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# ***Air Travel Consumer Report***

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A Product Of

**THE OFFICE OF AVIATION CONSUMER PROTECTION**

***Issued: February 2022***



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

December 2021  
January - December 2021

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

December 2021  
January - December 2021

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

4<sup>th</sup> Quarter 2021  
January - December 2021

**Consumer Complaints<sup>2</sup>**  
(Includes Disability and  
Discrimination Complaints)

December 2021  
January - December 2021

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

December 2021  
January - December 2021

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

December 2021

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

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

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

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

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# **INTRODUCTION**

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

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

The report normally is released by the end of the second week of each month. The report is available on-line at:  
<https://www.transportation.gov/individuals/aviation-consumer-protection/air-travel-consumer-reports>

## 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 seventeen (17) U.S. air carriers that have at least 0.5 percent of total domestic scheduled-service passenger revenues.

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

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

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

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

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

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

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

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

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

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

**AIR TRAVEL CONSUMER REPORT**  
**BRANDED CODESHARE PARTNERS**  
**DECEMBER 2021**

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

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2021

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
<b>AMERICAN AIRLINES NETWORK</b>	<b>229</b>	<b>82.2</b>	<b>1</b>
- AMERICAN AIRLINES	109	83.1	
- BRANDED CODESHARE PARTNERS	215	81.4	
<b>DELTA AIR LINES NETWORK</b>	<b>211</b>	<b>80.0</b>	<b>2</b>
- DELTA AIR LINES	131	79.5	
- BRANDED CODESHARE PARTNERS	186	80.7	
<b>HAWAIIAN AIRLINES</b>	<b>22</b>	<b>77.3</b>	<b>3</b>
<b>UNITED AIRLINES NETWORK</b>	<b>247</b>	<b>75.6</b>	<b>4</b>
- UNITED AIRLINES	102	73.9	
- BRANDED CODESHARE PARTNERS	233	77.0	
<b>SPIRIT AIRLINES</b>	<b>54</b>	<b>70.5</b>	<b>5</b>
<b>SOUTHWEST AIRLINES</b>	<b>107</b>	<b>70.4</b>	<b>6</b>
<b>FRONTIER AIRLINES</b>	<b>92</b>	<b>70.4</b>	<b>7</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>104</b>	<b>65.6</b>	<b>8</b>
- ALASKA AIRLINES	74	63.6	
- BRANDED CODESHARE PARTNERS	56	68.4	
<b>JETBLUE AIRWAYS</b>	<b>63</b>	<b>64.5</b>	<b>9</b>
<b>ALLEGiant AIR</b>	<b>126</b>	<b>61.1</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>368</b>	<b>76.0</b>	

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

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2021

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
ENDEAVOR AIR	111	88.5	1
REPUBLIC AIRWAYS	78	85.2	2
ENVOY AIR	143	83.9	3
AMERICAN AIRLINES	109	83.1	4
PSA AIRLINES	96	81.9	5
DELTA AIR LINES	131	79.5	6
HAWAIIAN AIRLINES	22	77.3	7
MESA AIRLINES	102	74.1	8
UNITED AIRLINES	102	73.9	9
SKYWEST AIRLINES	235	72.7	10
SPIRIT AIRLINES	54	70.5	11
SOUTHWEST AIRLINES	107	70.4	12
FRONTIER AIRLINES	92	70.4	13
HORIZON AIR	52	68.5	14
JETBLUE AIRWAYS	63	64.5	15
ALASKA AIRLINES	74	63.6	16
ALLEGiant AIR	126	61.1	17
<b>TOTAL AIRPORTS SERVED</b>	<b>362</b>	<b>75.7</b>	

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

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2021

CARRIER <sup>1</sup>	Jan 21		Feb 21		Mar 21		Apr 21		May 21		Jun 21		Jul 21		Aug 21		Sep 21		Oct 21		Nov 21		Dec 21		Year-to-date (YTD)			
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank		
<b>ALASKA AIRLINES NETWORK</b> - ALASKA AIRLINES - BRANDED CODESHARE PARTNERS	91.8	2	77.7	6	87.9	4	90.3	3	90.0	3	80.7	3	83.2	3	81.0	3	86.1	4	82.7	3	81.3	6	65.6	8	83.2	3		
<b>ALLEGIANT AIR</b>	80.5	9	75.6	9	82.1	10	79.4	9	78.4	10	56.6	10	51.9	10	64.1	9	73.7	10	65.9	10	67.3	10	61.1	10	68.3	10		
<b>AMERICAN AIRLINES NETWORK</b> - AMERICAN AIRLINES - BRANDED CODESHARE PARTNERS	86.4	8	77.6	7	88.6	2	88.7	5	84.9	5	74.3	4	74.3	4	74.4	4	86.2	3	80.9	6	84.7	4	82.2	1	81.6	4		
<b>DELTA AIR LINES NETWORK</b> - DELTA AIR LINES - BRANDED CODESHARE PARTNERS	91.1	3	87.3	2	93.1	1	92.5	1	91.3	2	86.8	2	84.9	2	85.7	2	90.2	2	88.1	2	89.5	2	80.0	2	88.2	2		
<b>FRONTIER AIRLINES</b>	90.9	4	82.0	4	84.1	9	81.4	8	84.9	6	69.5	7	60.0	8	68.9	6	80.6	7	80.6	7	79.9	8	70.4	7	76.6	7		
<b>HAWAIIAN AIRLINES</b> - HAWAIIAN AIRLINES - BRANDED CODESHARE PARTNERS	94.5	1	95.0	1	88.2	3	91.4	2	93.0	1	87.7	1	88.2	1	90.5	1	94.0	1	94.1	1	93.1	1	77.3	3	90.1	1		
<b>JETBLUE AIRWAYS</b>	77.6	10	66.3	10	87.8	5	81.9	7	81.5	8	65.1	8	55.7	9	66.0	8	74.3	9	78.5	8	77.3	9	64.5	9	72.3	9		
<b>SOUTHWEST AIRLINES</b>	90.9	5	81.0	5	86.1	7	88.1	6	81.3	9	62.4	9	67.9	6	67.6	7	80.2	8	67.1	9	80.8	7	70.4	6	75.8	8		
<b>SPIRIT AIRLINES</b>	88.8	7	82.0	3	84.9	8	76.1	10	84.4	7	74.1	5	64.3	7	61.1	10	81.3	6	82.3	4	82.0	5	70.5	5	76.7	6		
<b>UNITED AIRLINES NETWORK</b> - UNITED AIRLINES - BRANDED CODESHARE PARTNERS	89.0	6	75.8	8	87.3	6	89.4	4	86.8	4	73.9	6	69.4	5	70.3	5	82.5	5	81.0	5	85.3	3	75.6	4	79.8	5		
<b>TOTAL</b>	89.0		80.1		88.5		88.7		86.2		74.6		73.4		74.3		84.5		79.9		84.3		76.0		81.1			

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

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.



**AIR TRAVEL CONSUMER REPORT**

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

RANK	CARRIER <sup>1</sup>	JANUARY - DECEMBER 2021		JANUARY - DECEMBER 2020	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	<b>HAWAIIAN AIRLINES</b>	<b>60,654</b>	<b>90.14</b>	<b>45,504</b>	<b>87.50</b>
	- HAWAIIAN AIRLINES	60,542	90.15	40,414	87.97
	- BRANDED CODESHARE PARTNERS	112	89.29	5,090	83.79
2	<b>DELTA AIR LINES NETWORK</b>	<b>1,357,322</b>	<b>88.22</b>	<b>1,066,908</b>	<b>87.20</b>
	- DELTA AIR LINES	747,998	87.85	581,101	86.32
	- BRANDED CODESHARE PARTNERS	609,324	88.67	485,807	88.25
3	<b>ALASKA AIRLINES NETWORK</b>	<b>359,458</b>	<b>83.17</b>	<b>282,967</b>	<b>86.31</b>
	- ALASKA AIRLINES	188,955	81.22	138,226	84.85
	- BRANDED CODESHARE PARTNERS	170,503	85.32	144,741	87.70
4	<b>AMERICAN AIRLINES NETWORK</b>	<b>1,674,371</b>	<b>81.58</b>	<b>1,311,462</b>	<b>82.32</b>
	- AMERICAN AIRLINES	736,399	80.53	569,806	83.37
	- BRANDED CODESHARE PARTNERS	937,972	82.40	741,656	81.51
5	<b>UNITED AIRLINES NETWORK</b>	<b>1,148,340</b>	<b>79.81</b>	<b>885,351</b>	<b>83.75</b>
	- UNITED AIRLINES	446,837	81.34	308,217	83.56
	- BRANDED CODESHARE PARTNERS	701,503	78.83	577,134	83.85
6	<b>SPIRIT AIRLINES</b>	<b>191,361</b>	<b>76.74</b>	<b>135,102</b>	<b>86.61</b>
7	<b>FRONTIER AIRLINES</b>	<b>137,142</b>	<b>76.64</b>	<b>91,175</b>	<b>83.87</b>
8	<b>SOUTHWEST AIRLINES</b>	<b>1,064,640</b>	<b>75.78</b>	<b>961,276</b>	<b>85.98</b>
9	<b>JETBLUE AIRWAYS</b>	<b>202,702</b>	<b>72.31</b>	<b>144,163</b>	<b>82.14</b>
10	<b>ALLEGiant AIR</b>	<b>115,881</b>	<b>68.26</b>	<b>98,489</b>	<b>71.33</b>
	<b>TOTAL</b>	<b>6,311,871</b>	<b>81.08</b>	<b>5,022,397</b>	<b>84.50</b>

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

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JANUARY - DECEMBER 2021		JANUARY - DECEMBER 2020	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	ENDEAVOR AIR	266,702	90.98	211,398	89.16
2	HAWAIIAN AIRLINES	60,542	90.15	40,414	87.97
3	DELTA AIR LINES	747,998	87.85	581,101	86.32
4	HORIZON AIR	111,628	85.26	-	-
5	PSA AIRLINES	222,611	84.52	192,614	79.30
6	REPUBLIC AIRWAYS	333,063	84.35	219,751	86.93
7	SKYWEST AIRLINES	753,417	82.45	597,021	85.89
8	ENVOY AIR	255,710	82.32	211,268	81.98
9	UNITED AIRLINES	446,837	81.34	308,217	83.56
10	ALASKA AIRLINES	188,955	81.22	138,226	84.85
11	AMERICAN AIRLINES	736,399	80.53	569,806	83.37
12	MESA AIRLINES	159,809	77.14	136,198	81.61
13	SPIRIT AIRLINES	191,361	76.74	135,102	86.61
14	FRONTIER AIRLINES	137,142	76.64	91,175	83.87
15	SOUTHWEST AIRLINES	1,064,640	75.78	961,276	85.98
16	JETBLUE AIRWAYS	202,702	72.31	144,163	82.14
17	ALLEGiant AIR	115,881	68.26	98,489	71.33
	<b>TOTAL</b>	<b>5,995,397</b>	<b>81.19</b>	<b>4,636,219</b>	<b>84.66</b>

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

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2021

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>92</b>	<b>63.0</b>	<b>144</b>	<b>82.6</b>	<b>31</b>	<b>67.7</b>	<b>0</b>	<b>0.0</b>	<b>155</b>	<b>76.8</b>	<b>129</b>	<b>65.9</b>	<b>147</b>	<b>59.2</b>	<b>31</b>	<b>74.2</b>
- ALASKA AIRLINES	92	63.0	144	82.6	31	67.7	0	0.0	155	76.8	129	65.9	93	58.1	31	74.2
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	54	61.1	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>46</b>	<b>76.1</b>	<b>35</b>	<b>77.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>18</b>	<b>55.6</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>1211</b>	<b>84.4</b>	<b>2153</b>	<b>89.1</b>	<b>561</b>	<b>83.2</b>	<b>17002</b>	<b>86.4</b>	<b>7047</b>	<b>79.9</b>	<b>876</b>	<b>80.9</b>	<b>20845</b>	<b>82.3</b>	<b>790</b>	<b>82.8</b>
- AMERICAN AIRLINES	718	81.8	1732	88.3	277	79.8	7827	87.3	2080	84.8	816	80.3	11780	84.9	306	79.4
- BRANDED CODESHARE PARTNERS	493	88.2	421	92.4	284	86.6	9175	85.7	4967	77.9	60	90.0	9065	78.9	484	84.9
<b>DELTA AIR LINES NETWORK</b>	<b>20287</b>	<b>85.5</b>	<b>2984</b>	<b>88.3</b>	<b>499</b>	<b>86.4</b>	<b>855</b>	<b>85.6</b>	<b>1308</b>	<b>83.0</b>	<b>989</b>	<b>68.8</b>	<b>868</b>	<b>80.1</b>	<b>8566</b>	<b>83.4</b>
- DELTA AIR LINES	16475	84.8	1382	84.8	440	85.2	482	79.5	648	78.7	881	68.3	809	81.5	4101	84.6
- BRANDED CODESHARE PARTNERS	3812	88.5	1602	91.4	59	94.9	373	93.6	660	87.1	108	72.2	59	61.0	4465	82.3
<b>FRONTIER AIRLINES</b>	<b>591</b>	<b>70.4</b>	<b>35</b>	<b>74.3</b>	<b>108</b>	<b>49.1</b>	<b>119</b>	<b>77.3</b>	<b>91</b>	<b>89.0</b>	<b>1509</b>	<b>75.0</b>	<b>320</b>	<b>76.9</b>	<b>84</b>	<b>56.0</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>25</b>	<b>72.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>216</b>	<b>60.2</b>	<b>3077</b>	<b>74.7</b>	<b>0</b>	<b>0.0</b>	<b>60</b>	<b>75.0</b>	<b>707</b>	<b>80.5</b>	<b>124</b>	<b>55.6</b>	<b>70</b>	<b>67.1</b>	<b>53</b>	<b>75.5</b>
<b>SOUTHWEST AIRLINES</b>	<b>2496</b>	<b>77.9</b>	<b>351</b>	<b>79.5</b>	<b>4748</b>	<b>80.2</b>	<b>203</b>	<b>74.9</b>	<b>1383</b>	<b>76.2</b>	<b>6218</b>	<b>64.6</b>	<b>0</b>	<b>0.0</b>	<b>303</b>	<b>75.9</b>
<b>SPIRIT AIRLINES</b>	<b>745</b>	<b>72.2</b>	<b>300</b>	<b>79.0</b>	<b>511</b>	<b>75.9</b>	<b>118</b>	<b>67.8</b>	<b>0</b>	<b>0.0</b>	<b>233</b>	<b>66.5</b>	<b>571</b>	<b>72.9</b>	<b>742</b>	<b>73.5</b>
<b>UNITED AIRLINES NETWORK</b>	<b>650</b>	<b>77.7</b>	<b>916</b>	<b>81.4</b>	<b>251</b>	<b>84.5</b>	<b>474</b>	<b>80.6</b>	<b>948</b>	<b>81.9</b>	<b>12651</b>	<b>74.3</b>	<b>790</b>	<b>76.7</b>	<b>599</b>	<b>79.3</b>
- UNITED AIRLINES	203	69.0	847	80.9	239	84.5	58	53.4	197	76.1	6363	74.5	468	71.6	43	81.4
- BRANDED CODESHARE PARTNERS	447	81.7	69	88.4	12	83.3	416	84.4	751	83.4	6288	74.2	322	84.2	556	79.1
<b>TOTAL</b>	<b>26,288</b>	<b>83.5</b>	<b>10,031</b>	<b>82.9</b>	<b>6,744</b>	<b>80.1</b>	<b>18,831</b>	<b>85.9</b>	<b>11,639</b>	<b>80.1</b>	<b>22,747</b>	<b>71.5</b>	<b>23,611</b>	<b>81.5</b>	<b>11,168</b>	<b>82.0</b>

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2021

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>321</b>	<b>60.7</b>	<b>153</b>	<b>68.6</b>	<b>307</b>	<b>64.8</b>	<b>58</b>	<b>74.1</b>	<b>60</b>	<b>65.0</b>	<b>333</b>	<b>73.6</b>	<b>540</b>	<b>67.6</b>	<b>1693</b>	<b>63.0</b>
- ALASKA AIRLINES	321	60.7	153	68.6	307	64.8	58	74.1	60	65.0	333	73.6	380	64.7	884	63.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	160	74.4	809	62.3
<b>ALLEGiant AIR</b>	<b>53</b>	<b>86.8</b>	<b>296</b>	<b>60.8</b>	<b>0</b>	<b>0.0</b>	<b>14</b>	<b>57.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>855</b>	<b>51.3</b>	<b>115</b>	<b>42.6</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>692</b>	<b>78.5</b>	<b>608</b>	<b>84.2</b>	<b>278</b>	<b>74.8</b>	<b>212</b>	<b>86.8</b>	<b>770</b>	<b>81.3</b>	<b>2428</b>	<b>84.7</b>	<b>1170</b>	<b>80.2</b>	<b>3747</b>	<b>76.1</b>
- AMERICAN AIRLINES	602	77.4	608	84.2	278	74.8	136	83.8	492	83.5	1367	81.9	1170	80.2	2770	77.9
- BRANDED CODESHARE PARTNERS	90	85.6	0	0.0	0	0.0	76	92.1	278	77.3	1061	88.3	0	0.0	977	70.8
<b>DELTA AIR LINES NETWORK</b>	<b>628</b>	<b>81.8</b>	<b>902</b>	<b>79.8</b>	<b>223</b>	<b>70.0</b>	<b>428</b>	<b>74.5</b>	<b>649</b>	<b>75.8</b>	<b>3657</b>	<b>86.7</b>	<b>1130</b>	<b>68.8</b>	<b>3813</b>	<b>65.5</b>
- DELTA AIR LINES	394	82.7	902	79.8	223	70.0	207	77.8	471	79.0	1877	82.2	1007	70.4	2345	67.6
- BRANDED CODESHARE PARTNERS	234	80.3	0	0.0	0	0.0	221	71.5	178	67.4	1780	91.4	123	56.1	1468	62.1
<b>FRONTIER AIRLINES</b>	<b>230</b>	<b>66.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>11</b>	<b>63.6</b>	<b>93</b>	<b>76.3</b>	<b>0</b>	<b>0.0</b>	<b>1368</b>	<b>64.8</b>	<b>0</b>	<b>0.0</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2438</b>	<b>77.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>31</b>	<b>80.6</b>	<b>112</b>	<b>68.8</b>	<b>202</b>	<b>76.7</b>
<b>JETBLUE AIRWAYS</b>	<b>984</b>	<b>53.8</b>	<b>1746</b>	<b>66.8</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>57</b>	<b>78.9</b>	<b>3482</b>	<b>61.4</b>	<b>222</b>	<b>60.8</b>	<b>851</b>	<b>59.5</b>
<b>SOUTHWEST AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>1433</b>	<b>79.6</b>	<b>956</b>	<b>73.1</b>	<b>176</b>	<b>71.6</b>	<b>590</b>	<b>72.4</b>	<b>0</b>	<b>0.0</b>	<b>5067</b>	<b>66.9</b>	<b>2017</b>	<b>65.2</b>
<b>SPIRIT AIRLINES</b>	<b>507</b>	<b>69.8</b>	<b>1590</b>	<b>74.8</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>625</b>	<b>72.8</b>	<b>0</b>	<b>0.0</b>	<b>1480</b>	<b>64.6</b>	<b>817</b>	<b>55.0</b>
<b>UNITED AIRLINES NETWORK</b>	<b>9393</b>	<b>69.1</b>	<b>838</b>	<b>76.4</b>	<b>517</b>	<b>72.9</b>	<b>6058</b>	<b>82.9</b>	<b>10687</b>	<b>80.6</b>	<b>121</b>	<b>82.6</b>	<b>978</b>	<b>70.6</b>	<b>2945</b>	<b>71.8</b>
- UNITED AIRLINES	5279	65.6	838	76.4	517	72.9	2253	83.8	4842	80.8	121	82.6	963	70.4	2119	73.1
- BRANDED CODESHARE PARTNERS	4114	73.7	0	0.0	0	0.0	3805	82.4	5845	80.4	0	0.0	15	80.0	826	68.3
<b>TOTAL</b>	<b>12,808</b>	<b>68.9</b>	<b>7,566</b>	<b>74.7</b>	<b>4,719</b>	<b>75.0</b>	<b>6,957</b>	<b>82.1</b>	<b>13,531</b>	<b>79.6</b>	<b>10,052</b>	<b>76.9</b>	<b>12,922</b>	<b>67.0</b>	<b>16,200</b>	<b>67.9</b>

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2021

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>171</b>	<b>65.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>43</b>	<b>69.8</b>	<b>262</b>	<b>71.0</b>	<b>2362</b>	<b>67.8</b>	<b>31</b>	<b>77.4</b>
- ALASKA AIRLINES	0	0.0	171	65.5	0	0.0	0	0.0	31	71.0	189	72.5	1232	66.7	31	77.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	12	66.7	73	67.1	1130	68.9	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>27</b>	<b>77.8</b>	<b>0</b>	<b>0.0</b>	<b>38</b>	<b>68.4</b>	<b>0</b>	<b>0.0</b>	<b>9</b>	<b>33.3</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>4028</b>	<b>85.9</b>	<b>1517</b>	<b>81.8</b>	<b>0</b>	<b>0.0</b>	<b>6978</b>	<b>80.4</b>	<b>530</b>	<b>78.1</b>	<b>9703</b>	<b>83.5</b>	<b>359</b>	<b>78.6</b>	<b>6722</b>	<b>86.9</b>
- AMERICAN AIRLINES	1946	83.4	1517	81.8	0	0.0	5387	79.6	311	80.7	4112	85.3	303	80.2	2494	86.6
- BRANDED CODESHARE PARTNERS	2082	88.3	0	0.0	0	0.0	1591	83.1	219	74.4	5591	82.2	56	69.6	4228	87.1
<b>DELTA AIR LINES NETWORK</b>	<b>5665</b>	<b>89.1</b>	<b>1561</b>	<b>78.1</b>	<b>343</b>	<b>83.1</b>	<b>748</b>	<b>78.9</b>	<b>8564</b>	<b>75.3</b>	<b>1160</b>	<b>76.6</b>	<b>703</b>	<b>68.1</b>	<b>546</b>	<b>85.7</b>
- DELTA AIR LINES	1976	85.4	1561	78.1	109	78.9	733	78.4	4391	77.2	901	74.8	449	71.7	344	85.8
- BRANDED CODESHARE PARTNERS	3689	91.0	0	0.0	234	85.0	15	100.0	4173	73.3	259	82.6	254	61.8	202	85.6
<b>FRONTIER AIRLINES</b>	<b>90</b>	<b>71.1</b>	<b>1653</b>	<b>63.4</b>	<b>0</b>	<b>0.0</b>	<b>418</b>	<b>56.9</b>	<b>54</b>	<b>90.7</b>	<b>186</b>	<b>63.4</b>	<b>57</b>	<b>80.7</b>	<b>585</b>	<b>72.3</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>12</b>	<b>41.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>62</b>	<b>58.1</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>923</b>	<b>67.2</b>	<b>1279</b>	<b>61.0</b>	<b>0</b>	<b>0.0</b>	<b>344</b>	<b>57.8</b>	<b>49</b>	<b>57.1</b>	<b>105</b>	<b>69.5</b>	<b>27</b>	<b>44.4</b>	<b>110</b>	<b>76.4</b>
<b>SOUTHWEST AIRLINES</b>	<b>1083</b>	<b>75.5</b>	<b>3101</b>	<b>77.3</b>	<b>4797</b>	<b>77.1</b>	<b>704</b>	<b>69.7</b>	<b>373</b>	<b>69.4</b>	<b>806</b>	<b>61.8</b>	<b>508</b>	<b>53.3</b>	<b>356</b>	<b>77.8</b>
<b>SPIRIT AIRLINES</b>	<b>378</b>	<b>78.0</b>	<b>1958</b>	<b>67.5</b>	<b>0</b>	<b>0.0</b>	<b>610</b>	<b>78.9</b>	<b>135</b>	<b>57.0</b>	<b>522</b>	<b>71.5</b>	<b>53</b>	<b>73.6</b>	<b>364</b>	<b>71.2</b>
<b>UNITED AIRLINES NETWORK</b>	<b>953</b>	<b>77.6</b>	<b>1250</b>	<b>74.9</b>	<b>0</b>	<b>0.0</b>	<b>567</b>	<b>66.3</b>	<b>506</b>	<b>72.1</b>	<b>12939</b>	<b>80.3</b>	<b>488</b>	<b>71.3</b>	<b>412</b>	<b>78.2</b>
- UNITED AIRLINES	465	76.3	1249	74.9	0	0.0	554	66.2	249	68.7	5034	79.3	471	71.1	326	79.8
- BRANDED CODESHARE PARTNERS	488	78.9	1	100.0	0	0.0	13	69.2	257	75.5	7905	80.9	17	76.5	86	72.1
<b>TOTAL</b>	<b>13,120</b>	<b>84.2</b>	<b>12,502</b>	<b>72.5</b>	<b>5,167</b>	<b>77.5</b>	<b>10,369</b>	<b>77.0</b>	<b>10,292</b>	<b>74.7</b>	<b>25,683</b>	<b>80.3</b>	<b>4,628</b>	<b>67.4</b>	<b>9,126</b>	<b>84.4</b>

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2021

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>349</b>	<b>67.9</b>	<b>1286</b>	<b>71.1</b>	<b>7572</b>	<b>65.2</b>	<b>1755</b>	<b>68.9</b>	<b>303</b>	<b>64.4</b>	<b>118</b>	<b>56.8</b>
- ALASKA AIRLINES	263	66.9	581	66.1	5098	64.0	988	67.6	92	59.8	118	56.8
- BRANDED CODESHARE PARTNERS	86	70.9	705	75.2	2474	67.5	767	70.5	211	66.4	0	0.0
<b>ALLEGIAN AIR</b>	<b>15</b>	<b>20.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>6851</b>	<b>80.8</b>	<b>648</b>	<b>82.4</b>	<b>550</b>	<b>78.5</b>	<b>803</b>	<b>75.2</b>	<b>435</b>	<b>75.4</b>	<b>1254</b>	<b>80.5</b>
- AMERICAN AIRLINES	4247	85.3	648	82.4	492	78.0	730	75.8	298	75.2	1112	81.2
- BRANDED CODESHARE PARTNERS	2604	73.3	0	0.0	58	82.8	73	69.9	137	75.9	142	75.4
<b>DELTA AIR LINES NETWORK</b>	<b>905</b>	<b>65.5</b>	<b>637</b>	<b>68.6</b>	<b>3614</b>	<b>70.7</b>	<b>1021</b>	<b>67.0</b>	<b>6930</b>	<b>74.2</b>	<b>1033</b>	<b>80.5</b>
- DELTA AIR LINES	771	66.5	606	69.1	2389	70.7	772	68.3	4086	73.6	1033	80.5
- BRANDED CODESHARE PARTNERS	134	59.7	31	58.1	1225	70.6	249	63.1	2844	75.1	0	0.0
<b>FRONTIER AIRLINES</b>	<b>398</b>	<b>72.1</b>	<b>155</b>	<b>76.1</b>	<b>40</b>	<b>77.5</b>	<b>165</b>	<b>75.8</b>	<b>110</b>	<b>71.8</b>	<b>527</b>	<b>78.2</b>
<b>HAWAIIAN AIRLINES</b>	<b>31</b>	<b>83.9</b>	<b>62</b>	<b>79.0</b>	<b>78</b>	<b>55.1</b>	<b>68</b>	<b>88.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>104</b>	<b>50.0</b>	<b>143</b>	<b>57.3</b>	<b>75</b>	<b>46.7</b>	<b>417</b>	<b>65.7</b>	<b>132</b>	<b>45.5</b>	<b>427</b>	<b>66.7</b>
<b>SOUTHWEST AIRLINES</b>	<b>4562</b>	<b>69.7</b>	<b>1922</b>	<b>65.7</b>	<b>501</b>	<b>59.9</b>	<b>589</b>	<b>63.8</b>	<b>832</b>	<b>55.9</b>	<b>1918</b>	<b>72.7</b>
<b>SPIRIT AIRLINES</b>	<b>154</b>	<b>51.3</b>	<b>56</b>	<b>60.7</b>	<b>54</b>	<b>74.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>770</b>	<b>74.3</b>
<b>UNITED AIRLINES NETWORK</b>	<b>856</b>	<b>75.0</b>	<b>798</b>	<b>71.3</b>	<b>682</b>	<b>69.4</b>	<b>5246</b>	<b>71.6</b>	<b>597</b>	<b>68.7</b>	<b>818</b>	<b>76.2</b>
- UNITED AIRLINES	792	75.4	708	71.3	624	69.4	3276	72.8	111	63.1	818	76.2
- BRANDED CODESHARE PARTNERS	64	70.3	90	71.1	58	69.0	1970	69.5	486	70.0	0	0.0
<b>TOTAL</b>	<b>14,225</b>	<b>74.7</b>	<b>5,707</b>	<b>70.1</b>	<b>13,166</b>	<b>67.2</b>	<b>10,064</b>	<b>70.4</b>	<b>9,339</b>	<b>71.5</b>	<b>6,865</b>	<b>75.7</b>

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2021

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	92	63.0	144	82.6	31	67.7	0	0.0	155	76.8	129	65.9	93	58.1	31	74.2
ALLEGiant AIR	0	0.0	46	76.1	35	77.1	0	0.0	0	0.0	18	55.6	0	0.0	0	0.0
AMERICAN AIRLINES	718	81.8	1732	88.3	277	79.8	7827	87.3	2080	84.8	816	80.3	11780	84.9	306	79.4
DELTA AIR LINES	16475	84.8	1382	84.8	440	85.2	482	79.5	648	78.7	881	68.3	809	81.5	4101	84.6
ENDEAVOR AIR	3705	89.1	249	92.4	59	94.9	92	95.7	128	88.3	0	0.0	3	66.7	2346	88.4
ENVOY AIR	64	89.1	58	89.7	43	83.7	214	83.6	416	82.2	0	0.0	5469	83.9	80	82.5
FRONTIER AIRLINES	591	70.4	35	74.3	108	49.1	119	77.3	91	89.0	1509	75.0	320	76.9	84	56.0
HAWAIIAN AIRLINES	0	0.0	25	72.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON 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
JETBLUE AIRWAYS	216	60.2	3077	74.7	0	0.0	60	75.0	707	80.5	124	55.6	70	67.1	53	75.5
MESA AIRLINES	167	80.2	0	0.0	11	81.8	165	78.8	105	80.0	0	0.0	2025	70.1	66	81.8
PSA AIRLINES	98	85.7	0	0.0	75	89.3	6055	86.1	2916	74.6	0	0.0	84	77.4	127	86.6
REPUBLIC AIRWAYS	598	85.1	1629	91.3	115	88.7	1038	90.0	2289	83.7	0	0.0	15	100.0	437	87.4
SKYWEST AIRLINES	120	73.3	21	95.2	52	80.8	75	77.3	167	86.8	5581	74.8	1904	73.2	2313	75.1
SOUTHWEST AIRLINES	2496	77.9	351	79.5	4748	80.2	203	74.9	1383	76.2	6218	64.6	0	0.0	303	75.9
SPIRIT AIRLINES	745	72.2	300	79.0	511	75.9	118	67.8	0	0.0	233	66.5	571	72.9	742	73.5
UNITED AIRLINES	203	69.0	847	80.9	239	84.5	58	53.4	197	76.1	6363	74.5	468	71.6	43	81.4
<b>TOTAL</b>	<b>26,288</b>	<b>83.5</b>	<b>9,896</b>	<b>82.7</b>	<b>6,744</b>	<b>80.1</b>	<b>16,506</b>	<b>86.1</b>	<b>11,282</b>	<b>80.0</b>	<b>21,872</b>	<b>71.5</b>	<b>23,611</b>	<b>81.5</b>	<b>11,032</b>	<b>82.1</b>

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2021

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	321	60.7	153	68.6	307	64.8	58	74.1	60	65.0	333	73.6	380	64.7	884	63.7
ALLEGiant AIR	53	86.8	296	60.8	0	0.0	14	57.1	0	0.0	0	0.0	855	51.3	115	42.6
AMERICAN AIRLINES	602	77.4	608	84.2	278	74.8	136	83.8	492	83.5	1367	81.9	1170	80.2	2770	77.9
DELTA AIR LINES	394	82.7	902	79.8	223	70.0	207	77.8	471	79.0	1877	82.2	1007	70.4	2345	67.6
ENDEAVOR AIR	116	84.5	0	0.0	0	0.0	48	91.7	0	0.0	1162	91.7	0	0.0	0	0.0
ENVOY AIR	60	85.0	0	0.0	0	0.0	0	0.0	82	84.1	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	230	66.1	0	0.0	0	0.0	11	63.6	93	76.3	0	0.0	1368	64.8	0	0.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	2438	77.9	0	0.0	0	0.0	31	80.6	112	68.8	202	76.7
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	86	76.7	210	53.8
JETBLUE AIRWAYS	984	53.8	1746	66.8	0	0.0	0	0.0	57	78.9	3482	61.4	222	60.8	851	59.5
MESA AIRLINES	0	0.0	0	0.0	0	0.0	963	83.4	2025	80.9	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	76	92.1	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	2394	73.4	0	0.0	0	0.0	487	88.7	81	84.0	1679	89.2	0	0.0	0	0.0
SKYWEST AIRLINES	147	78.2	0	0.0	0	0.0	438	71.2	1916	78.8	0	0.0	212	63.2	3870	66.1
SOUTHWEST AIRLINES	0	0.0	1433	79.6	956	73.1	176	71.6	590	72.4	0	0.0	5067	66.9	2017	65.2
SPIRIT AIRLINES	507	69.8	1590	74.8	0	0.0	0	0.0	625	72.8	0	0.0	1480	64.6	817	55.0
UNITED AIRLINES	5279	65.6	838	76.4	517	72.9	2253	83.8	4842	80.8	121	82.6	963	70.4	2119	73.1
<b>TOTAL</b>	<b>11,087</b>	<b>68.1</b>	<b>7,566</b>	<b>74.7</b>	<b>4,719</b>	<b>75.0</b>	<b>4,867</b>	<b>82.4</b>	<b>11,334</b>	<b>79.6</b>	<b>10,052</b>	<b>76.9</b>	<b>12,922</b>	<b>67.0</b>	<b>16,200</b>	<b>67.9</b>

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



AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2021

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	0	0.0	171	65.5	0	0.0	0	0.0	31	71.0	189	72.5	1232	66.7	31	77.4
ALLEGiant AIR	0	0.0	0	0.0	27	77.8	0	0.0	38	68.4	0	0.0	9	33.3	0	0.0
AMERICAN AIRLINES	1946	83.4	1517	81.8	0	0.0	5387	79.6	311	80.7	4112	85.3	303	80.2	2494	86.6
DELTA AIR LINES	1976	85.4	1561	78.1	109	78.9	733	78.4	4391	77.2	901	74.8	449	71.7	344	85.8
ENDEAVOR AIR	2259	92.0	0	0.0	234	85.0	15	100.0	1125	79.1	37	91.9	0	0.0	48	91.7
ENVOY AIR	0	0.0	0	0.0	0	0.0	1528	83.0	29	62.1	3241	84.7	0	0.0	0	0.0
FRONTIER AIRLINES	90	71.1	1653	63.4	0	0.0	418	56.9	54	90.7	186	63.4	57	80.7	585	72.3
HAWAIIAN AIRLINES	0	0.0	12	41.7	0	0.0	0	0.0	0	0.0	0	0.0	62	58.1	0	0.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	12	66.7	23	73.9	612	73.0	0	0.0
JETBLUE AIRWAYS	923	67.2	1279	61.0	0	0.0	344	57.8	49	57.1	105	69.5	27	44.4	110	76.4
MESA AIRLINES	185	70.8	0	0.0	0	0.0	13	69.2	86	73.3	423	85.6	0	0.0	6	33.3
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	46	60.9	0	0.0	0	0.0	1351	84.8
REPUBLIC AIRWAYS	3579	88.8	1	100.0	0	0.0	63	84.1	185	77.8	1249	87.6	0	0.0	1101	89.9
SKYWEST AIRLINES	151	80.8	0	0.0	0	0.0	0	0.0	3178	71.5	5855	78.7	845	64.0	75	72.0
SOUTHWEST AIRLINES	1083	75.5	3101	77.3	4797	77.1	704	69.7	373	69.4	806	61.8	508	53.3	356	77.8
SPIRIT AIRLINES	378	78.0	1958	67.5	0	0.0	610	78.9	135	57.0	522	71.5	53	73.6	364	71.2
UNITED AIRLINES	465	76.3	1249	74.9	0	0.0	554	66.2	249	68.7	5034	79.3	471	71.1	326	79.8
<b>TOTAL</b>	<b>13,035</b>	<b>84.2</b>	<b>12,502</b>	<b>72.5</b>	<b>5,167</b>	<b>77.5</b>	<b>10,369</b>	<b>77.0</b>	<b>10,292</b>	<b>74.7</b>	<b>22,683</b>	<b>80.4</b>	<b>4,628</b>	<b>67.4</b>	<b>7,191</b>	<b>83.7</b>

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2021

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	263	66.9	581	66.1	5098	64.0	988	67.6	92	59.8	118	56.8
ALLEGiant AIR	15	20.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4247	85.3	648	82.4	492	78.0	730	75.8	298	75.2	1112	81.2
DELTA AIR LINES	771	66.5	606	69.1	2389	70.7	772	68.3	4086	73.6	1033	80.5
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	30	86.7	0	0.0	0	0.0	0	0.0	28	71.4	49	67.3
FRONTIER AIRLINES	398	72.1	155	76.1	40	77.5	165	75.8	110	71.8	527	78.2
HAWAIIAN AIRLINES	31	83.9	62	79.0	78	55.1	68	88.2	0	0.0	0	0.0
HORIZON AIR	31	77.4	215	79.1	2283	67.8	168	70.2	15	26.7	0	0.0
JETBLUE AIRWAYS	104	50.0	143	57.3	75	46.7	417	65.7	132	45.5	427	66.7
MESA AIRLINES	1185	68.4	0	0.0	0	0.0	0	0.0	14	78.6	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	6	83.3	93	79.6
SKYWEST AIRLINES	1642	75.3	611	72.3	1532	70.3	2891	69.2	3615	74.1	0	0.0
SOUTHWEST AIRLINES	4562	69.7	1922	65.7	501	59.9	589	63.8	832	55.9	1918	72.7
SPIRIT AIRLINES	154	51.3	56	60.7	54	74.1	0	0.0	0	0.0	770	74.3
UNITED AIRLINES	792	75.4	708	71.3	624	69.4	3276	72.8	111	63.1	818	76.2
<b>TOTAL</b>	<b>14,225</b>	<b>74.7</b>	<b>5,707</b>	<b>70.1</b>	<b>13,166</b>	<b>67.2</b>	<b>10,064</b>	<b>70.4</b>	<b>9,339</b>	<b>71.5</b>	<b>6,865</b>	<b>75.7</b>

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2021

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	82.5	73.0	94.8	84.5	92.7	83.7	85.8	78.1	70.2	63.8	84.2	84.6	81.6	83.7	88.4	84.1
0700-0759	89.1	95.4	92.9	90.2	89.0	87.3	86.7	85.9	71.3	74.2	86.1	92.9	86.0	79.1	81.7	80.7
0800-0859	88.3	82.0	91.3	88.3	85.5	81.2	86.1	86.7	80.6	80.6	92.7	77.8	86.4	79.6	83.8	73.9
0900-0959	88.3	87.7	92.8	84.7	83.1	79.4	84.3	89.9	82.1	83.7	88.2	81.7	87.6	83.9	79.6	75.0
1000-1059	89.7	90.2	93.0	89.1	88.1	78.1	82.5	83.8	86.6	87.6	86.0	83.1	81.4	90.3	77.4	72.3
1100-1159	88.7	86.3	86.3	88.8	86.0	76.1	82.4	87.6	82.3	82.3	82.1	85.9	81.5	81.3	76.4	71.1
1200-1259	87.0	88.8	88.4	90.2	84.1	76.2	83.4	86.7	78.0	82.0	84.9	82.6	83.6	80.8	70.0	69.1
1300-1359	84.5	85.4	87.9	85.9	81.3	69.4	82.1	83.9	82.0	83.3	79.1	80.0	81.8	84.6	69.2	65.5
1400-1459	85.1	83.8	83.5	85.9	78.3	71.1	80.6	82.1	77.1	73.2	65.7	83.5	76.0	78.9	73.5	66.2
1500-1559	81.5	82.8	83.8	87.6	79.9	68.4	81.4	82.7	75.7	77.3	67.2	80.8	80.9	85.3	60.5	66.1
1600-1659	82.4	83.0	77.4	87.0	78.4	68.2	81.4	79.2	69.7	67.9	65.8	82.5	75.8	78.1	58.5	69.4
1700-1759	83.4	80.7	78.4	86.6	79.0	66.3	77.5	80.2	63.1	69.6	72.8	70.6	78.2	83.4	57.6	63.1
1800-1859	81.9	81.8	77.2	83.2	74.1	62.5	79.5	82.2	61.2	71.2	67.2	81.3	77.4	73.0	60.5	63.0
1900-1959	79.5	85.2	65.5	83.5	72.4	63.1	79.4	79.0	47.4	65.6	68.9	86.1	70.8	78.2	57.9	64.1
2000-2059	78.5	80.2	66.7	80.7	71.6	57.8	83.0	77.6	40.5	72.7	73.9	84.1	78.7	74.8	62.8	62.2
2100-2159	77.9	78.3	64.5	83.0	76.3	57.2	79.5	78.8	43.0	67.5	69.1	79.0	70.5	67.7	59.8	68.1
2200-2259	78.2	76.1	72.0	87.5	73.1	59.8	76.4	76.7	55.3	74.6	54.7	79.0	74.3	69.0	63.4	61.1
2300-0559	67.0	75.9	64.4	76.0	77.4	65.9	76.0	75.1	67.9	61.2	41.2	75.5	67.6	61.8	53.8	60.3
<b>TOTAL</b>	<b>83.5</b>	<b>82.7</b>	<b>80.1</b>	<b>86.1</b>	<b>80.0</b>	<b>71.5</b>	<b>81.5</b>	<b>82.1</b>	<b>68.1</b>	<b>74.7</b>	<b>75.0</b>	<b>82.4</b>	<b>79.6</b>	<b>76.9</b>	<b>67.0</b>	<b>67.9</b>

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2021

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	100.0	64.0	88.2	66.7	75.1	80.7	71.0	77.6	82.8	0.0	71.4	72.9	81.1	62.2	79.1
0700-0759	92.7	64.0	90.8	86.2	77.4	85.0	84.9	92.7	85.1	83.6	61.6	81.8	80.2	93.9	84.7
0800-0859	91.4	82.8	93.6	91.1	82.7	83.9	73.9	89.1	85.9	82.7	77.0	84.4	79.9	87.6	84.4
0900-0959	90.0	87.6	88.8	87.7	83.6	86.3	77.4	88.0	85.9	81.0	76.3	78.7	78.9	90.7	84.4
1000-1059	89.1	80.6	83.9	80.7	83.5	89.3	81.3	91.2	80.4	77.1	70.2	71.2	74.9	85.6	82.4
1100-1159	91.2	80.9	83.5	81.7	76.1	86.1	76.0	88.3	79.1	78.6	74.3	69.4	74.9	85.6	81.9
1200-1259	86.9	81.3	85.3	79.6	80.1	83.8	74.9	89.4	77.3	74.6	71.2	71.0	73.8	80.8	80.4
1300-1359	87.2	79.3	78.2	78.9	76.8	79.8	75.5	85.9	75.4	72.5	72.4	67.2	75.3	84.3	79.9
1400-1459	81.8	74.9	81.7	76.5	73.8	79.1	62.9	89.3	75.4	71.8	67.7	76.6	69.8	80.8	77.0
1500-1559	84.2	73.9	83.2	73.9	81.3	76.1	68.9	80.5	72.6	73.8	70.4	69.6	70.4	79.3	77.3
1600-1659	84.7	73.4	71.4	77.6	69.6	77.9	65.3	77.5	74.2	66.2	62.9	63.9	71.4	80.0	74.7
1700-1759	81.7	72.5	73.3	79.4	71.7	78.2	69.1	84.7	69.6	66.9	68.1	71.2	73.1	76.9	75.1
1800-1859	82.0	73.3	69.9	69.7	71.0	73.5	58.0	80.0	66.3	60.9	66.1	64.9	56.3	72.3	72.2
1900-1959	79.5	69.9	72.1	69.6	70.6	74.3	65.2	79.0	67.5	54.8	70.1	66.9	68.9	68.6	72.3
2000-2059	80.3	63.7	65.4	70.9	70.1	78.8	63.0	83.2	68.0	69.7	59.7	65.9	68.9	66.6	70.6
2100-2159	77.1	63.7	55.7	74.1	68.2	80.0	59.6	81.9	62.1	60.1	56.9	66.1	66.6	63.8	70.2
2200-2259	75.2	62.7	57.8	70.7	63.6	71.0	60.4	75.9	70.5	65.6	59.0	64.5	63.1	67.8	67.5
2300-0559	70.2	58.8	57.0	63.7	69.2	75.0	58.8	74.7	67.8	58.3	64.2	66.0	56.0	61.6	66.2
<b>TOTAL</b>	<b>84.2</b>	<b>72.5</b>	<b>77.5</b>	<b>77.0</b>	<b>74.7</b>	<b>80.4</b>	<b>67.4</b>	<b>83.7</b>	<b>74.7</b>	<b>70.1</b>	<b>67.2</b>	<b>70.4</b>	<b>71.5</b>	<b>75.7</b>	<b>76.7</b>

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2021

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	82.6	88.4	87.5	92.3	92.4	88.9	83.0	89.7	78.5	88.5	91.2	89.8	87.4	83.9	89.4	86.8
0700-0759	87.0	88.8	80.6	92.0	87.9	83.2	84.5	83.8	71.9	87.2	86.2	86.0	86.9	84.8	84.8	81.8
0800-0859	89.6	83.4	82.1	91.3	87.7	72.8	86.8	84.3	68.9	79.0	86.0	89.8	83.9	86.5	76.4	78.9
0900-0959	82.0	82.8	76.3	89.8	84.7	69.7	83.7	79.9	72.5	81.2	87.4	90.9	79.5	80.9	72.1	74.2
1000-1059	84.8	84.9	74.9	84.9	85.0	67.6	79.9	84.7	71.8	79.9	89.6	73.2	81.2	78.0	74.5	69.3
1100-1159	81.8	84.7	75.8	87.2	83.9	64.1	78.4	83.5	74.0	80.4	77.0	77.1	73.1	85.9	67.0	64.7
1200-1259	84.1	86.3	73.1	86.0	81.8	60.2	79.1	81.4	71.2	76.1	80.5	81.7	80.0	85.8	71.5	68.6
1300-1359	82.6	83.2	70.1	87.5	79.5	61.2	78.5	80.6	65.0	72.7	79.6	78.8	76.0	75.3	62.0	64.0
1400-1459	75.8	81.1	65.7	86.1	77.0	53.1	77.4	84.3	75.2	73.1	72.7	68.4	75.1	80.3	54.2	65.7
1500-1559	78.0	83.8	60.0	84.3	75.9	57.3	75.5	76.1	64.1	72.7	65.2	84.7	70.5	75.6	58.9	64.7
1600-1659	75.4	81.8	62.2	86.9	70.4	56.4	77.9	76.4	69.5	67.9	63.3	72.4	74.5	75.4	46.5	63.3
1700-1759	75.7	81.5	67.2	83.0	75.0	57.5	73.7	79.3	59.2	64.8	63.9	71.1	70.0	73.7	46.8	64.2
1800-1859	77.7	77.3	55.5	85.9	77.0	51.4	76.3	72.8	54.5	67.9	79.1	69.9	68.1	72.9	43.3	61.3
1900-1959	75.5	79.4	49.7	84.4	71.6	46.3	75.5	67.8	38.7	66.3	69.0	78.5	66.2	69.2	45.0	60.3
2000-2059	73.8	83.3	40.4	84.3	75.7	53.2	75.9	76.1	36.9	60.5	80.1	86.7	68.1	62.2	37.7	60.9
2100-2159	79.0	74.0	35.6	79.4	72.8	49.4	79.7	77.4	30.1	61.8	78.6	33.3	70.9	65.3	51.2	61.1
2200-2259	80.2	62.7	45.5	84.7	76.8	45.3	78.0	79.3	31.7	60.1	82.0	70.9	62.5	65.1	56.9	61.7
2300-0559	80.3	92.0	89.5	89.8	91.7	72.2	84.8	84.2	80.6	89.2	77.7	82.9	85.1	68.9	68.3	64.4
<b>TOTAL</b>	<b>80.4</b>	<b>83.4</b>	<b>66.6</b>	<b>86.6</b>	<b>80.6</b>	<b>61.6</b>	<b>79.0</b>	<b>80.5</b>	<b>62.4</b>	<b>73.8</b>	<b>77.8</b>	<b>77.4</b>	<b>75.7</b>	<b>77.2</b>	<b>64.0</b>	<b>68.4</b>

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2021

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	91.2	89.6	93.8	85.1	86.8	83.8	86.6	88.2	93.9	90.9	78.0	86.2	85.9	92.5	87.8
0700-0759	90.0	85.1	81.4	86.9	80.4	84.4	84.2	80.8	89.5	87.7	74.6	88.2	83.0	89.4	84.5
0800-0859	93.1	85.1	84.1	86.8	75.5	85.6	77.4	90.8	83.8	84.3	67.4	79.7	79.9	86.1	83.4
0900-0959	89.1	79.5	84.9	85.8	80.9	81.3	73.1	87.9	79.2	80.0	71.0	74.5	76.3	86.2	80.2
1000-1059	87.6	74.4	73.7	77.6	77.1	81.9	74.9	84.8	82.6	76.6	67.4	74.2	72.6	81.8	78.4
1100-1159	86.1	75.8	78.0	77.3	77.7	80.2	75.5	87.6	77.2	75.0	67.7	73.0	66.0	84.9	76.2
1200-1259	87.8	76.5	70.7	73.5	75.3	80.2	74.9	84.5	70.3	72.0	64.9	68.9	63.8	81.7	76.9
1300-1359	82.0	70.1	70.7	74.0	76.0	76.7	73.0	86.1	68.1	73.1	68.2	67.7	69.7	74.7	73.5
1400-1459	82.3	71.0	65.8	67.6	77.5	77.4	74.0	82.3	68.8	65.2	67.0	68.2	66.7	79.7	73.6
1500-1559	76.1	72.6	65.7	77.0	71.1	74.7	66.7	82.9	66.7	69.7	62.8	77.8	65.3	75.3	71.4
1600-1659	81.1	65.5	63.1	72.8	69.3	71.7	62.9	78.4	66.4	64.2	67.0	67.0	64.5	73.5	70.9
1700-1759	78.1	66.3	65.5	70.2	62.6	76.8	74.6	77.3	61.7	65.4	66.0	61.5	67.4	76.2	69.5
1800-1859	75.6	62.4	54.4	70.6	65.6	74.6	61.9	79.4	56.2	65.0	69.9	68.3	60.5	68.0	68.7
1900-1959	76.0	62.3	44.0	66.8	67.9	70.3	62.6	79.8	59.7	58.1	68.5	65.9	40.7	69.3	65.2
2000-2059	81.3	57.9	55.8	69.8	61.7	75.4	71.3	82.4	62.0	52.1	63.5	68.9	65.2	60.3	68.0
2100-2159	77.2	45.0	34.9	63.1	69.2	75.8	70.9	79.3	63.3	65.9	58.1	73.3	69.1	57.8	66.0
2200-2259	74.1	46.2	25.4	71.2	64.7	56.5	78.0	74.4	65.7	86.1	59.0	63.8	64.5	62.0	70.6
2300-0559	81.5	65.3	87.9	79.4	86.6	85.2	74.1	89.0	77.0	100.0	68.7	68.8	65.1	78.7	74.1
<b>TOTAL</b>	<b>84.0</b>	<b>71.6</b>	<b>68.6</b>	<b>74.4</b>	<b>73.4</b>	<b>78.8</b>	<b>74.8</b>	<b>83.9</b>	<b>72.0</b>	<b>75.0</b>	<b>67.6</b>	<b>72.2</b>	<b>69.5</b>	<b>79.2</b>	<b>74.8</b>

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

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
**DECEMBER 2021**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	69.4	61.3	62	62
Abilene, TX (ABI)	90.1	87.9	172	173
Adak Island, AK (ADK)	44.4	11.1	9	9
Aguadilla, PR (BQN)	48.3	50.0	207	206
Akron, OH (CAK)	74.4	86.2	195	195
Alamosa, CO (ALS)	81.5	79.6	54	54
Albany, GA (ABY)	84.9	91.8	73	73
Albany, NY (ALB)	77.4	82.4	835	837
Albuquerque, NM (ABQ)	73.0	77.8	1592	1592
Alexandria, LA (AEX)	84.1	85.6	182	181
Allentown/Bethlehem/Easton, PA (ABE)	83.1	88.8	367	366
Alpena, MI (APN)	64.8	66.7	54	54
Amarillo, TX (AMA)	69.9	77.2	356	355
Anchorage, AK (ANC)	44.4	64.0	1472	1473
Appleton, WI (ATW)	74.4	72.0	403	403
Arcata/Eureka, CA (ACV)	62.9	67.3	197	196
Asheville, NC (AVL)	77.9	79.2	610	610
Ashland, WV (HTS)	72.5	45.0	40	40
Aspen, CO (ASE)	26.2	28.4	665	658
Atlanta, GA (ATL)	83.5	80.4	26288	26279
Atlantic City, NJ (ACY)	68.1	74.8	257	258
Augusta, GA (AGS)	83.8	84.3	253	255
Austin, TX (AUS)	74.4	73.2	6963	6969
Bakersfield, CA (BFL)	75.6	77.2	266	267
Baltimore, MD (BWI)	80.1	66.6	6744	6746
Bangor, ME (BGR)	79.0	86.0	233	235
Barrow, AK (BRW)	26.7	6.7	30	30
Baton Rouge, LA (BTR)	83.0	86.4	324	324
Beaumont/Port Arthur, TX (BPT)	93.3	88.2	75	76
Bellefonte, PA (BLV)	74.4	61.1	90	90
Bellingham, WA (BLI)	71.4	72.8	280	279
Bemidji, MN (BJI)	67.7	69.4	62	62
Bend/Redmond, OR (RDM)	69.9	72.4	575	576
Bethel, AK (BET)	60.0	40.0	60	60
Billings, MT (BIL)	73.3	75.4	352	353
Binghamton, NY (BGM)	90.3	87.1	31	31
Birmingham, AL (BHM)	78.4	80.1	1141	1143
Bishop, CA (BIH)	43.6	38.5	39	39
Bismarck/Mandan, ND (BIS)	73.0	74.2	326	325
Bloomington/Normal, IL (BMI)	81.3	82.2	246	247
Boise, ID (BOI)	66.1	75.9	1961	1962

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Boston, MA (BOS)	82.7	83.4	9896	9895
Bozeman, MT (BZN)	69.3	69.2	869	866
Brainerd, MN (BRD)	81.5	77.8	54	54
Bristol/Johnson City/Kingsport, TN (TRI)	86.3	88.4	249	249
Brownsville, TX (BRO)	93.5	91.7	108	109
Brunswick, GA (BQK)	83.5	84.7	85	85
Buffalo, NY (BUF)	76.6	81.2	1448	1450
Burbank, CA (BUR)	63.3	61.6	2363	2357
Burlington, VT (BTV)	79.5	82.1	527	525
Butte, MT (BTM)	67.2	81.0	58	58
Cape Girardeau, MO (CGI)	81.5	81.5	54	54
Casper, WY (CPR)	75.6	84.4	90	90
Cedar City, UT (CDC)	70.4	81.5	54	54
Cedar Rapids/Iowa City, IA (CID)	75.8	77.2	743	744
Champaign/Urbana, IL (CMI)	85.8	89.9	148	148
Charleston, SC (CHS)	79.2	83.9	1974	1974
Charleston/Dunbar, WV (CRW)	80.0	84.8	230	231
Charlotte Amalie, VI (STT)	73.7	74.0	547	547
Charlotte, NC (CLT)	86.1	86.6	16506	16507
Charlottesville, VA (CHO)	88.6	89.4	245	245
Chattanooga, TN (CHA)	81.2	84.3	361	363
Cheyenne, WY (CYS)	87.0	83.3	54	54
Chicago, IL (MDW)	77.5	68.6	5167	5168
Chicago, IL (ORD)	80.4	78.8	22683	22670
Christiansted, VI (STX)	70.9	75.6	127	127
Cincinnati, OH (CVG)	79.1	82.0	3068	3071
Clarksburg/Fairmont, WV (CKB)	75.3	78.1	73	73
Cleveland, OH (CLE)	77.3	79.5	3441	3437
Cody, WY (COD)	77.4	69.4	62	62
College Station/Bryan, TX (CLL)	91.8	85.7	98	98
Colorado Springs, CO (COS)	71.7	77.8	974	973
Columbia, MO (COU)	69.4	69.6	134	135
Columbia, SC (CAE)	87.0	86.2	409	412
Columbus, GA (CSG)	82.4	78.2	170	170
Columbus, MS (GTR)	89.7	89.7	87	87
Columbus, OH (CMH)	81.2	83.8	3243	3241
Columbus, OH (LCK)	66.2	57.1	77	77
Concord, NC (USA)	63.6	51.5	99	99
Cordova, AK (CDV)	45.0	51.7	60	60
Corpus Christi, TX (CRP)	81.2	84.4	276	276
Dallas, TX (DAL)	71.4	58.4	5257	5258

AIR TRAVEL CONSUMER REPORT  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
 DECEMBER 2021

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dallas/Fort Worth, TX (DFW)	81.5	79.0	23611	23611
Dayton, OH (DAY)	82.4	88.1	655	657
Daytona Beach, FL (DAB)	81.0	83.3	258	258
Deadhorse, AK (SCC)	87.5	90.6	32	32
Decatur, IL (DEC)	79.6	87.0	54	54
Del Rio, TX (DRT)	96.7	96.7	60	61
Denver, CO (DEN)	71.5	61.6	21872	21870
Des Moines, IA (DSM)	75.9	81.4	1233	1230
Detroit, MI (DTW)	82.1	80.5	11032	11027
Devils Lake, ND (DVL)	67.7	69.4	62	62
Dickinson, ND (DIK)	90.9	81.8	11	11
Dillingham, AK (DLG)	23.3	16.7	30	30
Dodge City, KS (DDC)	85.2	81.5	54	54
Dothan, AL (DHN)	88.0	88.0	83	83
Dubuque, IA (DBQ)	83.1	88.1	59	59
Duluth, MN (DLH)	70.0	68.9	180	180
Durango, CO (DRO)	72.8	69.7	290	290
Eagle, CO (EGE)	46.9	46.8	343	342
Eau Claire, WI (EAU)	79.7	67.8	59	59
El Paso, TX (ELP)	70.7	75.3	1308	1310
Elko, NV (EKO)	69.0	74.1	58	58
Elmira/Corning, NY (ELM)	70.3	78.8	118	118
Erie, PA (ERI)	83.9	83.9	56	56
Escanaba, MI (ESC)	64.5	69.4	62	62
Eugene, OR (EUG)	68.4	70.7	735	734
Evansville, IN (EVV)	83.2	91.4	185	185
Everett, WA (PAE)	73.3	78.8	165	165
Fairbanks, AK (FAI)	45.1	45.6	328	327
Fargo, ND (FAR)	70.3	67.3	556	557
Fayetteville, AR (XNA)	85.3	88.1	814	815
Fayetteville, NC (FAY)	81.6	82.9	158	158
Flagstaff, AZ (FLG)	69.1	67.9	165	165
Flint, MI (FNT)	77.1	73.8	271	271
Fort Dodge, IA (FOD)	77.8	74.1	54	54
Fort Lauderdale, FL (FLL)	74.7	73.8	7566	7557
Fort Leonard Wood, MO (TBN)	88.7	88.7	53	53
Fort Myers, FL (RSW)	74.6	78.3	4129	4128
Fort Smith, AR (FSM)	88.2	88.2	127	127
Fort Wayne, IN (FWA)	76.8	77.7	491	489
Fresno, CA (FAT)	69.1	72.8	926	927
Gainesville, FL (GNV)	80.5	77.0	344	344

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Garden City, KS (GCK)	81.7	82.0	60	61
Gillette, WY (GCC)	72.6	69.4	62	62
Grand Forks, ND (GFK)	74.2	80.6	93	93
Grand Island, NE (GRI)	80.2	64.0	86	86
Grand Junction, CO (GJT)	76.1	77.4	327	327
Grand Rapids, MI (GRR)	74.7	78.0	1439	1440
Great Falls, MT (GTF)	78.5	76.3	177	177
Green Bay, WI (GRB)	78.5	83.5	339	340
Greensboro/High Point, NC (GSO)	84.6	89.5	810	812
Greer, SC (GSP)	81.1	84.9	1050	1054
Guam, TT (GUM)	88.7	93.5	62	62
Gulfport/Biloxi, MS (GPT)	81.6	81.9	282	282
Gunnison, CO (GUC)	64.0	62.0	100	100
Hagerstown, MD (HGR)	55.0	45.0	20	20
Hancock/Houghton, MI (CMX)	72.6	74.2	62	62
Harlingen/San Benito, TX (HRL)	71.8	76.6	266	265
Harrisburg, PA (MDT)	82.0	82.1	445	447
Hartford, CT (BDL)	73.8	78.2	1862	1864
Hattiesburg/Laurel, MS (PIB)	70.4	70.4	54	54
Hayden, CO (HDN)	66.2	62.8	317	317
Hays, KS (HYS)	70.4	81.5	54	54
Helena, MT (HLN)	73.6	75.9	87	87
Hibbing, MN (HIB)	74.1	74.1	54	54
Hilo, HI (ITO)	73.6	78.7	507	507
Hilton Head, SC (HHH)	85.0	83.0	147	147
Hobbs, NM (HOB)	84.9	71.2	73	73
Honolulu, HI (HNL)	75.0	77.8	4719	4722
Houston, TX (HOU)	74.2	64.8	4004	4005
Houston, TX (IAH)	79.6	75.7	11334	11342
Huntsville, AL (HSV)	79.1	81.7	632	633
Idaho Falls, ID (IDA)	67.8	73.2	369	370
Indianapolis, IN (IND)	77.6	81.6	3430	3428
International Falls, MN (INL)	64.8	64.8	54	54
Iron Mountain/Kingsford, MI (IMT)	66.1	66.1	62	62
Islip, NY (ISP)	74.2	78.2	528	528
Ithaca/Cortland, NY (ITH)	91.8	91.9	61	62
Jackson, WY (JAC)	55.5	53.1	479	478
Jackson/Vicksburg, MS (JAN)	84.6	86.0	682	684
Jacksonville, FL (JAX)	77.9	82.2	2533	2532
Jacksonville/Camp Lejeune, NC (OAJ)	92.1	88.2	229	228
Jamestown, ND (JMS)	71.0	65.6	93	93



**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
**DECEMBER 2021**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Johnstown, PA (JST)	87.1	85.5	62	62
Joplin, MO (JLN)	85.5	88.7	62	62
Juneau, AK (JNU)	58.9	66.7	333	333
Kahului, HI (OGG)	72.7	72.6	2662	2661
Kalamazoo, MI (AZO)	83.4	85.8	163	162
Kalispell, MT (FCA)	65.8	70.3	301	300
Kansas City, MO (MCI)	75.5	81.1	3488	3489
Kearney, NE (EAR)	75.8	77.2	95	92
Ketchikan, AK (KTN)	66.7	68.9	180	180
Key West, FL (EYW)	73.4	64.4	865	862
Killeen, TX (GRK)	84.4	87.4	237	238
King Salmon, AK (AKN)	50.0	56.7	30	30
Knoxville, TN (TYS)	78.2	86.5	1092	1091
Kodiak, AK (ADQ)	58.3	54.2	72	72
Kona, HI (KOA)	75.6	77.6	1459	1459
Kotzebue, AK (OTZ)	33.9	40.7	59	59
La Crosse, WI (LSE)	75.9	78.9	166	166
Lafayette, LA (LFT)	84.6	80.2	259	258
Lake Charles, LA (LCH)	81.7	81.0	104	105
Lansing, MI (LAN)	87.4	90.8	206	206
Laramie, WY (LAR)	77.8	79.6	54	54
Laredo, TX (LRD)	88.5	85.8	148	148
Las Vegas, NV (LAS)	67.0	64.0	12922	12920
Latrobe, PA (LBE)	78.9	93.4	76	76
Lawton/Fort Sill, OK (LAW)	87.7	87.7	106	106
Lewisburg, WV (LWB)	87.8	87.8	41	41
Lewiston, ID (LWS)	79.6	83.9	93	93
Lexington, KY (LEX)	84.4	82.8	615	618
Liberal, KS (LBL)	85.2	83.3	54	54
Lihue, HI (LIH)	74.6	80.5	1311	1311
Lincoln, NE (LNK)	73.0	75.8	100	99
Little Rock, AR (LIT)	72.7	77.0	790	791
Long Beach, CA (LGB)	67.6	63.0	1343	1343
Longview, TX (GGG)	87.3	88.7	71	71
Los Angeles, CA (LAX)	67.9	68.4	16200	16203
Louisville, KY (SDF)	77.9	78.9	1843	1844
Lubbock, TX (LBB)	75.4	80.8	395	396
Madison, WI (MSN)	79.9	81.4	995	996
Manchester, NH (MHT)	78.6	84.6	473	473
Manhattan/Ft. Riley, KS (MHK)	84.0	87.3	150	150
Marquette, MI (MQT)	60.7	69.7	122	122

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mason City, IA (MCW)	74.1	70.4	54	54
Medford, OR (MFR)	66.3	69.5	572	573
Melbourne, FL (MLB)	84.5	86.1	245	245
Memphis, TN (MEM)	74.4	78.8	1816	1819
Meridian, MS (MEI)	92.6	87.0	54	54
Miami, FL (MIA)	77.0	74.4	10369	10364
Midland/Odessa, TX (MAF)	76.6	78.5	672	674
Milwaukee, WI (MKE)	74.5	81.4	2176	2179
Minneapolis, MN (MSP)	74.7	73.4	10292	10292
Minot, ND (MOT)	70.5	62.4	210	210
Mission/McAllen/Edinburg, TX (MFE)	66.7	76.1	330	331
Missoula, MT (MSO)	65.6	69.6	366	365
Moab, UT (CNY)	83.9	87.1	31	31
Mobile, AL (MOB)	78.1	82.7	215	214
Moline, IL (MLI)	79.2	83.3	318	318
Monroe, LA (MLU)	88.0	89.8	166	166
Monterey, CA (MRY)	66.8	67.7	319	319
Montgomery, AL (MGM)	86.6	86.2	217	218
Montrose/Delta, CO (MTJ)	65.1	67.3	361	361
Mosinee, WI (CWA)	72.0	78.3	161	161
Muskegon, MI (MKG)	82.8	84.5	58	58
Myrtle Beach, SC (MYR)	84.2	89.0	834	834
Nashville, TN (BNA)	78.7	75.1	6836	6833
New Bern/Morehead/Beaufort, NC (EWN)	84.5	87.6	129	129
New Orleans, LA (MSY)	72.0	73.0	3762	3761
New York, NY (JFK)	76.9	77.2	10052	10043
New York, NY (LGA)	84.2	84.0	13035	13038
Newark, NJ (EWR)	68.1	62.4	11087	11103
Newburgh/Poughkeepsie, NY (SWF)	70.3	64.1	64	64
Newport News/Williamsburg, VA (PHF)	78.6	85.7	28	28
Niagara Falls, NY (IAG)	69.2	60.0	39	40
Nome, AK (OME)	42.4	47.5	59	59
Norfolk, VA (ORF)	78.4	83.4	1725	1728
North Bend/Coos Bay, OR (OTH)	52.2	43.5	23	23
North Platte, NE (LBF)	88.9	98.1	54	54
Oakland, CA (OAK)	67.8	64.3	3299	3300
Ogden, UT (OGD)	20.0	16.7	5	6
Ogdensburg, NY (OGS)	66.7	60.8	51	51
Oklahoma City, OK (OKC)	73.8	81.4	1697	1697
Omaha, NE (OMA)	75.0	80.1	1798	1797
Ontario, CA (ONT)	68.7	72.8	1825	1825

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
**DECEMBER 2021**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Orlando, FL (MCO)	72.5	71.6	12502	12492
Paducah, KY (PAH)	82.3	88.7	62	62
Pago Pago, TT (PPG)	0.0	0.0	1	1
Palm Springs, CA (PSP)	69.0	71.6	1424	1423
Panama City, FL (ECP)	79.5	82.2	473	473
Pasco/Kennewick/Richland, WA (PSC)	67.2	70.4	457	456
Pellston, MI (PLN)	64.8	63.0	54	54
Pensacola, FL (PNS)	76.3	82.1	847	845
Peoria, IL (PIA)	73.2	69.3	280	280
Petersburg, AK (PSG)	61.7	65.0	60	60
Philadelphia, PA (PHL)	83.7	83.9	7191	7195
Phoenix, AZ (AZA)	44.7	59.9	606	601
Phoenix, AZ (PHX)	74.7	72.0	14225	14224
Pierre, SD (PIR)	77.4	77.4	31	31
Pittsburgh, PA (PIT)	82.1	86.3	3406	3406
Plattsburgh, NY (PBG)	75.0	60.0	100	100
Pocatello, ID (PIH)	71.0	71.0	31	31
Ponce, PR (PSE)	70.4	73.6	54	53
Portland, ME (PWM)	78.6	80.7	602	601
Portland, OR (PDX)	67.4	74.8	4628	4626
Portsmouth, NH (PSM)	65.2	52.2	23	23
Prescott, AZ (PRC)	71.0	75.8	62	62
Providence, RI (PVD)	75.8	79.8	1048	1047
Provo, UT (PVU)	51.5	49.5	97	97
Pueblo, CO (PUB)	84.0	84.0	50	50
Pullman, WA (PUW)	67.1	54.1	85	85
Punta Gorda, FL (PGD)	51.7	61.4	656	650
Raleigh/Durham, NC (RDU)	80.7	85.5	4459	4460
Rapid City, SD (RAP)	69.9	73.8	366	367
Redding, CA (RDD)	68.0	78.4	153	153
Reno, NV (RNO)	62.9	68.9	1522	1519
Rhineland, WI (RHI)	72.6	82.3	62	62
Richmond, VA (RIC)	79.9	82.1	1570	1572
Riverton/Lander, WY (RIW)	75.8	69.4	62	62
Roanoke, VA (ROA)	80.3	78.3	142	143
Rochester, MN (RST)	82.5	83.1	177	177
Rochester, NY (ROC)	78.3	80.2	982	980
Rock Springs, WY (RKS)	82.3	80.6	62	62
Rockford, IL (RFD)	69.0	60.8	71	74
Roswell, NM (ROW)	82.4	86.1	108	108
Sacramento, CA (SMF)	65.4	66.4	3834	3838

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Saginaw/Bay City/Midland, MI (MBS)	86.9	92.6	122	122
Saipan, TT (SPN)	96.8	93.5	31	31
Salina, KS (SLN)	79.0	72.6	62	62
Salt Lake City, UT (SLC)	71.5	69.5	9339	9333
San Angelo, TX (SJT)	82.6	83.2	132	131
San Antonio, TX (SAT)	76.5	83.1	2704	2705
San Diego, CA (SAN)	70.1	75.0	5707	5707
San Francisco, CA (SFO)	70.4	72.2	10064	10062
San Jose, CA (SJC)	68.9	71.1	3658	3659
San Juan, PR (SJU)	68.5	69.2	2635	2640
San Luis Obispo, CA (SBP)	73.0	72.5	411	411
Sanford, FL (SFB)	66.8	73.3	871	872
Santa Ana, CA (SNA)	65.9	66.4	3577	3580
Santa Barbara, CA (SBA)	67.8	71.9	593	591
Santa Fe, NM (SAF)	69.7	69.7	152	152
Santa Maria, CA (SMX)	63.2	63.2	19	19
Santa Rosa, CA (STS)	62.2	68.9	304	305
Sarasota/Bradenton, FL (SRQ)	73.1	71.9	1728	1726
Sault Ste. Marie, MI (CIU)	67.7	72.6	62	62
Savannah, GA (SAV)	82.7	86.1	1486	1485
Scottsbluff, NE (BFF)	81.5	83.3	54	54
Scranton/Wilkes-Barre, PA (AVP)	84.5	90.2	174	174
Seattle, WA (SEA)	67.2	67.6	13166	13169
Sheridan, WY (SHR)	80.6	80.6	62	62
Shreveport, LA (SHV)	84.4	83.1	372	372
Sioux City, IA (SUX)	79.4	82.5	63	63
Sioux Falls, SD (FSD)	73.5	73.4	672	670
Sitka, AK (SIT)	53.8	75.3	93	93
South Bend, IN (SBN)	77.3	80.4	503	504
Spokane, WA (GEG)	63.7	67.1	1436	1436
Springfield, IL (SPI)	86.6	76.8	82	82
Springfield, MO (SGF)	86.7	87.8	550	549
St. Cloud, MN (STC)	75.0	50.0	12	12
St. George, UT (SGU)	79.8	86.0	228	228
St. Louis, MO (STL)	79.4	78.2	4450	4450
St. Petersburg, FL (PIE)	65.4	75.3	700	695
State College, PA (SCE)	92.5	85.0	40	40
Staunton, VA (SHD)	74.2	75.8	62	62
Stillwater, OK (SWO)	92.6	94.5	54	55
Stockton, CA (SCK)	44.1	47.5	59	59
Sun Valley/Hailey/Ketchum, ID (SUN)	55.6	62.1	196	195

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER**  
**DECEMBER 2021**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Syracuse, NY (SYR)	78.8	81.8	1076	1074
Tallahassee, FL (TLH)	81.1	79.5	477	477
Tampa, FL (TPA)	75.7	79.2	6865	6856
Texarkana, AR (TXK)	79.8	83.7	104	104
Toledo, OH (TOL)	77.9	75.9	86	87
Traverse City, MI (TVC)	80.6	77.6	268	268
Trenton, NJ (TTN)	66.2	72.8	213	213
Tucson, AZ (TUS)	74.4	79.2	1440	1441
Tulsa, OK (TUL)	76.3	84.1	1159	1159
Twin Falls, ID (TWF)	71.0	71.9	31	32
Tyler, TX (TYR)	87.0	87.7	138	138
Valdosta, GA (VLD)	69.9	71.1	83	83
Valparaiso, FL (VPS)	79.1	80.3	588	589
Vernal, UT (VEL)	75.9	75.9	58	58
Victoria, TX (VCT)	90.7	87.0	54	54
Waco, TX (ACT)	93.6	94.9	156	156
Walla Walla, WA (ALW)	77.4	79.0	62	62
Washington, DC (DCA)	80.0	80.6	11282	11295
Washington, DC (IAD)	82.4	77.4	4867	4876
Waterloo, IA (ALO)	95.0	94.9	60	59
Watertown, SD (ATY)	87.1	81.3	31	32
Wenatchee, WA (EAT)	72.6	54.8	62	62
West Palm Beach/Palm Beach, FL (PBI)	68.2	73.0	2491	2490
White Plains, NY (HPN)	76.0	77.4	804	806
Wichita Falls, TX (SPS)	86.6	80.4	112	112
Wichita, KS (ICT)	77.5	83.5	772	772
Williston, ND (XWA)	64.2	54.5	123	123
Wilmington, DE (ILG)	33.3	33.3	9	9
Wilmington, NC (ILM)	80.8	88.0	489	491
Worcester, MA (ORH)	73.7	76.3	114	114
Wrangell, AK (WRG)	61.7	70.0	60	60
Yakima, WA (YKM)	69.4	72.6	62	62
Yakutat, AK (YAK)	40.0	45.0	60	60
Yuma, AZ (YUM)	78.0	83.1	118	118

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2021

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
<b>SOUTHWEST AIRLINES</b>	<b>107</b>	<b>97339</b>	<b>1100</b>	<b>1.1</b>	<b>1</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>229</b>	<b>155624</b>	<b>1763</b>	<b>1.1</b>	<b>2</b>
- AMERICAN AIRLINES	109	71824	455	0.6	
- BRANDED CODESHARE PARTNERS	215	83800	1308	1.6	
<b>FRONTIER AIRLINES</b>	<b>92</b>	<b>13160</b>	<b>212</b>	<b>1.6</b>	<b>3</b>
<b>HAWAIIAN AIRLINES</b>	<b>22</b>	<b>6206</b>	<b>123</b>	<b>2.0</b>	<b>4</b>
<b>DELTA AIR LINES NETWORK</b>	<b>211</b>	<b>118199</b>	<b>2988</b>	<b>2.5</b>	<b>5</b>
- DELTA AIR LINES	131	68537	1635	2.4	
- BRANDED CODESHARE PARTNERS	186	49662	1353	2.7	
<b>UNITED AIRLINES NETWORK</b>	<b>247</b>	<b>111161</b>	<b>3566</b>	<b>3.2</b>	<b>6</b>
- UNITED AIRLINES	102	49541	1607	3.2	
- BRANDED CODESHARE PARTNERS	233	61620	1959	3.2	
<b>JETBLUE AIRWAYS</b>	<b>63</b>	<b>21181</b>	<b>918</b>	<b>4.3</b>	<b>7</b>
<b>SPIRIT AIRLINES</b>	<b>54</b>	<b>17985</b>	<b>871</b>	<b>4.8</b>	<b>8</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>104</b>	<b>29044</b>	<b>1583</b>	<b>5.5</b>	<b>9</b>
- ALASKA AIRLINES	74	16885	1016	6.0	
- BRANDED CODESHARE PARTNERS	56	12159	567	4.7	
<b>ALLEGiant AIR</b>	<b>126</b>	<b>10339</b>	<b>649</b>	<b>6.3</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>368</b>	<b>580,238</b>	<b>13,773</b>	<b>2.4</b>	

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

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2021

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
REPUBLIC AIRWAYS	78	27593	66	0.2	1
PSA AIRLINES	96	20535	72	0.4	2
ENDEAVOR AIR	111	21876	115	0.5	3
AMERICAN AIRLINES	109	71824	455	0.6	4
ENVOY AIR	143	22845	185	0.8	5
SOUTHWEST AIRLINES	107	97339	1100	1.1	6
FRONTIER AIRLINES	92	13160	212	1.6	7
HAWAIIAN AIRLINES	22	6206	123	2.0	8
DELTA AIR LINES	131	68537	1635	2.4	9
UNITED AIRLINES	102	49541	1607	3.2	10
JETBLUE AIRWAYS	63	21181	918	4.3	11
SKYWEST AIRLINES	235	65939	3105	4.7	12
SPIRIT AIRLINES	54	17985	871	4.8	13
HORIZON AIR	52	7398	436	5.9	14
MESA AIRLINES	102	12702	764	6.0	15
ALASKA AIRLINES	74	16885	1016	6.0	16
ALLEGiant AIR	126	10339	649	6.3	17
<b>TOTAL AIRPORTS SERVED</b>	<b>362</b>	<b>551,885</b>	<b>13,329</b>	<b>2.4</b>	

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

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JANUARY - DECEMBER 2021			JANUARY - DECEMBER 2020		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	<b>HAWAIIAN AIRLINES</b>	<b>60,654</b>	<b>264</b>	<b>0.44</b>	<b>45,504</b>	<b>2,487</b>	<b>5.47</b>
	- HAWAIIAN AIRLINES	60,542	264	0.44	40,414	2,144	5.31
	- BRANDED CODESHARE PARTNERS	112	0	0.00	5,090	343	6.74
2	<b>DELTA AIR LINES NETWORK</b>	<b>1,357,322</b>	<b>7,866</b>	<b>0.58</b>	<b>1,066,908</b>	<b>45,190</b>	<b>4.24</b>
	- DELTA AIR LINES	747,998	3,631	0.49	581,101	28,769	4.95
	- BRANDED CODESHARE PARTNERS	609,324	4,235	0.70	485,807	16,421	3.38
3	<b>FRONTIER AIRLINES</b>	<b>137,142</b>	<b>1,929</b>	<b>1.41</b>	<b>91,175</b>	<b>4,691</b>	<b>5.15</b>
4	<b>JETBLUE AIRWAYS</b>	<b>202,702</b>	<b>3,299</b>	<b>1.63</b>	<b>144,163</b>	<b>7,982</b>	<b>5.54</b>
5	<b>ALASKA AIRLINES NETWORK</b>	<b>359,458</b>	<b>6,010</b>	<b>1.67</b>	<b>282,967</b>	<b>10,500</b>	<b>3.71</b>
	- ALASKA AIRLINES	188,955	3,217	1.70	138,226	5,481	3.97
	- BRANDED CODESHARE PARTNERS	170,503	2,793	1.64	144,741	5,019	3.47
6	<b>AMERICAN AIRLINES NETWORK</b>	<b>1,674,371</b>	<b>33,452</b>	<b>2.00</b>	<b>1,311,462</b>	<b>81,655</b>	<b>6.23</b>
	- AMERICAN AIRLINES	736,399	16,478	2.24	569,806	34,262	6.01
	- BRANDED CODESHARE PARTNERS	937,972	16,974	1.81	741,656	47,393	6.39
7	<b>UNITED AIRLINES NETWORK</b>	<b>1,148,340</b>	<b>25,203</b>	<b>2.19</b>	<b>885,351</b>	<b>53,448</b>	<b>6.04</b>
	- UNITED AIRLINES	446,837	6,107	1.37	308,217	22,593	7.33
	- BRANDED CODESHARE PARTNERS	701,503	19,096	2.72	577,134	30,855	5.35
8	<b>SOUTHWEST AIRLINES</b>	<b>1,064,640</b>	<b>23,505</b>	<b>2.21</b>	<b>961,276</b>	<b>77,842</b>	<b>8.10</b>
9	<b>SPIRIT AIRLINES</b>	<b>191,361</b>	<b>5,661</b>	<b>2.96</b>	<b>135,102</b>	<b>2,964</b>	<b>2.19</b>
10	<b>ALLEGiant AIR</b>	<b>115,881</b>	<b>3,829</b>	<b>3.30</b>	<b>98,489</b>	<b>14,296</b>	<b>14.52</b>
	<b>TOTAL</b>	<b>6,311,871</b>	<b>111,018</b>	<b>1.76</b>	<b>5,022,397</b>	<b>301,055</b>	<b>5.99</b>

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

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER <sup>1</sup>	JANUARY - DECEMBER 2021			JANUARY - DECEMBER 2020		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	ENDEAVOR AIR	266,702	986	0.37	211,398	6,942	3.28
2	HAWAIIAN AIRLINES	60,542	264	0.44	40,414	2,144	5.31
3	DELTA AIR LINES	747,998	3,631	0.49	581,101	28,769	4.95
4	PSA AIRLINES	222,611	2,278	1.02	192,614	14,108	7.32
5	UNITED AIRLINES	446,837	6,107	1.37	308,217	22,593	7.33
6	FRONTIER AIRLINES	137,142	1,929	1.41	91,175	4,691	5.15
7	JETBLUE AIRWAYS	202,702	3,299	1.63	144,163	7,982	5.54
8	ALASKA AIRLINES	188,955	3,217	1.70	138,226	5,481	3.97
9	REPUBLIC AIRWAYS	333,063	5,850	1.76	219,751	10,518	4.79
10	SKYWEST AIRLINES	753,417	13,412	1.78	597,021	24,955	4.18
11	HORIZON AIR	111,628	2,096	1.88	-	-	-
12	SOUTHWEST AIRLINES	1,064,640	23,505	2.21	961,276	77,842	8.10
13	ENVOY AIR	255,710	5,700	2.23	211,268	11,202	5.30
14	AMERICAN AIRLINES	736,399	16,478	2.24	569,806	34,262	6.01
15	SPIRIT AIRLINES	191,361	5,661	2.96	135,102	2,964	2.19
16	MESA AIRLINES	159,809	4,818	3.01	136,198	8,250	6.06
17	ALLEGiant AIR	115,881	3,829	3.30	98,489	14,296	14.52
	<b>TOTAL</b>	<b>5,995,397</b>	<b>103,060</b>	<b>1.72</b>	<b>4,636,219</b>	<b>276,999</b>	<b>5.97</b>

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

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

**AIR TRAVEL CONSUMER REPORT**

**TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER**

**DECEMBER 2021**

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
<b>ALASKA AIRLINES NETWORK</b>	<b>29044</b>	<b>19052</b>	<b>65.60</b>	<b>1583</b>	<b>5.45</b>	<b>130</b>	<b>0.45</b>	<b>2454</b>	<b>8.45</b>	<b>396</b>	<b>1.36</b>	<b>2522</b>	<b>8.68</b>	<b>73</b>	<b>0.25</b>	<b>2834</b>	<b>9.76</b>
- ALASKA AIRLINES	16885	10740	63.61	1016	6.02	93	0.55	1430	8.47	226	1.34	1905	11.28	63	0.37	1412	8.36
- BRANDED CODESHARE PARTNERS	12159	8312	68.36	567	4.66	37	0.30	1024	8.42	170	1.40	617	5.07	9	0.07	1423	11.70
<b>ALLEGiant AIR</b>	<b>10339</b>	<b>6314</b>	<b>61.07</b>	<b>649</b>	<b>6.28</b>	<b>37</b>	<b>0.36</b>	<b>849</b>	<b>8.21</b>	<b>106</b>	<b>1.03</b>	<b>941</b>	<b>9.10</b>	<b>10</b>	<b>0.10</b>	<b>1434</b>	<b>13.87</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>155624</b>	<b>127887</b>	<b>82.18</b>	<b>1763</b>	<b>1.13</b>	<b>350</b>	<b>0.22</b>	<b>8814</b>	<b>5.66</b>	<b>816</b>	<b>0.52</b>	<b>6305</b>	<b>4.05</b>	<b>127</b>	<b>0.08</b>	<b>9563</b>	<b>6.14</b>
- AMERICAN AIRLINES	71824	59661	83.07	455	0.63	130	0.18	4495	6.26	138	0.19	3020	4.20	82	0.11	3843	5.35
- BRANDED CODESHARE PARTNERS	83800	68226	81.42	1308	1.56	220	0.26	4320	5.16	677	0.81	3285	3.92	45	0.05	5720	6.83
<b>DELTA AIR LINES NETWORK</b>	<b>118199</b>	<b>94510</b>	<b>79.96</b>	<b>2988</b>	<b>2.53</b>	<b>243</b>	<b>0.21</b>	<b>9716</b>	<b>8.22</b>	<b>2327</b>	<b>1.97</b>	<b>4431</b>	<b>3.75</b>	<b>43</b>	<b>0.04</b>	<b>3942</b>	<b>3.34</b>
- DELTA AIR LINES	68537	54457	79.46	1635	2.39	147	0.21	5165	7.54	566	0.83	3307	4.83	26	0.04	3235	4.72
- BRANDED CODESHARE PARTNERS	49662	40053	80.65	1353	2.72	96	0.19	4552	9.17	1760	3.54	1124	2.26	17	0.03	707	1.42
<b>FRONTIER AIRLINES</b>	<b>13160</b>	<b>9261</b>	<b>70.37</b>	<b>212</b>	<b>1.61</b>	<b>19</b>	<b>0.14</b>	<b>1254</b>	<b>9.53</b>	<b>17</b>	<b>0.13</b>	<b>1055</b>	<b>8.02</b>	<b>0</b>	<b>0.00</b>	<b>1342</b>	<b>10.20</b>
<b>HAWAIIAN AIRLINES</b>	<b>6206</b>	<b>4800</b>	<b>77.34</b>	<b>123</b>	<b>1.98</b>	<b>9</b>	<b>0.15</b>	<b>745</b>	<b>12.00</b>	<b>60</b>	<b>0.97</b>	<b>16</b>	<b>0.26</b>	<b>3</b>	<b>0.05</b>	<b>449</b>	<b>7.23</b>
<b>JETBLUE AIRWAYS</b>	<b>21181</b>	<b>13663</b>	<b>64.51</b>	<b>918</b>	<b>4.33</b>	<b>119</b>	<b>0.56</b>	<b>2962</b>	<b>13.98</b>	<b>35</b>	<b>0.17</b>	<b>1638</b>	<b>7.73</b>	<b>43</b>	<b>0.20</b>	<b>1802</b>	<b>8.51</b>
<b>SOUTHWEST AIRLINES</b>	<b>97339</b>	<b>68509</b>	<b>70.38</b>	<b>1100</b>	<b>1.13</b>	<b>190</b>	<b>0.20</b>	<b>10923</b>	<b>11.22</b>	<b>156</b>	<b>0.16</b>	<b>4206</b>	<b>4.32</b>	<b>90</b>	<b>0.09</b>	<b>12165</b>	<b>12.50</b>
<b>SPIRIT AIRLINES</b>	<b>17985</b>	<b>12686</b>	<b>70.54</b>	<b>871</b>	<b>4.84</b>	<b>27</b>	<b>0.15</b>	<b>1475</b>	<b>8.20</b>	<b>70</b>	<b>0.39</b>	<b>1643</b>	<b>9.14</b>	<b>69</b>	<b>0.38</b>	<b>1145</b>	<b>6.37</b>
<b>UNITED AIRLINES NETWORK</b>	<b>111161</b>	<b>84078</b>	<b>75.64</b>	<b>3566</b>	<b>3.21</b>	<b>329</b>	<b>0.30</b>	<b>11656</b>	<b>10.49</b>	<b>407</b>	<b>0.37</b>	<b>4960</b>	<b>4.46</b>	<b>15</b>	<b>0.01</b>	<b>6151</b>	<b>5.53</b>
- UNITED AIRLINES	49541	36615	73.91	1607	3.24	120	0.24	4776	9.64	135	0.27	2845	5.74	5	0.01	3439	6.94
- BRANDED CODESHARE PARTNERS	61620	47463	77.03	1959	3.18	209	0.34	6880	11.17	271	0.44	2115	3.43	11	0.02	2712	4.40
<b>TOTAL</b>	<b>580,238</b>	<b>440,760</b>	<b>75.96</b>	<b>13,773</b>	<b>2.37</b>	<b>1,453</b>	<b>0.25</b>	<b>50,848</b>	<b>8.76</b>	<b>4,389</b>	<b>0.76</b>	<b>27,716</b>	<b>4.78</b>	<b>473</b>	<b>0.08</b>	<b>40,826</b>	<b>7.04</b>

**\* Causes of Delay:**

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

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

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



**AIR TRAVEL CONSUMER REPORT**

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

**DECEMBER 2021**

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	16885	10740	63.61	1016	6.02	93	0.55	1430	8.47	226	1.34	1905	11.28	63	0.37	1412	8.36
ALLEGIAN AIR	10339	6314	61.07	649	6.28	37	0.36	849	8.21	106	1.03	941	9.10	10	0.10	1434	13.87
AMERICAN AIRLINES	71824	59661	83.07	455	0.63	130	0.18	4495	6.26	138	0.19	3020	4.20	82	0.11	3843	5.35
DELTA AIR LINES	68537	54457	79.46	1635	2.39	147	0.21	5165	7.54	566	0.83	3307	4.83	26	0.04	3235	4.72
ENDEAVOR AIR	21876	19367	88.53	115	0.53	33	0.15	793	3.62	140	0.64	794	3.63	4	0.02	630	2.88
ENVOY AIR	22845	19172	83.92	185	0.81	54	0.24	1040	4.55	192	0.84	982	4.30	10	0.04	1210	5.30
FRONTIER AIRLINES	13160	9261	70.37	212	1.61	19	0.14	1254	9.53	17	0.13	1055	8.02	0	0.00	1342	10.20
HAWAIIAN AIRLINES	6206	4800	77.34	123	1.98	9	0.15	745	12.00	60	0.97	16	0.26	3	0.05	449	7.23
HORIZON AIR	7398	5067	68.49	436	5.89	15	0.20	525	7.10	138	1.87	587	7.93	8	0.11	622	8.41
JETBLUE AIRWAYS	21181	13663	64.51	918	4.33	119	0.56	2962	13.98	35	0.17	1638	7.73	43	0.20	1802	8.51
MESA AIRLINES	12702	9415	74.12	764	6.01	29	0.23	1210	9.53	59	0.46	295	2.32	10	0.08	919	7.24
PSA AIRLINES	20535	16827	81.94	72	0.35	49	0.24	1016	4.95	75	0.37	1034	5.04	19	0.09	1443	7.03
REPUBLIC AIRWAYS	27593	23510	85.20	66	0.24	53	0.19	1129	4.09	232	0.84	1755	6.36	12	0.04	836	3.03
SKYWEST AIRLINES	65939	47969	72.75	3105	4.71	249	0.38	9326	14.14	1896	2.88	278	0.42	15	0.02	3101	4.70
SOUTHWEST AIRLINES	97339	68509	70.38	1100	1.13	190	0.20	10923	11.22	156	0.16	4206	4.32	90	0.09	12165	12.50
SPIRIT AIRLINES	17985	12686	70.54	871	4.84	27	0.15	1475	8.20	70	0.39	1643	9.14	69	0.38	1145	6.37
UNITED AIRLINES	49541	36615	73.91	1607	3.24	120	0.24	4776	9.64	135	0.27	2845	5.74	5	0.01	3439	6.94
<b>TOTAL</b>	<b>551,885</b>	<b>418,033</b>	<b>75.75</b>	<b>13,329</b>	<b>2.42</b>	<b>1,373</b>	<b>0.25</b>	<b>49,111</b>	<b>8.90</b>	<b>4,243</b>	<b>0.77</b>	<b>26,299</b>	<b>4.77</b>	<b>470</b>	<b>0.09</b>	<b>39,027</b>	<b>7.07</b>

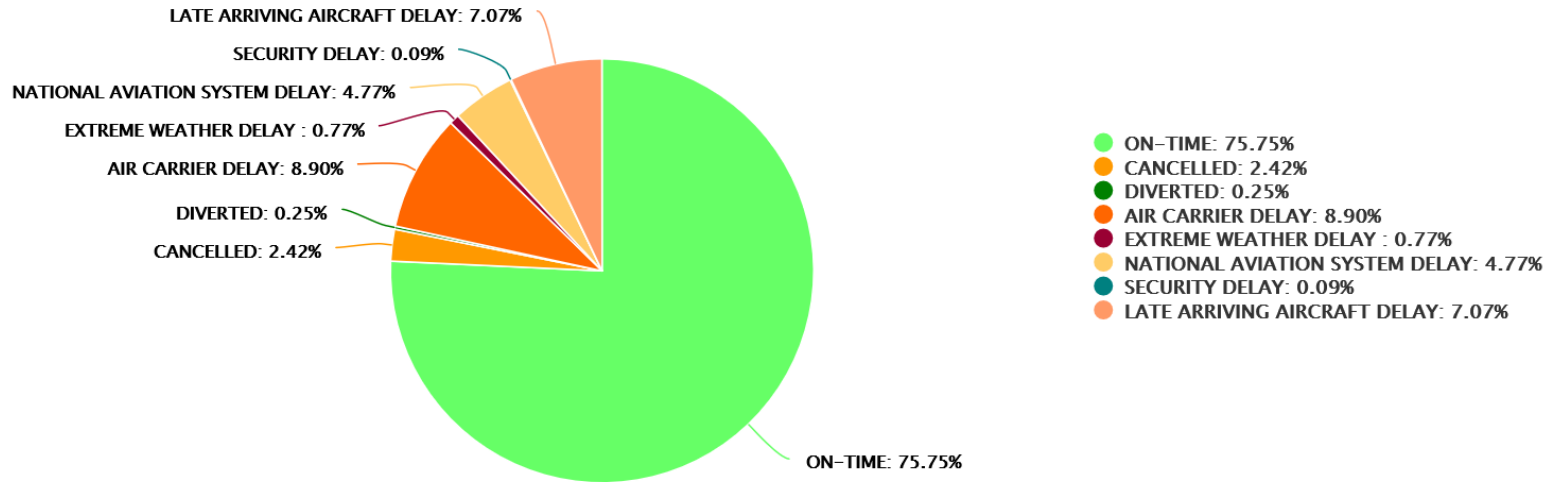
**\* Causes of Delay:**

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

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

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

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING OPERATING CARRIER**  
**DECEMBER 2021**



**\* Causes of Delay:**

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

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER**  
**DECEMBER 2021**

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
DELTA	DELTA	1218	SLC	MCI	12/14/2021	Origin Airport	4:38
ALASKA	ALASKA	16	SEA	MCO	12/26/2021	Origin Airport	4:29
DELTA	DELTA	1443	SLC	IAH	12/14/2021	Origin Airport	4:29
DELTA	SKYWEST	3633	SLC	OKC	12/14/2021	Origin Airport	4:20
DELTA	SKYWEST	4019	SLC	ABQ	12/14/2021	Origin Airport	4:15
DELTA	DELTA	696	SLC	LAX	12/14/2021	Origin Airport	4:14
ALASKA	ALASKA	1107	FLL	SEA	12/12/2021	Diversion Airport (DEN)	4:12
DELTA	SKYWEST	4060	SLC	TUL	12/14/2021	Origin Airport	3:53
DELTA	DELTA	2052	SLC	STL	12/14/2021	Origin Airport	3:47
DELTA	DELTA	2242	SLC	SNA	12/14/2021	Origin Airport	3:43
DELTA	DELTA	790	SLC	SEA	12/14/2021	Origin Airport	3:43
UNITED	UNITED	67	KOA	ORD	12/20/2021	Origin Airport	3:38
ALASKA	ALASKA	1078	SEA	IAD	12/26/2021	Origin Airport	3:35
ALASKA	ALASKA	706	SEA	TUS	12/26/2021	Origin Airport	3:30
UNITED	UNITED	1101	ORD	IAH	12/18/2021	Diversion Airport (AEX)	3:29
ALASKA	ALASKA	830	HNL	SJC	12/28/2021	Origin Airport	3:28
DELTA	DELTA	1208	SLC	BOI	12/14/2021	Origin Airport	3:23
ALASKA	ALASKA	87	SEA	ANC	12/26/2021	Origin Airport	3:20
DELTA	DELTA	2425	SLC	ONT	12/14/2021	Origin Airport	3:17
DELTA	SKYWEST	3963	SLC	TUS	12/14/2021	Origin Airport	3:13
ALASKA	ALASKA	1050	SEA	BUR	12/26/2021	Origin Airport	3:12
ALASKA	ALASKA	1157	ABQ	SEA	12/26/2021	Diversion Airport (YKM)	3:12
ALASKA	ALASKA	756	DFW	SEA	12/26/2021	Destination Airport	3:11
DELTA	DELTA	2373	SLC	DFW	12/14/2021	Origin Airport	3:11
UNITED	UNITED	2110	RAP	DEN	12/10/2021	Origin Airport	3:11
DELTA	DELTA	399	SLC	JFK	12/14/2021	Origin Airport	3:06
UNITED	SKYWEST	5523	SFO	SEA	12/26/2021	Destination Airport	3:06
DELTA	DELTA	2148	LAS	SEA	12/26/2021	Destination Airport	3:05
DELTA	DELTA	1413	SEA	SAN	12/26/2021	Origin Airport	3:03
ALASKA	ALASKA	926	SEA	PHX	12/26/2021	Origin Airport	3:02
DELTA	DELTA	2204	MSP	STL	12/28/2021	Origin Airport	3:02
DELTA	DELTA	1074	JAC	ATL	12/23/2021	Origin Airport	3:01
DELTA	SKYWEST	3640	SAT	LAX	12/29/2021	Destination Airport	3:01

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

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2021

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 0.05% 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	EWL
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
EV	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
QX	Horizon Air
YV	Mesa Airlines
OH	PSA Airlines
YX	Republic Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines

\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #34, issued October 15, 2020, effective January 1, 2021: <https://www.bts.gov/topics/airlines-and-airports/number-34-time-reporting-carriers-effective-jan-1-2021>

## **MISHANDLED BAGGAGE**

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least one-half percent (.005) of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending June 30, 2020, 17 air carriers reached this reporting threshold. They are Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Endeavor Air, Envoy Air, Frontier Airlines, Hawaiian Airlines, Horizon Air, JetBlue Airways, Mesa Airlines, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines.

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

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

**AIR TRAVEL CONSUMER REPORT**

**MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING MARKETING CARRIERS (MONTHLY)**

RANK	CARRIER*	DECEMBER 2021			DECEMBER 2020		
		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	551,886	1,328	2.41	279,552	336	1.20
2	HAWAIIAN AIRLINES	487,342	1,819	3.73	153,554	304	1.98
3	FRONTIER AIRLINES	904,497	3,757	4.15	423,343	1,059	2.50
4	SOUTHWEST AIRLINES	10,128,253	43,655	4.31	5,386,803	15,485	2.87
5	JETBLUE AIRWAYS	1,389,585	7,830	5.63	413,185	1,776	4.30
6	SPIRIT AIRLINES	1,099,048	6,454	5.87	665,361	2,192	3.29
7	UNITED AIRLINES NETWORK	6,208,947	44,023	7.09	2,963,812	12,731	4.30
	- UNITED AIRLINES	4,068,097	27,911	6.86	1,721,579	7,345	4.27
	- BRANDED CODESHARE PARTNERS	2,140,850	16,112	7.53	1,242,233	5,386	4.34
8	DELTA AIR LINES NETWORK	7,947,106	59,840	7.53	3,314,769	10,798	3.26
	- DELTA AIR LINES	6,080,122	46,825	7.70	2,222,368	7,364	3.31
	- BRANDED CODESHARE PARTNERS	1,866,984	13,015	6.97	1,092,401	3,434	3.14
9	AMERICAN AIRLINES NETWORK	9,610,658	75,987	7.91	4,810,905	33,991	7.07
	- AMERICAN AIRLINES	5,951,621	49,535	8.32	2,601,709	19,325	7.43
	- BRANDED CODESHARE PARTNERS	3,659,037	26,452	7.23	2,209,196	14,666	6.64
10	ALASKA AIRLINES NETWORK	2,179,018	23,955	10.99	939,055	2,720	2.90
	- ALASKA AIRLINES	1,599,379	18,567	11.61	603,591	1,557	2.58
	- BRANDED CODESHARE PARTNERS	579,639	5,388	9.30	335,464	1,163	3.47
<b>TOTAL</b>		<b>40,506,340</b>	<b>268,648</b>	<b>6.63</b>	<b>19,350,339</b>	<b>81,392</b>	<b>4.21</b>

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - DECEMBER 2021			JANUARY - DECEMBER 2020		
		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	5,394,430	9,395	1.74	3,523,501	5,225	1.48
2	HAWAIIAN AIRLINES NETWORK	4,431,963	10,368	2.34	2,048,605	6,672	3.26
	- HAWAIIAN AIRLINES	4,430,033	10,367	2.34	1,984,854	6,322	3.19
	- BRANDED CODESHARE PARTNERS	1,930	1	0.52	63,751	350	5.49
3	FRONTIER AIRLINES	8,585,154	26,472	3.08	4,960,051	16,027	3.23
4	SOUTHWEST AIRLINES	99,071,340	369,595	3.73	54,893,501	147,245	2.68
5	SPIRIT AIRLINES	10,758,796	47,174	4.38	6,589,748	26,144	3.97
6	DELTA AIR LINES NETWORK	77,077,688	348,027	4.52	40,124,127	145,135	3.62
	- DELTA AIR LINES	56,222,344	266,374	4.74	29,033,557	107,844	3.71
	- BRANDED CODESHARE PARTNERS	20,855,344	81,653	3.92	11,090,570	37,291	3.36
7	UNITED AIRLINES NETWORK	56,958,823	257,362	4.52	31,780,790	142,218	4.48
	- UNITED AIRLINES	34,748,763	154,068	4.43	17,802,480	81,081	4.55
	- BRANDED CODESHARE PARTNERS	22,210,060	103,294	4.65	13,978,310	61,137	4.37
8	JETBLUE AIRWAYS	12,490,721	60,282	4.83	5,224,361	19,903	3.81
9	ALASKA AIRLINES NETWORK	22,542,633	134,720	5.98	12,303,389	49,959	4.06
	- ALASKA AIRLINES	15,803,787	101,663	6.43	8,265,281	32,654	3.95
	- BRANDED CODESHARE PARTNERS	6,738,846	33,057	4.91	4,038,108	17,305	4.29
10	AMERICAN AIRLINES NETWORK	95,635,965	729,841	7.63	57,148,720	340,555	5.96
	- AMERICAN AIRLINES	56,543,588	466,678	8.25	33,370,767	212,974	6.38
	- BRANDED CODESHARE PARTNERS	39,092,377	263,163	6.73	23,777,953	127,581	5.37
<b>TOTAL</b>		<b>392,947,513</b>	<b>1,993,236</b>	<b>5.07</b>	<b>218,596,793</b>	<b>899,083</b>	<b>4.11</b>

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



AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	DECEMBER 2021			DECEMBER 2020		
		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	551,886	1,328	2.41	279,552	336	1.20
2	HAWAIIAN AIRLINES	487,342	1,819	3.73	149,674	303	2.02
3	FRONTIER AIRLINES	904,497	3,757	4.15	423,343	1,059	2.50
4	SOUTHWEST AIRLINES	10,128,253	43,655	4.31	5,386,803	15,485	2.87
5	JETBLUE AIRWAYS	1,389,585	7,830	5.63	413,185	1,776	4.30
6	PSA AIRLINES	1,104,912	6,415	5.81	651,912	3,052	4.68
7	SPIRIT AIRLINES	1,099,048	6,454	5.87	665,361	2,192	3.29
8	ENDEAVOR AIR	889,081	5,825	6.55	601,219	1,725	2.87
9	UNITED AIRLINES	4,068,097	27,911	6.86	1,721,579	7,345	4.27
10	MESA AIRLINES	571,055	3,937	6.89	451,996	2,649	5.86
11	DELTA AIR LINES	6,080,122	46,825	7.70	2,222,368	7,364	3.31
12	SKYWEST AIRLINES	2,628,326	20,698	7.88	1,363,293	6,282	4.61
13	REPUBLIC AIRWAYS	790,775	6,399	8.09	532,742	2,973	5.58
14	ENVOY AIR	870,546	7,228	8.30	553,662	5,179	9.35
15	AMERICAN AIRLINES	5,951,621	49,535	8.32	2,601,709	19,325	7.43
16	HORIZON AIR	393,079	4,144	10.54	-	-	-
17	ALASKA AIRLINES	1,599,379	18,567	11.61	603,591	1,557	2.58
	<b>TOTAL</b>	<b>39,507,604</b>	<b>262,327</b>	<b>6.64</b>	<b>18,621,989</b>	<b>78,602</b>	<b>4.22</b>

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - DECEMBER 2021			JANUARY - DECEMBER 2020		
		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	5,394,430	9,395	1.74	3,523,501	5,225	1.48
2	HAWAIIAN AIRLINES	4,430,033	10,367	2.34	1,984,854	6,322	3.19
3	FRONTIER AIRLINES	8,585,154	26,472	3.08	4,960,051	16,027	3.23
4	SOUTHWEST AIRLINES	99,071,340	369,595	3.73	54,893,501	147,245	2.68
5	ENDEAVOR AIR	10,301,235	42,814	4.16	5,578,086	18,136	3.25
6	SPIRIT AIRLINES	10,758,796	47,174	4.38	6,589,748	26,144	3.97
7	UNITED AIRLINES	34,748,763	154,068	4.43	17,802,480	81,081	4.55
8	SKYWEST AIRLINES	26,026,193	121,430	4.67	14,574,244	64,554	4.43
9	DELTA AIR LINES	56,222,344	266,374	4.74	29,033,557	107,844	3.71
10	JETBLUE AIRWAYS	12,490,721	60,282	4.83	5,224,361	19,903	3.81
11	HORIZON AIR	4,977,537	25,136	5.05	-	-	-
12	PSA AIRLINES	11,518,021	58,651	5.09	7,394,058	33,128	4.48
13	REPUBLIC AIRWAYS	10,112,268	59,304	5.86	4,577,009	23,853	5.21
14	ALASKA AIRLINES	15,803,787	101,663	6.43	8,265,281	32,654	3.95
15	MESA AIRLINES	6,606,243	43,214	6.54	4,739,393	22,407	4.73
16	AMERICAN AIRLINES	56,543,588	466,678	8.25	33,370,767	212,974	6.38
17	ENVOY AIR	9,051,406	81,476	9.00	5,977,934	38,054	6.37
	<b>TOTAL</b>	<b>382,641,859</b>	<b>1,944,093</b>	<b>5.08</b>	<b>208,488,825</b>	<b>855,551</b>	<b>4.10</b>

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

## **MISHANDLED WHEELCHAIRS AND SCOOTERS**

The Department revised 14 CFR 234 to require airlines classified as “reporting carriers” to report mishandled wheelchair and scooter data in aircraft cargo compartments. Pursuant to the FAA Reauthorization Act of 2018, this requirement applies to operations on and after December 4, 2018. For flights on January 1, 2019, and after, airlines must also report this data for their branded codeshare partners.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	DECEMBER 2021			DECEMBER 2020		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	<b>ALLEGiant AIR</b>	<b>1,678</b>	<b>7</b>	<b>0.42</b>	<b>195</b>	<b>1</b>	<b>0.51</b>
2	<b>UNITED AIRLINES NETWORK</b>	<b>12,974</b>	<b>109</b>	<b>0.84</b>	<b>3,932</b>	<b>32</b>	<b>0.81</b>
	- UNITED AIRLINES	9,159	82	0.90	2,337	21	0.90
	- BRANDED CODESHARE PARTNERS	3,815	27	0.71	1,595	11	0.69
3	<b>DELTA AIR LINES NETWORK</b>	<b>14,611</b>	<b>129</b>	<b>0.88</b>	<b>4,757</b>	<b>29</b>	<b>0.61</b>
	- DELTA AIR LINES	11,741	114	0.97	3,064	21	0.69
	- BRANDED CODESHARE PARTNERS	2,870	15	0.52	1,693	8	0.47
4	<b>ALASKA AIRLINES NETWORK</b>	<b>2,728</b>	<b>29</b>	<b>1.06</b>	<b>684</b>	<b>9</b>	<b>1.32</b>
	- ALASKA AIRLINES	1,793	24	1.34	485	7	1.44
	- BRANDED CODESHARE PARTNERS	935	5	0.53	199	2	1.01
5	<b>FRONTIER AIRLINES</b>	<b>1,945</b>	<b>24</b>	<b>1.23</b>	<b>844</b>	<b>11</b>	<b>1.30</b>
6	<b>AMERICAN AIRLINES NETWORK</b>	<b>10,349</b>	<b>199</b>	<b>1.92</b>	<b>4,118</b>	<b>50</b>	<b>1.21</b>
	- AMERICAN AIRLINES	7,511	140	1.86	2,641	37	1.40
	- BRANDED CODESHARE PARTNERS	2,838	59	2.08	1,477	13	0.88
7	<b>HAWAIIAN AIRLINES</b>	<b>535</b>	<b>13</b>	<b>2.43</b>	<b>189</b>	<b>3</b>	<b>1.59</b>
8	<b>SPIRIT AIRLINES</b>	<b>619</b>	<b>27</b>	<b>4.36</b>	<b>378</b>	<b>18</b>	<b>4.76</b>
9	<b>JETBLUE AIRWAYS</b>	<b>2,040</b>	<b>109</b>	<b>5.34</b>	<b>730</b>	<b>17</b>	<b>2.33</b>
10	<b>SOUTHWEST AIRLINES</b>	<b>2,968</b>	<b>188</b>	<b>6.33</b>	<b>3,501</b>	<b>53</b>	<b>1.51</b>
	<b>TOTAL</b>	<b>50,447</b>	<b>834</b>	<b>1.65</b>	<b>19,328</b>	<b>223</b>	<b>1.15</b>

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

**AIR TRAVEL CONSUMER REPORT**

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

RANK	CARRIER*	JANUARY - DECEMBER 2021			JANUARY - DECEMBER 2020		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	<b>ALLEGiant AIR</b>	<b>8,104</b>	<b>46</b>	<b>0.57</b>	<b>6,135</b>	<b>21</b>	<b>0.34</b>
2	<b>DELTA AIR LINES NETWORK</b>	<b>150,555</b>	<b>987</b>	<b>0.66</b>	<b>69,947</b>	<b>436</b>	<b>0.62</b>
	- DELTA AIR LINES	110,138	821	0.75	51,979	343	0.66
	- BRANDED CODESHARE PARTNERS	40,417	166	0.41	17,968	93	0.52
3	<b>UNITED AIRLINES NETWORK</b>	<b>103,032</b>	<b>948</b>	<b>0.92</b>	<b>42,630</b>	<b>526</b>	<b>1.23</b>
	- UNITED AIRLINES	66,072	671	1.02	25,684	346	1.35
	- BRANDED CODESHARE PARTNERS	36,960	277	0.75	16,946	180	1.06
4	<b>ALASKA AIRLINES NETWORK</b>	<b>25,972</b>	<b>293</b>	<b>1.13</b>	<b>10,459</b>	<b>157</b>	<b>1.50</b>
	- ALASKA AIRLINES	17,374	235	1.35	7,990	119	1.49
	- BRANDED CODESHARE PARTNERS	8,598	58	0.67	2,469	38	1.54
5	<b>FRONTIER AIRLINES</b>	<b>20,217</b>	<b>285</b>	<b>1.41</b>	<b>11,302</b>	<b>167</b>	<b>1.48</b>
6	<b>AMERICAN AIRLINES NETWORK</b>	<b>102,843</b>	<b>1,880</b>	<b>1.83</b>	<b>56,877</b>	<b>997</b>	<b>1.75</b>
	- AMERICAN AIRLINES	72,433	1,305	1.80	40,088	692	1.73
	- BRANDED CODESHARE PARTNERS	30,410	575	1.89	16,789	305	1.82
7	<b>HAWAIIAN AIRLINES NETWORK</b>	<b>4,842</b>	<b>89</b>	<b>1.84</b>	<b>2,474</b>	<b>32</b>	<b>1.29</b>
	- HAWAIIAN AIRLINES	4,833	89	1.84	2,239	32	1.43
	- BRANDED CODESHARE PARTNERS	9	0	0.00	235	0	0.00
8	<b>SOUTHWEST AIRLINES</b>	<b>90,119</b>	<b>1,691</b>	<b>1.88</b>	<b>50,874</b>	<b>770</b>	<b>1.51</b>
9	<b>JETBLUE AIRWAYS</b>	<b>19,504</b>	<b>683</b>	<b>3.50</b>	<b>11,094</b>	<b>154</b>	<b>1.39</b>
10	<b>SPIRIT AIRLINES</b>	<b>7,118</b>	<b>337</b>	<b>4.73</b>	<b>6,884</b>	<b>204</b>	<b>2.96</b>
	<b>TOTAL</b>	<b>532,306</b>	<b>7,239</b>	<b>1.36</b>	<b>268,676</b>	<b>3,464</b>	<b>1.29</b>

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	December 2021			December 2020		
		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	1,678	7	0.42	195	1	0.51
2	HORIZON AIR	875	4	0.46	-	-	-
3	ENDEAVOR AIR	1,308	6	0.46	971	6	0.62
4	SKYWEST AIRLINES	3,882	24	0.62	1,521	10	0.66
5	UNITED AIRLINES	9,159	82	0.90	2,337	21	0.90
6	DELTA AIR LINES	11,741	114	0.97	3,064	21	0.69
7	MESA AIRLINES	720	8	1.11	409	3	0.73
8	FRONTIER AIRLINES	1,945	24	1.23	844	11	1.30
9	PSA AIRLINES	710	9	1.27	416	1	0.24
10	ALASKA AIRLINES	1,793	24	1.34	485	7	1.44
11	REPUBLIC AIRWAYS	984	14	1.42	640	3	0.47
12	AMERICAN AIRLINES	7,511	140	1.86	2,641	37	1.40
13	HAWAIIAN AIRLINES	535	13	2.43	178	3	1.69
14	ENVOY AIR	862	31	3.60	360	2	0.56
15	SPIRIT AIRLINES	619	27	4.36	378	18	4.76
16	JETBLUE AIRWAYS	2,040	109	5.34	730	17	2.33
17	SOUTHWEST AIRLINES	2,968	188	6.33	3,501	53	1.51
	<b>TOTAL</b>	<b>49,330</b>	<b>824</b>	<b>1.67</b>	<b>18,670</b>	<b>214</b>	<b>1.15</b>

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - DECEMBER 2021			JANUARY - DECEMBER 2020		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ENDEAVOR AIR	18,305	65	0.36	8,525	41	0.48
2	HORIZON AIR	7,960	36	0.45	-	-	-
3	ALLEGiant AIR	8,104	46	0.57	6,135	21	0.34
4	DELTA AIR LINES	110,138	821	0.75	51,979	343	0.66
5	SKYWEST AIRLINES	39,657	316	0.80	17,587	203	1.15
6	MESA AIRLINES	9,095	85	0.93	4,656	67	1.44
7	UNITED AIRLINES	66,072	671	1.02	25,684	346	1.35
8	REPUBLIC AIRWAYS	14,218	164	1.15	5,765	63	1.09
9	ALASKA AIRLINES	17,374	235	1.35	7,990	119	1.49
10	FRONTIER AIRLINES	20,217	285	1.41	11,302	167	1.48
11	AMERICAN AIRLINES	72,433	1,305	1.80	40,088	692	1.73
12	HAWAIIAN AIRLINES	4,833	89	1.84	2,239	32	1.43
13	SOUTHWEST AIRLINES	90,119	1,691	1.88	50,874	770	1.51
14	PSA AIRLINES	7,465	142	1.90	4,323	69	1.60
15	ENVOY AIR	8,375	177	2.11	4,522	79	1.75
16	JETBLUE AIRWAYS	19,504	683	3.50	11,094	154	1.39
17	SPIRIT AIRLINES	7,118	337	4.73	6,884	204	2.96
	<b>TOTAL</b>	<b>520,987</b>	<b>7,148</b>	<b>1.37</b>	<b>259,647</b>	<b>3,370</b>	<b>1.30</b>

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

## **OVERSALES**

This section furnishes data on the number of passengers who hold confirmed reservations and are denied boarding ("bumped") from a flight because it is oversold. These figures include only passengers whose oversold flight departs without them; they do not include passengers affected by cancelled, delayed, or diverted flights.

The report includes U.S. airlines that have at least 0.5 percent of total domestic scheduled-service passenger revenues and operate aircraft with a passenger capacity of 30 or more seats (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 CFR 250.10.

These tables give information by marketing and reporting carrier on the number of passengers bumped involuntarily and, on the number, who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boarding's per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boarding's include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the Oversales rule. There are four exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; 3) aircraft of smaller capacity is substituted; and (4) passenger is denied boarding due to safety-related weight restrictions on an aircraft with 60 or fewer seats. Totals appear at the end of each table.

The enplanements figures that are used to calculate the involuntary denied boarding rate do not include inbound international service, since the rule does not apply to these flights.



**AIR TRAVEL CONSUMER REPORT**

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

OCTOBER - DECEMBER 2021					OCTOBER - DECEMBER 2020				
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
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	ALLEGiant AIR	431	0	3,731,034	0.00	6	0	2,180,397	0.00
2	HAWAIIAN AIRLINES NETWORK	16	0	1,992,068	0.00	8	0	477,358	0.00
3	DELTA AIR LINES NETWORK	19,732	2	38,048,349	0.00	1,199	0	15,206,962	0.00
	- DELTA AIR LINES	10,508	0	30,133,454	0.00	570	0	11,484,571	0.00
	- BRANDED CODESHARE PARTNERS	9,224	2	7,914,895	0.00	629	0	3,722,391	0.00
4	UNITED AIRLINES NETWORK	6,977	39	31,172,552	0.01	767	5	14,096,177	0.00
	- UNITED AIRLINES	2,609	16	21,830,661	0.01	289	5	8,860,807	0.01
	- BRANDED CODESHARE PARTNERS	4,368	23	9,341,891	0.02	478	0	5,235,370	0.00
5	JETBLUE AIRWAYS	864	16	7,738,593	0.02	62	0	2,560,789	0.00
6	SPIRIT AIRLINES	1,853	94	8,160,830	0.12	691	99	5,010,558	0.20
7	ALASKA AIRLINES NETWORK	3,373	109	8,875,393	0.12	7	1	3,606,481	0.00
	- ALASKA AIRLINES	2,386	51	6,537,197	0.08	0	0	2,247,354	0.00
	- BRANDED CODESHARE PARTNERS	987	58	2,338,196	0.25	7	1	1,359,127	0.01
8	SOUTHWEST AIRLINES	9,649	1,304	35,778,696	0.36	487	28	15,891,567	0.02
9	AMERICAN AIRLINES NETWORK	15,961	1,929	46,531,020	0.41	1,986	106	22,451,466	0.05
	- AMERICAN AIRLINES	8,787	1,171	32,951,348	0.36	591	28	14,695,523	0.02
	- BRANDED CODESHARE PARTNERS	7,174	758	13,579,672	0.56	1,395	78	7,755,943	0.10
10	FRONTIER AIRLINES	1,684	887	5,734,906	1.55	167	51	2,619,595	0.19
	<b>TOTAL</b>	<b>60,540</b>	<b>4,380</b>	<b>187,763,441</b>	<b>0.23</b>	<b>5,380</b>	<b>290</b>	<b>84,101,350</b>	<b>0.03</b>

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

**AIR TRAVEL CONSUMER REPORT**

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

JANUARY - DECEMBER 2021					JANUARY - DECEMBER 2020				
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
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	<b>ALLEGiant AIR</b>	1,156	0	13,625,848	0.00	304	0	8,710,874	0.00
2	<b>HAWAIIAN AIRLINES NETWORK</b>	31	0	6,487,066	0.00	191	1	3,218,086	0.00
	- HAWAIIAN AIRLINES	31	0	6,485,564	0.00	177	1	3,151,945	0.00
	- BRANDED CODESHARE PARTNERS	0	0	1,502	0.00	14	0	66,141	0.00
3	<b>DELTA AIR LINES NETWORK</b>	51,486	2	127,172,296	0.00	32,259	5	67,084,564	0.00
	- DELTA AIR LINES	27,417	0	97,887,032	0.00	19,149	0	51,610,203	0.00
	- BRANDED CODESHARE PARTNERS	24,069	2	29,285,264	0.00	13,110	5	15,474,361	0.00
4	<b>UNITED AIRLINES NETWORK</b>	21,434	89	97,259,221	0.01	10,570	24	53,571,656	0.00
	- UNITED AIRLINES	7,405	27	65,305,262	0.00	3,215	20	33,817,776	0.01
	- BRANDED CODESHARE PARTNERS	14,029	62	31,953,959	0.02	7,355	4	19,753,880	0.00
5	<b>JETBLUE AIRWAYS</b>	2,309	59	26,421,052	0.02	350	2	11,882,413	0.00
6	<b>ALASKA AIRLINES NETWORK</b>	7,497	334	31,785,326	0.11	2,107	125	17,424,782	0.07
	- ALASKA AIRLINES	4,477	118	22,346,992	0.05	1,558	30	11,695,379	0.03
	- BRANDED CODESHARE PARTNERS	3,020	216	9,438,334	0.23	549	95	5,729,403	0.17
7	<b>SPIRIT AIRLINES</b>	8,433	374	29,158,299	0.13	4,590	168	17,561,294	0.10
8	<b>AMERICAN AIRLINES NETWORK</b>	44,423	3,989	156,314,750	0.26	21,051	2,820	90,269,920	0.31
	- AMERICAN AIRLINES	21,440	2,139	107,654,791	0.20	10,264	1,216	61,210,427	0.20
	- BRANDED CODESHARE PARTNERS	22,983	1,850	48,659,959	0.38	10,787	1,604	29,059,493	0.55
9	<b>SOUTHWEST AIRLINES</b>	30,338	4,017	122,436,514	0.33	4,887	398	67,570,510	0.06
10	<b>FRONTIER AIRLINES</b>	4,685	2,063	21,780,718	0.95	1,074	256	10,503,520	0.24
	<b>TOTAL</b>	<b>171,792</b>	<b>10,927</b>	<b>632,441,090</b>	<b>0.17</b>	<b>77,383</b>	<b>3,799</b>	<b>347,797,619</b>	<b>0.11</b>

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

**AIR TRAVEL CONSUMER REPORT**

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

OCTOBER - DECEMBER 2021						OCTOBER - DECEMBER 2020			
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
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	10,508	0	30,133,454	0.00	570	0	11,484,571	0.00
2	ALLEGiant AIR	431	0	3,731,034	0.00	6	0	2,180,397	0.00
3	ENDEAVOR AIR	2,728	0	3,498,186	0.00	233	0	2,013,531	0.00
4	HAWAIIAN AIRLINES	16	0	1,992,068	0.00	8	0	469,717	0.00
5	UNITED AIRLINES	2,609	16	21,830,661	0.01	289	5	8,860,807	0.01
6	JETBLUE AIRWAYS	864	16	7,738,593	0.02	62	0	2,560,789	0.00
7	ALASKA AIRLINES	2,386	51	6,537,197	0.08	0	0	2,247,354	0.00
8	SPIRIT AIRLINES	1,853	94	8,160,830	0.12	691	99	5,010,558	0.20
9	SKYWEST AIRLINES	9,595	160	10,216,924	0.16	720	5	5,122,330	0.01
10	MESA AIRLINES	727	47	2,600,969	0.18	170	3	1,769,553	0.02
11	REPUBLIC AIRWAYS	2,303	101	4,664,483	0.22	217	21	2,613,252	0.08
12	HORIZON AIR	558	38	1,430,372	0.27	-	-	-	-
13	AMERICAN AIRLINES	8,787	1,171	32,951,348	0.36	591	28	14,695,523	0.02
14	SOUTHWEST AIRLINES	9,649	1,304	35,778,696	0.36	487	28	15,891,567	0.02
15	ENVOY AIR	1,952	165	3,647,596	0.45	408	30	2,164,410	0.14
16	PSA AIRLINES	1,616	162	3,522,061	0.46	360	19	2,083,641	0.09
17	FRONTIER AIRLINES	1,684	887	5,734,906	1.55	167	51	2,619,595	0.19
	<b>TOTAL</b>	<b>58,266</b>	<b>4,212</b>	<b>184,169,378</b>	<b>0.23</b>	<b>4,979</b>	<b>289</b>	<b>81,787,595</b>	<b>0.04</b>

\* 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)

JANUARY - DECEMBER 2021						JANUARY - DECEMBER 2020			
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
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	27,417	0	97,887,032	0.00	19,149	0	51,610,203	0.00
2	ALLEGIAN AIR	1,156	0	13,625,848	0.00	304	0	8,710,874	0.00
3	ENDEAVOR AIR	7,936	0	12,781,374	0.00	4,362	0	6,932,751	0.00
4	HAWAIIAN AIRLINES	31	0	6,485,564	0.00	177	1	3,151,945	0.00
5	UNITED AIRLINES	7,405	27	65,305,262	0.00	3,215	20	33,817,776	0.01
6	JETBLUE AIRWAYS	2,309	59	26,421,052	0.02	350	2	11,882,413	0.00
7	ALASKA AIRLINES	4,477	118	22,346,992	0.05	1,558	30	11,695,379	0.03
8	SKYWEST AIRLINES	22,225	309	35,078,158	0.09	12,244	285	19,771,133	0.14
9	MESA AIRLINES	2,767	119	9,441,821	0.13	1,453	45	6,378,067	0.07
10	SPIRIT AIRLINES	8,433	374	29,158,299	0.13	4,590	168	17,561,294	0.10
11	AMERICAN AIRLINES	21,440	2,139	107,654,791	0.20	10,264	1,216	61,210,427	0.20
12	REPUBLIC AIRWAYS	11,088	421	18,522,364	0.23	1,702	189	8,168,993	0.23
13	HORIZON AIR	1,849	160	6,171,662	0.26	-	-	-	-
14	ENVOY AIR	5,373	388	12,857,963	0.30	3,240	469	7,868,919	0.60
15	SOUTHWEST AIRLINES	30,338	4,017	122,436,514	0.33	4,887	398	67,570,510	0.06
16	PSA AIRLINES	5,387	454	12,379,401	0.37	2,502	335	7,937,182	0.42
17	FRONTIER AIRLINES	4,685	2,063	21,780,718	0.95	1,074	256	10,503,520	0.24
	<b>TOTAL</b>	<b>164,316</b>	<b>10,648</b>	<b>620,334,815</b>	<b>0.17</b>	<b>71,071</b>	<b>3,414</b>	<b>334,771,386</b>	<b>0.10</b>

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

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

**AIR TRAVEL CONSUMER REPORT**

TABLE 1

**CONSUMER COMPLAINTS  
SUMMARY**

	DECEMBER 2021				DECEMBER 2020			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	2,127	23	1	247	957	20	0	133
FOREIGN AIRLINES	1,543	0	0	89	2,172	5	0	91
TRAVEL AGENTS	571	0	0	31	717	0	0	33
TOUR OPERATORS	1	0	0	0	3	0	0	2
MISCELLANEOUS	0	5	1	119	3	34	0	62
<b>INDUSTRY TOTALS</b>	<b>4,242</b>	<b>28</b>	<b>2</b>	<b>486</b>	<b>3,852</b>	<b>59</b>	<b>0</b>	<b>321</b>

**AIR TRAVEL CONSUMER REPORT**

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	DECEMBER 2021			DECEMBER 2020		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	1,910		1	3,136	
FLIGHT PROBLEMS	2	593		4	95	
CANCELLATION			291			46
DELAY			188			21
MISCONNECTION			55			13
RESERVATIONS/TICKETING/BOARDING	3	466		3	171	
FARES	4	398		2	198	
BAGGAGE	5	364		6	85	
CUSTOMER SERVICE	6	220		5	92	
DISABILITY	7	180		7	46	
OVERSALES	8	64		9	7	
OTHER	9	37		8	17	
FREQUENT FLYER			16			10
ADVERTISING	10	5		11	0	
DISCRIMINATION	11	5		10	5	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>4,242</b>			<b>3,852</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

**AIR TRAVEL CONSUMER REPORT**

Table 3

**COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\*  
DECEMBER 2021**

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	24	0	7	13	25	2	7	2	0	0	0	0	80
ALLEGiant AIR	11	0	2	5	20	6	3	19	0	0	0	0	66
AMERICAN AIRLINES	82	9	45	46	114	34	37	26	0	2	0	5	400
BOUTIQUE AIR	25	0	0	0	7	0	3	0	0	0	0	0	35
DELTA AIR LINES	37	8	21	19	58	17	14	19	0	0	0	1	194
EASTERN	10	0	2	0	5	1	0	0	0	0	0	0	18
ENDEAVOR AIR	0	0	1	1	3	5	0	0	0	0	0	0	10
ENVOY AIR	3	0	0	1	7	4	1	0	0	0	0	1	17
FRONTIER AIRLINES	43	6	20	12	34	25	7	5	2	1	0	1	156
HAWAIIAN AIRLINES	0	0	1	2	8	1	3	2	0	0	0	0	17
JETBLUE AIRWAYS	30	5	14	24	67	13	17	32	0	1	0	2	205
MESA AIRLINES	2	0	0	1	2	0	2	0	0	0	0	1	8
PIEDMONT AIRLINES	1	1	2	0	2	0	0	0	0	0	0	0	6
PSA AIRLINES	9	2	0	4	0	0	2	5	0	0	0	0	22
REPUBLIC AIRWAYS	4	2	7	0	1	5	1	1	0	0	0	1	22
SILVER AIRWAYS	4	1	0	0	1	1	0	0	0	0	0	0	7
SKYWEST AIRLINES	16	1	5	4	8	3	5	2	0	0	0	0	44
SOUTHWEST AIRLINES	22	0	5	6	29	10	23	17	0	1	0	0	113
SPIRIT AIRLINES	77	6	24	28	103	22	17	14	0	0	0	2	293
SUN COUNTRY AIRLINES	10	1	1	3	4	0	5	0	1	0	0	0	25
UNITED AIRLINES	73	8	46	32	117	35	33	18	0	0	0	5	367
OTHER U.S. AIRLINES	5	0	1	0	2	6	3	0	0	0	0	5	22
<b>TOTAL DECEMBER 2021</b>	<b>488</b>	<b>50</b>	<b>204</b>	<b>201</b>	<b>617</b>	<b>190</b>	<b>183</b>	<b>162</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>24</b>	<b>2,127</b>
<b>% of TOTAL COMPLAINTS</b>	<b>22.9</b>	<b>2.4</b>	<b>9.6</b>	<b>9.4</b>	<b>29.0</b>	<b>8.9</b>	<b>8.6</b>	<b>7.6</b>	<b>0.1</b>	<b>0.2</b>	<b>0</b>	<b>1.1</b>	
<b>TOTAL DECEMBER 2020</b>	<b>72</b>	<b>3</b>	<b>46</b>	<b>84</b>	<b>571</b>	<b>51</b>	<b>75</b>	<b>43</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>9</b>	<b>957</b>
<b>% of TOTAL COMPLAINTS</b>	<b>7.5</b>	<b>0.3</b>	<b>4.8</b>	<b>8.8</b>	<b>59.7</b>	<b>5.3</b>	<b>7.8</b>	<b>4.5</b>	<b>0</b>	<b>0.3</b>	<b>0</b>	<b>0.9</b>	

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

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



**AIR TRAVEL CONSUMER REPORT**

Table 4

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

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN DEC	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN NOV	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	80	39	48.8	1	1.3	27	33.8	13	16.3
ALLEGIAN AIR	66	32	48.5	9	13.6	17	25.8	8	12.1
AMERICAN AIRLINES	400	188	47.0	52	13.0	123	30.8	37	9.3
BOUTIQUE AIR	35	9	25.7	9	25.7	17	48.6	0	0.0
DELTA AIR LINES	194	103	53.1	19	9.8	56	28.9	16	8.2
EASTERN	18	16	88.9	1	5.6	1	5.6	0	0.0
ENDEAVOR AIR	10	4	40.0	1	10.0	5	50.0	0	0.0
ENVOY AIR	17	10	58.8	1	5.9	5	29.4	1	5.9
FRONTIER AIRLINES	156	84	53.8	21	13.5	42	26.9	9	5.8
HAWAIIAN AIRLINES	17	5	29.4	1	5.9	9	52.9	2	11.8
JETBLUE AIRWAYS	205	89	43.4	25	12.2	69	33.7	22	10.7
MESA AIRLINES	8	5	62.5	1	12.5	2	25.0	0	0.0
OTHER US COMMUTERS & AIR TAXIS	5	1	20.0	2	40.0	1	20.0	1	20.0
PIEDMONT AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
PSA AIRLINES	22	11	50.0	3	13.6	7	31.8	1	4.5
REPUBLIC AIRWAYS	22	14	63.6	2	9.1	3	13.6	3	13.6
SILVER AIRWAYS	7	3	42.9	3	42.9	1	14.3	0	0.0
SKYWEST AIRLINES	44	27	61.4	4	9.1	11	25.0	2	4.5
SOUTHWEST AIRLINES	113	45	39.8	7	6.2	56	49.6	5	4.4
SPIRIT AIRLINES	293	167	57.0	22	7.5	79	27.0	25	8.5
SUN COUNTRY AIRLINES	25	15	60.0	2	8.0	8	32.0	0	0.0
UNITED AIRLINES	367	175	47.7	46	12.5	126	34.3	20	5.4
OTHER U.S. AIRLINES	12	6	50.0	3	25.0	3	25.0	0	0.0
<b>Totals</b>	<b>2,127</b>	<b>1,052</b>	<b>49.5</b>	<b>236</b>	<b>11.1</b>	<b>674</b>	<b>31.7</b>	<b>165</b>	<b>7.8</b>
<b>Previous Year's Totals</b>	<b>957</b>	<b>313</b>	<b>32.7</b>	<b>70</b>	<b>7.3</b>	<b>453</b>	<b>47.3</b>	<b>121</b>	<b>12.6</b>

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

**AIR TRAVEL CONSUMER REPORT  
COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\*  
DECEMBER 2021**

**TABLE 5**

**FOREIGN AIRLINES**

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AEGEAN AIRLINES	0	0	0	1	4	0	0	0	0	0	0	0	5
AER LINGUS	1	0	0	0	10	1	0	0	0	0	0	0	12
AEROFLOT	1	0	0	0	5	1	0	0	0	0	0	0	7
AEROMEXICO	4	4	7	9	25	4	4	1	0	0	0	0	58
AIR CANADA	6	0	12	5	27	9	1	1	0	0	0	0	61
AIR FRANCE	3	0	4	2	14	18	3	4	0	0	0	0	48
AIR INDIA	4	0	13	7	119	7	3	1	0	0	0	1	155
ALITALIA AIRLINES	0	0	0	2	15	1	0	0	0	0	0	0	18
AUSTRIAN AIRLINES	0	0	2	0	6	1	0	0	0	0	0	0	9
AVIANCA	2	0	7	6	35	5	2	0	1	0	0	2	60
BRITISH AIRWAYS	2	0	9	10	32	7	3	1	0	0	0	1	65
CARIBBEAN AIRLINES	1	0	0	0	11	0	0	0	0	0	0	0	12
CATHAY PACIFIC AIRWAYS	0	0	3	0	7	0	0	0	0	0	0	0	10
CONDOR	0	0	2	1	2	0	1	1	0	0	0	0	7
COPA	2	0	5	2	39	5	0	1	0	0	0	0	54
EGYPTAIR	1	0	2	1	2	1	0	0	0	0	0	0	7
EL AL ISRAEL	0	0	0	0	9	1	0	0	0	0	0	0	10
EMIRATES AIRLINES	2	0	3	0	12	5	0	2	0	0	0	1	25
ETHIOPIAN AIRLINES	1	0	2	1	5	9	1	0	0	0	0	1	20
ETIHAD AIRWAYS	1	0	2	3	8	4	0	0	0	0	0	0	18
FIJI AIRWAYS	0	0	1	0	20	0	0	0	0	0	0	0	21
FINNAIR	0	1	3	0	6	0	0	0	0	0	0	0	10
FRENCH BEE	1	1	0	0	5	0	0	0	0	0	0	0	7
IBERIA AIRLINES	1	0	0	4	19	3	0	0	0	0	0	3	30
INTERJET	0	0	1	1	10	0	0	0	0	0	0	0	12
JAPAN AIR LINES COMPANY	0	0	1	0	4	0	0	0	0	0	0	0	5
KENYA AIRWAYS	0	0	1	0	6	0	0	0	0	0	0	0	7
KLM	1	0	5	1	8	3	0	1	0	0	0	1	20
LATAM	1	1	7	0	17	4	1	0	0	0	0	0	31
LOT POLISH AIRLINES	0	0	1	1	4	0	1	0	0	0	0	0	7
LUFTHANSA	5	2	22	10	41	22	6	1	0	0	0	2	111
NORWEGIAN AIR SHUTTLE	0	0	0	3	16	0	0	0	0	0	0	0	19
PHILIPPINE AIRLINES	0	0	0	1	18	0	0	0	0	0	0	0	19
QATAR AIRWAYS	7	1	15	5	24	12	1	4	0	0	0	0	69
ROYAL AIR MAROC	8	0	1	23	32	1	1	0	0	0	0	0	66
ROYAL JORDANIAN AIRLINES	0	0	3	1	2	1	1	0	0	0	0	0	8
SAS	5	0	1	0	11	1	0	0	0	0	0	0	18
SINGAPORE AIRLINES	0	0	5	0	11	1	0	0	0	0	0	0	17
SOUTH AFRICAN AIRWAYS	0	0	0	0	11	0	0	0	0	0	0	0	11

**AIR TRAVEL CONSUMER REPORT**

**Table 5 (cont'd)**

<b>COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY** / DECEMBER 2021</b>													
	<b>FLIGHT PROBLEMS</b>	<b>OVER-SALES</b>	<b>RES/TKT/BOARDING</b>	<b>FARES</b>	<b>REFUNDS</b>	<b>BAGGAGE</b>	<b>CUSTOMER SERVICE</b>	<b>DIS-ABILITY</b>	<b>ADVERT-ISING</b>	<b>DISCRIM-INATION</b>	<b>ANIMALS</b>	<b>OTHER</b>	<b>TOTAL</b>
SWISS AIR	1	0	5	3	5	2	0	0	0	0	0	0	16
TAP	2	0	10	4	61	2	1	0	0	0	0	0	80
TURKISH AIRLINES	3	0	14	7	39	14	1	0	0	0	0	1	79
VIRGIN ATLANTIC AIRWAYS	0	0	1	2	1	1	0	0	0	0	0	0	5
VIVAAEROBUS	7	1	4	1	7	4	0	0	0	0	0	0	24
VOLARIS AIRLINES	10	2	9	11	14	10	1	0	0	0	0	0	57
WEST JET	4	0	2	0	16	2	0	0	0	0	0	0	24
OTHER FOREIGN AIRLINES	8	1	18	7	63	12	0	0	0	0	0	0	109
<b>TOTALS</b>	<b>95</b>	<b>14</b>	<b>203</b>	<b>135</b>	<b>858</b>	<b>174</b>	<b>32</b>	<b>18</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>1,543</b>
<b><u>TRAVEL AGENTS</u></b>													
ASAPTICKETS.COM	0	0	2	1	22	0	0	0	0	0	0	0	25
CHASE TRAVEL	0	0	2	2	16	0	0	0	0	0	0	0	20
CHEAPOAIR.COM	0	0	3	5	27	0	1	0	0	0	0	0	36
EDREAMS.COM	1	0	8	2	19	0	0	0	0	0	0	0	30
EXPEDIA.COM	4	0	2	12	87	0	2	0	1	0	0	0	108
FLIGHT NETWORK	0	0	1	0	5	0	0	0	0	0	0	0	6
FLIGHTHUB	0	0	0	3	2	0	0	0	0	0	0	0	5
GOTOGATE	1	0	3	1	19	0	0	0	0	0	0	0	24
HOPPER.COM	0	0	2	0	5	0	0	0	0	0	0	0	7
INDIAN EAGLE	0	0	1	0	4	0	0	0	0	0	0	0	5
JUSTFLY.COM	0	0	6	2	18	0	1	0	0	0	0	0	27
KAYAK	1	0	0	1	3	0	0	0	0	0	0	0	5
KISSANDFLY	0	0	0	1	4	0	0	0	0	0	0	0	5
KIWI.COM	1	0	6	5	41	0	0	0	0	0	0	0	53
MYTRIP.COM	0	0	2	0	5	0	0	0	0	0	0	0	7
ORBITZ.COM	1	0	3	5	16	0	0	0	0	0	0	0	25
PRICELINE.COM	0	0	4	4	21	0	0	0	0	0	0	0	29
SMARTFARES.COM	0	0	0	1	9	0	0	0	0	0	0	0	10
TRAVELOCITY.COM	1	0	4	4	22	0	0	0	0	0	0	0	31
VAYAMA	0	0	0	0	15	0	0	0	0	0	0	0	15
OTHER TRAVEL AGENTS	0	0	10	13	74	0	1	0	0	0	0	0	98
<b>TOTALS</b>	<b>10</b>	<b>0</b>	<b>59</b>	<b>62</b>	<b>434</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>571</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	0	1
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**AIR TRAVEL CONSUMER REPORT**

TABLE 6

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

DECEMBER 2021		DECEMBER 2020	
AIRLINE	COMPLAINTS	COMPLAINTS	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>88</b>	<b>50</b>	
- ALASKA AIRLINES	80	43	
- BRANDED CODESHARE PARTNERS	8	7	
<b>ALLEGiant AIRLINES</b>	<b>66</b>	<b>14</b>	
<b>AMERICAN AIRLINES NETWORK</b>	<b>481</b>	<b>230</b>	
- AMERICAN AIRLINES	400	194	
- BRANDED CODESHARE PARTNERS	81	36	
<b>DELTA NETWORK</b>	<b>234</b>	<b>62</b>	
- DELTA AIR LINES	194	56	
- BRANDED CODESHARE PARTNERS	40	6	
<b>FRONTIER AIRLINES</b>	<b>156</b>	<b>89</b>	
<b>HAWAIIAN AIRLINES</b>	<b>17</b>	<b>13</b>	
<b>JETBLUE AIRWAYS</b>	<b>205</b>	<b>64</b>	
<b>SOUTHWEST AIRLINES</b>	<b>113</b>	<b>70</b>	
<b>SPIRIT AIRLINES</b>	<b>293</b>	<b>112</b>	
<b>UNITED AIRLINES NETWORK</b>	<b>367</b>	<b>210</b>	
- UNITED AIRLINES	367	210	
- BRANDED CODESHARE PARTNERS	0	0	
<b>TOTAL</b>	<b>2,020</b>	<b>914</b>	

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

**AIR TRAVEL CONSUMER REPORT**

TABLE 6A

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

RANK	AIRLINE	DECEMBER 2021			DECEMBER 2020		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HORIZON AIRLINES	4	463,075	0.86	-	-	-
2	ENDEAVOR AIR	10	1,109,664	0.90	3	688,491	0.44
3	MESA AIRLINES	8	848,610	0.94	3	644,480	0.47
4	SOUTHWEST AIRLINES	113	11,866,899	0.95	70	5,685,793	1.23
5	SKYWEST AIRLINES	44	3,405,345	1.29	10	1,747,086	0.57
6	ENVOY AIR	17	1,263,213	1.35	14	743,721	1.88
7	REPUBLIC AIRWAYS	22	1,394,445	1.58	5	893,930	0.56
8	DELTA AIR LINES	194	10,411,764	1.86	56	4,082,914	1.37
9	PSA AIRLINES	22	1,160,815	1.90	8	672,508	1.19
10	HAWAIIAN AIRLINES	17	736,297	2.31	13	204,541	6.36
11	AMERICAN AIRLINES	400	12,157,097	3.29	194	5,084,216	3.82
12	ALASKA AIRLINES	80	2,327,684	3.44	43	819,456	5.25
13	UNITED AIRLINES	367	8,356,841	4.39	210	3,397,419	6.18
14	ALLEGiant AIR	66	1,333,416	4.95	14	685,825	2.04
15	JETBLUE AIRWAYS	205	3,029,403	6.77	64	1,318,717	4.85
16	FRONTIER AIRLINES	156	2,055,503	7.59	89	936,569	9.5
17	SPIRIT AIRLINES	293	3,002,407	9.76	112	1,896,164	5.91
	<b>TOTAL</b>	2,018	64,922,478	3.11	908	29,501,830	3.08

\* 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, plus other carriers that report flight delay and mishandled baggage data voluntarily.

**AIR TRAVEL CONSUMER REPORT**

TABLE 1 (YTD)

**CONSUMER COMPLAINTS  
SUMMARY**

	JANUARY - DECEMBER 2021				JANUARY - DECEMBER 2020			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	20,350	281	9	2,893	35,914	394	3	3,233
FOREIGN AIRLINES	21,657	27	2	1,076	51,779	54	2	2,097
TRAVEL AGENTS	7,921	3	0	402	14,703	4	0	562
TOUR OPERATORS	30	0	0	3	83	0	0	6
MISCELLANEOUS	0	133	2	1,397	81	180	0	823
<b>INDUSTRY TOTALS</b>	<b>49,958</b>	<b>444</b>	<b>13</b>	<b>5,771</b>	<b>102,560</b>	<b>632</b>	<b>5</b>	<b>6,721</b>

**AIR TRAVEL CONSUMER REPORT**

Table 2 (YTD)

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*			COMPLAINT CATEGORIES*		
	JANUARY - DECEMBER 2021			JANUARY - DECEMBER 2020		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	29,507		1	89,511	
FLIGHT PROBLEMS	2	6,311		2	1,498	
CANCELLATION			3,620			745
DELAY			1,469			347
MISCONNECTION			568			181
FARES	3	4,077		3	3,303	
RESERVATIONS/TICKETING/BOARDING	4	4,028		4	4,449	
BAGGAGE	5	1,994		5	1,047	
CUSTOMER SERVICE	6	1,902		6	1,484	
DISABILITY	7	1,394		7	541	
OVERSALES	8	286		8	132	
OTHER	9	281		9	520	
FREQUENT FLYER			125			390
DISCRIMINATION	10	132		10	49	
ADVERTISING	11	45		11	25	
ANIMALS	12	1		12	1	
<b>COMPLAINT TOTAL</b>		<b>49,958</b>			<b>102,560</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

**AIR TRAVEL CONSUMER REPORT**

Table 3 (YTD)

**COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\*  
JANUARY - DECEMBER 2021**

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	63	2	35	53	205	35	61	28	0	3	0	4	489
ALLEGiant AIR	127	3	49	49	162	42	46	158	0	3	0	2	641
AMERICAN AIRLINES	1,029	43	336	400	1,314	241	344	230	6	29	0	36	4,008
BOUTIQUE AIR	33	1	1	0	12	1	3	0	0	0	0	0	51
BREEZE AIRWAYS	4	0	1	0	4	3	2	0	0	0	0	0	14
CAPE AIR	2	1	1	1	3	1	0	1	0	0	0	0	10
DELTA AIR LINES	227	18	181	103	389	119	130	143	0	6	1	12	1,329
EASTERN	23	0	3	4	29	8	0	0	0	0	0	0	67
ENDEAVOR AIR	25	1	11	6	26	14	14	2	0	1	0	1	101
ENVOY AIR	59	5	25	10	56	16	17	20	0	2	0	3	213
FRONTIER AIRLINES	305	30	101	139	360	122	86	30	4	8	0	9	1,194
HAWAIIAN AIRLINES	10	0	22	49	128	4	19	7	0	0	0	2	241
HORIZON AIRLINES	10	0	0	2	14	5	4	1	0	0	0	0	36
JETBLUE AIRWAYS	513	15	198	209	479	95	195	200	1	5	0	19	1,929
MESA AIRLINES	42	0	2	2	14	2	10	4	0	2	0	1	79
PIEDMONT AIRLINES	21	2	5	2	8	3	5	4	0	0	0	1	51
PSA AIRLINES	81	9	21	12	52	15	21	22	0	2	0	0	235
REPUBLIC AIRWAYS	63	8	23	7	66	19	20	8	0	2	0	1	217
SILVER AIRWAYS	14	1	4	6	31	6	2	2	0	0	0	1	67
SKYWEST AIRLINES	122	6	30	17	71	18	39	20	0	4	0	1	328
SOUTHWEST AIRLINES	577	9	63	209	401	73	160	154	5	20	0	6	1,677
SPIRIT AIRLINES	1,470	22	210	256	1,195	148	135	62	2	3	0	19	3,522
SUN COUNTRY AIRLINES	17	1	10	37	54	13	10	2	2	0	0	0	146
UNITED AIRLINES	636	32	346	413	1,550	166	256	123	3	20	0	35	3,580
OTHER U.S. AIRLINES	14	1	4	8	19	8	8	6	0	0	0	57	125
<b>TOTAL JAN - DECEMBER 2021</b>	<b>5,487</b>	<b>210</b>	<b>1,682</b>	<b>1,994</b>	<b>6,642</b>	<b>1,177</b>	<b>1,587</b>	<b>1,227</b>	<b>23</b>	<b>110</b>	<b>1</b>	<b>210</b>	<b>20,350</b>
<b>% of TOTAL COMPLAINTS</b>	<b>27.0</b>	<b>1.0</b>	<b>8.3</b>	<b>9.8</b>	<b>32.6</b>	<b>5.8</b>	<b>7.8</b>	<b>6.0</b>	<b>0.1</b>	<b>0.5</b>	<b>0.0</b>	<b>1.0</b>	
<b>TOTAL JAN - DECEMBER 2020</b>	<b>957</b>	<b>85</b>	<b>855</b>	<b>1,737</b>	<b>29,717</b>	<b>512</b>	<b>1,091</b>	<b>477</b>	<b>17</b>	<b>36</b>	<b>0</b>	<b>430</b>	<b>35,914</b>
<b>% of TOTAL COMPLAINTS</b>	<b>2.7</b>	<b>0.2</b>	<b>2.4</b>	<b>4.8</b>	<b>82.7</b>	<b>1.4</b>	<b>3.0</b>	<b>1.3</b>	<b>0.0</b>	<b>0.1</b>	<b>0</b>	<b>1.2</b>	

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

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



**AIR TRAVEL CONSUMER REPORT**

Table 4 (YTD)

**COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\* / JANUARY - DECEMBER 2021**

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEGEAN AIRLINES	2	0	1	1	31	3	0	0	0	0	0	0	38
AER LINGUS	4	0	11	23	159	3	2	1	0	0	0	0	203
AEROFLOT	2	0	12	3	89	4	2	1	0	0	0	0	113
AEROLINEAS ARGENTINAS	1	1	1	1	31	0	1	0	0	0	0	0	36
AEROMEXICO	30	14	61	55	474	32	12	5	0	2	0	1	686
AIR ASIA	0	0	1	1	42	0	1	0	0	0	0	0	45
AIR CANADA	57	4	86	42	897	37	12	5	2	0	0	2	1,144
AIR CHINA	0	0	1	2	17	1	0	2	0	0	0	0	23
AIR EUROPA	1	1	8	1	96	3	1	0	0	0	0	0	111
AIR FRANCE	29	0	55	30	227	73	17	16	1	0	0	5	453
AIR INDIA	25	2	115	148	2,500	37	14	3	0	0	0	7	2,851
AIR NEW ZEALAND	0	0	1	3	27	0	0	0	0	0	0	0	31
AIR SERBIA	1	0	4	0	9	1	2	1	0	0	0	0	18
AIR TAHITI NUI	0	0	2	3	59	0	0	2	0	0	0	0	66
AIR TRANSAT	1	0	1	1	21	0	0	0	0	0	0	0	24
ALITALIA AIRLINES	7	0	16	26	194	6	2	1	0	0	0	0	252
ANA ALL NIPPON AIRWAYS	0	0	3	5	46	1	0	0	0	0	0	0	55
ASIANA AIRLINES	1	0	6	2	25	2	0	1	0	0	0	1	38
AUSTRIAN AIRLINES	3	0	10	6	41	10	1	1	1	0	0	0	73
AVIANCA	14	4	95	74	811	14	19	5	1	0	0	5	1,042
AZERBAIJAN AIRLINES	0	0	0	0	18	0	0	1	0	0	0	0	19
AZUL	5	0	5	3	31	0	0	2	0	0	0	0	46
BRITISH AIRWAYS	35	1	77	66	440	24	12	5	0	1	0	3	664
BRUSSELS AIRLINES	2	0	10	3	27	9	0	0	0	0	0	0	51
CARIBBEAN AIRLINES	4	0	1	7	159	1	0	1	0	0	0	0	173
CATHAY PACIFIC AIRWAYS	1	0	9	2	36	1	0	2	0	0	0	1	52
CHINA EASTERN AIRLINES	0	0	0	2	20	0	0	1	0	0	0	1	24
CHINA SOUTHERN AIRLINES	0	0	1	2	10	0	0	1	0	0	0	0	14
CONDOR	7	0	5	6	33	2	3	1	0	0	0	0	57
COPA	11	6	38	27	359	15	3	4	1	0	0	1	465
EASY JET	1	0	0	3	27	0	0	0	0	0	0	0	31
EGYPTAIR	6	0	14	7	107	15	5	1	0	0	0	0	155
EL AL ISRAEL	6	1	12	4	419	7	1	2	0	0	0	0	452
EMIRATES AIRLINES	34	1	33	10	145	13	5	7	0	2	0	2	252
ETHIOPIAN AIRLINES	6	2	18	12	67	37	5	0	0	0	0	2	149
ETIHAD AIRWAYS	16	2	24	10	98	7	2	2	0	1	0	1	163
EVA AIRWAYS	4	0	3	4	53	0	0	1	0	0	0	0	65
FIJI AIRWAYS	0	0	4	2	345	0	0	0	0	0	0	0	351

**AIR TRAVEL CONSUMER REPORT**

Table 4 (YTD) cont'd

**COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\* / JANUARY - DECEMBER 2021**

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FINNAIR	7	2	8	3	59	1	0	1	0	0	0	0	81
FRENCH BEE	7	2	2	1	49	1	2	0	1	0	0	0	65
GOL AIRLINES	2	0	7	3	20	0	0	0	0	0	0	0	32
IBERIA AIRLINES	13	0	53	42	375	27	3	1	0	0	0	7	521
ICELANDAIR	5	1	18	15	118	2	2	3	0	0	0	0	164
INTERJET	0	0	25	18	565	0	0	0	0	0	0	0	608
JAPAN AIR LINES COMPANY	1	0	8	8	57	0	2	2	0	0	0	0	78
JETSTAR AIRWAYS	2	0	1	1	6	0	0	0	0	0	0	0	10
KENYA AIRWAYS	0	1	6	1	40	1	1	1	0	0	0	0	51
KLM	15	0	24	9	103	27	2	6	0	0	0	3	189
KOREAN AIR LINES	1	0	4	2	25	2	0	2	0	0	0	0	36
KUWAIT AIRWAYS	1	0	1	1	9	3	0	1	0	0	0	0	16
LA COMPAGNIE	1	0	0	0	40	1	0	0	0	0	0	0	42
LATAM	11	2	35	37	239	13	7	4	0	2	0	1	351
LEVEL	2	0	2	2	49	0	0	1	0	0	0	0	56
LOT POLISH AIRLINES	3	0	21	6	76	5	4	1	1	0	0	0	117
LUFTHANSA	64	2	158	68	513	106	29	14	0	2	0	6	962
MALAYSIA AIRLINES	0	0	0	0	11	1	0	0	0	0	0	0	12
NORWEGIAN AIR SHUTTLE	13	0	2	43	565	0	3	0	0	0	0	4	630
PHILIPPINE AIRLINES	1	0	14	26	497	4	2	3	0	1	0	0	548
PORTER AIRLINES	1	0	0	1	7	0	0	1	0	0	0	0	10
QANTAS AIRWAYS	1	0	2	4	38	0	0	0	0	0	0	0	45
QATAR AIRWAYS	49	5	181	46	267	49	25	13	0	4	0	0	639
ROYAL AIR MAROC	18	0	19	29	271	5	4	2	1	0	0	0	349
ROYAL JORDANIAN AIRLINES	4	0	20	5	69	9	1	1	0	1	0	0	110
RYANAIR	0	0	4	2	37	2	0	0	0	0	0	0	45
SAS	11	0	13	13	130	1	1	2	0	1	0	0	172
SATA INTERNACIONAL	0	0	2	3	33	1	0	0	0	0	0	0	39
SAUDI ARABIAN AIRLINES	1	0	7	0	16	1	1	0	0	0	0	0	26
SINGAPORE AIRLINES	5	0	12	3	42	1	0	1	1	0	0	1	66
SOUTH AFRICAN AIRWAYS	1	0	1	4	151	1	0	0	0	0	0	0	158
SRILANKAN AIRLINES	0	0	1	0	10	0	0	0	0	0	0	0	11
SWISS AIR	6	2	21	16	83	17	2	3	1	2	0	0	153
SWOOP	0	0	3	1	12	1	0	0	0	0	0	0	17
TAP	22	0	91	140	2,078	29	7	4	1	1	0	2	2,375
TURKISH AIRLINES	34	1	158	76	376	58	28	9	0	1	0	6	747
UKRAINE INTERNATIONAL AIRLINES	3	0	3	2	44	1	0	0	0	0	0	0	53
VIETNAM AIRLINES	0	0	0	0	10	0	0	0	0	0	0	0	10

**AIR TRAVEL CONSUMER REPORT**

Table 4 (YTD, Cont'd)

**COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\* / JANUARY - DECEMBER 2021**

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
VIRGIN ATLANTIC AIRWAYS	10	0	20	9	98	6	1	0	0	0	0	0	144
VIRGIN AUSTRALIA	0	0	1	4	52	1	0	0	0	0	0	0	58
VIVA AIR	2	0	3	2	12	2	0	3	0	0	0	0	24
VIVAAEROBUS	16	3	10	10	47	13	3	1	0	1	0	0	104
VOLARIS AIRLINES	41	11	80	141	294	34	26	8	1	0	0	2	638
VUELING AIRLINES	4	0	0	4	46	2	0	0	0	0	0	0	56
WEST JET	8	1	9	10	216	4	0	1	0	0	0	1	250
OTHER FOREIGN AIRLINES	17	2	22	11	222	23	3	3	0	0	0	1	304
<b>TOTALS</b>	<b>719</b>	<b>74</b>	<b>1,816</b>	<b>1,419</b>	<b>16,267</b>	<b>813</b>	<b>281</b>	<b>167</b>	<b>13</b>	<b>22</b>	<b>0</b>	<b>66</b>	<b>21,657</b>
<b><u>TRAVEL AGENTS</u></b>													
AIRFAREEXPERTS.COM	0	0	1	2	9	0	0	0	0	0	0	0	12
AIRTKT.COM	0	0	2	5	16	0	1	0	0	0	0	0	24
AMERICAN EXPRESS TRAVEL OFFICE	1	0	3	3	28	0	1	0	0	0	0	0	36
ASAPTICKETS.COM	6	0	23	35	284	0	1	0	0	0	0	0	349
BUDGETAIR.COM	0	0	2	1	11	0	0	0	0	0	0	0	14
CAPITAL ONE TRAVEL	0	0	1	0	17	0	0	0	1	0	0	0	19
CHASE TRAVEL	3	0	10	17	159	0	1	0	0	0	0	1	191
CHEAP TICKETS	0	0	5	4	35	0	0	0	0	0	0	0	44
CHEAPCARIBBEAN.COM	0	0	0	4	14	0	0	0	0	0	0	0	18
CHEAPFAREGURU.COM	0	0	2	3	16	0	0	0	0	0	0	0	21
CHEAPOAIR.COM	6	0	25	62	376	1	2	0	1	0	0	0	473
COSTCO TRAVEL	0	0	0	1	14	0	0	0	0	0	0	0	15
EDREAMS.COM	2	0	26	12	116	0	2	0	2	0	0	0	160
EXPEDIA.COM	20	2	75	167	1,226	0	11	0	1	0	0	0	1,502
EXPLORETRIP.COM	1	0	1	2	30	0	0	0	0	0	0	0	34
FAREBOOM.COM	1	0	3	4	33	0	0	0	0	0	0	0	41
FARESCAN.COM	1	0	1	2	27	0	0	0	0	0	0	0	31
FLIGHT NETWORK	0	0	11	3	79	0	0	0	0	0	0	0	93
FLIGHTGURU	0	0	0	0	10	0	0	0	1	0	0	0	11
FLIGHTHUB	0	0	3	6	42	0	0	0	0	0	0	0	51
FLYUS.COM	0	0	11	1	51	0	0	0	0	0	0	0	63
GATE 1 TRAVEL	0	0	0	0	34	0	1	0	0	0	0	0	35
GOTOGATE	2	0	13	10	261	0	0	0	0	0	0	0	286
HOP2	1	0	3	1	28	0	0	0	0	0	0	0	33
HOPPER.COM	0	0	8	9	80	0	1	0	0	0	0	0	98
HOTWIRE.COM	1	0	0	2	14	0	0	0	0	0	0	0	17
INDIAN EAGLE	0	0	4	5	107	0	0	0	0	0	0	0	116
JUSTFLY.COM	7	0	56	40	357	0	2	0	0	0	0	0	462
KAYAK	1	0	7	5	29	0	0	0	0	0	0	0	42
KISSANDFLY	1	0	1	2	35	0	0	0	0	0	0	0	39

**AIR TRAVEL CONSUMER REPORT**

Table 4 (YTD, Cont'd)

**COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY\*\*/JANUARY - DECEMBER 2021**

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
KIWI.COM	10	0	56	33	960	0	0	0	1	0	0	0	1,060
LASTMINUTEFAREDEAL	0	0	1	2	9	0	0	0	0	0	0	0	12
MAKEMYTRIP.COM	1	0	0	0	10	0	0	0	0	0	0	0	11
MANGO TOURS	0	0	0	0	18	0	1	0	0	0	0	0	19
MYFLIGHTSEARCH.COM	0	0	2	2	7	0	0	0	0	0	0	0	11
MYTRIP.COM	0	0	5	4	67	0	1	0	0	0	0	0	77
ONETRAVEL	0	0	1	3	22	0	0	0	0	0	0	0	26
ORBITZ.COM	7	0	20	40	294	0	1	0	0	0	0	2	364
OVAGO	0	0	7	7	76	0	0	0	0	0	0	0	90
PRICELINE.COM	4	0	22	24	216	0	2	0	1	0	0	0	269
SKYBOOKER	0	0	2	1	30	0	0	0	0	0	0	0	33
SKYLUX TRAVEL	0	0	0	0	21	0	0	0	0	0	0	0	21
SMARTFARES.COM	1	0	4	6	62	0	0	0	0	0	0	0	73
SOUTHWEST VACATIONS	6	0	1	2	24	2	0	0	0	0	0	0	35
STUDENTUNIVERSE	0	0	0	2	10	0	0	0	0	0	0	0	12
TRAVEL2BE	0	0	1	2	10	0	0	0	0	0	0	0	13
TRAVELER HELP DESK	0	0	0	3	23	0	0	0	0	0	0	0	26
TRAVELGENIO	1	0	2	1	26	0	0	0	0	0	0	0	30
TRAVELOCITY.COM	5	0	41	45	251	0	1	0	0	0	0	0	343
TRAVELPOD	1	0	0	1	8	0	0	0	0	0	0	0	10
TRIP.COM	0	0	1	4	24	0	0	0	0	0	0	0	29
UNITED VACATIONS	2	0	2	2	15	0	0	0	0	0	0	1	22
VAYAMA	1	0	6	5	286	0	1	0	0	0	0	0	299
WOWFARE	0	0	1	0	21	0	0	0	0	0	0	0	22
OTHER TRAVEL AGENTS	12	0	53	63	551	1	2	0	1	0	0	1	684
<b>TOTALS</b>	<b>105</b>	<b>2</b>	<b>525</b>	<b>660</b>	<b>6,579</b>	<b>4</b>	<b>32</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>7,921</b>
<b>TOUR OPERATORS</b>													
DELTA DREAM VACATIONS	0	0	4	0	6	0	0	0	0	0	0	0	10
OTHER TOUR OPERATORS	0	0	1	4	13	0	2	0	0	0	0	0	20
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>4</b>	<b>19</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>30</b>
<b>MISCELLANEOUS</b>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

**AIR TRAVEL CONSUMER REPORT**

TABLE 5 (YTD)

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

JANUARY - DECEMBER 2021		JANUARY - DECEMBER 2020	
AIRLINE	COMPLAINTS	AIRLINE	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>564</b>	<b>ALASKA AIRLINES NETWORK</b>	<b>1,218</b>
- ALASKA AIRLINES	489	- ALASKA AIRLINES	1,125
- BRANDED CODESHARE PARTNERS	75	- BRANDED CODESHARE PARTNERS	93
<b>ALLEGiant AIRLINES</b>	<b>641</b>	<b>ALLEGiant AIRLINES</b>	<b>576</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>4,905</b>	<b>AMERICAN AIRLINES NETWORK</b>	<b>6,096</b>
- AMERICAN AIRLINES	4,008	- AMERICAN AIRLINES	5,952
- BRANDED CODESHARE PARTNERS	897	- BRANDED CODESHARE PARTNERS	144
<b>DELTA NETWORK</b>	<b>1,594</b>	<b>DELTA NETWORK</b>	<b>4,065</b>
- DELTA AIR LINES	1,329	- DELTA AIR LINES	3,841
- BRANDED CODESHARE PARTNERS	265	- BRANDED CODESHARE PARTNERS	224
<b>FRONTIER AIRLINES</b>	<b>1,194</b>	<b>FRONTIER AIRLINES</b>	<b>5,524</b>
<b>HAWAIIAN AIRLINES</b>	<b>241</b>	<b>HAWAIIAN AIRLINES</b>	<b>1,241</b>
<b>JETBLUE AIRWAYS</b>	<b>1,929</b>	<b>JETBLUE AIRWAYS</b>	<b>1,617</b>
<b>SOUTHWEST AIRLINES</b>	<b>1,677</b>	<b>SOUTHWEST AIRLINES</b>	<b>1,792</b>
<b>SPIRIT AIRLINES</b>	<b>3,522</b>	<b>SPIRIT AIRLINES</b>	<b>1,760</b>
<b>UNITED AIRLINES NETWORK</b>	<b>3,581</b>	<b>UNITED AIRLINES NETWORK</b>	<b>11,311</b>
- UNITED AIRLINES	3,580	- UNITED AIRLINES	11,278
- BRANDED CODESHARE PARTNERS	1	- BRANDED CODESHARE PARTNERS	33
<b>TOTAL</b>	<b>19,848</b>	<b>TOTAL</b>	<b>35,200</b>

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

TABLE 5A. (YTD)

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

RANK	AIRLINE	JANUARY - DECEMBER 2021			JANUARY - DECEMBER 2020		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HORIZON AIRLINES	36	5,980,274	0.60	-	-	-
2	ENDEAVOR AIR	101	12,880,515	0.78	103	7,061,691	1.46
3	MESA AIRLINES	79	9,966,038	0.79	16	6,822,198	0.23
4	SKYWEST AIRLINES	328	35,506,382	0.92	160	20,315,199	0.79
5	REPUBLIC AIRWAYS	217	17,701,767	1.23	62	8,773,761	0.71
6	DELTA AIR LINES	1,329	103,146,208	1.29	3,841	55,199,414	6.96
7	SOUTHWEST AIRLINES	1,677	123,280,362	1.36	1,792	67,792,295	2.64
8	ENVOY AIR	213	13,379,075	1.59	52	8,125,063	0.64
9	PSA AIRLINES	235	12,435,016	1.89	50	8,002,161	0.62
10	ALASKA AIRLINES	489	23,267,630	2.10	1,125	12,280,440	9.16
11	AMERICAN AIRLINES	4,008	116,193,515	3.45	5,952	65,755,712	9.05
12	HAWAIIAN AIRLINES	241	6,526,641	3.69	1,241	3,295,076	37.66
13	ALLEGiant AIR	641	13,734,567	4.67	576	9,085,711	6.34
14	UNITED AIRLINES	3,580	72,587,666	4.93	11,278	37,924,200	29.74
15	FRONTIER AIRLINES	1,194	20,654,583	5.78	5,524	11,203,318	49.31
16	JETBLUE AIRWAYS	1,929	30,243,364	6.38	1,617	14,307,710	11.3
17	SPIRIT AIRLINES	3,522	30,770,259	11.45	1,760	18,310,615	9.61
	<b>TOTAL</b>	19,819	648,253,862	3.06	35,149	354,254,564	9.92

\* 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, plus other carriers that report flight delay and mishandled baggage data voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Oversales" sections of this report.

**AIR TRAVEL CONSUMER REPORT**

**CIVIL RIGHTS COMPLAINTS BY AIR TRAVELERS (OTHER THAN DISABILITY) FOR DECEMBER 2021**

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.

<b>Airline</b>	<b>Race</b>	<b>Ancestry/ Ethnicity</b>	<b>National Origin</b>	<b>Color</b>	<b>Religion</b>	<b>Sex</b>	<b>Other</b>
AMERICAN AIRLINES	1	1					
FRONTIER AIRLINES	1						
JETBLUE							
SOUTHWEST	1						1
<b>TOTAL</b>	<b>3</b>	<b>1</b>					<b>1</b>

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

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

**AIR TRAVEL CONSUMER REPORT**

**CIVIL RIGHTS COMPLAINTS BY AIR TRAVELERS (OTHER THAN DISABILITY) FOR JANUARY - DECEMBER 2021**

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.

<b>Airline</b>	<b>Race</b>	<b>Ancestry/ Ethnicity</b>	<b>National Origin</b>	<b>Color</b>	<b>Religion</b>	<b>Sex</b>	<b>Other</b>
AEROMEXICO	1		1				
ALASKA AIRLINES	2				1		
ALLEGiant AIR	1			1	1		
AMERICAN AIRLINES	17	6	1	2	3		
BRITISH AIRWAYS	1						
DELTA AIR LINES	5		1				
EMIRATES AIRLINES	1		1				
ENDEAVOR AIR		1					
ENVOY AIR	1	1					
ETIHAD AIRWAYS							1
FRONTIER AIRLINES	7	1					
JETBLUE AIRWAYS	1			2		1	1
LATAM			2				
LUFTHANSA			1			1	
MESA AIRLINES	2						
PHILIPPINE AIRLINES						1	
PSA AIRLINES	1		1				
QATAR AIRWAYS	2		1			1	
REPUBLIC AIRWAYS	1					1	
ROYAL JORDANIAN			1				
SAS				1			
SKYWEST AIRLINES	4						
SOUTHWEST AIRLINES	13		1		3	2	1
SPIRIT AIRLINES	2		1				
SWISS AIR	2						
TAP	1						
TURKISH AIRLINES					1		
UNITED AIRLINES	15	1	1			2	1
VIVAEREBUS	1						
<b>Total</b>	<b>81</b>	<b>10</b>	<b>13</b>	<b>6</b>	<b>9</b>	<b>9</b>	<b>4</b>

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

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



## COMPLAINT CATEGORIES

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

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

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

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

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

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

**Customer Service:** Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers, unsatisfactory seat assignment (non-disability), problems with family seating.

**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

**Other:** Frequent flyer, smoking, tours credit, cargo problems, security, airport facilities, claims for bodily injury, sexual assault/misconduct, and others not classified above.

AIR TRAVEL CONSUMER REPORT

December 2021 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
<a href="#">American Airlines</a>	1	1	0
<a href="#">Hawaiian Airlines</a>	0	2	0
<b>Totals:</b>	<b>1</b>	<b>3</b>	<b>0</b>

**AIR TRAVEL CONSUMER REPORT**

**January - December 2021 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation**

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

<b>Carrier*</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>	<b>Total Transported</b>	<b>Incidents per 10,000 animals transported</b>
PSA Airlines	0	0	0	27,020	0.00
SkyWest Airlines	0	0	0	9,113	0.00
Envoy Air	0	0	0	8,710	0.00
Delta Air Lines	0	0	0	7,844	0.00
Horizon Air	0	0	0	7,792	0.00
Republic Airlines	0	0	0	3,898	0.00
Mesa Airlines	0	0	0	2,515	0.00
Avelo Airlines	0	0	0	2,177	0.00
Silver Airways	0	0	0	383	0.00
Endeavor Air	0	0	0	267	0.00
<a href="#">American Airlines</a>	3	3	0	100,583	0.60
<a href="#">Alaska Airlines</a>	3	7	0	77,337	1.29
<a href="#">Hawaiian Airlines</a>	1	4	0	8,475	5.90
<b>TOTAL</b>	<b>7</b>	<b>14</b>	<b>0</b>	<b>256,114</b>	<b>0.82</b>

<b>The following air carriers do not transport animals:</b>					
Allegiant	0	0	0	0	0.00
Breeze Airways	0	0	0	0	0.00
CommutAir	0	0	0	0	0.00
Eastern Airlines	0	0	0	0	0.00
Frontier Airlines	0	0	0	0	0.00
JetBlue Airways	0	0	0	0	0.00
Southwest Airlines	0	0	0	0	0.00
Spirit	0	0	0	0	0.00
Sun Country Airlines	0	0	0	0	0.00
United Airlines	0	0	0	0	0.00

AIR TRAVEL CONSUMER REPORT

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of December 2021  
as provided by the Transportation Security Administration <sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 58 million airline passengers and their 47 million checked bags in the month of December as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations <sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of December.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
757	0.00131%	85	0.00015%	77	0.00013%	300	0.00052%

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

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

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

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