Air Travel Consumer Report

A Product Of The

OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Aviation Consumer Protection Division

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Flight Delays[1]	January 2020
Mishandled Baggage, Wheelchairs, and Scooters [1]	January 2020
Oversales[1]	4th Quarter 2019 January - December 2019
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	January 2020
Airline Animal Incident Reports[4]	January 2020
Customer Service Reports to the Dept. of Homeland Security[3]	January 2020

[1] Data collected by the Bureau of Transportation Statistics. Website: *http://www.bts.gov*
[2] Data compiled by the Aviation Consumer Protection Division. Website: *http://www.transportation.gov/airconsumer*
[3] Data provided by the Department of Homeland Security, Transportation Security Administration
[4] Data collected by the Aviation Consumer Protection Division

INTRODUCTION

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

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

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

FLIGHT DELAYS

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

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 17 reporting air carriers, 14 carriers (Alaska, Delta, Endeavor, Envoy, ExpressJet, Frontier, JetBlue, PSA, Republic, Hawaiian, SkyWest, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS and DGS, one carrier (Mesa) uses a combination of ACARS and a manual system, and one carrier (Allegiant) uses a manual system.

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

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

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

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

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

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

Airline Service Quality Performance data from the most recent six months is available for free download 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

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

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

JANUARY 2020

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

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2020

CARRIER*	AT ALL US AIRPORTS	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS
SOUTHWEST AIRLINES	**89**	**88.7**
DELTA AIR LINES NETWORK	**223**	**88.2**
- DELTA AIR LINES	146	89.3
- BRANDED CODESHARE PARTNERS	204	86.8
HAWAIIAN AIRLINES NETWORK	**22**	**88.1**
- HAWAIIAN AIRLINES	19	89.9
- BRANDED CODESHARE PARTNERS	4	70.6
SPIRIT AIRLINES	**51**	**85.8**
JETBLUE AIRWAYS	**64**	**84.8**
FRONTIER AIRLINES	**92**	**84.4**
UNITED AIRLINES NETWORK	**235**	**82.8**
- UNITED AIRLINES	105	86.3
- BRANDED CODESHARE PARTNERS	223	80.7
AMERICAN AIRLINES NETWORK	**236**	**81.6**
- AMERICAN AIRLINES	111	84.1
- BRANDED CODESHARE PARTNERS	222	79.6
ALLEGIANT AIR	**121**	**78.8**
ALASKA AIRLINES NETWORK	**97**	**77.9**
- ALASKA AIRLINES	72	77.6
- BRANDED CODESHARE PARTNERS	47	78.3
TOTAL AIRPORTS SERVED	**365**	**84.6**

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.
*All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2020

	AT ALL US AIRPORTS		
CARRIER*	**NUMBER OF AIRPORTS REPORTED**	**PERCENT OF ON-TIME ARRIVALS**	**RANK**
HAWAIIAN AIRLINES	19	89.9	1
DELTA AIR LINES	146	89.3	2
SOUTHWEST AIRLINES	89	88.7	3
ENDEAVOR AIR	110	88.6	4
REPUBLIC AIRWAYS	100	87.2	5
UNITED AIRLINES	105	86.3	6
SPIRIT AIRLINES	51	85.8	7
JETBLUE AIRWAYS	64	84.8	8
FRONTIER AIRLINES	92	84.4	9
AMERICAN AIRLINES	111	84.1	10
EXPRESSJET AIRLINES	95	83.1	11
SKYWEST AIRLINES	255	82.6	12
MESA AIRLINES	117	80.5	13
ALLEGIANT AIR	121	78.8	14
ALASKA AIRLINES	72	77.6	15
ENVOY AIR	154	77.5	16
PSA AIRLINES	91	77.5	17
TOTAL AIRPORTS SERVED	**350**	**85.1**	

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.
* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2020

CARRIER*	Jan 20		Year-to-date (YTD)	
	%	Rank	%	Rank
ALASKA AIRLINES	**77.9**	**10**	**77.9**	**10**
- ALASKA AIRLINES	77.6		77.6	
- BRANDED CODESHARE PARTNERS	78.3		78.3	
ALLEGIANT AIR	**78.8**	**9**	**78.8**	**9**
AMERICAN AIRLINES	**81.6**	**8**	**81.6**	**8**
- AMERICAN AIRLINES	84.1		84.1	
- BRANDED CODESHARE PARTNERS	79.6		79.6	
DELTA AIR LINES	**88.2**	**2**	**88.2**	**2**
- DELTA AIR LINES	89.3		89.3	
- BRANDED CODESHARE PARTNERS	86.8		86.8	
FRONTIER AIRLINES	**84.4**	**6**	**84.4**	**6**
HAWAIIAN AIRLINES	**88.1**	**3**	**88.1**	**3**
- HAWAIIAN AIRLINES	89.9		89.9	
- BRANDED CODESHARE PARTNERS	70.6		70.6	
JETBLUE AIRWAYS	**84.8**	**5**	**84.8**	**5**
SOUTHWEST AIRLINES	**88.7**	**1**	**88.7**	**1**
SPIRIT AIRLINES	**85.8**	**4**	**85.8**	**4**
UNITED AIRLINES	**82.8**	**7**	**82.8**	**7**
- UNITED AIRLINES	86.3		86.3	
- BRANDED CODESHARE PARTNERS	80.7		80.7	
TOTAL	**84.6**		**84.6**	

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.
*All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2020

CARRIER	ARRIVAL AIRPORT*															
	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 NETWORK	36	77.8	200	82.0	58	82.8	0	0.0	155	80.0	145	64.8	95	80.0	31	54.8
- ALASKA AIRLINES	36	77.8	200	82.0	58	82.8	0	0.0	155	80.0	145	64.8	95	80.0	31	54.8
- 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
ALLEGIANT AIR	0	0.0	0	0.0	21	81.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	1285	84.0	2135	86.1	609	81.6	19875	83.4	7030	84.1	838	82.8	21572	79.2	933	82.4
- AMERICAN AIRLINES	899	82.8	1953	86.3	365	81.9	8559	87.3	2259	88.2	755	82.1	11965	81.2	407	86.2
- BRANDED CODESHARE PARTNERS	386	86.8	182	84.1	244	81.1	11316	80.4	4771	82.2	83	89.2	9607	76.7	526	79.5
DELTA AIR LINES NETWORK	25397	89.8	3423	90.7	741	90.4	905	87.0	1511	89.7	966	90.4	1038	81.9	10780	89.8
- DELTA AIR LINES	19459	90.6	1453	88.7	508	92.3	645	87.3	782	90.7	949	90.3	943	81.7	4780	91.2
- BRANDED CODESHARE PARTNERS	5938	87.1	1970	92.2	233	86.3	260	86.2	729	88.8	17	94.1	95	84.2	6000	88.7
FRONTIER AIRLINES	382	83.2	57	89.5	36	86.1	139	79.9	93	88.2	1658	87.3	94	86.2	111	91.0
HAWAIIAN AIRLINES NETWORK	0	0.0	22	77.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	22	77.3	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
JETBLUE AIRWAYS	293	87.0	4495	86.8	116	87.1	129	93.0	856	87.9	85	82.4	51	82.4	99	83.8
SOUTHWEST AIRLINES	3186	90.2	638	89.8	5458	90.9	251	89.2	1383	86.5	5638	89.0	0	0.0	394	86.5
SPIRIT AIRLINES	760	86.3	373	83.1	687	87.8	124	75.8	0	0.0	330	88.5	594	80.8	875	88.5
UNITED AIRLINES NETWORK	858	84.8	990	86.6	246	82.9	573	78.9	1049	83.0	13183	86.7	910	81.3	637	81.8
- UNITED AIRLINES	365	86.0	969	86.7	242	83.9	53	79.2	267	88.0	5640	90.1	517	81.0	106	85.8
- BRANDED CODESHARE PARTNERS	493	84.0	21	81.0	4	25.0	520	78.8	782	81.3	7543	84.2	393	81.7	531	81.0
TOTAL	32,197	89.3	12,333	87.7	7,972	89.4	21,996	83.4	12,077	85.2	22,844	87.2	24,354	79.5	13,860	88.6

 * 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)

JANUARY 2020

	ARRIVAL AIRPORT*															
	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
CARRIER	# 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 NETWORK	308	84.1	134	76.9	277	78.7	131	77.1	59	83.1	394	77.4	813	81.2	2075	80.8
- ALASKA AIRLINES	308	84.1	134	76.9	277	78.7	131	77.1	59	83.1	394	77.4	744	81.3	1521	79.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	69	79.7	554	85.7
ALLEGIANT AIR	41	95.1	266	68.8	0	0.0	0	0.0	0	0.0	0	0.0	703	82.5	90	71.1
AMERICAN AIRLINES NETWORK	704	76.8	694	81.0	253	79.4	324	83.3	846	77.3	1741	84.2	1260	84.0	5424	85.8
- AMERICAN AIRLINES	627	77.8	694	81.0	253	79.4	151	90.1	544	76.8	1309	84.4	1260	84.0	3516	84.6
- BRANDED CODESHARE PARTNERS	77	68.8	0	0.0	0	0.0	173	77.5	302	78.1	432	83.6	0	0.0	1908	88.1
DELTA AIR LINES NETWORK	905	80.8	1053	86.6	247	86.2	536	88.1	790	85.3	4869	88.8	1769	89.0	3983	88.1
- DELTA AIR LINES	432	83.8	1047	86.6	247	86.2	249	92.8	524	86.1	2922	88.9	1234	89.5	2893	89.1
- BRANDED CODESHARE PARTNERS	473	78.0	6	83.3	0	0.0	287	84.0	266	83.8	1947	88.5	535	87.9	1090	85.6
FRONTIER AIRLINES	279	81.4	91	84.6	0	0.0	25	100.0	66	84.8	0	0.0	1166	82.2	126	84.9
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	3253	88.6	0	0.0	0	0.0	31	71.0	98	84.7	188	81.9
- HAWAIIAN AIRLINES	0	0.0	0	0.0	2877	91.0	0	0.0	0	0.0	31	71.0	98	84.7	188	81.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	376	70.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	891	73.6	2222	84.7	0	0.0	0	0.0	62	80.6	3267	84.0	367	87.5	571	87.4
SOUTHWEST AIRLINES	0	0.0	2220	88.0	548	94.5	145	87.6	0	0.0	0	0.0	5727	91.8	3204	90.4
SPIRIT AIRLINES	435	82.5	2001	85.9	0	0.0	0	0.0	542	83.4	0	0.0	1442	88.8	582	88.3
UNITED AIRLINES NETWORK	9778	77.3	770	83.9	388	89.2	6169	85.8	12474	86.5	0	0.0	1169	88.6	3836	88.0
- UNITED AIRLINES	4700	81.6	765	84.1	388	89.2	1970	89.9	4929	88.8	0	0.0	1164	88.6	2000	89.3
- BRANDED CODESHARE PARTNERS	5078	73.4	5	60.0	0	0.0	4199	83.9	7545	85.0	0	0.0	5	100.0	1836	86.5
TOTAL	13,341	77.7	9,451	85.0	4,966	88.1	7,330	85.8	14,839	85.8	10,302	86.0	14,514	88.3	20,079	86.9

 * 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)

JANUARY 2020

CARRIER	ARRIVAL AIRPORT*															
	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 NETWORK	0	0.0	177	76.8	0	0.0	0	0.0	88	76.1	223	82.1	4026	80.9	36	83.3
- ALASKA AIRLINES	0	0.0	177	76.8	0	0.0	0	0.0	57	70.2	223	82.1	1704	82.2	36	83.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	31	87.1	0	0.0	2322	79.9	0	0.0
ALLEGIANT AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	4286	83.2	1546	83.0	0	0.0	6617	85.5	730	82.9	12549	79.5	315	83.8	8874	83.5
- AMERICAN AIRLINES	1986	82.5	1546	83.0	0	0.0	4484	86.0	408	83.3	4646	85.7	230	82.6	3416	84.1
- BRANDED CODESHARE PARTNERS	2300	83.7	0	0.0	0	0.0	2133	84.4	322	82.3	7903	75.8	85	87.1	5458	83.1
DELTA AIR LINES NETWORK	6519	83.2	1683	88.9	414	85.3	807	87.2	9840	87.2	1598	86.4	733	86.4	851	90.6
- DELTA AIR LINES	2349	84.8	1675	88.9	149	91.3	807	87.2	5074	89.7	1144	86.2	576	88.2	452	90.5
- BRANDED CODESHARE PARTNERS	4170	82.3	8	100.0	265	81.9	0	0.0	4766	84.6	454	86.8	157	79.6	399	90.7
FRONTIER AIRLINES	93	79.6	1414	82.0	0	0.0	362	86.5	111	89.2	227	83.3	39	71.8	508	85.0
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	75.8	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	75.8	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
JETBLUE AIRWAYS	472	82.0	1662	82.6	0	0.0	0	0.0	84	91.7	210	75.7	52	90.4	282	87.6
SOUTHWEST AIRLINES	1066	83.1	3613	88.1	5723	85.9	0	0.0	600	87.2	0	0.0	927	89.3	543	84.7
SPIRIT AIRLINES	341	84.5	1619	85.5	0	0.0	0	0.0	295	87.8	721	80.2	54	96.3	360	88.1
UNITED AIRLINES NETWORK	1065	81.4	1102	85.9	0	0.0	585	80.7	734	85.4	15858	81.1	529	85.6	356	86.0
- UNITED AIRLINES	485	83.7	1098	86.0	0	0.0	581	80.9	284	89.1	5462	86.6	528	85.6	288	85.4
- BRANDED CODESHARE PARTNERS	580	79.5	4	75.0	0	0.0	4	50.0	450	83.1	10396	78.2	1	100.0	68	88.2
TOTAL	13,842	83.0	12,816	85.5	6,137	85.9	8,371	85.4	12,482	86.8	31,386	80.7	6,737	83.2	11,810	84.4

* 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)

JANUARY 2020

| | ARRIVAL AIRPORT* |
| | PHX | | SAN | | SEA | | SFO | | SLC | | TPA | |
CARRIER	# 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 NETWORK	**389**	**81.5**	**1338**	**86.8**	**9104**	**73.4**	**2371**	**77.6**	**343**	**83.7**	**61**	**83.6**
- *ALASKA AIRLINES*	327	83.2	701	84.5	5562	74.3	1703	75.9	124	71.8	61	83.6
- *BRANDED CODESHARE PARTNERS*	62	72.6	637	89.3	3542	72.0	668	81.7	219	90.4	0	0.0
ALLEGIANT AIR	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**7658**	**86.0**	**909**	**86.4**	**573**	**79.8**	**1181**	**80.8**	**572**	**85.1**	**1074**	**83.0**
- *AMERICAN AIRLINES*	5161	86.7	754	84.6	481	79.2	1087	80.6	393	85.2	1074	83.0
- *BRANDED CODESHARE PARTNERS*	2497	84.5	155	94.8	92	82.6	94	83.0	179	84.9	0	0.0
DELTA AIR LINES NETWORK	**990**	**88.6**	**924**	**88.5**	**3779**	**82.8**	**1204**	**83.7**	**7295**	**90.0**	**1116**	**90.3**
- *DELTA AIR LINES*	838	88.7	714	90.1	2509	84.9	1172	83.9	3970	88.8	1028	90.1
- *BRANDED CODESHARE PARTNERS*	152	88.2	210	83.3	1270	78.7	32	78.1	3325	91.4	88	93.2
FRONTIER AIRLINES	**450**	**86.7**	**138**	**91.3**	**33**	**63.6**	**132**	**75.0**	**141**	**85.1**	**467**	**84.2**
HAWAIIAN AIRLINES NETWORK	**31**	**87.1**	**62**	**69.4**	**78**	**71.8**	**93**	**69.9**	**0**	**0.0**	**0**	**0.0**
- *HAWAIIAN AIRLINES*	31	87.1	62	69.4	78	71.8	93	69.9	0	0.0	0	0.0
- *BRANDED CODESHARE PARTNERS*	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	**93**	**84.9**	**159**	**91.2**	**145**	**85.5**	**479**	**85.4**	**239**	**83.7**	**391**	**85.4**
SOUTHWEST AIRLINES	**4997**	**90.4**	**3361**	**91.5**	**775**	**78.7**	**1135**	**81.6**	**937**	**86.7**	**2220**	**87.2**
SPIRIT AIRLINES	**124**	**82.3**	**133**	**91.0**	**91**	**83.5**	**0**	**0.0**	**0**	**0.0**	**816**	**86.5**
UNITED AIRLINES NETWORK	**809**	**87.9**	**953**	**87.6**	**725**	**82.2**	**7369**	**80.4**	**725**	**85.5**	**647**	**85.2**
- *UNITED AIRLINES*	708	87.0	806	87.7	629	82.5	4220	82.8	300	90.0	647	85.2
- *BRANDED CODESHARE PARTNERS*	101	94.1	147	87.1	96	80.2	3149	77.1	425	82.4	0	0.0
TOTAL	**15,541**	**87.5**	**7,977**	**89.1**	**15,303**	**76.8**	**13,964**	**80.4**	**10,252**	**88.7**	**6,792**	**86.4**

* 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)

JANUARY 2020

	ARRIVAL AIRPORT*															
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER	# 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	36	77.8	200	82.0	58	82.8	0	0.0	155	80.0	145	64.8	95	80.0	31	54.8
ALLEGIANT AIR	0	0.0	0	0.0	21	81.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	899	82.8	1953	86.3	365	81.9	8559	87.3	2259	88.2	755	82.1	11965	81.2	407	86.2
DELTA AIR LINES	19459	90.6	1453	88.7	508	92.3	645	87.3	782	90.7	949	90.3	943	81.7	4780	91.2
ENDEAVOR AIR	3803	88.8	295	90.8	233	86.3	181	86.2	175	90.3	0	0.0	95	84.2	1740	91.3
ENVOY AIR	10	100.0	0	0.0	62	75.8	608	75.7	119	80.7	0	0.0	5054	77.0	66	77.3
EXPRESSJET AIRLINES	116	85.3	0	0.0	0	0.0	71	78.9	284	78.2	0	0.0	0	0.0	69	84.1
FRONTIER AIRLINES	382	83.2	57	89.5	36	86.1	139	79.9	93	88.2	1658	87.3	94	86.2	111	91.0
HAWAIIAN AIRLINES	0	0.0	22	77.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	293	87.0	4495	86.8	116	87.1	129	93.0	856	87.9	85	82.4	51	82.4	99	83.8
MESA AIRLINES	143	81.1	13	76.9	0	0.0	199	77.4	78	84.6	0	0.0	3015	76.3	136	84.6
PSA AIRLINES	126	82.5	0	0.0	5	100.0	7866	81.0	2611	77.7	0	0.0	248	72.2	98	78.6
REPUBLIC AIRWAYS	555	84.7	1702	92.7	20	85.0	1090	85.7	2466	88.6	611	90.3	110	81.8	621	88.6
SKYWEST AIRLINES	2054	84.3	20	70.0	74	70.3	87	77.0	47	78.7	4593	84.0	1573	78.1	3657	86.3
SOUTHWEST AIRLINES	3186	90.2	638	89.8	5458	90.9	251	89.2	1383	86.5	5638	89.0	0	0.0	394	86.5
SPIRIT AIRLINES	760	86.3	373	83.1	687	87.8	124	75.8	0	0.0	330	88.5	594	80.8	875	88.5
UNITED AIRLINES	365	86.0	969	86.7	242	83.9	53	79.2	267	88.0	5640	90.1	517	81.0	106	85.8
TOTAL	32,187	89.3	12,190	87.8	7,885	89.4	20,002	84.1	11,575	85.4	20,405	87.7	24,354	79.5	13,190	88.8

* 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)

JANUARY 2020

CARRIER	ARRIVAL AIRPORT*															
	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	308	84.1	134	76.9	277	78.7	131	77.1	59	83.1	394	77.4	744	81.3	1521	79.0
ALLEGIANT AIR	41	95.1	266	68.8	0	0.0	0	0.0	0	0.0	0	0.0	703	82.5	90	71.1
AMERICAN AIRLINES	627	77.8	694	81.0	253	79.4	151	90.1	544	76.8	1309	84.4	1260	84.0	3516	84.6
DELTA AIR LINES	432	83.8	1047	86.6	247	86.2	249	92.8	524	86.1	2922	88.9	1234	89.5	2893	89.1
ENDEAVOR AIR	135	83.7	0	0.0	0	0.0	95	89.5	44	88.6	1666	88.2	0	0.0	0	0.0
ENVOY AIR	42	59.5	0	0.0	0	0.0	0	0.0	62	74.2	334	82.6	0	0.0	0	0.0
EXPRESSJET AIRLINES	1284	70.6	0	0.0	0	0.0	0	0.0	2562	87.8	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	279	81.4	91	84.6	0	0.0	25	100.0	66	84.8	0	0.0	1166	82.2	126	84.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	2877	91.0	0	0.0	0	0.0	31	71.0	98	84.7	188	81.9
JETBLUE AIRWAYS	891	73.6	2222	84.7	0	0.0	0	0.0	62	80.6	3267	84.0	367	87.5	571	87.4
MESA AIRLINES	0	0.0	5	60.0	0	0.0	1425	85.7	3089	83.1	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	173	77.5	5	80.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	2115	80.4	0	0.0	0	0.0	297	89.6	813	88.7	379	89.7	0	0.0	0	0.0
SKYWEST AIRLINES	131	77.9	0	0.0	0	0.0	436	78.2	1492	80.8	0	0.0	279	91.8	3103	86.4
SOUTHWEST AIRLINES	0	0.0	2220	88.0	548	94.5	145	87.6	0	0.0	0	0.0	5727	91.8	3204	90.4
SPIRIT AIRLINES	435	82.5	2001	85.9	0	0.0	0	0.0	542	83.4	0	0.0	1442	88.8	582	88.3
UNITED AIRLINES	4700	81.6	765	84.1	388	89.2	1970	89.9	4929	88.8	0	0.0	1164	88.6	2000	89.3
TOTAL	11,420	79.4	9,445	85.0	4,590	89.6	5,097	87.1	14,793	85.8	10,302	86.0	14,184	88.4	17,794	86.8

* 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)

JANUARY 2020

| | ARRIVAL AIRPORT* | | | | | | | | | | | | | | | |
| | LGA | | MCO | | MDW | | MIA | | MSP | | ORD | | PDX | | PHL | |
CARRIER	# 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	177	76.8	0	0.0	0	0.0	57	70.2	223	82.1	1704	82.2	36	83.3
ALLEGIANT AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	1986	82.5	1546	83.0	0	0.0	4484	86.0	408	83.3	4646	85.7	230	82.6	3416	84.1
DELTA AIR LINES	2349	84.8	1675	88.9	149	91.3	807	87.2	5074	89.7	1144	86.2	576	88.2	452	90.5
ENDEAVOR AIR	2027	82.2	4	100.0	24	91.7	0	0.0	1144	90.1	242	87.2	0	0.0	124	91.1
ENVOY AIR	648	79.2	0	0.0	0	0.0	1008	79.2	95	77.9	5379	76.4	0	0.0	9	44.4
EXPRESSJET AIRLINES	178	84.3	0	0.0	0	0.0	0	0.0	36	86.1	1280	82.7	0	0.0	21	85.7
FRONTIER AIRLINES	93	79.6	1414	82.0	0	0.0	362	86.5	111	89.2	227	83.3	39	71.8	508	85.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	75.8	0	0.0
JETBLUE AIRWAYS	472	82.0	1662	82.6	0	0.0	0	0.0	84	91.7	210	75.7	52	90.4	282	87.6
MESA AIRLINES	209	80.4	0	0.0	0	0.0	3	33.3	116	81.9	0	0.0	0	0.0	40	95.0
PSA AIRLINES	116	73.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1293	79.9
REPUBLIC AIRWAYS	3224	84.6	8	87.5	0	0.0	1126	89.2	406	85.7	1175	86.5	0	0.0	1374	90.7
SKYWEST AIRLINES	642	78.7	0	0.0	241	80.9	0	0.0	3718	82.6	4978	76.1	712	89.2	93	83.9
SOUTHWEST AIRLINES	1066	83.1	3613	88.1	5723	85.9	0	0.0	600	87.2	0	0.0	927	89.3	543	84.7
SPIRIT AIRLINES	341	84.5	1619	85.5	0	0.0	0	0.0	295	87.8	721	80.2	54	96.3	360	88.1
UNITED AIRLINES	485	83.7	1098	86.0	0	0.0	581	80.9	284	89.1	5462	86.6	528	85.6	288	85.4
TOTAL	**13,836**	**83.0**	**12,816**	**85.5**	**6,137**	**85.9**	**8,371**	**85.4**	**12,428**	**86.8**	**25,687**	**81.7**	**4,884**	**85.7**	**8,839**	**85.3**

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2020

CARRIER	ARRIVAL AIRPORT*											
	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	327	83.2	701	84.5	5562	74.3	1703	75.9	124	71.8	61	83.6
ALLEGIANT AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	5161	86.7	754	84.6	481	79.2	1087	80.6	393	85.2	1074	83.0
DELTA AIR LINES	838	88.7	714	90.1	2509	84.9	1172	83.9	3970	88.8	1028	90.1
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	75	94.7
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	3	66.7	0	0.0
FRONTIER AIRLINES	450	86.7	138	91.3	33	63.6	132	75.0	141	85.1	467	84.2
HAWAIIAN AIRLINES	31	87.1	62	69.4	78	71.8	93	69.9	0	0.0	0	0.0
JETBLUE AIRWAYS	93	84.9	159	91.2	145	85.5	479	85.4	239	83.7	391	85.4
MESA AIRLINES	1651	83.1	0	0.0	0	0.0	0	0.0	11	81.8	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	3	100.0	0	0.0	8	100.0	0	0.0
SKYWEST AIRLINES	953	88.0	642	91.4	1279	79.5	3665	78.2	4087	90.1	0	0.0
SOUTHWEST AIRLINES	4997	90.4	3361	91.5	775	78.7	1135	81.6	937	86.7	2220	87.2
SPIRIT AIRLINES	124	82.3	133	91.0	91	83.5	0	0.0	0	0.0	816	86.5
UNITED AIRLINES	708	87.0	806	87.7	629	82.5	4220	82.8	300	90.0	647	85.2
TOTAL	**15,333**	**87.6**	**7,470**	**89.4**	**11,585**	**78.3**	**13,686**	**80.5**	**10,213**	**88.7**	**6,779**	**86.4**

* 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)

JANUARY 2020

	ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	91.9	86.4	85.7	91.6	86.8	94.1	87.5	89.7	88.1	82.6	87.1	88.3	91.4	84.0	94.0	89.1
0700-0759	94.3	91.8	95.9	86.7	87.8	90.8	82.9	91.8	90.1	87.4	97.0	88.9	84.8	86.0	94.3	94.3
0800-0859	89.9	93.9	92.5	87.4	90.1	89.7	88.3	93.5	91.1	90.1	97.5	93.9	85.8	86.8	94.5	91.9
0900-0959	88.6	89.6	94.4	82.8	88.2	90.3	78.7	92.6	92.8	91.2	94.3	93.0	89.4	92.2	94.6	88.8
1000-1059	89.7	92.6	91.7	88.4	89.7	90.6	83.1	90.9	93.3	89.7	89.6	90.3	86.8	93.5	90.5	88.3
1100-1159	89.9	91.2	92.8	90.0	91.0	89.2	83.8	89.5	90.9	87.8	91.4	89.7	86.5	88.9	89.8	86.0
1200-1259	91.5	90.8	92.6	88.9	89.4	88.5	82.2	90.8	90.3	87.9	87.1	77.3	80.8	94.3	88.8	87.8
1300-1359	91.2	91.2	88.9	82.6	89.1	89.3	79.0	89.1	85.2	86.7	82.6	88.5	88.2	86.5	89.1	86.5
1400-1459	90.3	89.1	92.5	84.0	85.2	87.8	82.3	89.7	72.8	87.1	88.3	89.7	89.6	86.9	84.7	88.0
1500-1559	89.5	88.7	89.7	82.9	86.5	86.3	77.6	89.1	73.4	89.8	86.6	87.4	90.1	87.8	89.6	88.7
1600-1659	89.1	89.4	88.7	81.4	84.4	85.2	76.4	91.0	71.7	83.8	82.0	83.8	88.1	82.0	90.5	86.8
1700-1759	88.9	87.3	89.0	80.3	83.6	85.0	73.4	85.3	67.0	84.2	92.1	80.7	83.6	82.9	87.4	88.4
1800-1859	85.5	82.2	88.0	82.7	78.9	85.6	77.0	83.0	65.7	81.6	89.7	91.0	83.0	82.6	86.8	84.9
1900-1959	86.7	83.4	85.1	78.1	79.0	85.7	77.8	86.5	67.6	79.0	93.8	85.6	80.8	82.9	86.6	84.9
2000-2059	88.0	85.2	87.9	78.2	84.9	86.7	77.6	87.9	65.9	80.5	93.7	85.1	83.8	82.9	85.9	84.8
2100-2159	89.4	83.0	81.7	79.9	77.2	85.1	78.6	88.1	69.3	83.5	90.4	87.0	85.4	83.7	84.7	85.0
2200-2259	83.7	85.5	82.3	86.1	83.0	82.9	79.9	84.5	79.8	79.8	89.7	86.2	81.1	84.3	86.5	82.3
2300-0559	88.1	85.4	86.1	79.4	85.9	86.5	81.1	84.7	84.5	79.6	91.7	87.6	84.2	84.8	81.6	81.7
TOTAL	89.3	87.8	89.4	84.1	85.4	87.7	79.5	88.8	79.4	85.0	89.6	87.1	85.8	86.0	88.4	86.8

* 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)

JANUARY 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	85.3	95.1	87.7	82.9	86.8	84.5	80.1	93.5	87.1	85.0	93.3	88.9	85.4	88.5
0700-0759	91.5	93.8	94.6	89.7	86.3	84.7	95.8	89.0	93.3	93.8	81.3	92.7	96.0	95.3	90.0
0800-0859	90.1	94.5	93.5	89.0	90.2	85.6	96.7	86.8	91.5	96.1	84.9	83.8	93.0	95.9	89.6
0900-0959	89.8	92.2	89.1	92.2	92.8	81.8	92.2	89.5	87.1	92.7	80.4	76.8	92.6	91.5	87.5
1000-1059	88.7	89.6	91.6	89.8	91.6	86.1	86.1	87.8	86.7	87.8	78.3	81.3	91.9	89.0	88.6
1100-1159	87.6	88.3	89.7	83.6	89.4	85.5	87.6	90.0	91.4	92.1	83.2	77.6	83.6	84.5	87.6
1200-1259	85.5	87.3	90.3	87.1	87.1	84.5	87.4	92.3	91.5	87.8	84.7	75.7	88.6	87.8	87.8
1300-1359	85.4	86.6	87.8	89.0	91.2	86.1	86.5	88.9	89.2	89.7	83.5	77.1	89.7	89.5	86.7
1400-1459	84.2	88.3	87.1	85.3	87.9	82.0	89.9	86.1	87.7	90.4	83.7	80.8	87.3	91.2	86.3
1500-1559	81.0	86.4	88.0	91.9	84.9	78.7	85.2	84.1	87.3	88.1	85.4	82.5	92.0	90.9	85.7
1600-1659	79.6	85.5	84.4	84.7	86.0	79.8	81.7	81.7	88.8	88.0	77.1	78.7	87.4	85.5	83.9
1700-1759	80.0	85.2	81.1	86.2	84.9	78.2	82.8	82.4	87.9	90.2	79.2	81.6	86.5	84.9	82.4
1800-1859	76.7	82.4	82.6	79.3	81.4	75.9	82.5	82.2	85.1	86.9	81.3	82.1	87.9	83.0	82.2
1900-1959	78.3	81.9	78.6	83.5	82.8	75.0	84.9	83.4	85.5	90.5	80.5	83.1	86.5	84.3	82.3
2000-2059	78.7	78.0	79.4	78.8	79.5	78.3	83.2	85.7	85.1	86.6	64.6	81.1	80.3	85.6	82.0
2100-2159	76.3	81.8	78.1	80.7	85.0	78.9	84.6	78.8	84.2	84.4	66.0	77.6	88.1	84.1	82.1
2200-2259	78.3	78.8	80.4	81.6	85.5	84.7	83.2	83.0	86.2	88.5	68.0	78.0	86.7	80.2	82.0
2300-0559	80.5	83.0	82.0	80.4	87.8	85.1	84.8	81.8	85.3	91.3	85.3	82.2	79.4	83.0	83.9
TOTAL	83.0	85.5	85.9	85.4	86.8	81.7	85.7	85.3	87.6	89.4	78.3	80.5	88.7	86.4	85.4

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2020

SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
DEPARTURE AIRPORT*																
0600-0659	91.8	93.2	93.4	95.6	97.2	96.2	88.0	92.5	93.8	96.0	98.8	96.6	93.2	92.1	95.4	92.8
0700-0759	93.4	94.0	93.9	93.1	92.2	93.7	87.5	90.2	91.7	91.2	98.2	93.1	93.1	92.8	91.7	91.1
0800-0859	93.8	91.6	90.8	87.2	89.2	89.6	87.2	90.6	86.9	93.0	93.8	91.0	89.0	91.8	89.3	89.4
0900-0959	89.6	91.9	89.8	89.8	89.3	87.9	83.0	90.7	90.8	89.0	96.6	94.4	87.4	91.7	91.3	85.6
1000-1059	88.3	90.6	88.7	86.3	88.8	88.9	81.4	89.9	88.7	85.2	98.4	90.9	89.9	88.5	89.6	86.4
1100-1159	87.1	90.6	88.8	87.3	89.2	86.4	78.8	85.6	89.0	83.4	91.8	95.7	90.2	93.9	87.5	85.7
1200-1259	88.2	87.5	88.3	85.3	86.6	85.2	81.8	86.0	86.3	80.6	92.0	86.9	89.3	87.0	85.2	83.3
1300-1359	89.9	89.4	83.1	85.2	86.6	84.7	74.5	86.8	82.9	82.2	80.7	93.6	72.8	90.6	86.9	82.9
1400-1459	89.0	84.6	80.9	80.8	85.9	81.5	78.5	87.1	84.3	80.6	83.3	84.1	87.0	83.9	85.1	83.8
1500-1559	88.1	85.4	82.6	82.0	84.5	83.0	76.7	86.8	75.3	80.3	85.0	79.8	86.9	85.6	81.6	81.8
1600-1659	86.9	83.9	83.1	79.4	83.6	80.0	75.8	83.8	76.1	82.6	86.3	87.6	87.8	84.3	86.0	86.4
1700-1759	85.5	83.6	84.5	79.5	80.5	80.7	72.9	85.7	75.6	79.5	91.6	81.8	80.7	83.5	84.6	83.2
1800-1859	83.7	83.2	79.6	80.3	79.2	80.2	76.3	80.9	74.1	75.9	94.8	83.9	84.0	80.9	84.5	86.5
1900-1959	84.8	83.8	79.7	79.7	75.0	83.7	71.0	83.6	70.5	79.5	93.2	82.4	84.3	85.1	80.4	82.9
2000-2059	86.9	81.2	78.1	80.6	81.9	81.8	76.5	86.8	68.3	76.9	94.2	94.7	82.2	82.6	86.8	82.5
2100-2159	88.9	82.5	80.7	69.5	82.5	80.4	73.2	90.1	70.8	77.2	90.2	0.0	84.0	84.8	84.1	86.0
2200-2259	88.7	81.6	78.9	82.4	79.2	85.8	80.5	91.6	72.2	82.4	91.6	90.5	100.0	85.2	84.2	86.0
2300-0559	85.8	95.0	97.8	97.7	97.2	87.6	90.9	91.5	89.4	89.2	90.9	100.0	93.3	93.6	87.9	87.0
TOTAL	**88.4**	**88.0**	**85.6**	**84.3**	**85.8**	**85.5**	**79.4**	**87.8**	**81.8**	**83.8**	**90.8**	**87.6**	**87.2**	**87.9**	**87.1**	**85.9**

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

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2020

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT*														
	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	95.0	93.8	92.6	91.8	93.2	91.5	95.7	93.8	96.1	96.3	93.6	95.0	95.9	96.2	94.1
0700-0759	93.8	94.3	90.1	91.8	90.8	88.6	91.7	88.6	92.5	91.0	87.0	93.5	93.0	95.7	91.9
0800-0859	93.3	92.9	85.7	90.8	90.4	86.2	94.1	90.5	93.9	88.8	79.1	86.5	91.8	95.8	89.9
0900-0959	92.9	91.1	86.7	86.7	89.9	83.6	90.2	87.9	90.7	91.0	79.8	82.0	90.2	91.4	88.4
1000-1059	88.7	88.6	81.9	87.7	91.0	79.9	90.0	90.0	84.4	89.5	76.8	73.3	87.5	87.2	85.9
1100-1159	88.8	88.0	81.6	87.2	87.0	84.0	89.4	89.5	88.3	86.2	76.0	78.8	90.5	85.2	86.6
1200-1259	88.6	83.1	85.8	85.7	85.2	82.8	83.8	88.7	86.6	86.2	79.1	75.7	85.6	82.0	85.0
1300-1359	85.5	81.7	77.4	79.2	87.0	79.9	82.6	87.3	88.8	87.9	79.3	79.2	88.5	85.0	84.5
1400-1459	84.1	81.4	72.5	86.0	86.0	79.5	82.4	86.7	84.9	83.8	81.2	75.3	83.4	83.5	83.0
1500-1559	82.0	82.5	77.6	83.3	81.8	80.0	86.3	86.9	84.5	89.5	80.6	80.6	87.9	84.8	83.3
1600-1659	80.9	80.4	73.6	83.5	81.3	77.3	81.7	80.9	84.7	85.1	77.5	81.5	84.8	84.6	82.2
1700-1759	79.8	79.8	74.5	80.1	80.7	76.4	83.5	81.6	87.5	86.4	78.2	78.4	89.1	79.9	81.5
1800-1859	80.1	77.7	73.9	80.5	83.0	75.9	88.6	80.8	86.2	88.3	77.0	80.8	81.5	80.3	80.5
1900-1959	80.4	78.0	65.2	83.4	81.1	75.4	81.1	85.2	81.5	84.9	77.9	82.5	80.0	81.4	80.5
2000-2059	79.0	77.1	66.8	78.4	82.8	75.1	84.5	86.9	80.6	87.1	78.8	81.8	86.3	82.2	81.2
2100-2159	79.2	75.2	72.6	82.8	100.0	81.2	82.4	87.6	86.6	91.4	66.4	82.6	84.6	82.4	82.1
2200-2259	82.6	76.1	77.7	74.0	80.6	78.4	89.0	84.8	80.1	95.5	73.1	83.8	91.2	81.6	84.3
2300-0559	93.9	85.8	91.8	81.4	92.1	88.4	93.6	90.5	88.6	100.0	84.4	85.9	90.3	97.0	89.1
TOTAL	**86.1**	**84.4**	**78.9**	**84.5**	**85.8**	**80.8**	**88.1**	**87.2**	**87.2**	**88.9**	**79.6**	**81.9**	**89.0**	**86.7**	**85.2**

* 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
JANUARY 2020

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	72.6	72.6	62	62	Brainerd, MN (BRD)	81.5	81.5	54	54
Abilene, TX (ABI)	75.0	78.6	168	168	Bristol/Johnson City/Kingsport, TN (TRI)	86.2	85.8	326	325
Adak Island, AK (ADK)	77.8	66.7	9	9	Brownsville, TX (BRO)	85.3	89.7	184	184
Aguadilla, PR (BQN)	78.8	75.6	193	193	Brunswick, GA (BQK)	90.7	94.2	86	86
Akron, OH (CAK)	70.6	80.1	487	487	Buffalo, NY (BUF)	85.7	87.1	1810	1812
Albany, GA (ABY)	90.5	94.0	84	84	Burbank, CA (BUR)	89.2	88.2	2775	2778
Albany, NY (ALB)	83.6	87.2	903	903	Burlington, VT (BTV)	83.1	84.7	633	634
Albuquerque, NM (ABQ)	88.0	89.2	1841	1845	Butte, MT (BTM)	94.8	94.8	58	58
Alexandria, LA (AEX)	81.5	85.3	259	259	Concord, NC (USA)	79.5	79.5	112	112
Allentown/Bethlehem/Easton, PA (ABE)	82.4	81.3	363	363	Cape Girardeau, MO (CGI)	75.5	77.4	53	53
Alpena, MI (APN)	77.8	75.9	54	54	Casper, WY (CPR)	93.3	96.2	105	105
Amarillo, TX (AMA)	82.0	86.5	400	399	Cedar City, UT (CDC)	94.4	96.3	54	54
Anchorage, AK (ANC)	79.0	85.5	1330	1331	Cedar Rapids/Iowa City, IA (CID)	77.3	76.5	774	774
Appleton, WI (ATW)	82.4	82.9	346	346	Champaign/Urbana, IL (CMI)	71.2	79.7	236	236
Arcata/Eureka, CA (ACV)	82.6	82.0	190	189	Charleston, SC (CHS)	85.3	87.2	1718	1721
Asheville, NC (AVL)	79.5	83.3	774	774	Charleston/Dunbar, WV (CRW)	75.9	79.6	377	378
Ashland, WV (HTS)	81.5	74.1	27	27	Charlotte Amalie, VI (STT)	84.4	84.0	424	424
Aspen, CO (ASE)	63.9	61.3	925	924	Charlotte, NC (CLT)	84.1	84.3	20002	19995
Atlanta, GA (ATL)	89.3	88.4	32187	32190	Charlottesville, VA (CHO)	78.9	80.1	564	563
Atlantic City, NJ (ACY)	87.5	89.9	287	287	Chattanooga, TN (CHA)	85.7	87.4	635	634
Augusta, GA (AGS)	81.8	80.2	369	369	Cheyenne, WY (CYS)	77.4	74.2	31	31
Austin, TX (AUS)	86.2	88.7	5356	5355	Chicago, IL (MDW)	85.9	78.9	6137	6135
Bakersfield, CA (BFL)	78.2	83.5	243	243	Chicago, IL (ORD)	81.7	80.8	25687	25661
Baltimore, MD (BWI)	89.4	85.6	7885	7886	Christiansted, VI (STX)	90.5	78.9	95	95
Bangor, ME (BGR)	75.2	73.9	165	165	Cincinnati, OH (CVG)	86.1	88.3	3702	3703
Barrow, AK (BRW)	77.4	88.7	62	62	Clarksburg/Fairmont, WV (CKB)	74.6	77.5	71	71
Baton Rouge, LA (BTR)	82.8	86.4	605	604	Cleveland, OH (CLE)	87.0	88.6	3569	3567
Beaumont/Port Arthur, TX (BPT)	81.6	78.9	76	76	Cody, WY (COD)		100.0	0	1
Belleville, IL (BLV)	86.2	80.0	65	65	College Station/Bryan, TX (CLL)	87.8	88.9	164	162
Bellingham, WA (BLI)	82.8	86.9	99	99	Colorado Springs, CO (COS)	84.9	88.5	842	843
Bemidji, MN (BJI)	82.3	82.3	62	62	Columbia, MO (COU)	67.9	76.3	159	160
Bend/Redmond, OR (RDM)	86.2	86.2	414	414	Columbia, SC (CAE)	84.3	86.9	636	635
Bethel, AK (BET)	84.1	79.7	69	69	Columbus, GA (CSG)	86.7	89.2	83	83
Billings, MT (BIL)	89.5	92.9	306	308	Columbus, MS (GTR)	84.8	85.7	112	112
Binghamton, NY (BGM)	78.7	83.6	61	61	Columbus, OH (CMH)	86.3	88.4	3734	3734
Birmingham, AL (BHM)	82.9	86.6	1548	1545	Columbus, OH (LCK)	88.9	81.5	54	54
Bismarck/Mandan, ND (BIS)	79.8	79.7	347	345	Cordova, AK (CDV)	66.7	63.3	60	60
Bloomington/Normal, IL (BMI)	81.0	82.2	269	269	Corpus Christi, TX (CRP)	85.5	87.1	509	511
Boise, ID (BOI)	86.4	87.4	1661	1662	Dallas, TX (DAL)	86.0	81.9	6171	6167
Boston, MA (BOS)	87.8	88.0	12190	12182	Dallas/Fort Worth, TX (DFW)	79.5	79.4	24354	24339
Bozeman, MT (BZN)	86.4	88.4	765	764	Dayton, OH (DAY)	80.5	85.7	1036	1035

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	88.7	91.7	302	302	Greensboro/High Point, NC (GSO)	82.6	85.1	1174	1173
Deadhorse, AK (SCC)	82.4	85.9	85	85	Greer, SC (GSP)	82.7	86.7	1328	1327
Del Rio, TX (DRT)	81.4	89.8	59	59	Guam, TT (GUM)	89.3	90.7	75	75
Denver, CO (DEN)	87.7	85.5	20405	20398	Gulfport/Biloxi, MS (GPT)	80.1	85.5	402	401
Des Moines, IA (DSM)	81.5	83.4	1372	1368	Gunnison, CO (GUC)	82.4	76.5	68	68
Detroit, MI (DTW)	88.8	87.8	13190	13195	Hagerstown, MD (HGR)	83.3	83.3	12	12
Devils Lake, ND (DVL)	85.2	87.0	54	54	Hancock/Houghton, MI (CMX)	67.2	68.9	61	61
Dothan, AL (DHN)	84.3	84.3	115	115	Harlingen/San Benito, TX (HRL)	90.2	90.7	429	429
Dubuque, IA (DBQ)	65.6	78.5	93	93	Harrisburg, PA (MDT)	82.2	86.0	477	477
Duluth, MN (DLH)	78.7	80.7	268	270	Hartford, CT (BDL)	86.3	88.9	2287	2287
Durango, CO (DRO)	82.9	85.2	263	263	Hattiesburg/Laurel, MS (PIB)	87.9	83.1	58	59
Eagle, CO (EGE)	75.1	73.7	482	482	Hayden, CO (HDN)	80.3	75.5	233	233
Eau Claire, WI (EAU)	70.5	80.3	61	61	Hays, KS (HYS)	79.6	79.6	108	108
El Paso, TX (ELP)	85.5	88.8	1358	1360	Helena, MT (HLN)	86.8	91.5	106	106
Elko, NV (EKO)	93.1	87.9	58	58	Hibbing, MN (HIB)	74.1	79.6	54	54
Elmira/Corning, NY (ELM)	83.5	90.9	176	176	Hilo, HI (ITO)	94.0	93.8	537	536
Erie, PA (ERI)	83.9	89.7	87	87	Hilton Head, SC (HHH)	86.0	87.6	186	186
Escanaba, MI (ESC)	77.8	72.2	54	54	Hobbs, NM (HOB)	79.8	84.3	89	89
Eugene, OR (EUG)	79.7	85.0	533	533	Honolulu, HI (HNL)	89.6	90.8	4590	4591
Evansville, IN (EVV)	82.4	84.1	289	289	Houston, TX (HOU)	87.3	82.8	4916	4919
Everett, WA (PAE)	70.3	76.8	155	155	Houston, TX (IAH)	85.8	87.2	14793	14792
Fairbanks, AK (FAI)	81.4	86.4	360	360	Huntsville, AL (HSV)	83.5	86.9	811	808
Fargo, ND (FAR)	79.4	78.4	645	644	Idaho Falls, ID (IDA)	82.7	82.7	139	139
Fayetteville, AR (XNA)	84.1	87.2	1139	1138	Indianapolis, IN (IND)	85.8	87.8	3938	3938
Fayetteville, NC (FAY)	75.6	79.3	348	348	International Falls, MN (INL)	81.5	84.9	54	53
Flagstaff, AZ (FLG)	86.3	87.4	175	175	Iron Mountain/Kingsfd, MI (IMT)	74.1	77.6	58	58
Flint, MI (FNT)	80.8	86.9	313	312	Islip, NY (ISP)	87.3	89.9	496	495
Fort Lauderdale, FL (FLL)	85.0	83.8	9445	9446	Ithaca/Cortland, NY (ITH)	78.1	81.3	64	64
Fort Myers, FL (RSW)	84.3	85.1	4038	4039	Jackson, WY (JAC)	79.9	76.3	453	455
Fort Smith, AR (FSM)	83.8	83.2	179	179	Jackson/Vicksburg, MS (JAN)	83.5	86.2	704	704
Fort Wayne, IN (FWA)	80.1	85.6	597	597	Jacksonville, FL (JAX)	87.1	88.2	2339	2346
Fresno, CA (FAT)	85.6	87.3	993	993	Jacksonville/Camp Lejeune, NC (OAJ)	78.6	86.7	248	248
Gainesville, FL (GNV)	83.3	84.4	460	462	Jamestown, ND (JMS)	87.1	82.4	85	85
Garden City, KS (GCK)	76.3	78.0	59	59	Joplin, MO (JLN)	72.5	75.2	109	109
Gillette, WY (GCC)	89.2	93.8	65	65	Juneau, AK (JNU)	73.7	75.4	357	357
Grand Forks, ND (GFK)	77.3	76.2	163	164	Kahului, HI (OGG)	89.8	87.5	2388	2389
Grand Island, NE (GRI)	80.8	79.5	78	78	Kalamazoo, MI (AZO)	78.9	80.4	256	255
Grand Junction, CO (GJT)	88.8	91.8	313	319	Kalispell, MT (FCA)	84.8	88.6	263	264
Grand Rapids, MI (GRR)	77.8	81.1	1632	1628	Kansas City, MO (MCI)	83.3	83.7	4329	4321
Great Falls, MT (GTF)	88.1	93.7	159	158	Kearney, NE (EAR)	89.9	87.6	89	89
Green Bay, WI (GRB)	81.2	83.2	404	405	Ketchikan, AK (KTN)	74.1	77.3	185	185

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Key West, FL (EYW)	83.3	80.8	713	712	Minot, ND (MOT)	84.9	82.9	199	199
Killeen, TX (GRK)	79.9	83.1	268	266	Mission/McAllen/Edinburg, TX (MFE)	82.8	87.2	454	454
Knoxville, TN (TYS)	82.9	85.4	1356	1356	Missoula, MT (MSO)	85.2	88.5	236	235
Kodiak, AK (ADQ)	60.4	67.9	53	53	Moab, UT (CNY)	64.5	64.5	31	31
Kona, HI (KOA)	88.8	89.1	1353	1353	Mobile, AL (BFM)	76.9	84.6	13	13
Kotzebue, AK (OTZ)	82.3	88.7	62	62	Mobile, AL (MOB)	82.1	82.8	424	424
La Crosse, WI (LSE)	76.7	79.9	180	179	Moline, IL (MLI)	79.2	78.7	390	395
Lafayette, LA (LFT)	83.9	88.2	397	397	Monroe, LA (MLU)	83.1	84.6	267	267
Lake Charles, LA (LCH)	87.0	90.6	161	160	Monterey, CA (MRY)	83.2	86.5	339	340
Lansing, MI (LAN)	79.5	81.0	273	274	Montgomery, AL (MGM)	77.9	82.3	290	288
Laramie, WY (LAR)	85.2	87.0	54	54	Montrose/Delta, CO (MTJ)	85.9	82.3	248	248
Laredo, TX (LRD)	87.4	89.9	207	207	Mosinee, WI (CWA)	81.3	82.8	203	203
Las Vegas, NV (LAS)	88.4	87.1	14184	14186	Muskegon, MI (MKG)	61.7	68.9	60	61
Latrobe, PA (LBE)	76.6	89.6	77	77	Myrtle Beach, SC (MYR)	81.0	85.7	526	526
Lawton/Fort Sill, OK (LAW)	75.5	81.7	110	109	Nashville, TN (BNA)	87.5	87.1	6625	6628
Lewisburg, WV (LWB)	85.7	82.9	35	35	New Bern/Morehead/Beaufort, NC (EWN)	74.7	82.8	198	198
Lewiston, ID (LWS)	95.3	95.3	64	64	New Haven, CT (HVN)	89.1	87.0	55	54
Lexington, KY (LEX)	84.0	86.4	701	700	New Orleans, LA (MSY)	84.6	83.4	4708	4712
Liberal, KS (LBL)	87.0	79.6	54	54	New York, NY (JFK)	86.0	87.9	10302	10312
Lihue, HI (LIH)	90.0	91.1	1249	1249	New York, NY (LGA)	83.0	86.1	13836	13836
Lincoln, NE (LNK)	81.1	78.5	159	158	Newark, NJ (EWR)	79.4	81.8	11420	11415
Little Rock, AR (LIT)	82.5	85.6	1073	1072	Newburgh/Poughkeepsie, NY (SWF)	81.0	77.6	116	116
Long Beach, CA (LGB)	88.6	91.6	1398	1399	Newport News/Williamsburg, VA (PHF)	83.2	83.3	149	150
Longview, TX (GGG)	78.8	82.1	85	84	Niagara Falls, NY (IAG)	87.3	78.2	55	55
Los Angeles, CA (LAX)	86.8	85.9	17794	17799	Nome, AK (OME)	85.5	88.7	62	62
Louisville, KY (SDF)	87.1	88.7	1927	1927	Norfolk, VA (ORF)	82.4	84.8	1862	1863
Lubbock, TX (LBB)	84.2	86.8	622	620	North Bend/Coos Bay, OR (OTH)	58.3	58.3	24	24
Lynchburg, VA (LYH)	71.8	81.2	85	85	North Platte, NE (LBF)	90.7	90.7	54	54
Madison, WI (MSN)	82.0	83.6	1141	1142	Oakland, CA (OAK)	88.9	86.3	4097	4096
Mammoth Lakes, CA (MMH)	75.3	71.0	93	93	Ogden, UT (OGD)	77.8	66.7	9	9
Manchester, NH (MHT)	83.4	87.5	579	576	Ogdensburg, NY (OGS)	54.8	54.8	62	62
Manhattan/Ft. Riley, KS (MHK)	70.3	77.0	148	148	Oklahoma City, OK (OKC)	84.4	88.5	1896	1897
Marquette, MI (MQT)	68.8	69.5	96	95	Omaha, NE (OMA)	83.9	86.1	2126	2125
Medford, OR (MFR)	82.5	85.3	359	360	Ontario, CA (ONT)	87.8	87.6	1983	1983
Melbourne, FL (MLB)	85.9	87.0	270	270	Orlando, FL (MCO)	85.5	84.4	12816	12820
Memphis, TN (MEM)	84.7	86.3	2084	2082	Owensboro, KY (OWB)	100.0	100.0	9	9
Meridian, MS (MEI)	67.7	75.8	62	62	Paducah, KY (PAH)	70.5	80.3	61	61
Miami, FL (MIA)	85.4	84.5	8371	8375	Pago Pago, TT (PPG)	55.6	66.7	9	9
Midland/Odessa, TX (MAF)	84.3	88.6	796	796	Palm Springs, CA (PSP)	85.3	84.0	1192	1190
Milwaukee, WI (MKE)	82.9	86.2	2472	2473	Panama City, FL (ECP)	87.2	91.6	476	476
Minneapolis, MN (MSP)	86.8	85.8	12428	12429	Pasco/Kennewick/Richland, WA (PSC)	86.1	88.4	274	275

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TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
JANUARY 2020

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Pellston, MI (PLN)	84.4	74.4	77	78	San Diego, CA (SAN)	89.4	88.9	7470	7477
Pensacola, FL (PNS)	81.0	84.8	969	970	San Francisco, CA (SFO)	80.5	81.9	13686	13684
Peoria, IL (PIA)	76.9	80.8	372	369	San Jose, CA (SJC)	90.2	90.6	5062	5067
Petersburg, AK (PSG)	69.4	79.0	62	62	San Juan, PR (SJU)	83.3	83.5	2694	2701
Philadelphia, PA (PHL)	85.3	87.2	8839	8839	San Luis Obispo, CA (SBP)	84.6	82.4	518	518
Phoenix, AZ (AZA)	69.9	80.6	495	495	Sanford, FL (SFB)	77.3	83.1	763	763
Phoenix, AZ (PHX)	87.6	87.2	15333	15325	Santa Ana, CA (SNA)	88.6	87.5	3296	3292
Pierre, SD (PIR)	84.5	87.9	58	58	Santa Barbara, CA (SBA)	86.5	85.3	695	695
Pittsburgh, PA (PIT)	86.5	89.3	4174	4173	Santa Fe, NM (SAF)	83.3	83.3	144	144
Plattsburgh, NY (PBG)	82.4	79.6	108	108	Santa Maria, CA (SMX)	87.5	81.3	16	16
Pocatello, ID (PIH)	93.5	93.5	93	93	Santa Rosa, CA (STS)	84.5	87.2	291	289
Ponce, PR (PSE)	69.1	75.4	68	69	Sarasota/Bradenton, FL (SRQ)	83.3	83.1	1021	1024
Portland, ME (PWM)	82.3	83.3	819	814	Sault Ste. Marie, MI (CIU)	77.6	74.1	58	58
Portland, OR (PDX)	85.7	88.1	4884	4883	Savannah, GA (SAV)	82.7	85.7	1245	1246
Portsmouth, NH (PSM)	85.0	70.0	20	20	Scottsbluff, NE (BFF)	77.8	83.3	54	54
Prescott, AZ (PRC)	87.5	90.6	64	64	Scranton/Wilkes-Barre, PA (AVP)	78.0	80.9	282	283
Providence, RI (PVD)	85.1	87.3	1406	1404	Seattle, WA (SEA)	78.3	79.6	11585	11583
Provo, UT (PVU)	77.6	71.6	67	67	Sheridan, WY (SHR)	84.2	81.1	38	37
Pueblo, CO (PUB)	87.7	86.4	81	81	Shreveport, LA (SHV)	85.4	86.1	542	541
Punta Gorda, FL (PGD)	75.7	84.5	510	510	Sioux City, IA (SUX)	69.6	66.1	115	115
Quincy, IL (UIN)	88.9	100.0	9	10	Sioux Falls, SD (FSD)	74.5	74.7	604	604
Raleigh/Durham, NC (RDU)	87.5	88.1	5047	5048	Sitka, AK (SIT)	63.5	77.6	85	85
Rapid City, SD (RAP)	86.1	87.1	324	325	South Bend, IN (SBN)	82.1	84.4	553	553
Redding, CA (RDD)	80.6	81.5	124	124	Spokane, WA (GEG)	83.2	87.1	1111	1110
Reno, NV (RNO)	90.1	90.1	1663	1662	Springfield, IL (SPI)	75.9	77.3	141	141
Rhinelander, WI (RHI)	75.8	75.8	62	62	Springfield, MO (SGF)	79.5	83.4	677	676
Richmond, VA (RIC)	85.8	86.4	1984	1981	St. Cloud, MN (STC)	100.0	76.9	13	13
Riverton/Lander, WY (RIW)	64.7	66.7	51	51	St. George, UT (SGU)	91.9	93.1	335	335
Roanoke, VA (ROA)	83.5	84.5	266	265	St. Louis, MO (STL)	86.6	84.1	5644	5647
Rochester, MN (RST)	83.3	85.4	251	253	St. Petersburg, FL (PIE)	79.4	86.1	574	574
Rochester, NY (ROC)	85.2	86.2	1139	1136	State College, PA (SCE)	78.4	83.6	116	116
Rock Springs, WY (RKS)	88.1	83.1	59	59	Staunton, VA (SHD)	80.4	80.4	92	92
Rockford, IL (RFD)	85.2	83.6	61	61	Stillwater, OK (SWO)	86.4	84.7	59	59
Roswell, NM (ROW)	86.4	82.9	118	117	Stockton, CA (SCK)	83.2	82.9	125	123
Sacramento, CA (SMF)	88.0	88.7	4359	4360	Sun Valley/Hailey/Ketchum, ID (SUN)	80.6	59.2	196	196
Saginaw/Bay City/Midland, MI (MBS)	74.1	80.4	201	199	Syracuse, NY (SYR)	82.1	85.0	1016	1015
Saipan, TT (SPN)	93.2	93.2	44	44	Tallahassee, FL (TLH)	80.0	82.3	589	589
Salina, KS (SLN)	75.3	71.6	81	81	Tampa, FL (TPA)	86.4	86.7	6779	6787
Salt Lake City, UT (SLC)	88.7	89.0	10213	10196	Texarkana, AR (TXK)	83.3	81.1	90	90
San Angelo, TX (SJT)	78.0	77.1	141	140	Toledo, OH (TOL)	73.3	73.6	120	121
San Antonio, TX (SAT)	85.0	86.8	3248	3248	Traverse City, MI (TVC)	79.5	79.0	273	272

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Trenton, NJ (TTN)	79.6	82.4	284	284
Tucson, AZ (TUS)	85.8	87.9	1674	1676
Tulsa, OK (TUL)	85.6	88.4	1306	1306
Twin Falls, ID (TWF)	95.5	90.2	89	133
Tyler, TX (TYR)	73.2	74.5	153	153
Valdosta, GA (VLD)	80.7	80.7	88	88
Valparaiso, FL (VPS)	84.6	86.7	534	534
Vernal, UT (VEL)	67.9	69.8	53	53
Waco, TX (ACT)	78.8	78.6	132	131
Washington, DC (DCA)	85.4	85.8	11575	11575
Washington, DC (IAD)	87.1	87.6	5097	5105
Waterloo, IA (ALO)	74.6	84.7	59	59
Watertown, SD (ATY)	85.5	83.9	62	62
West Palm Beach/Palm Beach, FL (PBI)	86.9	86.4	2748	2756
White Plains, NY (HPN)	79.7	81.2	981	979
Wichita Falls, TX (SPS)	80.0	84.3	90	89
Wichita, KS (ICT)	83.5	86.1	830	832
Williston, ND (XWA)	77.6	75.0	67	68
Wilmington, NC (ILM)	84.3	86.7	574	572
Worcester, MA (ORH)	80.5	80.5	118	118
Wrangell, AK (WRG)	67.7	75.8	62	62
Yakutat, AK (YAK)	61.7	68.3	60	60
Yuma, AZ (YUM)	83.9	86.0	186	186

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

JANUARY 2020

CARRIER*	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
JETBLUE AIRWAYS	64	24709	18	0.1	1
DELTA AIR LINES NETWORK	223	143649	398	0.3	2
- DELTA AIR LINES	146	80067	41	0.1	
- BRANDED CODESHARE PARTNERS	204	63582	357	0.6	
SPIRIT AIRLINES	51	17477	119	0.7	3
ALLEGIANT AIR	121	7774	86	1.1	4
FRONTIER AIRLINES	92	12467	145	1.2	5
HAWAIIAN AIRLINES NETWORK	22	7787	100	1.3	6
- HAWAIIAN AIRLINES	19	7035	17	0.2	
- BRANDED CODESHARE PARTNERS	4	752	83	11.0	
AMERICAN AIRLINES NETWORK	236	172420	2685	1.6	7
- AMERICAN AIRLINES	111	76276	685	0.9	
- BRANDED CODESHARE PARTNERS	222	96144	2000	2.1	
UNITED AIRLINES NETWORK	235	128306	2227	1.7	8
- UNITED AIRLINES	105	48401	297	0.6	
- BRANDED CODESHARE PARTNERS	223	79905	1930	2.4	
SOUTHWEST AIRLINES	89	109770	1921	1.8	9
ALASKA AIRLINES NETWORK	97	36197	717	2.0	10
- ALASKA AIRLINES	72	21110	272	1.3	
- BRANDED CODESHARE PARTNERS	47	15087	445	2.9	
TOTAL AIRPORTS SERVED	365	660,556	8,416	1.3	

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.
*All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.
Note: For a complete list of flights by number canceled 5% or more of the time, go to **https://www.transtats.bts.gov/ONTIME/5PctCancels.aspx**

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

JANUARY 2020

CARRIER*	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES	146	80067	41	0.1	1
JETBLUE AIRWAYS	64	24709	18	0.1	2
HAWAIIAN AIRLINES	19	7035	17	0.2	3
ENDEAVOR AIR	110	23068	76	0.3	4
UNITED AIRLINES	105	48401	297	0.6	5
SPIRIT AIRLINES	51	17477	119	0.7	6
REPUBLIC AIRWAYS	100	29123	252	0.9	7
AMERICAN AIRLINES	111	76276	685	0.9	8
PSA AIRLINES	91	24309	262	1.1	9
ALLEGIANT AIR	121	7774	86	1.1	10
FRONTIER AIRLINES	92	12467	145	1.2	11
ALASKA AIRLINES	72	21110	272	1.3	12
EXPRESSJET AIRLINES	95	10564	147	1.4	13
MESA AIRLINES	117	17836	295	1.7	14
SOUTHWEST AIRLINES	89	109770	1921	1.8	15
SKYWEST AIRLINES	255	71160	1461	2.1	16
ENVOY AIR	154	26200	834	3.2	17
TOTAL AIRPORTS SERVED	350	607,346	6,928	1.1	

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.
*All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.
Note: For a complete list of flights by number canceled 5% or more of the time, go to https://www.transtats.bts.gov/ONTIME/5PctCancels.aspx

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TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

JANUARY 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 NETWORK	**36197**	**28197**	**77.90**	**717**	**1.98**	**96**	**0.27**	**1835**	**5.07**	**166**	**0.46**	**2992**	**8.27**	**27**	**0.07**	**2166**	**5.98**
- ALASKA AIRLINES	21110	16390	77.64	272	1.29	55	0.26	1020	4.83	83	0.39	1926	9.12	22	0.10	1342	6.36
- BRANDED CODESHARE PARTNERS	15087	11807	78.26	445	2.95	41	0.27	815	5.40	83	0.55	1066	7.07	5	0.03	824	5.46
ALLEGIANT AIR	**7774**	**6125**	**78.79**	**86**	**1.11**	**25**	**0.32**	**400**	**5.15**	**93**	**1.20**	**431**	**5.54**	**8**	**0.10**	**607**	**7.81**
AMERICAN AIRLINES NETWORK	**172420**	**140685**	**81.59**	**2685**	**1.56**	**378**	**0.22**	**8184**	**4.75**	**1180**	**0.68**	**8713**	**5.05**	**54**	**0.03**	**10540**	**6.11**
- AMERICAN AIRLINES	76276	64124	84.07	685	0.90	119	0.16	3919	5.14	326	0.43	3478	4.56	33	0.04	3591	4.71
- BRANDED CODESHARE PARTNERS	96144	76561	79.63	2000	2.08	259	0.27	4265	4.44	854	0.89	5234	5.44	21	0.02	6949	7.23
DELTA AIR LINES NETWORK	**143649**	**126680**	**88.19**	**398**	**0.28**	**230**	**0.16**	**6032**	**4.20**	**1235**	**0.86**	**5681**	**3.95**	**20**	**0.01**	**3373**	**2.35**
- DELTA AIR LINES	80067	71469	89.26	41	0.05	98	0.12	2658	3.32	326	0.41	3445	4.30	11	0.01	2020	2.52
- BRANDED CODESHARE PARTNERS	63582	55211	86.83	357	0.56	132	0.21	3374	5.31	909	1.43	2236	3.52	9	0.01	1354	2.13
FRONTIER AIRLINES	**12467**	**10517**	**84.36**	**145**	**1.16**	**10**	**0.08**	**626**	**5.02**	**17**	**0.14**	**573**	**4.60**	**0**	**0.00**	**579**	**4.64**
HAWAIIAN AIRLINES NETWORK	**7787**	**6858**	**88.07**	**100**	**1.28**	**8**	**0.10**	**505**	**6.49**	**9**	**0.12**	**15**	**0.19**	**1**	**0.01**	**291**	**3.74**
- HAWAIIAN AIRLINES	7035	6327	89.94	17	0.24	3	0.04	482	6.85	9	0.13	7	0.10	1	0.01	190	2.70
- BRANDED CODESHARE PARTNERS	752	531	70.61	83	11.04	5	0.66	23	3.06	1	0.13	8	1.06	0	0.00	101	13.43
JETBLUE AIRWAYS	**24709**	**20946**	**84.77**	**18**	**0.07**	**70**	**0.28**	**1414**	**5.72**	**36**	**0.15**	**1098**	**4.44**	**6**	**0.02**	**1121**	**4.54**
SOUTHWEST AIRLINES	**109770**	**97387**	**88.72**	**1921**	**1.75**	**141**	**0.13**	**4035**	**3.68**	**109**	**0.10**	**2274**	**2.07**	**32**	**0.03**	**3872**	**3.53**
SPIRIT AIRLINES	**17477**	**14999**	**85.82**	**119**	**0.68**	**25**	**0.14**	**607**	**3.47**	**41**	**0.23**	**1116**	**6.39**	**22**	**0.13**	**548**	**3.14**
UNITED AIRLINES NETWORK	**128306**	**106292**	**82.84**	**2227**	**1.74**	**307**	**0.24**	**5992**	**4.67**	**688**	**0.54**	**7393**	**5.76**	**15**	**0.01**	**5392**	**4.20**
- UNITED AIRLINES	48401	41784	86.33	297	0.61	85	0.18	1424	2.94	118	0.24	2470	5.10	0	0.00	2223	4.59
- BRANDED CODESHARE PARTNERS	79905	64508	80.73	1930	2.42	222	0.28	4568	5.72	569	0.71	4924	6.16	15	0.02	3169	3.97
TOTAL	**660,556**	**558,686**	**84.58**	**8,416**	**1.27**	**1,290**	**0.20**	**29,629**	**4.49**	**3,575**	**0.54**	**30,287**	**4.59**	**184**	**0.03**	**28,489**	**4.31**

* 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.

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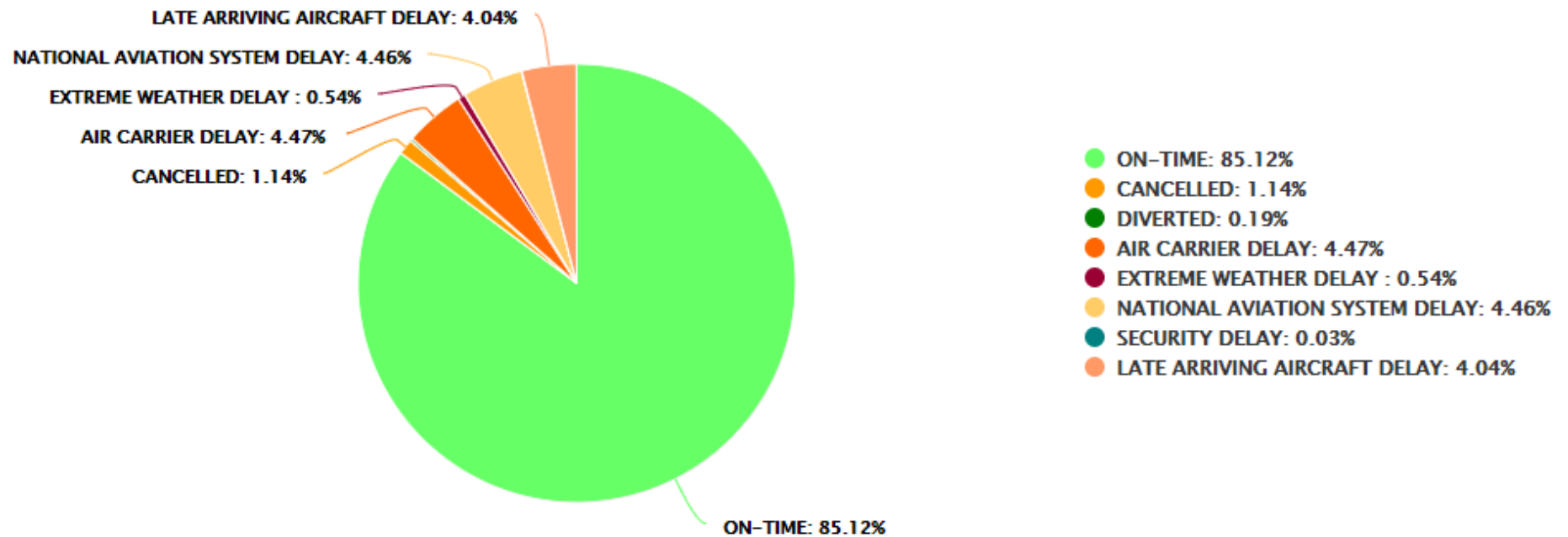**TABLE 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER**

JANUARY 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	21110	16390	77.64	272	1.29	55	0.26	1020	4.83	83	0.39	1926	9.12	22	0.10	1342	6.36
ALLEGIANT AIR	7774	6125	78.79	86	1.11	25	0.32	400	5.15	93	1.20	431	5.54	8	0.10	607	7.81
AMERICAN AIRLINES	76276	64124	84.07	685	0.90	119	0.16	3919	5.14	326	0.43	3478	4.56	33	0.04	3591	4.71
DELTA AIR LINES	80067	71469	89.26	41	0.05	98	0.12	2658	3.32	326	0.41	3445	4.30	11	0.01	2020	2.52
ENDEAVOR AIR	23068	20440	88.61	76	0.33	37	0.16	733	3.18	108	0.47	779	3.38	1	0.00	893	3.87
ENVOY AIR	26200	20305	77.50	834	3.18	82	0.31	958	3.66	347	1.32	1662	6.34	6	0.02	2006	7.66
EXPRESSJET AIRLINES	10564	8775	83.07	147	1.39	41	0.39	343	3.25	26	0.25	843	7.98	0	0.00	389	3.68
FRONTIER AIRLINES	12467	10517	84.36	145	1.16	10	0.08	626	5.02	17	0.14	573	4.60	0	0.00	579	4.64
HAWAIIAN AIRLINES	7035	6327	89.94	17	0.24	3	0.04	482	6.85	9	0.13	7	0.10	1	0.01	190	2.70
JETBLUE AIRWAYS	24709	20946	84.77	18	0.07	70	0.28	1414	5.72	36	0.15	1098	4.44	6	0.02	1121	4.54
MESA AIRLINES	17836	14355	80.48	295	1.65	68	0.38	1051	5.89	176	0.99	699	3.92	7	0.04	1186	6.65
PSA AIRLINES	24309	18833	77.47	262	1.08	48	0.20	1269	5.22	112	0.46	1299	5.34	8	0.03	2478	10.19
REPUBLIC AIRWAYS	29123	25398	87.21	252	0.87	45	0.15	782	2.69	80	0.27	1512	5.19	6	0.02	1048	3.60
SKYWEST AIRLINES	71160	58809	82.64	1461	2.05	198	0.28	5451	7.66	1270	1.78	3485	4.90	14	0.02	471	0.66
SOUTHWEST AIRLINES	109770	97387	88.72	1921	1.75	141	0.13	4035	3.68	109	0.10	2274	2.07	32	0.03	3872	3.53
SPIRIT AIRLINES	17477	14999	85.82	119	0.68	25	0.14	607	3.47	41	0.23	1116	6.39	22	0.13	548	3.14
UNITED AIRLINES	48401	41784	86.33	297	0.61	85	0.18	1424	2.94	118	0.24	2470	5.10	0	0.00	2223	4.59
TOTAL	607,346	516,983	85.12	6,928	1.14	1,150	0.19	27,172	4.47	3,277	0.54	27,099	4.46	176	0.03	24,562	4.04

* 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
JANUARY 2020

LATE ARRIVING AIRCRAFT DELAY: 4.04%
NATIONAL AVIATION SYSTEM DELAY: 4.46%
EXTREME WEATHER DELAY : 0.54%
AIR CARRIER DELAY: 4.47%
CANCELLED: 1.14%

ON–TIME: 85.12%

- ON–TIME: 85.12%
- CANCELLED: 1.14%
- DIVERTED: 0.19%
- AIR CARRIER DELAY: 4.47%
- EXTREME WEATHER DELAY : 0.54%
- NATIONAL AVIATION SYSTEM DELAY: 4.46%
- SECURITY DELAY: 0.03%
- LATE ARRIVING AIRCRAFT DELAY: 4.04%

* 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

JANUARY 2020

LENGTH OF TARMAC DELAY	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	MINUTES OF TARMAC DELAY
ALLEGIANT	ALLEGIANT	1674	MCI	PGD	1/17/2020	Origin Airport	3:24
AMERICAN	ENVOY	3899	MSN	ORD	1/10/2020	Origin Airport	3:09
AMERICAN	AMERICAN	363	MCI	ORD	1/17/2020	Origin Airport	3:02
UNITED	UNITED	203	MCI	ORD	1/17/2020	Origin Airport	3:02

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

JANUARY 2020

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

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

* * **See** airports and codes **on the BTS website.**

APPENDIX

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

30 Largest U.S. Airports

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

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

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

Reporting voluntarily

EV	ExpressJet 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

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 of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For reportable flight operations occurring during calendar year 2020, sixteen air carriers reached the reporting threshold in domestic scheduled passenger revenues (half of one percent of total domestic scheduled-service passenger revenues). The revenues were measured for the 12-month period ending June 30, 2019. There is one carrier that reports voluntarily (ExpressJet Airlines), and the reporting carriers for calendar year 2020 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, 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*	January 2020			January 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	476,380	805	1.69	438,958	853	1.94
2	SOUTHWEST AIRLINES	9,298,434	36,118	3.88	9,411,452	46,170	4.91
3	JETBLUE AIRWAYS	1,272,589	5,006	3.93	1,108,111	6,194	5.59
4	FRONTIER AIRLINES	888,555	3,633	4.09	717,014	3,243	4.52
5	HAWAIIAN AIRLINES NETWORK	535,434	2,303	4.30	566,774	2,930	5.17
	- HAWAIIAN AIRLINES	521,495	2,151	4.12	555,402	2,763	4.97
	- BRANDED CODESHARE PARTNERS	13,939	152	10.90	11,372	167	14.69
6	DELTA AIR LINES NETWORK	8,276,650	37,254	4.50	7,466,136	35,651	4.78
	- DELTA AIR LINES	6,213,182	27,557	4.44	5,649,923	26,795	4.74
	- BRANDED CODESHARE PARTNERS	2,063,468	9,697	4.70	1,816,213	8,856	4.88
7	SPIRIT AIRLINES	1,025,732	5,411	5.28	935,419	4,342	4.64
8	UNITED AIRLINES NETWORK	6,193,439	38,487	6.21	6,054,354	46,116	7.62
	- UNITED AIRLINES	3,672,898	22,219	6.05	3,585,720	25,203	7.03
	- BRANDED CODESHARE PARTNERS	2,520,541	16,268	6.45	2,468,634	20,913	8.47
9	ALASKA AIRLINES NETWORK	2,289,227	15,101	6.60	2,195,253	12,909	5.88
	- ALASKA AIRLINES	1,646,964	9,850	5.98	1,570,016	7,917	5.04
	- BRANDED CODESHARE PARTNERS	642,263	5,251	8.18	625,237	4,992	7.98
10	AMERICAN AIRLINES NETWORK	9,727,580	74,975	7.71	9,154,363	72,740	7.95
	- AMERICAN AIRLINES	5,966,148	46,598	7.81	5,729,772	44,958	7.85
	- BRANDED CODESHARE PARTNERS	3,761,432	28,377	7.54	3,424,591	27,782	8.11
	TOTAL	39,984,020	219,093	5.48	38,047,834	231,148	6.08

* **All U.S. airlines with at least <u>0.5 percent</u> 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*	January 2020			January 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	476,380	805	1.69	438,958	853	1.94
2	SOUTHWEST AIRLINES	9,298,434	36,118	3.88	9,411,452	46,170	4.91
3	JETBLUE AIRWAYS	1,272,589	5,006	3.93	1,108,111	6,194	5.59
4	FRONTIER AIRLINES	888,555	3,633	4.09	717,014	3,243	4.52
5	HAWAIIAN AIRLINES	521,495	2,151	4.12	555,402	2,763	4.97
6	DELTA AIR LINES	6,213,182	27,557	4.44	5,649,923	26,795	4.74
7	ENDEAVOR AIR	901,600	4,453	4.94	741,317	3,505	4.73
8	SPIRIT AIRLINES	1,025,732	5,411	5.28	935,419	4,342	4.64
9	EXPRESSJET AIRLINES	333,864	1,880	5.63	408,594	2,687	6.58
10	ALASKA AIRLINES	1,646,964	9,850	5.98	1,570,016	7,917	5.04
11	SKYWEST AIRLINES	2,556,115	15,390	6.02	2,292,868	16,079	7.01
12	UNITED AIRLINES	3,672,898	22,219	6.05	3,585,720	25,203	7.03
13	MESA AIRLINES	779,650	5,219	6.69	807,983	6,339	7.85
14	REPUBLIC AIRWAYS	716,346	4,994	6.97	630,526	5,346	8.48
15	PSA AIRLINES	1,117,123	7,841	7.02	1,010,254	6,707	6.64
16	AMERICAN AIRLINES	5,966,148	46,598	7.81	5,729,772	44,958	7.85
17	ENVOY AIR	893,126	7,795	8.73	814,638	7,121	8.74
	TOTAL	38,280,201	206,920	5.41	36,407,967	216,222	5.94

* **All U.S. airlines with at least <u>0.5 percent</u> 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*	January 2020			January 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**	**1,326**	**4**	**0.30**	**863**	**11**	**1.27**
2	**DELTA AIR LINES NETWORK**	**12,967**	**110**	**0.85**	**12,670**	**107**	**0.84**
	- DELTA AIR LINES	10,402	89	0.86	10,239	91	0.89
	- BRANDED CODESHARE PARTNERS	2,565	21	0.82	2,431	16	0.66
3	**HAWAIIAN AIRLINES NETWORK**	**561**	**5**	**0.89**	**573**	**10**	**1.75**
	- HAWAIIAN AIRLINES	485	5	1.03	573	10	1.75
	- BRANDED CODESHARE PARTNERS	76	0	0.00	0	0	0.00
4	**ALASKA AIRLINES NETWORK**	**2,219**	**24**	**1.08**	**1,632**	**23**	**1.41**
	- ALASKA AIRLINES	1,814	20	1.10	1,297	20	1.54
	- BRANDED CODESHARE PARTNERS	405	4	0.99	335	3	0.90
5	**JETBLUE AIRWAYS**	**2,863**	**31**	**1.08**	**1,213**	**30**	**2.47**
6	**UNITED AIRLINES NETWORK**	**8,091**	**123**	**1.52**	**6,845**	**101**	**1.48**
	- UNITED AIRLINES	5,329	91	1.71	6,160	69	1.12
	- BRANDED CODESHARE PARTNERS	2,762	32	1.16	685	32	4.67
7	**FRONTIER AIRLINES**	**2,318**	**40**	**1.73**	**772**	**25**	**3.24**
8	**AMERICAN AIRLINES NETWORK**	**9,900**	**188**	**1.90**	**2,835**	**167**	**5.89**
	- AMERICAN AIRLINES	7,384	126	1.71	2,271	130	5.72
	- BRANDED CODESHARE PARTNERS	2,516	62	2.46	564	37	6.56
9	**SOUTHWEST AIRLINES**	**10,119**	**194**	**1.92**	**4,352**	**178**	**4.09**
10	**SPIRIT AIRLINES**	**1,525**	**43**	**2.82**	**1,360**	**42**	**3.09**
	TOTAL	**51,889**	**762**	**1.47**	**33,115**	**694**	**2.10**

* **All U.S. airlines with at least <u>0.5 percent</u> 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*	January 2020			January 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	1,326	4	0.30	863	11	1.27
2	REPUBLIC AIRWAYS	933	7	0.75	268	12	4.48
3	ENDEAVOR AIR	961	8	0.83	860	3	0.35
4	DELTA AIR LINES	10,402	89	0.86	10,239	91	0.89
5	EXPRESSJET AIRLINES	338	3	0.89	112	9	8.04
6	HAWAIIAN AIRLINES	485	5	1.03	573	10	1.75
7	JETBLUE AIRWAYS	2,863	31	1.08	1,213	30	2.47
8	ALASKA AIRLINES	1,814	20	1.10	1,297	20	1.54
9	MESA AIRLINES	745	9	1.21	159	8	5.03
10	SKYWEST AIRLINES	2,691	38	1.41	1,805	18	1.00
11	AMERICAN AIRLINES	7,384	126	1.71	2,271	130	5.72
12	UNITED AIRLINES	5,329	91	1.71	6,160	69	1.12
13	FRONTIER AIRLINES	2,318	40	1.73	772	25	3.24
14	SOUTHWEST AIRLINES	10,119	194	1.92	4,352	178	4.09
15	PSA AIRLINES	572	13	2.27	121	7	5.79
16	SPIRIT AIRLINES	1,525	43	2.82	1,360	42	3.09
17	ENVOY AIR	638	20	3.13	149	15	10.07
	TOTAL	50,443	741	1.47	32,574	678	2.08

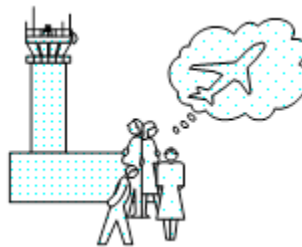 * **All U.S. airlines with at least <u>0.5 percent</u> of total domestic scheduled-service passenger revenues.**

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*	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	**DELTA AIR LINES NETWORK**	47,037	0	46,654,452	0.00	33,646	3	44,353,043	0.00
	- DELTA AIR LINES	26,246	0	36,796,401	0.00	22,605	0	34,570,464	0.00
	- BRANDED CODESHARE PARTNERS	20,791	0	9,858,051	0.00	11,041	3	9,782,579	0.00
1	**HAWAIIAN AIRLINES NETWORK**	113	0	2,725,238	0.00	340	6	2,730,714	0.02
	- HAWAIIAN AIRLINES	101	0	2,674,636	0.00	326	6	2,680,823	0.02
	- BRANDED CODESHARE PARTNERS	12	0	50,602	0.00	14	0	49,891	0.00
3	**ALLEGIANT AIR**	347	2	3,613,426	0.01	46	66	3,263,797	0.20
4	**UNITED AIRLINES NETWORK**	13,514	27	36,739,818	0.01	15,821	37	36,493,288	0.01
	- UNITED AIRLINES	5,668	13	25,141,731	0.01	7,556	23	25,234,539	0.01
	- BRANDED CODESHARE PARTNERS	7,846	14	11,598,087	0.01	8,265	14	11,258,749	0.01
5	**JETBLUE AIRWAYS**	637	16	9,504,092	0.02	487	13	9,351,646	0.01
6	**SOUTHWEST AIRLINES**	4,339	269	40,839,000	0.07	4,688	411	41,306,125	0.10
7	**ALASKA AIRLINES NETWORK**	4,053	162	11,384,249	0.14	2,857	160	10,825,736	0.15
	- ALASKA AIRLINES	3,147	108	8,547,197	0.13	2,226	105	8,260,367	0.13
	- BRANDED CODESHARE PARTNERS	906	54	2,837,052	0.19	631	55	2,565,369	0.21
8	**SPIRIT AIRLINES**	5,575	121	8,276,219	0.15	5,417	43	6,897,416	0.06
9	**FRONTIER AIRLINES**	821	249	5,764,965	0.43	895	257	4,932,227	0.52
10	**AMERICAN AIRLINES NETWORK**	24,920	2,649	50,242,753	0.53	31,729	2,914	46,922,077	0.62
	- AMERICAN AIRLINES	15,503	1,071	35,416,937	0.30	20,168	1,573	33,312,446	0.47
	- BRANDED CODESHARE PARTNERS	9,417	1,578	14,825,816	1.06	11,561	1,341	13,609,631	0.99
	TOTAL	101,356	3,495	215,744,212	0.16	95,926	3,910	207,076,069	0.19

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

AIR TRAVEL CONSUMER REPORT

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

| RANK | AIRLINE* | 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 |
| | | JANUARY - DECEMBER 2019 | | | | JANUARY - DECEMBER 2018 | | | |
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	HAWAIIAN AIRLINES NETWORK	271	0	11,077,699	0.00	1,149	13	11,170,094	0.01
	- HAWAIIAN AIRLINES	246	0	10,861,548	0.00	1,105	13	10,963,660	0.01
	- BRANDED CODESHARE PARTNERS	25	0	216,151	0.00	44	0	206,434	0.00
2	DELTA AIR LINES NETWORK	189,440	6	188,705,507	0.00	126,719	40	177,650,178	0.00
	- DELTA AIR LINES	111,984	4	148,598,491	0.00	81,706	22	138,786,700	0.00
	- BRANDED CODESHARE PARTNERS	77,456	2	40,107,016	0.00	45,013	18	38,863,478	0.00
3	UNITED AIRLINES NETWORK	77,586	97	146,973,098	0.01	71,467	148	143,593,456	0.01
	- UNITED AIRLINES	35,028	65	101,781,698	0.01	35,724	93	99,595,563	0.01
	- BRANDED CODESHARE PARTNERS	42,558	32	45,191,400	0.01	35,743	55	43,997,893	0.01
4	JETBLUE AIRWAYS	2,784	54	38,177,205	0.01	2,500	36	37,997,354	0.01
5	SPIRIT AIRLINES	22,641	380	32,267,945	0.12	21,464	1,529	27,468,604	0.56
6	ALASKA AIRLINES NETWORK	15,030	865	45,674,792	0.19	11,648	1,440	42,092,330	0.34
	- ALASKA AIRLINES	11,563	513	34,758,957	0.15	8,721	743	32,302,771	0.23
	- BRANDED CODESHARE PARTNERS	3,467	352	10,915,835	0.32	2,927	697	9,789,559	0.71
7	SOUTHWEST AIRLINES**	31,509	3,108	161,202,016	0.19	21,622	2,423	161,516,687	0.15
8	FRONTIER AIRLINES	3,139	831	21,752,607	0.38	4,625	1,219	19,423,432	0.63
9	ALLEGIANT AIR	541	637	15,121,937	0.42	403	202	13,829,801	0.15
10	AMERICAN AIRLINES NETWORK**	163,628	14,890	199,113,396	0.75	108,176	4,785	188,200,185	0.25
	- AMERICAN AIRLINES	111,160	7,983	140,895,239	0.57	61,274	2,614	133,844,068	0.20
	- BRANDED CODESHARE PARTNERS	52,468	6,907	58,218,157	1.19	46,902	2,171	54,356,117	0.40
	TOTAL	506,569	20,868	860,066,202	0.24	369,773	11,835	822,942,121	0.14

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

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

**On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. American Airlines and Southwest Airlines separately informed the Department that the grounding of the 737 MAX aircraft has negatively impacted their involuntary denied boarding statistics during the April-June 2019 reporting periods.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	AIRLINE*	OCTOBER - DECEMBER 2019				OCTOBER - DECEMBER 2018			
		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	ENDEAVOR AIR	6,772	0	3,780,820	0.00	4,559	2	3,446,544	0.01
1	DELTA AIR LINES	26,246	0	36,796,401	0.00	22,605	0	34,570,464	0.00
1	HAWAIIAN AIRLINES	101	0	2,674,636	0.00	326	6	2,680,823	0.02
4	UNITED AIRLINES	5,668	13	25,141,731	0.01	7,556	23	25,234,539	0.01
5	ALLEGIANT AIR	347	2	3,613,426	0.01	46	66	3,263,797	0.20
6	EXPRESSJET AIRLINES	990	1	1,467,237	0.01	1,658	22	1,835,755	0.12
7	JETBLUE AIRWAYS	637	16	9,504,092	0.02	487	13	9,351,646	0.01
8	SOUTHWEST AIRLINES	4,339	269	40,839,000	0.07	4,688	411	41,306,125	0.10
9	SKYWEST AIRLINES	13,524	116	10,085,483	0.12	5,977	160	9,210,026	0.17
10	ALASKA AIRLINES	3,147	108	8,547,197	0.13	2,226	105	8,260,367	0.13
11	SPIRIT AIR LINES	5,575	121	8,276,219	0.15	5,417	43	6,897,416	0.06
12	MESA AIRLINES	1,428	102	3,528,613	0.29	2,047	101	3,536,496	0.29
13	AMERICAN AIRLINES	15,503	1,071	35,416,937	0.30	20,168	1,573	33,312,446	0.47
14	REPUBLIC AIRWAYS	3,532	120	3,218,312	0.37	4,275	103	4,548,762	0.23
15	FRONTIER AIRLINES	821	249	5,764,965	0.43	895	257	4,932,227	0.52
16	PSA AIRLINES	2,683	459	3,816,412	1.20	2,356	213	3,421,745	0.62
17	ENVOY AIR	2,427	544	3,703,185	1.47	3,104	453	3,303,994	1.37
	TOTAL	93,740	3,191	206,174,666	0.15	88,390	3,551	199,113,172	0.18

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

AIR TRAVEL CONSUMER REPORT

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

RANK	AIRLINE*	JANUARY - DECEMBER 2019				JANUARY - DECEMBER 2018			
		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	ENDEAVOR AIR	25,666	0	14,512,535	0.00	16,907	7	13,291,396	0.01
1	HAWAIIAN AIRLINES	246	0	10,861,548	0.00	1,105	13	10,963,660	0.01
3	DELTA AIR LINES	111,984	4	148,598,491	0.00	81,706	22	138,786,700	0.00
4	EXPRESSJET AIRLINES	5,340	3	5,612,854	0.01	7,979	40	8,773,854	0.05
5	UNITED AIRLINES	35,028	65	101,781,698	0.01	35,724	93	99,595,563	0.01
6	JETBLUE AIRWAYS	2,784	54	38,177,205	0.01	2,500	36	37,997,354	0.01
7	SPIRIT AIR LINES	22,641	380	32,267,945	0.12	21,464	1,529	27,468,604	0.56
8	ALASKA AIRLINES	11,563	513	34,758,957	0.15	8,721	743	32,302,771	0.23
9	SOUTHWEST AIRLINES**	31,509	3,108	161,202,016	0.19	21,622	2,423	161,516,687	0.15
10	SKYWEST AIRLINES	52,709	765	39,576,519	0.19	28,470	549	36,071,823	0.15
11	REPUBLIC AIRWAYS	18,944	581	17,312,533	0.34	15,718	196	18,109,139	0.11
12	FRONTIER AIRLINES	3,139	831	21,752,607	0.38	4,625	1,219	19,423,432	0.63
13	ALLEGIANT AIR	541	637	15,121,937	0.42	403	202	13,829,801	0.15
14	AMERICAN AIRLINES**	111,160	7,983	140,895,239	0.57	61,274	2,614	133,844,068	0.20
15	MESA AIRLINES	9,989	989	14,005,526	0.71	8,763	209	13,384,310	0.16
16	PSA AIRLINES	13,140	1,552	14,944,610	1.04	9,332	309	13,522,038	0.23
17	ENVOY AIR	13,959	2,132	14,454,239	1.47	14,653	734	13,051,610	0.56
	TOTAL	470,342	19,597	825,836,459	0.24	340,966	10,938	791,932,810	0.14

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

**On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. American Airlines and Southwest Airlines separately informed the Department that the grounding of the 737 MAX aircraft has negatively impacted their involuntary denied boarding statistics during the April-June 2019 reporting periods.

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	JANUARY 2020				JANUARY 2019			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	743	74	0	116	505	24	0	52
FOREIGN AIRLINES	515	2	0	47	336	3	1	24
TRAVEL AGENTS	34	0	0	11	27	0	0	5
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	14	52	0	99	9	10	0	24
INDUSTRY TOTALS	1,306	128	0	273	877	37	1	105

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY 2020			JANUARY 2019		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	287		1	267	
CANCELLATION			106			103
DELAY			91			87
MISCONNECTION			48			44
BAGGAGE	2	240		2	201	
CUSTOMER SERVICE	3	189		4	97	
RESERVATIONS/TICKETING/BOARDING	4	168		3	99	
REFUNDS	5	137		5	59	
FARES	6	86		6	53	
OTHER	7	72		9	18	
FREQUENT FLYER			49			7
DISABILITY	8	70		7	49	
OVERSALES	9	42		8	22	
DISCRIMINATION	10	11		10	7	
ADVERTISING	11	3		11	4	
ANIMALS	12	1		12	1	
COMPLAINT TOTAL		1,306			877	

* 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*

JANUARY 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	3	1	0	2	0	6	2	2	0	0	0	0	16
ALLEGIANT AIR	5	0	2	1	1	0	1	5	0	0	0	0	15
AMERICAN AIRLINES	45	9	20	8	11	28	37	12	0	1	0	46	218
DELTA AIR LINES	21	1	4	1	0	11	20	11	0	1	0	3	73
ENVOY AIR	8	1	3	0	0	0	2	0	0	0	0	0	13
FRONTIER AIRLINES	16	0	8	4	4	9	6	1	0	2	0	0	50
JETBLUE AIRWAYS	7	1	3	1	2	8	7	5	0	0	0	3	37
PSA AIRLINES	4	1	0	0	0	0	1	1	0	1	0	0	8
RAVN ALASKA	4	0	0	0	0	0	1	0	0	0	0	0	5
SILVER AIRWAYS	5	3	0	0	1	0	0	0	0	0	0	0	9
SKYWEST AIRLINES	10	0	0	0	0	0	0	0	0	0	0	0	10
SOUTHWEST AIRLINES	4	0	3	1	2	8	6	6	0	1	0	2	33
SPIRIT AIRLINES	23	5	8	10	6	11	16	1	0	0	0	1	81
SUN COUNTRY AIRLINES	2	0	1	1	4	2	0	0	0	0	0	0	10
UNITED AIRLINES	35	5	17	7	7	23	27	7	1	2	0	2	133
Other U.S. Airlines	15	0	0	1	5	1	1	4	0	0	0	5	32
TOTAL JANUARY 2020	207	27	69	37	43	107	127	55	1	8	0	62	743
% of TOTAL COMPLAINTS	27.9	3.6	9.3	5.0	5.8	14.4	17.1	7.4	0.1	1.1	0	8.3	
TOTAL JANUARY 2019	196	9	47	27	19	82	65	44	1	6	1	8	505
% of TOTAL COMPLAINTS	38.8	1.8	9.3	5.3	3.8	16.2	12.9	8.7	0.2	1.2	0.2	1.6	

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

** AIRLINES ARE LISTED INDIVIDUALY 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*

JANUARY 2020

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN JAN	INCI-DENTS IN JAN	PERCENT	INCI-DENTS IN DEC	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
ALASKA AIRLINES	16	5	31.3	4	25.0	7	43.8	0	0.0
ALLEGIANT AIR	15	8	53.3	4	26.7	1	6.7	2	13.3
AMERICAN AIRLINES	217	84	38.7	49	22.6	47	21.7	37	17.1
DELTA AIR LINES	73	25	34.2	21	28.8	20	27.4	7	9.6
ENVOY AIR	14	8	57.1	5	35.7	1	7.1	0	0.0
FRONTIER AIRLINES	50	23	46.0	13	26.0	12	24.0	2	4.0
JETBLUE AIRWAYS	37	18	48.6	11	29.7	7	18.9	1	2.7
PSA AIRLINES	8	7	87.5	1	12.5	0	0.0	0	0.0
RAVN ALASKA	5	2	40.0	0	0.0	1	20.0	2	40.0
SILVER AIRWAYS	9	5	55.6	1	11.1	3	33.3	0	0.0
SKYWEST AIRLINES	10	4	40.0	5	50.0	1	10.0	0	0.0
SOUTHWEST AIRLINES	33	12	36.4	12	36.4	3	9.1	6	18.2
SPIRIT AIRLINES	81	38	46.9	24	29.6	15	18.5	4	4.9
SUN COUNTRY AIRLINES	10	4	40.0	1	10.0	4	40.0	1	10.0
UNITED AIRLINES	133	57	42.9	39	29.3	31	23.3	6	4.5
Other U.S. Airlines	32	16	50.0	3	9.4	9	28.1	4	12.5
Totals	743	316	42.5	193	26.0	162	21.8	72	9.7
Previous Year's Totals	505	237	46.9	159	31.5	78	15.4	31	6.1

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

AIR TRAVEL CONSUMER REPORT

Table 5

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

JANUARY 2020

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AEROFLOT	1	0	1	0	3	0	1	0	0	0	0	0	6
AEROMEXICO	2	2	6	3	1	2	1	0	0	0	0	0	17
AIR CANADA	6	1	15	5	2	2	7	2	1	0	0	0	41
AIR CHINA	1	0	2	0	0	3	0	0	0	0	0	0	6
AIR FRANCE	8	0	4	2	1	3	2	2	0	0	0	0	22
AIR INDIA	0	0	1	1	3	3	2	1	0	0	0	1	12
ALITALIA AIRLINES	1	1	1	0	0	1	1	0	0	0	0	0	5
AVIANCA	1	0	3	0	2	4	1	0	0	0	0	0	11
BRITISH AIRWAYS	1	0	1	0	1	8	3	0	0	0	0	0	14
CABO VERDE AIRLINES	7	0	0	0	2	0	0	0	0	0	0	0	9
CATHAY PACIFIC AIRWAYS	0	0	0	0	3	2	0	0	0	0	0	0	5
COPA	1	0	3	3	0	1	0	0	0	0	0	0	8
EGYPTAIR	1	0	1	0	0	3	0	0	0	0	0	0	5
EMIRATES AIRLINES	3	0	1	1	1	5	4	1	0	0	0	3	19
ETHIOPIAN AIRLINES	0	0	5	1	0	4	1	0	0	0	0	0	11
EVA AIRWAYS	1	0	2	0	1	0	1	0	0	0	0	0	5
IBERIA AIRLINES	0	1	2	0	1	3	1	0	0	0	0	0	8
ICELANDAIR	0	0	1	0	1	1	1	1	0	0	0	0	5
INTERJET	2	0	3	2	8	5	2	0	0	0	0	0	22
KLM	1	0	2	1	0	0	1	0	0	0	0	0	5
KUWAIT AIRWAYS	0	0	1	0	0	2	1	1	0	0	0	0	5
LATAM	0	0	3	3	7	3	1	0	0	0	0	0	17
LOT POLISH AIRLINES	5	0	0	0	0	4	0	0	0	0	0	0	9
LUFTHANSA	5	0	8	1	2	4	6	1	0	0	1	0	28
NORWEGIAN AIR SHUTTLE	1	1	1	3	4	0	1	1	0	0	0	0	12
QANTAS AIRWAYS	1	0	1	1	3	1	1	0	0	0	0	0	8
QATAR AIRWAYS	1	0	1	1	2	6	0	1	0	0	0	0	12
ROYAL AIR MAROC	2	0	1	0	2	6	0	0	0	0	0	0	11
SAUDI ARABIAN AIRLINES	1	0	2	0	0	2	0	0	0	0	0	0	5
SOUTH AFRICAN AIRWAYS	1	1	2	0	0	2	0	0	0	0	0	0	6
TAP	3	0	1	0	0	2	1	0	0	0	0	0	7
TURKISH AIRLINES	1	0	4	2	8	10	4	0	0	1	0	0	30
VIVAAEROBUS	0	0	2	1	0	2	1	0	0	0	0	0	6
VOLARIS AIRLINES	3	5	0	2	1	4	2	0	0	0	0	0	17
OTHER FOREIGN AIRLINES	13	3	14	10	14	35	8	4	0	2	0	3	106
TOTALS	74	15	95	43	73	133	55	15	1	3	1	7	515

AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

JANUARY 2020

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
TRAVEL AGENTS													
VAYAMA	0	0	0	0	4	0	1	0	0	0	0	0	5
OTHER TRAVEL AGENTS	1	0	4	6	13	0	4	0	1	0	0	0	29
TOTALS	1	0	4	6	17	0	5	0	1	0	0	0	34
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
MISCELLAENOUS													
Other Miscellaneous	5	0	0	0	4	0	2	0	0	0	0	3	14
TOTALS	5	0	0	0	4	0	2	0	0	0	0	3	14

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.
** A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

TABLE 6

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

	JANUARY 2020	JANUARY 2019
AIRLINE	**COMPLAINTS**	**COMPLAINTS**
ALASKA AIRLINES NETWORK	19	16
- ALASKA AIRLINES	*16*	*16*
- BRANDED CODESHARE PARTNERS	*3*	*0*
ALLEGIANT AIRLINES	15	14
AMERICAN AIRLINES NETWORK	243	189
- AMERICAN AIRLINES	*217*	*160*
- BRANDED CODESHARE PARTNERS	*26*	*29*
DELTA NETWORK	78	51
- DELTA AIR LINES	*73*	*46*
- BRANDED CODESHARE PARTNERS	*5*	*5*
FRONTIER AIRLINES	50	38
HAWAIIAN AIRLINES NETWORK	4	10
- HAWAIIAN AIRLINES	*4*	*10*
- BRANDED CODESHARE PARTNERS	*0*	*0*
JETBLUE AIRWAYS	37	21
SOUTHWEST AIRLINES	33	31
SPIRIT AIRLINES	81	24
UNITED AIRLINES NETWORK	145	94
- UNITED AIRLINES	*133*	*74*
- BRANDED CODESHARE PARTNERS	*12*	*20*
TOTAL	**705**	**488**

* 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

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

RANK	AIRLINE	JANUARY 2020			JANUARY 2019		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ENDEAVOR AIR	2	1,218,455	0.16	2	1,001,177	0.20
2	EXPRESSJET AIRLINES	1	485,067	0.21	5	521,374	0.96
3	MESA AIRLINES	3	1,148,120	0.26	8	1,174,243	0.68
4	REPUBLIC AIRWAYS	4	1,450,775	0.28	4	1,297,038	0.31
5	SOUTHWEST AIRLINES	33	11,878,890	0.28	31	11,994,975	0.26
6	SKYWEST AIRLINES	10	3,355,623	0.30	13	2,942,799	0.44
7	HAWAIIAN AIRLINES	4	946,904	0.42	10	940,772	1.06
8	ALASKA AIRLINES	16	2,712,022	0.59	16	2,541,764	0.63
9	DELTA AIR LINES	73	12,346,211	0.59	46	11,226,754	0.41
10	PSA AIRLINES	8	1,225,088	0.65	3	1,087,699	0.28
11	JETBLUE AIRWAYS	37	3,228,305	1.15	21	3,266,256	0.64
12	ENVOY AIR	14	1,156,695	1.21	8	1,019,613	0.78
13	ALLEGIANT AIR	15	1,077,257	1.39	14	937,311	1.49
14	UNITED AIRLINES	133	8,704,225	1.53	74	8,263,621	0.90
15	AMERICAN AIRLINES	217	12,209,035	1.78	160	11,871,332	1.35
16	FRONTIER AIRLINES	50	1,965,063	2.54	38	1,626,546	2.34
17	SPIRIT AIRLINES	81	2,783,550	2.91	24	2,378,825	1.01
	TOTAL	701	67,891,285	1.03	477	64,092,099	0.74

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

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for January 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
AIR NEW ZEALAND			1				
AIR SERBIA					1		
AMERICAN AIRLINES			1				
DELTA AIR LINES	1						
FRONTIER AIRLINES	1				1		
PSA AIRLINES	1						
SOUTHWEST AIRLINES					1		
TURKISH AIRLINES	1						
UNITED AIRLINES	2						
TOTAL	6	0	2	0	3	0	0

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

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

COMPLAINT CATEGORIES

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

Oversales: All bumping problems, whether or not the airline complied with DOT oversales regulations.

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

January 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 requires 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.

Carrier	Death	Injury	Loss
American Airlines	0	2	0
United Airlines	1	0	0
Hawaiian Airlines	0	1	0
Totals:	1	3	0

*In January of 2021, Hawaiian Airlines informed the Department of an incident that occurred during this reporting period.

AIR TRAVEL CONSUMER REPORT

Customer Service Reports to the U.S. Department of Homeland Security for the Month of January 2020 as provided by the Transportation Security Administration [a]

The Transportation Security Administration (TSA) screened approximately 63 million airline passengers and their 51 million checked bags in the month of January 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 [b]. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of January.

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 [c]		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public [c]	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
647	0.00103%	22	0.00004%	97	0.00016%	518	0.00082%

NOTES
[a] Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (January12, 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, 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 January.

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.