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# ***Air Travel Consumer Report***

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A Product Of The  
**OFFICE OF AVIATION CONSUMER PROTECTION**

**Issued: November 2020**



**Flight Delays<sup>1</sup>**

September 2020  
January - September 2020

**Mishandled Baggage, Wheelchairs,  
and Scooters<sup>1</sup>**

September 2020  
January - June 2020

**Oversales<sup>1</sup>**

3<sup>rd</sup> Quarter 2020  
January - September 2020

**Consumer Complaints<sup>2</sup>**

(Includes Disability and  
Discrimination Complaints)

September 2020  
January – September 2020

**Airline Animal Incident Reports<sup>4</sup>**

September 2020  
January – September 2020

**Customer Service Reports to  
the Dept. of Homeland Security<sup>3</sup>**

September 2020

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

<sup>2</sup> Data compiled by the Office of Aviation Consumer Protection. 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 Office of Aviation Consumer Protection

## TABLE OF CONTENTS

Section	Page	Section	Page
<b>Introduction</b>	3	<b>Flight Delays (continued)</b>	
<b>Flight Delays</b>		<b>Table 8</b>	35
<b>Explanation</b>	4	List of Regularly Scheduled Domestic Flights with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier	
<b>Branded Codeshare Partners</b>	5	<b>Table 8A</b>	
<b>Table 1</b>	6	List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier	36
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier		<b>Appendix</b>	37
<b>Table 1A</b>	7	<b>Mishandled Baggage</b>	
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Operating Carrier		<b>Explanation</b>	38
<b>Table 1B</b>	8	<b>Ranking-</b> by Marketing Carrier (Monthly)	39
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier, Rank by Month, and Year-to-Date (YTD)		<b>Ranking-</b> by Marketing Carrier (YTD)	40
<b>Table 1C</b>	9	<b>Ranking-</b> by Operating Carrier (Monthly)	41
Overall Percentage of Reported Flight Operations Arriving On- Time: by Reporting Marketing Carriers. Rank by quarter (YTD)		<b>Ranking-</b> by Operating Carrier (YTD)	42
<b>Table 1D</b>	10	<b>Mishandled Wheelchairs and Scooters</b>	
Overall Percentage of Reported Flight Operations Arriving On-Time: Ranking of U.S. Reporting Operating Carriers (YTD)		<b>Explanation</b>	43
<b>Table 2</b>	11	<b>Ranking-</b> by Marketing Carrier (Monthly)	44
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Marketing Carrier and Airport		<b>Ranking-</b> by Marketing Carrier (YTD)	45
<b>Table 2A</b>	15	<b>Ranking-</b> by Operating Carrier (Monthly)	46
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Operating Carrier and Airport		<b>Ranking-</b> by Operating Carrier (YTD)	47
<b>Table 3</b>	19	<b>Oversales</b>	
Percentage of Reporting Carriers' Flight Operations Arriving On-Time, by Airport and Time of Day		<b>Explanation</b>	48
<b>Table 4</b>	21	<b>Ranking-</b> by Marketing Carrier (Quarterly)	49
Percentage of Reporting Carriers' Flight Operations Departing On-Time, by Airport and Time of Day		<b>Ranking-</b> by Marketing Carrier (YTD)	50
<b>Table 5</b>	23	<b>Ranking-</b> by Operating Carrier (Quarterly)	51
On-Time Arrival and Departure		<b>Ranking-</b> by Operating Carrier (YTD)	52
Percentage, by Airport by Reporting Operating Carrier		<b>Consumer Complaints</b>	
<b>Table 6</b>	28	<b>Explanation</b>	53
Overall Number and Percentage of Flight Cancellations, by Reporting Marketing Carrier		<b>Complaint Tables 1-5</b>	54
<b>Table 6A</b>	29	Summary, Complaint Categories, U.S. Airlines, Incident Date and Companies Other Than U.S. Airlines	
Overall Number and Percentage of Flight Cancellations, by Reporting Operating Carrier		<b>Table 6</b>	61
<b>Table 6B</b>	30	List of U.S. Marketing Carriers (Non-Ranked, in Alphabetic Order).	
Overall Number and Percentage of Flight Cancellations: Ranking of U.S. Reporting Marketing Carriers (YTD)		<b>Table 6A</b>	62
<b>Table 6C</b>	31	Rankings, U.S. Reporting Carriers	
Overall Number and Percentage of Flight Cancellations: Ranking of U.S. Reporting Operating Carriers (YTD)		<b>Tables 1-4 (YTD)</b>	63
<b>Table 7</b>	32	Summary, Complaint Categories, U.S. Airlines by complaint category, Companies Other Than U.S. Airlines by complaint category.	
Causes of the Delay by Reporting Marketing Carrier		<b>Table 5 (YTD)</b>	71
<b>Table 7A</b>	33	List of U.S. Marketing Carriers (Non-Ranked, in Alphabetic Order).	
Causes of the Delay by Reporting Operating Carrier		<b>Table 5A (YTD)</b>	72
<b>Table 7B</b>	34	Rankings, U.S. Reporting Carriers	
Causes of the Delay by Reporting Operating Carrier, chart		<b>Civil Rights Complaints by Air Travelers, Other than Disability (Monthly)</b>	73
		<b>Civil Rights Complaints by Air Travelers, Other than Disability (YTD)</b>	74
		<b>Complaint Categories</b>	75
		<b>Airline Reports to DOT of Incidents Involving the Loss, Injury, Or Death of Animals during Air Transportation (Monthly)</b>	76
		<b>Customer Service Reports to the Department of Homeland Security</b>	77

## **INTRODUCTION**

The *Air Travel Consumer Report* is a monthly product of the Department of Transportation's Office of Aviation Consumer Protection (OACP). 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 concerning flight delays, mishandled baggage, wheelchairs and scooters and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section concerning consumer complaints is based on data compiled by the Office of Aviation Consumer Protection. The section concerning 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 airlines are required to submit to the OACP. 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 sixteen (16) U.S. air carriers that have at least 0.5 percent of total domestic scheduled-service passenger revenues, and the one\* carrier that currently reports flight delay data voluntarily.

The reportable airports with respect to which data must be submitted to the Department are those large, medium, small, or non-hub airports as defined in 49 U.S.C. 47102. 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 the 30 largest U.S. airports, except Table 5, which 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, 14 carriers (Alaska, Delta, Endeavor, Envoy, ExpressJet, Frontier, JetBlue, PSA, Republic, Hawaiian, SkyWest, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS and DGS, one carrier (Mesa) uses a combination of ACARS and a manual system, and one carrier (Allegiant) uses a manual system.

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 p.m. 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 at: <https://www.bts.gov/topics/airlines-and-airports/airline-information-download>. Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <https://www.bts.gov/browse-statistical-products-and-data/bts-publications/airline-service-quality-performance-234-time>. 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.

\* Express Jet currently reports flight delay data voluntarily, as permitted by Part 234.

# AIR TRAVEL CONSUMER REPORT

## BRANDED CODESHARE PARTNERS

SEPTEMBER 2020

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

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2020

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>13</b>	<b>95.5</b>	<b>1</b>
- HAWAIIAN AIRLINES	11	95.9	
- BRANDED CODESHARE PARTNERS	3	93.6	
<b>DELTA AIR LINES NETWORK</b>	<b>206</b>	<b>95.1</b>	<b>2</b>
- DELTA AIR LINES	115	95.1	
- BRANDED CODESHARE PARTNERS	169	95.1	
<b>SOUTHWEST AIRLINES</b>	<b>89</b>	<b>94.7</b>	<b>3</b>
<b>FRONTIER AIRLINES</b>	<b>92</b>	<b>93.4</b>	<b>4</b>
<b>UNITED AIRLINES NETWORK</b>	<b>224</b>	<b>93.1</b>	<b>5</b>
- UNITED AIRLINES	76	94.2	
- BRANDED CODESHARE PARTNERS	213	92.7	
<b>JETBLUE AIRWAYS</b>	<b>52</b>	<b>93.1</b>	<b>6</b>
<b>SPIRIT AIRLINES</b>	<b>47</b>	<b>92.2</b>	<b>7</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>97</b>	<b>90.9</b>	<b>8</b>
- ALASKA AIRLINES	64	92.9	
- BRANDED CODESHARE PARTNERS	47	89.3	
<b>AMERICAN AIRLINES NETWORK</b>	<b>228</b>	<b>90.3</b>	<b>9</b>
- AMERICAN AIRLINES	98	90.4	
- BRANDED CODESHARE PARTNERS	209	90.2	
<b>ALLEGiant AIR</b>	<b>118</b>	<b>85.6</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>366</b>	<b>92.9</b>	

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

NOTE: The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' on-time performance statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2020

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
ENDEAVOR AIR	94	96.5	1
HAWAIIAN AIRLINES	11	95.9	2
REPUBLIC AIRWAYS	74	95.8	3
DELTA AIR LINES	115	95.1	4
SOUTHWEST AIRLINES	89	94.7	5
UNITED AIRLINES	76	94.2	6
FRONTIER AIRLINES	92	93.4	7
JETBLUE AIRWAYS	52	93.1	8
ALASKA AIRLINES	64	92.9	9
SPIRIT AIRLINES	47	92.2	10
SKYWEST AIRLINES	226	92.1	11
EXPRESSJET AIRLINES	41	91.8	12
PSA AIRLINES	89	90.9	13
AMERICAN AIRLINES	98	90.4	14
MESA AIRLINES	95	89.8	15
ENVOY AIR	140	88.4	16
ALLEGiant AIR	118	85.6	17
TOTAL AIRPORTS SERVED	355	93.1	

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

NOTE: The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' on-time performance statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.

## AIR TRAVEL CONSUMER REPORT

TABLE 1B. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME BY REPORTING MARKETING CARRIER RANK BY MONTH, AND (YTD)

SEPTEMBER 2020

CARRIER <sup>1</sup>	Jan 20		Feb 20		Mar 20		Apr 20		May 20		Jun 20		Jul 20		Aug 20		Sep 20		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
<b>ALASKA AIRLINES NETWORK</b>	77.9	10	84.7	4	78.0	3	77.3	2	90.6	8	92.1	7	92.5	2	91.1	4	90.9	8	84.9	4
- ALASKA AIRLINES	77.6		84.2		74.1		73.7		95.5		91.4		92.4		90.0		92.9		83.1	
- BRANDED CODESHARE PARTNERS	78.3		85.4		83.6		80.5		87.1		92.6		92.5		91.9		89.3		86.7	
<b>ALLEGiant AIR</b>	78.8	9	75.5	10	62.4	10	10.4	10	37.4	10	86.3	10	85.5	9	83.6	10	85.6	10	67.9	10
<b>AMERICAN AIRLINES NETWORK</b>	81.6	8	80.3	9	73.5	6	54.8	7	93.3	4	92.3	6	88.6	7	89.3	6	90.3	9	80.8	9
- AMERICAN AIRLINES	84.1		83.2		71.2		57.3		95.3		93.2		89.5		90.1		90.4		81.9	
- BRANDED CODESHARE PARTNERS	79.6		78.0		75.4		53.0		91.9		91.7		87.8		88.6		90.2		79.8	
<b>DELTA AIR LINES NETWORK</b>	88.2	2	86.0	3	76.4	5	67.6	4	90.8	7	94.3	3	90.4	4	91.8	2	95.1	2	85.9	3
- DELTA AIR LINES	89.3		86.8		71.0		67.6		94.9		94.5		89.2		91.0		95.1		85.2	
- BRANDED CODESHARE PARTNERS	86.8		84.9		83.5		67.6		86.3		94.0		91.8		92.8		95.1		86.9	
<b>FRONTIER AIRLINES</b>	84.4	6	80.8	8	67.8	9	49.6	8	93.9	3	93.5	5	87.0	8	87.8	8	93.4	4	81.9	6
<b>HAWAIIAN AIRLINES NETWORK</b>	88.1	3	89.6	1	81.1	2	80.9	1	96.0	2	94.5	1	91.7	3	88.7	7	95.5	1	88.0	1
- HAWAIIAN AIRLINES	89.9		90.7		82.2		78.1		96.0		94.9		91.4		87.6		95.9		88.7	
- BRANDED CODESHARE PARTNERS	70.6		79.1		70.9		97.1		96.0		92.0		93.4		95.5		93.6		83.3	
<b>JETBLUE AIRWAYS</b>	84.8	5	83.4	5	72.7	7	61.3	5	86.4	9	90.1	9	85.4	10	87.4	9	93.1	6	81.3	8
<b>SOUTHWEST AIRLINES</b>	88.7	1	89.3	2	77.1	4	47.0	9	91.3	6	93.7	4	94.5	1	93.9	1	94.7	3	84.1	5
<b>SPIRIT AIRLINES</b>	85.8	4	82.8	6	81.6	1	74.6	3	96.8	1	94.4	2	90.1	5	91.3	3	92.2	7	86.2	2
<b>UNITED AIRLINES NETWORK</b>	82.8	7	81.9	7	72.0	8	59.5	6	91.4	5	91.5	8	89.7	6	90.3	5	93.1	5	81.7	7
- UNITED AIRLINES	86.3		85.6		69.1		48.4		93.6		93.6		92.5		91.9		94.2		81.3	
- BRANDED CODESHARE PARTNERS	80.7		79.7		73.8		66.0		90.8		90.8		88.5		89.4		92.7		82.0	
<b>TOTAL</b>	84.6		83.8		74.7		55.7		89.1		92.7		90.5		91.0		92.9		82.9	

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

NOTE: The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' on-time performance statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.



## AIR TRAVEL CONSUMER REPORT

TABLE 1C. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME: RANKING OF U.S. REPORTING MARKETING CARRIERS (YTD)

RANK	CARRIER <sup>1</sup>	JANUARY- SEPTEMBER 2020		JANUARY- SEPTEMBER 2019	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HAWAIIAN AIRLINES NETWORK	35,726	88.03	69,180	88.07
	- HAWAIIAN AIRLINES	31,562	88.66	62,580	88.62
	- BRANDED CODESHARE PARTNERS	4,164	83.26	6,600	82.89
2	SPIRIT AIRLINES	100,949	86.16	153,197	77.93
3	DELTA AIR LINES NETWORK	789,470	85.94	1,329,785	82.79
	- DELTA AIR LINES	435,673	85.17	744,094	84.61
	- BRANDED CODESHARE PARTNERS	353,797	86.89	585,691	80.48
4	ALASKA AIRLINES NETWORK	210,287	84.90	332,309	81.45
	- ALASKA AIRLINES	105,778	83.11	199,623	80.24
	- BRANDED CODESHARE PARTNERS	104,509	86.71	132,686	83.27
5	SOUTHWEST AIRLINES	762,595	84.14	1,023,773	79.54
6	FRONTIER AIRLINES	68,513	81.86	98,280	72.04
7	UNITED AIRLINES NETWORK	675,539	81.73	1,173,774	73.97
	- UNITED AIRLINES	234,578	81.29	469,365	76.48
	- BRANDED CODESHARE PARTNERS	440,961	81.97	704,409	72.29
8	JETBLUE AIRWAYS	113,651	81.33	222,594	72.69
9	AMERICAN AIRLINES NETWORK	1,026,695	80.75	1,580,917	76.27
	- AMERICAN AIRLINES	452,186	81.94	708,777	75.30
	- BRANDED CODESHARE PARTNERS	574,509	79.81	872,140	77.06
10	ALLEGiant AIR	77,045	67.93	79,918	78.58
	TOTAL	3,860,470	82.87	6,063,727	78.10

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

NOTE: The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' on-time performance statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.

## AIR TRAVEL CONSUMER REPORT

TABLE 1D. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME: RANKING OF U.S. REPORTING OPERATING CARRIERS (YTD)

RANK	CARRIER <sup>1</sup>	JANUARY- SEPTEMBER 2020		JANUARY- SEPTEMBER 2019	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HAWAIIAN AIRLINES	31,562	88.66	62,580	88.62
2	ENDEAVOR AIR	146,668	87.37	191,428	79.83
3	SPIRIT AIRLINES	100,949	86.16	153,197	77.93
4	REPUBLIC AIRWAYS	162,623	85.22	244,351	77.59
5	DELTA AIR LINES	435,673	85.17	744,094	84.61
6	SKYWEST AIRLINES	440,271	84.76	624,401	78.44
7	SOUTHWEST AIRLINES	762,595	84.14	1,023,773	79.54
8	ALASKA AIRLINES	105,778	83.11	199,622	80.24
9	AMERICAN AIRLINES	452,186	81.94	708,777	75.30
10	FRONTIER AIRLINES	68,513	81.86	98,280	72.04
11	EXPRESSJET AIRLINES	52,135	81.84	101,876	68.78
12	JETBLUE AIRWAYS	113,651	81.33	222,594	72.69
13	UNITED AIRLINES	234,578	81.29	469,365	76.48
14	ENVOY AIR	161,998	81.06	245,923	74.66
15	MESA AIRLINES	103,729	80.32	170,716	75.91
16	PSA AIRLINES	150,570	76.23	216,912	77.82
17	ALLEGiant AIR	77,045	67.93	79,918	78.58
	TOTAL	3,600,524	83.03	5,557,807	78.29

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

NOTE: The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' on-time performance statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.

## 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)

SEPTEMBER 2020

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# 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>35</b>	<b>97.1</b>	<b>116</b>	<b>99.1</b>	<b>30</b>	<b>96.7</b>	<b>0</b>	<b>0.0</b>	<b>108</b>	<b>96.3</b>	<b>150</b>	<b>92.0</b>	<b>121</b>	<b>91.7</b>	<b>30</b>	<b>96.7</b>
- ALASKA AIRLINES	35	97.1	116	99.1	30	96.7	0	0.0	108	96.3	150	92.0	121	91.7	30	96.7
- 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>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>24</b>	<b>83.3</b>	<b>24</b>	<b>95.8</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>100.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>542</b>	<b>92.4</b>	<b>839</b>	<b>95.9</b>	<b>360</b>	<b>93.9</b>	<b>13450</b>	<b>92.8</b>	<b>1613</b>	<b>95.7</b>	<b>557</b>	<b>90.5</b>	<b>16096</b>	<b>84.2</b>	<b>425</b>	<b>92.5</b>
- AMERICAN AIRLINES	409	90.7	786	95.7	264	93.9	5256	93.8	927	96.1	507	91.1	8147	85.8	215	89.8
- BRANDED CODESHARE PARTNERS	133	97.7	53	100.0	96	93.8	8194	92.2	686	95.0	50	84.0	7949	82.5	210	95.2
<b>DELTA AIR LINES NETWORK</b>	<b>16284</b>	<b>96.3</b>	<b>995</b>	<b>96.9</b>	<b>337</b>	<b>97.3</b>	<b>497</b>	<b>95.6</b>	<b>577</b>	<b>97.9</b>	<b>690</b>	<b>94.9</b>	<b>669</b>	<b>86.5</b>	<b>7056</b>	<b>95.1</b>
- DELTA AIR LINES	12146	96.3	688	96.8	279	97.5	228	93.0	435	97.9	690	94.9	622	86.0	2297	94.4
- BRANDED CODESHARE PARTNERS	4138	96.1	307	97.1	58	96.6	269	97.8	142	97.9	0	0.0	47	93.6	4759	95.5
<b>FRONTIER AIRLINES</b>	<b>182</b>	<b>95.1</b>	<b>14</b>	<b>100.0</b>	<b>29</b>	<b>96.6</b>	<b>50</b>	<b>92.0</b>	<b>57</b>	<b>89.5</b>	<b>1821</b>	<b>94.8</b>	<b>80</b>	<b>93.8</b>	<b>57</b>	<b>93.0</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>0</b>	<b>0.0</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	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>	<b>106</b>	<b>92.5</b>	<b>1016</b>	<b>95.1</b>	<b>0</b>	<b>0.0</b>	<b>16</b>	<b>93.8</b>	<b>78</b>	<b>92.3</b>	<b>53</b>	<b>98.1</b>	<b>24</b>	<b>91.7</b>	<b>24</b>	<b>95.8</b>
<b>SOUTHWEST AIRLINES</b>	<b>2175</b>	<b>95.9</b>	<b>275</b>	<b>95.3</b>	<b>4096</b>	<b>96.2</b>	<b>137</b>	<b>92.0</b>	<b>394</b>	<b>95.9</b>	<b>4991</b>	<b>94.2</b>	<b>0</b>	<b>0.0</b>	<b>245</b>	<b>94.7</b>
<b>SPIRIT AIRLINES</b>	<b>456</b>	<b>92.3</b>	<b>119</b>	<b>93.3</b>	<b>211</b>	<b>87.2</b>	<b>25</b>	<b>96.0</b>	<b>0</b>	<b>0.0</b>	<b>172</b>	<b>90.7</b>	<b>348</b>	<b>90.2</b>	<b>363</b>	<b>90.1</b>
<b>UNITED AIRLINES NETWORK</b>	<b>405</b>	<b>92.3</b>	<b>446</b>	<b>97.3</b>	<b>180</b>	<b>91.1</b>	<b>267</b>	<b>94.8</b>	<b>299</b>	<b>94.6</b>	<b>7549</b>	<b>92.3</b>	<b>387</b>	<b>88.6</b>	<b>314</b>	<b>94.9</b>
- UNITED AIRLINES	146	88.4	399	97.2	108	88.9	1	100.0	30	96.7	3164	94.0	133	85.0	1	100.0
- BRANDED CODESHARE PARTNERS	259	94.6	47	97.9	72	94.4	266	94.7	269	94.4	4385	91.1	254	90.6	313	94.9
<b>TOTAL</b>	<b>20,185</b>	<b>95.9</b>	<b>3,844</b>	<b>96.0</b>	<b>5,267</b>	<b>95.6</b>	<b>14,442</b>	<b>93.0</b>	<b>3,126</b>	<b>95.8</b>	<b>15,985</b>	<b>93.2</b>	<b>17,725</b>	<b>84.6</b>	<b>8,514</b>	<b>94.8</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)

SEPTEMBER 2020

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		HNL		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>93</b>	<b>96.8</b>	<b>30</b>	<b>86.7</b>	<b>60</b>	<b>91.7</b>	<b>60</b>	<b>95.0</b>	<b>30</b>	<b>96.7</b>	<b>82</b>	<b>93.9</b>	<b>420</b>	<b>94.8</b>	<b>953</b>	<b>95.7</b>
- ALASKA AIRLINES	93	96.8	30	86.7	60	91.7	60	95.0	30	96.7	82	93.9	180	97.2	412	96.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	240	92.9	541	95.4
<b>ALLEGiant AIR</b>	<b>12</b>	<b>66.7</b>	<b>107</b>	<b>70.1</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>447</b>	<b>89.7</b>	<b>57</b>	<b>86.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>331</b>	<b>96.1</b>	<b>324</b>	<b>88.6</b>	<b>60</b>	<b>93.3</b>	<b>132</b>	<b>93.2</b>	<b>437</b>	<b>87.9</b>	<b>396</b>	<b>94.4</b>	<b>660</b>	<b>90.0</b>	<b>1329</b>	<b>92.2</b>
- AMERICAN AIRLINES	295	95.9	324	88.6	60	93.3	44	93.2	260	86.5	396	94.4	660	90.0	1164	92.4
- BRANDED CODESHARE PARTNERS	36	97.2	0	0.0	0	0.0	88	93.2	177	89.8	0	0.0	0	0.0	165	91.5
<b>DELTA AIR LINES NETWORK</b>	<b>405</b>	<b>96.5</b>	<b>382</b>	<b>92.4</b>	<b>67</b>	<b>97.0</b>	<b>425</b>	<b>96.7</b>	<b>437</b>	<b>91.8</b>	<b>1561</b>	<b>97.1</b>	<b>772</b>	<b>95.3</b>	<b>2334</b>	<b>96.3</b>
- DELTA AIR LINES	217	96.8	382	92.4	67	97.0	186	94.6	257	91.8	1096	96.8	660	95.6	1494	95.9
- BRANDED CODESHARE PARTNERS	188	96.3	0	0.0	0	0.0	239	98.3	180	91.7	465	97.6	112	93.8	840	97.1
<b>FRONTIER AIRLINES</b>	<b>54</b>	<b>88.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>76</b>	<b>93.4</b>	<b>0</b>	<b>0.0</b>	<b>712</b>	<b>92.4</b>	<b>112</b>	<b>99.1</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>912</b>	<b>95.7</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>32</b>	<b>68.8</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	756	96.3	0	0.0	0	0.0	0	0.0	0	0.0	32	68.8
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	156	92.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>576</b>	<b>91.3</b>	<b>546</b>	<b>91.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>16</b>	<b>100.0</b>	<b>1024</b>	<b>94.1</b>	<b>160</b>	<b>94.4</b>	<b>346</b>	<b>94.5</b>
<b>SOUTHWEST AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>835</b>	<b>95.2</b>	<b>350</b>	<b>95.4</b>	<b>99</b>	<b>89.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>3732</b>	<b>95.5</b>	<b>1388</b>	<b>95.9</b>
<b>SPIRIT AIRLINES</b>	<b>229</b>	<b>92.1</b>	<b>732</b>	<b>93.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>283</b>	<b>92.2</b>	<b>0</b>	<b>0.0</b>	<b>780</b>	<b>93.8</b>	<b>513</b>	<b>96.3</b>
<b>UNITED AIRLINES NETWORK</b>	<b>2694</b>	<b>94.4</b>	<b>257</b>	<b>92.2</b>	<b>162</b>	<b>88.9</b>	<b>3623</b>	<b>93.0</b>	<b>5916</b>	<b>92.2</b>	<b>0</b>	<b>0.0</b>	<b>364</b>	<b>94.2</b>	<b>1290</b>	<b>95.8</b>
- UNITED AIRLINES	1448	92.3	150	92.0	162	88.9	807	93.6	1536	93.8	0	0.0	288	94.1	831	96.4
- BRANDED CODESHARE PARTNERS	1246	96.8	107	92.5	0	0.0	2816	92.8	4380	91.6	0	0.0	76	94.7	459	94.8
<b>TOTAL</b>	<b>4,394</b>	<b>94.1</b>	<b>3,213</b>	<b>92.0</b>	<b>1,611</b>	<b>94.8</b>	<b>4,339</b>	<b>93.3</b>	<b>7,195</b>	<b>92.0</b>	<b>3,063</b>	<b>95.7</b>	<b>8,047</b>	<b>94.1</b>	<b>8,354</b>	<b>95.2</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)

SEPTEMBER 2020

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>55</b>	<b>94.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>60</b>	<b>93.3</b>	<b>176</b>	<b>97.7</b>	<b>2114</b>	<b>87.4</b>	<b>30</b>	<b>96.7</b>
- ALASKA AIRLINES	0	0.0	55	94.5	0	0.0	0	0.0	60	93.3	176	97.7	330	91.8	30	96.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1784	86.6	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>22</b>	<b>81.8</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>696</b>	<b>95.0</b>	<b>746</b>	<b>88.3</b>	<b>0</b>	<b>0.0</b>	<b>2371</b>	<b>91.0</b>	<b>397</b>	<b>90.2</b>	<b>6344</b>	<b>94.4</b>	<b>250</b>	<b>84.8</b>	<b>3870</b>	<b>94.6</b>
- AMERICAN AIRLINES	612	94.6	746	88.3	0	0.0	1738	90.2	254	89.0	2459	94.4	250	84.8	1704	94.1
- BRANDED CODESHARE PARTNERS	84	97.6	0	0.0	0	0.0	633	93.2	143	92.3	3885	94.4	0	0.0	2166	95.0
<b>DELTA AIR LINES NETWORK</b>	<b>1682</b>	<b>96.8</b>	<b>599</b>	<b>93.5</b>	<b>51</b>	<b>94.1</b>	<b>279</b>	<b>95.0</b>	<b>6896</b>	<b>95.7</b>	<b>740</b>	<b>92.8</b>	<b>717</b>	<b>93.9</b>	<b>422</b>	<b>96.0</b>
- DELTA AIR LINES	840	96.0	599	93.5	51	94.1	279	95.0	2977	95.6	470	91.7	404	93.6	200	95.5
- BRANDED CODESHARE PARTNERS	842	97.7	0	0.0	0	0.0	0	0.0	3919	95.8	270	94.8	313	94.2	222	96.4
<b>FRONTIER AIRLINES</b>	<b>16</b>	<b>93.8</b>	<b>518</b>	<b>91.3</b>	<b>0</b>	<b>0.0</b>	<b>70</b>	<b>94.3</b>	<b>60</b>	<b>95.0</b>	<b>126</b>	<b>89.7</b>	<b>46</b>	<b>91.3</b>	<b>282</b>	<b>93.3</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>22</b>	<b>100.0</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	22	100.0	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>	<b>38</b>	<b>89.5</b>	<b>430</b>	<b>92.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>16</b>	<b>81.3</b>	<b>74</b>	<b>95.9</b>	<b>13</b>	<b>84.6</b>	<b>41</b>	<b>95.1</b>
<b>SOUTHWEST AIRLINES</b>	<b>371</b>	<b>97.8</b>	<b>1836</b>	<b>93.8</b>	<b>4217</b>	<b>95.1</b>	<b>0</b>	<b>0.0</b>	<b>268</b>	<b>94.4</b>	<b>0</b>	<b>0.0</b>	<b>503</b>	<b>93.4</b>	<b>279</b>	<b>92.8</b>
<b>SPIRIT AIRLINES</b>	<b>107</b>	<b>95.3</b>	<b>610</b>	<b>90.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>75</b>	<b>89.3</b>	<b>368</b>	<b>93.8</b>	<b>21</b>	<b>95.2</b>	<b>201</b>	<b>94.5</b>
<b>UNITED AIRLINES NETWORK</b>	<b>375</b>	<b>94.9</b>	<b>448</b>	<b>94.6</b>	<b>0</b>	<b>0.0</b>	<b>217</b>	<b>95.4</b>	<b>363</b>	<b>95.3</b>	<b>8881</b>	<b>94.2</b>	<b>232</b>	<b>95.7</b>	<b>278</b>	<b>95.0</b>
- UNITED AIRLINES	157	94.3	448	94.6	0	0.0	112	93.8	74	97.3	2022	95.2	232	95.7	88	94.3
- BRANDED CODESHARE PARTNERS	218	95.4	0	0.0	0	0.0	105	97.1	289	94.8	6859	93.9	0	0.0	190	95.3
<b>TOTAL</b>	<b>3,285</b>	<b>96.2</b>	<b>5,242</b>	<b>92.3</b>	<b>4,290</b>	<b>95.1</b>	<b>2,937</b>	<b>91.8</b>	<b>8,135</b>	<b>95.3</b>	<b>16,709</b>	<b>94.2</b>	<b>3,918</b>	<b>89.8</b>	<b>5,403</b>	<b>94.6</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)

SEPTEMBER 2020

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>300</b>	<b>94.3</b>	<b>665</b>	<b>93.8</b>	<b>7113</b>	<b>91.2</b>	<b>1145</b>	<b>95.3</b>	<b>180</b>	<b>88.9</b>	<b>30</b>	<b>93.3</b>
- ALASKA AIRLINES	180	97.8	168	97.0	3740	93.7	306	97.4	0	0.0	30	93.3
- BRANDED CODESHARE PARTNERS	120	89.2	497	92.8	3373	88.3	839	94.5	180	88.9	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>2</b>	<b>100.0</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>3911</b>	<b>92.7</b>	<b>406</b>	<b>88.9</b>	<b>328</b>	<b>89.3</b>	<b>511</b>	<b>93.3</b>	<b>316</b>	<b>88.6</b>	<b>577</b>	<b>88.2</b>
- AMERICAN AIRLINES	2279	92.9	406	88.9	323	89.2	453	92.7	200	87.5	554	87.9
- BRANDED CODESHARE PARTNERS	1632	92.4	0	0.0	5	100.0	58	98.3	116	90.5	23	95.7
<b>DELTA AIR LINES NETWORK</b>	<b>596</b>	<b>94.1</b>	<b>466</b>	<b>94.6</b>	<b>2823</b>	<b>94.0</b>	<b>740</b>	<b>94.5</b>	<b>6388</b>	<b>91.9</b>	<b>414</b>	<b>95.2</b>
- DELTA AIR LINES	488	93.6	466	94.6	1738	94.8	592	94.1	3455	92.6	414	95.2
- BRANDED CODESHARE PARTNERS	108	96.3	0	0.0	1085	92.8	148	95.9	2933	91.1	0	0.0
<b>FRONTIER AIRLINES</b>	<b>192</b>	<b>92.7</b>	<b>104</b>	<b>93.3</b>	<b>55</b>	<b>94.5</b>	<b>89</b>	<b>91.0</b>	<b>92</b>	<b>93.5</b>	<b>98</b>	<b>87.8</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>30</b>	<b>80.0</b>	<b>30</b>	<b>96.7</b>	<b>30</b>	<b>93.3</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	0	0.0	30	80.0	30	96.7	30	93.3	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>42</b>	<b>97.6</b>	<b>58</b>	<b>94.8</b>	<b>28</b>	<b>96.4</b>	<b>168</b>	<b>96.4</b>	<b>43</b>	<b>93.0</b>	<b>143</b>	<b>88.8</b>
<b>SOUTHWEST AIRLINES</b>	<b>3367</b>	<b>96.1</b>	<b>1226</b>	<b>95.9</b>	<b>436</b>	<b>95.2</b>	<b>454</b>	<b>98.5</b>	<b>448</b>	<b>94.6</b>	<b>1018</b>	<b>92.4</b>
<b>SPIRIT AIRLINES</b>	<b>30</b>	<b>90.0</b>	<b>67</b>	<b>92.5</b>	<b>34</b>	<b>91.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>159</b>	<b>89.9</b>
<b>UNITED AIRLINES NETWORK</b>	<b>293</b>	<b>94.5</b>	<b>395</b>	<b>94.4</b>	<b>501</b>	<b>95.2</b>	<b>2905</b>	<b>93.5</b>	<b>260</b>	<b>96.5</b>	<b>313</b>	<b>94.6</b>
- UNITED AIRLINES	236	95.8	288	96.9	497	95.2	1482	95.7	55	96.4	229	94.8
- BRANDED CODESHARE PARTNERS	57	89.5	107	87.9	4	100.0	1423	91.3	205	96.6	84	94.0
<b>TOTAL</b>	<b>8,731</b>	<b>94.3</b>	<b>3,419</b>	<b>94.0</b>	<b>11,348</b>	<b>92.2</b>	<b>6,042</b>	<b>94.4</b>	<b>7,727</b>	<b>92.0</b>	<b>2,752</b>	<b>91.7</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)

SEPTEMBER 2020

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# 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	35	97.1	116	99.1	30	96.7	0	0.0	108	96.3	150	92.0	121	91.7	30	96.7
ALLEGiant AIR	0	0.0	24	83.3	24	95.8	0	0.0	0	0.0	2	100.0	0	0.0	0	0.0
AMERICAN AIRLINES	409	90.7	786	95.7	264	93.9	5256	93.8	927	96.1	507	91.1	8147	85.8	215	89.8
DELTA AIR LINES	12146	96.3	688	96.8	279	97.5	228	93.0	435	97.9	690	94.9	622	86.0	2297	94.4
ENDEAVOR AIR	4046	96.1	0	0.0	58	96.6	172	97.7	17	100.0	0	0.0	0	0.0	2977	96.9
ENVOY AIR	9	100.0	0	0.0	0	0.0	295	93.2	0	0.0	0	0.0	4685	81.7	6	100.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	182	95.1	14	100.0	29	96.6	50	92.0	57	89.5	1821	94.8	80	93.8	57	93.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	106	92.5	1016	95.1	0	0.0	16	93.8	78	92.3	53	98.1	24	91.7	24	95.8
MESA AIRLINES	30	93.3	0	0.0	28	100.0	93	97.8	28	100.0	0	0.0	1998	83.4	58	94.8
PSA AIRLINES	55	96.4	0	0.0	38	89.5	5554	91.5	311	92.9	0	0.0	222	79.7	75	93.3
REPUBLIC AIRWAYS	290	95.9	378	97.6	0	0.0	1598	95.4	498	97.6	0	0.0	127	91.3	416	95.4
SKYWEST AIRLINES	100	95.0	29	96.6	102	94.1	40	82.5	85	94.1	4435	91.0	1218	85.8	1673	93.0
SOUTHWEST AIRLINES	2175	95.9	275	95.3	4096	96.2	137	92.0	394	95.9	4991	94.2	0	0.0	245	94.7
SPIRIT AIRLINES	456	92.3	119	93.3	211	87.2	25	96.0	0	0.0	172	90.7	348	90.2	363	90.1
UNITED AIRLINES	146	88.4	399	97.2	108	88.9	1	100.0	30	96.7	3164	94.0	133	85.0	1	100.0
TOTAL	20,185	95.9	3,844	96.0	5,267	95.6	13,465	93.0	2,968	96.1	15,985	93.2	17,725	84.6	8,437	94.7

\* 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)

SEPTEMBER 2020

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		HNL		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	93	96.8	30	86.7	60	91.7	60	95.0	30	96.7	82	93.9	180	97.2	412	96.1
ALLEGiant AIR	12	66.7	107	70.1	0	0.0	0	0.0	0	0.0	0	0.0	447	89.7	57	86.0
AMERICAN AIRLINES	295	95.9	324	88.6	60	93.3	44	93.2	260	86.5	396	94.4	660	90.0	1164	92.4
DELTA AIR LINES	217	96.8	382	92.4	67	97.0	186	94.6	257	91.8	1096	96.8	660	95.6	1494	95.9
ENDEAVOR AIR	188	96.3	0	0.0	0	0.0	239	98.3	0	0.0	254	97.6	0	0.0	0	0.0
ENVOY AIR	21	95.2	0	0.0	0	0.0	0	0.0	33	81.8	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	1170	92.1	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	54	88.9	0	0.0	0	0.0	0	0.0	76	93.4	0	0.0	712	92.4	112	99.1
HAWAIIAN AIRLINES	0	0.0	0	0.0	756	96.3	0	0.0	0	0.0	0	0.0	0	0.0	32	68.8
JETBLUE AIRWAYS	576	91.3	546	91.0	0	0.0	0	0.0	16	100.0	1024	94.1	160	94.4	346	94.5
MESA AIRLINES	0	0.0	80	96.3	0	0.0	966	91.6	1966	93.6	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	66	92.4	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	825	97.6	0	0.0	0	0.0	443	93.7	58	100.0	211	97.6	0	0.0	0	0.0
SKYWEST AIRLINES	0	0.0	27	81.5	0	0.0	147	89.8	1507	88.1	0	0.0	338	95.6	1915	96.1
SOUTHWEST AIRLINES	0	0.0	835	95.2	350	95.4	99	89.9	0	0.0	0	0.0	3732	95.5	1388	95.9
SPIRIT AIRLINES	229	92.1	732	93.9	0	0.0	0	0.0	283	92.2	0	0.0	780	93.8	513	96.3
UNITED AIRLINES	1448	92.3	150	92.0	162	88.9	807	93.6	1536	93.8	0	0.0	288	94.1	831	96.4
TOTAL	3,958	94.0	3,213	92.0	1,455	95.0	3,057	93.1	7,192	91.9	3,063	95.7	7,957	94.2	8,264	95.3

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



## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2020

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	55	94.5	0	0.0	0	0.0	60	93.3	176	97.7	330	91.8	30	96.7
ALLEGiant AIR	0	0.0	0	0.0	22	81.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	612	94.6	746	88.3	0	0.0	1738	90.2	254	89.0	2459	94.4	250	84.8	1704	94.1
DELTA AIR LINES	840	96.0	599	93.5	51	94.1	279	95.0	2977	95.6	470	91.7	404	93.6	200	95.5
ENDEAVOR AIR	80	97.5	0	0.0	0	0.0	0	0.0	2098	95.9	113	95.6	0	0.0	222	96.4
ENVOY AIR	0	0.0	0	0.0	0	0.0	183	92.9	53	98.1	2529	94.6	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	8	100.0	0	0.0	0	0.0
FRONTIER AIRLINES	16	93.8	518	91.3	0	0.0	70	94.3	60	95.0	126	89.7	46	91.3	282	93.3
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	22	100.0	0	0.0
JETBLUE AIRWAYS	38	89.5	430	92.1	0	0.0	0	0.0	16	81.3	74	95.9	13	84.6	41	95.1
MESA AIRLINES	117	94.0	0	0.0	0	0.0	28	92.9	115	93.9	0	0.0	0	0.0	61	95.1
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	603	93.4
REPUBLIC AIRWAYS	847	97.8	0	0.0	0	0.0	527	94.1	122	91.0	2140	95.3	0	0.0	850	98.4
SKYWEST AIRLINES	100	96.0	0	0.0	0	0.0	0	0.0	1963	95.6	3424	94.1	734	91.8	17	100.0
SOUTHWEST AIRLINES	371	97.8	1836	93.8	4217	95.1	0	0.0	268	94.4	0	0.0	503	93.4	279	92.8
SPIRIT AIRLINES	107	95.3	610	90.2	0	0.0	0	0.0	75	89.3	368	93.8	21	95.2	201	94.5
UNITED AIRLINES	157	94.3	448	94.6	0	0.0	112	93.8	74	97.3	2022	95.2	232	95.7	88	94.3
TOTAL	3,285	96.2	5,242	92.3	4,290	95.1	2,937	91.8	8,135	95.3	13,909	94.5	2,555	92.1	4,578	94.9

\* 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)

SEPTEMBER 2020

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	180	97.8	168	97.0	3740	93.7	306	97.4	0	0.0	30	93.3
ALLEGiant AIR	0	0.0	2	100.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2279	92.9	406	88.9	323	89.2	453	92.7	200	87.5	554	87.9
DELTA AIR LINES	488	93.6	466	94.6	1738	94.8	592	94.1	3455	92.6	414	95.2
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	4	100.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	192	92.7	104	93.3	55	94.5	89	91.0	92	93.5	98	87.8
HAWAIIAN AIRLINES	0	0.0	30	80.0	30	96.7	30	93.3	0	0.0	0	0.0
JETBLUE AIRWAYS	42	97.6	58	94.8	28	96.4	168	96.4	43	93.0	143	88.8
MESA AIRLINES	615	95.0	0	0.0	0	0.0	0	0.0	0	0.0	84	94.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	9	88.9	23	95.7
SKYWEST AIRLINES	1182	91.3	485	93.8	1454	93.1	2289	93.4	3391	91.3	0	0.0
SOUTHWEST AIRLINES	3367	96.1	1226	95.9	436	95.2	454	98.5	448	94.6	1018	92.4
SPIRIT AIRLINES	30	90.0	67	92.5	34	91.2	0	0.0	0	0.0	159	89.9
UNITED AIRLINES	236	95.8	288	96.9	497	95.2	1482	95.7	55	96.4	229	94.8
TOTAL	8,611	94.3	3,300	94.4	8,335	93.8	5,863	94.6	7,697	92.0	2,752	91.7

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2020

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	95.7	100.0	0.0	97.9	0.0	100.0	97.9	90.9	92.3	0.0	0.0	0.0	100.0	100.0	100.0	97.4
0700-0759	96.6	96.8	97.3	100.0	97.1	96.9	93.9	96.0	87.1	0.0	98.1	0.0	0.0	98.4	94.3	98.4
0800-0859	96.3	96.0	95.5	94.8	99.0	93.8	91.0	94.3	100.0	94.1	96.2	0.0	92.1	100.0	97.9	96.5
0900-0959	96.4	98.2	97.7	96.7	95.7	94.4	87.0	95.3	97.5	97.0	95.6	95.2	92.7	100.0	96.2	97.7
1000-1059	95.9	94.6	98.2	95.5	96.4	90.5	88.3	98.0	98.2	96.2	88.9	98.0	95.7	92.7	95.0	97.1
1100-1159	96.5	96.3	96.6	96.3	97.8	94.1	85.3	96.4	96.5	96.7	95.9	98.1	92.9	92.9	95.3	96.8
1200-1259	96.9	96.9	98.2	94.6	96.1	95.2	84.6	97.4	96.5	94.3	95.0	100.0	93.2	96.6	93.3	96.1
1300-1359	96.7	96.0	95.5	91.8	97.2	96.0	84.8	96.3	93.8	94.3	93.5	96.8	92.8	96.6	94.4	95.3
1400-1459	96.5	97.0	97.8	96.0	97.2	96.1	89.9	94.7	96.4	91.4	96.8	95.7	92.6	94.8	94.0	95.6
1500-1559	96.6	95.0	96.0	91.6	96.3	96.3	85.6	93.8	93.5	85.9	95.6	95.7	88.4	97.2	94.8	94.4
1600-1659	95.7	96.6	95.1	90.3	96.6	92.6	81.9	92.0	95.0	92.1	94.9	89.3	84.3	96.6	96.3	94.4
1700-1759	94.2	96.3	89.2	91.5	96.2	92.0	74.2	95.5	94.2	85.7	100.0	97.1	92.9	96.0	91.0	94.4
1800-1859	95.6	96.7	94.9	89.6	90.7	91.5	78.7	92.8	89.8	90.6	100.0	100.0	91.5	95.8	94.4	94.0
1900-1959	95.9	96.4	93.6	90.5	93.0	94.3	86.8	93.9	96.2	86.8	92.2	98.6	90.7	96.5	92.5	95.6
2000-2059	93.9	96.5	94.1	97.3	97.5	93.1	85.1	92.8	90.7	94.3	88.5	93.8	89.7	95.9	93.5	94.5
2100-2159	95.5	97.0	96.6	93.4	95.8	94.1	90.6	93.6	90.5	90.2	94.1	97.8	90.4	93.2	93.6	93.6
2200-2259	92.6	96.7	88.8	93.5	95.2	91.2	90.4	92.8	92.3	85.3	0.0	97.1	87.7	94.4	94.7	90.6
2300-0559	94.4	91.6	92.4	96.6	95.5	93.9	91.3	95.4	91.4	88.1	0.0	93.5	95.2	93.3	89.3	93.3
TOTAL	95.9	96.0	95.6	93.0	96.1	93.2	84.6	94.7	94.0	92.0	95.0	93.1	91.9	95.7	94.2	95.3

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2020

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	0.0	93.4	100.0	90.5	96.7	94.3	93.3	96.0	100.0	0.0	90.2	0.0	100.0	100.0	94.8
0700-0759	100.0	0.0	95.0	95.8	96.0	95.4	100.0	100.0	95.7	100.0	93.2	96.9	93.4	0.0	95.7
0800-0859	98.1	93.8	97.5	88.6	96.3	93.7	85.0	98.2	92.1	91.4	94.7	99.0	89.7	100.0	94.3
0900-0959	96.6	96.7	93.4	93.8	95.5	94.4	92.8	95.9	96.1	95.0	94.9	92.2	95.2	97.7	93.8
1000-1059	97.4	98.0	96.4	100.0	95.6	97.2	91.1	95.5	95.7	93.3	93.4	95.7	92.8	96.1	94.4
1100-1159	97.7	95.2	97.2	91.9	96.7	92.3	90.2	95.9	97.3	97.1	96.2	97.9	93.1	95.5	93.6
1200-1259	95.0	97.2	95.5	92.7	92.3	95.9	95.5	98.0	95.1	94.2	94.5	94.9	93.4	90.4	94.9
1300-1359	96.8	96.0	97.0	94.8	94.9	93.4	92.5	94.7	95.3	93.9	92.8	95.2	93.3	94.8	93.2
1400-1459	98.1	92.1	93.4	91.3	95.9	92.6	93.2	93.7	92.3	95.8	96.3	98.6	91.6	92.6	94.8
1500-1559	97.0	89.1	95.1	88.2	96.8	94.5	96.2	93.3	93.7	93.8	89.1	95.0	89.7	90.4	92.4
1600-1659	96.6	86.0	95.6	91.2	94.8	95.6	96.8	95.6	92.5	96.8	94.7	93.5	90.1	89.8	93.0
1700-1759	98.0	89.1	95.7	91.5	94.8	96.2	91.5	95.1	92.6	88.1	93.0	94.8	92.3	90.6	90.1
1800-1859	95.5	92.6	93.9	90.9	95.3	93.4	81.6	95.9	94.2	94.2	91.1	95.5	90.8	88.8	92.6
1900-1959	96.3	92.0	93.3	90.9	95.3	93.5	90.7	92.4	96.2	94.1	92.0	91.3	91.4	90.7	93.0
2000-2059	94.4	91.0	93.0	87.6	97.8	96.2	92.5	91.3	96.2	95.7	93.1	94.6	93.2	87.8	93.5
2100-2159	91.3	88.3	94.8	85.1	93.0	92.6	89.4	96.4	94.2	92.8	93.9	96.8	92.8	85.2	93.5
2200-2259	96.6	88.4	91.9	75.0	98.2	96.1	92.9	89.6	92.1	94.5	96.4	91.7	94.5	88.7	92.7
2300-0559	93.9	90.4	91.6	85.7	92.7	91.7	91.8	92.7	86.4	98.3	93.9	94.7	92.1	93.7	92.7
TOTAL	96.2	92.3	95.1	91.8	95.3	94.5	92.1	94.9	94.3	94.4	93.8	94.6	92.0	91.7	93.4

\* 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)

SEPTEMBER 2020

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	92.9	97.1	98.3	100.0	98.8	96.3	94.8	96.4	98.3	97.8	94.6	97.4	93.5	96.4	97.3	98.2
0700-0759	96.8	98.6	95.3	96.7	97.2	96.3	93.4	97.3	95.0	96.9	93.3	97.3	93.5	96.8	95.8	96.6
0800-0859	97.1	96.9	94.7	97.3	95.8	95.6	94.5	94.6	95.1	96.9	97.2	95.7	91.4	97.9	95.0	95.1
0900-0959	96.8	97.1	95.1	96.2	99.4	93.0	95.4	95.4	93.5	95.6	97.5	86.7	93.8	95.3	93.9	94.2
1000-1059	96.5	95.3	95.4	91.0	96.0	94.8	91.9	96.8	96.4	96.0	93.5	92.4	95.4	97.9	90.6	93.7
1100-1159	95.5	95.6	94.9	95.9	95.6	90.0	91.9	94.9	93.8	95.9	100.0	95.0	94.8	94.8	92.5	94.7
1200-1259	95.9	99.3	91.9	95.9	95.3	91.5	91.2	96.2	96.2	95.5	93.9	98.2	91.3	97.9	93.4	94.8
1300-1359	95.4	94.0	94.1	94.8	96.4	94.1	89.8	93.8	95.5	92.6	98.3	93.9	92.3	91.9	91.9	95.1
1400-1459	93.9	93.7	91.7	92.2	95.3	94.2	86.9	94.8	94.3	88.9	95.0	88.4	90.9	94.1	93.0	93.4
1500-1559	94.3	97.7	94.0	93.9	98.7	92.3	89.3	94.5	95.4	87.5	94.4	93.0	90.0	93.6	93.3	95.9
1600-1659	92.7	97.8	95.6	91.7	97.1	95.5	85.7	93.0	96.5	90.1	94.3	93.3	86.9	100.0	90.6	94.3
1700-1759	92.9	94.4	91.3	93.0	94.1	91.5	86.3	93.4	96.4	94.2	95.5	91.0	86.1	94.0	92.4	94.9
1800-1859	94.1	96.0	87.8	94.4	92.9	94.0	81.3	96.3	91.8	86.3	94.1	96.2	85.9	96.3	88.7	92.5
1900-1959	94.2	94.7	82.7	93.0	90.3	90.8	81.3	95.2	92.5	88.9	95.9	0.0	92.6	96.6	93.4	94.9
2000-2059	94.9	100.0	86.9	94.4	100.0	92.2	88.4	94.9	0.0	95.5	97.4	0.0	92.3	88.9	89.2	94.7
2100-2159	94.9	94.1	93.8	33.3	94.7	98.0	95.1	95.7	0.0	66.7	88.0	0.0	0.0	93.3	94.0	97.6
2200-2259	97.1	0.0	0.0	0.0	0.0	92.0	88.0	0.0	0.0	0.0	95.2	0.0	100.0	0.0	88.4	92.7
2300-0559	0.0	100.0	0.0	0.0	100.0	94.6	87.5	0.0	0.0	0.0	97.1	0.0	94.6	0.0	93.3	94.0
TOTAL	95.1	96.5	92.3	94.4	95.9	92.8	88.6	95.2	95.0	93.1	95.3	93.2	92.5	95.7	92.9	94.9

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

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2020

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	96.1	98.4	97.4	98.9	97.9	96.1	94.1	97.8	98.3	97.7	96.2	98.6	96.4	96.6	97.0
0700-0759	95.7	97.2	97.8	89.5	95.7	92.7	96.5	96.3	97.7	97.3	95.7	95.3	92.3	95.5	96.1
0800-0859	96.3	97.4	95.2	95.8	96.4	95.3	95.4	97.5	94.9	96.5	96.2	97.4	94.6	95.9	95.8
0900-0959	97.8	94.9	94.1	93.6	96.0	94.9	92.3	94.5	94.9	94.3	95.0	95.3	91.8	97.6	94.9
1000-1059	94.8	94.3	91.0	92.6	97.6	95.0	95.0	96.1	95.3	95.3	96.8	93.8	95.4	96.3	94.6
1100-1159	95.1	96.4	93.9	95.4	96.0	96.3	94.0	96.0	94.6	95.0	94.3	92.1	91.4	96.7	94.0
1200-1259	96.2	94.5	90.3	89.4	95.3	96.2	84.9	93.3	96.1	93.4	95.0	98.1	91.8	97.2	93.7
1300-1359	96.3	96.3	92.2	91.4	94.9	93.6	94.0	93.4	95.1	95.5	92.9	91.5	90.9	92.1	93.9
1400-1459	94.6	92.4	95.2	87.4	100.0	94.4	91.9	93.8	96.3	95.8	95.5	92.8	90.0	94.5	92.5
1500-1559	97.1	83.0	85.6	91.3	96.0	94.7	93.9	95.5	91.2	97.1	94.3	94.6	89.8	90.0	93.3
1600-1659	95.0	77.7	92.5	98.0	93.2	96.3	100.0	95.5	91.7	94.5	96.8	94.4	87.4	85.1	91.3
1700-1759	96.4	80.5	90.5	84.3	97.1	94.6	94.9	94.7	92.5	97.0	93.6	94.6	91.5	86.2	92.2
1800-1859	96.7	87.8	93.5	92.5	94.7	95.7	94.7	95.2	88.5	94.4	95.0	91.3	94.2	84.5	91.7
1900-1959	97.1	94.4	91.3	88.9	95.9	95.3	87.5	96.9	94.7	93.5	93.2	94.9	100.0	79.7	91.7
2000-2059	100.0	96.3	91.5	89.2	96.9	95.2	97.4	98.6	94.8	94.1	93.1	97.1	92.2	84.0	93.2
2100-2159	0.0	100.0	97.1	92.3	98.4	96.2	0.0	95.6	100.0	100.0	97.1	100.0	93.4	78.6	94.9
2200-2259	0.0	0.0	0.0	100.0	0.0	0.0	92.1	0.0	100.0	91.2	91.4	93.0	100.0	0.0	94.5
2300-0559	0.0	86.7	0.0	86.4	97.4	94.5	97.0	100.0	96.0	0.0	96.0	95.8	97.7	0.0	94.8
TOTAL	96.2	91.8	92.6	91.9	96.3	95.0	93.5	95.8	94.3	95.6	94.9	94.0	92.1	91.8	93.7

\* 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**  
**SEPTEMBER 2020**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	96.7	95.0	60	60
Abilene, TX (ABI)	90.5	90.4	116	115
Adak Island, AK (ADK)	0.0	11.1	9	9
Akron, OH (CAK)	91.7	96.5	144	144
Albany, GA (ABY)	95.0	96.7	60	60
Albany, NY (ALB)	95.4	96.4	501	501
Albuquerque, NM (ABQ)	93.8	94.0	1046	1048
Alexandria, LA (AEX)	85.4	89.3	178	178
Allentown/Bethlehem/Easton, PA (ABE)	88.0	90.6	233	233
Alpena, MI (APN)	96.2	96.1	52	51
Amarillo, TX (AMA)	88.5	87.6	321	322
Anchorage, AK (ANC)	85.1	94.5	1129	1129
Appleton, WI (ATW)	98.4	97.1	308	307
Arcata/Eureka, CA (ACV)	85.6	86.7	90	90
Asheville, NC (AVL)	88.2	91.5	415	414
Ashland, WV (HTS)	83.3	87.5	24	24
Aspen, CO (ASE)	84.3	84.0	217	219
Atlanta, GA (ATL)	95.9	95.1	20185	20192
Atlantic City, NJ (ACY)	96.9	97.0	65	66
Augusta, GA (AGS)	94.7	96.1	304	304
Austin, TX (AUS)	90.5	91.8	2341	2338
Bakersfield, CA (BFL)	92.8	95.0	139	140
Baltimore, MD (BWI)	95.6	92.3	5267	5265
Bangor, ME (BGR)	97.6	97.0	164	166
Barrow, AK (BRW)	93.3	83.3	30	30
Baton Rouge, LA (BTR)	90.2	93.8	338	338
Beaumont/Port Arthur, TX (BPT)	98.1	96.2	52	52
Belleville, IL (BLV)	90.8	89.2	65	65
Bellingham, WA (BLI)	94.0	94.0	50	50
Bemidji, MN (BJI)	95.0	96.7	60	60
Bend/Redmond, OR (RDM)	84.6	85.5	331	332
Bethel, AK (BET)	90.0	33.3	30	30
Billings, MT (BIL)	92.2	93.9	293	294
Binghamton, NY (BGM)	96.7	96.7	30	30
Birmingham, AL (BHM)	93.5	94.6	788	792
Bismarck/Mandan, ND (BIS)	93.6	95.0	282	281
Bloomington/Normal, IL (BMI)	94.9	91.9	136	135
Boise, ID (BOI)	93.6	93.9	1116	1117
Boston, MA (BOS)	96.0	96.5	3844	3857
Bozeman, MT (BZN)	94.3	96.0	473	472
Brainerd, MN (BRD)	92.2	92.2	51	51

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Branson, MO (BKG)	100.0	100.0	10	10
Bristol/Johnson City/Kingsport, TN (TRI)	94.3	97.5	159	158
Brownsville, TX (BRO)	92.5	93.2	161	162
Brunswick, GA (BQK)	98.3	96.7	60	60
Buffalo, NY (BUF)	95.9	96.2	609	610
Burbank, CA (BUR)	96.6	95.4	996	995
Burlington, VT (BTV)	96.2	95.4	261	260
Butte, MT (BTM)	82.1	91.1	56	56
Cape Girardeau, MO (CGI)	90.0	88.0	50	50
Casper, WY (CPR)	90.8	95.8	120	120
Cedar City, UT (CDC)	94.1	96.1	51	51
Cedar Rapids/Iowa City, IA (CID)	92.4	91.1	445	447
Champaign/Urbana, IL (CMI)	90.3	88.6	31	35
Charleston, SC (CHS)	93.9	96.0	1122	1123
Charleston/Dunbar, WV (CRW)	94.9	92.3	195	195
Charlotte Amalie, VI (STT)	87.7	90.7	162	162
Charlotte, NC (CLT)	93.0	94.4	13465	13457
Charlottesville, VA (CHO)	94.2	93.7	191	191
Chattanooga, TN (CHA)	95.2	94.6	392	391
Chicago, IL (MDW)	95.1	92.6	4290	4285
Chicago, IL (ORD)	94.5	95.0	13909	13895
Christiansted, VI (STX)	91.1	95.6	45	45
Cincinnati, OH (CVG)	93.1	94.7	1781	1779
Clarksburg/Fairmont, WV (CKB)	94.1	96.1	51	51
Cleveland, OH (CLE)	92.4	94.2	1834	1833
Cody, WY (COD)	82.2	93.3	90	90
Cold Bay, AK (CDB)	22.2	16.7	18	18
College Station/Bryan, TX (CLL)	91.4	92.2	116	116
Colorado Springs, CO (COS)	88.3	90.1	477	477
Columbia, MO (COU)	84.8	91.0	66	67
Columbia, SC (CAE)	92.7	93.9	327	328
Columbus, GA (CSG)	97.8	94.4	90	90
Columbus, MS (GTR)	95.0	95.0	60	60
Columbus, OH (CMH)	95.3	96.2	1838	1839
Columbus, OH (LCK)	89.7	86.2	58	58
Concord, NC (USA)	83.9	71.4	56	56
Cordova, AK (CDV)	75.0	70.0	60	60
Corpus Christi, TX (CRP)	89.0	91.4	263	266
Dallas, TX (DAL)	92.1	90.9	3735	3735
Dallas/Fort Worth, TX (DFW)	84.6	88.6	17725	17709
Dayton, OH (DAY)	92.4	95.9	515	514

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
**SEPTEMBER 2020**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	93.3	95.7	210	209
Deadhorse, AK (SCC)	81.8	90.9	44	44
Decatur, IL (DEC)	92.0	92.0	50	50
Del Rio, TX (DRT)	94.2	92.2	52	51
Denver, CO (DEN)	93.2	92.8	15985	15966
Des Moines, IA (DSM)	93.4	95.4	853	856
Detroit, MI (DTW)	94.7	95.2	8437	8449
Devils Lake, ND (DVL)	94.1	94.1	51	51
Dickinson, ND (DIK)	96.2	92.3	26	26
Dillingham, AK (DLG)	73.3	73.3	30	30
Dodge City, KS (DDC)	98.0	96.0	50	50
Dothan, AL (DHN)	95.0	91.7	60	60
Dubuque, IA (DBQ)	100.0	97.0	33	33
Duluth, MN (DLH)	95.6	96.5	114	114
Durango, CO (DRO)	91.9	92.8	236	235
Eagle, CO (EGE)	82.3	95.2	62	62
Eau Claire, WI (EAU)	96.6	93.2	59	59
El Paso, TX (ELP)	89.0	93.4	771	771
Elko, NV (EKO)	91.1	94.6	56	56
Elmira/Corning, NY (ELM)	98.3	96.7	60	60
Erie, PA (ERI)	97.7	97.7	44	43
Escanaba, MI (ESC)	90.2	92.2	51	51
Eugene, OR (EUG)	77.8	77.5	356	356
Evansville, IN (EVV)	92.2	96.6	206	207
Everett, WA (PAE)	93.3	86.7	30	30
Fairbanks, AK (FAI)	95.7	95.3	235	235
Fargo, ND (FAR)	94.1	94.4	354	354
Fayetteville, AR (XNA)	92.2	91.1	524	526
Fayetteville, NC (FAY)	92.8	94.0	235	235
Flagstaff, AZ (FLG)	91.1	92.4	157	157
Flint, MI (FNT)	93.0	91.4	187	187
Fort Lauderdale, FL (FLL)	92.0	93.1	3213	3209
Fort Myers, FL (RSW)	93.0	94.2	1221	1221
Fort Smith, AR (FSM)	89.0	91.5	82	82
Fort Wayne, IN (FWA)	93.8	94.3	405	405
Fresno, CA (FAT)	93.0	92.7	618	617
Gainesville, FL (GNV)	93.2	99.1	219	218
Garden City, KS (GCK)	93.3	95.0	60	60
Gillette, WY (GCC)	93.3	96.7	30	30
Grand Forks, ND (GFK)	96.9	97.9	97	97
Grand Island, NE (GRI)	91.7	93.1	72	72

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Junction, CO (GJT)	89.3	91.7	290	290
Grand Rapids, MI (GRR)	92.5	95.2	956	956
Great Falls, MT (GTF)	88.4	90.1	181	181
Green Bay, WI (GRB)	95.2	96.1	311	311
Greensboro/High Point, NC (GSO)	95.0	97.4	499	498
Greer, SC (GSP)	93.4	95.0	637	639
Guam, TT (GUM)	85.7	90.5	42	42
Gulfport/Biloxi, MS (GPT)	83.3	88.0	276	276
Gunnison, CO (GUC)	93.9	98.0	49	50
Hagerstown, MD (HGR)	90.0	80.0	10	10
Hancock/Houghton, MI (CMX)	88.1	91.5	59	59
Harlingen/San Benito, TX (HRL)	93.4	93.5	213	215
Harrisburg, PA (MDT)	94.4	96.0	301	300
Hartford, CT (BDL)	94.3	96.4	927	929
Hattiesburg/Laurel, MS (PIB)	90.0	92.0	50	50
Hayden, CO (HDN)	91.8	96.7	61	61
Hays, KS (HYS)	91.5	94.9	59	59
Helena, MT (HLN)	95.6	97.8	90	90
Hibbing, MN (HIB)	98.0	100.0	51	51
Hilo, HI (ITO)	96.6	96.6	207	207
Hilton Head, SC (HHH)	92.1	89.3	178	178
Hobbs, NM (HOB)	76.9	69.2	13	13
Honolulu, HI (HNL)	95.0	95.3	1455	1458
Houston, TX (HOU)	93.6	91.9	3137	3137
Houston, TX (IAH)	91.9	92.5	7192	7180
Huntsville, AL (HSV)	91.6	91.9	407	409
Hyannis, MA (HYA)	75.0	75.0	4	4
Idaho Falls, ID (IDA)	87.4	88.0	167	167
Indianapolis, IN (IND)	94.1	95.3	1979	1980
International Falls, MN (INL)	100.0	94.0	50	50
Iron Mountain/Kingsfd, MI (IMT)	91.1	92.9	56	56
Islip, NY (ISP)	97.1	98.5	136	137
Ithaca/Cortland, NY (ITH)	100.0	100.0	30	30
Jackson, WY (JAC)	89.9	93.7	346	348
Jackson/Vicksburg, MS (JAN)	91.5	91.1	351	350
Jacksonville, FL (JAX)	93.3	95.1	1150	1148
Jacksonville/Camp Lejeune, NC (OAJ)	93.2	95.3	235	236
Jamestown, ND (JMS)	93.8	91.4	81	81
Joplin, MO (JLN)	83.3	86.7	60	60
Juneau, AK (JNU)	87.8	90.0	270	269
Kahului, HI (OGG)	98.7	98.4	373	372



**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
**SEPTEMBER 2020**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kalamazoo, MI (AZO)	95.9	95.9	123	123
Kalispell, MT (FCA)	91.6	94.8	381	384
Kansas City, MO (MCI)	94.0	95.6	2102	2105
Kearney, NE (EAR)	91.2	86.0	57	57
Ketchikan, AK (KTN)	96.7	94.0	150	150
Key West, FL (EYW)	93.3	92.9	283	283
Killeen, TX (GRK)	80.0	85.5	165	166
King Salmon, AK (AKN)	93.3	83.3	30	30
Knoxville, TN (TYS)	91.5	94.5	755	757
Kodiak, AK (ADQ)	85.1	85.1	47	47
Kona, HI (KOA)	97.2	97.2	289	290
Kotzebue, AK (OTZ)	96.7	90.0	30	30
La Crosse, WI (LSE)	95.3	96.9	128	128
Lafayette, LA (LFT)	90.3	92.7	288	289
Lake Charles, LA (LCH)	64.0	60.9	111	110
Lansing, MI (LAN)	99.3	95.8	142	142
Laramie, WY (LAR)	84.0	92.0	50	50
Laredo, TX (LRD)	87.2	91.5	117	117
Las Vegas, NV (LAS)	94.2	92.9	7957	7922
Latrobe, PA (LBE)	75.0	75.0	16	16
Lawton/Fort Sill, OK (LAW)	89.7	94.8	58	58
Lewisburg, WV (LWB)	98.5	93.9	66	66
Lewiston, ID (LWS)	83.3	87.9	66	66
Lexington, KY (LEX)	91.8	94.3	441	441
Liberal, KS (LBL)	94.0	86.3	50	51
Lihue, HI (LIH)	94.4	97.0	231	231
Lincoln, NE (LNK)	92.9	92.9	56	56
Little Rock, AR (LIT)	92.0	93.1	613	612
Long Beach, CA (LGB)	94.7	94.9	527	525
Longview, TX (GGG)	90.4	92.3	52	52
Los Angeles, CA (LAX)	95.3	94.9	8264	8264
Louisville, KY (SDF)	93.6	94.8	1127	1130
Lubbock, TX (LBB)	89.9	92.4	356	356
Lynchburg, VA (LYH)	86.8	93.4	76	76
Madison, WI (MSN)	96.3	96.6	534	536
Manchester, NH (MHT)	94.9	94.9	311	311
Manhattan/Ft. Riley, KS (MHK)	96.4	87.3	55	55
Marquette, MI (MQT)	91.4	86.0	93	93
Martha's Vineyard, MA (MVY)	88.7	92.5	53	53
Medford, OR (MFR)	86.9	88.4	336	336
Melbourne, FL (MLB)	90.8	97.5	120	120

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Memphis, TN (MEM)	92.0	93.3	1154	1157
Meridian, MS (MEI)	94.1	96.1	51	51
Miami, FL (MIA)	91.8	91.9	2937	2940
Midland/Odessa, TX (MAF)	89.9	91.5	485	483
Milwaukee, WI (MKE)	93.9	95.6	1286	1291
Minneapolis, MN (MSP)	95.3	96.3	8135	8150
Minot, ND (MOT)	93.2	93.7	191	191
Mission/McAllen/Edinburg, TX (MFE)	85.8	92.1	239	239
Missoula, MT (MSO)	93.7	92.0	300	299
Moab, UT (CNY)	87.8	89.2	74	74
Mobile, AL (MOB)	79.4	80.4	316	316
Moline, IL (MLI)	94.6	95.1	202	203
Monroe, LA (MLU)	91.7	91.1	169	169
Monterey, CA (MRY)	95.4	96.4	194	194
Montgomery, AL (MGM)	92.0	94.7	188	189
Montrose/Delta, CO (MTJ)	93.9	91.7	132	132
Mosinee, WI (CWA)	93.3	94.8	135	134
Muskegon, MI (MKG)	91.4	93.1	58	58
Myrtle Beach, SC (MYR)	93.3	95.3	685	686
Nantucket, MA (ACK)	95.7	97.1	70	70
Nashville, TN (BNA)	94.3	94.0	4515	4517
New Bern/Morehead/Beaufort, NC (EWN)	91.8	90.9	110	110
New Haven, CT (HVN)	96.7	96.7	30	30
New Orleans, LA (MSY)	90.7	92.1	1780	1778
New York, NY (JFK)	95.7	95.7	3063	3066
New York, NY (LGA)	96.2	96.2	3285	3286
Newark, NJ (EWR)	94.0	95.0	3958	3956
Newburgh/Poughkeepsie, NY (SWF)	92.9	85.7	14	14
Newport News/Williamsburg, VA (PHF)	95.2	97.6	83	83
Niagara Falls, NY (IAG)	85.7	82.1	28	28
Nome, AK (OME)	90.0	93.3	30	30
Norfolk, VA (ORF)	94.4	95.6	965	965
North Bend/Coos Bay, OR (OTH)	89.7	92.3	39	39
North Platte, NE (LBF)	91.4	86.0	58	57
Oakland, CA (OAK)	94.7	93.3	1923	1923
Ogden, UT (OGD)	75.0	87.5	8	8
Ogdensburg, NY (OGS)	81.3	89.6	48	48
Oklahoma City, OK (OKC)	92.1	94.0	1175	1175
Omaha, NE (OMA)	93.9	94.8	1258	1260
Ontario, CA (ONT)	94.2	94.7	1024	1024
Orlando, FL (MCO)	92.3	91.8	5242	5248

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
**SEPTEMBER 2020**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Owensboro, KY (OWB)	100.0	100.0	5	5
Paducah, KY (PAH)	88.1	94.9	59	59
Palm Springs, CA (PSP)	92.7	95.6	479	479
Panama City, FL (ECP)	87.9	88.8	619	618
Pasco/Kennewick/Richland, WA (PSC)	89.9	91.6	286	286
Pellston, MI (PLN)	93.1	94.1	101	102
Pensacola, FL (PNS)	79.0	80.2	843	843
Peoria, IL (PIA)	90.9	91.8	219	220
Petersburg, AK (PSG)	86.7	86.7	60	60
Philadelphia, PA (PHL)	94.9	95.8	4578	4567
Phoenix, AZ (AZA)	83.5	85.3	273	273
Phoenix, AZ (PHX)	94.3	94.3	8611	8618
Pierre, SD (PIR)	92.0	98.0	50	50
Pittsburgh, PA (PIT)	95.4	95.6	1770	1769
Plattsburgh, NY (PBG)	84.7	89.8	59	59
Pocatello, ID (PIH)	91.9	90.7	86	86
Portland, ME (PWM)	96.3	97.8	459	460
Portland, OR (PDX)	92.1	93.5	2555	2551
Portsmouth, NH (PSM)	75.0	75.0	8	8
Prescott, AZ (PRC)	89.8	88.3	59	60
Providence, RI (PVD)	93.4	93.1	548	548
Provo, UT (PVU)	91.3	93.5	46	46
Pueblo, CO (PUB)	93.1	91.2	58	57
Punta Gorda, FL (PGD)	84.2	88.5	234	234
Raleigh/Durham, NC (RDU)	95.0	95.3	2071	2068
Rapid City, SD (RAP)	91.3	91.3	413	413
Redding, CA (RDD)	87.1	93.5	31	31
Reno, NV (RNO)	93.5	92.7	887	888
Rhineland, WI (RHI)	96.7	98.3	60	60
Richmond, VA (RIC)	94.2	96.9	738	741
Riverton/Lander, WY (RIW)	90.0	93.3	30	30
Roanoke, VA (ROA)	92.8	90.0	139	140
Rochester, MN (RST)	99.2	100.0	133	133
Rochester, NY (ROC)	96.1	95.9	458	459
Rock Springs, WY (RKS)	76.7	86.7	30	30
Rockford, IL (RFD)	86.7	84.4	45	45
Roswell, NM (ROW)	81.8	93.9	33	33
Sacramento, CA (SMF)	94.1	93.3	2205	2200
Saginaw/Bay City/Midland, MI (MBS)	85.9	94.6	92	93
Saipan, TT (SPN)	83.3	75.0	12	12
Salina, KS (SLN)	88.0	88.0	50	50

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Salt Lake City, UT (SLC)	92.0	92.1	7697	7696
San Angelo, TX (SJT)	87.2	87.2	86	86
San Antonio, TX (SAT)	89.5	92.5	1574	1577
San Diego, CA (SAN)	94.4	95.6	3300	3303
San Francisco, CA (SFO)	94.6	94.0	5863	5863
San Jose, CA (SJC)	96.3	96.4	1851	1851
San Juan, PR (SJU)	91.5	93.5	1243	1244
San Luis Obispo, CA (SBP)	91.8	89.7	281	281
Sanford, FL (SFB)	83.5	89.3	364	365
Santa Ana, CA (SNA)	94.2	94.8	1549	1552
Santa Barbara, CA (SBA)	92.2	91.2	319	319
Santa Fe, NM (SAF)	92.0	90.1	100	101
Santa Maria, CA (SMX)	88.9	88.9	9	9
Santa Rosa, CA (STS)	93.4	94.2	137	137
Sarasota/Bradenton, FL (SRQ)	91.5	92.9	448	449
Sault Ste. Marie, MI (CIU)	93.2	86.4	59	59
Savannah, GA (SAV)	92.4	93.3	779	780
Scottsbluff, NE (BFF)	90.0	92.0	50	50
Scranton/Wilkes-Barre, PA (AVP)	96.6	99.3	148	148
Seattle, WA (SEA)	93.8	94.9	8335	8340
Sheridan, WY (SHR)	96.7	100.0	30	30
Shreveport, LA (SHV)	91.3	92.3	378	379
Sioux City, IA (SUX)	97.1	94.1	34	34
Sioux Falls, SD (FSD)	93.1	93.8	390	389
Sitka, AK (SIT)	85.0	86.7	60	60
South Bend, IN (SBN)	94.9	94.1	373	373
Spokane, WA (GEG)	92.4	93.8	924	925
Springfield, IL (SPI)	90.2	93.5	92	92
Springfield, MO (SGF)	90.1	91.8	536	536
St. Cloud, MN (STC)	80.0	100.0	5	5
St. George, UT (SGU)	92.1	92.5	228	227
St. Louis, MO (STL)	94.6	94.4	3054	3058
St. Petersburg, FL (PIE)	86.7	89.4	360	359
State College, PA (SCE)	94.3	90.0	70	70
Staunton, VA (SHD)	96.1	96.0	51	50
Stillwater, OK (SWO)	88.5	96.1	52	51
Stockton, CA (SCK)	92.9	78.6	28	28
Sun Valley/Hailey/Ketchum, ID (SUN)	93.2	91.8	73	73
Syracuse, NY (SYR)	94.8	96.2	427	426
Tallahassee, FL (TLH)	91.0	91.0	289	288
Tampa, FL (TPA)	91.7	91.8	2752	2750

AIR TRAVEL CONSUMER REPORT  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
**SEPTEMBER 2020**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Texarkana, AR (TXK)	85.0	91.7	60	60
Toledo, OH (TOL)	94.7	94.7	76	76
Traverse City, MI (TVC)	95.1	94.0	365	366
Trenton, NJ (TTN)	96.2	96.1	52	51
Tucson, AZ (TUS)	90.7	92.7	711	712
Tulsa, OK (TUL)	92.8	93.4	869	869
Twin Falls, ID (TWF)	91.9	90.8	86	87
Tyler, TX (TYR)	80.0	80.0	60	60
Valdosta, GA (VLD)	95.0	96.7	60	60
Valparaiso, FL (VPS)	86.6	88.0	703	702
Vernal, UT (VEL)	96.0	92.0	50	50
Waco, TX (ACT)	86.5	88.8	89	89
Washington, DC (DCA)	96.1	95.9	2968	2974
Washington, DC (IAD)	93.1	93.2	3057	3056
Waterloo, IA (ALO)	100.0	89.3	29	28
Watertown, SD (ATY)	92.2	98.0	51	51
West Palm Beach/Palm Beach, FL (PBI)	92.7	93.8	655	656
West Yellowstone, MT (WYS)	86.7	86.7	45	45
Wichita Falls, TX (SPS)	90.4	94.2	52	52
Wichita, KS (ICT)	92.9	92.5	576	575
Williamsport, PA (IPT)	92.1	92.1	38	38
Williston, ND (XWA)	96.7	96.7	30	30
Wilmington, NC (ILM)	91.1	94.9	350	351
Worcester, MA (ORH)	96.7	96.7	30	30
Wrangell, AK (WRG)	88.3	88.3	60	60
Yakutat, AK (YAK)	88.3	80.0	60	60
Yuma, AZ (YUM)	90.1	90.1	81	81

## AIR TRAVEL CONSUMER REPORT

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

SEPTEMBER 2020

CARRIER <sup>1</sup>	AT ALL US AIRPORTS			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
<b>SPIRIT AIRLINES</b>	<b>47</b>	<b>7460</b>	<b>0</b>	<b>0.0</b>
<b>FRONTIER AIRLINES</b>	<b>92</b>	<b>6734</b>	<b>8</b>	<b>0.1</b>
<b>DELTA AIR LINES NETWORK</b>	<b>206</b>	<b>82525</b>	<b>231</b>	<b>0.3</b>
- DELTA AIR LINES	115	44323	76	0.2
- BRANDED CODESHARE PARTNERS	169	38202	155	0.4
<b>AMERICAN AIRLINES NETWORK</b>	<b>228</b>	<b>89490</b>	<b>538</b>	<b>0.6</b>
- AMERICAN AIRLINES	98	38890	169	0.4
- BRANDED CODESHARE PARTNERS	209	50600	369	0.7
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>13</b>	<b>1824</b>	<b>12</b>	<b>0.7</b>
- HAWAIIAN AIRLINES	11	1512	3	0.2
- BRANDED CODESHARE PARTNERS	3	312	9	2.9
<b>SOUTHWEST AIRLINES</b>	<b>89</b>	<b>63439</b>	<b>443</b>	<b>0.7</b>
<b>UNITED AIRLINES NETWORK</b>	<b>224</b>	<b>60255</b>	<b>461</b>	<b>0.8</b>
- UNITED AIRLINES	76	17253	53	0.3
- BRANDED CODESHARE PARTNERS	213	43002	408	0.9
<b>JETBLUE AIRWAYS</b>	<b>52</b>	<b>6378</b>	<b>58</b>	<b>0.9</b>
<b>ALLEGiant AIR</b>	<b>118</b>	<b>4917</b>	<b>80</b>	<b>1.6</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>97</b>	<b>22272</b>	<b>692</b>	<b>3.1</b>
- ALASKA AIRLINES	64	9643	61	0.6
- BRANDED CODESHARE PARTNERS	47	12629	631	5.0
<b>TOTAL AIRPORTS SERVED</b>	<b>366</b>	<b>345,294</b>	<b>2,523</b>	<b>0.7</b>

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

NOTE: The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' cancellation statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.

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

SEPTEMBER 2020

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
SPIRIT AIRLINES	47	7460	0	0.0	1
REPUBLIC AIRWAYS	74	15378	15	0.1	2
FRONTIER AIRLINES	92	6734	8	0.1	3
DELTA AIR LINES	115	44323	76	0.2	4
HAWAIIAN AIRLINES	11	1512	3	0.2	5
ENDEAVOR AIR	94	18929	46	0.2	6
UNITED AIRLINES	76	17253	53	0.3	7
AMERICAN AIRLINES	98	38890	169	0.4	8
ALASKA AIRLINES	64	9643	61	0.6	9
ENVOY AIR	140	15387	105	0.7	10
SOUTHWEST AIRLINES	89	63439	443	0.7	11
SKYWEST AIRLINES	226	46680	393	0.8	12
JETBLUE AIRWAYS	52	6378	58	0.9	13
PSA AIRLINES	89	13378	124	0.9	14
MESA AIRLINES	95	10710	117	1.1	15
ALLEGiant AIR	118	4917	80	1.6	16
EXPRESSJET AIRLINES	41	2336	54	2.3	17
TOTAL AIRPORTS SERVED	355	323,347	1,805	0.6	

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

NOTE: The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' cancellation statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.

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 6B. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS: RANKING OF U.S. REPORTING MARKETING CARRIERS (YTD)

RANK	CARRIER <sup>1</sup>	JANUARY- SEPTEMBER 2020			JANUARY- SEPTEMBER 2019		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	SPIRIT AIRLINES	100,949	2,806	2.78	153,197	3,290	2.15
2	HAWAIIAN AIRLINES NETWORK	35,726	1,652	4.62	69,180	240	0.35
	- HAWAIIAN AIRLINES	31,562	1,340	4.25	62,580	101	0.16
	- BRANDED CODESHARE PARTNERS	4,164	312	7.49	6,600	139	2.11
3	ALASKA AIRLINES NETWORK	210,287	9,756	4.64	332,309	4,903	1.48
	- ALASKA AIRLINES	105,778	5,154	4.87	199,623	2,541	1.27
	- BRANDED CODESHARE PARTNERS	104,509	4,602	4.40	132,686	2,362	1.78
4	DELTA AIR LINES NETWORK	789,470	43,233	5.48	1,329,785	10,555	0.79
	- DELTA AIR LINES	435,673	27,312	6.27	744,094	1,749	0.24
	- BRANDED CODESHARE PARTNERS	353,797	15,921	4.50	585,691	8,806	1.50
5	FRONTIER AIRLINES	68,513	4,622	6.75	98,280	1,856	1.89
6	JETBLUE AIRWAYS	113,651	7,758	6.83	222,594	3,470	1.56
7	UNITED AIRLINES NETWORK	675,539	51,731	7.66	1,173,774	32,094	2.73
	- UNITED AIRLINES	234,578	22,164	9.45	469,365	4,829	1.03
	- BRANDED CODESHARE PARTNERS	440,961	29,567	6.71	704,409	27,265	3.87
8	AMERICAN AIRLINES NETWORK	1,026,695	80,573	7.85	1,580,917	47,950	3.03
	- AMERICAN AIRLINES	452,186	33,969	7.51	708,777	18,720	2.64
	- BRANDED CODESHARE PARTNERS	574,509	46,604	8.11	872,140	29,230	3.35
9	SOUTHWEST AIRLINES	762,595	76,544	10.04	1,023,773	29,878	2.92
10	ALLEGiant AIR	77,045	14,027	18.21	79,918	523	0.65
	TOTAL	3,860,470	292,702	7.58	6,063,727	134,759	2.22

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

NOTE: The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' cancellation statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.

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 6C. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS: RANKING OF U.S. REPORTING OPERATING CARRIERS (YTD)

RANK	CARRIER <sup>1</sup>	JANUARY - SEPTEMBER 2020			JANUARY - JUN SEPTEMBER 2019		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	SPIRIT AIRLINES	100,949	2,806	2.78	153,197	3,290	2.15
2	HAWAIIAN AIRLINES	31,562	1,340	4.25	62,580	101	0.16
3	ENDEAVOR AIR	146,668	6,746	4.60	191,428	3,858	2.02
4	ALASKA AIRLINES	105,778	5,154	4.87	199,622	2,540	1.27
5	SKYWEST AIRLINES	440,271	23,941	5.44	624,401	14,009	2.24
6	REPUBLIC AIRWAYS	162,623	10,130	6.23	244,351	6,867	2.81
7	DELTA AIR LINES	435,673	27,312	6.27	744,094	1,749	0.24
8	ENVOY AIR	161,998	10,892	6.72	245,923	10,216	4.15
9	FRONTIER AIRLINES	68,513	4,622	6.75	98,280	1,856	1.89
10	JETBLUE AIRWAYS	113,651	7,758	6.83	222,594	3,470	1.56
11	AMERICAN AIRLINES	452,186	33,969	7.51	708,777	18,720	2.64
12	MESA AIRLINES	103,729	7,868	7.59	170,716	5,910	3.46
13	EXPRESSJET AIRLINES	52,135	4,035	7.74	101,876	5,668	5.56
14	PSA AIRLINES	150,570	13,985	9.29	216,912	6,030	2.78
15	UNITED AIRLINES	234,578	22,164	9.45	469,365	4,829	1.03
16	SOUTHWEST AIRLINES	762,595	76,544	10.04	1,023,773	29,878	2.92
17	ALLEGiant AIR	77,045	14,027	18.21	79,918	523	0.65
TOTAL		3,600,524	273,293	7.59	5,557,807	119,514	2.15

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

NOTE: The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' cancellation statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.

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

SEPTEMBER 2020

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>22272</b>	<b>20244</b>	<b>90.89</b>	<b>692</b>	<b>3.11</b>	<b>21</b>	<b>0.09</b>	<b>572</b>	<b>2.57</b>	<b>50</b>	<b>0.22</b>	<b>347</b>	<b>1.56</b>	<b>31</b>	<b>0.14</b>	<b>315</b>	<b>1.41</b>
- ALASKA AIRLINES	9643	8963	92.95	61	0.63	8	0.08	210	2.18	27	0.28	223	2.31	31	0.32	120	1.24
- BRANDED CODESHARE PARTNERS	12629	11281	89.33	631	5.00	13	0.10	362	2.87	24	0.19	124	0.98	0	0.00	194	1.54
<b>ALLEGiant AIR</b>	<b>4917</b>	<b>4210</b>	<b>85.62</b>	<b>80</b>	<b>1.63</b>	<b>7</b>	<b>0.14</b>	<b>225</b>	<b>4.58</b>	<b>61</b>	<b>1.24</b>	<b>101</b>	<b>2.05</b>	<b>6</b>	<b>0.12</b>	<b>227</b>	<b>4.62</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>89490</b>	<b>80827</b>	<b>90.32</b>	<b>538</b>	<b>0.60</b>	<b>176</b>	<b>0.20</b>	<b>2742</b>	<b>3.06</b>	<b>468</b>	<b>0.52</b>	<b>3084</b>	<b>3.45</b>	<b>70</b>	<b>0.08</b>	<b>1585</b>	<b>1.77</b>
- AMERICAN AIRLINES	38890	35161	90.41	169	0.43	90	0.23	1390	3.57	205	0.53	1291	3.32	50	0.13	534	1.37
- BRANDED CODESHARE PARTNERS	50600	45666	90.25	369	0.73	86	0.17	1352	2.67	263	0.52	1792	3.54	21	0.04	1051	2.08
<b>DELTA AIR LINES NETWORK</b>	<b>82525</b>	<b>78474</b>	<b>95.09</b>	<b>231</b>	<b>0.28</b>	<b>82</b>	<b>0.10</b>	<b>2122</b>	<b>2.57</b>	<b>339</b>	<b>0.41</b>	<b>836</b>	<b>1.01</b>	<b>29</b>	<b>0.04</b>	<b>412</b>	<b>0.50</b>
- DELTA AIR LINES	44323	42157	95.11	76	0.17	45	0.10	964	2.17	71	0.16	673	1.52	21	0.05	315	0.71
- BRANDED CODESHARE PARTNERS	38202	36317	95.07	155	0.41	37	0.10	1158	3.03	268	0.70	163	0.43	8	0.02	97	0.25
<b>FRONTIER AIRLINES</b>	<b>6734</b>	<b>6288</b>	<b>93.38</b>	<b>8</b>	<b>0.12</b>	<b>6</b>	<b>0.09</b>	<b>161</b>	<b>2.39</b>	<b>12</b>	<b>0.18</b>	<b>163</b>	<b>2.42</b>	<b>0</b>	<b>0.00</b>	<b>96</b>	<b>1.43</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>1824</b>	<b>1742</b>	<b>95.50</b>	<b>12</b>	<b>0.66</b>	<b>1</b>	<b>0.05</b>	<b>54</b>	<b>2.96</b>	<b>0</b>	<b>0.00</b>	<b>1</b>	<b>0.05</b>	<b>1</b>	<b>0.05</b>	<b>13</b>	<b>0.71</b>
- HAWAIIAN AIRLINES	1512	1450	95.90	3	0.20	1	0.07	51	3.37	0	0.00	0	0.00	0	0.00	7	0.46
- BRANDED CODESHARE PARTNERS	312	292	93.59	9	2.88	0	0.00	3	0.96	0	0.00	1	0.32	1	0.32	6	1.92
<b>JETBLUE AIRWAYS</b>	<b>6378</b>	<b>5938</b>	<b>93.10</b>	<b>58</b>	<b>0.91</b>	<b>10</b>	<b>0.16</b>	<b>182</b>	<b>2.85</b>	<b>8</b>	<b>0.13</b>	<b>120</b>	<b>1.88</b>	<b>2</b>	<b>0.03</b>	<b>59</b>	<b>0.93</b>
<b>SOUTHWEST AIRLINES</b>	<b>63439</b>	<b>60093</b>	<b>94.73</b>	<b>443</b>	<b>0.70</b>	<b>48</b>	<b>0.08</b>	<b>1322</b>	<b>2.08</b>	<b>76</b>	<b>0.12</b>	<b>641</b>	<b>1.01</b>	<b>7</b>	<b>0.01</b>	<b>809</b>	<b>1.28</b>
<b>SPIRIT AIRLINES</b>	<b>7460</b>	<b>6881</b>	<b>92.24</b>	<b>0</b>	<b>0.00</b>	<b>20</b>	<b>0.27</b>	<b>172</b>	<b>2.31</b>	<b>30</b>	<b>0.40</b>	<b>250</b>	<b>3.35</b>	<b>11</b>	<b>0.15</b>	<b>96</b>	<b>1.29</b>
<b>UNITED AIRLINES NETWORK</b>	<b>60255</b>	<b>56099</b>	<b>93.10</b>	<b>461</b>	<b>0.77</b>	<b>107</b>	<b>0.18</b>	<b>2017</b>	<b>3.35</b>	<b>175</b>	<b>0.29</b>	<b>829</b>	<b>1.38</b>	<b>5</b>	<b>0.01</b>	<b>562</b>	<b>0.93</b>
- UNITED AIRLINES	17253	16244	94.15	53	0.31	29	0.17	412	2.39	87	0.50	278	1.61	0	0.00	150	0.87
- BRANDED CODESHARE PARTNERS	43002	39855	92.68	408	0.95	78	0.18	1605	3.73	87	0.20	551	1.28	5	0.01	413	0.96
<b>TOTAL</b>	<b>345,294</b>	<b>320,796</b>	<b>92.91</b>	<b>2,523</b>	<b>0.73</b>	<b>478</b>	<b>0.14</b>	<b>9,569</b>	<b>2.77</b>	<b>1,219</b>	<b>0.35</b>	<b>6,372</b>	<b>1.85</b>	<b>162</b>	<b>0.05</b>	<b>4,174</b>	<b>1.21</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

SEPTEMBER 2020

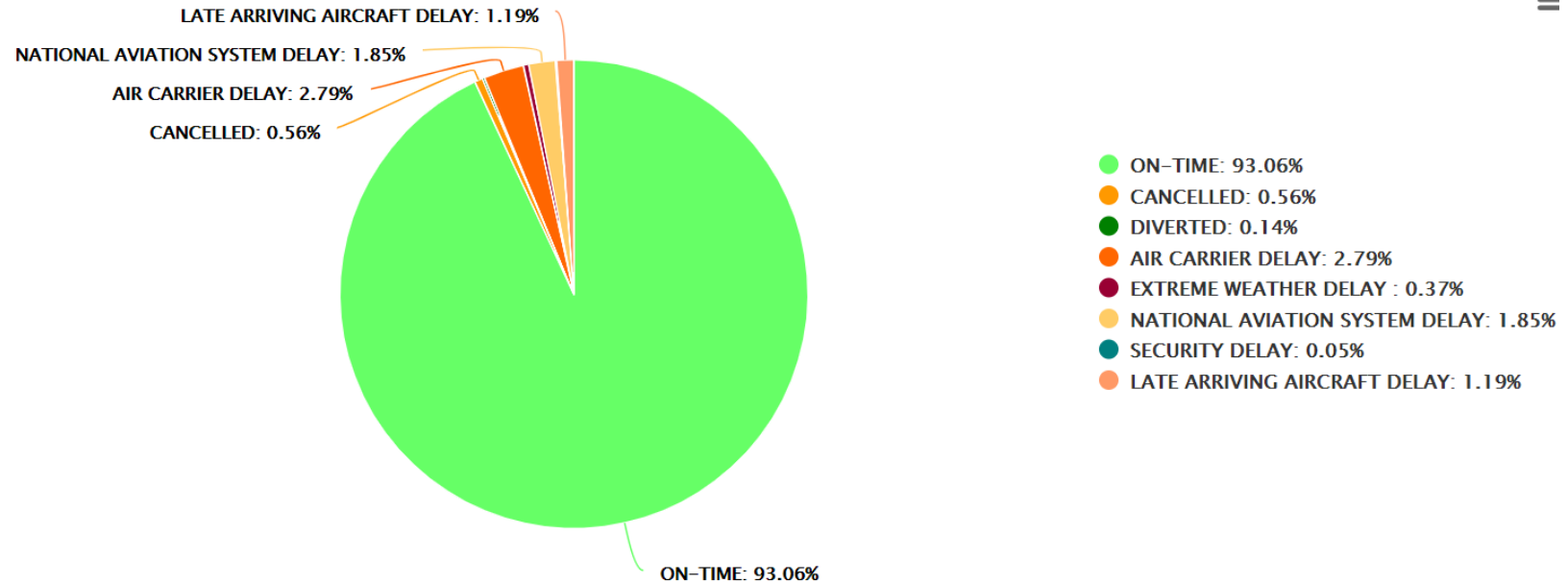
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	9643	8963	92.95	61	0.63	8	0.08	210	2.18	27	0.28	223	2.31	31	0.32	120	1.24
ALLEGiant AIR	4917	4210	85.62	80	1.63	7	0.14	225	4.58	61	1.24	101	2.05	6	0.12	227	4.62
AMERICAN AIRLINES	38890	35161	90.41	169	0.43	90	0.23	1390	3.57	205	0.53	1291	3.32	50	0.13	534	1.37
DELTA AIR LINES	44323	42157	95.11	76	0.17	45	0.10	964	2.17	71	0.16	673	1.52	21	0.05	315	0.71
ENDEAVOR AIR	18929	18260	96.47	46	0.24	4	0.02	364	1.92	19	0.10	142	0.75	2	0.01	92	0.49
ENVOY AIR	15387	13609	88.44	105	0.68	31	0.20	367	2.39	117	0.76	868	5.64	3	0.02	288	1.87
EXPRESSJET AIRLINES	2336	2145	91.82	54	2.31	2	0.09	38	1.63	2	0.09	80	3.42	0	0.00	15	0.64
FRONTIER AIRLINES	6734	6288	93.38	8	0.12	6	0.09	161	2.39	12	0.18	163	2.42	0	0.00	96	1.43
HAWAIIAN AIRLINES	1512	1450	95.90	3	0.20	1	0.07	51	3.37	0	0.00	0	0.00	0	0.00	7	0.46
JETBLUE AIRWAYS	6378	5938	93.10	58	0.91	10	0.16	182	2.85	8	0.13	120	1.88	2	0.03	59	0.93
MESA AIRLINES	10710	9613	89.76	117	1.09	21	0.20	308	2.88	60	0.56	385	3.59	1	0.01	206	1.92
PSA AIRLINES	13378	12167	90.95	124	0.93	13	0.10	332	2.48	38	0.28	444	3.32	11	0.08	250	1.87
REPUBLIC AIRWAYS	15378	14728	95.77	15	0.10	21	0.14	241	1.57	28	0.18	252	1.64	5	0.03	88	0.57
SKYWEST AIRLINES	46680	42990	92.10	393	0.84	94	0.20	2286	4.90	339	0.73	82	0.18	12	0.03	484	1.04
SOUTHWEST AIRLINES	63439	60093	94.73	443	0.70	48	0.08	1322	2.08	76	0.12	641	1.01	7	0.01	809	1.28
SPIRIT AIRLINES	7460	6881	92.24	0	0.00	20	0.27	172	2.31	30	0.40	250	3.35	11	0.15	96	1.29
UNITED AIRLINES	17253	16244	94.15	53	0.31	29	0.17	412	2.39	87	0.50	278	1.61	0	0.00	150	0.87
TOTAL	323,347	300,897	93.06	1,805	0.56	450	0.14	9,025	2.79	1,181	0.37	5,994	1.85	161	0.05	3,834	1.19

## \* 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**  
**SEPTEMBER 2020**



**\* 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

SEPTEMBER 2020

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 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

SEPTEMBER 2020

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
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Honolulu: Honolulu International	HNL
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
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

### **Voluntary Reporting**

EV	ExpressJet Airlines
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\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #33, issued December 13, 2019, effective January 1, 2020: <https://www.bts.gov/topics/airlines-and-airports/number-33-time-reporting-carriers-effective-jan-1-2020>

## **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, 2019, 16 air carriers reached this reporting threshold. They are: Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Endeavor Air, Envoy Air, Frontier Airlines, Hawaiian Airlines, JetBlue Airways, Mesa Airlines, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines. ExpressJet Airlines reports voluntarily.

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*	September 2020			September 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	173,456	233	1.34	327,018	468	1.43
2	HAWAIIAN AIRLINES NETWORK	53,150	92	1.73	517,868	2,082	4.02
	- HAWAIIAN AIRLINES	51,447	91	1.77	503,582	1,986	3.94
	- BRANDED CODESHARE PARTNERS	1,703	1	0.59	14,286	96	6.72
3	SOUTHWEST AIRLINES	3,913,595	8,187	2.09	8,789,402	28,450	3.24
4	DELTA AIR LINES NETWORK	2,736,811	6,321	2.31	8,136,450	30,210	3.71
	- DELTA AIR LINES	1,912,077	4,624	2.42	6,153,656	23,788	3.87
	- BRANDED CODESHARE PARTNERS	824,734	1,697	2.06	1,982,794	6,422	3.24
5	ALASKA AIRLINES NETWORK	900,728	2,194	2.44	2,360,148	11,748	4.98
	- ALASKA AIRLINES	563,798	1,324	2.35	1,743,469	8,842	5.07
	- BRANDED CODESHARE PARTNERS	336,930	870	2.58	616,679	2,906	4.71
6	FRONTIER AIRLINES	357,108	871	2.44	731,666	3,612	4.94
7	SPIRIT AIRLINES	399,498	1,107	2.77	849,910	3,778	4.45
8	UNITED AIRLINES NETWORK	2,243,102	6,525	2.91	6,040,399	33,182	5.49
	- UNITED AIRLINES	1,103,539	3,371	3.05	3,553,285	19,766	5.56
	- BRANDED CODESHARE PARTNERS	1,139,563	3,154	2.77	2,487,114	13,416	5.39
9	JETBLUE AIRWAYS	191,716	749	3.91	883,323	4,826	5.46
10	AMERICAN AIRLINES NETWORK	4,552,009	19,134	4.20	9,149,509	59,178	6.47
	- AMERICAN AIRLINES	2,634,247	12,106	4.60	5,458,217	36,689	6.72
	- BRANDED CODESHARE PARTNERS	1,917,762	7,028	3.66	3,691,292	22,489	6.09
	TOTAL	15,521,173	45,413	2.93	37,785,693	177,534	4.70

\* 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

## MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING MARKETING CARRIERS (YTD)

RANK	CARRIER*	JANUARY - SEPTEMBER 2020			JANUARY - SEPTEMBER 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	2,680,963	4,209	1.57	5,196,209	9,198	1.77
2	SOUTHWEST AIRLINES	40,985,187	115,829	2.83	90,695,227	408,988	4.51
3	FRONTIER AIRLINES	3,714,050	13,075	3.52	8,131,563	33,732	4.15
4	HAWAIIAN AIRLINES NETWORK	1,688,108	5,973	3.54	5,073,233	21,941	4.32
	- HAWAIIAN AIRLINES	1,633,461	5,627	3.44	4,941,825	20,521	4.15
	- BRANDED CODESHARE PARTNERS	54,647	346	6.33	131,408	1,420	10.81
5	JETBLUE AIRWAYS	4,173,955	16,161	3.87	10,102,332	57,580	5.70
6	DELTA AIR LINES NETWORK	30,701,409	119,507	3.89	79,052,169	373,297	4.72
	- DELTA AIR LINES	22,607,417	89,852	3.97	60,117,420	291,611	4.85
	- BRANDED CODESHARE PARTNERS	8,093,992	29,655	3.66	18,934,749	81,686	4.31
7	SPIRIT AIRLINES	4,778,155	20,649	4.32	9,410,009	45,561	4.84
8	ALASKA AIRLINES NETWORK	9,548,454	42,414	4.44	22,033,222	113,306	5.14
	- ALASKA AIRLINES	6,492,335	27,848	4.29	16,327,958	79,725	4.88
	- BRANDED CODESHARE PARTNERS	3,056,119	14,566	4.77	5,705,264	33,581	5.89
9	UNITED AIRLINES NETWORK	23,310,804	112,570	4.83	60,233,607	423,202	7.03
	- UNITED AIRLINES	13,002,810	63,580	4.89	36,396,819	250,103	6.87
	- BRANDED CODESHARE PARTNERS	10,307,994	48,990	4.75	23,836,788	173,099	7.26
10	AMERICAN AIRLINES NETWORK	42,667,052	252,209	5.91	89,440,321	788,426	8.82
	- AMERICAN AIRLINES	25,288,017	160,005	6.33	54,529,110	483,975	8.88
	- BRANDED CODESHARE PARTNERS	17,379,035	92,204	5.31	34,911,211	304,451	8.72
TOTAL		164,248,137	702,596	4.28	379,367,892	2,275,231	6.00

\* 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

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

RANK	CARRIER*	September 2020			September 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	173,456	233	1.34	327,018	468	1.43
2	HAWAIIAN AIRLINES	51,447	91	1.77	503,582	1,986	3.94
3	ENDEAVOR AIR	469,635	877	1.87	843,077	2,900	3.44
4	SOUTHWEST AIRLINES	3,913,595	8,187	2.09	8,789,402	28,450	3.24
5	ALASKA AIRLINES	563,798	1,324	2.35	1,743,469	8,842	5.07
6	DELTA AIR LINES	1,912,077	4,624	2.42	6,153,656	23,788	3.87
7	FRONTIER AIRLINES	357,108	871	2.44	731,666	3,612	4.94
8	EXPRESSJET AIRLINES	66,383	179	2.70	333,914	1,597	4.78
9	SPIRIT AIRLINES	399,498	1,107	2.77	849,910	3,778	4.45
10	SKYWEST AIRLINES	1,214,506	3,413	2.81	2,446,783	11,127	4.55
11	PSA AIRLINES	620,655	1,754	2.83	1,069,810	5,114	4.78
12	UNITED AIRLINES	1,103,539	3,371	3.05	3,553,285	19,766	5.56
13	MESA AIRLINES	433,031	1,472	3.40	794,926	4,718	5.94
14	REPUBLIC AIRWAYS	375,159	1,434	3.82	690,644	4,541	6.58
15	JETBLUE AIRWAYS	191,716	749	3.91	883,323	4,826	5.46
16	AMERICAN AIRLINES	2,634,247	12,106	4.60	5,458,217	36,689	6.72
17	ENVOY AIR	484,820	2,238	4.62	908,921	6,769	7.45
	TOTAL	14,964,670	44,030	2.94	36,081,603	168,971	4.68

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

## AIR TRAVEL CONSUMER REPORT

## MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING OPERATING CARRIERS (YTD)

RANK	CARRIER*	JANUARY - SEPTEMBER 2020			JANUARY - SEPTEMBER 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	2,680,963	4,209	1.57	5,196,209	9,198	1.77
2	SOUTHWEST AIRLINES	40,985,187	115,829	2.83	90,695,227	408,988	4.51
3	HAWAIIAN AIRLINES	1,633,461	5,627	3.44	4,941,825	20,521	4.15
4	FRONTIER AIRLINES	3,714,050	13,075	3.52	8,131,563	33,732	4.15
5	ENDEAVOR AIR	3,858,439	14,072	3.65	7,864,295	35,641	4.53
6	JETBLUE AIRWAYS	4,173,955	16,161	3.87	10,102,332	57,580	5.70
7	DELTA AIR LINES	22,607,417	89,852	3.97	60,117,420	291,611	4.85
8	EXPRESSJET AIRLINES	1,219,063	4,913	4.03	3,263,342	19,617	6.01
9	ALASKA AIRLINES	6,492,335	27,848	4.29	16,327,958	79,725	4.88
10	SPIRIT AIRLINES	4,778,155	20,649	4.32	9,410,009	45,561	4.84
11	PSA AIRLINES	5,402,804	24,866	4.60	10,150,871	75,250	7.41
12	MESA AIRLINES	3,440,017	16,372	4.76	7,570,530	67,471	8.91
13	SKYWEST AIRLINES	10,588,433	50,481	4.77	22,687,869	143,625	6.33
14	UNITED AIRLINES	13,002,810	63,580	4.89	36,396,819	250,103	6.87
15	REPUBLIC AIRWAYS	3,118,059	16,692	5.35	6,783,416	55,985	8.25
16	ENVOY AIR	4,345,621	25,775	5.93	8,482,492	84,253	9.93
17	AMERICAN AIRLINES	25,288,017	160,005	6.33	54,529,110	483,975	8.88
	TOTAL	157,328,786	670,006	4.26	362,651,287	2,162,836	5.96

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

## **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*	September 2020			September 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	164	1	0.61	975	1	0.10
2	DELTA AIR LINES NETWORK	4,927	34	0.69	18,301	134	0.73
	- DELTA AIR LINES	3,547	27	0.76	12,938	113	0.87
	- BRANDED CODESHARE PARTNERS	1,380	7	0.51	5,363	21	0.39
3	UNITED AIRLINES NETWORK	3,239	34	1.05	9,857	138	1.40
	- UNITED AIRLINES	1,683	21	1.25	6,518	89	1.37
	- BRANDED CODESHARE PARTNERS	1,556	13	0.84	3,339	49	1.47
4	ALASKA AIRLINES NETWORK	622	8	1.29	2,648	13	0.49
	- ALASKA AIRLINES	442	5	1.13	2,273	12	0.53
	- BRANDED CODESHARE PARTNERS	180	3	1.67	375	1	0.27
5	SOUTHWEST AIRLINES	3,373	45	1.33	13,472	208	1.54
6	FRONTIER AIRLINES	772	11	1.42	2,027	40	1.97
7	AMERICAN AIRLINES NETWORK	4,597	76	1.65	10,418	218	2.09
	- AMERICAN AIRLINES	3,189	47	1.47	7,543	148	1.96
	- BRANDED CODESHARE PARTNERS	1,408	29	2.06	2,875	70	2.43
8	JETBLUE AIRWAYS	509	11	2.16	2,699	39	1.44
9	HAWAIIAN AIRLINES NETWORK	67	2	2.99	423	8	1.89
	- HAWAIIAN AIRLINES	62	2	3.23	357	8	2.24
	- BRANDED CODESHARE PARTNERS	5	0	0.00	66	0	0.00
10	SPIRIT AIRLINES	299	18	6.02	2,165	33	1.52
	TOTAL	18,569	240	1.29	62,985	832	1.32

\* 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

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

RANK	CARRIER	JANUARY - SEPTEMBER 2020			JANUARY - SEPTEMBER 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	5,480	17	0.31	13,062	76	0.58
2	DELTA AIR LINES NETWORK	54,793	355	0.65	156,914	1,209	0.77
	- DELTA AIR LINES	41,470	282	0.68	113,467	1,019	0.90
	- BRANDED CODESHARE PARTNERS	13,323	73	0.55	43,447	190	0.44
3	JETBLUE AIRWAYS	8,972	102	1.14	20,853	354	1.70
4	HAWAIIAN AIRLINES NETWORK	1,866	24	1.29	4,314	69	1.60
	- HAWAIIAN AIRLINES	1,660	24	1.45	3,947	67	1.70
	- BRANDED CODESHARE PARTNERS	206	0	0.00	367	2	0.54
5	UNITED AIRLINES NETWORK	30,640	410	1.34	86,914	1,346	1.55
	- UNITED AIRLINES	18,635	263	1.41	62,037	945	1.52
	- BRANDED CODESHARE PARTNERS	12,005	147	1.22	24,877	401	1.61
6	ALASKA AIRLINES NETWORK	8,191	118	1.44	20,007	154	0.77
	- ALASKA AIRLINES	6,392	92	1.44	16,986	124	0.73
	- BRANDED CODESHARE PARTNERS	1,799	26	1.45	3,021	30	0.99
7	SOUTHWEST AIRLINES	39,744	602	1.51	92,308	1,761	1.91
8	FRONTIER AIRLINES	8,787	134	1.52	14,681	313	2.13
9	AMERICAN AIRLINES NETWORK	43,115	786	1.82	59,952	2,064	3.44
	- AMERICAN AIRLINES	30,845	545	1.77	45,697	1,499	3.28
	- BRANDED CODESHARE PARTNERS	12,270	241	1.96	14,255	565	3.96
10	SPIRIT AIRLINES	5,709	164	2.87	17,998	401	2.23
	TOTAL	207,297	2,712	1.31	487,003	7,747	1.59

\* 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

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

RANK	CARRIER*	September 2020			September 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	MESA AIRLINES	459	1	0.22	790	21	2.66
2	ALLEGiant AIR	164	1	0.61	975	1	0.10
3	ENDEAVOR AIR	649	4	0.62	2,176	10	0.46
4	SKYWEST AIRLINES	1,671	12	0.72	4,442	36	0.81
5	DELTA AIR LINES	3,547	27	0.76	12,938	113	0.87
6	ALASKA AIRLINES	442	5	1.13	2,273	12	0.53
7	UNITED AIRLINES	1,683	21	1.25	6,518	89	1.37
8	SOUTHWEST AIRLINES	3,373	45	1.33	13,472	208	1.54
9	EXPRESSJET AIRLINES	73	1	1.37	417	3	0.72
10	FRONTIER AIRLINES	772	11	1.42	2,027	40	1.97
11	AMERICAN AIRLINES	3,189	47	1.47	7,543	148	1.96
12	ENVOY AIR	396	7	1.77	677	17	2.51
13	JETBLUE AIRWAYS	509	11	2.16	2,699	39	1.44
14	PSA AIRLINES	381	9	2.36	760	16	2.11
15	REPUBLIC AIRWAYS	455	11	2.42	1,197	19	1.59
16	HAWAIIAN AIRLINES	62	2	3.23	357	8	2.24
17	SPIRIT AIRLINES	299	18	6.02	2,165	33	1.52
	TOTAL	18,124	233	1.29	61,426	813	1.32

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

## AIR TRAVEL CONSUMER REPORT

## MISHANDLED WHEELCHAIRS AND SCOOTERS: RANKING OF U.S. REPORTING OPERATING CARRIERS (YTD)

RANK	CARRIER*	JANUARY - SEPTEMBER 2020			JANUARY - SEPTEMBER 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	5,480	17	0.31	13,062	76	0.58
2	ENDEAVOR AIR	6,055	28	0.46	17,456	82	0.47
3	DELTA AIR LINES	41,470	282	0.68	113,467	1,019	0.90
4	JETBLUE AIRWAYS	8,972	102	1.14	20,853	354	1.70
5	EXPRESSJET AIRLINES	1,317	16	1.21	2,784	44	1.58
6	REPUBLIC AIRWAYS	3,898	49	1.26	7,730	152	1.97
7	SKYWEST AIRLINES	12,756	170	1.33	34,820	312	0.90
8	UNITED AIRLINES	18,635	263	1.41	62,037	945	1.52
9	ALASKA AIRLINES	6,392	92	1.44	16,986	124	0.73
10	HAWAIIAN AIRLINES	1,660	24	1.45	3,947	67	1.70
11	MESA AIRLINES	3,378	51	1.51	5,416	137	2.53
12	SOUTHWEST AIRLINES	39,744	602	1.51	92,308	1,761	1.91
13	FRONTIER AIRLINES	8,787	134	1.52	14,681	313	2.13
14	AMERICAN AIRLINES	30,845	545	1.77	45,697	1,499	3.28
15	PSA AIRLINES	3,079	56	1.82	3,215	130	4.04
16	ENVOY AIR	3,297	62	1.88	3,634	147	4.05
17	SPIRIT AIRLINES	5,709	164	2.87	17,998	401	2.23
	TOTAL	201,474	2,657	1.32	476,091	7,563	1.59

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

## **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 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	<b>DELTA AIR LINES NETWORK</b>	<b>1,138</b>	<b>0</b>	<b>12,402,784</b>	<b>0.00</b>
	- DELTA AIR LINES	634	0	9,298,752	0.00
	- BRANDED CODESHARE PARTNERS	504	0	3,104,032	0.00
2	<b>SPIRIT AIRLINES</b>	<b>227</b>	<b>0</b>	<b>4,483,592</b>	<b>0.00</b>
3	<b>ALLEGiant AIR</b>	<b>11</b>	<b>0</b>	<b>2,036,795</b>	<b>0.00</b>
4	<b>JETBLUE AIRWAYS</b>	<b>9</b>	<b>0</b>	<b>1,433,931</b>	<b>0.00</b>
5	<b>HAWAIIAN AIRLINES NETWORK</b>	<b>14</b>	<b>0</b>	<b>331,107</b>	<b>0.00</b>
	- HAWAIIAN AIRLINES	14	0	320,241	0.00
	- BRANDED CODESHARE PARTNERS	0	0	10,866	0.00
6	<b>UNITED AIRLINES NETWORK</b>	<b>514</b>	<b>8</b>	<b>9,351,826</b>	<b>0.01</b>
	- UNITED AIRLINES	76	8	5,211,611	0.02
	- BRANDED CODESHARE PARTNERS	438	0	4,140,215	0.00
7	<b>ALASKA AIRLINES NETWORK</b>	<b>0</b>	<b>4</b>	<b>3,639,888</b>	<b>0.01</b>
	- ALASKA AIRLINES	0	0	2,110,763	0.00
	- BRANDED CODESHARE PARTNERS	0	4	1,529,125	0.03
8	<b>SOUTHWEST AIRLINES</b>	<b>937</b>	<b>148</b>	<b>15,080,946</b>	<b>0.10</b>
9	<b>FRONTIER AIRLINES</b>	<b>256</b>	<b>64</b>	<b>2,508,125</b>	<b>0.26</b>
10	<b>AMERICAN AIRLINES NETWORK</b>	<b>5,218</b>	<b>993</b>	<b>20,514,255</b>	<b>0.48</b>
	- AMERICAN AIRLINES	2,899	638	13,703,995	0.47
	- BRANDED CODESHARE PARTNERS	2,319	355	6,810,260	0.52
<b>TOTAL</b>		<b>8,324</b>	<b>1,217</b>	<b>71,783,249</b>	<b>0.17</b>

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

## AIR TRAVEL CONSUMER REPORT

## PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES (YTD)

RANK	CARRIER*	JANUARY - SEPTEMBER 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	ALLEGiant AIR	298	0	6,530,477	0.00
2	DELTA AIR LINES NETWORK	31,060	5	51,877,602	0.00
	- DELTA AIR LINES	18,579	0	40,125,632	0.00
	- BRANDED CODESHARE PARTNERS	12,481	5	11,751,970	0.00
3	JETBLUE AIRWAYS	288	2	9,321,624	0.00
4	HAWAIIAN AIRLINES NETWORK	183	1	2,740,728	0.00
	- HAWAIIAN AIRLINES	169	1	2,682,228	0.00
	- BRANDED CODESHARE PARTNERS	14	0	58,500	0.00
5	UNITED AIRLINES NETWORK	9,803	19	39,475,479	0.00
	- UNITED AIRLINES	2,926	15	24,956,969	0.01
	- BRANDED CODESHARE PARTNERS	6,877	4	14,518,510	0.00
6	SPIRIT AIRLINES	3,892	66	12,550,736	0.05
7	SOUTHWEST AIRLINES	4,400	370	51,678,943	0.07
8	ALASKA AIRLINES NETWORK	2,100	124	13,818,301	0.09
	- ALASKA AIRLINES	1,558	30	9,448,025	0.03
	- BRANDED CODESHARE PARTNERS	542	94	4,370,276	0.22
9	FRONTIER AIRLINES	907	205	7,883,925	0.26
10	AMERICAN AIRLINES NETWORK	19,065	2,714	67,818,454	0.40
	- AMERICAN AIRLINES	9,673	1,188	46,514,904	0.26
	- BRANDED CODESHARE PARTNERS	9,392	1,526	21,303,550	0.72
TOTAL		71,996	3,506	263,696,269	0.13

JANUARY - SEPTEMBER 2019			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
194	635	11,508,511	0.55
142,403	6	142,051,055	0.00
85,738	4	111,802,090	0.00
56,665	2	30,248,965	0.00
2,147	38	28,673,113	0.01
158	0	8,352,461	0.00
145	0	8,186,912	0.00
13	0	165,549	0.00
64,072	70	110,233,280	0.01
29,360	52	76,639,967	0.01
34,712	18	33,593,313	0.01
17,066	259	23,991,726	0.11
27,170	2,839	120,363,016	0.24
10,977	703	34,290,543	0.21
8,416	405	26,211,760	0.15
2,561	298	8,078,783	0.37
2,318	582	15,987,642	0.36
138,708	12,241	148,870,643	0.82
95,657	6,912	105,478,302	0.66
43,051	5,329	43,392,341	1.23
405,213	17,373	644,321,990	0.27

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.

## AIR TRAVEL CONSUMER REPORT

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

RANK	AIRLINE*	JULY- SEPTEMBER 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	634	0	9,298,752	0.00
2	SPIRIT AIR LINES	227	0	4,483,592	0.00
3	ALASKA AIRLINES	0	0	2,110,763	0.00
4	ALLEGiant AIR	11	0	2,036,795	0.00
5	ENDEAVOR AIR	77	0	1,550,894	0.00
6	JETBLUE AIRWAYS	9	0	1,433,931	0.00
7	HAWAIIAN AIRLINES	14	0	320,241	0.00
8	EXPRESSJET AIRLINES	12	0	227,234	0.00
9	UNITED AIRLINES	76	8	5,211,611	0.02
10	SKYWEST AIRLINES	1,069	33	4,650,686	0.07
11	MESA AIRLINES	226	12	1,390,249	0.09
12	SOUTHWEST AIRLINES	937	148	15,080,946	0.10
13	FRONTIER AIRLINES	256	64	2,508,125	0.26
14	REPUBLIC AIRWAYS	303	62	1,865,200	0.33
15	PSA AIRLINES	625	73	1,961,845	0.37
16	AMERICAN AIRLINES	2,899	638	13,703,995	0.47
17	ENVOY AIR	747	132	1,994,013	0.66
TOTAL		8,122	1,170	69,828,872	0.17

JULY- SEPTEMBER 2019			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
24,642	3	40,050,497	0.00
4,656	64	8,390,933	0.08
2,730	92	9,563,449	0.10
135	2	3,836,145	0.01
6,451	0	3,850,464	0.00
785	8	9,760,018	0.01
34	0	2,828,870	0.00
1,358	0	1,433,425	0.00
9,110	7	26,963,748	0.00
14,794	203	10,472,196	0.19
1,861	88	3,599,017	0.24
4,806	314	40,777,514	0.08
893	230	5,731,264	0.40
5,378	219	4,900,415	0.45
3,027	339	3,810,183	0.89
25,733	1,890	36,283,824	0.52
3,286	561	3,861,879	1.45
109,679	4,020	216,113,841	0.19

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.

## AIR TRAVEL CONSUMER REPORT

## PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES (YTD)

RANK	AIRLINE*	JANUARY – SEPTEMBER 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	18,579	0	40,125,632	0.00
2	ALLEGiant AIR	298	0	6,530,477	0.00
3	ENDEAVOR AIR	4,129	0	4,919,220	0.00
4	EXPRESSJET AIRLINES	686	0	1,582,160	0.00
5	JETBLUE AIRWAYS	288	2	9,321,624	0.00
6	HAWAIIAN AIRLINES	169	1	2,682,228	0.00
7	UNITED AIRLINES	2,926	15	24,956,969	0.01
8	ALASKA AIRLINES	1,558	30	9,448,025	0.03
9	SPIRIT AIR LINES	3,892	66	12,550,736	0.05
10	SOUTHWEST AIRLINES	4,400	370	51,678,943	0.07
11	MESA AIRLINES	1,283	42	4,608,514	0.09
12	SKYWEST AIRLINES	11,524	280	14,648,803	0.19
13	AMERICAN AIRLINES	9,673	1,188	46,514,904	0.26
14	FRONTIER AIRLINES	907	205	7,883,925	0.26
15	REPUBLIC AIRWAYS	1,485	168	5,555,741	0.30
16	PSA AIRLINES	2,142	316	5,853,541	0.54
17	ENVOY AIR	2,832	439	5,704,509	0.77
	TOTAL	66,771	3,122	254,565,951	0.12

JANUARY – SEPTEMBER 2019			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
85,738	4	111,802,090	0.00
194	635	11,508,511	0.55
18,894	0	10,731,715	0.00
4,350	2	4,145,617	0.00
2,147	38	28,673,113	0.01
145	0	8,186,912	0.00
29,360	52	76,639,967	0.01
8,416	405	26,211,760	0.15
17,066	259	23,991,726	0.11
27,170	2,839	120,363,016	0.24
8,561	887	10,476,913	0.85
39,185	649	29,491,036	0.22
95,657	6,912	105,478,302	0.66
2,318	582	15,987,642	0.36
15,412	461	14,094,221	0.33
10,457	1,093	11,128,198	0.98
11,532	1,588	10,751,054	1.48
376,602	16,406	619,661,793	0.26

*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.

## **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

	SEPTEMBER 2020				SEPTEMBER 2019			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,674	15	1	215	722	34	0	111
FOREIGN AIRLINES	3,134	1	0	163	479	3	0	67
TRAVEL AGENTS	930	0	0	38	32	0	0	5
TOUR OPERATORS	8	0	0	0	0	0	0	0
MISCELLANEOUS	18	5	0	37	26	12	0	58
INDUSTRY TOTALS	5,764	21	1	453	1,259	49	0	241

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*						
COMPLAINT CATEGORY	SEPTEMBER 2020			SEPTEMBER 2019		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	5,120		5	134	
FARES	2	243		6	101	
RESERVATIONS/TICKETING/BOARDING	3	115		3	147	
CUSTOMER SERVICE	4	86		4	140	
FLIGHT PROBLEMS	5	75		1	349	
CANCELLATION			31			146
DELAY			19			109
MISCONNECTION			11			54
BAGGAGE	6	49		2	229	
DISABILITY	7	44		7	66	
OTHER	8	21		8	44	
FREQUENT FLYER			16			14
OVERSALES	9	5		9	31	
DISCRIMINATION	10	4		10	11	
ADVERTISING	11	2		11	7	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		5,764			1,259	

\* 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\***  
**SEPTEMBER 2020**

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	1	0	1	2	39	0	1	4	0	0	0	1	49
ALLEGiant AIR	3	0	0	3	6	0	1	3	0	0	0	0	16
AMERICAN AIRLINES	12	1	9	9	206	7	19	7	0	1	0	3	274
DELTA AIR LINES	2	1	6	4	123	2	1	6	0	0	0	0	145
FRONTIER AIRLINES	7	0	12	84	356	3	8	3	2	0	0	3	478
HAWAIIAN AIRLINES	1	0	0	3	34	0	1	0	0	0	0	0	39
JETBLUE AIRWAYS	5	0	0	4	38	0	3	4	0	1	0	0	55
PSA AIRLINES	1	0	1	0	0	0	3	0	0	0	0	0	5
SKYWEST AIRLINES	2	0	0	0	5	0	2	0	0	0	0	0	9
SOUTHWEST AIRLINES	3	0	3	14	45	1	5	4	0	0	0	2	77
SPIRIT AIRLINES	3	0	11	16	81	3	11	1	0	0	0	2	128
SUN COUNTRY AIRLINES	0	0	0	3	8	0	1	0	0	0	0	0	12
UNITED AIRLINES	6	0	8	12	304	7	15	11	0	0	0	3	366
Other U.S. Airlines	2	0	0	1	12	0	2	0	0	1	0	3	21
<b>TOTAL SEPTEMBER 2020</b>	<b>48</b>	<b>2</b>	<b>51</b>	<b>155</b>	<b>1,257</b>	<b>23</b>	<b>73</b>	<b>43</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>17</b>	<b>1,674</b>
<b>% of TOTAL COMPLAINTS</b>	<b>2.9</b>	<b>0.1</b>	<b>3.0</b>	<b>9.3</b>	<b>75.1</b>	<b>1.4</b>	<b>4.4</b>	<b>2.6</b>	<b>0.1</b>	<b>0.2</b>	<b>0</b>	<b>1.0</b>	
<b>TOTAL SEPTEMBER 2019</b>	<b>266</b>	<b>17</b>	<b>69</b>	<b>47</b>	<b>49</b>	<b>97</b>	<b>83</b>	<b>59</b>	<b>4</b>	<b>9</b>	<b>0</b>	<b>22</b>	<b>722</b>
<b>% of TOTAL COMPLAINTS</b>	<b>36.8</b>	<b>2.4</b>	<b>9.6</b>	<b>6.5</b>	<b>6.8</b>	<b>13.4</b>	<b>11.5</b>	<b>8.2</b>	<b>0.6</b>	<b>1.2</b>	<b>0</b>	<b>3.0</b>	

\* 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\*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN SEP	INCI- DENTS IN SEP	PERCENT	INCI- DENTS IN AUG	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	49	10	20.4	1	2.0	29	59.2	9	18.4
ALLEGiant AIR	16	5	31.3	1	6.3	8	50.0	2	12.5
AMERICAN AIRLINES	274	66	24.1	21	7.7	146	53.3	41	15.0
DELTA AIR LINES	145	27	18.6	10	6.9	90	62.1	18	12.4
FRONTIER AIRLINES	478	37	7.7	21	4.4	370	77.4	50	10.5
HAWAIIAN AIRLINES	39	8	20.5	2	5.1	26	66.7	3	7.7
JETBLUE AIRWAYS	55	14	25.5	5	9.1	30	54.5	6	10.9
PSA AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
SKYWEST AIRLINES	9	2	22.2	2	22.2	4	44.4	1	11.1
SOUTHWEST AIRLINES	77	13	16.9	5	6.5	43	55.8	16	20.8
SPIRIT AIRLINES	128	25	19.5	9	7.0	75	58.6	19	14.8
SUN COUNTRY AIRLINES	12	1	8.3	1	8.3	8	66.7	2	16.7
UNITED AIRLINES	366	56	15.3	21	5.7	233	63.7	56	15.3
Other U.S. Airlines	21	4	19.0	1	4.8	14	66.7	2	9.5
<b>Totals</b>	1,674	272	16.2	101	6.0	1,076	64.3	225	13.4
<b>Previous Year's Totals</b>	722	279	38.6	182	25.2	209	28.9	52	7.2

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

## AIR TRAVEL CONSUMER REPORT

Table 5

## COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\* /SEPTEMBER 2020

	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>													
AER LINGUS	0	0	0	4	29	0	0	0	0	0	0	0	33
AEROFLOT	1	0	2	0	72	2	0	0	0	0	0	0	77
AEROMEXICO	2	0	3	1	93	0	1	0	0	0	0	0	100
AIR ASIA	0	0	0	0	12	0	0	0	0	0	0	0	12
AIR CANADA	3	0	1	3	274	3	0	0	0	0	0	2	286
AIR EUROPA	0	0	0	1	19	0	0	0	0	0	0	1	21
AIR FRANCE	2	0	1	2	43	1	2	1	0	0	0	0	52
AIR INDIA	0	0	0	2	72	0	0	0	0	0	0	0	74
AIR NEW ZEALAND	0	0	0	0	11	0	0	0	0	0	0	0	11
AIR SERBIA	0	0	1	1	4	0	0	0	0	0	0	0	6
AIR TAHITI NUI	1	0	0	0	17	0	0	0	0	0	0	0	18
AIR TRANSAT	0	0	0	0	9	0	0	0	0	0	0	0	9
ALITALIA AIRLINES	0	0	2	0	48	0	0	0	0	0	0	0	50
ANA ALL NIPPON AIRWAYS	1	0	1	1	5	0	0	0	0	0	0	0	8
ASIANA AIRLINES	0	0	0	0	5	0	0	0	0	0	0	0	5
AUSTRIAN AIRLINES	0	0	1	0	7	1	0	0	0	0	0	0	9
AVIANCA	1	0	3	1	123	0	0	0	0	0	0	0	128
BAHAMASAIR HOLDINGS	0	0	0	0	5	0	0	0	0	0	0	0	5
BRITISH AIRWAYS	2	0	2	0	67	0	0	0	0	0	0	0	71
BRUSSELS AIRLINES	0	0	0	0	19	0	0	0	0	0	0	0	19
CARIBBEAN AIRLINES	0	0	0	0	8	0	0	0	0	0	0	0	8
CONDOR	0	0	0	1	4	0	0	0	0	0	0	0	5
COPA	2	1	0	1	18	0	0	0	0	0	0	0	22
CORSAIR	0	0	1	0	7	0	0	0	0	0	0	0	8
EASY JET	0	0	0	0	6	0	0	0	0	0	0	0	6
EGYPTAIR	0	0	0	0	11	1	1	0	0	0	0	0	13
EL AL ISRAEL	0	0	1	0	156	0	0	0	0	0	0	0	157
EMIRATES AIRLINES	0	0	1	1	22	2	0	0	0	0	0	0	26
ETHIOPIAN AIRLINES	0	0	2	1	21	1	0	0	0	0	0	0	25
ETIHAD AIRWAYS	0	1	3	2	13	0	0	0	0	0	0	0	19
EVA AIRWAYS	0	1	0	1	12	0	0	0	0	0	0	0	14
FIJI AIRWAYS	1	0	0	0	28	0	0	0	0	0	0	0	29
FINNAIR OY	0	0	0	0	8	0	0	0	0	0	0	0	8
FRENCH BEE	0	0	0	0	6	0	0	0	0	0	0	0	6
IBERIA AIRLINES	0	0	0	4	46	0	0	0	0	0	0	0	50
ICELANDAIR	0	0	0	1	73	0	0	0	0	0	0	0	74
INTERJET	0	0	0	6	120	1	0	0	0	0	0	0	127
KENYA AIRWAYS	0	0	0	0	14	0	0	0	0	0	0	0	14
KLM	0	0	3	0	24	0	0	0	0	0	0	0	27
KOREAN AIR LINES	0	0	0	0	7	0	0	0	0	0	0	0	7

## AIR TRAVEL CONSUMER REPORT

Table 5, continued.

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY** /SEPTEMBER 2020													
<u>FOREIGN AIRLINES (continued).</u>	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
LA COMPAGNIE	0	0	0	0	5	0	0	0	0	0	0	0	5
LATAM	1	0	0	0	44	0	0	0	0	0	0	0	45
LEVEL	0	0	0	1	10	0	0	0	0	0	0	0	11
LOT POLISH AIRLINES	0	0	1	0	31	0	0	0	0	0	0	0	32
LUFTHANSA	0	0	4	3	141	0	1	0	0	0	0	0	149
NORWEGIAN AIR SHUTTLE	2	0	0	1	92	0	0	0	0	0	0	0	95
PHILIPPINE AIRLINES	0	0	2	0	69	0	0	0	0	0	0	0	71
PORTER AIRLINES	1	0	0	0	4	0	0	0	0	0	0	0	5
QANTAS AIRWAYS	0	0	0	1	5	0	0	0	0	0	0	0	6
QATAR AIRWAYS	0	0	2	2	25	0	2	0	0	1	0	0	32
ROYAL AIR MAROC	0	0	0	0	42	1	0	0	0	0	0	0	43
ROYAL JORDANIAN AIRLINES	0	0	0	0	20	1	0	0	0	0	0	0	21
RYANAIR	0	0	0	1	5	0	0	0	0	0	0	0	6
SAS	0	0	0	1	85	0	0	0	0	0	0	0	86
SATA INTERNACIONAL	0	0	0	0	6	0	0	0	0	0	0	0	6
SINGAPORE AIRLINES	0	0	0	0	12	0	0	0	0	0	0	0	12
SOUTH AFRICAN AIRWAYS	0	0	1	0	19	0	0	0	0	0	0	0	20
SUNWING AIRLINES	0	0	0	0	5	0	0	0	0	0	0	0	5
SWISS AIR	0	0	0	0	20	1	0	0	0	0	0	0	21
SWOOP	0	0	0	0	31	0	0	0	0	0	0	0	31
TAP	1	0	5	3	398	2	0	0	0	0	0	0	409
TURKISH AIRLINES	2	0	8	2	60	5	1	0	0	0	0	0	78
UKRAINE INTERNATIONAL AIRLINES	0	0	0	0	8	0	0	0	0	0	0	0	8
VIRGIN ATLANTIC AIRWAYS	0	0	0	0	47	0	0	0	0	0	0	0	47
VIRGIN AUSTRALIA	0	0	0	1	10	0	0	0	0	0	0	0	11
VIVA AIR	0	0	0	0	6	0	0	0	0	0	0	0	6
VIVAAEROBUS	0	0	0	1	4	0	0	0	0	0	0	0	5
VOLARIS AIRLINES	2	0	2	11	42	2	2	0	0	0	0	0	61
VUELING AIRLINES	0	0	0	0	6	0	0	0	0	0	0	0	6
WEST JET	0	0	0	0	93	0	0	0	0	0	0	0	93
OTHER FOREIGN AIRLINES	0	0	2	2	63	2	0	0	0	0	0	0	69
<b>TOTALS</b>	<b>25</b>	<b>3</b>	<b>55</b>	<b>64</b>	<b>2,946</b>	<b>26</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>3,134</b>
<b><u>TRAVEL AGENTS</u></b>													
AMERICAN EXPRESS TRAVEL OFFICE	0	0	1	1	6	0	0	0	0	0	0	0	8
ASAPTICKETS.COM	0	0	0	1	43	0	0	0	0	0	0	0	44
CHASE TRAVEL	0	0	0	1	34	0	0	0	0	0	0	0	35
CHEAPOAIR.COM	0	0	1	0	89	0	0	0	0	0	0	0	90
COSTCO TRAVEL	0	0	0	0	5	0	0	0	0	0	0	0	5
EXPEDIA.COM	0	0	1	3	137	0	0	0	0	0	0	0	141
FAREBOOM.COM	0	0	0	0	8	0	0	0	0	0	0	0	8

## AIR TRAVEL CONSUMER REPORT

Table 5, continued.

## COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\* /SEPTEMBER 2020

<b><u>TRAVEL AGENTS (continued).</u></b>	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
FARESCAN.COM	0	0	0	0	8	0	0	0	0	0	0	0	8
FLIGHT NETWORK	0	0	0	0	21	0	0	0	0	0	0	0	21
FLIGHTHUB	0	0	0	1	9	0	0	0	0	0	0	0	10
GATE 1 TRAVEL	0	0	0	0	6	0	0	0	0	0	0	0	6
GOTOGATE	0	0	0	0	33	0	0	0	0	0	0	0	33
HOP2	0	0	0	1	6	0	0	0	0	0	0	0	7
HOPPER.COM	0	0	1	0	26	0	0	0	0	0	0	0	27
JUSTFLY.COM	0	0	1	4	53	0	0	0	0	0	0	0	58
KISSANDFLY	0	0	0	0	6	0	0	0	0	0	0	0	6
KIWI.COM	0	0	1	2	39	0	0	0	0	0	0	0	42
MANGO TOURS	0	0	0	0	8	0	0	0	0	0	0	0	8
MYTRIP.COM	0	0	1	0	9	0	0	0	0	0	0	0	10
ONETRAVEL	0	0	0	0	5	0	0	0	0	0	0	0	5
ORBITZ.COM	1	0	0	1	39	0	0	0	0	0	0	0	41
OVAGO	0	0	0	1	24	0	0	0	0	0	0	0	25
PRICELINE.COM	0	0	1	1	33	0	0	0	0	0	0	1	36
SKYLUX TRAVEL	0	0	0	0	8	0	0	0	0	0	0	0	8
SMARTFARES.COM	0	0	0	0	9	0	0	0	0	0	0	0	9
SOUTHWEST VACATIONS	0	0	0	1	6	0	0	0	0	0	0	0	7
TRAVELGENIO	0	0	0	1	9	0	0	0	0	0	0	0	10
TRAVELOCITY.COM	0	0	0	0	33	0	0	0	0	0	0	0	33
VAYAMA	0	0	0	1	64	0	0	0	0	0	0	0	65
OTHER TRAVEL AGENTS	0	0	0	4	120	0	0	0	0	0	0	0	124
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>8</b>	<b>24</b>	<b>896</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>930</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	1	0	7	0	0	0	0	0	0	0	8
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>
<b><u>MISCELLANEOUS</u></b>													
Other Miscellaneous	1	0	0	0	14	0	3	0	0	0	0	0	18
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>18</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.

## AIR TRAVEL CONSUMER REPORT

TABLE 6

AIR TRAVEL CONSUMER REPORT/ CONSUMER COMPLAINTS: LIST OF LARGE U.S. MARKETING CARRIERS\* (NON-RANKED, IN ALPHABETIC ORDER).

	SEPTEMBER 2020	SEPTEMBER 2019
AIRLINE	COMPLAINTS	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>55</b>	<b>15</b>
- ALASKA AIRLINES	49	14
- BRANDED CODESHARE PARTNERS	6	1
<b>ALLEGIAN AIR</b>	<b>16</b>	<b>17</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>284</b>	<b>225</b>
- AMERICAN AIRLINES	274	186
- BRANDED CODESHARE PARTNERS	10	39
<b>DELTA AIR LINES NETWORK</b>	<b>150</b>	<b>71</b>
- DELTA AIR LINES	145	63
- BRANDED CODESHARE PARTNERS	5	8
<b>FRONTIER AIRLINES</b>	<b>478</b>	<b>41</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>39</b>	<b>6</b>
- HAWAIIAN AIRLINES	39	6
- BRANDED CODESHARE PARTNERS	0	0
<b>JETBLUE AIRWAYS</b>	<b>55</b>	<b>42</b>
<b>SOUTHWEST AIRLINES</b>	<b>77</b>	<b>27</b>
<b>SPIRIT AIRLINES</b>	<b>128</b>	<b>97</b>
<b>UNITED AIRLINES NETWORK</b>	<b>366</b>	<b>146</b>
- UNITED AIRLINES	366	126
- BRANDED CODESHARE PARTNERS	0	20
<b>TOTAL</b>	<b>1,648</b>	<b>687</b>

\* 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. The carriers that are listed in this table are the same carriers that are ranked in the "Flight Delays," section of this report.

## AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

RANK	AIRLINE	SEPTEMBER 2020			SEPTEMBER 2019		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	0	79,002	0.00	2	504,469	0.40
2	REPUBLIC AIRWAYS	1	690,610	0.14	3	1,504,821	0.20
3	ENVOY AIR	1	673,959	0.15	10	1,230,660	0.81
4	MESA AIRLINES	1	611,175	0.16	9	1,184,514	0.76
5	ENDEAVOR AIR	2	578,823	0.35	3	1,235,816	0.24
6	SKYWEST AIRLINES	9	1,696,302	0.53	12	3,413,758	0.35
7	PSA AIRLINES	5	668,551	0.75	11	1,213,869	0.91
8	SOUTHWEST AIRLINES	77	4,833,341	1.59	27	12,601,885	0.21
9	ALLEGiant AIR	16	489,062	3.27	17	806,917	2.11
10	DELTA AIR LINES	145	3,571,119	4.06	63	13,134,002	0.48
11	AMERICAN AIRLINES	274	4,896,138	5.60	186	12,214,200	1.52
12	ALASKA AIRLINES	49	744,612	6.58	14	2,883,985	0.49
13	JETBLUE AIRWAYS	55	676,552	8.13	42	3,211,595	1.31
14	SPIRIT AIRLINES	128	1,150,073	11.13	97	2,505,860	3.87
15	UNITED AIRLINES	366	2,141,468	17.09	126	9,060,664	1.39
16	FRONTIER AIRLINES	478	862,395	55.43	41	1,824,674	2.25
17	HAWAIIAN AIRLINES	39	59,955	65.05	6	913,805	0.66
TOTAL		1,646	24,423,137	6.74	669	69,445,494	0.96

\* All U.S. airlines with at least one percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily.

## AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

CONSUMER COMPLAINTS  
SUMMARY

	JANUARY - SEPTEMBER 2020				JANUARY - SEPTEMBER 2019			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	32,593	333	3	2,685	7,586	275	7	1,114
FOREIGN AIRLINES	44,770	41	2	1,713	3,954	31	1	678
TRAVEL AGENTS	12,286	3	0	431	336	11	0	90
TOUR OPERATORS	72	0	0	3	1	0	0	2
MISCELLANEOUS	184	139	0	618	136	185	0	609
INDUSTRY TOTALS	89,905	516	5	5,450	12,013	502	8	2,493

## AIR TRAVEL CONSUMER REPORT

Table 2 (YTD)

COMPLAINT CATEGORIES*							
COMPLAINT CATEGORY	JANUARY - SEPTEMBER 2020			JANUARY - SEPTEMBER 2019			
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	
REFUNDS	1	78,714		4	1,218		
RESERVATIONS/TICKETING/BOARDING	2	4,037		3	1,419		
FARES	3	2,789		6	797		
FLIGHT PROBLEMS	4	1,269		1	3,978		
CANCELLATION			645				1,641
DELAY			297				1,326
MISCONNECTION			150				578
CUSTOMER SERVICE	5	1,192		5	1,201		
BAGGAGE	6	860		2	1,999		
OTHER	7	477		8	305		
FREQUENT FLYER			366				119
DISABILITY	8	396		7	674		
OVERSALES	9	110		9	301		
DISCRIMINATION	10	40		10	82		
ADVERTISING	11	20		11	37		
ANIMALS	12	1		12	2		
COMPLAINT TOTAL		89,905			12,013		

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.



## AIR TRAVEL CONSUMER REPORT

Table 3 (YTD)

**COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\***  
**JANUARY - SEPTEMBER 2020**

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	16	1	17	25	866	17	20	20	1	0	0	5	988
ALLEGiant AIR	23	0	39	22	377	4	31	24	1	0	0	2	523
AMERICAN AIRLINES	197	23	122	196	4,015	93	248	80	1	6	0	303	5,284
DELTA AIR LINES	74	6	118	81	3,175	53	68	37	2	1	0	6	3,621
EASTERN	1	0	0	3	7	3	2	0	0	0	0	0	16
ENDEAVOR AIR	5	1	2	2	80	2	2	0	0	0	0	0	94
ENVOY AIR	18	1	3	1	1	0	6	0	0	2	0	0	32
FRONTIER AIRLINES	63	4	169	651	3,984	38	79	19	3	3	0	9	5,022
HAWAIIAN AIRLINES	7	1	22	28	1,113	0	8	4	0	2	0	1	1,186
HORIZON AIRLINES	3	0	1	0	36	0	4	3	0	0	0	0	47
JETBLUE AIRWAYS	46	1	25	35	1,230	19	42	26	0	3	0	7	1,434
MESA AIRLINES	10	0	0	0	1	0	1	0	0	0	0	0	12
PSA AIRLINES	16	2	2	0	2	1	11	1	0	1	0	0	36
REPUBLIC AIRWAYS	4	0	0	1	46	0	1	2	0	1	0	0	55
SILVER AIRWAYS	7	3	3	2	102	0	1	0	0	1	0	0	119
SKYWEST AIRLINES	26	0	3	1	94	2	6	3	0	1	0	1	137
SOUTHWEST AIRLINES	22	0	14	94	1,344	27	44	42	0	1	0	5	1,593
SPIRIT AIRLINES	66	14	69	88	1,040	34	96	22	4	4	0	11	1,448
SUN COUNTRY AIRLINES	6	0	2	11	271	9	12	1	0	0	0	2	314
UNITED AIRLINES	153	14	120	214	9,653	88	179	59	1	3	0	21	10,505
VIAAIR	2	0	0	0	19	0	0	0	0	0	0	0	21
Other U.S. Airlines	22	2	1	4	37	4	7	0	0	0	0	29	106
<b>TOTAL JAN - SEPTEMBER 2020</b>	<b>787</b>	<b>73</b>	<b>732</b>	<b>1,459</b>	<b>27,493</b>	<b>394</b>	<b>868</b>	<b>343</b>	<b>13</b>	<b>29</b>	<b>0</b>	<b>402</b>	<b>32,593</b>
<b>% of TOTAL COMPLAINTS</b>	<b>2.4</b>	<b>0.2</b>	<b>2.2</b>	<b>4.5</b>	<b>84.4</b>	<b>1.2</b>	<b>2.7</b>	<b>1.1</b>	<b>0.0</b>	<b>0.1</b>	<b>0</b>	<b>1.2</b>	
<b>TOTAL JAN - SEPTEMBER 2019</b>	<b>3,234</b>	<b>178</b>	<b>714</b>	<b>386</b>	<b>529</b>	<b>900</b>	<b>815</b>	<b>572</b>	<b>19</b>	<b>74</b>	<b>1</b>	<b>164</b>	<b>7,586</b>
<b>% of TOTAL COMPLAINTS</b>	<b>42.6</b>	<b>2.3</b>	<b>9.4</b>	<b>5.1</b>	<b>7.0</b>	<b>11.9</b>	<b>10.7</b>	<b>7.5</b>	<b>0.3</b>	<b>1.0</b>	<b>0.0</b>	<b>2.2</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)

## COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\* / JANUARY - SEPTEMBER 2020

	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>													
AEGEAN AIRLINES	1	1	4	3	65	1	0	0	0	0	0	0	75
AER LINGUS	8	0	9	18	530	5	0	0	0	0	0	0	570
AEROFLOT	5	0	9	2	412	6	2	1	0	1	0	0	438
AEROLINEAS ARGENTINAS	0	0	2	0	29	1	0	0	0	0	0	0	32
AEROMEXICO	8	2	42	32	1,315	8	7	2	0	0	0	0	1,416
AIR ASIA	1	0	6	0	82	2	0	1	0	0	0	0	92
AIR CANADA	30	2	61	88	5,179	10	13	5	1	1	0	5	5,395
AIR CHINA	2	0	7	2	44	10	0	0	0	0	0	0	65
AIR EUROPA	1	0	5	1	203	0	1	0	0	0	0	1	212
AIR FRANCE	35	3	32	33	862	21	10	4	0	1	0	0	1,001
AIR INDIA	4	0	15	22	534	8	5	2	1	0	0	1	592
AIR ITALY	1	0	0	0	30	1	0	0	0	0	0	0	32
AIR NEW ZEALAND	3	0	1	5	255	0	0	0	0	1	0	0	265
AIR SERBIA	1	0	2	3	54	2	1	0	0	1	0	0	64
AIR TAHITI NUI	1	0	1	2	272	2	0	0	0	0	0	0	278
AIR TRANSAT	0	0	0	0	132	0	0	0	0	0	0	0	132
ALITALIA AIRLINES	5	1	15	2	418	4	4	0	0	0	0	0	449
ANA ALL NIPPON AIRWAYS	2	0	10	5	95	3	2	0	0	0	0	3	120
ASIANA AIRLINES	0	0	4	3	112	2	0	1	0	0	0	0	122
AUSTRIAN AIRLINES	0	0	7	0	154	3	1	1	0	0	0	0	166
AVIANCA	8	2	31	15	1,086	13	3	0	0	0	0	3	1,161
AZERBAIJAN AIRLINES	0	0	2	0	24	1	0	0	0	0	0	0	27
AZUL BRAZILIAN AIRLINES	2	0	0	0	38	3	0	0	0	0	0	0	43
BAHAMASAIR HOLDINGS	0	0	2	1	26	1	0	0	0	0	0	0	30
BRITISH AIRWAYS	10	0	27	29	1,048	15	11	1	0	1	0	3	1,145
BRUSSELS AIRLINES	0	0	1	1	91	4	1	0	0	0	0	0	98
CABO VERDE AIRLINES	14	0	2	1	14	1	0	0	0	0	0	0	32
CARIBBEAN AIRLINES	2	0	1	1	109	0	1	1	0	0	0	0	115
CATHAY PACIFIC AIRWAYS	2	0	5	12	90	4	0	1	0	0	0	0	114
CHINA AIRLINES	2	0	3	8	40	2	0	0	0	0	0	0	55
CHINA EASTERN AIRLINES	2	0	1	1	44	1	2	0	0	0	0	0	51
CHINA SOUTHERN AIRLINES	4	1	3	1	26	3	0	0	0	0	0	0	38
CONDOR	2	0	15	2	330	5	1	0	0	0	0	0	355
COPA COMPANIA PANAMENA DE AVIACION	12	1	18	12	533	3	0	1	0	0	0	0	580
CORSAIR	0	0	2	0	95	0	1	0	0	0	0	0	98
CZECHOSLOVAK AIRLINES	0	0	0	0	13	0	0	0	0	0	0	0	13
EASY JET	1	0	4	0	62	0	0	0	0	0	0	0	67
EGYPTAIR	2	0	4	3	79	7	1	0	0	1	0	0	97
EL AL ISRAEL	39	1	43	5	2,037	6	2	0	0	1	0	0	2,134
EMIRATES AIRLINES	10	0	23	24	489	14	7	1	0	0	0	3	571

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD), continued.

## COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\* / JANUARY - SEPTEMBER 2020

<b><u>FOREIGN AIRLINES (continued).</u></b>	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ETHIOPIAN AIRLINES	4	0	19	6	226	26	4	0	0	0	0	2	287
ETIHAD AIRWAYS	3	2	15	17	211	4	3	0	0	0	0	2	257
EUROWINGS	0	0	0	1	48	2	0	0	0	0	0	1	52
EVA AIRWAYS	3	1	5	6	128	1	3	0	0	0	0	0	147
FIJI AIRWAYS	2	0	7	3	215	1	1	0	0	0	0	0	229
FINNAIR OY	2	0	0	2	144	3	0	0	0	0	0	0	151
FRENCH BEE	0	0	2	0	177	0	0	0	0	0	0	0	179
GOL AIRLINES	1	0	2	1	18	1	1	0	0	0	0	0	24
HAINAN	0	0	1	1	19	1	1	0	0	0	0	0	23
IBERIA AIRLINES	3	1	27	21	877	11	8	3	0	0	0	0	951
ICELANDAIR	2	0	14	23	844	1	3	1	0	0	0	0	888
INTERJET	12	1	40	16	999	13	7	1	0	0	0	0	1,089
JAPAN AIR LINES COMPANY	0	0	2	2	69	1	1	1	0	0	0	0	76
JETSTAR AIRWAYS	0	0	0	0	29	0	0	0	0	0	0	0	29
KENYA AIRWAYS	1	0	1	1	172	3	1	0	0	0	0	1	180
KLM	2	0	17	13	833	5	3	0	0	0	0	0	873
KOREAN AIR LINES	3	0	5	7	117	2	2	0	0	0	0	0	136
KUWAIT AIRWAYS	2	0	1	1	19	7	2	2	0	0	0	0	34
LA COMPAGNIE	0	0	2	0	77	0	0	0	0	0	0	0	79
LATAM	13	0	34	21	593	10	6	1	0	0	0	1	679
LEVEL	2	1	8	1	188	3	1	0	0	0	0	0	204
LOT POLISH AIRLINES	12	0	6	6	338	7	0	0	0	0	0	0	369
LUFTHANSA	15	1	51	43	1,923	21	14	4	0	0	1	1	2,074
MALAYSIA AIRLINES	0	1	1	0	14	0	0	0	0	0	0	0	16
NORWEGIAN AIR SHUTTLE	14	1	40	35	1,209	4	3	3	0	0	0	1	1,310
OLYMPIC AIRWAYS	0	0	0	0	12	0	0	0	0	0	0	0	12
PHILIPPINE AIRLINES	8	0	34	20	351	3	4	1	1	0	0	0	422
PORTER AIRLINES	1	0	1	1	58	0	0	0	0	0	0	0	61
QANTAS AIRWAYS	1	0	6	5	98	3	4	0	0	0	0	0	117
QATAR AIRWAYS	4	1	28	20	334	11	6	3	0	1	0	2	410
ROYAL AIR MAROC	7	0	19	7	541	31	2	0	0	0	0	0	607
ROYAL JORDANIAN AIRLINES	0	1	2	0	206	5	1	0	0	0	0	0	215
RYANAIR	1	0	3	4	63	0	0	0	0	0	0	0	71
SAS	1	0	3	9	554	3	0	0	0	0	0	1	571
SATA INTERNACIONAL	3	0	0	0	209	0	0	0	0	0	0	0	212
SAUDI ARABIAN AIRLINES	2	0	6	1	26	6	0	0	0	0	0	0	41
SINGAPORE AIRLINES	3	0	7	14	277	1	1	0	0	0	0	0	303
SOUTH AFRICAN AIRWAYS	2	1	11	2	269	3	0	1	0	0	0	1	290
SUNWING AIRLINES	0	0	0	0	41	0	0	0	0	0	0	0	41
SWISS AIR	4	1	9	8	395	6	1	3	0	0	0	0	427

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD), continued.

## COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\* / JANUARY - SEPTEMBER 2020

<b><u>FOREIGN AIRLINES (continued).</u></b>	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
SWOOP	0	0	3	1	235	0	0	0	0	0	0	0	239
TAME	1	0	1	1	14	1	0	0	0	0	0	0	18
TAP	30	0	63	24	4,062	13	5	0	0	0	0	0	4,197
THAI AIRWAYS INTERNATIONAL	0	0	1	0	17	0	0	0	0	0	0	0	18
TURKISH AIRLINES	11	1	47	19	700	33	12	0	0	2	0	3	828
UKRAINE INTERNATIONAL AIRLINES	2	1	3	1	90	6	0	0	0	0	0	0	103
VIETNAM AIRLINES	0	0	1	0	13	0	1	0	0	0	0	1	16
VIRGIN ATLANTIC AIRWAYS	3	0	9	4	665	1	0	2	0	0	0	1	685
VIRGIN AUSTRALIA	0	0	4	4	150	3	0	0	0	0	0	1	162
VIVA AIR	1	0	0	0	48	0	0	0	0	0	0	0	49
VIVAAEROBUS	0	0	19	9	76	6	3	1	0	0	0	0	114
VOLARIS AIRLINES	47	7	1,940	244	1,958	13	87	3	0	0	0	1	4,300
VUELING AIRLINES	0	0	5	0	95	3	0	0	0	0	0	0	103
WEST JET	4	0	3	2	1,123	1	3	1	0	0	0	0	1,137
XIAMEN AIRLINES	0	0	2	0	20	0	0	0	0	0	0	0	22
OTHER FOREIGN AIRLINES	7	1	12	1	264	11	7	0	0	0	0	0	303
<b>TOTALS</b>	<b>459</b>	<b>37</b>	<b>2,961</b>	<b>965</b>	<b>39,502</b>	<b>462</b>	<b>277</b>	<b>53</b>	<b>3</b>	<b>11</b>	<b>1</b>	<b>39</b>	<b>44,770</b>
<b><u>TRAVEL AGENTS</u></b>													
AIRFAREEXPERTS.COM	0	0	0	1	23	0	0	0	0	0	0	0	24
AIRTKT.COM	0	0	3	2	29	0	1	0	0	0	0	0	35
AMERICAN EXPRESS TRAVEL OFFICE	0	0	1	3	125	0	0	0	0	0	0	0	129
ASAPTICKETS.COM	0	0	10	16	357	0	3	0	0	0	0	0	386
AVANTI DESTINATIONS	0	0	0	1	11	0	0	0	0	0	0	0	12
BOOKIT.COM	0	0	0	0	16	0	0	0	0	0	0	0	16
CAPITAL ONE TRAVEL	0	0	0	0	31	0	0	0	0	0	0	0	31
CHASE TRAVEL	0	0	4	5	521	0	1	0	0	0	0	0	531
CHEAP TICKETS	0	0	5	1	77	0	0	0	1	0	0	0	84
CHEAPCARIBBEAN.COM	0	0	1	0	28	0	0	0	0	0	0	0	29
CHEAPFAREGURU.COM	0	0	1	2	22	0	0	0	0	0	0	0	25
CHEAPOAIR.COM	1	0	69	48	1,098	0	10	0	0	0	0	0	1,226
COSTCO TRAVEL	0	0	0	5	45	0	0	0	0	0	0	0	50
EDREAMS.COM	0	0	2	1	48	0	0	0	0	0	0	0	51
EXPEDIA.COM	1	0	54	37	2,688	0	4	0	0	0	0	0	2,784
EXPLORETRIP.COM	0	0	2	1	55	0	0	0	0	0	0	0	58
FAREBOOM.COM	0	0	1	1	77	0	0	0	0	0	0	0	79
FARESCAN.COM	0	0	1	6	90	0	0	0	1	0	0	0	98
FLIGHT NETWORK	0	0	2	1	125	0	0	0	0	0	0	0	128
FLIGHTGURU	0	0	0	0	21	0	0	0	0	0	0	0	21
FLIGHTHUB	0	0	1	3	89	0	0	0	0	0	0	0	93

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD), continued.

## COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\* / JANUARY - SEPTEMBER 2020

<b><u>TRAVEL AGENTS (continued).</u></b>	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
FLYUS.COM	0	0	1	1	47	0	0	0	0	0	0	0	49
GATE 1 TRAVEL	0	0	0	2	62	0	0	0	0	0	0	0	64
GOTOGATE	0	0	3	3	224	0	0	0	0	0	0	0	230
HOP2	0	0	1	10	78	0	0	0	0	0	0	0	89
HOPPER.COM	0	0	14	0	216	0	0	0	0	0	0	0	230
HOTWIRE.COM	0	0	2	0	32	0	0	0	0	0	0	0	34
INDIAN EAGLE	0	0	0	3	8	0	0	0	0	0	0	0	11
JUSTAIRTICKET.COM	0	0	0	2	22	0	0	0	0	0	0	0	24
JUSTFLY.COM	2	0	29	54	794	0	0	0	0	0	0	0	879
KISSANDFLY	0	0	2	2	33	0	0	0	0	0	0	0	37
KIWI.COM	1	0	8	10	227	0	0	0	0	0	0	0	246
LASTMINUTEFAREDEAL	0	0	0	0	12	0	0	0	0	0	0	0	12
MAKEMYTRIP.COM	0	0	0	1	10	0	0	0	0	0	0	0	11
MANGO TOURS	0	0	3	2	22	0	0	0	0	0	0	1	28
MYFLIGHTSEARCH.COM	1	0	3	2	23	0	0	0	0	0	0	0	29
MYTRIP.COM	0	0	2	0	51	0	0	0	0	0	0	0	53
ONETRAVEL	0	0	2	7	74	0	0	0	0	0	0	0	83
ORBITZ.COM	2	0	15	3	759	0	2	0	0	0	0	0	781
OVAGO	0	0	10	65	489	0	1	0	0	0	0	0	565
PRICELINE.COM	1	0	6	7	399	0	1	0	0	0	0	2	416
SKYBOOKER	0	0	0	5	40	0	0	0	0	0	0	0	45
SKYLUX TRAVEL	0	0	1	0	48	0	0	0	0	0	0	0	49
SMARTFARES.COM	1	0	1	2	78	0	1	0	0	0	0	0	83
SOUTHWEST VACATIONS	0	0	0	1	33	0	0	0	0	0	0	0	34
STA TRAVEL	0	0	1	1	13	0	0	0	0	0	0	0	15
STUDENTUNIVERSE	0	0	1	0	74	0	0	0	0	0	0	0	75
TRAVEL2BE	0	0	0	0	18	0	0	0	0	0	0	0	18
TRAVELER HELP DESK	0	0	2	0	25	0	0	0	0	0	0	0	27
TRAVELGENIO	0	0	5	2	56	0	0	0	0	0	0	0	63
TRAVELMERRY	0	0	0	1	21	0	0	0	0	0	0	0	22
TRAVELOCITY.COM	0	0	11	4	510	0	2	0	0	0	0	0	527
TRAVELPOD	0	0	0	1	13	0	0	0	0	0	0	0	14
TRIP.COM	1	0	0	1	62	0	0	0	0	0	0	0	64
TRIPMASTERS	0	0	0	0	68	0	0	0	0	0	0	0	68
VAYAMA	0	0	48	7	576	0	4	0	0	0	0	0	635
WOWFARE	0	0	0	0	47	0	0	0	0	0	0	0	47
OTHER TRAVEL AGENTS	1	0	11	29	690	0	3	0	2	0	0	3	739
<b>TOTALS</b>	<b>12</b>	<b>0</b>	<b>339</b>	<b>362</b>	<b>11,530</b>	<b>0</b>	<b>33</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>12,286</b>

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD), continued.

## COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\* / JANUARY - SEPTEMBER 2020

<b><u>TOUR OPERATORS</u></b>	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
APPLE VACATIONS	0	0	1	1	12	0	0	0	0	0	0	0	14
DELTA DREAM VACATIONS	0	0	0	0	24	0	0	0	0	0	0	0	24
FUN JET INCORPORATED	0	0	0	0	23	0	0	0	0	0	0	0	23
OTHER TOUR OPERATORS	0	0	0	0	11	0	0	0	0	0	0	0	11
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>70</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>72</b>
<b><u>MISCELLAENOUS</u></b>													
FAA	5	0	0	0	0	0	6	0	0	0	0	10	21
OTHER TOUR OPERATORS	0	0	0	1	19	0	0	0	0	0	0	1	21
OTHER TRAVEL INSURANCE	1	0	0	0	30	0	0	0	0	0	0	1	32
TSA	0	0	0	0	0	3	3	0	0	0	0	4	10
Other Miscellaneous	5	0	4	1	70	1	5	0	0	0	0	14	100
<b>TOTALS</b>	<b>11</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>119</b>	<b>4</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>30</b>	<b>184</b>

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

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

TABLE 5 (YTD)

## AIR TRAVEL CONSUMER REPORT

AIR TRAVEL CONSUMER REPORT/ CONSUMER COMPLAINTS: LIST OF U.S. REPORTING MARKETING CARRIERS\* (NON-RANKED, IN ALPHABETIC ORDER).

JANUARY - SEPTEMBER 2020		JANUARY - SEPTEMBER 2019
AIRLINE	COMPLAINTS	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>1068</b>	<b>153</b>
- ALASKA AIRLINES	988	136
- BRANDED CODESHARE PARTNERS	80	17
<b>ALLEGiant AIR</b>	<b>523</b>	<b>179</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>5375</b>	<b>2516</b>
- AMERICAN AIRLINES	5284	2133
- BRANDED CODESHARE PARTNERS	91	383
<b>DELTA AIR LINES NETWORK</b>	<b>3826</b>	<b>737</b>
- DELTA AIR LINES	3621	628
- BRANDED CODESHARE PARTNERS	205	109
<b>FRONTIER AIRLINES</b>	<b>5022</b>	<b>431</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>1186</b>	<b>72</b>
- HAWAIIAN AIRLINES	1186	72
- BRANDED CODESHARE PARTNERS	0	0
<b>JETBLUE AIRWAYS</b>	<b>1434</b>	<b>320</b>
<b>SOUTHWEST AIRLINES</b>	<b>1593</b>	<b>429</b>
<b>SPIRIT AIRLINES</b>	<b>1448</b>	<b>748</b>
<b>UNITED AIRLINES NETWORK</b>	<b>10538</b>	<b>1531</b>
- UNITED AIRLINES	10505	1286
- BRANDED CODESHARE PARTNERS	33	245
<b>TOTAL</b>	<b>32,013</b>	<b>7,116</b>

\* 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. The carriers that are listed in this table are the same carriers that are ranked in the "Flight Delays," section of this report.

TABLE 5A (YTD)

**AIR TRAVEL CONSUMER REPORT**  
**CONSUMER COMPLAINTS: RANKINGS**  
**U.S. AIRLINES\***

RANK	AIRLINE	JANUARY - SEPTEMBER 2020			JANUARY - SEPTEMBER 2019		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	4	1,673,081	0.24	34	4,459,216	0.76
2	MESA AIRLINES	12	4,926,865	0.24	96	11,272,101	0.85
3	ENVOY AIR	32	5,890,283	0.54	133	11,198,889	1.19
4	PSA AIRLINES	36	5,903,342	0.61	73	11,231,499	0.65
5	REPUBLIC AIRWAYS	55	6,214,377	0.89	61	13,967,057	0.44
6	SKYWEST AIRLINES	137	14,889,837	0.92	141	31,562,635	0.45
7	ENDEAVOR AIR	94	5,034,532	1.87	47	11,201,246	0.42
8	SOUTHWEST AIRLINES	1,593	51,836,883	3.07	429	121,498,745	0.35
9	ALLEGiant AIR	523	6,906,097	7.57	179	11,508,511	1.56
10	DELTA AIR LINES	3,621	43,119,325	8.40	628	122,838,188	0.51
11	ALASKA AIRLINES	988	9,735,711	10.15	136	26,724,896	0.51
12	AMERICAN AIRLINES	5,284	50,029,775	10.56	2,133	117,064,727	1.82
13	SPIRIT AIRLINES	1,448	13,050,480	11.10	748	25,234,730	2.96
14	JETBLUE AIRWAYS	1,434	10,941,924	13.11	320	32,339,527	0.99
15	UNITED AIRLINES	10,505	28,271,094	37.16	1,286	87,790,243	1.46
16	HAWAIIAN AIRLINES	1,186	2,817,462	42.09	72	8,684,141	0.83
17	FRONTIER AIRLINES	5,022	8,338,830	60.22	431	16,515,364	2.61
	<b>TOTAL</b>	<b>31,974</b>	<b>269,579,898</b>	<b>11.86</b>	<b>6,947</b>	<b>665,091,715</b>	<b>1.04</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.



## AIR TRAVEL CONSUMER REPORT

**Civil Rights Complaints by Air Travelers (Other Than Disability) for September 2020**

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AMERICAN AIRLINES	1						
ENVOY AIRLINES	1						
JETBLUE AIRWAYS	1						
QATAR AIRWAYS	1						
<b>TOTAL</b>	<b>4</b>						

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

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

### Civil Rights Complaints by Air Travelers (Other Than Disability) for January - September 2020

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
AEROFLOT	1						
AIR CANADA	1						
AIR FRANCE			1				
AIR NEW ZEALAND			1				
AIR SERBIA					1		
AMERICAN AIRLINES	3	1	2				
BRITISH AIRWAYS							1
DELTA AIR LINES	1						
EGYPT AIR			1				
EL AL ISRAEL			1				
ENVOY AIR	2						
FRONTIER AIRLINES	2				1		
HAWAIIAN AIRLINES	1						1
JETBLUE AIRWAYS	3						
PSA AIRLINES	1						
QATAR AIRWAYS	1						
REPUBLIC AIRLINES	1						
SILVER AIRWAYS	1						
SKYWEST	1						
SOUTHWEST AIRLINES					1		
SPIRIT AIRLINES	4						
TURKISH AIRLINES	2						
UNITED AIRLINES	2				1		
TOTAL	27	1	6		4		2

\*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 or not 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, smoking, tours credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.



**AIR TRAVEL CONSUMER REPORT**

**September 2020 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 also 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>
NONE			

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of September 2020  
as provided by the Transportation Security Administration <sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 22 million airline passengers and their 18 million checked bags in the month of June 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 September.

**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
237	0.00108%	12	0.00005%	6	0.00003%	210	0.00095%

**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 June.

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.