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# ***Air Travel Consumer Report***

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

**Issued: January 2021**



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

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

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

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

<sup>4</sup> Data collected by the Office of Aviation Consumer Protection.

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## **INTRODUCTION**

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

The report is divided into sections (Flight Delays, Mishandled Baggage Wheelchairs and Scooters, Oversales, Consumer Complaints, Customer Service Reports to the Transportation Security Administration, and Airline Reports of the Loss, Injury, or Death of Animals During Air Transportation). The sections concerning flight delays, mishandled baggage, wheelchairs and scooters and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section concerning consumer complaints is based on data compiled by the Office of Aviation Consumer Protection. The section concerning customer service reports to the Department of Homeland Security's Transportation Security Administration (TSA) is based on data provided by TSA. The section that deals with animal incidents during air transport is based on reports airlines are required to submit to the OACP. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

The report normally is released by the end of the second week of each month. The report is available via the Internet at:  
<http://www.transportation.gov/airconsumer>

## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the sixteen (16) U.S. air carriers that have at least 0.5 percent of total domestic scheduled-service passenger revenues.

The reportable airports with respect to which data must be submitted to the Department are those large, medium, small, or non-hub airports as defined in 49 U.S.C. 47102. Airports can be accessed through the FAA at: [https://www.faa.gov/airports/planning\\_capacity/passenger\\_allcargo\\_stats/categories/](https://www.faa.gov/airports/planning_capacity/passenger_allcargo_stats/categories/). This report includes the 30 largest U.S. airports, except Table 5, which lists more than 200 airports in alphabetical order with the corresponding on-time arrival and departure percentages.

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 16 reporting air carriers, 13 carriers (Alaska, Delta, Endeavor, Envoy, Frontier, JetBlue, PSA, Republic, Hawaiian, SkyWest, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS and DGS, one carrier (Mesa) uses a combination of ACARS and a manual system, and one carrier (Allegiant) uses a manual system.

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

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

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

Tables 6 and 6A display the number of operations, number of flight cancellations, and percentage of cancellations by air carrier marketing and reporting flights at all airports and for the air carriers' domestic system. Table 7 and 7A displays airline flight delay causation data by categories, and Table 7B provides an overall graphic representation of that data. Table 8 lists the regularly scheduled flights with tarmac delays of more than 3 hours and Table 8A lists the regularly scheduled international flights with tarmac delays of more than 4 hours.

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

Airline Service Quality Performance data from the most recent six months is available for free download at: <https://www.bts.gov/topics/airlines-and-airports/airline-information-download>. Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <https://www.bts.gov/browse-statistical-products-and-data/bts-publications/airline-service-quality-performance-234-time>. Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp).

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

**AIR TRAVEL CONSUMER REPORT**

**BRANDED CODESHARE PARTNERS**

**NOVEMBER 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

NOVEMBER 2020

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
<b>SOUTHWEST AIRLINES</b>	<b>91</b>	<b>95.1</b>	<b>1</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>17</b>	<b>93.6</b>	<b>2</b>
- HAWAIIAN AIRLINES	15	93.9	
- BRANDED CODESHARE PARTNERS	3	90.4	
<b>FRONTIER AIRLINES</b>	<b>94</b>	<b>93.3</b>	<b>3</b>
<b>UNITED AIRLINES NETWORK</b>	<b>234</b>	<b>92.4</b>	<b>4</b>
- UNITED AIRLINES	81	92.4	
- BRANDED CODESHARE PARTNERS	220	92.3	
<b>DELTA AIR LINES NETWORK</b>	<b>201</b>	<b>91.9</b>	<b>5</b>
- DELTA AIR LINES	106	90.2	
- BRANDED CODESHARE PARTNERS	181	93.8	
<b>SPIRIT AIRLINES</b>	<b>46</b>	<b>90.2</b>	<b>6</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>217</b>	<b>89.9</b>	<b>7</b>
- AMERICAN AIRLINES	91	90.6	
- BRANDED CODESHARE PARTNERS	198	89.4	
<b>ALASKA AIRLINES NETWORK</b>	<b>100</b>	<b>89.5</b>	<b>8</b>
- ALASKA AIRLINES	72	88.6	
- BRANDED CODESHARE PARTNERS	52	90.2	
<b>JETBLUE AIRWAYS</b>	<b>53</b>	<b>89.2</b>	<b>9</b>
<b>ALLEGiant AIR</b>	<b>120</b>	<b>86.7</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>360</b>	<b>91.7</b>	

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

NOTE: The Coronavirus Disease 2019 (COVID-19) public health emergency has resulted in significant changes in airline schedules and operations, which may have negatively impacted airlines' 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

NOVEMBER 2020

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
ENDEAVOR AIR	108	95.1	1
SOUTHWEST AIRLINES	91	95.1	2
HAWAIIAN AIRLINES	15	93.9	3
FRONTIER AIRLINES	94	93.3	4
REPUBLIC AIRWAYS	81	92.8	5
UNITED AIRLINES	81	92.4	6
SKYWEST AIRLINES	211	91.5	7
PSA AIRLINES	95	91.4	8
AMERICAN AIRLINES	91	90.6	9
SPIRIT AIRLINES	46	90.2	10
DELTA AIR LINES	106	90.2	11
JETBLUE AIRWAYS	53	89.2	12
ENVOY AIR	131	88.7	13
ALASKA AIRLINES	72	88.6	14
MESA AIRLINES	87	87.4	15
ALLEGiant AIR	120	86.7	16
<b>TOTAL AIRPORTS SERVED</b>	<b>348</b>	<b>91.8</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

NOVEMBER 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		Year-to-date (YTD)	
	%	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>86.0</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		84.3	
- 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		87.5	
<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>70.4</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>82.0</b>	<b>9</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		83.0	
- 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		81.1	
<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>87.2</b>	<b>1</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		86.4	
- 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		88.2	
<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>83.4</b>	<b>7</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>87.2</b>	<b>2</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		87.7	
- 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		83.2	
<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>82.5</b>	<b>8</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>85.8</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>86.9</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>83.4</b>	<b>6</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		83.2	
- 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		83.6	
<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>84.3</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 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

NOVEMBER 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>30</b>	<b>83.3</b>	<b>58</b>	<b>91.4</b>	<b>29</b>	<b>93.1</b>	<b>0</b>	<b>0.0</b>	<b>74</b>	<b>91.9</b>	<b>139</b>	<b>91.4</b>	<b>114</b>	<b>95.6</b>	<b>26</b>	<b>80.8</b>
- ALASKA AIRLINES	30	83.3	58	91.4	29	93.1	0	0.0	74	91.9	139	91.4	114	95.6	26	80.8
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>30</b>	<b>76.7</b>	<b>29</b>	<b>75.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>6</b>	<b>66.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>542</b>	<b>89.9</b>	<b>888</b>	<b>94.0</b>	<b>323</b>	<b>87.3</b>	<b>13286</b>	<b>92.3</b>	<b>1647</b>	<b>93.9</b>	<b>658</b>	<b>88.6</b>	<b>17083</b>	<b>88.1</b>	<b>437</b>	<b>92.0</b>
- AMERICAN AIRLINES	363	88.4	817	93.9	244	86.5	4981	93.5	894	94.0	573	88.3	7826	90.6	179	88.8
- BRANDED CODESHARE PARTNERS	179	92.7	71	95.8	79	89.9	8305	91.5	753	93.8	85	90.6	9257	86.1	258	94.2
<b>DELTA AIR LINES NETWORK</b>	<b>18068</b>	<b>93.9</b>	<b>1105</b>	<b>92.5</b>	<b>374</b>	<b>90.4</b>	<b>467</b>	<b>94.2</b>	<b>654</b>	<b>91.3</b>	<b>764</b>	<b>87.2</b>	<b>654</b>	<b>83.5</b>	<b>7512</b>	<b>92.9</b>
- DELTA AIR LINES	12818	93.2	747	90.8	288	89.2	280	94.3	461	90.0	764	87.2	510	83.5	2798	91.7
- BRANDED CODESHARE PARTNERS	5250	95.4	358	96.1	86	94.2	187	94.1	193	94.3	0	0.0	144	83.3	4714	93.7
<b>FRONTIER AIRLINES</b>	<b>185</b>	<b>89.7</b>	<b>15</b>	<b>86.7</b>	<b>32</b>	<b>87.5</b>	<b>45</b>	<b>91.1</b>	<b>63</b>	<b>96.8</b>	<b>1721</b>	<b>94.8</b>	<b>88</b>	<b>94.3</b>	<b>57</b>	<b>89.5</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>125</b>	<b>92.8</b>	<b>1643</b>	<b>90.6</b>	<b>0</b>	<b>0.0</b>	<b>18</b>	<b>88.9</b>	<b>228</b>	<b>88.2</b>	<b>44</b>	<b>88.6</b>	<b>42</b>	<b>95.2</b>	<b>35</b>	<b>94.3</b>
<b>SOUTHWEST AIRLINES</b>	<b>2243</b>	<b>96.6</b>	<b>282</b>	<b>94.7</b>	<b>4091</b>	<b>93.7</b>	<b>220</b>	<b>96.4</b>	<b>355</b>	<b>96.1</b>	<b>5229</b>	<b>94.4</b>	<b>0</b>	<b>0.0</b>	<b>279</b>	<b>93.2</b>
<b>SPIRIT AIRLINES</b>	<b>664</b>	<b>90.5</b>	<b>211</b>	<b>89.6</b>	<b>347</b>	<b>88.2</b>	<b>34</b>	<b>97.1</b>	<b>0</b>	<b>0.0</b>	<b>183</b>	<b>89.1</b>	<b>434</b>	<b>89.2</b>	<b>652</b>	<b>89.7</b>
<b>UNITED AIRLINES NETWORK</b>	<b>415</b>	<b>89.6</b>	<b>536</b>	<b>95.0</b>	<b>168</b>	<b>92.9</b>	<b>335</b>	<b>90.1</b>	<b>278</b>	<b>92.4</b>	<b>9276</b>	<b>91.0</b>	<b>465</b>	<b>87.1</b>	<b>396</b>	<b>94.2</b>
- UNITED AIRLINES	206	86.9	519	94.8	110	91.8	31	96.8	75	92.0	3952	92.6	171	88.9	16	93.8
- BRANDED CODESHARE PARTNERS	209	92.3	17	100.0	58	94.8	304	89.5	203	92.6	5324	89.8	294	86.1	380	94.2
<b>TOTAL</b>	<b>22,272</b>	<b>93.8</b>	<b>4,768</b>	<b>92.3</b>	<b>5,393</b>	<b>92.6</b>	<b>14,405</b>	<b>92.3</b>	<b>3,299</b>	<b>93.1</b>	<b>18,020</b>	<b>92.1</b>	<b>18,880</b>	<b>88.1</b>	<b>9,394</b>	<b>92.7</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)

NOVEMBER 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>71</b>	<b>93.0</b>	<b>74</b>	<b>90.5</b>	<b>101</b>	<b>87.1</b>	<b>29</b>	<b>100.0</b>	<b>30</b>	<b>90.0</b>	<b>58</b>	<b>96.6</b>	<b>449</b>	<b>91.5</b>	<b>1081</b>	<b>93.6</b>
- ALASKA AIRLINES	71	93.0	74	90.5	101	87.1	29	100.0	30	90.0	58	96.6	261	91.2	359	91.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	188	92.0	722	94.5
<b>ALLEGiant AIR</b>	<b>36</b>	<b>94.4</b>	<b>199</b>	<b>80.4</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>539</b>	<b>89.8</b>	<b>72</b>	<b>91.7</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>353</b>	<b>90.9</b>	<b>402</b>	<b>90.5</b>	<b>116</b>	<b>81.9</b>	<b>164</b>	<b>89.0</b>	<b>480</b>	<b>86.7</b>	<b>334</b>	<b>92.2</b>	<b>703</b>	<b>90.3</b>	<b>1400</b>	<b>92.1</b>
- AMERICAN AIRLINES	322	91.3	402	90.5	116	81.9	58	82.8	237	85.2	334	92.2	703	90.3	1175	92.6
- BRANDED CODESHARE PARTNERS	31	87.1	0	0.0	0	0.0	106	92.5	243	88.1	0	0.0	0	0.0	225	89.3
<b>DELTA AIR LINES NETWORK</b>	<b>479</b>	<b>89.6</b>	<b>736</b>	<b>85.9</b>	<b>112</b>	<b>76.8</b>	<b>369</b>	<b>92.4</b>	<b>438</b>	<b>90.9</b>	<b>1967</b>	<b>92.3</b>	<b>999</b>	<b>86.6</b>	<b>2734</b>	<b>89.5</b>
- DELTA AIR LINES	252	84.5	709	85.8	112	76.8	177	89.8	265	91.7	1349	91.0	881	85.1	1815	86.8
- BRANDED CODESHARE PARTNERS	227	95.2	27	88.9	0	0.0	192	94.8	173	89.6	618	95.1	118	97.5	919	94.8
<b>FRONTIER AIRLINES</b>	<b>68</b>	<b>92.6</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>84</b>	<b>96.4</b>	<b>0</b>	<b>0.0</b>	<b>794</b>	<b>93.6</b>	<b>145</b>	<b>95.2</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1424</b>	<b>94.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>24</b>	<b>83.3</b>	<b>71</b>	<b>83.1</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	1304	94.9	0	0.0	0	0.0	0	0.0	24	83.3	71	83.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	120	90.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>728</b>	<b>87.0</b>	<b>1091</b>	<b>89.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>41</b>	<b>82.9</b>	<b>1288</b>	<b>89.6</b>	<b>167</b>	<b>91.6</b>	<b>540</b>	<b>90.0</b>
<b>SOUTHWEST AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>1060</b>	<b>93.4</b>	<b>555</b>	<b>97.3</b>	<b>80</b>	<b>92.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>3776</b>	<b>95.6</b>	<b>1333</b>	<b>96.1</b>
<b>SPIRIT AIRLINES</b>	<b>505</b>	<b>91.1</b>	<b>1407</b>	<b>89.8</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>398</b>	<b>86.9</b>	<b>0</b>	<b>0.0</b>	<b>1154</b>	<b>89.2</b>	<b>648</b>	<b>88.0</b>
<b>UNITED AIRLINES NETWORK</b>	<b>3752</b>	<b>91.5</b>	<b>458</b>	<b>90.4</b>	<b>225</b>	<b>90.7</b>	<b>3695</b>	<b>93.2</b>	<b>7133</b>	<b>93.0</b>	<b>0</b>	<b>0.0</b>	<b>602</b>	<b>92.7</b>	<b>1654</b>	<b>91.8</b>
- UNITED AIRLINES	2119	90.5	458	90.4	225	90.7	1184	94.1	2440	93.7	0	0.0	522	93.1	989	91.8
- BRANDED CODESHARE PARTNERS	1633	92.8	0	0.0	0	0.0	2511	92.8	4693	92.6	0	0.0	80	90.0	665	91.7
<b>TOTAL</b>	<b>5,992</b>	<b>90.8</b>	<b>5,427</b>	<b>89.6</b>	<b>2,533</b>	<b>93.1</b>	<b>4,337</b>	<b>93.0</b>	<b>8,604</b>	<b>92.2</b>	<b>3,647</b>	<b>91.4</b>	<b>9,207</b>	<b>92.4</b>	<b>9,678</b>	<b>91.6</b>

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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>91</b>	<b>89.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>59</b>	<b>91.5</b>	<b>155</b>	<b>95.5</b>	<b>2409</b>	<b>89.5</b>	<b>29</b>	<b>93.1</b>
- ALASKA AIRLINES	0	0.0	91	89.0	0	0.0	0	0.0	59	91.5	155	95.5	751	91.2	29	93.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1658	88.7	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>35</b>	<b>82.9</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>751</b>	<b>94.1</b>	<b>847</b>	<b>90.9</b>	<b>0</b>	<b>0.0</b>	<b>3398</b>	<b>91.2</b>	<b>367</b>	<b>92.6</b>	<b>4892</b>	<b>92.3</b>	<b>198</b>	<b>87.9</b>	<b>4663</b>	<b>91.2</b>
- AMERICAN AIRLINES	639	93.7	847	90.9	0	0.0	2331	91.5	202	92.1	1959	94.2	198	87.9	1791	92.5
- BRANDED CODESHARE PARTNERS	112	96.4	0	0.0	0	0.0	1067	90.5	165	93.3	2933	91.0	0	0.0	2872	90.5
<b>DELTA AIR LINES NETWORK</b>	<b>1811</b>	<b>92.3</b>	<b>1038</b>	<b>90.7</b>	<b>99</b>	<b>91.9</b>	<b>483</b>	<b>88.8</b>	<b>7410</b>	<b>94.1</b>	<b>737</b>	<b>91.2</b>	<b>721</b>	<b>89.7</b>	<b>432</b>	<b>92.4</b>
- DELTA AIR LINES	1071	90.7	1011	90.4	99	91.9	483	88.8	3113	92.4	420	88.8	414	84.5	281	91.5
- BRANDED CODESHARE PARTNERS	740	94.6	27	100.0	0	0.0	0	0.0	4297	95.3	317	94.3	307	96.7	151	94.0
<b>FRONTIER AIRLINES</b>	<b>44</b>	<b>81.8</b>	<b>789</b>	<b>90.5</b>	<b>0</b>	<b>0.0</b>	<b>93</b>	<b>91.4</b>	<b>38</b>	<b>94.7</b>	<b>99</b>	<b>97.0</b>	<b>55</b>	<b>98.2</b>	<b>341</b>	<b>92.7</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>32</b>	<b>84.4</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	32	84.4	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>JETBLUE AIRWAYS</b>	<b>81</b>	<b>79.0</b>	<b>858</b>	<b>91.8</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>29</b>	<b>89.7</b>	<b>79</b>	<b>88.6</b>	<b>9</b>	<b>77.8</b>	<b>125</b>	<b>90.4</b>
<b>SOUTHWEST AIRLINES</b>	<b>367</b>	<b>93.7</b>	<b>2729</b>	<b>95.9</b>	<b>4431</b>	<b>95.0</b>	<b>183</b>	<b>90.2</b>	<b>277</b>	<b>96.4</b>	<b>0</b>	<b>0.0</b>	<b>432</b>	<b>96.5</b>	<b>294</b>	<b>93.9</b>
<b>SPIRIT AIRLINES</b>	<b>188</b>	<b>89.4</b>	<b>1226</b>	<b>90.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>114</b>	<b>87.7</b>	<b>490</b>	<b>92.9</b>	<b>56</b>	<b>94.6</b>	<b>262</b>	<b>87.0</b>
<b>UNITED AIRLINES NETWORK</b>	<b>416</b>	<b>93.5</b>	<b>632</b>	<b>88.9</b>	<b>0</b>	<b>0.0</b>	<b>346</b>	<b>84.4</b>	<b>340</b>	<b>92.6</b>	<b>9020</b>	<b>94.1</b>	<b>212</b>	<b>92.0</b>	<b>250</b>	<b>92.8</b>
- UNITED AIRLINES	267	94.0	632	88.9	0	0.0	344	84.3	134	89.6	2569	94.5	212	92.0	124	92.7
- BRANDED CODESHARE PARTNERS	149	92.6	0	0.0	0	0.0	2	100.0	206	94.7	6451	94.0	0	0.0	126	92.9
<b>TOTAL</b>	<b>3,658</b>	<b>92.4</b>	<b>8,210</b>	<b>92.4</b>	<b>4,565</b>	<b>94.8</b>	<b>4,503</b>	<b>90.4</b>	<b>8,634</b>	<b>93.9</b>	<b>15,472</b>	<b>93.4</b>	<b>4,124</b>	<b>90.4</b>	<b>6,396</b>	<b>91.4</b>

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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>328</b>	<b>94.5</b>	<b>888</b>	<b>92.7</b>	<b>7033</b>	<b>89.1</b>	<b>1312</b>	<b>93.6</b>	<b>186</b>	<b>91.9</b>	<b>73</b>	<b>91.8</b>
- ALASKA AIRLINES	269	94.1	385	93.0	3884	89.4	270	95.2	19	89.5	73	91.8
- BRANDED CODESHARE PARTNERS	59	96.6	503	92.4	3149	88.7	1042	93.2	167	92.2	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>4499</b>	<b>89.9</b>	<b>419</b>	<b>83.5</b>	<b>355</b>	<b>91.3</b>	<b>542</b>	<b>88.2</b>	<b>336</b>	<b>84.8</b>	<b>711</b>	<b>90.3</b>
- AMERICAN AIRLINES	2319	90.9	419	83.5	355	91.3	459	87.6	164	83.5	661	89.7
- BRANDED CODESHARE PARTNERS	2180	88.8	0	0.0	0	0.0	83	91.6	172	86.0	50	98.0
<b>DELTA AIR LINES NETWORK</b>	<b>711</b>	<b>82.8</b>	<b>495</b>	<b>81.6</b>	<b>3079</b>	<b>92.5</b>	<b>783</b>	<b>88.1</b>	<b>6857</b>	<b>90.1</b>	<b>791</b>	<b>86.3</b>
- DELTA AIR LINES	603	81.4	495	81.6	1792	91.1	532	85.2	3630	88.0	764	86.0
- BRANDED CODESHARE PARTNERS	108	90.7	0	0.0	1287	94.3	251	94.4	3227	92.5	27	96.3
<b>FRONTIER AIRLINES</b>	<b>242</b>	<b>95.9</b>	<b>120</b>	<b>95.0</b>	<b>54</b>	<b>96.3</b>	<b>115</b>	<b>92.2</b>	<b>118</b>	<b>94.9</b>	<b>116</b>	<b>88.8</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>19</b>	<b>94.7</b>	<b>30</b>	<b>76.7</b>	<b>37</b>	<b>78.4</b>	<b>30</b>	<b>80.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
- HAWAIIAN AIRLINES	19	94.7	30	76.7	37	78.4	30	80.0	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
<b>JETBLUE AIRWAYS</b>	<b>61</b>	<b>85.2</b>	<b>87</b>	<b>93.1</b>	<b>42</b>	<b>100.0</b>	<b>205</b>	<b>84.9</b>	<b>59</b>	<b>83.1</b>	<b>355</b>	<b>90.4</b>
<b>SOUTHWEST AIRLINES</b>	<b>3712</b>	<b>94.9</b>	<b>1373</b>	<b>94.8</b>	<b>405</b>	<b>96.3</b>	<b>403</b>	<b>96.5</b>	<b>517</b>	<b>93.0</b>	<b>1493</b>	<b>92.8</b>
<b>SPIRIT AIRLINES</b>	<b>42</b>	<b>85.7</b>	<b>69</b>	<b>95.7</b>	<b>47</b>	<b>78.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>485</b>	<b>87.0</b>
<b>UNITED AIRLINES NETWORK</b>	<b>522</b>	<b>93.7</b>	<b>506</b>	<b>92.9</b>	<b>441</b>	<b>94.8</b>	<b>2924</b>	<b>95.1</b>	<b>390</b>	<b>93.8</b>	<b>461</b>	<b>88.9</b>
- UNITED AIRLINES	394	92.6	423	92.4	382	94.0	1604	95.2	83	95.2	443	88.7
- BRANDED CODESHARE PARTNERS	128	96.9	83	95.2	59	100.0	1320	95.0	307	93.5	18	94.4
<b>TOTAL</b>	<b>10,136</b>	<b>91.7</b>	<b>3,987</b>	<b>91.1</b>	<b>11,493</b>	<b>90.5</b>	<b>6,314</b>	<b>93.0</b>	<b>8,463</b>	<b>90.3</b>	<b>4,485</b>	<b>89.9</b>

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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	30	83.3	58	91.4	29	93.1	0	0.0	74	91.9	139	91.4	114	95.6	26	80.8
ALLEGiant AIR	0	0.0	30	76.7	29	75.9	0	0.0	0	0.0	6	66.7	0	0.0	0	0.0
AMERICAN AIRLINES	363	88.4	817	93.9	244	86.5	4981	93.5	894	94.0	573	88.3	7826	90.6	179	88.8
DELTA AIR LINES	12818	93.2	747	90.8	288	89.2	280	94.3	461	90.0	764	87.2	510	83.5	2798	91.7
ENDEAVOR AIR	4939	95.4	34	94.1	86	94.2	85	94.1	46	95.7	0	0.0	3	100.0	2631	95.2
ENVOY AIR	0	0.0	0	0.0	47	89.4	184	91.3	0	0.0	0	0.0	5711	87.0	3	100.0
FRONTIER AIRLINES	185	89.7	15	86.7	32	87.5	45	91.1	63	96.8	1721	94.8	88	94.3	57	89.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	125	92.8	1643	90.6	0	0.0	18	88.9	228	88.2	44	88.6	42	95.2	35	94.3
MESA AIRLINES	48	95.8	0	0.0	29	96.6	86	89.5	30	90.0	0	0.0	1974	81.0	107	97.2
PSA AIRLINES	44	88.6	0	0.0	5	100.0	5533	91.8	199	91.5	0	0.0	179	89.9	115	93.0
REPUBLIC AIRWAYS	517	93.6	412	96.4	5	100.0	1758	91.7	498	95.2	0	0.0	80	82.5	776	94.6
SKYWEST AIRLINES	90	93.3	0	0.0	51	90.2	82	90.2	65	92.3	5409	89.8	1748	86.5	1640	91.0
SOUTHWEST AIRLINES	2243	96.6	282	94.7	4091	93.7	220	96.4	355	96.1	5229	94.4	0	0.0	279	93.2
SPIRIT AIRLINES	664	90.5	211	89.6	347	88.2	34	97.1	0	0.0	183	89.1	434	89.2	652	89.7
UNITED AIRLINES	206	86.9	519	94.8	110	91.8	31	96.8	75	92.0	3952	92.6	171	88.9	16	93.8
<b>TOTAL</b>	<b>22,272</b>	<b>93.8</b>	<b>4,768</b>	<b>92.3</b>	<b>5,393</b>	<b>92.6</b>	<b>13,337</b>	<b>92.6</b>	<b>2,988</b>	<b>93.1</b>	<b>18,020</b>	<b>92.1</b>	<b>18,880</b>	<b>87.9</b>	<b>9,314</b>	<b>92.7</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)

NOVEMBER 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	71	93.0	74	90.5	101	87.1	29	100.0	30	90.0	58	96.6	261	91.2	359	91.9
ALLEGiant AIR	36	94.4	199	80.4	0	0.0	0	0.0	0	0.0	0	0.0	539	89.8	72	91.7
AMERICAN AIRLINES	322	91.3	402	90.5	116	81.9	58	82.8	237	85.2	334	92.2	703	90.3	1175	92.6
DELTA AIR LINES	252	84.5	709	85.8	112	76.8	177	89.8	265	91.7	1349	91.0	881	85.1	1815	86.8
ENDEAVOR AIR	215	94.9	27	88.9	0	0.0	82	96.3	0	0.0	413	94.4	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	68	92.6	0	0.0	0	0.0	0	0.0	84	96.4	0	0.0	794	93.6	145	95.2
HAWAIIAN AIRLINES	0	0.0	0	0.0	1304	94.9	0	0.0	0	0.0	0	0.0	24	83.3	71	83.1
JETBLUE AIRWAYS	728	87.0	1091	89.0	0	0.0	0	0.0	41	82.9	1288	89.6	167	91.6	540	90.0
MESA AIRLINES	0	0.0	0	0.0	0	0.0	816	93.1	2088	92.8	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	106	92.5	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	885	93.7	0	0.0	0	0.0	468	91.9	118	92.4	205	96.6	0	0.0	0	0.0
SKYWEST AIRLINES	0	0.0	0	0.0	0	0.0	249	93.2	1809	92.1	0	0.0	338	93.8	2314	93.4
SOUTHWEST AIRLINES	0	0.0	1060	93.4	555	97.3	80	92.5	0	0.0	0	0.0	3776	95.6	1333	96.1
SPIRIT AIRLINES	505	91.1	1407	89.8	0	0.0	0	0.0	398	86.9	0	0.0	1154	89.2	648	88.0
UNITED AIRLINES	2119	90.5	458	90.4	225	90.7	1184	94.1	2440	93.7	0	0.0	522	93.1	989	91.8
<b>TOTAL</b>	<b>5,201</b>	<b>90.6</b>	<b>5,427</b>	<b>89.6</b>	<b>2,413</b>	<b>93.2</b>	<b>3,249</b>	<b>93.0</b>	<b>7,510</b>	<b>92.3</b>	<b>3,647</b>	<b>91.4</b>	<b>9,159</b>	<b>92.4</b>	<b>9,461</b>	<b>91.6</b>

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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	91	89.0	0	0.0	0	0.0	59	91.5	155	95.5	751	91.2	29	93.1
ALLEGiant AIR	0	0.0	0	0.0	35	82.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	639	93.7	847	90.9	0	0.0	2331	91.5	202	92.1	1959	94.2	198	87.9	1791	92.5
DELTA AIR LINES	1071	90.7	1011	90.4	99	91.9	483	88.8	3113	92.4	420	88.8	414	84.5	281	91.5
ENDEAVOR AIR	52	96.2	27	100.0	0	0.0	0	0.0	2406	95.9	119	96.6	0	0.0	130	95.4
ENVOY AIR	0	0.0	0	0.0	0	0.0	222	89.2	60	91.7	1819	91.1	0	0.0	0	0.0
FRONTIER AIRLINES	44	81.8	789	90.5	0	0.0	93	91.4	38	94.7	99	97.0	55	98.2	341	92.7
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	32	84.4	0	0.0
JETBLUE AIRWAYS	81	79.0	858	91.8	0	0.0	0	0.0	29	89.7	79	88.6	9	77.8	125	90.4
MESA AIRLINES	128	92.2	0	0.0	0	0.0	0	0.0	58	93.1	0	0.0	0	0.0	60	93.3
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	927	89.8
REPUBLIC AIRWAYS	821	94.8	0	0.0	0	0.0	847	90.9	166	95.2	2128	94.9	0	0.0	1104	90.9
SKYWEST AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	1978	94.4	2636	92.6	794	91.7	10	100.0
SOUTHWEST AIRLINES	367	93.7	2729	95.9	4431	95.0	183	90.2	277	96.4	0	0.0	432	96.5	294	93.9
SPIRIT AIRLINES	188	89.4	1226	90.4	0	0.0	0	0.0	114	87.7	490	92.9	56	94.6	262	87.0
UNITED AIRLINES	267	94.0	632	88.9	0	0.0	344	84.3	134	89.6	2569	94.5	212	92.0	124	92.7
<b>TOTAL</b>	<b>3,658</b>	<b>92.4</b>	<b>8,210</b>	<b>92.4</b>	<b>4,565</b>	<b>94.8</b>	<b>4,503</b>	<b>90.4</b>	<b>8,634</b>	<b>93.9</b>	<b>12,473</b>	<b>93.4</b>	<b>2,953</b>	<b>91.1</b>	<b>5,478</b>	<b>91.5</b>

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2020

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	269	94.1	385	93.0	3884	89.4	270	95.2	19	89.5	73	91.8
ALLEGiant AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2319	90.9	419	83.5	355	91.3	459	87.6	164	83.5	661	89.7
DELTA AIR LINES	603	81.4	495	81.6	1792	91.1	532	85.2	3630	88.0	764	86.0
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	27	96.3
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	242	95.9	120	95.0	54	96.3	115	92.2	118	94.9	116	88.8
HAWAIIAN AIRLINES	19	94.7	30	76.7	37	78.4	30	80.0	0	0.0	0	0.0
JETBLUE AIRWAYS	61	85.2	87	93.1	42	100.0	205	84.9	59	83.1	355	90.4
MESA AIRLINES	806	86.6	0	0.0	0	0.0	0	0.0	15	86.7	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	0	0.0	68	97.1
SKYWEST AIRLINES	1640	90.8	416	95.0	1824	93.1	2491	94.6	3817	92.3	0	0.0
SOUTHWEST AIRLINES	3712	94.9	1373	94.8	405	96.3	403	96.5	517	93.0	1493	92.8
SPIRIT AIRLINES	42	85.7	69	95.7	47	78.7	0	0.0	0	0.0	485	87.0
UNITED AIRLINES	394	92.6	423	92.4	382	94.0	1604	95.2	83	95.2	443	88.7
<b>TOTAL</b>	<b>10,107</b>	<b>91.7</b>	<b>3,817</b>	<b>91.2</b>	<b>8,822</b>	<b>91.1</b>	<b>6,109</b>	<b>93.1</b>	<b>8,422</b>	<b>90.3</b>	<b>4,485</b>	<b>89.9</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)

NOVEMBER 2020

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	87.6	94.9	0.0	100.0	0.0	86.4	87.5	93.1	73.2	89.7	0.0	96.7	100.0	92.5	100.0	95.2
0700-0759	95.2	89.5	93.2	88.9	98.0	92.2	93.8	95.6	93.7	84.6	96.8	100.0	100.0	96.4	88.3	94.9
0800-0859	95.5	93.1	92.2	92.8	100.0	90.4	91.9	94.4	94.5	91.6	97.6	50.0	91.9	94.4	94.9	91.7
0900-0959	94.5	93.0	92.2	91.5	97.2	91.4	86.2	94.4	98.5	92.0	100.0	94.0	90.5	95.7	94.4	90.2
1000-1059	93.5	89.5	92.5	92.9	87.0	89.9	89.4	90.4	93.3	93.2	92.5	90.7	91.6	92.9	92.8	91.0
1100-1159	95.5	91.8	94.7	93.1	91.7	92.4	85.1	94.9	91.8	93.0	92.2	96.1	90.7	93.5	91.6	92.8
1200-1259	93.7	92.7	94.7	93.0	92.4	90.6	92.0	90.7	92.3	90.7	94.5	100.0	87.9	84.0	94.8	90.2
1300-1359	94.1	94.4	92.0	91.6	93.2	91.1	88.2	94.3	92.8	91.8	92.9	94.8	94.4	89.4	92.5	93.5
1400-1459	95.3	94.3	93.7	91.8	93.9	93.0	89.6	93.7	89.4	89.3	89.5	90.8	87.3	87.1	92.2	91.2
1500-1559	94.7	92.0	94.3	93.6	95.6	94.0	89.8	92.4	90.4	86.8	93.8	92.1	92.1	93.7	93.4	91.5
1600-1659	93.8	93.3	95.2	93.1	94.0	93.1	90.1	92.0	89.4	90.2	89.7	92.3	90.9	89.5	89.7	93.6
1700-1759	91.6	94.8	92.5	93.7	95.6	94.2	83.3	92.1	88.4	85.7	98.3	92.9	86.2	95.2	94.4	92.4
1800-1859	95.2	89.2	93.8	89.6	93.8	93.6	87.7	89.7	85.1	90.4	96.2	96.5	93.3	94.0	93.3	94.1
1900-1959	93.1	90.2	89.6	91.7	92.6	94.1	87.8	90.9	89.5	86.6	84.9	92.0	90.8	85.1	91.4	93.1
2000-2059	92.3	93.6	89.7	93.3	93.5	93.6	92.5	91.8	90.9	89.6	97.0	97.3	89.8	94.2	91.2	92.5
2100-2159	91.0	88.4	89.8	94.6	91.8	92.4	88.9	93.2	90.2	86.3	90.0	92.8	91.8	91.9	91.8	87.6
2200-2259	91.4	94.5	92.5	95.0	90.1	94.6	92.7	91.4	90.3	92.0	90.5	96.5	87.1	88.6	89.1	85.8
2300-0559	88.2	92.5	87.4	97.0	87.3	93.1	91.7	91.7	91.1	85.8	0.0	84.9	94.0	87.6	90.8	91.4
<b>TOTAL</b>	<b>93.8</b>	<b>92.3</b>	<b>92.6</b>	<b>92.6</b>	<b>93.1</b>	<b>92.1</b>	<b>87.9</b>	<b>92.7</b>	<b>90.6</b>	<b>89.6</b>	<b>93.2</b>	<b>93.0</b>	<b>92.3</b>	<b>91.4</b>	<b>92.4</b>	<b>91.6</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)

NOVEMBER 2020

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	0.0	93.0	81.8	92.9	81.6	88.4	89.8	85.7	0.0	0.0	92.2	94.2	100.0	0.0	90.1
0700-0759	100.0	100.0	90.8	90.9	96.1	92.9	100.0	91.9	90.1	96.6	92.2	93.8	91.3	100.0	93.5
0800-0859	95.7	95.1	94.9	95.8	89.7	95.7	96.8	90.9	91.2	96.5	90.6	97.2	88.5	92.9	92.6
0900-0959	93.3	95.0	94.8	93.1	95.6	95.0	90.0	94.6	87.2	93.5	87.1	94.5	90.4	91.5	92.0
1000-1059	94.5	95.0	94.6	87.5	93.8	95.0	90.8	94.6	95.2	90.6	89.2	91.0	89.8	94.3	91.9
1100-1159	94.4	92.4	97.7	90.4	93.1	92.9	92.3	94.0	92.1	91.5	92.9	93.6	90.6	90.5	91.3
1200-1259	93.6	89.4	97.9	92.3	95.0	94.0	93.1	94.5	92.9	91.9	89.9	93.1	89.6	93.1	92.6
1300-1359	92.6	94.0	94.2	93.0	93.5	93.3	96.3	90.8	90.7	94.8	93.1	90.9	92.0	89.9	92.2
1400-1459	87.6	92.6	95.2	93.1	93.4	92.0	95.2	93.8	92.7	93.0	93.0	93.5	89.8	93.8	92.6
1500-1559	95.5	92.4	96.3	85.6	92.4	94.2	91.7	94.2	92.2	93.0	91.0	94.6	90.8	90.0	92.4
1600-1659	92.2	92.3	96.3	86.5	94.4	95.3	86.3	93.6	93.3	94.9	88.9	89.8	91.0	88.0	92.5
1700-1759	92.0	91.4	93.9	88.6	94.9	93.5	91.0	97.8	92.7	91.0	90.9	94.6	91.6	89.1	91.7
1800-1859	92.3	91.6	94.3	88.6	94.1	89.5	90.3	92.8	90.1	95.1	94.8	89.0	92.7	87.9	91.9
1900-1959	91.7	92.5	91.5	93.8	92.5	93.8	93.9	88.0	93.3	92.2	91.9	98.3	91.6	88.1	91.3
2000-2059	88.6	92.2	92.2	85.0	93.1	92.8	93.9	88.2	93.9	87.3	89.4	92.5	87.5	91.0	91.3
2100-2159	88.5	88.2	94.7	80.6	87.8	91.6	86.3	86.5	91.4	84.4	93.3	92.4	89.9	87.8	90.0
2200-2259	94.2	91.9	91.5	88.3	92.6	92.9	86.5	92.6	93.8	88.6	93.8	93.5	89.4	91.3	91.4
2300-0559	92.3	90.8	97.0	88.2	92.3	92.2	88.2	90.6	90.8	85.5	90.4	85.1	92.2	84.3	90.2
<b>TOTAL</b>	<b>92.4</b>	<b>92.4</b>	<b>94.8</b>	<b>90.4</b>	<b>93.9</b>	<b>93.4</b>	<b>91.1</b>	<b>91.5</b>	<b>91.7</b>	<b>91.2</b>	<b>91.1</b>	<b>93.1</b>	<b>90.3</b>	<b>89.9</b>	<b>91.9</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)

NOVEMBER 2020

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	93.3	96.5	94.7	100.0	96.1	94.3	96.3	94.9	93.0	94.4	100.0	96.8	97.3	96.9	96.6	95.2
0700-0759	94.0	95.4	95.5	95.0	97.2	94.6	91.0	96.1	94.8	94.0	98.3	94.6	95.2	92.6	95.8	95.9
0800-0859	93.9	95.9	94.7	92.7	96.1	92.5	94.7	94.0	93.6	92.4	96.5	95.3	95.9	94.8	94.0	95.1
0900-0959	95.5	94.3	92.6	93.3	95.5	92.6	93.3	94.5	92.3	93.3	96.2	100.0	94.0	92.9	94.5	92.7
1000-1059	95.3	92.9	92.9	92.7	93.9	91.1	91.3	92.8	92.2	93.2	97.5	92.4	93.7	95.6	94.2	93.8
1100-1159	94.1	92.0	89.9	94.8	94.9	91.0	89.2	94.2	92.9	90.3	98.2	94.2	85.8	94.7	93.0	93.8
1200-1259	93.5	93.3	93.1	92.1	96.4	90.1	89.1	92.9	92.6	92.9	95.6	100.0	92.5	93.7	94.0	92.4
1300-1359	93.3	94.9	88.6	94.1	94.9	92.8	89.0	93.1	91.4	91.1	93.4	95.0	91.7	90.6	94.2	91.7
1400-1459	92.6	95.3	91.3	93.5	92.9	92.1	90.7	93.8	92.8	90.6	92.1	90.0	94.0	90.5	92.8	94.3
1500-1559	93.3	96.1	92.6	93.0	97.5	92.9	88.5	93.2	92.1	92.0	93.6	92.9	92.4	89.1	95.0	91.1
1600-1659	93.9	90.6	90.3	93.7	96.9	94.5	89.1	93.5	88.4	88.9	94.3	93.2	92.7	89.7	92.9	95.7
1700-1759	92.8	92.4	90.7	94.3	96.2	93.7	91.4	93.7	93.9	86.1	95.9	93.2	89.6	92.0	93.0	94.3
1800-1859	91.2	92.3	86.3	94.6	91.5	92.5	84.5	92.9	86.3	85.3	95.9	95.7	92.1	92.3	92.5	93.6
1900-1959	93.5	89.5	87.1	93.7	92.6	91.3	88.6	91.6	88.5	90.7	95.3	100.0	91.9	96.0	92.1	95.6
2000-2059	91.7	88.6	87.2	94.3	87.7	94.8	88.8	94.2	80.0	87.0	94.4	0.0	94.6	80.6	89.4	91.9
2100-2159	92.8	93.8	85.4	100.0	0.0	95.2	88.9	93.0	0.0	87.5	93.9	0.0	90.1	88.2	91.4	93.4
2200-2259	92.3	81.3	0.0	100.0	0.0	96.3	81.8	0.0	0.0	78.9	93.3	92.7	100.0	0.0	91.2	87.0
2300-0559	0.0	96.5	0.0	0.0	0.0	94.3	90.3	50.0	90.8	91.7	94.6	100.0	96.7	91.7	93.3	92.7
TOTAL	93.4	94.0	91.0	94.1	95.5	92.4	90.0	93.5	91.7	90.7	95.2	93.8	93.3	93.0	93.9	93.5

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2020

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	94.9	95.1	94.9	96.7	94.6	95.9	94.9	97.2	96.0	97.0	92.5	96.2	96.2	92.5	95.5
0700-0759	95.0	96.6	94.4	92.7	95.9	95.2	95.5	90.5	98.4	96.3	94.2	95.6	88.9	91.2	94.8
0800-0859	94.3	96.3	88.3	95.7	96.4	92.5	94.6	93.6	96.6	95.3	92.9	96.6	91.6	91.2	94.1
0900-0959	95.3	96.3	94.5	95.0	97.5	95.4	95.8	93.3	93.1	96.6	91.4	94.9	92.2	95.3	93.9
1000-1059	91.7	94.8	94.7	91.7	95.8	93.2	93.5	94.0	91.2	95.0	89.8	94.6	91.2	94.5	93.1
1100-1159	94.8	93.2	94.5	93.5	96.7	95.4	95.2	95.6	94.5	95.4	93.5	94.0	91.4	93.9	93.2
1200-1259	91.7	94.3	94.4	93.0	94.3	94.5	93.8	95.5	93.4	92.9	92.4	94.8	90.2	92.4	92.3
1300-1359	93.4	94.6	93.0	90.7	95.5	93.7	94.6	94.5	94.3	95.9	93.7	95.2	91.0	94.5	93.3
1400-1459	91.7	93.8	91.2	93.3	87.1	94.7	96.7	92.0	93.2	94.8	93.8	93.4	90.0	91.4	92.8
1500-1559	90.7	94.1	91.5	90.3	93.3	93.7	94.6	96.5	93.8	95.1	92.9	94.2	92.6	91.8	93.0
1600-1659	94.0	94.2	91.4	88.1	92.5	91.4	95.8	93.4	93.5	95.7	92.7	95.0	89.2	89.7	92.4
1700-1759	88.2	93.2	94.7	90.7	94.0	91.6	95.7	97.1	94.1	95.7	93.2	93.9	92.6	88.9	92.7
1800-1859	92.4	91.1	91.3	90.0	93.1	92.6	94.2	95.2	93.0	95.4	90.5	96.7	96.6	88.9	91.9
1900-1959	94.2	91.3	91.6	91.4	93.6	92.9	95.2	95.3	91.6	92.8	95.2	96.7	90.3	89.5	92.0
2000-2059	84.1	87.5	87.7	95.2	95.4	92.3	97.5	91.2	94.3	95.7	92.4	94.0	92.8	87.0	92.2
2100-2159	78.6	89.9	72.7	90.3	94.0	94.0	100.0	94.3	90.1	88.2	93.7	91.6	91.5	89.0	92.0
2200-2259	0.0	95.8	80.0	100.0	0.0	0.0	100.0	100.0	100.0	94.1	93.4	85.7	92.5	0.0	91.5
2300-0559	100.0	89.2	0.0	96.4	93.3	94.4	94.5	96.3	90.1	100.0	95.4	96.1	93.2	100.0	93.8
<b>TOTAL</b>	<b>93.0</b>	<b>93.9</b>	<b>92.5</b>	<b>92.0</b>	<b>94.8</b>	<b>93.5</b>	<b>95.0</b>	<b>93.9</b>	<b>93.4</b>	<b>95.3</b>	<b>93.2</b>	<b>95.2</b>	<b>91.9</b>	<b>91.6</b>	<b>93.1</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**  
**NOVEMBER 2020**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	98.6	93.1	72	72
Abilene, TX (ABI)	92.4	94.1	185	185
Adak Island, AK (ADK)	0.0	37.5	8	8
Akron, OH (CAK)	94.1	94.8	135	134
Alamosa, CO (ALS)	88.5	82.4	52	51
Albany, GA (ABY)	98.8	98.8	82	82
Albany, NY (ALB)	90.8	92.9	534	534
Albuquerque, NM (ABQ)	92.5	95.6	1043	1041
Alexandria, LA (AEX)	96.0	94.7	227	227
Allentown/Bethlehem/Easton, PA (ABE)	89.1	90.6	284	286
Alpena, MI (APN)	86.5	90.4	52	52
Amarillo, TX (AMA)	90.7	89.2	279	279
Anchorage, AK (ANC)	76.9	87.3	877	874
Appleton, WI (ATW)	91.8	92.7	317	315
Arcata/Eureka, CA (ACV)	85.3	89.3	75	75
Asheville, NC (AVL)	86.3	88.6	511	509
Ashland, WV (HTS)	92.9	96.4	28	28
Aspen, CO (ASE)	83.2	85.2	238	236
Atlanta, GA (ATL)	93.8	93.4	22272	22343
Atlantic City, NJ (ACY)	89.1	92.7	165	165
Augusta, GA (AGS)	92.3	90.9	287	286
Austin, TX (AUS)	90.4	93.5	2735	2730
Bakersfield, CA (BFL)	92.1	93.3	178	178
Baltimore, MD (BWI)	92.6	91.0	5393	5396
Bangor, ME (BGR)	93.5	92.9	170	170
Barrow, AK (BRW)	65.5	65.5	29	29
Baton Rouge, LA (BTR)	90.6	95.0	339	339
Beaumont/Port Arthur, TX (BPT)	82.5	87.7	57	57
Belleville, IL (BLV)	91.2	83.8	68	68
Bellingham, WA (BLI)	96.2	98.1	52	52
Bemidji, MN (BJI)	93.3	100.0	60	60
Bend/Redmond, OR (RDM)	92.4	95.2	420	421
Bethel, AK (BET)	64.3	66.7	42	42
Billings, MT (BIL)	90.3	90.8	339	338
Binghamton, NY (BGM)	93.3	90.0	30	30
Birmingham, AL (BHM)	91.2	93.4	917	916
Bismarck/Mandan, ND (BIS)	90.3	92.0	352	350
Bloomington/Normal, IL (BMI)	88.9	92.8	153	153
Boise, ID (BOI)	93.1	93.5	1396	1394
Boston, MA (BOS)	92.3	94.0	4768	4778
Bozeman, MT (BZN)	91.5	94.1	459	457

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	90.6	100.0	53	53
Branson, MO (BKG)	77.8	77.8	9	9
Bristol/Johnson City/Kingsport, TN (TRI)	96.0	91.0	177	178
Brownsville, TX (BRO)	90.4	96.4	167	165
Brunswick, GA (BQK)	94.2	95.3	86	86
Buffalo, NY (BUF)	92.9	95.1	863	863
Burbank, CA (BUR)	92.6	94.9	957	959
Burlington, VT (BTV)	96.7	93.5	215	215
Butte, MT (BTM)	93.0	94.7	57	57
Cape Girardeau, MO (CGI)	96.2	96.2	52	52
Casper, WY (CPR)	94.2	94.2	172	172
Cedar City, UT (CDC)	90.4	92.3	52	52
Cedar Rapids/Iowa City, IA (CID)	92.3	94.1	522	523
Champaign/Urbana, IL (CMI)	88.7	89.6	106	106
Charleston, SC (CHS)	91.5	94.7	1297	1296
Charleston/Dunbar, WV (CRW)	90.8	92.3	184	183
Charlotte Amalie, VI (STT)	91.4	93.5	371	370
Charlotte, NC (CLT)	92.6	94.1	13337	13344
Charlottesville, VA (CHO)	96.7	95.7	184	184
Chattanooga, TN (CHA)	93.3	92.6	449	447
Cheyenne, WY (CYS)	100.0	89.5	20	19
Chicago, IL (MDW)	94.8	92.5	4565	4575
Chicago, IL (ORD)	93.4	93.5	12473	12475
Christiansted, VI (STX)	87.6	95.5	89	88
Cincinnati, OH (CVG)	91.8	94.4	2067	2063
Clarksburg/Fairmont, WV (CKB)	90.2	91.8	61	61
Cleveland, OH (CLE)	91.1	94.6	2025	2019
Cody, WY (COD)	88.1	91.5	59	59
Cold Bay, AK (CDB)	25.0	12.5	16	16
College Station/Bryan, TX (CLL)	92.9	94.3	141	140
Colorado Springs, CO (COS)	90.0	93.1	590	590
Columbia, MO (COU)	88.1	83.1	59	59
Columbia, SC (CAE)	92.9	97.4	352	349
Columbus, GA (CSG)	99.1	96.3	107	107
Columbus, MS (GTR)	95.8	95.8	95	95
Columbus, OH (CMH)	91.7	94.4	1981	1977
Columbus, OH (LCK)	86.1	81.0	79	79
Concord, NC (USA)	83.6	85.1	67	67
Cordova, AK (CDV)	75.9	81.0	58	58
Corpus Christi, TX (CRP)	91.1	93.5	246	245
Dallas, TX (DAL)	95.9	95.1	3808	3808

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dallas/Fort Worth, TX (DFW)	87.9	90.0	18880	18876
Dayton, OH (DAY)	90.6	94.6	480	479
Daytona Beach, FL (DAB)	92.6	93.9	230	228
Deadhorse, AK (SCC)	70.2	83.0	47	47
Decatur, IL (DEC)	94.3	96.2	53	53
Denver, CO (DEN)	92.1	92.4	18020	18020
Des Moines, IA (DSM)	92.3	93.9	873	870
Detroit, MI (DTW)	92.7	93.5	9314	9338
Devils Lake, ND (DVL)	96.1	88.2	51	51
Dickinson, ND (DIK)	84.3	90.2	51	51
Dodge City, KS (DDC)	92.3	92.3	52	52
Dothan, AL (DHN)	90.6	91.7	96	96
Duluth, MN (DLH)	93.8	96.9	128	128
Durango, CO (DRO)	91.5	92.2	282	281
Eagle, CO (EGE)	91.4	87.7	81	81
Eau Claire, WI (EAU)	90.0	95.0	60	60
El Paso, TX (ELP)	88.6	95.3	837	834
Elko, NV (EKO)	89.1	96.4	55	55
Elmira/Corning, NY (ELM)	91.5	95.8	71	71
Erie, PA (ERI)	89.7	89.7	58	58
Escanaba, MI (ESC)	92.3	90.4	52	52
Eugene, OR (EUG)	90.1	93.4	453	454
Evansville, IN (EVV)	93.6	94.1	220	219
Everett, WA (PAE)	96.0	96.0	25	25
Fairbanks, AK (FAI)	82.9	85.2	129	128
Fargo, ND (FAR)	92.4	94.7	471	470
Fayetteville, AR (XNA)	91.4	93.0	558	559
Fayetteville, NC (FAY)	91.5	91.9	235	234
Flagstaff, AZ (FLG)	91.0	93.5	155	155
Flint, MI (FNT)	86.8	87.9	182	182
Fort Lauderdale, FL (FLL)	89.6	90.7	5427	5423
Fort Myers, FL (RSW)	91.2	94.1	2746	2732
Fort Smith, AR (FSM)	94.9	96.2	78	78
Fort Wayne, IN (FWA)	92.0	92.0	402	399
Fresno, CA (FAT)	88.2	90.9	670	670
Gainesville, FL (GNV)	92.2	94.1	256	256
Garden City, KS (GCK)	94.8	89.7	58	58
Gillette, WY (GCC)	94.2	94.2	52	52
Grand Forks, ND (GFK)	94.5	95.5	110	110
Grand Island, NE (GRI)	94.8	87.0	77	77
Grand Junction, CO (GJT)	90.6	94.6	371	371

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Rapids, MI (GRR)	91.0	94.0	980	980
Great Falls, MT (GTF)	90.7	90.1	193	192
Green Bay, WI (GRB)	92.7	96.9	287	286
Greensboro/High Point, NC (GSO)	92.1	95.3	509	510
Greer, SC (GSP)	90.9	93.6	747	745
Guam, TT (GUM)	93.0	88.4	43	43
Gulfport/Biloxi, MS (GPT)	90.7	95.5	246	247
Gunnison, CO (GUC)	83.3	83.3	30	30
Hagerstown, MD (HGR)	100.0	100.0	10	10
Hancock/Houghton, MI (CMX)	94.9	88.1	59	59
Harlingen/San Benito, TX (HRL)	90.4	92.4	239	238
Harrisburg, PA (MDT)	95.8	95.8	309	307
Hartford, CT (BDL)	91.5	94.6	1156	1155
Hattiesburg/Laurel, MS (PIB)	92.3	86.5	52	52
Hayden, CO (HDN)	88.1	94.9	59	59
Hays, KS (HYS)	90.4	94.2	52	52
Helena, MT (HLN)	96.0	95.0	100	100
Hibbing, MN (HIB)	96.2	92.3	52	52
Hilo, HI (ITO)	97.4	97.7	347	346
Hilton Head, SC (HHH)	84.4	89.8	167	166
Hobbs, NM (HOB)	94.4	94.4	18	18
Honolulu, HI (HNL)	93.2	95.2	2413	2417
Houston, TX (HOU)	94.7	93.8	3400	3403
Houston, TX (IAH)	92.3	93.3	7510	7517
Huntsville, AL (HSV)	92.1	95.7	417	416
Idaho Falls, ID (IDA)	90.0	93.7	220	221
Indianapolis, IN (IND)	92.9	94.9	2174	2174
International Falls, MN (INL)	94.2	96.2	52	52
Iron Mountain/Kingsfd, MI (IMT)	88.1	88.1	59	59
Islip, NY (ISP)	91.2	91.6	262	262
Ithaca/Cortland, NY (ITH)	90.0	93.3	30	30
Jackson, WY (JAC)	84.8	91.6	250	251
Jackson/Vicksburg, MS (JAN)	90.5	91.8	306	305
Jacksonville, FL (JAX)	92.1	93.9	1350	1348
Jacksonville/Camp Lejeune, NC (OAJ)	91.5	94.8	213	211
Jamestown, ND (JMS)	91.3	90.0	80	80
Joplin, MO (JLN)	93.1	95.8	72	72
Juneau, AK (JNU)	81.7	82.1	235	235
Kahului, HI (OGG)	91.4	94.6	1145	1144
Kalamazoo, MI (AZO)	91.4	92.1	152	151
Kalispell, MT (FCA)	92.8	95.0	221	222

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kansas City, MO (MCI)	92.4	95.4	2374	2372
Kearney, NE (EAR)	88.5	86.9	61	61
Ketchikan, AK (KTN)	72.6	79.5	117	117
Key West, FL (EYW)	85.2	84.7	535	535
Killeen, TX (GRK)	89.9	91.2	158	159
Knoxville, TN (TYS)	92.0	93.2	689	690
Kodiak, AK (ADQ)	71.4	66.7	42	42
Kona, HI (KOA)	93.1	95.1	649	649
Kotzebue, AK (OTZ)	69.0	69.0	29	29
La Crosse, WI (LSE)	91.6	93.0	143	143
Lafayette, LA (LFT)	92.8	92.3	235	234
Lansing, MI (LAN)	92.8	95.2	125	125
Laramie, WY (LAR)	94.2	92.3	52	52
Laredo, TX (LRD)	94.6	93.1	130	130
Las Vegas, NV (LAS)	92.4	93.9	9159	9171
Latrobe, PA (LBE)	95.0	100.0	60	59
Lawton/Fort Sill, OK (LAW)	78.9	81.2	71	69
Lewisburg, WV (LWB)	90.4	94.2	52	52
Lewiston, ID (LWS)	91.4	92.9	70	70
Lexington, KY (LEX)	90.6	95.0	487	483
Liberal, KS (LBL)	88.5	90.4	52	52
Lihue, HI (LIH)	95.3	96.3	656	654
Lincoln, NE (LNK)	86.4	95.0	59	60
Little Rock, AR (LIT)	92.8	93.7	732	730
Long Beach, CA (LGB)	93.4	94.1	610	608
Longview, TX (GGG)	86.9	91.8	61	61
Los Angeles, CA (LAX)	91.6	93.5	9461	9461
Louisville, KY (SDF)	91.9	93.2	1089	1091
Lubbock, TX (LBB)	88.2	90.6	425	424
Lynchburg, VA (LYH)	96.2	96.3	53	54
Madison, WI (MSN)	90.2	92.3	569	568
Manchester, NH (MHT)	93.7	95.0	378	378
Manhattan/Ft. Riley, KS (MHK)	89.7	93.1	58	58
Marquette, MI (MQT)	87.7	89.5	114	114
Medford, OR (MFR)	90.2	93.5	430	431
Melbourne, FL (MLB)	94.1	96.2	185	185
Memphis, TN (MEM)	90.6	92.0	1229	1230
Meridian, MS (MEI)	92.3	92.3	52	52
Miami, FL (MIA)	90.4	92.0	4503	4511
Midland/Odessa, TX (MAF)	89.0	92.5	545	544
Milwaukee, WI (MKE)	91.8	94.1	1496	1496

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Minneapolis, MN (MSP)	93.9	94.8	8634	8655
Minot, ND (MOT)	93.0	94.2	242	242
Mission/McAllen/Edinburg, TX (MFE)	88.3	91.1	257	257
Missoula, MT (MSO)	92.1	93.8	290	288
Moab, UT (CNY)	86.5	92.3	52	52
Mobile, AL (MOB)	95.1	96.4	224	224
Moline, IL (MLI)	91.5	95.2	188	187
Monroe, LA (MLU)	93.1	94.2	189	189
Monterey, CA (MRY)	91.4	96.2	186	186
Montgomery, AL (MGM)	97.2	97.3	181	182
Montrose/Delta, CO (MTJ)	87.5	92.7	96	96
Mosinee, WI (CWA)	88.6	95.6	114	114
Muskegon, MI (MKG)	92.3	96.2	52	52
Myrtle Beach, SC (MYR)	92.1	96.0	649	650
Nantucket, MA (ACK)	90.9	90.9	11	11
Nashville, TN (BNA)	93.8	94.6	4723	4718
New Bern/Morehead/Beaufort, NC (EWN)	90.7	94.4	108	108
New Orleans, LA (MSY)	92.7	94.2	2345	2350
New York, NY (JFK)	91.4	93.0	3647	3668
New York, NY (LGA)	92.4	93.0	3658	3656
Newark, NJ (EWR)	90.6	91.7	5201	5188
Newburgh/Poughkeepsie, NY (SWF)	96.4	96.4	28	28
Newport News/Williamsburg, VA (PHF)	92.2	96.9	64	64
Niagara Falls, NY (IAG)	88.2	88.2	17	17
Nome, AK (OME)	75.9	72.4	29	29
Norfolk, VA (ORF)	92.0	94.3	1112	1113
North Bend/Coos Bay, OR (OTH)	100.0	100.0	17	17
North Platte, NE (LBF)	86.5	94.2	52	52
Oakland, CA (OAK)	95.1	95.9	2198	2194
Ogden, UT (OGD)	80.0	60.0	10	10
Ogdensburg, NY (OGS)	92.3	90.4	52	52
Oklahoma City, OK (OKC)	90.6	93.2	1218	1215
Omaha, NE (OMA)	92.2	94.5	1306	1304
Ontario, CA (ONT)	91.2	95.0	1324	1324
Orlando, FL (MCO)	92.4	93.9	8210	8187
Owensboro, KY (OWB)	100.0	100.0	9	9
Paducah, KY (PAH)	90.0	95.0	60	60
Palm Springs, CA (PSP)	90.1	93.1	917	915
Panama City, FL (ECP)	89.8	93.0	569	568
Pasco/Kennewick/Richland, WA (PSC)	88.7	92.5	293	293
Pellston, MI (PLN)	92.3	78.8	52	52

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Pensacola, FL (PNS)	90.8	94.6	757	757
Peoria, IL (PIA)	90.7	93.3	193	194
Petersburg, AK (PSG)	81.0	84.5	58	58
Philadelphia, PA (PHL)	91.5	93.9	5478	5487
Phoenix, AZ (AZA)	85.3	87.9	430	429
Phoenix, AZ (PHX)	91.7	93.4	10107	10111
Pierre, SD (PIR)	96.2	98.1	52	52
Pittsburgh, PA (PIT)	92.3	94.9	2010	2008
Plattsburgh, NY (PBG)	85.9	88.7	71	71
Pocatello, ID (PIH)	92.7	99.0	96	96
Portland, ME (PWM)	91.9	94.8	583	581
Portland, OR (PDX)	91.1	95.0	2953	2950
Portsmouth, NH (PSM)	100.0	100.0	19	19
Prescott, AZ (PRC)	92.1	92.1	63	63
Providence, RI (PVD)	89.6	93.5	597	598
Provo, UT (PVU)	94.8	93.1	58	58
Pueblo, CO (PUB)	96.2	98.1	52	52
Punta Gorda, FL (PGD)	83.6	89.3	432	429
Raleigh/Durham, NC (RDU)	93.0	94.7	2343	2337
Rapid City, SD (RAP)	90.1	93.5	355	353
Redding, CA (RDD)	100.0	100.0	30	30
Reno, NV (RNO)	89.0	89.9	973	972
Rhineland, WI (RHI)	93.5	95.2	62	62
Richmond, VA (RIC)	91.2	93.6	887	885
Riverton/Lander, WY (RIW)	91.2	88.2	34	34
Roanoke, VA (ROA)	94.7	96.2	132	132
Rochester, MN (RST)	94.2	94.2	224	224
Rochester, NY (ROC)	92.1	92.8	441	442
Rock Springs, WY (RKS)	97.1	97.1	35	35
Rockford, IL (RFD)	91.9	87.1	62	62
Roswell, NM (ROW)	83.9	87.5	56	56
Sacramento, CA (SMF)	91.9	94.1	2559	2564
Saginaw/Bay City/Midland, MI (MBS)	93.9	98.0	99	99
Saipan, TT (SPN)	92.3	100.0	13	13
Salina, KS (SLN)	100.0	94.2	52	52
Salt Lake City, UT (SLC)	90.3	91.9	8422	8440
San Angelo, TX (SJT)	94.9	95.7	117	117
San Antonio, TX (SAT)	90.9	93.5	1668	1663
San Diego, CA (SAN)	91.2	95.3	3817	3815
San Francisco, CA (SFO)	93.1	95.2	6109	6102
San Jose, CA (SJC)	93.4	94.9	2090	2088

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Juan, PR (SJU)	89.7	91.9	1768	1763
San Luis Obispo, CA (SBP)	92.2	92.2	295	295
Sanford, FL (SFB)	86.6	90.0	621	621
Santa Ana, CA (SNA)	92.1	94.3	1781	1779
Santa Barbara, CA (SBA)	91.8	93.4	244	244
Santa Fe, NM (SAF)	92.0	93.2	88	88
Santa Maria, CA (SMX)	100.0	93.3	15	15
Santa Rosa, CA (STS)	91.3	94.4	160	160
Sarasota/Bradenton, FL (SRQ)	85.9	90.8	729	726
Sault Ste. Marie, MI (CIU)	88.1	93.2	59	59
Savannah, GA (SAV)	92.9	95.1	900	898
Scottsbluff, NE (BFF)	90.4	96.2	52	52
Scranton/Wilkes-Barre, PA (AVP)	91.7	94.4	108	108
Seattle, WA (SEA)	91.1	93.2	8822	8841
Sheridan, WY (SHR)	92.2	88.2	51	51
Shreveport, LA (SHV)	92.8	93.6	389	388
Sioux City, IA (SUX)	84.9	87.0	53	54
Sioux Falls, SD (FSD)	90.3	91.9	496	495
Sitka, AK (SIT)	62.1	79.3	29	29
South Bend, IN (SBN)	89.9	90.5	455	453
Spokane, WA (GEG)	91.5	93.5	1013	1011
Springfield, IL (SPI)	88.9	70.0	9	10
Springfield, MO (SGF)	88.6	91.8	525	525
St. Cloud, MN (STC)	100.0	75.0	8	8
St. George, UT (SGU)	92.1	97.0	267	266
St. Louis, MO (STL)	94.5	94.8	3067	3058
St. Petersburg, FL (PIE)	84.2	86.8	493	493
State College, PA (SCE)	92.1	90.5	63	63
Staunton, VA (SHD)	84.3	86.3	51	51
Stillwater, OK (SWO)	97.1	91.4	35	35
Stockton, CA (SCK)	86.8	78.9	38	38
Sun Valley/Hailey/Ketchum, ID (SUN)	76.8	85.5	69	69
Syracuse, NY (SYR)	91.2	93.1	432	434
Tallahassee, FL (TLH)	90.9	95.4	331	329
Tampa, FL (TPA)	89.9	91.6	4485	4465
Texarkana, AR (TXK)	95.1	96.7	61	61
Toledo, OH (TOL)	89.8	90.2	59	61
Traverse City, MI (TVC)	90.4	92.6	188	189
Trenton, NJ (TTN)	89.6	91.7	48	48
Tucson, AZ (TUS)	88.8	92.4	1025	1022
Tulsa, OK (TUL)	93.4	93.6	894	891



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Twin Falls, ID (TWF)	88.5	92.2	96	103
Tyler, TX (TYR)	93.3	95.5	89	89
Valdosta, GA (VLD)	94.7	95.8	95	95
Valparaiso, FL (VPS)	90.5	93.1	624	623
Vernal, UT (VEL)	90.4	86.5	52	52
Victoria, TX (VCT)	97.3	97.2	37	36
Waco, TX (ACT)	92.2	97.8	90	90
Washington, DC (DCA)	93.1	95.5	2988	2983
Washington, DC (IAD)	93.0	93.8	3249	3242
Waterloo, IA (ALO)	87.5	95.8	24	24
Watertown, SD (ATY)	94.2	94.2	52	52
West Palm Beach/Palm Beach, FL (PBI)	87.8	92.1	1329	1324
White Plains, NY (HPN)	85.3	92.3	224	222
Wichita Falls, TX (SPS)	75.0	90.0	60	60
Wichita, KS (ICT)	92.8	92.2	676	676
Williston, ND (XWA)	84.7	81.4	59	59
Wilmington, NC (ILM)	88.4	94.0	335	335
Wrangell, AK (WRG)	75.9	84.5	58	58
Yakutat, AK (YAK)	79.3	77.6	58	58
Yuma, AZ (YUM)	85.6	94.0	118	117

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2020

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
<b>SPIRIT AIRLINES</b>	<b>46</b>	<b>12291</b>	<b>20</b>	<b>0.2</b>	<b>1</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>217</b>	<b>93559</b>	<b>157</b>	<b>0.2</b>	<b>2</b>
- AMERICAN AIRLINES	91	38480	45	0.1	
- BRANDED CODESHARE PARTNERS	198	55079	112	0.2	
<b>FRONTIER AIRLINES</b>	<b>94</b>	<b>7425</b>	<b>13</b>	<b>0.2</b>	<b>3</b>
<b>UNITED AIRLINES NETWORK</b>	<b>234</b>	<b>69338</b>	<b>172</b>	<b>0.2</b>	<b>4</b>
- UNITED AIRLINES	81	24158	57	0.2	
- BRANDED CODESHARE PARTNERS	220	45180	115	0.3	
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>17</b>	<b>3154</b>	<b>18</b>	<b>0.6</b>	<b>5</b>
- HAWAIIAN AIRLINES	15	2914	14	0.5	
- BRANDED CODESHARE PARTNERS	3	240	4	1.7	
<b>SOUTHWEST AIRLINES</b>	<b>91</b>	<b>70238</b>	<b>454</b>	<b>0.6</b>	<b>6</b>
<b>JETBLUE AIRWAYS</b>	<b>53</b>	<b>10737</b>	<b>78</b>	<b>0.7</b>	<b>7</b>
<b>ALLEGiant AIR</b>	<b>120</b>	<b>6935</b>	<b>57</b>	<b>0.8</b>	<b>8</b>
<b>DELTA AIR LINES NETWORK</b>	<b>201</b>	<b>91944</b>	<b>874</b>	<b>1.0</b>	<b>9</b>
- DELTA AIR LINES	106	49275	845	1.7	
- BRANDED CODESHARE PARTNERS	181	42669	29	0.1	
<b>ALASKA AIRLINES NETWORK</b>	<b>100</b>	<b>23966</b>	<b>263</b>	<b>1.1</b>	<b>10</b>
- ALASKA AIRLINES	72	10766	124	1.2	
- BRANDED CODESHARE PARTNERS	52	13200	139	1.1	
<b>TOTAL AIRPORTS SERVED</b>	<b>360</b>	<b>389,587</b>	<b>2,106</b>	<b>0.5</b>	

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

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

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2020

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ENDEAVOR AIR	108	21081	2	0.0	1
PSA AIRLINES	95	13672	15	0.1	2
AMERICAN AIRLINES	91	38480	45	0.1	3
ENVOY AIR	131	15865	24	0.2	4
SPIRIT AIRLINES	46	12291	20	0.2	5
SKYWEST AIRLINES	211	51025	87	0.2	6
FRONTIER AIRLINES	94	7425	13	0.2	7
UNITED AIRLINES	81	24158	57	0.2	8
REPUBLIC AIRWAYS	81	18501	59	0.3	9
HAWAIIAN AIRLINES	15	2914	14	0.5	10
SOUTHWEST AIRLINES	91	70238	454	0.6	11
JETBLUE AIRWAYS	53	10737	78	0.7	12
ALLEGiant AIR	120	6935	57	0.8	13
ALASKA AIRLINES	72	10766	124	1.2	14
MESA AIRLINES	87	11004	137	1.2	15
DELTA AIR LINES	106	49275	845	1.7	16
<b>TOTAL AIRPORTS SERVED</b>	<b>348</b>	<b>364,367</b>	<b>2,031</b>	<b>0.6</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

NOVEMBER 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>23966</b>	<b>21443</b>	<b>89.47</b>	<b>263</b>	<b>1.10</b>	<b>53</b>	<b>0.22</b>	<b>814</b>	<b>3.40</b>	<b>61</b>	<b>0.25</b>	<b>776</b>	<b>3.24</b>	<b>17</b>	<b>0.07</b>	<b>540</b>	<b>2.25</b>
- ALASKA AIRLINES	10766	9534	88.56	124	1.15	37	0.34	327	3.04	32	0.30	442	4.11	15	0.14	256	2.38
- BRANDED CODESHARE PARTNERS	13200	11909	90.22	139	1.05	16	0.12	486	3.68	29	0.22	335	2.54	2	0.02	284	2.15
<b>ALLEGIANT AIR</b>	<b>6935</b>	<b>6013</b>	<b>86.71</b>	<b>57</b>	<b>0.82</b>	<b>19</b>	<b>0.27</b>	<b>302</b>	<b>4.35</b>	<b>36</b>	<b>0.52</b>	<b>200</b>	<b>2.88</b>	<b>5</b>	<b>0.07</b>	<b>303</b>	<b>4.37</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>93559</b>	<b>84116</b>	<b>89.91</b>	<b>157</b>	<b>0.17</b>	<b>148</b>	<b>0.16</b>	<b>3234</b>	<b>3.46</b>	<b>253</b>	<b>0.27</b>	<b>3666</b>	<b>3.92</b>	<b>59</b>	<b>0.06</b>	<b>1924</b>	<b>2.06</b>
- AMERICAN AIRLINES	38480	34864	90.60	45	0.12	43	0.11	1509	3.92	62	0.16	1392	3.62	33	0.09	532	1.38
- BRANDED CODESHARE PARTNERS	55079	49252	89.42	112	0.20	105	0.19	1726	3.13	192	0.35	2274	4.13	26	0.05	1392	2.53
<b>DELTA AIR LINES NETWORK</b>	<b>91944</b>	<b>84474</b>	<b>91.88</b>	<b>874</b>	<b>0.95</b>	<b>109</b>	<b>0.12</b>	<b>2896</b>	<b>3.15</b>	<b>395</b>	<b>0.43</b>	<b>2391</b>	<b>2.60</b>	<b>29</b>	<b>0.03</b>	<b>776</b>	<b>0.84</b>
- DELTA AIR LINES	49275	44440	90.19	845	1.71	38	0.08	1368	2.78	64	0.13	1949	3.96	20	0.04	551	1.12
- BRANDED CODESHARE PARTNERS	42669	40034	93.82	29	0.07	71	0.17	1528	3.58	331	0.78	441	1.03	9	0.02	225	0.53
<b>FRONTIER AIRLINES</b>	<b>7425</b>	<b>6929</b>	<b>93.32</b>	<b>13</b>	<b>0.18</b>	<b>4</b>	<b>0.05</b>	<b>157</b>	<b>2.11</b>	<b>6</b>	<b>0.08</b>	<b>215</b>	<b>2.90</b>	<b>0</b>	<b>0.00</b>	<b>100</b>	<b>1.35</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>3154</b>	<b>2952</b>	<b>93.60</b>	<b>18</b>	<b>0.57</b>	<b>0</b>	<b>0.00</b>	<b>154</b>	<b>4.88</b>	<b>1</b>	<b>0.03</b>	<b>1</b>	<b>0.03</b>	<b>1</b>	<b>0.03</b>	<b>26</b>	<b>0.82</b>
- HAWAIIAN AIRLINES	2914	2735	93.86	14	0.48	0	0.00	147	5.04	1	0.03	0	0.00	1	0.03	16	0.55
- BRANDED CODESHARE PARTNERS	240	217	90.42	4	1.67	0	0.00	8	3.33	0	0.00	1	0.42	0	0.00	10	4.17
<b>JETBLUE AIRWAYS</b>	<b>10737</b>	<b>9573</b>	<b>89.16</b>	<b>78</b>	<b>0.73</b>	<b>21</b>	<b>0.20</b>	<b>466</b>	<b>4.34</b>	<b>23</b>	<b>0.21</b>	<b>392</b>	<b>3.65</b>	<b>4</b>	<b>0.04</b>	<b>180</b>	<b>1.68</b>
<b>SOUTHWEST AIRLINES</b>	<b>70238</b>	<b>66777</b>	<b>95.07</b>	<b>454</b>	<b>0.65</b>	<b>95</b>	<b>0.14</b>	<b>1241</b>	<b>1.77</b>	<b>52</b>	<b>0.07</b>	<b>749</b>	<b>1.07</b>	<b>13</b>	<b>0.02</b>	<b>858</b>	<b>1.22</b>
<b>SPIRIT AIRLINES</b>	<b>12291</b>	<b>11088</b>	<b>90.21</b>	<b>20</b>	<b>0.16</b>	<b>19</b>	<b>0.15</b>	<b>294</b>	<b>2.39</b>	<b>19</b>	<b>0.15</b>	<b>599</b>	<b>4.87</b>	<b>17</b>	<b>0.14</b>	<b>235</b>	<b>1.91</b>
<b>UNITED AIRLINES NETWORK</b>	<b>69338</b>	<b>64055</b>	<b>92.38</b>	<b>172</b>	<b>0.25</b>	<b>123</b>	<b>0.18</b>	<b>2509</b>	<b>3.62</b>	<b>257</b>	<b>0.37</b>	<b>1302</b>	<b>1.88</b>	<b>5</b>	<b>0.01</b>	<b>915</b>	<b>1.32</b>
- UNITED AIRLINES	24158	22334	92.45	57	0.24	52	0.22	696	2.88	61	0.25	645	2.67	0	0.00	313	1.30
- BRANDED CODESHARE PARTNERS	45180	41721	92.34	115	0.25	71	0.16	1813	4.01	196	0.43	658	1.46	5	0.01	602	1.33
<b>TOTAL</b>	<b>389,587</b>	<b>357,420</b>	<b>91.74</b>	<b>2,106</b>	<b>0.54</b>	<b>591</b>	<b>0.15</b>	<b>12,068</b>	<b>3.10</b>	<b>1,102</b>	<b>0.28</b>	<b>10,293</b>	<b>2.64</b>	<b>150</b>	<b>0.04</b>	<b>5,858</b>	<b>1.50</b>

**\* Causes of Delay:**

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

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

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

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER**  
**NOVEMBER 2020**

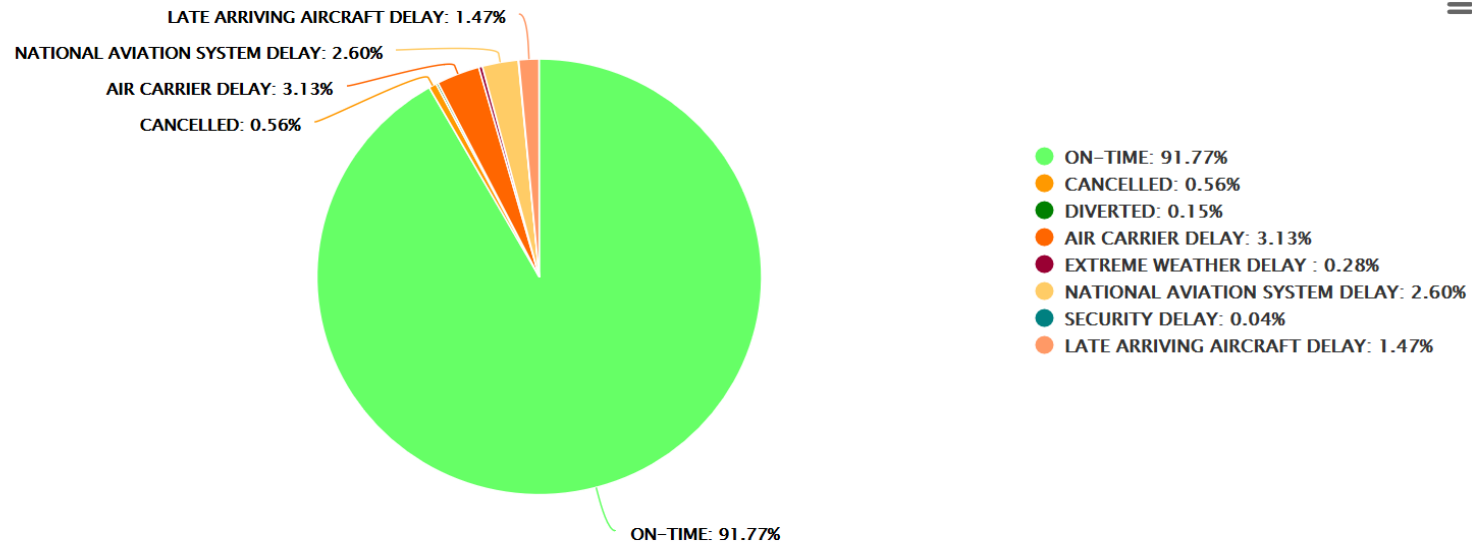
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	10766	9534	88.56	124	1.15	37	0.34	327	3.04	32	0.30	442	4.11	15	0.14	256	2.38
ALLEGIAN AIR	6935	6013	86.71	57	0.82	19	0.27	302	4.35	36	0.52	200	2.88	5	0.07	303	4.37
AMERICAN AIRLINES	38480	34864	90.60	45	0.12	43	0.11	1509	3.92	62	0.16	1392	3.62	33	0.09	532	1.38
DELTA AIR LINES	49275	44440	90.19	845	1.71	38	0.08	1368	2.78	64	0.13	1949	3.96	20	0.04	551	1.12
ENDEAVOR AIR	21081	20045	95.09	2	0.01	21	0.10	413	1.96	35	0.17	360	1.71	1	0.00	204	0.97
ENVOY AIR	15865	14069	88.68	24	0.15	18	0.11	396	2.50	65	0.41	1010	6.37	11	0.07	271	1.71
FRONTIER AIRLINES	7425	6929	93.32	13	0.18	4	0.05	157	2.11	6	0.08	215	2.90	0	0.00	100	1.35
HAWAIIAN AIRLINES	2914	2735	93.86	14	0.48	0	0.00	147	5.04	1	0.03	0	0.00	1	0.03	16	0.55
JETBLUE AIRWAYS	10737	9573	89.16	78	0.73	21	0.20	466	4.34	23	0.21	392	3.65	4	0.04	180	1.68
MESA AIRLINES	11004	9618	87.40	137	1.25	11	0.10	394	3.58	41	0.37	447	4.06	1	0.01	355	3.23
PSA AIRLINES	13672	12498	91.41	15	0.11	27	0.20	347	2.54	50	0.37	435	3.18	6	0.04	293	2.14
REPUBLIC AIRWAYS	18501	17178	92.85	59	0.32	26	0.14	417	2.25	30	0.16	576	3.11	4	0.02	210	1.14
SKYWEST AIRLINES	51025	46700	91.52	87	0.17	106	0.21	2921	5.72	442	0.87	78	0.15	14	0.03	677	1.33
SOUTHWEST AIRLINES	70238	66777	95.07	454	0.65	95	0.14	1241	1.77	52	0.07	749	1.07	13	0.02	858	1.22
SPIRIT AIRLINES	12291	11088	90.21	20	0.16	19	0.15	294	2.39	19	0.15	599	4.87	17	0.14	235	1.91
UNITED AIRLINES	24158	22334	92.45	57	0.24	52	0.22	696	2.88	61	0.25	645	2.67	0	0.00	313	1.30
<b>TOTAL</b>	<b>364,367</b>	<b>334,395</b>	<b>91.77</b>	<b>2,031</b>	<b>0.56</b>	<b>537</b>	<b>0.15</b>	<b>11,395</b>	<b>3.13</b>	<b>1,017</b>	<b>0.28</b>	<b>9,491</b>	<b>2.60</b>	<b>145</b>	<b>0.04</b>	<b>5,356</b>	<b>1.47</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**  
**NOVEMBER 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

NOVEMBER 2020

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

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

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2020

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

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

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



## APPENDIX

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

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

### Air Carriers Required to Report Data to DOT and to CRS Vendors\*

AS	Alaska Airlines
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
9E	Endeavor Air
MQ	Envoy Air
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
OH	PSA Airlines
YX	Republic Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines

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

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

## **MISHANDLED BAGGAGE**

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

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

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

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

RANK	CARRIER*	November 2020			November 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	263,353	320	1.22	475,890	728	1.53
2	HAWAIIAN AIRLINES NETWORK	126,717	234	1.85	513,894	1,967	3.83
	- HAWAIIAN AIRLINES	124,374	233	1.87	500,011	1,894	3.79
	- BRANDED CODESHARE PARTNERS	2,343	1	0.43	13,883	73	5.26
3	SOUTHWEST AIRLINES	4,271,046	8,164	1.91	9,287,654	33,306	3.59
4	FRONTIER AIRLINES	382,720	814	2.13	832,622	3,382	4.06
5	DELTA AIR LINES NETWORK	2,988,348	7,285	2.44	8,073,634	29,726	3.68
	- DELTA AIR LINES	2,063,641	5,196	2.52	6,102,639	23,162	3.80
	- BRANDED CODESHARE PARTNERS	924,707	2,089	2.26	1,970,995	6,564	3.33
6	UNITED AIRLINES NETWORK	2,674,477	7,781	2.91	5,954,745	30,242	5.08
	- UNITED AIRLINES	1,517,332	4,603	3.03	3,510,129	18,019	5.13
	- BRANDED CODESHARE PARTNERS	1,157,145	3,178	2.75	2,444,616	12,223	5.00
7	ALASKA AIRLINES NETWORK	876,533	2,585	2.95	2,208,281	9,165	4.15
	- ALASKA AIRLINES	571,908	1,752	3.06	1,604,337	6,521	4.06
	- BRANDED CODESHARE PARTNERS	304,625	833	2.73	603,944	2,644	4.38
8	JETBLUE AIRWAYS	350,752	1,045	2.98	991,092	4,894	4.94
9	SPIRIT AIRLINES	644,713	1,967	3.05	991,642	4,323	4.36
10	AMERICAN AIRLINES NETWORK	4,493,729	21,749	4.84	9,306,086	63,204	6.79
	- AMERICAN AIRLINES	2,481,519	13,334	5.37	5,655,521	40,720	7.20
	- BRANDED CODESHARE PARTNERS	2,012,210	8,415	4.18	3,650,565	22,484	6.16
<b>TOTAL</b>		<b>17,072,388</b>	<b>51,944</b>	<b>3.04</b>	<b>38,635,540</b>	<b>180,937</b>	<b>4.68</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 OPERATING CARRIERS (MONTHLY)

RANK	CARRIER*	November 2020			November 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	263,353	320	1.22	475,890	728	1.53
2	HAWAIIAN AIRLINES	124,374	233	1.87	500,011	1,894	3.79
3	SOUTHWEST AIRLINES	4,271,046	8,164	1.91	9,287,654	33,306	3.59
4	ENDEAVOR AIR	534,503	1,128	2.11	856,234	2,855	3.33
5	FRONTIER AIRLINES	382,720	814	2.13	832,622	3,382	4.06
6	DELTA AIR LINES	2,063,641	5,196	2.52	6,102,639	23,162	3.80
7	SKYWEST AIRLINES	1,241,861	3,573	2.88	2,391,568	10,968	4.59
8	JETBLUE AIRWAYS	350,752	1,045	2.98	991,092	4,894	4.94
9	UNITED AIRLINES	1,517,332	4,603	3.03	3,510,129	18,019	5.13
10	SPIRIT AIRLINES	644,713	1,967	3.05	991,642	4,323	4.36
11	ALASKA AIRLINES	571,908	1,752	3.06	1,604,337	6,521	4.06
12	PSA AIRLINES	618,353	1,920	3.11	1,079,091	5,563	5.16
13	MESA AIRLINES	423,268	1,521	3.59	797,429	4,654	5.84
14	REPUBLIC AIRWAYS	448,391	1,932	4.31	695,350	3,876	5.57
15	ENVOY AIR	506,131	2,683	5.30	875,410	6,501	7.43
16	AMERICAN AIRLINES	2,481,519	13,334	5.37	5,655,521	40,720	7.20
	<b>TOTAL</b>	<b>16,443,865</b>	<b>50,185</b>	<b>3.05</b>	<b>36,646,619</b>	<b>171,366</b>	<b>4.68</b>

\* 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*	November 2020			November 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	216	1	0.46	1,271	3	0.24
2	DELTA AIR LINES NETWORK	4,992	27	0.54	15,387	132	0.86
	- DELTA AIR LINES	3,496	22	0.63	12,228	109	0.89
	- BRANDED CODESHARE PARTNERS	1,496	5	0.33	3,159	23	0.73
3	UNITED AIRLINES NETWORK	3,896	40	1.03	9,084	145	1.60
	- UNITED AIRLINES	2,285	30	1.31	6,024	118	1.96
	- BRANDED CODESHARE PARTNERS	1,611	10	0.62	3,060	27	0.88
4	AMERICAN AIRLINES NETWORK	4,350	64	1.47	11,067	222	2.01
	- AMERICAN AIRLINES	2,971	46	1.55	8,302	154	1.85
	- BRANDED CODESHARE PARTNERS	1,379	18	1.31	2,765	68	2.46
5	SOUTHWEST AIRLINES	3,736	57	1.53	14,706	217	1.48
6	HAWAIIAN AIRLINES NETWORK	239	4	1.67	739	12	1.62
	- HAWAIIAN AIRLINES	230	4	1.74	683	12	1.76
	- BRANDED CODESHARE PARTNERS	9	0	0.00	56	0	0.00
7	ALASKA AIRLINES NETWORK	681	12	1.76	2,549	38	1.49
	- ALASKA AIRLINES	479	7	1.46	2,163	30	1.39
	- BRANDED CODESHARE PARTNERS	202	5	2.48	386	8	2.07
8	FRONTIER AIRLINES	769	15	1.95	2,182	37	1.70
9	JETBLUE AIRWAYS	686	14	2.04	3,141	35	1.11
10	SPIRIT AIRLINES	467	10	2.14	2,342	46	1.96
	<b>TOTAL</b>	<b>20,032</b>	<b>244</b>	<b>1.22</b>	<b>62,468</b>	<b>887</b>	<b>1.42</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*	November 2020			November 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	ENDEAVOR AIR	807	3	0.37	1,196	10	0.84
2	ALLEGiant AIR	216	1	0.46	1,271	3	0.24
3	MESA AIRLINES	409	2	0.49	789	11	1.39
4	REPUBLIC AIRWAYS	599	3	0.50	1,026	16	1.56
5	DELTA AIR LINES	3,496	22	0.63	12,228	109	0.89
6	SKYWEST AIRLINES	1,521	10	0.66	3,177	32	1.01
7	ENVOY AIR	381	5	1.31	789	18	2.28
8	UNITED AIRLINES	2,285	30	1.31	6,024	118	1.96
9	ALASKA AIRLINES	479	7	1.46	2,163	30	1.39
10	SOUTHWEST AIRLINES	3,736	57	1.53	14,706	217	1.48
11	AMERICAN AIRLINES	2,971	46	1.55	8,302	154	1.85
12	PSA AIRLINES	376	6	1.60	619	19	3.07
13	HAWAIIAN AIRLINES	230	4	1.74	683	12	1.76
14	FRONTIER AIRLINES	769	15	1.95	2,182	37	1.70
15	JETBLUE AIRWAYS	686	14	2.04	3,141	35	1.11
16	SPIRIT AIRLINES	467	10	2.14	2,342	46	1.96
	<b>TOTAL</b>	<b>19,428</b>	<b>235</b>	<b>1.21</b>	<b>60,638</b>	<b>867</b>	<b>1.43</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*	JULY- SEPTEMBER 2020				JULY- SEPTEMBER 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	11	0	2,036,795	0.00	135	2	3,836,145	0.01
2	DELTA AIR LINES NETWORK	1,138	0	12,402,784	0.00	46,408	3	50,701,859	0.00
	- DELTA AIR LINES	634	0	9,298,752	0.00	24,642	3	40,050,497	0.00
	- BRANDED CODESHARE PARTNERS	504	0	3,104,032	0.00	21,766	0	10,651,362	0.00
3	HAWAIIAN AIRLINES NETWORK	14	0	331,107	0.00	37	0	2,884,639	0.00
	- HAWAIIAN AIRLINES	14	0	320,241	0.00	34	0	2,828,870	0.00
	- BRANDED CODESHARE PARTNERS	0	0	10,866	0.00	3	0	55,769	0.00
4	JETBLUE AIRWAYS	9	0	1,433,931	0.00	785	8	9,760,018	0.01
5	SPIRIT AIRLINES	227	0	4,483,592	0.00	4,656	64	8,390,933	0.08
6	UNITED AIRLINES NETWORK	514	8	9,351,826	0.01	20,702	15	38,738,623	0.00
	- UNITED AIRLINES	76	8	5,211,611	0.02	9,110	7	26,963,748	0.00
	- BRANDED CODESHARE PARTNERS	438	0	4,140,215	0.00	11,592	8	11,774,875	0.01
7	ALASKA AIRLINES NETWORK	0	4	3,639,888	0.01	3,430	152	12,390,436	0.12
	- ALASKA AIRLINES	0	0	2,110,763	0.00	2,730	92	9,563,449	0.10
	- BRANDED CODESHARE PARTNERS	0	4	1,529,125	0.03	700	60	2,826,987	0.21
8	SOUTHWEST AIRLINES	937	148	15,080,946	0.10	4,806	314	40,777,514	0.08
9	FRONTIER AIRLINES	256	64	2,508,125	0.26	893	230	5,731,264	0.40
10	AMERICAN AIRLINES NETWORK	5,218	993	20,514,255	0.48	37,367	3,481	51,398,398	0.68
	- AMERICAN AIRLINES	2,899	638	13,703,995	0.47	25,733	1,890	36,283,824	0.52
	- BRANDED CODESHARE PARTNERS	2,319	355	6,810,260	0.52	11,634	1,591	15,114,574	1.05
	<b>TOTAL</b>	<b>8,324</b>	<b>1,217</b>	<b>71,783,249</b>	<b>0.17</b>	<b>119,219</b>	<b>4,269</b>	<b>224,609,829</b>	<b>0.19</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

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

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

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

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

**Airline Rankings** - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

## AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS  
SUMMARY

	NOVEMBER 2020				NOVEMBER 2019			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	995	17	0	170	534	29	0	122
FOREIGN AIRLINES	2,057	6	0	97	349	2	0	78
TRAVEL AGENTS	684	0	0	30	35	0	0	16
TOUR OPERATORS	3	0	0	0	0	0	0	0
MISCELLANEOUS	17	5	0	46	25	12	0	57
<b>INDUSTRY TOTALS</b>	<b>3,756</b>	<b>28</b>	<b>0</b>	<b>343</b>	<b>943</b>	<b>43</b>	<b>0</b>	<b>273</b>

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	NOVEMBER 2020			NOVEMBER 2019		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	3,242		4	112	
FARES	2	130		6	81	
RESERVATIONS/TICKETING/BOARDING	3	123		3	124	
CUSTOMER SERVICE	4	85		5	108	
FLIGHT PROBLEMS	5	73		1	225	
CANCELLATION			37			73
DELAY			15			57
MISCONNECTION			8			42
BAGGAGE	6	48		2	152	
DISABILITY	7	38		7	66	
OVERSALES	8	7		9	17	
OTHER	9	4		8	40	
FREQUENT FLYER			2			15
ADVERTISING	9	4		10	11	
DISCRIMINATION	11	2		11	7	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		3,756			943	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

## AIR TRAVEL CONSUMER REPORT

Table 3

**COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\***  
**NOVEMBER 2020**

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	1	0	1	1	31	3	1	2	0	0	0	0	40
ALLEGiant AIR	2	1	1	0	7	1	1	5	0	0	0	0	18
AMERICAN AIRLINES	14	2	8	8	132	6	29	8	0	0	0	1	208
DELTA AIR LINES	2	0	5	4	52	1	2	4	0	1	0	2	73
FRONTIER AIRLINES	1	0	4	19	85	5	3	1	2	0	0	0	120
HAWAIIAN AIRLINES	0	0	0	2	6	0	1	2	0	0	0	0	11
JETBLUE AIRWAYS	4	0	0	4	46	1	7	0	1	0	0	0	63
SILVER AIRWAYS	0	0	1	0	7	0	0	0	0	0	0	0	8
SKYWEST AIRLINES	0	0	1	1	5	0	0	0	0	0	0	0	7
SOUTHWEST AIRLINES	2	0	3	7	34	0	5	6	0	0	0	0	57
SPIRIT AIRLINES	1	0	7	12	58	1	10	0	0	0	0	0	89
SUN COUNTRY AIRLINES	0	0	0	7	15	0	0	1	0	0	0	0	23
UNITED AIRLINES	18	0	9	11	196	7	11	6	0	0	0	0	258
Other U.S. Airlines	2	0	1	0	9	3	4	1	0	0	0	0	20
<b>TOTAL NOVEMBER 2020</b>	<b>47</b>	<b>3</b>	<b>41</b>	<b>76</b>	<b>683</b>	<b>28</b>	<b>74</b>	<b>36</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>995</b>
<b>% of TOTAL COMPLAINTS</b>	<b>4.7</b>	<b>0.3</b>	<b>4.1</b>	<b>7.6</b>	<b>68.6</b>	<b>2.8</b>	<b>7.4</b>	<b>3.6</b>	<b>0.3</b>	<b>0.1</b>	<b>0</b>	<b>0.3</b>	
<b>TOTAL NOVEMBER 2019</b>	<b>164</b>	<b>10</b>	<b>54</b>	<b>40</b>	<b>28</b>	<b>65</b>	<b>74</b>	<b>58</b>	<b>8</b>	<b>7</b>	<b>0</b>	<b>26</b>	<b>534</b>
<b>% of TOTAL COMPLAINTS</b>	<b>30.7</b>	<b>1.9</b>	<b>10.1</b>	<b>7.5</b>	<b>5.2</b>	<b>12.2</b>	<b>13.9</b>	<b>10.9</b>	<b>1.5</b>	<b>1.3</b>	<b>0</b>	<b>4.9</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 NOV	INCI- DENTS IN NOV	PERCENT	INCI- DENTS IN OCT	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	40	8	20.0	1	2.5	29	72.5	2	5.0
ALLEGiant AIR	18	12	66.7	3	16.7	3	16.7	0	0.0
AMERICAN AIRLINES	208	64	30.8	14	6.7	108	51.9	22	10.6
DELTA AIR LINES	73	17	23.3	5	6.8	45	61.6	6	8.2
FRONTIER AIRLINES	120	31	25.8	3	2.5	68	56.7	18	15.0
HAWAIIAN AIRLINES	11	3	27.3	0	0.0	6	54.5	2	18.2
JETBLUE AIRWAYS	63	15	23.8	1	1.6	41	65.1	6	9.5
SILVER AIRWAYS	8	2	25.0	0	0.0	3	37.5	3	37.5
SKYWEST AIRLINES	7	3	42.9	1	14.3	2	28.6	1	14.3
SOUTHWEST AIRLINES	57	12	21.1	4	7.0	31	54.4	10	17.5
SPIRIT AIRLINES	89	32	36.0	4	4.5	43	48.3	10	11.2
UNITED AIRLINES	258	61	23.6	15	5.8	159	61.6	23	8.9
SUN COUNTRY AIRLINES	23	0	0.0	1	4.3	18	78.3	4	17.4
Other U.S. Airlines	20	9	45.0	4	20.0	5	25.0	2	10.0
<b>Totals</b>	<b>995</b>	<b>269</b>	<b>27.0</b>	<b>56</b>	<b>5.6</b>	<b>561</b>	<b>56.4</b>	<b>109</b>	<b>11.0</b>
<b>Previous Year's Totals</b>	<b>534</b>	<b>231</b>	<b>43.3</b>	<b>120</b>	<b>22.5</b>	<b>131</b>	<b>24.5</b>	<b>52</b>	<b>9.7</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 (cont'd)

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

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
MYTRIP.COM	0	0	0	0	9	0	0	0	0	0	0	0	9
ORBITZ.COM	0	0	1	0	27	0	1	0	0	0	0	0	29
OVAGO	0	0	0	1	6	0	0	0	0	0	0	0	7
PRICELINE.COM	0	0	1	1	17	0	0	0	0	0	0	0	19
TRAVELOCITY.COM	0	0	0	0	26	0	0	0	0	0	0	0	26
VAYAMA	0	0	1	0	62	0	0	0	0	0	0	0	63
OTHER TRAVEL AGENTS	0	0	2	1	89	0	0	0	0	0	0	0	92
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>14</b>	<b>14</b>	<b>653</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>684</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	3	0	0	0	0	0	0	0	3
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b><u>MISCELLANEOUS</u></b>													
Other Miscellaneous	1	0	1	1	13	0	0	0	0	0	0	1	17
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>17</b>

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 6

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

	NOVEMBER 2020	NOVEMBER 2019
<b>AIRLINE</b>	<b>COMPLAINTS</b>	<b>COMPLAINTS</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>43</b>	<b>33</b>
- ALASKA AIRLINES	40	26
- BRANDED CODESHARE PARTNERS	3	7
<b>ALLEGiant AIR</b>	<b>18</b>	<b>13</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>217</b>	<b>141</b>
- AMERICAN AIRLINES	208	119
- BRANDED CODESHARE PARTNERS	9	22
<b>DELTA AIR LINES NETWORK</b>	<b>80</b>	<b>40</b>
- DELTA AIR LINES	73	35
- BRANDED CODESHARE PARTNERS	7	5
<b>FRONTIER AIRLINES</b>	<b>120</b>	<b>51</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>11</b>	<b>2</b>
- HAWAIIAN AIRLINES	11	2
- BRANDED CODESHARE PARTNERS	0	0
<b>JETBLUE AIRWAYS</b>	<b>63</b>	<b>31</b>
<b>SOUTHWEST AIRLINES</b>	<b>57</b>	<b>24</b>
<b>SPIRIT AIRLINES</b>	<b>89</b>	<b>58</b>
<b>UNITED AIRLINES NETWORK</b>	<b>258</b>	<b>100</b>
- UNITED AIRLINES	258	86
- BRANDED CODESHARE PARTNERS	0	14
<b>TOTAL</b>	<b>956</b>	<b>493</b>

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

## AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

RANK	AIRLINE	NOVEMBER 2020			NOVEMBER 2019		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	REPUBLIC AIRWAYS	0	804,673	0.00	3	1,517,241	0.20
2	MESA AIRLINES	1	622,094	0.16	6	1,206,989	0.50
3	SKYWEST AIRLINES	7	1,736,770	0.40	10	3,357,313	0.30
4	ENVOY AIR	3	699,438	0.43	6	1,206,795	0.50
5	PSA AIRLINES	3	660,373	0.45	4	1,221,075	0.33
6	ENDEAVOR AIR	4	632,078	0.63	2	1,224,980	0.16
7	SOUTHWEST AIRLINES	57	5,046,051	1.13	24	13,056,920	0.18
8	DELTA AIR LINES	73	3,918,659	1.86	35	12,556,264	0.28
9	ALLEGiant AIR	18	698,621	2.58	13	1,137,787	1.14
10	AMERICAN AIRLINES	208	5,007,254	4.15	119	12,268,623	0.97
11	ALASKA AIRLINES	40	831,218	4.81	26	2,790,271	0.93
12	SPIRIT AIRLINES	89	1,844,212	4.83	58	2,830,399	2.05
13	JETBLUE AIRWAYS	63	1,081,897	5.82	31	3,405,973	0.91
14	HAWAIIAN AIRLINES	11	173,924	6.32	2	896,592	0.22
15	UNITED AIRLINES	258	3,142,892	8.21	86	8,962,590	0.96
16	FRONTIER AIRLINES	120	902,869	13.29	51	1,964,630	2.60
	<b>TOTAL</b>	955	27,803,023	3.43	476	69,604,442	0.68

\* All U.S. airlines with at least .5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily.

## AIR TRAVEL CONSUMER REPORT

### Civil Rights Complaints by Air Travelers (Other Than Disability) for November 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
Delta Airlines	1						
Swiss Air	1						
<b>TOTAL</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

## **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**

**November 2020 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation**

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
	NONE		

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

The Transportation Security Administration (TSA) screened approximately 25 million airline passengers and their 20 million checked bags in the month of November as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations <sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of November.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
247	0.00099%	6	0.00002%	5	0.00002%	156	0.00062%

NOTES

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

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

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

As of February 2007, TSA calculates the number of checked bags screened. In the past, TSA used data provided by the Air Transport Association to calculate the number of checked bags screened.