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# ***Air Travel Consumer Report***

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A Product of  
**THE OFFICE OF AVIATION CONSUMER PROTECTION**

***Issued: February 2021***



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

**DECEMBER 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

DECEMBER 2020

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>20</b>	<b>91.4</b>	<b>1</b>
- HAWAIIAN AIRLINES	18	91.1	
- BRANDED CODESHARE PARTNERS	3	95.6	
<b>ALASKA AIRLINES NETWORK</b>	<b>102</b>	<b>89.8</b>	<b>2</b>
- ALASKA AIRLINES	72	90.7	
- BRANDED CODESHARE PARTNERS	53	89.1	
<b>FRONTIER AIRLINES</b>	<b>92</b>	<b>88.9</b>	<b>3</b>
<b>SOUTHWEST AIRLINES</b>	<b>93</b>	<b>88.7</b>	<b>4</b>
<b>UNITED AIRLINES NETWORK</b>	<b>236</b>	<b>87.4</b>	<b>5</b>
- UNITED AIRLINES	85	87.8	
- BRANDED CODESHARE PARTNERS	225	87.1	
<b>DELTA AIR LINES NETWORK</b>	<b>202</b>	<b>87.3</b>	<b>6</b>
- DELTA AIR LINES	104	85.8	
- BRANDED CODESHARE PARTNERS	188	88.9	
<b>AMERICAN AIRLINES NETWORK</b>	<b>219</b>	<b>86.7</b>	<b>7</b>
- AMERICAN AIRLINES	89	88.1	
- BRANDED CODESHARE PARTNERS	201	85.9	
<b>SPIRIT AIRLINES</b>	<b>46</b>	<b>83.9</b>	<b>8</b>
<b>ALLEGiant AIR</b>	<b>119</b>	<b>82.9</b>	<b>9</b>
<b>JETBLUE AIRWAYS</b>	<b>56</b>	<b>78.3</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>360</b>	<b>87.2</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

DECEMBER 2020

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	18	91.1	1
ALASKA AIRLINES	72	90.7	2
ENDEAVOR AIR	117	90.5	3
PSA AIRLINES	93	89.7	4
REPUBLIC AIRWAYS	93	89.6	5
FRONTIER AIRLINES	92	88.9	6
SOUTHWEST AIRLINES	93	88.7	7
AMERICAN AIRLINES	89	88.1	8
UNITED AIRLINES	85	87.8	9
SKYWEST AIRLINES	224	86.3	10
DELTA AIR LINES	104	85.8	11
SPIRIT AIRLINES	46	83.9	12
ENVOY AIR	132	83.6	13
ALLEGiant AIR	119	82.9	14
MESA AIRLINES	99	82.4	15
JETBLUE AIRWAYS	56	78.3	16
<b>TOTAL AIRPORTS SERVED</b>	<b>349</b>	<b>87.1</b>	

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

DECEMBER 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		Nov 20		Dec 20		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
<b>ALASKA AIRLINES NETWORK</b>	<b>77.9</b>	<b>10</b>	<b>84.7</b>	<b>4</b>	<b>78.0</b>	<b>3</b>	<b>77.3</b>	<b>2</b>	<b>90.6</b>	<b>8</b>	<b>92.1</b>	<b>7</b>	<b>92.5</b>	<b>2</b>	<b>91.1</b>	<b>4</b>	<b>90.9</b>	<b>8</b>	<b>91.9</b>	<b>3</b>	<b>89.5</b>	<b>8</b>	<b>89.8</b>	<b>2</b>	<b>86.3</b>	<b>4</b>
- ALASKA AIRLINES	77.6		84.2		74.1		73.7		95.5		91.4		92.4		90.0		92.9		92.4		88.6		90.7		84.9	
- BRANDED CODESHARE PARTNERS	78.3		85.4		83.6		80.5		87.1		92.6		92.5		91.9		89.3		91.6		90.2		89.1		87.7	
<b>ALLEGIANT AIR</b>	<b>78.8</b>	<b>9</b>	<b>75.5</b>	<b>10</b>	<b>62.4</b>	<b>10</b>	<b>10.4</b>	<b>10</b>	<b>37.4</b>	<b>10</b>	<b>86.3</b>	<b>10</b>	<b>85.5</b>	<b>9</b>	<b>83.6</b>	<b>10</b>	<b>85.6</b>	<b>10</b>	<b>81.1</b>	<b>9</b>	<b>86.7</b>	<b>10</b>	<b>82.9</b>	<b>9</b>	<b>71.3</b>	<b>10</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>81.6</b>	<b>8</b>	<b>80.3</b>	<b>9</b>	<b>73.5</b>	<b>6</b>	<b>54.8</b>	<b>7</b>	<b>93.3</b>	<b>4</b>	<b>92.3</b>	<b>6</b>	<b>88.6</b>	<b>7</b>	<b>89.3</b>	<b>6</b>	<b>90.3</b>	<b>9</b>	<b>87.3</b>	<b>8</b>	<b>89.9</b>	<b>7</b>	<b>86.7</b>	<b>7</b>	<b>82.3</b>	<b>8</b>
- AMERICAN AIRLINES	84.1		83.2		71.2		57.3		95.3		93.2		89.5		90.1		90.4		88.0		90.6		88.1		83.4	
- BRANDED CODESHARE PARTNERS	79.6		78.0		75.4		53.0		91.9		91.7		87.8		88.6		90.2		86.8		89.4		85.9		81.5	
<b>DELTA AIR LINES NETWORK</b>	<b>88.2</b>	<b>2</b>	<b>86.0</b>	<b>3</b>	<b>76.4</b>	<b>5</b>	<b>67.6</b>	<b>4</b>	<b>90.8</b>	<b>7</b>	<b>94.3</b>	<b>3</b>	<b>90.4</b>	<b>4</b>	<b>91.8</b>	<b>2</b>	<b>95.1</b>	<b>2</b>	<b>93.4</b>	<b>2</b>	<b>91.9</b>	<b>5</b>	<b>87.3</b>	<b>6</b>	<b>87.2</b>	<b>2</b>
- DELTA AIR LINES	89.3		86.8		71.0		67.6		94.9		94.5		89.2		91.0		95.1		93.5		90.2		85.8		86.3	
- BRANDED CODESHARE PARTNERS	86.8		84.9		83.5		67.6		86.3		94.0		91.8		92.8		95.1		93.3		93.8		88.9		88.2	
<b>FRONTIER AIRLINES</b>	<b>84.4</b>	<b>6</b>	<b>80.8</b>	<b>8</b>	<b>67.8</b>	<b>9</b>	<b>49.6</b>	<b>8</b>	<b>93.9</b>	<b>3</b>	<b>93.5</b>	<b>5</b>	<b>87.0</b>	<b>8</b>	<b>87.8</b>	<b>8</b>	<b>93.4</b>	<b>4</b>	<b>87.7</b>	<b>7</b>	<b>93.3</b>	<b>3</b>	<b>88.9</b>	<b>3</b>	<b>83.9</b>	<b>6</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>88.1</b>	<b>3</b>	<b>89.6</b>	<b>1</b>	<b>81.1</b>	<b>2</b>	<b>80.9</b>	<b>1</b>	<b>96.0</b>	<b>2</b>	<b>94.5</b>	<b>1</b>	<b>91.7</b>	<b>3</b>	<b>88.7</b>	<b>7</b>	<b>95.5</b>	<b>1</b>	<b>71.6</b>	<b>10</b>	<b>93.6</b>	<b>2</b>	<b>91.4</b>	<b>1</b>	<b>87.5</b>	<b>1</b>
- HAWAIIAN AIRLINES	89.9		90.7		82.2		78.1		96.0		94.9		91.4		87.6		95.9		70.5		93.9		91.1		88.0	
- BRANDED CODESHARE PARTNERS	70.6		79.1		70.9		97.1		96.0		92.0		93.4		95.5		93.6		78.5		90.4		95.6		83.8	
<b>JETBLUE AIRWAYS</b>	<b>84.8</b>	<b>5</b>	<b>83.4</b>	<b>5</b>	<b>72.7</b>	<b>7</b>	<b>61.3</b>	<b>5</b>	<b>86.4</b>	<b>9</b>	<b>90.1</b>	<b>9</b>	<b>85.4</b>	<b>10</b>	<b>87.4</b>	<b>9</b>	<b>93.1</b>	<b>6</b>	<b>88.7</b>	<b>6</b>	<b>89.2</b>	<b>9</b>	<b>78.3</b>	<b>10</b>	<b>82.1</b>	<b>9</b>
<b>SOUTHWEST AIRLINES</b>	<b>88.7</b>	<b>1</b>	<b>89.3</b>	<b>2</b>	<b>77.1</b>	<b>4</b>	<b>47.0</b>	<b>9</b>	<b>91.3</b>	<b>6</b>	<b>93.7</b>	<b>4</b>	<b>94.5</b>	<b>1</b>	<b>93.9</b>	<b>1</b>	<b>94.7</b>	<b>3</b>	<b>95.2</b>	<b>1</b>	<b>95.1</b>	<b>1</b>	<b>88.7</b>	<b>4</b>	<b>86.0</b>	<b>5</b>
<b>SPIRIT AIRLINES</b>	<b>85.8</b>	<b>4</b>	<b>82.8</b>	<b>6</b>	<b>81.6</b>	<b>1</b>	<b>74.6</b>	<b>3</b>	<b>96.8</b>	<b>1</b>	<b>94.4</b>	<b>2</b>	<b>90.1</b>	<b>5</b>	<b>91.3</b>	<b>3</b>	<b>92.2</b>	<b>7</b>	<b>90.4</b>	<b>5</b>	<b>90.2</b>	<b>6</b>	<b>83.9</b>	<b>8</b>	<b>86.6</b>	<b>3</b>
<b>UNITED AIRLINES NETWORK</b>	<b>82.8</b>	<b>7</b>	<b>81.9</b>	<b>7</b>	<b>72.0</b>	<b>8</b>	<b>59.5</b>	<b>6</b>	<b>91.4</b>	<b>5</b>	<b>91.5</b>	<b>8</b>	<b>89.7</b>	<b>6</b>	<b>90.3</b>	<b>5</b>	<b>93.1</b>	<b>5</b>	<b>91.0</b>	<b>4</b>	<b>92.4</b>	<b>4</b>	<b>87.4</b>	<b>5</b>	<b>83.7</b>	<b>7</b>
- UNITED AIRLINES	86.3		85.6		69.1		48.4		93.6		93.6		92.5		91.9		94.2		92.3		92.4		87.8		83.6	
- BRANDED CODESHARE PARTNERS	80.7		79.7		73.8		66.0		90.8		90.8		88.5		89.4		92.7		90.4		92.3		87.1		83.9	
<b>TOTAL</b>	<b>84.6</b>		<b>83.8</b>		<b>74.7</b>		<b>55.7</b>		<b>89.1</b>		<b>92.7</b>		<b>90.5</b>		<b>91.0</b>		<b>92.9</b>		<b>90.9</b>		<b>91.7</b>		<b>87.2</b>		<b>84.5</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' on-time performance statistics during this reporting period. On April 17, 2020, the Department issued a notice on [Reporting of Causes of Flight Delays and Cancellations Given The Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel](#). This notice stated that it would be acceptable for flight delays and cancellations that are directly related to government actions to mitigate the spread of COVID-19 in the United States to be coded in the "security" category for the purposes of categorizing causes of delays and cancellations.



## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JANUARY - DECEMBER 2020		JANUARY - DECEMBER 2019	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	<b>HAWAIIAN AIRLINES NETWORK</b>	<b>45,504</b>	<b>87.50</b>	<b>92,724</b>	<b>87.72</b>
	- HAWAIIAN AIRLINES	40,414	87.97	83,891	88.34
	- BRANDED CODESHARE PARTNERS	5,090	83.79	8,833	81.76
2	<b>DELTA AIR LINES NETWORK</b>	<b>1,066,908</b>	<b>87.20</b>	<b>1,766,033</b>	<b>83.46</b>
	- DELTA AIR LINES	581,101	86.32	991,986	85.18
	- BRANDED CODESHARE PARTNERS	485,807	88.25	774,047	81.24
3	<b>SPIRIT AIRLINES</b>	<b>135,102</b>	<b>86.61</b>	<b>204,845</b>	<b>79.52</b>
4	<b>ALASKA AIRLINES NETWORK</b>	<b>282,967</b>	<b>86.31</b>	<b>443,434</b>	<b>81.31</b>
	- ALASKA AIRLINES	138,226	84.85	264,817	80.30
	- BRANDED CODESHARE PARTNERS	144,741	87.70	178,617	82.81
5	<b>SOUTHWEST AIRLINES</b>	<b>961,276</b>	<b>85.98</b>	<b>1,363,946</b>	<b>80.24</b>
6	<b>FRONTIER AIRLINES</b>	<b>91,175</b>	<b>83.87</b>	<b>135,543</b>	<b>73.14</b>
7	<b>UNITED AIRLINES NETWORK</b>	<b>885,351</b>	<b>83.75</b>	<b>1,571,404</b>	<b>75.18</b>
	- UNITED AIRLINES	308,217	83.56	625,910	77.74
	- BRANDED CODESHARE PARTNERS	577,134	83.85	945,494	73.49
8	<b>AMERICAN AIRLINES NETWORK</b>	<b>1,311,462</b>	<b>82.32</b>	<b>2,111,039</b>	<b>77.43</b>
	- AMERICAN AIRLINES	569,806	83.37	946,776	77.01
	- BRANDED CODESHARE PARTNERS	741,656	81.51	1,164,263	77.77
9	<b>JETBLUE AIRWAYS</b>	<b>144,163</b>	<b>82.14</b>	<b>297,411</b>	<b>73.50</b>
10	<b>ALLEGiant AIR</b>	<b>98,489</b>	<b>71.33</b>	<b>105,305</b>	<b>78.73</b>
	<b>TOTAL</b>	<b>5,022,397</b>	<b>84.50</b>	<b>8,091,684</b>	<b>78.97</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 1D. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME: RANKING OF U.S. REPORTING OPERATING CARRIERS (YTD)

RANK	CARRIER <sup>1</sup>	JANUARY - DECEMBER 2020		JANUARY - DECEMBER 2019	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	ENDEAVOR AIR	211,398	89.16	257,132	80.93
2	HAWAIIAN AIRLINES	40,414	87.97	83,891	88.34
3	REPUBLIC AIRWAYS	219,751	86.93	329,149	78.66
4	SPIRIT AIRLINES	135,102	86.61	204,845	79.52
5	DELTA AIR LINES	581,101	86.32	991,986	85.18
6	SOUTHWEST AIRLINES	961,276	85.98	1,363,946	80.24
7	SKYWEST AIRLINES	597,021	85.89	836,445	79.23
8	ALASKA AIRLINES	138,226	84.85	264,816	80.30
9	FRONTIER AIRLINES	91,175	83.87	135,543	73.14
10	UNITED AIRLINES	308,217	83.56	625,910	77.74
11	AMERICAN AIRLINES	569,806	83.37	946,776	77.01
12	JETBLUE AIRWAYS	144,163	82.14	297,411	73.50
13	ENVOY AIR	211,268	81.98	327,007	76.09
14	MESA AIRLINES	136,198	81.61	227,888	76.31
15	PSA AIRLINES	192,614	79.30	289,304	78.09
16	ALLEGiant AIR	98,489	71.33	105,305	78.73
	<b>TOTAL</b>	<b>4,636,219</b>	<b>84.66</b>	<b>7,287,354</b>	<b>79.37</b>

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

DECEMBER 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>31</b>	<b>93.5</b>	<b>60</b>	<b>86.7</b>	<b>31</b>	<b>87.1</b>	<b>0</b>	<b>0.0</b>	<b>62</b>	<b>90.3</b>	<b>115</b>	<b>88.7</b>	<b>110</b>	<b>91.8</b>	<b>26</b>	<b>88.5</b>
- ALASKA AIRLINES	31	93.5	60	86.7	31	87.1	0	0.0	62	90.3	115	88.7	110	91.8	26	88.5
- 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>17</b>	<b>76.5</b>	<b>26</b>	<b>69.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>8</b>	<b>12.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>580</b>	<b>90.0</b>	<b>865</b>	<b>88.0</b>	<b>290</b>	<b>87.9</b>	<b>13986</b>	<b>90.6</b>	<b>1495</b>	<b>92.6</b>	<b>663</b>	<b>85.2</b>	<b>17922</b>	<b>80.4</b>	<b>430</b>	<b>88.6</b>
- AMERICAN AIRLINES	373	90.1	711	87.8	240	87.5	5008	91.9	788	92.6	588	85.7	7959	84.1	146	83.6
- BRANDED CODESHARE PARTNERS	207	89.9	154	89.0	50	90.0	8978	89.9	707	92.6	75	81.3	9963	77.5	284	91.2
<b>DELTA AIR LINES NETWORK</b>	<b>19104</b>	<b>90.2</b>	<b>1104</b>	<b>82.3</b>	<b>383</b>	<b>85.9</b>	<b>478</b>	<b>87.4</b>	<b>618</b>	<b>87.9</b>	<b>822</b>	<b>82.0</b>	<b>661</b>	<b>73.5</b>	<b>7730</b>	<b>86.8</b>
- DELTA AIR LINES	12420	89.0	763	80.9	287	87.5	280	87.1	418	86.6	755	81.7	540	70.2	2941	85.1
BRANDED CODESHARE PARTNERS	6684	92.4	341	85.6	96	81.3	198	87.9	200	90.5	67	85.1	121	88.4	4789	87.9
<b>FRONTIER AIRLINES</b>	<b>215</b>	<b>94.9</b>	<b>21</b>	<b>85.7</b>	<b>24</b>	<b>83.3</b>	<b>44</b>	<b>93.2</b>	<b>64</b>	<b>87.5</b>	<b>1549</b>	<b>87.3</b>	<b>93</b>	<b>76.3</b>	<b>48</b>	<b>95.8</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>4</b>	<b>75.0</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	4	75.0	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>104</b>	<b>76.9</b>	<b>1588</b>	<b>77.5</b>	<b>0</b>	<b>0.0</b>	<b>18</b>	<b>72.2</b>	<b>247</b>	<b>82.2</b>	<b>47</b>	<b>89.4</b>	<b>30</b>	<b>66.7</b>	<b>34</b>	<b>85.3</b>
<b>SOUTHWEST AIRLINES</b>	<b>2072</b>	<b>89.2</b>	<b>269</b>	<b>84.4</b>	<b>3890</b>	<b>89.4</b>	<b>172</b>	<b>87.2</b>	<b>290</b>	<b>87.9</b>	<b>5056</b>	<b>84.4</b>	<b>0</b>	<b>0.0</b>	<b>272</b>	<b>87.1</b>
<b>SPIRIT AIRLINES</b>	<b>624</b>	<b>83.8</b>	<b>250</b>	<b>82.8</b>	<b>357</b>	<b>82.4</b>	<b>49</b>	<b>81.6</b>	<b>0</b>	<b>0.0</b>	<b>153</b>	<b>79.1</b>	<b>451</b>	<b>84.7</b>	<b>625</b>	<b>81.0</b>
<b>UNITED AIRLINES NETWORK</b>	<b>394</b>	<b>86.3</b>	<b>566</b>	<b>84.3</b>	<b>161</b>	<b>87.0</b>	<b>344</b>	<b>89.5</b>	<b>250</b>	<b>91.6</b>	<b>9760</b>	<b>82.6</b>	<b>484</b>	<b>79.3</b>	<b>354</b>	<b>91.2</b>
- UNITED AIRLINES	164	84.8	538	84.8	96	85.4	47	80.9	53	92.5	4195	86.2	151	81.5	12	91.7
- BRANDED CODESHARE PARTNERS	230	87.4	28	75.0	65	89.2	297	90.9	197	91.4	5565	79.9	333	78.4	342	91.2
<b>TOTAL</b>	<b>23,124</b>	<b>89.8</b>	<b>4,744</b>	<b>82.2</b>	<b>5,162</b>	<b>88.3</b>	<b>15,091</b>	<b>90.4</b>	<b>3,026</b>	<b>90.1</b>	<b>18,173</b>	<b>83.6</b>	<b>19,751</b>	<b>80.3</b>	<b>9,519</b>	<b>86.7</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)

DECEMBER 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>79</b>	<b>92.4</b>	<b>145</b>	<b>91.7</b>	<b>150</b>	<b>89.3</b>	<b>31</b>	<b>83.9</b>	<b>31</b>	<b>96.8</b>	<b>55</b>	<b>89.1</b>	<b>493</b>	<b>94.5</b>	<b>1307</b>	<b>92.3</b>
- ALASKA AIRLINES	79	92.4	145	91.7	150	89.3	31	83.9	31	96.8	55	89.1	283	95.1	500	95.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	210	93.8	807	90.7
<b>ALLEGiant AIR</b>	<b>32</b>	<b>90.6</b>	<b>199</b>	<b>71.4</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>549</b>	<b>85.6</b>	<b>90</b>	<b>76.7</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>322</b>	<b>90.4</b>	<b>478</b>	<b>88.9</b>	<b>172</b>	<b>82.0</b>	<b>146</b>	<b>82.2</b>	<b>490</b>	<b>81.2</b>	<b>336</b>	<b>87.5</b>	<b>714</b>	<b>89.4</b>	<b>1540</b>	<b>89.9</b>
- AMERICAN AIRLINES	267	91.0	478	88.9	172	82.0	47	78.7	195	80.0	336	87.5	714	89.4	1287	90.3
- BRANDED CODESHARE PARTNERS	55	87.3	0	0.0	0	0.0	99	83.8	295	82.0	0	0.0	0	0.0	253	88.1
<b>DELTA AIR LINES NETWORK</b>	<b>469</b>	<b>87.8</b>	<b>967</b>	<b>80.8</b>	<b>192</b>	<b>76.6</b>	<b>334</b>	<b>85.0</b>	<b>471</b>	<b>78.8</b>	<b>2027</b>	<b>81.6</b>	<b>1048</b>	<b>85.3</b>	<b>3116</b>	<b>88.9</b>
- DELTA AIR LINES	294	90.1	912	80.3	192	76.6	152	84.9	275	82.2	1391	79.9	904	84.1	1928	86.0
- BRANDED CODESHARE PARTNERS	175	84.0	55	89.1	0	0.0	182	85.2	196	74.0	636	85.4	144	93.1	1188	93.6
<b>FRONTIER AIRLINES</b>	<b>70</b>	<b>88.6</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>6</b>	<b>100.0</b>	<b>97</b>	<b>76.3</b>	<b>0</b>	<b>0.0</b>	<b>672</b>	<b>92.9</b>	<b>133</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>1522</b>	<b>92.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>8</b>	<b>62.5</b>	<b>38</b>	<b>97.4</b>	<b>82</b>	<b>81.7</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	1398	92.7	0	0.0	0	0.0	8	62.5	38	97.4	82	81.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	124	95.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>670</b>	<b>77.2</b>	<b>1153</b>	<b>75.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>33</b>	<b>78.8</b>	<b>1278</b>	<b>79.0</b>	<b>129</b>	<b>82.9</b>	<b>505</b>	<b>84.2</b>
<b>SOUTHWEST AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>1013</b>	<b>89.4</b>	<b>551</b>	<b>92.0</b>	<b>88</b>	<b>80.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>3252</b>	<b>92.2</b>	<b>1207</b>	<b>92.4</b>
<b>SPIRIT AIRLINES</b>	<b>565</b>	<b>85.1</b>	<b>1592</b>	<b>83.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>430</b>	<b>80.9</b>	<b>0</b>	<b>0.0</b>	<b>1070</b>	<b>88.1</b>	<b>552</b>	<b>79.0</b>
<b>UNITED AIRLINES NETWORK</b>	<b>3566</b>	<b>86.5</b>	<b>599</b>	<b>87.6</b>	<b>294</b>	<b>91.2</b>	<b>3997</b>	<b>87.1</b>	<b>7488</b>	<b>88.2</b>	<b>0</b>	<b>0.0</b>	<b>623</b>	<b>91.5</b>	<b>1820</b>	<b>90.3</b>
- UNITED AIRLINES	2108	86.4	598	87.6	294	91.2	1301	87.9	2561	89.6	0	0.0	538	91.1	981	89.8
- BRANDED CODESHARE PARTNERS	1458	86.6	1	100.0	0	0.0	2696	86.7	4927	87.5	0	0.0	85	94.1	839	90.8
<b>TOTAL</b>	<b>5,773</b>	<b>85.7</b>	<b>6,146</b>	<b>83.4</b>	<b>2,881</b>	<b>90.6</b>	<b>4,602</b>	<b>86.6</b>	<b>9,040</b>	<b>86.8</b>	<b>3,704</b>	<b>81.3</b>	<b>8,588</b>	<b>90.2</b>	<b>10,352</b>	<b>89.2</b>

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

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 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>130</b>	<b>93.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>31</b>	<b>93.5</b>	<b>144</b>	<b>92.4</b>	<b>2428</b>	<b>90.4</b>	<b>31</b>	<b>87.1</b>
- ALASKA AIRLINES	0	0.0	130	93.1	0	0.0	0	0.0	31	93.5	144	92.4	733	93.9	31	87.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1695	88.8	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>18</b>	<b>72.2</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>674</b>	<b>89.8</b>	<b>891</b>	<b>89.2</b>	<b>0</b>	<b>0.0</b>	<b>3737</b>	<b>90.2</b>	<b>379</b>	<b>83.9</b>	<b>5156</b>	<b>88.7</b>	<b>214</b>	<b>86.0</b>	<b>4740</b>	<b>89.2</b>
- AMERICAN AIRLINES	554	89.7	879	89.2	0	0.0	2415	89.8	208	86.1	1967	90.7	214	86.0	1551	89.4
- BRANDED CODESHARE PARTNERS	120	90.0	12	91.7	0	0.0	1322	90.9	171	81.3	3189	87.4	0	0.0	3189	89.1
<b>DELTA AIR LINES NETWORK</b>	<b>2048</b>	<b>86.1</b>	<b>1302</b>	<b>84.5</b>	<b>94</b>	<b>90.4</b>	<b>625</b>	<b>83.2</b>	<b>7626</b>	<b>86.5</b>	<b>770</b>	<b>85.8</b>	<b>669</b>	<b>89.2</b>	<b>467</b>	<b>87.8</b>
- DELTA AIR LINES	1126	84.2	1240	84.3	4	75.0	619	83.0	3108	85.8	314	82.5	392	88.3	276	88.8
- BRANDED CODESHARE PARTNERS	922	88.5	62	88.7	90	91.1	6	100.0	4518	86.9	456	88.2	277	90.6	191	86.4
<b>FRONTIER AIRLINES</b>	<b>55</b>	<b>94.5</b>	<b>911</b>	<b>85.5</b>	<b>0</b>	<b>0.0</b>	<b>139</b>	<b>85.6</b>	<b>39</b>	<b>82.1</b>	<b>103</b>	<b>89.3</b>	<b>51</b>	<b>96.1</b>	<b>294</b>	<b>88.8</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>43</b>	<b>90.7</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	43	90.7	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>81</b>	<b>79.0</b>	<b>954</b>	<b>77.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>20</b>	<b>85.0</b>	<b>57</b>	<b>78.9</b>	<b>13</b>	<b>69.2</b>	<b>142</b>	<b>80.3</b>
<b>SOUTHWEST AIRLINES</b>	<b>329</b>	<b>91.8</b>	<b>2399</b>	<b>88.3</b>	<b>4072</b>	<b>90.4</b>	<b>310</b>	<b>91.9</b>	<b>242</b>	<b>86.4</b>	<b>0</b>	<b>0.0</b>	<b>426</b>	<b>87.8</b>	<b>277</b>	<b>80.9</b>
<b>SPIRIT AIRLINES</b>	<b>238</b>	<b>78.2</b>	<b>1310</b>	<b>83.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>108</b>	<b>81.5</b>	<b>501</b>	<b>81.2</b>	<b>50</b>	<b>86.0</b>	<b>263</b>	<b>81.7</b>
<b>UNITED AIRLINES NETWORK</b>	<b>467</b>	<b>88.0</b>	<b>751</b>	<b>87.1</b>	<b>0</b>	<b>0.0</b>	<b>363</b>	<b>84.6</b>	<b>332</b>	<b>84.6</b>	<b>8515</b>	<b>90.4</b>	<b>262</b>	<b>87.8</b>	<b>247</b>	<b>88.3</b>
- UNITED AIRLINES	313	87.9	751	87.1	0	0.0	356	85.1	129	83.7	2611	90.2	262	87.8	97	80.4
- BRANDED CODESHARE PARTNERS	154	88.3	0	0.0	0	0.0	7	57.1	203	85.2	5904	90.5	0	0.0	150	93.3
<b>TOTAL</b>	<b>3,892</b>	<b>86.9</b>	<b>8,648</b>	<b>85.5</b>	<b>4,184</b>	<b>90.4</b>	<b>5,174</b>	<b>88.9</b>	<b>8,777</b>	<b>86.2</b>	<b>15,246</b>	<b>89.2</b>	<b>4,156</b>	<b>89.5</b>	<b>6,461</b>	<b>88.2</b>

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

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 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>368</b>	<b>96.2</b>	<b>1036</b>	<b>92.8</b>	<b>7133</b>	<b>90.2</b>	<b>1254</b>	<b>92.9</b>	<b>261</b>	<b>88.9</b>	<b>86</b>	<b>96.5</b>
- ALASKA AIRLINES	275	96.4	394	94.9	3812	92.4	213	92.5	15	93.3	86	96.5
- BRANDED CODESHARE PARTNERS	93	95.7	642	91.4	3321	87.7	1041	93.0	246	88.6	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>4805</b>	<b>88.2</b>	<b>434</b>	<b>86.9</b>	<b>337</b>	<b>89.9</b>	<b>502</b>	<b>91.2</b>	<b>366</b>	<b>86.1</b>	<b>720</b>	<b>91.0</b>
- AMERICAN AIRLINES	2419	90.2	434	86.9	337	89.9	443	91.2	223	87.0	591	90.5
- BRANDED CODESHARE PARTNERS	2386	86.1	0	0.0	0	0.0	59	91.5	143	84.6	129	93.0
<b>DELTA AIR LINES NETWORK</b>	<b>861</b>	<b>80.5</b>	<b>516</b>	<b>85.3</b>	<b>2983</b>	<b>89.9</b>	<b>796</b>	<b>85.9</b>	<b>7029</b>	<b>87.6</b>	<b>1030</b>	<b>81.3</b>
- DELTA AIR LINES	734	78.7	516	85.3	1669	89.0	533	82.9	3649	85.3	977	81.1
- BRANDED CODESHARE PARTNERS	127	90.6	0	0.0	1314	91.1	263	92.0	3380	90.1	53	84.9
<b>FRONTIER AIRLINES</b>	<b>236</b>	<b>88.1</b>	<b>107</b>	<b>97.2</b>	<b>45</b>	<b>88.9</b>	<b>72</b>	<b>95.8</b>	<b>126</b>	<b>88.9</b>	<b>133</b>	<b>91.0</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>22</b>	<b>86.4</b>	<b>40</b>	<b>70.0</b>	<b>54</b>	<b>83.3</b>	<b>39</b>	<b>76.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	22	86.4	40	70.0	54	83.3	39	76.9	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>60</b>	<b>78.3</b>	<b>85</b>	<b>76.5</b>	<b>37</b>	<b>78.4</b>	<b>167</b>	<b>84.4</b>	<b>84</b>	<b>78.6</b>	<b>378</b>	<b>79.9</b>
<b>SOUTHWEST AIRLINES</b>	<b>3384</b>	<b>91.3</b>	<b>1140</b>	<b>92.0</b>	<b>402</b>	<b>86.8</b>	<b>382</b>	<b>94.0</b>	<b>466</b>	<b>81.8</b>	<b>1347</b>	<b>86.7</b>
<b>SPIRIT AIRLINES</b>	<b>67</b>	<b>82.1</b>	<b>69</b>	<b>85.5</b>	<b>43</b>	<b>76.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>562</b>	<b>79.9</b>
<b>UNITED AIRLINES NETWORK</b>	<b>556</b>	<b>92.8</b>	<b>561</b>	<b>90.0</b>	<b>421</b>	<b>92.2</b>	<b>3120</b>	<b>91.7</b>	<b>474</b>	<b>88.2</b>	<b>526</b>	<b>85.9</b>
- UNITED AIRLINES	433	91.9	477	88.9	363	92.0	1676	92.4	118	88.1	507	86.2
- BRANDED CODESHARE PARTNERS	123	95.9	84	96.4	58	93.1	1444	90.8	356	88.2	19	78.9
<b>TOTAL</b>	<b>10,359</b>	<b>89.0</b>	<b>3,988</b>	<b>90.0</b>	<b>11,455</b>	<b>90.0</b>	<b>6,332</b>	<b>91.1</b>	<b>8,806</b>	<b>87.2</b>	<b>4,782</b>	<b>85.0</b>

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

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 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	31	93.5	60	86.7	31	87.1	0	0.0	62	90.3	115	88.7	110	91.8	26	88.5
ALLEGiant AIR	0	0.0	17	76.5	26	69.2	0	0.0	0	0.0	8	12.5	0	0.0	0	0.0
AMERICAN AIRLINES	373	90.1	711	87.8	240	87.5	5008	91.9	788	92.6	588	85.7	7959	84.1	146	83.6
DELTA AIR LINES	12420	89.0	763	80.9	287	87.5	280	87.1	418	86.6	755	81.7	540	70.2	2941	85.1
ENDEAVOR AIR	5985	92.5	21	85.7	96	81.3	42	97.6	37	94.6	0	0.0	83	90.4	2312	90.7
ENVOY AIR	0	0.0	0	0.0	23	95.7	0	0.0	14	92.9	0	0.0	6103	78.5	4	75.0
FRONTIER AIRLINES	215	94.9	21	85.7	24	83.3	44	93.2	64	87.5	1549	87.3	93	76.3	48	95.8
HAWAIIAN AIRLINES	0	0.0	4	75.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	104	76.9	1588	77.5	0	0.0	18	72.2	247	82.2	47	89.4	30	66.7	34	85.3
MESA AIRLINES	43	76.7	8	50.0	31	87.1	86	89.5	46	87.0	0	0.0	2153	73.9	85	95.3
PSA AIRLINES	60	86.7	0	0.0	0	0.0	5890	90.6	79	97.5	0	0.0	177	84.2	125	95.2
REPUBLIC AIRWAYS	931	91.4	494	86.6	34	91.2	1859	89.6	493	92.5	0	0.0	101	71.3	1060	88.5
SKYWEST AIRLINES	102	88.2	0	0.0	27	85.2	99	84.8	53	94.3	5707	80.0	1800	77.5	1709	83.8
SOUTHWEST AIRLINES	2072	89.2	269	84.4	3890	89.4	172	87.2	290	87.9	5056	84.4	0	0.0	272	87.1
SPIRIT AIRLINES	624	83.8	250	82.8	357	82.4	49	81.6	0	0.0	153	79.1	451	84.7	625	81.0
UNITED AIRLINES	164	84.8	538	84.8	96	85.4	47	80.9	53	92.5	4195	86.2	151	81.5	12	91.7
<b>TOTAL</b>	<b>23,124</b>	<b>89.8</b>	<b>4,744</b>	<b>82.2</b>	<b>5,162</b>	<b>88.3</b>	<b>13,594</b>	<b>90.7</b>	<b>2,644</b>	<b>90.1</b>	<b>18,173</b>	<b>83.6</b>	<b>19,751</b>	<b>80.2</b>	<b>9,399</b>	<b>86.7</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)

DECEMBER 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	79	92.4	145	91.7	150	89.3	31	83.9	31	96.8	55	89.1	283	95.1	500	95.0
ALLEGiant AIR	32	90.6	199	71.4	0	0.0	0	0.0	0	0.0	0	0.0	549	85.6	90	76.7
AMERICAN AIRLINES	267	91.0	478	88.9	172	82.0	47	78.7	195	80.0	336	87.5	714	89.4	1287	90.3
DELTA AIR LINES	294	90.1	912	80.3	192	76.6	152	84.9	275	82.2	1391	79.9	904	84.1	1928	86.0
ENDEAVOR AIR	175	84.0	53	90.6	0	0.0	12	91.7	0	0.0	269	84.8	0	0.0	0	0.0
ENVOY AIR	14	85.7	0	0.0	0	0.0	0	0.0	33	87.9	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	70	88.6	0	0.0	0	0.0	6	100.0	97	76.3	0	0.0	672	92.9	133	91.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	1398	92.7	0	0.0	0	0.0	8	62.5	38	97.4	82	81.7
JETBLUE AIRWAYS	670	77.2	1153	75.9	0	0.0	0	0.0	33	78.8	1278	79.0	129	82.9	505	84.2
MESA AIRLINES	0	0.0	0	0.0	0	0.0	871	85.4	2101	88.2	0	0.0	0	0.0	0	0.0
PSA AIRLINES	2	100.0	0	0.0	0	0.0	99	83.8	2	50.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	928	87.3	2	50.0	0	0.0	473	89.4	107	87.9	367	85.8	0	0.0	0	0.0
SKYWEST AIRLINES	0	0.0	1	100.0	0	0.0	311	85.9	1773	86.5	0	0.0	379	94.2	2797	92.0
SOUTHWEST AIRLINES	0	0.0	1013	89.4	551	92.0	88	80.7	0	0.0	0	0.0	3252	92.2	1207	92.4
SPIRIT AIRLINES	565	85.1	1592	83.9	0	0.0	0	0.0	430	80.9	0	0.0	1070	88.1	552	79.0
UNITED AIRLINES	2108	86.4	598	87.6	294	91.2	1301	87.9	2561	89.6	0	0.0	538	91.1	981	89.8
<b>TOTAL</b>	<b>5,204</b>	<b>85.8</b>	<b>6,146</b>	<b>83.4</b>	<b>2,757</b>	<b>90.4</b>	<b>3,391</b>	<b>86.7</b>	<b>7,638</b>	<b>87.3</b>	<b>3,704</b>	<b>81.3</b>	<b>8,528</b>	<b>90.2</b>	<b>10,062</b>	<b>89.3</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)

DECEMBER 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	130	93.1	0	0.0	0	0.0	31	93.5	144	92.4	733	93.9	31	87.1
ALLEGiant AIR	0	0.0	0	0.0	18	72.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	554	89.7	879	89.2	0	0.0	2415	89.8	208	86.1	1967	90.7	214	86.0	1551	89.4
DELTA AIR LINES	1126	84.2	1240	84.3	4	75.0	619	83.0	3108	85.8	314	82.5	392	88.3	276	88.8
ENDEAVOR AIR	55	89.1	62	88.7	0	0.0	4	100.0	2244	87.7	72	93.1	0	0.0	158	86.1
ENVOY AIR	0	0.0	0	0.0	0	0.0	246	89.4	97	82.5	2051	88.1	0	0.0	0	0.0
FRONTIER AIRLINES	55	94.5	911	85.5	0	0.0	139	85.6	39	82.1	103	89.3	51	96.1	294	88.8
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	43	90.7	0	0.0
JETBLUE AIRWAYS	81	79.0	954	77.5	0	0.0	0	0.0	20	85.0	57	78.9	13	69.2	142	80.3
MESA AIRLINES	111	87.4	0	0.0	0	0.0	0	0.0	62	85.5	0	0.0	0	0.0	61	90.2
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1001	88.7
REPUBLIC AIRWAYS	1001	88.7	12	91.7	90	91.1	1085	91.1	138	82.6	2130	90.5	0	0.0	1304	88.4
SKYWEST AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	2351	86.2	2671	88.2	719	90.1	0	0.0
SOUTHWEST AIRLINES	329	91.8	2399	88.3	4072	90.4	310	91.9	242	86.4	0	0.0	426	87.8	277	80.9
SPIRIT AIRLINES	238	78.2	1310	83.2	0	0.0	0	0.0	108	81.5	501	81.2	50	86.0	263	81.7
UNITED AIRLINES	313	87.9	751	87.1	0	0.0	356	85.1	129	83.7	2611	90.2	262	87.8	97	80.4
<b>TOTAL</b>	<b>3,863</b>	<b>86.9</b>	<b>8,648</b>	<b>85.5</b>	<b>4,184</b>	<b>90.4</b>	<b>5,174</b>	<b>88.9</b>	<b>8,777</b>	<b>86.2</b>	<b>12,621</b>	<b>89.0</b>	<b>2,903</b>	<b>89.9</b>	<b>5,455</b>	<b>87.7</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)

DECEMBER 2020

CARRIER	ARRIVAL AIRPORT*											
	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	275	96.4	394	94.9	3812	92.4	213	92.5	15	93.3	86	96.5
ALLEGiant AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2419	90.2	434	86.9	337	89.9	443	91.2	223	87.0	591	90.5
DELTA AIR LINES	734	78.7	516	85.3	1669	89.0	533	82.9	3649	85.3	977	81.1
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	28	85.7
ENVOY AIR	12	66.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	236	88.1	107	97.2	45	88.9	72	95.8	126	88.9	133	91.0
HAWAIIAN AIRLINES	22	86.4	40	70.0	54	83.3	39	76.9	0	0.0	0	0.0
JETBLUE AIRWAYS	60	78.3	85	76.5	37	78.4	167	84.4	84	78.6	378	79.9
MESA AIRLINES	923	85.3	13	92.3	0	0.0	0	0.0	4	100.0	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	13	84.6	164	92.1
SKYWEST AIRLINES	1747	88.1	512	91.6	1883	90.1	2667	92.0	4062	89.6	9	55.6
SOUTHWEST AIRLINES	3384	91.3	1140	92.0	402	86.8	382	94.0	466	81.8	1347	86.7
SPIRIT AIRLINES	67	82.1	69	85.5	43	76.7	0	0.0	0	0.0	562	79.9
UNITED AIRLINES	433	91.9	477	88.9	363	92.0	1676	92.4	118	88.1	507	86.2
<b>TOTAL</b>	<b>10,312</b>	<b>89.0</b>	<b>3,787</b>	<b>89.8</b>	<b>8,645</b>	<b>90.7</b>	<b>6,192</b>	<b>91.1</b>	<b>8,760</b>	<b>87.2</b>	<b>4,782</b>	<b>85.0</b>

\* 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)

DECEMBER 2020

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	86.9	80.2	81.3	100.0	0.0	86.0	91.5	81.0	79.2	75.4	0.0	93.8	0.0	78.8	100.0	88.1
0700-0759	91.5	57.1	90.8	89.9	93.8	87.7	90.2	87.2	83.3	85.5	84.1	87.9	0.0	88.3	93.4	92.7
0800-0859	87.8	88.3	91.1	92.4	0.0	86.1	85.3	86.3	85.8	84.8	97.3	0.0	90.9	86.1	92.6	93.6
0900-0959	90.3	84.1	90.3	92.8	90.7	85.3	77.4	89.0	87.1	83.4	95.7	88.6	85.8	90.6	92.4	91.9
1000-1059	93.0	83.9	93.1	91.9	89.8	81.2	83.8	90.3	89.8	78.2	97.8	90.9	86.3	90.3	89.3	91.0
1100-1159	92.1	90.2	89.7	91.3	95.3	90.8	73.4	91.1	86.7	86.1	91.1	88.0	80.5	83.1	87.3	92.8
1200-1259	91.0	87.4	89.9	93.5	91.5	86.5	82.8	86.8	83.3	85.6	91.2	87.8	87.0	84.8	91.2	89.9
1300-1359	91.4	88.3	93.8	90.3	92.3	88.9	80.1	88.3	90.4	85.7	88.0	70.2	87.9	83.7	94.5	89.8
1400-1459	91.0	84.5	88.0	91.3	93.6	87.7	84.7	85.3	83.3	86.7	90.6	90.6	81.5	77.7	91.3	90.8
1500-1559	90.6	81.6	85.7	90.5	88.9	86.8	83.4	86.0	89.3	80.4	86.1	86.7	85.7	79.5	88.2	87.9
1600-1659	89.0	82.3	89.8	88.0	85.7	81.6	82.8	88.2	88.4	87.0	88.7	85.4	90.2	78.9	92.1	89.7
1700-1759	90.0	78.7	85.2	89.7	90.5	75.5	76.1	87.2	85.8	83.0	90.1	100.0	82.4	76.4	89.1	90.3
1800-1859	88.5	82.9	85.5	91.5	86.6	77.3	82.8	88.8	84.7	86.3	91.6	85.7	87.6	81.6	92.7	88.1
1900-1959	89.3	76.9	83.6	87.4	95.0	77.3	79.5	83.8	80.8	81.4	85.1	91.7	87.3	76.8	91.4	88.2
2000-2059	90.1	78.8	82.1	90.8	89.8	85.0	83.8	85.2	85.7	83.1	94.0	87.7	82.3	80.9	88.9	90.1
2100-2159	85.0	79.4	93.3	90.8	88.6	87.1	83.6	78.4	84.0	83.7	89.2	86.1	79.2	81.5	88.4	83.8
2200-2259	86.1	79.4	83.7	89.4	84.3	88.8	86.9	84.8	88.1	79.7	89.5	86.3	88.5	86.0	83.3	80.1
2300-0559	82.4	77.4	85.0	82.5	89.0	87.2	84.6	84.6	79.0	80.3	0.0	81.2	85.8	77.6	86.1	84.7
<b>TOTAL</b>	<b>89.8</b>	<b>82.2</b>	<b>88.3</b>	<b>90.7</b>	<b>90.1</b>	<b>83.6</b>	<b>80.2</b>	<b>86.7</b>	<b>85.8</b>	<b>83.4</b>	<b>90.4</b>	<b>86.7</b>	<b>87.3</b>	<b>81.3</b>	<b>90.2</b>	<b>89.3</b>

\* 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)

DECEMBER 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	88.1	90.9	92.3	87.5	77.8	50.0	96.7	0.0	0.0	88.8	96.4	81.5	71.4	86.0
0700-0759	91.3	95.1	92.7	90.7	90.6	89.7	100.0	87.4	83.1	85.7	84.4	93.8	89.6	94.4	89.7
0800-0859	89.5	89.8	95.2	93.8	93.2	91.2	95.8	88.0	91.7	93.6	88.4	93.8	87.4	88.5	89.8
0900-0959	89.3	88.7	93.2	89.5	88.9	92.8	92.5	94.3	89.1	90.6	90.2	91.7	87.4	90.9	87.5
1000-1059	87.8	89.5	94.7	86.3	82.8	93.1	84.4	91.8	91.5	90.2	94.0	90.0	88.5	86.7	89.0
1100-1159	82.2	91.7	93.5	89.9	84.9	93.7	89.6	90.4	92.0	89.3	91.3	93.1	88.7	86.6	86.5
1200-1259	94.4	86.0	93.5	86.0	89.2	90.2	94.4	90.2	93.3	89.5	90.9	90.4	88.3	84.1	89.6
1300-1359	87.8	85.9	92.9	87.1	88.3	91.0	90.6	87.7	89.4	94.5	93.0	91.5	89.7	89.4	88.5
1400-1459	87.3	86.3	91.2	85.9	86.0	90.5	88.2	90.7	89.8	95.1	93.7	89.9	87.0	85.9	88.4
1500-1559	85.6	84.3	94.9	83.2	89.1	90.1	91.2	88.2	89.6	92.5	89.5	89.6	84.9	84.4	86.9
1600-1659	89.3	84.3	84.2	87.9	85.2	88.2	90.4	87.1	89.8	91.3	94.7	91.0	88.0	83.5	86.8
1700-1759	83.9	83.4	89.4	91.9	84.5	86.9	91.1	88.4	87.8	84.8	88.8	91.9	82.9	85.5	85.5
1800-1859	86.6	87.1	88.0	86.3	83.3	84.4	90.3	78.5	87.6	89.9	92.0	89.2	85.3	85.8	85.7
1900-1959	83.5	85.6	88.7	91.1	84.8	87.9	90.6	86.9	85.9	91.0	91.3	88.9	86.4	82.5	85.7
2000-2059	88.9	83.4	83.0	92.3	83.9	90.2	91.3	85.8	87.6	89.5	87.9	92.9	86.7	83.4	87.1
2100-2159	84.5	79.2	80.4	80.8	79.9	84.4	85.2	88.4	87.7	84.1	85.3	90.3	82.7	86.0	84.7
2200-2259	87.9	79.6	76.3	87.0	79.7	89.0	89.0	85.9	87.7	83.9	90.0	87.9	89.1	80.7	84.9
2300-0559	82.0	84.0	85.6	84.8	84.7	86.5	91.6	82.1	81.3	92.1	88.1	83.3	85.0	81.0	83.6
<b>TOTAL</b>	<b>86.9</b>	<b>85.5</b>	<b>90.4</b>	<b>88.9</b>	<b>86.2</b>	<b>89.0</b>	<b>89.9</b>	<b>87.7</b>	<b>89.0</b>	<b>89.8</b>	<b>90.7</b>	<b>91.1</b>	<b>87.2</b>	<b>85.0</b>	<b>87.2</b>

\* 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)

DECEMBER 2020

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	90.5	91.1	91.5	93.6	95.8	94.8	90.4	92.0	84.6	93.2	100.0	89.6	93.6	85.8	95.0	95.2
0700-0759	89.9	90.4	92.3	90.5	93.3	95.4	92.7	95.0	91.0	94.3	98.1	95.5	94.9	89.2	97.0	94.1
0800-0859	93.9	91.0	85.3	81.7	94.5	91.2	91.9	91.9	88.4	92.8	91.9	93.2	90.8	86.3	92.7	91.3
0900-0959	91.2	86.9	90.1	93.7	90.5	88.7	92.4	89.6	85.8	89.8	93.1	0.0	91.9	85.3	92.6	91.8
1000-1059	91.3	83.6	83.7	92.5	93.2	89.3	85.4	91.3	83.5	88.5	97.7	85.4	89.2	82.1	92.1	89.2
1100-1159	93.0	83.2	91.5	93.0	96.8	83.1	83.0	92.8	84.9	87.1	94.5	92.2	80.1	85.5	92.2	89.6
1200-1259	92.2	85.8	85.6	91.6	87.9	87.4	81.1	89.1	84.1	84.6	94.2	86.1	89.0	83.8	85.4	87.7
1300-1359	91.1	91.0	76.2	93.7	94.6	86.3	84.3	91.1	87.3	85.9	89.9	91.3	92.2	82.8	87.0	87.0
1400-1459	92.6	84.0	86.0	91.3	89.0	86.4	82.3	87.4	88.1	87.7	95.5	69.7	91.1	73.2	91.5	88.4
1500-1559	91.1	81.4	80.9	91.3	92.5	83.7	84.5	90.9	86.6	82.6	93.3	92.9	87.0	78.5	88.0	88.4
1600-1659	90.9	84.9	78.9	91.7	92.4	84.9	84.1	85.8	82.5	77.6	89.5	86.0	87.3	79.3	86.8	91.3
1700-1759	88.6	82.0	78.0	84.2	90.2	80.5	83.8	89.6	88.5	86.0	91.3	84.0	89.6	82.1	89.9	91.8
1800-1859	87.0	85.2	71.9	92.3	79.7	82.2	80.5	86.5	84.3	84.5	85.7	87.5	67.2	79.3	84.5	87.9
1900-1959	84.7	82.5	56.4	100.0	85.7	75.9	82.0	84.5	80.3	80.2	95.4	0.0	86.5	76.8	90.0	92.6
2000-2059	91.6	92.6	63.9	91.6	96.3	85.7	84.9	88.3	70.1	83.5	96.4	100.0	90.3	80.2	83.3	88.4
2100-2159	89.6	100.0	75.9	90.6	75.0	86.3	88.1	87.4	0.0	76.1	91.7	0.0	81.6	80.0	89.5	91.4
2200-2259	91.7	83.3	0.0	89.4	0.0	95.7	80.0	100.0	78.6	58.1	91.9	0.0	100.0	66.7	90.7	86.0
2300-0559	0.0	88.6	100.0	0.0	0.0	91.2	88.9	94.1	85.5	58.8	92.0	88.9	93.3	0.0	92.1	86.9
TOTAL	90.8	86.5	81.2	92.2	92.3	85.3	84.6	89.4	85.7	86.3	93.1	87.1	89.5	82.6	90.8	90.1

\* 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)

DECEMBER 2020

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	87.9	93.4	94.5	95.1	94.6	93.9	94.6	92.3	94.1	96.9	94.0	94.4	93.5	95.4	93.1
0700-0759	88.2	97.1	90.6	95.5	93.3	92.7	96.5	93.8	95.3	96.9	96.3	95.1	91.0	96.8	94.1
0800-0859	88.8	95.5	85.7	94.0	91.7	92.0	89.3	94.6	96.1	95.0	93.6	93.7	86.9	94.0	91.9
0900-0959	87.3	94.7	91.6	91.5	88.9	92.0	95.8	91.0	92.0	93.1	90.3	93.7	89.8	95.3	91.2
1000-1059	87.2	89.4	90.4	89.3	90.9	90.8	95.8	94.3	87.9	96.2	92.7	93.5	91.2	93.0	89.3
1100-1159	89.7	90.5	88.1	91.2	83.2	94.0	93.3	90.4	90.1	95.3	92.7	91.1	86.0	89.9	89.4
1200-1259	80.3	91.2	83.2	91.5	92.6	93.4	90.0	92.5	90.8	87.8	91.7	93.3	81.8	89.5	87.8
1300-1359	87.0	85.1	82.0	86.1	89.3	91.2	92.2	85.8	91.8	91.2	88.8	92.8	84.7	84.5	88.4
1400-1459	88.5	87.6	80.6	87.5	91.5	89.6	89.5	92.0	88.9	89.9	94.2	94.7	88.6	88.9	88.5
1500-1559	84.7	88.4	85.0	88.1	88.4	91.0	83.7	93.1	92.8	93.4	94.1	94.6	87.9	86.9	88.3
1600-1659	77.6	80.9	79.8	85.7	84.4	90.9	93.4	86.4	91.5	93.8	93.7	91.8	83.3	83.5	86.8
1700-1759	87.1	86.3	81.7	87.0	80.5	89.1	95.0	81.4	89.7	91.5	93.3	92.9	86.9	84.4	86.1
1800-1859	84.8	86.5	81.6	91.4	86.9	88.0	90.7	81.0	87.9	91.4	91.4	92.7	89.7	84.5	86.5
1900-1959	86.4	87.6	77.0	91.2	84.4	85.4	93.2	63.5	86.2	93.0	92.5	92.8	75.4	86.6	83.9
2000-2059	73.7	81.5	78.5	89.4	88.6	85.9	95.5	92.0	87.6	91.5	87.9	92.1	91.3	84.6	87.5
2100-2159	64.7	79.2	75.0	91.9	89.6	83.6	95.0	91.6	75.6	91.2	91.7	92.8	92.8	82.8	89.1
2200-2259	77.8	73.9	100.0	100.0	62.5	0.0	77.3	100.0	77.3	94.4	89.3	89.4	88.8	0.0	89.4
2300-0559	96.2	93.1	0.0	100.0	87.0	91.6	95.2	93.2	89.8	0.0	93.2	95.7	90.2	0.0	91.1
<b>TOTAL</b>	<b>86.5</b>	<b>89.2</b>	<b>84.0</b>	<b>91.0</b>	<b>89.2</b>	<b>90.2</b>	<b>92.6</b>	<b>90.9</b>	<b>89.9</b>	<b>93.8</b>	<b>92.7</b>	<b>93.2</b>	<b>88.0</b>	<b>89.4</b>	<b>88.9</b>

\* 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

DECEMBER 2020

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	82.3	85.5	62	62
Abilene, TX (ABI)	90.2	86.1	194	194
Adak Island, AK (ADK)	0.0	22.2	9	9
Akron, OH (CAK)	92.1	88.5	139	139
Alamosa, CO (ALS)	90.6	81.1	53	53
Albany, GA (ABY)	98.9	97.8	90	90
Albany, NY (ALB)	83.2	85.2	458	459
Albuquerque, NM (ABQ)	85.7	88.5	993	992
Alexandria, LA (AEX)	87.3	89.4	244	245
Allentown/Bethlehem/Easton, PA (ABE)	83.8	85.1	309	309
Alpena, MI (APN)	79.2	83.0	53	53
Amarillo, TX (AMA)	85.1	88.5	269	269
Anchorage, AK (ANC)	82.2	88.4	908	911
Appleton, WI (ATW)	87.4	91.0	333	333
Arcata/Eureka, CA (ACV)	92.5	91.2	67	68
Asheville, NC (AVL)	83.7	88.5	478	479
Ashland, WV (HTS)	94.6	94.6	37	37
Aspen, CO (ASE)	64.3	70.6	599	596
Atlanta, GA (ATL)	89.8	90.8	23124	23111
Atlantic City, NJ (ACY)	89.9	90.6	169	170
Augusta, GA (AGS)	90.5	91.9	295	296
Austin, TX (AUS)	83.9	90.1	2672	2673
Bakersfield, CA (BFL)	84.2	87.6	177	178
Baltimore, MD (BWI)	88.3	81.2	5162	5164
Bangor, ME (BGR)	91.0	88.1	134	135
Barrow, AK (BRW)	83.3	56.7	30	30
Baton Rouge, LA (BTR)	86.6	91.4	335	337
Beaumont/Port Arthur, TX (BPT)	85.7	88.5	77	78
Bellefonte, PA (BLV)	90.3	88.9	72	72
Bellingham, WA (BLI)	83.7	85.7	49	49
Bemidji, MN (BJI)	71.0	87.1	62	62
Bend/Redmond, OR (RDM)	88.7	88.2	380	380
Bethel, AK (BET)	89.4	78.7	47	47
Billings, MT (BIL)	83.8	86.8	365	365
Binghamton, NY (BGM)	64.5	77.4	31	31
Birmingham, AL (BHM)	85.4	89.4	902	902
Bismarck/Mandan, ND (BIS)	85.9	78.5	340	340
Bloomington/Normal, IL (BMI)	87.6	85.2	170	169
Boise, ID (BOI)	87.1	91.2	1410	1415
Boston, MA (BOS)	82.2	86.5	4744	4733
Bozeman, MT (BZN)	82.2	90.7	614	615

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	83.0	88.7	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	89.0	89.6	164	164
Brownsville, TX (BRO)	86.6	90.9	142	143
Brunswick, GA (BQK)	93.3	94.4	90	90
Buffalo, NY (BUF)	85.8	87.8	826	828
Burbank, CA (BUR)	92.2	93.1	928	930
Burlington, VT (BTV)	89.1	91.1	248	248
Butte, MT (BTM)	87.9	94.8	58	58
Cape Girardeau, MO (CGI)	92.5	94.3	53	53
Casper, WY (CPR)	91.8	90.1	171	171
Cedar City, UT (CDC)	90.6	92.5	53	53
Cedar Rapids/Iowa City, IA (CID)	84.9	84.9	504	503
Champaign/Urbana, IL (CMI)	88.6	85.2	88	88
Charleston, SC (CHS)	86.7	92.1	1272	1270
Charleston/Dunbar, WV (CRW)	89.4	93.9	198	198
Charlotte Amalie, VI (STT)	89.6	89.6	454	454
Charlotte, NC (CLT)	90.7	92.2	13594	13599
Charlottesville, VA (CHO)	95.8	96.6	118	119
Chattanooga, TN (CHA)	92.3	93.3	400	400
Cheyenne, WY (CYS)	90.3	96.8	31	31
Chicago, IL (MDW)	90.4	84.0	4184	4183
Chicago, IL (ORD)	89.0	90.2	12621	12627
Christiansted, VI (STX)	90.4	89.5	114	114
Cincinnati, OH (CVG)	87.5	88.3	2117	2117
Clarksburg/Fairmont, WV (CKB)	89.1	92.2	64	64
Cleveland, OH (CLE)	85.9	89.2	2092	2093
Cody, WY (COD)	80.0	80.0	50	50
Cold Bay, AK (CDB)	38.9	38.9	18	18
College Station/Bryan, TX (CLL)	84.9	87.0	106	108
Colorado Springs, CO (COS)	85.0	87.5	615	615
Columbia, MO (COU)	91.5	81.4	59	59
Columbia, SC (CAE)	92.9	94.9	354	355
Columbus, GA (CSG)	93.9	96.0	99	100
Columbus, MS (GTR)	91.9	92.0	86	87
Columbus, OH (CMH)	87.1	90.1	1869	1871
Columbus, OH (LCK)	79.7	76.0	74	75
Concord, NC (USA)	80.2	85.2	81	81
Cordova, AK (CDV)	61.7	81.7	60	60
Corpus Christi, TX (CRP)	85.4	88.3	239	240
Dallas, TX (DAL)	89.6	85.1	3526	3526
Dallas/Fort Worth, TX (DFW)	80.2	84.6	19751	19711

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2020

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dayton, OH (DAY)	87.9	92.6	462	462
Daytona Beach, FL (DAB)	89.4	91.5	273	272
Deadhorse, AK (SCC)	58.1	90.7	43	43
Decatur, IL (DEC)	88.7	86.8	53	53
Denver, CO (DEN)	83.6	85.3	18173	18171
Des Moines, IA (DSM)	83.1	85.8	889	890
Detroit, MI (DTW)	86.7	89.4	9399	9401
Devils Lake, ND (DVL)	86.8	77.4	53	53
Dickinson, ND (DIK)	76.7	76.7	30	30
Dodge City, KS (DDC)	84.9	84.9	53	53
Dothan, AL (DHN)	90.1	90.2	101	102
Duluth, MN (DLH)	88.5	91.7	122	121
Durango, CO (DRO)	89.4	86.9	282	283
Eagle, CO (EGE)	72.6	72.7	325	322
Eau Claire, WI (EAU)	96.8	93.5	62	62
El Paso, TX (ELP)	83.9	89.4	789	790
Elko, NV (EKO)	91.1	96.4	56	56
Elmira/Corning, NY (ELM)	88.5	96.2	78	78
Erie, PA (ERI)	88.1	83.1	59	59
Escanaba, MI (ESC)	84.9	88.5	53	52
Eugene, OR (EUG)	87.7	92.8	457	456
Evansville, IN (EVV)	92.9	92.9	212	212
Everett, WA (PAE)	95.7	100.0	23	23
Fairbanks, AK (FAI)	84.9	88.4	93	95
Fargo, ND (FAR)	83.4	86.0	459	458
Fayetteville, AR (XNA)	86.8	88.1	521	523
Fayetteville, NC (FAY)	89.3	93.8	243	243
Flagstaff, AZ (FLG)	90.3	89.8	165	166
Flint, MI (FNT)	90.1	85.9	191	191
Fort Lauderdale, FL (FLL)	83.4	86.3	6146	6134
Fort Myers, FL (RSW)	84.9	90.0	3235	3224
Fort Smith, AR (FSM)	87.4	93.2	87	88
Fort Wayne, IN (FWA)	86.5	90.1	393	394
Fresno, CA (FAT)	87.0	86.2	685	687
Gainesville, FL (GNV)	91.4	93.8	257	258
Garden City, KS (GCK)	79.3	81.0	58	58
Gillette, WY (GCC)	85.5	90.9	55	55
Grand Forks, ND (GFK)	80.2	81.2	101	101
Grand Island, NE (GRI)	87.5	84.0	80	81
Grand Junction, CO (GJT)	87.6	90.0	379	379
Grand Rapids, MI (GRR)	86.6	89.5	1030	1030

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Great Falls, MT (GTF)	86.6	91.4	209	209
Green Bay, WI (GRB)	90.7	93.9	313	312
Greensboro/High Point, NC (GSO)	88.6	92.9	439	439
Greer, SC (GSP)	89.6	93.9	767	770
Guam, TT (GUM)	95.5	95.5	44	44
Gulfport/Biloxi, MS (GPT)	88.8	92.4	278	278
Gunnison, CO (GUC)	75.0	76.2	84	84
Hagerstown, MD (HGR)	92.9	92.9	14	14
Hancock/Houghton, MI (CMX)	91.9	87.1	62	62
Harlingen/San Benito, TX (HRL)	86.0	90.0	200	201
Harrisburg, PA (MDT)	90.1	91.3	323	323
Hartford, CT (BDL)	81.7	88.5	1115	1113
Hattiesburg/Laurel, MS (PIB)	96.2	96.2	53	53
Hayden, CO (HDN)	86.1	88.2	245	245
Hays, KS (HYS)	83.0	98.1	53	53
Helena, MT (HLN)	93.3	97.1	105	105
Hibbing, MN (HIB)	84.9	86.8	53	53
Hilo, HI (ITO)	93.3	93.6	328	328
Hilton Head, SC (HHH)	91.7	91.7	169	169
Hobbs, NM (HOB)	95.7	95.7	23	23
Honolulu, HI (HNL)	90.4	93.1	2757	2740
Houston, TX (HOU)	87.6	79.6	3330	3330
Houston, TX (IAH)	87.3	89.5	7638	7627
Huntsville, AL (HSV)	91.8	92.0	426	426
Idaho Falls, ID (IDA)	86.8	87.6	227	226
Indianapolis, IN (IND)	88.1	93.0	2089	2088
International Falls, MN (INL)	81.1	88.7	53	53
Iron Mountain/Kingsfd, MI (IMT)	85.2	91.8	61	61
Islip, NY (ISP)	83.5	87.1	249	249
Ithaca/Cortland, NY (ITH)	77.4	80.6	31	31
Jackson, WY (JAC)	80.0	88.2	484	483
Jackson/Vicksburg, MS (JAN)	91.8	93.6	343	343
Jacksonville, FL (JAX)	85.7	91.1	1364	1366
Jacksonville/Camp Lejeune, NC (OAJ)	93.1	92.7	204	205
Jamestown, ND (JMS)	82.1	83.3	84	84
Johnstown, PA (JST)	78.4	84.0	51	50
Joplin, MO (JLN)	86.9	95.1	61	61
Juneau, AK (JNU)	82.4	81.6	244	244
Kahului, HI (OGG)	90.3	93.3	1478	1479
Kalamazoo, MI (AZO)	83.5	85.1	121	121
Kalispell, MT (FCA)	82.1	86.0	229	228



## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2020

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kansas City, MO (MCI)	87.1	93.2	2243	2245
Kearney, NE (EAR)	80.3	83.6	61	61
Ketchikan, AK (KTN)	77.5	81.7	120	120
Key West, FL (EYW)	88.0	91.0	690	688
Killeen, TX (GRK)	84.7	88.6	176	176
Knoxville, TN (TYS)	84.9	91.4	682	684
Kodiak, AK (ADQ)	81.4	83.7	43	43
Kona, HI (KOA)	91.2	94.3	841	840
Kotzebue, AK (OTZ)	70.0	70.0	30	30
La Crosse, WI (LSE)	84.1	89.2	157	157
Lafayette, LA (LFT)	92.0	94.1	238	239
Lake Charles, LA (LCH)	90.9	90.9	11	11
Lansing, MI (LAN)	82.5	89.2	120	120
Laramie, WY (LAR)	73.6	79.2	53	53
Laredo, TX (LRD)	87.2	88.3	109	111
Las Vegas, NV (LAS)	90.2	90.8	8528	8526
Latrobe, PA (LBE)	82.8	89.1	64	64
Lawton/Fort Sill, OK (LAW)	58.8	58.8	68	68
Lewisburg, WV (LWB)	87.1	80.6	31	31
Lewiston, ID (LWS)	90.4	93.2	73	73
Lexington, KY (LEX)	90.7	92.2	495	497
Liberal, KS (LBL)	94.3	98.1	53	53
Lihue, HI (LIH)	71.4	73.9	385	383
Lincoln, NE (LNK)	87.7	90.3	73	72
Little Rock, AR (LIT)	87.5	91.0	736	737
Long Beach, CA (LGB)	94.4	94.0	666	666
Longview, TX (GGG)	83.1	83.3	71	72
Los Angeles, CA (LAX)	89.3	90.1	10062	10072
Louisville, KY (SDF)	90.4	91.3	1038	1039
Lubbock, TX (LBB)	83.1	88.9	396	397
Lynchburg, VA (LYH)	94.1	94.1	17	17
Madison, WI (MSN)	85.9	89.7	602	600
Manchester, NH (MHT)	86.1	90.1	375	375
Manhattan/Ft. Riley, KS (MHK)	93.1	91.4	58	58
Marquette, MI (MQT)	81.6	83.3	114	114
Medford, OR (MFR)	84.6	87.2	421	421
Melbourne, FL (MLB)	92.6	92.6	202	202
Memphis, TN (MEM)	85.5	87.8	1233	1233
Meridian, MS (MEI)	92.5	94.3	53	53
Miami, FL (MIA)	88.9	91.0	5174	5166
Midland/Odessa, TX (MAF)	82.1	87.9	553	553

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Milwaukee, WI (MKE)	87.5	89.3	1324	1322
Minneapolis, MN (MSP)	86.2	89.2	8777	8778
Minot, ND (MOT)	84.6	86.4	228	228
Mission/McAllen/Edinburg, TX (MFE)	81.4	88.2	279	280
Missoula, MT (MSO)	82.1	86.3	285	285
Moab, UT (CNY)	87.1	77.4	31	31
Mobile, AL (MOB)	89.5	92.2	219	219
Moline, IL (MLI)	85.4	89.7	213	213
Monroe, LA (MLU)	90.5	94.0	201	201
Monterey, CA (MRY)	85.4	89.9	198	198
Montgomery, AL (MGM)	87.3	85.6	181	181
Montrose/Delta, CO (MTJ)	87.1	87.5	294	295
Mosinee, WI (CWA)	83.6	86.2	116	116
Muskegon, MI (MKG)	89.5	87.7	57	57
Myrtle Beach, SC (MYR)	87.5	89.7	542	542
Nantucket, MA (ACK)	58.3	75.0	12	12
Nashville, TN (BNA)	88.1	84.8	4438	4440
New Bern/Morehead/Beaufort, NC (EWN)	91.9	93.9	99	99
New Orleans, LA (MSY)	87.0	91.3	2164	2162
New York, NY (JFK)	81.3	82.6	3704	3705
New York, NY (LGA)	86.9	86.5	3863	3867
Newark, NJ (EWR)	85.8	85.7	5204	5226
Newburgh/Poughkeepsie, NY (SWF)	100.0	92.3	26	26
Newport News/Williamsburg, VA (PHF)	87.5	93.1	72	72
Niagara Falls, NY (IAG)	92.6	88.5	27	26
Nome, AK (OME)	76.7	76.7	30	30
Norfolk, VA (ORF)	87.8	91.1	1116	1118
North Bend/Coos Bay, OR (OTH)	61.5	76.9	13	13
North Platte, NE (LBF)	88.7	86.8	53	53
Oakland, CA (OAK)	93.4	94.0	2235	2237
Ogden, UT (OGD)	85.7	57.1	7	7
Ogdensburg, NY (OGS)	83.0	88.7	53	53
Oklahoma City, OK (OKC)	85.6	91.0	1238	1238
Omaha, NE (OMA)	85.7	91.4	1325	1325
Ontario, CA (ONT)	90.3	93.9	1312	1311
Orlando, FL (MCO)	85.5	89.2	8648	8637
Owensboro, KY (OWB)	100.0	100.0	9	9
Paducah, KY (PAH)	95.2	95.2	62	62
Palm Springs, CA (PSP)	87.7	89.4	1163	1162
Panama City, FL (ECP)	85.5	92.3	504	506
Pasco/Kennewick/Richland, WA (PSC)	88.4	90.1	293	294

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2020

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pellston, MI (PLN)	81.1	86.8	53	53
Pensacola, FL (PNS)	87.7	90.5	759	760
Peoria, IL (PIA)	84.5	85.8	213	212
Petersburg, AK (PSG)	65.0	73.3	60	60
Philadelphia, PA (PHL)	87.7	90.9	5455	5461
Phoenix, AZ (AZA)	81.9	84.0	447	449
Phoenix, AZ (PHX)	89.0	89.9	10312	10314
Pierre, SD (PIR)	83.0	92.5	53	53
Pittsburgh, PA (PIT)	88.1	90.8	1922	1925
Plattsburgh, NY (PBG)	80.3	83.1	71	71
Pocatello, ID (PIH)	86.0	95.0	100	100
Portland, ME (PWM)	82.9	86.4	503	507
Portland, OR (PDX)	89.9	92.6	2903	2901
Portsmouth, NH (PSM)	87.0	87.0	23	23
Prescott, AZ (PRC)	90.5	93.7	63	63
Providence, RI (PVD)	85.0	85.8	541	542
Provo, UT (PVU)	67.3	67.3	52	52
Pueblo, CO (PUB)	84.9	79.2	53	53
Punta Gorda, FL (PGD)	81.0	87.0	517	517
Raleigh/Durham, NC (RDU)	87.2	89.5	2368	2373
Rapid City, SD (RAP)	82.5	87.3	337	338
Redding, CA (RDD)	89.7	93.1	29	29
Reno, NV (RNO)	89.8	93.9	1033	1036
Rhineland, WI (RHI)	77.8	88.9	63	63
Richmond, VA (RIC)	85.8	91.9	888	889
Riverton/Lander, WY (RIW)	88.9	80.0	45	45
Roanoke, VA (ROA)	95.1	94.4	123	124
Rochester, MN (RST)	86.6	88.7	238	238
Rochester, NY (ROC)	87.4	89.6	422	422
Rock Springs, WY (RKS)	86.7	91.1	45	45
Rockford, IL (RFD)	89.4	83.6	66	67
Roswell, NM (ROW)	89.5	89.5	57	57
Sacramento, CA (SMF)	90.0	91.3	2542	2541
Saginaw/Bay City/Midland, MI (MBS)	83.5	91.2	91	91
Saipan, TT (SPN)	92.3	100.0	13	13
Salina, KS (SLN)	88.7	90.6	53	53
Salt Lake City, UT (SLC)	87.2	88.0	8760	8748
San Angelo, TX (SJT)	90.3	89.5	124	124
San Antonio, TX (SAT)	83.8	89.9	1630	1629
San Diego, CA (SAN)	89.8	93.8	3787	3780
San Francisco, CA (SFO)	91.1	93.2	6192	6195

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Jose, CA (SJC)	90.9	93.6	2128	2129
San Juan, PR (SJU)	83.9	87.0	2118	2126
San Luis Obispo, CA (SBP)	90.9	90.3	309	309
Sanford, FL (SFB)	87.1	91.3	700	700
Santa Ana, CA (SNA)	90.5	94.0	1791	1790
Santa Barbara, CA (SBA)	90.8	94.8	251	252
Santa Fe, NM (SAF)	81.3	82.3	96	96
Santa Maria, CA (SMX)	76.2	71.4	21	21
Santa Rosa, CA (STS)	88.3	92.0	137	138
Sarasota/Bradenton, FL (SRQ)	83.9	87.7	924	924
Sault Ste. Marie, MI (CIU)	70.5	83.6	61	61
Savannah, GA (SAV)	90.0	92.9	868	869
Scottsbluff, NE (BFF)	83.0	84.9	53	53
Scranton/Wilkes-Barre, PA (AVP)	86.5	85.6	111	111
Seattle, WA (SEA)	90.7	92.7	8645	8646
Sheridan, WY (SHR)	88.7	88.7	53	53
Shreveport, LA (SHV)	89.4	89.7	358	360
Sioux City, IA (SUX)	89.5	78.9	57	57
Sioux Falls, SD (FSD)	83.9	82.8	516	516
Sitka, AK (SIT)	80.6	93.5	31	31
South Bend, IN (SBN)	89.6	88.2	450	451
Spokane, WA (GEG)	85.4	90.8	1008	1007
Springfield, IL (SPI)	90.9	90.9	11	11
Springfield, MO (SGF)	90.3	92.5	536	536
St. Cloud, MN (STC)	84.6	84.6	13	13
St. George, UT (SGU)	91.9	95.8	283	283
St. Louis, MO (STL)	90.4	90.9	2917	2918
St. Petersburg, FL (PIE)	82.0	86.1	593	589
State College, PA (SCE)	72.3	75.0	47	48
Staunton, VA (SHD)	77.4	83.0	53	53
Stillwater, OK (SWO)	90.2	82.9	41	41
Stockton, CA (SCK)	84.8	87.9	33	33
Sun Valley/Hailey/Ketchum, ID (SUN)	77.6	90.0	170	170
Syracuse, NY (SYR)	88.8	89.1	420	422
Tallahassee, FL (TLH)	89.8	91.5	364	364
Tampa, FL (TPA)	85.0	89.4	4782	4779
Texarkana, AR (TXK)	88.0	88.1	83	84
Toledo, OH (TOL)	91.9	89.5	37	38
Traverse City, MI (TVC)	80.0	86.2	195	196
Trenton, NJ (TTN)	85.9	89.3	85	84
Tucson, AZ (TUS)	87.4	90.7	1061	1060

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2020

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tulsa, OK (TUL)	87.1	87.9	851	854
Twin Falls, ID (TWF)	90.0	98.0	100	100
Tyler, TX (TYR)	83.8	83.8	105	105
Valdosta, GA (VLD)	93.4	98.9	91	91
Valparaiso, FL (VPS)	89.5	93.2	573	574
Vernal, UT (VEL)	75.5	67.9	53	53
Victoria, TX (VCT)	84.9	84.9	53	53
Waco, TX (ACT)	90.1	93.4	91	91
Washington, DC (DCA)	90.1	92.3	2644	2646
Washington, DC (IAD)	86.7	87.1	3391	3403
Waterloo, IA (ALO)	92.9	100.0	28	28
Watertown, SD (ATY)	81.1	83.0	53	53
West Palm Beach/Palm Beach, FL (PBI)	82.4	89.1	1627	1621
White Plains, NY (HPN)	82.6	85.3	276	279
Wichita Falls, TX (SPS)	82.1	88.2	84	85
Wichita, KS (ICT)	86.9	89.1	605	607
Williston, ND (XWA)	87.7	84.2	57	57
Wilmington, NC (ILM)	90.5	94.8	348	349
Wrangell, AK (WRG)	71.7	73.3	60	60
Yakutat, AK (YAK)	66.7	76.7	60	60
Yuma, AZ (YUM)	88.4	92.3	155	155

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 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>FRONTIER AIRLINES</b>	<b>92</b>	<b>7320</b>	<b>36</b>	<b>0.5</b>	<b>1</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>219</b>	<b>98250</b>	<b>694</b>	<b>0.7</b>	<b>2</b>
- AMERICAN AIRLINES	89	38496	210	0.5	
- BRANDED CODESHARE PARTNERS	201	59754	484	0.8	
<b>SOUTHWEST AIRLINES</b>	<b>93</b>	<b>64342</b>	<b>635</b>	<b>1.0</b>	<b>3</b>
<b>DELTA AIR LINES NETWORK</b>	<b>202</b>	<b>96881</b>	<b>991</b>	<b>1.0</b>	<b>4</b>
- DELTA AIR LINES	104	49378	566	1.1	
- BRANDED CODESHARE PARTNERS	188	47503	425	0.9	
<b>SPIRIT AIRLINES</b>	<b>46</b>	<b>12745</b>	<b>136</b>	<b>1.1</b>	<b>5</b>
<b>JETBLUE AIRWAYS</b>	<b>56</b>	<b>10964</b>	<b>129</b>	<b>1.2</b>	<b>6</b>
<b>UNITED AIRLINES NETWORK</b>	<b>236</b>	<b>71534</b>	<b>1047</b>	<b>1.5</b>	<b>7</b>
- UNITED AIRLINES	85	25892	316	1.2	
- BRANDED CODESHARE PARTNERS	225	45642	731	1.6	
<b>ALASKA AIRLINES NETWORK</b>	<b>102</b>	<b>25011</b>	<b>377</b>	<b>1.5</b>	<b>8</b>
- ALASKA AIRLINES	72	11008	164	1.5	
- BRANDED CODESHARE PARTNERS	53	14003	213	1.5	
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>20</b>	<b>3387</b>	<b>56</b>	<b>1.7</b>	<b>9</b>
- HAWAIIAN AIRLINES	18	3139	56	1.8	
- BRANDED CODESHARE PARTNERS	3	248	0	0.0	
<b>ALLEGiant AIR</b>	<b>119</b>	<b>7368</b>	<b>152</b>	<b>2.1</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>360</b>	<b>397,802</b>	<b>4,253</b>	<b>1.1</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

DECEMBER 2020

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
PSA AIRLINES	93	14291	64	0.4	1
FRONTIER AIRLINES	92	7320	36	0.5	2
AMERICAN AIRLINES	89	38496	210	0.5	3
ENDEAVOR AIR	117	22010	166	0.8	4
SKYWEST AIRLINES	224	54674	539	1.0	5
SOUTHWEST AIRLINES	93	64342	635	1.0	6
SPIRIT AIRLINES	46	12745	136	1.1	7
ENVOY AIR	132	16814	182	1.1	8
DELTA AIR LINES	104	49378	566	1.1	9
JETBLUE AIRWAYS	56	10964	129	1.2	10
UNITED AIRLINES	85	25892	316	1.2	11
REPUBLIC AIRWAYS	93	21257	311	1.5	12
ALASKA AIRLINES	72	11008	164	1.5	13
MESA AIRLINES	99	11659	188	1.6	14
HAWAIIAN AIRLINES	18	3139	56	1.8	15
ALLEGiant AIR	119	7368	152	2.1	16
<b>TOTAL AIRPORTS SERVED</b>	<b>349</b>	<b>371,357</b>	<b>3,850</b>	<b>1.0</b>	

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

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

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JANUARY - DECEMBER 2020			JANUARY - DECEMBER 2019		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	SPIRIT AIRLINES	135,102	2,964	2.19	204,845	3,590	1.75
2	ALASKA AIRLINES NETWORK	282,967	10,500	3.71	443,434	6,417	1.45
	- ALASKA AIRLINES	138,226	5,481	3.97	264,817	3,078	1.16
	- BRANDED CODESHARE PARTNERS	144,741	5,019	3.47	178,617	3,339	1.87
3	DELTA AIR LINES NETWORK	1,066,908	45,190	4.24	1,766,033	11,938	0.68
	- DELTA AIR LINES	581,101	28,769	4.95	991,986	1,842	0.19
	- BRANDED CODESHARE PARTNERS	485,807	16,421	3.38	774,047	10,096	1.30
4	FRONTIER AIRLINES	91,175	4,691	5.15	135,543	2,281	1.68
5	HAWAIIAN AIRLINES NETWORK	45,504	2,487	5.47	92,724	415	0.45
	- HAWAIIAN AIRLINES	40,414	2,144	5.31	83,891	137	0.16
	- BRANDED CODESHARE PARTNERS	5,090	343	6.74	8,833	278	3.15
6	JETBLUE AIRWAYS	144,163	7,982	5.54	297,411	3,764	1.27
7	UNITED AIRLINES NETWORK	885,351	53,448	6.04	1,571,404	37,462	2.38
	- UNITED AIRLINES	308,217	22,593	7.33	625,910	5,384	0.86
	- BRANDED CODESHARE PARTNERS	577,134	30,855	5.35	945,494	32,078	3.39
8	AMERICAN AIRLINES NETWORK	1,311,462	81,655	6.23	2,111,039	53,516	2.54
	- AMERICAN AIRLINES	569,806	34,262	6.01	946,776	20,151	2.13
	- BRANDED CODESHARE PARTNERS	741,656	47,393	6.39	1,164,263	33,365	2.87
9	SOUTHWEST AIRLINES	961,276	77,842	8.10	1,363,946	33,622	2.47
10	ALLEGiant AIR	98,489	14,296	14.52	105,305	624	0.59
	<b>TOTAL</b>	<b>5,022,397</b>	<b>301,055</b>	<b>5.99</b>	<b>8,091,684</b>	<b>153,629</b>	<b>1.90</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 6C. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS: RANKING OF U.S. REPORTING OPERATING CARRIERS (YTD)

RANK	CARRIER <sup>1</sup>	JANUARY - DECEMBER 2020			JANUARY - DECEMBER 2019		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	SPIRIT AIRLINES	135,102	2,964	2.19	204,845	3,590	1.75
2	ENDEAVOR AIR	211,398	6,942	3.28	257,132	4,257	1.66
3	ALASKA AIRLINES	138,226	5,481	3.97	264,816	3,077	1.16
4	SKYWEST AIRLINES	597,021	24,955	4.18	836,445	17,453	2.09
5	REPUBLIC AIRWAYS	219,751	10,518	4.79	329,149	7,692	2.34
6	DELTA AIR LINES	581,101	28,769	4.95	991,986	1,842	0.19
7	FRONTIER AIRLINES	91,175	4,691	5.15	135,543	2,281	1.68
8	ENVOY AIR	211,268	11,202	5.30	327,007	11,430	3.50
9	HAWAIIAN AIRLINES	40,414	2,144	5.31	83,891	137	0.16
10	JETBLUE AIRWAYS	144,163	7,982	5.54	297,411	3,764	1.27
11	AMERICAN AIRLINES	569,806	34,262	6.01	946,776	20,151	2.13
12	MESA AIRLINES	136,198	8,250	6.06	227,888	6,709	2.94
13	PSA AIRLINES	192,614	14,108	7.32	289,304	6,826	2.36
14	UNITED AIRLINES	308,217	22,593	7.33	625,910	5,384	0.86
15	SOUTHWEST AIRLINES	961,276	77,842	8.10	1,363,946	33,622	2.47
16	ALLEGiant AIR	98,489	14,296	14.52	105,305	624	0.59
	<b>TOTAL</b>	<b>4,636,219</b>	<b>276,999</b>	<b>5.97</b>	<b>7,287,354</b>	<b>128,839</b>	<b>1.77</b>

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

DECEMBER 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>25011</b>	<b>22451</b>	<b>89.76</b>	<b>377</b>	<b>1.51</b>	<b>70</b>	<b>0.28</b>	<b>729</b>	<b>2.91</b>	<b>124</b>	<b>0.50</b>	<b>703</b>	<b>2.81</b>	<b>25</b>	<b>0.10</b>	<b>532</b>	<b>2.13</b>
- ALASKA AIRLINES	11008	9980	90.66	164	1.49	39	0.35	228	2.07	58	0.53	356	3.23	22	0.20	161	1.46
- BRANDED CODESHARE PARTNERS	14003	12471	89.06	213	1.52	31	0.22	501	3.58	66	0.47	348	2.49	3	0.02	371	2.65
<b>ALLEGIANT AIR</b>	<b>7368</b>	<b>6111</b>	<b>82.94</b>	<b>152</b>	<b>2.06</b>	<b>20</b>	<b>0.27</b>	<b>305</b>	<b>4.14</b>	<b>49</b>	<b>0.67</b>	<b>349</b>	<b>4.74</b>	<b>1</b>	<b>0.01</b>	<b>381</b>	<b>5.17</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>98250</b>	<b>85228</b>	<b>86.75</b>	<b>694</b>	<b>0.71</b>	<b>170</b>	<b>0.17</b>	<b>3972</b>	<b>4.04</b>	<b>367</b>	<b>0.37</b>	<b>4823</b>	<b>4.91</b>	<b>63</b>	<b>0.06</b>	<b>2933</b>	<b>2.99</b>
- AMERICAN AIRLINES	38496	33904	88.07	210	0.55	55	0.14	1693	4.40	94	0.24	1809	4.70	15	0.04	715	1.86
- BRANDED CODESHARE PARTNERS	59754	51324	85.89	484	0.81	115	0.19	2278	3.81	273	0.46	3013	5.04	48	0.08	2218	3.71
<b>DELTA AIR LINES NETWORK</b>	<b>96881</b>	<b>84565</b>	<b>87.29</b>	<b>991</b>	<b>1.02</b>	<b>121</b>	<b>0.12</b>	<b>4873</b>	<b>5.03</b>	<b>694</b>	<b>0.72</b>	<b>4246</b>	<b>4.38</b>	<b>26</b>	<b>0.03</b>	<b>1365</b>	<b>1.41</b>
- DELTA AIR LINES	49378	42344	85.75	566	1.15	49	0.10	2159	4.37	110	0.22	3272	6.63	14	0.03	864	1.75
- BRANDED CODESHARE PARTNERS	47503	42221	88.88	425	0.89	72	0.15	2713	5.71	584	1.23	974	2.05	12	0.03	501	1.05
<b>FRONTIER AIRLINES</b>	<b>7320</b>	<b>6511</b>	<b>88.95</b>	<b>36</b>	<b>0.49</b>	<b>1</b>	<b>0.01</b>	<b>211</b>	<b>2.88</b>	<b>15</b>	<b>0.20</b>	<b>387</b>	<b>5.29</b>	<b>0</b>	<b>0.00</b>	<b>159</b>	<b>2.17</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>3387</b>	<b>3097</b>	<b>91.44</b>	<b>56</b>	<b>1.65</b>	<b>4</b>	<b>0.12</b>	<b>186</b>	<b>5.49</b>	<b>4</b>	<b>0.12</b>	<b>3</b>	<b>0.09</b>	<b>0</b>	<b>0.00</b>	<b>37</b>	<b>1.09</b>
- HAWAIIAN AIRLINES	3139	2860	91.11	56	1.78	4	0.13	182	5.80	4	0.13	2	0.06	0	0.00	31	0.99
- BRANDED CODESHARE PARTNERS	248	237	95.56	0	0.00	0	0.00	3	1.21	0	0.00	1	0.40	0	0.00	6	2.42
<b>JETBLUE AIRWAYS</b>	<b>10964</b>	<b>8584</b>	<b>78.29</b>	<b>129</b>	<b>1.18</b>	<b>19</b>	<b>0.17</b>	<b>841</b>	<b>7.67</b>	<b>50</b>	<b>0.46</b>	<b>872</b>	<b>7.95</b>	<b>9</b>	<b>0.08</b>	<b>459</b>	<b>4.19</b>
<b>SOUTHWEST AIRLINES</b>	<b>64342</b>	<b>57055</b>	<b>88.67</b>	<b>635</b>	<b>0.99</b>	<b>67</b>	<b>0.10</b>	<b>2720</b>	<b>4.23</b>	<b>52</b>	<b>0.08</b>	<b>1685</b>	<b>2.62</b>	<b>27</b>	<b>0.04</b>	<b>2100</b>	<b>3.26</b>
<b>SPIRIT AIRLINES</b>	<b>12745</b>	<b>10692</b>	<b>83.89</b>	<b>136</b>	<b>1.07</b>	<b>21</b>	<b>0.16</b>	<b>441</b>	<b>3.46</b>	<b>37</b>	<b>0.29</b>	<b>1036</b>	<b>8.13</b>	<b>29</b>	<b>0.23</b>	<b>352</b>	<b>2.76</b>
<b>UNITED AIRLINES NETWORK</b>	<b>71534</b>	<b>62518</b>	<b>87.40</b>	<b>1047</b>	<b>1.46</b>	<b>139</b>	<b>0.19</b>	<b>3670</b>	<b>5.13</b>	<b>402</b>	<b>0.56</b>	<b>2399</b>	<b>3.35</b>	<b>7</b>	<b>0.01</b>	<b>1352</b>	<b>1.89</b>
- UNITED AIRLINES	25892	22745	87.85	316	1.22	26	0.10	974	3.76	90	0.35	1173	4.53	1	0.00	567	2.19
- BRANDED CODESHARE PARTNERS	45642	39773	87.14	731	1.60	113	0.25	2697	5.91	312	0.68	1225	2.68	6	0.01	785	1.72
<b>TOTAL</b>	<b>397,802</b>	<b>346,812</b>	<b>87.18</b>	<b>4,253</b>	<b>1.07</b>	<b>632</b>	<b>0.16</b>	<b>17,948</b>	<b>4.51</b>	<b>1,795</b>	<b>0.45</b>	<b>16,504</b>	<b>4.15</b>	<b>187</b>	<b>0.05</b>	<b>9,671</b>	<b>2.43</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

DECEMBER 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	11008	9980	90.66	164	1.49	39	0.35	228	2.07	58	0.53	356	3.23	22	0.20	161	1.46
ALLEGiant AIR	7368	6111	82.94	152	2.06	20	0.27	305	4.14	49	0.67	349	4.74	1	0.01	381	5.17
AMERICAN AIRLINES	38496	33904	88.07	210	0.55	55	0.14	1693	4.40	94	0.24	1809	4.70	15	0.04	715	1.86
DELTA AIR LINES	49378	42344	85.75	566	1.15	49	0.10	2159	4.37	110	0.22	3272	6.63	14	0.03	864	1.75
ENDEAVOR AIR	22010	19923	90.52	166	0.75	26	0.12	675	3.07	55	0.25	715	3.25	3	0.01	447	2.03
ENVOY AIR	16814	14060	83.62	182	1.08	30	0.18	523	3.11	123	0.73	1350	8.03	11	0.07	535	3.18
FRONTIER AIRLINES	7320	6511	88.95	36	0.49	1	0.01	211	2.88	15	0.20	387	5.29	0	0.00	159	2.17
HAWAIIAN AIRLINES	3139	2860	91.11	56	1.78	4	0.13	182	5.80	4	0.13	2	0.06	0	0.00	31	0.99
JETBLUE AIRWAYS	10964	8584	78.29	129	1.18	19	0.17	841	7.67	50	0.46	872	7.95	9	0.08	459	4.19
MESA AIRLINES	11659	9606	82.39	188	1.61	28	0.24	538	4.61	69	0.59	755	6.48	7	0.06	468	4.01
PSA AIRLINES	14291	12817	89.69	64	0.45	17	0.12	479	3.35	34	0.24	550	3.85	11	0.08	320	2.24
REPUBLIC AIRWAYS	21257	19042	89.58	311	1.46	13	0.06	692	3.26	69	0.32	766	3.60	11	0.05	352	1.66
SKYWEST AIRLINES	54674	47174	86.28	539	0.99	152	0.28	4556	8.33	755	1.38	371	0.68	20	0.04	1107	2.02
SOUTHWEST AIRLINES	64342	57055	88.67	635	0.99	67	0.10	2720	4.23	52	0.08	1685	2.62	27	0.04	2100	3.26
SPIRIT AIRLINES	12745	10692	83.89	136	1.07	21	0.16	441	3.46	37	0.29	1036	8.13	29	0.23	352	2.76
UNITED AIRLINES	25892	22745	87.85	316	1.22	26	0.10	974	3.76	90	0.35	1173	4.53	1	0.00	567	2.19
<b>TOTAL</b>	<b>371,357</b>	<b>323,408</b>	<b>87.09</b>	<b>3,850</b>	<b>1.04</b>	<b>567</b>	<b>0.15</b>	<b>17,218</b>	<b>4.64</b>	<b>1,663</b>	<b>0.45</b>	<b>15,449</b>	<b>4.16</b>	<b>182</b>	<b>0.05</b>	<b>9,019</b>	<b>2.43</b>

**\* Causes of Delay:**

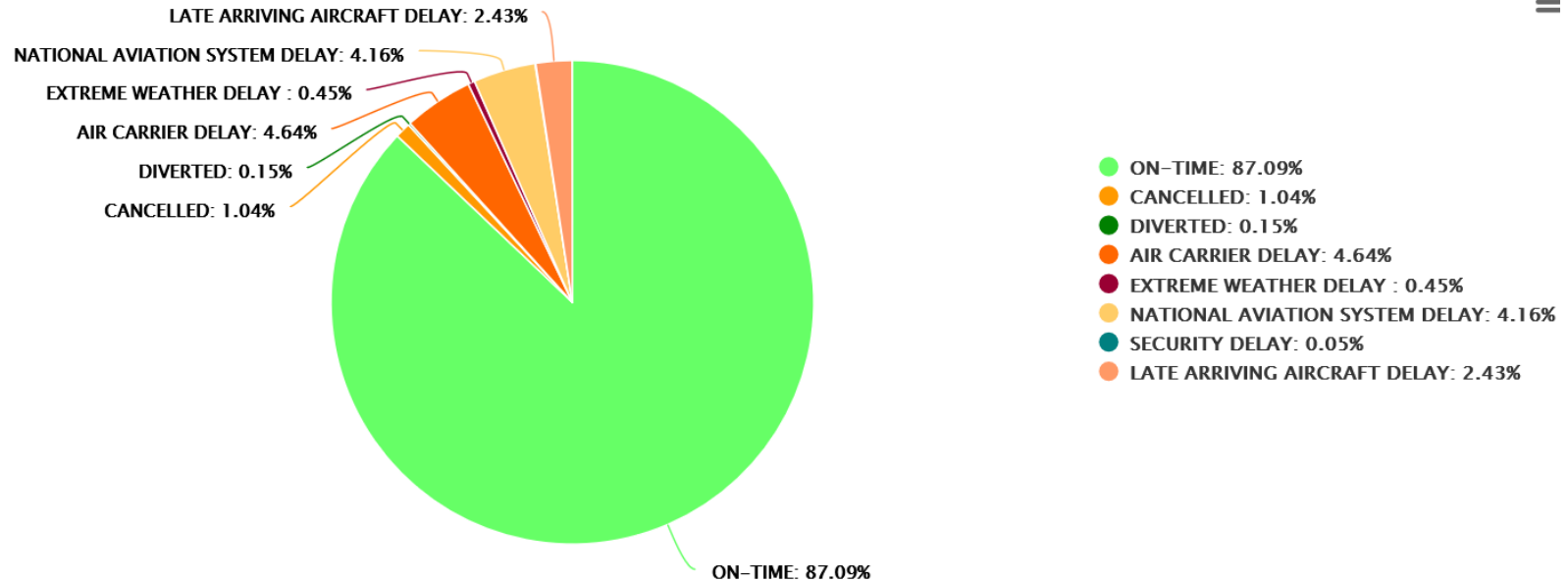
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
  - **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or 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.

AIR TRAVEL CONSUMER REPORT

TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING OPERATING CARRIER

DECEMBER 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

DECEMBER 2020

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
JETBLUE	JETBLUE	1421	PHL	SJU	12/16/2020	Origin Airport	3:39
UNITED	REPUBLIC	3655	LNK	ORD	12/29/2020	Origin Airport	3:16
SPIRIT	SPIRIT	2712	RSW	DTW	12/26/2020	Origin Airport	3:06

*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

DECEMBER 2020

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
ALITALIA	ALITALIA	609	JFK	FCO	12/6/2020	Origin Airport	5:49
ALITALIA	ALITALIA	609	JFK	FCO	12/16/2020	Origin Airport	4:13

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

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*	DECEMBER 2020			DECEMBER 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	<b>ALLEGiant AIR</b>	<b>279,552</b>	<b>336</b>	<b>1.20</b>	<b>629,943</b>	<b>1,162</b>	<b>1.84</b>
2	<b>HAWAIIAN AIRLINES NETWORK</b>	<b>153,554</b>	<b>304</b>	<b>1.98</b>	<b>571,587</b>	<b>2,657</b>	<b>4.65</b>
	- HAWAIIAN AIRLINES	149,674	303	2.02	557,310	2,524	4.53
	- BRANDED CODESHARE PARTNERS	3,880	1	0.26	14,277	133	9.32
3	<b>FRONTIER AIRLINES</b>	<b>423,343</b>	<b>1,059</b>	<b>2.50</b>	<b>991,097</b>	<b>4,380</b>	<b>4.42</b>
4	<b>SOUTHWEST AIRLINES</b>	<b>5,386,803</b>	<b>15,485</b>	<b>2.87</b>	<b>11,664,319</b>	<b>56,955</b>	<b>4.88</b>
5	<b>ALASKA AIRLINES NETWORK</b>	<b>939,055</b>	<b>2,720</b>	<b>2.90</b>	<b>2,748,427</b>	<b>21,555</b>	<b>7.84</b>
	- ALASKA AIRLINES	603,591	1,557	2.58	1,989,178	15,366	7.72
	- BRANDED CODESHARE PARTNERS	335,464	1,163	3.47	759,249	6,189	8.15
6	<b>DELTA AIR LINES NETWORK</b>	<b>3,314,769</b>	<b>10,798</b>	<b>3.26</b>	<b>9,595,012</b>	<b>56,863</b>	<b>5.93</b>
	- DELTA AIR LINES	2,222,368	7,364	3.31	7,190,969	43,111	6.00
	- BRANDED CODESHARE PARTNERS	1,092,401	3,434	3.14	2,404,043	13,752	5.72
7	<b>SPIRIT AIRLINES</b>	<b>665,361</b>	<b>2,192</b>	<b>3.29</b>	<b>1,210,040</b>	<b>6,080</b>	<b>5.02</b>
8	<b>UNITED AIRLINES NETWORK</b>	<b>2,963,812</b>	<b>12,731</b>	<b>4.30</b>	<b>7,260,490</b>	<b>56,986</b>	<b>7.85</b>
	- UNITED AIRLINES	1,721,579	7,345	4.27	4,368,055	33,636	7.70
	- BRANDED CODESHARE PARTNERS	1,242,233	5,386	4.34	2,892,435	23,350	8.07
9	<b>JETBLUE AIRWAYS</b>	<b>413,185</b>	<b>1,776</b>	<b>4.30</b>	<b>1,518,266</b>	<b>7,877</b>	<b>5.19</b>
10	<b>AMERICAN AIRLINES NETWORK</b>	<b>4,810,905</b>	<b>33,991</b>	<b>7.07</b>	<b>11,002,684</b>	<b>97,475</b>	<b>8.86</b>
	- AMERICAN AIRLINES	2,601,709	19,325	7.43	6,816,098	60,966	8.94
	- BRANDED CODESHARE PARTNERS	2,209,196	14,666	6.64	4,186,586	36,509	8.72
<b>TOTAL</b>		<b>19,350,339</b>	<b>81,392</b>	<b>4.21</b>	<b>47,191,865</b>	<b>311,990</b>	<b>6.61</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 BAGGAGE: RANKING OF U.S. REPORTING MARKETING CARRIERS (YTD)

RANK	CARRIER*	JANUARY - DECEMBER 2020			JANUARY - DECEMBER 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	3,523,501	5,225	1.48	6,788,240	11,907	1.75
2	SOUTHWEST AIRLINES	54,893,501	147,245	2.68	121,547,226	534,609	4.40
3	FRONTIER AIRLINES	4,960,051	16,027	3.23	10,865,949	45,644	4.20
4	HAWAIIAN AIRLINES NETWORK	2,048,605	6,672	3.26	6,720,741	29,893	4.45
	- HAWAIIAN AIRLINES	1,984,854	6,322	3.19	6,546,100	28,118	4.30
	- BRANDED CODESHARE PARTNERS	63,751	350	5.49	174,641	1,775	10.16
5	DELTA AIR LINES NETWORK	40,124,127	145,135	3.62	105,553,535	495,479	4.69
	- DELTA AIR LINES	29,033,557	107,844	3.71	80,085,139	386,365	4.82
	- BRANDED CODESHARE PARTNERS	11,090,570	37,291	3.36	25,468,396	109,114	4.28
6	JETBLUE AIRWAYS	5,224,361	19,903	3.81	13,646,700	75,518	5.53
7	SPIRIT AIRLINES	6,589,748	26,144	3.97	12,602,327	60,006	4.76
8	ALASKA AIRLINES NETWORK	12,303,389	49,959	4.06	29,371,517	153,880	5.24
	- ALASKA AIRLINES	8,265,281	32,654	3.95	21,657,991	108,815	5.02
	- BRANDED CODESHARE PARTNERS	4,038,108	17,305	4.29	7,713,526	45,065	5.84
9	UNITED AIRLINES NETWORK	31,780,790	142,218	4.48	80,044,379	544,338	6.80
	- UNITED AIRLINES	17,802,480	81,081	4.55	48,183,863	322,014	6.68
	- BRANDED CODESHARE PARTNERS	13,978,310	61,137	4.37	31,860,516	222,324	6.98
10	AMERICAN AIRLINES NETWORK	57,148,720	340,555	5.96	119,659,117	1,015,222	8.48
	- AMERICAN AIRLINES	33,370,767	212,974	6.38	72,912,993	626,716	8.60
	- BRANDED CODESHARE PARTNERS	23,777,953	127,581	5.37	46,746,124	388,506	8.31
TOTAL		218,596,793	899,083	4.11	506,799,731	2,966,496	5.85

\* 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*	DECEMBER 2020			DECEMBER 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	279,552	336	1.20	629,943	1,162	1.84
2	HAWAIIAN AIRLINES	149,674	303	2.02	557,310	2,524	4.53
3	FRONTIER AIRLINES	423,343	1,059	2.50	991,097	4,380	4.42
4	ALASKA AIRLINES	603,591	1,557	2.58	1,989,178	15,366	7.72
5	ENDEAVOR AIR	601,219	1,725	2.87	1,063,730	6,261	5.89
6	SOUTHWEST AIRLINES	5,386,803	15,485	2.87	11,664,319	56,955	4.88
7	SPIRIT AIRLINES	665,361	2,192	3.29	1,210,040	6,080	5.02
8	DELTA AIR LINES	2,222,368	7,364	3.31	7,190,969	43,111	6.00
9	UNITED AIRLINES	1,721,579	7,345	4.27	4,368,055	33,636	7.70
10	JETBLUE AIRWAYS	413,185	1,776	4.30	1,518,266	7,877	5.19
11	SKYWEST AIRLINES	1,363,293	6,282	4.61	2,855,238	21,211	7.43
12	PSA AIRLINES	651,912	3,052	4.68	1,214,665	9,625	7.92
13	REPUBLIC AIRWAYS	532,742	2,973	5.58	900,321	7,474	8.30
14	MESA AIRLINES	451,996	2,649	5.86	894,911	7,338	8.20
15	AMERICAN AIRLINES	2,601,709	19,325	7.43	6,816,098	60,966	8.94
16	ENVOY AIR	553,662	5,179	9.35	1,006,213	10,015	9.95
	<b>TOTAL</b>	<b>18,621,989</b>	<b>78,602</b>	<b>4.22</b>	<b>44,870,353</b>	<b>293,981</b>	<b>6.55</b>

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - DECEMBER 2020			JANUARY - DECEMBER 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	3,523,501	5,225	1.48	6,788,240	11,907	1.75
2	SOUTHWEST AIRLINES	54,893,501	147,245	2.68	121,547,226	534,609	4.40
3	HAWAIIAN AIRLINES	1,984,854	6,322	3.19	6,546,100	28,118	4.30
4	FRONTIER AIRLINES	4,960,051	16,027	3.23	10,865,949	45,644	4.20
5	ENDEAVOR AIR	5,578,086	18,136	3.25	10,685,689	48,011	4.49
6	DELTA AIR LINES	29,033,557	107,844	3.71	80,085,139	386,365	4.82
7	JETBLUE AIRWAYS	5,224,361	19,903	3.81	13,646,700	75,518	5.53
8	ALASKA AIRLINES	8,265,281	32,654	3.95	21,657,991	108,815	5.02
9	SPIRIT AIRLINES	6,589,748	26,144	3.97	12,602,327	60,006	4.76
10	SKYWEST AIRLINES	14,574,244	64,554	4.43	30,608,529	187,525	6.13
11	PSA AIRLINES	7,394,058	33,128	4.48	13,604,209	96,354	7.08
12	UNITED AIRLINES	17,802,480	81,081	4.55	48,183,863	322,014	6.68
13	MESA AIRLINES	4,739,393	22,407	4.73	10,117,195	85,268	8.43
14	REPUBLIC AIRWAYS	4,577,009	23,853	5.21	9,148,983	72,042	7.87
15	ENVOY AIR	5,977,934	38,054	6.37	11,343,361	108,122	9.53
16	AMERICAN AIRLINES	33,370,767	212,974	6.38	72,912,993	626,716	8.60
	TOTAL	208,488,825	855,551	4.10	480,344,494	2,797,034	5.82

\* 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*	DECEMBER 2020			DECEMBER 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	195	1	0.51	1,524	4	0.26
2	DELTA AIR LINES NETWORK	4,757	29	0.61	16,828	165	0.98
	- DELTA AIR LINES	3,064	21	0.69	12,965	136	1.05
	- BRANDED CODESHARE PARTNERS	1,693	8	0.47	3,863	29	0.75
3	UNITED AIRLINES NETWORK	3,932	32	0.81	10,185	158	1.55
	- UNITED AIRLINES	2,337	21	0.90	6,797	112	1.65
	- BRANDED CODESHARE PARTNERS	1,595	11	0.69	3,388	46	1.36
4	AMERICAN AIRLINES NETWORK	4,118	50	1.21	12,121	243	2.00
	- AMERICAN AIRLINES	2,641	37	1.40	9,033	174	1.93
	- BRANDED CODESHARE PARTNERS	1,477	13	0.88	3,088	69	2.23
5	FRONTIER AIRLINES	844	11	1.30	2,299	41	1.78
6	ALASKA AIRLINES NETWORK	684	9	1.32	2,549	36	1.41
	- ALASKA AIRLINES	485	7	1.44	2,101	32	1.52
	- BRANDED CODESHARE PARTNERS	199	2	1.01	448	4	0.89
7	SOUTHWEST AIRLINES	3,501	53	1.51	13,827	263	1.90
8	HAWAIIAN AIRLINES NETWORK	189	3	1.59	656	8	1.22
	- HAWAIIAN AIRLINES	178	3	1.69	602	8	1.33
	- BRANDED CODESHARE PARTNERS	11	0	0.00	54	0	0.00
9	JETBLUE AIRWAYS	730	17	2.33	3,148	51	1.62
10	SPIRIT AIRLINES	378	18	4.76	2,208	32	1.45
	<b>TOTAL</b>	<b>19,328</b>	<b>223</b>	<b>1.15</b>	<b>65,345</b>	<b>1,001</b>	<b>1.53</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 MARKETING CARRIERS (YTD)

RANK	CARRIER*	JANUARY - DECEMBER 2020			JANUARY - DECEMBER 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	6,135	21	0.34	17,492	86	0.49
2	DELTA AIR LINES NETWORK	69,947	436	0.62	208,547	1,652	0.79
	- DELTA AIR LINES	51,979	343	0.66	152,965	1,387	0.91
	- BRANDED CODESHARE PARTNERS	17,968	93	0.52	55,582	265	0.48
3	UNITED AIRLINES NETWORK	42,630	526	1.23	116,713	1,792	1.54
	- UNITED AIRLINES	25,684	346	1.35	81,879	1,283	1.57
	- BRANDED CODESHARE PARTNERS	16,946	180	1.06	34,834	509	1.46
4	HAWAIIAN AIRLINES NETWORK	2,474	32	1.29	6,516	100	1.53
	- HAWAIIAN AIRLINES	2,239	32	1.43	5,950	98	1.65
	- BRANDED CODESHARE PARTNERS	235	0	0.00	566	2	0.35
5	JETBLUE AIRWAYS	11,094	154	1.39	30,097	496	1.65
6	FRONTIER AIRLINES	11,302	167	1.48	21,554	434	2.01
7	ALASKA AIRLINES NETWORK	10,459	157	1.50	28,307	244	0.86
	- ALASKA AIRLINES	7,990	119	1.49	23,972	200	0.83
	- BRANDED CODESHARE PARTNERS	2,469	38	1.54	4,335	44	1.01
8	SOUTHWEST AIRLINES	50,874	770	1.51	136,411	2,467	1.81
9	AMERICAN AIRLINES NETWORK	56,877	997	1.75	95,021	2,756	2.90
	- AMERICAN AIRLINES	40,088	692	1.73	71,824	1,988	2.77
	- BRANDED CODESHARE PARTNERS	16,789	305	1.82	23,197	768	3.31
10	SPIRIT AIRLINES	6,884	204	2.96	25,134	521	2.07
	<b>TOTAL</b>	<b>268,676</b>	<b>3,464</b>	<b>1.29</b>	<b>685,792</b>	<b>10,548</b>	<b>1.54</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*	DECEMBER 2020			DECEMBER 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	PSA AIRLINES	416	1	0.24	772	28	3.63
2	REPUBLIC AIRWAYS	640	3	0.47	1,245	19	1.53
3	ALLEGiant AIR	195	1	0.51	1,524	4	0.26
4	ENVOY AIR	360	2	0.56	767	11	1.43
5	ENDEAVOR AIR	971	6	0.62	1,576	11	0.70
6	SKYWEST AIRLINES	1,521	10	0.66	3,559	37	1.04
7	DELTA AIR LINES	3,064	21	0.69	12,965	136	1.05
8	MESA AIRLINES	409	3	0.73	868	17	1.96
9	UNITED AIRLINES	2,337	21	0.90	6,797	112	1.65
10	FRONTIER AIRLINES	844	11	1.30	2,299	41	1.78
11	AMERICAN AIRLINES	2,641	37	1.40	9,033	174	1.93
12	ALASKA AIRLINES	485	7	1.44	2,101	32	1.52
13	SOUTHWEST AIRLINES	3,501	53	1.51	13,827	263	1.90
14	HAWAIIAN AIRLINES	178	3	1.69	602	8	1.33
15	JETBLUE AIRWAYS	730	17	2.33	3,148	51	1.62
16	SPIRIT AIRLINES	378	18	4.76	2,208	32	1.45
	<b>TOTAL</b>	<b>18,670</b>	<b>214</b>	<b>1.15</b>	<b>63,291</b>	<b>976</b>	<b>1.54</b>

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - DECEMBER 2020			JANUARY - DECEMBER 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	6,135	21	0.34	17,492	86	0.49
2	ENDEAVOR AIR	8,525	41	0.48	22,005	112	0.51
3	DELTA AIR LINES	51,979	343	0.66	152,965	1,387	0.91
4	REPUBLIC AIRWAYS	5,765	63	1.09	11,220	208	1.85
5	SKYWEST AIRLINES	17,587	203	1.15	46,249	416	0.90
6	UNITED AIRLINES	25,684	346	1.35	81,879	1,283	1.57
7	JETBLUE AIRWAYS	11,094	154	1.39	30,097	496	1.65
8	HAWAIIAN AIRLINES	2,239	32	1.43	5,950	98	1.65
9	MESA AIRLINES	4,656	67	1.44	7,924	171	2.16
10	FRONTIER AIRLINES	11,302	167	1.48	21,554	434	2.01
11	ALASKA AIRLINES	7,990	119	1.49	23,972	200	0.83
12	SOUTHWEST AIRLINES	50,874	770	1.51	136,411	2,467	1.81
13	PSA AIRLINES	4,323	69	1.60	5,339	190	3.56
14	AMERICAN AIRLINES	40,088	692	1.73	71,824	1,988	2.77
15	ENVOY AIR	4,522	79	1.75	5,974	193	3.23
16	SPIRIT AIRLINES	6,884	204	2.96	25,134	521	2.07
	<b>TOTAL</b>	<b>259,647</b>	<b>3,370</b>	<b>1.30</b>	<b>665,989</b>	<b>10,250</b>	<b>1.54</b>

\* 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*	OCTOBER - DECEMBER 2020				OCTOBER - DECEMBER 2019			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	<b>DELTA AIR LINES NETWORK</b>	<b>1,199</b>	<b>0</b>	<b>15,206,962</b>	<b>0.00</b>	<b>47,037</b>	<b>0</b>	<b>46,654,452</b>	<b>0.00</b>
	- DELTA AIR LINES	570	0	11,484,571	0.00	26,246	0	36,796,401	0.00
	- BRANDED CODESHARE PARTNERS	629	0	3,722,391	0.00	20,791	0	9,858,051	0.00
2	<b>JETBLUE AIRWAYS</b>	<b>62</b>	<b>0</b>	<b>2,560,789</b>	<b>0.00</b>	<b>637</b>	<b>16</b>	<b>9,504,092</b>	<b>0.02</b>
3	<b>ALLEGiant AIR</b>	<b>6</b>	<b>0</b>	<b>2,180,397</b>	<b>0.00</b>	<b>347</b>	<b>2</b>	<b>3,613,426</b>	<b>0.01</b>
4	<b>HAWAIIAN AIRLINES NETWORK</b>	<b>8</b>	<b>0</b>	<b>477,358</b>	<b>0.00</b>	<b>113</b>	<b>0</b>	<b>2,725,238</b>	<b>0.00</b>
	- HAWAIIAN AIRLINES	8	0	469,717	0.00	101	0	2,674,636	0.00
	- BRANDED CODESHARE PARTNERS	0	0	7,641	0.00	12	0	50,602	0.00
5	<b>ALASKA AIRLINES NETWORK</b>	<b>7</b>	<b>1</b>	<b>3,606,481</b>	<b>0.00</b>	<b>4,053</b>	<b>162</b>	<b>11,384,249</b>	<b>0.14</b>
	- ALASKA AIRLINES	0	0	2,247,354	0.00	3,147	108	8,547,197	0.13
	- BRANDED CODESHARE PARTNERS	7	1	1,359,127	0.01	906	54	2,837,052	0.19
6	<b>UNITED AIRLINES NETWORK</b>	<b>767</b>	<b>5</b>	<b>14,096,177</b>	<b>0.00</b>	<b>13,514</b>	<b>27</b>	<b>36,739,818</b>	<b>0.01</b>
	- UNITED AIR LINES	289	5	8,860,807	0.01	5,668	13	25,141,731	0.01
	- BRANDED CODESHARE PARTNERS	478	0	5,235,370	0.00	7,846	14	11,598,087	0.01
7	<b>SOUTHWEST AIRLINES</b>	<b>487</b>	<b>28</b>	<b>16,011,098</b>	<b>0.02</b>	<b>4,339</b>	<b>269</b>	<b>40,839,000</b>	<b>0.07</b>
8	<b>AMERICAN AIRLINES NETWORK</b>	<b>1,986</b>	<b>106</b>	<b>22,451,466</b>	<b>0.05</b>	<b>24,920</b>	<b>2,649</b>	<b>50,242,753</b>	<b>0.53</b>
	- AMERICAN AIRLINES	591	28	14,695,523	0.02	15,503	1,071	35,416,937	0.30
	- BRANDED CODESHARE PARTNERS	1,395	78	7,755,943	0.10	9,417	1,578	14,825,816	1.06
9	<b>FRONTIER AIRLINES</b>	<b>167</b>	<b>51</b>	<b>2,619,595</b>	<b>0.19</b>	<b>821</b>	<b>249</b>	<b>5,764,965</b>	<b>0.43</b>
10	<b>SPIRIT AIRLINES</b>	<b>685</b>	<b>99</b>	<b>5,010,558</b>	<b>0.20</b>	<b>5,575</b>	<b>121</b>	<b>8,276,219</b>	<b>0.15</b>
<b>TOTAL</b>		<b>5,374</b>	<b>290</b>	<b>84,220,881</b>	<b>0.03</b>	<b>101,356</b>	<b>3,495</b>	<b>215,744,212</b>	<b>0.16</b>

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

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - DECEMBER 2020				JANUARY - DECEMBER 2019			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	ALLEGiant AIR	304	0	8,710,874	0.00	541	637	15,121,937	0.42
2	DELTA AIR LINES NETWORK	32,259	5	67,084,564	0.00	189,440	6	188,705,507	0.00
	- DELTA AIR LINES	19,149	0	51,610,203	0.00	111,984	4	148,598,491	0.00
	- BRANDED CODESHARE PARTNERS	13,110	5	15,474,361	0.00	77,456	2	40,107,016	0.00
3	JETBLUE AIRWAYS	350	2	11,882,413	0.00	2,784	54	38,177,205	0.01
4	HAWAIIAN AIRLINES NETWORK	191	1	3,218,086	0.00	271	0	11,077,699	0.00
	- HAWAIIAN AIRLINES	177	1	3,151,945	0.00	246	0	10,861,548	0.00
	- BRANDED CODESHARE PARTNERS	14	0	66,141	0.00	25	0	216,151	0.00
5	UNITED AIRLINES NETWORK	10,570	24	53,571,656	0.00	77,586	97	146,973,098	0.01
	- UNITED AIR LINES	3,215	20	33,817,776	0.01	35,028	65	101,781,698	0.01
	- BRANDED CODESHARE PARTNERS	7,355	4	19,753,880	0.00	42,558	32	45,191,400	0.01
6	SOUTHWEST AIRLINES	4,887	398	67,690,041	0.06	31,509	3,108	161,202,016	0.19
7	ALASKA AIRLINES NETWORK	2,107	125	17,424,782	0.07	15,030	865	45,674,792	0.19
	- ALASKA AIRLINES	1,558	30	11,695,379	0.03	11,563	513	34,758,957	0.15
	- BRANDED CODESHARE PARTNERS	549	95	5,729,403	0.17	3,467	352	10,915,835	0.32
8	SPIRIT AIRLINES	4,577	165	17,561,294	0.09	22,641	380	32,267,945	0.12
9	FRONTIER AIRLINES	1,074	256	10,503,520	0.24	3,139	831	21,752,607	0.38
10	AMERICAN AIRLINES NETWORK	21,051	2,820	90,269,920	0.31	163,628	14,890	199,113,396	0.75
	- AMERICAN AIRLINES	10,264	1,216	61,210,427	0.20	111,160	7,983	140,895,239	0.57
	- BRANDED CODESHARE PARTNERS	10,787	1,604	29,059,493	0.55	52,468	6,907	58,218,157	1.19
	<b>TOTAL</b>	<b>77,370</b>	<b>3,796</b>	<b>347,917,150</b>	<b>0.11</b>	<b>506,569</b>	<b>20,868</b>	<b>860,066,202</b>	<b>0.24</b>

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

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	AIRLINE*	OCTOBER - DECEMBER 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	570	0	11,484,571	0.00
2	JETBLUE AIRWAYS	62	0	2,560,789	0.00
3	ALASKA AIRLINES	0	0	2,247,354	0.00
4	ALLEGiant AIR	6	0	2,180,397	0.00
5	ENDEAVOR AIR	233	0	2,013,531	0.00
6	HAWAIIAN AIRLINES	8	0	469,717	0.00
7	REPUBLIC AIRWAYS	217	21	2,613,252	0.01
8	UNITED AIRLINES	289	5	8,860,807	0.01
9	SKYWEST AIRLINES	720	5	5,122,330	0.01
10	MESA AIRLINES	170	3	1,769,553	0.02
11	SOUTHWEST AIRLINES	487	28	16,011,098	0.02
12	AMERICAN AIRLINES	591	28	14,695,523	0.02
13	PSA AIRLINES	360	19	2,083,641	0.09
14	ENVOY AIR	408	30	2,164,410	0.14
15	FRONTIER AIRLINES	167	51	2,619,595	0.19
16	SPIRIT AIRLINES	685	99	5,010,558	0.20
	<b>TOTAL</b>	<b>4,973</b>	<b>289</b>	<b>81,907,126</b>	<b>0.04</b>

OCTOBER - DECEMBER 2019			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
26,246	0	36,796,401	0.00
637	16	9,504,092	0.02
3,147	108	8,547,197	0.13
347	2	3,613,426	0.01
6,772	0	3,780,820	0.00
101	0	2,674,636	0.00
3,532	120	3,218,312	0.37
5,668	13	25,141,731	0.01
13,524	116	10,085,483	0.12
1,428	102	3,528,613	0.29
4,339	269	40,839,000	0.07
15,503	1,071	35,416,937	0.30
2,683	459	3,816,412	1.20
2,427	544	3,703,185	1.47
821	249	5,764,965	0.43
5,575	121	8,276,219	0.15
<b>92,750</b>	<b>3,190</b>	<b>204,707,429</b>	<b>0.16</b>

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

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	AIRLINE*	JANUARY – DECEMBER 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	19,149	0	51,610,203	0.00
2	ALLEGiant AIR	304	0	8,710,874	0.00
3	ENDEAVOR AIR	4,362	0	6,932,751	0.00
4	JETBLUE AIRWAYS	350	2	11,882,413	0.00
5	HAWAIIAN AIRLINES	177	1	3,151,945	0.00
6	UNITED AIRLINES	3,215	20	33,817,776	0.01
7	ALASKA AIRLINES	1,558	30	11,695,379	0.03
8	SOUTHWEST AIRLINES	4,887	398	67,690,041	0.06
9	MESA AIRLINES	1,453	45	6,378,067	0.07
10	SPIRIT AIRLINES	4,577	165	17,561,294	0.09
11	SKYWEST AIRLINES	12,244	285	19,771,133	0.14
12	AMERICAN AIRLINES	10,264	1,216	61,210,427	0.20
13	FRONTIER AIRLINES	1,074	256	10,503,520	0.24
14	REPUBLIC AIRWAYS	1,702	189	5,555,743	0.34
15	PSA AIRLINES	2,502	335	7,937,182	0.42
16	ENVOY AIR	3,240	469	7,868,919	0.60
	<b>TOTAL</b>	<b>71,058</b>	<b>3,411</b>	<b>332,277,667</b>	<b>0.10</b>

JANUARY – DECEMBER 2019			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
111,984	4	148,598,491	0.00
541	637	15,121,937	0.42
25,666	0	14,512,535	0.00
2,784	54	38,177,205	0.01
246	0	10,861,548	0.00
35,028	65	101,781,698	0.01
11,563	513	34,758,957	0.15
31,509	3,108	161,202,016	0.19
9,989	989	14,005,526	0.71
22,641	380	32,267,945	0.12
52,709	765	39,576,519	0.19
111,160	7,983	140,895,239	0.57
3,139	831	21,752,607	0.38
18,944	581	17,312,533	0.34
13,140	1,552	14,944,610	1.04
13,959	2,132	14,454,239	1.47
<b>465,002</b>	<b>19,594</b>	<b>820,223,605</b>	<b>0.24</b>

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.  
 \* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues

## **CONSUMER COMPLAINTS**

This section summarizes aviation consumer complaints filed with the Department via internet, in writing or by telephone. DOT has not determined the validity of the complaints. The report does not include safety complaints (which are handled by the Federal Aviation Administration) or security complaints (which are handled by the Transportation Security Administration). An explanation of each section of the report appears below:

**Summary** - Table 1 gives the total number of complaints, and breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

**Complaint Categories** - Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

**U.S. Airlines** - Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

**Incident Date** - Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods (Incident Date data is not included in YTD section).

**Companies Other Than U.S. Airlines** - Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc.

**Airline Rankings** - Tables 6A (Table 5A in YTD reports) ranks the largest U.S. marketing and reporting airlines (those that each account for 0.5 percent of total domestic scheduled-service passenger revenues per the rate of complaints per 100,000 passengers. The system-wide enplanements (domestic and international scheduled and charter revenue passenger counts) are derived from the Form 41 Schedule T-100 traffic reports that carriers, under certification, are required to submit to BTS within 30 days following the end of each reporting month (14 CFR Part 241). System wide enplanements used for the complaint ranking ratios exclude military charters and non-revenue passengers.

## AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS  
SUMMARY

	DECEMBER 2020				DECEMBER 2019			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	951	19	0	134	794	189	0	143
FOREIGN AIRLINES	2,171	5	0	90	408	9	1	55
TRAVEL AGENTS	703	0	0	32	36	2	0	14
TOUR OPERATORS	3	0	0	2	0	0	0	0
MISCELLANEOUS	18	34	0	56	8	31	0	66
<b>INDUSTRY TOTALS</b>	<b>3,846</b>	<b>58</b>	<b>0</b>	<b>314</b>	<b>1,246</b>	<b>231</b>	<b>1</b>	<b>278</b>

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	DECEMBER 2020			DECEMBER 2019		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
ADVERTISING	0	0		11	7	
REFUNDS	1	3,134		5	99	
FARES	2	197		7	68	
RESERVATIONS/TICKETING/BOARDING	3	171		4	149	
FLIGHT PROBLEMS	4	95		1	293	
CANCELLATION			46			87
DELAY			21			123
MISCONNECTION			13			44
CUSTOMER SERVICE	5	93		2	260	
BAGGAGE	6	84		3	191	
DISABILITY	7	43		6	88	
OTHER	8	17		9	40	
FREQUENT FLYER			10			19
OVERSALES	9	7		8	42	
DISCRIMINATION	10	5		10	9	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>3,846</b>			<b>1,246</b>	

\* 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\*

DECEMBER 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	2	0	0	4	32	2	1	1	0	0	0	0	42
ALLEGiant AIR	1	0	2	1	4	0	3	3	0	0	0	0	14
AMERICAN AIRLINES	14	0	14	10	119	13	16	7	0	1	0	0	194
DELTA AIR LINES	2	1	3	2	35	5	2	4	0	1	0	0	55
EASTERN	5	0	1	0	1	2	1	0	0	0	0	0	10
ENVOY AIR	1	0	2	0	7	1	2	1	0	0	0	0	13
FRONTIER AIRLINES	8	0	0	17	52	4	6	2	0	0	0	0	90
HAWAIIAN AIRLINES	0	0	1	1	9	0	2	0	0	0	0	0	13
JETBLUE AIRWAYS	6	0	3	4	33	2	10	5	0	0	0	0	63
PSA AIRLINES	1	0	0	1	4	0	1	1	0	0	0	0	8
REPUBLIC AIRWAYS	1	0	0	0	3	0	0	1	0	0	0	0	6
SKYWEST AIRLINES	2	0	0	0	6	0	0	2	0	0	0	0	10
SOUTHWEST AIRLINES	1	0	2	18	26	3	10	6	0	0	0	3	69
SPIRIT AIRLINES	11	2	5	10	67	5	8	4	0	0	0	0	112
SUN COUNTRY AIRLINES	0	0	1	4	12	2	1	0	0	0	0	1	21
UNITED AIRLINES	14	0	12	11	146	11	11	2	0	0	0	2	209
OTHER U.S. AIRLINES	3	0	0	1	11	1	2	1	0	1	0	3	23
<b>TOTAL DECEMBER 2020</b>	<b>72</b>	<b>3</b>	<b>46</b>	<b>84</b>	<b>567</b>	<b>51</b>	<b>76</b>	<b>40</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>9</b>	<b>951</b>
<b>% of TOTAL COMPLAINTS</b>	<b>7.6</b>	<b>0.3</b>	<b>4.8</b>	<b>8.8</b>	<b>59.6</b>	<b>5.4</b>	<b>8.0</b>	<b>4.2</b>	<b>0</b>	<b>0.3</b>	<b>0</b>	<b>0.9</b>	
<b>TOTAL DECEMBER 2019</b>	<b>222</b>	<b>22</b>	<b>66</b>	<b>31</b>	<b>26</b>	<b>92</b>	<b>221</b>	<b>75</b>	<b>4</b>	<b>7</b>	<b>0</b>	<b>28</b>	<b>794</b>
<b>% of TOTAL COMPLAINTS</b>	<b>28.0</b>	<b>2.8</b>	<b>8.3</b>	<b>3.9</b>	<b>3.3</b>	<b>11.6</b>	<b>27.8</b>	<b>9.4</b>	<b>0.5</b>	<b>0.9</b>	<b>0</b>	<b>3.5</b>	

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

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



## AIR TRAVEL CONSUMER REPORT

Table 4

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

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN DEC	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN NOV	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	42	8	19.0	1	2.4	30	71.4	3	7.1
ALLEGiant AIR	14	6	42.9	1	7.1	5	35.7	2	14.3
AMERICAN AIRLINES	194	75	38.7	14	7.2	87	44.8	18	9.3
DELTA AIR LINES	55	13	23.6	7	12.7	29	52.7	6	10.9
EASTERN	10	7	70.0	0	0.0	2	20.0	1	10.0
ENVOY AIR	14	9	64.3	2	14.3	2	14.3	1	7.1
FRONTIER AIRLINES	89	19	21.3	8	9.0	49	55.1	13	14.6
HAWAIIAN AIRLINES	13	4	30.8	2	15.4	6	46.2	1	7.7
JETBLUE AIRWAYS	63	28	44.4	4	6.3	25	39.7	6	9.5
PSA AIRLINES	8	6	75.0	1	12.5	0	0.0	1	12.5
SKYWEST AIRLINES	10	4	40.0	2	20.0	4	40.0	0	0.0
SOUTHWEST AIRLINES	69	27	39.1	2	2.9	25	36.2	15	21.7
SPIRIT AIRLINES	112	45	40.2	8	7.1	44	39.3	15	13.4
SUN COUNTRY AIRLINES	21	2	9.5	0	0.0	13	61.9	6	28.6
UNITED AIRLINES	209	49	23.4	15	7.2	119	56.9	26	12.4
REPUBLIC AIRWAYS	5	0	0.0	1	20.0	3	60.0	1	20.0
Other U.S. Airlines	23	9	39.1	2	8.7	8	34.8	4	17.4
<b>Totals</b>	<b>951</b>	<b>311</b>	<b>32.7</b>	<b>70</b>	<b>7.4</b>	<b>451</b>	<b>47.4</b>	<b>119</b>	<b>12.5</b>
<b>Previous Year's Totals</b>	<b>794</b>	<b>412</b>	<b>51.9</b>	<b>125</b>	<b>15.7</b>	<b>214</b>	<b>27.0</b>	<b>43</b>	<b>5.4</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\*\* / DECEMBER 2020

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	0	0	1	2	21	0	0	0	0	0	0	0	24
AEROFLOT	0	0	1	0	27	0	0	0	0	0	0	0	28
AEROMEXICO	1	0	1	1	53	1	0	0	0	0	0	0	57
AIR ASIA	0	0	1	1	3	0	0	0	0	0	0	0	5
AIR CANADA	1	0	1	3	156	0	1	0	0	0	0	1	163
AIR CHINA	1	0	0	0	4	0	0	0	0	0	0	0	5
AIR EUROPA	0	0	0	0	17	0	0	0	0	0	0	0	17
AIR FRANCE	1	0	2	2	19	0	0	1	0	0	0	0	25
AIR INDIA	0	0	0	0	50	1	2	0	0	0	0	0	53
AIR TAHITI NUI	0	0	0	0	12	0	0	0	0	0	0	0	12
ALITALIA AIRLINES	0	0	0	0	16	0	0	0	0	0	0	0	16
ANA ALL NIPPON AIRWAYS	1	0	1	1	11	0	0	0	0	0	0	0	14
ASIANA AIRLINES	0	0	0	0	4	0	1	0	0	0	0	0	5
AUSTRIAN AIRLINES	0	0	1	0	11	1	0	0	0	0	0	0	13
AVIANCA	1	0	14	5	100	3	0	0	0	0	0	1	124
BAHAMASAIR	0	0	0	0	8	0	0	0	0	0	0	0	8
BRITISH AIRWAYS	1	0	5	1	39	0	0	0	0	0	0	0	46
BRUSSELS AIRLINES	0	0	1	0	7	0	0	0	0	0	0	0	8
CARIBBEAN AIRLINES	0	0	0	0	16	0	0	0	0	0	0	0	16
CATHAY PACIFIC AIRWAYS	0	0	0	1	6	0	0	0	0	0	0	0	7
CONDOR	1	0	0	0	8	0	0	0	0	0	0	0	9
COPA	2	1	7	1	62	0	1	0	0	0	0	0	74
EGYPTAIR	0	0	0	2	11	1	0	0	0	0	0	0	14
EL AL ISRAEL	0	0	0	0	68	0	0	0	0	0	0	0	68
EMIRATES AIRLINES	1	0	0	0	10	0	0	0	0	1	0	0	12
ETHIOPIAN AIRLINES	0	0	2	0	9	4	0	0	0	0	0	0	15
ETIHAD AIRWAYS	1	0	0	0	15	0	0	0	0	0	0	0	16
EVA AIRWAYS	0	0	0	1	6	0	1	0	0	0	0	0	8
FIJI AIRWAYS	0	0	0	0	24	0	0	0	0	0	0	0	24
FINNAIR	0	0	0	0	13	0	0	0	0	0	0	0	13
IBERIA AIRLINES	1	0	3	1	33	0	0	0	0	0	0	1	39
ICELANDAIR	0	0	0	1	12	0	0	0	0	0	0	0	13
INTERJET	0	0	8	22	90	0	0	0	0	0	0	0	120
JAPAN AIR LINES	0	0	1	0	4	0	0	0	0	0	0	0	5
KLM	1	0	2	0	18	1	0	1	0	0	0	0	23
KOREAN AIR LINES	0	0	1	1	11	0	0	0	0	0	0	0	13
LA COMPAGNIE	0	0	0	1	8	0	0	0	0	0	0	0	9
LATAM	1	2	4	4	33	0	0	0	0	0	0	0	44
LOT POLISH AIRLINES	0	0	0	0	12	0	0	0	0	0	0	0	12
LUFTHANSA	0	0	2	1	58	2	0	0	0	0	0	0	63



## AIR TRAVEL CONSUMER REPORT

Table 5 (Cont'd)

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

DECEMBER 2020

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
OVAGO	0	0	0	1	16	0	0	0	0	0	0	0	17
PRICELINE.COM	0	0	1	0	26	0	1	0	0	0	0	0	28
SMARTFARES.COM	0	0	0	0	5	0	0	0	0	0	0	0	5
TRAVEL2BE	0	0	1	0	4	0	0	0	0	0	0	0	5
TRAVELGENIO	0	0	0	0	7	0	0	0	0	0	0	0	7
TRAVELOCITY.COM	0	0	0	1	12	0	0	0	0	0	0	0	13
VAYAMA	0	0	0	1	38	0	0	0	0	0	0	0	39
OTHER TRAVEL AGENTS	0	0	7	5	89	0	0	0	0	0	0	0	101
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>16</b>	<b>23</b>	<b>661</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>703</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	2	0	1	0	0	0	0	0	3
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b><u>MISCELLAENOUS</u></b>													
OTHER TRAVEL INSURANCE	0	0	0	0	5	0	0	0	0	0	0	0	5
OTHER MISCELLANEOUS	0	0	0	0	10	2	0	0	0	0	0	1	13
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>18</b>

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

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

TABLE 6

## AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2020		DECEMBER 2019	
AIRLINE	COMPLAINTS		COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>49</b>		<b>42</b>
- ALASKA AIRLINES	42		40
- BRANDED CODESHARE PARTNERS	7		2
<b>ALLEGiant AIR</b>	<b>14</b>		<b>22</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>230</b>		<b>184</b>
- AMERICAN AIRLINES	194		158
- BRANDED CODESHARE PARTNERS	36		26
<b>DELTA AIR LINES NETWORK</b>	<b>61</b>		<b>113</b>
- DELTA AIR LINES	55		102
- BRANDED CODESHARE PARTNERS	6		11
<b>FRONTIER AIRLINES</b>	<b>89</b>		<b>53</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>13</b>		<b>5</b>
- HAWAIIAN AIRLINES	13		5
- BRANDED CODESHARE PARTNERS	0		0
<b>JETBLUE AIRWAYS</b>	<b>63</b>		<b>29</b>
<b>SOUTHWEST AIRLINES</b>	<b>69</b>		<b>38</b>
<b>SPIRIT AIRLINES</b>	<b>112</b>		<b>84</b>
<b>UNITED AIRLINES NETWORK</b>	<b>209</b>		<b>192</b>
- UNITED AIRLINES	209		163
- BRANDED CODESHARE PARTNERS	0		29
<b>TOTAL</b>	<b>909</b>		<b>762</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: U.S. OPERATING CARRIERS\*

RANK	AIRLINE	DECEMBER 2020			DECEMBER 2019		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ENDEAVOR AIR	3	688,491	0.44	4	1,392,510	0.29
2	MESA AIRLINES	3	644,480	0.47	8	1,283,881	0.62
3	REPUBLIC AIRWAYS	5	893,930	0.56	4	1,701,591	0.24
4	SKYWEST AIRLINES	10	1,747,086	0.57	19	3,678,280	0.52
5	PSA AIRLINES	8	672,508	1.19	1	1,320,027	0.08
6	SOUTHWEST AIRLINES	69	5,685,793	1.21	38	14,141,163	0.27
7	DELTA AIR LINES	55	4,082,914	1.35	102	13,358,126	0.76
8	ENVOY AIR	14	743,721	1.88	12	1,304,534	0.92
9	ALLEGiant AIR	14	685,825	2.04	22	1,328,793	1.66
10	AMERICAN AIRLINES	194	5,084,216	3.82	158	13,403,138	1.18
11	JETBLUE AIRWAYS	63	1,318,717	4.78	29	3,635,582	0.80
12	ALASKA AIRLINES	42	819,456	5.13	40	3,071,384	1.30
13	SPIRIT AIRLINES	112	1,896,164	5.91	84	2,993,308	2.81
14	UNITED AIRLINES	209	3,397,419	6.15	163	9,868,435	1.65
15	HAWAIIAN AIRLINES	13	204,541	6.36	5	986,628	0.51
16	FRONTIER AIRLINES	89	936,569	9.50	53	2,085,813	2.54
	<b>TOTAL</b>	903	29,501,830	3.06	742	75,553,193	0.98

\* 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 1 (YTD)

CONSUMER COMPLAINTS  
SUMMARY

	JANUARY - DECEMBER 2020				JANUARY - DECEMBER 2019			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	35,873	395	3	3,220	9,551	535	8	1,494
FOREIGN AIRLINES	51,756	53	2	2,051	5,159	44	2	877
TRAVEL AGENTS	14,604	4	0	544	439	14	0	128
TOUR OPERATORS	82	0	0	6	1	0	0	2
MISCELLANEOUS	235	180	0	779	192	236	0	797
<b>INDUSTRY TOTALS</b>	<b>102,550</b>	<b>632</b>	<b>5</b>	<b>6,600</b>	<b>15,342</b>	<b>829</b>	<b>10</b>	<b>3,298</b>

## AIR TRAVEL CONSUMER REPORT

Table 2 (YTD)

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - DECEMBER 2020			JANUARY - DECEMBER 2019		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	89,518		5	1,574	
RESERVATIONS/TICKETING/BOARDING	2	4,449		3	1,824	
FARES	3	3,300		6	1,033	
FLIGHT PROBLEMS	4	1,499		1	4,757	
CANCELLATION			744			1,911
DELAY			348			1,582
MISCONNECTION			182			706
CUSTOMER SERVICE	5	1,483		4	1,705	
BAGGAGE	6	1,046		2	2,565	
DISABILITY	7	528		7	905	
OTHER	8	521		8	433	
FREQUENT FLYER			390			169
OVERSALES	9	132		9	376	
DISCRIMINATION	10	48		10	107	
ADVERTISING	11	25		11	61	
ANIMALS	12	1		12	2	
<b>COMPLAINT TOTAL</b>		<b>102,550</b>			<b>15,342</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.



## AIR TRAVEL CONSUMER REPORT

Table 3 (YTD)

## COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\*

JANUARY - DECEMBER 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	20	1	20	32	969	23	23	27	1	0	0	5	1,121
ALLEGiant AIR	29	1	42	25	399	5	38	34	1	0	0	2	576
AMERICAN AIRLINES	241	26	154	232	4,442	124	312	104	1	8	0	305	5,949
BOUTIQUE AIR	5	0	0	0	7	1	2	0	0	0	0	0	15
DELTA AIR LINES	81	7	127	90	3,334	63	74	48	2	3	0	11	3,840
EASTERN	6	0	1	3	9	7	5	0	0	0	0	0	31
ENDEAVOR AIR	6	1	2	3	84	3	4	0	0	0	0	0	103
ENVOY AIR	22	1	6	1	8	1	10	1	0	2	0	0	52
FRONTIER AIRLINES	76	5	178	743	4,329	52	95	23	6	3	0	13	5,523
HAWAIIAN AIRLINES	8	1	23	34	1,154	0	11	6	0	2	0	1	1,240
HORIZON AIRLINES	3	0	1	0	40	0	6	3	0	1	0	0	54
JETBLUE AIRWAYS	59	1	28	46	1,349	23	64	33	1	3	0	8	1,615
MESA AIRLINES	10	0	0	0	3	1	2	0	0	0	0	0	16
PIEDMONT AIRLINES	4	2	0	0	3	0	4	1	0	0	0	0	14
PSA AIRLINES	18	2	2	1	9	1	12	4	0	1	0	0	50
REPUBLIC AIRWAYS	5	0	0	1	50	0	1	4	0	1	0	0	62
SILVER AIRWAYS	7	4	4	2	116	0	1	0	0	1	0	0	135
SKYWEST AIRLINES	29	0	5	2	107	2	7	6	0	1	0	1	160
SOUTHWEST AIRLINES	28	0	21	129	1,447	33	64	58	0	1	0	8	1,789
SPIRIT AIRLINES	83	17	89	116	1,232	46	122	32	4	4	0	13	1,758
SUN COUNTRY AIRLINES	6	0	3	22	311	12	14	3	0	0	0	3	374
UNITED AIRLINES	190	16	149	251	10,229	112	222	77	1	3	0	24	11,274
VIAAIR	2	0	0	0	21	0	0	0	0	0	0	0	23
OTHER U.S. AIRLINES	18	0	1	4	35	3	2	0	0	0	0	36	98
<b>TOTAL JAN - DECEMBER 2020</b>	<b>956</b>	<b>85</b>	<b>856</b>	<b>1,737</b>	<b>29,687</b>	<b>512</b>	<b>1,095</b>	<b>464</b>	<b>17</b>	<b>34</b>	<b>0</b>	<b>430</b>	<b>35,873</b>
<b>% of TOTAL COMPLAINTS</b>	<b>2.7</b>	<b>0.2</b>	<b>2.4</b>	<b>4.8</b>	<b>82.8</b>	<b>1.4</b>	<b>3.1</b>	<b>1.3</b>	<b>0.0</b>	<b>0.1</b>	<b>0</b>	<b>1.2</b>	
<b>TOTAL JAN - DECEMBER 2019</b>	<b>3,822</b>	<b>218</b>	<b>894</b>	<b>489</b>	<b>628</b>	<b>1,146</b>	<b>1,203</b>	<b>773</b>	<b>36</b>	<b>96</b>	<b>1</b>	<b>245</b>	<b>9,551</b>
<b>% of TOTAL COMPLAINTS</b>	<b>40.0</b>	<b>2.3</b>	<b>9.4</b>	<b>5.1</b>	<b>6.6</b>	<b>12.0</b>	<b>12.6</b>	<b>8.1</b>	<b>0.4</b>	<b>1.0</b>	<b>0.0</b>	<b>2.6</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)

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

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEGEAN AIRLINES	1	1	5	3	75	1	0	0	0	0	0	0	86
AER LINGUS	9	0	10	23	595	5	0	0	0	0	0	0	642
AEROFLOT	5	0	11	2	528	7	2	2	0	1	0	0	558
AEROLINEAS ARGENTINAS	0	0	6	1	35	1	0	0	0	0	0	0	43
AEROMEXICO	12	2	49	36	1,505	10	10	2	0	0	0	0	1,626
AIR ASIA	1	0	7	1	97	2	0	1	0	0	0	0	109
AIR CANADA	32	2	69	93	5,784	12	14	5	1	1	0	6	6,019
AIR CHINA	3	0	7	2	54	10	0	0	0	0	0	0	76
AIR EUROPA	1	0	6	1	241	0	1	0	0	0	0	1	251
AIR FRANCE	38	3	37	37	945	23	11	5	0	1	0	0	1,100
AIR INDIA	4	0	20	25	698	9	9	2	1	0	0	1	769
AIR ITALY	1	0	0	0	34	1	0	0	0	0	0	0	36
AIR NEW ZEALAND	3	0	1	5	266	0	0	0	0	1	0	0	276
AIR SERBIA	1	0	2	3	58	3	1	0	0	1	0	0	69
AIR TAHITI NUI	1	0	2	2	304	2	0	0	0	0	0	0	311
AIR TRANSAT	0	0	0	0	148	0	1	0	0	0	0	0	149
ALITALIA AIRLINES	6	1	15	2	473	4	4	0	0	0	0	0	505
ANA ALL NIPPON AIRWAYS	3	0	11	7	114	3	2	0	0	0	0	3	143
ASIANA AIRLINES	0	0	4	3	125	2	1	1	0	0	0	1	137
AUSTRIAN AIRLINES	0	0	8	0	180	4	1	1	0	0	0	0	194
AVIANCA	10	2	60	28	1,469	16	5	1	0	0	0	5	1,596
AZERBAIJAN AIRLINES	0	0	2	0	37	1	0	0	0	0	0	0	40
AZUL BRAZILIAN AIRLINES	2	0	0	2	48	4	1	0	0	0	0	0	57
BAHAMASAIR	0	0	2	1	37	1	0	0	0	0	0	0	41
BRITISH AIRWAYS	11	0	37	34	1,177	15	11	1	0	1	0	3	1,290
BRUSSELS AIRLINES	1	0	3	1	109	4	1	0	0	0	0	0	119
CABO VERDE AIRLINES	14	0	2	1	15	1	0	0	0	0	0	0	33
CARIBBEAN AIRLINES	2	0	2	1	163	0	1	1	0	0	0	0	170
CATHAY PACIFIC AIRWAYS	3	0	5	13	106	4	0	1	0	0	0	0	132
CAYMAN AIRWAYS	0	0	1	0	9	0	0	0	0	0	0	0	10
CHINA AIRLINES	2	0	3	9	42	2	0	0	0	0	0	0	58
CHINA EASTERN AIRLINES	3	0	3	2	51	1	2	0	0	0	0	0	62
CHINA SOUTHERN AIRLINES	4	1	3	1	26	3	0	0	0	0	0	0	38
CONDOR	3	0	15	2	350	5	1	0	0	0	0	0	376
COPA	16	3	35	13	678	3	1	1	1	0	0	0	751
CORSAIR	0	0	2	0	104	0	1	0	0	0	0	0	107
CZECH AIRLINES	0	0	0	0	19	0	0	0	0	0	0	0	19
EASY JET	1	0	4	0	68	0	0	0	0	0	0	0	73
EGYPTAIR	2	0	5	5	116	9	2	0	0	1	0	0	140
EL AL ISRAEL	40	1	43	5	2,245	6	2	0	0	1	0	0	2,343



## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD) (Cont'd)

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

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
SUNWING AIRLINES	0	0	0	0	47	0	0	0	0	0	0	0	47
SWISS AIR	5	1	12	9	434	6	2	3	0	1	0	0	473
SWOOP	0	0	3	1	262	0	0	0	0	0	0	0	266
TAME	1	0	1	1	16	1	0	0	0	0	0	0	20
TAP	33	0	68	35	5,007	13	7	0	0	0	0	0	5,163
THAI AIRWAYS INTERNATIONAL	0	0	1	0	22	0	0	0	0	0	0	0	23
TURKISH AIRLINES	14	1	78	27	832	46	19	2	0	2	0	5	1,026
UKRAINE INTERNATIONAL AIRLINES	2	2	3	1	107	6	0	0	0	0	0	0	121
VIETNAM AIRLINES	0	0	1	0	16	0	1	0	0	0	0	1	19
VIRGIN ATLANTIC AIRWAYS	4	0	10	4	716	1	1	2	0	0	0	1	739
VIRGIN AUSTRALIA	0	0	4	4	181	3	1	0	0	0	0	1	194
VIVA AIR	1	0	1	1	54	0	0	0	0	0	0	0	57
VIVAAEROBUS	0	1	23	12	86	10	4	1	0	0	0	0	137
VOLARIS AIRLINES	49	9	1,957	282	2,146	16	96	4	0	0	0	1	4,560
VUELING AIRLINES	0	0	5	0	106	3	0	0	0	0	0	0	114
WEST JET	5	0	3	3	1,263	1	4	2	0	0	0	0	1,281
XIAMEN AIRLINES	0	0	2	0	21	1	0	0	0	0	0	0	24
OTHER FOREIGN AIRLINES	7	1	16	1	297	11	8	0	0	0	0	0	341
<b>TOTALS</b>	<b>514</b>	<b>47</b>	<b>3,206</b>	<b>1,141</b>	<b>45,856</b>	<b>527</b>	<b>332</b>	<b>64</b>	<b>4</b>	<b>14</b>	<b>1</b>	<b>50</b>	<b>51,756</b>
<b>TRAVEL AGENTS</b>													
AIRFAREEXPERTS.COM	0	0	0	1	26	0	0	0	0	0	0	0	27
AIRTKT.COM	0	0	4	3	36	0	1	0	0	0	0	0	44
AMERICAN EXPRESS TRAVEL	0	0	1	3	136	0	0	0	0	0	0	0	140
ASAPTICKETS.COM	1	0	10	27	482	0	4	0	0	0	0	0	524
AVANTI DESTINATIONS	0	0	0	1	16	0	0	0	0	0	0	0	17
BOOKIT.COM	0	0	0	0	18	0	0	0	0	0	0	0	18
CAPITAL ONE TRAVEL	0	0	0	0	36	0	0	0	0	0	0	0	36
CENTRAV	0	0	0	1	9	0	0	0	0	0	0	0	10
CHASE TRAVEL	1	0	6	6	584	0	1	0	0	0	0	0	598
CHEAP TICKETS	0	0	5	2	82	0	0	0	1	0	0	0	90
CHEAPCARIBBEAN.COM	0	0	1	0	34	0	0	0	0	0	0	0	35
CHEAPFAREGURU.COM	0	0	1	2	26	0	0	0	0	0	0	0	29
CHEAPOAIR.COM	1	0	72	51	1,285	0	11	0	0	0	0	0	1,420
COSTCO TRAVEL	0	0	0	5	48	0	0	0	0	0	0	0	53
EDREAMS.COM	0	0	5	1	69	0	0	0	0	0	0	0	75
EXPEDIA.COM	1	0	57	44	3,078	0	4	0	0	0	0	0	3,184
EXPLORETRIP.COM	0	0	2	1	68	0	0	0	0	0	0	0	71
FAREBOOM.COM	0	0	3	2	87	0	0	0	0	0	0	0	92
FARESCAN.COM	0	0	1	6	101	0	0	0	1	0	0	0	109

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD) (Cont'd)

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

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FLIGHT NETWORK	1	0	3	1	176	0	0	0	0	0	0	0	181
FLIGHTGURU	0	0	0	0	23	0	0	0	0	0	0	0	23
FLIGHTHUB	1	0	2	3	105	0	0	0	0	0	0	0	111
FLYUS.COM	0	0	1	1	57	0	0	0	0	0	0	0	59
GATE 1 TRAVEL	0	0	0	2	74	0	0	0	0	0	0	0	76
GOTOGATE	1	0	3	5	310	0	0	0	0	0	0	0	319
HOP2	0	0	1	13	94	0	0	0	0	0	0	0	108
HOPPER.COM	0	0	15	1	267	0	0	0	0	0	0	0	283
HOTWIRE.COM	0	0	2	0	37	0	0	0	0	0	0	0	39
INDIAN EAGLE	0	0	0	4	22	0	0	0	0	0	0	0	26
JUSTAIRTICKET.COM	0	0	0	2	23	0	0	0	0	0	0	0	25
JUSTFLY.COM	2	0	35	60	930	0	0	0	0	0	0	0	1,027
KISSANDFLY	0	0	2	2	55	0	0	0	0	0	0	0	59
KIWI.COM	1	0	8	10	390	0	0	0	0	0	0	0	409
LASTMINUTEFAREDEAL	0	0	0	0	14	0	0	0	0	0	0	0	14
LBF TRAVEL.COM	0	0	0	1	8	0	1	0	0	0	0	0	10
MAKEMYTRIP.COM	0	0	1	1	13	0	0	0	0	0	0	0	15
MANGO TOURS	0	0	4	3	49	0	0	0	0	0	0	1	57
MYFLIGHTSEARCH.COM	1	0	3	2	29	0	0	0	0	0	0	0	35
MYTRIP.COM	0	0	2	0	75	0	0	0	0	0	0	0	77
ONETRAVEL	0	0	2	7	84	0	0	0	0	0	0	0	93
ORBITZ.COM	2	0	16	5	855	0	3	0	0	0	0	0	881
OVAGO	0	0	10	69	535	0	1	0	0	0	0	0	615
PRICELINE.COM	1	0	8	8	470	0	2	0	0	0	0	2	491
SKYBOOKER	0	0	0	5	46	0	0	0	0	0	0	0	51
SKYLUX TRAVEL	0	0	1	0	61	0	0	0	0	0	0	0	62
SMARTFARES.COM	1	0	1	2	97	0	1	0	0	0	0	0	102
SOUTHWEST VACATIONS	0	0	0	1	40	0	0	0	0	0	0	0	41
STA TRAVEL	0	0	1	1	17	0	0	0	0	0	0	0	19
STUDENTUNIVERSE	0	0	1	0	77	0	0	0	0	0	0	0	78
TRAVEL2BE	0	0	1	0	28	0	0	0	0	0	0	0	29
TRAVELER HELP DESK	0	0	3	0	33	0	0	0	0	0	0	0	36
TRAVELGENIO	0	0	5	2	68	0	0	0	0	0	0	0	75
TRAVELMERRY	0	0	0	1	23	0	0	0	0	0	0	0	24
TRAVELOCITY.COM	0	0	14	5	562	0	3	0	0	0	0	0	584
TRAVELPOD	0	0	0	1	15	0	0	0	0	0	0	0	16
TRIP.COM	1	0	0	1	72	0	0	0	0	0	0	0	74
TRIPMASTERS	0	0	0	0	71	0	0	0	0	0	0	0	71
UNITED VACATIONS	0	0	0	2	11	0	0	0	0	0	0	0	13
VAYAMA	0	0	50	8	738	0	4	0	0	0	0	0	800

## AIR TRAVEL CONSUMER REPORT

Table 4 (YTD) (Cont'd)

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

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
WOWFARE	0	0	0	0	57	0	0	0	0	0	0	0	57
OTHER TRAVEL AGENTS	1	0	16	33	810	0	2	0	2	0	0	3	867
<b>TOTALS</b>	<b>17</b>	<b>0</b>	<b>379</b>	<b>418</b>	<b>13,742</b>	<b>0</b>	<b>38</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>14,604</b>
<b><u>TOUR OPERATORS</u></b>													
APPLE VACATIONS	0	0	1	1	14	0	0	0	0	0	0	0	16
DELTA DREAM VACATIONS	0	0	1	0	26	0	0	0	0	0	0	0	27
FUN JET INCORPORATED	0	0	0	0	24	0	0	0	0	0	0	0	24
OTHER TOUR OPERATORS	0	0	0	0	14	0	1	0	0	0	0	0	15
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>78</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>82</b>
<b><u>MISCELLANEOUS</u></b>													
FAA	5	0	1	0	0	0	7	0	0	0	0	12	25
OTHER TRAVEL INSURANCE	1	0	0	0	37	0	1	0	0	0	0	1	40
TSA	0	0	0	0	0	4	3	0	0	0	0	5	12
OTHER MISCELLANEOUS	6	0	5	3	118	3	6	0	0	0	0	17	158
<b>TOTALS</b>	<b>12</b>	<b>0</b>	<b>6</b>	<b>3</b>	<b>155</b>	<b>7</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>35</b>	<b>235</b>

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 5 (YTD)

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

	JANUARY - DECEMBER 2020	JANUARY - DECEMBER 2019
AIRLINE	COMPLAINTS	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>1,214</b>	<b>239</b>
- ALASKA AIRLINES	1,121	212
- BRANDED CODESHARE PARTNERS	93	27
<b>ALLEGiant AIRLINES</b>	<b>576</b>	<b>234</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>6,093</b>	<b>3,016</b>
- AMERICAN AIRLINES	5,949	2,554
- BRANDED CODESHARE PARTNERS	144	462
<b>DELTA NETWORK</b>	<b>4,064</b>	<b>963</b>
- DELTA AIR LINES	3,840	826
- BRANDED CODESHARE PARTNERS	224	137
<b>FRONTIER AIRLINES</b>	<b>5,523</b>	<b>582</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>1,240</b>	<b>85</b>
- HAWAIIAN AIRLINES	1,240	85
- BRANDED CODESHARE PARTNERS	0	0
<b>JETBLUE AIRWAYS</b>	<b>1,615</b>	<b>413</b>
<b>SOUTHWEST AIRLINES</b>	<b>1,789</b>	<b>535</b>
<b>SPIRIT AIRLINES</b>	<b>1,758</b>	<b>964</b>
<b>UNITED AIRLINES NETWORK</b>	<b>11,307</b>	<b>1,944</b>
- UNITED AIRLINES	11,274	1,644
- BRANDED CODESHARE PARTNERS	33	300
<b>TOTAL</b>	<b>35,179</b>	<b>8,975</b>

\* All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. The carriers that are listed in this table are the same carriers that are ranked in the "Flight Delays," section of this report.

TABLE 5A (YTD)

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

RANK	AIRLINE	JANUARY - DECEMBER 2020			JANUARY - DECEMBER 2019		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	16	6,822,198	0.23	118	15,049,426	0.78
2	PSA AIRLINES	50	8,002,161	0.62	83	15,092,232	1.09
3	ENVOY AIR	52	8,125,063	0.64	164	15,047,722	0.55
4	REPUBLIC AIRWAYS	62	8,773,761	0.71	73	18,844,915	0.39
5	SKYWEST AIRLINES	160	20,315,199	0.79	179	42,328,839	0.42
6	ENDEAVOR AIR	103	7,061,691	1.46	57	15,127,656	0.38
7	SOUTHWEST AIRLINES	1,789	67,792,295	2.64	535	162,708,552	0.33
8	ALLEGiant AIR	576	9,085,711	6.34	234	15,121,937	1.55
9	DELTA AIR LINES	3,840	55,199,414	6.96	826	162,708,455	0.51
10	AMERICAN AIRLINES	5,949	65,755,712	9.05	2,554	155,821,230	0.60
11	ALASKA AIRLINES	1,121	12,280,440	9.13	212	35,529,908	1.64
12	SPIRIT AIRLINES	1,758	18,310,615	9.60	964	33,868,007	2.85
13	JETBLUE AIRWAYS	1,615	14,307,710	11.29	413	42,837,163	0.96
14	UNITED AIRLINES	11,274	37,924,200	29.73	1,644	116,372,380	1.41
15	HAWAIIAN AIRLINES	1,240	3,295,076	37.63	85	11,530,675	0.74
16	FRONTIER AIRLINES	5,523	11,203,318	49.30	582	22,593,694	2.58
	<b>TOTAL</b>	35,128	354,254,564	9.92	8,723	880,582,791	0.99

\* 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**

**Civil Rights Complaints by Air Travelers (Other Than Disability) for December 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						
DELTA AIR LINES			1				
EMIRATES AIRLINES	1						
HORIZON AIR	1						
QATAR AIRWAYS			1				
<b>TOTAL</b>	<b>3</b>		<b>2</b>				

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

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

**AIR TRAVEL CONSUMER REPORT**  
**Civil Rights Complaints by Air Travelers (Other Than Disability) for January - December 2020**

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

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AEROFLOT	1						
AIR CANADA	1						
AIR FRANCE			1				
AIR NEW ZEALAND			1				
AIR SERBIA					1		
AMERICAN AIRLINES	5	1	2				
BRITISH AIRWAYS							1
DELTA AIR LINES	2		1				
EGYPT AIR			1				
EL AL ISRAEL			1				
EMIRATES	1						
ENVOY AIR	2						
FRONTIER AIRLINES	2				1		
HAWAIIAN AIRLINES	1						1
HORIZON AIR	1						
JETBLUE AIRWAYS	3						
PSA AIRLINES	1						
QATAR AIRWAYS	1		1				
REPUBLIC AIRLINES	1						
SILVER AIRWAYS	1						
SKYWEST	1						
SOUTHWEST AIRLINES					1		
SPIRIT AIRLINES	4						
SWISS AIR	1						
TURKISH AIRLINES	2						
UNITED AIRLINES	2				1		
<b>TOTAL</b>	<b>33</b>	<b>1</b>	<b>8</b>		<b>4</b>		<b>2</b>

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

\*\*One complaint may raise multiple grounds for discrimination. The OACP 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, unsatisfactory seat assignment (non-disability), problems with family seating.

**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**

**December 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>
<a href="#">AMERICAN AIRLINES</a>	1	0	0
<b>TOTALS:</b>	1	0	0

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

### Annual Report of 2020 Incidents

The monthly reports on the previous page are required only during a month in which a carrier has a reportable incident. In addition, U.S. carriers that operate at least one aircraft that has a designed seating capacity of 60 or more seats, are required to report the total number of reportable animal incidents for the entire calendar year and the total number of animals transported in the calendar year. This report must be filed with DOT within 15 days after the end of that year. This annual report is required even if a carrier had no reportable incidents during the year. Click the carrier's name to see the redacted version of the actual incident reports filed by these airlines.

Carrier*	Death	Injury	Loss	Total Transported	Incidents per 10,000 animals transported
ALASKA AIRLINES	0	0	0	107,042	0.00
HORIZON AIR	0	0	0	38,813	0.00
SKYWEST AIRLINES	0	0	0	16,805	0.00
ENVOY AIR	0	0	0	13,885	0.00
REPUBLIC AIRLINES	0	0	0	4,829	0.00
PSA AIRLINES	0	0	0	4,748	0.00
MESA AIRLINES	0	0	0	3,101	0.00
ENDEAVOR AIR	0	0	0	1,872	0.00
GOJET AIRLINES	0	0	0	617	0.00
COMMUTAIR	0	0	0	232	0.00
<a href="#">AMERICAN AIRLINES</a>	2	3	0	80,817	0.62
<a href="#">UNITED AIRLINES</a>	1	0	0	10,152	0.99
<a href="#">DELTA AIR LINES</a>	2	0	0	18,934	1.06
<a href="#">HAWAIIAN AIRLINES</a>	1	1	0	9,302	2.15
<b>TOTAL</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>311,149</b>	<b>0.32</b>

\*The rankings of the carriers that had no incidents are based on total number of animals transported.



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

The Transportation Security Administration (TSA) screened approximately 27 million airline passengers and their 22 million checked bags in the month of December 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 December.

**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
423	0.00157%	18	0.00007%	17	0.00006%	113	0.00042%

**NOTES**

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

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

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

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.