



Air Travel Consumer Report

A Product Of The
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
Aviation Consumer Protection Division

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Flight Delays¹	August 2019
Mishandled Baggage, Wheelchairs, and Scooters¹	August 2019
Oversales¹	2 nd Quarter 2019 / January – June 2019
Consumer Complaints² (Includes Disability and Discrimination Complaints)	August 2019
Airline Animal Incident Reports⁴	August 2019
Customer Service Reports to the Dept. of Homeland Security³	August 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 and 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 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

AUGUST 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

AUGUST 2019

AT ALL US AIRPORTS		
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS
HAWAIIAN AIRLINES NETWORK	22	89.7
- HAWAIIAN AIRLINES	19	90.4
- BRANDED CODESHARE PARTNERS	4	83.4
SOUTHWEST AIRLINES	88	82.2
DELTA AIR LINES NETWORK	225	82.1
- DELTA AIR LINES	146	83.2
- BRANDED CODESHARE PARTNERS	204	80.7
ALASKA AIRLINES NETWORK	100	80.3
- ALASKA AIRLINES	75	77.7
- BRANDED CODESHARE PARTNERS	53	84.5
ALLEGiant AIR	120	76.8
AMERICAN AIRLINES NETWORK	237	75.0
- AMERICAN AIRLINES	106	74.6
- BRANDED CODESHARE PARTNERS	220	75.3
UNITED AIRLINES NETWORK	236	73.6
- UNITED AIRLINES	107	75.4
- BRANDED CODESHARE PARTNERS	219	72.4
FRONTIER AIRLINES	102	71.2
SPIRIT AIRLINES	50	70.9
JETBLUE AIRWAYS	67	67.8
TOTAL AIRPORTS SERVED	371	77.6

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 plus any branded codeshare partners.

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2019

AT ALL US AIRPORTS			
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	19	90.4	1
DELTA AIR LINES	146	83.2	2
SOUTHWEST AIRLINES	88	82.2	3
SKYWEST AIRLINES	251	81.0	4
ENDEAVOR AIR	101	79.3	5
ALASKA AIRLINES	75	77.7	6
ALLEGiant AIR	120	76.8	7
ENVOY AIR	143	75.9	8
UNITED AIRLINES	107	75.4	9
AMERICAN AIRLINES	106	74.6	10
REPUBLIC AIRWAYS	97	74.0	11
MESA AIRLINES	114	73.9	12
PSA AIRLINES	93	72.5	13
FRONTIER AIRLINES	102	71.2	14
SPIRIT AIRLINES	50	70.9	15
JETBLUE AIRWAYS	67	67.8	16
EXPRESSJET AIRLINES	104	66.4	17
TOTAL AIRPORTS SERVED	356	77.8	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1B. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME BY REPORTING MARKETING CARRIER RANK BY MONTH, AND YEAR-TO-DATE

AUGUST 2019

CARRIER*	Jan 19		Feb 19		Mar 19		Apr 19		May 19		Jun 19		Jul 19		Aug 19		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES	80.9	5	66.9	10	81.5	5	85.5	2	84.7	3	83.2	2	84.9	2	80.3	4	81.3	3
- ALASKA AIRLINES	80.5		68.0		81.2		83.7		82.6		81.8		83.4		77.7		80.1	
- BRANDED CODESHARE PARTNERS	81.5		65.2		81.9		88.1		87.9		85.4		87.3		84.5		83.0	
ALLEGiant AIR	73.4	8	75.2	4	85.3	4	81.6	4	79.5	4	72.9	5	78.6	5	76.8	5	78.1	5
AMERICAN AIRLINES	77.6	6	73.8	6	80.4	6	77.6	9	74.2	9	70.4	7	74.9	6	75.0	6	75.5	7
- AMERICAN AIRLINES	80.0		75.8		78.3		75.6		70.4		67.1		73.7		74.6		74.4	
- BRANDED CODESHARE PARTNERS	75.7		72.2		82.1		79.3		77.2		73.1		75.9		75.3		76.4	
DELTA AIR LINES	82.7	3	77.9	2	85.6	3	83.9	3	85.4	2	78.7	3	80.3	3	82.1	3	82.1	2
- DELTA AIR LINES	86.7		81.6		88.3		86.2		86.7		79.9		80.8		83.2		84.1	
- BRANDED CODESHARE PARTNERS	77.9		73.4		82.3		81.0		83.8		77.1		79.7		80.7		79.6	
FRONTIER AIRLINES	73.9	7	74.3	5	78.3	8	77.6	8	67.0	10	64.0	10	66.0	10	71.2	8	71.1	10
HAWAIIAN AIRLINES	87.2	1	81.7	1	86.8	1	89.0	1	89.0	1	89.6	1	88.4	1	89.7	1	87.8	1
- HAWAIIAN AIRLINES	87.3		82.1		87.3		89.4		90.0		89.7		89.5		90.4		88.4	
- BRANDED CODESHARE PARTNERS	86.3		78.4		82.1		84.9		79.6		88.5		77.9		83.4		82.6	
JETBLUE AIRWAYS	69.4	10	70.0	9	73.8	10	73.4	10	77.6	5	70.1	8	70.2	9	67.8	10	71.6	9
SOUTHWEST AIRLINES	81.9	4	73.5	7	80.0	7	78.7	6	75.8	7	75.1	4	80.3	4	82.2	2	78.5	4
SPIRIT AIRLINES	82.9	2	77.7	3	86.4	2	80.2	5	76.0	6	71.6	6	74.1	7	70.9	9	77.2	6
UNITED AIRLINES	72.1	9	71.1	8	77.1	9	78.2	7	74.7	8	67.4	9	72.2	8	73.6	7	73.3	8
- UNITED AIRLINES	78.8		77.0		78.8		79.7		75.5		70.2		73.6		75.4		76.0	
- BRANDED CODESHARE PARTNERS	68.0		67.4		76.0		77.1		74.2		65.5		71.3		72.4		71.5	
TOTAL	78.4		73.8		80.9		79.8		77.9		73.3		76.9		77.6		77.4	

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

*All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.

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)

AUGUST 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	61	77.0	303	76.6	180	85.6	0	0.0	387	86.3	155	81.9	185	71.9	148	82.4
- ALASKA AIRLINES	61	77.0	303	76.6	180	85.6	0	0.0	28	96.4	155	81.9	185	71.9	148	82.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	359	85.5	0	0.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	38	73.7	0	0.0	0	0.0	0	0.0	25	80.0	0	0.0
AMERICAN AIRLINES NETWORK	1518	72.8	2401	71.4	717	69.5	19700	78.6	0	0.0	7050	74.6	999	67.1	24274	78.2
- AMERICAN AIRLINES	1163	72.7	2262	71.5	518	68.1	8347	79.8	0	0.0	2153	73.3	913	65.9	13987	77.6
- BRANDED CODESHARE PARTNERS	355	73.0	139	69.1	199	72.9	11353	77.8	0	0.0	4897	75.1	86	79.1	10287	79.0
DELTA AIR LINES NETWORK	28115	86.9	3437	74.4	898	82.3	983	82.2	145	84.8	1551	75.1	1236	83.2	1302	76.5
- DELTA AIR LINES	21873	87.3	1696	75.3	645	85.4	619	87.9	145	84.8	826	79.3	1095	82.9	1024	75.5
- BRANDED CODESHARE PARTNERS	6242	85.3	1741	73.5	253	74.3	364	72.5	0	0.0	725	70.3	141	85.1	278	80.2
FRONTIER AIRLINES	334	70.7	80	77.5	31	71.0	164	70.1	0	0.0	92	73.9	2598	71.7	123	63.4
HAWAIIAN AIRLINES NETWORK	0	0.0	27	74.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	27	74.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	300	76.3	4599	69.9	172	68.0	155	65.8	0	0.0	919	63.5	119	68.1	57	89.5
SOUTHWEST AIRLINES	3330	82.6	929	75.8	6146	82.7	288	75.7	5810	81.2	1380	78.9	6449	79.2	0	0.0
SPIRIT AIRLINES	936	74.3	465	63.9	945	66.3	124	54.8	0	0.0	0	0.0	465	66.9	974	71.8
UNITED AIRLINES NETWORK	880	73.2	1330	73.0	302	77.2	641	72.1	0	0.0	1087	70.4	14145	77.1	963	72.3
- UNITED AIRLINES	354	76.8	1319	72.9	302	77.2	134	59.7	0	0.0	379	75.5	6067	80.0	590	71.4
- BRANDED CODESHARE PARTNERS	526	70.7	11	90.9	0	0.0	507	75.3	0	0.0	708	67.7	8078	74.9	373	73.7
TOTAL	35,474	84.9	13,571	72.0	9,429	79.5	22,055	78.3	6,342	81.6	12,234	74.0	26,221	76.7	27,841	77.7

* 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)

AUGUST 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	56	80.4	355	67.9	62	72.6	183	72.7	61	67.2	433	67.4	765	76.9	2230	78.7
- ALASKA AIRLINES	56	80.4	355	67.9	62	72.6	183	72.7	61	67.2	433	67.4	687	76.0	1844	76.5
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	78	84.6	386	89.1
ALLEGiant AIR	0	0.0	77	97.4	278	40.3	0	0.0	0	0.0	0	0.0	745	80.0	182	73.1
AMERICAN AIRLINES NETWORK	1026	69.9	789	55.5	520	63.5	382	73.6	988	69.3	1596	72.2	1227	74.2	5815	80.9
- AMERICAN AIRLINES	422	67.1	737	53.1	520	63.5	171	73.1	742	68.3	1193	71.8	1227	74.2	3721	77.8
- BRANDED CODESHARE PARTNERS	604	71.9	52	90.4	0	0.0	211	73.9	246	72.4	403	73.4	0	0.0	2094	86.5
DELTA AIR LINES NETWORK	12417	85.3	967	60.1	919	65.5	621	82.8	810	77.7	5406	72.2	1684	83.7	4499	81.6
- DELTA AIR LINES	5353	85.2	520	59.6	919	65.5	293	84.6	487	74.1	2940	73.1	1254	85.2	3446	82.2
- BRANDED CODESHARE PARTNERS	7064	85.3	447	60.6	0	0.0	328	81.1	323	83.0	2466	71.1	430	79.3	1053	79.7
FRONTIER AIRLINES	111	72.1	0	0.0	66	56.1	104	72.1	115	64.3	0	0.0	787	68.4	90	72.2
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	54.8	79	79.7	185	76.8
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	54.8	79	79.7	185	76.8
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	93	71.0	684	50.0	1967	65.1	0	0.0	0	0.0	3709	67.6	341	75.1	597	74.9
SOUTHWEST AIRLINES	525	77.1	454	57.9	1700	79.6	146	80.1	0	0.0	0	0.0	6146	87.5	3554	83.2
SPIRIT AIRLINES	1019	72.0	360	69.2	1589	69.0	0	0.0	660	74.1	0	0.0	1710	74.8	793	74.3
UNITED AIRLINES NETWORK	789	74.3	10177	58.9	487	64.1	6891	74.7	12588	77.7	0	0.0	1237	79.1	4424	82.5
- UNITED AIRLINES	146	77.4	4876	64.6	485	63.9	2346	77.4	4989	80.1	0	0.0	1236	79.1	2578	80.6
- BRANDED CODESHARE PARTNERS	643	73.6	5301	53.7	2	100.0	4545	73.3	7599	76.0	0	0.0	1	100.0	1846	85.0
TOTAL	16,036	82.5	13,863	59.0	7,588	68.1	8,327	75.2	15,222	76.8	11,175	70.4	14,721	81.5	22,369	81.0

* 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)

AUGUST 2019

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	0	0.0	147	76.2	0	0.0	0	0.0	154	77.3	333	78.7	4405	87.0	149	81.9
- ALASKA AIRLINES	0	0.0	147	76.2	0	0.0	0	0.0	123	72.4	333	78.7	1737	83.5	149	81.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	31	96.8	0	0.0	2668	89.3	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	4573	67.7	1518	69.1	0	0.0	6251	73.3	881	74.9	15164	74.5	438	75.8	10888	73.7
- AMERICAN AIRLINES	2248	66.9	1518	69.1	0	0.0	4229	74.4	620	73.1	5877	73.9	345	71.9	4242	74.1
- BRANDED CODESHARE PARTNERS	2325	68.3	0	0.0	0	0.0	2022	71.1	261	79.3	9287	74.9	93	90.3	6646	73.5
DELTA AIR LINES NETWORK	7534	68.0	1579	75.9	524	88.0	715	72.7	12089	85.5	1656	73.2	1033	84.7	951	78.5
- DELTA AIR LINES	2710	68.1	1571	75.9	207	83.1	713	72.7	6597	84.8	1289	73.9	852	86.3	601	80.2
- BRANDED CODESHARE PARTNERS	4824	67.9	8	75.0	317	91.2	2	100.0	5492	86.5	367	71.1	181	77.3	350	75.7
FRONTIER AIRLINES	93	58.1	1098	68.4	0	0.0	63	63.5	164	75.0	274	66.8	60	65.0	562	61.0
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	82.3	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	82.3	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	0.0
JETBLUE AIRWAYS	534	59.6	1648	63.7	0	0.0	0	0.0	93	72.0	243	52.3	135	78.5	233	64.4
SOUTHWEST AIRLINES	1045	63.7	2996	79.4	6929	82.9	0	0.0	717	77.7	0	0.0	1224	84.7	694	76.2
SPIRIT AIRLINES	341	64.5	1554	70.1	0	0.0	0	0.0	310	77.1	912	66.2	92	73.9	390	69.0
UNITED AIRLINES NETWORK	1174	64.5	989	73.5	0	0.0	298	65.8	850	72.6	17255	74.7	723	78.8	434	72.4
- UNITED AIRLINES	752	63.8	989	73.5	0	0.0	276	64.5	396	74.2	6994	76.4	723	78.8	397	70.8
- BRANDED CODESHARE PARTNERS	422	65.6	0	0.0	0	0.0	22	81.8	454	71.1	10261	73.6	0	0.0	37	89.2
TOTAL	15,294	66.9	11,529	72.5	7,453	83.3	7,327	72.9	15,258	83.4	35,837	74.2	8,172	84.6	14,301	73.4

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	285	81.4	1589	83.5	9939	75.5	2823	73.6	334	86.8	31	74.2
- ALASKA AIRLINES	217	83.9	977	79.7	6572	75.2	2177	72.2	143	89.5	31	74.2
- BRANDED CODESHARE PARTNERS	68	73.5	612	89.5	3367	76.1	646	78.6	191	84.8	0	0.0
ALLEGiant AIR	0	0.0	26	88.5	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7284	82.6	960	74.5	966	66.7	1487	69.1	532	75.8	1075	71.2
- AMERICAN AIRLINES	4735	82.3	805	72.7	813	64.6	1305	69.1	352	71.9	1075	71.2
- BRANDED CODESHARE PARTNERS	2549	83.2	155	83.9	153	77.8	182	69.2	180	83.3	0	0.0
DELTA AIR LINES NETWORK	924	79.8	1117	80.8	4665	80.0	1579	75.6	8044	88.4	1086	76.5
- DELTA AIR LINES	682	82.1	872	81.4	3190	82.2	1579	75.6	4412	88.0	996	76.3
- BRANDED CODESHARE PARTNERS	242	73.1	245	78.8	1475	75.2	0	0.0	3632	89.0	90	78.9
FRONTIER AIRLINES	148	75.7	178	70.2	93	63.4	162	63.6	122	65.6	262	78.2
HAWAIIAN AIRLINES NETWORK	30	93.3	62	75.8	63	65.1	62	71.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	30	93.3	62	75.8	63	65.1	62	71.0	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	93	60.2	175	78.3	217	80.6	455	78.7	239	77.4	372	68.0
SOUTHWEST AIRLINES	5177	84.3	3579	84.3	1106	72.2	1381	71.7	956	83.3	2011	77.9
SPIRIT AIRLINES	31	71.0	248	74.2	279	59.9	0	0.0	0	0.0	430	70.2
UNITED AIRLINES NETWORK	693	79.4	1079	79.4	1189	71.5	9237	74.7	690	78.0	636	69.2
- UNITED AIRLINES	541	78.2	935	78.8	1157	71.0	6252	75.3	139	69.1	636	69.2
- BRANDED CODESHARE PARTNERS	152	83.6	144	83.3	32	90.6	2985	73.5	551	80.2	0	0.0
TOTAL	14,665	82.6	9,013	81.4	18,517	75.4	17,186	73.9	10,917	86.2	5,903	74.3

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	61	77.0	303	76.6	180	85.6	0	0.0	28	96.4	155	81.9	185	71.9	148	82.4
ALLEGiant AIR	0	0.0	0	0.0	38	73.7	0	0.0	0	0.0	0	0.0	25	80.0	0	0.0
AMERICAN AIRLINES	1163	72.7	2262	71.5	518	68.1	8347	79.8	0	0.0	2153	73.3	913	65.9	13987	77.6
DELTA AIR LINES	21873	87.3	1696	75.3	645	85.4	619	87.9	145	84.8	826	79.3	1095	82.9	1024	75.5
ENDEAVOR AIR	3854	86.7	425	71.3	253	74.3	219	68.0	0	0.0	138	81.9	0	0.0	135	83.0
ENVOY AIR	28	85.7	0	0.0	62	72.6	430	74.9	0	0.0	114	82.5	0	0.0	5613	81.1
EXPRESSJET AIRLINES	75	73.3	0	0.0	0	0.0	21	81.0	0	0.0	181	60.2	0	0.0	3	33.3
FRONTIER AIRLINES	334	70.7	80	77.5	31	71.0	164	70.1	0	0.0	92	73.9	2598	71.7	123	63.4
HAWAIIAN AIRLINES	0	0.0	27	74.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	300	76.3	4599	69.9	172	68.0	155	65.8	0	0.0	919	63.5	119	68.1	57	89.5
MESA AIRLINES	140	60.0	8	87.5	0	0.0	204	72.5	0	0.0	92	76.1	0	0.0	3756	74.6
PSA AIRLINES	114	70.2	2	100.0	0	0.0	8537	78.0	0	0.0	2546	69.1	0	0.0	0	0.0
REPUBLIC AIRWAYS	516	73.1	1062	73.7	19	73.7	861	82.3	0	0.0	2816	78.6	535	75.5	34	64.7
SKYWEST AIRLINES	2356	83.1	195	77.4	26	96.2	214	76.6	303	85.1	62	62.9	4851	75.9	1383	81.6
SOUTHWEST AIRLINES	3330	82.6	929	75.8	6146	82.7	288	75.7	5810	81.2	1380	78.9	6449	79.2	0	0.0
SPIRIT AIRLINES	936	74.3	465	63.9	945	66.3	124	54.8	0	0.0	0	0.0	465	66.9	974	71.8
UNITED AIRLINES	354	76.8	1319	72.9	302	77.2	134	59.7	0	0.0	379	75.5	6067	80.0	590	71.4
TOTAL	35,434	84.9	13,372	72.0	9,337	79.7	20,317	78.5	6,286	81.5	11,853	74.1	23,302	77.1	27,827	77.7

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	56	80.4	355	67.9	62	72.6	183	72.7	61	67.2	433	67.4	687	76.0	1844	76.5
ALLEGiant AIR	0	0.0	77	97.4	278	40.3	0	0.0	0	0.0	0	0.0	745	80.0	182	73.1
AMERICAN AIRLINES	422	67.1	737	53.1	520	63.5	171	73.1	742	68.3	1193	71.8	1227	74.2	3721	77.8
DELTA AIR LINES	5353	85.2	520	59.6	919	65.5	293	84.6	487	74.1	2940	73.1	1254	85.2	3446	82.2
ENDEAVOR AIR	1616	87.0	62	56.5	0	0.0	123	77.2	107	86.9	2079	71.0	0	0.0	0	0.0
ENVOY AIR	56	67.9	52	90.4	0	0.0	0	0.0	50	76.0	372	73.1	0	0.0	0	0.0
EXPRESSJET AIRLINES	27	63.0	1271	45.9	0	0.0	0	0.0	3068	73.2	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	111	72.1	0	0.0	66	56.1	104	72.1	115	64.3	0	0.0	787	68.4	90	72.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	54.8	79	79.7	185	76.8
JETBLUE AIRWAYS	93	71.0	684	50.0	1967	65.1	0	0.0	0	0.0	3709	67.6	341	75.1	597	74.9
MESA AIRLINES	201	74.6	0	0.0	2	100.0	2184	73.4	2841	76.9	0	0.0	0	0.0	0	0.0
PSA AIRLINES	95	70.5	0	0.0	0	0.0	211	73.9	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	719	77.5	2084	61.5	0	0.0	0	0.0	1171	80.6	151	77.5	0	0.0	0	0.0
SKYWEST AIRLINES	4339	83.5	81	71.6	0	0.0	421	82.4	909	76.6	267	68.9	148	82.4	2828	86.6
SOUTHWEST AIRLINES	525	77.1	454	57.9	1700	79.6	146	80.1	0	0.0	0	0.0	6146	87.5	3554	83.2
SPIRIT AIRLINES	1019	72.0	360	69.2	1589	69.0	0	0.0	660	74.1	0	0.0	1710	74.8	793	74.3
UNITED AIRLINES	146	77.4	4876	64.6	485	63.9	2346	77.4	4989	80.1	0	0.0	1236	79.1	2578	80.6
TOTAL	14,778	82.2	11,613	60.5	7,588	68.1	6,182	76.3	15,200	76.8	11,175	70.4	14,360	81.5	19,818	80.7

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2019

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	0	0.0	147	76.2	0	0.0	0	0.0	123	72.4	333	78.7	1737	83.5	149	81.9
ALLEGiant AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2248	66.9	1518	69.1	0	0.0	4229	74.4	620	73.1	5877	73.9	345	71.9	4242	74.1
DELTA AIR LINES	2710	68.1	1571	75.9	207	83.1	713	72.7	6597	84.8	1289	73.9	852	86.3	601	80.2
ENDEAVOR AIR	2004	67.0	2	100.0	0	0.0	2	100.0	1065	86.2	253	77.1	0	0.0	180	71.7
ENVOY AIR	982	68.5	0	0.0	0	0.0	1059	65.8	78	74.4	6402	75.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	140	67.1	0	0.0	0	0.0	0	0.0	66	80.3	1062	64.2	0	0.0	0	0.0
FRONTIER AIRLINES	93	58.1	1098	68.4	0	0.0	63	63.5	164	75.0	274	66.8	60	65.0	562	61.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	82.3	0	0.0
JETBLUE AIRWAYS	534	59.6	1648	63.7	0	0.0	0	0.0	93	72.0	243	52.3	135	78.5	233	64.4
MESA AIRLINES	117	65.8	0	0.0	0	0.0	22	81.8	119	69.7	0	0.0	0	0.0	37	89.2
PSA AIRLINES	187	66.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1461	71.8
REPUBLIC AIRWAYS	2939	68.9	0	0.0	0	0.0	963	76.8	410	72.9	1233	78.8	0	0.0	1927	77.2
SKYWEST AIRLINES	1177	67.2	0	0.0	257	93.0	0	0.0	4442	86.5	5898	73.4	730	92.6	34	88.2
SOUTHWEST AIRLINES	1045	63.7	2996	79.4	6929	82.9	0	0.0	717	77.7	0	0.0	1224	84.7	694	76.2
SPIRIT AIRLINES	341	64.5	1554	70.1	0	0.0	0	0.0	310	77.1	912	66.2	92	73.9	390	69.0
UNITED AIRLINES	752	63.8	989	73.5	0	0.0	276	64.5	396	74.2	6994	76.4	723	78.8	397	70.8
TOTAL	15,269	66.9	11,523	72.5	7,393	83.3	7,327	72.9	15,200	83.4	30,770	74.1	5,960	83.6	10,907	73.8

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 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	217	83.9	977	79.7	6572	75.2	2177	72.2	143	89.5	31	74.2
ALLEGiant AIR	0	0.0	26	88.5	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4735	82.3	805	72.7	813	64.6	1305	69.1	352	71.9	1075	71.2
DELTA AIR LINES	682	82.1	872	81.4	3190	82.2	1579	75.6	4412	88.0	996	76.3
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	4	100.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	22	81.8	0	0.0
FRONTIER AIRLINES	148	75.7	178	70.2	93	63.4	162	63.6	122	65.6	262	78.2
HAWAIIAN AIRLINES	30	93.3	62	75.8	63	65.1	62	71.0	0	0.0	0	0.0
JETBLUE AIRWAYS	93	60.2	175	78.3	217	80.6	455	78.7	239	77.4	372	68.0
MESA AIRLINES	1571	79.1	0	0.0	0	0.0	0	0.0	49	67.3	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	90	80.0	0	0.0
SKYWEST AIRLINES	1130	88.9	628	88.4	651	79.0	3348	74.2	3767	89.1	0	0.0
SOUTHWEST AIRLINES	5177	84.3	3579	84.3	1106	72.2	1381	71.7	956	83.3	2011	77.9
SPIRIT AIRLINES	31	71.0	248	74.2	279	59.9	0	0.0	0	0.0	430	70.2
UNITED AIRLINES	541	78.2	935	78.8	1157	71.0	6252	75.3	139	69.1	636	69.2
TOTAL	14,355	82.8	8,485	81.3	14,141	75.4	16,721	73.9	10,291	86.5	5,817	74.2

* 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)

AUGUST 2019

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	88.6	80.7	85.6	87.6	93.0	84.6	85.4	89.3	89.0	76.7	78.1	82.2	88.9	80.5	92.5	87.6
0700-0759	93.4	86.7	93.4	88.7	93.3	87.0	85.0	85.4	93.3	80.5	92.7	84.3	54.8	80.7	93.0	92.4
0800-0859	90.9	83.0	91.7	90.4	89.0	88.1	85.3	85.6	94.4	85.3	82.7	87.0	82.3	78.0	95.3	86.2
0900-0959	92.9	86.8	90.4	83.6	91.0	86.4	84.3	83.2	93.0	87.3	89.1	98.1	83.7	79.7	92.3	87.0
1000-1059	88.8	85.0	91.9	88.3	92.4	85.6	84.4	79.9	84.9	88.0	81.8	92.5	83.9	87.7	89.1	86.9
1100-1159	91.5	83.8	90.2	90.8	89.9	85.8	86.9	83.8	91.5	86.2	75.4	84.7	86.3	84.6	90.0	86.3
1200-1259	90.2	85.2	89.9	89.9	87.8	84.2	86.5	83.6	86.3	84.9	73.1	85.5	82.5	82.7	84.0	85.2
1300-1359	90.2	84.4	87.5	85.8	85.7	82.6	87.0	82.0	87.4	78.6	70.5	88.7	78.7	76.1	85.4	83.7
1400-1459	89.0	83.7	84.4	83.1	83.6	80.5	79.9	78.5	88.6	62.1	65.7	90.8	81.5	81.5	82.4	85.4
1500-1559	86.6	78.6	78.2	80.8	79.4	75.5	76.0	76.8	84.6	49.6	67.5	72.9	77.4	72.7	86.5	82.8
1600-1659	85.5	74.0	77.3	71.0	82.4	66.5	73.1	75.3	80.1	44.0	59.8	70.8	69.4	71.5	82.2	80.6
1700-1759	78.6	66.6	77.3	69.7	78.7	71.1	67.5	71.9	76.0	38.7	51.4	69.7	65.7	67.6	76.9	78.7
1800-1859	79.1	60.0	72.5	65.7	70.3	58.5	68.3	67.3	74.2	39.8	55.1	72.3	70.2	54.8	77.7	77.4
1900-1959	76.5	55.7	67.7	62.4	75.7	64.1	67.3	70.0	74.6	37.3	56.6	78.2	67.1	55.7	77.0	79.2
2000-2059	76.5	56.9	67.8	62.6	75.9	57.2	63.1	67.1	70.5	33.9	52.8	69.3	73.5	53.9	73.1	73.3
2100-2159	75.0	57.6	66.0	60.1	67.8	60.0	67.3	71.0	74.0	34.7	50.6	65.2	65.2	52.9	75.7	75.1
2200-2259	72.4	56.6	68.5	71.6	69.2	60.6	67.2	67.0	65.7	43.0	58.1	64.8	70.0	54.5	69.5	65.7
2300-0559	71.4	63.1	67.9	69.5	76.9	65.9	66.8	73.5	64.0	61.4	66.3	76.7	75.4	66.8	65.3	71.5
TOTAL	84.9	72.0	79.7	78.5	81.5	74.1	77.1	77.7	82.2	60.5	68.1	76.3	76.8	70.4	81.5	80.7

* 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)

AUGUST 2019

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	100.0	74.3	96.6	84.0	91.9	89.3	92.2	83.3	91.7	86.7	86.4	92.5	83.9	100.0	86.9
0700-0759	89.0	84.5	90.8	90.1	86.9	86.6	92.8	84.9	92.9	85.8	91.5	88.8	96.9	75.9	88.6
0800-0859	84.8	94.4	92.3	90.3	91.5	81.9	97.1	84.4	87.1	89.5	84.9	79.5	93.3	90.5	87.1
0900-0959	85.4	89.7	92.5	88.8	92.5	80.6	91.8	88.7	87.9	88.9	79.2	71.9	94.7	91.8	86.7
1000-1059	84.9	87.9	85.5	89.8	88.1	76.9	90.0	89.7	91.3	88.3	75.5	70.8	92.5	82.0	85.4
1100-1159	86.4	83.0	89.1	84.9	91.1	80.8	88.9	85.0	87.7	86.0	77.8	68.7	86.0	85.0	85.4
1200-1259	86.5	82.1	92.3	83.9	88.9	77.2	87.9	87.8	87.7	81.1	80.5	73.6	88.6	82.2	85.1
1300-1359	83.7	77.7	87.9	70.4	89.1	75.9	89.7	86.4	86.3	87.4	79.4	79.3	89.5	80.3	83.2
1400-1459	75.9	75.3	86.5	73.8	88.7	74.9	83.0	82.0	87.9	85.1	77.7	82.1	86.1	83.8	81.4
1500-1559	65.3	73.1	86.7	66.0	83.1	74.8	87.5	75.1	82.8	85.2	80.5	77.0	86.4	80.2	78.2
1600-1659	60.1	69.2	80.8	63.6	82.0	68.7	85.5	69.7	80.7	82.5	76.1	78.6	88.4	72.6	74.3
1700-1759	52.1	60.0	76.3	68.3	77.2	67.9	83.5	57.7	76.5	83.8	77.3	77.3	82.9	68.4	70.3
1800-1859	47.1	64.1	83.1	63.6	74.8	61.4	75.2	58.9	76.3	75.1	79.2	77.7	83.9	66.1	68.9
1900-1959	46.3	61.3	77.4	58.2	75.7	63.1	81.6	57.7	75.6	77.0	77.0	78.0	82.3	67.9	69.1
2000-2059	42.1	61.6	74.7	52.2	79.4	61.9	85.5	50.6	74.0	71.1	65.2	71.3	75.9	60.8	65.8
2100-2159	42.1	60.8	72.7	57.7	74.9	64.7	74.3	54.1	73.8	75.1	65.3	65.1	83.5	65.7	66.4
2200-2259	48.3	64.2	73.9	61.4	62.4	66.1	73.3	62.7	67.4	69.9	59.6	60.9	73.5	63.3	63.3
2300-0559	50.7	61.3	69.0	70.1	72.1	76.4	71.0	68.1	68.4	71.0	76.2	65.9	70.8	65.2	68.2
TOTAL	66.9	72.5	83.3	72.9	83.4	74.1	83.6	73.8	82.8	81.3	75.4	73.9	86.5	74.2	77.3

* 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)

AUGUST 2019

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	88.3	89.6	88.0	89.5	94.8	91.5	92.4	89.4	90.3	87.6	87.2	93.2	94.4	89.7	92.2	91.7
0700-0759	90.6	87.6	89.1	89.7	93.0	88.9	84.1	85.5	89.4	85.0	85.8	89.6	89.8	87.7	90.3	88.2
0800-0859	92.0	85.2	90.7	86.9	88.9	89.2	84.4	85.4	91.8	82.2	88.5	86.4	88.2	87.0	85.7	86.4
0900-0959	89.5	83.4	80.9	87.7	84.3	87.0	82.7	81.1	87.2	78.8	79.1	87.6	88.6	80.9	88.2	79.3
1000-1059	88.7	87.3	82.7	79.4	83.6	84.0	82.6	77.5	87.9	80.7	85.0	96.0	85.9	82.3	87.5	81.8
1100-1159	86.7	80.4	82.1	85.3	83.4	86.6	78.8	73.4	78.9	82.3	73.0	90.9	85.2	80.0	83.0	81.3
1200-1259	86.3	79.0	79.6	79.5	79.3	82.7	82.0	77.9	86.5	76.5	68.9	84.3	82.3	78.1	83.5	78.6
1300-1359	84.9	79.4	78.1	85.0	74.9	78.4	82.4	75.4	78.3	75.5	58.2	84.3	74.4	72.3	79.4	80.5
1400-1459	81.7	76.1	65.3	75.5	76.5	80.9	77.5	73.4	79.2	69.4	52.1	75.5	77.9	64.6	75.2	79.3
1500-1559	80.5	75.3	64.5	71.7	71.1	72.7	72.9	72.6	80.8	56.8	53.9	74.8	68.9	68.9	77.4	78.7
1600-1659	78.3	66.1	65.6	68.0	69.5	67.5	68.6	71.3	77.4	50.0	48.2	80.4	67.7	64.9	77.9	81.1
1700-1759	76.8	59.7	67.7	60.8	72.2	63.6	68.5	62.7	71.9	49.0	50.6	66.4	64.8	62.5	73.2	77.4
1800-1859	73.6	58.9	68.5	57.3	68.4	65.4	62.8	67.5	67.0	45.2	50.7	67.2	69.8	61.4	72.5	79.8
1900-1959	71.4	52.0	55.9	53.0	62.4	59.5	66.6	60.6	61.3	43.2	57.9	70.5	70.9	49.9	71.7	79.0
2000-2059	68.4	53.6	55.4	58.1	68.5	61.9	67.4	69.4	76.1	40.8	57.0	70.6	71.5	56.4	67.0	77.0
2100-2159	74.9	56.0	51.0	58.7	64.6	69.9	50.4	66.9	62.9	43.5	50.8	71.4	76.8	53.7	73.5	78.6
2200-2259	74.5	54.8	55.5	64.0	64.2	59.2	65.8	71.7	74.1	24.2	51.0	71.1	69.1	51.8	71.0	73.8
2300-0559	76.7	90.3	90.1	91.2	0.0	90.2	74.0	85.9	88.2	82.8	88.3	91.1	88.3	69.5	79.0	77.0
TOTAL	81.5	75.0	73.3	73.8	77.6	76.6	75.8	74.7	81.4	65.6	66.6	78.7	78.8	70.9	79.9	80.7

* 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)

AUGUST 2019

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	88.1	93.2	96.1	87.0	93.6	88.8	95.2	89.8	94.2	94.1	91.2	92.0	92.1	92.9	91.0
0700-0759	85.9	89.6	92.9	86.4	92.1	85.4	93.8	84.1	90.0	86.0	85.9	86.7	90.3	93.1	88.1
0800-0859	86.8	88.1	86.2	89.3	91.2	84.4	88.7	86.9	87.8	87.3	81.8	82.2	91.0	90.3	87.3
0900-0959	84.2	88.0	82.8	87.5	90.9	80.9	92.7	85.8	84.4	83.0	79.8	75.4	88.9	86.6	84.4
1000-1059	82.2	83.3	76.9	86.4	88.5	77.5	90.7	87.6	84.4	83.4	68.7	69.9	90.1	87.0	82.5
1100-1159	84.0	82.1	75.1	84.0	87.6	78.2	88.6	85.2	79.9	82.3	74.3	68.9	88.3	77.0	81.5
1200-1259	83.5	76.2	76.3	78.0	84.1	74.6	87.0	82.8	82.5	79.9	73.7	68.1	82.1	81.1	80.2
1300-1359	82.2	67.4	77.6	58.8	84.2	74.5	84.7	80.7	82.4	79.0	76.8	72.0	84.6	71.9	79.0
1400-1459	73.9	69.8	71.0	60.9	82.1	72.4	89.4	76.1	78.5	83.0	76.2	72.4	84.1	74.9	75.2
1500-1559	64.6	62.3	67.1	58.1	80.4	72.6	79.5	75.1	79.5	82.4	73.8	73.9	84.7	72.2	73.5
1600-1659	60.3	55.9	72.1	56.1	70.4	70.8	84.5	65.6	77.0	79.2	78.6	73.2	81.8	71.9	70.2
1700-1759	54.2	56.3	67.4	59.4	75.4	63.5	81.4	65.4	77.8	82.8	76.5	77.1	84.2	64.9	68.6
1800-1859	52.4	52.1	60.4	63.2	72.0	67.5	81.8	55.7	71.7	81.2	78.6	75.5	79.3	60.8	66.2
1900-1959	42.5	51.4	69.1	60.8	76.4	66.6	83.6	56.5	74.0	81.7	73.1	76.1	89.6	61.7	64.6
2000-2059	44.1	50.8	62.6	68.1	80.2	65.1	81.0	60.7	72.8	71.2	73.5	78.7	82.3	64.4	66.9
2100-2159	41.8	52.4	60.0	59.9	76.5	66.1	90.4	62.4	64.3	71.5	68.5	74.7	75.4	59.8	64.9
2200-2259	53.3	53.6	61.7	53.5	79.9	74.9	68.2	20.0	78.1	84.7	73.1	70.9	85.5	57.1	69.7
2300-0559	93.7	76.7	99.1	100.0	93.5	88.3	84.7	84.7	84.4	0.0	81.8	72.4	82.8	97.7	80.7
TOTAL	70.8	71.5	74.7	69.2	83.7	74.6	87.4	75.3	80.8	82.9	77.6	75.4	86.0	77.7	76.8

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	88.7	90.3	62	62
Abilene, TX (ABI)	80.6	81.5	211	211
Adak Island, AK (ADK)	66.7	44.4	9	9
Aguadilla, PR (BQN)	54.2	58.4	179	178
Akron, OH (CAK)	67.7	77.5	527	528
Albany, GA (ABY)	75.9	75.9	83	83
Albany, NY (ALB)	78.7	79.5	1155	1154
Albuquerque, NM (ABQ)	80.5	85.1	2184	2185
Alexandria, LA (AEX)	77.9	85.4	267	267
Allentown/Bethlehem/Easton, PA (ABE)	82.0	79.7	461	462
Alpena, MI (APN)	83.0	79.6	53	54
Amarillo, TX (AMA)	78.4	83.1	449	449
Anchorage, AK (ANC)	79.9	86.1	2196	2199
Appleton, WI (ATW)	84.8	86.8	356	357
Arcata/Eureka, CA (ACV)	69.1	77.6	230	228
Asheville, NC (AVL)	74.6	78.1	905	905
Ashland, WV (HTS)	83.8	76.3	80	80
Aspen, CO (ASE)	80.2	84.5	581	582
Atlanta, GA (ATL)	84.9	81.5	35434	35419
Atlantic City, NJ (ACY)	66.4	79.2	226	226
Augusta, GA (AGS)	77.7	77.5	404	405
Austin, TX (AUS)	80.0	82.1	5896	5898
Bakersfield, CA (BFL)	74.4	86.5	215	215
Baltimore, MD (BWI)	79.7	73.3	9337	9339
Bangor, ME (BGR)	75.7	72.6	460	460
Barrow, AK (BRW)	96.8	98.4	62	62
Baton Rouge, LA (BTR)	78.6	84.3	635	637
Beaumont/Port Arthur, TX (BPT)	79.3	85.1	87	87
Bellefonte, PA (BFB)	66.3	64.0	89	89
Bellingham, WA (BLI)	87.8	91.9	148	148
Bemidji, MN (BJI)	95.6	97.1	68	68
Bend/Redmond, OR (RDM)	75.3	80.1	352	352
Bethel, AK (BET)	87.1	85.7	70	70
Billings, MT (BIL)	81.8	83.4	444	445
Binghamton, NY (BGM)	76.1	79.5	88	88
Birmingham, AL (BHM)	72.8	79.1	1811	1811
Bismarck/Mandan, ND (BIS)	78.4	82.6	379	380
Bloomington/Normal, IL (BMI)	75.2	82.6	282	282
Boise, ID (BOI)	84.9	87.5	1709	1710
Boston, MA (BOS)	72.0	75.0	13372	13373
Bozeman, MT (BZN)	83.1	85.2	700	702

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	93.0	96.5	57	57
Branson, MO (BKG)	69.7	81.8	33	33
Bristol/Johnson City/Kingsport, TN (TRI)	78.2	80.6	303	304
Brownsville, TX (BRO)	79.4	84.9	238	238
Brunswick, GA (BQK)	78.9	85.6	90	90
Buffalo, NY (BUF)	76.3	80.8	2252	2252
Burbank, CA (BUR)	82.3	81.9	2969	2969
Burlington, VT (BTV)	72.9	77.1	984	986
Butte, MT (BTM)	93.0	91.2	57	57
CONCORD, NC (USA)	72.5	63.4	131	131
Cape Girardeau, MO (CGI)	78.6	75.0	84	84
Casper, WY (CPR)	87.7	90.1	130	131
Cedar City, UT (CDC)	94.3	96.6	88	88
Cedar Rapids/Iowa City, IA (CID)	79.5	79.0	860	861
Champaign/Urbana, IL (CMI)	71.8	80.6	273	273
Charleston, SC (CHS)	75.5	79.1	2395	2397
Charleston/Dunbar, WV (CRW)	71.6	77.5	387	386
Charlotte Amalie, VI (STT)	77.4	77.1	323	323
Charlotte, NC (CLT)	78.5	73.8	20317	20317
Charlottesville, VA (CHO)	69.9	73.7	488	487
Chattanooga, TN (CHA)	77.9	82.1	763	764
Cheyenne, WY (CYS)	90.2	83.9	61	62
Chicago, IL (MDW)	83.3	74.7	7393	7397
Chicago, IL (ORD)	74.1	74.6	30770	30764
Christiansted, VI (STX)	73.3	77.6	75	76
Cincinnati, OH (CVG)	76.1	77.3	4272	4270
Clarksburg/Fairmont, WV (CKB)	75.0	80.6	72	72
Cleveland, OH (CLE)	76.0	78.2	4422	4423
Cody, WY (COD)	90.5	90.2	42	41
College Station/Bryan, TX (CLL)	82.5	86.1	194	194
Colorado Springs, CO (COS)	77.3	80.2	954	955
Columbia, MO (COU)	76.0	77.2	192	193
Columbia, SC (CAE)	72.8	81.8	626	626
Columbus, GA (CSG)	85.6	89.8	118	118
Columbus, MS (GTR)	79.8	82.5	114	114
Columbus, OH (CMH)	77.6	81.3	4183	4190
Columbus, OH (LCK)	79.6	75.8	98	99
Cordova, AK (CDV)	77.4	80.6	62	62
Corpus Christi, TX (CRP)	81.5	83.8	498	499
Dallas, TX (DAL)	81.5	77.6	6286	6281
Dallas/Fort Worth, TX (DFW)	77.7	74.7	27827	27807

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dayton, OH (DAY)	74.6	79.2	1282	1282
Daytona Beach, FL (DAB)	84.1	84.8	277	277
Deadhorse, AK (SCC)	88.1	95.2	84	84
Del Rio, TX (DRT)	86.7	80.3	60	61
Denver, CO (DEN)	77.1	75.8	23302	23297
Des Moines, IA (DSM)	80.1	84.3	1469	1470
Detroit, MI (DTW)	82.2	81.4	14778	14778
Devils Lake, ND (DVL)	83.0	81.1	53	53
Dillingham, AK (DLG)	80.8	84.6	26	26
Dothan, AL (DHN)	79.7	84.7	118	118
Dubuque, IA (DBQ)	69.3	79.5	88	88
Duluth, MN (DLH)	79.0	80.3	366	366
Durango, CO (DRO)	74.6	78.3	398	397
Eagle, CO (EGE)	83.1	90.8	118	119
Eau Claire, WI (EAU)	72.6	90.3	62	62
El Paso, TX (ELP)	76.8	82.2	1510	1509
Elko, NV (EKO)	96.5	96.5	57	57
Elmira/Corning, NY (ELM)	96.4	85.7	28	28
Erie, PA (ERI)	77.5	79.8	120	119
Escanaba, MI (ESC)	79.2	83.0	53	53
Eugene, OR (EUG)	80.2	83.1	504	504
Evansville, IN (EVV)	80.5	80.3	374	376
Everett, WA (PAE)	79.6	81.2	186	186
Fairbanks, AK (FAI)	81.3	88.2	507	507
Fargo, ND (FAR)	77.3	81.7	525	526
Fayetteville, AR (XNA)	78.0	78.0	1217	1216
Fayetteville, NC (FAY)	71.7	75.4	357	357
Flagstaff, AZ (FLG)	87.0	90.2	184	184
Flint, MI (FNT)	80.4	81.1	280	281
Fort Lauderdale, FL (FLL)	68.1	66.6	7588	7585
Fort Myers, FL (RSW)	76.3	78.6	1724	1725
Fort Smith, AR (FSM)	69.3	72.7	176	176
Fort Wayne, IN (FWA)	77.8	81.5	585	585
Fresno, CA (FAT)	82.5	80.5	1090	1090
Gainesville, FL (GNV)	76.9	81.1	463	465
Garden City, KS (GCK)	85.5	88.7	62	62
Gillette, WY (GCC)	79.0	88.7	62	62
Grand Forks, ND (GFK)	89.9	88.3	188	188
Grand Island, NE (GRI)	81.0	76.0	100	100
Grand Junction, CO (GJT)	84.3	88.1	351	353
Grand Rapids, MI (GRR)	74.7	81.9	1705	1706

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Great Falls, MT (GTF)	88.6	92.8	166	167
Green Bay, WI (GRB)	80.3	83.6	498	500
Greensboro/High Point, NC (GSO)	69.7	75.2	1228	1232
Greer, SC (GSP)	74.2	78.5	1455	1456
Guam, TT (GUM)	84.5	90.1	71	71
Gulfport/Biloxi, MS (GPT)	73.5	82.4	392	393
Gunnison, CO (GUC)	61.1	89.5	18	19
Gustavus, AK (GST)	84.6	80.8	26	26
Hagerstown, MD (HGR)	68.4	52.6	19	19
Hancock/Houghton, MI (CMX)	64.5	77.4	62	62
Harlingen/San Benito, TX (HRL)	83.9	86.0	398	400
Harrisburg, PA (MDT)	81.7	78.5	564	564
Hartford, CT (BDL)	76.8	80.9	2362	2365
Hattiesburg/Laurel, MS (PIB)	68.9	72.1	61	61
Hayden, CO (HDN)	68.5	76.4	54	55
Hays, KS (HYS)	79.0	82.9	105	105
Helena, MT (HLN)	92.4	94.1	118	119
Hibbing, MN (HIB)	94.3	94.3	53	53
Hilo, HI (ITO)	95.5	95.7	532	532
Hilton Head, SC (HHH)	77.7	82.5	291	291
Hobbs, NM (HOB)	73.7	78.9	57	57
Honolulu, HI (HNL)	86.9	90.0	4744	4744
Houston, TX (HOU)	83.0	74.6	5142	5141
Houston, TX (IAH)	76.8	78.8	15200	15180
Huntsville, AL (HSV)	77.4	81.9	875	878
Hyannis, MA (HYA)	67.7	58.1	31	31
Idaho Falls, ID (IDA)	93.2	92.7	205	205
Indianapolis, IN (IND)	76.6	80.8	4090	4095
International Falls, MN (INL)	85.7	81.0	63	63
Iron Mountain/Kingsfd, MI (IMT)	84.2	78.9	57	57
Islip, NY (ISP)	73.3	75.2	453	452
Ithaca/Cortland, NY (ITH)	87.5	85.2	88	88
Jackson, WY (JAC)	79.2	81.9	610	612
Jackson/Vicksburg, MS (JAN)	77.1	82.7	717	718
Jacksonville, FL (JAX)	72.9	78.4	2954	2954
Jacksonville/Camp Lejeune, NC (OAJ)	78.4	84.2	241	241
Jamestown, ND (JMS)	84.5	83.3	84	84
Joplin, MO (JLN)	74.3	74.9	171	171
Juneau, AK (JNU)	82.4	84.4	500	500
Kahului, HI (OGG)	88.7	88.9	2445	2451
Kalamazoo, MI (AZO)	79.3	85.2	203	203

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kalispell, MT (FCA)	87.7	89.7	494	495
Kansas City, MO (MCI)	78.2	81.9	4826	4830
Kearney, NE (EAR)	70.2	86.0	57	57
Ketchikan, AK (KTN)	78.7	77.9	268	267
Key West, FL (EYW)	83.9	77.9	384	384
Killeen, TX (GRK)	81.3	81.8	331	330
King Salmon, AK (AKN)	100.0	100.0	5	5
Knoxville, TN (TYS)	73.7	81.7	1591	1593
Kodiak, AK (ADQ)	87.5	87.5	56	56
Kona, HI (KOA)	90.8	92.7	1438	1432
Kotzebue, AK (OTZ)	91.9	95.2	62	62
La Crosse, WI (LSE)	78.1	80.0	215	215
Lafayette, LA (LFT)	75.7	81.8	465	466
Lake Charles, LA (LCH)	79.0	85.7	167	168
Lansing, MI (LAN)	75.6	77.1	279	279
Laramie, WY (LAR)	73.6	69.8	53	53
Laredo, TX (LRD)	82.1	80.6	246	247
Las Vegas, NV (LAS)	81.5	79.9	14360	14354
Latrobe, PA (LBE)	58.8	73.2	97	97
Lawton/Fort Sill, OK (LAW)	80.5	85.0	113	113
Lewisburg, WV (LWB)	58.5	66.2	65	65
Lewiston, ID (LWS)	97.8	96.8	93	93
Lexington, KY (LEX)	80.8	85.2	769	771
Liberal, KS (LBL)	75.0	79.2	52	53
Lihue, HI (LIH)	90.4	91.3	1262	1262
Lincoln, NE (LNK)	74.4	80.1	234	236
Little Rock, AR (LIT)	78.7	82.3	1273	1274
Long Beach, CA (LGB)	87.1	88.9	1377	1377
Longview, TX (GGG)	81.6	85.2	87	88
Los Angeles, CA (LAX)	80.7	80.7	19818	19816
Louisville, KY (SDF)	78.0	82.4	2115	2116
Lubbock, TX (LBB)	76.7	83.1	626	627
Lynchburg, VA (LYH)	75.8	83.9	62	62
Madison, WI (MSN)	77.1	82.3	1282	1284
Mammoth Lakes, CA (MMH)	77.4	67.7	31	31
Manchester, NH (MHT)	75.3	83.0	699	701
Manhattan/Ft. Riley, KS (MHK)	80.4	82.1	184	184
Marquette, MI (MQT)	82.0	78.2	133	133
Martha's Vineyard, MA (MVY)	80.1	71.2	191	191
Medford, OR (MFR)	73.6	76.3	318	317
Melbourne, FL (MLB)	76.4	78.2	229	229

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Memphis, TN (MEM)	77.1	79.7	2271	2275
Meridian, MS (MEI)	69.9	65.6	93	93
Miami, FL (MIA)	72.9	69.2	7327	7328
Midland/Odessa, TX (MAF)	78.9	83.2	845	847
Milwaukee, WI (MKE)	77.8	82.4	2623	2625
Minneapolis, MN (MSP)	83.4	83.7	15200	15181
Minot, ND (MOT)	86.4	92.5	213	214
Mission/McAllen/Edinburg, TX (MFE)	75.9	84.3	498	498
Missoula, MT (MSO)	80.3	81.6	452	452
Moab, UT (CNY)	75.4	82.0	61	61
Mobile, AL (BFM)	100.0	95.2	21	21
Mobile, AL (MOB)	77.8	80.8	442	443
Moline, IL (MLI)	76.9	81.8	412	412
Monroe, LA (MLU)	78.4	83.4	259	259
Monterey, CA (MRY)	81.6	84.3	396	396
Montgomery, AL (MGM)	77.9	77.6	335	335
Montrose/Delta, CO (MTJ)	79.7	80.2	212	212
Mosinee, WI (CWA)	85.4	85.8	233	233
Muskegon, MI (MKG)	67.7	79.0	62	62
Myrtle Beach, SC (MYR)	75.2	71.8	1406	1406
Nantucket, MA (ACK)	73.0	66.8	370	370
Nashville, TN (BNA)	78.6	77.9	7168	7167
New Bern/Morehead/Beaufort, NC (EWN)	67.8	76.8	211	211
New Haven, CT (HVN)	79.6	79.6	98	98
New Orleans, LA (MSY)	80.8	82.5	4713	4715
New York, NY (JFK)	70.4	70.9	11175	11175
New York, NY (LGA)	66.9	70.8	15269	15269
Newark, NJ (EWR)	60.5	65.6	11613	11605
Newburgh/Poughkeepsie, NY (SWF)	69.8	64.0	172	172
Newport News/Williamsburg, VA (PHF)	75.0	75.8	252	252
Niagara Falls, NY (IAG)	85.3	75.0	68	68
Nome, AK (OME)	82.3	88.7	62	62
Norfolk, VA (ORF)	71.3	76.9	2192	2192
North Bend/Coos Bay, OR (OTH)	64.1	69.2	39	39
North Platte, NE (LBF)	71.7	84.9	53	53
Oakland, CA (OAK)	85.4	82.9	4681	4686
Ogden, UT (OGD)	66.7	66.7	9	9
Ogdensburg, NY (OGS)	78.2	81.8	55	55
Oklahoma City, OK (OKC)	77.1	83.3	2102	2104
Omaha, NE (OMA)	79.0	82.3	2273	2276
Ontario, CA (ONT)	83.0	83.9	2143	2143

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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
Orlando, FL (MCO)	72.5	71.5	11523	11527
Owensboro, KY (OWB)	50.0	50.0	2	2
Paducah, KY (PAH)	78.3	79.1	115	115
Pago Pago, TT (PPG)	69.2	84.6	13	13
Palm Springs, CA (PSP)	81.3	81.6	643	643
Panama City, FL (ECP)	78.6	84.1	584	584
Pasco/Kennewick/Richland, WA (PSC)	82.7	87.5	312	312
Pellston, MI (PLN)	88.6	86.1	123	122
Pensacola, FL (PNS)	75.1	78.8	1223	1224
Peoria, IL (PIA)	79.8	83.9	391	392
Petersburg, AK (PSG)	77.4	74.2	62	62
Philadelphia, PA (PHL)	73.8	75.3	10907	10908
Phoenix, AZ (AZA)	76.4	78.9	365	365
Phoenix, AZ (PHX)	82.8	80.8	14355	14338
Pierre, SD (PIR)	83.0	83.0	88	88
Pittsburgh, PA (PIT)	77.1	81.2	4397	4399
Plattsburgh, NY (PBG)	73.0	76.6	111	111
Pocatello, ID (PIH)	92.5	92.5	93	93
Ponce, PR (PSE)	55.4	62.7	74	75
Portland, ME (PWM)	73.4	74.0	1321	1321
Portland, OR (PDX)	83.6	87.4	5960	5957
Portsmouth, NH (PSM)	91.2	76.5	34	34
Prescott, AZ (PRC)	77.4	64.5	62	62
Providence, RI (PVD)	76.9	78.0	1556	1556
Provo, UT (PVU)	88.1	82.1	67	67
Pueblo, CO (PUB)	83.8	75.9	80	79
Punta Gorda, FL (PGD)	73.9	85.4	310	309
Quincy, IL (UIN)	73.6	79.2	53	53
Raleigh/Durham, NC (RDU)	73.6	74.9	5717	5717
Rapid City, SD (RAP)	78.7	84.1	638	641
Redding, CA (RDD)	67.7	80.0	124	125
Reno, NV (RNO)	82.1	86.7	1876	1879
Rhineland, WI (RHI)	89.1	87.0	92	92
Richmond, VA (RIC)	74.9	79.4	2190	2191
Roanoke, VA (ROA)	81.4	80.5	258	257
Rochester, MN (RST)	81.3	84.7	294	294
Rochester, NY (ROC)	71.9	77.2	1293	1292
Rock Springs, WY (RKS)	77.4	88.7	62	62
Rockford, IL (RFD)	86.5	80.8	52	52
Roswell, NM (ROW)	88.3	89.2	111	111
Sacramento, CA (SMF)	82.8	85.4	4645	4646

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Saginaw/Bay City/Midland, MI (MBS)	79.0	86.5	257	260
Saipan, TT (SPN)	95.0	92.5	40	40
Salina, KS (SLN)	76.9	83.5	78	79
Salt Lake City, UT (SLC)	86.5	86.0	10291	10280
San Angelo, TX (SJT)	79.9	86.6	179	179
San Antonio, TX (SAT)	80.3	84.4	3526	3528
San Diego, CA (SAN)	81.3	82.9	8485	8483
San Francisco, CA (SFO)	73.9	75.4	16721	16713
San Jose, CA (SJC)	84.9	86.0	5663	5672
San Juan, PR (SJU)	66.8	71.1	2418	2419
San Luis Obispo, CA (SBP)	83.2	81.5	453	453
Sanford, FL (SFB)	73.0	82.4	794	794
Santa Ana, CA (SNA)	84.6	84.8	3509	3512
Santa Barbara, CA (SBA)	73.5	76.0	672	671
Santa Fe, NM (SAF)	81.9	87.0	155	154
Santa Maria, CA (SMX)	82.4	76.5	17	17
Santa Rosa, CA (STS)	82.2	81.5	270	271
Sarasota/Bradenton, FL (SRQ)	77.9	77.9	612	612
Sault Ste. Marie, MI (CIU)	86.0	75.4	57	57
Savannah, GA (SAV)	74.4	77.5	1680	1682
Scottsbluff, NE (BFF)	75.5	83.0	53	53
Scranton/Wilkes-Barre, PA (AVP)	76.1	82.6	322	322
Seattle, WA (SEA)	75.4	77.6	14141	14128
Shreveport, LA (SHV)	84.1	82.2	641	642
Sioux City, IA (SUX)	73.7	74.7	95	95
Sioux Falls, SD (FSD)	74.7	81.0	573	574
Sitka, AK (SIT)	77.0	79.3	178	179
South Bend, IN (SBN)	77.1	76.3	620	620
Spokane, WA (GEG)	81.7	86.9	1167	1166
Springfield, IL (SPI)	77.0	82.9	152	152
Springfield, MO (SGF)	77.8	81.1	776	776
St. Cloud, MN (STC)	100.0	50.0	2	2
St. Louis, MO (STL)	77.3	74.6	5975	5973
St. Petersburg, FL (PIE)	77.2	84.0	606	606
State College, PA (SCE)	73.9	78.4	153	153
Staunton, VA (SHD)	73.7	77.2	57	57
Stillwater, OK (SWO)	76.5	82.4	85	85
Stockton, CA (SCK)	77.7	81.4	103	102
Sun Valley/Hailey/Ketchum, ID (SUN)	89.2	84.3	185	185
Syracuse, NY (SYR)	75.1	80.9	1205	1207
Tallahassee, FL (TLH)	76.3	80.8	594	594

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tampa, FL (TPA)	74.2	77.7	5817	5824
Texarkana, AR (TXK)	83.2	85.7	119	119
Toledo, OH (TOL)	78.7	85.1	174	174
Traverse City, MI (TVC)	79.6	80.7	701	699
Trenton, NJ (TTN)	72.6	75.5	277	277
Tucson, AZ (TUS)	79.6	86.5	1461	1461
Tulsa, OK (TUL)	79.5	83.0	1490	1493
Twin Falls, ID (TWF)	88.6	89.8	88	88
Tyler, TX (TYR)	83.1	83.8	136	136
Valdosta, GA (VLD)	79.5	85.2	88	88
Valparaiso, FL (VPS)	76.0	79.9	932	932
Vernal, UT (VEL)	81.1	81.1	53	53
Waco, TX (ACT)	82.5	82.6	171	172
Washington, DC (DCA)	74.1	76.6	11853	11853
Washington, DC (IAD)	76.3	78.7	6182	6181
Waterloo, IA (ALO)	75.0	90.2	60	61
Watertown, SD (ATY)	82.5	86.0	57	57
West Palm Beach/Palm Beach, FL (PBI)	68.6	73.3	1711	1712
West Yellowstone, MT (WYS)	98.3	94.8	58	58
White Plains, NY (HPN)	71.8	70.1	1022	1022
Wichita Falls, TX (SPS)	83.1	80.5	118	118
Wichita, KS (ICT)	77.1	82.0	938	939
Williston, ND (ISN)	89.8	90.9	88	88
Wilmington, NC (ILM)	74.2	79.5	635	635
Worcester, MA (ORH)	69.1	62.6	123	123
Wrangell, AK (WRG)	64.5	79.0	62	62
Yakutat, AK (YAK)	83.9	85.5	62	62
Yuma, AZ (YUM)	93.8	93.2	146	147

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2019

CARRIER*	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGiant AIR	120	8717	24	0.3	1
HAWAIIAN AIRLINES NETWORK	22	8115	36	0.4	2
- HAWAIIAN AIRLINES	19	7364	16	0.2	
- BRANDED CODESHARE PARTNERS	4	751	20	2.7	
DELTA AIR LINES NETWORK	225	162194	1486	0.9	3
- DELTA AIR LINES	146	91278	216	0.2	
- BRANDED CODESHARE PARTNERS	204	70916	1270	1.8	
ALASKA AIRLINES NETWORK	100	40538	389	1.0	4
- ALASKA AIRLINES	75	24688	228	0.9	
- BRANDED CODESHARE PARTNERS	53	15850	161	1.0	
JETBLUE AIRWAYS	67	25518	248	1.0	5
SOUTHWEST AIRLINES	88	116526	1539	1.3	6
FRONTIER AIRLINES	102	12454	202	1.6	7
UNITED AIRLINES NETWORK	236	138282	3088	2.2	8
- UNITED AIRLINES	107	56223	517	0.9	
- BRANDED CODESHARE PARTNERS	219	82059	2571	3.1	
AMERICAN AIRLINES NETWORK	237	186252	5327	2.9	9
- AMERICAN AIRLINES	106	82689	1869	2.3	
- BRANDED CODESHARE PARTNERS	220	103563	3458	3.3	
SPIRIT AIRLINES	50	18860	564	3.0	10
TOTAL AIRPORTS SERVED	371	717,456	12,903	1.8	

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 plus any branded codeshare partners.

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

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

AUGUST 2019

CARRIER*	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES	19	7364	16	0.2	1
DELTA AIR LINES	146	91278	216	0.2	2
ALLEGiant AIR	120	8717	24	0.3	3
UNITED AIRLINES	107	56223	517	0.9	4
ALASKA AIRLINES	75	24688	228	0.9	5
JETBLUE AIRWAYS	67	25518	248	1.0	6
SKYWEST AIRLINES	251	74973	886	1.2	7
SOUTHWEST AIRLINES	88	116526	1539	1.3	8
FRONTIER AIRLINES	102	12454	202	1.6	9
AMERICAN AIRLINES	106	82689	1869	2.3	10
ENDEAVOR AIR	101	23338	667	2.9	11
SPIRIT AIRLINES	50	18860	564	3.0	12
REPUBLIC AIRWAYS	97	28997	927	3.2	13
ENVOY AIR	143	29931	1038	3.5	14
MESA AIRLINES	114	20105	730	3.6	15
PSA AIRLINES	93	25452	956	3.8	16
EXPRESSJET AIRLINES	104	11348	671	5.9	17
TOTAL AIRPORTS SERVED	356	658,461	11,298	1.7	

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.

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

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TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

AUGUST 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	40538	32572	80.35	389	0.96	94	0.23	1690	4.17	78	0.19	3183	7.85	21	0.05	2512	6.20
- ALASKA AIRLINES	24688	19175	77.67	228	0.92	54	0.22	1137	4.61	60	0.24	2238	9.07	20	0.08	1776	7.19
- BRANDED CODESHARE PARTNERS	15850	13397	84.52	161	1.02	40	0.25	553	3.49	17	0.11	945	5.96	1	0.01	736	4.64
ALLEGiant AIR	8717	6699	76.85	24	0.28	13	0.15	523	6.00	189	2.17	432	4.96	4	0.05	833	9.56
AMERICAN AIRLINES NETWORK	186252	139615	74.96	5327	2.86	584	0.31	10106	5.43	2009	1.08	12288	6.60	77	0.04	16246	8.72
- AMERICAN AIRLINES	82689	61657	74.56	1869	2.26	263	0.32	5561	6.73	873	1.06	5681	6.87	52	0.06	6732	8.14
- BRANDED CODESHARE PARTNERS	103563	77958	75.28	3458	3.34	321	0.31	4545	4.39	1135	1.10	6607	6.38	25	0.02	9513	9.19
DELTA AIR LINES NETWORK	162194	133135	82.08	1486	0.92	398	0.25	7838	4.83	1077	0.66	8876	5.47	20	0.01	9364	5.77
- DELTA AIR LINES	91278	75931	83.19	216	0.24	224	0.25	4720	5.17	498	0.55	5344	5.85	12	0.01	4333	4.75
- BRANDED CODESHARE PARTNERS	70916	57204	80.66	1270	1.79	174	0.25	3117	4.40	579	0.82	3533	4.98	8	0.01	5031	7.09
FRONTIER AIRLINES	12454	8873	71.25	202	1.62	15	0.12	887	7.12	32	0.26	1180	9.47	0	0.00	1265	10.16
HAWAIIAN AIRLINES NETWORK	8115	7283	89.75	36	0.44	2	0.02	507	6.25	6	0.07	33	0.41	2	0.02	246	3.03
- HAWAIIAN AIRLINES	7364	6657	90.40	16	0.22	2	0.03	478	6.49	6	0.08	23	0.31	2	0.03	179	2.43
- BRANDED CODESHARE PARTNERS	751	626	83.36	20	2.66	0	0.00	28	3.73	0	0.00	10	1.33	0	0.00	67	8.92
JETBLUE AIRWAYS	25518	17303	67.81	248	0.97	98	0.38	2454	9.62	229	0.90	2073	8.12	12	0.05	3102	12.16
SOUTHWEST AIRLINES	116526	95745	82.17	1539	1.32	254	0.22	6031	5.18	521	0.45	4300	3.69	69	0.06	8067	6.92
SPIRIT AIRLINES	18860	13363	70.85	564	2.99	32	0.17	1047	5.55	149	0.79	2339	12.40	22	0.12	1344	7.13
UNITED AIRLINES NETWORK	138282	101806	73.62	3088	2.23	483	0.35	7820	5.66	1160	0.84	11564	8.36	27	0.02	12335	8.92
- UNITED AIRLINES	56223	42395	75.41	517	0.92	203	0.36	2804	4.99	518	0.92	4874	8.67	6	0.01	4906	8.73
- BRANDED CODESHARE PARTNERS	82059	59411	72.40	2571	3.13	280	0.34	5016	6.11	642	0.78	6690	8.15	21	0.03	7429	9.05
TOTAL	717,456	556,394	77.55	12,903	1.80	1,973	0.27	38,902	5.42	5,448	0.76	46,269	6.45	253	0.04	55,314	7.71

* 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 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER

AUGUST 2019

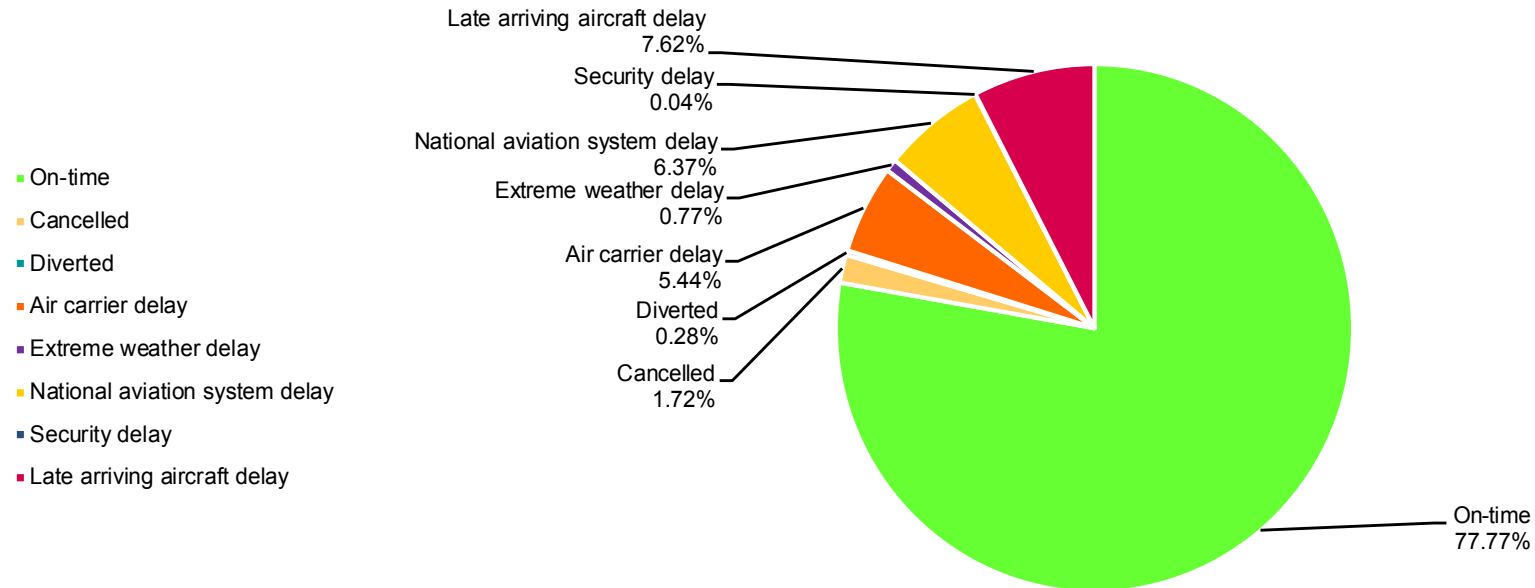
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	24688	19175	77.67	228	0.92	54	0.22	1137	4.61	60	0.24	2238	9.07	20	0.08	1776	7.19
ALLEGiant AIR	8717	6699	76.85	24	0.28	13	0.15	523	6.00	189	2.17	432	4.96	4	0.05	833	9.56
AMERICAN AIRLINES	82689	61657	74.56	1869	2.26	263	0.32	5561	6.73	873	1.06	5681	6.87	52	0.06	6732	8.14
DELTA AIR LINES	91278	75931	83.19	216	0.24	224	0.25	4720	5.17	498	0.55	5344	5.85	12	0.01	4333	4.75
ENDEAVOR AIR	23338	18501	79.27	667	2.86	48	0.21	939	4.02	148	0.63	1428	6.12	2	0.01	1604	6.87
ENVOY AIR	29931	22723	75.92	1038	3.47	102	0.34	1181	3.95	376	1.26	1926	6.43	5	0.02	2580	8.62
EXPRESSJET	11348	7535	66.40	671	5.91	40	0.35	762	6.71	64	0.56	1246	10.98	0	0.00	1030	9.08
FRONTIER AIRLINES	12454	8873	71.25	202	1.62	15	0.12	887	7.12	32	0.26	1180	9.47	0	0.00	1265	10.16
HAWAIIAN AIRLINES	7364	6657	90.40	16	0.22	2	0.03	478	6.49	6	0.08	23	0.31	2	0.03	179	2.43
JETBLUE AIRWAYS	25518	17303	67.81	248	0.97	98	0.38	2454	9.62	229	0.90	2073	8.12	12	0.05	3102	12.16
MESA AIRLINES	20105	14861	73.92	730	3.63	49	0.24	1472	7.32	234	1.16	759	3.78	14	0.07	1986	9.88
PSA AIRLINES	25452	18464	72.54	956	3.76	89	0.35	1293	5.08	396	1.56	1534	6.03	8	0.03	2711	10.65
REPUBLIC AIRWAYS	28997	21472	74.05	927	3.20	102	0.35	1078	3.72	229	0.79	2880	9.93	7	0.02	2303	7.94
SKYWEST AIRLINES	74973	60719	80.99	886	1.18	224	0.30	3439	4.59	579	0.77	3685	4.92	15	0.02	5425	7.24
SOUTHWEST AIRLINES	116526	95745	82.17	1539	1.32	254	0.22	6031	5.18	521	0.45	4300	3.69	69	0.06	8067	6.92
SPIRIT AIRLINES	18860	13363	70.85	564	2.99	32	0.17	1047	5.55	149	0.79	2339	12.40	22	0.12	1344	7.13
UNITED AIRLINES	56223	42395	75.41	517	0.92	203	0.36	2804	4.99	518	0.92	4874	8.67	6	0.01	4906	8.73
TOTAL	658,461	512,073	77.77	11,298	1.72	1,812	0.28	35,807	5.44	5,102	0.77	41,943	6.37	249	0.04	50,177	7.62

* 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
AUGUST 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

AUGUST 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	DELTA	2972	JFK	MSY	8/19/2019	Origin Airport	3:31
DELTA	ENDEAVOR	3364	HPN	ATL	8/7/2019	Origin Airport	3:30
DELTA	DELTA	2649	JFK	TPA	8/21/2019	Origin Airport	3:29
UNITED	UNITED	393	LGA	DEN	8/8/2019	Origin Airport	3:29
DELTA	DELTA	2972	JFK	MSY	8/21/2019	Origin Airport	3:25
SPIRIT	SPIRIT	447	PHL	MSY	8/7/2019	Origin Airport	3:24
JETBLUE	JETBLUE	1205	JFK	PDX	8/18/2019	Origin Airport	3:23
DELTA	DELTA	1922	JFK	SEA	8/18/2019	Origin Airport	3:22
DELTA	DELTA	460	JFK	SLC	8/7/2019	Origin Airport	3:19
DELTA	DELTA	961	JFK	SAN	8/22/2019	Origin Airport	3:18
ALASKA	ALASKA	17	PHL	SEA	8/22/2019	Origin Airport	3:17
DELTA	SKYWEST	3891	JFK	ORD	8/22/2019	Origin Airport	3:17
DELTA	DELTA	2577	JFK	AUS	8/22/2019	Origin Airport	3:16
JETBLUE	JETBLUE	359	JFK	BUR	8/21/2019	Origin Airport	3:16
ALASKA	ALASKA	1949	LAX	SFO	8/4/2019	Destination Airport	3:14
AMERICAN	REPUBLIC	4413	DCA	MEM	8/20/2019	Origin Airport	3:14
DELTA	DELTA	2435	JFK	PHX	8/18/2019	Origin Airport	3:13
DELTA	ENDEAVOR	5350	JFK	IND	8/18/2019	Origin Airport	3:13
DELTA	DELTA	1262	JFK	CLT	8/19/2019	Origin Airport	3:12
JETBLUE	JETBLUE	2067	HPN	PBI	8/7/2019	Origin Airport	3:12
SOUTHWEST	SOUTHWEST	1738	LGA	MCI	8/22/2019	Origin Airport	3:12
AMERICAN	AMERICAN	85	CLT	MIA	8/1/2019	Origin Airport	3:11
DELTA	DELTA	975	JFK	LAX	8/22/2019	Origin Airport	3:11
DELTA	DELTA	1262	JFK	CLT	8/21/2019	Origin Airport	3:10
DELTA	DELTA	1965	DEN	LGA	8/8/2019	Destination Airport	3:09
DELTA	ENDEAVOR	5051	JFK	ROC	8/21/2019	Origin Airport	3:08
UNITED	COMMUTAIR	4967	EWR	BUF	8/18/2019	Origin Airport	3:08
DELTA	DELTA	610	JFK	SFO	8/21/2019	Origin Airport	3:07
DELTA	ENDEAVOR	5279	JFK	ORD	8/19/2019	Origin Airport	3:07
DELTA	DELTA	1207	JFK	MSP	8/22/2019	Origin Airport	3:06
UNITED	UNITED	1827	EWR	SAN	8/8/2019	Origin Airport	3:06
AMERICAN	AMERICAN	2652	JFK	SFO	8/8/2019	Origin Airport	3:05
DELTA	DELTA	1279	JFK	DEN	8/8/2019	Origin Airport	3:05
UNITED	UNITED	2006	EWR	SFO	8/8/2019	Origin Airport	3:05
DELTA	DELTA	610	JFK	SFO	8/7/2019	Origin Airport	3:04

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	DELTA	825	JFK	SAT	8/18/2019	Origin Airport	3:04
DELTA	DELTA	975	JFK	LAX	8/21/2019	Origin Airport	3:04
AMERICAN	AMERICAN	1733	PHL	STL	8/20/2019	Origin Airport	3:03
AMERICAN	PSA	5665	DCA	CVG	8/20/2019	Origin Airport	3:03
AMERICAN	PSA	5418	CLT	DAY	8/1/2019	Origin Airport	3:02
DELTA	ENDEAVOR	5095	JFK	BUF	8/18/2019	Origin Airport	3:02
AMERICAN	REPUBLIC	4323	DCA	LGA	8/20/2019	Origin Airport	3:01
DELTA	DELTA	2412	JFK	ATL	8/19/2019	Origin Airport	3:01
DELTA	DELTA	2661	JFK	LAS	8/22/2019	Origin Airport	3:01
JETBLUE	JETBLUE	71	JFK	SLC	8/18/2019	Origin Airport	3:01
UNITED	UNITED	1885	EWR	SFO	8/8/2019	Origin Airport	3:01

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

* See [airports and codes](#) on the BTS website.

AIR TRAVEL CONSUMER REPORT

TABLE 8A. LIST OF INTERNATIONAL FLIGHTS WITH TARMAC DELAYS OVER 4 HOURS BY MARKETING/OPERATING CARRIER

AUGUST 2019

LENGTH OF TARMAC DELAY	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	MINUTES OF TARMAC DELAY
AMERICAN	REPUBLIC	4385	PLS	MIA	8/3/2019	Diversion Airport (EYW)	4:48
AMERICAN	AMERICAN	224	COR	MIA	8/28/2019	Diversion Airport (MCO)	4:22

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: 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 August 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-baggageand-wheelchair-reporting-enforcement-policy.pdf>.

AIR TRAVEL CONSUMER REPORT
MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING MARKETING CARRIERS (MONTHLY)
AUGUST 2019

RANK	CARRIER*	AUGUST 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	541,180	1,028	1.90
2	HAWAIIAN AIRLINES NETWORK	582,184	2,203	3.78
	- HAWAIIAN AIRLINES	567,585	1,967	3.47
	- BRANDED CODESHARE PARTNERS	14,599	236	16.17
3	FRONTIER AIRLINES	1,184,876	4,764	4.02
4	SOUTHWEST AIRLINES	10,247,315	42,474	4.14
5	DELTA AIR LINES NETWORK	9,664,062	45,682	4.73
	- DELTA AIR LINES	7,316,663	35,311	4.83
	- BRANDED CODESHARE PARTNERS	2,347,399	10,371	4.42
6	ALASKA AIRLINES NETWORK	2,776,688	14,734	5.31
	- ALASKA AIRLINES	2,107,244	11,301	5.36
	- BRANDED CODESHARE PARTNERS	669,444	3,433	5.13
7	SPIRIT AIRLINES	1,095,920	6,051	5.52
8	JETBLUE AIRWAYS	1,160,726	7,342	6.33
9	UNITED AIRLINES NETWORK	7,136,343	49,886	6.99
	- UNITED AIRLINES	4,370,508	30,430	6.96
	- BRANDED CODESHARE PARTNERS	2,765,835	19,456	7.03
10	AMERICAN AIRLINES NETWORK	10,425,389	97,526	9.35
	- AMERICAN AIRLINES	6,285,032	60,805	9.67
	- BRANDED CODESHARE PARTNERS	4,140,357	36,721	8.87
TOTAL		44,814,683	271,690	6.06

* All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.
 (-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATCR.

AIR TRAVEL CONSUMER REPORT
MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING OPERATING CARRIERS (MONTHLY)
AUGUST 2019

RANK	CARRIER*	AUGUST 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	541,180	1,028	1.90
2	HAWAIIAN AIRLINES	567,585	1,967	3.47
3	FRONTIER AIRLINES	1,184,876	4,764	4.02
4	SOUTHWEST AIRLINES	10,247,315	42,474	4.14
5	ENDEAVOR AIR	978,282	4,664	4.77
6	DELTA AIR LINES	7,316,663	35,311	4.83
7	ALASKA AIRLINES	2,107,244	11,301	5.36
8	SPIRIT AIRLINES	1,095,920	6,051	5.52
9	SKYWEST AIRLINES	2,838,848	15,699	5.53
10	EXPRESSJET AIRLINES	351,936	2,224	6.32
11	JETBLUE AIRWAYS	1,160,726	7,342	6.33
12	UNITED AIRLINES	4,370,508	30,430	6.96
13	PSA AIRLINES	1,177,017	9,701	8.24
14	MESA AIRLINES	853,747	7,367	8.63
15	AMERICAN AIRLINES	6,285,032	60,805	9.67
16	REPUBLIC AIRWAYS	830,806	8,056	9.70
17	ENVOY AIR	1,046,026	10,143	9.70
TOTAL		42,953,711	259,327	6.04

* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.
 (-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATRC.

MISHANDLED WHEELCHAIRS AND SCOOTERS

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

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2019

RANK	CARRIER*	AUGUST 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	1,408	1	0.07
2	ALASKA AIRLINES NETWORK	2,876	10	0.35
	- ALASKA AIRLINES	2,430	8	0.33
	- BRANDED CODESHARE PARTNERS	446	2	0.45
3	DELTA AIR LINES NETWORK	17,938	154	0.86
	- DELTA AIR LINES	13,723	127	0.93
	- BRANDED CODESHARE PARTNERS	4,215	27	0.64
4	HAWAIIAN AIRLINES NETWORK	476	6	1.26
	- HAWAIIAN AIRLINES	436	6	1.38
	- BRANDED CODESHARE PARTNERS	40	0	0.00
5	JETBLUE AIRWAYS	2,798	47	1.68
6	UNITED AIRLINES NETWORK	10,710	185	1.73
	- UNITED AIRLINES	7,445	139	1.87
	- BRANDED CODESHARE PARTNERS	3,265	46	1.41
7	SOUTHWEST AIRLINES	12,046	223	1.85
8	FRONTIER AIRLINES	2,115	47	2.22
9	SPIRIT AIRLINES	2,120	48	2.26
10	AMERICAN AIRLINES NETWORK	10,304	274	2.66
	- AMERICAN AIRLINES	7,668	200	2.61
	- BRANDED CODESHARE PARTNERS	2,636	74	2.81
TOTAL		62,791	995	1.58

* All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.
 (-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATRC.

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

RANK	CARRIER*	AUGUST 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	1,408	1	0.07
2	ALASKA AIRLINES	2,430	8	0.33
3	EXPRESSJET AIRLINES	348	3	0.86
4	DELTA AIR LINES	13,723	127	0.93
5	ENDEAVOR AIR	1,544	15	0.97
6	SKYWEST AIRLINES	3,934	39	0.99
7	HAWAIIAN AIRLINES	436	6	1.38
8	JETBLUE AIRWAYS	2,798	47	1.68
9	REPUBLIC AIRWAYS	1,114	19	1.71
10	SOUTHWEST AIRLINES	12,046	223	1.85
11	UNITED AIRLINES	7,445	139	1.87
12	FRONTIER AIRLINES	2,115	47	2.22
13	SPIRIT AIRLINES	2,120	48	2.26
14	MESA AIRLINES	772	19	2.46
15	ENVOY AIR	732	19	2.60
16	AMERICAN AIRLINES	7,668	200	2.61
17	PSA AIRLINES	622	20	3.22
	TOTAL	61,255	980	1.60

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

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

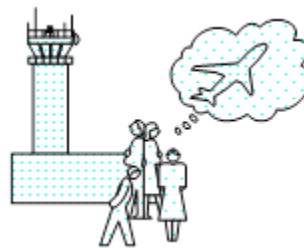
OVERSALES

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*	APRIL - JUNE 2019				APRIL - JUNE 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	DELTA AIR LINES NETWORK - DELTA AIR LINES - BRANDED CODESHARE PARTNERS	58,823 32,820 26,003	0 0 0	49,845,801 39,153,662 10,692,139	0.00 0.00 0.00	28,843 17,602 11,241	15 9 6	46,443,599 36,208,900 10,234,699	0.00 0.00 0.01
1	HAWAIIAN AIRLINES NETWORK - HAWAIIAN AIRLINES - BRANDED CODESHARE PARTNERS	43 39 4	0 0 0	2,799,594 2,742,590 57,004	0.00 0.00 0.00	358 345 13	2 2 0	2,854,842 2,804,422 50,420	0.01 0.01 0.00
3	JETBLUE AIRWAYS	641	7	9,851,842	0.01	557	9	9,893,611	0.01
4	UNITED AIR LINES NETWORK - UNITED AIRLINES - BRANDED CODESHARE PARTNERS	22,806 11,394 11,412	31 28 3	38,564,100 27,015,815 11,548,285	0.01 0.01 0.00	17,238 8,615 8,623	27 17 10	37,307,633 25,966,562 11,341,071	0.01 0.01 0.01
5	SPIRIT AIRLINES	5,642	149	8,335,320	0.18	4,852	448	7,061,549	0.63
6	SOUTHWEST AIRLINES**	12,368	931	42,176,361	0.22	6,039	376	42,329,176	0.09
7	ALASKA AIRLINES NETWORK - ALASKA AIRLINES - BRANDED CODESHARE PARTNERS	4,235 3,188 1,047	277 155 122	11,785,184 9,035,684 2,749,500	0.24 0.17 0.44	3,965 2,795 1,170	687 326 361	11,350,322 8,923,390 2,426,932	0.61 0.37 1.49
8	ALLEGiant AIR	25	123	4,198,976	0.29	216	0	3,729,600	0.00
9	FRONTIER AIRLINES	838	184	5,128,189	0.36	991	255	4,946,148	0.52
10	AMERICAN AIRLINES NETWORK - AMERICAN AIRLINES** - BRANDED CODESHARE PARTNERS	58,065 41,562 16,503	5,227 3,298 1,929	51,293,980 36,110,590 15,183,390	1.02 0.91 1.27	25,261 12,751 12,510	389 195 194	48,975,658 34,773,590 14,202,068	0.08 0.06 0.14
	TOTAL	163,486	6,929	223,979,347	0.31	88,320	2,208	214,892,138	0.10

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 plus any branded codeshare partners.

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY U. S. REPORTING OPERATING CARRIERS

RANK	AIRLINE*	APRIL - JUNE 2019			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	ENDEAVOR AIR	8,011	0	3,767,698	0.00
2	DELTA AIR LINES	32,820	0	39,153,662	0.00
3	HAWAIIAN AIRLINES	39	0	2,742,590	0.00
4	JETBLUE AIRWAYS	641	7	9,851,842	0.01
5	EXPRESSJET AIRLINES	1,522	1	1,257,349	0.01
6	UNITED AIR LINES	11,394	28	27,015,815	0.01
7	ALASKA AIRLINES	3,188	155	9,035,684	0.17
8	SPIRIT AIR LINES	5,642	149	8,335,320	0.18
9	SKYWEST AIRLINES	17,228	213	10,320,910	0.21
10	SOUTHWEST AIRLINES**	12,368	931	42,176,361	0.22
11	ALLEGIAN AIR	25	123	4,198,976	0.29
12	REPUBLIC AIRWAYS	6,321	162	5,010,539	0.32
13	FRONTIER AIRLINES	838	184	5,128,189	0.36
14	MESA AIRLINES	2,836	314	3,589,375	0.87
15	AMERICAN AIRLINES**	41,562	3,298	36,110,590	0.91
16	PSA AIRLINES	4,264	487	3,905,385	1.25
17	ENVOY AIR	4,439	537	3,751,462	1.43
TOTAL		153,138	6,589	215,351,747	0.31

APRIL - JUNE 2018			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
4,100	1	3,617,308	0.00
17,602	9	36,208,900	0.00
345	2	2,804,422	0.01
557	9	9,893,611	0.01
2,225	12	2,350,886	0.05
8,615	17	25,966,562	0.01
2,795	326	8,923,390	0.37
4,852	448	7,061,549	0.63
7,413	206	9,125,575	0.23
6,039	376	42,329,176	0.09
216	0	3,729,600	0.00
3,876	30	4,890,213	0.06
991	255	4,946,148	0.52
1,722	10	3,378,023	0.03
12,751	195	34,773,590	0.06
2,554	32	3,485,505	0.09
4,273	61	3,415,654	0.18
80,926	1,989	206,900,112	0.10

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.

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY U. S. REPORTING MARKETING CARRIERS

RANK	CARRIER*	JANUARY - JUNE 2019				JANUARY - JUNE 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	HAWAIIAN AIRLINES NETWORK	121	0	5,467,822	0.00	525	4	5,587,072	0.01
	- HAWAIIAN AIRLINES	111	0	5,358,042	0.00	505	4	5,480,687	0.01
	- BRANDED CODESHARE PARTNERS	10	0	109,780	0.00	20	0	106,385	0.00
2	DELTA AIR LINES NETWORK	95,995	3	91,349,196	0.00	62,733	35	85,922,937	0.00
	- DELTA AIR LINES	61,096	1	71,751,593	0.00	41,379	22	67,076,944	0.00
	- BRANDED CODESHARE PARTNERS	34,899	2	19,597,603	0.00	21,354	13	18,845,993	0.01
3	UNITED AIR LINES NETWORK	43,370	55	71,494,657	0.01	34,211	78	68,429,261	0.01
	- UNITED AIR LINES	20,250	45	49,676,219	0.01	16,829	44	47,280,842	0.01
	- BRANDED CODESHARE PARTNERS	23,120	10	21,818,438	0.00	17,382	34	21,148,419	0.02
4	JETBLUE AIRWAYS	1,362	30	18,913,095	0.02	1,401	16	18,821,234	0.01
5	SPIRIT AIR LINES	12,410	195	15,600,793	0.12	10,329	1,322	13,242,426	1.00
6	ALASKA AIRLINES NETWORK	7,547	551	21,900,107	0.25	5,648	950	19,398,422	0.49
	- ALASKA AIRLINES**	5,686	313	16,648,311	0.19	4,001	446	14,767,644	0.30
	- BRANDED CODESHARE PARTNERS	1,861	238	5,251,796	0.45	1,647	504	4,630,778	1.09
7	SOUTHWEST AIRLINES**	22,364	2,525	79,585,502	0.32	10,364	1,045	79,371,546	0.13
8	FRONTIER AIRLINES	1,425	352	10,256,378	0.34	1,940	443	9,363,016	0.47
9	ALLEGiant AIR	59	633	7,672,366	0.83	216	58	7,036,293	0.08
10	AMERICAN AIRLINES NETWORK	101,341	8,760	97,472,245	0.90	52,682	1,105	93,009,796	0.12
	- AMERICAN AIRLINES**	69,924	5,022	69,194,478	0.73	28,409	678	66,299,460	0.10
	- BRANDED CODESHARE PARTNERS	31,417	3,738	28,277,767	1.32	24,273	427	26,710,336	0.16
	TOTAL	285,994	13,104	419,712,161	0.31	180,049	5,056	400,182,003	0.13

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AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY U. S. REPORTING OPERATING CARRIERS

RANK	AIRLINE*	JANUARY - JUNE 2019				JANUARY - JUNE 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	HAWAIIAN AIRLINES	111	0	5,358,042	0.00	505	4	5,480,687	0.01
1	ENDEAVOR AIR	12,443	0	6,881,251	0.00	7,217	5	6,326,465	0.01
3	DELTA AIR LINES	61,096	1	71,751,593	0.00	41,379	22	67,076,944	0.00
4	EXPRESSJET AIRLINES	2,992	2	2,712,192	0.01	4,455	15	4,762,147	0.03
5	UNITED AIR LINES	20,250	45	49,676,219	0.01	16,829	44	47,280,842	0.01
6	JETBLUE AIRWAYS	1,362	30	18,913,095	0.02	1,401	16	18,821,234	0.01
7	SPIRIT AIR LINES	12,410	195	15,600,793	0.12	10,329	1,322	13,242,426	1.00
8	ALASKA AIRLINES	5,686	313	16,648,311	0.19	4,001	446	14,767,644	0.30
9	SKYWEST AIRLINES	24,391	446	19,018,840	0.23	15,229	294	17,185,651	0.17
10	REPUBLIC AIRWAYS	10,034	242	9,193,806	0.26	6,489	62	8,940,990	0.07
11	SOUTHWEST AIRLINES**	22,364	2,525	79,585,502	0.32	10,364	1,045	79,371,546	0.13
12	FRONTIER AIRLINES	1,425	352	10,256,378	0.34	1,940	443	9,363,016	0.47
13	AMERICAN AIRLINES**	69,924	5,022	69,194,478	0.73	28,409	678	66,299,460	0.10
14	ALLEGiant AIR	59	633	7,672,366	0.83	216	58	7,036,293	0.08
15	PSA AIRLINES	7,430	754	7,318,015	1.03	4,970	54	6,696,275	0.08
16	MESA AIRLINES	6,700	799	6,877,896	1.16	4,135	57	6,242,969	0.09
17	ENVOY AIR	8,246	1,027	6,889,175	1.49	8,112	120	6,359,062	0.19
	TOTAL	266,923	12,386	403,547,952	0.31	165,980	4,685	385,253,651	0.12

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.

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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

	AUGUST 2019				AUGUST 2018			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,096	30	1	139	1,008	43	2	116
FOREIGN AIRLINES	546	6	0	84	657	4	0	67
TRAVEL AGENTS	47	1	0	5	40	1	0	4
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	24	22	0	43	25	14	0	129
INDUSTRY TOTALS	1,713	59	1	271	1,730	62	2	316

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	AUGUST 2019			AUGUST 2018		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	634		1	580	
CANCELLATION			260			279
DELAY			211			195
MISCONNECTION			93			75
BAGGAGE	2	301		2	341	
CUSTOMER SERVICE	3	175		4	163	
RESERVATIONS/TICKETING/BOARDING	4	164		3	202	
REFUNDS	5	147		5	140	
DISABILITY	6	109		7	89	
FARES	7	94		6	103	
OTHER	8	46		8	60	
FREQUENT FLYER			13			31
OVERSALES	9	29		9	46	
DISCRIMINATION	10	10		10	3	
ADVERTISING	11	4		11	3	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,713			1,730	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*

U.S. AIRLINES** ALPHABETICAL	AUGUST 2019												TOTAL
	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	
ALASKA AIRLINES	3	0	2	0	0	2	3	2	0	0	0	0	12
ALLEGiant AIR	7	0	2	3	0	2	3	4	0	1	0	1	23
AMERICAN AIRLINES	145	1	26	14	14	29	28	27	1	3	0	4	292
DELTA AIR LINES	36	0	4	4	0	17	16	11	0	2	0	4	94
ENDEAVOR AIR	9	0	1	0	0	0	0	0	0	1	0	0	11
ENVOY AIR	12	2	2	0	0	1	0	1	0	0	0	0	18
EXPRESSJET AIRLINES	9	0	0	0	0	0	0	0	0	0	0	0	9
FRONTIER AIRLINES	34	2	4	4	2	12	6	2	0	2	0	0	68
HAWAIIAN AIRLINES	1	0	2	1	0	1	1	1	0	0	0	0	7
JETBLUE AIRWAYS	24	0	4	2	2	8	4	5	0	0	0	1	50
MESA AIRLINES	14	0	0	0	0	0	1	0	0	0	0	2	17
PIEDMONT AIRLINES	11	2	0	0	0	1	0	0	0	0	0	0	14
PSA AIRLINES	12	0	0	0	0	0	2	0	0	0	0	0	14
REPUBLIC AIRWAYS	17	0	0	0	0	0	0	0	0	0	0	0	17
SKYWEST AIRLINES	17	0	0	0	0	0	3	1	0	0	0	1	22
SOUTHWEST AIRLINES	12	0	2	4	1	6	7	10	0	0	0	0	42
SPIRIT AIRLINES	72	3	13	9	8	12	9	3	1	0	0	0	130
SUN COUNTRY AIRLINES	3	0	1	0	3	1	2	0	0	0	0	0	10
UNITED AIRLINES	70	5	20	11	16	29	29	19	0	1	0	6	206
VIAAIR	0	0	0	0	16	0	0	0	0	0	0	0	16
Other U.S. Airlines	13	0	4	0	1	2	1	1	0	0	0	2	24
TOTAL AUGUST 2019	521	15	87	52	63	123	115	87	2	10	0	21	1,096
% of TOTAL COMPLAINTS	47.5	1.4	7.9	4.7	5.7	11.2	10.5	7.9	0.2	0.9	0	1.9	
TOTAL AUGUST 2018	456	27	89	49	36	142	114	63	2	3	0	27	1,008
% of TOTAL COMPLAINTS	45.2	2.7	8.8	4.9	3.6	14.1	11.3	6.3	0.2	0.3	0	2.7	

* 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. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN AUG	INCI- DENTS IN AUG	PERCENT	INCI- DENTS IN JUL	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	12	7	58.3	2	16.7	2	16.7	1	8.3
ALLEGiant AIR	23	13	56.5	5	21.7	3	13.0	2	8.7
AMERICAN AIRLINES	292	137	46.9	71	24.3	66	22.6	18	6.2
DELTA AIR LINES	94	42	44.7	27	28.7	14	14.9	11	11.7
ENDEAVOR AIR	11	7	63.6	1	9.1	3	27.3	0	0.0
ENVOY AIR	18	9	50.0	6	33.3	2	11.1	1	5.6
EXPRESSJET AIRLINES	9	7	77.8	1	11.1	1	11.1	0	0.0
FRONTIER AIRLINES	68	36	52.9	17	25.0	11	16.2	4	5.9
HAWAIIAN AIRLINES	7	5	71.4	1	14.3	0	0.0	1	14.3
JETBLUE AIRWAYS	50	27	54.0	12	24.0	9	18.0	2	4.0
MESA AIRLINES	17	10	58.8	3	17.6	3	17.6	1	5.9
PIEDMONT AIRLINES	14	8	57.1	5	35.7	1	7.1	0	0.0
PSA AIRLINES	14	8	57.1	2	14.3	3	21.4	1	7.1
REPUBLIC AIRWAYS	17	8	47.1	3	17.6	4	23.5	2	11.8
SKYWEST AIRLINES	22	18	81.8	3	13.6	1	4.5	0	0.0
SOUTHWEST AIRLINES	42	22	52.4	5	11.9	8	19.0	7	16.7
SPIRIT AIRLINES	130	82	63.1	24	18.5	12	9.2	12	9.2
SUN COUNTRY AIRLINES	10	8	80.0	1	10.0	1	10.0	0	0.0
UNITED AIRLINES	206	106	51.5	39	18.9	42	20.4	19	9.2
VIAAIR	16	1	6.3	2	12.5	10	62.5	3	18.8
Other U.S. Airlines	24	10	41.7	8	33.3	5	20.8	1	4.2
Totals	1,096	571	52.1	238	21.7	201	18.3	86	7.8
Previous Year's Totals	1,008	558	55.4	220	21.8	143	14.2	87	8.6

* 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**

AUGUST 2019

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	3	0	1	2	1	8	1	1	0	0	0	0	17
AEROFLOT	3	0	2	0	1	3	1	0	0	0	0	0	10
AEROMEXICO	2	3	1	1	4	1	0	0	0	0	0	0	12
AIR CANADA	14	0	3	1	2	4	2	1	0	0	0	0	27
AIR FRANCE	7	0	2	0	1	16	6	2	0	0	0	0	34
AIR INDIA	0	0	2	1	2	2	0	0	0	0	0	0	7
ALITALIA AIRLINES	2	0	0	1	1	4	1	0	0	0	0	0	9
AVIANCA	1	1	3	1	1	1	0	0	0	0	0	0	8
BRITISH AIRWAYS	6	1	2	1	2	4	2	2	0	0	0	0	20
CATHAY PACIFIC AIRWAYS	0	0	1	0	0	4	0	2	0	0	0	0	7
CONDOR	1	0	2	0	0	3	1	0	0	0	0	1	8
COPA C	0	0	3	1	1	4	0	0	0	0	0	0	9
EGYPTAIR	0	2	0	0	1	2	2	1	0	0	0	0	8
EMIRATES AIRLINES	2	0	7	2	1	5	2	0	0	0	0	0	19
ETHIOPIAN AIRLINES	2	0	1	0	0	9	1	1	0	0	0	0	14
EUROWINGS	4	0	0	0	0	2	0	0	0	0	0	0	6
IBERIA AIRLINES	1	0	1	0	3	6	2	0	0	0	0	1	14
ICELANDAIR	2	0	2	0	3	1	0	0	1	0	0	0	9
INTERJET	3	1	2	0	9	9	1	0	0	0	0	0	25
KLM	2	0	0	1	0	1	0	1	0	0	0	0	5
LATAM	1	0	1	1	4	2	0	0	0	0	0	1	10
LOT POLISH AIRLINES	2	0	0	0	0	2	1	0	0	0	0	0	5
LUFTHANSA	8	0	5	1	5	8	6	2	0	0	0	1	36
NORWEGIAN AIR SHUTTLE	12	1	6	4	1	5	5	2	0	0	0	0	36
PHILIPPINE AIRLINES	1	0	1	1	0	1	1	0	0	0	0	1	6
QATAR AIRWAYS	3	0	1	0	1	4	2	0	0	0	0	1	12
ROYAL AIR MAROC	4	1	1	0	0	15	1	0	0	0	0	0	22
SOUTH AFRICAN AIRWAYS	1	0	0	0	1	1	2	1	0	0	0	0	6
TAP	0	0	1	0	0	4	0	1	0	0	0	0	6
TURKISH AIRLINES	1	0	2	1	3	5	4	1	0	0	0	1	18
VOLARIS AIRLINES	0	0	2	0	0	2	2	1	0	0	0	0	7
VUELING AIRLINES	2	0	0	0	1	4	0	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	20	4	13	8	11	33	11	3	0	0	0	4	107
TOTALS	110	14	68	28	60	175	57	22	1	0	0	11	546

Table 5 (cont'd)

AIR TRAVEL CONSUMER REPORT

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

AUGUST 2019

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>TRAVEL AGENTS</u>													
CHEAPOAIR.COM	0	0	1	0	3	0	1	0	0	0	0	0	5
EXPEDIA.COM	0	0	1	0	4	0	0	0	0	0	0	0	5
JUSTFLY.COM	0	0	2	4	0	0	1	0	0	0	0	0	7
KIWI.COM	0	0	0	1	5	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	2	0	4	7	10	0	0	0	1	0	0	0	24
TOTALS	2	0	8	12	22	0	2	0	1	0	0	0	47
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS</u>													
FAA	0	0	0	0	0	0	0	0	0	0	0	8	8
TSA	0	0	0	0	0	2	1	0	0	0	0	3	6
Other Miscellaneous	1	0	1	2	2	1	0	0	0	0	0	3	10
TOTALS	1	0	1	2	2	3	1	0	0	0	0	14	24

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6

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

AUGUST 2019		AUGUST 2018
AIRLINE	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	16	26
- ALASKA AIRLINES	12	24
- BRANDED CODESHARE PARTNERS	4	2
ALLEGiant AIR	23	20
AMERICAN AIRLINES NETWORK	356	271
- AMERICAN AIRLINES	292	219
- BRANDED CODESHARE PARTNERS	64	52
DELTA AIR LINES NETWORK	120	129
- DELTA AIR LINES	94	113
- BRANDED CODESHARE PARTNERS	26	16
FRONTIER AIRLINES	68	129
HAWAIIAN AIRLINES NETWORK	7	18
- HAWAIIAN AIRLINES	7	18
- BRANDED CODESHARE PARTNERS	0	0
JETBLUE AIRWAYS	50	64
SOUTHWEST AIRLINES	42	60
SPIRIT AIRLINES	130	80
UNITED AIRLINES NETWORK	242	193
- UNITED AIRLINES	206	162
- BRANDED CODESHARE PARTNERS	36	31
TOTAL	1,054	990

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6A

AIR TRAVEL CONSUMER REPORT/ CONSUMER COMPLAINTS: LARGE U.S. OPERATING CARRIERS*

RANK	AIRLINE	AUGUST 2019			AUGUST 2018		
		COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	42	13,817,523	0.30	60	13,968,274	0.43
2	ALASKA AIRLINES	12	3,354,616	0.36	24	3,259,781	0.74
3	SKYWEST AIRLINES	22	3,889,910	0.57	13	3,625,917	0.36
4	DELTA AIR LINES	94	15,356,577	0.61	113	14,515,208	0.78
5	HAWAIIAN AIRLINES	7	1,043,787	0.67	18	1,005,302	1.79
6	ENDEAVOR AIR	11	1,410,167	0.78	8	1,315,109	0.61
7	REPUBLIC AIRWAYS	17	1,676,400	1.01	14	1,639,581	0.85
8	PSA AIRLINES	14	1,310,898	1.07	9	1,217,041	0.74
9	JETBLUE AIRWAYS	50	3,910,097	1.28	64	3,920,620	1.63
10	ENVOY AIR	18	1,392,185	1.29	15	1,224,111	1.23
11	MESA AIRLINES	17	1,296,176	1.31	10	1,314,263	0.76
12	EXPRESSJET AIRLINES	9	515,300	1.75	3	805,949	0.37
13	ALLEGiant AIR	23	1,266,694	1.82	20	1,188,975	1.68
14	UNITED AIRLINES	206	10,751,708	1.92	162	10,747,680	1.51
15	AMERICAN AIRLINES	292	13,935,700	2.10	219	13,306,756	1.65
16	FRONTIER AIRLINES	68	2,066,244	3.29	129	1,783,469	7.23
17	SPIRIT AIRLINES	130	3,103,645	4.19	80	2,719,618	2.94
TOTAL		1,032	80,097,627	1.29	961	77,557,654	1.24

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

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

Civil Rights Complaints by Air Travelers (Other Than Disability) for August 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
ALLEGIANANT	1						
AMERICAN	2					1	
DELTA			2				
ENDEAVOR			1				
FRONTIER	2						
UNITED	1						
TOTAL	6		3			1	

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

August 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
American Airlines	2	0	0
Totals:	2	0	0

American Airlines had an incident concerning a deceased dog that occurred during August, which the carrier failed to report in time to appear in the table for August Animal incidents (Air Travel Consumer Report) issued October 2019. This table was updated on December 19, 2019.

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of August 2019
as provided by the Transportation Security Administration ^a**

The Transportation Security Administration (TSA) screened approximately 74 million airline passengers and their 60 million checked bags in the month of August 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 August.

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
773	0.00104%	32	0.00004%	83	0.000011%	542	0.00073%

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 August.

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.