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# ***Air Travel Consumer Report***

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

***Issued: January 2022***



Flight Delays <sup>1</sup>	November 2021
Mishandled Baggage, Wheelchairs, and Scooters <sup>1</sup>	November 2021
Oversales <sup>1</sup>	3 <sup>rd</sup> Quarter 2021
Consumer Complaints <sup>2</sup> (Includes Disability and Discrimination Complaints)	November 2021
Airline Animal Incident Reports <sup>4</sup>	November 2021
Customer Service Reports to the Dept. of Homeland Security <sup>3</sup>	November 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 via the Internet at:  
<http://www.transportation.gov/airconsumer>

## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the 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 and time of day that a flight operated in 24-hour clock format. All times are local. A 10:50 departure from Atlanta is 10:50 Atlanta time; if that flight arrived in Dallas at 23:45, that is 11:45 p.m. Dallas time. Table 5 lists all airports for which there are reports this month in alphabetical order with the corresponding on-time arrival and departure percentages.

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

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

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

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

**AIR TRAVEL CONSUMER REPORT**

**BRANDED CODESHARE PARTNERS**

**NOVEMBER 2020**

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

<b>American Airlines Branded Codeshare Partners</b>	<b>Alaska Airlines Branded Codeshare Partners</b>	<b>Delta Air Lines Branded Codeshare Partners</b>	<b>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

NOVEMBER 2021

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
<b>HAWAIIAN AIRLINES</b>	<b>22</b>	<b>93.1</b>	<b>1</b>
<b>DELTA AIR LINES NETWORK</b>	<b>208</b>	<b>89.5</b>	<b>2</b>
- DELTA AIR LINES	128	89.9	
- BRANDED CODESHARE PARTNERS	182	88.8	
<b>UNITED AIRLINES NETWORK</b>	<b>247</b>	<b>85.3</b>	<b>3</b>
- UNITED AIRLINES	105	86.4	
- BRANDED CODESHARE PARTNERS	233	84.4	
<b>AMERICAN AIRLINES NETWORK</b>	<b>227</b>	<b>84.7</b>	<b>4</b>
- AMERICAN AIRLINES	109	82.7	
- BRANDED CODESHARE PARTNERS	213	86.5	
<b>SPIRIT AIRLINES</b>	<b>55</b>	<b>82.0</b>	<b>5</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>103</b>	<b>81.3</b>	<b>6</b>
- ALASKA AIRLINES	76	78.2	
- BRANDED CODESHARE PARTNERS	57	85.6	
<b>SOUTHWEST AIRLINES</b>	<b>107</b>	<b>80.8</b>	<b>7</b>
<b>FRONTIER AIRLINES</b>	<b>95</b>	<b>79.9</b>	<b>8</b>
<b>JETBLUE AIRWAYS</b>	<b>61</b>	<b>77.3</b>	<b>9</b>
<b>ALLEGiant AIR</b>	<b>130</b>	<b>67.3</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>368</b>	<b>84.3</b>	

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

Note: 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

NOVEMBER 2021

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	22	93.1	1
ENDEAVOR AIR	113	90.7	2
DELTA AIR LINES	128	89.9	3
ENVOY AIR	149	88.6	4
HORIZON AIR	51	87.5	5
SKYWEST AIRLINES	237	86.6	6
UNITED AIRLINES	105	86.4	7
PSA AIRLINES	99	86.0	8
REPUBLIC AIRWAYS	79	85.8	9
AMERICAN AIRLINES	109	82.7	10
SPIRIT AIRLINES	55	82.0	11
SOUTHWEST AIRLINES	107	80.8	12
FRONTIER AIRLINES	95	79.9	13
MESA AIRLINES	105	79.5	14
ALASKA AIRLINES	76	78.2	15
JETBLUE AIRWAYS	61	77.3	16
ALLEGiant AIR	130	67.3	17
<b>TOTAL AIRPORTS SERVED</b>	<b>361</b>	<b>84.3</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

NOVEMBER 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		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
<b>ALASKA AIRLINES NETWORK</b>	<b>91.8</b>	<b>2</b>	<b>77.7</b>	<b>6</b>	<b>87.9</b>	<b>4</b>	<b>90.3</b>	<b>3</b>	<b>90.0</b>	<b>3</b>	<b>80.7</b>	<b>3</b>	<b>83.2</b>	<b>3</b>	<b>81.0</b>	<b>3</b>	<b>86.1</b>	<b>4</b>	<b>82.7</b>	<b>3</b>	<b>81.3</b>	<b>6</b>	<b>84.7</b>	<b>3</b>
- ALASKA AIRLINES	91.8		75.8		86.2		88.2		89.6		77.5		82.0		79.2		85.0		81.6		78.2		82.9	
- BRANDED CODESHARE PARTNERS	91.7		79.4		89.7		92.5		90.5		84.1		84.5		82.9		87.5		84.3		85.6		86.6	
<b>ALLEGIANT AIR</b>	<b>80.5</b>	<b>9</b>	<b>75.6</b>	<b>9</b>	<b>82.1</b>	<b>10</b>	<b>79.4</b>	<b>9</b>	<b>78.4</b>	<b>10</b>	<b>56.6</b>	<b>10</b>	<b>51.9</b>	<b>10</b>	<b>64.1</b>	<b>9</b>	<b>73.7</b>	<b>10</b>	<b>65.9</b>	<b>10</b>	<b>67.3</b>	<b>10</b>	<b>69.0</b>	<b>10</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>86.4</b>	<b>8</b>	<b>77.6</b>	<b>7</b>	<b>88.6</b>	<b>2</b>	<b>88.7</b>	<b>5</b>	<b>84.9</b>	<b>5</b>	<b>74.3</b>	<b>4</b>	<b>74.3</b>	<b>4</b>	<b>74.4</b>	<b>4</b>	<b>86.2</b>	<b>3</b>	<b>80.9</b>	<b>6</b>	<b>84.7</b>	<b>4</b>	<b>81.5</b>	<b>4</b>
- AMERICAN AIRLINES	88.9		80.7		89.4		88.2		84.0		71.2		73.3		72.4		85.1		77.6		82.7		80.3	
- BRANDED CODESHARE PARTNERS	84.8		75.6		88.1		89.1		85.6		76.8		75.2		76.1		87.0		83.8		86.5		82.5	
<b>DELTA AIR LINES NETWORK</b>	<b>91.1</b>	<b>3</b>	<b>87.3</b>	<b>2</b>	<b>93.1</b>	<b>1</b>	<b>92.5</b>	<b>1</b>	<b>91.3</b>	<b>2</b>	<b>86.8</b>	<b>2</b>	<b>84.9</b>	<b>2</b>	<b>85.7</b>	<b>2</b>	<b>90.2</b>	<b>2</b>	<b>88.1</b>	<b>2</b>	<b>89.5</b>	<b>2</b>	<b>89.0</b>	<b>2</b>
- DELTA AIR LINES	90.7		87.4		92.4		90.6		90.3		86.7		84.9		86.0		89.6		88.5		89.9		88.7	
- BRANDED CODESHARE PARTNERS	91.6		87.2		93.8		94.7		92.6		86.9		84.8		85.3		91.0		87.5		88.8		89.4	
<b>FRONTIER AIRLINES</b>	<b>90.9</b>	<b>4</b>	<b>82.0</b>	<b>4</b>	<b>84.1</b>	<b>9</b>	<b>81.4</b>	<b>8</b>	<b>84.9</b>	<b>6</b>	<b>69.5</b>	<b>7</b>	<b>60.0</b>	<b>8</b>	<b>68.9</b>	<b>6</b>	<b>80.6</b>	<b>7</b>	<b>80.6</b>	<b>7</b>	<b>79.9</b>	<b>8</b>	<b>77.3</b>	<b>7</b>
<b>HAWAIIAN AIRLINES</b>	<b>94.5</b>	<b>1</b>	<b>95.0</b>	<b>1</b>	<b>88.2</b>	<b>3</b>	<b>91.4</b>	<b>2</b>	<b>93.0</b>	<b>1</b>	<b>87.7</b>	<b>1</b>	<b>88.2</b>	<b>1</b>	<b>90.5</b>	<b>1</b>	<b>94.0</b>	<b>1</b>	<b>94.1</b>	<b>1</b>	<b>93.1</b>	<b>1</b>	<b>91.6</b>	<b>1</b>
- HAWAIIAN AIRLINES	94.7		95.0		88.2		91.4		93.0		87.7		88.2		90.5		94.0		94.1		93.1		91.6	
- BRANDED CODESHARE PARTNERS	89.3																						89.3	
<b>JETBLUE AIRWAYS</b>	<b>77.6</b>	<b>10</b>	<b>66.3</b>	<b>10</b>	<b>87.8</b>	<b>5</b>	<b>81.9</b>	<b>7</b>	<b>81.5</b>	<b>8</b>	<b>65.1</b>	<b>8</b>	<b>55.7</b>	<b>9</b>	<b>66.0</b>	<b>8</b>	<b>74.3</b>	<b>9</b>	<b>78.5</b>	<b>8</b>	<b>77.3</b>	<b>9</b>	<b>73.2</b>	<b>9</b>
<b>SOUTHWEST AIRLINES</b>	<b>90.9</b>	<b>5</b>	<b>81.0</b>	<b>5</b>	<b>86.1</b>	<b>7</b>	<b>88.1</b>	<b>6</b>	<b>81.3</b>	<b>9</b>	<b>62.4</b>	<b>9</b>	<b>67.9</b>	<b>6</b>	<b>67.6</b>	<b>7</b>	<b>80.2</b>	<b>8</b>	<b>67.1</b>	<b>9</b>	<b>80.8</b>	<b>7</b>	<b>76.3</b>	<b>8</b>
<b>SPIRIT AIRLINES</b>	<b>88.8</b>	<b>7</b>	<b>82.0</b>	<b>3</b>	<b>84.9</b>	<b>8</b>	<b>76.1</b>	<b>10</b>	<b>84.4</b>	<b>7</b>	<b>74.1</b>	<b>5</b>	<b>64.3</b>	<b>7</b>	<b>61.1</b>	<b>10</b>	<b>81.3</b>	<b>6</b>	<b>82.3</b>	<b>4</b>	<b>82.0</b>	<b>5</b>	<b>77.4</b>	<b>6</b>
<b>UNITED AIRLINES NETWORK</b>	<b>89.0</b>	<b>6</b>	<b>75.8</b>	<b>8</b>	<b>87.3</b>	<b>6</b>	<b>89.4</b>	<b>4</b>	<b>86.8</b>	<b>4</b>	<b>73.9</b>	<b>6</b>	<b>69.4</b>	<b>5</b>	<b>70.3</b>	<b>5</b>	<b>82.5</b>	<b>5</b>	<b>81.0</b>	<b>5</b>	<b>85.3</b>	<b>3</b>	<b>80.3</b>	<b>5</b>
- UNITED AIRLINES	90.9		81.3		88.4		89.9		87.5		75.5		70.3		73.4		84.6		84.8		86.4		82.3	
- BRANDED CODESHARE PARTNERS	88.0		72.9		86.6		89.1		86.3		72.9		68.9		68.3		81.0		78.3		84.4		79.0	
<b>TOTAL</b>	<b>89.0</b>		<b>80.1</b>		<b>88.5</b>		<b>88.7</b>		<b>86.2</b>		<b>74.6</b>		<b>73.4</b>		<b>74.3</b>		<b>84.5</b>		<b>79.9</b>		<b>84.3</b>		<b>81.6</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 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

NOVEMBER 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>90</b>	<b>83.3</b>	<b>151</b>	<b>85.4</b>	<b>29</b>	<b>86.2</b>	<b>0</b>	<b>0.0</b>	<b>147</b>	<b>85.7</b>	<b>142</b>	<b>88.0</b>	<b>146</b>	<b>79.5</b>	<b>30</b>	<b>83.3</b>
- ALASKA AIRLINES	90	83.3	151	85.4	29	86.2	0	0.0	147	85.7	142	88.0	137	81.8	30	83.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	9	44.4	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>51</b>	<b>74.5</b>	<b>32</b>	<b>71.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>17</b>	<b>70.6</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>1290</b>	<b>84.7</b>	<b>2259</b>	<b>84.8</b>	<b>599</b>	<b>83.0</b>	<b>16915</b>	<b>90.2</b>	<b>6892</b>	<b>81.1</b>	<b>869</b>	<b>82.7</b>	<b>20501</b>	<b>85.5</b>	<b>853</b>	<b>83.7</b>
- AMERICAN AIRLINES	765	81.2	1847	83.7	297	82.2	8267	87.7	1998	81.3	809	82.6	11695	85.2	371	79.0
- BRANDED CODESHARE PARTNERS	525	89.9	412	89.6	302	83.8	8648	92.5	4894	81.1	60	85.0	8806	85.9	482	87.3
<b>DELTA AIR LINES NETWORK</b>	<b>20420</b>	<b>91.9</b>	<b>3147</b>	<b>89.5</b>	<b>527</b>	<b>91.8</b>	<b>899</b>	<b>91.2</b>	<b>1309</b>	<b>88.5</b>	<b>982</b>	<b>87.9</b>	<b>955</b>	<b>88.3</b>	<b>8635</b>	<b>87.3</b>
- DELTA AIR LINES	16992	91.8	1486	90.1	465	92.0	522	92.1	621	88.9	838	87.9	955	88.3	4228	88.9
- BRANDED CODESHARE PARTNERS	3428	92.4	1661	88.9	62	90.3	377	89.9	688	88.2	144	87.5	0	0.0	4407	85.8
<b>FRONTIER AIRLINES</b>	<b>572</b>	<b>76.2</b>	<b>28</b>	<b>82.1</b>	<b>104</b>	<b>72.1</b>	<b>114</b>	<b>81.6</b>	<b>90</b>	<b>94.4</b>	<b>1561</b>	<b>89.7</b>	<b>297</b>	<b>83.8</b>	<b>84</b>	<b>73.8</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>20</b>	<b>95.0</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>217</b>	<b>66.4</b>	<b>2984</b>	<b>84.5</b>	<b>0</b>	<b>0.0</b>	<b>52</b>	<b>94.2</b>	<b>813</b>	<b>84.5</b>	<b>108</b>	<b>87.0</b>	<b>78</b>	<b>91.0</b>	<b>67</b>	<b>88.1</b>
<b>SOUTHWEST AIRLINES</b>	<b>2540</b>	<b>83.5</b>	<b>369</b>	<b>82.4</b>	<b>4776</b>	<b>84.7</b>	<b>210</b>	<b>81.9</b>	<b>1231</b>	<b>83.6</b>	<b>6226</b>	<b>81.2</b>	<b>0</b>	<b>0.0</b>	<b>295</b>	<b>73.9</b>
<b>SPIRIT AIRLINES</b>	<b>817</b>	<b>79.1</b>	<b>274</b>	<b>83.9</b>	<b>508</b>	<b>81.7</b>	<b>120</b>	<b>81.7</b>	<b>0</b>	<b>0.0</b>	<b>241</b>	<b>85.9</b>	<b>544</b>	<b>80.7</b>	<b>728</b>	<b>81.2</b>
<b>UNITED AIRLINES NETWORK</b>	<b>656</b>	<b>83.5</b>	<b>1003</b>	<b>86.6</b>	<b>250</b>	<b>88.0</b>	<b>511</b>	<b>85.7</b>	<b>1057</b>	<b>82.9</b>	<b>12483</b>	<b>88.7</b>	<b>801</b>	<b>87.5</b>	<b>615</b>	<b>81.1</b>
- UNITED AIRLINES	226	80.1	913	86.3	235	88.5	48	77.1	196	83.7	5989	89.5	447	86.4	58	72.4
- BRANDED CODESHARE PARTNERS	430	85.3	90	90.0	15	80.0	463	86.6	861	82.7	6494	88.0	354	89.0	557	82.0
<b>TOTAL</b>	<b>26,602</b>	<b>89.6</b>	<b>10,286</b>	<b>86.2</b>	<b>6,825</b>	<b>84.7</b>	<b>18,821</b>	<b>89.9</b>	<b>11,539</b>	<b>82.8</b>	<b>22,629</b>	<b>86.4</b>	<b>23,322</b>	<b>85.5</b>	<b>11,307</b>	<b>85.9</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)

NOVEMBER 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>283</b>	<b>66.4</b>	<b>65</b>	<b>92.3</b>	<b>289</b>	<b>76.1</b>	<b>62</b>	<b>82.3</b>	<b>41</b>	<b>90.2</b>	<b>298</b>	<b>87.2</b>	<b>509</b>	<b>80.2</b>	<b>1709</b>	<b>81.2</b>
- ALASKA AIRLINES	283	66.4	65	92.3	289	76.1	62	82.3	41	90.2	298	87.2	367	77.4	808	78.2
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	142	87.3	901	83.8
<b>ALLEGIANT AIR</b>	<b>48</b>	<b>64.6</b>	<b>227</b>	<b>66.5</b>	<b>0</b>	<b>0.0</b>	<b>4</b>	<b>50.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>776</b>	<b>70.7</b>	<b>113</b>	<b>69.9</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>646</b>	<b>74.9</b>	<b>581</b>	<b>86.1</b>	<b>264</b>	<b>87.5</b>	<b>245</b>	<b>82.4</b>	<b>844</b>	<b>77.8</b>	<b>2541</b>	<b>82.1</b>	<b>1156</b>	<b>82.7</b>	<b>3781</b>	<b>86.9</b>
- AMERICAN AIRLINES	570	73.3	581	86.1	264	87.5	183	79.2	577	78.5	1337	78.8	1156	82.7	2733	86.2
- BRANDED CODESHARE PARTNERS	76	86.8	0	0.0	0	0.0	62	91.9	267	76.4	1204	85.7	0	0.0	1048	88.6
<b>DELTA AIR LINES NETWORK</b>	<b>651</b>	<b>87.1</b>	<b>787</b>	<b>84.2</b>	<b>185</b>	<b>81.6</b>	<b>482</b>	<b>86.7</b>	<b>713</b>	<b>84.3</b>	<b>3702</b>	<b>88.4</b>	<b>1136</b>	<b>90.9</b>	<b>3809</b>	<b>87.7</b>
- DELTA AIR LINES	452	88.1	787	84.2	185	81.6	221	92.8	517	86.1	1861	87.1	1018	92.2	2359	89.1
- BRANDED CODESHARE PARTNERS	199	84.9	0	0.0	0	0.0	261	81.6	196	79.6	1841	89.7	118	79.7	1450	85.5
<b>FRONTIER AIRLINES</b>	<b>215</b>	<b>74.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>10</b>	<b>60.0</b>	<b>95</b>	<b>88.4</b>	<b>0</b>	<b>0.0</b>	<b>1324</b>	<b>80.6</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>2243</b>	<b>93.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>29</b>	<b>75.9</b>	<b>115</b>	<b>85.2</b>	<b>186</b>	<b>84.4</b>
<b>JETBLUE AIRWAYS</b>	<b>792</b>	<b>70.5</b>	<b>1545</b>	<b>71.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>54</b>	<b>90.7</b>	<b>3439</b>	<b>73.6</b>	<b>230</b>	<b>88.7</b>	<b>806</b>	<b>90.7</b>
<b>SOUTHWEST AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>1438</b>	<b>83.2</b>	<b>878</b>	<b>85.2</b>	<b>171</b>	<b>77.8</b>	<b>586</b>	<b>87.5</b>	<b>0</b>	<b>0.0</b>	<b>5061</b>	<b>83.6</b>	<b>2031</b>	<b>82.4</b>
<b>SPIRIT AIRLINES</b>	<b>512</b>	<b>80.7</b>	<b>1643</b>	<b>79.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>609</b>	<b>83.7</b>	<b>0</b>	<b>0.0</b>	<b>1643</b>	<b>86.2</b>	<b>865</b>	<b>83.0</b>
<b>UNITED AIRLINES NETWORK</b>	<b>9680</b>	<b>76.7</b>	<b>745</b>	<b>84.3</b>	<b>422</b>	<b>82.7</b>	<b>6063</b>	<b>87.1</b>	<b>10658</b>	<b>88.2</b>	<b>118</b>	<b>83.1</b>	<b>975</b>	<b>90.7</b>	<b>2877</b>	<b>88.9</b>
- UNITED AIRLINES	5193	77.1	742	84.2	422	82.7	2101	89.7	4634	90.6	118	83.1	942	90.7	1909	90.4
- BRANDED CODESHARE PARTNERS	4487	76.2	3	100.0	0	0.0	3962	85.7	6024	86.4	0	0.0	33	90.9	968	86.2
<b>TOTAL</b>	<b>12,827</b>	<b>76.6</b>	<b>7,031</b>	<b>79.8</b>	<b>4,281</b>	<b>88.5</b>	<b>7,037</b>	<b>86.6</b>	<b>13,600</b>	<b>87.2</b>	<b>10,127</b>	<b>81.7</b>	<b>12,925</b>	<b>83.9</b>	<b>16,177</b>	<b>86.1</b>

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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>151</b>	<b>75.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>75</b>	<b>90.7</b>	<b>274</b>	<b>84.7</b>	<b>2520</b>	<b>81.8</b>	<b>30</b>	<b>96.7</b>
- ALASKA AIRLINES	0	0.0	151	75.5	0	0.0	0	0.0	47	89.4	220	82.7	1386	77.6	30	96.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	28	92.9	54	92.6	1134	86.9	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>33</b>	<b>75.8</b>	<b>0</b>	<b>0.0</b>	<b>40</b>	<b>67.5</b>	<b>0</b>	<b>0.0</b>	<b>26</b>	<b>80.8</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>4100</b>	<b>80.4</b>	<b>1446</b>	<b>81.3</b>	<b>0</b>	<b>0.0</b>	<b>6484</b>	<b>76.2</b>	<b>618</b>	<b>79.3</b>	<b>10133</b>	<b>87.5</b>	<b>343</b>	<b>83.4</b>	<b>6617</b>	<b>88.8</b>
- AMERICAN AIRLINES	1997	78.4	1446	81.3	0	0.0	5185	75.5	390	75.4	4171	85.3	286	81.8	2508	85.2
- BRANDED CODESHARE PARTNERS	2103	82.3	0	0.0	0	0.0	1299	79.1	228	86.0	5962	89.0	57	91.2	4109	90.9
<b>DELTA AIR LINES NETWORK</b>	<b>5800</b>	<b>87.7</b>	<b>1412</b>	<b>87.2</b>	<b>338</b>	<b>90.8</b>	<b>700</b>	<b>79.0</b>	<b>8533</b>	<b>91.0</b>	<b>1267</b>	<b>87.2</b>	<b>678</b>	<b>87.9</b>	<b>590</b>	<b>90.0</b>
- DELTA AIR LINES	2027	88.0	1412	87.2	96	88.5	671	78.8	4576	91.7	1027	86.2	417	90.4	442	91.0
- BRANDED CODESHARE PARTNERS	3773	87.5	0	0.0	242	91.7	29	82.8	3957	90.3	240	91.7	261	83.9	148	87.2
<b>FRONTIER AIRLINES</b>	<b>78</b>	<b>73.1</b>	<b>1619</b>	<b>69.2</b>	<b>0</b>	<b>0.0</b>	<b>415</b>	<b>68.0</b>	<b>54</b>	<b>79.6</b>	<b>195</b>	<b>86.2</b>	<b>57</b>	<b>89.5</b>	<b>585</b>	<b>79.1</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>10</b>	<b>30.0</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>60</b>	<b>90.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>959</b>	<b>72.6</b>	<b>1094</b>	<b>72.8</b>	<b>0</b>	<b>0.0</b>	<b>340</b>	<b>74.1</b>	<b>46</b>	<b>82.6</b>	<b>108</b>	<b>81.5</b>	<b>25</b>	<b>64.0</b>	<b>100</b>	<b>85.0</b>
<b>SOUTHWEST AIRLINES</b>	<b>972</b>	<b>78.5</b>	<b>3099</b>	<b>82.6</b>	<b>4961</b>	<b>82.8</b>	<b>676</b>	<b>77.5</b>	<b>376</b>	<b>75.5</b>	<b>780</b>	<b>66.4</b>	<b>516</b>	<b>73.8</b>	<b>351</b>	<b>79.2</b>
<b>SPIRIT AIRLINES</b>	<b>364</b>	<b>79.9</b>	<b>1832</b>	<b>79.5</b>	<b>0</b>	<b>0.0</b>	<b>347</b>	<b>80.4</b>	<b>136</b>	<b>79.4</b>	<b>559</b>	<b>81.2</b>	<b>60</b>	<b>81.7</b>	<b>354</b>	<b>85.9</b>
<b>UNITED AIRLINES NETWORK</b>	<b>985</b>	<b>81.4</b>	<b>1152</b>	<b>83.6</b>	<b>0</b>	<b>0.0</b>	<b>526</b>	<b>75.9</b>	<b>495</b>	<b>85.9</b>	<b>12454</b>	<b>87.0</b>	<b>488</b>	<b>87.5</b>	<b>413</b>	<b>85.0</b>
- UNITED AIRLINES	445	84.9	1152	83.6	0	0.0	499	75.8	257	84.8	4719	88.9	458	86.9	323	85.4
- BRANDED CODESHARE PARTNERS	540	78.5	0	0.0	0	0.0	27	77.8	238	87.0	7735	85.9	30	96.7	90	83.3
<b>TOTAL</b>	<b>13,258</b>	<b>82.9</b>	<b>11,815</b>	<b>79.7</b>	<b>5,332</b>	<b>83.3</b>	<b>9,488</b>	<b>76.2</b>	<b>10,373</b>	<b>89.2</b>	<b>25,770</b>	<b>86.4</b>	<b>4,773</b>	<b>82.6</b>	<b>9,040</b>	<b>87.6</b>

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## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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>390</b>	<b>82.1</b>	<b>1325</b>	<b>81.4</b>	<b>7777</b>	<b>82.1</b>	<b>1709</b>	<b>84.8</b>	<b>318</b>	<b>78.0</b>	<b>79</b>	<b>84.8</b>
- ALASKA AIRLINES	292	81.5	590	78.5	5317	79.2	829	82.5	94	76.6	79	84.8
- BRANDED CODESHARE PARTNERS	98	83.7	735	83.8	2460	88.3	880	86.9	224	78.6	0	0.0
<b>ALLEGiant AIR</b>	<b>19</b>	<b>68.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>7327</b>	<b>85.1</b>	<b>659</b>	<b>83.9</b>	<b>559</b>	<b>80.3</b>	<b>839</b>	<b>84.4</b>	<b>475</b>	<b>82.3</b>	<b>1270</b>	<b>80.7</b>
- AMERICAN AIRLINES	4503	86.9	659	83.9	501	79.8	776	83.8	267	77.9	1162	80.5
- BRANDED CODESHARE PARTNERS	2824	82.1	0	0.0	58	84.5	63	92.1	208	88.0	108	83.3
<b>DELTA AIR LINES NETWORK</b>	<b>882</b>	<b>89.3</b>	<b>611</b>	<b>88.9</b>	<b>3615</b>	<b>89.5</b>	<b>1099</b>	<b>87.4</b>	<b>6939</b>	<b>92.5</b>	<b>940</b>	<b>86.1</b>
- DELTA AIR LINES	745	91.5	581	90.2	2323	88.2	806	89.2	4127	92.0	940	86.1
- BRANDED CODESHARE PARTNERS	137	77.4	30	63.3	1292	92.0	293	82.3	2812	93.3	0	0.0
<b>FRONTIER AIRLINES</b>	<b>390</b>	<b>86.2</b>	<b>152</b>	<b>90.1</b>	<b>39</b>	<b>89.7</b>	<b>157</b>	<b>87.3</b>	<b>105</b>	<b>92.4</b>	<b>484</b>	<b>82.0</b>
<b>HAWAIIAN AIRLINES</b>	<b>30</b>	<b>93.3</b>	<b>60</b>	<b>91.7</b>	<b>66</b>	<b>93.9</b>	<b>60</b>	<b>90.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>100</b>	<b>87.0</b>	<b>115</b>	<b>88.7</b>	<b>73</b>	<b>79.5</b>	<b>394</b>	<b>89.1</b>	<b>120</b>	<b>80.0</b>	<b>329</b>	<b>66.9</b>
<b>SOUTHWEST AIRLINES</b>	<b>4579</b>	<b>81.0</b>	<b>1980</b>	<b>79.1</b>	<b>559</b>	<b>76.7</b>	<b>596</b>	<b>79.4</b>	<b>849</b>	<b>79.0</b>	<b>1921</b>	<b>79.8</b>
<b>SPIRIT AIRLINES</b>	<b>120</b>	<b>78.3</b>	<b>64</b>	<b>84.4</b>	<b>60</b>	<b>83.3</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>616</b>	<b>79.7</b>
<b>UNITED AIRLINES NETWORK</b>	<b>851</b>	<b>89.5</b>	<b>800</b>	<b>87.9</b>	<b>733</b>	<b>85.9</b>	<b>5064</b>	<b>88.2</b>	<b>554</b>	<b>86.5</b>	<b>760</b>	<b>83.7</b>
- UNITED AIRLINES	761	90.5	713	88.4	674	86.4	3220	90.7	81	80.2	760	83.7
- BRANDED CODESHARE PARTNERS	90	81.1	87	83.9	59	81.4	1844	84.0	473	87.5	0	0.0
<b>TOTAL</b>	<b>14,688</b>	<b>84.2</b>	<b>5,766</b>	<b>83.1</b>	<b>13,481</b>	<b>84.1</b>	<b>9,918</b>	<b>86.7</b>	<b>9,360</b>	<b>89.8</b>	<b>6,399</b>	<b>80.9</b>

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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	90	83.3	151	85.4	29	86.2	0	0.0	147	85.7	142	88.0	137	81.8	30	83.3
ALLEGiant AIR	0	0.0	51	74.5	32	71.9	0	0.0	0	0.0	17	70.6	0	0.0	0	0.0
AMERICAN AIRLINES	765	81.2	1847	83.7	297	82.2	8267	87.7	1998	81.3	809	82.6	11695	85.2	371	79.0
DELTA AIR LINES	16992	91.8	1486	90.1	465	92.0	522	92.1	621	88.9	838	87.9	955	88.3	4228	88.9
ENDEAVOR AIR	3339	92.6	256	92.6	62	90.3	103	93.2	128	89.8	0	0.0	0	0.0	2174	90.4
ENVOY AIR	106	87.7	53	84.9	29	89.7	238	95.8	403	82.6	0	0.0	5194	88.7	101	92.1
FRONTIER AIRLINES	572	76.2	28	82.1	104	72.1	114	81.6	90	94.4	1561	89.7	297	83.8	84	73.8
HAWAIIAN AIRLINES	0	0.0	20	95.0	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	217	66.4	2984	84.5	0	0.0	52	94.2	813	84.5	108	87.0	78	91.0	67	88.1
MESA AIRLINES	170	81.8	6	100.0	15	80.0	198	85.4	125	78.4	0	0.0	2086	79.9	82	84.1
PSA AIRLINES	92	93.5	0	0.0	56	91.1	5790	91.9	2765	77.8	0	0.0	87	83.9	108	85.2
REPUBLIC AIRWAYS	583	88.9	1671	89.1	164	85.4	976	90.6	2348	86.5	0	0.0	10	100.0	398	88.9
SKYWEST AIRLINES	93	86.0	54	83.3	53	67.9	88	92.0	204	87.7	5802	88.8	1792	85.0	2460	80.7
SOUTHWEST AIRLINES	2540	83.5	369	82.4	4776	84.7	210	81.9	1231	83.6	6226	81.2	0	0.0	295	73.9
SPIRIT AIRLINES	817	79.1	274	83.9	508	81.7	120	81.7	0	0.0	241	85.9	544	80.7	728	81.2
UNITED AIRLINES	226	80.1	913	86.3	235	88.5	48	77.1	196	83.7	5989	89.5	447	86.4	58	72.4
<b>TOTAL</b>	<b>26,602</b>	<b>89.6</b>	<b>10,163</b>	<b>86.2</b>	<b>6,825</b>	<b>84.7</b>	<b>16,726</b>	<b>89.4</b>	<b>11,069</b>	<b>82.9</b>	<b>21,733</b>	<b>86.5</b>	<b>23,322</b>	<b>85.5</b>	<b>11,184</b>	<b>85.9</b>

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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	283	66.4	65	92.3	289	76.1	62	82.3	41	90.2	298	87.2	367	77.4	808	78.2
ALLEGiant AIR	48	64.6	227	66.5	0	0.0	4	50.0	0	0.0	0	0.0	776	70.7	113	69.9
AMERICAN AIRLINES	570	73.3	581	86.1	264	87.5	183	79.2	577	78.5	1337	78.8	1156	82.7	2733	86.2
DELTA AIR LINES	452	88.1	787	84.2	185	81.6	221	92.8	517	86.1	1861	87.1	1018	92.2	2359	89.1
ENDEAVOR AIR	146	84.9	0	0.0	0	0.0	50	88.0	0	0.0	1243	90.7	0	0.0	0	0.0
ENVOY AIR	49	87.8	0	0.0	0	0.0	0	0.0	56	87.5	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	215	74.0	0	0.0	0	0.0	10	60.0	95	88.4	0	0.0	1324	80.6	0	0.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	2243	93.2	0	0.0	0	0.0	29	75.9	115	85.2	186	84.4
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	86	89.5	243	88.9
JETBLUE AIRWAYS	792	70.5	1545	71.2	0	0.0	0	0.0	54	90.7	3439	73.6	230	88.7	806	90.7
MESA AIRLINES	0	0.0	2	100.0	0	0.0	1124	87.0	2088	84.0	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	62	91.9	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	2478	76.7	1	100.0	0	0.0	583	88.5	93	83.9	1802	86.3	0	0.0	0	0.0
SKYWEST AIRLINES	80	85.0	0	0.0	0	0.0	433	79.4	1888	87.6	0	0.0	207	82.6	4124	85.9
SOUTHWEST AIRLINES	0	0.0	1438	83.2	878	85.2	171	77.8	586	87.5	0	0.0	5061	83.6	2031	82.4
SPIRIT AIRLINES	512	80.7	1643	79.7	0	0.0	0	0.0	609	83.7	0	0.0	1643	86.2	865	83.0
UNITED AIRLINES	5193	77.1	742	84.2	422	82.7	2101	89.7	4634	90.6	118	83.1	942	90.7	1909	90.4
<b>TOTAL</b>	<b>10,818</b>	<b>76.8</b>	<b>7,031</b>	<b>79.8</b>	<b>4,281</b>	<b>88.5</b>	<b>5,004</b>	<b>87.2</b>	<b>11,238</b>	<b>87.4</b>	<b>10,127</b>	<b>81.7</b>	<b>12,925</b>	<b>83.9</b>	<b>16,177</b>	<b>86.1</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)

NOVEMBER 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	151	75.5	0	0.0	0	0.0	47	89.4	220	82.7	1386	77.6	30	96.7
ALLEGiant AIR	0	0.0	0	0.0	33	75.8	0	0.0	40	67.5	0	0.0	26	80.8	0	0.0
AMERICAN AIRLINES	1997	78.4	1446	81.3	0	0.0	5185	75.5	390	75.4	4171	85.3	286	81.8	2508	85.2
DELTA AIR LINES	2027	88.0	1412	87.2	96	88.5	671	78.8	4576	91.7	1027	86.2	417	90.4	442	91.0
ENDEAVOR AIR	2321	87.5	0	0.0	241	91.7	29	82.8	1108	92.5	57	89.5	0	0.0	25	100.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	1267	79.7	50	86.0	3417	91.5	0	0.0	0	0.0
FRONTIER AIRLINES	78	73.1	1619	69.2	0	0.0	415	68.0	54	79.6	195	86.2	57	89.5	585	79.1
HAWAIIAN AIRLINES	0	0.0	10	30.0	0	0.0	0	0.0	0	0.0	0	0.0	60	90.0	0	0.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	10	90.0	26	92.3	677	90.4	0	0.0
JETBLUE AIRWAYS	959	72.6	1094	72.8	0	0.0	340	74.1	46	82.6	108	81.5	25	64.0	100	85.0
MESA AIRLINES	265	71.7	0	0.0	0	0.0	27	77.8	129	82.2	439	87.5	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	48	81.3	0	0.0	0	0.0	1366	86.8
REPUBLIC AIRWAYS	3584	84.5	0	0.0	0	0.0	32	56.3	160	90.6	1061	91.6	0	0.0	919	92.5
SKYWEST AIRLINES	195	83.6	0	0.0	1	100.0	0	0.0	2946	89.4	5829	87.3	805	83.7	57	70.2
SOUTHWEST AIRLINES	972	78.5	3099	82.6	4961	82.8	676	77.5	376	75.5	780	66.4	516	73.8	351	79.2
SPIRIT AIRLINES	364	79.9	1832	79.5	0	0.0	347	80.4	136	79.4	559	81.2	60	81.7	354	85.9
UNITED AIRLINES	445	84.9	1152	83.6	0	0.0	499	75.8	257	84.8	4719	88.9	458	86.9	323	85.4
<b>TOTAL</b>	<b>13,207</b>	<b>82.9</b>	<b>11,815</b>	<b>79.7</b>	<b>5,332</b>	<b>83.3</b>	<b>9,488</b>	<b>76.2</b>	<b>10,373</b>	<b>89.2</b>	<b>22,608</b>	<b>87.1</b>	<b>4,773</b>	<b>82.6</b>	<b>7,060</b>	<b>86.0</b>

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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	292	81.5	590	78.5	5317	79.2	829	82.5	94	76.6	79	84.8
ALLEGiant AIR	19	68.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4503	86.9	659	83.9	501	79.8	776	83.8	267	77.9	1162	80.5
DELTA AIR LINES	745	91.5	581	90.2	2323	88.2	806	89.2	4127	92.0	940	86.1
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	65	93.8	0	0.0	0	0.0	0	0.0	22	95.5	30	90.0
FRONTIER AIRLINES	390	86.2	152	90.1	39	89.7	157	87.3	105	92.4	484	82.0
HAWAIIAN AIRLINES	30	93.3	60	91.7	66	93.9	60	90.0	0	0.0	0	0.0
HORIZON AIR	72	86.1	153	86.3	2304	88.7	266	90.2	57	73.7	0	0.0
JETBLUE AIRWAYS	100	87.0	115	88.7	73	79.5	394	89.1	120	80.0	329	66.9
MESA AIRLINES	1308	74.8	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	8	100.0	78	80.8
SKYWEST AIRLINES	1704	86.8	699	82.4	1565	90.3	2814	84.3	3629	91.7	0	0.0
SOUTHWEST AIRLINES	4579	81.0	1980	79.1	559	76.7	596	79.4	849	79.0	1921	79.8
SPIRIT AIRLINES	120	78.3	64	84.4	60	83.3	0	0.0	0	0.0	616	79.7
UNITED AIRLINES	761	90.5	713	88.4	674	86.4	3220	90.7	81	80.2	760	83.7
<b>TOTAL</b>	<b>14,688</b>	<b>84.2</b>	<b>5,766</b>	<b>83.1</b>	<b>13,481</b>	<b>84.1</b>	<b>9,918</b>	<b>86.7</b>	<b>9,360</b>	<b>89.8</b>	<b>6,399</b>	<b>80.9</b>

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



## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2021

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	88.6	87.1	94.4	92.6	89.5	90.7	86.0	82.3	89.8	86.3	94.5	92.1	89.4	91.1	94.8	90.1
0700-0759	91.7	90.9	94.8	89.7	87.4	92.9	89.4	89.8	84.3	84.7	98.9	89.3	89.1	84.4	93.4	90.9
0800-0859	91.0	88.1	92.5	91.1	88.9	90.9	89.1	93.0	86.3	81.0	95.4	100.0	87.4	81.1	93.6	88.9
0900-0959	95.9	88.0	92.3	89.7	82.0	90.2	88.0	93.4	90.7	83.1	96.4	82.8	83.9	88.2	91.3	90.2
1000-1059	93.2	88.2	93.0	93.1	88.2	87.6	87.6	91.2	89.4	89.1	92.3	88.6	89.9	88.5	90.6	90.6
1100-1159	92.8	89.2	91.7	90.4	88.5	88.0	88.2	88.7	90.7	83.6	91.0	91.1	90.0	83.7	88.5	90.4
1200-1259	93.8	87.5	92.7	91.1	86.1	90.5	87.9	91.2	80.6	87.0	91.2	92.3	89.0	86.1	88.5	88.6
1300-1359	91.6	86.4	92.1	89.4	82.5	85.9	85.9	88.5	89.1	83.8	89.7	89.2	88.0	82.6	82.9	87.1
1400-1459	93.0	87.6	89.9	90.1	82.2	88.3	90.1	86.9	82.9	83.2	82.0	80.0	87.4	82.0	81.9	88.0
1500-1559	89.7	88.3	86.3	90.0	85.7	84.4	85.6	87.3	81.9	79.3	87.9	86.0	89.0	87.0	81.7	86.9
1600-1659	89.3	86.6	79.7	85.2	84.0	86.0	87.2	87.1	75.3	77.2	85.6	84.5	85.5	77.1	76.9	86.3
1700-1759	89.9	82.2	84.4	89.4	83.5	84.8	82.6	84.8	71.6	77.2	91.6	81.3	86.8	84.6	79.8	85.0
1800-1859	87.4	83.7	82.6	85.6	80.2	82.6	85.1	81.4	64.2	71.9	85.6	87.3	85.3	78.1	82.2	82.1
1900-1959	85.5	85.8	74.1	88.3	74.3	85.7	81.0	82.7	56.2	71.5	85.6	83.7	82.0	82.2	80.1	83.1
2000-2059	85.2	84.1	72.4	90.6	76.7	77.0	83.7	82.0	52.0	75.0	83.0	87.7	90.0	83.7	81.2	83.0
2100-2159	86.4	86.3	70.4	86.9	81.6	80.4	80.0	74.7	59.1	76.9	84.4	85.6	88.6	75.9	80.1	84.0
2200-2259	78.0	86.1	75.2	80.5	77.1	77.4	81.9	81.9	68.8	78.1	68.8	74.8	83.8	75.9	80.0	78.2
2300-0559	75.5	82.0	77.7	83.1	80.0	81.4	80.3	79.3	83.5	73.2	86.2	88.2	83.0	75.3	77.0	81.7
<b>TOTAL</b>	<b>89.6</b>	<b>86.2</b>	<b>84.7</b>	<b>89.4</b>	<b>82.9</b>	<b>86.5</b>	<b>85.5</b>	<b>85.9</b>	<b>76.8</b>	<b>79.8</b>	<b>88.5</b>	<b>87.2</b>	<b>87.4</b>	<b>81.7</b>	<b>83.9</b>	<b>86.1</b>

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2021

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.9	76.8	95.9	72.5	88.2	90.2	0.0	85.6	87.8	0.0	89.2	98.4	94.1	79.3	88.9
0700-0759	90.1	78.9	95.3	80.9	91.1	88.8	90.6	93.0	92.9	92.2	88.9	88.8	94.0	96.0	89.9
0800-0859	90.7	85.8	92.9	82.2	94.7	90.3	83.8	88.0	89.8	87.8	91.1	93.1	92.9	91.0	89.8
0900-0959	88.5	90.3	91.8	81.8	92.3	91.7	88.4	90.8	89.7	92.1	88.8	91.1	92.9	87.6	89.6
1000-1059	89.0	86.7	90.7	79.3	90.9	86.2	87.9	89.5	88.1	88.5	81.5	86.7	94.8	87.3	88.9
1100-1159	90.7	87.5	92.9	81.6	93.2	90.9	86.5	89.3	88.9	87.6	84.7	88.6	86.4	88.2	89.1
1200-1259	84.9	86.2	90.4	81.0	91.5	90.1	88.4	89.0	82.3	89.9	88.1	86.0	89.4	86.1	88.4
1300-1359	82.5	82.2	84.8	81.6	87.4	89.9	87.1	85.6	85.6	89.8	85.0	90.2	93.8	86.5	86.9
1400-1459	78.3	85.1	88.0	75.2	90.2	85.2	84.8	88.1	81.8	91.2	89.8	85.8	89.5	83.1	86.5
1500-1559	81.3	77.3	81.5	77.7	92.5	81.8	86.1	86.2	84.2	81.7	85.6	85.6	87.4	83.1	85.5
1600-1659	83.2	77.4	80.4	77.1	84.2	86.2	84.7	83.6	82.0	78.0	84.4	81.5	91.5	84.4	83.8
1700-1759	78.8	81.2	80.5	74.5	86.1	86.1	75.8	86.0	82.0	79.1	82.9	85.9	86.5	80.6	83.7
1800-1859	79.3	78.6	74.5	66.7	89.0	82.2	75.7	83.5	80.4	81.3	84.1	82.9	78.9	76.3	81.7
1900-1959	76.2	74.4	77.6	70.7	87.1	85.2	82.3	82.4	79.7	77.3	81.9	87.0	91.0	73.3	81.7
2000-2059	78.2	71.3	70.7	71.0	91.7	82.0	76.3	87.4	81.9	81.8	79.6	86.9	87.9	70.3	80.4
2100-2159	77.5	73.9	64.0	72.7	87.8	85.3	82.4	85.0	77.3	72.6	76.8	83.6	86.5	71.0	80.3
2200-2259	83.2	73.1	69.8	76.3	77.2	81.0	74.2	78.8	81.4	74.3	73.1	84.5	84.9	78.3	78.2
2300-0559	79.1	71.6	69.0	67.3	78.9	83.4	81.1	79.3	80.7	76.3	84.0	84.1	76.5	74.7	79.0
<b>TOTAL</b>	<b>82.9</b>	<b>79.7</b>	<b>83.3</b>	<b>76.2</b>	<b>89.2</b>	<b>87.1</b>	<b>82.6</b>	<b>86.0</b>	<b>84.2</b>	<b>83.1</b>	<b>84.1</b>	<b>86.7</b>	<b>89.8</b>	<b>80.9</b>	<b>85.1</b>

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2021

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	84.7	95.0	92.5	91.5	91.8	95.2	88.3	90.6	89.6	93.7	96.6	93.2	90.0	87.6	89.9	91.8
0700-0759	91.7	94.7	90.5	88.6	90.6	89.0	85.2	87.3	88.3	91.4	92.6	90.4	86.8	90.2	88.2	92.5
0800-0859	92.3	90.6	85.9	91.5	87.5	87.7	89.0	88.6	85.6	88.7	96.8	92.3	85.0	88.7	85.5	88.3
0900-0959	91.2	88.5	82.7	91.6	85.7	86.7	83.8	87.5	83.7	86.2	95.9	89.7	84.8	87.4	85.0	86.4
1000-1059	92.3	88.9	81.1	92.0	82.4	82.8	84.9	90.9	83.5	81.8	97.5	91.3	83.5	86.6	88.2	84.9
1100-1159	92.0	86.1	81.4	87.9	86.9	82.2	84.2	83.9	85.9	84.1	93.1	81.3	86.9	91.0	82.7	84.2
1200-1259	91.5	87.6	78.7	89.6	89.1	77.7	83.0	86.9	86.4	84.3	87.9	88.6	88.1	87.1	78.5	85.4
1300-1359	89.9	88.7	81.3	86.7	85.8	82.1	78.9	84.6	75.1	81.6	92.7	92.0	80.4	82.4	78.9	81.3
1400-1459	84.9	86.4	69.6	86.1	79.3	69.9	81.7	84.4	81.3	81.4	90.4	83.8	83.7	82.2	71.3	81.4
1500-1559	86.2	86.4	63.3	83.2	80.8	76.9	79.5	81.2	80.1	82.3	85.8	78.9	85.9	82.7	71.2	80.9
1600-1659	83.9	87.4	69.8	88.5	80.4	75.5	85.2	80.4	74.1	75.1	85.2	87.7	83.9	84.6	68.7	81.6
1700-1759	82.2	86.8	69.6	82.2	81.0	79.8	81.3	83.8	68.9	70.7	90.8	81.1	82.9	79.9	65.2	80.0
1800-1859	85.6	84.5	70.2	86.3	80.1	73.7	78.0	81.5	68.3	76.2	89.2	79.1	80.1	81.8	67.1	77.3
1900-1959	82.5	78.3	59.4	82.4	77.1	72.2	75.9	61.9	62.6	69.9	88.3	90.6	78.2	82.5	69.6	80.2
2000-2059	83.7	87.1	50.5	86.0	79.8	74.9	74.6	81.5	53.5	70.8	92.5	74.1	83.0	76.6	68.7	75.2
2100-2159	85.4	89.8	57.1	82.0	83.4	60.1	79.3	81.0	46.1	72.1	92.6	100.0	86.7	77.1	68.6	82.2
2200-2259	89.8	83.3	50.0	85.3	80.4	80.7	78.8	82.6	56.1	73.2	91.5	85.4	92.1	76.9	83.2	79.7
2300-0559	88.9	95.3	86.9	91.5	96.0	88.4	84.2	89.8	91.8	84.6	90.4	97.7	87.1	87.0	81.6	85.5
TOTAL	88.0	88.4	73.8	87.4	84.0	80.0	82.0	84.9	75.6	80.8	91.5	87.2	84.3	84.2	78.5	83.8

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2021

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	91.7	90.7	92.5	86.6	93.6	83.8	92.0	94.1	94.0	89.6	91.3	91.5	93.4	94.5	91.2
0700-0759	91.6	88.2	87.2	87.1	91.6	89.9	92.6	90.6	90.7	86.3	91.3	91.5	94.7	91.6	89.8
0800-0859	90.4	86.8	88.6	86.1	91.4	88.1	86.8	91.5	85.2	84.5	89.6	88.3	92.9	93.0	88.9
0900-0959	89.5	84.5	87.3	77.3	92.9	85.1	81.8	89.8	81.9	82.9	89.2	87.2	90.0	89.3	87.2
1000-1059	87.6	81.5	85.2	76.6	91.1	88.9	86.8	88.0	80.3	87.9	85.2	86.2	89.0	87.0	86.3
1100-1159	86.6	84.7	80.2	74.3	88.3	80.2	84.8	84.5	81.4	85.3	79.3	79.9	90.7	86.4	85.1
1200-1259	86.1	80.7	78.0	80.4	89.5	86.2	86.0	86.4	75.8	84.6	80.7	81.9	85.7	85.6	85.0
1300-1359	81.2	80.3	71.8	75.0	89.2	81.9	88.2	85.0	75.7	86.4	82.6	82.2	88.5	82.1	82.8
1400-1459	80.5	76.2	65.0	73.7	81.3	82.8	81.0	85.8	74.9	86.7	81.9	84.0	87.2	82.7	80.9
1500-1559	72.5	77.7	64.9	72.8	89.3	80.8	85.8	84.1	71.9	81.9	84.9	82.4	85.9	81.8	80.6
1600-1659	75.5	74.8	72.6	72.8	84.9	74.6	85.4	82.7	73.4	76.8	80.4	81.7	81.5	78.4	80.0
1700-1759	72.7	73.2	60.5	71.4	82.9	82.0	76.1	78.4	69.5	78.8	79.8	78.8	88.0	78.0	78.7
1800-1859	72.5	75.5	62.3	65.6	85.1	83.2	82.8	83.6	67.1	67.3	79.8	83.7	84.3	79.8	78.3
1900-1959	75.2	73.4	54.7	69.0	90.7	79.5	85.3	85.5	67.7	79.1	80.5	84.8	64.9	77.8	76.3
2000-2059	76.4	65.8	58.6	65.0	88.8	81.9	80.1	82.6	67.0	72.2	77.3	81.7	89.7	68.3	77.0
2100-2159	77.2	66.8	49.2	63.2	91.8	85.1	78.1	87.4	72.1	80.5	75.2	85.6	94.2	68.2	76.3
2200-2259	80.4	61.2	34.4	70.6	95.9	100.0	84.9	88.0	80.1	85.4	77.5	84.9	90.2	66.7	81.8
2300-0559	93.8	83.2	94.4	74.3	88.7	89.9	89.0	87.2	88.2	93.8	87.0	87.8	94.0	96.0	87.6
<b>TOTAL</b>	<b>82.2</b>	<b>79.2</b>	<b>72.8</b>	<b>74.3</b>	<b>89.6</b>	<b>84.3</b>	<b>86.0</b>	<b>86.4</b>	<b>77.3</b>	<b>83.2</b>	<b>83.6</b>	<b>84.9</b>	<b>89.3</b>	<b>84.3</b>	<b>83.1</b>

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	87.1	84.3	70	70
Abilene, TX (ABI)	90.9	93.3	165	164
Adak Island, AK (ADK)	75.0	25.0	8	8
Aguadilla, PR (BQN)	69.2	69.2	143	143
Akron, OH (CAK)	79.6	87.2	181	180
Alamosa, CO (ALS)	98.0	90.2	51	51
Albany, GA (ABY)	90.4	90.4	83	83
Albany, NY (ALB)	79.2	84.6	878	878
Albuquerque, NM (ABQ)	82.3	84.5	1622	1622
Alexandria, LA (AEX)	82.9	78.9	170	171
Allentown/Bethlehem/Easton, PA (ABE)	83.2	91.4	370	370
Alpena, MI (APN)	80.0	84.0	50	50
Amarillo, TX (AMA)	71.7	78.1	360	361
Anchorage, AK (ANC)	72.2	80.4	1406	1406
Appleton, WI (ATW)	84.9	85.4	397	398
Arcata/Eureka, CA (ACV)	83.0	81.0	188	189
Asheville, NC (AVL)	79.7	81.9	557	558
Ashland, WV (HTS)	69.7	52.9	33	34
Aspen, CO (ASE)	85.0	82.2	180	180
Atlanta, GA (ATL)	89.6	88.0	26602	26605
Atlantic City, NJ (ACY)	86.3	91.4	255	257
Augusta, GA (AGS)	90.2	91.9	296	296
Austin, TX (AUS)	82.2	80.8	6915	6919
Bakersfield, CA (BFL)	75.1	76.7	249	249
Baltimore, MD (BWI)	84.7	73.8	6825	6822
Bangor, ME (BGR)	79.6	85.7	245	245
Barrow, AK (BRW)	72.4	55.2	29	29
Baton Rouge, LA (BTR)	92.0	90.2	327	327
Beaumont/Port Arthur, TX (BPT)	95.3	96.5	86	86
Bellefonte, PA (BLF)	80.5	77.0	87	87
Bellingham, WA (BLI)	89.9	94.6	278	277
Bemidji, MN (BJI)	95.0	90.0	60	60
Bend/Redmond, OR (RDM)	89.1	88.1	596	597
Bethel, AK (BET)	80.7	54.4	57	57
Billings, MT (BIL)	85.8	88.2	344	347
Binghamton, NY (BGM)	86.7	90.0	30	30
Birmingham, AL (BHM)	82.0	86.8	1152	1151
Bismarck/Mandan, ND (BIS)	89.3	87.5	335	335
Bloomington/Normal, IL (BMI)	86.6	90.3	247	247
Boise, ID (BOI)	84.8	89.0	2060	2061
Boston, MA (BOS)	86.2	88.4	10163	10171

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	88.4	87.9	655	655
Brainerd, MN (BRD)	90.0	96.0	50	50
Bristol/Johnson City/Kingsport, TN (TRI)	86.4	88.3	206	206
Brownsville, TX (BRO)	89.5	87.1	124	124
Brunswick, GA (BQK)	97.6	95.2	84	84
Buffalo, NY (BUF)	81.3	84.5	1526	1526
Burbank, CA (BUR)	80.3	78.7	2408	2409
Burlington, VT (BTV)	85.2	89.0	454	455
Butte, MT (BTM)	92.7	94.5	55	55
Cape Girardeau, MO (CGI)	90.2	88.2	51	51
Casper, WY (CPR)	92.0	91.2	113	113
Cedar City, UT (CDC)	98.0	98.0	50	50
Cedar Rapids/Iowa City, IA (CID)	84.6	87.4	768	769
Champaign/Urbana, IL (CMI)	91.7	92.4	145	145
Charleston, SC (CHS)	80.9	85.3	2031	2034
Charleston/Dunbar, WV (CRW)	82.4	79.0	205	205
Charlotte Amalie, VI (STT)	80.0	83.9	440	441
Charlotte, NC (CLT)	89.4	87.4	16726	16725
Charlottesville, VA (CHO)	87.9	86.7	247	248
Chattanooga, TN (CHA)	87.7	89.2	405	408
Cheyenne, WY (CYS)	77.6	82.8	58	58
Chicago, IL (MDW)	83.3	72.8	5332	5332
Chicago, IL (ORD)	87.1	84.3	22608	22613
Christiansted, VI (STX)	69.1	83.2	94	95
Cincinnati, OH (CVG)	84.5	86.5	3141	3140
Clarksburg/Fairmont, WV (CKB)	80.9	72.5	68	69
Cleveland, OH (CLE)	80.3	84.1	3456	3455
Cody, WY (COD)	76.7	81.4	60	59
College Station/Bryan, TX (CLL)	94.1	93.2	118	118
Colorado Springs, CO (COS)	83.3	88.5	977	979
Columbia, MO (COU)	83.6	85.8	134	134
Columbia, SC (CAE)	90.0	91.9	422	422
Columbus, GA (CSG)	91.1	82.8	169	169
Columbus, MS (GTR)	96.3	93.8	81	81
Columbus, OH (CMH)	83.3	86.6	3168	3165
Columbus, OH (LCK)	67.6	67.6	68	68
Concord, NC (USA)	71.3	65.7	108	108
Cordova, AK (CDV)	65.5	74.1	58	58
Corpus Christi, TX (CRP)	84.1	87.6	264	266
Dallas, TX (DAL)	75.9	63.1	5362	5363
Dallas/Fort Worth, TX (DFW)	85.5	82.0	23322	23352

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dayton, OH (DAY)	84.5	90.5	705	704
Daytona Beach, FL (DAB)	87.6	92.2	217	217
Deadhorse, AK (SCC)	77.4	83.9	31	31
Decatur, IL (DEC)	96.1	90.2	51	51
Del Rio, TX (DRT)	91.5	88.1	59	59
Denver, CO (DEN)	86.5	80.0	21733	21731
Des Moines, IA (DSM)	84.0	87.5	1209	1211
Detroit, MI (DTW)	85.9	84.9	11184	11180
Devils Lake, ND (DVL)	91.5	84.7	59	59
Dillingham, AK (DLG)	75.9	48.3	29	29
Dodge City, KS (DDC)	88.0	94.0	50	50
Dothan, AL (DHN)	97.6	95.2	84	84
Dubuque, IA (DBQ)	97.5	96.3	81	81
Duluth, MN (DLH)	87.1	91.1	147	146
Durango, CO (DRO)	88.0	88.0	250	250
Eagle, CO (EGE)	87.9	87.9	99	99
Eau Claire, WI (EAU)	88.1	89.8	59	59
El Paso, TX (ELP)	80.3	82.1	1444	1442
Elko, NV (EKO)	96.4	96.4	55	55
Elmira/Corning, NY (ELM)	76.5	80.6	98	98
Erie, PA (ERI)	92.5	92.5	53	53
Escanaba, MI (ESC)	83.3	91.7	60	60
Eugene, OR (EUG)	84.2	84.9	779	782
Evansville, IN (EVV)	91.5	92.5	201	200
Everett, WA (PAE)	87.7	93.3	163	164
Fairbanks, AK (FAI)	67.7	67.5	291	292
Fargo, ND (FAR)	84.2	83.1	545	544
Fayetteville, AR (XNA)	84.7	89.1	878	880
Fayetteville, NC (FAY)	89.9	93.1	159	159
Flagstaff, AZ (FLG)	87.0	88.3	162	163
Flint, MI (FNT)	82.1	81.4	235	236
Fort Dodge, IA (FOD)	93.9	91.8	49	49
Fort Lauderdale, FL (FLL)	79.8	80.8	7031	7031
Fort Leonard Wood, MO (TBN)	95.9	93.9	49	49
Fort Myers, FL (RSW)	82.8	86.7	3626	3616
Fort Smith, AR (FSM)	93.0	93.8	129	129
Fort Wayne, IN (FWA)	81.3	85.8	450	452
Fresno, CA (FAT)	80.4	80.6	1030	1030
Gainesville, FL (GNV)	89.1	86.6	329	328
Garden City, KS (GCK)	89.8	89.8	59	59
Gillette, WY (GCC)	96.6	91.4	58	58

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Forks, ND (GFK)	82.7	87.5	104	104
Grand Island, NE (GRI)	86.8	82.9	76	76
Grand Junction, CO (GJT)	93.5	92.9	324	325
Grand Rapids, MI (GRR)	78.5	82.1	1351	1350
Great Falls, MT (GTF)	91.6	91.6	167	167
Green Bay, WI (GRB)	90.5	93.5	336	336
Greensboro/High Point, NC (GSO)	85.7	90.0	884	882
Greer, SC (GSP)	85.6	87.2	1094	1094
Guam, TT (GUM)	91.7	90.0	60	60
Gulfport/Biloxi, MS (GPT)	92.9	89.5	267	267
Gunnison, CO (GUC)	89.8	93.2	59	59
Hagerstown, MD (HGR)	57.1	35.7	14	14
Hancock/Houghton, MI (CMX)	81.4	86.4	59	59
Harlingen/San Benito, TX (HRL)	82.7	83.1	237	237
Harrisburg, PA (MDT)	84.7	87.8	464	466
Hartford, CT (BDL)	82.8	85.7	1845	1844
Hattiesburg/Laurel, MS (PIB)	78.4	84.3	51	51
Hayden, CO (HDN)	89.1	90.6	128	128
Hays, KS (HYS)	88.2	92.2	51	51
Helena, MT (HLN)	95.5	96.6	88	88
Hibbing, MN (HIB)	94.0	88.0	50	50
Hilo, HI (ITO)	91.2	93.3	434	434
Hilton Head, SC (HHH)	91.5	88.0	142	142
Hobbs, NM (HOB)	87.3	84.5	71	71
Honolulu, HI (HNL)	88.5	91.5	4281	4281
Houston, TX (HOU)	84.0	74.0	4096	4097
Houston, TX (IAH)	87.4	84.3	11238	11238
Huntsville, AL (HSV)	87.1	88.7	629	628
Idaho Falls, ID (IDA)	87.1	87.1	373	373
Indianapolis, IN (IND)	83.0	85.5	3551	3545
International Falls, MN (INL)	84.0	94.0	50	50
Iron Mountain/Kingsfd, MI (IMT)	85.0	88.3	60	60
Islip, NY (ISP)	80.7	80.7	503	502
Ithaca/Cortland, NY (ITH)	89.7	93.0	87	86
Jackson, WY (JAC)	87.3	93.4	213	213
Jackson/Vicksburg, MS (JAN)	89.2	92.3	714	713
Jacksonville, FL (JAX)	80.1	85.4	2464	2465
Jacksonville/Camp Lejeune, NC (OAJ)	87.9	90.1	223	223
Jamestown, ND (JMS)	87.5	86.4	88	88
Johnstown, PA (JST)	86.2	75.9	58	58
Joplin, MO (JLN)	92.3	96.9	65	65

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Juneau, AK (JNU)	75.9	82.4	307	307
Kahului, HI (OGG)	86.4	88.5	2433	2435
Kalamazoo, MI (AZO)	89.0	91.1	146	146
Kalispell, MT (FCA)	85.7	90.7	280	280
Kansas City, MO (MCI)	82.8	86.0	3636	3637
Kearney, NE (EAR)	86.4	88.6	88	88
Ketchikan, AK (KTN)	73.6	78.7	174	174
Key West, FL (EYW)	79.0	73.0	695	696
Killeen, TX (GRK)	91.3	89.1	229	229
King Salmon, AK (AKN)	72.4	69.0	29	29
Knoxville, TN (TYS)	80.7	87.3	1147	1146
Kodiak, AK (ADQ)	65.1	54.0	63	63
Kona, HI (KOA)	89.5	90.0	1328	1329
Kotzebue, AK (OTZ)	80.7	89.5	57	57
La Crosse, WI (LSE)	93.1	94.8	173	173
Lafayette, LA (LFT)	91.8	89.1	267	267
Lake Charles, LA (LCH)	88.4	92.0	112	112
Lansing, MI (LAN)	89.5	91.5	200	200
Laramie, WY (LAR)	92.2	88.2	51	51
Laredo, TX (LRD)	88.8	85.6	125	125
Las Vegas, NV (LAS)	83.9	78.5	12925	12922
Latrobe, PA (LBE)	80.7	82.9	83	82
Lawton/Fort Sill, OK (LAW)	92.0	92.0	87	87
Lewisburg, WV (LWB)	92.2	94.1	51	51
Lewiston, ID (LWS)	95.6	94.5	91	91
Lexington, KY (LEX)	89.3	90.4	598	595
Liberal, KS (LBL)	98.0	94.1	51	51
Lihue, HI (LIH)	85.8	89.4	1227	1226
Lincoln, NE (LNK)	85.9	81.3	64	64
Little Rock, AR (LIT)	83.9	85.4	775	776
Long Beach, CA (LGB)	85.4	82.6	1311	1311
Longview, TX (GGG)	93.2	94.9	59	59
Los Angeles, CA (LAX)	86.1	83.8	16177	16170
Louisville, KY (SDF)	83.7	85.4	1943	1943
Lubbock, TX (LBB)	80.0	84.2	460	462
Madison, WI (MSN)	85.9	87.4	995	994
Manchester, NH (MHT)	83.6	84.4	477	475
Manhattan/Ft. Riley, KS (MHK)	89.1	91.8	147	147
Marquette, MI (MQT)	85.3	84.5	116	116
Mason City, IA (MCW)	86.3	84.3	51	51
Medford, OR (MFR)	82.9	83.1	620	620

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Melbourne, FL (MLB)	90.5	89.1	201	201
Memphis, TN (MEM)	80.7	84.0	1866	1863
Meridian, MS (MEI)	92.2	82.4	51	51
Miami, FL (MIA)	76.2	74.3	9488	9464
Midland/Odessa, TX (MAF)	80.4	84.0	751	751
Milwaukee, WI (MKE)	82.7	86.8	2162	2159
Minneapolis, MN (MSP)	89.2	89.6	10373	10372
Minot, ND (MOT)	83.7	80.4	203	204
Mission/McAllen/Edinburg, TX (MFE)	76.5	78.1	332	333
Missoula, MT (MSO)	87.7	88.0	333	334
Moab, UT (CNY)	96.6	91.5	59	59
Mobile, AL (MOB)	87.1	86.2	225	225
Moline, IL (MLI)	89.2	92.2	334	334
Monroe, LA (MLU)	90.6	97.3	149	149
Monterey, CA (MRY)	82.0	81.8	400	400
Montgomery, AL (MGM)	90.5	90.1	201	203
Montrose/Delta, CO (MTJ)	89.1	91.0	156	156
Mosinee, WI (CWA)	87.1	95.3	170	170
Muskegon, MI (MKG)	86.3	86.3	51	51
Myrtle Beach, SC (MYR)	88.5	91.6	1007	1007
Nashville, TN (BNA)	82.8	80.8	7017	7015
New Bern/Morehead/Beaufort, NC (EWN)	89.7	90.4	136	135
New Orleans, LA (MSY)	83.7	83.0	3826	3824
New York, NY (JFK)	81.7	84.2	10127	10123
New York, NY (LGA)	82.9	82.2	13207	13210
Newark, NJ (EWR)	76.8	75.6	10818	10823
Newburgh/Poughkeepsie, NY (SWF)	71.6	60.8	74	74
Newport News/Williamsburg, VA (PHF)	87.8	89.8	49	49
Niagara Falls, NY (IAG)	71.0	64.5	31	31
Nome, AK (OME)	80.7	94.7	57	57
Norfolk, VA (ORF)	81.1	84.9	1786	1785
North Bend/Coos Bay, OR (OTH)	45.5	47.6	22	21
North Platte, NE (LBF)	88.2	96.1	51	51
Oakland, CA (OAK)	82.0	78.4	3276	3275
Ogden, UT (OGD)	77.8	66.7	9	9
Ogdensburg, NY (OGS)	71.4	67.3	49	49
Oklahoma City, OK (OKC)	83.0	87.1	1756	1755
Omaha, NE (OMA)	84.8	87.6	1903	1905
Ontario, CA (ONT)	82.0	82.4	1904	1905
Orlando, FL (MCO)	79.7	79.2	11815	11816
Owensboro, KY (OWB)	88.9	88.9	9	9

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Paducah, KY (PAH)	88.1	89.8	59	59
Pago Pago, TT (PPG)	0.0	0.0	2	2
Palm Springs, CA (PSP)	80.8	80.9	1302	1300
Panama City, FL (ECP)	82.0	84.0	483	486
Pasco/Kennewick/Richland, WA (PSC)	86.8	85.4	438	438
Pellston, MI (PLN)	78.0	82.0	50	50
Pensacola, FL (PNS)	85.1	89.2	853	852
Peoria, IL (PIA)	76.8	79.3	246	246
Petersburg, AK (PSG)	81.0	86.2	58	58
Philadelphia, PA (PHL)	86.0	86.4	7060	7062
Phoenix, AZ (AZA)	66.5	74.0	484	485
Phoenix, AZ (PHX)	84.2	77.3	14688	14688
Pierre, SD (PIR)	94.1	86.3	51	51
Pittsburgh, PA (PIT)	84.3	89.3	3544	3540
Plattsburgh, NY (PBG)	76.0	76.0	75	75
Pocatello, ID (PIH)	100.0	96.8	30	31
Ponce, PR (PSE)	100.0	88.0	25	25
Portland, ME (PWM)	83.0	84.6	640	641
Portland, OR (PDX)	82.6	86.0	4773	4772
Portsmouth, NH (PSM)	78.9	47.4	19	19
Prescott, AZ (PRC)	91.0	89.6	67	67
Providence, RI (PVD)	80.6	84.0	1003	1001
Provo, UT (PVU)	72.5	73.8	80	80
Pueblo, CO (PUB)	96.1	96.1	51	51
Pullman, WA (PUW)	88.6	83.5	79	79
Punta Gorda, FL (PGD)	54.8	66.7	493	493
Raleigh/Durham, NC (RDU)	83.9	83.8	4572	4565
Rapid City, SD (RAP)	86.6	89.8	343	344
Redding, CA (RDD)	77.4	83.6	146	146
Reno, NV (RNO)	82.6	86.2	1608	1611
Rhineland, WI (RHI)	91.7	91.7	60	60
Richmond, VA (RIC)	83.7	84.4	1612	1612
Riverton/Lander, WY (RIW)	93.2	89.8	59	59
Roanoke, VA (ROA)	90.4	89.0	146	145
Rochester, MN (RST)	92.9	92.3	183	183
Rochester, NY (ROC)	82.3	85.5	988	988
Rock Springs, WY (RKS)	93.4	93.4	61	61
Rockford, IL (RFD)	69.8	55.6	63	63
Roswell, NM (ROW)	92.0	95.5	88	88
Sacramento, CA (SMF)	80.6	78.0	3913	3914
Saginaw/Bay City/Midland, MI (MBS)	89.8	96.6	118	118

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Saipan, TT (SPN)	90.0	90.0	30	30
Salina, KS (SLN)	89.7	89.7	58	58
Salt Lake City, UT (SLC)	89.8	89.3	9360	9359
San Angelo, TX (SJT)	94.9	95.6	136	137
San Antonio, TX (SAT)	83.8	88.1	2779	2781
San Diego, CA (SAN)	83.1	83.2	5766	5767
San Francisco, CA (SFO)	86.7	84.9	9918	9915
San Jose, CA (SJC)	83.4	84.6	3793	3796
San Juan, PR (SJU)	76.4	79.2	2254	2246
San Luis Obispo, CA (SBP)	86.6	86.4	418	418
Sanford, FL (SFB)	62.4	70.8	704	699
Santa Ana, CA (SNA)	83.4	82.0	3507	3510
Santa Barbara, CA (SBA)	79.5	79.7	654	654
Santa Fe, NM (SAF)	89.4	92.5	132	133
Santa Maria, CA (SMX)	62.1	67.9	29	28
Santa Rosa, CA (STS)	76.8	81.3	357	358
Sarasota/Bradenton, FL (SRQ)	78.9	79.1	1553	1553
Sault Ste. Marie, MI (CIU)	85.0	88.3	60	60
Savannah, GA (SAV)	84.4	85.9	1479	1479
Scottsbluff, NE (BFF)	80.4	80.4	51	51
Scranton/Wilkes-Barre, PA (AVP)	86.3	84.5	168	168
Seattle, WA (SEA)	84.1	83.6	13481	13480
Sheridan, WY (SHR)	90.2	84.3	51	51
Shreveport, LA (SHV)	91.1	88.1	360	360
Sioux City, IA (SUX)	88.7	93.5	62	62
Sioux Falls, SD (FSD)	82.8	84.3	570	573
Sitka, AK (SIT)	60.0	75.6	90	90
South Bend, IN (SBN)	83.3	86.7	466	466
Spokane, WA (GEG)	85.3	87.3	1515	1517
Springfield, IL (SPI)	87.3	84.5	71	71
Springfield, MO (SGF)	89.4	86.8	539	539
St. Cloud, MN (STC)	100.0	62.5	8	8
St. George, UT (SGU)	93.2	92.5	264	265
St. Louis, MO (STL)	85.6	84.8	4548	4549
St. Petersburg, FL (PIE)	66.0	73.5	594	596
State College, PA (SCE)	84.3	78.8	51	52
Staunton, VA (SHD)	75.9	79.3	58	58
Stillwater, OK (SWO)	92.3	90.4	52	52
Stockton, CA (SCK)	67.2	57.8	64	64
Sun Valley/Hailey/Ketchum, ID (SUN)	92.8	96.0	125	125
Syracuse, NY (SYR)	83.8	87.2	990	990



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tallahassee, FL (TLH)	87.4	85.4	452	451
Tampa, FL (TPA)	80.9	84.3	6399	6396
Texarkana, AR (TXK)	95.3	95.3	86	86
Toledo, OH (TOL)	82.9	80.7	82	83
Traverse City, MI (TVC)	80.8	83.6	250	250
Trenton, NJ (TTN)	74.2	79.3	217	217
Tucson, AZ (TUS)	84.2	85.0	1425	1425
Tulsa, OK (TUL)	83.1	87.2	1226	1228
Twin Falls, ID (TWF)	95.0	95.1	60	61
Tyler, TX (TYR)	93.2	93.2	117	117
Valdosta, GA (VLD)	91.7	88.1	84	84
Valparaiso, FL (VPS)	90.1	88.8	624	624
Vernal, UT (VEL)	98.0	98.0	51	51
Victoria, TX (VCT)	98.0	96.1	51	51
Waco, TX (ACT)	95.0	93.1	159	159
Walla Walla, WA (ALW)	85.5	87.3	55	55
Washington, DC (DCA)	82.9	84.0	11069	11058
Washington, DC (IAD)	87.2	87.2	5004	5009
Waterloo, IA (ALO)	96.4	98.2	56	56
Watertown, SD (ATY)	91.5	91.5	59	59
Wenatchee, WA (EAT)	92.0	92.0	50	50
West Palm Beach/Palm Beach, FL (PBI)	73.1	78.1	2208	2207
White Plains, NY (HPN)	80.5	82.6	747	746
Wichita Falls, TX (SPS)	92.6	93.5	108	108
Wichita, KS (ICT)	87.8	87.6	764	765
Williston, ND (XWA)	89.1	86.6	119	119
Wilmington, DE (ILG)	50.0	50.0	8	8
Wilmington, NC (ILM)	83.6	90.6	512	511
Worcester, MA (ORH)	80.7	85.3	109	109
Wrangell, AK (WRG)	75.9	89.7	58	58
Yakima, WA (YKM)	81.8	89.1	55	55
Yakutat, AK (YAK)	67.2	70.7	58	58
Yuma, AZ (YUM)	87.2	89.8	187	187

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 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>DELTA AIR LINES NETWORK</b>	<b>208</b>	<b>119239</b>	<b>46</b>	<b>0.0</b>	<b>1</b>
- DELTA AIR LINES	128	70361	14	0.0	
- BRANDED CODESHARE PARTNERS	182	48878	32	0.1	
<b>HAWAIIAN AIRLINES</b>	<b>22</b>	<b>5749</b>	<b>4</b>	<b>0.1</b>	<b>2</b>
<b>JETBLUE AIRWAYS</b>	<b>61</b>	<b>19625</b>	<b>27</b>	<b>0.1</b>	<b>3</b>
<b>FRONTIER AIRLINES</b>	<b>95</b>	<b>12803</b>	<b>24</b>	<b>0.2</b>	<b>4</b>
<b>SOUTHWEST AIRLINES</b>	<b>107</b>	<b>97398</b>	<b>490</b>	<b>0.5</b>	<b>5</b>
<b>SPIRIT AIRLINES</b>	<b>55</b>	<b>17441</b>	<b>108</b>	<b>0.6</b>	<b>6</b>
<b>UNITED AIRLINES NETWORK</b>	<b>247</b>	<b>110214</b>	<b>717</b>	<b>0.7</b>	<b>7</b>
- UNITED AIRLINES	105	47212	239	0.5	
- BRANDED CODESHARE PARTNERS	233	63002	478	0.8	
<b>AMERICAN AIRLINES NETWORK</b>	<b>227</b>	<b>155826</b>	<b>1647</b>	<b>1.1</b>	<b>8</b>
- AMERICAN AIRLINES	109	72908	1347	1.8	
- BRANDED CODESHARE PARTNERS	213	82918	300	0.4	
<b>ALASKA AIRLINES NETWORK</b>	<b>103</b>	<b>29399</b>	<b>343</b>	<b>1.2</b>	<b>9</b>
- ALASKA AIRLINES	76	16893	237	1.4	
- BRANDED CODESHARE PARTNERS	57	12506	106	0.8	
<b>ALLEGiant AIR</b>	<b>130</b>	<b>8999</b>	<b>153</b>	<b>1.7</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>368</b>	<b>576,693</b>	<b>3,559</b>	<b>0.6</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

NOVEMBER 2021

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES	128	70361	14	0.0	1
HAWAIIAN AIRLINES	22	5749	4	0.1	2
ENDEAVOR AIR	113	21149	15	0.1	3
JETBLUE AIRWAYS	61	19625	27	0.1	4
REPUBLIC AIRWAYS	79	27548	49	0.2	5
FRONTIER AIRLINES	95	12803	24	0.2	6
PSA AIRLINES	99	19727	51	0.3	7
ENVOY AIR	149	22326	58	0.3	8
SKYWEST AIRLINES	237	66279	280	0.4	9
SOUTHWEST AIRLINES	107	97398	490	0.5	10
UNITED AIRLINES	105	47212	239	0.5	11
HORIZON AIR	51	7687	46	0.6	12
SPIRIT AIRLINES	55	17441	108	0.6	13
ALASKA AIRLINES	76	16893	237	1.4	14
ALLEGiant AIR	130	8999	153	1.7	15
AMERICAN AIRLINES	109	72908	1347	1.8	16
MESA AIRLINES	105	13454	282	2.1	17
<b>TOTAL AIRPORTS SERVED</b>	<b>361</b>	<b>547,559</b>	<b>3,424</b>	<b>0.6</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

NOVEMBER 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>29399</b>	<b>23909</b>	<b>81.33</b>	<b>343</b>	<b>1.17</b>	<b>88</b>	<b>0.30</b>	<b>1588</b>	<b>5.40</b>	<b>100</b>	<b>0.34</b>	<b>1616</b>	<b>5.50</b>	<b>49</b>	<b>0.17</b>	<b>1707</b>	<b>5.81</b>
- ALASKA AIRLINES	16893	13207	78.18	237	1.40	57	0.34	1004	5.94	64	0.38	1333	7.89	39	0.23	952	5.64
- BRANDED CODESHARE PARTNERS	12506	10702	85.57	106	0.85	31	0.25	584	4.67	36	0.29	283	2.26	10	0.08	754	6.03
<b>ALLEGiant AIR</b>	<b>8999</b>	<b>6056</b>	<b>67.30</b>	<b>153</b>	<b>1.70</b>	<b>12</b>	<b>0.13</b>	<b>809</b>	<b>8.99</b>	<b>55</b>	<b>0.61</b>	<b>683</b>	<b>7.59</b>	<b>16</b>	<b>0.18</b>	<b>1215</b>	<b>13.50</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>155826</b>	<b>131986</b>	<b>84.70</b>	<b>1647</b>	<b>1.06</b>	<b>199</b>	<b>0.13</b>	<b>8405</b>	<b>5.39</b>	<b>266</b>	<b>0.17</b>	<b>4695</b>	<b>3.01</b>	<b>123</b>	<b>0.08</b>	<b>8505</b>	<b>5.46</b>
- AMERICAN AIRLINES	72908	60286	82.69	1347	1.85	106	0.15	4918	6.75	97	0.13	2054	2.82	76	0.10	4024	5.52
- BRANDED CODESHARE PARTNERS	82918	71700	86.47	300	0.36	93	0.11	3486	4.20	169	0.20	2641	3.19	47	0.06	4481	5.40
<b>DELTA AIR LINES NETWORK</b>	<b>119239</b>	<b>106690</b>	<b>89.48</b>	<b>46</b>	<b>0.04</b>	<b>110</b>	<b>0.09</b>	<b>6058</b>	<b>5.08</b>	<b>817</b>	<b>0.69</b>	<b>3243</b>	<b>2.72</b>	<b>102</b>	<b>0.09</b>	<b>2173</b>	<b>1.82</b>
- DELTA AIR LINES	70361	63271	89.92	14	0.02	58	0.08	3163	4.50	97	0.14	2077	2.95	78	0.11	1603	2.28
- BRANDED CODESHARE PARTNERS	48878	43419	88.83	32	0.07	52	0.11	2895	5.92	720	1.47	1166	2.39	24	0.05	570	1.17
<b>FRONTIER AIRLINES</b>	<b>12803</b>	<b>10233</b>	<b>79.93</b>	<b>24</b>	<b>0.19</b>	<b>5</b>	<b>0.04</b>	<b>888</b>	<b>6.94</b>	<b>14</b>	<b>0.11</b>	<b>757</b>	<b>5.91</b>	<b>0</b>	<b>0.00</b>	<b>881</b>	<b>6.88</b>
<b>HAWAIIAN AIRLINES</b>	<b>5749</b>	<b>5354</b>	<b>93.13</b>	<b>4</b>	<b>0.07</b>	<b>7</b>	<b>0.12</b>	<b>283</b>	<b>4.92</b>	<b>10</b>	<b>0.17</b>	<b>4</b>	<b>0.07</b>	<b>2</b>	<b>0.03</b>	<b>85</b>	<b>1.48</b>
<b>JETBLUE AIRWAYS</b>	<b>19625</b>	<b>15172</b>	<b>77.31</b>	<b>27</b>	<b>0.14</b>	<b>32</b>	<b>0.16</b>	<b>2092</b>	<b>10.66</b>	<b>31</b>	<b>0.16</b>	<b>1301</b>	<b>6.63</b>	<b>27</b>	<b>0.14</b>	<b>943</b>	<b>4.81</b>
<b>SOUTHWEST AIRLINES</b>	<b>97398</b>	<b>78665</b>	<b>80.77</b>	<b>490</b>	<b>0.50</b>	<b>135</b>	<b>0.14</b>	<b>7708</b>	<b>7.91</b>	<b>67</b>	<b>0.07</b>	<b>2622</b>	<b>2.69</b>	<b>90</b>	<b>0.09</b>	<b>7622</b>	<b>7.83</b>
<b>SPIRIT AIRLINES</b>	<b>17441</b>	<b>14305</b>	<b>82.02</b>	<b>108</b>	<b>0.62</b>	<b>17</b>	<b>0.10</b>	<b>995</b>	<b>5.70</b>	<b>45</b>	<b>0.26</b>	<b>1157</b>	<b>6.63</b>	<b>50</b>	<b>0.29</b>	<b>764</b>	<b>4.38</b>
<b>UNITED AIRLINES NETWORK</b>	<b>110214</b>	<b>93989</b>	<b>85.28</b>	<b>717</b>	<b>0.65</b>	<b>160</b>	<b>0.15</b>	<b>7211</b>	<b>6.54</b>	<b>186</b>	<b>0.17</b>	<b>3668</b>	<b>3.33</b>	<b>14</b>	<b>0.01</b>	<b>4269</b>	<b>3.87</b>
- UNITED AIRLINES	47212	40801	86.42	239	0.51	52	0.11	2400	5.08	56	0.12	1839	3.90	2	0.00	1823	3.86
- BRANDED CODESHARE PARTNERS	63002	53188	84.42	478	0.76	108	0.17	4811	7.64	130	0.21	1829	2.90	12	0.02	2446	3.88
<b>TOTAL</b>	<b>576,693</b>	<b>486,359</b>	<b>84.34</b>	<b>3,559</b>	<b>0.62</b>	<b>765</b>	<b>0.13</b>	<b>36,036</b>	<b>6.25</b>	<b>1,591</b>	<b>0.28</b>	<b>19,746</b>	<b>3.42</b>	<b>472</b>	<b>0.08</b>	<b>28,165</b>	<b>4.88</b>

**\* Causes of Delay:**

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

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

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2021

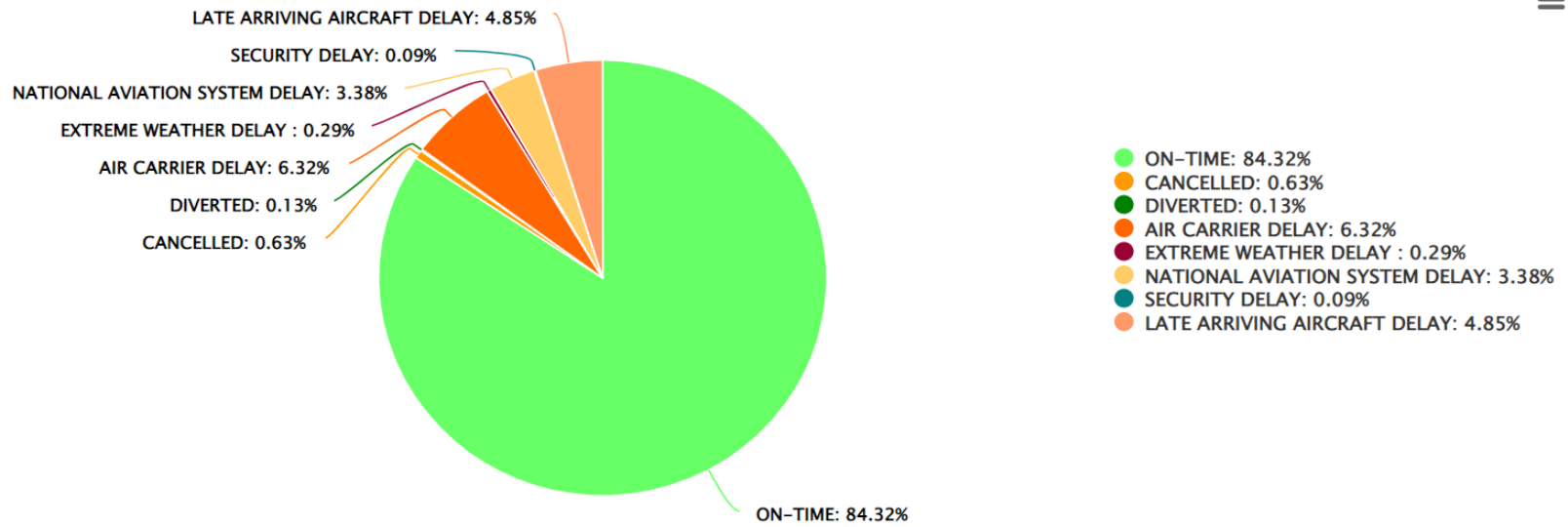
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	16893	13207	78.18	237	1.40	57	0.34	1004	5.94	64	0.38	1333	7.89	39	0.23	952	5.64
ALLEGIAN AIR	8999	6056	67.30	153	1.70	12	0.13	809	8.99	55	0.61	683	7.59	16	0.18	1215	13.50
AMERICAN AIRLINES	72908	60286	82.69	1347	1.85	106	0.15	4918	6.75	97	0.13	2054	2.82	76	0.10	4024	5.52
DELTA AIR LINES	70361	63271	89.92	14	0.02	58	0.08	3163	4.50	97	0.14	2077	2.95	78	0.11	1603	2.28
ENDEAVOR AIR	21149	19190	90.74	15	0.07	21	0.10	648	3.06	50	0.24	731	3.46	5	0.02	489	2.31
ENVOY AIR	22326	19771	88.56	58	0.26	28	0.13	821	3.68	74	0.33	737	3.30	15	0.07	822	3.68
FRONTIER AIRLINES	12803	10233	79.93	24	0.19	5	0.04	888	6.94	14	0.11	757	5.91	0	0.00	881	6.88
HAWAIIAN AIRLINES	5749	5354	93.13	4	0.07	7	0.12	283	4.92	10	0.17	4	0.07	2	0.03	85	1.48
HORIZON AIR	7687	6724	87.47	46	0.60	16	0.21	303	3.94	26	0.34	257	3.34	9	0.12	306	3.98
JETBLUE AIRWAYS	19625	15172	77.31	27	0.14	32	0.16	2092	10.66	31	0.16	1301	6.63	27	0.14	943	4.81
MESA AIRLINES	13454	10696	79.50	282	2.10	20	0.15	1154	8.58	33	0.25	323	2.40	6	0.04	939	6.98
PSA AIRLINES	19727	16971	86.03	51	0.26	16	0.08	782	3.96	17	0.09	738	3.74	19	0.10	1133	5.74
REPUBLIC AIRWAYS	27548	23637	85.80	49	0.18	29	0.11	987	3.58	26	0.09	1779	6.46	13	0.05	1029	3.74
SKYWEST AIRLINES	66279	57389	86.59	280	0.42	123	0.19	5628	8.49	804	1.21	105	0.16	24	0.04	1926	2.91
SOUTHWEST AIRLINES	97398	78665	80.77	490	0.50	135	0.14	7708	7.91	67	0.07	2622	2.69	90	0.09	7622	7.83
SPIRIT AIRLINES	17441	14305	82.02	108	0.62	17	0.10	995	5.70	45	0.26	1157	6.63	50	0.29	764	4.38
UNITED AIRLINES	47212	40801	86.42	239	0.51	52	0.11	2400	5.08	56	0.12	1839	3.90	2	0.00	1823	3.86
<b>TOTAL</b>	<b>547,559</b>	<b>461,728</b>	<b>84.32</b>	<b>3,424</b>	<b>0.63</b>	<b>734</b>	<b>0.13</b>	<b>34,582</b>	<b>6.32</b>	<b>1,566</b>	<b>0.29</b>	<b>18,497</b>	<b>3.38</b>	<b>470</b>	<b>0.09</b>	<b>26,558</b>	<b>4.85</b>

**\* Causes of Delay:**

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

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

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

NOVEMBER 2021

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AVELO	AVELO	128	LAS	STS	11/1/2021	Diversion Airport (SMF)	3:30
UNITED	MESA	6015	IAD	ATL	11/20/2021	Destination Airport	3:09

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

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

## AIR TRAVEL CONSUMER REPORT

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

NOVEMBER 2021

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	902	GYE	MIA	11/22/2021	Diversion Airport (MCO)	4:43
AMERICAN	AMERICAN	908	EZE	MIA	11/21/2021	Diversion Airport (MCO)	4:17

**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	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Portland: International	PDX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Dulles	IAD
Washington: Reagan National	DCA

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

AS	Alaska Airlines
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
9E	Endeavor Air
MQ	Envoy Air
F9	Frontier Airlines
HA	Hawaiian Airlines
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*	November 2021			November 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	455,238	637	1.40	263,353	320	1.22
2	HAWAIIAN AIRLINES	432,781	898	2.08	126,717	234	1.85
3	SOUTHWEST AIRLINES	9,225,184	29,795	3.23	4,271,046	8,164	1.91
4	FRONTIER AIRLINES	738,192	2,399	3.25	382,720	814	2.13
5	UNITED AIRLINES NETWORK	5,543,661	19,753	3.56	2,674,477	7,781	2.91
	- UNITED AIRLINES	3,497,261	12,483	3.57	1,517,332	4,603	3.03
	- BRANDED CODESHARE PARTNERS	2,046,400	7,270	3.55	1,157,145	3,178	2.75
6	SPIRIT AIRLINES	969,297	4,082	4.21	644,713	1,967	3.05
7	JETBLUE AIRWAYS	1,218,128	5,335	4.38	350,752	1,045	2.98
8	DELTA AIR LINES NETWORK	7,550,557	36,922	4.89	2,988,348	7,285	2.44
	- DELTA AIR LINES	5,787,005	30,084	5.20	2,063,641	5,196	2.52
	- BRANDED CODESHARE PARTNERS	1,763,552	6,838	3.88	924,707	2,089	2.26
9	ALASKA AIRLINES NETWORK	2,005,523	12,687	6.33	876,533	2,585	2.95
	- ALASKA AIRLINES	1,461,467	10,001	6.84	571,908	1,752	3.06
	- BRANDED CODESHARE PARTNERS	544,056	2,686	4.94	304,625	833	2.73
10	AMERICAN AIRLINES NETWORK	8,932,750	57,882	6.48	4,493,729	21,749	4.84
	- AMERICAN AIRLINES	5,437,696	38,207	7.03	2,481,519	13,334	5.37
	- BRANDED CODESHARE PARTNERS	3,495,054	19,675	5.63	2,012,210	8,415	4.18
TOTAL		37,071,311	170,390	4.60	17,072,388	51,944	3.04

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	November 2021			November 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	455,238	637	1.40	263,353	320	1.22
2	HAWAIIAN AIRLINES	432,781	898	2.08	124,374	233	1.87
3	SOUTHWEST AIRLINES	9,225,184	29,795	3.23	4,271,046	8,164	1.91
4	FRONTIER AIRLINES	738,192	2,399	3.25	382,720	814	2.13
5	UNITED AIRLINES	3,497,261	12,483	3.57	1,517,332	4,603	3.03
6	SKYWEST AIRLINES	2,493,686	9,173	3.68	1,241,861	3,573	2.88
7	SPIRIT AIRLINES	969,297	4,082	4.21	644,713	1,967	3.05
8	JETBLUE AIRWAYS	1,218,128	5,335	4.38	350,752	1,045	2.98
9	ENDEAVOR AIR	834,449	3,724	4.46	534,503	1,128	2.11
10	PSA AIRLINES	1,037,979	4,822	4.65	618,353	1,920	3.11
11	MESA AIRLINES	585,704	2,864	4.89	423,268	1,521	3.59
12	DELTA AIR LINES	5,787,005	30,084	5.20	2,063,641	5,196	2.52
13	HORIZON AIR	384,196	2,000	5.21	-	-	-
14	REPUBLIC AIRWAYS	712,002	4,473	6.28	448,391	1,932	4.31
15	ENVOY AIR	813,781	5,466	6.72	506,131	2,683	5.30
16	ALASKA AIRLINES	1,461,467	10,001	6.84	571,908	1,752	3.06
17	AMERICAN AIRLINES	5,437,696	38,207	7.03	2,481,519	13,334	5.37
	<b>TOTAL</b>	<b>36,084,046</b>	<b>166,443</b>	<b>4.61</b>	<b>16,443,865</b>	<b>50,185</b>	<b>3.05</b>

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

## **MISHANDLED WHEELCHAIRS AND SCOOTERS**

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	November 2021			November 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	1,336	4	0.30	216	1	0.46
2	DELTA AIR LINES NETWORK	16,613	139	0.84	4,992	27	0.54
	- DELTA AIR LINES	12,912	125	0.97	3,496	22	0.63
	- BRANDED CODESHARE PARTNERS	3,701	14	0.38	1,496	5	0.33
3	UNITED AIRLINES NETWORK	9,914	92	0.93	3,896	40	1.03
	- UNITED AIRLINES	6,735	64	0.95	2,285	30	1.31
	- BRANDED CODESHARE PARTNERS	3,179	28	0.88	1,611	10	0.62
4	ALASKA AIRLINES NETWORK	2,665	26	0.98	681	12	1.76
	- ALASKA AIRLINES	1,770	23	1.30	479	7	1.46
	- BRANDED CODESHARE PARTNERS	895	3	0.34	202	5	2.48
5	FRONTIER AIRLINES	1,915	25	1.31	769	15	1.95
6	AMERICAN AIRLINES NETWORK	10,348	226	2.18	4,350	64	1.47
	- AMERICAN AIRLINES	7,670	159	2.07	2,971	46	1.55
	- BRANDED CODESHARE PARTNERS	2,678	67	2.50	1,379	18	1.31
7	HAWAIIAN AIRLINES	602	16	2.66	239	4	1.67
8	JETBLUE AIRWAYS	2,040	91	4.46	686	14	2.04
9	SOUTHWEST AIRLINES	3,282	178	5.42	3,736	57	1.53
10	SPIRIT AIRLINES	753	58	7.70	467	10	2.14
	TOTAL	49,468	855	1.73	20,032	244	1.22

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	November 2021			November 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	1,845	3	0.16	807	3	0.37
2	HORIZON AIR	812	2	0.25	-	-	-
3	ALLEGiant AIR	1,336	4	0.30	216	1	0.46
4	SKYWEST AIRLINES	3,576	30	0.84	1,521	10	0.66
5	UNITED AIRLINES	6,735	64	0.95	2,285	30	1.31
6	DELTA AIR LINES	12,912	125	0.97	3,496	22	0.63
7	ALASKA AIRLINES	1,770	23	1.30	479	7	1.46
8	FRONTIER AIRLINES	1,915	25	1.31	769	15	1.95
9	MESA AIRLINES	748	10	1.34	409	2	0.49
10	REPUBLIC AIRWAYS	1,066	18	1.69	599	3	0.50
11	AMERICAN AIRLINES	7,670	159	2.07	2,971	46	1.55
12	HAWAIIAN AIRLINES	602	16	2.66	230	4	1.74
13	ENVOY AIR	771	22	2.85	381	5	1.31
14	PSA AIRLINES	586	18	3.07	376	6	1.60
15	JETBLUE AIRWAYS	2,040	91	4.46	686	14	2.04
16	SOUTHWEST AIRLINES	3,282	178	5.42	3,736	57	1.53
17	SPIRIT AIRLINES	753	58	7.70	467	10	2.14
	<b>TOTAL</b>	<b>48,419</b>	<b>846</b>	<b>1.75</b>	<b>19,428</b>	<b>235</b>	<b>1.21</b>

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

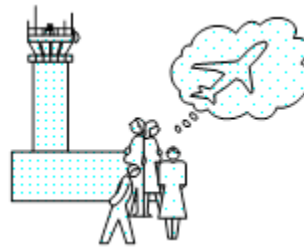
## **OVERSALES**

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

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

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

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





## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JULY- SEPTEMBER 2021				JULY- SEPTEMBER 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	<b>DELTA AIR LINES NETWORK</b>	<b>22,407</b>	<b>0</b>	<b>39,626,855</b>	<b>0.00</b>	<b>1,138</b>	<b>0</b>	<b>12,402,784</b>	<b>0.00</b>
	- DELTA AIR LINES	12,292	0	30,691,987	0.00	634	0	9,298,752	0.00
	- BRANDED CODESHARE PARTNERS	10,115	0	8,934,868	0.00	504	0	3,104,032	0.00
2	<b>ALLEGiant AIR</b>	<b>519</b>	<b>0</b>	<b>3,872,651</b>	<b>0.00</b>	<b>11</b>	<b>0</b>	<b>2,036,795</b>	<b>0.00</b>
3	<b>HAWAIIAN AIRLINES</b>	<b>2</b>	<b>0</b>	<b>2,047,990</b>	<b>0.00</b>	<b>14</b>	<b>0</b>	<b>331,107</b>	<b>0.00</b>
4	<b>UNITED AIRLINES NETWORK</b>	<b>7,787</b>	<b>30</b>	<b>29,885,554</b>	<b>0.01</b>	<b>514</b>	<b>8</b>	<b>9,351,826</b>	<b>0.01</b>
	- UNITED AIRLINES	2,864	6	20,131,527	0.00	76	8	5,211,611	0.02
	- BRANDED CODESHARE PARTNERS	4,923	24	9,754,027	0.02	438	0	4,140,215	0.00
5	<b>JETBLUE AIRWAYS</b>	<b>901</b>	<b>24</b>	<b>7,813,396</b>	<b>0.03</b>	<b>9</b>	<b>0</b>	<b>1,433,931</b>	<b>0.00</b>
6	<b>ALASKA AIRLINES NETWORK</b>	<b>1,811</b>	<b>95</b>	<b>9,736,257</b>	<b>0.10</b>	<b>0</b>	<b>4</b>	<b>3,639,888</b>	<b>0.01</b>
	- ALASKA AIRLINES	1,059	32	6,891,202	0.05	0	0	2,110,763	0.00
	- BRANDED CODESHARE PARTNERS	752	63	2,845,055	0.22	0	4	1,529,125	0.03
7	<b>SPIRIT AIRLINES</b>	<b>1,766</b>	<b>84</b>	<b>7,797,518</b>	<b>0.11</b>	<b>227</b>	<b>0</b>	<b>4,483,592</b>	<b>0.00</b>
8	<b>AMERICAN AIRLINES NETWORK</b>	<b>12,294</b>	<b>988</b>	<b>45,475,620</b>	<b>0.22</b>	<b>5,218</b>	<b>993</b>	<b>20,514,255</b>	<b>0.48</b>
	- AMERICAN AIRLINES	6,008	480	31,669,647	0.15	2,899	638	13,703,995	0.47
	- BRANDED CODESHARE PARTNERS	6,286	508	13,805,973	0.37	2,319	355	6,810,260	0.52
9	<b>SOUTHWEST AIRLINES</b>	<b>10,242</b>	<b>1,207</b>	<b>36,276,768</b>	<b>0.33</b>	<b>937</b>	<b>148</b>	<b>15,080,946</b>	<b>0.10</b>
10	<b>FRONTIER AIRLINES</b>	<b>1,489</b>	<b>619</b>	<b>5,776,460</b>	<b>1.07</b>	<b>256</b>	<b>64</b>	<b>2,508,125</b>	<b>0.26</b>
	<b>TOTAL</b>	<b>59,218</b>	<b>3,047</b>	<b>188,309,069</b>	<b>0.16</b>	<b>8,324</b>	<b>1,217</b>	<b>71,783,249</b>	<b>0.17</b>

\*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 two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JULY- SEPTEMBER 2021			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	12,292	0	30,691,987	0.00
2	ALLEGiant AIR	519	0	3,872,651	0.00
3	ENDEAVOR AIR	3,642	0	3,824,655	0.00
4	HAWAIIAN AIRLINES	2	0	2,047,990	0.00
5	UNITED AIRLINES	2,864	6	20,131,527	0.00
6	JETBLUE AIRWAYS	901	24	7,813,396	0.03
7	SKYWEST AIRLINES	6,743	37	10,489,689	0.04
8	ALASKA AIRLINES	1,059	32	6,891,202	0.05
9	MESA AIRLINES	873	26	2,721,574	0.10
10	SPIRIT AIRLINES	1,766	84	7,797,518	0.11
11	AMERICAN AIRLINES	6,008	480	31,669,647	0.15
12	ENVOY AIR	1,150	76	3,628,897	0.21
13	HORIZON AIR	459	50	1,899,889	0.26
14	REPUBLIC AIRWAYS	5,164	178	5,525,714	0.32
15	SOUTHWEST AIRLINES	10,242	1,207	36,276,768	0.33
16	PSA AIRLINES	1,830	169	3,513,875	0.48
17	FRONTIER AIRLINES	1,489	619	5,776,460	1.07
TOTAL		57,003	2,988	184,573,439	0.16

JULY- SEPTEMBER 2020			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
634	0	9,298,752	0.00
11	0	2,036,795	0.00
77	0	1,550,894	0.00
14	0	320,241	0.00
76	8	5,211,611	0.02
9	0	1,433,931	0.00
1,069	33	4,650,686	0.07
0	0	2,110,763	0.00
226	12	1,390,249	0.09
227	0	4,483,592	0.00
2,899	638	13,703,995	0.47
747	132	1,994,013	0.66
-	-	-	-
303	62	1,865,200	0.33
937	148	15,080,946	0.10
625	73	1,961,845	0.37
256	64	2,508,125	0.26
8,110	1,170	69,601,638	0.17

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

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

## **CONSUMER COMPLAINTS**

Though the number of air travel service complaints and inquiries that the Department has received against airlines and ticket agents has decreased since peaking in May 2020, the Department continues to receive a high volume of complaints and inquiries given the unprecedented impact of COVID-19 on air travel. The Department's Office of Aviation Consumer Protection is continuing to work diligently to process the large number of complaints and inquiries that the Department receives. Nevertheless, the issuance of the Department's Air Travel Consumer Report (ATCR) has been delayed during recent months because of the time needed to review and process consumer complaints. To prevent a delay in release of the ATCR, this ATCR does not contain information about the number and types of air travel service complaints and inquiries received by the Department. Consumer complaint data for November 2020 will be publicly available in its usual format in February of 2021, at <https://www.transportation.gov/individuals/aviation-consumer-protection/air-travel-consumer-reports> .

## AIR TRAVEL CONSUMER REPORT

TABLE 1

## CONSUMER COMPLAINTS SUMMARY

	NOVEMBER 2021				NOVEMBER 2020			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,504	24	1	176	997	17	0	170
FOREIGN AIRLINES	1,493	2	0	71	2,068	6	0	98
TRAVEL AGENTS	543	1	0	25	690	0	0	31
TOUR OPERATORS	3	0	0	1	3	0	0	0
MISCELLANEOUS	0	7	0	112	5	5	0	48
<b>INDUSTRY TOTALS</b>	<b>3,543</b>	<b>34</b>	<b>1</b>	<b>385</b>	<b>3,763</b>	<b>28</b>	<b>0</b>	<b>347</b>

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	NOVEMBER 2021			NOVEMBER 2020		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	1,713		1	3,245	
FLIGHT PROBLEMS	2	553		5	73	
CANCELLATION			317			37
DELAY			131			15
MISCONNECTION			41			8
RESERVATIONS/TICKETING/BOARDING	3	397		3	122	
FARES	4	273		2	131	
BAGGAGE	5	205		6	48	
CUSTOMER SERVICE	6	178		4	87	
DISABILITY	7	146		7	40	
OVERSALES	8	30		8	7	
OTHER	9	24		9	4	
FREQUENT FLYER			7			2
DISCRIMINATION	10	17		11	2	
ADVERTISING	11	7		9	4	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>3,543</b>			<b>3,763</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\***  
**NOVEMBER 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	7	0	6	4	17	5	3	4	0	0	0	0	46
ALLEGiant AIR	8	0	1	4	9	2	8	12	0	0	0	0	44
AMERICAN AIRLINES	129	4	28	35	99	26	40	21	3	5	0	2	392
DELTA AIR LINES	17	2	13	7	20	11	10	16	0	1	0	1	98
ENVOY AIR	2	1	4	1	3	1	1	4	0	1	0	1	19
FRONTIER AIRLINES	28	5	12	12	17	14	5	4	0	1	0	0	98
HAWAIIAN AIRLINES	3	0	1	3	11	1	1	1	0	0	0	1	22
HORIZON AIRLINES	0	0	0	0	2	1	2	0	0	0	0	0	5
JETBLUE AIRWAYS	28	0	9	15	22	5	9	19	0	0	0	1	108
PIEDMONT AIRLINES	2	0	0	0	1	1	1	2	0	0	0	0	7
PSA AIRLINES	10	0	2	2	6	2	3	4	0	0	0	0	29
REPUBLIC AIRWAYS	2	0	2	0	3	3	1	2	0	0	0	0	13
SILVER AIRWAYS	2	0	1	0	0	1	0	0	0	0	0	1	5
SKYWEST AIRLINES	19	1	0	2	9	2	5	1	0	0	0	0	39
SOUTHWEST AIRLINES	53	1	2	11	33	7	13	17	0	1	0	2	140
SPIRIT AIRLINES	28	3	15	19	35	6	8	4	1	1	0	0	120
SUN COUNTRY AIRLINES	0	0	2	1	5	0	0	1	1	0	0	0	10
UNITED AIRLINES	66	4	31	25	93	17	24	14	0	4	0	3	281
Other U.S. Airlines	6	1	1	1	6	3	2	1	0	1	0	6	28
<b>TOTAL NOVEMBER 2021</b>	<b>410</b>	<b>22</b>	<b>130</b>	<b>142</b>	<b>391</b>	<b>108</b>	<b>136</b>	<b>127</b>	<b>5</b>	<b>15</b>	<b>0</b>	<b>18</b>	<b>1,504</b>
<b>% of TOTAL COMPLAINTS</b>	<b>27.3</b>	<b>1.5</b>	<b>8.6</b>	<b>9.4</b>	<b>26.0</b>	<b>7.2</b>	<b>9.0</b>	<b>8.4</b>	<b>0.3</b>	<b>1.0</b>	<b>0</b>	<b>1.2</b>	
<b>TOTAL NOVEMBER 2020</b>	<b>47</b>	<b>3</b>	<b>40</b>	<b>76</b>	<b>684</b>	<b>28</b>	<b>74</b>	<b>38</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>997</b>
<b>% of TOTAL COMPLAINTS</b>	<b>4.7</b>	<b>0.3</b>	<b>4.0</b>	<b>7.6</b>	<b>68.6</b>	<b>2.8</b>	<b>7.4</b>	<b>3.8</b>	<b>0.3</b>	<b>0.1</b>	<b>0</b>	<b>0.3</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	INCI-	PERCENT	INCI-	PERCENT	INCI-	PERCENT	UN-	PERCENT
	RECD IN NOV	DENTS IN NOV		DENTS IN OCT		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
ALASKA AIRLINES	46	11	23.9	5	10.9	23	50.0	7	15.2
ALLEGiant AIR	44	22	50.0	4	9.1	11	25.0	7	15.9
AMERICAN AIRLINES	392	147	37.5	94	24.0	120	30.6	31	7.9
DELTA AIR LINES	98	45	45.9	18	18.4	29	29.6	6	6.1
ENVOY AIR	19	6	31.6	8	42.1	2	10.5	3	15.8
FRONTIER AIRLINES	98	44	44.9	14	14.3	32	32.7	8	8.2
HAWAIIAN AIRLINES	22	4	18.2	3	13.6	12	54.5	3	13.6
HORIZON AIRLINES	5	3	60.0	0	0.0	1	20.0	1	20.0
JETBLUE AIRWAYS	108	41	38.0	16	14.8	37	34.3	14	13.0
PIEDMONT AIRLINES	7	3	42.9	3	42.9	1	14.3	0	0.0
PSA AIRLINES	29	13	44.8	8	27.6	6	20.7	2	6.9
REPUBLIC AIRWAYS	13	3	23.1	4	30.8	6	46.2	0	0.0
SILVER AIRWAYS	5	4	80.0	0	0.0	1	20.0	0	0.0
SKYWEST AIRLINES	39	10	25.6	17	43.6	7	17.9	5	12.8
SOUTHWEST AIRLINES	140	38	27.1	64	45.7	27	19.3	11	7.9
SPIRIT AIRLINES	120	46	38.3	12	10.0	55	45.8	7	5.8
SUN COUNTRY AIRLINES	10	2	20.0	1	10.0	1	10.0	6	60.0
UNITED AIRLINES	281	78	27.8	58	20.6	107	38.1	38	13.5
OTHER U.S. AIRLINES	22	9	40.9	5	22.7	6	27.3	2	9.1
<b>Totals</b>	<b>1,504</b>	<b>529</b>	<b>35.2</b>	<b>334</b>	<b>22.2</b>	<b>490</b>	<b>32.6</b>	<b>151</b>	<b>10.0</b>
<b>Previous Year's Totals</b>	<b>997</b>	<b>269</b>	<b>27.0</b>	<b>56</b>	<b>5.6</b>	<b>562</b>	<b>56.4</b>	<b>110</b>	<b>11.0</b>

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

## AIR TRAVEL CONSUMER REPORT

Table 5

**COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\*  
NOVEMBER 2021**

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	0	0	1	4	9	0	1	0	0	0	0	0	15
AEROFLOT	0	0	1	1	4	0	0	0	0	0	0	0	6
AEROMEXICO	7	1	4	3	30	3	1	0	0	0	0	0	49
AIR CANADA	7	0	9	2	39	1	4	0	1	0	0	0	63
AIR EUROPA	0	1	1	0	5	0	0	0	0	0	0	0	7
AIR FRANCE	8	0	6	1	21	6	1	1	0	0	0	0	44
AIR INDIA	7	0	11	6	141	13	4	0	0	0	0	0	182
ALITALIA AIRLINES	1	0	0	1	12	1	1	0	0	0	0	0	16
AUSTRIAN AIRLINES	0	0	1	2	5	2	0	0	0	0	0	0	10
AVIANCA	0	1	10	4	23	2	1	0	0	0	0	0	41
AZUL BRAZILIAN AIRLINES	0	0	2	0	2	0	0	1	0	0	0	0	5
BRITISH AIRWAYS	10	0	8	10	32	6	3	2	0	0	0	0	71
CARIBBEAN AIRLINES	1	0	1	0	16	0	0	0	0	0	0	0	18
CONDOR	1	0	0	0	5	0	0	0	0	0	0	0	6
COPA	1	1	8	0	23	2	0	0	0	0	0	1	36
EGYPTAIR	2	0	2	0	8	2	2	0	0	0	0	0	16
EL AL ISRAEL	0	0	0	0	5	1	0	0	0	0	0	0	6
EMIRATES AIRLINES	16	0	9	2	20	1	2	0	0	0	0	0	50
ETHIOPIAN AIRLINES	0	0	1	0	8	2	1	0	0	0	0	0	12
ETIHAD AIRWAYS	3	0	7	1	4	1	1	0	0	0	0	0	17
FIJI AIRWAYS	0	0	0	0	22	0	0	0	0	0	0	0	22
FINNAIR OY	1	0	0	0	7	1	0	0	0	0	0	0	9
FRENCH BEE	0	0	2	1	2	1	1	0	0	0	0	0	7
IBERIA AIRLINES	1	0	2	4	18	6	0	0	0	0	0	0	31
ICELANDAIR	0	0	4	2	6	0	0	0	0	0	0	0	12
INTERJET	0	0	0	1	17	0	0	0	0	0	0	0	18
JAPAN AIR LINES COMPANY	1	0	4	2	4	0	1	0	0	0	0	0	12
KENYA AIRWAYS	0	0	2	0	4	0	0	0	0	0	0	0	6
KLM	0	0	2	2	3	2	1	0	0	0	0	0	10
LA COMPAGNIE	0	0	0	0	5	0	0	0	0	0	0	0	5
LATAM	1	0	7	6	22	1	1	0	0	0	0	0	38
LOT POLISH AIRLINES	1	0	2	0	7	3	0	0	0	0	0	0	13
LUFTHANSA	8	0	16	5	39	10	1	3	0	0	0	0	82
NORWEGIAN AIR SHUTTLE	4	0	0	2	21	0	0	0	0	0	0	0	27
PHILIPPINE AIRLINES	0	0	2	1	14	0	1	1	0	1	0	0	20
QANTAS AIRWAYS	0	0	1	1	3	0	0	0	0	0	0	0	5
QATAR AIRWAYS	6	1	14	3	23	8	3	2	0	0	0	0	60
ROYAL AIR MAROC	1	0	2	0	21	0	0	2	0	0	0	0	26
ROYAL JORDANIAN AIRLINES	1	0	1	0	3	2	0	1	0	0	0	0	8



## AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

**COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\*  
NOVEMBER 2021**

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
SAS	1	0	2	1	8	0	0	0	0	0	0	0	12
SINGAPORE AIRLINES	0	0	4	0	0	0	0	0	1	0	0	0	5
SOUTH AFRICAN AIRWAYS	0	0	0	0	13	0	0	0	0	0	0	0	13
SWISS AIR	2	0	1	1	3	3	0	0	0	1	0	0	11
TAP	3	0	11	4	79	2	0	1	0	0	0	0	100
TURKISH AIRLINES	6	1	23	5	38	3	3	1	0	0	0	2	82
VIRGIN ATLANTIC AIRWAYS	0	0	3	0	9	1	0	0	0	0	0	0	13
VIVAAEROBUS	5	1	2	4	9	1	1	1	0	0	0	0	24
VOLARIS AIRLINES	13	1	9	4	18	4	3	0	0	0	0	1	53
VUELING AIRLINES	0	0	0	0	5	0	0	0	0	0	0	0	5
WEST JET	1	0	2	0	8	1	0	0	0	0	0	0	12
OTHER FOREIGN AIRLINES	6	0	7	5	56	4	0	3	0	0	0	1	82
<b>TOTALS</b>	<b>126</b>	<b>8</b>	<b>207</b>	<b>91</b>	<b>899</b>	<b>96</b>	<b>38</b>	<b>19</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>1,493</b>
<b><u>TRAVEL AGENTS</u></b>													
ASAPTICKETS.COM	2	0	4	1	17	0	1	0	0	0	0	0	25
BUDGETAIR.COM	0	0	1	0	6	0	0	0	0	0	0	0	7
CHASE TRAVEL	0	0	1	1	7	0	0	0	0	0	0	1	10
CHEAPOAIR.COM	2	0	1	3	18	0	0	0	0	0	0	0	24
EDREAMS.COM	1	0	4	4	12	0	0	0	0	0	0	0	21
EXPEDIA.COM	3	0	5	7	80	0	0	0	0	0	0	0	95
FLYUS.COM	0	0	0	0	7	0	0	0	0	0	0	0	7
GOTOGATE	0	0	2	1	23	0	0	0	0	0	0	0	26
INDIAN EAGLE	0	0	1	0	4	0	0	0	0	0	0	0	5
JUSTFLY.COM	0	0	7	6	30	0	0	0	0	0	0	0	43
KIWI.COM	1	0	10	0	58	0	0	0	0	0	0	0	69
MYTRIP.COM	0	0	0	0	5	0	1	0	0	0	0	0	6
ORBITZ.COM	0	0	4	3	23	0	0	0	0	0	0	0	30
OVAGO	0	0	1	0	4	0	0	0	0	0	0	0	5
PRICELINE.COM	0	0	2	3	15	0	0	0	0	0	0	0	20
SKYBOOKER	0	0	1	0	5	0	0	0	0	0	0	0	6
SMARTFARES.COM	0	0	2	0	8	0	0	0	0	0	0	0	10
SOUTHWEST VACATIONS	1	0	1	0	4	1	0	0	0	0	0	0	7
TRAVELOCITY.COM	1	0	3	1	15	0	0	0	0	0	0	0	20
VAYAMA	0	0	0	0	10	0	0	0	0	0	0	0	10
OTHER TRAVEL AGENTS	6	0	10	9	71	0	1	0	0	0	0	0	97
<b>TOTALS</b>	<b>17</b>	<b>0</b>	<b>60</b>	<b>39</b>	<b>422</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>543</b>

## AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\*  
NOVEMBER 2021

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
OTHER TOUR OPERATORS	0	0	0	1	1	0	1	0	0	0	0	0	3
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b><u>MISCELLAENOUS</u></b>													
Other 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 FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

## AIR TRAVEL CONSUMER REPORT

TABLE 6

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

	NOVEMBER 2021	NOVEMBER 2020
AIRLINE	COMPLAINTS	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>54</b>	<b>44</b>
- ALASKA AIRLINES	46	41
- BRANDED CODESHARE PARTNERS	8	3
<b>ALLEGiant AIR</b>	<b>44</b>	<b>18</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>474</b>	<b>217</b>
- AMERICAN AIRLINES	392	208
- BRANDED CODESHARE PARTNERS	82	9
<b>DELTA AIR LINES NETWORK</b>	<b>124</b>	<b>80</b>
- DELTA AIR LINES	98	73
- BRANDED CODESHARE PARTNERS	26	7
<b>FRONTIER AIRLINES</b>	<b>98</b>	<b>120</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>22</b>	<b>11</b>
- HAWAIIAN AIRLINES	22	11
- BRANDED CODESHARE PARTNERS	0	0
<b>JETBLUE AIRWAYS</b>	<b>108</b>	<b>63</b>
<b>SOUTHWEST AIRLINES</b>	<b>140</b>	<b>57</b>
<b>SPIRIT AIRLINES</b>	<b>120</b>	<b>89</b>
<b>UNITED AIRLINES NETWORK</b>	<b>281</b>	<b>258</b>
- UNITED AIRLINES	281	258
- BRANDED CODESHARE PARTNERS	0	0
<b>TOTAL</b>	<b>1,465</b>	<b>957</b>

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

## AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

RANK	AIRLINE	NOVEMBER 2021			NOVEMBER 2020		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ENDEAVOR AIR	3	1,105,468	0.27	4	632,078	0.63
2	MESA AIRLINES	3	916,492	0.33	1	622,094	0.16
3	DELTA AIR LINES	98	10,669,736	0.92	73	3,918,659	1.86
4	REPUBLIC AIRWAYS	13	1,397,462	0.93	0	804,673	0.00
5	HORIZON AIRLINES	5	486,885	1.03	-	-	-
6	SKYWEST AIRLINES	39	3,559,169	1.10	7	1,736,770	0.40
7	SOUTHWEST AIRLINES	140	12,041,658	1.16	57	5,046,051	1.13
8	ENVOY AIR	19	1,238,107	1.53	3	699,438	0.43
9	ALASKA AIRLINES	46	2,304,087	2.00	41	831,218	4.93
10	PSA AIRLINES	29	1,139,819	2.54	3	660,373	0.45
11	AMERICAN AIRLINES	392	11,793,884	3.32	208	5,007,254	4.15
12	HAWAIIAN AIRLINES	22	658,586	3.34	11	173,924	6.32
13	UNITED AIRLINES	281	7,936,527	3.54	258	3,142,892	8.21
14	ALLEGiant AIR	44	1,217,683	3.61	18	698,621	2.58
15	JETBLUE AIRWAYS	108	2,805,479	3.85	63	1,081,897	5.82
16	SPIRIT AIRLINES	120	2,922,232	4.11	89	1,844,212	4.83
17	FRONTIER AIRLINES	98	1,882,496	5.21	120	902,869	13.29
	<b>TOTAL</b>	1,460	64,075,770	2.28	956	27,803,023	3.44

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

## AIR TRAVEL CONSUMER REPORT

**Civil Rights Complaints by Air Travelers (Other Than Disability) for November 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.

Airline	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
American	2	2	1				
Delta	1						
Endeavor		1					
Envoy		1					
Frontier	1						
PAL						1	
Southwest					1		
Spirit			1				
Swiss Air	1						
United	2					2	
<b>TOTALS</b>	<b>7</b>	<b>4</b>	<b>2</b>		<b>1</b>	<b>3</b>	

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

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

### **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

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

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

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

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

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

**AIR TRAVEL CONSUMER REPORT**

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

**November 2021**

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.

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">Alaska Airlines</a>	0	1	0
<b>Totals:</b>	0	1	0

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

The Transportation Security Administration (TSA) screened approximately 57 million airline passengers and their 46 million checked bags in the month of November as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations <sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of November.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
856	0.00150%	88	0.00015%	46	0.00008%	256	0.00045%

NOTES

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

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

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

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