Air Travel Consumer Report

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OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Aviation Consumer Protection Division

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

APRIL 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
Piedmont Airlines		Republic Airways		GoJet Airlines
PSA 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

APRIL 2019

	AT ALL US AIRPORTS	
CARRIER	**NUMBER OF AIRPORTS REPORTED**	**PERCENT OF ON-TIME ARRIVALS**
HAWAIIAN AIRLINES NETWORK	**22**	**89.0**
- HAWAIIAN AIRLINES	19	89.4
- BRANDED CODESHARE PARTNERS	4	84.9
ALASKA AIRLINES NETWORK	**96**	**85.5**
- ALASKA AIRLINES	72	83.7
- BRANDED CODESHARE PARTNERS	52	88.1
DELTA AIR LINES NETWORK	**216**	**83.9**
- DELTA AIR LINES	143	86.2
- BRANDED CODESHARE PARTNERS	195	81.0
ALLEGIANT AIR	**120**	**81.6**
SPIRIT AIRLINES	**45**	**80.2**
SOUTHWEST AIRLINES**	**87**	**78.7**
UNITED AIRLINES NETWORK	**233**	**78.2**
- UNITED AIRLINES	101	79.7
- BRANDED CODESHARE PARTNERS	218	77.1
FRONTIER AIRLINES	**97**	**77.6**
AMERICAN AIRLINES NETWORK	**235**	**77.6**
- AMERICAN AIRLINES	105	75.6
- BRANDED CODESHARE PARTNERS	221	79.3
JETBLUE AIRWAYS	**63**	**73.4**
TOTAL AIRPORTS SERVED	**364**	**79.8**

***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. Southwest Airlines informed the Department that the grounding of the 737 MAX aircraft has negatively impacted its on-time statistics during this reporting period.**

AIR TRAVEL CONSUMER REPORT

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

APRIL 2019

AT ALL US AIRPORTS			
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	19	89.4	1
DELTA AIR LINES	143	86.2	2
ALASKA AIRLINES	72	83.7	3
SKYWEST AIRLINES	246	82.0	4
ALLEGIANT AIR	120	81.6	5
SPIRIT AIRLINES	45	80.2	6
UNITED AIRLINES	101	79.7	7
ENVOY AIR	140	79.6	8
MESA AIRLINES	105	79.6	9
ENDEAVOR AIR	89	78.9	10
SOUTHWEST AIRLINES**	87	78.7	11
REPUBLIC AIRWAYS	86	78.4	12
FRONTIER AIRLINES	97	77.6	13
AMERICAN AIRLINES	105	75.6	14
PSA AIRLINES	91	75.1	15
JETBLUE AIRWAYS	63	73.4	16
EXPRESSJET AIRLINES	86	68.8	17
TOTAL AIRPORTS SERVED	350	79.7	

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

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

****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. Southwest Airlines informed the Department that the grounding of the 737 MAX aircraft has negatively impacted its on-time 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

APRIL 2019

CARRIER	Jan 19		Feb 19		Mar 19		Apr 19		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES	**80.9**	**5**	**66.9**	**10**	**81.5**	**5**	**85.5**	**2**	**79.0**	**5**
- ALASKA AIRLINES	80.5		68.0		81.2		83.7		78.6	
- BRANDED CODESHARE PARTNERS	81.5		65.2		81.9		88.1		79.6	
ALLEGIANT AIR	**73.4**	**8**	**75.2**	**4**	**85.3**	**4**	**81.6**	**4**	**79.7**	**4**
AMERICAN AIRLINES	**77.6**	**6**	**73.8**	**6**	**80.4**	**6**	**77.6**	**9**	**77.5**	**7**
- AMERICAN AIRLINES	80.0		75.8		78.3		75.6		77.4	
- BRANDED CODESHARE PARTNERS	75.7		72.2		82.1		79.3		77.5	
DELTA AIR LINES	**82.7**	**3**	**77.9**	**2**	**85.6**	**3**	**83.9**	**3**	**82.7**	**2**
- DELTA AIR LINES	86.7		81.6		88.3		86.2		85.9	
- BRANDED CODESHARE PARTNERS	77.9		73.4		82.3		81.0		78.9	
FRONTIER AIRLINES	**73.9**	**7**	**74.3**	**5**	**78.3**	**8**	**77.6**	**8**	**76.1**	**8**
HAWAIIAN AIRLINES	**87.2**	**1**	**81.7**	**1**	**86.8**	**1**	**89.0**	**1**	**86.3**	**1**
- HAWAIIAN AIRLINES	87.3		82.1		87.3		89.4		86.7	
- BRANDED CODESHARE PARTNERS	86.3		78.4		82.1		84.9		83.0	
JETBLUE AIRWAYS	**69.4**	**10**	**70.0**	**9**	**73.8**	**10**	**73.4**	**10**	**71.7**	**10**
SOUTHWEST AIRLINES	**81.9**	**4**	**73.5**	**7**	**80.0**	**7**	**78.7**	**6**	**78.7**	**6**
SPIRIT AIRLINES	**82.9**	**2**	**77.7**	**3**	**86.4**	**2**	**80.2**	**5**	**82.0**	**3**
UNITED AIRLINES	**72.1**	**9**	**71.1**	**8**	**77.1**	**9**	**78.2**	**7**	**74.8**	**9**
- UNITED AIRLINES	78.8		77.0		78.8		79.7		78.6	
- BRANDED CODESHARE PARTNERS	68.0		67.4		76.0		77.1		72.3	
TOTAL	**78.4**		**73.8**		**80.9**		**79.8**		**78.4**	

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

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 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	**60**	**91.7**	**229**	**80.3**	**111**	**88.3**	**0**	**0.0**	**370**	**83.2**	**150**	**89.3**	**146**	**84.9**	**120**	**87.5**
- ALASKA AIRLINES	60	91.7	229	80.3	111	88.3	0	0.0	1	100.0	150	89.3	146	84.9	120	87.5
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	369	83.2	0	0.0	0	0.0	0	0.0
ALLEGIANT AIR	**0**	**0.0**	**0**	**0.0**	**35**	**88.6**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**16**	**62.5**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**1378**	**74.8**	**2487**	**73.0**	**696**	**70.7**	**19136**	**75.7**	**0**	**0.0**	**7069**	**80.5**	**824**	**76.6**	**21126**	**77.1**
- AMERICAN AIRLINES	921	73.4	2311	73.4	508	68.3	8217	75.5	0	0.0	1974	78.9	765	75.4	12234	75.3
- BRANDED CODESHARE PARTNERS	457	77.7	176	67.6	188	77.1	10919	75.8	0	0.0	5095	81.1	59	91.5	8892	79.5
DELTA AIR LINES NETWORK	**26010**	**85.9**	**3158**	**73.1**	**863**	**86.4**	**958**	**80.8**	**141**	**79.4**	**1522**	**79.4**	**1100**	**86.8**	**1204**	**78.2**
- DELTA AIR LINES	20485	87.2	1476	75.8	617	89.1	617	84.4	141	79.4	805	83.0	992	86.5	868	77.0
- BRANDED CODESHARE PARTNERS	5525	80.8	1682	70.8	246	79.7	341	74.2	0	0.0	717	75.3	108	89.8	336	81.5
FRONTIER AIRLINES	**245**	**70.6**	**9**	**88.9**	**26**	**53.8**	**84**	**63.1**	**0**	**0.0**	**90**	**78.9**	**1804**	**81.4**	**32**	**71.9**
HAWAIIAN AIRLINES NETWORK	**0**	**0.0**	**20**	**65.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
- HAWAIIAN AIRLINES	0	0.0	20	65.0	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	0.0
JETBLUE AIRWAYS	**283**	**69.6**	**4580**	**70.2**	**158**	**82.9**	**142**	**71.1**	**0**	**0.0**	**880**	**77.2**	**86**	**69.8**	**52**	**75.0**
SOUTHWEST AIRLINES	**3506**	**79.0**	**910**	**69.9**	**5952**	**81.3**	**278**	**75.5**	**5639**	**75.0**	**1338**	**78.3**	**5773**	**79.3**	**0**	**0.0**
SPIRIT AIRLINES	**701**	**79.0**	**448**	**73.4**	**772**	**81.1**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**330**	**77.0**	**571**	**75.8**
UNITED AIRLINES NETWORK	**848**	**78.4**	**1205**	**73.9**	**292**	**83.2**	**600**	**72.8**	**0**	**0.0**	**1068**	**77.0**	**12538**	**84.8**	**913**	**72.6**
- UNITED AIRLINES	278	80.9	1181	74.0	292	83.2	60	75.0	0	0.0	430	78.8	5499	85.6	390	70.8
- BRANDED CODESHARE PARTNERS	570	77.2	24	70.8	0	0.0	540	72.6	0	0.0	638	75.7	7039	84.2	523	74.0
TOTAL	**33,031**	**84.1**	**13,046**	**72.1**	**8,905**	**81.0**	**21,198**	**75.7**	**6,150**	**75.6**	**12,117**	**79.7**	**22,617**	**82.7**	**24,018**	**77.0**

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 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	**30**	**100.0**	**330**	**78.2**	**138**	**79.7**	**142**	**84.5**	**51**	**84.3**	**420**	**73.1**	**720**	**82.2**	**2014**	**84.4**
- ALASKA AIRLINES	30	100.0	330	78.2	138	79.7	142	84.5	51	84.3	420	73.1	660	81.2	1644	82.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	93.3	370	91.9
ALLEGIANT AIR	**0**	**0.0**	**68**	**94.1**	**305**	**73.1**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**748**	**83.6**	**100**	**82.0**
AMERICAN AIRLINES NETWORK	**1053**	**76.1**	**627**	**61.1**	**584**	**70.2**	**362**	**76.2**	**955**	**68.7**	**1810**	**73.4**	**1180**	**73.9**	**5299**	**85.2**
- AMERICAN AIRLINES	426	73.9	541	61.4	584	70.2	157	76.4	777	67.6	1324	73.6	1180	73.9	3337	80.7
- BRANDED CODESHARE PARTNERS	627	77.5	86	59.3	0	0.0	205	76.1	178	73.6	486	73.0	0	0.0	1962	92.7
DELTA AIR LINES NETWORK	**11298**	**87.8**	**843**	**65.8**	**966**	**82.9**	**589**	**82.9**	**774**	**74.3**	**4999**	**78.1**	**1645**	**84.7**	**4071**	**86.7**
- DELTA AIR LINES	5144	90.1	537	68.9	966	82.9	246	88.2	327	76.5	2724	80.1	1103	87.9	2994	87.1
- BRANDED CODESHARE PARTNERS	6154	85.8	306	60.5	0	0.0	343	79.0	447	72.7	2275	75.6	542	78.0	1077	85.4
FRONTIER AIRLINES	**47**	**83.0**	**0**	**0.0**	**63**	**73.0**	**57**	**82.5**	**33**	**69.7**	**0**	**0.0**	**570**	**77.0**	**60**	**78.3**
HAWAIIAN AIRLINES NETWORK	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**30**	**63.3**	**81**	**84.0**	**180**	**66.1**
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	63.3	81	84.0	180	66.1
- 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	**82**	**65.9**	**826**	**61.0**	**2168**	**72.0**	**0**	**0.0**	**0**	**0.0**	**3408**	**74.4**	**326**	**79.4**	**576**	**85.2**
SOUTHWEST AIRLINES	**529**	**78.4**	**468**	**55.1**	**2084**	**80.1**	**167**	**73.7**	**0**	**0.0**	**0**	**0.0**	**6224**	**80.6**	**3490**	**78.4**
SPIRIT AIRLINES	**966**	**80.5**	**309**	**72.5**	**1761**	**80.9**	**0**	**0.0**	**510**	**79.6**	**0**	**0.0**	**1314**	**81.6**	**630**	**84.4**
UNITED AIRLINES NETWORK	**732**	**78.8**	**9892**	**66.9**	**678**	**77.0**	**6496**	**82.6**	**12568**	**76.1**	**0**	**0.0**	**1146**	**78.7**	**3823**	**86.0**
- UNITED AIRLINES	149	83.9	4945	72.6	674	76.9	2352	83.8	4918	79.6	0	0.0	1118	78.3	2258	82.7
- BRANDED CODESHARE PARTNERS	583	77.5	4947	61.2	4	100.0	4144	81.9	7650	73.8	0	0.0	28	96.4	1565	90.8
TOTAL	**14,737**	**85.6**	**13,363**	**66.3**	**8,747**	**77.3**	**7,813**	**82.1**	**14,891**	**75.6**	**10,667**	**75.9**	**13,954**	**80.6**	**20,243**	**84.2**

*** 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)

APRIL 2019

CARRIER	ARRIVAL AIRPORT*															
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	**0**	**0.0**	**141**	**92.9**	**0**	**0.0**	**0**	**0.0**	**120**	**81.7**	**241**	**78.4**	**3690**	**88.5**	**90**	**80.0**
- ALASKA AIRLINES	0	0.0	141	92.9	0	0.0	0	0.0	90	78.9	241	78.4	1467	85.5	90	80.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	30	90.0	0	0.0	2223	90.5	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	**4367**	**69.7**	**1487**	**72.0**	**0**	**0.0**	**5854**	**82.1**	**831**	**71.5**	**12656**	**77.5**	**317**	**81.4**	**10047**	**80.4**
- AMERICAN AIRLINES	1799	68.9	1487	72.0	0	0.0	4030	79.9	633	71.1	5253	75.7	239	77.8	4127	80.1
- BRANDED CODESHARE PARTNERS	2568	70.2	0	0.0	0	0.0	1824	86.8	198	72.7	7403	78.8	78	92.3	5920	80.6
DELTA AIR LINES NETWORK	**7067**	**70.0**	**1620**	**84.6**	**487**	**81.9**	**746**	**80.7**	**10417**	**85.2**	**1614**	**72.9**	**784**	**88.9**	**837**	**85.7**
- DELTA AIR LINES	2364	72.7	1620	84.6	180	87.2	746	80.7	5482	87.1	1085	77.1	604	88.6	507	88.4
- BRANDED CODESHARE PARTNERS	4703	68.6	0	0.0	307	78.8	0	0.0	4935	83.1	529	64.5	180	90.0	330	81.5
FRONTIER AIRLINES	**91**	**61.5**	**1154**	**75.2**	**0**	**0.0**	**136**	**65.4**	**107**	**79.4**	**244**	**76.2**	**34**	**79.4**	**346**	**74.6**
HAWAIIAN AIRLINES NETWORK	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**60**	**58.3**	**0**	**0.0**
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	**58.3**	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	**0**	0	0.0
JETBLUE AIRWAYS	**516**	**67.4**	**1678**	**72.8**	**0**	**0.0**	**0**	**0.0**	**86**	**67.4**	**215**	**67.0**	**60**	**80.0**	**250**	**72.4**
SOUTHWEST AIRLINES	**1018**	**68.1**	**3576**	**79.3**	**6737**	**77.6**	**0**	**0.0**	**720**	**72.6**	**0**	**0.0**	**1108**	**80.4**	**759**	**76.2**
SPIRIT AIRLINES	**330**	**75.2**	**1460**	**75.9**	**0**	**0.0**	**0**	**0.0**	**366**	**81.1**	**810**	**79.5**	**60**	**83.3**	**317**	**76.0**
UNITED AIRLINES NETWORK	**1139**	**68.6**	**1129**	**79.5**	**0**	**0.0**	**418**	**77.0**	**732**	**74.0**	**16753**	**79.1**	**598**	**79.8**	**424**	**81.8**
- UNITED AIRLINES	838	69.2	1129	79.5	0	0.0	418	77.0	253	74.7	6549	80.9	594	80.0	341	79.2
- BRANDED CODESHARE PARTNERS	301	66.8	0	0.0	0	0.0	0	0.0	479	73.7	10204	77.9	4	50.0	83	92.8
TOTAL	**14,528**	**69.6**	**12,245**	**77.6**	**7,224**	**77.9**	**7,154**	**81.3**	**13,379**	**82.8**	**32,533**	**78.1**	**6,711**	**85.7**	**13,070**	**80.1**

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

AIR TRAVEL CONSUMER REPORT

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

APRIL 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	**320**	**90.6**	**1440**	**87.6**	**8561**	**83.8**	**2436**	**78.3**	**262**	**87.0**	**42**	**97.6**
- ALASKA AIRLINES	290	90.0	834	84.3	5576	82.9	1814	78.2	82	87.8	42	97.6
- BRANDED CODESHARE PARTNERS	30	96.7	606	92.1	2985	85.4	622	78.6	180	86.7	0	0.0
ALLEGIANT AIR	**0**	**0.0**	**18**	**88.9**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**7444**	**85.7**	**891**	**78.5**	**714**	**73.8**	**1259**	**76.3**	**500**	**77.6**	**1108**	**72.7**
- AMERICAN AIRLINES	4850	83.5	714	75.8	564	70.7	1052	74.7	380	73.2	1104	72.6
- BRANDED CODESHARE PARTNERS	2594	89.8	177	89.3	150	85.3	207	84.5	120	91.7	4	100.0
DELTA AIR LINES NETWORK	**1015**	**86.9**	**926**	**88.4**	**3679**	**86.9**	**1285**	**83.9**	**7275**	**90.4**	**1092**	**82.2**
- DELTA AIR LINES	800	87.9	682	90.6	2274	87.4	1135	84.1	3728	90.3	1006	82.2
- BRANDED CODESHARE PARTNERS	215	83.3	244	82.4	1405	86.0	150	82.7	3547	90.4	86	82.6
FRONTIER AIRLINES	**241**	**82.2**	**97**	**76.3**	**28**	**78.6**	**84**	**73.8**	**132**	**83.3**	**355**	**81.7**
HAWAIIAN AIRLINES NETWORK	**30**	**80.0**	**60**	**61.7**	**60**	**46.7**	**60**	**75.0**	**0**	**0.0**	**0**	**0.0**
- HAWAIIAN AIRLINES	30	80.0	60	61.7	60	46.7	60	75.0	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
JETBLUE AIRWAYS	**90**	**66.7**	**142**	**86.6**	**168**	**75.0**	**438**	**79.9**	**232**	**85.8**	**480**	**68.5**
SOUTHWEST AIRLINES	**5266**	**80.0**	**3381**	**80.6**	**891**	**70.7**	**1170**	**71.1**	**891**	**78.5**	**2538**	**80.1**
SPIRIT AIRLINES	**90**	**82.2**	**150**	**81.3**	**90**	**83.3**	**0**	**0.0**	**0**	**0.0**	**768**	**80.1**
UNITED AIRLINES NETWORK	**846**	**82.0**	**1013**	**84.0**	**866**	**73.7**	**7637**	**81.4**	**575**	**79.1**	**653**	**79.8**
- UNITED AIRLINES	748	80.3	805	82.5	798	72.9	4757	81.4	88	85.2	649	79.8
- BRANDED CODESHARE PARTNERS	98	94.9	208	89.9	68	82.4	2880	81.4	487	78.0	4	75.0
TOTAL	**15,342**	**83.5**	**8,118**	**82.9**	**15,057**	**82.5**	**14,369**	**79.7**	**9,867**	**87.7**	**7,036**	**78.6**

*** 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)

APRIL 2019

CARRIER	ARRIVAL AIRPORT*															
	ATL		BOS		BWI		CLT		DAL		DCA		DEN		DFW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	60	91.7	229	80.3	111	88.3	0	0.0	1	100.0	150	89.3	146	84.9	120	87.5
ALLEGIANT AIR	0	0.0	0	0.0	35	88.6	0	0.0	0	0.0	0	0.0	16	62.5	0	0.0
AMERICAN AIRLINES	921	73.4	2311	73.4	508	68.3	8217	75.5	0	0.0	1974	78.9	765	75.4	12234	75.3
DELTA AIR LINES	20485	87.2	1476	75.8	617	89.1	617	84.4	141	79.4	805	83.0	992	86.5	868	77.0
ENDEAVOR AIR	2926	81.9	765	72.3	246	79.7	262	74.8	0	0.0	111	87.4	0	0.0	179	81.0
ENVOY AIR	73	75.3	34	73.5	111	83.8	409	78.7	0	0.0	112	77.7	0	0.0	4611	80.3
EXPRESSJET AIRLINES	0	0.0	8	50.0	0	0.0	4	50.0	0	0.0	190	70.5	0	0.0	1	0.0
FRONTIER AIRLINES	245	70.6	9	88.9	26	53.8	84	63.1	0	0.0	90	78.9	1804	81.4	32	71.9
HAWAIIAN AIRLINES	0	0.0	20	65.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	283	69.6	4580	70.2	158	82.9	142	71.1	0	0.0	880	77.2	86	69.8	52	75.0
MESA AIRLINES	167	73.1	3	66.7	0	0.0	220	74.1	0	0.0	79	75.9	0	0.0	3094	78.3
PSA AIRLINES	164	77.4	0	0.0	0	0.0	7613	76.2	0	0.0	2681	78.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	447	80.5	674	69.3	0	0.0	1081	77.7	0	0.0	2896	83.6	239	78.7	169	79.3
SKYWEST AIRLINES	2685	79.5	264	72.0	0	0.0	524	69.7	284	81.7	151	68.2	3789	85.6	1609	78.3
SOUTHWEST AIRLINES	3506	79.0	910	69.9	5952	81.3	278	75.5	5639	75.0	1338	78.3	5773	79.3	0	0.0
SPIRIT AIRLINES	701	79.0	448	73.4	772	81.1	0	0.0	0	0.0	0	0.0	330	77.0	571	75.8
UNITED AIRLINES	278	80.9	1181	74.0	292	83.2	60	75.0	0	0.0	430	78.8	5499	85.6	390	70.8
TOTAL	32,941	84.1	12,912	72.2	8,828	81.2	19,511	75.9	6,065	75.4	11,887	79.8	19,439	82.7	23,930	77.0

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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)

APRIL 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	30	100.0	330	78.2	138	79.7	142	84.5	51	84.3	420	73.1	660	81.2	1644	82.7
ALLEGIANT AIR	0	0.0	68	94.1	305	73.1	0	0.0	0	0.0	0	0.0	748	83.6	100	82.0
AMERICAN AIRLINES	426	73.9	541	61.4	584	70.2	157	76.4	777	67.6	1324	73.6	1180	73.9	3337	80.7
DELTA AIR LINES	5144	90.1	537	68.9	966	82.9	246	88.2	327	76.5	2724	80.1	1103	87.9	2994	87.1
ENDEAVOR AIR	1245	85.9	146	62.3	0	0.0	120	76.7	138	73.9	1934	76.2	0	0.0	0	0.0
ENVOY AIR	155	76.8	26	57.7	0	0.0	0	0.0	43	65.1	340	73.8	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	1414	53.3	0	0.0	224	70.1	2828	72.3	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	47	83.0	0	0.0	63	73.0	57	82.5	33	69.7	0	0.0	570	77.0	60	78.3
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	63.3	81	84.0	180	66.1
JETBLUE AIRWAYS	82	65.9	826	61.0	2168	72.0	0	0.0	0	0.0	3408	74.4	326	79.4	576	85.2
MESA AIRLINES	197	80.7	0	0.0	0	0.0	1816	82.3	2752	75.4	0	0.0	0	0.0	0	0.0
PSA AIRLINES	163	79.1	0	0.0	0	0.0	205	76.1	15	73.3	60	75.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	603	81.1	2223	67.4	4	100.0	0	0.0	1330	75.2	200	74.0	0	0.0	0	0.0
SKYWEST AIRLINES	3541	83.5	87	69.0	0	0.0	324	81.5	1139	71.5	197	69.5	209	80.4	2512	90.5
SOUTHWEST AIRLINES	529	78.4	468	55.1	2084	80.1	167	73.7	0	0.0	0	0.0	6224	80.6	3490	78.4
SPIRIT AIRLINES	966	80.5	309	72.5	1761	80.9	0	0.0	510	79.6	0	0.0	1314	81.6	630	84.4
UNITED AIRLINES	149	83.9	4945	72.6	674	76.9	2352	83.8	4918	79.6	0	0.0	1118	78.3	2258	82.7
TOTAL	13,277	85.2	11,920	67.3	8,747	77.3	5,810	81.9	14,861	75.6	10,637	75.9	13,533	80.6	17,781	83.3

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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)

APRIL 2019

CARRIER	ARRIVAL AIRPORT*															
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	0	0.0	141	92.9	0	0.0	0	0.0	90	78.9	241	78.4	1467	85.5	90	80.0
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	1799	68.9	1487	72.0	0	0.0	4030	79.9	633	71.1	5253	75.7	239	77.8	4127	80.1
DELTA AIR LINES	2364	72.7	1620	84.6	180	87.2	746	80.7	5482	87.1	1085	77.1	604	88.6	507	88.4
ENDEAVOR AIR	1705	68.3	0	0.0	0	0.0	0	0.0	1092	82.4	237	72.6	0	0.0	270	82.6
ENVOY AIR	1342	67.7	0	0.0	0	0.0	816	84.4	55	74.5	5428	80.3	0	0.0	0	0.0
EXPRESSJET AIRLINES	133	66.2	0	0.0	0	0.0	0	0.0	1	100.0	926	70.0	0	0.0	0	0.0
FRONTIER AIRLINES	91	61.5	1154	75.2	0	0.0	136	65.4	107	79.4	244	76.2	34	79.4	346	74.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	58.3	0	0.0
JETBLUE AIRWAYS	516	67.4	1678	72.8	0	0.0	0	0.0	86	67.4	215	67.0	60	80.0	250	72.4
MESA AIRLINES	68	75.0	0	0.0	0	0.0	0	0.0	145	73.1	0	0.0	0	0.0	79	92.4
PSA AIRLINES	156	66.7	0	0.0	0	0.0	0	0.0	0	0.0	139	82.0	0	0.0	1394	77.5
REPUBLIC AIRWAYS	3115	71.8	0	0.0	0	0.0	1008	88.8	419	71.1	979	80.8	0	0.0	1246	87.6
SKYWEST AIRLINES	983	65.1	0	0.0	305	78.7	0	0.0	3822	83.4	5065	74.1	502	93.2	31	77.4
SOUTHWEST AIRLINES	1018	68.1	3576	79.3	6737	77.6	0	0.0	720	72.6	0	0.0	1108	80.4	759	76.2
SPIRIT AIRLINES	330	75.2	1460	75.9	0	0.0	0	0.0	366	81.1	810	79.5	60	83.3	317	76.0
UNITED AIRLINES	838	69.2	1129	79.5	0	0.0	418	77.0	253	74.7	6549	80.9	594	80.0	341	79.2
TOTAL	14,458	69.7	12,245	77.6	7,222	77.9	7,154	81.3	13,271	82.8	27,171	77.7	4,728	84.0	9,757	80.4

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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)

APRIL 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	290	90.0	834	84.3	5576	82.9	1814	78.2	82	87.8	42	97.6
ALLEGIANT AIR	0	0.0	18	88.9	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4850	83.5	714	75.8	564	70.7	1052	74.7	380	73.2	1104	72.6
DELTA AIR LINES	800	87.9	682	90.6	2274	87.4	1135	84.1	3728	90.3	1006	82.2
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	241	82.2	97	76.3	28	78.6	84	73.8	132	83.3	355	81.7
HAWAIIAN AIRLINES	30	80.0	60	61.7	60	46.7	60	75.0	0	0.0	0	0.0
JETBLUE AIRWAYS	90	66.7	142	86.6	168	75.0	438	79.9	232	85.8	480	68.5
MESA AIRLINES	1719	88.0	0	0.0	0	0.0	0	0.0	59	71.2	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	83	78.3	8	87.5
SKYWEST AIRLINES	973	93.5	751	92.8	548	89.2	3333	80.9	3572	89.8	0	0.0
SOUTHWEST AIRLINES	5266	80.0	3381	80.6	891	70.7	1170	71.1	891	78.5	2538	80.1
SPIRIT AIRLINES	90	82.2	150	81.3	90	83.3	0	0.0	0	0.0	768	80.1
UNITED AIRLINES	748	80.3	805	82.5	798	72.9	4757	81.4	88	85.2	649	79.8
TOTAL	15,097	83.5	7,634	82.8	10,997	81.5	13,843	79.6	9,247	87.8	6,950	78.6

* 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)

APRIL 2019

	ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	91.9	84.2	89.2	88.3	90.2	92.9	86.5	87.4	93.5	92.3	85.8	79.7	86.5	84.7	92.5	88.3
0700-0759	90.7	87.8	92.0	92.8	86.6	90.9	90.5	85.6	91.8	82.2	84.2	89.5	0.0	85.1	90.9	92.4
0800-0859	87.6	87.3	87.9	86.3	84.7	88.8	88.4	85.5	91.1	90.1	89.4	88.0	74.8	86.6	91.8	90.1
0900-0959	88.7	91.7	88.7	87.2	82.0	89.6	89.3	80.2	90.5	89.6	86.3	89.6	73.4	84.7	86.9	90.9
1000-1059	89.5	85.1	87.1	82.8	77.8	86.5	85.4	79.8	84.2	89.9	87.1	83.3	75.0	88.9	87.1	89.7
1100-1159	88.5	89.1	87.8	82.5	80.4	87.6	84.5	82.6	89.7	89.0	80.2	86.7	76.0	91.2	85.5	84.7
1200-1259	85.4	85.4	86.3	81.4	77.2	85.5	88.9	82.0	88.1	88.4	84.5	92.0	76.1	87.0	80.6	87.3
1300-1359	86.4	78.3	88.6	75.0	82.9	85.3	83.3	79.3	86.1	81.9	82.0	91.0	77.4	84.6	79.0	85.1
1400-1459	85.0	73.9	85.2	78.8	83.7	79.7	83.3	78.7	86.2	68.1	80.2	87.1	78.4	77.1	81.6	82.3
1500-1559	84.1	73.6	81.1	69.0	75.1	77.1	82.0	78.8	83.5	57.6	78.7	82.4	77.3	76.7	79.6	83.9
1600-1659	82.8	69.8	81.7	70.3	77.2	72.0	79.5	74.7	86.0	54.1	69.8	79.2	74.7	71.8	78.8	79.4
1700-1759	82.1	62.8	75.8	66.9	73.4	77.7	80.3	70.6	84.6	53.6	75.7	79.0	71.0	70.8	76.2	79.9
1800-1859	79.9	55.9	75.5	69.7	71.1	70.8	80.2	68.5	78.8	47.9	73.5	79.3	76.0	66.8	78.0	77.7
1900-1959	78.2	56.3	72.0	67.4	70.1	72.0	77.7	70.8	83.0	45.2	72.7	80.5	74.6	65.2	75.5	81.7
2000-2059	79.2	58.3	75.4	66.1	69.5	69.1	71.3	66.9	80.5	46.7	66.9	76.1	74.9	64.7	74.4	79.2
2100-2159	80.7	59.5	76.1	68.0	68.4	76.7	74.5	68.4	83.9	44.1	74.9	75.4	67.9	65.4	73.5	79.5
2200-2259	77.1	59.8	68.7	62.9	58.5	73.3	77.2	70.1	75.1	60.5	67.1	78.7	67.5	62.5	76.0	74.7
2300-0559	73.1	69.1	74.4	76.0	65.4	72.4	73.7	74.0	76.1	68.3	68.9	82.0	77.3	73.3	72.5	77.5
TOTAL	84.1	72.2	81.2	75.9	75.4	79.8	82.7	77.0	85.2	67.3	77.3	81.9	75.6	75.9	80.6	83.3

*** 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)

APRIL 2019

	ARRIVAL AIRPORT*														
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	83.3	83.4	87.7	75.9	88.1	89.7	96.8	81.5	89.0	87.5	90.9	92.0	100.0	91.7	88.3
0700-0759	89.0	88.7	89.9	90.8	88.0	85.4	95.7	88.2	91.0	92.4	93.6	94.5	95.4	91.0	89.3
0800-0859	86.3	90.0	87.2	84.4	88.8	84.5	95.7	91.9	91.5	89.9	87.9	91.9	92.4	90.3	87.1
0900-0959	85.5	87.9	84.4	86.0	88.9	83.0	88.2	89.0	89.9	86.1	88.5	82.1	92.1	88.0	86.7
1000-1059	82.2	84.9	85.9	82.9	86.6	84.6	90.8	89.5	88.2	86.6	83.1	72.4	92.7	83.5	85.1
1100-1159	82.4	83.1	83.4	90.0	87.2	82.0	89.6	87.4	86.9	83.3	79.2	75.0	86.0	83.8	84.4
1200-1259	78.1	81.0	83.3	82.8	86.4	81.6	87.9	83.0	85.7	82.8	86.1	76.2	91.3	84.3	83.9
1300-1359	75.1	79.6	80.5	83.2	85.9	80.2	82.5	84.6	82.2	83.6	80.3	80.5	91.9	81.5	81.8
1400-1459	73.3	79.3	78.5	84.4	84.9	78.8	86.4	78.9	83.9	87.6	81.3	77.9	85.8	83.4	80.9
1500-1559	65.7	77.9	76.2	81.8	77.4	76.8	90.6	81.9	81.4	81.5	84.0	78.9	89.2	80.3	78.1
1600-1659	63.8	78.4	72.7	81.0	82.3	72.8	85.2	79.2	80.2	78.9	84.3	79.6	88.1	77.9	76.7
1700-1759	62.7	80.6	72.9	75.8	76.2	74.5	76.0	77.1	82.4	83.7	78.1	83.2	87.8	78.5	74.6
1800-1859	59.2	75.5	78.4	77.1	78.5	67.0	84.1	71.0	77.4	76.3	84.3	83.6	81.1	73.8	73.9
1900-1959	56.1	73.3	71.5	75.7	80.9	67.9	83.2	73.8	79.9	76.7	76.9	81.3	84.4	75.2	73.7
2000-2059	51.2	68.0	68.7	78.0	76.0	69.7	77.2	73.1	74.0	75.5	79.1	74.0	81.4	72.0	71.6
2100-2159	55.4	67.1	72.4	72.3	76.9	68.7	73.1	73.6	76.9	78.9	76.1	74.8	86.1	73.6	72.6
2200-2259	58.7	69.3	65.2	65.8	69.1	70.6	83.1	69.5	80.3	80.5	73.5	72.3	74.8	66.9	70.5
2300-0559	62.3	70.4	65.0	76.4	74.2	78.7	75.8	74.9	75.5	85.3	79.6	77.8	74.9	72.2	73.7
TOTAL	69.7	77.6	77.9	81.3	82.8	77.7	84.0	80.4	83.5	82.8	81.5	79.6	87.8	78.6	79.3

*** 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)

APRIL 2019

	DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	85.7	90.0	90.7	91.5	81.8	90.5	89.2	85.1	89.9	91.4	91.4	91.0	86.9	89.7	92.9	91.2
0700-0759	90.4	85.2	90.4	88.5	83.4	91.0	86.5	85.1	90.8	88.8	89.3	93.5	86.5	85.1	89.5	89.9
0800-0859	88.9	85.4	85.9	86.0	80.9	88.2	86.8	85.1	90.7	85.7	86.0	90.4	81.8	90.7	86.8	87.7
0900-0959	87.2	86.3	85.3	84.3	82.1	87.2	86.6	83.4	90.3	86.5	83.3	88.6	79.1	86.9	84.1	84.3
1000-1059	86.5	84.7	81.7	81.0	76.1	88.5	83.5	77.8	85.1	84.6	84.1	88.4	79.1	84.8	80.7	82.4
1100-1159	83.9	83.1	83.1	81.9	64.5	84.9	79.0	71.9	84.8	81.4	72.9	83.0	76.5	85.6	80.9	82.2
1200-1259	83.1	85.7	80.8	72.5	67.6	80.6	79.0	76.0	87.1	85.3	70.8	86.5	75.9	83.1	77.6	77.9
1300-1359	80.6	79.0	74.8	72.9	69.5	79.4	80.3	75.3	82.7	83.9	72.3	79.7	72.2	84.1	73.3	83.3
1400-1459	79.4	68.6	76.0	67.2	72.1	80.5	72.2	74.6	81.1	76.0	67.8	91.7	76.8	77.3	69.7	79.9
1500-1559	79.7	72.3	74.2	64.7	67.4	73.6	78.1	73.8	81.0	68.0	71.3	75.9	72.8	75.5	73.4	77.9
1600-1659	76.7	68.5	69.6	60.1	68.8	73.6	73.5	74.9	81.1	63.1	68.2	79.1	73.4	76.9	71.7	79.2
1700-1759	78.9	62.0	70.9	61.3	61.7	71.4	74.3	70.9	82.0	60.6	66.4	78.6	67.2	72.8	70.5	79.4
1800-1859	74.2	63.2	71.9	63.5	61.9	70.6	75.5	67.4	74.6	62.0	64.2	88.8	72.4	66.4	67.3	75.4
1900-1959	76.4	55.6	66.1	67.7	50.3	65.7	75.6	66.0	71.4	57.1	66.2	81.0	71.0	65.4	73.8	76.9
2000-2059	73.9	59.0	66.5	66.5	50.2	71.3	76.0	70.8	84.3	59.6	72.6	61.3	71.2	65.9	68.5	79.9
2100-2159	77.3	56.5	66.0	65.5	56.6	79.9	65.0	64.4	81.4	53.4	65.2	0.0	77.0	69.1	68.7	80.8
2200-2259	78.3	55.7	70.3	70.0	51.3	78.7	69.8	71.7	84.5	40.7	69.9	83.3	88.2	66.3	71.9	84.2
2300-0559	83.5	94.3	88.3	84.0	0.0	93.3	85.1	85.5	83.2	94.6	89.8	93.0	89.0	81.5	86.0	83.0
TOTAL	81.1	75.8	77.3	72.8	69.0	80.0	79.7	75.5	84.8	73.7	75.8	84.5	76.7	78.7	78.2	82.2

*** 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)

APRIL 2019

	DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.3	89.9	88.8	92.5	89.9	88.3	96.2	88.1	91.4	94.5	93.0	92.8	90.3	90.0	90.4
0700-0759	92.1	86.7	83.5	92.0	88.9	87.9	93.1	89.9	89.1	91.0	89.9	92.6	91.8	91.4	88.6
0800-0859	88.3	82.9	78.6	90.8	88.5	87.7	92.4	87.1	87.8	87.5	91.7	89.6	93.3	88.2	87.7
0900-0959	86.6	84.7	73.3	84.9	87.1	81.0	87.8	84.5	84.0	84.1	88.4	85.8	92.8	86.0	85.1
1000-1059	85.0	82.2	68.8	87.6	87.4	79.4	88.8	84.7	83.2	81.0	86.4	79.9	86.8	84.8	82.7
1100-1159	82.0	83.6	71.3	84.7	85.7	79.9	87.6	85.9	81.9	80.8	81.6	69.7	92.7	79.7	81.5
1200-1259	79.5	77.7	70.9	79.0	82.3	77.3	86.8	84.8	79.6	76.1	85.9	75.8	84.8	78.7	79.7
1300-1359	76.6	70.7	66.8	78.4	79.3	77.1	86.9	73.1	81.5	77.7	86.1	75.9	86.3	75.8	78.0
1400-1459	72.0	70.3	58.4	74.9	83.3	75.9	83.9	78.5	75.1	79.4	86.8	77.0	81.0	75.4	75.1
1500-1559	70.0	67.0	64.6	80.4	78.9	72.5	84.6	77.2	76.5	79.0	82.6	78.7	87.2	71.2	75.6
1600-1659	62.1	73.6	58.1	76.6	74.6	74.3	89.6	78.2	76.2	76.1	78.7	79.9	82.9	81.1	73.0
1700-1759	62.6	68.4	64.4	78.0	77.5	68.4	85.3	75.4	76.1	79.3	85.3	81.3	87.6	67.0	73.6
1800-1859	62.6	72.6	59.2	67.1	77.1	68.5	75.4	72.6	74.8	79.2	84.2	81.8	76.3	70.6	70.1
1900-1959	60.2	66.5	66.7	70.1	81.2	70.7	88.5	71.0	70.3	70.4	82.0	82.7	73.2	69.6	70.6
2000-2059	57.2	65.5	55.7	72.3	84.5	69.8	76.1	73.3	76.4	75.8	86.2	84.6	87.4	66.9	73.0
2100-2159	57.8	62.9	56.0	81.5	100.0	74.3	82.6	81.1	66.8	75.9	83.2	78.1	79.5	72.0	71.1
2200-2259	60.8	55.8	64.0	69.0	81.1	79.7	85.1	100.0	67.8	81.8	86.7	84.6	93.4	71.6	76.0
2300-0559	90.0	89.3	86.6	93.0	86.0	90.0	92.7	87.4	87.7	0.0	89.3	86.4	90.7	91.9	87.3
TOTAL	74.8	75.8	68.5	80.4	83.3	77.3	88.3	80.6	80.3	81.7	86.3	82.3	89.1	78.8	78.9

* 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
APRIL 2019

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	83.3	83.3	60	60
Abilene, TX (ABI)	79.8	84.7	163	163
Adak Island, AK (ADK)	87.5	25.0	8	8
Aguadilla, PR (BQN)	72.6	77.0	186	187
Akron, OH (CAK)	73.0	79.3	574	574
Albany, GA (ABY)	80.2	82.6	86	86
Albany, NY (ALB)	79.6	82.8	1061	1062
Albuquerque, NM (ABQ)	81.6	83.6	1843	1846
Alexandria, LA (AEX)	78.2	81.1	285	285
Allentown/Bethlehem/Easton, PA (ABE)	78.5	81.1	483	482
Alpena, MI (APN)	84.3	86.3	51	51
Amarillo, TX (AMA)	79.6	83.1	445	445
Anchorage, AK (ANC)	86.5	92.8	1344	1345
Appleton, WI (ATW)	82.2	81.7	360	360
Arcata/Eureka, CA (ACV)	84.2	86.7	120	120
Asheville, NC (AVL)	76.6	81.0	747	747
Ashland, WV (HTS)	80.0	73.8	65	65
Aspen, CO (ASE)	88.1	88.7	269	274
Atlanta, GA (ATL)	84.1	81.1	32941	32940
Atlantic City, NJ (ACY)	82.0	88.7	300	300
Augusta, GA (AGS)	78.3	77.1	484	484
Austin, TX (AUS)	78.5	79.0	5490	5488
Bakersfield, CA (BFL)	90.0	91.9	210	210
Baltimore, MD (BWI)	81.2	77.3	8828	8827
Bangor, ME (BGR)	69.2	72.3	260	260
Barrow, AK (BRW)	83.3	90.0	60	60
Baton Rouge, LA (BTR)	75.3	78.5	663	662
Beaumont/Port Arthur, TX (BPT)	76.6	75.3	77	77
Belleville, IL (BLV)	86.4	82.9	81	82
Bellingham, WA (BLI)	81.5	87.1	168	170
Bemidji, MN (BJI)	86.7	88.3	60	60
Bend/Redmond, OR (RDM)	86.3	86.9	291	290
Bethel, AK (BET)	87.0	81.2	69	69
Billings, MT (BIL)	88.5	91.5	295	295
Binghamton, NY (BGM)	83.7	88.4	86	86
Birmingham, AL (BHM)	78.0	81.7	1538	1537
Bismarck/Mandan, ND (BIS)	84.0	86.8	394	394
Bloomington/Normal, IL (BMI)	83.4	85.0	253	253
Boise, ID (BOI)	86.9	89.5	1523	1523
Boston, MA (BOS)	72.2	75.8	12912	12912
Bozeman, MT (BZN)	86.0	89.1	487	487

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	82.7	84.6	52	52
Branson, MO (BKG)	87.5	87.5	8	8
Bristol/Johnson City/Kingsport, TN (TRI)	78.7	78.1	178	178
Brownsville, TX (BRO)	76.1	81.5	205	205
Brunswick, GA (BQK)	86.0	86.0	86	86
Buffalo, NY (BUF)	78.7	81.3	2144	2146
Burbank, CA (BUR)	82.6	82.1	2523	2522
Burlington, VT (BTV)	79.9	79.3	662	662
Butte, MT (BTM)	100.0	98.2	56	56
CONCORD, NC (USA)	82.5	81.4	97	97
Cape Girardeau, MO (CGI)	74.4	80.5	82	82
Casper, WY (CPR)	94.0	96.4	84	84
Cedar City, UT (CDC)	92.3	90.4	52	52
Cedar Rapids/Iowa City, IA (CID)	80.1	83.4	688	688
Champaign/Urbana, IL (CMI)	79.4	84.9	218	218
Charleston, SC (CHS)	79.2	80.3	2174	2175
Charleston/Dunbar, WV (CRW)	76.2	78.1	370	370
Charlotte Amalie, VI (STT)	84.7	85.8	366	366
Charlotte, NC (CLT)	75.9	72.8	19511	19508
Charlottesville, VA (CHO)	74.2	77.8	492	492
Chattanooga, TN (CHA)	78.9	79.4	837	838
Cheyenne, WY (CYS)	80.0	60.0	30	30
Chicago, IL (MDW)	77.9	68.5	7222	7224
Chicago, IL (ORD)	77.7	77.3	27171	27172
Christiansted, VI (STX)	91.3	89.9	69	69
Cincinnati, OH (CVG)	80.4	81.1	4096	4097
Clarksburg/Fairmont, WV (CKB)	77.3	86.4	66	66
Cleveland, OH (CLE)	80.4	81.4	4165	4170
Cody, WY (COD)	86.7	86.7	60	60
College Station/Bryan, TX (CLL)	80.7	85.9	192	192
Colorado Springs, CO (COS)	78.2	83.6	711	712
Columbia, MO (COU)	50.0	54.5	200	200
Columbia, SC (CAE)	77.8	82.1	676	676
Columbus, GA (CSG)	82.8	81.9	116	116
Columbus, MS (GTR)	81.4	83.7	86	86
Columbus, OH (CMH)	80.6	83.1	3893	3895
Columbus, OH (LCK)	84.0	75.5	94	94
Cordova, AK (CDV)	81.7	88.3	60	60
Corpus Christi, TX (CRP)	76.3	81.3	480	480
Dallas, TX (DAL)	75.4	69.0	6065	6066
Dallas/Fort Worth, TX (DFW)	77.0	75.5	23930	23933

AIR TRAVEL CONSUMER REPORT
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
Dayton, OH (DAY)	77.7	81.7	1098	1098
Daytona Beach, FL (DAB)	82.4	84.4	301	301
Deadhorse, AK (SCC)	81.7	82.9	82	82
Del Rio, TX (DRT)	86.7	88.3	60	60
Denver, CO (DEN)	82.7	79.7	19439	19420
Des Moines, IA (DSM)	80.6	85.0	1487	1490
Detroit, MI (DTW)	85.2	84.8	13277	13281
Devils Lake, ND (DVL)	82.0	82.4	50	51
Dothan, AL (DHN)	83.6	86.2	116	116
Dubuque, IA (DBQ)	87.1	90.6	85	85
Duluth, MN (DLH)	71.1	75.4	232	232
Durango, CO (DRO)	84.7	87.8	196	196
Eagle, CO (EGE)	78.0	83.3	59	60
Eau Claire, WI (EAU)	71.7	73.3	60	60
El Paso, TX (ELP)	79.6	85.2	1400	1401
Elko, NV (EKO)	96.4	96.4	56	56
Elmira/Corning, NY (ELM)	83.3	70.0	30	30
Erie, PA (ERI)	79.0	79.0	81	81
Escanaba, MI (ESC)	88.5	88.5	52	52
Eugene, OR (EUG)	84.8	87.3	362	362
Evansville, IN (EVV)	83.1	84.4	372	371
Everett, WA (PAE)	90.9	86.9	175	175
Fairbanks, AK (FAI)	90.4	93.0	342	342
Fargo, ND (FAR)	82.0	83.3	533	534
Fayetteville, AR (XNA)	77.9	81.1	1167	1167
Fayetteville, NC (FAY)	79.2	79.6	226	226
Flagstaff, AZ (FLG)	88.4	89.5	173	172
Flint, MI (FNT)	84.2	88.5	253	253
Fort Lauderdale, FL (FLL)	77.3	75.8	8747	8746
Fort Myers, FL (RSW)	79.5	79.0	3753	3763
Fort Smith, AR (FSM)	85.1	89.3	168	168
Fort Wayne, IN (FWA)	78.7	79.0	587	587
Fresno, CA (FAT)	88.0	87.1	1029	1029
Gainesville, FL (GNV)	79.6	77.8	456	455
Garden City, KS (GCK)	90.0	91.7	60	60
Gillette, WY (GCC)	85.0	91.7	60	60
Grand Forks, ND (GFK)	80.9	82.8	173	174
Grand Island, NE (GRI)	82.1	87.2	78	78
Grand Junction, CO (GJT)	89.8	93.1	274	274
Grand Rapids, MI (GRR)	80.3	83.8	1549	1549
Great Falls, MT (GTF)	88.9	86.8	144	144

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Green Bay, WI (GRB)	80.3	87.6	380	380
Greensboro/High Point, NC (GSO)	77.3	79.6	1372	1372
Greer, SC (GSP)	77.3	79.5	1239	1239
Guam, TT (GUM)	91.2	94.1	68	68
Gulfport/Biloxi, MS (GPT)	74.9	81.5	378	378
Gunnison, CO (GUC)	100.0	100.0	1	1
Hagerstown, MD (HGR)	91.7	83.3	12	12
Hancock/Houghton, MI (CMX)	58.3	66.7	60	60
Harlingen/San Benito, TX (HRL)	78.8	82.7	400	399
Harrisburg, PA (MDT)	81.3	84.4	486	488
Hartford, CT (BDL)	79.8	82.5	2596	2595
Hattiesburg/Laurel, MS (PIB)	60.0	70.0	60	60
Hayden, CO (HDN)	100.0	100.0	2	2
Hays, KS (HYS)	86.5	85.6	104	104
Helena, MT (HLN)	91.9	91.0	111	111
Hibbing, MN (HIB)	82.7	82.7	52	52
Hilo, HI (ITO)	96.4	96.2	528	531
Hilton Head, SC (HHH)	70.7	73.1	167	167
Hobbs, NM (HOB)	78.6	83.9	56	56
Honolulu, HI (HNL)	89.5	92.7	4077	4071
Houston, TX (HOU)	74.2	67.5	5080	5080
Houston, TX (IAH)	75.6	76.7	14861	14856
Huntsville, AL (HSV)	83.0	85.3	783	783
Idaho Falls, ID (IDA)	92.5	94.1	187	187
Indianapolis, IN (IND)	78.4	81.9	4133	4132
International Falls, MN (INL)	86.5	84.6	52	52
Iron Mountain/Kingsfd, MI (IMT)	89.3	85.7	56	56
Islip, NY (ISP)	76.1	83.0	457	459
Ithaca/Cortland, NY (ITH)	79.0	80.2	81	81
Jackson, WY (JAC)	82.7	88.1	150	151
Jackson/Vicksburg, MS (JAN)	76.4	79.8	696	697
Jacksonville, FL (JAX)	79.5	82.6	2940	2938
Jacksonville/Camp Lejeune, NC (OAJ)	75.5	76.6	261	261
Jamestown, ND (JMS)	80.2	81.3	81	80
Joplin, MO (JLN)	76.3	87.5	80	80
Juneau, AK (JNU)	88.3	86.4	317	317
Kahului, HI (OGG)	91.3	91.3	2143	2142
Kalamazoo, MI (AZO)	83.3	85.5	180	179
Kalispell, MT (FCA)	90.5	92.1	126	126
Kansas City, MO (MCI)	79.8	82.1	4613	4602
Kearney, NE (EAR)	88.5	90.4	52	52

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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
Ketchikan, AK (KTN)	89.5	91.2	172	171
Key West, FL (EYW)	83.6	80.9	535	535
Killeen, TX (GRK)	81.3	82.8	273	273
Knoxville, TN (TYS)	75.5	78.8	1556	1559
Kodiak, AK (ADQ)	86.5	88.5	52	52
Kona, HI (KOA)	91.6	92.5	1172	1172
Kotzebue, AK (OTZ)	85.0	85.0	60	60
La Crosse, WI (LSE)	85.1	84.6	175	175
Lafayette, LA (LFT)	78.8	80.2	443	444
Lake Charles, LA (LCH)	73.4	77.8	158	158
Lansing, MI (LAN)	82.4	84.0	306	306
Laramie, WY (LAR)	75.0	86.5	52	52
Laredo, TX (LRD)	78.6	82.1	201	201
Las Vegas, NV (LAS)	80.6	78.2	13533	13520
Latrobe, PA (LBE)	82.8	90.5	116	116
Lawton/Fort Sill, OK (LAW)	81.3	86.0	107	107
Lewisburg, WV (LWB)	72.5	74.5	51	51
Lewiston, ID (LWS)	94.8	96.1	77	77
Lexington, KY (LEX)	76.2	80.8	806	807
Liberal, KS (LBL)	88.5	86.5	52	52
Lihue, HI (LIH)	92.5	91.2	1107	1107
Lincoln, NE (LNK)	80.9	84.8	136	138
Little Rock, AR (LIT)	78.7	82.0	1150	1151
Long Beach, CA (LGB)	87.2	90.2	1312	1311
Longview, TX (GGG)	81.4	83.7	86	86
Los Angeles, CA (LAX)	83.3	82.2	17781	17782
Louisville, KY (SDF)	80.2	82.2	2027	2025
Lubbock, TX (LBB)	79.4	83.5	557	557
Lynchburg, VA (LYH)	86.7	90.0	60	60
Madison, WI (MSN)	80.0	83.5	1159	1158
Mammoth Lakes, CA (MMH)	86.7	60.0	30	30
Manchester, NH (MHT)	83.1	85.3	688	689
Manhattan/Ft. Riley, KS (MHK)	75.2	83.4	145	145
Marquette, MI (MQT)	75.0	80.4	112	112
Medford, OR (MFR)	85.1	81.9	249	249
Melbourne, FL (MLB)	81.9	83.3	215	215
Memphis, TN (MEM)	78.7	81.5	2149	2152
Meridian, MS (MEI)	61.1	64.4	90	90
Miami, FL (MIA)	81.3	80.4	7154	7158
Midland/Odessa, TX (MAF)	76.6	80.9	785	785
Milwaukee, WI (MKE)	78.1	81.4	2707	2710

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Minneapolis, MN (MSP)	82.8	83.3	13271	13274
Minot, ND (MOT)	81.8	80.7	176	176
Mission/McAllen/Edinburg, TX (MFE)	79.9	82.5	417	417
Missoula, MT (MSO)	91.4	89.6	221	221
Moab, UT (CNY)	92.2	90.2	51	51
Mobile, AL (MOB)	76.1	76.8	418	418
Moline, IL (MLI)	84.7	87.6	386	386
Monroe, LA (MLU)	80.4	84.5	245	245
Monterey, CA (MRY)	89.2	89.7	360	360
Montgomery, AL (MGM)	80.7	78.7	301	301
Montrose/Delta, CO (MTJ)	76.7	83.1	60	59
Mosinee, WI (CWA)	84.5	83.2	220	220
Muskegon, MI (MKG)	71.7	71.7	60	60
Myrtle Beach, SC (MYR)	77.8	76.6	920	920
Nashville, TN (BNA)	80.3	77.8	6948	6946
New Bern/Morehead/Beaufort, NC (EWN)	81.9	82.6	149	149
New Haven, CT (HVN)	73.4	80.9	94	94
New Orleans, LA (MSY)	76.2	75.3	5075	5078
New York, NY (JFK)	75.9	78.7	10637	10637
New York, NY (LGA)	69.7	74.8	14458	14457
Newark, NJ (EWR)	67.3	73.7	11920	11924
Newburgh/Poughkeepsie, NY (SWF)	78.9	73.5	147	147
Newport News/Williamsburg, VA (PHF)	81.5	84.6	157	156
Niagara Falls, NY (IAG)	90.5	86.8	105	106
Nome, AK (OME)	86.7	91.7	60	60
Norfolk, VA (ORF)	76.5	79.1	1939	1942
North Bend/Coos Bay, OR (OTH)	56.7	53.3	30	30
North Platte, NE (LBF)	86.5	90.4	52	52
Oakland, CA (OAK)	81.9	78.0	4377	4383
Ogden, UT (OGD)	100.0	55.6	9	9
Ogdensburg, NY (OGS)	85.7	81.0	21	21
Oklahoma City, OK (OKC)	75.6	80.9	2052	2053
Omaha, NE (OMA)	79.6	83.9	2232	2232
Ontario, CA (ONT)	82.2	85.0	1738	1737
Orlando, FL (MCO)	77.6	75.8	12245	12237
Owensboro, KY (OWB)	77.8	77.8	9	9
Paducah, KY (PAH)	75.9	78.4	112	111
Pago Pago, TT (PPG)	77.8	77.8	9	9
Palm Springs, CA (PSP)	84.5	85.3	1451	1446
Panama City, FL (ECP)	80.9	83.8	592	592
Pasco/Kennewick/Richland, WA (PSC)	90.1	91.4	141	140

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pellston, MI (PLN)	81.5	79.0	81	81
Pensacola, FL (PNS)	77.6	81.8	969	970
Peoria, IL (PIA)	81.5	82.2	438	437
Petersburg, AK (PSG)	73.3	85.0	60	60
Philadelphia, PA (PHL)	80.4	80.6	9757	9752
Phoenix, AZ (AZA)	82.7	81.2	550	549
Phoenix, AZ (PHX)	83.5	80.3	15097	15106
Pierre, SD (PIR)	79.7	79.7	79	79
Pittsburgh, PA (PIT)	79.9	83.2	4202	4200
Plattsburgh, NY (PBG)	83.2	82.5	143	143
Pocatello, ID (PIH)	96.7	93.3	90	90
Ponce, PR (PSE)	66.1	71.7	59	60
Portland, ME (PWM)	76.5	79.9	792	791
Portland, OR (PDX)	84.0	88.3	4728	4729
Portsmouth, NH (PSM)	85.2	70.5	61	61
Prescott, AZ (PRC)	90.0	95.0	60	60
Providence, RI (PVD)	76.7	79.0	1518	1520
Provo, UT (PVU)	94.6	85.7	56	56
Pueblo, CO (PUB)	80.8	85.9	78	78
Punta Gorda, FL (PGD)	79.3	82.9	589	589
Quincy, IL (UIN)	69.2	75.0	52	52
Raleigh/Durham, NC (RDU)	78.5	78.3	5252	5252
Rapid City, SD (RAP)	78.6	78.6	350	350
Redding, CA (RDD)	87.6	81.8	121	121
Reno, NV (RNO)	83.4	86.1	1576	1576
Rhinelander, WI (RHI)	81.7	86.7	60	60
Richmond, VA (RIC)	77.7	80.8	2136	2137
Roanoke, VA (ROA)	80.1	77.5	226	227
Rochester, MN (RST)	78.2	79.3	262	261
Rochester, NY (ROC)	79.5	79.7	1284	1283
Rock Springs, WY (RKS)	85.0	88.3	60	60
Rockford, IL (RFD)	87.0	82.6	69	69
Roswell, NM (ROW)	87.9	88.6	132	132
Sacramento, CA (SMF)	82.3	85.0	4122	4118
Saginaw/Bay City/Midland, MI (MBS)	81.2	85.9	191	192
Saipan, TT (SPN)	94.7	94.7	38	38
Salina, KS (SLN)	89.7	80.8	78	78
Salt Lake City, UT (SLC)	87.8	89.1	9247	9243
San Angelo, TX (SJT)	79.9	84.3	134	134
San Antonio, TX (SAT)	76.2	79.4	3369	3368
San Diego, CA (SAN)	82.8	81.7	7634	7632

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Francisco, CA (SFO)	79.6	82.3	13843	13840
San Jose, CA (SJC)	83.2	83.0	5077	5086
San Juan, PR (SJU)	76.2	80.0	2157	2156
San Luis Obispo, CA (SBP)	87.7	87.9	414	414
Sanford, FL (SFB)	76.3	82.7	1024	1024
Santa Ana, CA (SNA)	84.0	84.9	3441	3435
Santa Barbara, CA (SBA)	80.5	83.2	548	548
Santa Fe, NM (SAF)	78.6	82.1	140	140
Santa Maria, CA (SMX)	91.7	83.3	12	12
Santa Rosa, CA (STS)	91.9	94.4	197	197
Sarasota/Bradenton, FL (SRQ)	77.5	76.9	737	735
Sault Ste. Marie, MI (CIU)	83.9	83.9	56	56
Savannah, GA (SAV)	76.0	76.3	1529	1530
Scottsbluff, NE (BFF)	88.5	94.2	52	52
Scranton/Wilkes-Barre, PA (AVP)	76.6	78.9	308	308
Seattle, WA (SEA)	81.5	86.3	10997	10995
Shreveport, LA (SHV)	76.9	78.0	577	576
Sioux City, IA (SUX)	82.1	82.1	106	106
Sioux Falls, SD (FSD)	77.7	81.8	546	545
Sitka, AK (SIT)	87.1	96.5	85	86
South Bend, IN (SBN)	80.8	83.2	583	583
Spokane, WA (GEG)	83.8	88.0	887	887
Springfield, IL (SPI)	81.8	83.8	148	148
Springfield, MO (SGF)	76.5	76.8	637	637
St. Cloud, MN (STC)	83.3	83.3	18	18
St. George, UT (SGU)	86.8	90.0	340	340
St. Louis, MO (STL)	79.1	74.6	5712	5719
St. Petersburg, FL (PIE)	83.1	87.2	712	712
State College, PA (SCE)	80.8	86.1	203	202
Staunton, VA (SHD)	73.2	85.7	56	56
Stillwater, OK (SWO)	88.3	98.3	60	60
Stockton, CA (SCK)	93.7	77.8	63	63
Sun Valley/Hailey/Ketchum, ID (SUN)	82.3	86.9	62	61
Syracuse, NY (SYR)	76.3	82.0	1289	1291
Tallahassee, FL (TLH)	78.7	81.6	517	517
Tampa, FL (TPA)	78.6	78.8	6950	6953
Texarkana, AR (TXK)	76.4	78.3	106	106
Toledo, OH (TOL)	82.3	83.9	192	192
Traverse City, MI (TVC)	82.9	87.4	175	174
Trenton, NJ (TTN)	71.8	65.9	216	214
Tucson, AZ (TUS)	83.0	86.5	1706	1706

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TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
APRIL 2019

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tulsa, OK (TUL)	78.6	83.5	1423	1422
Twin Falls, ID (TWF)	97.7	94.4	86	90
Tyler, TX (TYR)	77.7	75.0	112	112
Valdosta, GA (VLD)	82.4	80.0	85	85
Valparaiso, FL (VPS)	76.5	79.7	663	664
Vernal, UT (VEL)	83.0	84.6	53	52
Waco, TX (ACT)	77.8	80.2	162	162
Washington, DC (DCA)	79.8	80.0	11887	11888
Washington, DC (IAD)	81.9	84.5	5810	5810
Waterloo, IA (ALO)	85.0	88.3	60	60
Watertown, NY (ART)	61.7	75.0	60	60
Watertown, SD (ATY)	84.6	78.4	52	51
West Palm Beach/Palm Beach, FL (PBI)	76.2	75.3	2647	2648
White Plains, NY (HPN)	73.7	74.4	984	982
Wichita Falls, TX (SPS)	81.1	82.1	106	106
Wichita, KS (ICT)	77.4	81.0	889	890
Williston, ND (ISN)	86.9	83.3	61	60
Wilmington, NC (ILM)	77.0	79.2	548	548
Worcester, MA (ORH)	76.7	81.1	90	90
Wrangell, AK (WRG)	66.7	85.0	60	60
Yakutat, AK (YAK)	81.7	86.7	60	60
Yuma, AZ (YUM)	85.5	88.3	179	179

AIR TRAVEL CONSUMER REPORT

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

APRIL 2019

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES NETWORK	**22**	**7622**	**11**	**0.1**	**1**
- HAWAIIAN AIRLINES	19	6900	7	0.1	
- BRANDED CODESHARE PARTNERS	4	722	4	0.6	
ALLEGIANT AIR	**120**	**9283**	**64**	**0.7**	**2**
DELTA AIR LINES NETWORK	**216**	**147269**	**1063**	**0.7**	**3**
- DELTA AIR LINES	143	81949	146	0.2	
- BRANDED CODESHARE PARTNERS	195	65320	917	1.4	
ALASKA AIRLINES NETWORK	**96**	**35590**	**320**	**0.9**	**4**
- ALASKA AIRLINES	72	21300	164	0.8	
- BRANDED CODESHARE PARTNERS	52	14290	156	1.1	
JETBLUE AIRWAYS	**63**	**25329**	**363**	**1.4**	**5**
FRONTIER AIRLINES	**97**	**9819**	**182**	**1.9**	**6**
UNITED AIRLINES NETWORK	**233**	**129881**	**3146**	**2.4**	**7**
- UNITED AIRLINES	101	52292	529	1.0	
- BRANDED CODESHARE PARTNERS	218	77589	2617	3.4	
SPIRIT AIRLINES	**45**	**16774**	**458**	**2.7**	**8**
AMERICAN AIRLINES NETWORK	**235**	**171291**	**5470**	**3.2**	**9**
- AMERICAN AIRLINES	105	76765	2634	3.4	
- BRANDED CODESHARE PARTNERS	221	94526	2836	3.0	
SOUTHWEST AIRLINES**	**87**	**115401**	**4649**	**4.0**	**10**
TOTAL AIRPORTS SERVED	**364**	**668,259**	**15,726**	**2.4**	

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

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

****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. Southwest Airlines informed the Department that the grounding of the 737 MAX aircraft has negatively impacted its cancellation statistics during this reporting period.**

AIR TRAVEL CONSUMER REPORT

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

APRIL 2019

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES	19	6900	7	0.1	1
DELTA AIR LINES	143	81949	146	0.2	2
ALLEGIANT AIR	120	9283	64	0.7	3
ALASKA AIRLINES	72	21300	164	0.8	4
UNITED AIRLINES	101	52292	529	1.0	5
JETBLUE AIRWAYS	63	25329	363	1.4	6
ENDEAVOR AIR	89	21030	385	1.8	7
FRONTIER AIRLINES	97	9819	182	1.9	8
SKYWEST AIRLINES	246	68502	1420	2.1	9
REPUBLIC AIRWAYS	86	27048	572	2.1	10
PSA AIRLINES	91	23984	550	2.3	11
MESA AIRLINES	105	18171	479	2.6	12
SPIRIT AIRLINES	45	16774	458	2.7	13
AMERICAN AIRLINES	105	76765	2634	3.4	14
ENVOY AIR	140	26176	1038	4.0	15
SOUTHWEST AIRLINES**	87	115401	4649	4.0	16
EXPRESSJET AIRLINES	86	11300	848	7.5	17
TOTAL AIRPORTS SERVED	350	612,023	14,488	2.4	

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

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

****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. Southwest Airlines informed the Department that the grounding of the 737 MAX aircraft has negatively impacted its cancellation statistics during this reporting period.**

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

APRIL 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	**35590**	**30425**	**85.49**	**320**	**0.90**	**104**	**0.29**	**1323**	**3.72**	**52**	**0.15**	**1956**	**5.50**	**16**	**0.04**	**1393**	**3.91**
- ALASKA AIRLINES	21300	17832	83.72	164	0.77	54	0.25	856	4.02	31	0.15	1445	6.78	14	0.07	904	4.24
- BRANDED CODESHARE PARTNERS	14290	12593	88.12	156	1.09	50	0.35	468	3.28	20	0.14	512	3.58	2	0.01	489	3.42
ALLEGIANT AIR	**9283**	**7575**	**81.60**	**64**	**0.69**	**24**	**0.26**	**491**	**5.29**	**81**	**0.87**	**387**	**4.17**	**8**	**0.09**	**652**	**7.02**
AMERICAN AIRLINES NETWORK	**171291**	**132936**	**77.61**	**5470**	**3.19**	**486**	**0.28**	**8853**	**5.17**	**1455**	**0.85**	**9607**	**5.61**	**47**	**0.03**	**12437**	**7.26**
- AMERICAN AIRLINES	76765	58021	75.58	2634	3.43	213	0.28	4927	6.42	565	0.74	4750	6.19	27	0.04	5627	7.33
- BRANDED CODESHARE PARTNERS	94526	74915	79.25	2836	3.00	273	0.29	3926	4.15	891	0.94	4856	5.14	20	0.02	6809	7.20
DELTA AIR LINES NETWORK	**147269**	**123504**	**83.86**	**1063**	**0.72**	**308**	**0.21**	**6389**	**4.34**	**827**	**0.56**	**7118**	**4.83**	**26**	**0.02**	**8034**	**5.46**
- DELTA AIR LINES	81949	70618	86.17	146	0.18	160	0.20	3407	4.16	358	0.44	3875	4.73	10	0.01	3376	4.12
- BRANDED CODESHARE PARTNERS	65320	52886	80.96	917	1.40	148	0.23	2982	4.57	468	0.72	3243	4.96	16	0.02	4659	7.13
FRONTIER AIRLINES	**9819**	**7621**	**77.61**	**182**	**1.85**	**12**	**0.12**	**584**	**5.95**	**28**	**0.29**	**602**	**6.13**	**0**	**0.00**	**790**	**8.05**
HAWAIIAN AIRLINES NETWORK	**7622**	**6782**	**88.98**	**11**	**0.14**	**5**	**0.07**	**546**	**7.16**	**26**	**0.34**	**18**	**0.24**	**5**	**0.07**	**229**	**3.00**
- HAWAIIAN AIRLINES	6900	6169	89.41	7	0.10	4	0.06	523	7.58	26	0.38	5	0.07	3	0.04	163	2.36
- BRANDED CODESHARE PARTNERS	722	613	84.90	4	0.55	1	0.14	22	3.05	0	0.00	13	1.80	2	0.28	66	9.14
JETBLUE AIRWAYS	**25329**	**18604**	**73.45**	**363**	**1.43**	**68**	**0.27**	**2061**	**8.14**	**59**	**0.23**	**1831**	**7.23**	**7**	**0.03**	**2336**	**9.22**
SOUTHWEST AIRLINES	**115401**	**90851**	**78.73**	**4649**	**4.03**	**265**	**0.23**	**7260**	**6.29**	**308**	**0.27**	**3318**	**2.88**	**65**	**0.06**	**8685**	**7.53**
SPIRIT AIRLINES	**16774**	**13446**	**80.16**	**458**	**2.73**	**32**	**0.19**	**708**	**4.22**	**75**	**0.45**	**1306**	**7.79**	**14**	**0.08**	**735**	**4.38**
UNITED AIRLINES NETWORK	**129881**	**101528**	**78.17**	**3146**	**2.42**	**312**	**0.24**	**6075**	**4.68**	**798**	**0.61**	**8897**	**6.85**	**8**	**0.01**	**9116**	**7.02**
- UNITED AIRLINES	52292	41702	79.75	529	1.01	125	0.24	2211	4.23	293	0.56	3803	7.27	0	0.00	3630	6.94
- BRANDED CODESHARE PARTNERS	77589	59826	77.11	2617	3.37	187	0.24	3864	4.98	505	0.65	5095	6.57	8	0.01	5486	7.07
TOTAL	**668,259**	**533,272**	**79.80**	**15,726**	**2.35**	**1,616**	**0.24**	**34,290**	**5.13**	**3,710**	**0.56**	**35,041**	**5.24**	**196**	**0.03**	**44,408**	**6.65**

*** 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

APRIL 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	21300	17832	83.72	164	0.77	54	0.25	856	4.02	31	0.15	1445	6.78	14	0.07	904	4.24
ALLEGIANT AIR	9283	7575	81.60	64	0.69	24	0.26	491	5.29	81	0.87	387	4.17	8	0.09	652	7.02
AMERICAN AIRLINES	76765	58021	75.58	2634	3.43	213	0.28	4927	6.42	565	0.74	4750	6.19	27	0.04	5627	7.33
DELTA AIR LINES	81949	70618	86.17	146	0.18	160	0.20	3407	4.16	358	0.44	3875	4.73	10	0.01	3376	4.12
ENDEAVOR AIR	21030	16591	78.89	385	1.83	63	0.30	960	4.56	103	0.49	1252	5.95	1	0.00	1676	7.97
ENVOY AIR	26176	20834	79.59	1038	3.97	75	0.29	937	3.58	279	1.07	1539	5.88	8	0.03	1466	5.60
EXPRESSJET AIRLINES	11300	7769	68.75	848	7.50	38	0.34	642	5.68	47	0.42	1079	9.55	0	0.00	877	7.76
FRONTIER AIRLINES	9819	7621	77.61	182	1.85	12	0.12	584	5.95	28	0.29	602	6.13	0	0.00	790	8.05
HAWAIIAN AIRLINES	6900	6169	89.41	7	0.10	4	0.06	523	7.58	26	0.38	5	0.07	3	0.04	163	2.36
JETBLUE AIRWAYS	25329	18604	73.45	363	1.43	68	0.27	2061	8.14	59	0.23	1831	7.23	7	0.03	2336	9.22
MESA AIRLINES	18171	14456	79.56	479	2.64	54	0.30	956	5.26	258	1.42	689	3.79	5	0.03	1274	7.01
PSA AIRLINES	23984	18022	75.14	550	2.29	86	0.36	1267	5.28	363	1.51	1217	5.07	6	0.03	2472	10.31
REPUBLIC AIRWAYS	27048	21207	78.41	572	2.11	55	0.20	1027	3.80	113	0.42	2243	8.29	3	0.01	1828	6.76
SKYWEST AIRLINES	68502	56184	82.02	1420	2.07	187	0.27	2968	4.33	504	0.74	2927	4.27	20	0.03	4292	6.27
SOUTHWEST AIRLINES	115401	90851	78.73	4649	4.03	265	0.23	7260	6.29	308	0.27	3318	2.88	65	0.06	8685	7.53
SPIRIT AIRLINES	16774	13446	80.16	458	2.73	32	0.19	708	4.22	75	0.45	1306	7.79	14	0.08	735	4.38
UNITED AIRLINES	52292	41702	79.75	529	1.01	125	0.24	2211	4.23	293	0.56	3803	7.27	0	0.00	3630	6.94
TOTAL	612,023	487,502	79.65	14,488	2.37	1,515	0.25	31,785	5.19	3,491	0.57	32,269	5.27	191	0.03	40,783	6.66

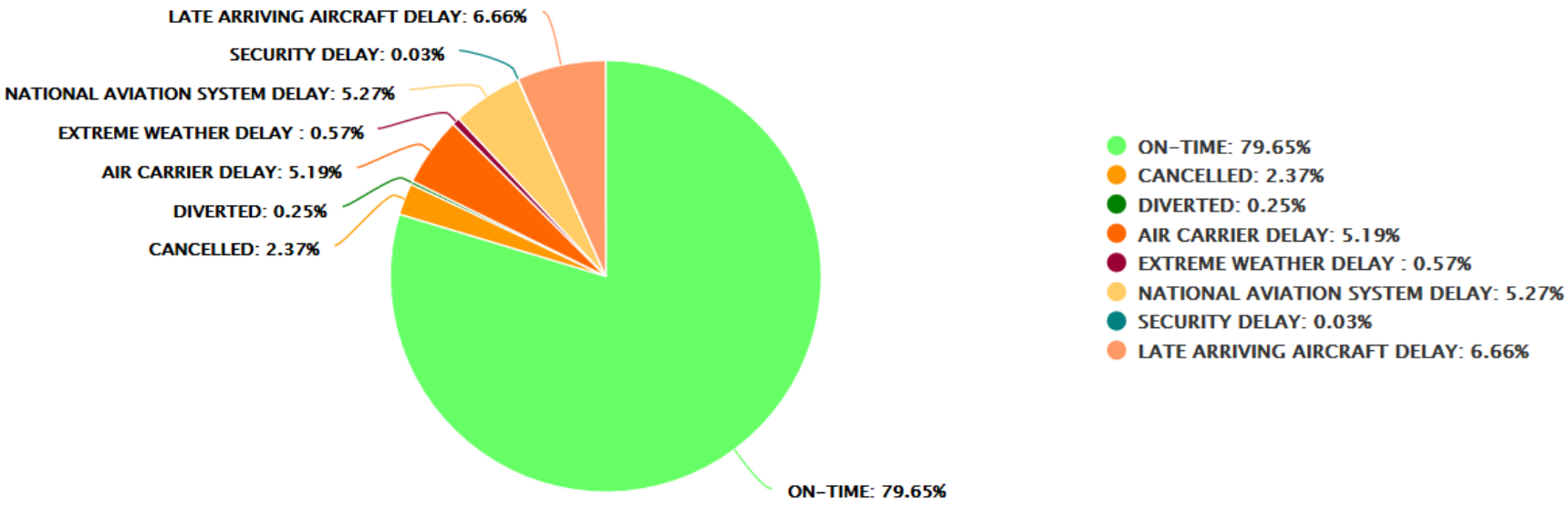
*** Causes of Delay:**

- **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
APRIL 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

APRIL 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
SPIRIT	SPIRIT	549	BDL	MCO	4/19/2019	Destination Airport	5:16
SPIRIT	SPIRIT	1852	DEN	MCO	4/19/2019	Destination Airport	4:34
AMERICAN	AMERICAN	1352	ORD	LAX	4/14/2019	Origin Airport	4:12
AMERICAN	AMERICAN	2744	ORD	LAX	4/14/2019	Origin Airport	4:09
SPIRIT	SPIRIT	781	BWI	MCO	4/19/2019	Destination Airport	4:09
SPIRIT	SPIRIT	1732	AUS	MCO	4/19/2019	Destination Airport	4:08
UNITED	EXPRESSJET	4394	CHA	ORD	4/14/2019	Diversion Airport (MSN)	4:01
AMERICAN	AMERICAN	2238	ORD	PHX	4/14/2019	Origin Airport	4:00
AMERICAN	AMERICAN	2302	LGA	ORD	4/14/2019	Destination Airport	3:49
UNITED	GOJET	4492	BTV	ORD	4/14/2019	Diversion Airport (MSN)	3:46
AMERICAN	AMERICAN	1470	ORD	SFO	4/14/2019	Origin Airport	3:45
UNITED	EXPRESSJET	3989	ORD	RST	4/14/2019	Origin Airport	3:41
UNITED	SKYWEST	5217	BDL	ORD	4/14/2019	Diversion Airport (MSN)	3:39
DELTA	DELTA	2423	JFK	MSP	4/26/2019	Origin Airport	3:36
SPIRIT	SPIRIT	129	BQN	MCO	4/19/2019	Destination Airport	3:34
UNITED	UNITED	729	DFW	ORD	4/14/2019	Diversion Airport (MSN)	3:30
AMERICAN	AMERICAN	1668	ORD	CLT	4/14/2019	Origin Airport	3:28
AMERICAN	AMERICAN	2264	ORD	BOS	4/14/2019	Origin Airport	3:25
AMERICAN	AMERICAN	2456	ORD	LAS	4/14/2019	Origin Airport	3:24
AMERICAN	AMERICAN	301	ORD	DEN	4/14/2019	Origin Airport	3:23
UNITED	UNITED	682	DEN	ORD	4/14/2019	Diversion Airport (MSN)	3:23
SPIRIT	SPIRIT	841	RIC	MCO	4/19/2019	Destination Airport	3:19
UNITED	EXPRESSJET	4254	ORD	HSV	4/14/2019	Origin Airport	3:18
AMERICAN	AMERICAN	2634	ORD	SFO	4/14/2019	Origin Airport	3:17
DELTA	DELTA	1566	JFK	JAX	4/26/2019	Origin Airport	3:14
AMERICAN	AMERICAN	2470	ORD	DEN	4/14/2019	Origin Airport	3:13
UNITED	MESA	6024	RSW	IAH	4/19/2019	Origin Airport	3:09
UNITED	SKYWEST	5590	ORD	DCA	4/14/2019	Origin Airport	3:08
AMERICAN	AMERICAN	1012	ORD	IAH	4/14/2019	Origin Airport	3:07

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

APRIL 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AIR INDIA	AIR INDIA	127	DEL	ORD	4/14/2019	Diversion Airport (MSP)	4:44

***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	APRIL 2019		
		NUMBER BAGS ENPLANED	NUMBER BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	**ALLEGIANT AIR**	**580,910**	**925**	**1.59**
2	**HAWAIIAN AIRLINES NETWORK**	**554,073**	**1,918**	**3.46**
	- HAWAIIAN AIRLINES	538,897	1,829	3.39
	- BRANDED CODESHARE PARTNERS	15,176	89	5.86
3	**FRONTIER AIRLINES**	**724,466**	**2,678**	**3.70**
4	**SPIRIT AIRLINES**	**1,058,136**	**4,222**	**3.99**
5	**ALASKA AIRLINES NETWORK**	**2,288,857**	**9,810**	**4.29**
	- ALASKA AIRLINES	1,688,200	7,069	4.19
	- BRANDED CODESHARE PARTNERS	600,657	2,741	4.56
6	**DELTA AIR LINES NETWORK**	**8,524,251**	**36,925**	**4.33**
	- DELTA AIR LINES	6,443,577	29,249	4.54
	- BRANDED CODESHARE PARTNERS	2,080,674	7,676	3.69
7	**SOUTHWEST AIRLINES**	**9,957,896**	**43,986**	**4.42**
8	**JETBLUE AIRWAYS**	**1,187,249**	**6,640**	**5.59**
9	**UNITED AIRLINES NETWORK**	**6,437,026**	**37,740**	**5.86**
	- UNITED AIRLINES	3,881,946	23,088	5.95
	- BRANDED CODESHARE PARTNERS	2,555,080	14,652	5.73
10	**AMERICAN AIRLINES NETWORK**	**9,584,839**	**82,855**	**8.64**
	- AMERICAN AIRLINES	5,810,400	51,429	8.85
	- BRANDED CODESHARE PARTNERS	3,774,439	31,426	8.33
	TOTAL	**40,897,703**	**227,699**	**5.57**

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

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

**** In July 2019, United Airlines submitted to the Department revised mishandled 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 April 2019.**

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	APRIL 2019		
		NUMBER BAGS ENPLANED	NUMBER BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGIANT AIRLINES	580,910	925	1.59
2	HAWAIIAN AIRLINES	538,897	1,829	3.39
3	FRONTIER AIRLINES	724,466	2,678	3.70
4	SPIRIT AIRLINES	1,058,136	4,222	3.99
5	ENDEAVOR AIR	866,141	3,502	4.04
6	ALASKA AIRLINES	1,688,200	7,069	4.19
7	SOUTHWEST AIRLINES	9,957,896	43,986	4.42
8	DELTA AIR LINES	6,443,577	29,249	4.54
9	SKYWEST AIRLINES	2,488,182	11,907	4.79
10	EXPRESSJET AIRLINES	354,681	1,941	5.47
11	JETBLUE AIRWAYS	1,187,249	6,640	5.59
12	UNITED AIRLINES	3,881,946	23,088	5.95
13	MESA AIRLINES	796,385	6,031	7.57
14	REPUBLIC AIRWAYS	744,850	5,807	7.80
15	PSA AIRLINES	1,133,404	9,170	8.09
16	AMERICAN AIRLINES	5,810,400	51,429	8.85
17	ENVOY AIRLINES	884,814	7,972	9.01
	TOTAL	39,140,134	217,445	5.56

*** 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 April 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	APRIL 2019		
		NUMBER WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	**ALASKA AIRLINES NETWORK**	**2,114**	**11**	**0.52**
	- ALASKA AIRLINES	1,814	10	0.55
	- BRANDED CODESHARE PARTNERS	300	1	0.33
2	**ALLEGIANT AIR**	**1,473**	**8**	**0.54**
3	**DELTA AIR LINES NETWORK**	**21,216**	**119**	**0.56**
	- DELTA AIR LINES	12,446	102	0.82
	- BRANDED CODESHARE PARTNERS	8,770	17	0.19
4	**FRONTIER AIRLINES**	**1,644**	**17**	**1.03**
5	**JETBLUE AIRWAYS**	**1,969**	**22**	**1.12**
6	**SOUTHWEST AIRLINES**	**9,716**	**163**	**1.68**
7	**UNITED AIRLINES NETWORK****	**9,810**	**165**	**1.68**
	- UNITED AIRLINES	*6,700*	*118*	*1.76*
	*- BRANDED CODESHARE PARTNERS***	*3,110*	*47*	*1.51*
8	**SPIRIT AIRLINES**	**1,767**	**32**	**1.81**
9	**HAWAIIAN AIRLINES NETWORK**	**502**	**12**	**2.39**
	- HAWAIIAN AIRLINES	419	10	2.39
	- BRANDED CODESHARE PARTNERS	83	2	2.41
10	**AMERICAN AIRLINES NETWORK *** **	**4,426**	**188**	**4.25**
	- AMERICAN AIRLINES	3,643	138	3.79
	- BRANDED CODESHARE PARTNERS	783	50	6.39
	TOTAL	**54,637**	**737**	**1.35**

*** 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 April 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	APRIL 2019		
		NUMBER WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ENDEAVOR AIR	4,390	8	0.18
2	SKYWEST AIRLINES**	5,431	28	0.52
3	ALLEGIANT AIRLINES	1,473	8	0.54
4	ALASKA AIRLINES	1,814	10	0.55
5	DELTA AIR LINES	12,446	102	0.82
6	FRONTIER AIRLINES	1,644	17	1.03
7	JETBLUE AIRWAYS	1,969	22	1.12
8	EXPRESSJET AIRLINES**	327	5	1.53
9	SOUTHWEST AIRLINES	9,716	163	1.68
10	UNITED AIRLINES	6,700	118	1.76
11	SPIRIT AIRLINES	1,767	32	1.81
12	REPUBLIC AIRWAYS**	769	14	1.82
13	HAWAIIAN AIRLINES	419	10	2.39
14	MESA AIRLINES**	535	14	2.62
15	AMERICAN AIRLINES	3,643	138	3.79
16	PSA AIRLINES	149	9	6.04
17	ENVOY AIRLINES	210	17	8.10
	TOTAL	53,402	715	1.34

* 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 scooters 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 April 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 its 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 its 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

	APRIL 2019				APRIL 2018			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	759	38	0	124	690	38	1	142
FOREIGN AIRLINES	400	5	0	97	415	8	0	66
TRAVEL AGENTS	33	2	0	9	44	2	0	18
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	13	15	0	65	21	22	0	87
INDUSTRY TOTALS	1,205	60	0	295	1,170	70	1	313

Table 2

AIR TRAVEL CONSUMER REPORT

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

	APRIL 2019			APRIL 2018		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	375		1	325	
CANCELLATION			158			146
DELAY			132			89
MISCONNECTION			51			51
REFUNDS	2	197		2	197	
RESERVATIONS/TICKETING/BOARDING	3	170		3	161	
BAGGAGE	4	108		4	130	
CUSTOMER SERVICE	5	97		6	100	
FARES	6	91		5	109	
DISABILITY	7	80		7	74	
OVERSALES	8	44		8	32	
OTHER	9	33		8	32	
FREQUENT FLYER			10			14
DISCRIMINATION	10	5		10	6	
ADVERTISING	11	4		11	4	
ANIMALS	12	1		0	0	
	1	375		1	325	
COMPLAINT TOTAL		1,205			1,170	

* 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*

APRIL 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	7	1	2	1	1	1	0	3	0	1	0	0	17
ALLEGIANT AIR	8	0	0	1	2	1	3	7	0	0	0	0	22
AMERICAN AIRLINES	94	12	30	22	4	17	26	24	0	1	0	6	236
CALIFORNIA PACIFIC AIRLINES	1	0	0	0	5	0	0	0	0	0	0	0	6
DELTA AIR LINES	22	0	5	3	0	13	8	10	0	0	0	1	62
ENDEAVOR AIR	6	0	1	0	0	0	2	0	0	0	0	0	9
ENVOY AIR	6	2	2	0	0	0	1	0	0	0	0	1	12
FRONTIER AIRLINES	18	0	4	2	1	6	0	0	0	0	0	3	34
HAWAIIAN AIRLINES	2	0	2	1	0	0	1	1	0	0	0	0	7
JETBLUE AIRWAYS	11	0	0	1	1	7	5	3	0	0	0	1	29
MESA AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
PIEDMONT AIRLINES	4	0	0	0	0	1	0	0	0	0	0	0	5
PSA AIRLINES	3	0	0	0	0	0	2	1	0	0	0	0	6
REPUBLIC AIRWAYS	5	0	0	0	0	0	0	0	0	0	0	1	6
SKYWEST AIRLINES	7	0	0	0	0	0	1	0	0	0	0	0	8
SOUTHWEST AIRLINES	25	2	11	4	2	8	2	4	0	1	0	1	60
SPIRIT AIRLINES	51	5	8	6	7	7	3	7	1	0	0	0	95
SUN COUNTRY AIRLINES	0	0	3	0	0	3	0	0	0	0	0	0	6
UNITED AIRLINES	25	7	20	6	6	17	18	10	0	2	0	4	115
Other U.S. Airlines	9	0	1	0	1	3	3	0	0	0	0	2	19
TOTAL APRIL 2019	309	29	89	47	30	84	75	70	1	5	0	20	759
% of TOTAL COMPLAINTS	40.7	3.8	11.7	6.2	4.0	11.1	9.9	9.2	0.1	0.7	0	2.6	
TOTAL APRIL 2018	224	23	86	57	34	91	82	62	2	5	0	24	690
% of TOTAL COMPLAINTS	32.5	3.3	12.5	8.3	4.9	13.2	11.9	9.0	0.3	0.7	0	3.5	

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

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

AIR TRAVEL CONSUMER REPORT

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

Table 4

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	17	8	47.1	3	17.6	5	29.4	1	5.9
ALLEGIANT AIR	22	10	45.5	4	18.2	4	18.2	4	18.2
AMERICAN AIRLINES	236	133	56.4	51	21.6	38	16.1	14	5.9
DELTA AIR LINES	62	26	41.9	21	33.9	14	22.6	1	1.6
ENDEAVOR AIR	9	8	88.9	1	11.1	0	0.0	0	0.0
ENVOY AIR	12	8	66.7	2	16.7	2	16.7	0	0.0
FRONTIER AIRLINES	34	21	61.8	6	17.6	5	14.7	2	5.9
HAWAIIAN AIRLINES	7	2	28.6	2	28.6	3	42.9	0	0.0
JETBLUE AIRWAYS	29	20	69.0	1	3.4	7	24.1	1	3.4
MESA AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
PIEDMONT AIRLINES	5	5	100.0	0	0.0	0	0.0	0	0.0
PSA AIRLINES	6	4	66.7	2	33.3	0	0.0	0	0.0
REPUBLIC AIRWAYS	6	6	100.0	0	0.0	0	0.0	0	0.0
SKYWEST AIRLINES	8	5	62.5	1	12.5	2	25.0	0	0.0
SOUTHWEST AIRLINES	60	35	58.3	16	26.7	5	8.3	4	6.7
SPIRIT AIRLINES	95	69	72.6	11	11.6	7	7.4	8	8.4
SUN COUNTRY AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
UNITED AIRLINES	115	55	47.8	34	29.6	19	16.5	7	6.1
CALIFORNIA PACIFIC AIRLINES	6	0	0.0	1	16.7	4	66.7	1	16.7
Other U.S. Airlines	19	12	63.2	2	10.5	4	21.1	1	5.3
Totals	759	435	57.3	160	21.1	120	15.8	44	5.8
Previous Year's Totals	690	352	51.0	142	20.6	131	19.0	65	9.4

* 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**

APRIL 2019

FOREIGN AIRLINES	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AEROFLOT	2	0	2	0	1	7	1	0	0	0	0	0	13
AEROMEXICO	1	1	3	3	2	5	2	1	0	0	0	0	18
AIR CANADA	3	1	4	0	5	4	0	0	0	0	0	0	17
AIR CHINA	2	0	0	0	2	1	0	0	0	0	0	0	5
AIR FRANCE	2	1	2	2	5	7	1	2	0	0	0	1	23
AIR INDIA	3	0	1	1	0	2	1	1	0	0	0	0	9
AVIANCA	7	1	0	1	0	3	0	0	0	0	0	1	13
BRITISH AIRWAYS	0	0	5	1	1	4	1	1	0	0	0	1	14
COPA	1	3	4	2	1	0	1	0	0	0	0	0	12
EMIRATES AIRLINES	0	0	3	1	0	5	0	1	0	0	0	0	10
ETHIOPIAN AIRLINES	1	0	0	2	0	3	0	0	0	0	0	0	6
ETIHAD AIRWAYS	1	0	1	1	0	3	1	0	0	0	0	0	7
IBERIA AIRLINES	2	0	1	0	1	2	0	0	0	0	0	0	6
INTERJET	4	0	2	3	4	2	0	0	0	0	0	0	15
JET AIRWAYS	1	0	1	0	2	3	2	0	0	0	0	1	10
LATAM	0	0	3	2	3	2	0	0	0	0	0	0	10
LUFTHANSA	2	0	4	3	5	4	2	1	0	0	1	0	22
NORWEGIAN AIR SHUTTLE	8	1	7	1	2	3	1	0	0	0	0	0	23
QATAR AIRWAYS	1	0	4	2	2	4	1	0	0	0	0	0	14
ROYAL AIR MAROC	2	0	0	0	0	5	0	0	0	0	0	0	7
SAS	0	0	0	1	0	2	1	0	0	0	0	1	5
TAP	0	0	0	1	1	3	0	0	0	0	0	0	5
TURKISH AIRLINES	6	2	6	1	2	12	0	0	0	0	0	0	29
VOLARIS AIRLINES	1	0	1	0	0	3	1	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	13	5	19	7	16	21	12	3	0	0	0	5	101
TOTALS	63	15	73	35	55	110	28	10	0	0	1	10	400

Table 5 (cont'd)

AIR TRAVEL CONSUMER REPORT

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

APRIL 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	4	3	0	1	0	0	0	0	0	10
OTHER TRAVEL AGENTS	0	0	6	5	6	0	3	0	3	0	0	0	23
TOTALS	0	0	8	9	9	0	4	0	3	0	0	0	33
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
MISCELLANEOUS													
OTHER MISC.	3	0	0	0	3	3	1	0	0	0	0	3	13
TOTALS	3	0	0	0	3	3	1	0	0	0	0	3	13

*** 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)

APRIL 2019		APRIL 2018
AIRLINE	**COMPLAINTS**	**COMPLAINTS**
ALASKA AIRLINES NETWORK	**18**	**16**
- ALASKA AIRLINES	*17*	14
- BRANDED CODESHARE PARTNERS	*1*	2
ALLEGIANT AIR	**22**	**28**
AMERICAN AIRLINES NETWORK**	**265**	**171**
- AMERICAN AIRLINES	*236*	136
- BRANDED CODESHARE PARTNERS	*29*	35
DELTA AIR LINES NETWORK	**73**	**80**
- DELTA AIR LINES	*62*	69
- BRANDED CODESHARE PARTNERS	*11*	11
FRONTIER AIRLINES	**34**	**48**
HAWAIIAN AIRLINES NETWORK	**7**	**11**
- HAWAIIAN AIRLINES	*7*	11
- BRANDED CODESHARE PARTNERS	*0*	0
JETBLUE AIRWAYS	**29**	**31**
SOUTHWEST AIRLINES**	**60**	**63**
SPIRIT AIRLINES	**95**	**71**
UNITED AIRLINES NETWORK	**131**	**120**
- UNITED AIRLINES	*115*	103
- BRANDED CODESHARE PARTNERS	*16*	17
TOTAL	734	639

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 6A

CONSUMER COMPLAINTS: REPORTING U.S. OPERATING CARRIERS*

		APRIL 2019			APRIL 2018		
RANK	AIRLINE	COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	1	468,670	**0.21**	4	816,747	**0.49**
2	SKYWEST AIRLINES	8	3,471,882	**0.23**	16	3,112,534	**0.51**
3	REPUBLIC AIRWAYS	6	1,593,218	**0.38**	6	1,583,724	**0.38**
4	MESA AIRLINES	5	1,213,092	**0.41**	5	1,121,830	**0.45**
5	SOUTHWEST AIRLINES**	60	13,739,868	**0.44**	63	13,784,715	**0.46**
6	DELTA AIR LINES	62	13,415,603	**0.46**	69	12,574,845	**0.55**
7	PSA AIRLINES	6	1,259,510	**0.48**	5	1,175,511	**0.43**
8	ALASKA AIRLINES	17	2,894,680	**0.59**	14	3,024,845	**0.46**
9	ENDEAVOR AIR	9	1,239,171	**0.73**	4	1,169,670	**0.34**
10	HAWAIIAN AIRLINES	7	927,964	**0.75**	11	944,592	**1.16**
11	JETBLUE AIRWAYS	29	3,674,780	**0.79**	31	3,613,850	**0.86**
12	ENVOY AIR	12	1,203,634	**1.00**	11	1,117,110	**0.98**
13	UNITED AIRLINES	115	9,674,663	**1.19**	103	9,179,640	**1.12**
14	ALLEGIANT AIR	22	1,290,043	**1.71**	28	1,170,542	**2.39**
15	AMERICAN AIRLINES**	236	12,553,976	**1.88**	136	12,248,533	**1.11**
16	FRONTIER AIRLINES	34	1,674,524	**2.03**	48	1,525,773	**3.15**
17	SPIRIT AIRLINES	95	2,740,724	**3.47**	71	2,312,553	**3.07**
	TOTAL	724	73,036,002	**0.99**	625	70,477,014	**0.89**

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 April 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						
ALASKA AIRLINES	1						
SOUTHWEST AIRLINES	1						
UNITED AIRLINES	2						
TOTAL	5						

**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.

April 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
United Airlines	1	0	0

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

The Transportation Security Administration (TSA) screened approximately 68 million airline passengers and their 55 million checked bags in the month of April 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 April.

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
821	0.00121%	24	0.00004%	78	0.00011%	538	0.00079%

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 April.

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.