



---

---

# ***Air Travel Consumer Report***

---

---

A Product Of

**THE OFFICE OF AVIATION CONSUMER PROTECTION**

***Issued: December 2021***



<b>Flight Delays<sup>1</sup></b>	October 2021
<b>Mishandled Baggage, Wheelchairs, and Scooters<sup>1</sup></b>	October 2021
<b>Oversales<sup>1</sup></b>	3 <sup>rd</sup> Quarter 2021
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	October 2021
<b>Airline Animal Incident Reports<sup>4</sup></b>	October 2021
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	October 2021

<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.

**TABLE OF CONTENTS**

<b>Section</b>	<b>Page</b>	<b>Section</b>	<b>Page</b>
<b><i>Flight Delays</i></b>		<b><i>Flight Delays (continued)</i></b>	
<b>Introduction</b>	<b>3</b>	<b>Table 8</b>	<b>31</b>
<b>Explanation</b>	<b>4</b>	List of Regularly Scheduled Domestic Flights with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier	
<b>Branded Codeshare Partners</b>	<b>5</b>	<b>Table 8A</b>	
<b>Table 1</b>	<b>6</b>	List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier	<b>32</b>
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier		<b>Appendix</b>	<b>33</b>
<b>Table 1A</b>	<b>7</b>	<b><i>Mishandled Baggage</i></b>	
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Operating Carrier		<b>Ranking-</b> by Marketing Carrier (Monthly)	<b>35</b>
<b>Table 1B</b>	<b>8</b>	<b>Ranking-</b> by Operating Carrier (Monthly)	<b>36</b>
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier, Rank by Month, and Year-to-Date (YTD)		<b><i>Mishandled Wheelchairs and Scooters</i></b>	
<b>Table 2</b>	<b>9</b>	<b>Ranking-</b> by Marketing Carrier (Monthly)	<b>38</b>
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Marketing Carrier and Airport		<b>Ranking-</b> by Operating Carrier (Monthly)	<b>39</b>
<b>Table 2A</b>	<b>13</b>	<b><i>Oversales</i></b>	
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Operating Carrier and Airport		<b>Explanation</b>	<b>40</b>
<b>Table 3</b>	<b>17</b>	<b>Ranking-</b> by Marketing Carrier (Quarterly)	<b>41</b>
Percentage of Reporting Carriers' Flight Operations Arriving On-Time, by Airport and Time of Day		<b>Ranking-</b> by Operating Carrier (Quarterly)	<b>42</b>
<b>Table 4</b>	<b>19</b>	<b><i>Consumer Complaints</i></b>	
Percentage of Reporting Carriers' Flight Operations Departing On- Time, by Airport and Time of Day		<b>Explanation</b>	<b>43</b>
<b>Table 5</b>	<b>21</b>	<b>Complaint Tables 1-5</b>	<b>44</b>
On-Time Arrival and Departure Percentage, by Airport by Reporting Operating Carrier		Summary, Complaint Categories, U.S. Airlines, Incident Date and Companies Other Than U.S. Airlines	
<b>Tables 6/6A</b>	<b>26</b>	<b>Table 6</b>	<b>51</b>
Overall Number and Percentage of Flight Cancellations, by Reporting Marketing and Reporting Operating Carrier (Monthly)		List of U.S. Marketing Carriers (Non-Ranked, in Alphabetic Order).	
<b>Table 7</b>	<b>28</b>	<b>Table 6A</b>	<b>52</b>
Causes of the Delay by Reporting Marketing Carrier		Rankings, U.S. Operating Carriers	
<b>Table 7A</b>	<b>29</b>	<b>Civil Rights Complaints by Air Travelers, Other than Disability</b> (Monthly)	<b>53</b>
Causes of the Delay by Reporting Operating Carrier		<b>Complaint Categories</b>	<b>54</b>
<b>Table 7B</b>	<b>30</b>	<b>Airline Reports to DOT of Incidents Involving the Loss, Injury, Or Death of Animals during Air Transportation</b> (Monthly)	<b>55</b>
Causes of the Delay by Reporting Operating Carrier, chart		<b>Customer Service Reports to the Department of Homeland Security</b>	<b>56</b>

## **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 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**

**OCTOBER 2021**

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

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

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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>94.1</b>	<b>1</b>
<b>DELTA AIR LINES NETWORK</b>	<b>210</b>	<b>88.1</b>	<b>2</b>
- DELTA AIR LINES	124	88.5	
- BRANDED CODESHARE PARTNERS	181	87.5	
<b>ALASKA AIRLINES NETWORK</b>	<b>102</b>	<b>82.7</b>	<b>3</b>
- ALASKA AIRLINES	75	81.6	
- BRANDED CODESHARE PARTNERS	54	84.3	
<b>SPIRIT AIRLINES</b>	<b>55</b>	<b>82.3</b>	<b>4</b>
<b>UNITED AIRLINES NETWORK</b>	<b>251</b>	<b>81.0</b>	<b>5</b>
- UNITED AIRLINES	110	84.8	
- BRANDED CODESHARE PARTNERS	236	78.3	
<b>AMERICAN AIRLINES NETWORK</b>	<b>229</b>	<b>80.9</b>	<b>6</b>
- AMERICAN AIRLINES	113	77.6	
- BRANDED CODESHARE PARTNERS	213	83.8	
<b>FRONTIER AIRLINES</b>	<b>97</b>	<b>80.6</b>	<b>7</b>
<b>JETBLUE AIRWAYS</b>	<b>65</b>	<b>78.5</b>	<b>8</b>
<b>SOUTHWEST AIRLINES</b>	<b>105</b>	<b>67.1</b>	<b>9</b>
<b>ALLEGiant AIR</b>	<b>125</b>	<b>65.9</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>372</b>	<b>79.9</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

OCTOBER 2021

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	22	94.1	1
ENDEAVOR AIR	110	91.5	2
HORIZON AIR	51	89.2	3
DELTA AIR LINES	124	88.5	4
REPUBLIC AIRWAYS	92	88.1	5
PSA AIRLINES	95	87.9	6
UNITED AIRLINES	110	84.8	7
ENVOY AIR	150	84.1	8
SPIRIT AIRLINES	55	82.3	9
ALASKA AIRLINES	75	81.6	10
FRONTIER AIRLINES	97	80.6	11
SKYWEST AIRLINES	240	79.4	12
JETBLUE AIRWAYS	65	78.5	13
AMERICAN AIRLINES	113	77.6	14
MESA AIRLINES	110	76.6	15
SOUTHWEST AIRLINES	105	67.1	16
ALLEGiant AIR	125	65.9	17
<b>TOTAL AIRPORTS SERVED</b>	<b>366</b>	<b>80.1</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

OCTOBER 2021

CARRIER	Jan 21		Feb 21		Mar 21		Apr 21		May 21		Jun 21		Jul 21		Aug 21		Sep 21		Oct 21		Year-to-date (YTD)	
	%	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>85.0</b>	<b>3</b>
- ALASKA AIRLINES	91.8		75.8	6	86.2		88.2		89.6		77.5		82.0		79.2		85.0		81.6		83.5	
- BRANDED CODESHARE PARTNERS	91.7		79.4		89.7		92.5		90.5		84.1		84.5		82.9		87.5		84.3		86.7	
<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>69.1</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>81.2</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		80.0	
- BRANDED CODESHARE PARTNERS	84.8		75.6		88.1		89.1		85.6		76.8		75.2		76.1		87.0		83.8		82.1	
<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>89.0</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		88.6	
- BRANDED CODESHARE PARTNERS	91.6		87.2		93.8		94.7		92.6		86.9		84.8		85.3		91.0		87.5		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>77.0</b>	<b>6</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>91.4</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		91.4	
- 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>72.7</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>75.8</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>76.9</b>	<b>7</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>79.7</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		81.7	
- BRANDED CODESHARE PARTNERS	88.0		72.9		86.6		89.1		86.3		72.9		68.9		68.3		81.0		78.3		78.4	
<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>81.3</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 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

OCTOBER 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>87</b>	<b>79.3</b>	<b>151</b>	<b>75.5</b>	<b>31</b>	<b>80.6</b>	<b>0</b>	<b>0.0</b>	<b>129</b>	<b>80.6</b>	<b>155</b>	<b>87.1</b>	<b>155</b>	<b>78.1</b>	<b>31</b>	<b>71.0</b>
- ALASKA AIRLINES	87	79.3	151	75.5	31	80.6	0	0.0	129	80.6	155	87.1	155	78.1	31	71.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>54</b>	<b>70.4</b>	<b>27</b>	<b>74.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>32</b>	<b>71.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>1302</b>	<b>81.3</b>	<b>1986</b>	<b>83.4</b>	<b>455</b>	<b>76.5</b>	<b>18519</b>	<b>87.5</b>	<b>5421</b>	<b>87.0</b>	<b>970</b>	<b>75.2</b>	<b>22161</b>	<b>77.6</b>	<b>804</b>	<b>85.6</b>
- AMERICAN AIRLINES	713	75.7	1392	80.2	362	74.3	9141	84.4	1798	80.9	921	75.5	12732	77.3	309	81.6
- BRANDED CODESHARE PARTNERS	589	88.1	594	90.9	93	84.9	9378	90.6	3623	90.1	49	69.4	9429	78.0	495	88.1
<b>DELTA AIR LINES NETWORK</b>	<b>21562</b>	<b>90.6</b>	<b>3097</b>	<b>88.9</b>	<b>492</b>	<b>92.5</b>	<b>861</b>	<b>90.7</b>	<b>1100</b>	<b>89.9</b>	<b>1046</b>	<b>85.7</b>	<b>986</b>	<b>81.4</b>	<b>9214</b>	<b>87.0</b>
- DELTA AIR LINES	16824	90.5	1418	86.2	492	92.5	581	90.2	630	89.7	893	87.0	986	81.4	4219	89.5
- BRANDED CODESHARE PARTNERS	4738	90.8	1679	91.2	0	0.0	280	91.8	470	90.2	153	77.8	0	0.0	4995	84.8
<b>FRONTIER AIRLINES</b>	<b>608</b>	<b>80.4</b>	<b>30</b>	<b>80.0</b>	<b>71</b>	<b>78.9</b>	<b>111</b>	<b>83.8</b>	<b>84</b>	<b>86.9</b>	<b>1862</b>	<b>87.5</b>	<b>277</b>	<b>76.9</b>	<b>90</b>	<b>77.8</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>18</b>	<b>94.4</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>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>249</b>	<b>83.1</b>	<b>2861</b>	<b>82.2</b>	<b>0</b>	<b>0.0</b>	<b>57</b>	<b>89.5</b>	<b>311</b>	<b>81.4</b>	<b>160</b>	<b>86.3</b>	<b>72</b>	<b>88.9</b>	<b>63</b>	<b>81.0</b>
<b>SOUTHWEST AIRLINES</b>	<b>2712</b>	<b>73.5</b>	<b>469</b>	<b>68.4</b>	<b>5256</b>	<b>74.3</b>	<b>246</b>	<b>74.4</b>	<b>808</b>	<b>70.3</b>	<b>6836</b>	<b>68.2</b>	<b>0</b>	<b>0.0</b>	<b>258</b>	<b>53.9</b>
<b>SPIRIT AIRLINES</b>	<b>769</b>	<b>82.7</b>	<b>238</b>	<b>83.6</b>	<b>469</b>	<b>78.3</b>	<b>118</b>	<b>88.1</b>	<b>0</b>	<b>0.0</b>	<b>253</b>	<b>83.0</b>	<b>526</b>	<b>83.7</b>	<b>673</b>	<b>84.0</b>
<b>UNITED AIRLINES NETWORK</b>	<b>689</b>	<b>84.8</b>	<b>984</b>	<b>83.2</b>	<b>287</b>	<b>82.9</b>	<b>499</b>	<b>78.2</b>	<b>685</b>	<b>80.4</b>	<b>12880</b>	<b>86.2</b>	<b>795</b>	<b>77.1</b>	<b>550</b>	<b>74.7</b>
- UNITED AIRLINES	397	88.2	943	82.7	228	82.5	27	81.5	297	81.5	6006	89.2	369	79.9	44	90.9
- BRANDED CODESHARE PARTNERS	292	80.1	41	95.1	59	84.7	472	78.0	388	79.6	6874	83.5	426	74.6	506	73.3
<b>TOTAL</b>	<b>27,978</b>	<b>87.8</b>	<b>9,888</b>	<b>83.9</b>	<b>7,088</b>	<b>76.4</b>	<b>20,411</b>	<b>87.3</b>	<b>8,538</b>	<b>85.0</b>	<b>24,194</b>	<b>80.7</b>	<b>24,972</b>	<b>77.9</b>	<b>11,683</b>	<b>85.2</b>

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

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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>152</b>	<b>86.2</b>	<b>31</b>	<b>90.3</b>	<b>295</b>	<b>89.5</b>	<b>73</b>	<b>72.6</b>	<b>31</b>	<b>83.9</b>	<b>162</b>	<b>80.9</b>	<b>513</b>	<b>75.2</b>	<b>1780</b>	<b>78.1</b>
- ALASKA AIRLINES	152	86.2	31	90.3	295	89.5	73	72.6	31	83.9	162	80.9	404	73.0	743	80.8
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	109	83.5	1037	76.3
<b>ALLEGiant AIR</b>	<b>60</b>	<b>93.3</b>	<b>246</b>	<b>64.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>775</b>	<b>62.8</b>	<b>99</b>	<b>73.7</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>566</b>	<b>71.2</b>	<b>573</b>	<b>79.9</b>	<b>247</b>	<b>76.9</b>	<b>283</b>	<b>74.9</b>	<b>863</b>	<b>73.2</b>	<b>1137</b>	<b>81.0</b>	<b>1300</b>	<b>70.1</b>	<b>4088</b>	<b>77.0</b>
- AMERICAN AIRLINES	565	71.3	573	79.9	247	76.9	148	66.2	630	71.9	1137	81.0	1300	70.1	2770	78.8
- BRANDED CODESHARE PARTNERS	1	0.0	0	0.0	0	0.0	135	84.4	233	76.8	0	0.0	0	0.0	1318	73.2
<b>DELTA AIR LINES NETWORK</b>	<b>564</b>	<b>89.2</b>	<b>798</b>	<b>87.7</b>	<b>201</b>	<b>81.1</b>	<b>506</b>	<b>80.8</b>	<b>743</b>	<b>77.8</b>	<b>3537</b>	<b>89.6</b>	<b>1217</b>	<b>84.9</b>	<b>4009</b>	<b>80.0</b>
- DELTA AIR LINES	403	89.1	798	87.7	201	81.1	233	81.5	537	82.3	1793	88.8	1094	85.9	2494	82.4
- BRANDED CODESHARE PARTNERS	161	89.4	0	0.0	0	0.0	273	80.2	206	66.0	1744	90.5	123	75.6	1515	76.0
<b>FRONTIER AIRLINES</b>	<b>161</b>	<b>78.3</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>9</b>	<b>55.6</b>	<b>109</b>	<b>74.3</b>	<b>0</b>	<b>0.0</b>	<b>1637</b>	<b>78.9</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>2281</b>	<b>93.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>27</b>	<b>88.9</b>	<b>114</b>	<b>94.7</b>	<b>186</b>	<b>94.6</b>
<b>JETBLUE AIRWAYS</b>	<b>1048</b>	<b>66.9</b>	<b>1559</b>	<b>77.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>79</b>	<b>81.0</b>	<b>2843</b>	<b>81.0</b>	<b>343</b>	<b>71.1</b>	<b>932</b>	<b>74.6</b>
<b>SOUTHWEST AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>1406</b>	<b>74.1</b>	<b>916</b>	<b>77.1</b>	<b>169</b>	<b>60.4</b>	<b>603</b>	<b>65.7</b>	<b>0</b>	<b>0.0</b>	<b>5582</b>	<b>67.6</b>	<b>2081</b>	<b>65.8</b>
<b>SPIRIT AIRLINES</b>	<b>547</b>	<b>79.0</b>	<b>1949</b>	<b>78.3</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>573</b>	<b>82.4</b>	<b>0</b>	<b>0.0</b>	<b>1768</b>	<b>82.7</b>	<b>874</b>	<b>81.8</b>
<b>UNITED AIRLINES NETWORK</b>	<b>7526</b>	<b>81.2</b>	<b>612</b>	<b>83.7</b>	<b>434</b>	<b>77.4</b>	<b>7204</b>	<b>80.0</b>	<b>11817</b>	<b>82.2</b>	<b>124</b>	<b>84.7</b>	<b>964</b>	<b>83.6</b>	<b>2977</b>	<b>83.1</b>
- UNITED AIRLINES	4324	82.0	582	83.0	434	77.4	2346	84.9	4593	86.9	124	84.7	923	83.4	2006	83.8
- BRANDED CODESHARE PARTNERS	3202	80.0	30	96.7	0	0.0	4858	77.6	7224	79.2	0	0.0	41	87.8	971	81.6
<b>TOTAL</b>	<b>10,624</b>	<b>79.6</b>	<b>7,174</b>	<b>78.4</b>	<b>4,374</b>	<b>86.7</b>	<b>8,244</b>	<b>79.3</b>	<b>14,818</b>	<b>80.8</b>	<b>7,830</b>	<b>85.0</b>	<b>14,213</b>	<b>73.9</b>	<b>17,026</b>	<b>77.8</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)

OCTOBER 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>137</b>	<b>84.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>93</b>	<b>83.9</b>	<b>291</b>	<b>81.4</b>	<b>2484</b>	<b>84.8</b>	<b>31</b>	<b>87.1</b>
- ALASKA AIRLINES	0	0.0	137	84.7	0	0.0	0	0.0	62	85.5	235	83.0	1540	85.3	31	87.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	31	80.6	56	75.0	944	84.1	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>49</b>	<b>69.4</b>	<b>0</b>	<b>0.0</b>	<b>32</b>	<b>81.3</b>	<b>0</b>	<b>0.0</b>	<b>27</b>	<b>81.5</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>2870</b>	<b>87.9</b>	<b>1430</b>	<b>78.2</b>	<b>0</b>	<b>0.0</b>	<b>5603</b>	<b>80.8</b>	<b>641</b>	<b>75.5</b>	<b>12207</b>	<b>79.8</b>	<b>378</b>	<b>69.6</b>	<b>7757</b>	<b>85.0</b>
- AMERICAN AIRLINES	1262	81.1	1426	78.1	0	0.0	4293	78.3	402	68.7	4728	78.4	321	69.2	2403	78.7
- BRANDED CODESHARE PARTNERS	1608	93.2	4	100.0	0	0.0	1310	88.8	239	87.0	7479	80.7	57	71.9	5354	87.8
<b>DELTA AIR LINES NETWORK</b>	<b>4521</b>	<b>91.7</b>	<b>1430</b>	<b>88.0</b>	<b>359</b>	<b>87.7</b>	<b>695</b>	<b>86.3</b>	<b>9152</b>	<b>90.3</b>	<b>1328</b>	<b>77.3</b>	<b>734</b>	<b>84.5</b>	<b>616</b>	<b>88.3</b>
- DELTA AIR LINES	1785	89.9	1430	88.0	85	83.5	664	86.3	4710	91.9	951	78.1	431	88.6	420	90.5
- BRANDED CODESHARE PARTNERS	2736	92.9	0	0.0	274	89.1	31	87.1	4442	88.7	377	75.1	303	78.5	196	83.7
<b>FRONTIER AIRLINES</b>	<b>81</b>	<b>72.8</b>	<b>1454</b>	<b>75.7</b>	<b>0</b>	<b>0.0</b>	<b>340</b>	<b>80.9</b>	<b>59</b>	<b>83.1</b>	<b>213</b>	<b>72.8</b>	<b>91</b>	<b>85.7</b>	<b>599</b>	<b>78.1</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>9</b>	<b>100.0</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>62</b>	<b>93.5</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>328</b>	<b>80.2</b>	<b>1176</b>	<b>76.0</b>	<b>0</b>	<b>0.0</b>	<b>404</b>	<b>79.0</b>	<b>50</b>	<b>96.0</b>	<b>111</b>	<b>80.2</b>	<b>56</b>	<b>83.9</b>	<b>144</b>	<b>75.0</b>
<b>SOUTHWEST AIRLINES</b>	<b>696</b>	<b>71.3</b>	<b>3265</b>	<b>71.6</b>	<b>5711</b>	<b>72.5</b>	<b>693</b>	<b>66.8</b>	<b>423</b>	<b>66.7</b>	<b>791</b>	<b>47.3</b>	<b>587</b>	<b>60.1</b>	<b>355</b>	<b>61.4</b>
<b>SPIRIT AIRLINES</b>	<b>357</b>	<b>85.4</b>	<b>1766</b>	<b>85.4</b>	<b>0</b>	<b>0.0</b>	<b>104</b>	<b>86.5</b>	<b>102</b>	<b>76.5</b>	<b>548</b>	<b>73.4</b>	<b>63</b>	<b>82.5</b>	<b>356</b>	<b>84.0</b>
<b>UNITED AIRLINES NETWORK</b>	<b>628</b>	<b>84.9</b>	<b>1024</b>	<b>85.3</b>	<b>0</b>	<b>0.0</b>	<b>450</b>	<b>83.6</b>	<b>486</b>	<b>83.5</b>	<b>14270</b>	<b>78.5</b>	<b>599</b>	<b>88.5</b>	<b>425</b>	<b>80.0</b>
- UNITED AIRLINES	511	86.3	1024	85.3	0	0.0	365	82.5	263	84.8	5859	84.8	572	88.1	270	81.9
- BRANDED CODESHARE PARTNERS	117	78.6	0	0.0	0	0.0	85	88.2	223	82.1	8411	74.1	27	96.3	155	76.8
<b>TOTAL</b>	<b>9,481</b>	<b>87.8</b>	<b>11,691</b>	<b>78.8</b>	<b>6,119</b>	<b>73.4</b>	<b>8,289</b>	<b>80.2</b>	<b>11,038</b>	<b>88.0</b>	<b>29,759</b>	<b>78.1</b>	<b>5,081</b>	<b>81.3</b>	<b>10,283</b>	<b>83.6</b>

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

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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>407</b>	<b>77.4</b>	<b>1453</b>	<b>82.6</b>	<b>8451</b>	<b>85.1</b>	<b>1729</b>	<b>76.8</b>	<b>315</b>	<b>77.5</b>	<b>62</b>	<b>77.4</b>
- ALASKA AIRLINES	334	76.0	592	82.9	5953	82.9	700	75.3	121	81.8	62	77.4
- BRANDED CODESHARE PARTNERS	73	83.6	861	82.3	2498	90.5	1029	77.8	194	74.7	0	0.0
<b>ALLEGiant AIR</b>	<b>12</b>	<b>83.3</b>	<b>10</b>	<b>60.0</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>7032</b>	<b>80.2</b>	<b>717</b>	<b>76.3</b>	<b>690</b>	<b>71.7</b>	<b>936</b>	<b>69.7</b>	<b>646</b>	<b>69.0</b>	<b>1069</b>	<b>74.9</b>
- AMERICAN AIRLINES	4194	81.3	717	76.3	602	71.8	794	68.1	416	69.5	1068	74.9
- BRANDED CODESHARE PARTNERS	2838	78.5	0	0.0	88	71.6	142	78.2	230	68.3	1	100.0
<b>DELTA AIR LINES NETWORK</b>	<b>936</b>	<b>82.4</b>	<b>674</b>	<b>83.1</b>	<b>4012</b>	<b>89.2</b>	<b>1182</b>	<b>83.6</b>	<b>7731</b>	<b>86.8</b>	<b>921</b>	<b>89.6</b>
- DELTA AIR LINES	787	84.4	643	84.8	2510	89.9	875	85.6	4397	87.2	921	89.6
- BRANDED CODESHARE PARTNERS	149	71.8	31	48.4	1502	88.1	307	77.9	3334	86.4	0	0.0
<b>FRONTIER AIRLINES</b>	<b>425</b>	<b>80.5</b>	<b>177</b>	<b>84.7</b>	<b>65</b>	<b>81.5</b>	<b>165</b>	<b>78.2</b>	<b>113</b>	<b>85.8</b>	<b>397</b>	<b>84.4</b>
<b>HAWAIIAN AIRLINES</b>	<b>31</b>	<b>87.1</b>	<b>63</b>	<b>92.1</b>	<b>62</b>	<b>79.0</b>	<b>62</b>	<b>85.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>132</b>	<b>67.4</b>	<b>170</b>	<b>87.6</b>	<b>77</b>	<b>85.7</b>	<b>475</b>	<b>80.2</b>	<b>153</b>	<b>78.4</b>	<b>362</b>	<b>77.6</b>
<b>SOUTHWEST AIRLINES</b>	<b>4959</b>	<b>67.4</b>	<b>2234</b>	<b>67.2</b>	<b>887</b>	<b>70.6</b>	<b>639</b>	<b>56.2</b>	<b>958</b>	<b>62.4</b>	<b>1845</b>	<b>71.8</b>
<b>SPIRIT AIRLINES</b>	<b>69</b>	<b>87.0</b>	<b>76</b>	<b>84.2</b>	<b>65</b>	<b>83.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>400</b>	<b>81.5</b>
<b>UNITED AIRLINES NETWORK</b>	<b>743</b>	<b>85.3</b>	<b>823</b>	<b>86.0</b>	<b>763</b>	<b>87.3</b>	<b>5134</b>	<b>82.8</b>	<b>662</b>	<b>81.3</b>	<b>606</b>	<b>87.3</b>
- UNITED AIRLINES	629	85.7	734	86.5	731	87.6	3170	85.1	158	79.1	606	87.3
- BRANDED CODESHARE PARTNERS	114	83.3	89	82.0	32	81.3	1964	79.1	504	81.9	0	0.0
<b>TOTAL</b>	<b>14,746</b>	<b>76.2</b>	<b>6,397</b>	<b>77.3</b>	<b>15,072</b>	<b>84.8</b>	<b>10,322</b>	<b>78.9</b>	<b>10,578</b>	<b>82.8</b>	<b>5,662</b>	<b>78.9</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)

OCTOBER 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	87	79.3	151	75.5	31	80.6	0	0.0	129	80.6	155	87.1	155	78.1	31	71.0
ALLEGiant AIR	0	0.0	54	70.4	27	74.1	0	0.0	0	0.0	32	71.9	0	0.0	0	0.0
AMERICAN AIRLINES	713	75.7	1392	80.2	362	74.3	9141	84.4	1798	80.9	921	75.5	12732	77.3	309	81.6
DELTA AIR LINES	16824	90.5	1418	86.2	492	92.5	581	90.2	630	89.7	893	87.0	986	81.4	4219	89.5
ENDEAVOR AIR	4626	91.0	262	88.9	0	0.0	0	0.0	65	92.3	0	0.0	0	0.0	2868	90.3
ENVOY AIR	69	88.4	75	85.3	2	100.0	415	88.4	247	90.7	0	0.0	4848	83.6	84	86.9
FRONTIER AIRLINES	608	80.4	30	80.0	71	78.9	111	83.8	84	86.9	1862	87.5	277	76.9	90	77.8
HAWAIIAN AIRLINES	0	0.0	18	94.4	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	249	83.1	2861	82.2	0	0.0	57	89.5	311	81.4	160	86.3	72	88.9	63	81.0
MESA AIRLINES	163	77.3	1	100.0	51	84.3	126	81.0	109	78.9	0	0.0	2418	74.2	66	71.2
PSA AIRLINES	111	87.4	0	0.0	0	0.0	6447	90.7	1664	87.7	0	0.0	402	73.6	126	90.5
REPUBLIC AIRWAYS	587	86.4	1871	91.7	13	100.0	1102	90.4	2206	91.3	0	0.0	4	100.0	545	89.0
SKYWEST AIRLINES	63	87.3	2	100.0	83	81.9	85	80.0	9	88.9	6374	84.3	2183	69.9	2124	75.4
SOUTHWEST AIRLINES	2712	73.5	469	68.4	5256	74.3	246	74.4	808	70.3	6836	68.2	0	0.0	258	53.9
SPIRIT AIRLINES	769	82.7	238	83.6	469	78.3	118	88.1	0	0.0	253	83.0	526	83.7	673	84.0
UNITED AIRLINES	397	88.2	943	82.7	228	82.5	27	81.5	297	81.5	6006	89.2	369	79.9	44	90.9
<b>TOTAL</b>	<b>27,978</b>	<b>87.8</b>	<b>9,785</b>	<b>83.8</b>	<b>7,085</b>	<b>76.4</b>	<b>18,456</b>	<b>87.1</b>	<b>8,357</b>	<b>85.1</b>	<b>23,492</b>	<b>80.9</b>	<b>24,972</b>	<b>77.9</b>	<b>11,500</b>	<b>85.5</b>

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

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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	152	86.2	31	90.3	295	89.5	73	72.6	31	83.9	162	80.9	404	73.0	743	80.8
ALLEGiant AIR	60	93.3	246	64.2	0	0.0	0	0.0	0	0.0	0	0.0	775	62.8	99	73.7
AMERICAN AIRLINES	565	71.3	573	79.9	247	76.9	148	66.2	630	71.9	1137	81.0	1300	70.1	2770	78.8
DELTA AIR LINES	403	89.1	798	87.7	201	81.1	233	81.5	537	82.3	1793	88.8	1094	85.9	2494	82.4
ENDEAVOR AIR	124	87.9	0	0.0	0	0.0	20	80.0	0	0.0	1007	92.7	0	0.0	0	0.0
ENVOY AIR	1	0.0	0	0.0	0	0.0	0	0.0	40	75.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	161	78.3	0	0.0	0	0.0	9	55.6	109	74.3	0	0.0	1637	78.9	0	0.0
HAWAIIAN AIRLINES	0	0.0	0	0.0	2281	93.5	0	0.0	0	0.0	27	88.9	114	94.7	186	94.6
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	67	92.5	290	84.5
JETBLUE AIRWAYS	1048	66.9	1559	77.0	0	0.0	0	0.0	79	81.0	2843	81.0	343	71.1	932	74.6
MESA AIRLINES	0	0.0	0	0.0	0	0.0	826	78.1	3292	80.1	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	114	84.2	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	1580	82.0	30	96.7	0	0.0	1213	82.9	86	86.0	737	87.5	0	0.0	0	0.0
SKYWEST AIRLINES	37	94.6	0	0.0	0	0.0	463	78.6	2077	80.2	0	0.0	206	76.7	4551	75.9
SOUTHWEST AIRLINES	0	0.0	1406	74.1	916	77.1	169	60.4	603	65.7	0	0.0	5582	67.6	2081	65.8
SPIRIT AIRLINES	547	79.0	1949	78.3	0	0.0	0	0.0	573	82.4	0	0.0	1768	82.7	874	81.8
UNITED AIRLINES	4324	82.0	582	83.0	434	77.4	2346	84.9	4593	86.9	124	84.7	923	83.4	2006	83.8
<b>TOTAL</b>	<b>9,002</b>	<b>79.9</b>	<b>7,174</b>	<b>78.4</b>	<b>4,374</b>	<b>86.7</b>	<b>5,614</b>	<b>81.3</b>	<b>12,650</b>	<b>81.7</b>	<b>7,830</b>	<b>85.0</b>	<b>14,213</b>	<b>73.9</b>	<b>17,026</b>	<b>77.8</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)

OCTOBER 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	137	84.7	0	0.0	0	0.0	62	85.5	235	83.0	1540	85.3	31	87.1
ALLEGiant AIR	0	0.0	0	0.0	49	69.4	0	0.0	32	81.3	0	0.0	27	81.5	0	0.0
AMERICAN AIRLINES	1262	81.1	1426	78.1	0	0.0	4293	78.3	402	68.7	4728	78.4	321	69.2	2403	78.7
DELTA AIR LINES	1785	89.9	1430	88.0	85	83.5	664	86.3	4710	91.9	951	78.1	431	88.6	420	90.5
ENDEAVOR AIR	1360	94.5	0	0.0	256	89.1	31	87.1	1675	92.8	52	80.8	0	0.0	1	100.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	1296	88.8	12	100.0	4070	83.5	0	0.0	0	0.0
FRONTIER AIRLINES	81	72.8	1454	75.7	0	0.0	340	80.9	59	83.1	213	72.8	91	85.7	599	78.1
HAWAIIAN AIRLINES	0	0.0	9	100.0	0	0.0	0	0.0	0	0.0	0	0.0	62	93.5	0	0.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	6	83.3	28	71.4	546	89.6	0	0.0
JETBLUE AIRWAYS	328	80.2	1176	76.0	0	0.0	404	79.0	50	96.0	111	80.2	56	83.9	144	75.0
MESA AIRLINES	71	81.7	0	0.0	0	0.0	27	85.2	85	75.3	166	76.5	0	0.0	92	76.1
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	50	88.0	0	0.0	0	0.0	1994	88.0
REPUBLIC AIRWAYS	3024	92.1	4	100.0	18	83.3	72	88.9	217	89.9	2620	82.6	0	0.0	1689	89.6
SKYWEST AIRLINES	6	83.3	0	0.0	0	0.0	0	0.0	2890	85.7	4912	74.2	785	77.7	112	74.1
SOUTHWEST AIRLINES	696	71.3	3265	71.6	5711	72.5	693	66.8	423	66.7	791	47.3	587	60.1	355	61.4
SPIRIT AIRLINES	357	85.4	1766	85.4	0	0.0	104	86.5	102	76.5	548	73.4	63	82.5	356	84.0
UNITED AIRLINES	511	86.3	1024	85.3	0	0.0	365	82.5	263	84.8	5859	84.8	572	88.1	270	81.9
<b>TOTAL</b>	<b>9,481</b>	<b>87.8</b>	<b>11,691</b>	<b>78.8</b>	<b>6,119</b>	<b>73.4</b>	<b>8,289</b>	<b>80.2</b>	<b>11,038</b>	<b>88.0</b>	<b>25,284</b>	<b>79.2</b>	<b>5,081</b>	<b>81.3</b>	<b>8,466</b>	<b>83.1</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)

OCTOBER 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	334	76.0	592	82.9	5953	82.9	700	75.3	121	81.8	62	77.4
ALLEGiant AIR	12	83.3	10	60.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4194	81.3	717	76.3	602	71.8	794	68.1	416	69.5	1068	74.9
DELTA AIR LINES	787	84.4	643	84.8	2510	89.9	875	85.6	4397	87.2	921	89.6
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	251	85.3	0	0.0	0	0.0	0	0.0	55	70.9	0	0.0
FRONTIER AIRLINES	425	80.5	177	84.7	65	81.5	165	78.2	113	85.8	397	84.4
HAWAIIAN AIRLINES	31	87.1	63	92.1	62	79.0	62	85.5	0	0.0	0	0.0
HORIZON AIR	51	82.4	158	89.2	2286	90.7	219	83.6	24	79.2	0	0.0
JETBLUE AIRWAYS	132	67.4	170	87.6	77	85.7	475	80.2	153	78.4	362	77.6
MESA AIRLINES	910	79.3	0	0.0	0	0.0	0	0.0	56	73.2	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	7	85.7	1	100.0
SKYWEST AIRLINES	1962	77.2	823	79.7	1834	87.1	3223	78.3	4120	84.7	0	0.0
SOUTHWEST AIRLINES	4959	67.4	2234	67.2	887	70.6	639	56.2	958	62.4	1845	71.8
SPIRIT AIRLINES	69	87.0	76	84.2	65	83.1	0	0.0	0	0.0	400	81.5
UNITED AIRLINES	629	85.7	734	86.5	731	87.6	3170	85.1	158	79.1	606	87.3
<b>TOTAL</b>	<b>14,746</b>	<b>76.2</b>	<b>6,397</b>	<b>77.3</b>	<b>15,072</b>	<b>84.8</b>	<b>10,322</b>	<b>78.9</b>	<b>10,578</b>	<b>82.8</b>	<b>5,662</b>	<b>78.9</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)

OCTOBER 2021

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	89.9	79.6	87.3	92.4	100.0	90.7	83.9	85.4	84.6	82.6	99.0	91.0	89.9	92.0	88.0	91.0
0700-0759	92.3	89.5	92.2	87.1	94.0	87.3	86.3	87.1	90.9	84.4	95.0	88.8	82.4	86.9	88.8	86.4
0800-0859	90.9	94.3	89.9	88.9	92.3	88.6	88.0	86.5	91.7	87.1	93.1	91.7	86.8	88.2	85.4	82.7
0900-0959	93.0	90.1	88.1	86.7	90.9	87.2	83.0	89.0	90.8	83.9	92.3	83.2	80.5	91.3	87.3	83.5
1000-1059	89.3	88.0	86.7	91.5	91.2	87.3	84.4	92.8	85.2	87.9	91.1	82.3	82.5	93.1	83.2	82.7
1100-1159	92.4	89.7	87.0	88.9	89.4	83.1	81.1	89.4	90.6	86.4	86.7	87.3	84.9	88.4	81.4	84.5
1200-1259	92.3	90.6	84.1	90.2	87.9	89.5	83.5	84.4	88.4	84.1	86.0	81.0	82.4	91.3	77.4	81.8
1300-1359	90.4	86.5	84.2	86.0	91.6	78.3	80.4	88.8	84.6	79.3	84.4	91.6	84.5	88.2	70.3	77.1
1400-1459	92.9	85.5	78.5	89.8	87.3	81.8	79.2	87.6	82.6	78.7	78.4	83.9	79.3	87.2	75.4	75.2
1500-1559	88.7	85.3	80.4	87.9	86.2	79.1	77.9	85.9	84.2	82.6	89.4	82.4	83.3	87.4	71.5	73.9
1600-1659	87.9	83.5	73.8	86.5	80.6	80.6	79.6	80.6	80.9	77.5	90.2	72.6	77.3	85.1	67.7	74.1
1700-1759	86.5	76.2	74.0	86.4	85.9	74.8	73.3	85.8	74.4	73.9	93.2	82.6	78.2	84.7	60.5	74.7
1800-1859	84.1	78.8	74.5	84.2	82.2	77.0	71.5	79.3	63.3	71.5	84.2	76.5	76.4	84.9	65.2	72.8
1900-1959	82.5	85.7	58.8	83.0	83.5	68.9	71.3	83.9	68.0	66.8	93.1	84.5	74.8	82.3	68.7	71.1
2000-2059	83.2	83.3	60.0	82.5	79.0	72.1	68.8	85.0	71.0	69.8	77.4	82.1	77.6	83.9	66.9	71.9
2100-2159	82.0	81.8	59.1	82.9	78.3	66.2	64.9	78.0	75.8	74.9	73.6	79.4	76.0	77.0	67.8	77.2
2200-2259	71.7	79.0	58.9	79.4	75.0	68.4	70.5	81.8	73.0	76.4	78.3	67.9	83.0	80.6	66.7	71.3
2300-0559	74.7	75.6	67.1	79.7	66.3	71.2	77.6	79.4	78.3	69.4	74.4	81.2	79.8	77.5	74.0	74.5
<b>TOTAL</b>	<b>87.8</b>	<b>83.8</b>	<b>76.4</b>	<b>87.1</b>	<b>85.1</b>	<b>80.9</b>	<b>77.9</b>	<b>85.5</b>	<b>79.9</b>	<b>78.4</b>	<b>86.7</b>	<b>81.3</b>	<b>81.7</b>	<b>85.0</b>	<b>73.9</b>	<b>77.8</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)

OCTOBER 2021

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	0.0	83.1	90.5	76.3	90.1	88.4	0.0	80.7	87.5	0.0	92.7	86.9	96.8	73.8	88.8
0700-0759	95.7	93.1	89.1	83.7	92.9	90.1	93.1	91.7	86.2	76.5	90.9	85.9	90.9	80.8	88.8
0800-0859	93.4	89.4	82.4	88.9	92.6	86.8	91.4	90.3	87.0	90.5	90.0	89.8	87.7	89.6	88.6
0900-0959	92.4	88.5	84.8	84.9	92.8	85.3	91.5	90.3	85.7	90.1	92.4	82.9	87.5	90.2	87.5
1000-1059	92.9	87.0	80.1	83.0	93.0	85.9	85.6	89.8	84.5	82.7	86.1	82.4	87.9	90.7	87.0
1100-1159	92.3	83.7	81.7	86.9	90.7	86.9	83.6	90.4	79.6	86.1	86.0	80.1	78.7	86.3	85.9
1200-1259	89.9	83.5	79.3	79.6	88.4	84.0	85.8	86.3	80.5	78.2	92.4	79.1	88.6	84.5	85.8
1300-1359	91.0	83.8	76.4	78.9	85.5	78.9	86.8	91.7	75.3	74.9	88.4	77.7	83.5	83.2	83.2
1400-1459	87.9	83.3	77.9	88.7	88.4	77.1	86.1	84.1	79.4	81.9	87.4	82.0	85.5	81.4	83.6
1500-1559	89.1	78.0	70.9	86.3	83.4	78.9	83.6	86.6	71.3	76.4	86.1	78.0	79.3	77.6	81.8
1600-1659	86.9	77.7	71.6	76.8	87.6	78.2	76.2	83.8	75.3	71.0	86.0	73.6	82.9	78.2	79.8
1700-1759	82.5	78.1	69.3	74.7	88.2	72.5	81.6	81.4	70.8	71.5	84.5	78.7	70.8	81.0	78.2
1800-1859	89.3	73.0	69.9	79.9	86.7	70.4	78.5	72.5	71.4	68.7	83.1	69.2	70.6	74.7	76.1
1900-1959	86.1	70.8	64.8	75.5	87.2	67.3	70.4	77.5	61.3	72.4	74.5	76.1	81.0	77.9	75.5
2000-2059	84.1	67.2	58.2	76.3	87.8	70.9	78.3	77.5	58.9	77.5	80.7	75.7	78.2	70.4	75.4
2100-2159	84.8	71.5	49.0	74.1	79.8	75.3	75.4	77.2	64.7	71.0	76.1	78.8	78.5	77.6	75.7
2200-2259	75.9	70.0	62.2	74.1	69.1	74.7	75.1	78.3	71.5	66.0	74.0	71.1	74.9	65.3	72.5
2300-0559	78.0	73.7	54.0	71.3	76.7	79.6	76.5	70.5	63.0	81.2	80.4	77.6	68.6	69.1	74.8
<b>TOTAL</b>	<b>87.8</b>	<b>78.8</b>	<b>73.4</b>	<b>80.2</b>	<b>88.0</b>	<b>79.2</b>	<b>81.3</b>	<b>83.1</b>	<b>76.2</b>	<b>77.3</b>	<b>84.8</b>	<b>78.9</b>	<b>82.8</b>	<b>78.9</b>	<b>81.5</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)

OCTOBER 2021

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	87.9	89.8	87.2	94.9	92.6	88.6	86.0	90.2	91.7	89.5	98.0	90.7	90.4	90.4	86.8	88.7
0700-0759	90.5	91.9	84.6	90.3	87.3	86.1	83.5	87.6	90.7	90.4	95.7	87.0	91.9	92.7	83.3	86.4
0800-0859	91.3	88.5	78.5	87.5	90.2	80.6	85.3	87.1	89.5	88.8	94.6	87.2	87.7	89.7	77.2	83.8
0900-0959	88.5	90.8	76.4	86.7	92.2	81.4	82.6	84.2	89.2	84.5	94.8	86.9	83.3	91.0	72.6	81.3
1000-1059	87.4	89.3	70.4	87.5	90.6	75.3	80.4	88.4	82.9	80.2	96.0	88.4	83.6	89.4	81.8	77.7
1100-1159	87.0	84.7	70.6	87.5	90.2	78.6	77.4	84.5	79.2	82.0	89.1	88.1	80.8	93.7	69.5	78.6
1200-1259	88.8	86.3	62.1	89.4	87.5	73.6	77.6	87.7	76.8	79.5	87.6	86.8	78.0	84.2	70.6	78.5
1300-1359	87.2	86.1	68.6	86.2	88.0	79.1	73.3	84.2	84.0	78.0	86.8	87.9	76.3	85.0	63.1	76.3
1400-1459	84.1	84.5	55.8	84.3	87.0	62.1	75.3	83.1	74.4	75.8	87.9	81.1	80.8	88.8	62.2	73.2
1500-1559	85.6	84.6	48.1	82.6	85.3	66.9	66.1	82.0	72.5	70.3	93.1	75.8	76.9	87.1	63.0	69.8
1600-1659	83.2	82.6	55.4	81.4	78.1	70.7	73.4	82.9	75.3	68.0	91.6	73.9	75.0	78.8	55.1	66.3
1700-1759	83.4	78.7	60.6	82.4	77.0	67.9	71.8	81.2	78.3	68.3	93.0	77.9	76.8	80.1	58.7	72.5
1800-1859	79.9	76.2	52.3	82.9	80.6	67.8	67.8	77.9	72.7	68.8	88.0	81.0	74.3	83.6	47.1	70.3
1900-1959	70.5	78.4	44.4	74.4	82.4	66.2	65.8	74.5	64.5	63.9	89.7	83.3	67.3	82.1	46.4	69.5
2000-2059	79.8	86.6	36.2	80.7	81.0	62.2	68.7	84.2	55.8	68.7	92.3	78.3	74.6	77.2	49.3	62.7
2100-2159	77.1	81.8	36.7	77.1	76.7	58.8	70.1	87.5	65.8	61.6	89.7	0.0	69.1	90.7	61.8	70.2
2200-2259	87.1	0.0	31.9	83.3	84.1	83.7	64.1	86.3	60.0	66.4	86.7	80.3	81.1	79.4	72.6	77.3
2300-0559	93.6	92.3	94.0	85.2	78.6	82.4	91.3	93.8	90.5	78.9	97.7	92.1	88.0	96.4	78.2	82.5
TOTAL	84.7	85.9	62.0	84.7	86.0	73.3	74.8	85.3	78.8	76.3	91.3	83.6	79.0	86.9	68.2	76.9

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

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2021

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.7	88.3	89.0	89.6	90.6	86.2	88.9	89.1	91.4	88.5	92.2	91.4	89.5	90.7	89.5
0700-0759	92.9	89.3	79.1	89.6	93.3	88.4	92.7	92.9	82.9	89.8	91.6	89.0	82.8	88.7	88.9
0800-0859	91.0	86.6	77.1	84.9	92.2	87.2	92.1	91.8	80.2	85.7	86.9	87.2	90.4	89.0	86.8
0900-0959	90.7	85.5	73.0	86.6	89.7	85.2	90.1	82.5	80.5	87.1	87.8	83.6	85.3	87.1	84.9
1000-1059	89.9	79.1	73.9	81.4	93.3	82.8	82.1	90.5	70.2	84.0	82.5	81.7	88.0	87.5	82.9
1100-1159	91.4	80.1	62.0	81.1	89.7	83.9	86.6	91.1	76.4	78.1	83.0	81.0	83.4	83.5	82.3
1200-1259	87.8	73.6	67.3	82.3	87.3	79.2	82.6	83.3	60.8	79.8	84.1	83.7	74.0	87.0	80.9
1300-1359	86.7	75.7	54.5	76.1	88.7	79.8	83.7	87.0	72.5	76.0	86.7	75.9	84.9	80.0	79.6
1400-1459	87.9	73.6	50.8	74.5	76.9	78.4	82.5	84.7	61.0	73.0	82.1	75.1	81.3	76.8	77.1
1500-1559	84.8	71.9	53.8	76.5	85.1	70.5	89.0	84.5	67.6	75.7	82.1	70.8	79.5	75.2	76.0
1600-1659	83.3	71.4	55.6	72.5	83.2	72.5	88.0	84.5	63.2	58.8	83.2	78.0	74.8	68.1	75.0
1700-1759	79.5	73.7	43.5	71.0	85.0	72.6	74.2	76.1	63.4	71.0	84.3	65.8	80.4	72.3	74.4
1800-1859	80.9	70.9	48.2	61.9	82.8	69.9	81.5	80.5	55.0	56.8	80.8	79.2	68.6	82.7	72.5
1900-1959	88.1	64.9	52.0	73.5	86.7	67.4	80.6	79.8	61.7	72.0	82.5	75.5	53.0	71.2	69.7
2000-2059	86.0	64.4	42.3	75.8	89.1	66.2	73.6	81.1	46.4	63.2	69.3	71.8	77.6	70.5	71.2
2100-2159	90.6	61.7	33.9	73.3	89.6	73.5	85.7	78.8	36.9	75.8	78.5	78.8	80.5	67.1	71.5
2200-2259	56.0	69.4	0.0	66.2	88.4	81.0	84.9	77.6	65.9	87.9	75.5	83.0	88.8	71.2	80.1
2300-0559	95.2	83.5	89.6	87.5	93.4	88.3	88.2	86.8	84.1	0.0	85.6	85.8	89.1	87.3	85.3
<b>TOTAL</b>	<b>87.6</b>	<b>76.6</b>	<b>60.1</b>	<b>77.6</b>	<b>88.4</b>	<b>77.6</b>	<b>85.7</b>	<b>85.5</b>	<b>70.3</b>	<b>78.4</b>	<b>84.2</b>	<b>80.8</b>	<b>83.1</b>	<b>81.5</b>	<b>79.4</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**  
**OCTOBER 2021**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	86.1	86.1	72	72
Abilene, TX (ABI)	86.9	84.1	168	170
Adak Island, AK (ADK)	55.6	11.1	9	9
Aguadilla, PR (BQN)	79.5	81.5	185	184
Akron, OH (CAK)	78.9	89.1	175	175
Alamosa, CO (ALS)	86.8	92.5	53	53
Albany, GA (ABY)	94.6	93.5	92	92
Albany, NY (ALB)	74.6	75.8	892	892
Albuquerque, NM (ABQ)	71.6	72.8	1764	1767
Alexandria, LA (AEX)	87.6	88.6	177	176
Allentown/Bethlehem/Easton, PA (ABE)	83.1	87.6	396	396
Alpena, MI (APN)	79.2	77.4	53	53
Amarillo, TX (AMA)	71.5	73.5	467	468
Anchorage, AK (ANC)	84.6	89.2	1581	1584
Appleton, WI (ATW)	84.5	83.8	451	451
Arcata/Eureka, CA (ACV)	75.9	80.1	216	216
Asheville, NC (AVL)	77.6	79.1	732	732
Ashland, WV (HTS)	85.1	70.2	47	47
Aspen, CO (ASE)	76.7	76.6	262	265
Atlanta, GA (ATL)	87.8	84.7	27978	27970
Atlantic City, NJ (ACY)	81.9	83.3	254	252
Augusta, GA (AGS)	93.8	93.0	340	341
Austin, TX (AUS)	75.7	75.2	6796	6792
Bakersfield, CA (BFL)	82.4	80.9	245	246
Baltimore, MD (BWI)	76.4	62.0	7085	7090
Bangor, ME (BGR)	84.1	80.6	452	453
Barrow, AK (BRW)	87.1	83.9	31	31
Baton Rouge, LA (BTR)	84.3	86.8	407	408
Beaumont/Port Arthur, TX (BPT)	87.0	88.0	92	92
Bellefonte, PA (BLF)	77.4	71.7	106	106
Bellingham, WA (BLI)	92.2	92.2	219	219
Bemidji, MN (BJI)	75.8	82.3	62	62
Bend/Redmond, OR (RDM)	85.6	86.5	667	668
Bethel, AK (BET)	88.7	82.3	62	62
Billings, MT (BIL)	83.5	86.1	394	396
Binghamton, NY (BGM)	93.5	87.1	31	31
Birmingham, AL (BHM)	75.6	80.3	1364	1367
Bismarck/Mandan, ND (BIS)	86.5	85.0	340	341
Bloomington/Normal, IL (BMI)	78.5	82.4	233	233
Boise, ID (BOI)	79.9	86.0	2229	2232
Boston, MA (BOS)	83.8	85.9	9785	9789

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	86.8	84.2	810	812
Brainerd, MN (BRD)	90.6	92.5	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	83.5	85.4	273	274
Brownsville, TX (BRO)	89.5	90.2	124	123
Brunswick, GA (BQK)	94.6	94.6	92	92
Buffalo, NY (BUF)	79.5	85.5	1560	1561
Burbank, CA (BUR)	66.2	67.1	2523	2523
Burlington, VT (BTV)	88.6	86.1	551	553
Butte, MT (BTM)	84.2	91.2	57	57
Cape Girardeau, MO (CGI)	83.6	81.8	55	55
Casper, WY (CPR)	78.0	78.2	123	124
Cedar City, UT (CDC)	88.7	94.3	53	53
Cedar Rapids/Iowa City, IA (CID)	84.0	83.3	829	828
Champaign/Urbana, IL (CMI)	79.7	83.2	118	119
Charleston, SC (CHS)	79.3	83.1	2337	2336
Charleston/Dunbar, WV (CRW)	86.6	90.6	224	224
Charlotte Amalie, VI (STT)	81.3	81.3	368	368
Charlotte, NC (CLT)	87.1	84.7	18456	18457
Charlottesville, VA (CHO)	91.8	88.6	291	290
Chattanooga, TN (CHA)	87.3	87.5	448	448
Cheyenne, WY (CYS)	0.0	0.0	2	1
Chicago, IL (MDW)	73.4	60.1	6119	6121
Chicago, IL (ORD)	79.2	77.6	25284	25293
Christiansted, VI (STX)	77.6	85.6	98	97
Cincinnati, OH (CVG)	79.0	81.1	3196	3195
Clarksburg/Fairmont, WV (CKB)	70.4	70.4	71	71
Cleveland, OH (CLE)	81.7	84.1	3386	3388
Cody, WY (COD)	71.4	33.3	7	6
College Station/Bryan, TX (CLL)	86.4	82.6	132	132
Colorado Springs, CO (COS)	68.7	76.7	1102	1102
Columbia, MO (COU)	55.9	61.0	136	136
Columbia, SC (CAE)	87.5	89.6	530	529
Columbus, GA (CSG)	86.6	90.3	186	186
Columbus, MS (GTR)	94.4	92.1	89	89
Columbus, OH (CMH)	79.8	84.1	2968	2969
Columbus, OH (LCK)	75.6	77.9	86	86
Concord, NC (USA)	68.5	67.9	108	109
Cordova, AK (CDV)	72.6	74.2	62	62
Corpus Christi, TX (CRP)	73.3	78.4	397	398
Dallas, TX (DAL)	57.4	42.5	5822	5823
Dallas/Fort Worth, TX (DFW)	77.9	74.8	24972	24963

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dayton, OH (DAY)	85.1	89.5	677	677
Daytona Beach, FL (DAB)	88.6	93.2	220	220
Deadhorse, AK (SCC)	82.8	89.7	29	29
Decatur, IL (DEC)	75.5	79.2	53	53
Del Rio, TX (DRT)	82.3	88.7	62	62
Denver, CO (DEN)	80.9	73.3	23492	23502
Des Moines, IA (DSM)	79.9	82.2	1317	1317
Detroit, MI (DTW)	85.5	85.3	11500	11491
Devils Lake, ND (DVL)	87.1	79.0	62	62
Dickinson, ND (DIK)	100.0	66.7	3	3
Dillingham, AK (DLG)	87.1	83.9	31	31
Dodge City, KS (DDC)	86.8	92.5	53	53
Dothan, AL (DHN)	93.5	98.9	93	93
Dubuque, IA (DBQ)	75.9	94.8	58	58
Duluth, MN (DLH)	85.7	87.1	154	155
Durango, CO (DRO)	78.0	82.8	314	314
Eagle, CO (EGE)	78.0	85.7	91	91
Eau Claire, WI (EAU)	77.4	71.0	62	62
El Paso, TX (ELP)	68.7	74.3	1424	1424
Elko, NV (EKO)	84.2	91.2	57	57
Elmira/Corning, NY (ELM)	86.5	82.5	96	97
Erie, PA (ERI)	98.4	93.5	62	62
Escanaba, MI (ESC)	82.3	79.0	62	62
Eugene, OR (EUG)	80.4	80.4	832	830
Evansville, IN (EVV)	83.3	84.0	162	163
Everett, WA (PAE)	85.6	94.6	201	202
Fairbanks, AK (FAI)	89.9	87.2	335	337
Fargo, ND (FAR)	81.6	83.2	499	500
Fayetteville, AR (XNA)	83.1	83.9	978	976
Fayetteville, NC (FAY)	89.5	94.4	266	266
Flagstaff, AZ (FLG)	75.3	80.1	267	267
Flint, MI (FNT)	76.5	72.9	238	236
Fort Dodge, IA (FOD)	80.4	82.4	51	51
Fort Lauderdale, FL (FLL)	78.4	76.3	7174	7167
Fort Leonard Wood, MO (TBN)	85.0	82.5	40	40
Fort Myers, FL (RSW)	77.8	80.1	2738	2734
Fort Smith, AR (FSM)	82.2	82.2	135	135
Fort Wayne, IN (FWA)	77.9	84.5	566	566
Fresno, CA (FAT)	77.1	77.7	1090	1091
Gainesville, FL (GNV)	86.2	84.7	340	340
Garden City, KS (GCK)	91.9	95.2	62	62

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Gillette, WY (GCC)	80.7	90.9	88	88
Grand Forks, ND (GFK)	83.9	85.6	118	118
Grand Island, NE (GRI)	76.3	76.3	80	80
Grand Junction, CO (GJT)	84.3	87.0	439	440
Grand Rapids, MI (GRR)	79.2	82.2	1295	1294
Great Falls, MT (GTF)	85.8	85.6	240	243
Green Bay, WI (GRB)	88.5	91.8	400	401
Greensboro/High Point, NC (GSO)	88.0	89.7	797	797
Greer, SC (GSP)	84.0	87.2	1184	1181
Guam, TT (GUM)	85.5	91.9	62	62
Gulfport/Biloxi, MS (GPT)	84.7	85.0	287	287
Gunnison, CO (GUC)	76.5	79.4	34	34
Hagerstown, MD (HGR)	66.7	66.7	9	9
Hancock/Houghton, MI (CMX)	79.0	83.9	62	62
Harlingen/San Benito, TX (HRL)	72.5	73.4	265	267
Harrisburg, PA (MDT)	81.4	86.0	474	473
Hartford, CT (BDL)	78.5	82.8	1989	1992
Hattiesburg/Laurel, MS (PIB)	86.8	83.0	53	53
Hayden, CO (HDN)	83.2	86.3	131	131
Hays, KS (HYS)	88.7	88.7	53	53
Helena, MT (HLN)	91.7	91.8	145	146
Hibbing, MN (HIB)	84.9	90.6	53	53
Hilo, HI (ITO)	92.7	93.4	439	439
Hilton Head, SC (HHH)	89.2	87.8	194	196
Hobbs, NM (HOB)	84.0	88.0	50	50
Honolulu, HI (HNL)	86.7	91.3	4374	4375
Houston, TX (HOU)	69.6	55.0	4455	4455
Houston, TX (IAH)	81.7	79.0	12650	12658
Huntsville, AL (HSV)	85.0	85.7	721	721
Hyannis, MA (HYA)	100.0	100.0	12	12
Idaho Falls, ID (IDA)	82.6	84.9	397	397
Indianapolis, IN (IND)	77.4	81.9	3593	3590
International Falls, MN (INL)	66.0	67.9	53	53
Iron Mountain/Kingsfd, MI (IMT)	80.6	79.0	62	62
Islip, NY (ISP)	73.9	74.9	479	479
Ithaca/Cortland, NY (ITH)	96.8	100.0	31	31
Jackson, WY (JAC)	84.5	85.0	264	267
Jackson/Vicksburg, MS (JAN)	84.5	86.2	821	821
Jacksonville, FL (JAX)	79.4	83.7	2423	2419
Jacksonville/Camp Lejeune, NC (OAJ)	88.8	92.7	178	179
Jamestown, ND (JMS)	83.9	84.9	93	93

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Johnstown, PA (JST)	79.0	85.5	62	62
Joplin, MO (JLN)	81.7	82.8	93	93
Juneau, AK (JNU)	81.0	81.6	342	342
Kahului, HI (OGG)	82.8	88.9	2482	2482
Kalamazoo, MI (AZO)	82.1	89.7	145	145
Kalispell, MT (FCA)	87.5	88.6	360	361
Kansas City, MO (MCI)	76.4	81.9	3752	3751
Kearney, NE (EAR)	86.0	87.1	93	93
Ketchikan, AK (KTN)	78.6	84.0	187	187
Key West, FL (EYW)	85.0	79.9	585	583
Killeen, TX (GRK)	87.6	84.9	259	259
King Salmon, AK (AKN)	90.3	87.1	31	31
Knoxville, TN (TYS)	78.4	82.5	1119	1117
Kodiak, AK (ADQ)	88.5	84.6	78	78
Kona, HI (KOA)	88.2	92.4	1360	1360
Kotzebue, AK (OTZ)	90.3	95.2	62	62
La Crosse, WI (LSE)	80.5	88.5	174	174
Lafayette, LA (LFT)	82.7	82.3	283	283
Lake Charles, LA (LCH)	90.2	90.1	112	111
Lansing, MI (LAN)	83.4	86.4	229	228
Laramie, WY (LAR)	83.0	84.9	53	53
Laredo, TX (LRD)	87.4	85.4	151	151
Las Vegas, NV (LAS)	73.9	68.2	14213	14208
Latrobe, PA (LBE)	76.3	81.5	80	81
Lawton/Fort Sill, OK (LAW)	83.9	86.3	124	124
Lewisburg, WV (LWB)	73.4	71.9	64	64
Lewiston, ID (LWS)	84.3	89.7	89	87
Lexington, KY (LEX)	84.4	84.3	621	624
Liberal, KS (LBL)	86.8	90.6	53	53
Lihue, HI (LIH)	87.1	90.9	1250	1250
Lincoln, NE (LNK)	72.7	78.8	132	132
Little Rock, AR (LIT)	78.2	80.8	970	971
Long Beach, CA (LGB)	72.4	70.8	1210	1210
Longview, TX (GGG)	82.9	84.1	82	82
Los Angeles, CA (LAX)	77.8	76.9	17026	17041
Louisville, KY (SDF)	79.6	80.7	1938	1935
Lubbock, TX (LBB)	71.0	75.3	527	526
Madison, WI (MSN)	83.1	83.4	1076	1076
Manchester, NH (MHT)	76.6	80.9	529	529
Manhattan/Ft. Riley, KS (MHK)	77.3	81.2	154	154
Marquette, MI (MQT)	80.1	82.8	151	151

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Martha's Vineyard, MA (MVY)	81.0	85.7	63	63
Mason City, IA (MCW)	75.5	75.5	53	53
Medford, OR (MFR)	84.8	86.9	671	673
Melbourne, FL (MLB)	91.6	91.6	191	191
Memphis, TN (MEM)	77.1	82.6	1806	1808
Meridian, MS (MEI)	81.1	84.9	53	53
Miami, FL (MIA)	80.2	77.6	8289	8285
Midland/Odessa, TX (MAF)	72.9	78.1	764	764
Milwaukee, WI (MKE)	77.8	81.6	2244	2245
Minneapolis, MN (MSP)	88.0	88.4	11038	11032
Minot, ND (MOT)	81.3	85.8	225	225
Mission/McAllen/Edinburg, TX (MFE)	68.2	79.5	409	410
Missoula, MT (MSO)	88.8	85.4	374	377
Moab, UT (CNY)	93.8	88.8	80	80
Mobile, AL (MOB)	81.3	88.1	310	311
Moline, IL (MLI)	82.8	87.5	431	432
Monroe, LA (MLU)	87.1	89.3	178	178
Monterey, CA (MRY)	80.0	80.4	414	414
Montgomery, AL (MGM)	84.3	88.3	281	281
Montrose/Delta, CO (MTJ)	78.2	78.9	142	142
Mosinee, WI (CWA)	82.4	82.9	187	187
Muskegon, MI (MKG)	75.0	76.9	52	52
Myrtle Beach, SC (MYR)	84.3	85.4	1475	1475
Nantucket, MA (ACK)	79.3	80.5	87	87
Nashville, TN (BNA)	77.3	74.0	7407	7404
New Bern/Morehead/Beaufort, NC (EWN)	87.2	89.4	141	141
New Orleans, LA (MSY)	76.4	78.0	3679	3658
New York, NY (JFK)	85.0	86.9	7830	7838
New York, NY (LGA)	87.8	87.6	9481	9476
Newark, NJ (EWR)	79.9	78.8	9002	9006
Newburgh/Poughkeepsie, NY (SWF)	58.8	50.0	34	34
Newport News/Williamsburg, VA (PHF)	100.0	92.3	12	13
Niagara Falls, NY (IAG)	67.7	53.1	31	32
Nome, AK (OME)	88.7	93.5	62	62
Norfolk, VA (ORF)	80.9	85.5	1698	1698
North Bend/Coos Bay, OR (OTH)	81.3	59.4	32	32
North Platte, NE (LBF)	84.9	88.7	53	53
Oakland, CA (OAK)	68.1	64.1	3505	3502
Ogden, UT (OGD)	100.0	88.9	9	9
Ogdensburg, NY (OGS)	68.9	72.6	61	62
Oklahoma City, OK (OKC)	75.4	82.0	1884	1884

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Omaha, NE (OMA)	76.9	82.4	1906	1906
Ontario, CA (ONT)	73.4	75.4	2048	2051
Orlando, FL (MCO)	78.8	76.6	11691	11690
Owensboro, KY (OWB)	87.5	87.5	8	8
Paducah, KY (PAH)	79.0	83.9	62	62
Pago Pago, TT (PPG)	0.0	0.0	1	1
Palm Springs, CA (PSP)	73.6	79.7	1144	1143
Panama City, FL (ECP)	77.6	83.7	612	613
Pasco/Kennewick/Richland, WA (PSC)	84.5	87.7	477	479
Pellston, MI (PLN)	82.8	81.0	58	58
Pensacola, FL (PNS)	79.3	84.1	987	988
Peoria, IL (PIA)	76.7	80.0	330	330
Petersburg, AK (PSG)	83.9	87.1	62	62
Philadelphia, PA (PHL)	83.1	85.5	8466	8474
Phoenix, AZ (AZA)	55.9	68.1	481	480
Phoenix, AZ (PHX)	76.2	70.3	14746	14748
Pierre, SD (PIR)	79.2	79.2	53	53
Pittsburgh, PA (PIT)	79.2	84.7	3409	3409
Plattsburgh, NY (PBG)	71.9	68.5	89	89
Pocatello, ID (PIH)	93.8	93.8	80	80
Ponce, PR (PSE)	90.3	93.3	31	30
Portland, ME (PWM)	84.2	83.2	1088	1091
Portland, OR (PDX)	81.3	85.7	5081	5082
Portsmouth, NH (PSM)	94.4	50.0	18	18
Prescott, AZ (PRC)	89.2	87.1	93	93
Providence, RI (PVD)	77.3	79.2	1130	1132
Provo, UT (PVU)	65.4	60.8	78	79
Pueblo, CO (PUB)	73.6	92.5	53	53
Pullman, WA (PUW)	95.6	94.4	90	90
Punta Gorda, FL (PGD)	59.5	72.3	457	455
Raleigh/Durham, NC (RDU)	83.3	86.2	4364	4367
Rapid City, SD (RAP)	86.1	84.5	475	476
Redding, CA (RDD)	77.2	83.4	145	145
Reno, NV (RNO)	71.3	77.7	1914	1918
Rhineland, WI (RHI)	85.5	88.7	62	62
Richmond, VA (RIC)	81.3	84.2	1549	1552
Riverton/Lander, WY (RIW)	84.5	84.5	58	58
Roanoke, VA (ROA)	80.6	85.7	160	161
Rochester, MN (RST)	85.0	89.4	206	207
Rochester, NY (ROC)	85.1	86.5	882	883
Rock Springs, WY (RKS)	84.5	84.5	58	58

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Rockford, IL (RFD)	72.6	59.7	62	62
Roswell, NM (ROW)	72.3	79.7	148	148
Sacramento, CA (SMF)	72.7	73.2	4372	4373
Saginaw/Bay City/Midland, MI (MBS)	93.8	92.6	96	95
Saipan, TT (SPN)	96.8	96.8	31	31
Salina, KS (SLN)	85.5	83.9	62	62
Salt Lake City, UT (SLC)	82.8	83.1	10578	10581
San Angelo, TX (SJT)	77.6	79.7	147	148
San Antonio, TX (SAT)	73.2	79.2	2765	2765
San Diego, CA (SAN)	77.3	78.4	6397	6393
San Francisco, CA (SFO)	78.9	80.8	10322	10324
San Jose, CA (SJC)	72.3	74.8	4076	4074
San Juan, PR (SJU)	77.8	78.3	2280	2277
San Luis Obispo, CA (SBP)	79.0	80.3	353	350
Sanford, FL (SFB)	63.5	71.7	716	714
Santa Ana, CA (SNA)	72.8	72.4	3655	3656
Santa Barbara, CA (SBA)	72.6	77.0	631	631
Santa Fe, NM (SAF)	77.1	80.2	262	262
Santa Maria, CA (SMX)	57.6	63.6	33	33
Santa Rosa, CA (STS)	77.9	81.5	434	433
Sarasota/Bradenton, FL (SRQ)	73.6	77.1	1285	1283
Sault Ste. Marie, MI (CIU)	80.6	80.6	62	62
Savannah, GA (SAV)	83.4	83.6	1637	1637
Scottsbluff, NE (BFF)	81.1	86.8	53	53
Scranton/Wilkes-Barre, PA (AVP)	86.9	86.9	168	168
Seattle, WA (SEA)	84.8	84.2	15072	15068
Sheridan, WY (SHR)	84.8	84.8	79	79
Shreveport, LA (SHV)	83.5	79.5	399	400
Sioux City, IA (SUX)	82.6	72.8	92	92
Sioux Falls, SD (FSD)	79.8	80.7	742	742
Sitka, AK (SIT)	75.3	77.4	93	93
South Bend, IN (SBN)	77.0	78.9	531	531
Spokane, WA (GEG)	81.1	86.2	1686	1686
Springfield, IL (SPI)	88.7	84.5	71	71
Springfield, MO (SGF)	81.5	80.2	621	622
St. Cloud, MN (STC)	77.8	77.8	9	9
St. George, UT (SGU)	82.7	83.8	358	358
St. Louis, MO (STL)	77.7	76.0	4717	4718
St. Petersburg, FL (PIE)	65.8	74.3	622	619
State College, PA (SCE)	83.0	85.4	47	48
Staunton, VA (SHD)	75.8	82.3	62	62



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Stillwater, OK (SWO)	83.9	87.1	62	62
Stockton, CA (SCK)	66.7	72.1	60	61
Sun Valley/Hailey/Ketchum, ID (SUN)	87.9	90.2	132	132
Syracuse, NY (SYR)	85.0	86.1	925	926
Tallahassee, FL (TLH)	87.1	87.5	479	479
Tampa, FL (TPA)	78.9	81.5	5662	5659
Texarkana, AR (TXK)	92.4	92.4	92	92
Toledo, OH (TOL)	83.6	70.9	55	55
Traverse City, MI (TVC)	74.6	74.8	389	389
Trenton, NJ (TTN)	80.2	82.7	227	226
Tucson, AZ (TUS)	73.7	80.3	1394	1394
Tulsa, OK (TUL)	74.3	78.8	1243	1241
Twin Falls, ID (TWF)	82.9	85.6	111	111
Tyler, TX (TYR)	90.7	88.9	108	108
Valdosta, GA (VLD)	86.0	96.8	93	93
Valparaiso, FL (VPS)	76.5	79.2	939	939
Vernal, UT (VEL)	84.9	86.8	53	53
Victoria, TX (VCT)	84.9	81.1	53	53
Waco, TX (ACT)	84.7	89.6	144	144
Walla Walla, WA (ALW)	90.9	90.9	55	55
Washington, DC (DCA)	85.1	86.0	8357	8345
Washington, DC (IAD)	81.3	83.6	5614	5601
Waterloo, IA (ALO)	84.9	88.7	53	53
Watertown, SD (ATY)	83.3	86.8	54	53
Wenatchee, WA (EAT)	97.1	94.1	68	68
West Palm Beach/Palm Beach, FL (PBI)	78.3	82.3	1720	1716
West Yellowstone, MT (WYS)	86.7	93.3	15	15
White Plains, NY (HPN)	84.0	84.4	644	640
Wichita Falls, TX (SPS)	84.7	87.2	118	117
Wichita, KS (ICT)	78.8	84.5	684	685
Williston, ND (XWA)	86.4	85.7	118	119
Wilmington, DE (ILG)	81.8	72.7	11	11
Wilmington, NC (ILM)	86.3	87.5	488	487
Worcester, MA (ORH)	77.4	80.8	53	52
Wrangell, AK (WRG)	83.9	93.5	62	62
Yakima, WA (YKM)	95.6	97.1	68	68
Yakutat, AK (YAK)	72.6	72.6	62	62
Yuma, AZ (YUM)	74.6	79.1	201	201

## AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2021

CARRIER <sup>1</sup>	AT ALL US AIRPORTS			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
<b>HAWAIIAN AIRLINES</b>	<b>22</b>	<b>5856</b>	<b>9</b>	<b>0.2</b>
<b>JETBLUE AIRWAYS</b>	<b>65</b>	<b>19083</b>	<b>54</b>	<b>0.3</b>
<b>DELTA AIR LINES NETWORK</b>	<b>210</b>	<b>123084</b>	<b>649</b>	<b>0.5</b>
- DELTA AIR LINES	124	70518	35	0.0
- BRANDED CODESHARE PARTNERS	181	52566	614	1.2
<b>FRONTIER AIRLINES</b>	<b>97</b>	<b>12987</b>	<b>79</b>	<b>0.6</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>102</b>	<b>30792</b>	<b>434</b>	<b>1.4</b>
- ALASKA AIRLINES	75	17848	191	1.1
- BRANDED CODESHARE PARTNERS	54	12944	243	1.9
<b>SPIRIT AIRLINES</b>	<b>55</b>	<b>16858</b>	<b>249</b>	<b>1.5</b>
<b>UNITED AIRLINES NETWORK</b>	<b>251</b>	<b>114766</b>	<b>2356</b>	<b>2.1</b>
- UNITED AIRLINES	110	47757	254	0.5
- BRANDED CODESHARE PARTNERS	236	67009	2102	3.1
<b>AMERICAN AIRLINES NETWORK</b>	<b>229</b>	<b>159334</b>	<b>4479</b>	<b>2.8</b>
- AMERICAN AIRLINES	113	73778	3106	4.2
- BRANDED CODESHARE PARTNERS	213	85556	1373	1.6
<b>ALLEGiant AIR</b>	<b>125</b>	<b>9313</b>	<b>333</b>	<b>3.6</b>
<b>SOUTHWEST AIRLINES</b>	<b>105</b>	<b>103300</b>	<b>3972</b>	<b>3.8</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>372</b>	<b>595,373</b>	<b>12,614</b>	<b>2.1</b>

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

Note: 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

OCTOBER 2021

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ENDEAVOR AIR	110	23482	0	0.0	1
DELTA AIR LINES	124	70518	35	0.0	2
HAWAIIAN AIRLINES	22	5856	9	0.2	3
PSA AIRLINES	95	20865	40	0.2	4
JETBLUE AIRWAYS	65	19083	54	0.3	5
HORIZON AIR	51	7683	30	0.4	6
UNITED AIRLINES	110	47757	254	0.5	7
FRONTIER AIRLINES	97	12987	79	0.6	8
REPUBLIC AIRWAYS	92	29086	177	0.6	9
ALASKA AIRLINES	75	17848	191	1.1	10
SPIRIT AIRLINES	55	16858	249	1.5	11
MESA AIRLINES	110	14610	299	2.0	12
ENVOY AIR	150	22776	478	2.1	13
SKYWEST AIRLINES	240	68988	2458	3.6	14
ALLEGiant AIR	125	9313	333	3.6	15
SOUTHWEST AIRLINES	105	103300	3972	3.8	16
AMERICAN AIRLINES	113	73778	3106	4.2	17
<b>TOTAL AIRPORTS SERVED</b>	<b>366</b>	<b>564,788</b>	<b>11,764</b>	<b>2.1</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

OCTOBER 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>30792</b>	<b>25479</b>	<b>82.75</b>	<b>434</b>	<b>1.41</b>	<b>74</b>	<b>0.24</b>	<b>1591</b>	<b>5.17</b>	<b>83</b>	<b>0.27</b>	<b>1562</b>	<b>5.07</b>	<b>26</b>	<b>0.08</b>	<b>1544</b>	<b>5.01</b>
- ALASKA AIRLINES	17848	14564	81.60	191	1.07	46	0.26	964	5.40	50	0.28	1252	7.01	21	0.12	759	4.25
- BRANDED CODESHARE PARTNERS	12944	10915	84.32	243	1.88	28	0.22	627	4.84	33	0.25	310	2.39	4	0.03	785	6.06
<b>ALLEGiant AIR</b>	<b>9313</b>	<b>6133</b>	<b>65.85</b>	<b>333</b>	<b>3.58</b>	<b>23</b>	<b>0.25</b>	<b>777</b>	<b>8.34</b>	<b>76</b>	<b>0.82</b>	<b>711</b>	<b>7.63</b>	<b>14</b>	<b>0.15</b>	<b>1247</b>	<b>13.39</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>159334</b>	<b>128889</b>	<b>80.89</b>	<b>4479</b>	<b>2.81</b>	<b>320</b>	<b>0.20</b>	<b>9257</b>	<b>5.81</b>	<b>743</b>	<b>0.47</b>	<b>5857</b>	<b>3.68</b>	<b>101</b>	<b>0.06</b>	<b>9689</b>	<b>6.08</b>
- AMERICAN AIRLINES	73778	57226	77.57	3106	4.21	147	0.20	5524	7.49	298	0.40	2860	3.88	67	0.09	4551	6.17
- BRANDED CODESHARE PARTNERS	85556	71663	83.76	1373	1.60	173	0.20	3733	4.36	445	0.52	2997	3.50	34	0.04	5138	6.01
<b>DELTA AIR LINES NETWORK</b>	<b>123084</b>	<b>108387</b>	<b>88.06</b>	<b>649</b>	<b>0.53</b>	<b>153</b>	<b>0.12</b>	<b>7027</b>	<b>5.71</b>	<b>1094</b>	<b>0.89</b>	<b>3257</b>	<b>2.65</b>	<b>46</b>	<b>0.04</b>	<b>2470</b>	<b>2.01</b>
- DELTA AIR LINES	70518	62391	88.48	35	0.05	86	0.12	3550	5.03	195	0.28	2364	3.35	28	0.04	1870	2.65
- BRANDED CODESHARE PARTNERS	52566	45996	87.50	614	1.17	67	0.13	3477	6.61	899	1.71	894	1.70	19	0.04	600	1.14
<b>FRONTIER AIRLINES</b>	<b>12987</b>	<b>10474</b>	<b>80.65</b>	<b>79</b>	<b>0.61</b>	<b>8</b>	<b>0.06</b>	<b>802</b>	<b>6.18</b>	<b>23</b>	<b>0.18</b>	<b>729</b>	<b>5.61</b>	<b>0</b>	<b>0.00</b>	<b>872</b>	<b>6.71</b>
<b>HAWAIIAN AIRLINES</b>	<b>5856</b>	<b>5509</b>	<b>94.07</b>	<b>9</b>	<b>0.15</b>	<b>5</b>	<b>0.09</b>	<b>274</b>	<b>4.68</b>	<b>5</b>	<b>0.09</b>	<b>2</b>	<b>0.03</b>	<b>1</b>	<b>0.02</b>	<b>50</b>	<b>0.85</b>
<b>JETBLUE AIRWAYS</b>	<b>19083</b>	<b>14977</b>	<b>78.48</b>	<b>54</b>	<b>0.28</b>	<b>71</b>	<b>0.37</b>	<b>1821</b>	<b>9.54</b>	<b>75</b>	<b>0.39</b>	<b>1064</b>	<b>5.58</b>	<b>36</b>	<b>0.19</b>	<b>985</b>	<b>5.16</b>
<b>SOUTHWEST AIRLINES</b>	<b>103300</b>	<b>69309</b>	<b>67.09</b>	<b>3972</b>	<b>3.85</b>	<b>195</b>	<b>0.19</b>	<b>11968</b>	<b>11.59</b>	<b>190</b>	<b>0.18</b>	<b>4206</b>	<b>4.07</b>	<b>90</b>	<b>0.09</b>	<b>13369</b>	<b>12.94</b>
<b>SPIRIT AIRLINES</b>	<b>16858</b>	<b>13872</b>	<b>82.29</b>	<b>249</b>	<b>1.48</b>	<b>19</b>	<b>0.11</b>	<b>901</b>	<b>5.34</b>	<b>85</b>	<b>0.50</b>	<b>1082</b>	<b>6.42</b>	<b>42</b>	<b>0.25</b>	<b>609</b>	<b>3.61</b>
<b>UNITED AIRLINES NETWORK</b>	<b>114766</b>	<b>92956</b>	<b>81.00</b>	<b>2356</b>	<b>2.05</b>	<b>258</b>	<b>0.22</b>	<b>8374</b>	<b>7.30</b>	<b>671</b>	<b>0.58</b>	<b>4587</b>	<b>4.00</b>	<b>11</b>	<b>0.01</b>	<b>5552</b>	<b>4.84</b>
- UNITED AIRLINES	47757	40503	84.81	254	0.53	84	0.18	2447	5.12	202	0.42	2104	4.41	0	0.00	2163	4.53
- BRANDED CODESHARE PARTNERS	67009	52453	78.28	2102	3.14	174	0.26	5927	8.85	469	0.70	2484	3.71	11	0.02	3389	5.06
<b>TOTAL</b>	<b>595,373</b>	<b>475,985</b>	<b>79.95</b>	<b>12,614</b>	<b>2.12</b>	<b>1,126</b>	<b>0.19</b>	<b>42,792</b>	<b>7.19</b>	<b>3,043</b>	<b>0.51</b>	<b>23,057</b>	<b>3.87</b>	<b>368</b>	<b>0.06</b>	<b>36,388</b>	<b>6.11</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

OCTOBER 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	17848	14564	81.60	191	1.07	46	0.26	964	5.40	50	0.28	1252	7.01	21	0.12	759	4.25
ALLEGIAN AIR	9313	6133	65.85	333	3.58	23	0.25	777	8.34	76	0.82	711	7.63	14	0.15	1247	13.39
AMERICAN AIRLINES	73778	57226	77.57	3106	4.21	147	0.20	5524	7.49	298	0.40	2860	3.88	67	0.09	4551	6.17
DELTA AIR LINES	70518	62391	88.48	35	0.05	86	0.12	3550	5.03	195	0.28	2364	3.35	28	0.04	1870	2.65
ENDEAVOR AIR	23482	21495	91.54	0	0.00	33	0.14	795	3.39	73	0.31	550	2.34	2	0.01	535	2.28
ENVOY AIR	22776	19166	84.15	478	2.10	36	0.16	899	3.95	187	0.82	1099	4.83	6	0.03	905	3.97
FRONTIER AIRLINES	12987	10474	80.65	79	0.61	8	0.06	802	6.18	23	0.18	729	5.61	0	0.00	872	6.71
HAWAIIAN AIRLINES	5856	5509	94.07	9	0.15	5	0.09	274	4.68	5	0.09	2	0.03	1	0.02	50	0.85
HORIZON AIR	7683	6857	89.25	30	0.39	14	0.18	273	3.55	18	0.23	263	3.42	2	0.03	227	2.95
JETBLUE AIRWAYS	19083	14977	78.48	54	0.28	71	0.37	1821	9.54	75	0.39	1064	5.58	36	0.19	985	5.16
MESA AIRLINES	14610	11191	76.60	299	2.05	38	0.26	1246	8.53	190	1.30	618	4.23	4	0.03	1024	7.01
PSA AIRLINES	20865	18340	87.90	40	0.19	47	0.23	753	3.61	57	0.27	686	3.29	11	0.05	931	4.46
REPUBLIC AIRWAYS	29086	25629	88.11	177	0.61	36	0.12	1009	3.47	82	0.28	1304	4.48	15	0.05	834	2.87
SKYWEST AIRLINES	68988	54762	79.38	2458	3.56	152	0.22	6951	10.08	1067	1.55	438	0.63	27	0.04	3133	4.54
SOUTHWEST AIRLINES	103300	69309	67.09	3972	3.85	195	0.19	11968	11.59	190	0.18	4206	4.07	90	0.09	13369	12.94
SPIRIT AIRLINES	16858	13872	82.29	249	1.48	19	0.11	901	5.34	85	0.50	1082	6.42	42	0.25	609	3.61
UNITED AIRLINES	47757	40503	84.81	254	0.53	84	0.18	2447	5.12	202	0.42	2104	4.41	0	0.00	2163	4.53
<b>TOTAL</b>	<b>564,788</b>	<b>452,398</b>	<b>80.10</b>	<b>11,764</b>	<b>2.08</b>	<b>1,040</b>	<b>0.18</b>	<b>40,954</b>	<b>7.25</b>	<b>2,871</b>	<b>0.51</b>	<b>21,330</b>	<b>3.78</b>	<b>366</b>	<b>0.06</b>	<b>34,065</b>	<b>6.03</b>

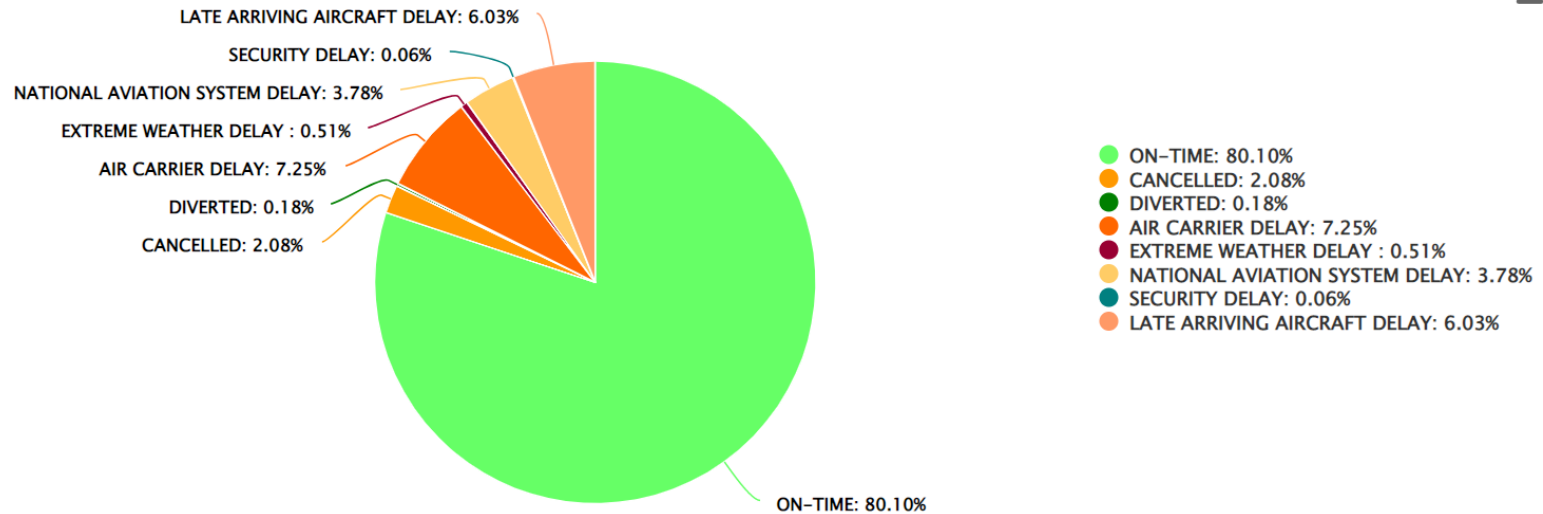
## \* Causes of Delay:

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

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

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

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

OCTOBER 2021

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

**Note:** Tarmac delays of more than 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

OCTOBER 2021

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

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

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



## APPENDIX

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

### 30 Largest U.S. Airports

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

### Air Carriers Required to Report

#### Data to DOT and to CRS Vendors\*

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

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

## **MISHANDLED BAGGAGE**

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

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

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	October 2021			October 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	446,862	877	1.96	299,633	360	1.20
2	HAWAIIAN AIRLINES	405,902	882	2.17	80,226	161	2.01
3	FRONTIER AIRLINES	727,451	2,391	3.29	439,938	1,079	2.45
4	JETBLUE AIRWAYS	1,189,433	4,613	3.88	286,469	921	3.22
5	UNITED AIRLINES NETWORK	5,712,218	22,696	3.97	2,831,697	9,136	3.23
	- UNITED AIRLINES	3,546,831	13,647	3.85	1,560,759	5,553	3.56
	- BRANDED CODESHARE PARTNERS	2,165,387	9,049	4.18	1,270,938	3,583	2.82
6	SPIRIT AIRLINES	834,886	3,516	4.21	501,519	1,336	2.66
7	SOUTHWEST AIRLINES	8,917,967	41,245	4.62	4,250,465	7,767	1.83
8	ALASKA AIRLINES NETWORK	1,948,530	10,757	5.52	939,347	2,240	2.38
	- ALASKA AIRLINES	1,430,197	8,682	6.07	597,447	1,497	2.51
	- BRANDED CODESHARE PARTNERS	518,333	2,075	4.00	341,900	743	2.17
9	DELTA AIR LINES NETWORK	7,685,118	42,554	5.54	3,119,601	7,545	2.42
	- DELTA AIR LINES	5,705,942	33,967	5.95	2,140,131	5,432	2.54
	- BRANDED CODESHARE PARTNERS	1,979,176	8,587	4.34	979,470	2,113	2.16
10	AMERICAN AIRLINES NETWORK	9,090,471	65,553	7.21	5,177,034	32,606	6.30
	- AMERICAN AIRLINES	5,417,841	43,035	7.94	2,999,522	20,310	6.77
	- BRANDED CODESHARE PARTNERS	3,672,630	22,518	6.13	2,177,512	12,296	5.65
<b>TOTAL</b>		<b>36,958,838</b>	<b>195,084</b>	<b>5.28</b>	<b>17,925,929</b>	<b>63,151</b>	<b>3.52</b>

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	October 2021			October 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	446,862	877	1.96	299,633	360	1.20
2	HAWAIIAN AIRLINES	405,902	882	2.17	77,345	159	2.06
3	FRONTIER AIRLINES	727,451	2,391	3.29	439,938	1,079	2.45
4	UNITED AIRLINES	3,546,831	13,647	3.85	1,560,759	5,553	3.56
5	JETBLUE AIRWAYS	1,189,433	4,613	3.88	286,469	921	3.22
6	HORIZON AIR	368,597	1,477	4.01	-	-	-
7	SPIRIT AIRLINES	834,886	3,516	4.21	501,519	1,336	2.66
8	SKYWEST AIRLINES	2,481,721	11,191	4.51	1,380,657	4,218	3.06
9	SOUTHWEST AIRLINES	8,917,967	41,245	4.62	4,250,465	7,767	1.83
10	PSA AIRLINES	1,130,847	5,403	4.78	720,989	3,290	4.56
11	ENDEAVOR AIR	1,007,850	4,860	4.82	583,925	1,211	2.07
12	REPUBLIC AIRWAYS	874,948	4,726	5.40	477,817	2,256	4.72
13	MESA AIRLINES	619,525	3,676	5.93	424,112	1,865	4.40
14	DELTA AIR LINES	5,705,942	33,967	5.95	2,140,131	5,432	2.54
15	ALASKA AIRLINES	1,430,197	8,682	6.07	597,447	1,497	2.51
16	ENVOY AIR	829,856	6,401	7.71	572,520	4,417	7.72
17	AMERICAN AIRLINES	5,417,841	43,035	7.94	2,999,522	20,310	6.77
	<b>TOTAL</b>	<b>35,936,656</b>	<b>190,589</b>	<b>5.30</b>	<b>17,313,248</b>	<b>61,671</b>	<b>3.56</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*	October 2021			October 2020		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	<b>ALLEGiant AIR</b>	<b>1,909</b>	<b>4</b>	<b>0.21</b>	<b>244</b>	<b>2</b>	<b>0.82</b>
2	<b>DELTA AIR LINES NETWORK</b>	<b>16,644</b>	<b>101</b>	<b>0.61</b>	<b>5,405</b>	<b>25</b>	<b>0.46</b>
	- DELTA AIR LINES	12,711	82	0.65	3,949	18	0.46
	- BRANDED CODESHARE PARTNERS	3,933	19	0.48	1,456	7	0.48
3	<b>UNITED AIRLINES NETWORK</b>	<b>11,190</b>	<b>101</b>	<b>0.90</b>	<b>4,162</b>	<b>44</b>	<b>1.06</b>
	- UNITED AIRLINES	7,287	80	1.10	2,427	32	1.32
	- BRANDED CODESHARE PARTNERS	3,903	21	0.54	1,735	12	0.69
4	<b>ALASKA AIRLINES NETWORK</b>	<b>2,624</b>	<b>31</b>	<b>1.18</b>	<b>903</b>	<b>18</b>	<b>1.99</b>
	- ALASKA AIRLINES	1,829	23	1.26	634	13	2.05
	- BRANDED CODESHARE PARTNERS	795	8	1.01	269	5	1.86
5	<b>FRONTIER AIRLINES</b>	<b>2,020</b>	<b>25</b>	<b>1.24</b>	<b>902</b>	<b>7</b>	<b>0.78</b>
6	<b>HAWAIIAN AIRLINES</b>	<b>522</b>	<b>10</b>	<b>1.92</b>	<b>180</b>	<b>1</b>	<b>0.56</b>
7	<b>AMERICAN AIRLINES NETWORK</b>	<b>11,023</b>	<b>216</b>	<b>1.96</b>	<b>5,294</b>	<b>97</b>	<b>1.83</b>
	- AMERICAN AIRLINES	7,921	144	1.82	3,631	64	1.76
	- BRANDED CODESHARE PARTNERS	3,102	72	2.32	1,663	33	1.98
8	<b>SOUTHWEST AIRLINES</b>	<b>8,745</b>	<b>191</b>	<b>2.18</b>	<b>3,893</b>	<b>58</b>	<b>1.49</b>
9	<b>SPIRIT AIRLINES</b>	<b>692</b>	<b>25</b>	<b>3.61</b>	<b>330</b>	<b>12</b>	<b>3.64</b>
10	<b>JETBLUE AIRWAYS</b>	<b>2,122</b>	<b>78</b>	<b>3.68</b>	<b>706</b>	<b>21</b>	<b>2.97</b>
	<b>TOTAL</b>	<b>57,491</b>	<b>782</b>	<b>1.36</b>	<b>22,019</b>	<b>285</b>	<b>1.29</b>

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	October 2021			October 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	1,909	4	0.21	244	2	0.82
2	ENDEAVOR AIR	1,841	4	0.22	692	4	0.58
3	HORIZON AIR	734	2	0.27	-	-	-
4	MESA AIRLINES	904	4	0.44	460	11	2.39
5	DELTA AIR LINES	12,711	82	0.65	3,949	18	0.46
6	REPUBLIC AIRWAYS	1,442	13	0.90	628	8	1.27
7	SKYWEST AIRLINES	3,918	39	1.00	1,789	13	0.73
8	UNITED AIRLINES	7,287	80	1.10	2,427	32	1.32
9	FRONTIER AIRLINES	2,020	25	1.24	902	7	0.78
10	ALASKA AIRLINES	1,829	23	1.26	634	13	2.05
11	AMERICAN AIRLINES	7,921	144	1.82	3,631	64	1.76
12	HAWAIIAN AIRLINES	522	10	1.92	171	1	0.58
13	PSA AIRLINES	778	15	1.93	452	6	1.33
14	SOUTHWEST AIRLINES	8,745	191	2.18	3,893	58	1.49
15	ENVOY AIR	850	28	3.29	484	10	2.07
16	SPIRIT AIRLINES	692	25	3.61	330	12	3.64
17	JETBLUE AIRWAYS	2,122	78	3.68	706	21	2.97
	<b>TOTAL</b>	<b>56,225</b>	<b>767</b>	<b>1.36</b>	<b>21,392</b>	<b>280</b>	<b>1.31</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
	<b>TOTAL</b>	<b>57,003</b>	<b>2,988</b>	<b>184,573,439</b>	<b>0.16</b>

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
<b>8,110</b>	<b>1,170</b>	<b>69,601,638</b>	<b>0.17</b>

\*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**

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

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

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

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS  
SUMMARY

	OCTOBER 2021				OCTOBER 2020			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,778	26	0	231	1,328	24	0	227
FOREIGN AIRLINES	1,517	2	0	73	2,741	2	0	148
TRAVEL AGENTS	532	0	0	22	927	1	0	49
TOUR OPERATORS	5	0	0	0	4	0	0	1
MISCELLANEOUS	0	3	0	96	8	2	0	55
<b>INDUSTRY TOTALS</b>	<b>3,832</b>	<b>31</b>	<b>0</b>	<b>422</b>	<b>5,008</b>	<b>29</b>	<b>0</b>	<b>480</b>

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	OCTOBER 2021			OCTOBER 2020		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	1,952		1	4,394	
FLIGHT PROBLEMS	2	674		5	61	
CANCELLATION			440			16
DELAY			113			15
MISCONNECTION			64			11
FARES	3	333		2	186	
RESERVATIONS/TICKETING/BOARDING	4	330		3	118	
BAGGAGE	5	192		6	54	
DISABILITY	6	157		7	51	
CUSTOMER SERVICE	7	127		4	111	
OTHER	8	31		8	23	
FREQUENT FLYER			15			12
OVERSALES	9	19		9	8	
DISCRIMINATION	10	11		10	1	
ADVERTISING	11	6		10	1	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>3,832</b>			<b>5,008</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\*

U.S. AIRLINES** ALPHABETICAL	OCTOBER 2021												TOTAL
	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	
ALASKA AIRLINES	2	0	1	4	17	7	1	2	0	0	0	0	34
ALLEGiant AIR	13	0	0	4	15	5	5	14	0	1	0	0	57
AMERICAN AIRLINES	92	2	31	27	94	22	25	24	0	1	0	2	320
DELTA AIR LINES	30	2	11	9	24	7	9	17	0	1	0	0	110
EASTERN	0	0	0	1	5	0	0	0	0	0	0	0	6
ENDEAVOR AIR	1	1	1	2	2	1	3	0	0	0	0	0	11
ENVOY AIR	6	0	1	1	5	1	0	3	0	0	0	0	17
FRONTIER AIRLINES	17	0	10	10	27	11	5	4	0	1	0	2	87
HAWAIIAN AIRLINES	0	0	0	5	8	1	1	2	0	0	0	0	17
JETBLUE AIRWAYS	31	0	15	15	37	6	4	28	0	0	0	2	138
MESA AIRLINES	5	0	0	0	1	0	0	1	0	0	0	0	7
PIEDMONT AIRLINES	4	0	0	0	1	0	0	0	0	0	0	0	5
PSA AIRLINES	6	2	3	0	2	0	3	3	0	0	0	0	19
REPUBLIC AIRWAYS	0	1	1	1	2	2	1	0	0	0	0	0	8
SKYWEST AIRLINES	15	0	3	1	7	3	2	1	0	1	0	0	33
SOUTHWEST AIRLINES	259	0	11	26	96	7	15	17	1	1	0	1	434
SPIRIT AIRLINES	36	1	14	31	71	12	8	3	1	0	0	1	178
SUN COUNTRY AIRLINES	1	0	1	1	3	1	0	0	0	0	0	0	7
UNITED AIRLINES	71	2	30	25	85	17	16	11	0	3	0	4	264
Other U.S. Airlines	5	0	0	1	1	5	1	1	0	0	0	12	26
<b>TOTAL OCTOBER 2021</b>	<b>594</b>	<b>11</b>	<b>133</b>	<b>164</b>	<b>503</b>	<b>108</b>	<b>99</b>	<b>131</b>	<b>2</b>	<b>9</b>	<b>0</b>	<b>24</b>	<b>1,778</b>
<b>% of TOTAL COMPLAINTS</b>	<b>33.4</b>	<b>0.6</b>	<b>7.5</b>	<b>9.2</b>	<b>28.3</b>	<b>6.1</b>	<b>5.6</b>	<b>7.4</b>	<b>0.1</b>	<b>0.5</b>	<b>0</b>	<b>1.3</b>	
<b>TOTAL OCTOBER 2020</b>	<b>50</b>	<b>6</b>	<b>37</b>	<b>118</b>	<b>938</b>	<b>39</b>	<b>77</b>	<b>45</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>16</b>	<b>1,328</b>
<b>% of TOTAL COMPLAINTS</b>	<b>3.8</b>	<b>0.5</b>	<b>2.8</b>	<b>8.9</b>	<b>70.6</b>	<b>2.9</b>	<b>5.8</b>	<b>3.4</b>	<b>0.1</b>	<b>0.1</b>	<b>0</b>	<b>1.2</b>	

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

\*\* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 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	DENTS		DENTS		DENTS		KNOWN	
	IN	IN		IN		IN ALL		INCI-	
	OCT	OCT		SEP		PRIOR		IDENT	
						MONTHS		DATE	
ALASKA AIRLINES	34	9	26.5	4	11.8	18	52.9	3	8.8
ALLEGIAN AIR	57	24	42.1	4	7.0	23	40.4	6	10.5
AMERICAN AIRLINES	320	167	52.2	29	9.1	98	30.6	26	8.1
DELTA AIR LINES	110	37	33.6	22	20.0	46	41.8	5	4.5
EASTERN	6	3	50.0	1	16.7	2	33.3	0	0.0
ENDEAVOR AIR	11	3	27.3	1	9.1	6	54.5	1	9.1
ENVOY AIR	17	9	52.9	1	5.9	7	41.2	0	0.0
FRONTIER AIRLINES	87	41	47.1	10	11.5	30	34.5	6	6.9
HAWAIIAN AIRLINES	17	2	11.8	2	11.8	10	58.8	3	17.6
JETBLUE AIRWAYS	138	49	35.5	20	14.5	51	37.0	18	13.0
MESA AIRLINES	7	3	42.9	0	0.0	3	42.9	1	14.3
PIEDMONT AIRLINES	5	1	20.0	3	60.0	1	20.0	0	0.0
PSA AIRLINES	19	10	52.6	3	15.8	3	15.8	3	15.8
REPUBLIC AIRWAYS	8	5	62.5	0	0.0	3	37.5	0	0.0
SKYWEST AIRLINES	33	24	72.7	2	6.1	5	15.2	2	6.1
SOUTHWEST AIRLINES	434	337	77.6	21	4.8	54	12.4	22	5.1
SPIRIT AIRLINES	178	60	33.7	16	9.0	80	44.9	22	12.4
SUN COUNTRY AIRLINES	7	1	14.3	0	0.0	5	71.4	1	14.3
UNITED AIRLINES	264	79	29.9	43	16.3	113	42.8	29	11.0
Other U.S. Airlines	14	5	35.7	0	0.0	8	57.1	1	7.1
<b>Totals</b>	<b>1,778</b>	<b>869</b>	<b>48.9</b>	<b>182</b>	<b>10.2</b>	<b>578</b>	<b>32.5</b>	<b>149</b>	<b>8.4</b>
<b>Previous Year's Totals</b>	<b>1,328</b>	<b>277</b>	<b>20.9</b>	<b>78</b>	<b>5.9</b>	<b>806</b>	<b>60.7</b>	<b>167</b>	<b>12.6</b>

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

## AIR TRAVEL CONSUMER REPORT

Table 5

## COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\* /OCTOBER 2021

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b>FOREIGN AIRLINES</b>													
AER LINGUS	1	0	0	0	17	1	0	0	0	0	0	0	19
AEROFLOT	0	0	0	0	4	0	0	1	0	0	0	0	5
AEROMEXICO	1	2	10	4	33	5	1	1	0	0	0	1	58
AIR CANADA	6	1	6	5	39	3	1	2	0	0	0	0	63
AIR FRANCE	4	0	4	4	21	5	2	2	0	0	0	1	43
AIR INDIA	1	1	6	13	252	3	0	0	0	0	0	1	277
ALITALIA AIRLINES	1	0	4	2	23	2	0	1	0	0	0	0	33
AVIANCA	1	0	3	10	28	0	0	2	0	0	0	1	45
BRITISH AIRWAYS	4	1	12	5	30	3	3	0	0	0	0	0	58
BRUSSELS AIRLINES	1	0	2	0	1	2	0	0	0	0	0	0	6
CARIBBEAN AIRLINES	0	0	0	0	13	0	0	0	0	0	0	0	13
CATHAY PACIFIC AIRWAYS	0	0	1	1	3	0	0	0	0	0	0	0	5
COPA	1	0	2	1	26	2	1	0	1	0	0	0	34
EGYPTAIR	0	0	0	0	12	2	0	1	0	0	0	0	15
EL AL ISRAEL	0	0	2	0	11	1	0	0	0	0	0	0	14
EMIRATES AIRLINES	3	0	2	3	11	1	0	0	0	0	0	0	20
ETHIOPIAN AIRLINES	0	0	2	0	3	2	0	0	0	0	0	0	7
ETIHAD AIRWAYS	1	0	4	0	5	2	0	0	0	0	0	0	12
FIJI AIRWAYS	0	0	1	0	24	0	0	0	0	0	0	0	25
FINNAIR	0	1	1	0	6	0	0	0	0	0	0	0	8
IBERIA AIRLINES	3	0	5	4	32	2	1	0	0	0	0	1	48
ICELANDAIR	2	0	4	2	13	1	0	1	0	0	0	0	23
INTERJET	0	0	1	0	15	0	0	0	0	0	0	0	16
JAPAN AIR LINES	0	0	0	0	5	0	0	1	0	0	0	0	6
KLM	0	0	0	1	1	4	0	1	0	0	0	0	7
LA COMPAGNIE	0	0	0	0	6	0	0	0	0	0	0	0	6
LATAM	2	0	3	6	13	2	2	0	0	0	0	0	28
LEVEL	1	0	1	1	3	0	0	0	0	0	0	0	6
LOT POLISH AIRLINES	0	0	1	0	4	0	0	1	0	0	0	0	6
LUFTHANSA	5	0	16	7	32	12	4	0	0	0	0	0	76
NORWEGIAN AIR SHUTTLE	3	0	0	1	25	0	0	0	0	0	0	0	29
PHILIPPINE AIRLINES	0	0	1	0	19	0	1	0	0	0	0	0	21
QATAR AIRWAYS	5	1	16	6	20	7	2	2	0	0	0	0	59
ROYAL AIR MAROC	0	0	1	1	30	0	0	0	0	0	0	0	32
SAS	0	0	1	0	5	0	0	1	0	1	0	0	8
SINGAPORE AIRLINES	1	0	1	1	6	0	0	0	0	0	0	0	9
SOUTH AFRICAN AIRWAYS	0	0	0	0	8	0	0	0	0	0	0	0	8
SWISS AIR	0	0	2	2	6	5	1	1	0	0	0	0	17
TAP	0	0	7	7	97	6	1	1	0	1	0	1	121



## AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

## COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\* / OCTOBER 2021

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
TURKISH AIRLINES	5	0	16	7	31	3	4	0	0	0	0	0	66
VIRGIN ATLANTIC AIRWAYS	2	0	4	3	5	0	0	0	0	0	0	0	14
VOLARIS AIRLINES	5	1	5	9	11	1	0	1	0	0	0	0	33
VUELING AIRLINES	2	0	0	0	6	0	0	0	0	0	0	0	8
WEST JET	0	0	1	0	8	1	0	0	0	0	0	0	10
OTHER FOREIGN AIRLINES	5	0	6	5	64	6	2	6	1	0	0	0	95
<b>TOTALS</b>	<b>66</b>	<b>8</b>	<b>156</b>	<b>111</b>	<b>1,030</b>	<b>84</b>	<b>26</b>	<b>26</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>1,517</b>
<b>TRAVEL AGENTS</b>													
ASAPTICKETS.COM	1	0	2	3	14	0	0	0	0	0	0	0	20
CHASE TRAVEL	0	0	3	3	16	0	1	0	0	0	0	0	23
CHEAPOAIR.COM	1	0	2	5	30	0	0	0	0	0	0	0	38
EDREAMS.COM	0	0	3	2	7	0	0	0	1	0	0	0	13
EXPEDIA.COM	0	0	5	18	76	0	0	0	0	0	0	0	99
FLIGHT NETWORK	0	0	2	0	5	0	0	0	0	0	0	0	7
FLIGHTHUB	0	0	0	0	5	0	0	0	0	0	0	0	5
FLYUS.COM	0	0	3	0	12	0	0	0	0	0	0	0	15
GOTOGATE	0	0	0	2	13	0	0	0	0	0	0	0	15
INDIAN EAGLE	0	0	0	0	15	0	0	0	0	0	0	0	15
JUSTFLY.COM	1	0	4	3	21	0	0	0	0	0	0	0	29
KIWI.COM	3	0	2	2	51	0	0	0	0	0	0	0	58
ORBITZ.COM	3	0	3	2	24	0	0	0	0	0	0	0	32
PRICELINE.COM	0	0	2	1	17	0	1	0	1	0	0	0	22
SMARTFARES.COM	0	0	0	1	6	0	0	0	0	0	0	0	7
SOUTHWEST VACATIONS	3	0	0	1	4	0	0	0	0	0	0	0	8
TRAVELOCITY.COM	0	0	0	1	15	0	0	0	0	0	0	0	16
VAYAMA	0	0	1	0	8	0	0	0	0	0	0	0	9
OTHER TRAVEL AGENTS	2	0	7	13	78	0	0	0	0	0	0	1	101
<b>TOTALS</b>	<b>14</b>	<b>0</b>	<b>39</b>	<b>57</b>	<b>417</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>532</b>

## AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

## COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\* / OCTOBER 2021

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	2	1	2	0	0	0	0	0	0	0	5
TOTALS	0	0	2	1	2	0	0	0	0	0	0	0	5
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0

\* 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).

OCTOBER 2021		OCTOBER 2020	
AIRLINE	COMPLAINTS	AIRLINE	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>39</b>		<b>54</b>
- ALASKA AIRLINES	34		51
- BRANDED CODESHARE PARTNERS	5		3
<b>ALLEGiant AIRLINES</b>	<b>57</b>		<b>21</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>396</b>		<b>270</b>
- AMERICAN AIRLINES	320		262
- BRANDED CODESHARE PARTNERS	76		8
<b>DELTA NETWORK</b>	<b>128</b>		<b>95</b>
- DELTA AIR LINES	110		89
- BRANDED CODESHARE PARTNERS	18		6
<b>FRONTIER AIRLINES</b>	<b>87</b>		<b>292</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>17</b>		<b>30</b>
<b>JETBLUE AIRWAYS</b>	<b>138</b>		<b>55</b>
<b>SOUTHWEST AIRLINES</b>	<b>434</b>		<b>70</b>
<b>SPIRIT AIRLINES</b>	<b>178</b>		<b>109</b>
<b>UNITED AIRLINES NETWORK</b>	<b>264</b>		<b>300</b>
- UNITED AIRLINES	264		300
- BRANDED CODESHARE PARTNERS	0		0
<b>TOTAL</b>	<b>1,738</b>		<b>1,296</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	OCTOBER 2021			OCTOBER 2020		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HORIZON AIRLINES	1	462,808	0.22	-	-	-
2	REPUBLIC AIRWAYS	8	1,687,339	0.47	2	860,781	0.23
3	MESA AIRLINES	7	980,010	0.71	0	628,759	0.00
4	ENDEAVOR AIR	11	1,337,619	0.82	2	706,590	0.28
5	SKYWEST AIRLINES	33	3,520,572	0.94	6	1,941,506	0.31
6	DELTA AIR LINES	110	10,661,258	1.03	89	4,078,516	2.18
7	ENVOY AIR	17	1,281,672	1.33	3	791,621	0.38
8	ALASKA AIRLINES	34	2,268,585	1.50	51	894,055	5.70
9	PSA AIRLINES	19	1,244,422	1.53	3	765,938	0.39
10	AMERICAN AIRLINES	320	11,540,934	2.77	262	5,634,467	4.65
11	HAWAIIAN AIRLINES	17	610,859	2.78	30	99,149	30.26
12	UNITED AIRLINES	264	7,822,603	3.37	300	3,112,795	9.64
13	SOUTHWEST AIRLINES	434	12,115,828	3.58	70	5,223,568	1.34
14	FRONTIER AIRLINES	87	1,947,703	4.47	292	1,025,050	28.49
15	ALLEGiant AIR	57	1,199,700	4.75	21	795,168	2.64
16	JETBLUE AIRWAYS	138	2,820,169	4.89	55	965,172	5.70
17	SPIRIT AIRLINES	178	2,721,719	6.54	109	1,519,759	7.17
	<b>TOTAL</b>	1,735	64,223,800	2.70	1,295	29,042,894	4.46

\* All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily.

## AIR TRAVEL CONSUMER REPORT

**Civil Rights Complaints by Air Travelers (Other Than Disability) for October 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
Allegiant	1						
American				1			
Delta	1						
Frontier	1						
SAS				1			
Skywest	1						
Southwest	1						
TAP	1						
United	3						
<b>TOTALS</b>	<b>9</b>			<b>2</b>			

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

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

**COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

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

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

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

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

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

### October 2021 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

Carrier	Death	Injury	Loss
N O N E			

## AIR TRAVEL CONSUMER REPORT

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

The Transportation Security Administration (TSA) screened approximately 56 million airline passengers and their 45 million checked bags in the month of October 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 October.

**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
736	0.00131%	63	0.00011%	42	0.00008%	243	0.00043%

**NOTES**

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

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

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

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.