	78.8	12
MESA AIRLINES	110	78.6	13
FRONTIER AIRLINES	94	78.3	14
AMERICAN AIRLINES**	102	78.3	15
EXPRESSJET AIRLINES	109	75.1	16
JETBLUE AIRWAYS	64	73.8	17
TOTAL AIRPORTS SERVED	347	81.0	

***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.**

****On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. American Airlines and Southwest Airlines separately informed the Department that the grounding of the 737 MAX aircraft has negatively impacted their on-time performance statistics during this reporting period.**

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

MARCH 2019

CARRIER	Jan 19		Feb 19		Mar 19		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	**80.9**	**5**	**66.9**	**10**	**81.5**	**5**	**76.8**	**7**
- ALASKA AIRLINES	80.5		68.0		81.2		76.9	
- BRANDED CODESHARE PARTNERS	81.5		65.2		81.9		76.7	
ALLEGIANT AIR	**73.4**	**8**	**75.2**	**4**	**85.3**	**4**	**79.0**	**4**
AMERICAN AIRLINES NETWORK	**77.6**	**6**	**73.8**	**6**	**80.4**	**6**	**77.4**	**6**
*- AMERICAN AIRLINES***	80.0		75.8		78.3		78.1	
- BRANDED CODESHARE PARTNERS	75.7		72.2		82.1		76.9	
DELTA AIR LINES NETWORK	**82.7**	**3**	**77.9**	**2**	**85.6**	**3**	**82.3**	**3**
- DELTA AIR LINES	86.7		81.6		88.3		85.7	
- BRANDED CODESHARE PARTNERS	77.9		73.4		82.3		78.1	
FRONTIER AIRLINES	**73.9**	**7**	**74.3**	**5**	**78.3**	**8**	**75.6**	**8**
HAWAIIAN AIRLINES NETWORK	**87.2**	**1**	**81.7**	**1**	**86.8**	**1**	**85.4**	**1**
- HAWAIIAN AIRLINES	87.3		82.1		87.3		85.7	
- BRANDED CODESHARE PARTNERS	86.3		78.4		82.1		82.4	
JETBLUE AIRWAYS	**69.4**	**10**	**70.0**	**9**	**73.8**	**10**	**71.1**	**10**
SOUTHWEST AIRLINES**	**81.9**	**4**	**73.5**	**7**	**80.0**	**7**	**78.7**	**5**
SPIRIT AIRLINES	**82.9**	**2**	**77.7**	**3**	**86.4**	**2**	**82.7**	**2**
UNITED AIRLINES NETWORK	**72.1**	**9**	**71.1**	**8**	**77.1**	**9**	**73.6**	**9**
- UNITED AIRLINES	78.8		77.0		78.8		78.3	
- BRANDED CODESHARE PARTNERS	68.0		67.4		76.0		70.6	
TOTAL	**78.4**		**73.8**		**80.9**		**77.9**	

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

****On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. American Airlines and Southwest Airlines separately informed the Department that the grounding of the 737 MAX aircraft has negatively impacted their on-time performance statistics during this reporting period.**

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)

MARCH 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	**45**	**86.7**	**208**	**71.6**	**113**	**88.5**	**0**	**0.0**	**382**	**85.9**	**155**	**80.0**	**148**	**70.3**	**122**	**83.6**
- ALASKA AIRLINES	45	86.7	208	71.6	113	88.5	0	0.0	0	0.0	155	80.0	148	70.3	122	83.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	382	85.9	0	0.0	0	0.0	0	0.0
ALLEGIANT AIR	**0**	**0.0**	**0**	**0.0**	**37**	**86.5**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**17**	**47.1**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**1463**	**79.1**	**2476**	**77.8**	**695**	**79.9**	**19481**	**84.3**	**0**	**0.0**	**7241**	**82.6**	**929**	**72.4**	**21590**	**77.2**
- AMERICAN AIRLINES	990	76.9	2269	78.1	488	78.9	8288	84.6	0	0.0	2018	80.4	867	71.3	12519	76.3
- BRANDED CODESHARE PARTNERS	473	83.7	207	75.4	207	82.1	11193	84.2	0	0.0	5223	83.5	62	88.7	9071	78.5
DELTA AIR LINES NETWORK	**26806**	**89.8**	**3152**	**81.9**	**849**	**90.8**	**979**	**87.1**	**145**	**91.7**	**1560**	**82.7**	**1178**	**82.2**	**1226**	**79.0**
- DELTA AIR LINES	21162	90.8	1508	83.0	595	91.8	630	89.5	145	91.7	822	89.2	1095	82.3	728	81.5
- BRANDED CODESHARE PARTNERS	5644	86.0	1644	81.0	254	88.6	349	82.8	0	0.0	738	75.5	83	80.7	498	75.3
FRONTIER AIRLINES	**254**	**79.5**	**0**	**0.0**	**10**	**80.0**	**89**	**80.9**	**0**	**0.0**	**93**	**74.2**	**1755**	**78.5**	**31**	**71.0**
HAWAIIAN AIRLINES NETWORK	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	**300**	**73.0**	**4709**	**74.2**	**161**	**75.8**	**145**	**75.9**	**0**	**0.0**	**903**	**72.9**	**88**	**70.5**	**52**	**69.2**
SOUTHWEST AIRLINES	**3729**	**83.2**	**775**	**75.0**	**5824**	**83.1**	**264**	**83.7**	**5872**	**81.8**	**1380**	**81.6**	**5953**	**76.0**	**0**	**0.0**
SPIRIT AIRLINES	**710**	**86.1**	**416**	**78.6**	**810**	**86.3**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**341**	**85.3**	**576**	**86.5**
UNITED AIRLINES NETWORK	**866**	**78.6**	**1133**	**75.6**	**285**	**81.8**	**598**	**79.3**	**0**	**0.0**	**1085**	**81.8**	**13065**	**76.2**	**984**	**74.0**
- UNITED AIRLINES	316	80.4	1104	75.9	285	81.8	102	82.4	0	0.0	405	83.5	5602	81.0	448	76.6
- BRANDED CODESHARE PARTNERS	550	77.6	29	62.1	0	0.0	496	78.6	0	0.0	680	80.7	7463	72.6	536	71.8
TOTAL	**34,173**	**88.0**	**12,869**	**77.1**	**8,784**	**83.8**	**21,556**	**84.3**	**6,399**	**82.3**	**12,417**	**81.6**	**23,474**	**76.5**	**24,581**	**77.4**

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 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 NETWORK	**31**	**87.1**	**318**	**77.7**	**142**	**81.0**	**142**	**76.1**	**53**	**86.8**	**434**	**80.2**	**744**	**78.0**	**2062**	**74.8**
- ALASKA AIRLINES	31	87.1	318	77.7	142	81.0	142	76.1	53	86.8	434	80.2	690	77.4	1710	73.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	54	85.2	352	83.2
ALLEGIANT AIR	**0**	**0.0**	**71**	**87.3**	**342**	**81.3**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**804**	**83.8**	**121**	**84.3**
AMERICAN AIRLINES NETWORK	**1119**	**78.3**	**638**	**69.9**	**604**	**76.8**	**370**	**77.8**	**984**	**74.9**	**2167**	**81.6**	**1207**	**71.0**	**5665**	**79.7**
- AMERICAN AIRLINES	461	75.7	566	70.7	604	76.8	184	75.5	766	73.2	1510	81.1	1207	71.0	3576	77.0
- BRANDED CODESHARE PARTNERS	658	80.1	72	63.9	0	0.0	186	80.1	218	80.7	657	82.8	0	0.0	2089	84.3
DELTA AIR LINES NETWORK	**11635**	**87.9**	**826**	**68.9**	**1088**	**87.4**	**568**	**84.2**	**794**	**81.7**	**5132**	**85.6**	**1682**	**82.9**	**4169**	**81.7**
- DELTA AIR LINES	5275	91.2	488	73.2	1088	87.4	248	87.1	258	85.7	2804	86.8	1165	84.9	3059	82.5
- BRANDED CODESHARE PARTNERS	6360	85.2	338	62.7	0	0.0	320	81.9	536	79.9	2328	84.1	517	78.5	1110	79.6
FRONTIER AIRLINES	**53**	**83.0**	**0**	**0.0**	**54**	**74.1**	**58**	**84.5**	**31**	**80.6**	**0**	**0.0**	**579**	**74.8**	**61**	**78.7**
HAWAIIAN AIRLINES NETWORK	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**31**	**74.2**	**80**	**93.8**	**186**	**75.8**
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	74.2	80	93.8	186	75.8
- 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	**83**	**60.2**	**853**	**64.4**	**2214**	**71.7**	**0**	**0.0**	**0**	**0.0**	**3481**	**79.5**	**329**	**74.2**	**587**	**71.6**
SOUTHWEST AIRLINES	**497**	**75.7**	**473**	**60.0**	**2480**	**83.5**	**154**	**72.1**	**0**	**0.0**	**0**	**0.0**	**6429**	**80.3**	**3655**	**72.7**
SPIRIT AIRLINES	**1023**	**88.6**	**341**	**78.3**	**1809**	**85.3**	**0**	**0.0**	**527**	**91.5**	**0**	**0.0**	**1338**	**86.4**	**650**	**87.4**
UNITED AIRLINES NETWORK	**717**	**79.4**	**9976**	**69.6**	**742**	**79.6**	**6403**	**84.9**	**13405**	**80.6**	**0**	**0.0**	**1150**	**76.8**	**4209**	**80.3**
- UNITED AIRLINES	152	74.3	5331	74.8	738	79.5	2236	86.7	5416	83.4	0	0.0	1137	76.6	2271	79.4
- BRANDED CODESHARE PARTNERS	565	80.7	4645	63.6	4	100.0	4167	83.9	7989	78.7	0	0.0	13	92.3	1938	81.4
TOTAL	**15,158**	**86.3**	**13,496**	**69.4**	**9,475**	**80.6**	**7,695**	**84.1**	**15,794**	**80.7**	**11,245**	**82.7**	**14,342**	**79.9**	**21,365**	**78.6**

*** 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)

MARCH 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**	**147**	**83.7**	**0**	**0.0**	**0**	**0.0**	**124**	**84.7**	**245**	**78.0**	**3764**	**85.8**	**91**	**81.3**
- ALASKA AIRLINES	0	0.0	147	83.7	0	0.0	0	0.0	84	83.3	245	78.0	1525	84.1	91	81.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	40	87.5	0	0.0	2239	87.0	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	**4457**	**74.8**	**1638**	**80.2**	**0**	**0.0**	**6594**	**83.5**	**846**	**77.1**	**12850**	**82.0**	**396**	**82.6**	**9899**	**84.7**
- AMERICAN AIRLINES	1862	74.6	1638	80.2	0	0.0	4539	82.0	613	75.2	5419	79.5	280	81.1	4212	85.3
- BRANDED CODESHARE PARTNERS	2595	75.0	0	0.0	0	0.0	2055	86.8	233	82.0	7431	83.8	116	86.2	5687	84.3
DELTA AIR LINES NETWORK	**7148**	**76.7**	**1825**	**86.8**	**500**	**86.2**	**794**	**88.0**	**10940**	**86.0**	**1538**	**80.9**	**799**	**87.6**	**849**	**86.3**
- DELTA AIR LINES	2241	79.4	1775	87.2	185	95.1	774	88.5	5574	88.9	1011	83.7	633	88.9	495	89.5
- BRANDED CODESHARE PARTNERS	4907	75.5	50	76.0	315	81.0	20	70.0	5366	82.9	527	75.7	166	82.5	354	81.9
FRONTIER AIRLINES	**93**	**68.8**	**1182**	**77.7**	**0**	**0.0**	**142**	**77.5**	**110**	**78.2**	**254**	**76.8**	**32**	**68.8**	**346**	**74.9**
HAWAIIAN AIRLINES NETWORK	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**62**	**51.6**	**0**	**0.0**
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	51.6	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	**528**	**67.6**	**1711**	**73.6**	**0**	**0.0**	**0**	**0.0**	**88**	**71.6**	**228**	**73.7**	**56**	**85.7**	**249**	**76.7**
SOUTHWEST AIRLINES	**1054**	**75.0**	**4082**	**83.5**	**6685**	**80.8**	**0**	**0.0**	**784**	**75.6**	**0**	**0.0**	**1186**	**81.7**	**727**	**76.8**
SPIRIT AIRLINES	**341**	**80.6**	**1468**	**84.9**	**0**	**0.0**	**0**	**0.0**	**403**	**85.1**	**825**	**85.7**	**62**	**90.3**	**326**	**84.7**
UNITED AIRLINES NETWORK	**1174**	**77.3**	**1273**	**80.4**	**0**	**0.0**	**539**	**77.2**	**743**	**79.3**	**16829**	**82.8**	**554**	**78.5**	**405**	**82.5**
- UNITED AIRLINES	817	77.6	1273	80.4	0	0.0	537	77.1	280	78.9	6415	83.6	554	78.5	362	81.8
- BRANDED CODESHARE PARTNERS	357	76.5	0	0.0	0	0.0	2	100.0	463	79.5	10414	82.3	0	0.0	43	88.4
TOTAL	**14,795**	**75.8**	**13,326**	**81.6**	**7,185**	**81.2**	**8,069**	**83.4**	**14,038**	**84.3**	**32,769**	**82.3**	**6,911**	**84.2**	**12,892**	**83.9**

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 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	**378**	**84.9**	**1452**	**80.6**	**8782**	**82.4**	**2520**	**68.2**	**277**	**79.8**	**45**	**91.1**
- ALASKA AIRLINES	347	85.6	741	77.9	5622	83.9	1958	68.9	83	81.9	45	91.1
- BRANDED CODESHARE PARTNERS	31	77.4	711	83.4	3160	79.7	562	65.7	194	78.9	0	0.0
ALLEGIANT AIR	**0**	**0.0**	**20**	**95.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**7925**	**82.8**	**918**	**73.5**	**736**	**76.8**	**1331**	**63.4**	**607**	**71.2**	**1142**	**77.9**
- AMERICAN AIRLINES	5192	81.9	732	71.7	581	74.7	1092	61.6	465	68.8	1142	77.9
- BRANDED CODESHARE PARTNERS	2733	84.4	186	80.6	155	84.5	239	71.5	142	78.9	0	0.0
DELTA AIR LINES NETWORK	**1091**	**81.7**	**954**	**78.8**	**3790**	**84.8**	**1298**	**71.6**	**7684**	**87.1**	**1198**	**88.4**
- DELTA AIR LINES	874	81.8	702	81.2	2351	86.5	1146	73.0	3921	89.1	1105	89.2
- BRANDED CODESHARE PARTNERS	217	81.1	252	72.2	1439	82.1	152	60.5	3763	85.0	93	78.5
FRONTIER AIRLINES	**249**	**75.5**	**98**	**72.4**	**25**	**76.0**	**84**	**63.1**	**134**	**85.1**	**368**	**77.4**
HAWAIIAN AIRLINES NETWORK	**31**	**90.3**	**62**	**61.3**	**62**	**71.0**	**62**	**72.6**	**0**	**0.0**	**0**	**0.0**
- HAWAIIAN AIRLINES	31	90.3	62	61.3	62	71.0	62	72.6	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	**93**	**67.7**	**141**	**75.2**	**164**	**88.4**	**450**	**73.3**	**230**	**75.2**	**496**	**66.7**
SOUTHWEST AIRLINES	**5751**	**76.0**	**3463**	**77.6**	**869**	**75.3**	**1212**	**59.6**	**964**	**77.9**	**2935**	**81.3**
SPIRIT AIRLINES	**93**	**82.8**	**155**	**87.7**	**93**	**91.4**	**0**	**0.0**	**0**	**0.0**	**806**	**89.0**
UNITED AIRLINES NETWORK	**932**	**79.4**	**1048**	**77.6**	**792**	**76.5**	**7931**	**67.0**	**704**	**74.6**	**672**	**83.2**
- UNITED AIRLINES	825	78.1	810	76.3	700	75.4	4595	70.0	294	75.9	664	83.0
- BRANDED CODESHARE PARTNERS	107	89.7	238	81.9	92	84.8	3336	63.0	410	73.7	8	100.0
TOTAL	**16,543**	**80.0**	**8,311**	**77.8**	**15,313**	**82.1**	**14,888**	**66.9**	**10,600**	**84.1**	**7,662**	**81.8**

*** 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)

MARCH 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	45	86.7	208	71.6	113	88.5	0	0.0	0	0.0	155	80.0	148	70.3	122	83.6
ALLEGIANT AIR	0	0.0	0	0.0	37	86.5	0	0.0	0	0.0	0	0.0	17	47.1	0	0.0
AMERICAN AIRLINES	990	76.9	2269	78.1	488	78.9	8288	84.6	0	0.0	2018	80.4	867	71.3	12519	76.3
DELTA AIR LINES	21162	90.8	1508	83.0	595	91.8	630	89.5	145	91.7	822	89.2	1095	82.3	728	81.5
ENDEAVOR AIR	3139	87.5	695	81.4	254	88.6	242	82.6	0	0.0	121	76.9	0	0.0	213	80.8
ENVOY AIR	79	91.1	62	87.1	114	88.6	347	84.1	0	0.0	114	86.0	0	0.0	4388	81.4
EXPRESSJET AIRLINES	1	100.0	19	47.4	0	0.0	10	100.0	0	0.0	231	75.8	0	0.0	4	50.0
FRONTIER AIRLINES	254	79.5	0	0.0	10	80.0	89	80.9	0	0.0	93	74.2	1755	78.5	31	71.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	300	73.0	4709	74.2	161	75.8	145	75.9	0	0.0	903	72.9	88	70.5	52	69.2
MESA AIRLINES	154	83.8	9	100.0	0	0.0	188	81.4	0	0.0	90	83.3	0	0.0	3465	74.5
PSA AIRLINES	166	79.5	0	0.0	0	0.0	7772	84.4	0	0.0	2762	80.3	0	0.0	0	0.0
REPUBLIC AIRWAYS	441	82.5	660	80.2	0	0.0	1121	85.0	0	0.0	3010	85.3	521	77.4	195	68.2
SKYWEST AIRLINES	2576	83.5	296	81.8	0	0.0	509	79.4	294	86.7	89	67.4	3820	73.7	1775	77.1
SOUTHWEST AIRLINES	3729	83.2	775	75.0	5824	83.1	264	83.7	5872	81.8	1380	81.6	5953	76.0	0	0.0
SPIRIT AIRLINES	710	86.1	416	78.6	810	86.3	0	0.0	0	0.0	0	0.0	341	85.3	576	86.5
UNITED AIRLINES	316	80.4	1104	75.9	285	81.8	102	82.4	0	0.0	405	83.5	5602	81.0	448	76.6
TOTAL	34,062	88.1	12,730	77.1	8,691	83.9	19,707	84.4	6,311	82.3	12,193	81.7	20,207	77.4	24,516	77.4

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2019

ARRIVAL AIRPORT*																
CARRIER	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	31	87.1	318	77.7	142	81.0	142	76.1	53	86.8	434	80.2	690	77.4	1710	73.1
ALLEGIANT AIR	0	0.0	71	87.3	342	81.3	0	0.0	0	0.0	0	0.0	804	83.8	121	84.3
AMERICAN AIRLINES	461	75.7	566	70.7	604	76.8	184	75.5	766	73.2	1510	81.1	1207	71.0	3576	77.0
DELTA AIR LINES	5275	91.2	488	73.2	1088	87.4	248	87.1	258	85.7	2804	86.8	1165	84.9	3059	82.5
ENDEAVOR AIR	1693	88.2	100	72.0	0	0.0	139	83.5	135	85.2	1878	84.1	0	0.0	0	0.0
ENVOY AIR	156	72.4	31	64.5	0	0.0	0	0.0	63	87.3	507	83.2	0	0.0	0	0.0
EXPRESSJET AIRLINES	4	75.0	1186	60.5	0	0.0	322	73.3	3489	78.5	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	53	83.0	0	0.0	54	74.1	58	84.5	31	80.6	0	0.0	579	74.8	61	78.7
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	74.2	80	93.8	186	75.8
JETBLUE AIRWAYS	83	60.2	853	64.4	2214	71.7	0	0.0	0	0.0	3481	79.5	329	74.2	587	71.6
MESA AIRLINES	202	83.2	0	0.0	0	0.0	1763	86.9	2788	79.8	0	0.0	0	0.0	0	0.0
PSA AIRLINES	166	85.5	0	0.0	0	0.0	186	80.1	31	67.7	62	77.4	0	0.0	0	0.0
REPUBLIC AIRWAYS	589	82.3	1944	69.8	4	100.0	0	0.0	1318	82.1	291	83.8	0	0.0	0	0.0
SKYWEST AIRLINES	3186	84.2	91	59.3	0	0.0	326	82.8	888	69.8	216	83.3	135	86.7	2920	82.2
SOUTHWEST AIRLINES	497	75.7	473	60.0	2480	83.5	154	72.1	0	0.0	0	0.0	6429	80.3	3655	72.7
SPIRIT AIRLINES	1023	88.6	341	78.3	1809	85.3	0	0.0	527	91.5	0	0.0	1338	86.4	650	87.4
UNITED AIRLINES	152	74.3	5331	74.8	738	79.5	2236	86.7	5416	83.4	0	0.0	1137	76.6	2271	79.4
TOTAL	13,571	86.7	11,793	71.0	9,475	80.6	5,758	84.5	15,763	80.6	11,214	82.7	13,893	80.0	18,796	78.0

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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)

MARCH 2019

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	0	0.0	147	83.7	0	0.0	0	0.0	84	83.3	245	78.0	1525	84.1	91	81.3
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	1862	74.6	1638	80.2	0	0.0	4539	82.0	613	75.2	5419	79.5	280	81.1	4212	85.3
DELTA AIR LINES	2241	79.4	1775	87.2	185	95.1	774	88.5	5574	88.9	1011	83.7	633	88.9	495	89.5
ENDEAVOR AIR	1999	76.2	15	80.0	0	0.0	10	70.0	1071	83.4	161	88.8	0	0.0	183	74.3
ENVOY AIR	1359	72.3	0	0.0	0	0.0	1006	83.4	62	87.1	5617	84.1	0	0.0	0	0.0
EXPRESSJET AIRLINES	162	71.0	0	0.0	0	0.0	0	0.0	1	100.0	1174	75.0	0	0.0	1	0.0
FRONTIER AIRLINES	93	68.8	1182	77.7	0	0.0	142	77.5	110	78.2	254	76.8	32	68.8	346	74.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	51.6	0	0.0
JETBLUE AIRWAYS	528	67.6	1711	73.6	0	0.0	0	0.0	88	71.6	228	73.7	56	85.7	249	76.7
MESA AIRLINES	158	79.7	0	0.0	0	0.0	2	100.0	103	75.7	0	0.0	0	0.0	42	90.5
PSA AIRLINES	156	73.7	0	0.0	0	0.0	0	0.0	0	0.0	150	87.3	0	0.0	1375	81.3
REPUBLIC AIRWAYS	2911	77.1	15	86.7	0	0.0	1054	90.1	458	81.4	1181	89.6	0	0.0	1228	90.7
SKYWEST AIRLINES	1111	73.5	15	60.0	254	82.7	0	0.0	4267	82.7	4927	79.7	518	92.7	71	93.0
SOUTHWEST AIRLINES	1054	75.0	4082	83.5	6685	80.8	0	0.0	784	75.6	0	0.0	1186	81.7	727	76.8
SPIRIT AIRLINES	341	80.6	1468	84.9	0	0.0	0	0.0	403	85.1	825	85.7	62	90.3	326	84.7
UNITED AIRLINES	817	77.6	1273	80.4	0	0.0	537	77.1	280	78.9	6415	83.6	554	78.5	362	81.8
TOTAL	14,792	75.8	13,321	81.6	7,124	81.2	8,064	83.5	13,898	84.3	27,607	82.0	4,908	83.8	9,708	84.1

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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)

MARCH 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	347	85.6	741	77.9	5622	83.9	1958	68.9	83	81.9	45	91.1
ALLEGIANT AIR	0	0.0	20	95.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	5192	81.9	732	71.7	581	74.7	1092	61.6	465	68.8	1142	77.9
DELTA AIR LINES	874	81.8	702	81.2	2351	86.5	1146	73.0	3921	89.1	1105	89.2
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	5	60.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	249	75.5	98	72.4	25	76.0	84	63.1	134	85.1	368	77.4
HAWAIIAN AIRLINES	31	90.3	62	61.3	62	71.0	62	72.6	0	0.0	0	0.0
JETBLUE AIRWAYS	93	67.7	141	75.2	164	88.4	450	73.3	230	75.2	496	66.7
MESA AIRLINES	1718	82.2	0	0.0	0	0.0	0	0.0	3	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	81	65.4	8	100.0
SKYWEST AIRLINES	1122	88.4	912	85.1	658	85.3	3780	62.8	3798	84.3	0	0.0
SOUTHWEST AIRLINES	5751	76.0	3463	77.6	869	75.3	1212	59.6	964	77.9	2935	81.3
SPIRIT AIRLINES	93	82.8	155	87.7	93	91.4	0	0.0	0	0.0	806	89.0
UNITED AIRLINES	825	78.1	810	76.3	700	75.4	4595	70.0	294	75.9	664	83.0
TOTAL	16,295	80.0	7,836	78.2	11,125	82.9	14,379	66.8	9,973	84.2	7,574	81.8

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2019

	ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	92.8	77.3	90.0	88.2	95.5	90.7	83.1	84.6	93.2	83.6	85.0	92.7	90.2	84.4	89.2	91.6
0700-0759	94.4	83.4	91.9	92.0	90.6	90.0	80.5	83.1	90.5	80.8	87.8	87.1	92.1	84.9	91.9	91.3
0800-0859	90.8	85.3	89.9	89.2	86.0	88.9	80.3	82.0	93.4	87.2	91.6	0.0	80.7	83.6	88.4	84.1
0900-0959	92.1	87.0	90.6	82.5	88.0	89.3	79.7	76.6	92.8	88.0	87.4	91.5	80.0	90.6	82.6	83.6
1000-1059	90.6	82.1	87.0	86.0	88.5	87.2	81.9	75.9	86.3	88.3	88.4	78.8	77.3	89.7	84.0	76.8
1100-1159	91.8	84.9	90.8	87.2	89.9	83.7	78.0	81.7	91.8	87.1	78.6	90.1	82.5	86.5	82.0	77.6
1200-1259	91.3	83.0	86.7	88.4	83.6	84.8	78.7	82.3	90.3	86.2	87.0	77.5	82.1	85.7	77.9	78.7
1300-1359	91.0	81.1	88.0	82.6	87.6	83.5	80.8	77.0	88.1	83.4	85.3	90.5	82.6	88.8	81.3	72.8
1400-1459	88.8	81.2	85.4	85.6	88.6	83.5	78.4	78.1	88.7	68.8	82.5	76.6	89.5	84.8	80.4	79.9
1500-1559	89.0	72.5	87.3	84.2	84.3	80.6	79.0	77.1	85.8	64.8	84.1	86.2	83.8	83.9	78.7	81.4
1600-1659	88.3	77.6	85.2	84.2	83.2	77.1	77.6	75.3	85.2	64.9	78.9	80.1	80.6	85.7	79.6	75.1
1700-1759	86.8	75.8	82.2	83.0	76.6	75.7	76.3	71.4	82.6	56.2	80.7	78.1	73.8	80.3	76.8	75.1
1800-1859	84.8	67.7	82.2	82.7	81.7	76.3	70.8	75.8	83.7	53.5	75.1	84.9	79.0	81.4	76.6	72.6
1900-1959	83.8	72.0	76.7	81.2	75.6	74.7	73.4	74.6	82.5	55.4	73.6	85.1	84.5	79.1	77.2	73.6
2000-2059	82.6	73.6	75.3	75.1	79.2	74.8	75.5	76.8	87.2	55.5	75.4	85.8	80.0	77.6	73.3	72.1
2100-2159	83.1	68.7	79.3	79.3	77.4	77.5	74.6	76.4	83.6	57.6	79.2	81.3	80.1	77.4	76.5	76.3
2200-2259	82.2	71.5	77.9	84.6	72.4	76.2	72.6	74.5	75.4	65.4	72.7	74.6	78.3	72.6	76.0	74.1
2300-0559	78.2	74.1	77.7	82.1	66.7	84.0	72.1	80.0	80.9	75.6	73.4	82.9	81.4	78.9	77.3	77.3
TOTAL	88.1	77.1	83.9	84.4	82.3	81.7	77.4	77.4	86.7	71.0	80.6	84.5	80.6	82.7	80.0	78.0

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2019

	ARRIVAL AIRPORT*														
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	85.3	88.4	94.9	79.0	83.7	90.0	93.6	83.0	88.1	78.8	91.8	89.6	86.7	100.0	88.0
0700-0759	89.2	94.4	90.4	90.2	88.9	88.8	85.3	90.4	89.0	87.6	87.4	87.9	90.7	94.3	88.5
0800-0859	81.7	91.1	88.9	88.8	88.9	86.0	92.9	93.2	84.6	84.8	86.1	80.7	90.3	88.3	86.3
0900-0959	84.5	87.5	92.3	90.2	90.3	87.7	85.8	90.2	86.0	79.2	85.3	71.3	82.5	90.1	85.6
1000-1059	81.3	88.0	84.7	85.6	88.5	86.4	92.7	88.2	85.0	77.2	84.0	65.0	90.4	84.9	84.3
1100-1159	81.5	86.0	85.7	84.6	86.1	82.7	86.2	90.2	82.3	80.2	82.4	61.5	82.9	89.3	83.8
1200-1259	77.2	82.5	83.0	82.6	88.1	83.9	88.5	85.6	82.4	78.5	86.5	59.4	80.3	80.2	82.9
1300-1359	79.6	82.9	81.4	82.1	87.2	82.9	84.1	85.5	77.6	76.5	77.6	62.8	89.5	83.0	82.3
1400-1459	75.9	84.5	81.5	81.6	86.9	81.4	85.1	80.9	79.7	81.7	82.6	61.0	84.1	85.1	82.1
1500-1559	77.4	81.0	83.2	87.2	83.5	82.8	84.3	88.4	82.2	77.7	82.4	60.7	85.9	85.7	81.4
1600-1659	73.8	80.1	71.1	80.6	84.8	78.8	85.8	80.1	77.1	78.8	86.2	64.2	87.1	82.5	79.9
1700-1759	71.0	85.2	78.8	84.9	76.6	78.3	79.2	80.8	77.7	77.8	82.4	62.8	74.6	80.9	76.8
1800-1859	68.6	82.3	79.5	82.9	79.9	74.5	87.5	78.1	73.2	74.5	85.0	65.3	79.4	79.9	77.1
1900-1959	70.6	77.0	77.5	81.9	78.8	78.3	83.2	78.2	76.0	74.3	82.5	66.3	79.3	79.1	76.7
2000-2059	67.7	72.9	77.9	80.1	77.2	78.5	79.1	83.2	74.6	73.8	81.0	61.8	84.2	78.0	76.4
2100-2159	68.6	73.0	74.5	73.8	82.2	76.8	75.3	75.3	75.6	76.5	77.4	64.4	80.6	71.4	76.2
2200-2259	70.3	75.1	72.6	74.6	73.4	74.5	81.6	78.3	74.6	74.2	78.9	64.9	71.1	73.9	74.5
2300-0559	72.1	77.3	75.3	78.8	79.4	81.0	76.7	81.6	74.3	80.3	81.1	71.9	77.5	75.4	77.3
TOTAL	75.8	81.6	81.2	83.5	84.3	82.0	83.8	84.1	80.0	78.2	82.9	66.8	84.2	81.8	80.9

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2019

	DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	87.3	87.9	93.4	95.3	84.3	92.7	87.1	86.0	90.7	89.7	92.1	93.2	92.7	87.6	93.6	90.6
0700-0759	93.6	84.5	90.8	90.9	83.6	90.3	79.9	81.2	92.6	89.0	87.9	87.7	91.6	89.3	89.4	89.3
0800-0859	93.4	81.6	88.1	91.0	82.0	89.7	80.2	80.5	91.2	82.9	89.6	89.1	86.8	89.1	85.7	84.0
0900-0959	89.8	78.5	88.0	85.9	80.3	90.0	77.8	77.7	91.4	79.9	86.2	95.0	86.3	85.0	83.4	82.1
1000-1059	89.1	81.2	84.7	82.8	75.1	89.3	74.2	74.3	89.1	82.5	80.9	84.0	83.5	82.5	77.7	80.1
1100-1159	87.1	82.0	81.9	84.9	74.9	85.9	75.7	70.0	81.9	85.7	78.7	81.4	84.0	84.8	82.5	79.0
1200-1259	88.1	82.2	82.8	81.6	73.7	81.4	72.7	76.7	88.8	78.2	70.2	86.9	82.9	87.0	78.0	73.2
1300-1359	86.8	80.5	75.5	81.6	73.4	84.0	75.6	72.5	84.6	78.0	78.8	83.8	78.4	87.2	74.3	75.5
1400-1459	83.4	76.7	78.7	77.6	78.3	81.8	73.1	71.9	85.9	78.9	73.5	90.0	82.5	82.3	74.7	70.8
1500-1559	84.3	74.6	75.5	75.1	79.1	78.8	71.7	73.9	83.4	70.5	77.9	78.7	84.8	84.2	74.3	75.6
1600-1659	83.0	69.3	76.7	78.1	71.8	75.5	71.9	75.2	82.9	66.7	75.9	75.7	82.5	85.3	72.3	74.6
1700-1759	82.5	71.6	73.0	78.2	71.8	74.4	70.4	73.9	80.2	69.4	67.2	81.7	77.4	83.3	68.8	75.5
1800-1859	80.7	68.8	73.9	77.8	64.6	73.2	69.0	71.2	76.7	63.7	70.6	76.2	77.7	76.8	73.3	69.9
1900-1959	79.7	67.7	71.1	78.8	67.0	71.8	69.8	72.9	73.2	59.0	71.3	86.8	78.7	76.3	68.1	70.4
2000-2059	81.1	70.2	65.6	78.6	67.2	77.3	69.2	75.0	82.3	58.0	73.8	77.4	73.3	75.2	71.4	73.0
2100-2159	80.5	66.7	73.9	71.2	68.2	75.9	65.1	75.9	82.2	60.8	70.9	0.0	82.3	77.4	72.6	71.8
2200-2259	79.7	71.0	75.6	80.9	65.2	79.0	74.8	77.8	88.9	53.7	72.3	85.4	81.4	77.4	73.1	78.7
2300-0559	83.0	89.3	86.7	83.3	0.0	95.8	81.3	90.0	79.9	89.7	91.1	84.2	91.3	88.5	87.6	82.8
TOTAL	85.1	77.8	79.9	81.8	74.9	82.4	74.6	75.6	85.8	74.8	78.5	85.4	83.0	83.5	78.9	78.2

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2019

	DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	88.1	92.6	89.4	88.6	92.5	89.7	96.0	89.2	91.6	96.2	92.0	89.2	92.4	94.8	90.8
0700-0759	88.2	90.9	87.4	89.8	89.6	88.2	93.5	88.8	89.7	90.4	87.9	87.7	89.7	91.4	88.6
0800-0859	86.5	88.2	83.7	88.7	87.1	87.4	87.5	89.0	86.1	81.3	83.4	84.0	88.5	92.1	86.8
0900-0959	82.3	87.4	77.0	91.1	88.1	81.7	88.9	87.8	80.5	80.4	83.7	79.4	89.1	87.1	84.0
1000-1059	83.6	82.9	80.3	89.2	88.5	81.1	86.7	89.5	80.1	78.6	82.2	70.4	82.2	87.6	81.9
1100-1159	81.0	85.3	69.8	83.5	89.1	80.9	89.7	83.2	78.2	77.8	83.1	63.2	88.2	83.6	81.6
1200-1259	81.5	80.9	78.3	80.0	84.5	79.8	86.8	88.0	75.1	76.8	82.2	62.3	77.6	77.3	80.2
1300-1359	76.1	76.4	70.5	79.7	84.4	77.9	82.8	85.1	75.2	75.0	85.2	64.7	82.1	78.0	78.7
1400-1459	77.6	73.1	62.6	80.5	84.7	78.4	80.5	79.8	72.1	75.6	84.4	61.2	81.9	77.4	77.2
1500-1559	75.3	75.5	68.8	77.2	81.4	76.0	85.2	82.7	73.8	74.4	81.9	65.7	83.8	77.0	77.7
1600-1659	74.6	79.2	58.1	82.1	82.7	79.0	83.1	82.5	77.7	74.7	83.4	61.7	77.3	81.9	76.9
1700-1759	72.0	75.1	58.6	73.6	79.2	76.2	79.2	77.1	72.7	73.2	84.3	71.2	83.8	73.6	76.0
1800-1859	72.7	78.1	56.5	75.8	75.4	76.2	78.5	75.5	73.2	70.1	86.1	68.6	74.2	71.8	73.6
1900-1959	67.2	74.8	55.3	76.6	79.6	73.8	86.3	72.6	67.8	73.5	84.7	67.2	69.0	75.0	73.2
2000-2059	69.5	71.4	52.5	76.7	83.1	77.3	78.8	76.8	75.5	73.6	83.6	69.5	80.2	71.8	75.1
2100-2159	68.8	71.7	60.5	81.8	20.0	79.3	84.4	83.0	73.2	73.1	78.5	72.3	68.8	68.5	75.1
2200-2259	72.2	60.9	63.5	65.3	83.3	85.7	83.5	0.0	72.5	87.0	89.9	77.1	86.2	65.9	78.9
2300-0559	87.2	81.2	89.5	94.4	91.3	89.0	93.4	91.9	85.1	0.0	88.6	78.2	84.8	92.1	86.1
TOTAL	78.2	80.2	69.5	81.6	84.8	80.4	87.2	83.6	78.1	79.5	84.9	72.3	84.5	81.5	80.1

*** 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
MARCH 2019

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	73.0	79.0	63	62
Abilene, TX (ABI)	83.3	85.1	168	168
Adak Island, AK (ADK)	66.7	22.2	9	9
Aguadilla, PR (BQN)	74.6	75.8	189	190
Akron, OH (CAK)	79.5	82.8	570	570
Albany, GA (ABY)	85.2	87.5	88	88
Albany, NY (ALB)	82.4	85.1	1135	1135
Albuquerque, NM (ABQ)	80.4	80.3	1910	1910
Alexandria, LA (AEX)	80.8	83.2	286	286
Allentown/Bethlehem/Easton, PA (ABE)	83.0	86.0	435	435
Alpena, MI (APN)	83.0	84.9	53	53
Amarillo, TX (AMA)	76.1	82.6	443	443
Anchorage, AK (ANC)	89.8	91.8	1366	1364
Appleton, WI (ATW)	83.3	83.1	372	373
Arcata/Eureka, CA (ACV)	66.9	68.5	124	124
Asheville, NC (AVL)	82.0	83.2	757	756
Ashland, WV (HTS)	83.1	78.0	59	59
Aspen, CO (ASE)	57.7	56.3	988	994
Atlanta, GA (ATL)	88.1	85.1	34062	34068
Atlantic City, NJ (ACY)	87.1	93.2	310	310
Augusta, GA (AGS)	82.9	80.8	428	428
Austin, TX (AUS)	81.9	82.7	5567	5566
Bakersfield, CA (BFL)	77.6	86.4	214	213
Baltimore, MD (BWI)	83.9	79.9	8691	8687
Bangor, ME (BGR)	78.6	82.0	266	266
Barrow, AK (BRW)	87.1	88.7	62	62
Baton Rouge, LA (BTR)	86.1	89.5	628	628
Beaumont/Port Arthur, TX (BPT)	78.8	81.3	80	80
Belleville, IL (BLV)	90.6	86.5	96	96
Bellingham, WA (BLI)	91.5	93.6	234	233
Bemidji, MN (BJI)	85.5	95.2	62	62
Bend/Redmond, OR (RDM)	75.6	73.3	270	270
Bethel, AK (BET)	97.1	92.9	70	70
Billings, MT (BIL)	86.0	87.6	299	299
Binghamton, NY (BGM)	79.3	83.9	87	87
Birmingham, AL (BHM)	81.3	83.9	1580	1578
Bismarck/Mandan, ND (BIS)	80.5	80.2	395	394
Bloomington/Normal, IL (BMI)	74.7	78.1	233	233
Boise, ID (BOI)	83.6	86.7	1605	1605
Boston, MA (BOS)	77.1	77.8	12730	12729
Bozeman, MT (BZN)	79.2	77.8	658	659

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	82.7	90.4	52	52
Bristol/Johnson City/Kingsport, TN (TRI)	87.4	87.4	183	183
Brownsville, TX (BRO)	80.4	88.3	230	230
Brunswick, GA (BQK)	81.8	86.4	88	88
Buffalo, NY (BUF)	81.8	85.9	2177	2177
Burbank, CA (BUR)	77.1	77.7	2489	2488
Burlington, VT (BTV)	80.0	83.2	714	715
Butte, MT (BTM)	96.5	89.5	57	57
CONCORD, NC (USA)	81.9	87.6	105	105
Cape Girardeau, MO (CGI)	72.3	79.5	83	83
Casper, WY (CPR)	88.2	86.8	68	68
Cedar City, UT (CDC)	82.7	80.8	52	52
Cedar Rapids/Iowa City, IA (CID)	83.1	84.6	758	758
Champaign/Urbana, IL (CMI)	82.6	86.5	207	207
Charleston, SC (CHS)	82.1	84.1	2037	2035
Charleston/Dunbar, WV (CRW)	80.7	77.3	388	388
Charlotte Amalie, VI (STT)	80.6	82.6	391	391
Charlotte, NC (CLT)	84.4	81.8	19707	19705
Charlottesville, VA (CHO)	82.2	84.4	512	512
Chattanooga, TN (CHA)	82.8	85.9	789	789
Cheyenne, WY (CYS)	74.2	67.7	31	31
Chicago, IL (MDW)	81.2	69.5	7124	7123
Chicago, IL (ORD)	82.0	80.4	27607	27599
Christiansted, VI (STX)	82.5	82.5	80	80
Cincinnati, OH (CVG)	82.9	84.6	4162	4162
Clarksburg/Fairmont, WV (CKB)	68.6	78.6	70	70
Cleveland, OH (CLE)	81.9	83.8	4298	4298
Cody, WY (COD)	75.0	82.1	40	39
College Station/Bryan, TX (CLL)	82.7	84.7	202	202
Colorado Springs, CO (COS)	73.9	77.9	785	784
Columbia, MO (COU)	80.7	84.4	212	212
Columbia, SC (CAE)	82.2	85.8	695	695
Columbus, GA (CSG)	86.4	87.3	118	118
Columbus, MS (GTR)	79.5	87.5	88	88
Columbus, OH (CMH)	83.2	85.7	4086	4084
Columbus, OH (LCK)	86.6	80.5	82	82
Cordova, AK (CDV)	87.1	95.2	62	62
Corpus Christi, TX (CRP)	79.5	85.3	497	497
Dallas, TX (DAL)	82.3	74.9	6311	6308
Dallas/Fort Worth, TX (DFW)	77.4	75.6	24516	24521
Dayton, OH (DAY)	80.4	85.7	1034	1034

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	86.2	87.7	334	333
Deadhorse, AK (SCC)	89.2	89.2	83	83
Del Rio, TX (DRT)	87.1	90.3	62	62
Denver, CO (DEN)	77.4	74.6	20207	20212
Des Moines, IA (DSM)	79.1	84.7	1485	1484
Detroit, MI (DTW)	86.7	85.8	13571	13579
Devils Lake, ND (DVL)	75.5	77.4	53	53
Dothan, AL (DHN)	79.0	78.2	119	119
Dubuque, IA (DBQ)	78.4	83.0	88	88
Duluth, MN (DLH)	80.4	84.8	230	230
Durango, CO (DRO)	70.3	79.5	263	264
Eagle, CO (EGE)	64.2	66.5	466	466
Eau Claire, WI (EAU)	80.6	88.7	62	62
El Paso, TX (ELP)	76.6	84.0	1413	1413
Elko, NV (EKO)	93.0	93.0	57	57
Elmira/Corning, NY (ELM)	96.8	83.9	31	31
Erie, PA (ERI)	73.5	81.9	83	83
Escanaba, MI (ESC)	82.7	76.9	52	52
Eugene, OR (EUG)	74.5	77.9	318	317
Evansville, IN (EVV)	82.5	87.5	302	303
Everett, WA (PAE)	100.0	100.0	6	4
Fairbanks, AK (FAI)	91.7	93.7	348	348
Fargo, ND (FAR)	79.1	78.0	613	614
Fayetteville, AR (XNA)	82.6	84.9	1195	1195
Fayetteville, NC (FAY)	80.3	81.1	244	244
Flagstaff, AZ (FLG)	82.3	83.1	124	124
Flint, MI (FNT)	85.3	87.2	258	258
Fort Lauderdale, FL (FLL)	80.6	78.5	9475	9470
Fort Myers, FL (RSW)	82.6	83.8	4669	4667
Fort Smith, AR (FSM)	82.4	87.2	187	187
Fort Wayne, IN (FWA)	85.1	85.1	609	609
Fresno, CA (FAT)	77.8	81.5	1004	1005
Gainesville, FL (GNV)	83.1	81.7	432	432
Garden City, KS (GCK)	85.5	82.3	62	62
Gillette, WY (GCC)	73.8	80.3	61	61
Grand Forks, ND (GFK)	82.3	81.7	186	186
Grand Island, NE (GRI)	77.5	81.4	102	102
Grand Junction, CO (GJT)	86.6	90.4	321	323
Grand Rapids, MI (GRR)	81.6	84.2	1638	1638
Great Falls, MT (GTF)	88.4	91.1	146	146
Green Bay, WI (GRB)	84.4	90.5	409	409

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greensboro/High Point, NC (GSO)	82.2	84.9	1288	1287
Greer, SC (GSP)	84.0	86.7	1257	1257
Guam, TT (GUM)	85.7	95.8	70	71
Gulfport/Biloxi, MS (GPT)	79.9	87.5	369	369
Gunnison, CO (GUC)	74.4	69.8	43	43
Hagerstown, MD (HGR)	92.3	76.9	13	13
Hancock/Houghton, MI (CMX)	83.9	87.1	62	62
Harlingen/San Benito, TX (HRL)	85.1	86.9	430	429
Harrisburg, PA (MDT)	86.6	86.8	591	591
Hartford, CT (BDL)	82.2	83.9	2593	2591
Hattiesburg/Laurel, MS (PIB)	82.3	90.3	62	62
Hayden, CO (HDN)	75.6	75.9	266	266
Hays, KS (HYS)	74.0	74.0	104	104
Helena, MT (HLN)	88.2	95.0	119	119
Hibbing, MN (HIB)	82.7	94.2	52	52
Hilo, HI (ITO)	91.6	92.2	510	510
Hilton Head, SC (HHH)	84.4	79.8	90	89
Hobbs, NM (HOB)	78.9	91.2	57	57
Honolulu, HI (HNL)	81.2	89.0	4149	4150
Houston, TX (HOU)	81.2	73.6	5168	5171
Houston, TX (IAH)	80.6	83.0	15763	15765
Huntsville, AL (HSV)	84.0	87.7	805	805
Idaho Falls, ID (IDA)	89.5	89.0	172	172
Indianapolis, IN (IND)	82.8	85.3	4441	4439
International Falls, MN (INL)	86.8	94.3	53	53
Iron Mountain/Kingsfd, MI (IMT)	91.2	89.5	57	57
Islip, NY (ISP)	78.7	86.7	520	519
Ithaca/Cortland, NY (ITH)	77.4	76.2	84	84
Jackson, WY (JAC)	78.1	78.4	475	477
Jackson/Vicksburg, MS (JAN)	80.6	80.7	653	653
Jacksonville, FL (JAX)	83.0	84.8	2998	2999
Jacksonville/Camp Lejeune, NC (OAJ)	83.9	85.0	273	273
Jamestown, ND (JMS)	75.0	75.0	84	84
Joplin, MO (JLN)	95.2	91.9	62	62
Juneau, AK (JNU)	92.9	91.1	325	325
Kahului, HI (OGG)	83.0	86.1	2188	2188
Kalamazoo, MI (AZO)	85.4	89.1	164	165
Kalispell, MT (FCA)	93.7	92.3	142	142
Kansas City, MO (MCI)	81.9	83.2	4723	4722
Kearney, NE (EAR)	76.9	82.7	52	52
Ketchikan, AK (KTN)	91.5	91.0	177	177

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TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Key West, FL (EYW)	86.6	78.8	657	657
Killeen, TX (GRK)	78.6	81.5	281	281
Knoxville, TN (TYS)	80.2	85.4	1572	1571
Kodiak, AK (ADQ)	86.8	88.7	53	53
Kona, HI (KOA)	85.6	88.3	1253	1253
Kotzebue, AK (OTZ)	85.5	79.0	62	62
La Crosse, WI (LSE)	85.1	85.6	181	181
Lafayette, LA (LFT)	81.3	85.3	395	395
Lake Charles, LA (LCH)	85.5	94.0	166	166
Lansing, MI (LAN)	80.4	80.0	270	270
Laramie, WY (LAR)	71.2	76.9	52	52
Laredo, TX (LRD)	83.0	86.8	212	212
Las Vegas, NV (LAS)	80.0	78.9	13893	13895
Latrobe, PA (LBE)	86.2	87.9	116	116
Lawton/Fort Sill, OK (LAW)	85.6	85.6	111	111
Lewisburg, WV (LWB)	79.6	90.7	54	54
Lewiston, ID (LWS)	93.7	91.1	79	79
Lexington, KY (LEX)	79.6	84.0	832	833
Liberal, KS (LBL)	84.6	84.6	52	52
Lihue, HI (LIH)	83.9	88.2	1182	1182
Lincoln, NE (LNK)	83.1	85.8	177	176
Little Rock, AR (LIT)	81.4	84.0	1159	1158
Long Beach, CA (LGB)	81.9	85.7	1202	1202
Longview, TX (GGG)	90.0	92.5	80	80
Los Angeles, CA (LAX)	78.0	78.2	18796	18800
Louisville, KY (SDF)	83.7	86.8	1904	1905
Lubbock, TX (LBB)	78.1	81.6	602	603
Lynchburg, VA (LYH)	91.2	94.7	57	57
Madison, WI (MSN)	81.3	84.6	1144	1145
Mammoth Lakes, CA (MMH)	53.8	52.7	91	91
Manchester, NH (MHT)	83.4	86.8	661	661
Manhattan/Ft. Riley, KS (MHK)	86.0	91.3	150	150
Marquette, MI (MQT)	76.9	77.7	121	121
Medford, OR (MFR)	77.6	77.6	313	313
Melbourne, FL (MLB)	87.7	89.7	252	252
Memphis, TN (MEM)	80.8	85.1	2170	2167
Meridian, MS (MEI)	86.0	83.9	93	93
Miami, FL (MIA)	83.5	81.6	8064	8067
Midland/Odessa, TX (MAF)	77.1	84.2	805	805
Milwaukee, WI (MKE)	80.9	83.0	2855	2853
Minneapolis, MN (MSP)	84.3	84.8	13898	13901

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Minot, ND (MOT)	87.0	88.7	185	186
Mission/McAllen/Edinburg, TX (MFE)	83.3	87.2	462	462
Missoula, MT (MSO)	86.3	90.4	219	219
Moab, UT (CNY)	74.1	83.3	54	54
Mobile, AL (MOB)	84.9	85.3	449	449
Moline, IL (MLI)	85.6	88.1	388	388
Monroe, LA (MLU)	87.3	89.8	236	236
Monterey, CA (MRY)	78.5	83.2	303	303
Montgomery, AL (MGM)	85.1	83.2	315	315
Montrose/Delta, CO (MTJ)	75.8	77.2	215	215
Mosinee, WI (CWA)	83.7	85.0	233	233
Muskegon, MI (MKG)	74.2	87.1	62	62
Myrtle Beach, SC (MYR)	84.9	85.8	790	790
Nashville, TN (BNA)	82.8	81.6	6931	6932
New Bern/Morehead/Beaufort, NC (EWN)	86.6	90.3	186	186
New Haven, CT (HVN)	84.7	81.6	98	98
New Orleans, LA (MSY)	81.5	81.6	5182	5180
New York, NY (JFK)	82.7	83.5	11214	11210
New York, NY (LGA)	75.8	78.2	14792	14792
Newark, NJ (EWR)	71.0	74.8	11793	11797
Newburgh/Poughkeepsie, NY (SWF)	76.7	75.3	150	150
Newport News/Williamsburg, VA (PHF)	93.8	94.6	129	129
Niagara Falls, NY (IAG)	93.2	86.3	117	117
Nome, AK (OME)	72.6	80.6	62	62
Norfolk, VA (ORF)	80.5	82.3	2113	2111
North Bend/Coos Bay, OR (OTH)	45.2	45.2	31	31
North Platte, NE (LBF)	67.3	86.5	52	52
Oakland, CA (OAK)	78.9	74.1	4366	4374
Ogden, UT (OGD)	88.9	88.9	9	9
Ogdensburg, NY (OGS)	81.8	81.8	22	22
Oklahoma City, OK (OKC)	78.5	82.4	1987	1985
Omaha, NE (OMA)	78.7	83.1	2176	2174
Ontario, CA (ONT)	76.8	79.3	1693	1692
Orlando, FL (MCO)	81.6	80.2	13321	13324
Owensboro, KY (OWB)	90.0	90.0	10	10
Paducah, KY (PAH)	76.3	75.4	114	114
Pago Pago, TT (PPG)	75.0	87.5	8	8
Palm Springs, CA (PSP)	74.4	76.9	1582	1577
Panama City, FL (ECP)	86.9	88.8	582	581
Pasco/Kennewick/Richland, WA (PSC)	81.9	89.0	127	127
Pellston, MI (PLN)	81.1	81.1	74	74

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TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pensacola, FL (PNS)	83.6	87.6	1004	1004
Peoria, IL (PIA)	85.1	86.6	389	387
Petersburg, AK (PSG)	85.5	91.9	62	62
Philadelphia, PA (PHL)	84.1	83.6	9708	9710
Phoenix, AZ (AZA)	83.6	84.3	695	695
Phoenix, AZ (PHX)	80.0	78.1	16295	16293
Pittsburgh, PA (PIT)	83.0	84.6	4276	4276
Plattsburgh, NY (PBG)	82.0	83.2	167	167
Pocatello, ID (PIH)	89.2	91.4	93	93
Ponce, PR (PSE)	56.5	67.7	62	62
Portland, ME (PWM)	82.1	82.6	753	753
Portland, OR (PDX)	83.8	87.2	4908	4908
Portsmouth, NH (PSM)	94.9	88.1	59	59
Prescott, AZ (PRC)	83.9	87.1	62	62
Providence, RI (PVD)	80.9	84.1	1553	1554
Provo, UT (PVU)	87.9	87.9	58	58
Pueblo, CO (PUB)	80.8	83.3	78	78
Punta Gorda, FL (PGD)	82.9	87.0	701	701
Quincy, IL (UIN)	80.8	80.8	52	52
Raleigh/Durham, NC (RDU)	81.8	83.3	5220	5219
Rapid City, SD (RAP)	76.8	77.8	276	275
Redding, CA (RDD)	75.2	77.6	117	116
Reno, NV (RNO)	79.0	81.1	1673	1674
Rhinelander, WI (RHI)	74.2	82.3	62	62
Richmond, VA (RIC)	81.9	84.1	2172	2171
Roanoke, VA (ROA)	84.1	86.9	245	244
Rochester, MN (RST)	74.9	79.1	319	320
Rochester, NY (ROC)	83.4	83.0	1308	1308
Rock Springs, WY (RKS)	77.4	83.9	62	62
Rockford, IL (RFD)	95.7	95.7	92	92
Roswell, NM (ROW)	79.0	84.9	119	119
Sacramento, CA (SMF)	79.7	81.1	4020	4023
Saginaw/Bay City/Midland, MI (MBS)	85.3	92.2	258	257
Saipan, TT (SPN)	89.7	89.7	39	39
Salina, KS (SLN)	75.6	80.8	78	78
Salt Lake City, UT (SLC)	84.2	84.5	9973	9966
San Angelo, TX (SJT)	88.3	91.2	137	137
San Antonio, TX (SAT)	80.8	84.9	3578	3578
San Diego, CA (SAN)	78.2	79.5	7836	7835
San Francisco, CA (SFO)	66.8	72.3	14379	14381
San Jose, CA (SJC)	80.5	83.1	5024	5037

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Juan, PR (SJU)	77.0	77.3	2319	2319
San Luis Obispo, CA (SBP)	76.1	78.6	402	402
Sanford, FL (SFB)	80.6	86.3	1143	1143
Santa Ana, CA (SNA)	79.6	81.6	3490	3482
Santa Barbara, CA (SBA)	71.7	76.7	516	516
Santa Fe, NM (SAF)	73.4	83.1	124	124
Santa Maria, CA (SMX)	100.0	92.9	14	14
Santa Rosa, CA (STS)	78.6	85.4	192	192
Sarasota/Bradenton, FL (SRQ)	83.6	83.0	805	804
Sault Ste. Marie, MI (CIU)	75.4	77.2	57	57
Savannah, GA (SAV)	81.3	83.4	1479	1475
Scottsbluff, NE (BFF)	69.2	76.9	52	52
Scranton/Wilkes-Barre, PA (AVP)	87.3	88.7	291	291
Seattle, WA (SEA)	82.9	84.9	11125	11128
Shreveport, LA (SHV)	80.8	79.5	572	572
Sioux City, IA (SUX)	83.6	78.2	110	110
Sioux Falls, SD (FSD)	75.6	78.2	624	625
Sitka, AK (SIT)	93.2	95.5	88	88
South Bend, IN (SBN)	82.4	85.7	631	631
Spokane, WA (GEG)	81.2	87.1	920	922
Springfield, IL (SPI)	81.5	85.4	157	157
Springfield, MO (SGF)	82.7	84.4	671	671
St. Cloud, MN (STC)	83.3	83.3	30	30
St. George, UT (SGU)	82.1	84.1	347	347
St. Louis, MO (STL)	81.0	78.1	5886	5884
St. Petersburg, FL (PIE)	87.1	91.9	762	762
State College, PA (SCE)	80.5	82.2	118	118
Staunton, VA (SHD)	84.2	93.0	57	57
Stillwater, OK (SWO)	96.8	93.5	62	62
Stockton, CA (SCK)	90.8	80.0	65	65
Sun Valley/Hailey/Ketchum, ID (SUN)	82.9	79.8	193	193
Syracuse, NY (SYR)	81.8	86.2	1188	1187
Tallahassee, FL (TLH)	85.2	89.3	542	542
Tampa, FL (TPA)	81.8	81.5	7574	7572
Texarkana, AR (TXK)	93.2	94.3	88	88
Toledo, OH (TOL)	88.8	89.9	188	188
Traverse City, MI (TVC)	79.2	85.5	130	131
Trenton, NJ (TTN)	80.4	73.5	204	204
Tucson, AZ (TUS)	78.1	82.1	1881	1882
Tulsa, OK (TUL)	82.7	87.3	1385	1385
Twin Falls, ID (TWF)	89.8	88.0	88	100

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TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER

MARCH 2019

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tyler, TX (TYR)	88.7	84.3	115	115
Valdosta, GA (VLD)	85.2	87.5	88	88
Valparaiso, FL (VPS)	82.3	84.5	660	660
Vernal, UT (VEL)	71.2	69.2	52	52
Waco, TX (ACT)	88.2	89.1	119	119
Washington, DC (DCA)	81.7	82.4	12193	12190
Washington, DC (IAD)	84.5	85.4	5758	5754
Waterloo, IA (ALO)	87.1	85.5	62	62
Watertown, NY (ART)	74.2	82.3	62	62
West Palm Beach/Palm Beach, FL (PBI)	77.6	78.5	2859	2860
White Plains, NY (HPN)	77.9	79.8	1004	1004
Wichita Falls, TX (SPS)	87.1	80.6	93	93
Wichita, KS (ICT)	81.3	84.3	902	902
Williston, ND (ISN)	79.0	83.9	62	62
Wilmington, NC (ILM)	81.8	85.8	543	543
Worcester, MA (ORH)	74.2	77.4	93	93
Wrangell, AK (WRG)	85.5	90.3	62	62
Yakutat, AK (YAK)	83.9	90.3	62	62
Yuma, AZ (YUM)	78.4	87.5	153	152

AIR TRAVEL CONSUMER REPORT

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

MARCH 2019

CARRIER	AT ALL US AIRPORTS			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
HAWAIIAN AIRLINES NETWORK	**21**	**7605**	**24**	**0.3**
- HAWAIIAN AIRLINES	18	6858	8	0.1
- BRANDED CODESHARE PARTNERS	4	747	16	2.1
DELTA AIR LINES NETWORK	**220**	**151995**	**500**	**0.3**
- DELTA AIR LINES	145	84208	66	0.1
- BRANDED CODESHARE PARTNERS	199	67787	434	0.6
ALLEGIANT AIR	**120**	**10260**	**42**	**0.4**
SPIRIT AIRLINES	**45**	**17154**	**120**	**0.7**
ALASKA AIRLINES NETWORK	**98**	**36336**	**472**	**1.3**
- ALASKA AIRLINES	71	21694	267	1.2
- BRANDED CODESHARE PARTNERS	54	14642	205	1.4
JETBLUE AIRWAYS	**64**	**25927**	**425**	**1.6**
FRONTIER AIRLINES	**94**	**9845**	**182**	**1.8**
AMERICAN AIRLINES NETWORK**	**235**	**176699**	**3304**	**1.9**
*- AMERICAN AIRLINES***	102	80027	1719	2.1
- BRANDED CODESHARE PARTNERS	219	96672	1585	1.6
UNITED AIRLINES NETWORK	**232**	**133987**	**3199**	**2.4**
- UNITED AIRLINES	103	53651	644	1.2
- BRANDED CODESHARE PARTNERS	218	80336	2555	3.2
SOUTHWEST AIRLINES**	**86**	**119413**	**5294**	**4.4**
TOTAL AIRPORTS SERVED	**361**	**689,221**	**13,562**	**2.0**

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

***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**

****On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. American Airlines and Southwest Airlines separately informed the Department that the grounding of the 737 MAX aircraft has negatively impacted their cancellation statistics during this reporting period.**

AIR TRAVEL CONSUMER REPORT

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

MARCH 2019

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES	145	84208	66	0.1	1
HAWAIIAN AIRLINES	18	6858	8	0.1	2
ALLEGIANT AIR	120	10260	42	0.4	3
SPIRIT AIRLINES	45	17154	120	0.7	4
ENDEAVOR AIR	107	22377	186	0.8	5
UNITED AIRLINES	103	53651	644	1.2	6
ALASKA AIRLINES	71	21694	267	1.2	7
REPUBLIC AIRWAYS	93	27277	348	1.3	8
ENVOY AIR	135	26740	379	1.4	9
JETBLUE AIRWAYS	64	25927	425	1.6	10
PSA AIRLINES	90	24446	414	1.7	11
FRONTIER AIRLINES	94	9845	182	1.8	12
AMERICAN AIRLINES**	102	80027	1719	2.1	13
MESA AIRLINES	110	18836	429	2.3	14
SKYWEST AIRLINES	245	70419	1609	2.3	15
EXPRESSJET AIRLINES	109	12942	432	3.3	16
SOUTHWEST AIRLINES**	86	119413	5294	4.4	17
TOTAL AIRPORTS SERVED	347	632,074	12,564	2.0	

***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**

****On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. American Airlines and Southwest Airlines separately informed the Department that the grounding of the 737 MAX aircraft has negatively impacted their cancellation statistics during this reporting period.**

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

MARCH 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	**36336**	**29615**	**81.50**	**472**	**1.30**	**107**	**0.29**	**1538**	**4.23**	**101**	**0.28**	**2698**	**7.43**	**16**	**0.04**	**1789**	**4.92**
- ALASKA AIRLINES	21694	17619	81.22	267	1.23	45	0.21	888	4.09	51	0.24	1770	8.16	15	0.07	1040	4.79
- BRANDED CODESHARE PARTNERS	14642	11996	81.93	205	1.40	62	0.42	650	4.44	50	0.34	928	6.34	2	0.01	749	5.12
ALLEGIANT AIR	**10260**	**8755**	**85.33**	**42**	**0.41**	**15**	**0.15**	**409**	**3.99**	**72**	**0.70**	**397**	**3.87**	**9**	**0.09**	**561**	**5.47**
AMERICAN AIRLINES NETWORK	**176699**	**141992**	**80.36**	**3304**	**1.87**	**258**	**0.15**	**9296**	**5.26**	**778**	**0.44**	**8770**	**4.96**	**51**	**0.03**	**12249**	**6.93**
- AMERICAN AIRLINES	80027	62642	78.28	1719	2.15	86	0.11	5078	6.35	337	0.42	4369	5.46	27	0.03	5769	7.21
- BRANDED CODESHARE PARTNERS	96672	79350	82.08	1585	1.64	172	0.18	4218	4.36	441	0.46	4401	4.55	24	0.02	6481	6.70
DELTA AIR LINES NETWORK	**151995**	**130096**	**85.59**	**500**	**0.33**	**211**	**0.14**	**6472**	**4.26**	**862**	**0.57**	**6521**	**4.29**	**23**	**0.02**	**7309**	**4.81**
- DELTA AIR LINES	84208	74321	88.26	66	0.08	77	0.09	3384	4.02	337	0.40	3356	3.99	11	0.01	2656	3.15
- BRANDED CODESHARE PARTNERS	67787	55775	82.28	434	0.64	134	0.20	3088	4.56	525	0.77	3166	4.67	12	0.02	4653	6.86
FRONTIER AIRLINES	**9845**	**7712**	**78.33**	**182**	**1.85**	**9**	**0.09**	**554**	**5.63**	**25**	**0.25**	**622**	**6.32**	**0**	**0.00**	**741**	**7.53**
HAWAIIAN AIRLINES NETWORK	**7605**	**6601**	**86.80**	**24**	**0.32**	**7**	**0.09**	**585**	**7.69**	**34**	**0.45**	**28**	**0.37**	**5**	**0.07**	**322**	**4.23**
- HAWAIIAN AIRLINES	6858	5988	87.31	8	0.12	4	0.06	565	8.24	34	0.50	10	0.15	4	0.06	246	3.59
- BRANDED CODESHARE PARTNERS	747	613	82.06	16	2.14	3	0.40	20	2.68	0	0.00	18	2.41	1	0.13	76	10.17
JETBLUE AIRWAYS	**25927**	**19125**	**73.76**	**425**	**1.64**	**53**	**0.20**	**2319**	**8.94**	**51**	**0.20**	**1613**	**6.22**	**9**	**0.03**	**2331**	**8.99**
SOUTHWEST AIRLINES	**119413**	**95511**	**79.98**	**5294**	**4.43**	**126**	**0.11**	**7105**	**5.95**	**126**	**0.11**	**3058**	**2.56**	**72**	**0.06**	**8121**	**6.80**
SPIRIT AIRLINES	**17154**	**14821**	**86.40**	**120**	**0.70**	**14**	**0.08**	**546**	**3.18**	**38**	**0.22**	**1074**	**6.26**	**9**	**0.05**	**532**	**3.10**
UNITED AIRLINES NETWORK	**133987**	**103353**	**77.14**	**3199**	**2.39**	**330**	**0.25**	**6850**	**5.11**	**582**	**0.43**	**9685**	**7.23**	**34**	**0.03**	**9954**	**7.43**
- UNITED AIRLINES	53651	42277	78.80	644	1.20	95	0.18	2424	4.52	229	0.43	4110	7.66	13	0.02	3860	7.19
- BRANDED CODESHARE PARTNERS	80336	61076	76.03	2555	3.18	235	0.29	4426	5.51	353	0.44	5575	6.94	21	0.03	6094	7.59
TOTAL	**689,221**	**557,581**	**80.90**	**13,562**	**1.97**	**1,130**	**0.16**	**35,675**	**5.18**	**2,670**	**0.39**	**34,467**	**5.00**	**228**	**0.03**	**43,908**	**6.37**

*** 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

MARCH 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	21694	17619	81.22	267	1.23	45	0.21	888	4.09	51	0.24	1770	8.16	15	0.07	1040	4.79
ALLEGIANT AIR	10260	8755	85.33	42	0.41	15	0.15	409	3.99	72	0.70	397	3.87	9	0.09	561	5.47
AMERICAN AIRLINES	80027	62642	78.28	1719	2.15	86	0.11	5078	6.35	337	0.42	4369	5.46	27	0.03	5769	7.21
DELTA AIR LINES	84208	74321	88.26	66	0.08	77	0.09	3384	4.02	337	0.40	3356	3.99	11	0.01	2656	3.15
ENDEAVOR AIR	22377	18720	83.66	186	0.83	38	0.17	900	4.02	102	0.46	968	4.33	1	0.00	1463	6.54
ENVOY AIR	26740	22019	82.34	379	1.42	49	0.18	1058	3.96	181	0.68	1346	5.03	3	0.01	1705	6.38
EXPRESSJET AIRLINES	12942	9715	75.07	432	3.34	43	0.33	634	4.90	27	0.21	1205	9.31	0	0.00	886	6.85
FRONTIER AIRLINES	9845	7712	78.33	182	1.85	9	0.09	554	5.63	25	0.25	622	6.32	0	0.00	741	7.53
HAWAIIAN AIRLINES	6858	5988	87.31	8	0.12	4	0.06	565	8.24	34	0.50	10	0.15	4	0.06	246	3.59
JETBLUE AIRWAYS	25927	19125	73.76	425	1.64	53	0.20	2319	8.94	51	0.20	1613	6.22	9	0.03	2331	8.99
MESA AIRLINES	18836	14796	78.55	429	2.28	29	0.15	1202	6.38	179	0.95	914	4.85	10	0.05	1277	6.78
PSA AIRLINES	24446	19933	81.54	414	1.69	41	0.17	1258	5.15	72	0.29	905	3.70	10	0.04	1813	7.42
REPUBLIC AIRWAYS	27277	22499	82.48	348	1.28	35	0.13	958	3.51	87	0.32	1905	6.98	5	0.02	1440	5.28
SKYWEST AIRLINES	70419	55775	79.20	1609	2.28	246	0.35	3385	4.81	511	0.73	3614	5.13	26	0.04	5254	7.46
SOUTHWEST AIRLINES	119413	95511	79.98	5294	4.43	126	0.11	7105	5.95	126	0.11	3058	2.56	72	0.06	8121	6.80
SPIRIT AIRLINES	17154	14821	86.40	120	0.70	14	0.08	546	3.18	38	0.22	1074	6.26	9	0.05	532	3.10
UNITED AIRLINES	53651	42277	78.80	644	1.20	95	0.18	2424	4.52	229	0.43	4110	7.66	13	0.02	3860	7.19
TOTAL	632,074	512,228	81.04	12,564	1.99	1,005	0.16	32,667	5.17	2,458	0.39	31,235	4.94	224	0.04	39,694	6.28

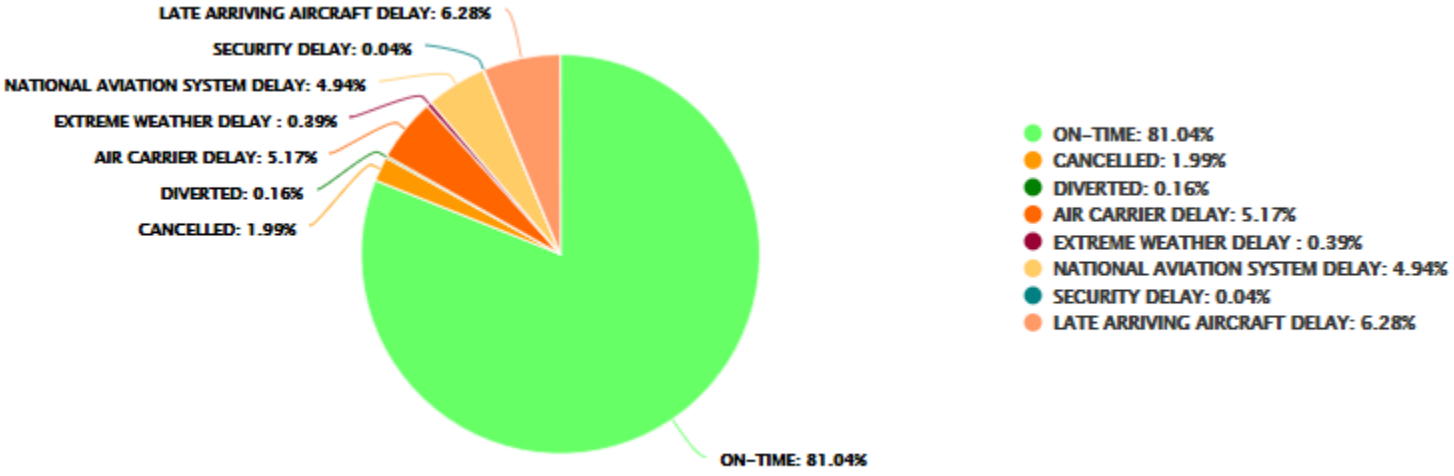
*** Causes of Delay:**

- **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
MARCH 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

MARCH 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	1748	DFW	EWR	3/15/2019	Diversion Airport (SWF)	3:39
DELTA	DELTA	1819	LGA	DEN	3/13/2019	Destination Airport	3:30
UNITED	UNITED	2006	EWR	SFO	3/3/2019	Origin Airport	3:13
DELTA	DELTA	2488	JFK	MSY	3/15/2019	Origin Airport	3:05
UNITED	UNITED	268	DEN	SFO	3/13/2019	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

MARCH 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AIR CHINA	AIR CHINA	982	JFK	PEK	3/15/2019	Origin Airport	4:42
UNITED	UNITED	14	EWR	LHR	3/15/2019	Origin Airport	4:13
BRITISH AIRWAYS	BRITISH AIRWAYS	114	JFK	LHR	3/3/2019	Origin Airport	4:10

***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. REPORTING MARKETING CARRIERS* (MONTHLY)

RANK	CARRIER	MARCH 2019		
		NUMBER BAGS ENPLANED	NUMBER BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	**ALLEGIANT AIR**	**713,247**	**1,098**	**1.54**
2	**FRONTIER AIRLINES**	**839,189**	**3,042**	**3.62**
3	**SPIRIT AIRLINES**	**1,147,909**	**4,592**	**4.00**
4	**HAWAIIAN AIRLINES NETWORK**	**571,734**	**2,412**	**4.22**
	- HAWAIIAN AIRLINES	556,725	2,285	4.10
	- BRANDED CODESHARE PARTNERS	15,009	127	8.46
5	**SOUTHWEST AIRLINES**	**10,873,266**	**46,007**	**4.23**
6	**DELTA AIR LINES NETWORK**	**9,321,706**	**40,909**	**4.39**
	- DELTA AIR LINES	7,108,447	31,780	4.47
	- BRANDED CODESHARE PARTNERS	2,213,259	9,129	4.12
7	**ALASKA AIRLINES NETWORK**	**2,399,403**	**12,116**	**5.05**
	- ALASKA AIRLINES	1,747,286	8,096	4.63
	- BRANDED CODESHARE PARTNERS	652,117	4,020	6.16
8	**JETBLUE AIRWAYS**	**1,244,196**	**6,337**	**5.09**
9	**UNITED AIRLINES NETWORK**	**7,052,106**	**48,064**	**6.82**
	- UNITED AIRLINES	4,266,408	*28,301*	6.63
	- BRANDED CODESHARE PARTNERS	2,785,698	*19,763*	7.09
10	**AMERICAN AIRLINES NETWORK**	**10,525,760**	**78,278**	**7.44**
	- AMERICAN AIRLINES	6,491,804	47,915	7.38
	- BRANDED CODESHARE PARTNERS	4,033,956	30,363	7.53
	TOTAL	**44,688,516**	**242,855**	**5.43**

*** 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 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 March 2019.**

AIR TRAVEL CONSUMER REPORT

MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING MARKETING CARRIERS* (QUARTERLY)

RANK	CARRIER	JANUARY - MARCH 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	**ALLEGIANT AIR**	**1,618,639**	**2,749**	**1.70**
2	**FRONTIER AIRLINES**	**2,231,908**	**8,940**	**4.01**
3	**SPIRIT AIRLINES**	**2,949,944**	**12,785**	**4.33**
4	**HAWAIIAN AIRLINES NETWORK**	**1,642,753**	**7,272**	**4.43**
	- HAWAIIAN AIRLINES	1,605,498	6,825	4.25
	- BRANDED CODESHARE PARTNERS	37,255	447	12.00
5	**SOUTHWEST AIRLINES**	**28,666,814**	**134,755**	**4.70**
6	**DELTA AIR LINES NETWORK**	**23,802,098**	**113,208**	**4.76**
	- DELTA AIR LINES	18,117,161	86,590	4.78
	- BRANDED CODESHARE PARTNERS	5,684,937	26,618	4.68
7	**JETBLUE AIRWAYS**	**3,377,942**	**17,914**	**5.30**
8	**ALASKA AIRLINES NETWORK**	**6,505,904**	**40,751**	**6.26**
	- ALASKA AIRLINES	4,693,918	25,305	5.39
	- BRANDED CODESHARE PARTNERS	1,811,986	15,446	8.52
9	**UNITED AIRLINES NETWORK**	**18,823,159**	**137,030**	**7.28**
	- UNITED AIRLINES	10,292,874	72,072	7.00
	- BRANDED CODESHARE PARTNERS	8,530,285	64,958	7.62
10	**AMERICAN AIRLINES NETWORK**	**28,302,259**	**219,218**	**7.75**
	- AMERICAN AIRLINES	17,573,511	134,224	7.64
	- BRANDED CODESHARE PARTNERS	10,728,748	84,994	7.92
	TOTAL	**117,921,420**	**694,622**	**5.89**

*** 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 baggage data for the operations of its branded codeshare partners for each of the months January-April 2019. This cumulative table reflects the revised data for January-March 2019.**

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	MARCH 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGIANT AIRLINES	713,247	1,098	1.54
2	FRONTIER AIRLINES	839,189	3,042	3.62
3	SPIRIT AIRLINES	1,147,909	4,592	4.00
4	HAWAIIAN AIRLINES	556,725	2,285	4.10
5	ENDEAVOR AIR	925,025	3,809	4.12
6	SOUTHWEST AIRLINES	10,873,266	46,007	4.23
7	DELTA AIR LINES	7,108,447	31,780	4.47
8	ALASKA AIRLINES	1,747,286	8,096	4.63
9	JETBLUE AIRWAYS	1,244,196	6,337	5.09
10	EXPRESSJET AIRLINES	433,750	2,370	5.46
11	REPUBLIC AIRWAYS	780,288	4,575	5.86
12	PSA AIRLINES	1,170,299	7,500	6.41
13	SKYWEST AIRLINES	2,698,712	17,399	6.45
14	UNITED AIRLINES	4,266,408	28,301	6.63
15	MESA AIRLINES	883,068	6,517	7.38
16	AMERICAN AIRLINES	6,491,804	47,915	7.38
17	ENVOY AIRLINES	954,249	7,834	8.21
	TOTAL	42,833,868	229,457	5.36

*** 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 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 March 2019.**

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	JANUARY - MARCH 2019		
		NUMBER BAGS ENPLANED	NUMBER BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGIANT AIR	1,618,639	2,749	1.70
2	FRONTIER AIRLINES	2,231,908	8,940	4.01
3	HAWAIIAN AIRLINES	1,605,498	6,825	4.25
4	SPIRIT AIRLINES	2,949,944	12,785	4.33
5	ENDEAVOR AIR	2,341,774	10,616	4.53
6	SOUTHWEST AIRLINES	28,666,814	134,755	4.70
7	DELTA AIR LINES	18,117,161	86,590	4.78
8	JETBLUE AIRWAYS	3,377,942	17,914	5.30
9	ALASKA AIRLINES	4,693,918	25,305	5.39
10	EXPRESSJET AIRLINES**	1,227,617	7,006	5.71
11	PSA AIRLINES	3,176,232	21,063	6.63
12	SKYWEST AIRLINES**	7,183,276	50,206	6.99
13	UNITED AIRLINES	10,292,874	72,072	7.00
14	REPUBLIC AIRLINES**	2,039,761	14,607	7.16
15	MESA AIRLINES**	2,435,544	18,518	7.60
16	AMERICAN AIRLINES	17,573,511	134,224	7.64
17	ENVOY AIR	2,540,634	21,931	8.63
	TOTAL	112,073,047	646,106	5.77

* 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 baggage data for the operations of its branded codeshare partners for each of the months January-April 2019. This cumulative table reflects the revised data for January-March 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	MARCH 2019		
		NUMBER WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	**ALASKA AIRLINES NETWORK**	**1,344**	**3**	**0.22**
	- ALASKA AIRLINES	*1,161*	*2*	*0.17*
	- BRANDED CODESHARE PARTNERS	*183*	*1*	*0.55*
2	**DELTA AIR LINES NETWORK**	**15,494**	**132**	**0.85**
	- DELTA AIR LINES	*11,800*	*112*	*0.95*
	- BRANDED CODESHARE PARTNERS	*3,694*	*20*	*0.54*
3	**ALLEGIANT AIR**	**1,496**	**17**	**1.14**
4	**HAWAIIAN AIRLINES NETWORK**	**472**	**8**	**1.69**
	- HAWAIIAN AIRLINES	*468*	*8*	*1.71*
	- BRANDED CODESHARE PARTNERS	*4*	*0*	*0.00*
5	**UNITED AIRLINES NETWORK**	**7,798**	**152**	**1.95**
	- UNITED AIRLINES	*5,371*	*100*	*1.86*
	- BRANDED CODESHARE PARTNERS	*2,427*	*52*	*2.14*
6	**FRONTIER AIRLINES**	**1,526**	**31**	**2.03**
7	**SOUTHWEST AIRLINES**	**8,322**	**176**	**2.11**
8	**SPIRIT AIRLINES**	**1,889**	**48**	**2.54**
9	**JETBLUE AIRWAYS**	**1,504**	**43**	**2.86**
10	**AMERICAN AIRLINES NETWORK*** **	**4,206**	**169**	**4.02**
	- AMERICAN AIRLINES	*3,422*	*133*	*3.89*
	- BRANDED CODESHARE PARTNERS	*784*	*36*	*4.59*
	TOTAL	**44,051**	**779**	**1.77**

*** 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 March 2019.**

*****American informed the Department that for this reporting period, 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.**

AIR TRAVEL CONSUMER REPORT

MISHANDLED WHEELCHAIRS AND SCOOTERS: RANKING OF U.S. REPORTING MARKETING CARRIERS* (QUARTERLY)

RANK	CARRIER	JANUARY - MARCH 2019		
		NUMBER WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	**DELTA AIR LINES NETWORK**	**39,781**	**323**	**0.81**
	- DELTA AIR LINES	31,008	280	0.90
	- BRANDED CODESHARE PARTNERS	8,773	43	0.49
2	**ALLEGIANT AIR**	**3,564**	**40**	**1.12**
3	**ALASKA AIRLINES NETWORK**	**4,498**	**58**	**1.29**
	- ALASKA AIRLINES	3,781	44	1.16
	- BRANDED CODESHARE PARTNERS	717	14	1.95
4	**UNITED AIRLINES NETWORK****	**21,380**	**327**	**1.53**
	- UNITED AIRLINES	12,768	193	1.51
	*- BRANDED CODESHARE PARTNERS***	8,612	134	1.56
5	**HAWAIIAN AIRLINES NETWORK**	**1,440**	**23**	**1.60**
	- HAWAIIAN AIRLINES	1,436	23	1.60
	- BRANDED CODESHARE PARTNERS	4	0	0.00
6	**FRONTIER AIRLINES**	**3,307**	**78**	**2.36**
7	**SPIRIT AIRLINES**	**5,080**	**125**	**2.46**
8	**SOUTHWEST AIRLINES**	**18,825**	**492**	**2.61**
9	**JETBLUE AIRWAYS**	**3,987**	**109**	**2.73**
10	**AMERICAN AIRLINES NETWORK*****	**10,132**	**498**	**4.92**
	- AMERICAN AIRLINES	8,265	376	4.55
	- BRANDED CODESHARE PARTNERS	1,867	122	6.53
	TOTAL	**111,994**	**2,073**	**1.85**

*** 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-March 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 cumulative table reflects the revised data for January-March 2019.**

*****American informed the Department that for this reporting period, 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.**

AIR TRAVEL CONSUMER REPORT

MISHANDLED WHEELCHAIRS AND SCOOTERS: RANKING OF U.S. REPORTING OPERATING CARRIERS* (MONTHLY)

RANK	CARRIER	MARCH 2019		
		NUMBER WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALASKA AIRLINES	1,161	2	0.17
2	ENDEAVOR AIR	1,615	6	0.37
3	DELTA AIR LINES	11,800	112	0.95
4	REPUBLIC AIRWAYS	657	7	1.07
5	ALLEGIANT AIRLINES	1,496	17	1.14
6	EXPRESSJET AIRLINES	319	4	1.25
7	HAWAIIAN AIRLINES	468	8	1.71
8	SKYWEST AIRLINES	2,878	51	1.77
9	MESA AIRLINES	395	7	1.77
10	UNITED AIRLINES	5,371	100	1.86
11	FRONTIER AIRLINES	1,526	31	2.03
12	SOUTHWEST AIRLINES	8,322	176	2.11
13	SPIRIT AIRLINES	1,889	48	2.54
14	JETBLUE AIRWAYS	1,504	43	2.86
15	AMERICAN AIRLINES**	3,422	133	3.89
16	PSA AIRLINES	161	8	4.97
17	ENVOY AIR	197	10	5.08
	TOTAL	43,181	763	1.77

* 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.

**American informed the Department that for this reporting period, 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.

AIR TRAVEL CONSUMER REPORT

MISHANDLED WHEELCHAIRS AND SCOOTERS: RANKING OF U.S. REPORTING OPERATING CARRIERS* (QUARTERLY)

RANK	CARRIER	JANUARY - MARCH 2019		
		NUMBER WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ENDEAVOR AIR	3,311	13	0.39
2	DELTA AIR LINES	31,008	280	0.90
3	ALLEGIANT AIR	3,564	40	1.12
4	ALASKA AIRLINES	3,781	44	1.16
5	SKYWEST AIRLINES**	6,807	93	1.37
6	UNITED AIRLINES	12,768	193	1.51
7	HAWAIIAN AIRLINES	1,436	23	1.60
8	REPUBLIC AIRLINES**	1,279	27	2.11
9	FRONTIER AIRLINES	3,307	78	2.36
10	SPIRIT AIRLINES	5,080	125	2.46
11	MESA AIRLINES**	779	20	2.57
12	SOUTHWEST AIRLINES	18,825	492	2.61
13	JETBLUE AIRWAYS	3,987	109	2.73
14	EXPRESSJET AIRLINES**	659	21	3.19
15	AMERICAN AIRLINES***	8,265	376	4.55
16	ENVOY AIR	487	36	7.39
17	PSA AIRLINES	392	29	7.40
	TOTAL	105,735	1,999	1.89

* 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-March 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 cumulative table reflects the revised data for January-March 2019.

***American informed the Department that for this reporting period, 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.

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 U. S. REPORTING MARKETING CARRIERS

RANK	CARRIER*	JANUARY - MARCH 2019				JANUARY - MARCH 2018			
		DENIED BOARDINGS (DB'S)		CHECKED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		CHECKED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	**HAWAIIAN AIRLINES NETWORK**	**78**	**0**	**2,668,228**	**0.00**	**167**	**2**	**2,732,230**	**0.01**
	- HAWAIIAN AIRLINES	72	0	2,615,452	0.00	160	2	2,676,265	0.01
	- BRANDED CODESHARE PARTNERS	6	0	52,776	0.00	7	0	55,965	0.00
2	**DELTA AIR LINES NETWORK**	**37,172**	**3**	**41,503,395**	**0.00**	**33,890**	**20**	**39,479,338**	**0.01**
	- DELTA AIR AIRLINES	28,276	1	32,597,931	0.00	23,777	13	30,868,044	0.00
	- BRANDED CODESHARE PARTNERS	8,896	2	8,905,464	0.00	10,113	7	8,611,294	0.01
3	**UNITED AIR LINES NETWORK**	**20,564**	**24**	**32,930,557**	**0.01**	**16,973**	**51**	**31,121,628**	**0.02**
	- UNITED AIRLINES	8,856	17	22,660,404	0.01	8,214	27	21,314,280	0.01
	- BRANDED CODESHARE PARTNERS	11,708	7	10,270,153	0.01	8,759	24	9,807,348	0.02
4	**JETBLUE AIRWAYS**	**721**	**23**	**9,061,253**	**0.03**	**844**	**7**	**8,927,623**	**0.01**
5	**SPIRIT AIRLINES**	**6,768**	**46**	**7,265,473**	**0.06**	**5,477**	**874**	**6,180,877**	**1.41**
6	**ALASKA AIRLINES NETWORK**	**3,312**	**274**	**10,114,923**	**0.27**	**1,683**	**263**	**8,048,100**	**0.33**
	- ALASKA AIRLINES	2,498	158	7,612,627	0.21	1,206	120	5,844,254	0.21
	- BRANDED CODESHARE PARTNERS	814	116	2,502,296	0.46	477	143	2,203,846	0.65
7	**FRONTIER AIRLINES**	**587**	**168**	**5,128,189**	**0.33**	**949**	**188**	**4,416,868**	**0.43**
8	**SOUTHWEST AIRLINES****	**9,996**	**1,594**	**37,409,141**	**0.43**	**4,325**	**669**	**37,042,370**	**0.18**
9	**AMERICAN AIRLINES NETWORK****	**43,276**	**3,533**	**46,178,265**	**0.77**	**27,421**	**716**	**44,034,138**	**0.16**
	*- AMERICAN AIRLINES***	28,362	1,724	33,083,888	0.52	15,658	483	31,525,870	0.15
	- BRANDED CODESHARE PARTNERS	14,914	1,809	13,094,377	1.38	11,763	233	12,508,268	0.19
10	**ALLEGIANT AIR**	**34**	**510**	**3,473,390**	**1.47**	**0**	**58**	**3,306,693**	**0.18**
	TOTAL	**122,508**	**6,175**	**195,732,814**	**0.32**	**91,729**	**2,848**	**185,289,865**	**0.15**

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.**

****On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. American Airlines and Southwest Airlines separately informed the Department that the grounding of the 737 MAX aircraft has negatively impacted their involuntary denied boarding statistics during this reporting period.**

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY U. S. REPORTING OPERATING CARRIERS

RANK	AIRLINE*	JANUARY - MARCH 2019				JANUARY - MARCH 2018			
		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	ENDEAVOR AIR	4,432	0	3,113,553	0.00	3,117	4	2,709,157	0.01
2	HAWAIIAN AIRLINES	72	0	2,615,452	0.00	160	2	2,676,265	0.01
3	DELTA AIR AIRLINES	28,276	1	32,597,931	0.00	23,777	13	30,868,044	0.00
4	EXPRESSJET AIRLINES	1,470	1	1,454,843	0.01	2,230	3	2,411,261	0.01
5	UNITED AIRLINES	8,856	17	22,660,404	0.01	8,214	27	21,314,280	0.01
6	JETBLUE AIRWAYS	721	23	9,061,253	0.03	844	7	8,927,623	0.01
7	SPIRIT AIR LINES	6,768	46	7,265,473	0.06	5,477	874	6,180,877	1.41
8	REPUBLIC AIRWAYS	3713	80	4,183,267	0.19	2,613	32	4,050,777	0.08
9	ALASKA AIRLINES	2,498	158	7,612,627	0.21	1,206	120	5,844,254	0.21
10	SKYWEST AIRLINES	7,163	233	8,697,930	0.27	7,816	88	8,060,076	0.11
11	FRONTIER AIRLINES	587	168	5,128,189	0.33	949	188	4,416,868	0.43
12	SOUTHWEST AIRLINES**	9,996	1,594	37,409,141	0.43	4,325	669	37,042,370	0.18
13	AMERICAN AIRLINES**	28,362	1,724	33,083,888	0.52	15,658	483	31,525,870	0.15
14	PSA AIRLINES	3,166	267	3,412,630	0.78	2,416	22	3,210,770	0.07
15	ALLEGIANT AIR	34	510	3,473,390	1.47	0	58	3,306,693	0.18
16	MESA AIRLINES	3,864	485	3,288,521	1.47	2,413	47	2,864,946	0.16
17	ENVOY AIRLINES	3,807	490	3,137,713	1.56	0	0	0	0.00
	TOTAL	113,785	5797	188,196,205	0.31	85,054	2696	178,353,539	0.15

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.**

****On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. American Airlines and Southwest Airlines separately informed the Department that the grounding of the 737 MAX aircraft has negatively impacted their involuntary denied boarding statistics during this reporting period.**

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

	MARCH 2019				MARCH 2018			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	683	26	1	97	726	63	1	92
FOREIGN AIRLINES	407	3	0	113	412	2	0	57
TRAVEL AGENTS	35	3	0	12	40	0	0	12
TOUR OPERATORS	1	0	0	0	0	0	0	0
MISCELLANEOUS	10	97	0	95	15	22	0	69
INDUSTRY TOTALS	1,136	129	1	317	1,193	87	1	230

Table 2

AIR TRAVEL CONSUMER REPORT

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

	MARCH 2019			MARCH 2018		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	339		1	287	
CANCELLATION			142			126
DELAY			111			72
MISCONNECTION			52			50
REFUNDS	2	165		6	100	
RESERVATIONS/TICKETING/BOARDING	2	165		4	144	
BAGGAGE	4	164		3	184	
CUSTOMER SERVICE	5	114		5	132	
FARES	6	75		2	210	
DISABILITY	7	59		7	60	
OVERSALES	8	25		8	36	
OTHER	9	23		9	25	
FREQUENT FLYER			13			12
DISCRIMINATION	10	6		10	10	
ADVERTISING	11	1		11	5	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,136			1,193	

* 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*

MARCH 2019

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	4	1	3	1	1	3	3	0	0	0	0	0	16
ALLEGIANT AIR	2	0	0	0	0	1	4	2	0	0	0	1	10
AMERICAN AIRLINES	74	6	31	21	12	13	24	12	0	1	0	2	196
CALIFORNIA PACIFIC AIRLINES	6	0	1	0	44	0	2	0	0	0	0	0	53
DELTA AIR LINES	13	1	4	3	0	5	10	6	0	1	0	1	44
ENVOY AIR	5	1	1	0	0	0	2	0	0	0	0	0	9
FRONTIER AIRLINES	18	0	4	2	1	7	3	3	0	0	0	0	38
HAWAIIAN AIRLINES	1	0	0	2	2	0	0	2	0	0	0	0	7
JETBLUE AIRWAYS	10	1	4	2	2	2	3	3	0	0	0	0	27
MESA AIRLINES	2	2	0	0	0	0	1	0	0	0	0	0	5
PIEDMONT AIRLINES	9	0	1	0	0	0	0	0	0	0	0	0	10
PSA AIRLINES	10	0	0	0	0	1	0	0	0	0	0	0	11
REPUBLIC AIRWAYS	4	0	0	0	0	0	1	0	0	0	0	0	5
SILVER AIRWAYS	4	2	0	0	0	0	0	0	0	0	0	0	6
SKYWEST AIRLINES	13	0	0	0	0	0	1	0	0	0	0	0	14
SOUTHWEST AIRLINES	20	1	9	0	1	10	8	4	1	1	0	0	55
SPIRIT AIRLINES	13	3	9	5	7	5	6	3	0	0	0	1	52
SUN COUNTRY AIRLINES	3	0	0	0	1	1	0	0	0	0	0	0	5
UNITED AIRLINES	26	0	15	4	9	14	11	13	0	2	0	3	97
VIAAIR	1	0	1	0	2	1	0	0	0	0	0	0	5
Other U.S. Airlines	12	0	2	0	0	0	0	1	0	1	0	2	18
TOTAL MARCH 2019	250	18	85	40	82	63	79	49	1	6	0	10	683
% of TOTAL COMPLAINTS	36.6	2.6	12.4	5.9	12.0	9.2	11.6	7.2	0.1	0.9	0	1.5	
TOTAL MARCH 2018	204	25	68	153	36	72	92	51	2	9	0	14	726
% of TOTAL COMPLAINTS	28.1	3.4	9.4	21.1	5.0	9.9	12.7	7.0	0.3	1.2	0	1.9	

* 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 MAR	INCI-DENTS IN MAR	PERCENT	INCI-DENTS IN FEB	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
ALASKA AIRLINES	16	9	56.3	1	6.3	3	18.8	3	18.8
ALLEGIANT AIR	10	4	40.0	4	40.0	1	10.0	1	10.0
AMERICAN AIRLINES	196	103	52.6	39	19.9	37	18.9	17	8.7
CALIFORNIA PACIFIC AIRLINES	53	3	5.7	6	11.3	27	50.9	17	32.1
DELTA AIR LINES	44	22	50.0	11	25.0	7	15.9	4	9.1
ENVOY AIR	9	7	77.8	0	0.0	2	22.2	0	0.0
FRONTIER AIRLINES	38	21	55.3	2	5.3	11	28.9	4	10.5
HAWAIIAN AIRLINES	7	2	28.6	1	14.3	3	42.9	1	14.3
JETBLUE AIRWAYS	27	15	55.6	4	14.8	7	25.9	1	3.7
MESA AIRLINES	5	5	100.0	0	0.0	0	0.0	0	0.0
PIEDMONT AIRLINES	10	8	80.0	0	0.0	1	10.0	1	10.0
PSA AIRLINES	11	7	63.6	1	9.1	3	27.3	0	0.0
REPUBLIC AIRWAYS	5	3	60.0	1	20.0	1	20.0	0	0.0
SILVER AIRWAYS	6	4	66.7	1	16.7	0	0.0	1	16.7
SKYWEST AIRLINES	14	8	57.1	5	35.7	1	7.1	0	0.0
SOUTHWEST AIRLINES	55	32	58.2	11	20.0	6	10.9	6	10.9
SPIRIT AIRLINES	52	32	61.5	4	7.7	8	15.4	8	15.4
SUN COUNTRY AIRLINES	5	2	40.0	3	60.0	0	0.0	0	0.0
UNITED AIRLINES	97	46	47.4	14	14.4	21	21.6	16	16.5
VIAAIR	5	3	60.0	0	0.0	2	40.0	0	0.0
Other U.S. Airlines	18	10	55.6	4	22.2	1	5.6	3	16.7
Totals	683	346	50.7	112	16.4	142	20.8	83	12.2
Previous Year's Totals	726	325	44.8	99	13.6	241	33.2	61	8.4

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

AIR TRAVEL CONSUMER REPORT

Table 5

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

MARCH 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	3	1	0	1	0	0	0	0	0	0	0	0	5
AEROFLOT	0	0	1	0	2	2	0	0	0	0	0	0	5
AEROMEXICO	1	1	3	1	4	4	3	0	0	0	0	0	17
AIR CANADA	5	0	3	1	2	0	0	0	0	0	0	0	11
AIR CHINA	1	0	0	0	1	5	0	0	0	0	0	0	7
AIR FRANCE	3	0	1	1	1	4	1	3	0	0	0	0	14
AIR INDIA	4	0	0	1	0	5	0	0	0	0	0	1	11
ALITALIA AIRLINES	3	0	2	0	1	1	0	0	0	0	0	1	8
AVIANCA	4	1	2	0	3	3	0	0	0	0	0	1	14
BRITISH AIRWAYS	1	0	2	0	3	2	1	1	0	0	0	0	10
CHINA EASTERN	0	0	2	1	1	1	0	0	0	0	0	0	5
COPA	1	2	0	0	3	0	0	0	0	0	0	0	6
EMIRATES AIRLINES	0	0	2	3	1	7	3	0	0	0	0	0	16
ETHIOPIAN AIRLINES	1	0	0	1	0	6	3	0	0	0	0	1	12
ETIHAD AIRWAYS	1	0	0	2	1	2	0	0	0	0	0	3	9
FLY JAMAICA	0	0	0	0	15	0	0	0	0	0	0	0	15
IBERIA AIRLINES	1	0	3	0	0	6	1	0	0	0	0	1	12
INTERJET	1	0	3	1	0	3	5	0	0	0	0	0	13
JET AIRWAYS	8	0	2	1	3	3	0	1	0	0	0	0	18
KLM	1	0	2	0	1	1	1	0	0	0	0	0	6
LATAM	1	0	6	1	3	2	0	0	0	0	0	0	13
LOT POLISH AIRLINES	6	0	0	0	0	0	0	0	0	0	0	0	6
LUFTHANSA	1	0	5	1	5	4	1	0	0	0	0	0	17
NORWEGIAN AIR SHUTTLE	4	0	2	0	0	4	1	0	0	0	0	1	12
QATAR AIRWAYS	2	0	4	0	3	3	3	1	0	0	0	0	16
TURKISH AIRLINES	8	0	4	0	5	5	3	1	0	0	0	1	27
VOLARIS AIRLINES	0	2	6	0	1	3	1	0	0	0	0	0	13
WOW AIR	5	0	2	1	2	4	0	0	0	0	0	0	14
OTHER FOREIGN AIRLINES	17	0	14	8	6	19	7	3	0	0	0	1	75
TOTALS	83	7	71	25	67	99	34	10	0	0	0	11	407

Table 5 (cont'd)

AIR TRAVEL CONSUMER REPORT

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

MARCH 2019

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
TRAVEL AGENTS													
EXPEDIA.COM	0	0	2	1	4	1	0	0	0	0	0	0	8
JUSTFLY.COM	0	0	3	3	1	0	0	0	0	0	0	0	7
OTHER TRAVEL AGENTS	1	0	3	5	11	0	0	0	0	0	0	0	20
TOTALS	1	0	8	9	16	1	0	0	0	0	0	0	35
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	1	0	0	0	0	0	1
TOTALS	0	0	0	0	0	0	1	0	0	0	0	0	1
MISCELLANEOUS													
Other Miscellaneous	5	0	1	1	0	1	0	0	0	0	0	2	10
TOTALS	5	0	1	1	0	1	0	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)

MARCH 2019		MARCH 2018
AIRLINE	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	**18**	**9**
- ALASKA AIRLINES	*16*	*8*
- BRANDED CODESHARE PARTNERS	*2*	*1*
ALLEGIANT AIR	**10**	**19**
AMERICAN AIRLINES NETWORK	**236**	**171**
- AMERICAN AIRLINES	*196*	*136*
- BRANDED CODESHARE PARTNERS	*40*	*35*
DELTA AIR LINES NETWORK	**52**	**88**
- DELTA AIR LINES	*44*	*73*
- BRANDED CODESHARE PARTNERS	*8*	*15*
FRONTIER AIRLINES	**38**	**25**
HAWAIIAN AIRLINES NETWORK	**7**	**13**
- HAWAIIAN AIRLINES	*7*	*13*
- BRANDED CODESHARE PARTNERS	*0*	*0*
JETBLUE AIRWAYS	**27**	**28**
SOUTHWEST AIRLINES	**55**	**39**
SPIRIT AIRLINES	**52**	**62**
UNITED AIRLINES NETWORK	**114**	**240**
- UNITED AIRLINES	*97*	*209*
- BRANDED CODESHARE PARTNERS	*17*	*31*
TOTAL	**609**	**694**

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.**

Some of these consumer complaints relate to the Boeing Company 737 MAX aircraft, which the Federal Aviation Administration ordered grounded on March 13, 2019.

AIR TRAVEL CONSUMER REPORT

TABLE 6A

CONSUMER COMPLAINTS: REPORTING U.S. OPERATING CARRIERS*

		MARCH 2019			MARCH 2018		
RANK	AIRLINE	COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ENDEAVOR AIR	2	1,292,725	**0.15**	3	1,135,556	**0.26**
2	REPUBLIC AIRWAYS	5	1,619,438	**0.31**	8	1,568,121	**0.51**
3	DELTA AIR LINES	44	13,984,963	**0.31**	73	13,137,389	**0.56**
4	SOUTHWEST AIRLINES**	55	14,441,320	**0.38**	39	14,321,773	**0.27**
5	MESA AIRLINES	5	1,304,723	**0.38**	7	1,114,855	**0.63**
6	SKYWEST AIRLINES	14	3,557,029	**0.39**	17	3,211,061	**0.53**
7	EXPRESSJET AIRLINES	3	561,903	**0.53**	5	920,483	**0.54**
8	ALASKA AIRLINES	16	2,952,297	**0.54**	8	2,291,569	**0.35**
9	ALLEGIANT AIR	10	1,508,864	**0.66**	19	1,374,482	**1.38**
10	JETBLUE AIRWAYS	27	3,791,828	**0.71**	28	3,655,816	**0.77**
11	HAWAIIAN AIRLINES	7	973,523	**0.72**	13	999,151	**1.30**
12	ENVOY AIR	9	1,248,402	**0.72**	8	1,121,711	**0.71**
13	PSA AIRLINES	11	1,296,980	**0.85**	11	1,176,464	**0.94**
14	UNITED AIRLINES	97	9,972,583	**0.97**	209	9,289,178	**2.25**
15	AMERICAN AIRLINES**	196	13,406,350	**1.46**	136	12,864,264	**1.06**
16	SPIRIT AIRLINES	52	2,995,478	**1.74**	62	2,463,095	**2.52**
17	FRONTIER AIRLINES	38	1,736,974	**2.19**	25	1,610,156	**1.55**
	TOTAL	591	76,645,380	**0.77**	671	72,255,124	**0.93**

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.**

****On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. Some of these consumer complaints relate to the Boeing 737 Max aircraft and have negatively impacted American Airlines' and Southwest Airlines' complaint statistics during this reporting period.**

AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

CONSUMER COMPLAINTS SUMMARY

	JANUARY - MARCH 2019				JANUARY - MARCH 2018			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,807	87	3	251	2,038	335	4	309
FOREIGN AIRLINES	1,161	8	1	199	1,512	6	0	162
TRAVEL AGENTS	85	5	0	30	106	1	0	35
TOUR OPERATORS	1	0	0	0	0	0	0	0
MISCELLANEOUS	29	112	0	211	36	56	0	164
INDUSTRY TOTALS	3,083	212	4	691	3,692	398	4	670

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

Table 2 (YTD)

	JANUARY - MARCH 2019			JANUARY - MARCH 2018		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	900		1	1,048	
CANCELLATION			359			424
DELAY			310			353
MISCONNECTION			138			147
BAGGAGE	2	543		2	660	
RESERVATIONS/TICKETING/BOARDING	3	419		3	431	
CUSTOMER SERVICE	4	329		4	361	
REFUNDS	5	321		5	311	
FARES	6	226		6	465	
DISABILITY	7	168		7	179	
OVERSALES	8	75		8	109	
OTHER	9	65		9	88	
FREQUENT FLYER			30			42
DISCRIMINATION	10	27		10	22	
ADVERTISING	11	9		11	17	
ANIMALS	12	1		12	1	
COMPLAINT TOTAL		3,083			3,692	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3 (YTD)

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*

JANUARY - MARCH 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	16	1	9	6	1	8	5	4	1	0	1	1	53
ALLEGIANT AIR	18	0	4	3	1	5	8	10	0	0	0	1	50
AMERICAN AIRLINES	178	13	68	47	29	59	60	40	0	8	0	4	506
CALIFORNIA PACIFIC AIRLINES	13	0	1	0	48	0	2	0	0	0	0	0	64
DELTA AIR LINES	33	4	14	8	2	24	28	25	0	5	0	3	146
ENVOY AIR	16	4	3	0	0	2	5	0	0	0	0	0	30
FRONTIER AIRLINES	53	1	10	7	6	17	9	8	1	1	0	0	113
GOJET AIRLINES	8	0	0	0	1	0	1	0	0	0	0	0	10
HAWAIIAN AIRLINES	3	0	5	4	2	3	3	5	1	0	0	1	27
JETBLUE AIRWAYS	32	1	5	3	2	9	12	5	0	1	0	0	70
MESA AIRLINES	11	3	0	0	0	0	5	0	0	0	0	0	19
PIEDMONT AIRLINES	15	1	1	0	0	0	0	0	0	0	0	0	17
PSA AIRLINES	16	0	0	0	0	1	0	0	0	0	0	0	17
REPUBLIC AIRWAYS	8	0	0	0	0	0	3	0	0	0	0	1	12
SKYWEST AIRLINES	38	0	2	0	0	0	3	1	0	0	0	0	44
SOUTHWEST AIRLINES	63	2	17	2	4	26	20	7	1	1	0	1	144
SPIRIT AIRLINES	29	7	25	10	11	8	20	12	0	0	0	3	125
SUN COUNTRY AIRLINES	7	0	0	1	1	5	1	0	0	0	0	0	15
UNITED AIRLINES	71	2	38	16	23	48	32	24	0	6	0	13	273
Other U.S. Airlines	43	3	7	0	4	3	3	2	0	1	0	6	72
TOTAL JAN - MARCH 2019	671	42	209	107	135	218	220	143	4	23	1	34	1,807
% of TOTAL COMPLAINTS	37.1	2.3	11.6	5.9	7.5	12.1	12.2	7.9	0.2	1.3	0.1	1.9	
TOTAL JAN - MARCH 2018	684	73	213	239	101	273	237	141	7	18	1	51	2,038
% of TOTAL COMPLAINTS	33.6	3.6	10.5	11.7	5.0	13.4	11.6	6.9	0.3	0.9	0.0	2.5	

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

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

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY**

JANUARY - MARCH 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	4	1	1	1	0	4	0	0	0	0	0	0	11
AEROFLOT	2	0	4	1	2	3	1	1	0	0	0	0	14
AEROMEXICO	10	2	13	11	9	11	4	0	0	0	0	0	60
AIR CANADA	9	1	5	2	3	6	2	0	0	0	0	0	28
AIR CHINA	3	1	1	0	1	9	1	0	0	0	0	0	16
AIR FRANCE	9	2	4	4	2	11	2	3	0	1	0	1	39
AIR INDIA	5	0	0	1	1	8	1	1	0	0	0	1	18
ALITALIA AIRLINES	5	1	3	1	5	5	0	0	0	0	0	1	21
AVIANCA	11	1	4	1	7	5	1	0	0	0	0	1	31
BRITISH AIRWAYS	2	0	8	6	5	7	3	1	0	0	0	0	32
CARIBBEAN AIRLINES	5	0	1	0	1	1	1	0	0	1	0	0	10
CATHAY PACIFIC AIRWAYS	2	0	0	0	2	3	0	3	0	0	0	1	11
CHINA EASTERN AIRLINES	1	0	6	1	1	1	2	1	0	0	0	0	13
CONDOR	5	1	0	0	0	8	2	0	0	0	0	1	17
COPA	3	2	4	0	4	2	0	0	0	0	0	0	15
EMIRATES AIRLINES	1	0	4	7	3	13	8	1	0	0	0	1	38
ETHIOPIAN AIRLINES	10	0	1	3	0	13	6	0	0	0	0	1	34
ETIHAD AIRWAYS	1	4	0	5	2	9	4	0	0	0	0	3	28
FLY JAMAICA	2	0	0	0	20	0	0	0	0	0	0	0	22
IBERIA AIRLINES	2	0	5	0	2	12	1	0	0	0	0	3	25
INTERJET	4	0	4	1	4	7	6	0	0	0	0	0	26
JET AIRWAYS	11	0	9	3	4	7	2	1	0	0	0	0	37
KLM	2	1	2	1	1	3	1	1	0	0	0	0	12
LATAM	5	0	13	1	5	11	3	0	0	0	0	1	39
LOT POLISH AIRLINES	10	0	1	0	2	1	1	0	0	0	0	0	15
LUFTHANSA	3	3	9	5	7	15	9	0	0	0	0	1	52
NORWEGIAN AIR SHUTTLE	12	0	8	5	0	10	5	2	0	0	0	2	44
QATAR AIRWAYS	8	0	9	3	11	7	6	1	0	0	0	0	45
ROYAL AIR MAROC	3	0	2	1	0	4	1	0	0	0	0	0	11
SOUTH AFRICAN AIRWAYS	2	1	3	1	2	4	1	0	0	0	0	0	14
SWISS AIR	4	0	2	3	2	3	2	0	0	1	0	1	18
TAP	2	0	3	0	2	1	0	1	1	0	0	0	10
TURKISH AIRLINES	19	1	10	3	6	35	6	1	0	0	0	2	83
VIRGIN ATLANTIC AIRWAYS	0	1	3	0	1	4	0	1	0	0	0	0	10
VOLARIS AIRLINES	2	6	13	2	3	7	4	0	1	0	0	0	38
WOW AIR	13	0	4	1	7	8	2	0	0	0	0	0	35
OTHER FOREIGN AIRLINES	30	4	30	17	21	61	15	6	2	1	0	2	189
TOTALS	222	33	189	91	148	319	103	25	4	4	0	23	1,161

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)(cont'd)

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY**

JANUARY - MARCH 2019

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
TRAVEL AGENTS													
CHEAPOAIR.COM	0	0	4	5	3	0	0	0	0	0	0	0	12
EXPEDIA.COM	0	0	2	2	4	1	0	0	1	0	0	0	10
JUSTFLY.COM	0	0	3	7	4	0	0	0	0	0	0	0	14
KIWI.COM	0	0	1	4	7	0	0	0	0	0	0	0	12
OTHER TRAVEL AGENTS	1	0	10	7	18	0	1	0	0	0	0	0	37
TOTALS	1	0	20	25	36	1	1	0	1	0	0	0	85
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	1	0	0	0	0	0	1
TOTALS	0	0	0	0	0	0	1	0	0	0	0	0	1
MISCELLANEOUS													
Other Miscellaneous	6	0	1	3	2	5	4	0	0	0	0	8	29
TOTALS	6	0	1	3	2	5	4	0	0	0	0	8	29

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 5 (YTD)

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

JANUARY - MARCH 2019		JANUARY - MARCH 2018
AIRLINE	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	**57**	**24**
- ALASKA AIRLINES	*53*	*20*
- BRANDED CODESHARE PARTNERS	*4*	*4*
ALLEGIANT AIR	**50**	**55**
AMERICAN AIRLINES NETWORK	**604**	**504**
- AMERICAN AIRLINES	*506*	*407*
- BRANDED CODESHARE PARTNERS	*98*	*97*
DELTA AIR LINES NETWORK	**167**	**297**
- DELTA AIR LINES	*146*	*254*
- BRANDED CODESHARE PARTNERS	*21*	*43*
FRONTIER AIRLINES	**113**	**107**
HAWAIIAN AIRLINES NETWORK	**27**	**33**
- HAWAIIAN AIRLINES	*27*	*33*
- BRANDED CODESHARE PARTNERS	*0*	*0*
JETBLUE AIRWAYS	**70**	**109**
SOUTHWEST AIRLINES	**144**	**127**
SPIRIT AIRLINES	**125**	**190**
UNITED AIRLINES NETWORK	**333**	**514**
- UNITED AIRLINES	*273*	*425*
- BRANDED CODESHARE PARTNERS	*60*	*89*
TOTAL	**1,690**	**1,960**

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 5A (YTD)

CONSUMER COMPLAINTS: REPORTING U.S. OPERATING CARRIERS*

		JANUARY - MARCH 2019			JANUARY - MARCH 2018		
RANK	**AIRLINE**	**COMPLAINTS**	**SYSTEMWIDE ENPLANEMENTS**	**COMPLAINTS PER 100,000 ENPLANEMENTS**	**COMPLAINTS**	**SYSTEMWIDE ENPLANEMENTS**	**COMPLAINTS PER 100,000 ENPLANEMENTS**
1	**ENDEAVOR AIR**	8	3,240,135	**0.25**	17	2,806,681	**0.61**
2	**REPUBLIC AIRWAYS**	12	4,199,421	**0.29**	16	4,205,810	**0.38**
3	**SOUTHWEST AIRLINES****	144	37,821,130	**0.38**	127	37,554,432	**0.34**
4	**DELTA AIR LINES**	146	35,822,800	**0.41**	254	33,983,211	**0.75**
5	**SKYWEST AIRLINES**	44	9,307,984	**0.47**	48	8,755,394	**0.55**
6	**PSA AIRLINES**	17	3,443,924	**0.49**	21	3,232,312	**0.65**
7	**MESA AIRLINES**	19	3,555,243	**0.53**	23	3,110,715	**0.74**
8	**EXPRESSJET AIRLINES**	9	1,552,678	**0.58**	7	2,525,993	**0.28**
9	**ALASKA AIRLINES**	53	7,863,804	**0.67**	20	6,157,206	**0.32**
10	**JETBLUE AIRWAYS**	70	10,188,011	**0.69**	109	9,897,523	**1.10**
11	**ENVOY AIR**	30	3,272,975	**0.92**	25	3,063,769	**0.82**
12	**HAWAIIAN AIRLINES**	27	2,768,417	**0.98**	33	2,835,358	**1.16**
13	**UNITED AIRLINES**	273	25,935,538	**1.05**	425	24,483,127	**1.74**
14	**AMERICAN AIRLINES****	506	36,545,970	**1.38**	407	34,840,173	**1.17**
15	**ALLEGIANT AIR**	50	3,473,390	**1.44**	55	3,324,331	**1.65**
16	**SPIRIT AIRLINES**	125	7,647,003	**1.63**	190	6,440,694	**2.95**
17	**FRONTIER AIRLINES**	113	4,862,134	**2.32**	107	4,495,132	**2.38**
	TOTAL	1,646	201,500,557	**0.82**	1,884	191,711,861	**0.98**

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.**

****On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. Some of these consumer complaints relate to the Boeing 737 Max aircraft and have negatively impacted American Airlines' and Southwest Airlines' complaint statistics during this reporting period.**

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

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AMERICAN AIRLINES	1						
COMPASS AIRLINES	1						
DELTA AIR LINES	1						
SOUTHWEST AIRLINES	1						
UNITED AIRLINES	2						
TOTAL	6						

**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.*

Civil Rights Complaints by Air Travelers (Other Than Disability) for January - March 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				1			
AMERICAN AIRLINES	5			1	2		
CARIBBEAN AIRLINES	1						
COMPASS AIRLINES	1						
DELTA AIR LINES	5						
FRONTIER AIRLINES				1			
ICELANDAIR	1						
JETBLUE AIRWAYS	1						
SOUTHWEST AIRLINES	1						
SWISS AIR							1
UNITED AIRLINES	4		1		1		
TOTAL	19		1	3	3		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.

March 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
Hawaiian Airlines	1	0	0

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

The Transportation Security Administration (TSA) screened approximately 71 million airline passengers and their 57 million checked bags in the month of March 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 March

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
772	0.00109%	32	0.00005%	88	0.000012%	458	0.00065%

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 March.

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.