



# ***Air Travel Consumer Report***

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

## **Issued: December 2020**



<b>Flight Delays<sup>1</sup></b>	October 2020
<b>Mishandled Baggage, Wheelchairs, and Scooters<sup>1</sup></b>	October 2020
<b>Oversales<sup>1</sup></b>	3 <sup>rd</sup> Quarter 2020
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	October 2020
<b>Airline Animal Incident Reports<sup>4</sup></b>	October 2020
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	October 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

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## **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.

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 16 reporting air carriers, 13 carriers (Alaska, Delta, Endeavor, Envoy, 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 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.

# AIR TRAVEL CONSUMER REPORT

## BRANDED CODESHARE PARTNERS

OCTOBER 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:

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

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2020

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
<b>SOUTHWEST AIRLINES</b>	<b>89</b>	<b>95.2</b>	<b>1</b>
<b>DELTA AIR LINES NETWORK</b>	<b>201</b>	<b>93.4</b>	<b>2</b>
- DELTA AIR LINES	106	93.5	
- BRANDED CODESHARE PARTNERS	177	93.3	
<b>ALASKA AIRLINES NETWORK</b>	<b>99</b>	<b>91.9</b>	<b>3</b>
- ALASKA AIRLINES	70	92.4	
- BRANDED CODESHARE PARTNERS	52	91.6	
<b>UNITED AIRLINES NETWORK</b>	<b>231</b>	<b>91.0</b>	<b>4</b>
- UNITED AIRLINES	76	92.3	
- BRANDED CODESHARE PARTNERS	216	90.4	
<b>SPIRIT AIRLINES</b>	<b>47</b>	<b>90.4</b>	<b>5</b>
<b>JETBLUE AIRWAYS</b>	<b>55</b>	<b>88.7</b>	<b>6</b>
<b>FRONTIER AIRLINES</b>	<b>92</b>	<b>87.7</b>	<b>7</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>230</b>	<b>87.3</b>	<b>8</b>
- AMERICAN AIRLINES	92	88.0	
- BRANDED CODESHARE PARTNERS	207	86.8	
<b>ALLEGiant AIR</b>	<b>119</b>	<b>81.1</b>	<b>9</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>14</b>	<b>71.6</b>	<b>10</b>
- HAWAIIAN AIRLINES	12	70.5	
- BRANDED CODESHARE PARTNERS	3	78.5	
<b>TOTAL AIRPORTS SERVED</b>	<b>365</b>	<b>90.9</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 OPERATING CARRIER

OCTOBER 2020

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
SOUTHWEST AIRLINES	89	95.2	1
ENDEAVOR AIR	103	94.1	2
DELTA AIR LINES	106	93.5	3
REPUBLIC AIRWAYS	81	93.4	4
ALASKA AIRLINES	70	92.4	5
UNITED AIRLINES	76	92.3	6
SPIRIT AIRLINES	47	90.4	7
PSA AIRLINES	91	89.8	8
SKYWEST AIRLINES	213	89.5	9
JETBLUE AIRWAYS	55	88.7	10
AMERICAN AIRLINES	92	88.0	11
MESA AIRLINES	84	87.8	12
FRONTIER AIRLINES	92	87.7	13
ENVOY AIR	136	82.8	14
ALLEGiant AIR	119	81.1	15
HAWAIIAN AIRLINES	12	70.5	16
TOTAL AIRPORTS SERVED	354	90.9	

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 YEAR-TO-DATE

OCTOBER 2020

CARRIER <sup>1</sup>	Jan 20		Feb 20		Mar 20		Apr 20		May 20		Jun 20		Jul 20		Aug 20		Sep 20		Oct 20		Year-to-date (YTD)	
	%	Rank	%	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	91.9	3	85.6	4
- ALASKA AIRLINES	77.6		84.2		74.1		73.7		95.5		91.4		92.4		90.0		92.9		92.4		84.0	
- BRANDED CODESHARE PARTNERS	78.3		85.4		83.6		80.5		87.1		92.6		92.5		91.9		89.3		91.6		87.3	
<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	81.1	9	69.1	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	87.3	8	81.3	9
- AMERICAN AIRLINES	84.1		83.2		71.2		57.3		95.3		93.2		89.5		90.1		90.4		88.0		82.4	
- BRANDED CODESHARE PARTNERS	79.6		78.0		75.4		53.0		91.9		91.7		87.8		88.6		90.2		86.8		80.4	
<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	93.4	2	86.7	1
- DELTA AIR LINES	89.3		86.8		71.0		67.6		94.9		94.5		89.2		91.0		95.1		93.5		86.0	
- BRANDED CODESHARE PARTNERS	86.8		84.9		83.5		67.6		86.3		94.0		91.8		92.8		95.1		93.3		87.6	
<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	87.7	7	82.5	7
<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	71.6	10	86.7	2
- HAWAIIAN AIRLINES	89.9		90.7		82.2		78.1		96.0		94.9		91.4		87.6		95.9		70.5		87.2	
- BRANDED CODESHARE PARTNERS	70.6		79.1		70.9		97.1		96.0		92.0		93.4		95.5		93.6		78.5		82.8	
<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	88.7	6	81.9	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	95.2	1	85.0	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	90.4	5	86.5	3
<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	91.0	4	82.6	6
- UNITED AIRLINES	86.3		85.6		69.1		48.4		93.6		93.6		92.5		91.9		94.2		92.3		82.3	
- BRANDED CODESHARE PARTNERS	80.7		79.7		73.8		66.0		90.8		90.8		88.5		89.4		92.7		90.4		82.8	
<b>TOTAL</b>	84.6		83.8		74.7		55.7		89.1		92.7		90.5		91.0		92.9		90.9		83.6	

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)

OCTOBER 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>59</b>	<b>100.0</b>	<b>104</b>	<b>99.0</b>	<b>31</b>	<b>96.8</b>	<b>0</b>	<b>0.0</b>	<b>93</b>	<b>95.7</b>	<b>154</b>	<b>91.6</b>	<b>124</b>	<b>93.5</b>	<b>31</b>	<b>96.8</b>
- ALASKA AIRLINES	59	100.0	104	99.0	31	96.8	0	0.0	93	95.7	154	91.6	124	93.5	31	96.8
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>26</b>	<b>80.8</b>	<b>27</b>	<b>88.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>9</b>	<b>66.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>559</b>	<b>90.7</b>	<b>916</b>	<b>95.6</b>	<b>314</b>	<b>89.8</b>	<b>14098</b>	<b>91.8</b>	<b>1435</b>	<b>94.6</b>	<b>648</b>	<b>84.7</b>	<b>17415</b>	<b>80.7</b>	<b>444</b>	<b>91.2</b>
- AMERICAN AIRLINES	408	90.0	852	95.3	242	89.7	5699	92.1	883	93.9	587	85.7	8524	84.0	242	91.3
- BRANDED CODESHARE PARTNERS	151	92.7	64	100.0	72	90.3	8399	91.6	552	95.8	61	75.4	8891	77.6	202	91.1
<b>DELTA AIR LINES NETWORK</b>	<b>17206</b>	<b>94.8</b>	<b>1128</b>	<b>96.1</b>	<b>336</b>	<b>93.8</b>	<b>479</b>	<b>93.9</b>	<b>679</b>	<b>96.2</b>	<b>702</b>	<b>92.5</b>	<b>682</b>	<b>83.7</b>	<b>7414</b>	<b>94.6</b>
- DELTA AIR LINES	12404	95.0	734	95.4	260	93.5	285	93.7	480	95.2	702	92.5	525	83.4	2722	95.8
- BRANDED CODESHARE PARTNERS	4802	94.4	394	97.5	76	94.7	194	94.3	199	98.5	0	0.0	157	84.7	4692	93.9
<b>FRONTIER AIRLINES</b>	<b>189</b>	<b>91.0</b>	<b>19</b>	<b>94.7</b>	<b>40</b>	<b>85.0</b>	<b>53</b>	<b>81.1</b>	<b>69</b>	<b>89.9</b>	<b>1896</b>	<b>86.9</b>	<b>90</b>	<b>80.0</b>	<b>67</b>	<b>91.0</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>125</b>	<b>89.6</b>	<b>1278</b>	<b>93.5</b>	<b>0</b>	<b>0.0</b>	<b>15</b>	<b>93.3</b>	<b>134</b>	<b>88.1</b>	<b>49</b>	<b>89.8</b>	<b>36</b>	<b>77.8</b>	<b>30</b>	<b>96.7</b>
<b>SOUTHWEST AIRLINES</b>	<b>2242</b>	<b>96.3</b>	<b>254</b>	<b>97.2</b>	<b>4177</b>	<b>97.2</b>	<b>152</b>	<b>94.7</b>	<b>315</b>	<b>97.8</b>	<b>5016</b>	<b>93.0</b>	<b>0</b>	<b>0.0</b>	<b>217</b>	<b>94.5</b>
<b>SPIRIT AIRLINES</b>	<b>591</b>	<b>91.0</b>	<b>136</b>	<b>93.4</b>	<b>255</b>	<b>94.1</b>	<b>18</b>	<b>83.3</b>	<b>0</b>	<b>0.0</b>	<b>182</b>	<b>90.1</b>	<b>381</b>	<b>88.2</b>	<b>558</b>	<b>90.3</b>
<b>UNITED AIRLINES NETWORK</b>	<b>443</b>	<b>92.6</b>	<b>497</b>	<b>94.0</b>	<b>173</b>	<b>91.9</b>	<b>343</b>	<b>95.0</b>	<b>314</b>	<b>95.9</b>	<b>9411</b>	<b>87.4</b>	<b>484</b>	<b>81.6</b>	<b>390</b>	<b>92.3</b>
- UNITED AIRLINES	218	92.2	497	94.0	142	91.5	44	100.0	88	93.2	3998	90.3	222	78.4	62	96.8
- BRANDED CODESHARE PARTNERS	225	92.9	0	0.0	31	93.5	299	94.3	226	96.9	5413	85.3	262	84.4	328	91.5
<b>TOTAL</b>	<b>21,414</b>	<b>94.7</b>	<b>4,358</b>	<b>95.0</b>	<b>5,353</b>	<b>96.1</b>	<b>15,158</b>	<b>92.0</b>	<b>3,039</b>	<b>95.1</b>	<b>18,067</b>	<b>89.1</b>	<b>19,212</b>	<b>81.1</b>	<b>9,151</b>	<b>94.1</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)

OCTOBER 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>102</b>	<b>97.1</b>	<b>31</b>	<b>93.5</b>	<b>62</b>	<b>91.9</b>	<b>34</b>	<b>94.1</b>	<b>31</b>	<b>96.8</b>	<b>55</b>	<b>94.5</b>	<b>481</b>	<b>93.6</b>	<b>1035</b>	<b>93.8</b>
- ALASKA AIRLINES	102	97.1	31	93.5	62	91.9	34	94.1	31	96.8	55	94.5	262	95.8	366	95.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	219	90.9	669	93.0
<b>ALLEGiant AIR</b>	<b>38</b>	<b>92.1</b>	<b>192</b>	<b>63.5</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>540</b>	<b>85.2</b>	<b>59</b>	<b>86.4</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>350</b>	<b>91.7</b>	<b>404</b>	<b>88.6</b>	<b>89</b>	<b>85.4</b>	<b>170</b>	<b>87.6</b>	<b>469</b>	<b>87.0</b>	<b>425</b>	<b>93.6</b>	<b>740</b>	<b>85.8</b>	<b>1449</b>	<b>89.0</b>
- AMERICAN AIRLINES	323	92.6	404	88.6	89	85.4	60	83.3	282	87.6	425	93.6	740	85.8	1269	88.7
- BRANDED CODESHARE PARTNERS	27	81.5	0	0.0	0	0.0	110	90.0	187	86.1	0	0.0	0	0.0	180	90.6
<b>DELTA AIR LINES NETWORK</b>	<b>454</b>	<b>95.2</b>	<b>538</b>	<b>87.0</b>	<b>93</b>	<b>90.3</b>	<b>365</b>	<b>95.6</b>	<b>449</b>	<b>87.5</b>	<b>1781</b>	<b>95.3</b>	<b>949</b>	<b>93.5</b>	<b>2555</b>	<b>94.3</b>
- DELTA AIR LINES	207	95.2	514	86.8	93	90.3	162	97.5	267	89.1	1225	94.4	839	93.0	1695	93.7
- BRANDED CODESHARE PARTNERS	247	95.1	24	91.7	0	0.0	203	94.1	182	85.2	556	97.5	110	97.3	860	95.5
<b>FRONTIER AIRLINES</b>	<b>76</b>	<b>86.8</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>80</b>	<b>88.8</b>	<b>0</b>	<b>0.0</b>	<b>854</b>	<b>88.1</b>	<b>144</b>	<b>95.1</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1549</b>	<b>73.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>18</b>	<b>72.2</b>	<b>36</b>	<b>86.1</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	1330	72.9	0	0.0	0	0.0	0	0.0	18	72.2	36	86.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	219	78.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>641</b>	<b>91.1</b>	<b>795</b>	<b>79.6</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>35</b>	<b>94.3</b>	<b>1262</b>	<b>92.9</b>	<b>217</b>	<b>86.2</b>	<b>525</b>	<b>86.1</b>
<b>SOUTHWEST AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>829</b>	<b>95.1</b>	<b>437</b>	<b>97.0</b>	<b>90</b>	<b>92.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>3702</b>	<b>93.5</b>	<b>1302</b>	<b>96.5</b>
<b>SPIRIT AIRLINES</b>	<b>285</b>	<b>90.9</b>	<b>1112</b>	<b>86.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>313</b>	<b>89.5</b>	<b>0</b>	<b>0.0</b>	<b>969</b>	<b>90.1</b>	<b>537</b>	<b>93.7</b>
<b>UNITED AIRLINES NETWORK</b>	<b>3783</b>	<b>93.7</b>	<b>352</b>	<b>93.2</b>	<b>203</b>	<b>91.1</b>	<b>3782</b>	<b>92.4</b>	<b>6508</b>	<b>91.4</b>	<b>0</b>	<b>0.0</b>	<b>592</b>	<b>92.4</b>	<b>1575</b>	<b>92.9</b>
- UNITED AIRLINES	1984	93.5	352	93.2	203	91.1	1148	94.2	2296	93.9	0	0.0	508	92.3	988	93.2
- BRANDED CODESHARE PARTNERS	1799	93.9	0	0.0	0	0.0	2634	91.6	4212	90.1	0	0.0	84	92.9	587	92.3
<b>TOTAL</b>	<b>5,729</b>	<b>93.2</b>	<b>4,253</b>	<b>86.8</b>	<b>2,433</b>	<b>80.8</b>	<b>4,441</b>	<b>92.5</b>	<b>7,885</b>	<b>90.8</b>	<b>3,523</b>	<b>94.3</b>	<b>9,062</b>	<b>91.2</b>	<b>9,217</b>	<b>92.9</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)

OCTOBER 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>127</b>	<b>96.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>62</b>	<b>93.5</b>	<b>167</b>	<b>95.2</b>	<b>2277</b>	<b>92.6</b>	<b>31</b>	<b>100.0</b>
- ALASKA AIRLINES	0	0.0	127	96.1	0	0.0	0	0.0	62	93.5	167	95.2	625	93.6	31	100.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1652	92.3	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>33</b>	<b>72.7</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>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>718</b>	<b>94.7</b>	<b>833</b>	<b>91.7</b>	<b>0</b>	<b>0.0</b>	<b>2388</b>	<b>88.3</b>	<b>399</b>	<b>89.5</b>	<b>5598</b>	<b>89.3</b>	<b>242</b>	<b>73.1</b>	<b>3820</b>	<b>89.3</b>
- AMERICAN AIRLINES	638	94.2	833	91.7	0	0.0	1757	87.4	266	88.7	2148	92.5	242	73.1	1878	92.3
- BRANDED CODESHARE PARTNERS	80	98.8	0	0.0	0	0.0	631	90.8	133	91.0	3450	87.3	0	0.0	1942	86.4
<b>DELTA AIR LINES NETWORK</b>	<b>1626</b>	<b>95.9</b>	<b>828</b>	<b>92.1</b>	<b>93</b>	<b>95.7</b>	<b>361</b>	<b>91.4</b>	<b>7455</b>	<b>92.6</b>	<b>774</b>	<b>91.9</b>	<b>743</b>	<b>90.2</b>	<b>423</b>	<b>93.4</b>
- DELTA AIR LINES	863	95.0	804	92.2	93	95.7	336	91.7	3072	93.8	440	93.2	418	86.6	253	95.3
- BRANDED CODESHARE PARTNERS	763	96.9	24	91.7	0	0.0	25	88.0	4383	91.8	334	90.1	325	94.8	170	90.6
<b>FRONTIER AIRLINES</b>	<b>28</b>	<b>92.9</b>	<b>759</b>	<b>87.6</b>	<b>0</b>	<b>0.0</b>	<b>104</b>	<b>84.6</b>	<b>62</b>	<b>88.7</b>	<b>126</b>	<b>86.5</b>	<b>52</b>	<b>80.8</b>	<b>340</b>	<b>89.7</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>18</b>	<b>94.4</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	18	94.4	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>54</b>	<b>94.4</b>	<b>619</b>	<b>89.3</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>15</b>	<b>93.3</b>	<b>78</b>	<b>88.5</b>	<b>17</b>	<b>94.1</b>	<b>103</b>	<b>91.3</b>
<b>SOUTHWEST AIRLINES</b>	<b>362</b>	<b>98.3</b>	<b>2132</b>	<b>96.2</b>	<b>4328</b>	<b>96.6</b>	<b>0</b>	<b>0.0</b>	<b>249</b>	<b>94.4</b>	<b>0</b>	<b>0.0</b>	<b>449</b>	<b>92.4</b>	<b>279</b>	<b>97.8</b>
<b>SPIRIT AIRLINES</b>	<b>133</b>	<b>92.5</b>	<b>848</b>	<b>92.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>80</b>	<b>83.8</b>	<b>373</b>	<b>91.7</b>	<b>35</b>	<b>91.4</b>	<b>172</b>	<b>93.6</b>
<b>UNITED AIRLINES NETWORK</b>	<b>365</b>	<b>95.9</b>	<b>530</b>	<b>92.6</b>	<b>0</b>	<b>0.0</b>	<b>317</b>	<b>89.6</b>	<b>337</b>	<b>92.9</b>	<b>9280</b>	<b>92.5</b>	<b>230</b>	<b>87.4</b>	<b>275</b>	<b>92.7</b>
- UNITED AIRLINES	204	95.6	530	92.6	0	0.0	317	89.6	142	92.3	2607	94.1	230	87.4	192	92.7
- BRANDED CODESHARE PARTNERS	161	96.3	0	0.0	0	0.0	0	0.0	195	93.3	6673	91.9	0	0.0	83	92.8
<b>TOTAL</b>	<b>3,286</b>	<b>95.7</b>	<b>6,676</b>	<b>92.7</b>	<b>4,454</b>	<b>96.4</b>	<b>3,170</b>	<b>88.7</b>	<b>8,659</b>	<b>92.5</b>	<b>16,396</b>	<b>91.3</b>	<b>4,063</b>	<b>90.5</b>	<b>5,443</b>	<b>90.5</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)

OCTOBER 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>351</b>	<b>95.2</b>	<b>797</b>	<b>93.5</b>	<b>7239</b>	<b>90.7</b>	<b>1322</b>	<b>93.2</b>	<b>186</b>	<b>88.7</b>	<b>41</b>	<b>100.0</b>
- ALASKA AIRLINES	268	95.1	285	94.7	3980	91.4	256	97.7	28	78.6	41	100.0
- BRANDED CODESHARE PARTNERS	83	95.2	512	92.8	3259	89.7	1066	92.1	158	90.5	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>4439</b>	<b>90.4</b>	<b>413</b>	<b>87.2</b>	<b>373</b>	<b>75.1</b>	<b>526</b>	<b>86.7</b>	<b>377</b>	<b>85.1</b>	<b>667</b>	<b>89.7</b>
- AMERICAN AIRLINES	2294	90.1	413	87.2	373	75.1	464	85.1	206	86.4	644	89.4
- BRANDED CODESHARE PARTNERS	2145	90.7	0	0.0	0	0.0	62	98.4	171	83.6	23	95.7
<b>DELTA AIR LINES NETWORK</b>	<b>634</b>	<b>92.1</b>	<b>480</b>	<b>92.3</b>	<b>3127</b>	<b>91.1</b>	<b>795</b>	<b>94.8</b>	<b>6694</b>	<b>91.9</b>	<b>566</b>	<b>91.3</b>
- DELTA AIR LINES	524	91.6	480	92.3	1765	90.5	532	95.9	3577	92.0	542	91.0
- BRANDED CODESHARE PARTNERS	110	94.5	0	0.0	1362	91.9	263	92.8	3117	91.8	24	100.0
<b>FRONTIER AIRLINES</b>	<b>259</b>	<b>89.2</b>	<b>117</b>	<b>84.6</b>	<b>59</b>	<b>81.4</b>	<b>116</b>	<b>91.4</b>	<b>114</b>	<b>89.5</b>	<b>106</b>	<b>86.8</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>26</b>	<b>92.3</b>	<b>31</b>	<b>96.8</b>	<b>34</b>	<b>79.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	0	0.0	26	92.3	31	96.8	34	79.4	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>56</b>	<b>82.1</b>	<b>74</b>	<b>86.5</b>	<b>30</b>	<b>93.3</b>	<b>217</b>	<b>92.6</b>	<b>59</b>	<b>89.8</b>	<b>257</b>	<b>83.7</b>
<b>SOUTHWEST AIRLINES</b>	<b>3324</b>	<b>94.5</b>	<b>1180</b>	<b>94.1</b>	<b>394</b>	<b>92.4</b>	<b>434</b>	<b>96.8</b>	<b>445</b>	<b>94.6</b>	<b>1168</b>	<b>95.1</b>
<b>SPIRIT AIRLINES</b>	<b>22</b>	<b>95.5</b>	<b>40</b>	<b>97.5</b>	<b>43</b>	<b>95.3</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>233</b>	<b>85.8</b>
<b>UNITED AIRLINES NETWORK</b>	<b>480</b>	<b>91.9</b>	<b>475</b>	<b>93.3</b>	<b>465</b>	<b>91.6</b>	<b>3003</b>	<b>93.9</b>	<b>378</b>	<b>89.7</b>	<b>352</b>	<b>94.6</b>
- UNITED AIRLINES	348	90.8	356	93.0	464	91.6	1609	94.0	79	92.4	352	94.6
- BRANDED CODESHARE PARTNERS	132	94.7	119	94.1	1	100.0	1394	93.8	299	89.0	0	0.0
<b>TOTAL</b>	<b>9,565</b>	<b>92.1</b>	<b>3,602</b>	<b>92.4</b>	<b>11,761</b>	<b>90.4</b>	<b>6,447</b>	<b>93.3</b>	<b>8,253</b>	<b>91.5</b>	<b>3,390</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)

OCTOBER 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	59	100.0	104	99.0	31	96.8	0	0.0	93	95.7	154	91.6	124	93.5	31	96.8
ALLEGiant AIR	0	0.0	26	80.8	27	88.9	0	0.0	0	0.0	9	66.7	0	0.0	0	0.0
AMERICAN AIRLINES	408	90.0	852	95.3	242	89.7	5699	92.1	883	93.9	587	85.7	8524	84.0	242	91.3
DELTA AIR LINES	12404	95.0	734	95.4	260	93.5	285	93.7	480	95.2	702	92.5	525	83.4	2722	95.8
ENDEAVOR AIR	4718	94.3	45	93.3	76	94.7	133	91.7	45	97.8	0	0.0	4	50.0	2906	94.9
ENVOY AIR	3	100.0	0	0.0	29	86.2	188	90.4	0	0.0	0	0.0	5732	76.6	27	85.2
FRONTIER AIRLINES	189	91.0	19	94.7	40	85.0	53	81.1	69	89.9	1896	86.9	90	80.0	67	91.0
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	125	89.6	1278	93.5	0	0.0	15	93.3	134	88.1	49	89.8	36	77.8	30	96.7
MESA AIRLINES	43	95.3	0	0.0	0	0.0	85	95.3	66	98.5	0	0.0	1643	76.2	54	94.4
PSA AIRLINES	58	93.1	0	0.0	31	93.5	5881	91.4	161	95.7	0	0.0	323	81.4	52	92.3
REPUBLIC AIRWAYS	265	94.3	413	98.3	13	92.3	1854	93.2	646	96.9	0	0.0	54	88.9	459	98.0
SKYWEST AIRLINES	91	89.0	0	0.0	30	93.3	54	88.9	0	0.0	5474	85.2	1554	82.6	1591	90.5
SOUTHWEST AIRLINES	2242	96.3	254	97.2	4177	97.2	152	94.7	315	97.8	5016	93.0	0	0.0	217	94.5
SPIRIT AIRLINES	591	91.0	136	93.4	255	94.1	18	83.3	0	0.0	182	90.1	381	88.2	558	90.3
UNITED AIRLINES	218	92.2	497	94.0	142	91.5	44	100.0	88	93.2	3998	90.3	222	78.4	62	96.8
TOTAL	21,414	94.7	4,358	95.0	5,353	96.1	14,461	92.0	2,980	95.1	18,067	89.1	19,212	81.0	9,018	94.1

\* 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)

OCTOBER 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	102	97.1	31	93.5	62	91.9	34	94.1	31	96.8	55	94.5	262	95.8	366	95.4
ALLEGiant AIR	38	92.1	192	63.5	0	0.0	0	0.0	0	0.0	0	0.0	540	85.2	59	86.4
AMERICAN AIRLINES	323	92.6	404	88.6	89	85.4	60	83.3	282	87.6	425	93.6	740	85.8	1269	88.7
DELTA AIR LINES	207	95.2	514	86.8	93	90.3	162	97.5	267	89.1	1225	94.4	839	93.0	1695	93.7
ENDEAVOR AIR	247	95.1	24	91.7	0	0.0	125	94.4	0	0.0	375	98.1	0	0.0	0	0.0
ENVOY AIR	3	100.0	0	0.0	0	0.0	0	0.0	6	83.3	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	76	86.8	0	0.0	0	0.0	0	0.0	80	88.8	0	0.0	854	88.1	144	95.1
HAWAIIAN AIRLINES	0	0.0	0	0.0	1330	72.9	0	0.0	0	0.0	0	0.0	18	72.2	36	86.1
JETBLUE AIRWAYS	641	91.1	795	79.6	0	0.0	0	0.0	35	94.3	1262	92.9	217	86.2	525	86.1
MESA AIRLINES	0	0.0	0	0.0	0	0.0	915	91.5	1916	92.8	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	104	89.4	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	1040	95.4	0	0.0	0	0.0	497	93.2	81	86.4	181	96.1	0	0.0	0	0.0
SKYWEST AIRLINES	0	0.0	0	0.0	0	0.0	239	90.0	1793	88.5	0	0.0	349	93.1	2119	93.4
SOUTHWEST AIRLINES	0	0.0	829	95.1	437	97.0	90	92.2	0	0.0	0	0.0	3702	93.5	1302	96.5
SPIRIT AIRLINES	285	90.9	1112	86.7	0	0.0	0	0.0	313	89.5	0	0.0	969	90.1	537	93.7
UNITED AIRLINES	1984	93.5	352	93.2	203	91.1	1148	94.2	2296	93.9	0	0.0	508	92.3	988	93.2
TOTAL	4,946	93.5	4,253	86.8	2,214	81.1	3,374	92.8	7,100	91.5	3,523	94.3	8,998	91.2	9,040	92.9

\* 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)

OCTOBER 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	127	96.1	0	0.0	0	0.0	62	93.5	167	95.2	625	93.6	31	100.0
ALLEGiant AIR	0	0.0	0	0.0	33	72.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	638	94.2	833	91.7	0	0.0	1757	87.4	266	88.7	2148	92.5	242	73.1	1878	92.3
DELTA AIR LINES	863	95.0	804	92.2	93	95.7	336	91.7	3072	93.8	440	93.2	418	86.6	253	95.3
ENDEAVOR AIR	53	96.2	24	91.7	0	0.0	0	0.0	2612	92.8	124	95.2	0	0.0	170	90.6
ENVOY AIR	0	0.0	0	0.0	0	0.0	122	83.6	15	93.3	2251	87.0	0	0.0	0	0.0
FRONTIER AIRLINES	28	92.9	759	87.6	0	0.0	104	84.6	62	88.7	126	86.5	52	80.8	340	89.7
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	18	94.4	0	0.0
JETBLUE AIRWAYS	54	94.4	619	89.3	0	0.0	0	0.0	15	93.3	78	88.5	17	94.1	103	91.3
MESA AIRLINES	111	95.5	0	0.0	0	0.0	0	0.0	62	91.9	0	0.0	0	0.0	63	92.1
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	677	85.2
REPUBLIC AIRWAYS	839	97.1	0	0.0	0	0.0	534	92.3	180	91.1	2377	92.1	0	0.0	747	88.5
SKYWEST AIRLINES	1	100.0	0	0.0	0	0.0	0	0.0	1842	90.6	2858	89.5	815	91.7	19	94.7
SOUTHWEST AIRLINES	362	98.3	2132	96.2	4328	96.6	0	0.0	249	94.4	0	0.0	449	92.4	279	97.8
SPIRIT AIRLINES	133	92.5	848	92.1	0	0.0	0	0.0	80	83.8	373	91.7	35	91.4	172	93.6
UNITED AIRLINES	204	95.6	530	92.6	0	0.0	317	89.6	142	92.3	2607	94.1	230	87.4	192	92.7
TOTAL	3,286	95.7	6,676	92.7	4,454	96.4	3,170	88.7	8,659	92.5	13,549	91.2	2,901	89.4	4,924	91.1

\* 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)

OCTOBER 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	268	95.1	285	94.7	3980	91.4	256	97.7	28	78.6	41	100.0
ALLEGiant AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2294	90.1	413	87.2	373	75.1	464	85.1	206	86.4	644	89.4
DELTA AIR LINES	524	91.6	480	92.3	1765	90.5	532	95.9	3577	92.0	542	91.0
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	24	100.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	259	89.2	117	84.6	59	81.4	116	91.4	114	89.5	106	86.8
HAWAIIAN AIRLINES	0	0.0	26	92.3	31	96.8	34	79.4	0	0.0	0	0.0
JETBLUE AIRWAYS	56	82.1	74	86.5	30	93.3	217	92.6	59	89.8	257	83.7
MESA AIRLINES	614	92.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	3	100.0	23	95.7
SKYWEST AIRLINES	1773	90.5	464	91.6	1863	90.6	2545	93.1	3711	91.2	0	0.0
SOUTHWEST AIRLINES	3324	94.5	1180	94.1	394	92.4	434	96.8	445	94.6	1168	95.1
SPIRIT AIRLINES	22	95.5	40	97.5	43	95.3	0	0.0	0	0.0	233	85.8
UNITED AIRLINES	348	90.8	356	93.0	464	91.6	1609	94.0	79	92.4	352	94.6
TOTAL	9,482	92.1	3,435	92.1	9,002	90.4	6,207	93.3	8,222	91.6	3,390	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)

OCTOBER 2020

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	92.0	98.2	0.0	91.7	0.0	90.1	91.7	96.2	83.6	100.0	0.0	100.0	93.8	93.5	0.0	91.1
0700-0759	94.5	98.3	97.0	94.7	96.9	93.3	89.3	93.9	95.8	87.5	84.5	100.0	85.3	93.0	87.5	94.1
0800-0859	94.8	98.2	97.6	93.4	96.0	88.8	89.8	96.5	95.3	96.5	59.3	0.0	90.6	94.8	92.7	91.3
0900-0959	95.2	95.9	98.1	93.6	95.7	89.4	78.8	94.4	95.9	86.3	89.1	92.0	85.9	100.0	94.9	95.7
1000-1059	94.3	95.5	97.6	92.0	98.0	87.1	84.2	93.4	95.2	84.0	79.2	93.4	91.4	100.0	90.6	93.8
1100-1159	94.9	95.8	95.7	93.8	95.2	89.4	74.3	94.2	95.3	85.8	64.9	96.3	93.3	91.9	89.6	92.8
1200-1259	95.7	95.8	95.8	94.3	95.4	88.5	85.4	95.5	95.2	89.6	93.2	0.0	88.9	95.3	91.6	91.1
1300-1359	95.4	95.9	96.1	90.8	97.1	88.9	80.5	95.1	93.3	90.7	91.2	99.0	92.3	93.9	90.9	92.1
1400-1459	95.0	95.8	95.5	91.9	92.9	90.0	85.0	96.3	95.9	90.8	83.6	89.5	89.6	94.3	93.1	95.3
1500-1559	96.2	94.3	96.3	91.9	94.4	90.1	81.4	95.1	94.0	91.4	76.0	92.4	87.0	96.4	90.2	91.6
1600-1659	95.7	95.5	96.8	92.3	94.9	88.3	84.1	92.6	93.6	87.8	73.6	92.1	92.5	92.4	91.0	92.1
1700-1759	95.5	96.3	94.4	92.8	95.9	87.6	80.1	93.2	90.2	72.1	89.4	88.2	79.5	93.5	91.3	93.1
1800-1859	95.8	90.6	96.3	88.2	94.4	89.5	81.5	93.6	95.7	83.1	69.8	96.8	92.5	95.7	92.2	95.2
1900-1959	91.7	95.0	93.9	88.3	91.8	90.6	78.2	93.5	93.8	78.8	89.7	92.4	89.5	92.5	92.5	94.3
2000-2059	93.6	94.1	93.1	95.8	95.2	90.8	85.3	92.7	94.8	87.2	88.0	100.0	87.0	96.1	94.2	93.6
2100-2159	93.9	95.2	96.5	98.2	95.0	92.0	90.4	93.1	89.8	88.6	51.4	96.1	95.2	94.1	88.1	92.7
2200-2259	89.5	96.5	91.6	94.7	94.6	92.2	90.7	84.8	93.1	87.2	0.0	92.0	93.6	91.8	87.5	86.4
2300-0559	94.6	91.0	96.8	91.7	93.1	93.9	94.8	93.2	93.7	86.2	0.0	93.9	93.5	94.8	85.8	92.8
TOTAL	94.7	95.0	96.1	92.0	95.1	89.1	81.0	94.1	93.5	86.8	81.1	92.8	91.5	94.3	91.2	92.9

\* 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)

OCTOBER 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	96.1	0.0	87.9	96.7	97.5	81.4	87.5	90.0	0.0	93.0	100.0	0.0	0.0	91.6
0700-0759	96.2	0.0	98.9	90.5	94.3	92.5	0.0	90.5	91.3	0.0	84.8	94.8	90.8	0.0	92.6
0800-0859	95.6	96.3	96.2	94.8	98.4	96.5	91.8	88.4	93.4	88.8	87.8	88.5	92.0	0.0	92.2
0900-0959	98.8	93.9	94.2	92.1	93.1	88.3	89.1	85.4	93.9	89.9	92.5	95.0	91.0	94.8	90.1
1000-1059	98.8	94.4	94.8	94.7	95.5	95.2	91.0	97.6	94.7	91.3	90.1	93.6	90.6	93.0	91.7
1100-1159	95.0	94.5	97.4	92.4	93.0	93.0	87.3	93.5	92.2	91.2	91.8	93.9	94.7	92.0	88.6
1200-1259	95.4	90.3	96.5	89.5	91.8	92.4	91.2	95.2	91.0	92.2	92.1	92.3	90.5	92.5	92.2
1300-1359	98.4	91.9	96.6	86.2	91.4	93.5	90.9	92.7	92.0	94.9	91.4	92.9	90.5	95.8	90.9
1400-1459	95.7	92.4	96.4	80.0	91.6	89.5	84.0	93.0	89.5	94.8	93.3	93.8	90.0	88.1	92.6
1500-1559	95.5	94.6	98.3	94.4	95.7	92.2	90.9	94.9	93.4	92.7	87.8	94.4	93.5	93.8	91.1
1600-1659	97.1	94.0	96.0	87.4	92.1	94.1	93.9	93.1	87.0	93.8	89.1	93.5	92.8	91.1	92.0
1700-1759	93.8	91.9	93.9	85.0	92.7	94.2	85.3	93.4	91.6	89.9	88.3	91.9	91.7	89.3	90.2
1800-1859	97.4	92.3	96.9	88.0	91.3	84.6	83.2	93.6	93.1	93.6	94.7	90.3	94.4	89.5	90.7
1900-1959	92.8	91.1	96.4	84.1	92.0	86.8	92.7	89.1	95.0	94.3	87.1	93.5	91.6	92.6	90.1
2000-2059	94.6	90.4	96.2	90.6	92.5	93.2	94.0	85.1	92.6	92.8	87.7	95.9	91.5	86.2	91.7
2100-2159	96.2	89.8	97.8	77.8	90.0	93.4	83.6	93.6	93.9	92.9	90.7	93.2	92.4	88.9	92.1
2200-2259	92.8	95.7	96.8	78.1	92.8	91.2	85.9	95.0	89.0	89.7	91.6	93.2	90.4	89.3	91.0
2300-0559	93.5	91.3	98.0	79.2	90.8	92.6	96.8	93.1	82.1	89.2	91.2	92.7	92.5	95.0	92.3
TOTAL	95.7	92.7	96.4	88.7	92.5	91.2	89.4	91.1	92.1	92.1	90.4	93.3	91.6	91.7	91.2

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

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2020

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	96.7	97.3	98.5	94.8	98.6	97.3	92.8	97.2	95.7	92.0	72.1	94.9	95.8	93.0	95.9	96.7
0700-0759	94.8	95.4	96.5	96.2	95.6	94.6	92.6	96.6	94.5	96.7	82.7	95.3	96.4	96.5	94.7	96.1
0800-0859	95.4	97.0	94.1	97.9	98.9	93.9	91.5	95.2	94.3	96.4	73.5	97.2	95.7	97.7	92.7	95.7
0900-0959	94.9	95.8	96.0	95.2	97.3	90.9	91.6	96.4	93.2	94.9	62.8	90.0	93.9	97.0	95.1	91.7
1000-1059	96.6	94.6	97.4	92.9	97.4	89.6	85.1	95.1	94.0	92.2	89.0	91.8	95.9	93.9	90.1	93.0
1100-1159	94.3	92.0	97.6	94.8	99.0	88.1	83.4	94.6	94.6	88.1	95.3	93.1	96.0	95.4	87.1	92.1
1200-1259	94.5	94.1	96.1	93.3	96.8	87.9	82.1	95.1	87.1	88.0	79.1	92.0	92.6	95.2	90.4	95.2
1300-1359	95.1	93.4	96.3	94.9	97.2	88.9	85.1	94.0	92.9	93.7	60.0	98.4	94.4	96.8	92.1	93.7
1400-1459	94.2	95.4	93.0	93.4	95.9	88.5	81.9	94.3	88.8	88.6	91.0	100.0	93.6	92.3	89.9	93.0
1500-1559	94.0	92.9	93.1	91.9	95.9	89.7	85.1	95.4	92.6	88.8	69.8	95.0	89.5	88.7	93.7	96.0
1600-1659	93.2	92.0	90.9	92.8	97.7	90.5	85.6	91.8	91.4	90.1	76.3	88.3	90.3	89.5	89.7	93.6
1700-1759	94.6	94.9	95.5	93.0	95.5	87.8	87.9	94.6	90.4	84.5	96.2	92.6	86.5	92.9	91.0	94.9
1800-1859	93.3	93.2	96.3	92.7	93.2	87.5	79.9	92.1	88.2	79.9	95.7	95.6	87.7	95.1	91.9	94.7
1900-1959	94.9	97.7	91.0	89.9	95.4	88.5	83.2	95.0	93.3	83.7	62.5	0.0	91.5	97.3	92.1	98.1
2000-2059	93.6	100.0	97.6	91.8	95.5	88.8	85.1	94.6	94.4	82.2	100.0	0.0	93.7	0.0	92.6	95.8
2100-2159	91.3	85.0	100.0	100.0	100.0	87.1	93.1	92.4	75.0	82.8	95.7	0.0	0.0	96.6	0.0	93.8
2200-2259	90.8	100.0	0.0	0.0	0.0	85.9	86.7	0.0	0.0	0.0	91.2	0.0	0.0	0.0	96.2	91.8
2300-0559	0.0	100.0	0.0	0.0	0.0	79.9	86.1	0.0	0.0	0.0	84.8	0.0	96.8	0.0	92.9	92.1
TOTAL	94.3	94.9	94.7	93.7	96.7	89.3	85.0	94.5	92.5	89.6	81.7	93.3	93.6	94.9	92.0	94.4

\* 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)

OCTOBER 2020

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	96.4	97.2	96.9	92.8	96.9	96.1	98.9	95.4	97.6	95.4	97.7	96.6	95.0	95.2	95.9
0700-0759	96.2	95.4	97.3	88.6	92.7	94.7	92.3	96.2	95.2	96.5	95.4	95.0	97.4	97.4	95.1
0800-0859	96.2	94.7	93.9	93.0	95.8	92.4	92.9	93.4	94.8	96.7	94.3	95.5	94.1	98.5	94.4
0900-0959	95.9	94.0	95.9	93.6	94.5	92.1	93.5	93.9	93.8	91.6	89.2	91.7	91.8	95.2	93.4
1000-1059	95.0	95.2	96.4	92.7	95.5	89.1	91.8	92.2	93.6	90.6	91.1	93.3	89.6	97.6	92.1
1100-1159	95.3	94.5	93.5	96.7	94.8	91.1	93.1	96.3	94.9	92.3	94.1	93.4	93.2	93.4	92.5
1200-1259	98.2	94.6	94.7	87.6	95.8	91.4	93.3	93.9	95.2	93.2	91.5	92.1	94.5	91.9	90.6
1300-1359	94.9	89.7	94.9	92.1	91.9	92.4	95.6	95.8	91.9	95.3	91.9	93.1	90.6	93.4	92.8
1400-1459	96.6	90.5	93.2	90.8	96.4	93.7	95.7	92.0	93.2	93.0	91.4	93.1	92.7	95.4	91.2
1500-1559	95.5	92.4	96.3	95.6	91.9	91.1	87.1	94.9	95.1	95.4	95.1	91.2	91.3	94.5	92.3
1600-1659	91.5	91.8	93.7	85.5	90.4	91.4	97.8	92.0	94.0	92.7	95.0	93.3	91.8	95.4	91.2
1700-1759	93.5	94.8	91.7	86.1	95.3	95.1	95.6	89.8	90.0	92.3	95.4	97.7	95.4	93.2	92.4
1800-1859	90.3	93.8	91.8	91.2	94.3	95.3	95.0	92.2	92.1	90.7	93.7	92.0	95.9	95.0	91.1
1900-1959	98.5	91.5	94.6	82.5	94.0	92.9	96.6	95.7	94.2	91.9	96.5	91.9	93.3	82.9	91.5
2000-2059	0.0	92.7	90.7	89.7	93.8	91.5	91.8	91.5	95.3	100.0	90.0	93.6	94.5	87.9	91.6
2100-2159	62.5	0.0	57.1	89.2	94.1	100.0	87.5	90.8	75.0	0.0	94.6	97.1	94.0	84.6	92.4
2200-2259	0.0	100.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	94.6	93.4	95.4	0.0	92.3
2300-0559	0.0	66.7	0.0	95.7	95.8	85.4	97.8	0.0	93.7	100.0	95.5	93.9	94.0	0.0	92.0
TOTAL	95.4	93.4	94.3	91.1	94.2	92.6	93.9	93.3	93.4	93.7	93.8	93.6	93.3	94.1	92.4

\* 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**  
**OCTOBER 2020**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	83.3	77.8	72	72
Abilene, TX (ABI)	88.2	81.6	153	152
Adak Island, AK (ADK)	11.1	33.3	9	9
Akron, OH (CAK)	92.4	91.0	144	145
Albany, GA (ABY)	95.3	97.6	85	85
Albany, NY (ALB)	93.0	93.3	568	569
Albuquerque, NM (ABQ)	89.0	93.2	1098	1096
Alexandria, LA (AEX)	85.7	84.8	230	230
Allentown/Bethlehem/Easton, PA (ABE)	91.3	89.8	334	332
Alpena, MI (APN)	88.7	90.7	53	54
Amarillo, TX (AMA)	78.3	77.6	286	286
Anchorage, AK (ANC)	84.0	94.9	984	990
Appleton, WI (ATW)	92.1	94.3	317	318
Arcata/Eureka, CA (ACV)	84.7	86.1	72	72
Asheville, NC (AVL)	79.0	83.9	510	509
Ashland, WV (HTS)	85.7	82.9	35	35
Aspen, CO (ASE)	80.1	86.6	246	246
Atlanta, GA (ATL)	94.7	94.3	21414	21392
Atlantic City, NJ (ACY)	90.7	93.0	86	86
Augusta, GA (AGS)	94.2	95.6	294	294
Austin, TX (AUS)	90.5	93.6	2512	2514
Bakersfield, CA (BFL)	87.8	93.6	172	171
Baltimore, MD (BWI)	96.1	94.7	5353	5361
Bangor, ME (BGR)	91.1	92.7	179	178
Barrow, AK (BRW)	83.9	87.1	31	31
Baton Rouge, LA (BTR)	85.5	89.7	399	399
Beaumont/Port Arthur, TX (BPT)	90.3	82.3	62	62
Bellefonte, PA (BFB)	74.1	71.8	85	85
Bellingham, WA (BLI)	76.9	79.5	39	39
Bemidji, MN (BJI)	95.2	95.2	62	62
Bend/Redmond, OR (RDM)	90.5	91.8	430	428
Bethel, AK (BET)	90.7	79.1	43	43
Billings, MT (BIL)	82.0	89.1	322	322
Binghamton, NY (BGM)	90.3	96.8	31	31
Birmingham, AL (BHM)	90.1	93.9	882	880
Bismarck/Mandan, ND (BIS)	86.4	90.0	338	339
Bloomington/Normal, IL (BMI)	93.1	95.7	160	161
Boise, ID (BOI)	91.0	93.5	1385	1381
Boston, MA (BOS)	95.0	94.9	4358	4362
Bozeman, MT (BZN)	88.5	93.3	436	436
Brainerd, MN (BRD)	90.6	98.1	53	53

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Branson, MO (BKG)	88.9	77.8	9	9
Bristol/Johnson City/Kingsport, TN (TRI)	92.3	92.3	209	208
Brownsville, TX (BRO)	90.6	90.6	159	159
Brunswick, GA (BQK)	94.6	97.8	93	93
Buffalo, NY (BUF)	94.1	95.7	778	773
Burbank, CA (BUR)	95.9	95.8	988	989
Burlington, VT (BTV)	93.5	96.3	214	217
Butte, MT (BTM)	86.0	84.2	57	57
Cape Girardeau, MO (CGI)	94.3	90.6	53	53
Casper, WY (CPR)	83.0	89.6	182	182
Cedar City, UT (CDC)	88.7	92.5	53	53
Cedar Rapids/Iowa City, IA (CID)	89.0	90.0	491	491
Champaign/Urbana, IL (CMI)	92.5	92.3	67	65
Charleston, SC (CHS)	92.7	94.6	1233	1232
Charleston/Dunbar, WV (CRW)	91.6	91.7	202	204
Charlotte Amalie, VI (STT)	94.6	93.9	277	277
Charlotte, NC (CLT)	92.0	93.7	14461	14467
Charlottesville, VA (CHO)	91.1	92.7	247	246
Chattanooga, TN (CHA)	95.5	94.6	463	463
Chicago, IL (MDW)	96.4	94.3	4454	4449
Chicago, IL (ORD)	91.2	92.6	13549	13576
Christiansted, VI (STX)	76.1	77.8	46	45
Cincinnati, OH (CVG)	90.1	92.0	2045	2047
Clarksburg/Fairmont, WV (CKB)	88.7	87.1	62	62
Cleveland, OH (CLE)	91.9	93.0	1929	1928
Cody, WY (COD)	74.2	75.8	62	62
Cold Bay, AK (CDB)	38.9	11.1	18	18
College Station/Bryan, TX (CLL)	89.0	86.9	136	137
Colorado Springs, CO (COS)	84.9	88.0	576	574
Columbia, MO (COU)	90.3	90.3	62	62
Columbia, SC (CAE)	91.5	95.8	377	379
Columbus, GA (CSG)	94.6	97.8	93	93
Columbus, MS (GTR)	100.0	93.5	92	92
Columbus, OH (CMH)	92.8	95.8	1859	1859
Columbus, OH (LCK)	81.3	72.0	75	75
Concord, NC (USA)	76.3	73.7	76	76
Cordova, AK (CDV)	91.9	87.1	62	62
Corpus Christi, TX (CRP)	86.6	90.5	202	201
Dallas, TX (DAL)	94.5	93.2	3701	3700
Dallas/Fort Worth, TX (DFW)	81.0	85.0	19212	19211
Dayton, OH (DAY)	90.5	91.5	503	505

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	91.1	94.6	203	204
Deadhorse, AK (SCC)	80.0	100.0	40	40
Decatur, IL (DEC)	92.5	96.2	53	53
Del Rio, TX (DRT)	90.9	75.0	11	12
Denver, CO (DEN)	89.1	89.3	18067	18094
Des Moines, IA (DSM)	88.9	92.1	935	934
Detroit, MI (DTW)	94.1	94.5	9018	9014
Devils Lake, ND (DVL)	90.6	88.7	53	53
Dickinson, ND (DIK)	87.1	83.9	31	31
Dillingham, AK (DLG)	70.6	76.5	17	17
Dodge City, KS (DDC)	88.7	86.8	53	53
Dothan, AL (DHN)	94.6	93.5	93	93
Dubuque, IA (DBQ)	100.0	100.0	5	6
Duluth, MN (DLH)	87.9	94.4	124	124
Durango, CO (DRO)	87.8	90.2	296	297
Eagle, CO (EGE)	84.3	86.3	51	51
Eau Claire, WI (EAU)	88.7	91.9	62	62
El Paso, TX (ELP)	89.2	93.7	795	797
Elko, NV (EKO)	96.5	96.5	57	57
Elmira/Corning, NY (ELM)	95.5	95.5	66	66
Erie, PA (ERI)	93.4	90.2	61	61
Escanaba, MI (ESC)	88.7	94.3	53	53
Eugene, OR (EUG)	90.1	92.3	455	454
Evansville, IN (EVV)	93.8	94.6	259	260
Everett, WA (PAE)	66.7	84.6	27	26
Fairbanks, AK (FAI)	85.1	88.7	194	195
Fargo, ND (FAR)	87.9	90.6	456	456
Fayetteville, AR (XNA)	89.8	93.1	596	597
Fayetteville, NC (FAY)	93.5	95.7	231	232
Flagstaff, AZ (FLG)	88.5	90.7	182	182
Flint, MI (FNT)	87.6	88.8	178	178
Fort Lauderdale, FL (FLL)	86.8	89.6	4253	4248
Fort Myers, FL (RSW)	90.2	93.4	1950	1949
Fort Smith, AR (FSM)	95.0	92.5	80	80
Fort Wayne, IN (FWA)	90.3	91.1	404	405
Fresno, CA (FAT)	88.0	90.8	710	708
Gainesville, FL (GNV)	92.6	94.3	244	244
Garden City, KS (GCK)	87.1	87.1	62	62
Gillette, WY (GCC)	81.6	79.6	49	49
Grand Forks, ND (GFK)	85.7	92.0	112	112
Grand Island, NE (GRI)	93.8	86.3	80	80

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Junction, CO (GJT)	87.6	89.2	363	362
Grand Rapids, MI (GRR)	90.1	93.5	988	988
Great Falls, MT (GTF)	85.4	87.5	192	192
Green Bay, WI (GRB)	90.7	93.6	279	280
Greensboro/High Point, NC (GSO)	92.4	95.0	503	503
Greer, SC (GSP)	92.4	93.0	684	684
Guam, TT (GUM)	95.6	91.1	45	45
Gulfport/Biloxi, MS (GPT)	90.7	90.0	290	290
Gunnison, CO (GUC)	77.4	87.1	31	31
Hagerstown, MD (HGR)	88.9	88.9	9	9
Hancock/Houghton, MI (CMX)	88.7	87.1	62	62
Harlingen/San Benito, TX (HRL)	91.1	95.8	213	212
Harrisburg, PA (MDT)	91.0	94.2	312	313
Hartford, CT (BDL)	93.3	95.3	995	994
Hattiesburg/Laurel, MS (PIB)	84.9	88.7	53	53
Hayden, CO (HDN)	82.3	88.7	62	62
Hays, KS (HYS)	90.6	84.9	53	53
Helena, MT (HLN)	90.3	92.5	93	93
Hibbing, MN (HIB)	92.5	94.3	53	53
Hilo, HI (ITO)	75.1	75.7	342	342
Hilton Head, SC (HHH)	90.6	91.3	160	160
Hobbs, NM (HOB)	69.2	69.2	13	13
Honolulu, HI (HNL)	81.1	81.7	2214	2209
Houston, TX (HOU)	95.2	95.4	3024	3026
Houston, TX (IAH)	91.5	93.6	7100	7112
Huntsville, AL (HSV)	89.2	92.3	417	415
Idaho Falls, ID (IDA)	88.3	89.5	230	229
Indianapolis, IN (IND)	92.2	94.4	2377	2378
International Falls, MN (INL)	73.6	81.1	53	53
Iron Mountain/Kingsford, MI (IMT)	87.1	88.7	62	62
Islip, NY (ISP)	92.0	92.3	212	209
Ithaca/Cortland, NY (ITH)	80.6	80.6	31	31
Jackson, WY (JAC)	86.1	91.3	252	252
Jackson/Vicksburg, MS (JAN)	87.9	90.6	298	299
Jacksonville, FL (JAX)	92.1	95.8	1160	1160
Jacksonville/Camp Lejeune, NC (OAJ)	91.8	95.7	231	232
Jamestown, ND (JMS)	88.1	89.3	84	84
Joplin, MO (JLN)	82.9	82.9	82	82
Juneau, AK (JNU)	92.0	92.4	251	251
Kahului, HI (OGG)	75.2	77.3	803	802
Kalamazoo, MI (AZO)	91.5	95.5	153	154

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kalispell, MT (FCA)	85.1	90.4	282	282
Kansas City, MO (MCI)	92.0	95.4	2202	2201
Kearney, NE (EAR)	82.3	83.9	62	62
Ketchikan, AK (KTN)	91.3	92.9	127	127
Key West, FL (EYW)	88.4	92.5	387	385
Killeen, TX (GRK)	91.1	89.6	192	192
King Salmon, AK (AKN)	100.0	82.4	17	17
Knoxville, TN (TYS)	87.6	88.8	782	780
Kodiak, AK (ADQ)	93.2	90.9	44	44
Kona, HI (KOA)	77.1	78.3	532	531
Kotzebue, AK (OTZ)	90.3	93.5	31	31
La Crosse, WI (LSE)	89.2	91.1	157	157
Lafayette, LA (LFT)	88.8	87.4	214	214
Lake Charles, LA (LCH)	100.0	91.7	12	12
Lansing, MI (LAN)	90.9	95.1	143	143
Laramie, WY (LAR)	79.2	81.1	53	53
Laredo, TX (LRD)	92.5	94.2	120	120
Las Vegas, NV (LAS)	91.2	92.0	8998	8982
Latrobe, PA (LBE)	97.2	97.2	36	36
Lawton/Fort Sill, OK (LAW)	88.7	84.7	71	72
Lewisburg, WV (LWB)	91.9	88.7	62	62
Lewiston, ID (LWS)	91.9	90.3	62	62
Lexington, KY (LEX)	90.7	91.2	451	453
Liberal, KS (LBL)	86.8	90.6	53	53
Lihue, HI (LIH)	77.1	78.8	471	471
Lincoln, NE (LNK)	84.7	90.8	111	109
Little Rock, AR (LIT)	89.0	91.8	644	645
Long Beach, CA (LGB)	93.4	95.2	544	545
Longview, TX (GGG)	93.5	95.2	62	62
Los Angeles, CA (LAX)	92.9	94.4	9040	9041
Louisville, KY (SDF)	91.6	94.0	1160	1158
Lubbock, TX (LBB)	81.8	82.2	407	405
Lynchburg, VA (LYH)	93.2	95.5	88	88
Madison, WI (MSN)	91.5	92.4	551	552
Manchester, NH (MHT)	91.5	95.9	343	343
Manhattan/Ft. Riley, KS (MHK)	91.8	90.2	61	61
Marquette, MI (MQT)	90.5	90.5	84	84
Martha's Vineyard, MA (MVY)	75.0	87.5	8	8
Medford, OR (MFR)	94.3	95.7	438	437
Melbourne, FL (MLB)	90.2	93.1	173	173
Memphis, TN (MEM)	88.7	90.7	1226	1225

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Meridian, MS (MEI)	92.5	96.2	53	53
Miami, FL (MIA)	88.7	91.1	3170	3163
Midland/Odessa, TX (MAF)	88.0	91.0	498	499
Milwaukee, WI (MKE)	93.7	94.9	1418	1416
Minneapolis, MN (MSP)	92.5	94.2	8659	8654
Minot, ND (MOT)	91.7	91.3	254	254
Mission/McAllen/Edinburg, TX (MFE)	85.8	90.6	267	267
Missoula, MT (MSO)	79.2	86.5	288	289
Moab, UT (CNY)	83.6	86.3	73	73
Mobile, AL (MOB)	92.5	91.3	254	254
Moline, IL (MLI)	87.1	91.6	201	203
Monroe, LA (MLU)	94.9	91.5	177	176
Monterey, CA (MRY)	90.9	90.9	208	208
Montgomery, AL (MGM)	90.8	87.6	218	217
Montrose/Delta, CO (MTJ)	91.3	89.0	127	127
Mosinee, WI (CWA)	87.0	93.9	131	131
Muskegon, MI (MKG)	86.8	86.8	53	53
Myrtle Beach, SC (MYR)	91.5	95.0	683	683
Nantucket, MA (ACK)	88.2	94.1	17	17
Nashville, TN (BNA)	93.4	94.2	4789	4788
New Bern/Morehead/Beaufort, NC (EWN)	93.3	94.1	119	119
New Haven, CT (HVN)	100.0	100.0	5	6
New Orleans, LA (MSY)	89.8	92.0	2115	2114
New York, NY (JFK)	94.3	94.9	3523	3534
New York, NY (LGA)	95.7	95.4	3286	3288
Newark, NJ (EWR)	93.5	92.5	4946	4960
Newburgh/Poughkeepsie, NY (SWF)	73.1	73.1	26	26
Newport News/Williamsburg, VA (PHF)	90.7	95.3	107	107
Niagara Falls, NY (IAG)	72.7	68.2	22	22
Nome, AK (OME)	93.5	96.8	31	31
Norfolk, VA (ORF)	90.0	93.6	989	987
North Bend/Coos Bay, OR (OTH)	92.6	92.6	27	27
North Platte, NE (LBF)	96.2	90.6	53	53
Oakland, CA (OAK)	95.5	94.8	2041	2043
Ogden, UT (OGD)	88.9	77.8	9	9
Ogdensburg, NY (OGS)	85.2	85.2	54	54
Oklahoma City, OK (OKC)	87.5	90.7	1218	1219
Omaha, NE (OMA)	90.4	93.2	1312	1310
Ontario, CA (ONT)	90.2	92.9	1324	1324
Orlando, FL (MCO)	92.7	93.4	6676	6685
Owensboro, KY (OWB)	88.9	88.9	9	9

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Paducah, KY (PAH)	93.5	95.2	62	62
Palm Springs, CA (PSP)	89.4	91.8	736	734
Panama City, FL (ECP)	91.9	94.5	614	616
Pasco/Kennewick/Richland, WA (PSC)	86.1	91.6	296	296
Pellston, MI (PLN)	98.1	86.8	54	53
Pensacola, FL (PNS)	88.7	92.8	804	804
Peoria, IL (PIA)	92.6	93.1	203	203
Petersburg, AK (PSG)	87.1	88.7	62	62
Philadelphia, PA (PHL)	91.1	93.3	4924	4929
Phoenix, AZ (AZA)	79.0	81.7	420	420
Phoenix, AZ (PHX)	92.1	93.4	9482	9482
Pierre, SD (PIR)	81.1	77.4	53	53
Pittsburgh, PA (PIT)	92.9	95.5	1906	1909
Plattsburgh, NY (PBG)	91.3	89.9	69	69
Pocatello, ID (PIH)	94.3	94.3	88	88
Portland, ME (PWM)	95.9	96.2	580	579
Portland, OR (PDX)	89.4	93.9	2901	2903
Portsmouth, NH (PSM)	94.4	94.4	18	18
Prescott, AZ (PRC)	87.1	83.9	62	62
Providence, RI (PVD)	94.6	94.8	669	667
Provo, UT (PVU)	77.6	77.6	58	58
Pueblo, CO (PUB)	88.7	92.5	53	53
Punta Gorda, FL (PGD)	73.5	80.9	423	423
Raleigh/Durham, NC (RDU)	94.0	94.3	2232	2234
Rapid City, SD (RAP)	80.7	83.3	429	430
Redding, CA (RDD)	90.3	96.8	31	31
Reno, NV (RNO)	91.1	92.9	975	976
Rhineland, WI (RHI)	87.1	91.9	62	62
Richmond, VA (RIC)	91.9	94.3	855	854
Riverton/Lander, WY (RIW)	80.6	90.3	31	31
Roanoke, VA (ROA)	90.4	93.6	157	156
Rochester, MN (RST)	89.3	91.0	224	223
Rochester, NY (ROC)	93.4	92.7	484	482
Rock Springs, WY (RKS)	90.3	93.5	31	31
Rockford, IL (RFD)	88.2	86.8	68	68
Roswell, NM (ROW)	92.7	85.5	55	55
Sacramento, CA (SMF)	93.0	94.3	2397	2395
Saginaw/Bay City/Midland, MI (MBS)	97.8	96.7	92	92
Saipan, TT (SPN)	92.9	92.9	14	14
Salina, KS (SLN)	84.9	83.0	53	53
Salt Lake City, UT (SLC)	91.6	93.3	8222	8204

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Angelo, TX (SJT)	89.3	88.4	112	112
San Antonio, TX (SAT)	90.4	93.3	1614	1613
San Diego, CA (SAN)	92.1	93.7	3435	3437
San Francisco, CA (SFO)	93.3	93.6	6207	6214
San Jose, CA (SJC)	95.3	96.5	1753	1752
San Juan, PR (SJU)	89.4	91.0	1548	1538
San Luis Obispo, CA (SBP)	89.0	88.0	300	299
Sanford, FL (SFB)	81.8	87.2	614	615
Santa Ana, CA (SNA)	93.2	93.9	1642	1643
Santa Barbara, CA (SBA)	90.1	91.6	273	273
Santa Fe, NM (SAF)	84.1	88.4	113	112
Santa Maria, CA (SMX)	100.0	100.0	12	12
Santa Rosa, CA (STS)	91.9	91.3	173	172
Sarasota/Bradenton, FL (SRQ)	88.2	89.1	645	643
Sault Ste. Marie, MI (CIU)	95.2	90.3	62	62
Savannah, GA (SAV)	90.5	93.2	841	840
Scottsbluff, NE (BFF)	86.8	88.7	53	53
Scranton/Wilkes-Barre, PA (AVP)	91.9	94.6	148	148
Seattle, WA (SEA)	90.4	93.8	9002	8995
Sheridan, WY (SHR)	90.3	80.6	31	31
Shreveport, LA (SHV)	91.0	91.3	391	390
Sioux City, IA (SUX)	85.2	94.3	54	53
Sioux Falls, SD (FSD)	88.0	90.6	500	499
Sitka, AK (SIT)	91.2	94.1	34	34
South Bend, IN (SBN)	92.3	91.1	416	417
Spokane, WA (GEG)	89.6	92.4	1018	1019
Springfield, IL (SPI)	95.0	90.9	20	22
Springfield, MO (SGF)	87.5	88.9	552	552
St. Cloud, MN (STC)	100.0	55.6	9	9
St. George, UT (SGU)	91.4	91.4	243	243
St. Louis, MO (STL)	93.8	95.3	2910	2907
St. Petersburg, FL (PIE)	82.0	84.9	522	522
State College, PA (SCE)	90.0	84.3	70	70
Staunton, VA (SHD)	88.7	90.7	53	54
Stillwater, OK (SWO)	85.5	87.1	62	62
Stockton, CA (SCK)	97.3	78.4	37	37
Sun Valley/Hailey/Ketchum, ID (SUN)	83.9	91.9	62	62
Syracuse, NY (SYR)	93.3	93.9	464	461
Tallahassee, FL (TLH)	91.3	91.0	287	288
Tampa, FL (TPA)	91.7	94.1	3390	3390
Texarkana, AR (TXK)	91.9	91.9	62	62



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Toledo, OH (TOL)	87.4	96.4	111	111
Traverse City, MI (TVC)	90.0	92.1	240	240
Trenton, NJ (TTN)	87.1	87.1	62	62
Tucson, AZ (TUS)	88.4	90.9	936	935
Tulsa, OK (TUL)	89.4	92.0	830	829
Twin Falls, ID (TWF)	88.6	93.2	88	88
Tyler, TX (TYR)	86.6	87.8	82	82
Valdosta, GA (VLD)	92.5	91.4	93	93
Valparaiso, FL (VPS)	88.4	90.3	733	733
Vernal, UT (VEL)	88.7	86.8	53	53
Waco, TX (ACT)	87.0	93.5	92	92
Washington, DC (DCA)	95.1	96.7	2980	2977
Washington, DC (IAD)	92.8	93.3	3374	3378
Waterloo, IA (ALO)	92.0	88.5	25	26
Watertown, SD (ATY)	90.6	88.7	53	53
West Palm Beach/Palm Beach, FL (PBI)	87.9	91.8	962	957
West Yellowstone, MT (WYS)	92.3	100.0	13	13
White Plains, NY (HPN)	92.9	94.9	141	138
Wichita Falls, TX (SPS)	85.5	83.9	62	62
Wichita, KS (ICT)	87.5	89.4	670	671
Williamsport, PA (IPT)	80.0	66.7	5	6
Williston, ND (XWA)	83.9	88.7	62	62
Wilmington, NC (ILM)	94.0	96.2	365	364
Wrangell, AK (WRG)	87.1	88.7	62	62
Yakutat, AK (YAK)	90.3	91.9	62	62
Yuma, AZ (YUM)	84.8	87.0	92	92

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2020

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
<b>SPIRIT AIRLINES</b>	<b>47</b>	<b>9117</b>	<b>2</b>	<b>0.0</b>	<b>1</b>
<b>DELTA AIR LINES NETWORK</b>	<b>201</b>	<b>88613</b>	<b>92</b>	<b>0.1</b>	<b>2</b>
- DELTA AIR LINES	106	46775	46	0.1	
- BRANDED CODESHARE PARTNERS	177	41838	46	0.1	
<b>JETBLUE AIRWAYS</b>	<b>55</b>	<b>8811</b>	<b>17</b>	<b>0.2</b>	<b>3</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>230</b>	<b>92958</b>	<b>231</b>	<b>0.2</b>	<b>4</b>
- AMERICAN AIRLINES	92	40644	38	0.1	
- BRANDED CODESHARE PARTNERS	207	52314	193	0.4	
<b>FRONTIER AIRLINES</b>	<b>92</b>	<b>7917</b>	<b>20</b>	<b>0.3</b>	<b>5</b>
<b>SOUTHWEST AIRLINES</b>	<b>89</b>	<b>64101</b>	<b>209</b>	<b>0.3</b>	<b>6</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>99</b>	<b>23703</b>	<b>104</b>	<b>0.4</b>	<b>7</b>
- ALASKA AIRLINES	70	10674	39	0.4	
- BRANDED CODESHARE PARTNERS	52	13029	65	0.5	
<b>UNITED AIRLINES NETWORK</b>	<b>231</b>	<b>68940</b>	<b>498</b>	<b>0.7</b>	<b>8</b>
- UNITED AIRLINES	76	23589	56	0.2	
- BRANDED CODESHARE PARTNERS	216	45351	442	1.0	
<b>ALLEGiant AIR</b>	<b>119</b>	<b>7141</b>	<b>60</b>	<b>0.8</b>	<b>9</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>14</b>	<b>3237</b>	<b>761</b>	<b>23.5</b>	<b>10</b>
- HAWAIIAN AIRLINES	12	2799	734	26.2	
- BRANDED CODESHARE PARTNERS	3	438	27	6.2	
<b>TOTAL AIRPORTS SERVED</b>	<b>365</b>	<b>374,538</b>	<b>1,994</b>	<b>0.5</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

OCTOBER 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	9117	2	0.0	1
AMERICAN AIRLINES	92	40644	38	0.1	2
DELTA AIR LINES	106	46775	46	0.1	3
REPUBLIC AIRWAYS	81	17370	18	0.1	4
ENDEAVOR AIR	103	21639	28	0.1	5
JETBLUE AIRWAYS	55	8811	17	0.2	6
UNITED AIRLINES	76	23589	56	0.2	7
FRONTIER AIRLINES	92	7917	20	0.3	8
PSA AIRLINES	91	14081	44	0.3	9
SOUTHWEST AIRLINES	89	64101	209	0.3	10
ALASKA AIRLINES	70	10674	39	0.4	11
MESA AIRLINES	84	9806	57	0.6	12
ENVOY AIR	136	16591	104	0.6	13
SKYWEST AIRLINES	213	51051	388	0.8	14
ALLEGiant AIR	119	7141	60	0.8	15
HAWAIIAN AIRLINES	12	2799	734	26.2	16
TOTAL AIRPORTS SERVED	354	352,106	1,860	0.5	

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 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

OCTOBER 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>23703</b>	<b>21794</b>	<b>91.95</b>	<b>104</b>	<b>0.44</b>	<b>51</b>	<b>0.22</b>	<b>618</b>	<b>2.61</b>	<b>56</b>	<b>0.24</b>	<b>599</b>	<b>2.53</b>	<b>16</b>	<b>0.07</b>	<b>464</b>	<b>1.96</b>
- ALASKA AIRLINES	10674	9863	92.40	39	0.37	22	0.21	233	2.18	25	0.23	339	3.18	16	0.15	136	1.27
- BRANDED CODESHARE PARTNERS	13029	11931	91.57	65	0.50	29	0.22	385	2.95	31	0.24	260	2.00	0	0.00	328	2.52
<b>ALLEGiant AIR</b>	<b>7141</b>	<b>5793</b>	<b>81.12</b>	<b>60</b>	<b>0.84</b>	<b>40</b>	<b>0.56</b>	<b>418</b>	<b>5.85</b>	<b>52</b>	<b>0.73</b>	<b>262</b>	<b>3.67</b>	<b>14</b>	<b>0.20</b>	<b>501</b>	<b>7.02</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>92958</b>	<b>81134</b>	<b>87.28</b>	<b>231</b>	<b>0.25</b>	<b>149</b>	<b>0.16</b>	<b>3679</b>	<b>3.96</b>	<b>470</b>	<b>0.51</b>	<b>4609</b>	<b>4.96</b>	<b>59</b>	<b>0.06</b>	<b>2626</b>	<b>2.82</b>
- AMERICAN AIRLINES	40644	35748	87.95	38	0.09	42	0.10	1985	4.88	148	0.36	1786	4.39	36	0.09	859	2.11
- BRANDED CODESHARE PARTNERS	52314	45386	86.76	193	0.37	107	0.20	1693	3.24	322	0.62	2823	5.40	23	0.04	1767	3.38
<b>DELTA AIR LINES NETWORK</b>	<b>88613</b>	<b>82801</b>	<b>93.44</b>	<b>92</b>	<b>0.10</b>	<b>138</b>	<b>0.16</b>	<b>2701</b>	<b>3.05</b>	<b>564</b>	<b>0.64</b>	<b>1635</b>	<b>1.85</b>	<b>28</b>	<b>0.03</b>	<b>653</b>	<b>0.74</b>
- DELTA AIR LINES	46775	43755	93.54	46	0.10	72	0.15	1170	2.50	96	0.21	1216	2.60	12	0.03	408	0.87
- BRANDED CODESHARE PARTNERS	41838	39046	93.33	46	0.11	66	0.16	1532	3.66	468	1.12	419	1.00	17	0.04	245	0.59
<b>FRONTIER AIRLINES</b>	<b>7917</b>	<b>6942</b>	<b>87.68</b>	<b>20</b>	<b>0.25</b>	<b>8</b>	<b>0.10</b>	<b>269</b>	<b>3.40</b>	<b>14</b>	<b>0.18</b>	<b>395</b>	<b>4.99</b>	<b>0</b>	<b>0.00</b>	<b>268</b>	<b>3.39</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>3237</b>	<b>2318</b>	<b>71.61</b>	<b>761</b>	<b>23.51</b>	<b>2</b>	<b>0.06</b>	<b>93</b>	<b>2.87</b>	<b>3</b>	<b>0.09</b>	<b>5</b>	<b>0.15</b>	<b>0</b>	<b>0.00</b>	<b>55</b>	<b>1.70</b>
- HAWAIIAN AIRLINES	2799	1974	70.53	734	26.22	0	0.00	75	2.68	2	0.07	0	0.00	0	0.00	14	0.50
- BRANDED CODESHARE PARTNERS	438	344	78.54	27	6.16	2	0.46	19	4.34	1	0.23	5	1.14	0	0.00	41	9.36
<b>JETBLUE AIRWAYS</b>	<b>8811</b>	<b>7819</b>	<b>88.74</b>	<b>17</b>	<b>0.19</b>	<b>10</b>	<b>0.11</b>	<b>401</b>	<b>4.55</b>	<b>18</b>	<b>0.20</b>	<b>354</b>	<b>4.02</b>	<b>3</b>	<b>0.03</b>	<b>190</b>	<b>2.16</b>
<b>SOUTHWEST AIRLINES</b>	<b>64101</b>	<b>61007</b>	<b>95.17</b>	<b>209</b>	<b>0.33</b>	<b>53</b>	<b>0.08</b>	<b>1102</b>	<b>1.72</b>	<b>49</b>	<b>0.08</b>	<b>966</b>	<b>1.51</b>	<b>31</b>	<b>0.05</b>	<b>684</b>	<b>1.07</b>
<b>SPIRIT AIRLINES</b>	<b>9117</b>	<b>8246</b>	<b>90.45</b>	<b>2</b>	<b>0.02</b>	<b>14</b>	<b>0.15</b>	<b>212</b>	<b>2.33</b>	<b>37</b>	<b>0.41</b>	<b>426</b>	<b>4.67</b>	<b>26</b>	<b>0.29</b>	<b>153</b>	<b>1.68</b>
<b>UNITED AIRLINES NETWORK</b>	<b>68940</b>	<b>62763</b>	<b>91.04</b>	<b>498</b>	<b>0.72</b>	<b>123</b>	<b>0.18</b>	<b>2838</b>	<b>4.12</b>	<b>263</b>	<b>0.38</b>	<b>1496</b>	<b>2.17</b>	<b>6</b>	<b>0.01</b>	<b>954</b>	<b>1.38</b>
- UNITED AIRLINES	23589	21769	92.28	56	0.24	34	0.14	677	2.87	60	0.25	689	2.92	0	0.00	305	1.29
- BRANDED CODESHARE PARTNERS	45351	40994	90.39	442	0.97	89	0.20	2161	4.77	203	0.45	807	1.78	6	0.01	649	1.43
<b>TOTAL</b>	<b>374,538</b>	<b>340,617</b>	<b>90.94</b>	<b>1,994</b>	<b>0.53</b>	<b>588</b>	<b>0.16</b>	<b>12,332</b>	<b>3.29</b>	<b>1,527</b>	<b>0.41</b>	<b>10,747</b>	<b>2.87</b>	<b>184</b>	<b>0.05</b>	<b>6,549</b>	<b>1.75</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

OCTOBER 2020

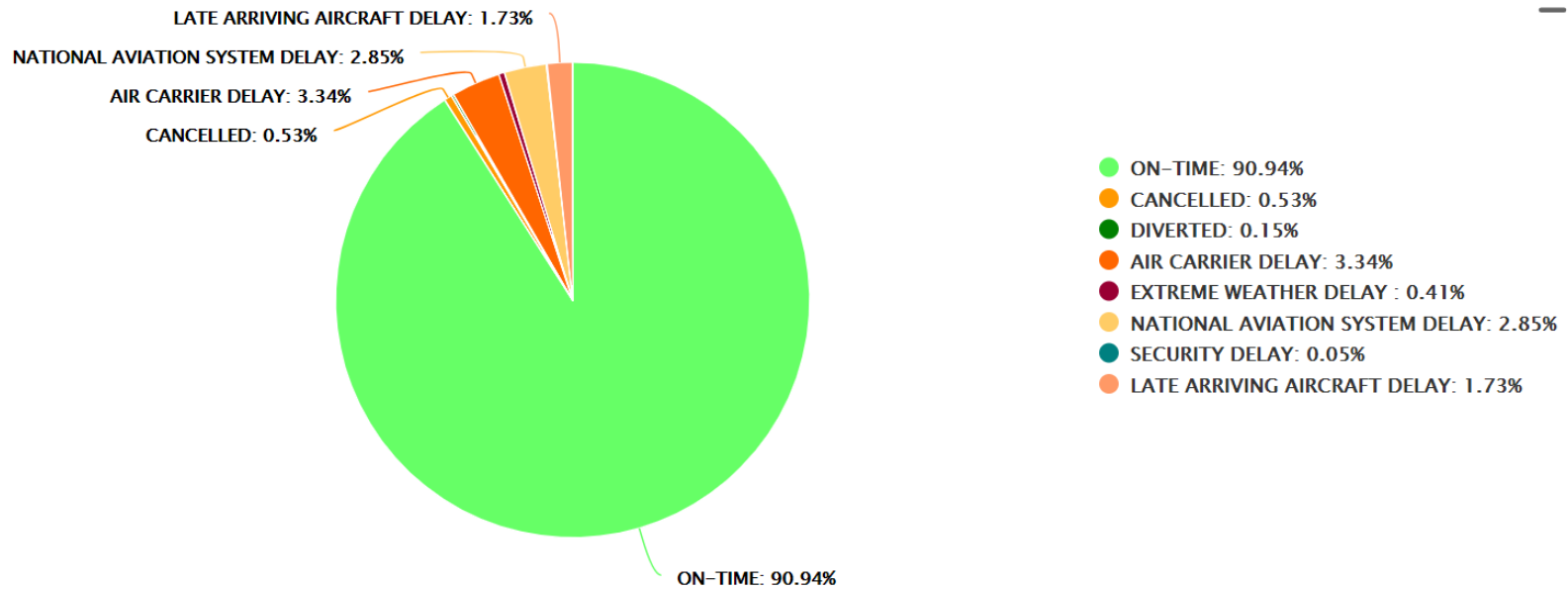
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	10674	9863	92.40	39	0.37	22	0.21	233	2.18	25	0.23	339	3.18	16	0.15	136	1.27
ALLEGiant AIR	7141	5793	81.12	60	0.84	40	0.56	418	5.85	52	0.73	262	3.67	14	0.20	501	7.02
AMERICAN AIRLINES	40644	35748	87.95	38	0.09	42	0.10	1985	4.88	148	0.36	1786	4.39	36	0.09	859	2.11
DELTA AIR LINES	46775	43755	93.54	46	0.10	72	0.15	1170	2.50	96	0.21	1216	2.60	12	0.03	408	0.87
ENDEAVOR AIR	21639	20365	94.11	28	0.13	22	0.10	545	2.52	66	0.31	371	1.71	2	0.01	241	1.11
ENVOY AIR	16591	13742	82.83	104	0.63	25	0.15	449	2.71	160	0.96	1452	8.75	8	0.05	651	3.92
FRONTIER AIRLINES	7917	6942	87.68	20	0.25	8	0.10	269	3.40	14	0.18	395	4.99	0	0.00	268	3.39
HAWAIIAN AIRLINES	2799	1974	70.53	734	26.22	0	0.00	75	2.68	2	0.07	0	0.00	0	0.00	14	0.50
JETBLUE AIRWAYS	8811	7819	88.74	17	0.19	10	0.11	401	4.55	18	0.20	354	4.02	3	0.03	190	2.16
MESA AIRLINES	9806	8613	87.83	57	0.58	20	0.20	309	3.15	73	0.74	476	4.85	0	0.00	258	2.63
PSA AIRLINES	14081	12650	89.84	44	0.31	30	0.21	406	2.88	46	0.33	580	4.12	7	0.05	318	2.26
REPUBLIC AIRWAYS	17370	16227	93.42	18	0.10	23	0.13	284	1.64	23	0.13	604	3.48	4	0.02	187	1.08
SKYWEST AIRLINES	51051	45689	89.50	388	0.76	122	0.24	3226	6.32	575	1.13	121	0.24	24	0.05	906	1.77
SOUTHWEST AIRLINES	64101	61007	95.17	209	0.33	53	0.08	1102	1.72	49	0.08	966	1.51	31	0.05	684	1.07
SPIRIT AIRLINES	9117	8246	90.45	2	0.02	14	0.15	212	2.33	37	0.41	426	4.67	26	0.29	153	1.68
UNITED AIRLINES	23589	21769	92.28	56	0.24	34	0.14	677	2.87	60	0.25	689	2.92	0	0.00	305	1.29
TOTAL	352,106	320,202	90.94	1,860	0.53	537	0.15	11,763	3.34	1,445	0.41	10,038	2.85	183	0.05	6,079	1.73

## \* 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**  
**OCTOBER 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

OCTOBER 2020

LENGTH OF TARMAC DELAY	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	DELTA	1378	SLC	SAN	10/15/2020	Diversion Airport (LAX)	3:12

**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

OCTOBER 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

\* 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>

**\*\*ExpressJet Airlines ceased operations on September 30, 2020 and no longer reports Airline Service Quality Performance Data to DOT.**

## **MISHANDLED BAGGAGE**

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least one-half percent (.005) of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending June 30, 2018, 17 air carriers reached this reporting threshold. They are: Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Endeavor Air, Envoy Air, ExpressJet Airlines, Frontier Airlines, Hawaiian Airlines, JetBlue Airways, Mesa Airlines, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines.

The tables in this section provide the rate of mishandled bags per 1,000 bags enplaned. The number of mishandled bags displayed in these tables represents the number of check bags that are lost, damaged, delayed, and pilfered, as reported by or on behalf of the passenger, that were in the airline's custody for its reportable domestic nonstop scheduled passenger flights. The number of bags enplaned displayed in these tables represent the total number of checked bags enplaned, including wheelchairs and scooters that were placed into the aircraft cargo compartment for any reportable domestic nonstop scheduled passenger flight. The number of mishandled bags and the number of enplaned bags for all airlines, except one airline, will not include bags of passengers traveling on itineraries with domestic segments and international segments unless the bag is a "valet bag," meaning the passenger dropped the bag off at the end of the loading bridge or on the tarmac and returned to the passenger on the loading bridge or on the tarmac following the flight.

For additional information on this aspect of mishandled baggage reporting see the Department's Notice of Enforcement Policy Regarding Reporting of Mishandled Baggage and Wheelchair Data, dated October 31, 2018: <https://www.transportation.gov/sites/dot.gov/files/docs/resources/individuals/aviation-consumer-protection/323451/mishandled-baggageand-wheelchair-reporting-enforcement-policy.pdf>.

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

RANK	CARRIER*	October 2020			October 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	299,633	360	1.20	486,198	819	1.68
2	SOUTHWEST AIRLINES	4,250,465	7,767	1.83	9,900,026	35,360	3.57
3	HAWAIIAN AIRLINES NETWORK	80,226	161	2.01	562,027	3,328	5.92
	- HAWAIIAN AIRLINES	77,345	159	2.06	546,954	3,179	5.81
	- BRANDED CODESHARE PARTNERS	2,881	2	0.69	15,073	149	9.89
4	ALASKA AIRLINES NETWORK	939,347	2,240	2.38	2,381,587	9,854	4.14
	- ALASKA AIRLINES	597,447	1,497	2.51	1,736,518	7,203	4.15
	- BRANDED CODESHARE PARTNERS	341,900	743	2.17	645,069	2,651	4.11
5	DELTA AIR LINES NETWORK	3,119,601	7,545	2.42	8,832,720	35,593	4.03
	- DELTA AIR LINES	2,140,131	5,432	2.54	6,674,111	28,481	4.27
	- BRANDED CODESHARE PARTNERS	979,470	2,113	2.16	2,158,609	7,112	3.29
6	FRONTIER AIRLINES	439,938	1,079	2.45	910,667	4,150	4.56
7	SPIRIT AIRLINES	501,519	1,336	2.66	990,636	4,042	4.08
8	JETBLUE AIRWAYS	286,469	921	3.22	1,035,010	5,167	4.99
9	UNITED AIRLINES NETWORK	2,831,697	9,136	3.23	6,595,537	33,908	5.14
	- UNITED AIRLINES	1,560,759	5,553	3.56	3,908,860	20,256	5.18
	- BRANDED CODESHARE PARTNERS	1,270,938	3,583	2.82	2,686,677	13,652	5.08
10	AMERICAN AIRLINES NETWORK	5,177,034	32,606	6.30	9,910,026	66,117	6.67
	- AMERICAN AIRLINES	2,999,522	20,310	6.77	5,912,264	41,055	6.94
	- BRANDED CODESHARE PARTNERS	2,177,512	12,296	5.65	3,997,762	25,062	6.27
TOTAL		17,925,929	63,151	3.52	41,604,434	198,338	4.77

\* 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*	October 2020			October 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	299,633	360	1.20	486,198	819	1.68
2	SOUTHWEST AIRLINES	4,250,465	7,767	1.83	9,900,026	35,360	3.57
3	HAWAIIAN AIRLINES	77,345	159	2.06	546,954	3,179	5.81
4	ENDEAVOR AIR	583,925	1,211	2.07	901,430	3,254	3.61
5	FRONTIER AIRLINES	439,938	1,079	2.45	910,667	4,150	4.56
6	ALASKA AIRLINES	597,447	1,497	2.51	1,736,518	7,203	4.15
7	DELTA AIR LINES	2,140,131	5,432	2.54	6,674,111	28,481	4.27
8	SPIRIT AIRLINES	501,519	1,336	2.66	990,636	4,042	4.08
9	SKYWEST AIRLINES	1,380,657	4,218	3.06	2,673,854	11,721	4.38
10	JETBLUE AIRWAYS	286,469	921	3.22	1,035,010	5,167	4.99
11	UNITED AIRLINES	1,560,759	5,553	3.56	3,908,860	20,256	5.18
12	MESA AIRLINES	424,112	1,865	4.40	854,325	5,805	6.79
13	PSA AIRLINES	720,989	3,290	4.56	1,159,582	5,916	5.10
14	REPUBLIC AIRWAYS	477,817	2,256	4.72	769,896	4,707	6.11
15	AMERICAN AIRLINES	2,999,522	20,310	6.77	5,912,264	41,055	6.94
16	ENVOY AIR	572,520	4,417	7.72	979,246	7,353	7.51
	TOTAL	17,313,248	61,671	3.56	39,439,577	188,468	4.78

\* 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*	October 2020			October 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	<b>DELTA AIR LINES NETWORK</b>	<b>5,405</b>	<b>25</b>	<b>0.46</b>	<b>19,418</b>	<b>146</b>	<b>0.75</b>
	- DELTA AIR LINES	3,949	18	0.46	14,305	123	0.86
	- BRANDED CODESHARE PARTNERS	1,456	7	0.48	5,113	23	0.45
2	<b>HAWAIIAN AIRLINES NETWORK</b>	<b>180</b>	<b>1</b>	<b>0.56</b>	<b>807</b>	<b>11</b>	<b>1.36</b>
	- HAWAIIAN AIRLINES	171	1	0.58	718	11	1.53
	- BRANDED CODESHARE PARTNERS	9	0	0.00	89	0	0.00
3	<b>FRONTIER AIRLINES</b>	<b>902</b>	<b>7</b>	<b>0.78</b>	<b>2,392</b>	<b>43</b>	<b>1.80</b>
4	<b>ALLEGiant AIR</b>	<b>244</b>	<b>2</b>	<b>0.82</b>	<b>1,635</b>	<b>3</b>	<b>0.18</b>
5	<b>UNITED AIRLINES NETWORK</b>	<b>4,162</b>	<b>44</b>	<b>1.06</b>	<b>10,530</b>	<b>143</b>	<b>1.36</b>
	- UNITED AIRLINES	2,427	32	1.32	7,021	108	1.54
	- BRANDED CODESHARE PARTNERS	1,735	12	0.69	3,509	35	1.00
6	<b>SOUTHWEST AIRLINES</b>	<b>3,893</b>	<b>58</b>	<b>1.49</b>	<b>15,570</b>	<b>226</b>	<b>1.45</b>
7	<b>AMERICAN AIRLINES NETWORK</b>	<b>5,294</b>	<b>97</b>	<b>1.83</b>	<b>11,881</b>	<b>227</b>	<b>1.91</b>
	- AMERICAN AIRLINES	3,631	64	1.76	8,792	161	1.83
	- BRANDED CODESHARE PARTNERS	1,663	33	1.98	3,089	66	2.14
8	<b>ALASKA AIRLINES NETWORK</b>	<b>903</b>	<b>18</b>	<b>1.99</b>	<b>3,202</b>	<b>16</b>	<b>0.50</b>
	- ALASKA AIRLINES	634	13	2.05	2,722	14	0.51
	- BRANDED CODESHARE PARTNERS	269	5	1.86	480	2	0.42
9	<b>JETBLUE AIRWAYS</b>	<b>706</b>	<b>21</b>	<b>2.97</b>	<b>2,955</b>	<b>56</b>	<b>1.90</b>
10	<b>SPIRIT AIRLINES</b>	<b>330</b>	<b>12</b>	<b>3.64</b>	<b>2,586</b>	<b>42</b>	<b>1.62</b>
	<b>TOTAL</b>	<b>22,019</b>	<b>285</b>	<b>1.29</b>	<b>70,976</b>	<b>913</b>	<b>1.29</b>

\* 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*	October 2020			October 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	DELTA AIR LINES	3,949	18	0.46	14,305	123	0.86
2	ENDEAVOR AIR	692	4	0.58	1,777	9	0.51
3	HAWAIIAN AIRLINES	171	1	0.58	718	11	1.53
4	SKYWEST AIRLINES	1,789	13	0.73	4,693	35	0.75
5	FRONTIER AIRLINES	902	7	0.78	2,392	43	1.80
6	ALLEGiant AIR	244	2	0.82	1,635	3	0.18
7	REPUBLIC AIRWAYS	628	8	1.27	1,219	21	1.72
8	UNITED AIRLINES	2,427	32	1.32	7,021	108	1.54
9	PSA AIRLINES	452	6	1.33	733	13	1.77
10	SOUTHWEST AIRLINES	3,893	58	1.49	15,570	226	1.45
11	AMERICAN AIRLINES	3,631	64	1.76	8,792	161	1.83
12	ALASKA AIRLINES	634	13	2.05	2,722	14	0.51
13	ENVOY AIR	484	10	2.07	784	17	2.17
14	MESA AIRLINES	460	11	2.39	851	6	0.71
15	JETBLUE AIRWAYS	706	21	2.97	2,955	56	1.90
16	SPIRIT AIRLINES	330	12	3.64	2,586	42	1.62
	TOTAL	21,392	280	1.31	68,753	888	1.29

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

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	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.

## **CONSUMER COMPLAINTS**

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. 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 also 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** - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

## AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS  
SUMMARY

	OCTOBER 2020				OCTOBER 2019			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,327	24	0	224	637	42	1	115
FOREIGN AIRLINES	2,734	1	0	141	448	2	0	66
TRAVEL AGENTS	911	1	0	46	32	1	0	8
TOUR OPERATORS	4	0	0	1	0	0	0	0
MISCELLANEOUS	16	2	0	55	23	8	0	65
INDUSTRY TOTALS	4,992	28	0	467	1,140	53	1	254

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	OCTOBER 2020			OCTOBER 2019		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	4,381		3	145	
FARES	2	184		6	87	
RESERVATIONS/TICKETING/BOARDING	3	118		5	132	
CUSTOMER SERVICE	4	110		4	136	
FLIGHT PROBLEMS	5	61		1	261	
CANCELLATION			16			110
DELAY			15			76
MISCONNECTION			11			42
BAGGAGE	6	54		2	223	
DISABILITY	7	51		7	77	
OTHER	8	23		8	48	
FREQUENT FLYER			12			16
OVERSALES	9	8		9	16	
DISCRIMINATION	10	1		10	9	
ADVERTISING	11	1		11	6	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		4,992			1,140	

\* 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\*  
OCTOBER 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	2	2	40	1	1	4	0	0	0	0	51
ALLEGiant AIR	3	0	0	2	11	0	3	2	0	0	0	0	21
AMERICAN AIRLINES	16	1	10	18	174	12	19	9	0	1	0	1	261
DELTA AIR LINES	3	0	1	3	70	4	2	3	0	0	0	3	89
FRONTIER AIRLINES	4	1	5	56	208	5	7	1	1	0	0	4	292
HAWAIIAN AIRLINES	1	0	0	3	26	0	0	0	0	0	0	0	30
JETBLUE AIRWAYS	3	0	0	3	40	1	5	2	0	0	0	1	55
SILVER AIRWAYS	0	1	0	0	5	0	0	0	0	0	0	0	6
SKYWEST AIRLINES	1	0	1	0	2	0	1	1	0	0	0	0	6
SOUTHWEST AIRLINES	3	0	2	10	43	3	5	4	0	0	0	0	70
SPIRIT AIRLINES	5	1	8	6	67	6	8	6	0	0	0	2	109
SUN COUNTRY AIRLINES	0	0	0	0	13	1	1	1	0	0	0	0	16
UNITED AIRLINES	5	2	8	15	231	6	21	10	0	0	0	1	299
Other U.S. Airlines	5	0	0	0	7	0	4	2	0	0	0	4	22
TOTAL OCTOBER 2020	50	6	37	118	937	39	77	45	1	1	0	16	1,327
% of TOTAL COMPLAINTS	3.8	0.5	2.8	8.9	70.6	2.9	5.8	3.4	0.1	0.1	0	1.2	
TOTAL OCTOBER 2019	202	8	60	32	45	89	93	68	5	8	0	27	637
% of TOTAL COMPLAINTS	31.7	1.3	9.4	5.0	7.1	14.0	14.6	10.7	0.8	1.3	0	4.2	

\* 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 OCT	INCI- DENTS IN OCT	PERCENT	INCI- DENTS IN SEP	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	51	7	13.7	4	7.8	35	68.6	5	9.8
ALLEGiant AIR	21	9	42.9	0	0.0	7	33.3	5	23.8
AMERICAN AIRLINES	261	74	28.4	22	8.4	133	51.0	32	12.3
DELTA AIR LINES	89	13	14.6	10	11.2	57	64.0	9	10.1
FRONTIER AIRLINES	292	43	14.7	7	2.4	213	72.9	29	9.9
HAWAIIAN AIRLINES	30	4	13.3	1	3.3	23	76.7	2	6.7
JETBLUE AIRWAYS	55	11	20.0	4	7.3	31	56.4	9	16.4
SILVER AIRWAYS	6	1	16.7	0	0.0	4	66.7	1	16.7
SKYWEST AIRLINES	6	2	33.3	0	0.0	2	33.3	2	33.3
SOUTHWEST AIRLINES	70	11	15.7	3	4.3	48	68.6	8	11.4
SPIRIT AIRLINES	109	33	30.3	7	6.4	47	43.1	22	20.2
SUN COUNTRY AIRLINES	16	4	25.0	0	0.0	12	75.0	0	0.0
UNITED AIRLINES	299	55	18.4	17	5.7	189	63.2	38	12.7
Other U.S. Airlines	22	10	45.5	3	13.6	6	27.3	3	13.6
<b>Totals</b>	<b>1,327</b>	<b>277</b>	<b>20.9</b>	<b>78</b>	<b>5.9</b>	<b>807</b>	<b>60.8</b>	<b>165</b>	<b>12.4</b>
<b>Previous Year's Totals</b>	<b>637</b>	<b>298</b>	<b>46.8</b>	<b>124</b>	<b>19.5</b>	<b>175</b>	<b>27.5</b>	<b>40</b>	<b>6.3</b>

\* 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\*\***  
**OCTOBER 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	0	0	1	0	5	0	0	0	0	0	0	0	6
AER LINGUS	1	0	0	3	28	0	0	0	0	0	0	0	32
AEROFLOT	0	0	1	0	58	0	0	1	0	0	0	0	60
AEROMEXICO	0	0	3	3	78	1	1	0	0	0	0	0	86
AIR ASIA	0	0	0	0	9	0	0	0	0	0	0	0	9
AIR CANADA	0	0	4	0	266	2	0	0	0	0	0	0	272
AIR CHINA	0	0	0	0	5	0	0	0	0	0	0	0	5
AIR EUROPA	0	0	0	0	10	0	0	0	0	0	0	0	10
AIR FRANCE	1	0	2	1	38	1	1	0	0	0	0	0	44
AIR INDIA	0	0	4	0	66	0	0	0	0	0	0	0	70
AIR TAHITI NUI	0	0	1	0	15	0	0	0	0	0	0	0	16
AIR TRANSAT	0	0	0	0	9	0	0	0	0	0	0	0	9
ALITALIA AIRLINES	0	0	0	0	24	0	0	0	0	0	0	0	24
ANA ALL NIPPON AIRWAYS	0	0	0	1	6	0	0	0	0	0	0	0	7
ASIANA AIRLINES	0	0	0	0	5	0	0	0	0	0	0	1	6
AUSTRIAN AIRLINES	0	0	0	0	10	0	0	0	0	0	0	0	10
AVIANCA	0	0	6	4	180	0	1	1	0	0	0	1	193
AZUL BRAZILIAN AIRLINES	0	0	0	2	3	0	0	0	0	0	0	0	5
BRITISH AIRWAYS	0	0	3	2	48	0	0	0	0	0	0	0	53
BRUSSELS AIRLINES	1	0	0	0	8	0	0	0	0	0	0	0	9
CARIBBEAN AIRLINES	0	0	0	0	18	0	0	0	0	0	0	0	18
CONDOR	0	0	0	0	7	0	0	0	0	0	0	0	7
COPA	1	0	1	0	34	0	0	0	0	0	0	0	36
EGYPTAIR	0	0	1	0	11	0	1	0	0	0	0	0	13
EL AL ISRAEL	0	0	0	0	86	0	0	0	0	0	0	0	86
EMIRATES AIRLINES	0	0	0	0	29	0	0	0	0	0	0	0	29
ETHIOPIAN AIRLINES	1	0	1	1	13	1	1	1	0	0	0	0	19
ETIHAD AIRWAYS	0	0	2	0	12	0	0	0	0	0	0	0	14
EVA AIRWAYS	0	0	0	0	6	0	1	0	0	0	0	0	7
FIJI AIRWAYS	0	0	0	0	40	0	0	0	0	0	0	0	40
FINNAIR OY	0	0	0	0	6	0	0	0	0	0	0	0	6
FRENCH BEE	0	0	0	0	7	0	0	0	0	0	0	0	7
IBERIA AIRLINES	0	0	1	0	35	0	0	0	0	0	0	0	36
ICELANDAIR	0	0	0	1	59	0	0	0	0	0	0	0	60
INTERJET	0	0	3	2	81	1	0	0	0	0	0	0	87
JAPAN AIR LINES	0	0	0	0	8	0	0	0	0	0	0	0	8
KLM	0	0	1	2	30	1	0	0	0	0	0	1	35
KOREAN AIR LINES	0	0	0	1	8	0	0	0	0	0	0	0	9
LA COMPAGNIE	0	0	0	0	9	0	0	0	0	0	0	0	9



## AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
LATAM	0	0	1	1	37	0	0	0	0	0	0	0	39
LEVEL	0	0	1	0	7	0	0	0	0	0	0	0	8
LOT POLISH AIRLINES	1	0	0	0	39	0	0	0	0	0	0	0	40
LUFTHANSA	1	0	7	3	71	1	2	0	0	0	0	0	85
NORWEGIAN AIR SHUTTLE	0	0	0	0	55	0	0	0	0	0	0	0	55
PHILIPPINE AIRLINES	0	0	0	1	61	0	0	0	0	0	0	0	62
QANTAS AIRWAYS	0	0	0	0	9	0	0	0	0	0	0	0	9
QATAR AIRWAYS	0	0	2	1	16	0	2	1	0	0	0	0	22
ROYAL AIR MAROC	0	0	1	0	34	0	0	0	0	0	0	0	35
ROYAL JORDANIAN AIRLINES	0	0	0	0	28	1	0	0	0	0	0	0	29
RYANAIR	0	0	0	0	6	0	0	0	0	0	0	0	6
SAS	0	0	0	0	74	0	1	0	0	0	0	0	75
SAUDI ARABIAN AIRLINES	0	0	0	0	4	1	0	0	0	0	0	1	6
SINGAPORE AIRLINES	0	0	0	1	9	0	0	0	0	0	0	0	10
SOUTH AFRICAN AIRWAYS	0	0	0	0	11	0	0	0	0	0	0	0	11
SWISS AIR	0	0	2	1	14	0	1	0	0	0	0	0	18
SWOOP	0	0	0	0	18	0	0	0	0	0	0	0	18
TAP	1	0	3	5	385	0	0	0	0	0	0	0	394
TURKISH AIRLINES	0	0	11	1	57	3	6	1	0	0	0	0	79
UKRAINE INTERNATIONAL AIRLINES	0	0	0	0	8	0	0	0	0	0	0	0	8
VIRGIN ATLANTIC AIRWAYS	0	0	0	0	28	0	0	0	0	0	0	0	28
VIRGIN AUSTRALIA	0	0	0	0	14	0	1	0	0	0	0	0	15
VIVAAEROBUS	0	0	0	0	4	0	1	0	0	0	0	0	5
VOLARIS AIRLINES	1	2	2	5	42	0	7	1	0	0	0	0	60
WEST JET	0	0	0	1	83	0	1	0	0	0	0	0	85
OTHER FOREIGN AIRLINES	0	0	5	4	70	1	0	0	0	0	0	0	80
<b>TOTALS</b>	<b>9</b>	<b>2</b>	<b>70</b>	<b>47</b>	<b>2,554</b>	<b>14</b>	<b>28</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>2,734</b>
<b><u>TRAVEL AGENTS</u></b>													
AIRTKT.COM	0	0	0	1	4	0	0	0	0	0	0	0	5
AMERICAN EXPRESS TRAVEL OFFICE	0	0	0	0	5	0	0	0	0	0	0	0	5
ASAPTICKETS.COM	1	0	0	4	45	0	0	0	0	0	0	0	50
CHASE TRAVEL	0	0	0	0	31	0	0	0	0	0	0	0	31
CHEAPOAIR.COM	0	0	1	0	76	0	1	0	0	0	0	0	78
EDREAMS.COM	0	0	1	0	8	0	0	0	0	0	0	0	9
EXPEDIA.COM	0	0	1	3	158	0	0	0	0	0	0	0	162
EXPLORETRIP.COM	0	0	0	0	7	0	0	0	0	0	0	0	7

## AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
FAREBOOM.COM	0	0	1	0	4	0	0	0	0	0	0	0	5
FLIGHT NETWORK	1	0	0	0	19	0	0	0	0	0	0	0	20
FLIGHTHUB	0	0	1	0	6	0	0	0	0	0	0	0	7
GATE 1 TRAVEL	0	0	0	0	6	0	0	0	0	0	0	0	6
GOTOGATE	0	0	0	2	33	0	0	0	0	0	0	0	35
HOP2	0	0	0	2	5	0	0	0	0	0	0	0	7
HOPPER.COM	0	0	0	0	21	0	0	0	0	0	0	0	21
INDIAN EAGLE	0	0	0	0	6	0	0	0	0	0	0	0	6
JUSTFLY.COM	0	0	0	0	53	0	0	0	0	0	0	0	53
KISSANDFLY	0	0	0	0	6	0	0	0	0	0	0	0	6
KIWI.COM	0	0	0	0	40	0	0	0	0	0	0	0	40
MANGO TOURS	0	0	0	0	11	0	0	0	0	0	0	0	11
MYTRIP.COM	0	0	0	0	10	0	0	0	0	0	0	0	10
ONETRAVEL	0	0	0	0	8	0	0	0	0	0	0	0	8
ORBITZ.COM	0	0	0	1	45	0	0	0	0	0	0	0	46
OVAGO	0	0	0	2	24	0	0	0	0	0	0	0	26
PRICELINE.COM	0	0	0	0	28	0	0	0	0	0	0	0	28
SKYLUX TRAVEL	0	0	0	0	7	0	0	0	0	0	0	0	7
SMARTFARES.COM	0	0	0	0	11	0	0	0	0	0	0	0	11
SOUTHWEST VACATIONS	0	0	0	0	6	0	0	0	0	0	0	0	6
TRAVELER HELP DESK	0	0	0	0	5	0	0	0	0	0	0	0	5
TRAVELOCITY.COM	0	0	3	0	13	0	1	0	0	0	0	0	17
TRIP.COM	0	0	0	0	5	0	0	0	0	0	0	0	5
VAYAMA	0	0	1	0	61	0	0	0	0	0	0	0	62
WOWFARE	0	0	0	0	6	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	0	0	0	4	106	0	0	0	0	0	0	0	110
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>9</b>	<b>19</b>	<b>879</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>911</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	1	0	3	0	0	0	0	0	0	0	4
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b><u>MISCELLANEOUS</u></b>													
Other Miscellaneous	0	0	1	0	8	1	3	0	0	0	0	3	16
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>8</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>16</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).

	OCTOBER 2020	OCTOBER 2019
AIRLINE	COMPLAINTS	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>54</b>	<b>11</b>
- ALASKA AIRLINES	51	10
- BRANDED CODESHARE PARTNERS	3	1
<b>ALLEGiant AIR</b>	<b>21</b>	<b>20</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>269</b>	<b>175</b>
- AMERICAN AIRLINES	261	144
- BRANDED CODESHARE PARTNERS	8	31
<b>DELTA AIR LINES NETWORK</b>	<b>95</b>	<b>73</b>
- DELTA AIR LINES	89	61
- BRANDED CODESHARE PARTNERS	6	12
<b>FRONTIER AIRLINES</b>	<b>292</b>	<b>47</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>30</b>	<b>6</b>
- HAWAIIAN AIRLINES	30	6
- BRANDED CODESHARE PARTNERS	0	0
<b>JETBLUE AIRWAYS</b>	<b>55</b>	<b>33</b>
<b>SOUTHWEST AIRLINES</b>	<b>70</b>	<b>44</b>
<b>SPIRIT AIRLINES</b>	<b>109</b>	<b>74</b>
<b>UNITED AIRLINES NETWORK</b>	<b>299</b>	<b>121</b>
- UNITED AIRLINES	299	109
- BRANDED CODESHARE PARTNERS	0	12
<b>TOTAL</b>	<b>1,294</b>	<b>604</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	OCTOBER 2020			OCTOBER 2019		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	0	628,759	0.00	8	1,286,455	0.62
2	REPUBLIC AIRWAYS	2	860,781	0.23	5	1,659,026	0.30
3	ENDEAVOR AIR	2	706,590	0.28	4	1,308,920	0.31
4	SKYWEST AIRLINES	6	1,941,506	0.31	9	3,730,611	0.24
5	ENVOY AIR	3	791,621	0.38	13	1,337,504	0.97
6	PSA AIRLINES	3	765,938	0.39	5	1,319,631	0.38
7	SOUTHWEST AIRLINES	70	5,223,568	1.34	44	14,011,724	0.31
8	DELTA AIR LINES	89	4,078,516	2.18	61	13,955,877	0.44
9	ALLEGiant AIR	21	795,168	2.64	20	1,146,846	1.74
10	AMERICAN AIRLINES	261	5,634,467	4.63	144	13,084,742	1.10
11	JETBLUE AIRWAYS	55	965,172	5.70	33	3,456,081	0.95
12	ALASKA AIRLINES	51	894,055	5.70	10	2,943,357	0.34
13	SPIRIT AIRLINES	109	1,519,759	7.17	74	2,809,570	2.63
14	UNITED AIRLINES	299	3,112,795	9.61	109	9,751,112	1.12
15	FRONTIER AIRLINES	292	1,025,050	28.49	47	2,027,887	2.32
16	HAWAIIAN AIRLINES	30	99,149	30.26	6	963,314	0.62
TOTAL		1,293	29,042,894	4.45	592	74,792,657	0.79

\* 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

### Civil Rights Complaints by Air Travelers (Other Than Disability) for October 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						
TOTAL	1						

\*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

### ***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**

**October 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 October 2020  
as provided by the Transportation Security Administration <sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 26 million airline passengers and their 21 million checked bags in the month of October 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 October.

**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
334	0.00128%	12	0.00005%	9	0.00003%	238	0.00092%

<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 October.

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.