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# ***Air Travel Consumer Report***

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

*Issued: January 2020*



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

<sup>1</sup> Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov>

<sup>2</sup> Data compiled by the Aviation Consumer Protection Division. Website: <http://www.transportation.gov/airconsumer>

<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

<sup>4</sup> Data collected by the Aviation Consumer Protection Division

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## **INTRODUCTION**

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

The report is divided into sections (Flight Delays, Mishandled Baggage Wheelchairs and Scooters, Oversales, Consumer Complaints, Customer Service Reports to the Transportation Security Administration, and Airline Reports of the Loss, Injury, or Death of Animals During Air Transportation). The sections that deal with flight delays, mishandled baggage, wheelchairs 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 seventeen (17) U.S. air carriers that have at least 0.5 percent of total domestic scheduled-service passenger revenues.

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

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

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

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

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

Tables 3 and 4 contain information by airport and time of day that a flight operated in 24-hour clock format. All times are local. A 10:50 departure from Atlanta is 10:50 Atlanta time; if that flight arrived in Dallas at 23:45, that is 11:45 pm Dallas time. Table 5 lists all airports for which there are reports this month in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 6 and 6A display the number of operations, number of flight cancellations, and percentage of cancellations by air carrier marketing and reporting flights at all airports and for the air carriers' domestic system. Table 7 and 7A displays airline flight delay causation data by categories, and Table 7B provides an overall graphic representation of that data.

Table 8 lists the regularly scheduled flights with tarmac delays of more than 3 hours and Table 8A lists the regularly scheduled international flights with tarmac delays of more than 4 hours.

Except for the flights listed in Tables 8 and 8A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at <https://www.transtats.bts.gov/ONTIME/>

Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at [https://apps.bts.gov/pdc/user/products/src/category.xml?pdc\\_start=1&pdc\\_end=15&pdc\\_page=1&c=1&pdc\\_sort=2+DESC,+4+DESC](https://apps.bts.gov/pdc/user/products/src/category.xml?pdc_start=1&pdc_end=15&pdc_page=1&c=1&pdc_sort=2+DESC,+4+DESC). CDs for earlier months can be purchased by sending an email to: [Orders@bts.gov](mailto:Orders@bts.gov). Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>

Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp)

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

**AIR TRAVEL CONSUMER REPORT**

**BRANDED CODESHARE PARTNERS**

**NOVEMBER 2019**

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

<b>American Airlines Branded Codeshare Partners</b>	<b>Alaska Airlines Branded Codeshare Partners</b>	<b>Delta Air Lines Branded Codeshare Partners</b>	<b>Hawaiian Airlines Branded Codeshare Partners</b>	<b>United Airlines Branded Codeshare Partners</b>
American Airlines	Alaska Airlines	Delta Air Lines	Hawaiian Airlines	United Airlines
Compass Airlines	Horizon Air	Compass Airlines	Empire Airlines	Air Wisconsin Airlines
Envoy Air	Peninsula Airways	Endeavor Air		Commair
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

NOVEMBER 2019

AT ALL US AIRPORTS		
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>22</b>	<b>89.5</b>
- HAWAIIAN AIRLINES	19	90.0
- BRANDED CODESHARE PARTNERS	4	84.9
<b>DELTA AIR LINES NETWORK</b>	<b>218</b>	<b>88.1</b>
- DELTA AIR LINES	143	89.6
- BRANDED CODESHARE PARTNERS	195	86.1
<b>SPIRIT AIRLINES</b>	<b>51</b>	<b>86.9</b>
<b>SOUTHWEST AIRLINES</b>	<b>89</b>	<b>85.3</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>234</b>	<b>84.1</b>
- AMERICAN AIRLINES	105	84.7
- BRANDED CODESHARE PARTNERS	221	83.7
<b>ALASKA AIRLINES NETWORK</b>	<b>96</b>	<b>83.6</b>
- ALASKA AIRLINES	72	83.5
- BRANDED CODESHARE PARTNERS	51	83.8
<b>ALLEGiant AIR</b>	<b>121</b>	<b>81.6</b>
<b>UNITED AIRLINES NETWORK</b>	<b>232</b>	<b>81.0</b>
- UNITED AIRLINES	103	83.9
- BRANDED CODESHARE PARTNERS	219	79.2
<b>JETBLUE AIRWAYS</b>	<b>62</b>	<b>80.4</b>
<b>FRONTIER AIRLINES</b>	<b>104</b>	<b>78.5</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>364</b>	<b>84.4</b>

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

NOVEMBER 2019

AT ALL US AIRPORTS			
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	19	90.0	1
DELTA AIR LINES	143	89.6	2
ENDEAVOR AIR	103	87.8	3
SPIRIT AIRLINES	51	86.9	4
REPUBLIC AIRWAYS	97	86.7	5
SOUTHWEST AIRLINES	89	85.3	6
AMERICAN AIRLINES	105	84.7	7
UNITED AIRLINES	103	83.9	8
SKYWEST AIRLINES	244	83.6	9
ALASKA AIRLINES	72	83.5	10
MESA AIRLINES	116	83.2	11
ENVOY AIR	149	83.1	12
EXPRESSJET AIRLINES	91	81.8	13
ALLEGiant AIR	121	81.6	14
PSA AIRLINES	93	81.4	15
JETBLUE AIRWAYS	62	80.4	16
FRONTIER AIRLINES	104	78.5	17
TOTAL AIRPORTS SERVED	348	84.9	

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

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2019

CARRIER	Jan 19		Feb 19		Mar 19		Apr 19		May 19		Jun 19		Jul 19		Aug 19		Sep 19		Oct 19		Nov 19		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
<b>ALASKA AIRLINES</b>	<b>80.9</b>	<b>5</b>	<b>66.9</b>	<b>10</b>	<b>81.5</b>	<b>5</b>	<b>85.5</b>	<b>2</b>	<b>84.7</b>	<b>3</b>	<b>83.2</b>	<b>2</b>	<b>84.9</b>	<b>2</b>	<b>80.3</b>	<b>4</b>	<b>83.0</b>	<b>6</b>	<b>85.0</b>	<b>2</b>	<b>83.6</b>	<b>6</b>	<b>82.0</b>	<b>3</b>
- ALASKA AIRLINES	80.5		68.0		81.2		83.7		82.6		81.8		83.4		77.7		81.5		84.3		83.5		80.9	
- BRANDED CODESHARE PARTNERS	81.5		65.2		81.9		88.1		87.9		85.4		87.3		84.5		85.1		86.0		83.8		83.6	
<b>ALLEGiant AIR</b>	<b>73.4</b>	<b>8</b>	<b>75.2</b>	<b>4</b>	<b>85.3</b>	<b>4</b>	<b>81.6</b>	<b>4</b>	<b>79.5</b>	<b>4</b>	<b>72.9</b>	<b>5</b>	<b>78.6</b>	<b>5</b>	<b>76.8</b>	<b>5</b>	<b>84.1</b>	<b>4</b>	<b>83.4</b>	<b>5</b>	<b>81.6</b>	<b>7</b>	<b>79.2</b>	<b>6</b>
<b>AMERICAN AIRLINES</b>	<b>77.6</b>	<b>6</b>	<b>73.8</b>	<b>6</b>	<b>80.4</b>	<b>6</b>	<b>77.6</b>	<b>9</b>	<b>74.2</b>	<b>9</b>	<b>70.4</b>	<b>7</b>	<b>74.9</b>	<b>6</b>	<b>75.0</b>	<b>6</b>	<b>82.7</b>	<b>7</b>	<b>80.3</b>	<b>8</b>	<b>84.1</b>	<b>5</b>	<b>77.3</b>	<b>7</b>
- AMERICAN AIRLINES	80.0		75.8		78.3		75.6		70.4		67.1		73.7		74.6		82.9		80.5		84.7		76.6	
- BRANDED CODESHARE PARTNERS	75.7		72.2		82.1		79.3		77.2		73.1		75.9		75.3		82.6		80.2		83.7		77.9	
<b>DELTA AIR LINES</b>	<b>82.7</b>	<b>3</b>	<b>77.9</b>	<b>2</b>	<b>85.6</b>	<b>3</b>	<b>83.9</b>	<b>3</b>	<b>85.4</b>	<b>2</b>	<b>78.7</b>	<b>3</b>	<b>80.3</b>	<b>3</b>	<b>82.1</b>	<b>3</b>	<b>88.2</b>	<b>2</b>	<b>85.5</b>	<b>1</b>	<b>88.1</b>	<b>2</b>	<b>83.5</b>	<b>2</b>
- DELTA AIR LINES	86.7		81.6		88.3		86.2		86.7		79.9		80.8		83.2		88.6		86.6		89.6		85.2	
- BRANDED CODESHARE PARTNERS	77.9		73.4		82.3		81.0		83.8		77.1		79.7		80.7		87.7		84.0		86.1		81.3	
<b>FRONTIER AIRLINES</b>	<b>73.9</b>	<b>7</b>	<b>74.3</b>	<b>5</b>	<b>78.3</b>	<b>8</b>	<b>77.6</b>	<b>8</b>	<b>67.0</b>	<b>10</b>	<b>64.0</b>	<b>10</b>	<b>66.0</b>	<b>10</b>	<b>71.2</b>	<b>8</b>	<b>78.8</b>	<b>10</b>	<b>74.5</b>	<b>10</b>	<b>78.5</b>	<b>10</b>	<b>72.9</b>	<b>10</b>
<b>HAWAIIAN AIRLINES</b>	<b>87.2</b>	<b>1</b>	<b>81.7</b>	<b>1</b>	<b>86.8</b>	<b>1</b>	<b>89.0</b>	<b>1</b>	<b>89.0</b>	<b>1</b>	<b>89.6</b>	<b>1</b>	<b>88.4</b>	<b>1</b>	<b>89.7</b>	<b>1</b>	<b>90.2</b>	<b>1</b>	<b>83.0</b>	<b>6</b>	<b>89.5</b>	<b>1</b>	<b>87.7</b>	<b>1</b>
- HAWAIIAN AIRLINES	87.3		82.1		87.3		89.4		90.0		89.7		89.5		90.4		90.8		83.9		90.0		88.3	
- BRANDED CODESHARE PARTNERS	86.3		78.4		82.1		84.9		79.6		88.5		77.9		83.4		85.0		74.0		84.9		82.2	
<b>JETBLUE AIRWAYS</b>	<b>69.4</b>	<b>10</b>	<b>70.0</b>	<b>9</b>	<b>73.8</b>	<b>10</b>	<b>73.4</b>	<b>10</b>	<b>77.6</b>	<b>5</b>	<b>70.1</b>	<b>8</b>	<b>70.2</b>	<b>9</b>	<b>67.8</b>	<b>10</b>	<b>82.0</b>	<b>8</b>	<b>80.7</b>	<b>7</b>	<b>80.4</b>	<b>9</b>	<b>74.1</b>	<b>9</b>
<b>SOUTHWEST AIRLINES</b>	<b>81.9</b>	<b>4</b>	<b>73.5</b>	<b>7</b>	<b>80.0</b>	<b>7</b>	<b>78.7</b>	<b>6</b>	<b>75.8</b>	<b>7</b>	<b>75.1</b>	<b>4</b>	<b>80.3</b>	<b>4</b>	<b>82.2</b>	<b>2</b>	<b>88.1</b>	<b>3</b>	<b>84.0</b>	<b>4</b>	<b>85.3</b>	<b>4</b>	<b>80.5</b>	<b>4</b>
<b>SPIRIT AIRLINES</b>	<b>82.9</b>	<b>2</b>	<b>77.7</b>	<b>3</b>	<b>86.4</b>	<b>2</b>	<b>80.2</b>	<b>5</b>	<b>76.0</b>	<b>6</b>	<b>71.6</b>	<b>6</b>	<b>74.1</b>	<b>7</b>	<b>70.9</b>	<b>9</b>	<b>83.8</b>	<b>5</b>	<b>84.5</b>	<b>3</b>	<b>86.9</b>	<b>3</b>	<b>79.4</b>	<b>5</b>
<b>UNITED AIRLINES</b>	<b>72.1</b>	<b>9</b>	<b>71.1</b>	<b>8</b>	<b>77.1</b>	<b>9</b>	<b>78.2</b>	<b>7</b>	<b>74.7</b>	<b>8</b>	<b>67.4</b>	<b>9</b>	<b>72.2</b>	<b>8</b>	<b>73.6</b>	<b>7</b>	<b>79.0</b>	<b>9</b>	<b>79.5</b>	<b>9</b>	<b>81.0</b>	<b>8</b>	<b>75.1</b>	<b>8</b>
- UNITED AIRLINES	78.8		77.0		78.8		79.7		75.5		70.2		73.6		75.4		80.2		82.0		83.9		77.7	
- BRANDED CODESHARE PARTNERS	68.0		67.4		76.0		77.1		74.2		65.5		71.3		72.4		78.3		77.8		79.2		73.4	
<b>TOTAL</b>	<b>78.4</b>		<b>73.8</b>		<b>80.9</b>		<b>79.8</b>		<b>77.9</b>		<b>73.3</b>		<b>76.9</b>		<b>77.6</b>		<b>84.1</b>		<b>82.2</b>		<b>84.4</b>		<b>79.0</b>	

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)

NOVEMBER 2019

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DAL		DCA		DEN		DFW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	59	91.5	207	86.0	65	75.4	0	0.0	379	82.6	147	83.0	144	68.8	117	77.8
- ALASKA AIRLINES	59	91.5	207	86.0	65	75.4	0	0.0	0	0.0	147	83.0	144	68.8	117	77.8
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	379	82.6	0	0.0	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	0	0.0	0	0.0	28	89.3	0	0.0	0	0.0	0	0.0	9	55.6	0	0.0
<b>AMERICAN AIRLINES NETWORK</b>	1409	86.9	2137	80.6	714	86.1	19263	87.3	0	0.0	6635	85.4	896	81.5	22177	83.9
- AMERICAN AIRLINES	1067	85.8	1974	81.6	497	85.7	8467	89.6	0	0.0	2143	86.2	820	81.0	12815	84.0
- BRANDED CODESHARE PARTNERS	342	90.4	163	68.7	217	87.1	10796	85.6	0	0.0	4492	85.1	76	86.8	9362	83.7
<b>DELTA AIR LINES NETWORK</b>	24621	91.9	3291	84.3	770	93.4	878	87.6	135	93.3	1453	88.0	961	86.3	1036	81.2
- DELTA AIR LINES	19505	92.6	1499	85.0	553	93.9	622	88.4	135	93.3	792	89.9	957	86.2	933	80.9
- BRANDED CODESHARE PARTNERS	5116	89.4	1792	83.7	217	92.2	256	85.5	0	0.0	661	85.6	4	100.0	103	83.5
<b>FRONTIER AIRLINES</b>	353	80.2	72	87.5	33	72.7	140	75.7	0	0.0	90	87.8	2065	78.1	102	67.6
<b>HAWAIIAN AIRLINES NETWORK</b>	0	0.0	22	72.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	22	72.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	269	79.9	4618	77.4	144	84.7	135	72.6	0	0.0	838	82.9	81	75.3	50	80.0
<b>SOUTHWEST AIRLINES</b>	2925	89.6	823	82.7	6048	88.3	277	87.0	5602	84.0	1315	85.5	5916	82.2	0	0.0
<b>SPIRIT AIRLINES</b>	779	85.8	398	83.4	842	84.8	120	75.0	0	0.0	0	0.0	355	83.9	638	86.7
<b>UNITED AIRLINES NETWORK</b>	840	85.1	1179	79.5	292	86.0	626	83.2	0	0.0	1039	82.0	12630	81.1	909	83.7
- UNITED AIRLINES	350	85.1	1172	79.4	292	86.0	67	74.6	0	0.0	485	84.9	5570	85.4	529	83.7
- BRANDED CODESHARE PARTNERS	490	85.1	7	85.7	0	0.0	559	84.3	0	0.0	554	79.4	7060	77.7	380	83.7
<b>TOTAL</b>	31,255	90.9	12,747	80.6	8,936	87.9	21,439	87.0	6,116	84.1	11,517	85.2	23,057	81.3	25,029	83.7

\* 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)

NOVEMBER 2019

ARRIVAL AIRPORT*																
CARRIER	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>30</b>	<b>86.7</b>	<b>318</b>	<b>82.4</b>	<b>124</b>	<b>74.2</b>	<b>142</b>	<b>85.2</b>	<b>58</b>	<b>82.8</b>	<b>408</b>	<b>85.5</b>	<b>726</b>	<b>83.5</b>	<b>1964</b>	<b>83.6</b>
- ALASKA AIRLINES	30	86.7	318	82.4	124	74.2	142	85.2	58	82.8	408	85.5	638	83.2	1565	84.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	88	85.2	399	81.7
<b>ALLEGIAN AIR</b>	<b>0</b>	<b>0.0</b>	<b>63</b>	<b>96.8</b>	<b>247</b>	<b>66.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>746</b>	<b>79.2</b>	<b>86</b>	<b>83.7</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>941</b>	<b>84.9</b>	<b>689</b>	<b>72.0</b>	<b>525</b>	<b>83.6</b>	<b>365</b>	<b>79.2</b>	<b>922</b>	<b>83.0</b>	<b>1635</b>	<b>87.7</b>	<b>1224</b>	<b>80.4</b>	<b>5277</b>	<b>83.7</b>
- AMERICAN AIRLINES	378	86.8	663	72.5	525	83.6	193	78.2	679	83.9	1207	86.8	1224	80.4	3469	82.5
- BRANDED CODESHARE PARTNERS	563	83.7	26	57.7	0	0.0	172	80.2	243	80.2	428	90.2	0	0.0	1808	86.1
<b>DELTA AIR LINES NETWORK</b>	<b>10930</b>	<b>85.8</b>	<b>899</b>	<b>73.6</b>	<b>851</b>	<b>86.8</b>	<b>552</b>	<b>90.0</b>	<b>742</b>	<b>82.5</b>	<b>4590</b>	<b>90.8</b>	<b>1602</b>	<b>85.7</b>	<b>3731</b>	<b>86.1</b>
- DELTA AIR LINES	4910	88.1	466	78.8	851	86.8	253	92.5	512	84.6	2621	90.3	1100	86.5	2790	86.3
- BRANDED CODESHARE PARTNERS	6020	83.9	433	68.1	0	0.0	299	88.0	230	77.8	1969	91.4	502	84.1	941	85.3
<b>FRONTIER AIRLINES</b>	<b>107</b>	<b>78.5</b>	<b>85</b>	<b>69.4</b>	<b>107</b>	<b>85.0</b>	<b>50</b>	<b>80.0</b>	<b>93</b>	<b>71.0</b>	<b>0</b>	<b>0.0</b>	<b>1017</b>	<b>75.3</b>	<b>97</b>	<b>82.5</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>30</b>	<b>66.7</b>	<b>81</b>	<b>75.3</b>	<b>179</b>	<b>73.7</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	66.7	81	75.3	179	73.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>98</b>	<b>84.7</b>	<b>791</b>	<b>63.1</b>	<b>2157</b>	<b>79.8</b>	<b>0</b>	<b>0.0</b>	<b>60</b>	<b>90.0</b>	<b>3295</b>	<b>83.9</b>	<b>346</b>	<b>84.1</b>	<b>592</b>	<b>82.4</b>
<b>SOUTHWEST AIRLINES</b>	<b>425</b>	<b>80.7</b>	<b>25</b>	<b>56.0</b>	<b>2065</b>	<b>89.6</b>	<b>137</b>	<b>81.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>5093</b>	<b>85.4</b>	<b>3143</b>	<b>81.5</b>
<b>SPIRIT AIRLINES</b>	<b>891</b>	<b>85.3</b>	<b>367</b>	<b>83.4</b>	<b>1823</b>	<b>85.7</b>	<b>0</b>	<b>0.0</b>	<b>550</b>	<b>89.3</b>	<b>0</b>	<b>0.0</b>	<b>1572</b>	<b>86.1</b>	<b>664</b>	<b>87.3</b>
<b>UNITED AIRLINES NETWORK</b>	<b>736</b>	<b>81.1</b>	<b>9757</b>	<b>72.7</b>	<b>622</b>	<b>83.3</b>	<b>6544</b>	<b>84.6</b>	<b>12469</b>	<b>87.8</b>	<b>0</b>	<b>0.0</b>	<b>1185</b>	<b>86.7</b>	<b>3914</b>	<b>84.6</b>
- UNITED AIRLINES	88	84.1	4900	78.2	622	83.3	2305	89.2	4748	88.3	0	0.0	1182	86.8	2191	84.6
- BRANDED CODESHARE PARTNERS	648	80.7	4857	67.2	0	0.0	4239	82.2	7721	87.4	0	0.0	3	33.3	1723	84.6
<b>TOTAL</b>	<b>14,158</b>	<b>85.2</b>	<b>12,994</b>	<b>72.8</b>	<b>8,521</b>	<b>84.2</b>	<b>7,790</b>	<b>84.7</b>	<b>14,894</b>	<b>87.1</b>	<b>9,958</b>	<b>87.7</b>	<b>13,592</b>	<b>83.9</b>	<b>19,647</b>	<b>84.0</b>

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2019

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>143</b>	<b>88.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>118</b>	<b>78.8</b>	<b>259</b>	<b>80.3</b>	<b>3906</b>	<b>87.2</b>	<b>66</b>	<b>90.9</b>
- ALASKA AIRLINES	0	0.0	143	88.1	0	0.0	0	0.0	88	79.5	259	80.3	1567	87.2	66	90.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	30	76.7	0	0.0	2339	87.2	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>4072</b>	<b>84.2</b>	<b>1401</b>	<b>85.6</b>	<b>0</b>	<b>0.0</b>	<b>5864</b>	<b>88.8</b>	<b>770</b>	<b>84.3</b>	<b>13437</b>	<b>81.4</b>	<b>382</b>	<b>84.8</b>	<b>9521</b>	<b>86.4</b>
- AMERICAN AIRLINES	1902	85.6	1401	85.6	0	0.0	3932	88.0	544	84.0	5532	84.1	288	84.7	3635	85.9
- BRANDED CODESHARE PARTNERS	2170	82.9	0	0.0	0	0.0	1932	90.5	226	85.0	7905	79.6	94	85.1	5886	86.7
<b>DELTA AIR LINES NETWORK</b>	<b>6474</b>	<b>83.5</b>	<b>1468</b>	<b>90.1</b>	<b>480</b>	<b>86.0</b>	<b>650</b>	<b>88.8</b>	<b>9825</b>	<b>86.1</b>	<b>1561</b>	<b>83.8</b>	<b>736</b>	<b>88.6</b>	<b>858</b>	<b>92.2</b>
- DELTA AIR LINES	2278	84.9	1468	90.1	191	96.9	650	88.8	5558	86.8	1139	84.5	568	91.0	547	92.3
- BRANDED CODESHARE PARTNERS	4196	82.7	0	0.0	289	78.9	0	0.0	4267	85.2	422	81.8	168	80.4	311	92.0
<b>FRONTIER AIRLINES</b>	<b>90</b>	<b>74.4</b>	<b>1251</b>	<b>78.5</b>	<b>0</b>	<b>0.0</b>	<b>268</b>	<b>79.9</b>	<b>121</b>	<b>66.9</b>	<b>242</b>	<b>81.8</b>	<b>52</b>	<b>76.9</b>	<b>547</b>	<b>79.5</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>60</b>	<b>68.3</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	68.3	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
<b>JETBLUE AIRWAYS</b>	<b>443</b>	<b>78.1</b>	<b>1655</b>	<b>83.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>84</b>	<b>79.8</b>	<b>224</b>	<b>75.4</b>	<b>61</b>	<b>82.0</b>	<b>262</b>	<b>84.0</b>
<b>SOUTHWEST AIRLINES</b>	<b>1051</b>	<b>78.6</b>	<b>3640</b>	<b>88.2</b>	<b>6130</b>	<b>86.6</b>	<b>0</b>	<b>0.0</b>	<b>526</b>	<b>80.8</b>	<b>0</b>	<b>0.0</b>	<b>1017</b>	<b>84.1</b>	<b>695</b>	<b>86.9</b>
<b>SPIRIT AIRLINES</b>	<b>330</b>	<b>82.4</b>	<b>1467</b>	<b>88.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>322</b>	<b>85.1</b>	<b>797</b>	<b>86.1</b>	<b>68</b>	<b>83.8</b>	<b>331</b>	<b>91.2</b>
<b>UNITED AIRLINES NETWORK</b>	<b>1114</b>	<b>79.7</b>	<b>1052</b>	<b>88.8</b>	<b>0</b>	<b>0.0</b>	<b>324</b>	<b>82.4</b>	<b>749</b>	<b>82.5</b>	<b>16446</b>	<b>81.2</b>	<b>587</b>	<b>84.5</b>	<b>378</b>	<b>85.2</b>
- UNITED AIRLINES	651	77.9	1048	88.8	0	0.0	322	82.3	244	83.6	6143	84.4	555	84.7	318	85.2
- BRANDED CODESHARE PARTNERS	463	82.3	4	75.0	0	0.0	2	100.0	505	82.0	10303	79.3	32	81.3	60	85.0
<b>TOTAL</b>	<b>13,574</b>	<b>82.7</b>	<b>12,077</b>	<b>86.5</b>	<b>6,610</b>	<b>86.5</b>	<b>7,106</b>	<b>88.2</b>	<b>12,515</b>	<b>85.2</b>	<b>32,966</b>	<b>81.5</b>	<b>6,869</b>	<b>86.2</b>	<b>12,658</b>	<b>86.6</b>

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2019

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>297</b>	<b>82.8</b>	<b>1383</b>	<b>84.3</b>	<b>8873</b>	<b>80.8</b>	<b>2373</b>	<b>79.8</b>	<b>283</b>	<b>89.8</b>	<b>41</b>	<b>78.0</b>
- ALASKA AIRLINES	225	83.6	747	81.5	5507	82.0	1758	80.0	58	81.0	41	78.0
- BRANDED CODESHARE PARTNERS	72	80.6	636	87.6	3366	78.8	615	79.0	225	92.0	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>7013</b>	<b>84.3</b>	<b>845</b>	<b>81.9</b>	<b>725</b>	<b>83.2</b>	<b>1241</b>	<b>80.7</b>	<b>437</b>	<b>85.4</b>	<b>982</b>	<b>88.6</b>
- AMERICAN AIRLINES	4540	84.6	714	81.1	596	82.9	1132	80.5	298	86.6	981	88.6
- BRANDED CODESHARE PARTNERS	2473	83.9	131	86.3	129	84.5	109	82.6	139	82.7	1	100.0
<b>DELTA AIR LINES NETWORK</b>	<b>884</b>	<b>83.9</b>	<b>924</b>	<b>83.9</b>	<b>3561</b>	<b>83.6</b>	<b>1225</b>	<b>84.8</b>	<b>6828</b>	<b>89.5</b>	<b>970</b>	<b>90.5</b>
- DELTA AIR LINES	698	84.5	696	83.5	2329	87.0	1225	84.8	3928	88.6	896	90.5
- BRANDED CODESHARE PARTNERS	186	81.7	228	85.1	1232	77.0	0	0.0	2900	90.8	74	90.5
<b>FRONTIER AIRLINES</b>	<b>315</b>	<b>74.6</b>	<b>160</b>	<b>72.5</b>	<b>49</b>	<b>69.4</b>	<b>136</b>	<b>67.6</b>	<b>139</b>	<b>77.0</b>	<b>357</b>	<b>81.8</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>30</b>	<b>76.7</b>	<b>60</b>	<b>65.0</b>	<b>60</b>	<b>66.7</b>	<b>89</b>	<b>80.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	30	76.7	60	65.0	60	66.7	89	80.9	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>90</b>	<b>84.4</b>	<b>163</b>	<b>83.4</b>	<b>164</b>	<b>84.1</b>	<b>454</b>	<b>83.9</b>	<b>230</b>	<b>87.4</b>	<b>432</b>	<b>80.3</b>
<b>SOUTHWEST AIRLINES</b>	<b>4835</b>	<b>82.6</b>	<b>3198</b>	<b>83.0</b>	<b>879</b>	<b>80.7</b>	<b>1159</b>	<b>76.2</b>	<b>720</b>	<b>80.0</b>	<b>2438</b>	<b>88.9</b>
<b>SPIRIT AIRLINES</b>	<b>82</b>	<b>81.7</b>	<b>150</b>	<b>80.7</b>	<b>124</b>	<b>91.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>657</b>	<b>91.5</b>
<b>UNITED AIRLINES NETWORK</b>	<b>813</b>	<b>82.8</b>	<b>940</b>	<b>83.2</b>	<b>834</b>	<b>81.4</b>	<b>7260</b>	<b>79.5</b>	<b>567</b>	<b>84.0</b>	<b>643</b>	<b>85.5</b>
- UNITED AIRLINES	669	82.4	800	82.1	747	81.4	4408	81.9	52	82.7	619	85.1
- BRANDED CODESHARE PARTNERS	144	84.7	140	89.3	87	81.6	2852	75.7	515	84.1	24	95.8
<b>TOTAL</b>	<b>14,359</b>	<b>83.4</b>	<b>7,823</b>	<b>82.8</b>	<b>15,269</b>	<b>81.6</b>	<b>13,937</b>	<b>79.9</b>	<b>9,204</b>	<b>88.0</b>	<b>6,520</b>	<b>88.0</b>

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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	59	91.5	207	86.0	65	75.4	0	0.0	0	0.0	147	83.0	144	68.8	117	77.8
ALLEGiant AIR	0	0.0	0	0.0	28	89.3	0	0.0	0	0.0	0	0.0	9	55.6	0	0.0
AMERICAN AIRLINES	1067	85.8	1974	81.6	497	85.7	8467	89.6	0	0.0	2143	86.2	820	81.0	12815	84.0
DELTA AIR LINES	19505	92.6	1499	85.0	553	93.9	622	88.4	135	93.3	792	89.9	957	86.2	933	80.9
ENDEAVOR AIR	3043	89.7	296	87.5	217	92.2	254	85.4	0	0.0	102	88.2	0	0.0	100	83.0
ENVOY AIR	1	100.0	1	0.0	58	84.5	479	87.5	0	0.0	106	93.4	0	0.0	4917	84.7
EXPRESSJET AIRLINES	77	87.0	0	0.0	0	0.0	60	75.0	0	0.0	129	76.0	0	0.0	21	66.7
FRONTIER AIRLINES	353	80.2	72	87.5	33	72.7	140	75.7	0	0.0	90	87.8	2065	78.1	102	67.6
HAWAIIAN AIRLINES	0	0.0	22	72.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	269	79.9	4618	77.4	144	84.7	135	72.6	0	0.0	838	82.9	81	75.3	50	80.0
MESA AIRLINES	117	91.5	4	75.0	0	0.0	214	88.8	0	0.0	62	90.3	0	0.0	3274	81.1
PSA AIRLINES	105	84.8	17	70.6	0	0.0	7888	84.7	0	0.0	2313	82.0	0	0.0	52	73.1
REPUBLIC AIRWAYS	511	88.5	1354	83.2	52	92.3	828	89.5	0	0.0	2480	87.9	384	83.9	71	85.9
SKYWEST AIRLINES	2036	88.9	150	81.3	29	82.8	115	83.5	275	84.0	16	87.5	4261	80.3	1404	86.3
SOUTHWEST AIRLINES	2925	89.6	823	82.7	6048	88.3	277	87.0	5602	84.0	1315	85.5	5916	82.2	0	0.0
SPIRIT AIRLINES	779	85.8	398	83.4	842	84.8	120	75.0	0	0.0	0	0.0	355	83.9	638	86.7
UNITED AIRLINES	350	85.1	1172	79.4	292	86.0	67	74.6	0	0.0	485	84.9	5570	85.4	529	83.7
TOTAL	31,197	90.9	12,607	80.8	8,858	87.9	19,666	87.0	6,012	84.2	11,018	85.5	20,562	82.3	25,023	83.7

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2019

ARRIVAL AIRPORT*																
CARRIER	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	30	86.7	318	82.4	124	74.2	142	85.2	58	82.8	408	85.5	638	83.2	1565	84.0
ALLEGiant AIR	0	0.0	63	96.8	247	66.0	0	0.0	0	0.0	0	0.0	746	79.2	86	83.7
AMERICAN AIRLINES	378	86.8	663	72.5	525	83.6	193	78.2	679	83.9	1207	86.8	1224	80.4	3469	82.5
DELTA AIR LINES	4910	88.1	466	78.8	851	86.8	253	92.5	512	84.6	2621	90.3	1100	86.5	2790	86.3
ENDEAVOR AIR	1410	85.2	60	73.3	0	0.0	109	95.4	72	73.6	1571	92.2	0	0.0	0	0.0
ENVOY AIR	76	80.3	26	57.7	0	0.0	0	0.0	44	79.5	373	89.5	0	0.0	0	0.0
EXPRESSJET AIRLINES	60	76.7	1333	66.5	0	0.0	0	0.0	3066	87.3	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	107	78.5	85	69.4	107	85.0	50	80.0	93	71.0	0	0.0	1017	75.3	97	82.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	66.7	81	75.3	179	73.7
JETBLUE AIRWAYS	98	84.7	791	63.1	2157	79.8	0	0.0	60	90.0	3295	83.9	346	84.1	592	82.4
MESA AIRLINES	214	80.8	0	0.0	0	0.0	1930	86.3	2879	88.2	0	0.0	0	0.0	0	0.0
PSA AIRLINES	81	71.6	0	0.0	0	0.0	172	80.2	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	706	85.0	2055	75.6	0	0.0	249	90.4	917	88.8	178	92.1	0	0.0	0	0.0
SKYWEST AIRLINES	3807	83.1	0	0.0	0	0.0	397	80.6	1196	82.9	275	86.9	218	83.9	2725	86.4
SOUTHWEST AIRLINES	425	80.7	25	56.0	2065	89.6	137	81.0	0	0.0	0	0.0	5093	85.4	3143	81.5
SPIRIT AIRLINES	891	85.3	367	83.4	1823	85.7	0	0.0	550	89.3	0	0.0	1572	86.1	664	87.3
UNITED AIRLINES	88	84.1	4900	78.2	622	83.3	2305	89.2	4748	88.3	0	0.0	1182	86.8	2191	84.6
TOTAL	13,281	85.3	11,152	75.1	8,521	84.2	5,937	87.0	14,874	87.2	9,958	87.7	13,217	83.9	17,501	84.0

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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	143	88.1	0	0.0	0	0.0	88	79.5	259	80.3	1567	87.2	66	90.9
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	1902	85.6	1401	85.6	0	0.0	3932	88.0	544	84.0	5532	84.1	288	84.7	3635	85.9
DELTA AIR LINES	2278	84.9	1468	90.1	191	96.9	650	88.8	5558	86.8	1139	84.5	568	91.0	547	92.3
ENDEAVOR AIR	2386	82.1	0	0.0	3	66.7	0	0.0	1023	86.9	143	86.7	0	0.0	143	89.5
ENVOY AIR	679	78.5	0	0.0	0	0.0	931	88.2	13	76.9	5479	79.0	0	0.0	19	94.7
EXPRESSJET AIRLINES	184	78.8	0	0.0	0	0.0	0	0.0	51	82.4	1020	80.4	0	0.0	22	86.4
FRONTIER AIRLINES	90	74.4	1251	78.5	0	0.0	268	79.9	121	66.9	242	81.8	52	76.9	547	79.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	60	68.3	0	0.0
JETBLUE AIRWAYS	443	78.1	1655	83.2	0	0.0	0	0.0	84	79.8	224	75.4	61	82.0	262	84.0
MESA AIRLINES	153	86.3	0	0.0	0	0.0	1	100.0	138	81.2	0	0.0	0	0.0	32	90.6
PSA AIRLINES	170	78.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1381	82.2
REPUBLIC AIRWAYS	2547	85.1	4	75.0	0	0.0	1002	92.7	464	82.3	1354	84.0	0	0.0	1664	92.2
SKYWEST AIRLINES	689	82.7	0	0.0	249	79.1	0	0.0	3307	84.9	5094	81.4	853	88.9	4	75.0
SOUTHWEST AIRLINES	1051	78.6	3640	88.2	6130	86.6	0	0.0	526	80.8	0	0.0	1017	84.1	695	86.9
SPIRIT AIRLINES	330	82.4	1467	88.1	0	0.0	0	0.0	322	85.1	797	86.1	68	83.8	331	91.2
UNITED AIRLINES	651	77.9	1048	88.8	0	0.0	322	82.3	244	83.6	6143	84.4	555	84.7	318	85.2
TOTAL	13,553	82.8	12,077	86.5	6,573	86.6	7,106	88.2	12,483	85.3	27,426	82.5	5,089	86.4	9,666	86.7

\* 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)

NOVEMBER 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	225	83.6	747	81.5	5507	82.0	1758	80.0	58	81.0	41	78.0
ALLEGIAN AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4540	84.6	714	81.1	596	82.9	1132	80.5	298	86.6	981	88.6
DELTA AIR LINES	698	84.5	696	83.5	2329	87.0	1225	84.8	3928	88.6	896	90.5
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	74	90.5
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	31	83.9	0	0.0
FRONTIER AIRLINES	315	74.6	160	72.5	49	69.4	136	67.6	139	77.0	357	81.8
HAWAIIAN AIRLINES	30	76.7	60	65.0	60	66.7	89	80.9	0	0.0	0	0.0
JETBLUE AIRWAYS	90	84.4	163	83.4	164	84.1	454	83.9	230	87.4	432	80.3
MESA AIRLINES	1436	81.5	0	0.0	0	0.0	0	0.0	30	93.3	24	95.8
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	52	92.3	1	100.0
SKYWEST AIRLINES	1200	86.9	668	88.8	988	81.8	3177	76.5	3508	89.8	0	0.0
SOUTHWEST AIRLINES	4835	82.6	3198	83.0	879	80.7	1159	76.2	720	80.0	2438	88.9
SPIRIT AIRLINES	82	81.7	150	80.7	124	91.1	0	0.0	0	0.0	657	91.5
UNITED AIRLINES	669	82.4	800	82.1	747	81.4	4408	81.9	52	82.7	619	85.1
TOTAL	14,120	83.4	7,356	82.7	11,443	82.9	13,538	80.0	9,046	88.1	6,520	88.0

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



## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2019

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	93.8	86.8	93.7	90.9	97.6	89.9	88.4	91.8	84.9	81.3	85.0	94.0	92.9	86.6	96.5	83.4
0700-0759	93.5	90.8	93.2	90.3	93.7	90.5	85.9	84.4	89.6	88.6	91.0	89.4	91.9	88.8	91.4	90.6
0800-0859	88.2	91.0	91.8	90.2	91.1	91.3	84.0	88.7	90.9	93.7	92.4	85.4	88.3	90.0	90.7	87.5
0900-0959	91.8	88.2	91.8	91.6	87.9	86.3	85.0	82.8	90.8	92.4	92.2	94.8	87.7	92.0	90.6	88.9
1000-1059	92.6	91.1	92.0	91.0	88.5	89.1	82.6	89.9	88.8	91.5	88.0	89.2	89.7	91.4	87.7	87.1
1100-1159	93.0	88.6	92.4	91.0	86.4	89.9	84.9	87.4	86.7	89.5	88.6	89.4	88.9	88.5	86.2	85.0
1200-1259	92.7	88.1	90.3	90.0	87.9	87.9	85.4	87.1	90.6	89.7	89.1	84.9	82.0	94.1	83.0	84.8
1300-1359	93.3	85.8	92.0	86.0	88.4	84.8	88.6	83.2	84.6	81.5	88.4	88.5	89.0	91.0	80.7	85.1
1400-1459	92.2	83.6	90.3	91.2	86.9	87.4	83.7	85.8	86.7	72.6	86.7	89.3	85.4	87.8	80.6	83.1
1500-1559	91.5	81.7	86.9	85.8	85.0	89.5	83.0	83.2	85.7	64.2	85.2	87.3	89.7	86.7	82.6	84.3
1600-1659	92.6	82.1	86.8	82.8	86.6	84.5	82.1	82.6	84.3	63.2	82.2	85.1	86.4	86.1	84.0	82.1
1700-1759	92.2	75.4	88.8	85.3	82.0	84.8	79.2	81.2	82.4	60.5	78.1	83.8	82.4	87.5	81.1	83.3
1800-1859	90.5	65.6	85.0	85.6	83.5	81.0	79.9	76.2	80.2	59.2	80.0	83.1	85.7	90.8	82.0	82.2
1900-1959	88.0	65.7	87.3	81.4	81.8	83.2	80.9	82.0	82.5	58.8	85.5	84.0	86.6	85.7	84.4	82.5
2000-2059	88.8	71.9	83.2	81.5	73.7	77.9	77.5	85.1	80.5	64.9	78.1	85.4	86.3	86.0	79.8	81.4
2100-2159	89.0	72.3	82.9	83.2	78.1	81.2	76.9	81.1	84.5	61.7	82.3	84.9	86.4	83.0	81.3	82.8
2200-2259	89.0	76.8	82.4	76.6	75.3	80.1	77.8	78.6	75.2	73.6	76.9	80.5	85.2	82.3	82.2	79.9
2300-0559	83.9	80.2	82.0	84.2	76.4	81.8	74.4	84.6	81.4	81.9	78.2	88.0	82.9	86.3	79.2	78.6
TOTAL	90.9	80.8	87.9	87.0	84.2	85.5	82.3	83.7	85.3	75.1	84.2	87.0	87.2	87.7	83.9	84.0

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2019

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	0.0	87.2	89.8	88.3	85.7	86.7	89.4	84.7	88.6	78.3	80.0	85.0	90.0	73.3	88.6
0700-0759	90.4	95.5	91.6	94.2	85.4	85.7	89.5	89.8	87.3	89.4	83.7	90.4	90.3	96.4	89.3
0800-0859	89.9	94.1	91.4	88.7	85.0	83.7	88.1	88.8	87.6	87.5	80.8	82.0	92.2	93.3	88.1
0900-0959	91.1	92.0	94.0	91.0	86.3	83.8	95.6	90.3	85.2	85.4	88.7	79.3	88.7	95.5	88.0
1000-1059	85.2	92.2	89.3	90.6	87.3	86.8	89.1	92.2	89.0	86.2	83.3	81.0	93.0	92.7	88.7
1100-1159	86.9	88.4	93.5	93.0	86.7	87.0	92.3	88.9	87.3	83.7	81.5	75.9	86.5	89.3	87.7
1200-1259	87.0	90.6	88.1	88.2	86.0	83.7	87.5	89.2	87.1	88.7	86.4	75.4	86.0	92.3	87.2
1300-1359	84.0	85.6	88.6	90.6	86.7	85.1	81.4	93.5	85.4	84.6	83.5	76.6	88.4	91.9	86.5
1400-1459	83.2	91.3	88.9	88.8	87.7	83.1	88.1	90.6	85.2	82.2	88.9	83.0	87.7	89.8	86.2
1500-1559	80.6	90.5	85.7	89.8	84.5	82.2	88.4	85.9	83.3	84.2	87.9	80.5	90.1	90.7	85.1
1600-1659	81.3	84.4	85.4	84.2	86.2	83.7	88.8	86.2	81.7	84.3	83.0	78.5	89.7	88.4	84.1
1700-1759	80.3	84.7	85.4	88.3	84.6	80.9	83.9	85.3	81.9	83.6	83.8	83.3	76.8	84.4	82.5
1800-1859	78.9	84.5	83.6	86.0	86.2	76.4	84.7	81.3	80.6	83.2	86.4	81.3	88.9	83.6	81.7
1900-1959	78.2	84.5	77.7	85.3	81.1	74.6	86.1	82.7	79.2	78.4	87.0	80.7	87.4	87.6	81.5
2000-2059	75.2	83.7	83.3	86.1	84.2	77.6	85.2	84.8	81.4	83.1	73.4	80.2	82.6	80.9	81.2
2100-2159	75.5	80.6	82.0	86.8	85.1	78.7	85.0	83.5	79.6	77.9	77.8	78.4	83.9	85.8	81.0
2200-2259	77.7	79.5	85.1	82.5	76.0	81.2	81.9	80.0	79.0	76.9	79.9	78.5	89.3	82.7	79.9
2300-0559	83.4	79.3	82.8	83.2	81.6	84.7	81.6	81.6	76.7	73.0	85.4	79.3	78.4	83.6	81.3
TOTAL	82.8	86.5	86.6	88.2	85.3	82.5	86.4	86.7	83.4	82.7	82.9	80.0	88.1	88.0	84.8

\* 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)

NOVEMBER 2019

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	93.8	93.6	94.6	91.2	92.9	95.6	89.7	88.4	94.1	92.7	94.5	94.0	92.4	95.8	94.2	94.2
0700-0759	94.3	90.5	91.7	90.4	92.2	90.2	86.3	89.8	89.9	91.1	93.1	94.3	93.7	94.3	93.1	91.1
0800-0859	93.6	88.3	89.0	87.7	84.9	90.4	86.4	89.8	89.8	89.5	93.0	92.3	93.4	93.8	87.3	88.6
0900-0959	90.6	89.5	86.5	89.2	82.7	88.4	83.4	87.8	90.1	87.9	90.3	86.2	91.9	92.6	87.1	85.1
1000-1059	92.0	89.1	83.6	84.7	81.3	88.5	81.2	84.6	86.7	90.9	86.0	93.6	89.3	93.6	86.4	83.4
1100-1159	90.0	90.1	88.9	86.4	79.4	88.6	83.3	86.4	87.6	87.1	87.6	90.0	88.8	91.4	84.2	82.1
1200-1259	91.0	85.6	86.0	83.7	80.4	86.7	80.5	85.4	84.5	86.2	77.0	88.1	88.2	88.2	81.5	82.0
1300-1359	90.7	83.0	81.4	83.8	79.1	86.3	82.5	83.5	81.2	84.3	79.8	83.6	79.6	91.5	78.3	81.0
1400-1459	89.8	84.6	79.2	82.9	78.9	86.9	77.8	78.8	78.7	78.7	80.7	88.7	87.6	87.9	76.6	80.6
1500-1559	89.1	80.8	83.2	82.3	79.7	83.8	82.0	79.1	83.5	70.5	77.9	86.6	86.1	85.5	78.2	79.1
1600-1659	86.9	82.4	76.2	81.1	74.3	83.8	77.9	81.1	78.7	69.3	80.2	86.2	86.8	85.3	80.6	83.8
1700-1759	88.7	78.4	76.4	80.1	79.7	79.9	78.7	79.5	80.8	66.7	71.4	87.3	81.7	83.0	81.0	82.2
1800-1859	87.8	78.3	77.1	83.9	74.3	78.0	73.9	77.5	75.9	67.3	80.3	87.8	83.7	85.0	80.7	80.5
1900-1959	88.1	68.8	76.0	80.1	68.2	77.7	77.9	72.3	76.7	65.0	79.7	79.8	86.7	88.6	75.5	81.3
2000-2059	86.8	67.7	75.2	81.0	69.9	85.4	76.2	82.3	83.8	67.0	85.5	75.0	85.2	82.7	78.4	78.8
2100-2159	88.1	72.4	69.2	81.3	63.3	81.0	61.4	80.4	70.0	67.8	77.9	100.0	87.7	86.4	72.5	79.4
2200-2259	89.4	72.6	68.3	84.2	59.5	84.2	73.1	83.0	88.0	84.6	81.8	90.0	87.5	84.5	82.0	84.4
2300-0559	92.2	90.8	92.4	87.7	0.0	94.1	81.4	88.5	94.2	93.8	94.6	83.9	91.0	87.3	88.9	87.8
TOTAL	89.9	83.9	82.1	84.6	78.7	86.1	80.5	83.2	85.0	79.1	84.3	88.8	88.2	89.1	83.5	84.0

\* 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)

NOVEMBER 2019

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	96.0	93.3	89.6	94.8	92.1	88.9	95.2	92.7	96.5	93.7	94.0	94.9	95.8	96.3	93.3
0700-0759	93.9	92.0	89.7	95.3	93.7	89.5	90.4	93.8	95.2	83.6	88.4	93.2	93.8	94.9	91.4
0800-0859	92.2	92.1	85.9	95.0	89.2	85.6	91.3	90.1	88.6	84.8	81.3	87.1	91.0	96.3	89.6
0900-0959	89.5	89.0	84.4	90.5	88.6	85.4	86.7	85.1	87.4	82.0	81.0	79.9	88.8	90.9	87.4
1000-1059	89.2	89.6	82.8	91.1	87.9	84.3	94.8	89.9	85.3	83.4	81.8	79.2	91.2	93.4	86.5
1100-1159	85.7	88.6	80.8	86.5	89.9	84.2	90.7	90.2	85.5	85.5	79.7	78.9	90.8	87.0	86.5
1200-1259	87.4	84.8	81.9	88.0	81.7	84.5	87.3	84.3	86.8	80.8	83.2	75.4	82.8	90.7	85.0
1300-1359	84.5	81.1	74.9	87.3	83.5	81.6	83.6	89.5	85.8	86.4	85.5	74.9	86.0	92.5	83.6
1400-1459	83.2	81.2	74.2	86.5	83.9	81.6	84.5	86.3	83.1	79.7	83.1	73.0	88.3	86.7	82.5
1500-1559	81.1	83.8	80.8	86.5	85.4	81.4	86.6	83.4	82.6	82.3	86.2	79.7	90.0	85.8	83.0
1600-1659	81.4	82.2	74.5	85.8	79.4	82.3	85.9	84.0	79.9	85.6	82.5	78.3	79.7	83.5	81.6
1700-1759	77.9	80.3	77.0	85.8	83.3	80.7	83.9	86.1	79.5	81.2	83.8	81.0	89.0	87.0	81.7
1800-1859	79.1	78.6	76.2	83.1	80.7	81.3	88.0	85.5	78.4	85.1	84.4	81.2	78.4	75.0	80.4
1900-1959	78.3	83.7	73.9	87.3	80.2	80.4	86.1	81.9	74.7	78.5	83.5	77.4	77.3	83.4	79.8
2000-2059	73.9	78.4	67.2	84.5	84.7	78.2	82.1	86.0	75.0	74.2	82.4	80.2	90.2	78.0	80.7
2100-2159	76.5	78.8	70.4	89.4	86.7	80.7	82.0	87.6	79.4	77.8	79.5	80.3	86.5	84.7	80.2
2200-2259	76.0	69.9	67.5	80.2	87.2	80.0	88.8	54.8	72.0	91.9	89.9	82.5	91.8	80.3	82.6
2300-0559	92.9	88.8	91.5	92.3	91.4	89.0	92.5	92.6	89.4	0.0	91.6	86.3	92.6	90.7	89.2
TOTAL	84.8	84.9	78.8	88.5	86.0	83.2	88.6	87.2	83.9	84.3	84.6	81.3	89.7	88.5	84.8

\* 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**  
**NOVEMBER 2019**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	85.5	87.0	69	69
Abilene, TX (ABI)	87.3	89.4	189	189
Adak Island, AK (ADK)	88.9	22.2	9	9
Aguadilla, PR (BQN)	84.3	82.9	210	210
Akron, OH (CAK)	76.8	82.4	466	465
Albany, GA (ABY)	97.5	97.5	81	81
Albany, NY (ALB)	85.2	88.4	961	960
Albuquerque, NM (ABQ)	82.2	82.7	2014	2012
Alexandria, LA (AEX)	86.7	91.0	278	278
Allentown/Bethlehem/Easton, PA (ABE)	84.2	85.1	398	396
Alpena, MI (APN)	82.4	78.4	51	51
Amarillo, TX (AMA)	79.4	83.8	427	427
Anchorage, AK (ANC)	82.6	90.5	1276	1277
Appleton, WI (ATW)	82.2	83.5	370	370
Arcata/Eureka, CA (ACV)	68.4	68.0	206	206
Asheville, NC (AVL)	81.8	84.9	811	812
Ashland, WV (HTS)	90.6	87.5	32	32
Aspen, CO (ASE)	76.2	79.6	206	206
Atlanta, GA (ATL)	90.9	89.9	31197	31201
Atlantic City, NJ (ACY)	88.3	90.9	265	265
Augusta, GA (AGS)	88.4	85.8	379	380
Austin, TX (AUS)	85.4	84.9	5494	5493
Bakersfield, CA (BFL)	80.3	90.1	203	203
Baltimore, MD (BWI)	87.9	82.1	8858	8859
Bangor, ME (BGR)	79.5	79.5	302	302
Barrow, AK (BRW)	87.9	86.2	58	58
Baton Rouge, LA (BTR)	86.5	89.8	661	660
Beaumont/Port Arthur, TX (BPT)	80.5	87.4	87	87
Belleville, IL (BLV)	80.3	68.9	61	61
Bellingham, WA (BLI)	89.9	93.3	119	119
Bemidji, MN (BJI)	93.1	87.9	58	58
Bend/Redmond, OR (RDM)	83.1	83.7	332	331
Bethel, AK (BET)	76.9	69.2	65	65
Billings, MT (BIL)	84.6	90.4	292	292
Binghamton, NY (BGM)	82.9	81.7	82	82
Birmingham, AL (BHM)	85.3	86.0	1588	1589
Bismarck/Mandan, ND (BIS)	83.4	83.3	307	306
Bloomington/Normal, IL (BMI)	82.4	86.9	244	244
Boise, ID (BOI)	84.6	87.3	1524	1522
Boston, MA (BOS)	80.8	83.9	12607	12606
Bozeman, MT (BZN)	82.0	83.8	399	400

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	86.0	90.0	50	50
Branson, MO (BKG)	62.5	62.5	16	16
Bristol/Johnson City/Kingsport, TN (TRI)	89.5	91.7	229	229
Brownsville, TX (BRO)	87.6	93.1	233	233
Brunswick, GA (BQK)	92.8	92.8	83	83
Buffalo, NY (BUF)	83.9	85.8	2022	2023
Burbank, CA (BUR)	81.9	81.7	2597	2598
Burlington, VT (BTV)	82.7	80.9	802	800
Butte, MT (BTM)	94.4	98.1	54	54
Concord, NC (USA)	81.3	82.1	123	123
Cape Girardeau, MO (CGI)	84.0	85.2	81	81
Casper, WY (CPR)	98.3	96.6	59	59
Cedar City, UT (CDC)	78.0	86.0	50	50
Cedar Rapids/Iowa City, IA (CID)	83.5	82.0	790	791
Champaign/Urbana, IL (CMI)	79.4	89.1	248	248
Charleston, SC (CHS)	86.0	86.8	2186	2185
Charleston/Dunbar, WV (CRW)	82.7	83.8	394	394
Charlotte Amalie, VI (STT)	85.2	84.4	270	270
Charlotte, NC (CLT)	87.0	84.6	19666	19645
Charlottesville, VA (CHO)	82.8	85.6	512	513
Chattanooga, TN (CHA)	84.3	86.7	714	714
Cheyenne, WY (CYS)	80.0	76.7	30	30
Chicago, IL (MDW)	86.6	78.8	6573	6572
Chicago, IL (ORD)	82.5	83.2	27426	27411
Christiansted, VI (STX)	94.8	87.7	58	57
Cincinnati, OH (CVG)	85.3	86.5	3812	3808
Clarksburg/Fairmont, WV (CKB)	76.5	73.5	68	68
Cleveland, OH (CLE)	85.7	86.5	3812	3816
College Station/Bryan, TX (CLL)	87.1	92.2	194	193
Colorado Springs, CO (COS)	76.2	81.6	852	851
Columbia, MO (COU)	76.5	86.9	213	213
Columbia, SC (CAE)	86.5	89.8	585	586
Columbus, GA (CSG)	89.1	92.7	110	110
Columbus, MS (GTR)	95.3	91.6	107	107
Columbus, OH (CMH)	86.5	87.9	4131	4130
Columbus, OH (LCK)	89.7	81.0	58	58
Cordova, AK (CDV)	83.9	92.9	56	56
Corpus Christi, TX (CRP)	86.4	91.5	485	484
Dallas, TX (DAL)	84.2	78.7	6012	6014
Dallas/Fort Worth, TX (DFW)	83.7	83.2	25023	25023
Dayton, OH (DAY)	79.1	81.3	1146	1147

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	87.3	88.1	260	260
Deadhorse, AK (SCC)	88.6	92.4	79	79
Del Rio, TX (DRT)	87.9	89.7	58	58
Denver, CO (DEN)	82.3	80.5	20562	20553
Des Moines, IA (DSM)	82.2	87.7	1312	1313
Detroit, MI (DTW)	85.3	85.0	13281	13290
Devils Lake, ND (DVL)	70.6	68.6	51	51
Dothan, AL (DHN)	93.7	93.7	111	111
Dubuque, IA (DBQ)	76.5	84.7	85	85
Duluth, MN (DLH)	86.0	87.3	300	299
Durango, CO (DRO)	76.1	82.6	218	218
Eagle, CO (EGE)	73.6	75.5	53	53
Eau Claire, WI (EAU)	72.9	79.7	59	59
El Paso, TX (ELP)	81.6	84.3	1390	1390
Elko, NV (EKO)	94.3	92.5	53	53
Elmira/Corning, NY (ELM)	82.7	87.7	156	154
Erie, PA (ERI)	85.9	88.2	85	85
Escanaba, MI (ESC)	78.0	70.0	50	50
Eugene, OR (EUG)	84.8	87.4	534	532
Evansville, IN (EVV)	87.7	87.7	308	308
Everett, WA (PAE)	79.3	78.7	174	174
Fairbanks, AK (FAI)	87.0	91.0	332	332
Fargo, ND (FAR)	81.6	84.6	467	467
Fayetteville, AR (XNA)	84.5	87.0	1190	1190
Fayetteville, NC (FAY)	83.3	83.3	336	336
Flagstaff, AZ (FLG)	82.1	84.9	179	179
Flint, MI (FNT)	84.5	86.2	304	304
Fort Lauderdale, FL (FLL)	84.2	84.3	8521	8515
Fort Myers, FL (RSW)	87.4	87.7	3157	3153
Fort Smith, AR (FSM)	90.6	88.0	192	192
Fort Wayne, IN (FWA)	83.3	83.4	594	596
Fresno, CA (FAT)	86.5	86.6	1014	1013
Gainesville, FL (GNV)	89.2	87.4	445	445
Garden City, KS (GCK)	77.6	86.2	58	58
Gillette, WY (GCC)	81.8	80.5	77	77
Grand Forks, ND (GFK)	87.0	87.0	177	177
Grand Island, NE (GRI)	89.4	80.2	85	86
Grand Junction, CO (GJT)	85.7	88.1	378	379
Grand Rapids, MI (GRR)	82.4	85.9	1603	1605
Great Falls, MT (GTF)	94.3	91.1	158	158
Green Bay, WI (GRB)	83.0	84.9	370	371

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Greensboro/High Point, NC (GSO)	85.3	87.5	1179	1178
Greenville, NC (PGV)	90.0	90.0	20	20
Greer, SC (GSP)	83.6	86.0	1368	1368
Guam, TT (GUM)	85.3	91.2	68	68
Gulfport/Biloxi, MS (GPT)	84.7	88.9	380	380
Hagerstown, MD (HGR)	92.3	69.2	13	13
Hancock/Houghton, MI (CMX)	71.2	81.4	59	59
Harlingen/San Benito, TX (HRL)	87.8	89.5	344	344
Harrisburg, PA (MDT)	84.3	83.2	517	518
Hartford, CT (BDL)	84.7	86.9	2349	2347
Hattiesburg/Laurel, MS (PIB)	90.9	87.3	55	55
Hays, KS (HYS)	69.0	78.0	100	100
Helena, MT (HLN)	95.2	92.4	105	105
Hibbing, MN (HIB)	90.0	86.0	50	50
Hilo, HI (ITO)	94.7	94.7	494	494
Hilton Head, SC (HHH)	90.4	92.7	178	178
Hobbs, NM (HOB)	77.5	84.3	89	89
Honolulu, HI (HNL)	89.8	92.0	4392	4393
Houston, TX (HOU)	86.0	81.7	4760	4763
Houston, TX (IAH)	87.2	88.2	14874	14886
Huntsville, AL (HSV)	84.3	86.5	829	828
Idaho Falls, ID (IDA)	89.8	93.4	137	137
Indianapolis, IN (IND)	86.8	86.3	4063	4062
International Falls, MN (INL)	93.9	95.9	49	49
Iron Mountain/Kingsfd, MI (IMT)	89.1	83.6	55	55
Islip, NY (ISP)	85.1	87.5	536	534
Ithaca/Cortland, NY (ITH)	76.7	82.6	86	86
Jackson, WY (JAC)	83.0	87.7	171	171
Jackson/Vicksburg, MS (JAN)	84.0	85.8	706	706
Jacksonville, FL (JAX)	87.7	89.7	2633	2634
Jacksonville/Camp Lejeune, NC (OAJ)	81.7	84.3	241	242
Jamestown, ND (JMS)	70.4	71.6	81	81
Joplin, MO (JLN)	79.9	84.8	139	138
Juneau, AK (JNU)	87.9	89.3	338	338
Kahului, HI (OGG)	91.1	92.8	2256	2255
Kalamazoo, MI (AZO)	77.0	82.1	248	246
Kalispell, MT (FCA)	87.0	91.4	185	185
Kansas City, MO (MCI)	86.5	88.1	4296	4297
Kearney, NE (EAR)	72.7	80.0	55	55
Ketchikan, AK (KTN)	87.8	90.1	172	171
Key West, FL (EYW)	91.0	89.1	431	431

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Killeen, TX (GRK)	86.1	91.8	280	279
Knoxville, TN (TYS)	83.0	86.1	1477	1478
Kodiak, AK (ADQ)	79.6	73.5	49	49
Kona, HI (KOA)	92.8	93.6	1264	1264
Kotzebue, AK (OTZ)	87.5	83.9	56	56
La Crosse, WI (LSE)	83.2	85.0	173	173
Lafayette, LA (LFT)	87.9	90.5	423	422
Lake Charles, LA (LCH)	86.7	94.9	196	196
Lansing, MI (LAN)	77.8	77.9	203	204
Laramie, WY (LAR)	62.7	76.5	51	51
Laredo, TX (LRD)	83.8	86.9	229	229
Las Vegas, NV (LAS)	83.9	83.5	13217	13217
Latrobe, PA (LBE)	83.3	78.6	84	84
Lawton/Fort Sill, OK (LAW)	85.3	83.5	102	103
Lewisburg, WV (LWB)	84.6	86.5	52	52
Lewiston, ID (LWS)	89.8	92.0	88	87
Lexington, KY (LEX)	84.6	87.1	725	723
Liberal, KS (LBL)	70.0	66.0	50	50
Lihue, HI (LIH)	90.8	92.1	1195	1194
Lincoln, NE (LNK)	81.7	87.7	213	212
Little Rock, AR (LIT)	85.6	87.2	1153	1153
Long Beach, CA (LGB)	84.6	86.2	1364	1365
Longview, TX (GGG)	92.5	91.2	67	68
Los Angeles, CA (LAX)	84.0	84.0	17501	17501
Louisville, KY (SDF)	85.0	86.6	2050	2051
Lubbock, TX (LBB)	78.2	84.6	600	599
Lynchburg, VA (LYH)	81.6	86.0	114	114
Madison, WI (MSN)	81.9	87.2	1144	1144
Mammoth Lakes, CA (MMH)	69.0	72.4	29	29
Manchester, NH (MHT)	87.2	89.2	724	723
Manhattan/Ft. Riley, KS (MHK)	82.1	88.3	179	179
Marquette, MI (MQT)	77.0	75.2	113	113
Medford, OR (MFR)	83.2	85.2	399	398
Melbourne, FL (MLB)	85.2	89.0	209	209
Memphis, TN (MEM)	84.7	87.0	2098	2100
Meridian, MS (MEI)	79.7	89.8	59	59
Miami, FL (MIA)	88.2	88.5	7106	7109
Midland/Odessa, TX (MAF)	81.0	88.4	802	802
Milwaukee, WI (MKE)	83.2	86.1	2410	2411
Minneapolis, MN (MSP)	85.3	86.0	12483	12495
Minot, ND (MOT)	81.8	80.2	187	187

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mission/McAllen/Edinburg, TX (MFE)	80.6	85.8	464	464
Missoula, MT (MSO)	87.5	88.7	256	256
Moab, UT (CNY)	77.4	71.0	31	31
Mobile, AL (BFM)	87.5	87.5	16	16
Mobile, AL (MOB)	88.9	89.1	513	512
Moline, IL (MLI)	83.1	85.0	361	361
Monroe, LA (MLU)	89.6	91.4	231	232
Monterey, CA (MRY)	79.8	83.7	332	332
Montgomery, AL (MGM)	91.2	89.5	294	295
Montrose/Delta, CO (MTJ)	79.8	87.9	124	124
Mosinee, WI (CWA)	86.2	86.3	210	211
Muskegon, MI (MKG)	75.9	81.0	58	58
Myrtle Beach, SC (MYR)	85.8	87.0	761	761
Nashville, TN (BNA)	86.4	85.4	6853	6854
New Bern/Morehead/Beaufort, NC (EWN)	79.0	80.8	214	213
New Haven, CT (HVN)	92.8	97.9	97	97
New Orleans, LA (MSY)	85.8	82.1	4763	4767
New York, NY (JFK)	87.7	89.1	9958	9959
New York, NY (LGA)	82.8	84.8	13553	13553
Newark, NJ (EWR)	75.1	79.1	11152	11135
Newburgh/Poughkeepsie, NY (SWF)	83.1	76.8	142	142
Newport News/Williamsburg, VA (PHF)	80.4	84.3	235	235
Niagara Falls, NY (IAG)	80.9	75.0	68	68
Nome, AK (OME)	85.7	85.7	56	56
Norfolk, VA (ORF)	85.4	87.0	2012	2013
North Bend/Coos Bay, OR (OTH)	75.0	65.0	20	20
North Platte, NE (LBF)	76.5	84.3	51	51
Oakland, CA (OAK)	84.8	79.8	4296	4294
Ogden, UT (OGD)	90.0	80.0	10	10
Ogdensburg, NY (OGS)	80.0	76.7	60	60
Oklahoma City, OK (OKC)	82.3	86.8	1954	1953
Omaha, NE (OMA)	83.4	84.5	2058	2058
Ontario, CA (ONT)	84.8	86.9	1944	1943
Orlando, FL (MCO)	86.5	84.9	12077	12075
Owensboro, KY (OWB)	77.8	66.7	9	9
Paducah, KY (PAH)	78.2	84.5	110	110
Pago Pago, TT (PPG)	75.0	62.5	8	8
Palm Springs, CA (PSP)	81.5	83.3	1008	1004
Panama City, FL (ECP)	87.6	91.1	474	473
Pasco/Kennewick/Richland, WA (PSC)	82.4	82.1	312	313
Pellston, MI (PLN)	74.6	81.7	71	71

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pensacola, FL (PNS)	87.8	90.2	998	998
Peoria, IL (PIA)	82.8	83.8	401	400
Petersburg, AK (PSG)	80.4	80.4	56	56
Philadelphia, PA (PHL)	86.7	87.2	9666	9674
Phoenix, AZ (AZA)	68.2	74.9	459	458
Phoenix, AZ (PHX)	83.4	83.9	14120	14105
Pierre, SD (PIR)	72.7	85.5	55	55
Pittsburgh, PA (PIT)	87.3	88.8	4182	4183
Plattsburgh, NY (PBG)	84.5	79.4	103	102
Pocatello, ID (PIH)	92.0	94.3	87	87
Ponce, PR (PSE)	78.6	88.4	70	69
Portland, ME (PWM)	85.7	87.6	743	744
Portland, OR (PDX)	86.4	88.6	5089	5094
Portsmouth, NH (PSM)	75.0	70.0	20	20
Prescott, AZ (PRC)	77.4	85.5	62	62
Providence, RI (PVD)	84.1	85.2	1575	1576
Provo, UT (PVU)	76.6	78.1	64	64
Pueblo, CO (PUB)	72.4	73.7	76	76
Punta Gorda, FL (PGD)	79.2	87.9	447	448
Quincy, IL (UIN)	78.4	84.3	51	51
Raleigh/Durham, NC (RDU)	86.8	86.7	5462	5467
Rapid City, SD (RAP)	78.9	82.6	337	339
Redding, CA (RDD)	79.8	77.3	119	119
Reno, NV (RNO)	85.8	88.7	1477	1474
Rhineland, WI (RHI)	87.9	82.8	58	58
Richmond, VA (RIC)	87.2	87.7	1974	1976
Roanoke, VA (ROA)	90.5	89.8	264	264
Rochester, MN (RST)	81.5	84.2	260	259
Rochester, NY (ROC)	83.4	85.5	1196	1198
Rock Springs, WY (RKS)	78.3	85.0	60	60
Rockford, IL (RFD)	87.9	77.6	58	58
Roswell, NM (ROW)	90.6	95.7	117	117
Sacramento, CA (SMF)	87.0	86.9	4358	4360
Saginaw/Bay City/Midland, MI (MBS)	84.0	88.2	187	186
Saipan, TT (SPN)	86.8	89.5	38	38
Salina, KS (SLN)	81.3	80.0	75	75
Salt Lake City, UT (SLC)	88.1	89.7	9046	9048
San Angelo, TX (SJT)	87.1	91.8	171	171
San Antonio, TX (SAT)	83.9	86.6	3257	3255
San Diego, CA (SAN)	82.7	84.3	7356	7353
San Francisco, CA (SFO)	80.0	81.3	13538	13548

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Jose, CA (SJC)	86.6	87.3	5004	5009
San Juan, PR (SJU)	84.2	84.1	2231	2222
San Luis Obispo, CA (SBP)	76.5	69.7	489	489
Sanford, FL (SFB)	81.9	89.7	827	828
Santa Ana, CA (SNA)	85.7	86.0	3240	3238
Santa Barbara, CA (SBA)	84.5	84.6	669	668
Santa Fe, NM (SAF)	82.6	86.8	167	167
Santa Maria, CA (SMX)	83.3	83.3	18	18
Santa Rosa, CA (STS)	77.0	79.5	239	239
Sarasota/Bradenton, FL (SRQ)	85.6	87.1	811	811
Sault Ste. Marie, MI (CIU)	83.9	85.7	56	56
Savannah, GA (SAV)	87.0	88.3	1366	1367
Scottsbluff, NE (BFF)	86.3	86.3	51	51
Scranton/Wilkes-Barre, PA (AVP)	82.9	86.0	321	322
Seattle, WA (SEA)	82.9	84.6	11443	11457
Shreveport, LA (SHV)	85.1	87.4	610	610
Sioux City, IA (SUX)	77.7	80.0	121	120
Sioux Falls, SD (FSD)	79.7	80.9	615	614
Sitka, AK (SIT)	91.8	90.7	85	86
South Bend, IN (SBN)	82.6	81.9	574	574
Spokane, WA (GEG)	83.4	88.2	1080	1080
Springfield, IL (SPI)	74.4	87.4	168	167
Springfield, MO (SGF)	86.1	86.9	677	678
St. Cloud, MN (STC)	77.8	77.8	9	9
St. George, UT (SGU)	85.1	89.1	322	322
St. Louis, MO (STL)	86.5	83.0	5558	5558
St. Petersburg, FL (PIE)	83.2	86.5	601	601
State College, PA (SCE)	80.4	86.0	179	179
Staunton, VA (SHD)	76.4	83.6	55	55
Stillwater, OK (SWO)	97.1	91.3	69	69
Stockton, CA (SCK)	90.8	80.7	119	119
Sun Valley/Hailey/Ketchum, ID (SUN)	85.9	86.9	85	84
Syracuse, NY (SYR)	84.3	85.5	1245	1242
Tallahassee, FL (TLH)	88.1	88.8	554	554
Tampa, FL (TPA)	88.0	88.5	6520	6516
Texarkana, AR (TXK)	90.7	91.7	108	108
Toledo, OH (TOL)	82.0	82.0	167	167
Traverse City, MI (TVC)	80.7	81.0	311	311
Trenton, NJ (TTN)	83.2	87.5	273	273
Tucson, AZ (TUS)	81.8	87.3	1701	1699
Tulsa, OK (TUL)	83.1	88.7	1334	1333



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Twin Falls, ID (TWF)	93.9	89.9	82	89
Tyler, TX (TYR)	86.4	86.4	140	140
Valdosta, GA (VLD)	95.3	94.1	85	85
Valparaiso, FL (VPS)	85.7	88.9	649	649
Vernal, UT (VEL)	74.5	78.4	51	51
Waco, TX (ACT)	92.0	94.0	150	150
Washington, DC (DCA)	85.5	86.1	11018	11019
Washington, DC (IAD)	87.0	88.8	5937	5963
Waterloo, IA (ALO)	75.0	82.1	56	56
Watertown, SD (ATY)	79.7	86.4	59	59
West Palm Beach/Palm Beach, FL (PBI)	85.3	85.3	2259	2258
White Plains, NY (HPN)	79.2	77.7	952	952
Wichita Falls, TX (SPS)	88.8	92.5	107	107
Wichita, KS (ICT)	80.8	86.3	837	838
Williston, ND (XWA)	86.6	75.6	82	82
Wilmington, NC (ILM)	83.7	85.7	565	566
Worcester, MA (ORH)	81.5	77.1	119	118
Wrangell, AK (WRG)	78.6	80.4	56	56
Yakutat, AK (YAK)	83.9	89.3	56	56
Yuma, AZ (YUM)	85.5	89.5	172	172

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2019

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
<b>JETBLUE AIRWAYS</b>	<b>62</b>	<b>24709</b>	<b>15</b>	<b>0.1</b>	<b>1</b>
<b>DELTA AIR LINES NETWORK</b>	<b>218</b>	<b>139753</b>	<b>282</b>	<b>0.2</b>	<b>2</b>
- DELTA AIR LINES	143	80046	57	0.1	
- BRANDED CODESHARE PARTNERS	195	59707	225	0.4	
<b>ALLEGiant AIR</b>	<b>121</b>	<b>8140</b>	<b>25</b>	<b>0.3</b>	<b>3</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>22</b>	<b>7643</b>	<b>38</b>	<b>0.5</b>	<b>4</b>
- HAWAIIAN AIRLINES	19	6914	12	0.2	
- BRANDED CODESHARE PARTNERS	4	729	26	3.6	
<b>SPIRIT AIRLINES</b>	<b>51</b>	<b>17438</b>	<b>88</b>	<b>0.5</b>	<b>5</b>
<b>FRONTIER AIRLINES</b>	<b>104</b>	<b>12227</b>	<b>98</b>	<b>0.8</b>	<b>6</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>234</b>	<b>171695</b>	<b>1409</b>	<b>0.8</b>	<b>7</b>
- AMERICAN AIRLINES	105	77566	387	0.5	
- BRANDED CODESHARE PARTNERS	221	94129	1022	1.1	
<b>SOUTHWEST AIRLINES</b>	<b>89</b>	<b>109266</b>	<b>1136</b>	<b>1.0</b>	<b>8</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>96</b>	<b>35747</b>	<b>444</b>	<b>1.2</b>	<b>9</b>
- ALASKA AIRLINES	72	21007	175	0.8	
- BRANDED CODESHARE PARTNERS	51	14740	269	1.8	
<b>UNITED AIRLINES NETWORK</b>	<b>232</b>	<b>128454</b>	<b>2026</b>	<b>1.6</b>	<b>10</b>
- UNITED AIRLINES	103	50180	265	0.5	
- BRANDED CODESHARE PARTNERS	219	78274	1761	2.2	
<b>TOTAL AIRPORTS SERVED</b>	<b>364</b>	<b>655,072</b>	<b>5,561</b>	<b>0.8</b>	

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>

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2019

CARRIER*	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
JETBLUE AIRWAYS	62	24709	15	0.1	1
DELTA AIR LINES	143	80046	57	0.1	2
HAWAIIAN AIRLINES	19	6914	12	0.2	3
ENDEAVOR AIR	103	20823	40	0.2	4
ALLEGiant AIR	121	8140	25	0.3	5
AMERICAN AIRLINES	105	77566	387	0.5	6
SPIRIT AIRLINES	51	17438	88	0.5	7
REPUBLIC AIRWAYS	97	27167	141	0.5	8
UNITED AIRLINES	103	50180	265	0.5	9
MESA AIRLINES	116	18567	108	0.6	10
EXPRESSJET AIRLINES	91	11179	89	0.8	11
FRONTIER AIRLINES	104	12227	98	0.8	12
ALASKA AIRLINES	72	21007	175	0.8	13
PSA AIRLINES	93	23602	207	0.9	14
SOUTHWEST AIRLINES	89	109266	1136	1.0	15
ENVOY AIR	149	25932	415	1.6	16
SKYWEST AIRLINES	244	67690	1188	1.8	17
TOTAL AIRPORTS SERVED	348	602,453	4,446	0.7	

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>

## AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

NOVEMBER 2019

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
<b>ALASKA AIRLINES NETWORK</b>	<b>35747</b>	<b>29886</b>	<b>83.60</b>	<b>444</b>	<b>1.24</b>	<b>108</b>	<b>0.30</b>	<b>1240</b>	<b>3.47</b>	<b>114</b>	<b>0.32</b>	<b>2266</b>	<b>6.34</b>	<b>21</b>	<b>0.06</b>	<b>1668</b>	<b>4.67</b>
- ALASKA AIRLINES	21007	17537	83.48	175	0.83	42	0.20	735	3.50	67	0.32	1499	7.14	17	0.08	935	4.45
- BRANDED CODESHARE PARTNERS	14740	12349	83.78	269	1.82	66	0.45	505	3.43	47	0.32	767	5.20	4	0.03	733	4.97
<b>ALLEGiant AIR</b>	<b>8140</b>	<b>6642</b>	<b>81.60</b>	<b>25</b>	<b>0.31</b>	<b>7</b>	<b>0.09</b>	<b>437</b>	<b>5.37</b>	<b>56</b>	<b>0.69</b>	<b>394</b>	<b>4.84</b>	<b>4</b>	<b>0.05</b>	<b>575</b>	<b>7.06</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>171695</b>	<b>144471</b>	<b>84.14</b>	<b>1409</b>	<b>0.82</b>	<b>262</b>	<b>0.15</b>	<b>7582</b>	<b>4.42</b>	<b>424</b>	<b>0.25</b>	<b>7696</b>	<b>4.48</b>	<b>52</b>	<b>0.03</b>	<b>9799</b>	<b>5.71</b>
- AMERICAN AIRLINES	77566	65707	84.71	387	0.50	104	0.13	3981	5.13	138	0.18	3502	4.51	28	0.04	3719	4.79
- BRANDED CODESHARE PARTNERS	94129	78764	83.68	1022	1.09	158	0.17	3601	3.83	286	0.30	4194	4.46	25	0.03	6080	6.46
<b>DELTA AIR LINES NETWORK</b>	<b>139753</b>	<b>123099</b>	<b>88.08</b>	<b>282</b>	<b>0.20</b>	<b>195</b>	<b>0.14</b>	<b>4688</b>	<b>3.35</b>	<b>540</b>	<b>0.39</b>	<b>5635</b>	<b>4.03</b>	<b>16</b>	<b>0.01</b>	<b>5297</b>	<b>3.79</b>
- DELTA AIR LINES	80046	71703	89.58	57	0.07	69	0.09	2586	3.23	176	0.22	3275	4.09	5	0.01	2176	2.72
- BRANDED CODESHARE PARTNERS	59707	51396	86.08	225	0.38	126	0.21	2102	3.52	364	0.61	2361	3.95	12	0.02	3121	5.23
<b>FRONTIER AIRLINES</b>	<b>12227</b>	<b>9593</b>	<b>78.46</b>	<b>98</b>	<b>0.80</b>	<b>12</b>	<b>0.10</b>	<b>776</b>	<b>6.35</b>	<b>26</b>	<b>0.21</b>	<b>743</b>	<b>6.08</b>	<b>0</b>	<b>0.00</b>	<b>979</b>	<b>8.01</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>7643</b>	<b>6843</b>	<b>89.53</b>	<b>38</b>	<b>0.50</b>	<b>15</b>	<b>0.20</b>	<b>409</b>	<b>5.35</b>	<b>67</b>	<b>0.88</b>	<b>23</b>	<b>0.30</b>	<b>8</b>	<b>0.10</b>	<b>240</b>	<b>3.14</b>
- HAWAIIAN AIRLINES	6914	6224	90.02	12	0.17	14	0.20	399	5.77	67	0.97	7	0.10	7	0.10	183	2.65
- BRANDED CODESHARE PARTNERS	729	619	84.91	26	3.57	1	0.14	10	1.37	0	0.00	15	2.06	0	0.00	57	7.82
<b>JETBLUE AIRWAYS</b>	<b>24709</b>	<b>19868</b>	<b>80.41</b>	<b>15</b>	<b>0.06</b>	<b>50</b>	<b>0.20</b>	<b>1831</b>	<b>7.41</b>	<b>19</b>	<b>0.08</b>	<b>1439</b>	<b>5.82</b>	<b>8</b>	<b>0.03</b>	<b>1478</b>	<b>5.98</b>
<b>SOUTHWEST AIRLINES</b>	<b>109266</b>	<b>93192</b>	<b>85.29</b>	<b>1136</b>	<b>1.04</b>	<b>131</b>	<b>0.12</b>	<b>5293</b>	<b>4.84</b>	<b>150</b>	<b>0.14</b>	<b>2912</b>	<b>2.67</b>	<b>91</b>	<b>0.08</b>	<b>6361</b>	<b>5.82</b>
<b>SPIRIT AIRLINES</b>	<b>17438</b>	<b>15160</b>	<b>86.94</b>	<b>88</b>	<b>0.50</b>	<b>18</b>	<b>0.10</b>	<b>585</b>	<b>3.35</b>	<b>26</b>	<b>0.15</b>	<b>1035</b>	<b>5.94</b>	<b>6</b>	<b>0.03</b>	<b>520</b>	<b>2.98</b>
<b>UNITED AIRLINES NETWORK</b>	<b>128454</b>	<b>104070</b>	<b>81.02</b>	<b>2026</b>	<b>1.58</b>	<b>245</b>	<b>0.19</b>	<b>5628</b>	<b>4.38</b>	<b>411</b>	<b>0.32</b>	<b>8047</b>	<b>6.26</b>	<b>11</b>	<b>0.01</b>	<b>8016</b>	<b>6.24</b>
- UNITED AIRLINES	50180	42087	83.87	265	0.53	57	0.11	1709	3.41	99	0.20	3296	6.57	1	0.00	2666	5.31
- BRANDED CODESHARE PARTNERS	78274	61983	79.19	1761	2.25	188	0.24	3919	5.01	312	0.40	4751	6.07	10	0.01	5350	6.83
<b>TOTAL</b>	<b>655,072</b>	<b>552,824</b>	<b>84.39</b>	<b>5,561</b>	<b>0.85</b>	<b>1,043</b>	<b>0.16</b>	<b>28,469</b>	<b>4.35</b>	<b>1,834</b>	<b>0.28</b>	<b>30,191</b>	<b>4.61</b>	<b>218</b>	<b>0.03</b>	<b>34,933</b>	<b>5.33</b>

## \* Causes of Delay:

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

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

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

NOVEMBER 2019

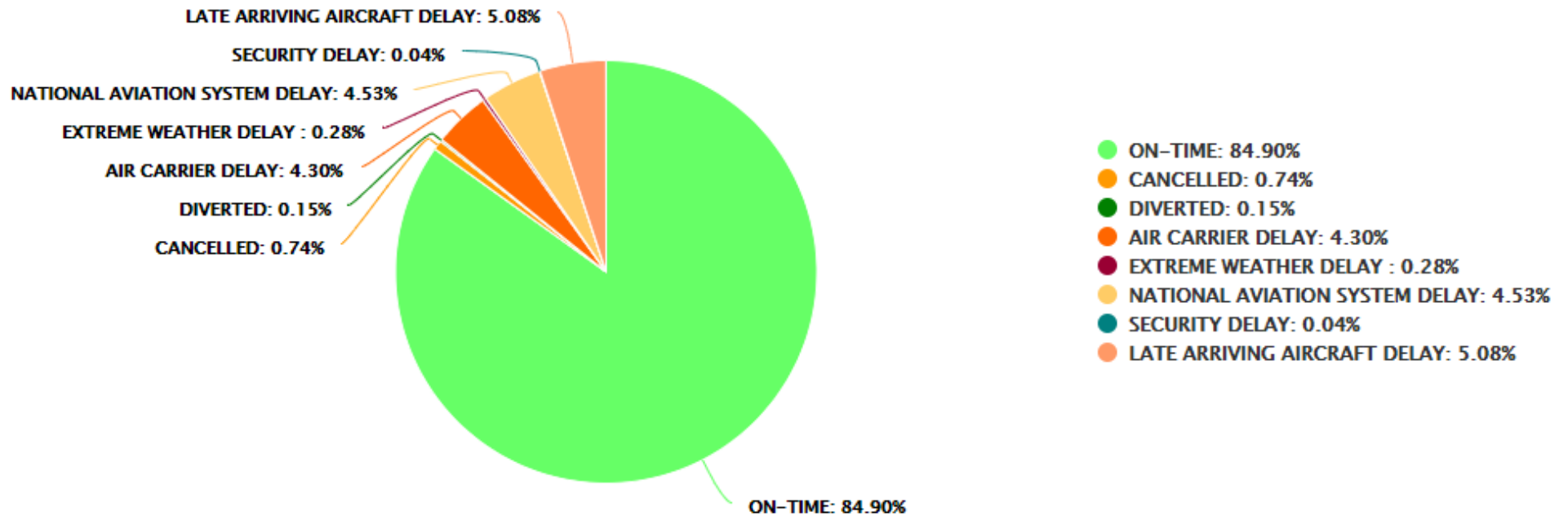
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	21007	17537	83.48	175	0.83	42	0.20	735	3.50	67	0.32	1499	7.14	17	0.08	935	4.45
ALLEGiant AIR	8140	6642	81.60	25	0.31	7	0.09	437	5.37	56	0.69	394	4.84	4	0.05	575	7.06
AMERICAN AIRLINES	77566	65707	84.71	387	0.50	104	0.13	3981	5.13	138	0.18	3502	4.51	28	0.04	3719	4.79
DELTA AIR LINES	80046	71703	89.58	57	0.07	69	0.09	2586	3.23	176	0.22	3275	4.09	5	0.01	2176	2.72
ENDEAVOR AIR	20823	18278	87.78	40	0.19	23	0.11	696	3.34	41	0.20	753	3.62	1	0.00	991	4.76
ENVOY AIR	25932	21559	83.14	415	1.60	45	0.17	928	3.58	139	0.54	1511	5.83	7	0.03	1328	5.12
EXPRESSJET AIRLINES	11179	9147	81.82	89	0.80	18	0.16	457	4.09	20	0.18	903	8.08	0	0.00	544	4.87
FRONTIER AIRLINES	12227	9593	78.46	98	0.80	12	0.10	776	6.35	26	0.21	743	6.08	0	0.00	979	8.01
HAWAIIAN AIRLINES	6914	6224	90.02	12	0.17	14	0.20	399	5.77	67	0.97	7	0.10	7	0.10	183	2.65
JETBLUE AIRWAYS	24709	19868	80.41	15	0.06	50	0.20	1831	7.41	19	0.08	1439	5.82	8	0.03	1478	5.98
MESA AIRLINES	18567	15442	83.17	108	0.58	33	0.18	1063	5.73	77	0.41	603	3.25	6	0.03	1235	6.65
PSA AIRLINES	23602	19214	81.41	207	0.88	44	0.19	1176	4.98	38	0.16	832	3.53	10	0.04	2082	8.82
REPUBLIC AIRWAYS	27167	23548	86.68	141	0.52	22	0.08	722	2.66	49	0.18	1558	5.73	4	0.01	1124	4.14
SKYWEST AIRLINES	67690	56555	83.55	1188	1.76	211	0.31	2512	3.71	476	0.70	3036	4.49	16	0.02	3696	5.46
SOUTHWEST AIRLINES	109266	93192	85.29	1136	1.04	131	0.12	5293	4.84	150	0.14	2912	2.67	91	0.08	6361	5.82
SPIRIT AIRLINES	17438	15160	86.94	88	0.50	18	0.10	585	3.35	26	0.15	1035	5.94	6	0.03	520	2.98
UNITED AIRLINES	50180	42087	83.87	265	0.53	57	0.11	1709	3.41	99	0.20	3296	6.57	1	0.00	2666	5.31
TOTAL	602,453	511,456	84.90	4,446	0.74	900	0.15	25,886	4.30	1,663	0.28	27,298	4.53	212	0.04	30,592	5.08

## \* 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  
NOVEMBER 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

NOVEMBER 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	COMPASS AIRLINES	5782	SJC	SEA	11/25/2019	Origin Airport	4:09
AMERICAN	MESA	5875	MLI	DFW	11/11/2019	Origin Airport	3:08
DELTA	DELTA	2846	DTW	EWR	11/11/2019	Origin Airport	3:03
DELTA	DELTA	1862	DTW	DFW	11/11/2019	Origin Airport	3:01
UNITED	MESA	6319	HSV	IAH	11/12/2019	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

NOVEMBER 2019

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

**Note:** Tarmac delays of more than 4 hours on any international flight at its U.S. airport departure from or arrival in the U.S., based on reports from all U.S. and foreign carriers operating international flights to and from the U.S. (Part 244).

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



## **APPENDIX**

**NOTE:** The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operation records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

### **30 Largest U.S. Airports**

Atlanta: Hartsfield-Jackson	ATL
Balt/Wash: Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Dallas-Fort Worth: International	DFW
Dallas: Love Field	DAL
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Portland: International	PDX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: 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)

RANK	CARRIER*	NOVEMBER 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	475,890	728	1.53
2	SOUTHWEST AIRLINES	9,287,654	33,306	3.59
3	DELTA AIR LINES NETWORK	8,073,634	29,726	3.68
	- DELTA AIR LINES	6,102,639	23,162	3.80
	- BRANDED CODESHARE PARTNERS	1,970,995	6,564	3.33
4	HAWAIIAN AIRLINES NETWORK	513,894	1,967	3.83
	- HAWAIIAN AIRLINES	500,011	1,894	3.79
	- BRANDED CODESHARE PARTNERS	13,883	73	5.26
5	FRONTIER AIRLINES	832,622	3,382	4.06
6	ALASKA AIRLINES NETWORK	2,208,281	9,165	4.15
	- ALASKA AIRLINES	1,604,337	6,521	4.06
	- BRANDED CODESHARE PARTNERS	603,944	2,644	4.38
7	SPIRIT AIRLINES	991,642	4,323	4.36
8	JETBLUE AIRWAYS	991,092	4,894	4.94
9	UNITED AIRLINES NETWORK	5,954,745	30,242	5.08
	- UNITED AIRLINES	3,510,129	18,019	5.13
	- BRANDED CODESHARE PARTNERS	2,444,616	12,223	5.00
10	AMERICAN AIRLINES NETWORK	9,306,086	63,204	6.79
	- AMERICAN AIRLINES	5,655,521	40,720	7.20
	- BRANDED CODESHARE PARTNERS	3,650,565	22,484	6.16
TOTAL		38,635,540	180,937	4.68

\*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)

RANK	CARRIER*	NOVEMBER 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	475,890	728	1.53
2	ENDEAVOR AIR	856,234	2,855	3.33
3	SOUTHWEST AIRLINES	9,287,654	33,306	3.59
4	HAWAIIAN AIRLINES	500,011	1,894	3.79
5	DELTA AIR LINES	6,102,639	23,162	3.80
6	FRONTIER AIRLINES	832,622	3,382	4.06
7	ALASKA AIRLINES	1,604,337	6,521	4.06
8	SPIRIT AIRLINES	991,642	4,323	4.36
9	EXPRESSJET AIRLINES	347,816	1,532	4.40
10	SKYWEST AIRLINES	2,391,568	10,968	4.59
11	JETBLUE AIRWAYS	991,092	4,894	4.94
12	UNITED AIRLINES	3,510,129	18,019	5.13
13	PSA AIRLINES	1,079,091	5,563	5.16
14	REPUBLIC AIRWAYS	695,350	3,876	5.57
15	MESA AIRLINES	797,429	4,654	5.84
16	AMERICAN AIRLINES	5,655,521	40,720	7.20
17	ENVOY AIR	875,410	6,501	7.43
	TOTAL	36,994,435	172,898	4.67

\* 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 ATCR.

## **MISHANDLED WHEELCHAIRS AND SCOOTERS**

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	NOVEMBER 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	1,271	3	0.24
2	DELTA AIR LINES NETWORK	15,387	132	0.86
	- DELTA AIR LINES	12,228	109	0.89
	- BRANDED CODESHARE PARTNERS	3,159	23	0.73
3	JETBLUE AIRWAYS	3,141	35	1.11
4	SOUTHWEST AIRLINES	14,706	217	1.48
5	ALASKA AIRLINES NETWORK	2,549	38	1.49
	- ALASKA AIRLINES	2,163	30	1.39
	- BRANDED CODESHARE PARTNERS	386	8	2.07
6	UNITED AIRLINES NETWORK	9,084	145	1.60
	- UNITED AIRLINES	6,024	118	1.96
	- BRANDED CODESHARE PARTNERS	3,060	27	0.88
7	HAWAIIAN AIRLINES NETWORK	739	12	1.62
	- HAWAIIAN AIRLINES	683	12	1.76
	- BRANDED CODESHARE PARTNERS	56	0	0.00
8	FRONTIER AIRLINES	2,182	37	1.70
9	SPIRIT AIRLINES NETWORK	2,342	46	1.96
10	AMERICAN AIRLINES NETWORK	11,067	222	2.01
	- AMERICAN AIRLINES	8,302	154	1.85
	- BRANDED CODESHARE PARTNERS	2,765	68	2.46
TOTAL		62,468	887	1.42

\*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)

RANK	CARRIER*	NOVEMBER 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	1,271	3	0.24
2	EXPRESSJET AIRLINES	401	3	0.75
3	ENDEAVOR AIR	1,196	10	0.84
4	DELTA AIR LINES	12,228	109	0.89
5	SKYWEST AIRLINES	3,177	32	1.01
6	JETBLUE AIRWAYS	3,141	35	1.11
7	ALASKA AIRLINES	2,163	30	1.39
8	MESA AIRLINES	789	11	1.39
9	SOUTHWEST AIRLINES	14,706	217	1.48
10	REPUBLIC AIRWAYS	1,026	16	1.56
11	FRONTIER AIRLINES	2,182	37	1.70
12	HAWAIIAN AIRLINES	683	12	1.76
13	AMERICAN AIRLINES	8,302	154	1.85
14	UNITED AIRLINES	6,024	118	1.96
15	SPIRIT AIRLINES	2,342	46	1.96
16	ENVOY AIR	789	18	2.28
17	PSA AIRLINES	619	19	3.07
	<b>TOTAL</b>	<b>61,039</b>	<b>870</b>	<b>1.43</b>

\* 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 ATR.

## **OVERSALES**

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

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

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

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





## AIR TRAVEL CONSUMER REPORT

## PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER*	JULY- SEPTEMBER 2019			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	<b>HAWAIIAN AIRLINES NETWORK</b>	37	0	2,884,639	0.00
	- HAWAIIAN AIRLINES	34	0	2,828,870	0.00
	- BRANDED CODESHARE PARTNERS	3	0	55,769	0.00
2	<b>DELTA AIR LINES NETWORK</b>	46,408	3	50,701,859	0.00
	- DELTA AIR LINES	24,642	3	40,050,497	0.00
	- BRANDED CODESHARE PARTNERS	21,766	0	10,651,362	0.00
3	<b>UNITED AIRLINES NETWORK</b>	20,702	15	38,738,623	0.00
	- UNITED AIR LINES	9,110	7	26,963,748	0.00
	- BRANDED CODESHARE PARTNERS	11,592	8	11,774,875	0.01
4	<b>ALLEGiant AIR</b>	135	2	3,836,145	0.01
5	<b>JETBLUE AIRWAYS</b>	785	8	9,760,018	0.01
6	<b>SPIRIT AIRLINES</b>	4,656	64	8,390,933	0.08
7	<b>SOUTHWEST AIRLINES</b>	4,806	314	40,777,514	0.08
8	<b>ALASKA AIRLINES NETWORK</b>	3,430	152	12,390,436	0.12
	- ALASKA AIRLINES	2,730	92	9,563,449	0.10
	- BRANDED CODESHARE PARTNERS	700	60	2,826,987	0.21
9	<b>FRONTIER AIRLINES</b>	893	230	5,731,264	0.40
10	<b>AMERICAN AIRLINES NETWORK</b>	37,367	3,481	51,398,398	0.68
	- AMERICAN AIRLINES	25,733	1,890	36,283,824	0.52
	- BRANDED CODESHARE PARTNERS	11,634	1,591	15,114,574	1.05
	<b>TOTAL</b>	<b>119,219</b>	<b>4,269</b>	<b>224,609,829</b>	<b>0.19</b>

JULY- SEPTEMBER 2018			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
284	3	2,852,308	0.01
274	3	2,802,150	0.01
10	0	50,158	0.00
30,340	2	47,374,198	0.00
17,722	0	37,139,292	0.00
12,618	2	10,234,906	0.00
21,435	33	38,670,907	0.01
11,339	26	27,080,182	0.01
10,096	7	11,590,725	0.01
141	78	3,529,711	0.22
612	7	9,824,474	0.01
5,718	164	7,328,762	0.22
6,570	967	40,839,016	0.24
3,143	330	11,868,172	0.28
2,494	192	9,274,760	0.21
649	138	2,593,412	0.53
1,790	519	5,128,189	1.01
23,765	766	48,268,312	0.16
12,697	363	34,232,162	0.11
11,068	403	14,036,150	0.29
93,798	2,869	215,684,049	0.13

**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 periods.

## AIR TRAVEL CONSUMER REPORT

## PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	AIRLINE*	JULY- SEPTEMBER 2019			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	EXPRESSJET AIRLINES	1,358	0	1,433,425	0.00
1	HAWAIIAN AIRLINES	34	0	2,828,870	0.00
1	ENDEAVOR AIR	6,451	0	3,850,464	0.00
4	DELTA AIR LINES	24,642	3	40,050,497	0.00
5	UNITED AIR LINES	9,110	7	26,963,748	0.00
6	ALLEGiant AIR	135	2	3,836,145	0.01
7	JETBLUE AIRWAYS	785	8	9,760,018	0.01
8	SPIRIT AIR LINES	4,656	64	8,390,933	0.08
9	SOUTHWEST AIRLINES	4,806	314	40,777,514	0.08
10	ALASKA AIRLINES	2,730	92	9,563,449	0.10
11	SKYWEST AIRLINES	14,794	203	10,472,196	0.19
12	MESA AIRLINES	1,861	88	3,599,017	0.24
13	FRONTIER AIRLINES	893	230	5,731,264	0.40
14	REPUBLIC AIRWAYS	5,378	219	4,900,415	0.45
15	AMERICAN AIRLINES	25,733	1,890	36,283,824	0.52
16	PSA AIRLINES	3,027	339	3,810,183	0.89
17	ENVOY AIR	3,286	561	3,861,879	1.45
TOTAL		109,679	4,020	216,113,841	0.19

JULY- SEPTEMBER 2018			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
1,866	3	2,175,952	0.01
274	3	2,802,150	0.01
5,131	0	3,518,387	0.00
17,722	0	37,139,292	0.00
11,339	26	27,080,182	0.01
141	78	3,529,711	0.22
612	7	9,824,474	0.01
5,718	164	7,328,762	0.22
6,570	967	40,839,016	0.24
2,494	192	9,274,760	0.21
7,264	95	9,676,146	0.10
2,581	51	3,604,845	0.14
1,790	519	5,128,189	1.01
4,954	31	4,619,387	0.07
12,697	363	34,232,162	0.11
2,006	42	3,404,018	0.12
3,437	161	3,388,554	0.48
86,596	2,702	207,565,987	0.13

**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.

## **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

	NOVEMBER 2019				NOVEMBER 2018			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	533	29	0	122	697	29	0	107
FOREIGN AIRLINES	348	2	0	77	404	9	0	68
TRAVEL AGENTS	35	0	0	14	34	0	0	15
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	25	12	0	57	14	10	0	78
INDUSTRY TOTALS	941	43	0	270	1,149	48	0	268

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*						
COMPLAINT CATEGORY	NOVEMBER 2019			NOVEMBER 2018		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	226		1	301	
CANCELLATION			73			115
DELAY			57			125
MISCONNECTION			42			34
BAGGAGE	2	152		4	148	
RESERVATIONS/TICKETING/BOARDING	3	124		5	140	
REFUNDS	4	112		7	71	
CUSTOMER SERVICE	5	107		3	151	
FARES	6	81		2	175	
DISABILITY	7	66		6	73	
OTHER	8	39		8	37	
FREQUENT FLYER			14			15
OVERSALES	9	17		9	36	
ADVERTISING	10	11		11	4	
DISCRIMINATION	11	6		10	13	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		941			1,149	

\* 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\*

NOVEMBER 2019

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	10	0	2	1	2	4	5	1	0	1	0	0	26
ALLEGiant AIR	3	0	2	2	0	0	2	4	0	0	0	0	13
AMERICAN AIRLINES	28	0	18	15	3	21	14	14	0	1	0	4	118
DELTA AIR LINES	4	2	1	1	0	3	9	13	1	0	0	1	35
ENVOY AIR	1	0	0	0	0	1	3	0	0	1	0	0	6
FRONTIER AIRLINES	16	1	6	5	3	4	8	3	3	0	0	2	51
HORIZON AIRLINES	4	1	0	0	0	1	1	0	0	0	0	0	7
JETBLUE AIRWAYS	10	2	0	2	2	3	5	4	0	0	0	3	31
MESA AIRLINES	5	0	0	0	0	0	0	0	0	0	0	1	6
PIEDMONT AIRLINES	4	0	0	0	0	1	0	0	0	0	0	0	5
RAVN ALASKA	14	0	0	0	0	0	0	0	0	0	0	0	14
SILVER AIRWAYS	1	0	2	0	2	1	0	0	0	0	0	0	6
SKYWEST AIRLINES	8	0	0	0	0	1	1	0	0	0	0	0	10
SOUTHWEST AIRLINES	5	0	4	0	0	3	2	7	1	1	0	1	24
SPIRIT AIRLINES	15	2	8	5	5	7	11	2	2	0	0	1	58
SUN COUNTRY AIRLINES	0	0	0	3	0	3	0	1	0	0	0	0	7
UNITED AIRLINES	25	1	10	6	8	11	8	7	1	1	0	8	86
Other U.S. Airlines	12	1	1	0	3	1	5	2	0	1	0	4	30
TOTAL NOVEMBER 2019	165	10	54	40	28	65	74	58	8	6	0	25	533
% of TOTAL COMPLAINTS	31.0	1.9	10.1	7.5	5.3	12.2	13.9	10.9	1.5	1.1	0	4.7	
TOTAL NOVEMBER 2018	206	21	57	119	23	75	103	58	2	12	0	21	697
% of TOTAL COMPLAINTS	29.6	3.0	8.2	17.1	3.3	10.8	14.8	8.3	0.3	1.7	0	3.0	

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

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

## AIR TRAVEL CONSUMER REPORT

Table 4

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

## NOVEMBER 2019

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN NOV	INCI- DENTS IN NOV	PERCENT	INCI- DENTS IN OCT	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	26	12	46.2	5	19.2	7	26.9	2	7.7
ALLEGiant AIR	13	5	38.5	2	15.4	4	30.8	2	15.4
AMERICAN AIRLINES	118	52	44.1	31	26.3	30	25.4	5	4.2
DELTA AIR LINES	35	9	25.7	13	37.1	9	25.7	4	11.4
ENVOY AIR	6	3	50.0	1	16.7	2	33.3	0	0.0
FRONTIER AIRLINES	51	25	49.0	14	27.5	7	13.7	5	9.8
HORIZON AIRLINES	7	2	28.6	3	42.9	1	14.3	1	14.3
JETBLUE AIRWAYS	31	14	45.2	8	25.8	6	19.4	3	9.7
MESA AIRLINES	6	2	33.3	2	33.3	2	33.3	0	0.0
PIEDMONT AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
RAVN ALASKA	14	5	35.7	2	14.3	4	28.6	3	21.4
SILVER AIRWAYS	6	4	66.7	0	0.0	1	16.7	1	16.7
SKYWEST AIRLINES	10	7	70.0	2	20.0	0	0.0	1	10.0
SOUTHWEST AIRLINES	24	9	37.5	4	16.7	6	25.0	5	20.8
SPIRIT AIRLINES	58	27	46.6	12	20.7	12	20.7	7	12.1
SUN COUNTRY AIRLINES	7	1	14.3	3	42.9	3	42.9	0	0.0
UNITED AIRLINES	86	34	39.5	16	18.6	24	27.9	12	14.0
Other U.S. Airlines	30	16	53.3	2	6.7	12	40.0	0	0.0
<b>Totals</b>	533	231	43.3	120	22.5	131	24.6	51	9.6
<b>Previous Year's Totals</b>	697	344	49.4	110	15.8	196	28.1	47	6.7

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

**AIR TRAVEL CONSUMER REPORT/ COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\* / NOVEMBER 2019**

Table 5

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR CANADA	2	0	3	1	1	0	0	1	0	0	0	0	8
AIR FRANCE	4	1	2	3	1	7	2	1	0	0	0	0	21
AIR INDIA	1	0	2	2	1	1	0	0	0	0	0	0	7
ALITALIA AIRLINES	1	0	1	0	0	3	1	0	0	0	0	0	6
AVIANCA	1	1	1	2	2	1	0	0	0	0	0	0	8
BRITISH AIRWAYS	1	0	2	3	4	5	1	0	0	0	0	0	16
COPA	2	0	1	1	0	1	0	0	0	0	0	0	5
EMIRATES AIRLINES	1	0	3	0	2	4	1	0	1	0	0	0	12
ETHIOPIAN AIRLINES	3	0	2	0	1	4	0	0	0	0	0	0	10
ETIHAD AIRWAYS	2	0	0	1	0	2	0	0	0	0	0	0	5
IBERIA AIRLINES	1	1	2	0	0	2	1	1	0	0	0	0	8
ICELANDAIR	0	1	1	1	2	1	0	0	0	0	0	0	6
INTERJET	1	0	2	0	10	5	1	0	0	0	0	0	19
KLM	2	0	1	1	0	3	1	0	0	0	0	0	8
LATAM	1	1	4	2	6	3	3	0	0	0	0	0	20
LOT POLISH AIRLINES	1	0	0	0	1	3	0	0	0	0	0	0	5
LUFTHANSA	1	0	6	5	4	3	3	0	0	0	0	0	22
NORWEGIAN AIR SHUTTLE	8	0	3	0	2	1	0	1	0	0	0	0	15
QATAR AIRWAYS	1	0	3	1	2	0	2	0	0	0	0	0	9
ROYAL AIR MAROC	2	0	0	0	0	3	1	0	0	0	0	0	6
TAP	1	0	1	0	2	0	1	0	0	0	0	0	5
TURKISH AIRLINES	0	1	1	1	1	9	0	2	0	0	0	0	15
VOLARIS AIRLINES	2	0	4	2	4	0	0	0	0	0	0	0	12
OTHER FOREIGN AIRLINES	17	1	17	6	23	24	5	1	1	0	0	5	100
<b>TOTALS</b>	<b>56</b>	<b>7</b>	<b>62</b>	<b>32</b>	<b>69</b>	<b>85</b>	<b>23</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>348</b>
<b><u>TRAVEL AGENTS</u></b>													
EXPEDIA.COM	1	0	1	2	3	0	0	0	0	0	0	0	7
OTHER TRAVEL AGENTS	2	0	7	5	11	0	2	0	1	0	0	0	28
<b>TOTALS</b>	<b>3</b>	<b>0</b>	<b>8</b>	<b>7</b>	<b>14</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>35</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
FAA	2	0	0	0	0	0	1	0	0	0	0	2	5
TSA	0	0	0	2	0	1	6	0	0	0	0	2	11
Other Miscellaneous	0	0	0	0	1	1	1	1	0	0	0	5	9
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>25</b>

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

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



TABLE 6

## AIR TRAVEL CONSUMER REPORT

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

AIRLINE	NOVEMBER 2019	NOVEMBER 2018
	COMPLAINTS	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>33</b>	<b>23</b>
- ALASKA AIRLINES	26	22
- BRANDED CODESHARE PARTNERS	7	1
<b>ALLEGiant AIR</b>	<b>13</b>	<b>17</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>140</b>	<b>179</b>
- AMERICAN AIRLINES	118	144
- BRANDED CODESHARE PARTNERS	22	35
<b>DELTA AIR LINES NETWORK</b>	<b>40</b>	<b>144</b>
- DELTA AIR LINES	35	136
- BRANDED CODESHARE PARTNERS	5	8
<b>FRONTIER AIRLINES</b>	<b>51</b>	<b>58</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>2</b>	<b>12</b>
- HAWAIIAN AIRLINES	2	12
- BRANDED CODESHARE PARTNERS	0	0
<b>JETBLUE AIRWAYS</b>	<b>31</b>	<b>24</b>
<b>SOUTHWEST AIRLINES</b>	<b>24</b>	<b>43</b>
<b>SPIRIT AIRLINES</b>	<b>58</b>	<b>62</b>
<b>UNITED AIRLINES NETWORK</b>	<b>100</b>	<b>118</b>
- UNITED AIRLINES	86	101
- BRANDED CODESHARE PARTNERS	14	17
<b>TOTAL</b>	<b>492</b>	<b>680</b>

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

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

TABLE 6A

## AIR TRAVEL CONSUMER REPORT

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

RANK	AIRLINE	NOVEMBER 2019			NOVEMBER 2018		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ENDEAVOR AIR	2	1,224,980	0.16	3	1,138,943	0.26
2	SOUTHWEST AIRLINES	24	13,056,920	0.18	43	14,019,165	0.31
3	EXPRESSJET AIRLINES	1	514,639	0.19	2	638,401	0.31
4	REPUBLIC AIRWAYS	3	1,517,241	0.20	8	1,535,099	0.52
5	HAWAIIAN AIRLINES	2	896,592	0.22	12	920,485	1.30
6	DELTA AIR LINES	35	12,556,264	0.28	136	12,236,572	1.11
7	SKYWEST AIRLINES	10	3,357,313	0.30	13	3,191,275	0.41
8	PSA AIRLINES	4	1,221,075	0.33	10	1,153,593	0.87
9	MESA AIRLINES	6	1,206,989	0.50	5	1,253,740	0.40
10	ENVOY AIR	6	1,206,795	0.50	10	1,107,289	0.90
11	JETBLUE AIRWAYS	31	3,405,973	0.91	24	3,388,987	0.71
12	ALASKA AIRLINES	26	2,790,271	0.93	22	2,812,803	0.78
13	UNITED AIRLINES	86	8,962,590	0.96	101	9,273,910	1.09
14	AMERICAN AIRLINES	118	12,268,623	0.96	144	11,935,231	1.21
15	ALLEGIAN AIR	13	1,137,787	1.14	17	1,094,620	1.55
16	SPIRIT AIRLINES	58	2,830,399	2.05	62	2,385,981	2.60
17	FRONTIER AIRLINES	51	1,964,630	2.60	58	1,609,301	3.60
TOTAL		476	70,119,081	0.68	670	69,695,395	0.96

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

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

## AIR TRAVEL CONSUMER REPORT

**Civil Rights Complaints by Air Travelers (Other Than Disability) for November 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
ALASKA					1		
AMERICAN	1						
ENVOY	1						
HAWAIIAN		1					
SOUTHWEST			1				
UNITED	1						
<b>TOTAL</b>	<b>3</b>	<b>1</b>	<b>1</b>		<b>1</b>		

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

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

## ***COMPLAINT CATEGORIES***

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

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

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

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

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

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

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

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

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

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

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

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

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

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

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

The Transportation Security Administration (TSA) screened approximately 66 million airline passengers and their 53 million checked bags in the month of November as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations <sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of November.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
645	0.00098%	18	0.00003%	72	0.00011%	500	0.00076%

### NOTES

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

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

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

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.