Air Travel Consumer Report

A Product Of The
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the eighteen (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/.   This report includes 30 largest U.S. airports, except Table 5, which lists more than 200 airports in alphabetical order with the corresponding on-time arrival and departure percentages.

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 18 reporting air carriers, 16 carriers (Alaska, Delta, Endeavor, Envoy, ExpressJet, Frontier, JetBlue, Mesa, PSA, Republic, Hawaiian, SkyWest, Spirit, Southwest, United and Virgin America) use ACARS, one carrier (American) uses a combination of ACARS and DGS, and one carrier (Allegiant) uses manual system.

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

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

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

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

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

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

Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at https://apps.bts.gov/pdc/user/products/src/category.xml?pdc_start=1&pdc_end=15&pdc_page=1&c=1&pdc_sort=2+DESC,+4+DESC . CDs for earlier months can be purchased by sending an email to: Orders@bts.gov
Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: http://www.transtats.bts.gov/HomeDrillChart.asp

Cause of delay data for airports and airlines can be found at: http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp

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

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

DECEMBER 2019

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

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2019

	AT ALL US AIRPORTS	
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS
HAWAIIAN AIRLINES NETWORK	**22**	**87.6**
- HAWAIIAN AIRLINES	19	88.7
- BRANDED CODESHARE PARTNERS	4	76.5
DELTA AIR LINES NETWORK	**223**	**83.0**
- DELTA AIR LINES	148	84.6
- BRANDED CODESHARE PARTNERS	204	80.9
SPIRIT AIRLINES	**51**	**81.2**
AMERICAN AIRLINES NETWORK	**236**	**78.3**
- AMERICAN AIRLINES	110	81.2
- BRANDED CODESHARE PARTNERS	223	76.0
SOUTHWEST AIRLINES	**88**	**77.9**
UNITED AIRLINES NETWORK	**233**	**75.9**
- UNITED AIRLINES	106	78.7
- BRANDED CODESHARE PARTNERS	222	74.1
FRONTIER AIRLINES	**92**	**75.3**
ALASKA AIRLINES NETWORK	**97**	**74.2**
- ALASKA AIRLINES	72	73.8
- BRANDED CODESHARE PARTNERS	47	74.8
ALLEGIANT AIR	**121**	**73.6**
JETBLUE AIRWAYS	**64**	**66.7**
TOTAL AIRPORTS SERVED	**363**	**78.2**

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2019

	AT ALL US AIRPORTS		
CARRIER*	**NUMBER OF AIRPORTS REPORTED**	**PERCENT OF ON-TIME ARRIVALS**	**RANK**
HAWAIIAN AIRLINES	19	88.7	1
DELTA AIR LINES	148	84.6	2
ENDEAVOR AIR	109	81.7	3
SPIRIT AIRLINES	51	81.2	4
AMERICAN AIRLINES	110	81.2	5
UNITED AIRLINES	106	78.7	6
SKYWEST AIRLINES	255	78.1	7
ENVOY AIR	153	77.9	8
SOUTHWEST AIRLINES	88	77.9	9
REPUBLIC AIRWAYS	103	76.9	10
FRONTIER AIRLINES	92	75.3	11
PSA AIRLINES	94	74.8	12
MESA AIRLINES	120	74.1	13
ALASKA AIRLINES	72	73.8	14
ALLEGIANT AIR	121	73.6	15
EXPRESSJET AIRLINES	106	73.5	16
JETBLUE AIRWAYS	64	66.7	17
TOTAL AIRPORTS SERVED	**350**	**78.6**	

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

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2019

CARRIER*	Jan 19 %	Rank	Feb 19 %	Rank	Mar 19 %	Rank	Apr 19 %	Rank	May 19 %	Rank	Jun 19 %	Rank	Jul 19 %	Rank	Aug 19 %	Rank	Sep 19 %	Rank	Oct 19 %	Rank	Nov 19 %	Rank	Dec 19 %	Rank	Year-to-date (YTD) %	Rank
ALASKA AIRLINES	80.9	5	66.9	10	81.5	5	85.5	2	84.7	3	83.2	2	84.9	2	80.3	4	83.0	6	85.0	2	83.6	6	74.2	8	81.3	3
- ALASKA AIRLINES	80.5		68.0		81.2		83.7		82.6		81.8		83.4		77.7		81.5		84.3		83.5		73.8		80.3	
- BRANDED CODESHARE PARTNERS	81.5		65.2		81.9		88.1		87.9		85.4		87.3		84.5		85.1		86.0		83.8		74.8		82.8	
ALLEGIANT AIR	73.4	8	75.2	4	85.3	4	81.6	4	79.5	4	72.9	5	78.6	5	76.8	5	84.1	4	83.4	5	81.6	7	73.6	9	78.7	6
AMERICAN AIRLINES**	77.6	6	73.8	6	80.4	6	77.6	9	74.2	9	70.4	7	74.9	6	75.0	6	82.7	7	80.3	8	84.1	5	78.3	4	77.4	7
- AMERICAN AIRLINES	80.0		75.8		78.3		75.6		70.4		67.1		73.7		74.6		82.9		80.5		84.7		81.2		77.0	
- BRANDED CODESHARE PARTNERS	75.7		72.2		82.1		79.3		77.2		73.1		75.9		75.3		82.6		80.2		83.7		76.0		77.8	
DELTA AIR LINES	82.7	3	77.9	2	85.6	3	83.9	3	85.4	2	78.7	3	80.3	3	82.1	3	88.2	2	85.5	1	88.1	2	83.0	2	83.5	2
- DELTA AIR LINES	86.7		81.6		88.3		86.2		86.7		79.9		80.8		83.2		88.6		86.6		89.6		84.6		85.2	
- BRANDED CODESHARE PARTNERS	77.9		73.4		82.3		81.0		83.8		77.1		79.7		80.7		87.7		84.0		86.1		80.9		81.2	
FRONTIER AIRLINES	73.9	7	74.3	5	78.3	8	77.6	8	67.0	10	64.0	10	66.0	10	71.2	8	78.8	10	74.5	10	78.5	10	75.3	7	73.1	10
HAWAIIAN AIRLINES	87.2	1	81.7	1	86.8	1	89.0	1	89.0	1	89.6	1	88.4	1	89.7	1	90.2	1	83.0	6	89.5	1	87.6	1	87.7	1
- HAWAIIAN AIRLINES	87.3		82.1		87.3		89.4		90.0		89.7		89.5		90.4		90.8		83.9		90.0		88.7		88.3	
- BRANDED CODESHARE PARTNERS	86.3		78.4		82.1		84.9		79.6		88.5		77.9		83.4		85.0		74.0		84.9		76.5		81.8	
JETBLUE AIRWAYS	69.4	10	70.0	9	73.8	10	73.4	10	77.6	5	70.1	8	70.2	9	67.8	10	82.0	8	80.7	7	80.4	9	66.7	10	73.5	9
SOUTHWEST AIRLINES**	81.9	4	73.5	7	80.0	7	78.7	6	75.8	7	75.1	4	80.3	4	82.2	2	88.1	3	84.0	4	85.3	4	77.9	5	80.2	4
SPIRIT AIRLINES	82.9	2	77.7	3	86.4	2	80.2	5	76.0	6	71.6	6	74.1	7	70.9	9	83.8	5	84.5	3	86.9	3	81.2	3	79.5	5
UNITED AIRLINES	72.1	9	71.1	8	77.1	9	78.2	7	74.7	8	67.4	9	72.2	8	73.6	7	79.0	9	79.5	9	81.0	8	75.9	6	75.2	8
- UNITED AIRLINES	78.8		77.0		78.8		79.7		75.5		70.2		73.6		75.4		80.2		82.0		83.9		78.7		77.7	
- BRANDED CODESHARE PARTNERS	68.0		67.4		76.0		77.1		74.2		65.5		71.3		72.4		78.3		77.8		79.2		74.1		73.5	
TOTAL	78.4		73.8		80.9		79.8		77.9		73.3		76.9		77.6		84.1		82.2		84.4		78.2		79.0	

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

**On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. American Airlines informed the Department that the grounding of the 737 MAX aircraft negatively impacted its on-time performance statistics during the March reporting period. Southwest Airlines informed the Department that the grounding of the 737 MAX aircraft negatively impacted its on-time performance statistics during the March, April, May, and June Reporting periods.
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AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2019

| | ATL | | BOS | | BWI | | CLT | | DAL | | DCA | | DEN | | DFW | |
CARRIER	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	**62**	**90.3**	**215**	**67.4**	**60**	**70.0**	**0**	**0.0**	**401**	**85.0**	**155**	**69.7**	**164**	**67.1**	**122**	**80.3**
- ALASKA AIRLINES	62	90.3	215	67.4	60	70.0	0	0.0	0	0.0	155	69.7	164	67.1	122	80.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	401	85.0	0	0.0	0	0.0	0	0.0
ALLEGIANT AIR	**0**	**0.0**	**0**	**0.0**	**31**	**83.9**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**8**	**25.0**	**0**	**0.0**
AMERICAN AIRLINES NETWORK	**1400**	**82.5**	**2148**	**69.8**	**712**	**79.2**	**19409**	**82.4**	**0**	**0.0**	**6803**	**76.6**	**929**	**79.5**	**22733**	**80.0**
- AMERICAN AIRLINES	1040	83.8	1956	70.7	444	81.1	8423	85.7	0	0.0	2210	80.6	862	78.7	12549	83.0
- BRANDED CODESHARE PARTNERS	360	78.9	192	60.4	268	76.1	10986	80.0	0	0.0	4593	74.7	67	91.0	10184	76.2
DELTA AIR LINES NETWORK	**25622**	**87.9**	**3411**	**68.4**	**775**	**86.7**	**898**	**84.0**	**137**	**85.4**	**1419**	**79.1**	**1065**	**83.1**	**1015**	**80.1**
- DELTA AIR LINES	19713	88.3	1549	72.0	550	88.5	608	86.2	137	85.4	805	83.6	1016	83.1	917	80.9
- BRANDED CODESHARE PARTNERS	5909	86.4	1862	65.3	225	82.2	290	79.3	0	0.0	614	73.1	49	83.7	98	72.4
FRONTIER AIRLINES	**372**	**73.1**	**59**	**74.6**	**34**	**73.5**	**127**	**64.6**	**0**	**0.0**	**92**	**89.1**	**1666**	**82.7**	**88**	**81.8**
HAWAIIAN AIRLINES NETWORK	**0**	**0.0**	**22**	**68.2**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**
- HAWAIIAN AIRLINES	0	0.0	22	68.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	**278**	**64.0**	**4494**	**65.4**	**111**	**62.2**	**116**	**66.4**	**0**	**0.0**	**825**	**68.1**	**84**	**67.9**	**45**	**64.4**
SOUTHWEST AIRLINES	**3039**	**82.3**	**882**	**72.8**	**6345**	**82.0**	**293**	**80.5**	**5871**	**79.4**	**1381**	**77.3**	**6217**	**79.6**	**0**	**0.0**
SPIRIT AIRLINES	**736**	**85.1**	**403**	**69.7**	**768**	**78.9**	**124**	**74.2**	**0**	**0.0**	**0**	**0.0**	**320**	**77.8**	**588**	**83.5**
UNITED AIRLINES NETWORK	**844**	**77.4**	**1085**	**69.1**	**294**	**81.3**	**636**	**72.5**	**0**	**0.0**	**1002**	**76.0**	**13485**	**81.7**	**918**	**76.9**
- UNITED AIRLINES	322	76.7	1069	68.8	291	81.4	18	72.2	0	0.0	336	85.4	5788	85.3	500	77.8
- BRANDED CODESHARE PARTNERS	522	77.8	16	87.5	3	66.7	618	72.5	0	0.0	666	71.3	7697	79.0	418	75.8
TOTAL	**32,353**	**86.4**	**12,719**	**68.0**	**9,130**	**81.5**	**21,603**	**81.9**	**6,409**	**79.9**	**11,677**	**76.3**	**23,938**	**81.0**	**25,509**	**79.9**

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2019

	ARRIVAL AIRPORT*															
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
CARRIER	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	31	80.6	338	66.6	152	69.1	146	72.6	62	80.6	427	72.6	760	72.1	2027	72.5
- ALASKA AIRLINES	31	80.6	338	66.6	152	69.1	146	72.6	62	80.6	427	72.6	657	70.3	1588	71.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	103	83.5	439	74.5
ALLEGIANT AIR	0	0.0	58	89.7	292	52.4	0	0.0	0	0.0	0	0.0	830	71.6	107	69.2
AMERICAN AIRLINES NETWORK	963	81.6	726	62.3	636	78.0	360	80.8	933	81.5	1759	78.6	1211	79.6	5874	77.2
- AMERICAN AIRLINES	412	86.9	685	62.9	636	78.0	183	78.7	667	82.6	1262	81.0	1211	79.6	3872	76.6
- BRANDED CODESHARE PARTNERS	551	77.7	41	51.2	0	0.0	177	83.1	266	78.6	497	72.6	0	0.0	2002	78.2
DELTA AIR LINES NETWORK	11165	85.8	868	61.9	1039	80.3	554	83.6	781	79.3	4782	79.3	1614	83.4	4031	77.0
- DELTA AIR LINES	4940	87.3	444	65.5	1020	80.2	248	88.3	544	79.0	2786	80.5	1116	84.0	2973	77.1
- BRANDED CODESHARE PARTNERS	6225	84.5	424	58.0	19	84.2	306	79.7	237	79.7	1996	77.7	498	82.1	1058	76.7
FRONTIER AIRLINES	105	77.1	243	63.0	100	66.0	24	62.5	66	77.3	0	0.0	1044	69.5	102	76.5
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	61.3	92	78.3	194	79.9
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	61.3	92	78.3	194	79.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	98	70.4	877	53.5	2236	64.4	0	0.0	62	64.5	3462	69.3	337	69.4	617	63.5
SOUTHWEST AIRLINES	454	76.7	0	0.0	2170	80.6	147	78.2	0	0.0	0	0.0	5183	76.7	3307	71.4
SPIRIT AIRLINES	920	83.6	414	69.6	1920	76.9	0	0.0	515	87.0	0	0.0	1444	85.1	595	83.7
UNITED AIRLINES NETWORK	733	78.0	9954	60.9	782	75.4	6564	80.2	12842	83.5	0	0.0	1055	81.8	4231	78.1
- UNITED AIRLINES	105	85.7	4922	66.0	769	75.3	2381	83.6	5175	84.6	0	0.0	1054	81.8	2281	79.0
- BRANDED CODESHARE PARTNERS	628	76.8	5032	55.9	13	84.6	4183	78.3	7667	82.8	0	0.0	1	100.0	1950	77.0
TOTAL	14,469	84.5	13,478	61.1	9,327	74.1	7,795	80.3	15,261	83.2	10,461	75.6	13,570	77.7	21,085	75.7

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2019

	ARRIVAL AIRPORT*															
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
CARRIER	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	0	0.0	146	80.1	0	0.0	0	0.0	122	78.7	273	69.6	4132	79.4	62	79.0
- ALASKA AIRLINES	0	0.0	146	80.1	0	0.0	0	0.0	91	76.9	273	69.6	1661	79.4	62	79.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	31	83.9	0	0.0	2471	79.4	0	0.0
ALLEGIANT AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	4081	70.6	1593	82.2	0	0.0	6684	82.3	793	83.5	13419	78.2	371	80.9	9582	73.8
- AMERICAN AIRLINES	1953	72.3	1593	82.2	0	0.0	4479	82.3	530	84.2	5349	83.4	276	80.4	3649	78.4
- BRANDED CODESHARE PARTNERS	2128	69.1	0	0.0	0	0.0	2205	82.3	263	82.1	8070	74.7	95	82.1	5933	71.0
DELTA AIR LINES NETWORK	6533	72.1	1699	83.4	448	84.4	782	81.3	10163	83.5	1507	80.6	784	87.2	859	76.1
- DELTA AIR LINES	2499	75.0	1671	83.2	168	93.5	782	81.3	5532	84.6	1089	83.0	633	87.4	513	79.1
- BRANDED CODESHARE PARTNERS	4034	70.2	28	96.4	280	78.9	0	0.0	4631	82.1	418	74.2	151	86.8	346	71.7
FRONTIER AIRLINES	93	61.3	1411	67.6	0	0.0	357	70.0	109	83.5	214	79.4	45	75.6	529	72.6
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	59.7	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	59.7	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	470	63.8	1800	69.8	0	0.0	0	0.0	77	67.5	189	60.8	57	70.2	276	64.1
SOUTHWEST AIRLINES	1118	62.9	3761	79.0	6411	80.7	0	0.0	551	74.8	0	0.0	1077	76.7	741	70.4
SPIRIT AIRLINES	341	73.9	1543	78.5	0	0.0	0	0.0	322	82.0	732	82.5	54	79.6	336	76.2
UNITED AIRLINES NETWORK	1075	71.0	1139	80.1	0	0.0	566	74.4	754	78.5	16865	79.1	584	77.9	415	77.6
- UNITED AIRLINES	664	71.7	1135	80.0	0	0.0	564	74.6	236	88.1	5969	83.5	574	78.0	359	77.2
- BRANDED CODESHARE PARTNERS	411	69.8	4	100.0	0	0.0	2	0.0	518	74.1	10896	76.7	10	70.0	56	80.4
TOTAL	13,711	70.5	13,092	77.5	6,859	80.9	8,389	81.1	12,891	82.6	33,199	78.7	7,166	79.5	12,800	73.7

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2019

	ARRIVAL AIRPORT*											
	PHX		SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	330	73.9	1431	77.5	9409	72.4	2468	64.3	305	80.0	47	68.1
- ALASKA AIRLINES	260	71.5	747	72.6	5754	73.8	1808	64.7	60	73.3	47	68.1
- BRANDED CODESHARE PARTNERS	70	82.9	684	82.9	3655	70.1	660	63.3	245	81.6	0	0.0
ALLEGIANT AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	7786	80.7	921	81.7	705	79.7	1258	62.4	539	80.5	1131	83.6
- AMERICAN AIRLINES	5226	82.4	769	81.4	574	81.0	1149	62.9	383	80.9	1131	83.6
- BRANDED CODESHARE PARTNERS	2560	77.5	152	82.9	131	74.0	109	56.9	156	79.5	0	0.0
DELTA AIR LINES NETWORK	965	81.2	987	79.7	3754	85.3	1255	67.3	7525	85.2	1142	83.5
- DELTA AIR LINES	769	81.7	774	78.9	2513	84.6	1234	67.1	3977	84.4	1053	83.7
- BRANDED CODESHARE PARTNERS	196	79.6	213	82.6	1241	86.5	21	76.2	3548	86.2	89	80.9
FRONTIER AIRLINES	420	82.1	147	75.5	33	81.8	124	48.4	138	81.2	453	77.0
HAWAIIAN AIRLINES NETWORK	31	80.6	62	82.3	79	65.8	92	72.8	0	0.0	0	0.0
- HAWAIIAN AIRLINES	31	80.6	62	82.3	79	65.8	92	72.8	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	93	68.8	172	73.3	166	69.3	426	67.8	235	69.4	467	67.5
SOUTHWEST AIRLINES	5017	76.2	3384	75.6	932	69.6	1194	57.1	748	64.7	2572	78.8
SPIRIT AIRLINES	124	88.7	120	87.5	117	88.0	0	0.0	0	0.0	782	83.2
UNITED AIRLINES NETWORK	839	77.5	990	77.6	848	78.4	7640	63.5	704	75.3	696	78.0
- UNITED AIRLINES	684	77.6	842	77.7	730	79.7	4451	67.2	127	84.3	692	77.9
- BRANDED CODESHARE PARTNERS	155	76.8	148	77.0	118	70.3	3189	58.3	577	73.3	4	100.0
TOTAL	15,605	79.0	8,214	77.5	16,043	75.9	14,457	63.4	10,194	82.2	7,290	79.8

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2019

CARRIER	ARRIVAL AIRPORT*															
	ATL		BOS		BWI		CLT		DAL		DCA		DEN		DFW	
	# 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	62	90.3	215	67.4	60	70.0	0	0.0	0	0.0	155	69.7	164	67.1	122	80.3
ALLEGIANT AIR	0	0.0	0	0.0	31	83.9	0	0.0	0	0.0	0	0.0	8	25.0	0	0.0
AMERICAN AIRLINES	1040	83.8	1956	70.7	444	81.1	8423	85.7	0	0.0	2210	80.6	862	78.7	12549	83.0
DELTA AIR LINES	19713	88.3	1549	72.0	550	88.5	608	86.2	137	85.4	805	83.6	1016	83.1	917	80.9
ENDEAVOR AIR	3802	87.6	420	71.0	225	82.2	204	74.0	0	0.0	115	77.4	0	0.0	98	72.4
ENVOY AIR	20	85.0	0	0.0	63	63.5	413	81.6	0	0.0	114	86.0	0	0.0	5472	79.6
EXPRESSJET AIRLINES	76	77.6	0	0.0	0	0.0	93	65.6	0	0.0	289	68.9	0	0.0	6	83.3
FRONTIER AIRLINES	372	73.1	59	74.6	34	73.5	127	64.6	0	0.0	92	89.1	1666	82.7	88	81.8
HAWAIIAN AIRLINES	0	0.0	22	68.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	278	64.0	4494	65.4	111	62.2	116	66.4	0	0.0	825	68.1	84	67.9	45	64.4
MESA AIRLINES	154	81.8	15	86.7	0	0.0	194	76.8	0	0.0	90	78.9	0	0.0	3333	70.3
PSA AIRLINES	80	72.5	6	0.0	13	69.2	7965	80.3	0	0.0	2382	70.0	0	0.0	224	70.1
REPUBLIC AIRWAYS	569	78.2	1417	64.2	70	90.0	1055	78.5	0	0.0	2428	79.4	650	79.7	114	78.9
SKYWEST AIRLINES	2051	84.5	61	57.4	46	84.8	89	75.3	277	84.5	16	68.8	4557	79.1	1449	76.9
SOUTHWEST AIRLINES	3039	82.3	882	72.8	6345	82.0	293	80.5	5871	79.4	1381	77.3	6217	79.6	0	0.0
SPIRIT AIRLINES	736	85.1	403	69.7	768	78.9	124	74.2	0	0.0	0	0.0	320	77.8	588	83.5
UNITED AIRLINES	322	76.7	1069	68.8	291	81.4	18	72.2	0	0.0	336	85.4	5788	85.3	500	77.8
TOTAL	32,314	86.4	12,568	68.1	9,051	81.6	19,722	82.3	6,285	79.8	11,238	76.7	21,332	81.2	25,505	79.9

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2019

CARRIER	DTW # OF ARR	DTW % ON TIME	EWR # OF ARR	EWR % ON TIME	FLL # OF ARR	FLL % ON TIME	IAD # OF ARR	IAD % ON TIME	IAH # OF ARR	IAH % ON TIME	JFK # OF ARR	JFK % ON TIME	LAS # OF ARR	LAS % ON TIME	LAX # OF ARR	LAX % ON TIME
ALASKA AIRLINES	31	80.6	338	66.6	152	69.1	146	72.6	62	80.6	427	72.6	657	70.3	1588	71.9
ALLEGIANT AIR	0	0.0	58	89.7	292	52.4	0	0.0	0	0.0	0	0.0	830	71.6	107	69.2
AMERICAN AIRLINES	412	86.9	685	62.9	636	78.0	183	78.7	667	82.6	1262	81.0	1211	79.6	3872	76.6
DELTA AIR LINES	4940	87.3	444	65.5	1020	80.2	248	88.3	544	79.0	2786	80.5	1116	84.0	2973	77.1
ENDEAVOR AIR	1676	87.1	155	69.0	0	0.0	113	76.1	77	76.6	1606	77.5	0	0.0	0	0.0
ENVOY AIR	70	77.1	13	30.8	0	0.0	0	0.0	50	78.0	411	70.3	0	0.0	0	0.0
EXPRESSJET AIRLINES	77	75.3	1424	50.0	0	0.0	0	0.0	2638	84.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	105	77.1	243	63.0	100	66.0	24	62.5	66	77.3	0	0.0	1044	69.5	102	76.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	61.3	92	78.3	194	79.9
JETBLUE AIRWAYS	98	70.4	877	53.5	2236	64.4	0	0.0	62	64.5	3462	69.3	337	69.4	617	63.5
MESA AIRLINES	203	83.7	0	0.0	13	84.6	1659	78.6	3112	82.8	0	0.0	0	0.0	0	0.0
PSA AIRLINES	93	79.6	0	0.0	0	0.0	177	83.1	9	100.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	699	82.5	1967	63.8	0	0.0	311	79.1	932	83.7	418	82.5	0	0.0	0	0.0
SKYWEST AIRLINES	3814	82.4	31	64.5	0	0.0	392	77.8	1324	78.5	58	55.2	254	79.1	3053	78.0
SOUTHWEST AIRLINES	454	76.7	0	0.0	2170	80.6	147	78.2	0	0.0	0	0.0	5183	76.7	3307	71.4
SPIRIT AIRLINES	920	83.6	414	69.6	1920	76.9	0	0.0	515	87.0	0	0.0	1444	85.1	595	83.7
UNITED AIRLINES	105	85.7	4922	66.0	769	75.3	2381	83.6	5175	84.6	0	0.0	1054	81.8	2281	79.0
TOTAL	**13,697**	**84.6**	**11,571**	**62.7**	**9,308**	**74.1**	**5,781**	**80.9**	**15,233**	**83.2**	**10,461**	**75.6**	**13,222**	**77.6**	**18,689**	**75.7**

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2019

	ARRIVAL AIRPORT*															
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
CARRIER	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	0	0.0	146	80.1	0	0.0	0	0.0	91	76.9	273	69.6	1661	79.4	62	79.0
ALLEGIANT AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	1953	72.3	1593	82.2	0	0.0	4479	82.3	530	84.2	5349	83.4	276	80.4	3649	78.4
DELTA AIR LINES	2499	75.0	1671	83.2	168	93.5	782	81.3	5532	84.6	1089	83.0	633	87.4	513	79.1
ENDEAVOR AIR	2335	69.9	20	100.0	1	100.0	0	0.0	1181	87.4	167	82.0	0	0.0	135	69.6
ENVOY AIR	640	65.6	0	0.0	0	0.0	1078	77.0	15	73.3	5428	74.7	0	0.0	27	70.4
EXPRESSJET AIRLINES	160	70.6	0	0.0	0	0.0	0	0.0	48	81.3	1336	76.5	0	0.0	3	66.7
FRONTIER AIRLINES	93	61.3	1411	67.6	0	0.0	357	70.0	109	83.5	214	79.4	45	75.6	529	72.6
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	59.7	0	0.0
JETBLUE AIRWAYS	470	63.8	1800	69.8	0	0.0	0	0.0	77	67.5	189	60.8	57	70.2	276	64.1
MESA AIRLINES	114	65.8	0	0.0	0	0.0	2	0.0	134	76.9	0	0.0	0	0.0	51	82.4
PSA AIRLINES	174	58.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1386	68.3
REPUBLIC AIRWAYS	2820	71.8	12	91.7	0	0.0	1127	87.3	461	77.9	1233	79.3	0	0.0	1598	76.3
SKYWEST AIRLINES	316	68.7	0	0.0	277	79.4	0	0.0	3520	80.2	5416	75.1	939	87.2	21	85.7
SOUTHWEST AIRLINES	1118	62.9	3761	79.0	6411	80.7	0	0.0	551	74.8	0	0.0	1077	76.7	741	70.4
SPIRIT AIRLINES	341	73.9	1543	78.5	0	0.0	0	0.0	322	82.0	732	82.5	54	79.6	336	76.2
UNITED AIRLINES	664	71.7	1135	80.0	0	0.0	564	74.6	236	88.1	5969	83.5	574	78.0	359	77.2
TOTAL	13,697	70.5	13,092	77.5	6,857	80.9	8,389	81.1	12,807	82.7	27,395	79.2	5,378	80.7	9,686	75.1

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2019

| CARRIER | ARRIVAL AIRPORT* | | | | | | | | | | | |
| | PHX | | SAN | | SEA | | SFO | | SLC | | TPA | |
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	260	71.5	747	72.6	5754	73.8	1808	64.7	60	73.3	47	68.1
ALLEGIANT AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	5226	82.4	769	81.4	574	81.0	1149	62.9	383	80.9	1131	83.6
DELTA AIR LINES	769	81.7	774	78.9	2513	84.6	1234	67.1	3977	84.4	1053	83.7
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	57	86.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	4	100.0	0	0.0
FRONTIER AIRLINES	420	82.1	147	75.5	33	81.8	124	48.4	138	81.2	453	77.0
HAWAIIAN AIRLINES	31	80.6	62	82.3	79	65.8	92	72.8	0	0.0	0	0.0
JETBLUE AIRWAYS	93	68.8	172	73.3	166	69.3	426	67.8	235	69.4	467	67.5
MESA AIRLINES	1605	73.0	0	0.0	0	0.0	0	0.0	48	75.0	1	100.0
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	9	77.8	0	0.0	30	80.0	3	100.0
SKYWEST AIRLINES	1167	84.0	721	84.9	1410	85.0	3560	59.5	4371	84.2	0	0.0
SOUTHWEST AIRLINES	5017	76.2	3384	75.6	932	69.6	1194	57.1	748	64.7	2572	78.8
SPIRIT AIRLINES	124	88.7	120	87.5	117	88.0	0	0.0	0	0.0	782	83.2
UNITED AIRLINES	684	77.6	842	77.7	730	79.7	4451	67.2	127	84.3	692	77.9
TOTAL	15,396	79.0	7,738	77.5	12,317	77.7	14,038	63.6	10,121	82.2	7,258	79.8

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2019

| | ARRIVAL AIRPORT* | | | | | | | | | | | | | | | |
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	85.8	77.8	83.9	88.7	95.5	87.8	90.8	87.8	83.0	67.6	75.7	79.0	91.6	75.6	98.0	87.8
0700-0759	92.4	78.9	91.6	84.5	91.0	81.9	85.6	82.5	90.3	76.9	82.4	82.6	87.0	77.0	92.2	90.6
0800-0859	87.8	78.6	88.5	85.8	92.2	84.5	85.1	87.5	92.2	83.7	84.0	84.8	84.7	78.6	87.4	81.5
0900-0959	90.5	80.2	86.8	84.4	90.5	83.5	85.5	78.6	88.6	86.8	83.5	87.7	84.0	86.6	89.0	81.3
1000-1059	89.6	73.1	88.8	86.7	87.7	79.7	82.1	81.1	83.4	87.6	81.8	86.4	85.1	87.0	86.2	78.0
1100-1159	90.9	75.7	86.9	88.5	87.2	81.1	83.8	84.6	88.6	80.4	76.7	86.1	85.1	76.0	79.2	73.1
1200-1259	88.7	76.7	84.6	87.2	86.3	82.3	85.4	82.4	89.0	81.7	80.7	85.7	81.5	82.8	78.6	78.6
1300-1359	90.4	65.6	85.5	81.2	84.8	76.7	83.9	80.4	85.6	69.5	80.3	84.6	85.0	80.8	80.5	71.6
1400-1459	88.7	75.4	87.5	83.2	80.4	76.2	84.0	80.6	84.5	64.2	75.6	89.5	85.1	79.6	77.5	79.5
1500-1559	86.9	67.7	82.0	82.2	78.4	75.2	80.8	78.6	82.9	51.4	73.8	81.7	85.2	79.5	79.8	79.8
1600-1659	88.2	67.9	82.1	76.7	80.8	73.6	82.9	77.9	84.4	53.3	74.4	75.7	82.9	76.5	75.8	72.5
1700-1759	87.4	61.2	82.2	80.2	74.1	76.1	76.6	76.8	83.5	48.8	69.7	86.5	81.2	73.3	75.2	74.3
1800-1859	84.0	58.3	83.3	79.4	74.4	68.1	78.7	73.8	80.3	42.4	70.0	79.4	80.2	74.3	74.4	73.5
1900-1959	80.1	55.3	75.7	76.0	75.4	71.7	76.7	78.4	82.0	45.0	68.9	76.9	79.8	68.4	72.2	70.9
2000-2059	80.9	58.3	73.9	77.2	71.6	74.8	76.9	75.6	85.5	43.1	68.0	78.6	79.3	66.1	69.0	71.3
2100-2159	81.7	61.1	70.0	76.6	72.1	72.5	74.0	78.3	84.9	39.0	66.6	77.2	82.1	62.6	70.9	70.2
2200-2259	77.3	63.6	72.9	79.7	68.3	69.0	75.2	79.2	66.7	56.9	68.3	76.6	83.3	64.0	70.9	67.8
2300-0559	78.2	67.8	74.1	75.4	61.6	76.9	68.7	81.1	76.5	67.4	67.2	81.8	80.0	76.8	65.8	69.2
TOTAL	**86.4**	**68.1**	**81.6**	**82.3**	**79.8**	**76.7**	**81.2**	**79.9**	**84.6**	**62.7**	**74.1**	**80.9**	**83.2**	**75.6**	**77.6**	**75.7**

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2019

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT*														
	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	0.0	83.5	91.0	84.7	80.4	84.1	82.7	80.5	91.9	92.0	82.5	88.1	100.0	83.5	85.4
0700-0759	85.3	85.0	84.2	85.8	84.2	80.9	86.9	84.9	91.0	91.0	86.4	84.0	92.1	93.0	85.6
0800-0859	84.8	88.6	87.5	85.6	87.2	79.9	92.8	79.6	91.6	88.8	80.4	80.5	89.0	92.6	85.3
0900-0959	84.7	87.2	86.2	85.0	86.7	76.9	92.6	84.9	85.7	85.1	83.6	69.8	89.0	89.2	83.9
1000-1059	81.2	82.3	90.5	86.7	86.2	83.5	84.8	79.5	84.7	78.0	79.5	71.5	89.6	85.1	83.6
1100-1159	77.4	85.7	91.0	83.6	87.2	82.7	86.7	81.8	84.5	83.7	79.5	60.1	78.2	85.7	82.8
1200-1259	76.6	82.0	86.7	83.3	86.0	83.5	85.4	82.4	85.1	78.7	81.4	53.9	83.7	87.3	82.1
1300-1359	75.8	80.3	88.7	83.9	83.0	86.2	79.5	83.3	83.2	77.8	80.5	61.7	83.5	82.8	81.1
1400-1459	70.8	80.0	87.0	80.8	83.8	79.3	85.0	75.0	78.4	74.0	82.8	57.1	82.6	81.7	79.9
1500-1559	70.9	82.0	83.5	83.9	85.8	79.9	80.8	74.3	78.0	75.6	86.4	59.4	81.2	83.3	78.6
1600-1659	63.8	79.1	84.6	79.2	80.1	79.8	83.0	70.8	79.7	74.9	78.5	57.4	82.4	79.8	77.1
1700-1759	66.3	75.2	77.3	82.8	81.6	77.7	81.6	62.6	74.8	79.0	79.6	66.1	71.3	77.8	75.8
1800-1859	59.9	73.9	77.3	81.8	81.9	71.5	77.4	69.4	78.4	72.3	78.1	64.0	78.8	75.2	74.4
1900-1959	62.2	73.5	68.7	82.0	77.5	74.0	81.1	65.2	70.8	73.3	79.1	59.6	78.9	75.3	73.6
2000-2059	57.1	68.4	70.5	74.6	81.8	75.0	76.5	61.5	76.1	71.9	67.3	62.9	75.0	73.2	71.7
2100-2159	57.0	68.8	69.1	78.4	79.1	76.6	77.0	76.2	68.0	71.3	73.0	55.4	77.9	73.5	71.8
2200-2259	61.3	71.4	76.2	79.1	83.1	79.0	73.4	73.0	72.1	75.3	67.7	54.4	79.8	73.7	70.4
2300-0559	64.1	66.9	72.1	69.8	77.4	77.5	70.1	73.5	68.5	74.2	77.6	67.2	64.3	68.9	71.9
TOTAL	70.5	77.5	80.9	81.1	82.7	79.2	80.7	75.1	79.0	77.5	77.7	63.6	82.2	79.8	78.4

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2019

	DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	90.0	83.5	92.8	81.8	95.5	91.6	93.7	88.0	92.0	87.6	88.5	95.2	89.3	90.0	93.9	92.0
0700-0759	91.8	82.5	88.5	89.6	91.2	89.1	85.9	89.8	88.9	80.4	87.2	87.3	89.7	83.3	91.6	87.6
0800-0859	90.8	78.1	89.0	85.6	84.8	86.4	87.0	85.3	88.3	77.8	87.2	86.5	87.8	86.1	85.6	84.4
0900-0959	86.5	79.4	82.3	86.3	80.8	85.0	82.7	82.8	86.6	80.3	84.6	91.5	86.2	84.3	81.9	77.3
1000-1059	88.0	73.6	75.6	76.2	80.2	84.2	78.5	80.9	85.1	80.6	80.4	86.7	81.6	80.1	82.3	74.6
1100-1159	86.2	68.8	80.5	87.9	72.7	79.2	79.2	77.0	84.8	80.7	76.6	88.4	81.7	85.1	85.0	70.6
1200-1259	85.5	71.5	77.1	79.6	78.5	79.0	75.3	79.4	83.7	73.7	62.6	82.7	80.5	76.9	73.3	71.2
1300-1359	85.0	72.4	67.9	82.0	75.0	78.0	79.1	77.0	79.7	69.2	71.8	88.9	70.0	80.4	69.3	71.4
1400-1459	84.9	61.3	69.1	77.5	75.7	74.7	72.3	75.3	80.5	69.3	71.4	83.1	82.3	74.4	74.5	70.4
1500-1559	82.0	66.4	72.8	74.5	64.9	75.9	74.0	77.3	80.3	59.5	62.9	84.7	76.6	72.7	73.0	73.0
1600-1659	80.9	66.4	65.2	79.3	65.9	72.3	73.4	75.3	74.4	55.4	70.7	83.9	80.5	74.3	74.1	74.1
1700-1759	82.6	62.5	70.3	76.0	69.9	72.1	75.8	74.0	82.1	57.2	66.7	78.3	81.3	70.7	66.9	73.3
1800-1859	78.9	58.8	68.6	78.2	62.0	68.5	69.2	75.1	71.1	54.9	66.3	67.8	77.2	70.2	66.0	72.1
1900-1959	77.1	52.6	65.3	76.1	63.7	66.7	75.3	68.0	69.6	47.4	68.1	74.4	78.2	65.2	61.5	70.7
2000-2059	74.0	46.2	54.8	76.3	59.1	69.2	71.2	77.4	80.7	44.2	68.7	69.2	77.1	70.5	64.9	67.7
2100-2159	79.7	59.0	52.7	75.8	51.3	75.0	59.7	70.6	87.0	46.0	60.0	100.0	80.9	68.2	56.7	68.9
2200-2259	81.2	59.2	38.0	81.2	55.3	72.1	68.5	77.1	83.5	58.4	68.3	78.4	90.9	62.1	66.2	72.2
2300-0559	82.3	87.7	93.5	86.3	0.0	100.0	84.2	82.9	94.2	83.5	85.9	95.0	89.5	79.0	82.5	81.2
TOTAL	**83.6**	**69.8**	**72.6**	**81.3**	**73.5**	**78.2**	**77.9**	**78.7**	**83.0**	**67.1**	**74.1**	**82.7**	**81.9**	**77.0**	**76.6**	**75.8**

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2019

	DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	91.4	92.5	87.8	94.1	90.0	90.4	94.3	87.8	94.8	93.2	92.5	93.4	94.1	92.6	91.0
0700-0759	88.1	86.4	83.3	93.0	86.8	87.0	89.0	89.1	91.3	86.6	87.0	87.9	91.3	92.1	88.0
0800-0859	86.3	85.6	72.0	92.3	86.4	83.8	84.8	88.7	90.6	83.5	75.0	81.1	92.4	90.8	85.9
0900-0959	83.7	81.3	75.5	88.9	87.0	79.2	82.1	79.6	84.9	80.9	78.5	74.8	87.3	91.0	83.0
1000-1059	82.9	80.7	78.1	89.3	84.6	77.5	84.0	84.7	78.8	77.3	73.4	67.9	86.4	85.7	80.4
1100-1159	77.5	79.2	80.9	86.0	83.2	78.5	85.4	81.0	80.1	76.5	73.6	66.5	84.3	80.2	80.0
1200-1259	76.6	76.8	74.1	84.4	80.7	78.6	78.7	79.6	80.3	78.8	73.7	59.4	73.8	81.7	77.9
1300-1359	73.3	72.2	71.6	81.9	79.1	79.5	80.9	77.4	78.5	77.4	76.0	60.6	81.9	82.5	76.6
1400-1459	74.3	69.7	72.7	78.8	79.6	80.4	77.6	77.9	72.8	69.0	76.7	55.0	78.0	73.8	75.3
1500-1559	66.7	76.1	68.9	83.1	78.6	76.2	83.4	76.1	71.6	67.5	78.2	61.8	80.1	74.9	74.7
1600-1659	67.5	77.3	67.9	81.8	75.9	77.8	77.7	74.1	74.1	74.4	75.9	61.2	75.4	75.0	74.0
1700-1759	60.6	73.6	63.6	78.6	75.7	75.6	77.2	69.4	73.6	70.9	74.7	63.0	80.4	73.8	73.6
1800-1859	62.4	66.2	69.5	72.6	81.7	78.1	80.1	66.7	70.1	72.5	75.0	63.7	68.5	68.9	71.4
1900-1959	62.7	68.0	57.2	78.9	76.7	72.5	74.0	70.9	65.7	67.9	68.8	59.9	67.2	74.2	69.3
2000-2059	55.1	65.7	48.9	78.7	76.6	75.3	71.4	70.6	62.7	64.0	73.1	63.6	82.0	64.5	71.0
2100-2159	59.7	63.4	51.9	83.9	61.5	78.3	70.8	77.2	71.1	69.8	64.4	64.2	70.0	69.1	69.3
2200-2259	57.5	58.1	50.0	78.6	75.0	78.2	81.7	67.2	60.0	83.2	73.8	63.8	81.4	66.7	72.4
2300-0559	96.1	76.3	92.9	80.6	92.6	77.0	90.8	82.9	82.0	0.0	84.1	73.3	84.5	98.1	83.6
TOTAL	73.8	76.0	69.6	84.1	81.2	79.1	82.9	78.4	77.3	77.8	77.1	68.6	83.3	80.8	77.8

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

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
DECEMBER 2019

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	71.9	67.2	64	64	Brainerd, MN (BRD)	83.3	79.6	54	54
Abilene, TX (ABI)	83.1	79.5	195	195	Bristol/Johnson City/Kingsport, TN (TRI)	87.2	85.3	258	258
Adak Island, AK (ADK)	75.0	25.0	8	8	Brownsville, TX (BRO)	85.4	89.6	212	212
Aguadilla, PR (BQN)	66.7	63.3	210	210	Brunswick, GA (BQK)	88.8	91.0	89	89
Akron, OH (CAK)	72.6	77.6	504	504	Buffalo, NY (BUF)	75.3	80.4	1953	1954
Albany, GA (ABY)	86.4	84.0	81	81	Burbank, CA (BUR)	72.9	70.1	2666	2666
Albany, NY (ALB)	73.4	75.2	943	943	Burlington, VT (BTV)	73.2	76.0	775	776
Albuquerque, NM (ABQ)	78.0	80.7	2051	2050	Butte, MT (BTM)	91.4	91.4	58	58
Alexandria, LA (AEX)	89.7	89.7	282	282	Concord, NC (USA)	58.1	53.5	129	129
Allentown/Bethlehem/Easton, PA (ABE)	82.3	77.7	356	359	Cape Girardeau, MO (CGI)	81.8	85.5	55	55
Alpena, MI (APN)	69.8	64.2	53	53	Casper, WY (CPR)	89.4	90.4	94	94
Amarillo, TX (AMA)	71.2	74.5	410	411	Cedar City, UT (CDC)	94.3	94.2	53	52
Anchorage, AK (ANC)	79.6	85.7	1390	1388	Cedar Rapids/Iowa City, IA (CID)	79.4	75.7	783	783
Appleton, WI (ATW)	78.4	77.9	366	366	Champaign/Urbana, IL (CMI)	77.3	83.1	242	242
Arcata/Eureka, CA (ACV)	70.2	69.6	215	217	Charleston, SC (CHS)	80.6	83.1	2024	2023
Asheville, NC (AVL)	73.2	79.1	833	831	Charleston/Dunbar, WV (CRW)	76.0	76.4	383	382
Ashland, WV (HTS)	87.8	85.4	41	41	Charlotte Amalie, VI (STT)	81.5	79.6	357	357
Aspen, CO (ASE)	58.2	59.8	708	702	Charlotte, NC (CLT)	82.3	81.3	19722	19748
Atlanta, GA (ATL)	86.4	83.6	32314	32296	Charlottesville, VA (CHO)	75.9	80.4	494	495
Atlantic City, NJ (ACY)	83.3	86.3	293	293	Chattanooga, TN (CHA)	78.7	82.1	689	691
Augusta, GA (AGS)	90.0	87.4	389	388	Cheyenne, WY (CYS)	74.2	67.7	31	31
Austin, TX (AUS)	82.2	82.8	5586	5589	Chicago, IL (MDW)	80.9	69.6	6857	6857
Bakersfield, CA (BFL)	68.1	82.1	229	229	Chicago, IL (ORD)	79.2	79.1	27395	27447
Baltimore, MD (BWI)	81.6	72.6	9051	9051	Christiansted, VI (STX)	85.2	83.0	88	88
Bangor, ME (BGR)	63.9	66.2	233	234	Cincinnati, OH (CVG)	79.4	79.3	3775	3777
Barrow, AK (BRW)	83.9	82.3	62	62	Clarksburg/Fairmont, WV (CKB)	72.6	74.0	73	73
Baton Rouge, LA (BTR)	86.3	88.2	642	643	Cleveland, OH (CLE)	79.6	81.2	3926	3929
Beaumont/Port Arthur, TX (BPT)	87.3	79.7	79	79	Cody, WY (COD)	50.0	0.0	2	1
Belleville, IL (BLV)	83.1	81.8	77	77	College Station/Bryan, TX (CLL)	83.3	88.4	162	164
Bellingham, WA (BLI)	86.0	89.1	129	129	Colorado Springs, CO (COS)	77.6	83.9	876	876
Bemidji, MN (BJI)	80.6	75.8	62	62	Columbia, MO (COU)	73.4	76.8	203	203
Bend/Redmond, OR (RDM)	77.8	75.1	418	417	Columbia, SC (CAE)	79.3	84.5	613	611
Bethel, AK (BET)	82.4	72.1	68	68	Columbus, GA (CSG)	95.0	90.0	80	80
Billings, MT (BIL)	82.2	86.0	359	357	Columbus, MS (GTR)	85.0	84.1	107	107
Binghamton, NY (BGM)	79.1	77.9	86	86	Columbus, OH (CMH)	78.9	82.5	4089	4089
Birmingham, AL (BHM)	77.4	78.9	1567	1567	Columbus, OH (LCK)	82.9	62.9	70	70
Bismarck/Mandan, ND (BIS)	78.8	80.8	358	359	Cordova, AK (CDV)	76.7	78.3	60	60
Bloomington/Normal, IL (BMI)	76.2	82.5	269	269	Corpus Christi, TX (CRP)	79.8	84.0	530	530
Boise, ID (BOI)	78.9	83.9	1740	1741	Dallas, TX (DAL)	79.8	73.5	6285	6283
Boston, MA (BOS)	68.1	69.8	12568	12573	Dallas/Fort Worth, TX (DFW)	79.9	78.7	25505	25516
Bozeman, MT (BZN)	82.1	84.8	581	578	Dayton, OH (DAY)	75.6	80.3	1130	1132

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
DECEMBER 2019

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Daytona Beach, FL (DAB)	80.4	86.2	276	276	Greensboro/High Point, NC (GSO)	79.3	80.3	1146	1147
Deadhorse, AK (SCC)	88.1	88.1	84	84	Greenville, NC (PGV)	100.0	100.0	2	2
Del Rio, TX (DRT)	88.7	82.3	62	62	Greer, SC (GSP)	77.3	78.9	1372	1374
Denver, CO (DEN)	81.2	77.9	21332	21333	Guam, TT (GUM)	94.7	92.0	75	75
Des Moines, IA (DSM)	82.1	85.7	1389	1391	Gulfport/Biloxi, MS (GPT)	80.0	82.7	405	405
Detroit, MI (DTW)	84.6	83.0	13697	13693	Gunnison, CO (GUC)	87.8	78.0	41	41
Devils Lake, ND (DVL)	81.1	77.4	53	53	Hagerstown, MD (HGR)	81.3	56.3	16	16
Dothan, AL (DHN)	85.5	84.6	117	117	Hancock/Houghton, MI (CMX)	68.9	67.2	61	61
Dubuque, IA (DBQ)	67.4	67.4	89	89	Harlingen/San Benito, TX (HRL)	80.6	81.3	360	359
Duluth, MN (DLH)	76.1	73.1	305	305	Harrisburg, PA (MDT)	83.1	84.6	496	495
Durango, CO (DRO)	65.2	73.3	210	210	Hartford, CT (BDL)	76.3	76.3	2372	2374
Eagle, CO (EGE)	70.4	68.0	318	316	Hattiesburg/Laurel, MS (PIB)	69.6	72.7	56	55
Eau Claire, WI (EAU)	68.9	78.7	61	61	Hayden, CO (HDN)	79.5	70.9	151	151
El Paso, TX (ELP)	76.3	81.1	1522	1519	Hays, KS (HYS)	85.2	85.2	108	108
Elko, NV (EKO)	91.4	94.8	58	58	Helena, MT (HLN)	89.6	91.3	115	115
Elmira/Corning, NY (ELM)	83.2	88.1	185	185	Hibbing, MN (HIB)	88.9	87.0	54	54
Erie, PA (ERI)	75.8	83.2	95	95	Hilo, HI (ITO)	93.3	92.7	523	523
Escanaba, MI (ESC)	60.4	58.5	53	53	Hilton Head, SC (HHH)	81.6	84.9	185	185
Eugene, OR (EUG)	77.0	79.1	578	578	Hobbs, NM (HOB)	73.0	83.1	89	89
Evansville, IN (EVV)	84.5	86.3	290	291	Honolulu, HI (HNL)	86.7	88.6	4797	4797
Everett, WA (PAE)	65.0	61.1	180	180	Houston, TX (HOU)	81.3	73.0	4983	4982
Fairbanks, AK (FAI)	81.2	84.1	346	346	Houston, TX (IAH)	83.2	81.9	15233	15222
Fargo, ND (FAR)	74.8	70.1	552	551	Huntsville, AL (HSV)	78.8	81.2	796	799
Fayetteville, AR (XNA)	80.6	82.6	1137	1139	Idaho Falls, ID (IDA)	79.2	77.9	149	149
Fayetteville, NC (FAY)	79.5	81.3	336	337	Indianapolis, IN (IND)	79.4	81.6	4141	4141
Flagstaff, AZ (FLG)	78.4	78.9	185	185	International Falls, MN (INL)	82.7	80.8	52	52
Flint, MI (FNT)	78.3	81.2	345	346	Iron Mountain/Kingsfd, MI (IMT)	69.0	62.1	58	58
Fort Lauderdale, FL (FLL)	74.1	74.1	9308	9309	Islip, NY (ISP)	72.0	76.7	608	609
Fort Myers, FL (RSW)	80.2	81.7	3840	3834	Ithaca/Cortland, NY (ITH)	75.0	76.2	84	84
Fort Smith, AR (FSM)	82.8	82.8	192	192	Jackson, WY (JAC)	81.7	74.9	393	391
Fort Wayne, IN (FWA)	77.8	81.1	608	609	Jackson/Vicksburg, MS (JAN)	75.4	79.6	692	692
Fresno, CA (FAT)	81.0	80.4	1036	1036	Jacksonville, FL (JAX)	80.3	83.4	2656	2651
Gainesville, FL (GNV)	84.4	87.3	443	442	Jacksonville/Camp Lejeune, NC (OAJ)	81.5	87.6	259	258
Garden City, KS (GCK)	88.7	87.1	62	62	Jamestown, ND (JMS)	76.2	76.2	84	84
Gillette, WY (GCC)	81.5	80.2	81	81	Joplin, MO (JLN)	71.5	72.4	123	123
Grand Forks, ND (GFK)	76.7	77.7	193	193	Juneau, AK (JNU)	78.5	78.9	354	355
Grand Island, NE (GRI)	80.0	80.0	95	95	Kahului, HI (OGG)	85.3	87.3	2492	2492
Grand Junction, CO (GJT)	80.7	85.5	405	408	Kalamazoo, MI (AZO)	74.8	81.7	250	251
Grand Rapids, MI (GRR)	74.7	77.4	1623	1626	Kalispell, MT (FCA)	84.8	87.6	211	210
Great Falls, MT (GTF)	87.6	89.3	169	169	Kansas City, MO (MCI)	80.7	82.8	4363	4373
Green Bay, WI (GRB)	79.4	78.6	465	463	Kearney, NE (EAR)	74.7	80.5	87	87

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
DECEMBER 2019

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Ketchikan, AK (KTN)	81.6	80.6	179	180	Minneapolis, MN (MSP)	82.7	81.2	12807	12795
Key West, FL (EYW)	82.4	79.9	567	567	Minot, ND (MOT)	83.9	80.6	217	216
Killeen, TX (GRK)	82.1	84.1	274	276	Mission/McAllen/Edinburg, TX (MFE)	78.0	84.2	487	487
Knoxville, TN (TYS)	79.4	84.6	1465	1464	Missoula, MT (MSO)	82.6	83.7	270	270
Kodiak, AK (ADQ)	72.2	66.7	54	54	Moab, UT (CNY)	61.3	58.1	31	31
Kona, HI (KOA)	87.2	90.3	1408	1409	Mobile, AL (BFM)	100.0	91.7	12	12
Kotzebue, AK (OTZ)	93.3	93.3	60	60	Mobile, AL (MOB)	78.6	79.2	462	462
La Crosse, WI (LSE)	81.1	81.7	180	180	Moline, IL (MLI)	81.8	82.3	401	401
Lafayette, LA (LFT)	79.6	86.1	431	432	Monroe, LA (MLU)	82.2	82.2	270	269
Lake Charles, LA (LCH)	84.1	86.1	157	158	Monterey, CA (MRY)	69.1	75.3	366	365
Lansing, MI (LAN)	83.3	85.0	276	274	Montgomery, AL (MGM)	83.2	82.9	280	281
Laramie, WY (LAR)	83.0	79.2	53	53	Montrose/Delta, CO (MTJ)	76.8	79.2	177	178
Laredo, TX (LRD)	90.4	90.8	218	218	Mosinee, WI (CWA)	76.6	76.5	197	196
Las Vegas, NV (LAS)	77.6	76.6	13222	13226	Muskegon, MI (MKG)	67.2	85.2	61	61
Latrobe, PA (LBE)	84.0	82.7	81	81	Myrtle Beach, SC (MYR)	78.6	80.2	546	546
Lawton/Fort Sill, OK (LAW)	79.6	78.8	113	113	Nashville, TN (BNA)	80.4	80.3	6847	6847
Lewisburg, WV (LWB)	67.9	71.7	53	53	New Bern/Morehead/Beaufort, NC (EWN)	79.8	83.3	203	204
Lewiston, ID (LWS)	84.6	87.9	91	91	New Haven, CT (HVN)	76.2	85.9	84	85
Lexington, KY (LEX)	82.5	86.1	742	746	New Orleans, LA (MSY)	79.2	74.8	4806	4801
Liberal, KS (LBL)	88.9	87.0	54	54	New York, NY (JFK)	75.6	77.0	10461	10450
Lihue, HI (LIH)	88.0	90.9	1322	1322	New York, NY (LGA)	70.5	73.8	13697	13705
Lincoln, NE (LNK)	79.2	82.8	173	174	Newark, NJ (EWR)	62.7	67.1	11571	11561
Little Rock, AR (LIT)	83.0	84.0	1112	1113	Newburgh/Poughkeepsie, NY (SWF)	68.7	66.0	150	150
Long Beach, CA (LGB)	76.2	78.6	1419	1419	Newport News/Williamsburg, VA (PHF)	81.3	84.6	208	208
Longview, TX (GGG)	93.8	91.3	80	80	Niagara Falls, NY (IAG)	84.6	75.4	65	65
Los Angeles, CA (LAX)	75.7	75.8	18689	18665	Nome, AK (OME)	91.7	93.3	60	60
Louisville, KY (SDF)	79.1	82.1	2101	2102	Norfolk, VA (ORF)	77.1	79.6	2041	2039
Lubbock, TX (LBB)	74.3	79.6	595	598	North Bend/Coos Bay, OR (OTH)	46.2	34.6	26	26
Lynchburg, VA (LYH)	85.7	84.8	91	92	North Platte, NE (LBF)	81.1	84.9	53	53
Madison, WI (MSN)	77.2	80.9	1178	1178	Oakland, CA (OAK)	75.5	65.7	4431	4433
Mammoth Lakes, CA (MMH)	59.6	49.1	57	57	Ogden, UT (OGD)	88.9	55.6	9	9
Manchester, NH (MHT)	72.8	79.3	650	657	Ogdensburg, NY (OGS)	65.6	65.6	64	64
Manhattan/Ft. Riley, KS (MHK)	84.8	84.2	165	165	Oklahoma City, OK (OKC)	77.7	82.7	2012	2012
Marquette, MI (MQT)	68.4	65.8	117	117	Omaha, NE (OMA)	81.2	83.6	2173	2171
Medford, OR (MFR)	80.4	79.1	460	459	Ontario, CA (ONT)	76.3	77.9	2053	2052
Melbourne, FL (MLB)	82.3	85.0	232	233	Orlando, FL (MCO)	77.5	76.0	13092	13078
Memphis, TN (MEM)	80.7	81.4	2155	2156	Owensboro, KY (OWB)	66.7	66.7	9	9
Meridian, MS (MEI)	66.1	67.7	62	62	Paducah, KY (PAH)	66.7	75.4	66	65
Miami, FL (MIA)	81.1	84.1	8389	8374	Pago Pago, TT (PPG)	90.9	72.7	11	11
Midland/Odessa, TX (MAF)	76.5	82.0	829	830	Palm Springs, CA (PSP)	76.2	76.2	1123	1117
Milwaukee, WI (MKE)	79.9	82.1	2517	2515	Panama City, FL (ECP)	81.3	85.1	461	462

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TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
DECEMBER 2019

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Pasco/Kennewick/Richland, WA (PSC)	80.2	84.1	379	377	San Diego, CA (SAN)	77.5	77.8	7738	7726
Pellston, MI (PLN)	75.0	72.4	76	76	San Francisco, CA (SFO)	63.6	68.6	14038	14021
Pensacola, FL (PNS)	79.0	84.3	1025	1024	San Jose, CA (SJC)	79.7	78.1	5213	5239
Peoria, IL (PIA)	74.6	78.7	406	408	San Juan, PR (SJU)	72.9	74.7	2598	2594
Petersburg, AK (PSG)	76.7	83.3	60	60	San Luis Obispo, CA (SBP)	74.7	72.6	534	533
Philadelphia, PA (PHL)	75.1	78.4	9686	9683	Sanford, FL (SFB)	72.7	79.7	966	966
Phoenix, AZ (AZA)	63.0	74.0	543	542	Santa Ana, CA (SNA)	78.5	78.8	3410	3398
Phoenix, AZ (PHX)	79.0	77.3	15396	15400	Santa Barbara, CA (SBA)	75.0	76.1	707	708
Pierre, SD (PIR)	72.9	76.3	59	59	Santa Fe, NM (SAF)	83.0	83.6	159	159
Pittsburgh, PA (PIT)	78.3	80.6	4159	4159	Santa Maria, CA (SMX)	87.5	68.8	16	16
Plattsburgh, NY (PBG)	83.5	77.7	121	121	Santa Rosa, CA (STS)	70.4	76.6	260	261
Pocatello, ID (PIH)	83.5	81.3	91	91	Sarasota/Bradenton, FL (SRQ)	77.8	77.9	1000	996
Ponce, PR (PSE)	58.6	65.1	87	86	Sault Ste. Marie, MI (CIU)	71.4	73.2	56	56
Portland, ME (PWM)	74.8	80.2	730	734	Savannah, GA (SAV)	76.6	80.2	1326	1326
Portland, OR (PDX)	80.7	82.9	5378	5377	Scottsbluff, NE (BFF)	81.1	79.2	53	53
Portsmouth, NH (PSM)	76.0	60.0	25	25	Scranton/Wilkes-Barre, PA (AVP)	78.4	81.9	282	282
Prescott, AZ (PRC)	67.2	73.1	67	67	Seattle, WA (SEA)	77.7	77.1	12317	12316
Providence, RI (PVD)	75.9	77.8	1567	1569	Shreveport, LA (SHV)	81.9	84.0	592	594
Provo, UT (PVU)	76.2	73.0	63	63	Sioux City, IA (SUX)	82.1	78.2	123	124
Pueblo, CO (PUB)	83.8	87.5	80	80	Sioux Falls, SD (FSD)	73.9	75.3	625	624
Punta Gorda, FL (PGD)	76.1	82.7	568	568	Sitka, AK (SIT)	79.8	88.5	89	87
Quincy, IL (UIN)	70.4	85.2	54	54	South Bend, IN (SBN)	78.3	79.4	544	544
Raleigh/Durham, NC (RDU)	79.2	79.5	5398	5395	Spokane, WA (GEG)	79.2	84.1	1160	1159
Rapid City, SD (RAP)	75.9	74.9	369	367	Springfield, IL (SPI)	76.7	77.3	180	181
Redding, CA (RDD)	62.9	64.5	124	124	Springfield, MO (SGF)	81.2	81.5	724	725
Reno, NV (RNO)	77.6	81.3	1662	1662	St. Cloud, MN (STC)	80.0	70.0	10	10
Rhinelander, WI (RHI)	72.6	79.0	62	62	St. George, UT (SGU)	80.8	83.9	317	317
Richmond, VA (RIC)	77.9	80.8	2022	2023	St. Louis, MO (STL)	79.9	74.5	5672	5671
Roanoke, VA (ROA)	82.1	77.9	262	263	St. Petersburg, FL (PIE)	76.5	80.5	663	663
Rochester, MN (RST)	79.3	84.5	271	271	State College, PA (SCE)	73.6	75.4	174	175
Rochester, NY (ROC)	76.6	77.9	1211	1213	Staunton, VA (SHD)	68.2	70.5	88	88
Rock Springs, WY (RKS)	83.1	83.1	65	65	Stillwater, OK (SWO)	88.2	86.8	68	68
Rockford, IL (RFD)	75.0	68.8	64	64	Stockton, CA (SCK)	78.0	72.4	127	127
Roswell, NM (ROW)	87.5	89.3	120	121	Sun Valley/Hailey/Ketchum, ID (SUN)	49.3	48.5	136	136
Sacramento, CA (SMF)	78.6	78.3	4492	4492	Syracuse, NY (SYR)	76.1	78.8	1132	1137
Saginaw/Bay City/Midland, MI (MBS)	76.6	83.0	222	223	Tallahassee, FL (TLH)	79.9	83.1	597	596
Saipan, TT (SPN)	88.6	95.5	44	44	Tampa, FL (TPA)	79.8	80.8	7258	7247
Salina, KS (SLN)	91.4	86.4	81	81	Texarkana, AR (TXK)	86.7	86.7	90	90
Salt Lake City, UT (SLC)	82.2	83.3	10121	10087	Toledo, OH (TOL)	75.8	78.2	165	165
San Angelo, TX (SJT)	87.2	86.1	164	166	Traverse City, MI (TVC)	79.4	78.8	306	306
San Antonio, TX (SAT)	81.8	85.4	3365	3367	Trenton, NJ (TTN)	68.4	65.6	282	282

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
DECEMBER 2019

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tucson, AZ (TUS)	76.3	82.7	1779	1780
Tulsa, OK (TUL)	81.9	86.6	1321	1324
Twin Falls, ID (TWF)	75.3	69.8	89	126
Tyler, TX (TYR)	83.8	80.5	154	154
Valdosta, GA (VLD)	84.3	86.5	89	89
Valparaiso, FL (VPS)	82.3	85.3	587	587
Vernal, UT (VEL)	87.0	83.3	54	54
Waco, TX (ACT)	83.5	83.6	139	140
Washington, DC (DCA)	76.7	78.2	11238	11238
Washington, DC (IAD)	80.9	82.7	5781	5796
Waterloo, IA (ALO)	78.0	79.7	59	59
Watertown, SD (ATY)	71.0	75.8	62	62
West Palm Beach/Palm Beach, FL (PBI)	74.8	75.9	2734	2726
White Plains, NY (HPN)	70.4	69.3	969	970
Wichita Falls, TX (SPS)	88.2	84.5	102	103
Wichita, KS (ICT)	78.8	81.3	878	877
Williston, ND (XWA)	70.9	66.7	79	78
Wilmington, NC (ILM)	80.1	81.4	554	555
Worcester, MA (ORH)	66.1	70.2	121	121
Wrangell, AK (WRG)	70.0	85.0	60	60
Yakutat, AK (YAK)	75.0	78.3	60	60
Yuma, AZ (YUM)	81.5	85.9	205	206

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2019

CARRIER*	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
SPIRIT AIRLINES	51	17299	98	0.6	1
DELTA AIR LINES NETWORK	223	145164	888	0.6	2
- DELTA AIR LINES	148	81524	26	0.0	
- BRANDED CODESHARE PARTNERS	204	63640	862	1.4	
JETBLUE AIRWAYS	64	25217	183	0.7	3
ALLEGIANT AIR	121	9381	70	0.7	4
HAWAIIAN AIRLINES NETWORK	22	8026	73	0.9	5
- HAWAIIAN AIRLINES	19	7276	8	0.1	
- BRANDED CODESHARE PARTNERS	4	750	65	8.7	
AMERICAN AIRLINES NETWORK	236	177350	1760	1.0	6
- AMERICAN AIRLINES	110	79405	177	0.2	
- BRANDED CODESHARE PARTNERS	223	97945	1583	1.6	
SOUTHWEST AIRLINES	88	114442	1194	1.0	7
FRONTIER AIRLINES	92	12267	139	1.1	8
UNITED AIRLINES NETWORK	233	133060	2070	1.6	9
- UNITED AIRLINES	106	51291	139	0.3	
- BRANDED CODESHARE PARTNERS	222	81769	1931	2.4	
ALASKA AIRLINES NETWORK	97	37735	701	1.9	10
- ALASKA AIRLINES	72	21993	241	1.1	
- BRANDED CODESHARE PARTNERS	47	15742	460	2.9	
TOTAL AIRPORTS SERVED	363	679,941	7,176	1.1	

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

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2019

CARRIER*	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES	148	81524	26	0.0	1
HAWAIIAN AIRLINES	19	7276	8	0.1	2
AMERICAN AIRLINES	110	79405	177	0.2	3
UNITED AIRLINES	106	51291	139	0.3	4
SPIRIT AIRLINES	51	17299	98	0.6	5
JETBLUE AIRWAYS	64	25217	183	0.7	6
ALLEGIANT AIR	121	9381	70	0.7	7
SOUTHWEST AIRLINES	88	114442	1194	1.0	8
ENDEAVOR AIR	109	23365	246	1.1	9
ALASKA AIRLINES	72	21993	241	1.1	10
PSA AIRLINES	94	24276	273	1.1	11
FRONTIER AIRLINES	92	12267	139	1.1	12
ENVOY AIR	153	27100	379	1.4	13
MESA AIRLINES	120	18843	298	1.6	14
REPUBLIC AIRWAYS	103	28877	558	1.9	15
EXPRESSJET AIRLINES	106	11203	233	2.1	16
SKYWEST AIRLINES	255	72004	1531	2.1	17
TOTAL AIRPORTS SERVED	**350**	**625,763**	**5,793**	**0.9**	

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

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

DECEMBER 2019

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK	37735	28006	74.22	701	1.86	175	0.46	2219	5.88	122	0.32	3274	8.68	30	0.08	3209	8.50
- ALASKA AIRLINES	21993	16232	73.81	241	1.10	51	0.23	1347	6.12	59	0.27	2225	10.12	24	0.11	1814	8.25
- BRANDED CODESHARE PARTNERS	15742	11774	74.79	460	2.92	124	0.79	871	5.53	63	0.40	1049	6.66	6	0.04	1395	8.86
ALLEGIANT AIR	9381	6901	73.56	70	0.75	15	0.16	532	5.67	137	1.46	684	7.29	22	0.23	1020	10.87
AMERICAN AIRLINES NETWORK	177350	138940	78.34	1760	0.99	441	0.25	9161	5.17	989	0.56	11147	6.29	65	0.04	14848	8.37
- AMERICAN AIRLINES	79405	64477	81.20	177	0.22	134	0.17	4511	5.68	297	0.37	4924	6.20	36	0.05	4849	6.11
- BRANDED CODESHARE PARTNERS	97945	74463	76.03	1583	1.62	307	0.31	4650	4.75	692	0.71	6223	6.35	29	0.03	9999	10.21
DELTA AIR LINES NETWORK	145164	120463	82.98	888	0.61	311	0.21	6625	4.56	1130	0.78	7838	5.40	20	0.01	7888	5.43
- DELTA AIR LINES	81524	68961	84.59	26	0.03	93	0.11	3826	4.69	461	0.57	4672	5.73	8	0.01	3478	4.27
- BRANDED CODESHARE PARTNERS	63640	51502	80.93	862	1.35	218	0.34	2800	4.40	670	1.05	3166	4.97	12	0.02	4411	6.93
FRONTIER AIRLINES	12267	9233	75.27	139	1.13	13	0.11	899	7.33	24	0.20	910	7.42	0	0.00	1049	8.55
HAWAIIAN AIRLINES NETWORK	8026	7028	87.57	73	0.91	4	0.05	581	7.24	17	0.21	25	0.31	5	0.06	293	3.65
- HAWAIIAN AIRLINES	7276	6454	88.70	8	0.11	1	0.01	557	7.66	15	0.21	15	0.21	5	0.07	221	3.04
- BRANDED CODESHARE PARTNERS	750	574	76.53	65	8.67	3	0.40	24	3.20	2	0.27	10	1.33	0	0.00	72	9.60
JETBLUE AIRWAYS	25217	16832	66.75	183	0.73	71	0.28	2746	10.89	71	0.28	2423	9.61	11	0.04	2881	11.42
SOUTHWEST AIRLINES	114442	89118	77.87	1194	1.04	137	0.12	8683	7.59	137	0.12	4184	3.66	86	0.08	10903	9.53
SPIRIT AIRLINES	17299	14052	81.23	98	0.57	25	0.14	744	4.30	77	0.45	1550	8.96	28	0.16	725	4.19
UNITED AIRLINES NETWORK	133060	100972	75.88	2070	1.56	357	0.27	7270	5.46	750	0.56	10593	7.96	20	0.02	11027	8.29
- UNITED AIRLINES	51291	40367	78.70	139	0.27	92	0.18	2318	4.52	249	0.49	4581	8.93	0	0.00	3545	6.91
- BRANDED CODESHARE PARTNERS	81769	60605	74.12	1931	2.36	265	0.32	4952	6.06	501	0.61	6012	7.35	20	0.02	7483	9.15
TOTAL	679,941	531,545	78.18	7,176	1.06	1,549	0.23	39,461	5.80	3,452	0.51	42,628	6.27	285	0.04	53,843	7.92

* Causes of Delay:

· **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).

· **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.

· **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.

· **Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than 29 minutes at screening areas.

· **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.

 A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

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

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

AIR TRAVEL CONSUMER REPORT

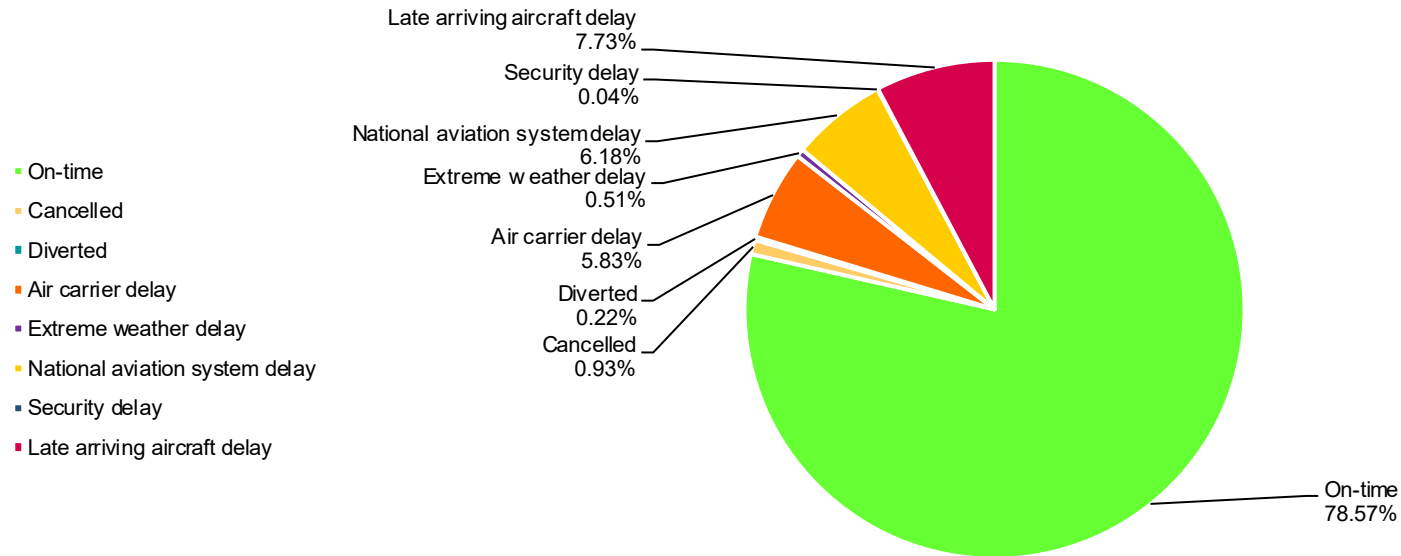## TABLE 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER

DECEMBER 2019

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	21993	16232	73.81	241	1.10	51	0.23	1347	6.12	59	0.27	2225	10.12	24	0.11	1814	8.25
ALLEGIANT AIR	9381	6901	73.56	70	0.75	15	0.16	532	5.67	137	1.46	684	7.29	22	0.23	1020	10.87
AMERICAN AIRLINES	79405	64477	81.20	177	0.22	134	0.17	4511	5.68	297	0.37	4924	6.20	36	0.05	4849	6.11
DELTA AIR LINES	81524	68961	84.59	26	0.03	93	0.11	3826	4.69	461	0.57	4672	5.73	8	0.01	3478	4.27
ENDEAVOR AIR	23365	19097	81.73	246	1.05	57	0.24	946	4.05	140	0.60	1278	5.47	1	0.00	1599	6.84
ENVOY AIR	27100	21105	77.88	379	1.40	88	0.32	1125	4.15	335	1.24	1689	6.23	8	0.03	2371	8.75
EXPRESSJET AIRLINES	11203	8237	73.52	233	2.08	39	0.35	641	5.72	59	0.53	1090	9.73	0	0.00	904	8.07
FRONTIER AIRLINES	12267	9233	75.27	139	1.13	13	0.11	899	7.33	24	0.20	910	7.42	0	0.00	1049	8.55
HAWAIIAN AIRLINES	7276	6454	88.70	8	0.11	1	0.01	557	7.66	15	0.21	15	0.21	5	0.07	221	3.04
JETBLUE AIRWAYS	25217	16832	66.75	183	0.73	71	0.28	2746	10.89	71	0.28	2423	9.61	11	0.04	2881	11.42
MESA AIRLINES	18843	13965	74.11	298	1.58	58	0.31	1385	7.35	159	0.84	757	4.02	8	0.04	2214	11.75
PSA AIRLINES	24276	18162	74.81	273	1.12	72	0.30	1403	5.78	112	0.46	1504	6.20	7	0.03	2744	11.30
REPUBLIC AIRWAYS	28877	22206	76.90	558	1.93	72	0.25	1153	3.99	132	0.46	2560	8.87	8	0.03	2188	7.58
SKYWEST AIRLINES	72004	56268	78.15	1531	2.13	340	0.47	3672	5.10	699	0.97	3605	5.01	25	0.03	5863	8.14
SOUTHWEST AIRLINES	114442	89118	77.87	1194	1.04	137	0.12	8683	7.59	137	0.12	4184	3.66	86	0.08	10903	9.53
SPIRIT AIRLINES	17299	14052	81.23	98	0.57	25	0.14	744	4.30	77	0.45	1550	8.96	28	0.16	725	4.19
UNITED AIRLINES	51291	40367	78.70	139	0.27	92	0.18	2318	4.52	249	0.49	4581	8.93	0	0.00	3545	6.91
TOTAL	625,763	491,667	78.57	5,793	0.93	1,358	0.22	36,488	5.83	3,161	0.51	38,652	6.18	277	0.04	48,367	7.73

* Causes of Delay:

· **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).

· **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.

· **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.

· **Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than 29 minutes at screening areas.

· **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.

A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

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

AIR TRAVEL CONSUMER REPORT
TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING OPERATING CARRIER
DECEMBER 2019

- On-time
- Cancelled
- Diverted
- Air carrier delay
- Extreme weather delay
- National aviation system delay
- Security delay
- Late arriving aircraft delay

Late arriving aircraft delay
7.73%

Security delay
0.04%

National aviation system delay
6.18%

Extreme weather delay
0.51%

Air carrier delay
5.83%

Diverted
0.22%

Cancelled
0.93%

On-time
78.57%

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

AIR TRAVEL CONSUMER REPORT

TABLE 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER

DECEMBER 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	UNITED	2304	EWR	SAN	12/18/2019	Origin Airport	4:07
DELTA	DELTA	667	JFK	FLL	12/2/2019	Origin Airport	3:52
DELTA	DELTA	2509	JFK	SFO	12/2/2019	Origin Airport	3:42
UNITED	UNITED	1417	EWR	MCO	12/18/2019	Origin Airport	3:38
DELTA	DELTA	895	JFK	SAT	12/2/2019	Origin Airport	3:34
UNITED	UNITED	1526	EWR	SFO	12/18/2019	Origin Airport	3:31
UNITED	UNITED	995	SFO	ORD	12/23/2019	Diversion Airport (MKE)	3:29
DELTA	DELTA	2321	JFK	BOS	12/2/2019	Origin Airport	3:27
DELTA	DELTA	2649	JFK	TPA	12/18/2019	Origin Airport	3:26
DELTA	DELTA	2316	JFK	DEN	12/2/2019	Origin Airport	3:24
UNITED	COMMUTAIR	4983	EWR	MKE	12/18/2019	Origin Airport	3:24
DELTA	ENDEAVOR	4782	JFK	BTV	12/18/2019	Origin Airport	3:22
DELTA	DELTA	2287	JFK	TPA	12/2/2019	Origin Airport	3:16
DELTA	DELTA	961	JFK	SAN	12/2/2019	Origin Airport	3:15
DELTA	DELTA	2701	JFK	MIA	12/18/2019	Origin Airport	3:13
UNITED	UNITED	2006	EWR	SFO	12/18/2019	Origin Airport	3:12
UNITED	UNITED	2015	EWR	ORD	12/18/2019	Origin Airport	3:10
DELTA	SKYWEST	4049	JFK	ORD	12/2/2019	Origin Airport	3:09
UNITED	UNITED	2047	BOS	EWR	12/18/2019	Destination Airport	3:09
DELTA	REPUBLIC	5923	RDU	LGA	12/9/2019	Origin Airport	3:05
DELTA	DELTA	2756	JFK	MIA	12/2/2019	Origin Airport	3:04
DELTA	DELTA	305	LGA	ORD	12/18/2019	Origin Airport	3:04
UNITED	UNITED	2429	EWR	DEN	12/18/2019	Origin Airport	3:03
DELTA	DELTA	2949	JFK	MSY	12/2/2019	Origin Airport	3:02

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

* See airports and codes on the BTS website.

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	MINUTES OF TARMAC DELAY
UNITED	UNITED	19	EWR	MXP	12/18/2019	Origin Airport	5:32
UNITED	UNITED	110	EWR	LHR	12/18/2019	Origin Airport	4:54
UNITED	UNITED	14	EWR	LHR	12/18/2019	Origin Airport	4:18
DELTA	DELTA	497	JFK	SDQ	12/2/2019	Origin Airport	4:01

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
Dallas: Love Field	DAL
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
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
B6	JetBlue Airways
YV	Mesa Airlines
OH	PSA Airlines
YX	Republic Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines

* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #31, issued August 12, 2018, effective January 1, 2019: https://www.bts.gov/topics/airlines-and-airports/number-31-technical-directive-time-reporting-effective-jan-1-2019

MISHANDLED BAGGAGE

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

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	DECEMBER 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGIANT AIR	629,943	1,162	1.84
2	FRONTIER AIRLINES	991,097	4,380	4.42
3	HAWAIIAN AIRLINES NETWORK	571,587	2,657	4.65
	- HAWAIIAN AIRLINES	*557,310*	*2,524*	*4.53*
	- BRANDED CODESHARE PARTNERS	*14,277*	*133*	*9.32*
4	SOUTHWEST AIRLINES	11,664,319	56,955	4.88
5	SPIRIT AIRLINES	1,210,040	6,080	5.02
6	JETBLUE AIRWAYS	1,518,266	7,877	5.19
7	DELTA AIR LINES NETWORK	9,595,012	56,863	5.93
	- DELTA AIR LINES	*7,190,969*	*43,111*	*6.00*
	- BRANDED CODESHARE PARTNERS	*2,404,043*	*13,752*	*5.72*
8	ALASKA AIRLINES NETWORK	2,748,427	21,555	7.84
	- ALASKA AIRLINES	*1,989,178*	*15,366*	*7.72*
	- BRANDED CODESHARE PARTNERS	*759,249*	*6,189*	*8.15*
9	UNITED AIRLINES NETWORK	7,260,490	56,986	7.85
	- UNITED AIRLINES	*4,368,055*	*33,636*	*7.70*
	- BRANDED CODESHARE PARTNERS	*2,892,435*	*23,350*	*8.07*
10	AMERICAN AIRLINES NETWORK	11,002,684	97,475	8.86
	- AMERICAN AIRLINES	*6,816,098*	*60,966*	*8.94*
	- BRANDED CODESHARE PARTNERS	*4,186,586*	*36,509*	*8.72*
	TOTAL	47,191,865	311,990	6.61

*All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.
 (-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATCR.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - DECEMBER 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGIANT AIR	6,788,240	11,907	1.75
2	FRONTIER AIRLINES	10,865,949	45,644	4.20
3	SOUTHWEST AIRLINES	121,547,226	534,609	4.40
4	HAWAIIAN AIRLINES NETWORK	6,720,741	29,893	4.45
	- HAWAIIAN AIRLINES	6,546,100	28,118	4.30
	- BRANDED CODESHARE PARTNERS	174,641	1,775	10.16
5	DELTA AIR LINES NETWORK	105,553,535	495,479	4.69
	- DELTA AIR LINES	80,085,139	386,365	4.82
	- BRANDED CODESHARE PARTNERS	25,468,396	109,114	4.28
6	SPIRIT AIRLINES	12,602,327	60,006	4.76
7	ALASKA AIRLINES NETWORK	29,371,517	153,880	5.24
	- ALASKA AIRLINES	21,657,991	108,815	5.02
	- BRANDED CODESHARE PARTNERS	7,713,526	45,065	5.84
8	JETBLUE AIRWAYS	13,646,700	75,518	5.53
9	UNITED AIRLINES NETWORK	80,044,379	544,338	6.80
	- UNITED AIRLINES	48,183,863	322,014	6.68
	- BRANDED CODESHARE PARTNERS	31,860,516	222,324	6.98
10	AMERICAN AIRLINES NETWORK	119,659,117	1,015,222	8.48
	- AMERICAN AIRLINES	72,912,993	626,716	8.60
	- BRANDED CODESHARE PARTNERS	46,746,124	388,506	8.31
	TOTAL	506,799,731	2,966,496	5.85

*All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.
 (-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATCR.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	DECEMBER 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGIANT AIR	629,943	1,162	1.84
2	FRONTIER AIRLINES	991,097	4,380	4.42
3	HAWAIIAN AIRLINES	557,310	2,524	4.53
4	SOUTHWEST AIRLINES	11,664,319	56,955	4.88
5	SPIRIT AIRLINES	1,210,040	6,080	5.02
6	JETBLUE AIRWAYS	1,518,266	7,877	5.19
7	ENDEAVOR AIR	1,063,730	6,261	5.89
8	DELTA AIR LINES	7,190,969	43,111	6.00
9	EXPRESSJET AIRLINES	390,148	2,526	6.47
10	SKYWEST AIRLINES	2,855,238	21,211	7.43
11	UNITED AIRLINES	4,368,055	33,636	7.70
12	ALASKA AIRLINES	1,989,178	15,366	7.72
13	PSA AIRLINES	1,214,665	9,625	7.92
14	MESA AIRLINES	894,911	7,338	8.20
15	REPUBLIC AIRWAYS	900,321	7,474	8.30
16	AMERICAN AIRLINES	6,816,098	60,966	8.94
17	ENVOY AIR	1,006,213	10,015	9.95
	TOTAL	45,260,501	296,507	6.55

* All U.S. airlines with at least <u>0.5 percent</u> of total domestic scheduled-service passenger revenues.
 (-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATCR.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	JANUARY - DECEMBER 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGIANT AIR	6,788,240	11,907	1.75
2	FRONTIER AIRLINES	10,865,949	45,644	4.20
3	HAWAIIAN AIRLINES	6,546,100	28,118	4.30
4	SOUTHWEST AIRLINES	121,547,226	534,609	4.40
5	ENDEAVOR AIR	10,685,689	48,011	4.49
6	SPIRIT AIRLINES	12,602,327	60,006	4.76
7	DELTA AIR LINES	80,085,139	386,365	4.82
8	ALASKA AIRLINES	21,657,991	108,815	5.02
9	JETBLUE AIRWAYS	13,646,700	75,518	5.53
10	EXPRESSJET AIRLINES	4,338,845	25,227	5.81
11	SKYWEST AIRLINES	30,608,529	187,525	6.13
12	UNITED AIRLINES	48,183,863	322,014	6.68
13	PSA AIRLINES	13,604,209	96,354	7.08
14	REPUBLIC AIRWAYS	9,148,983	72,042	7.87
15	MESA AIRLINES	10,117,195	85,268	8.43
16	AMERICAN AIRLINES	72,912,993	626,716	8.60
17	ENVOY AIR	11,343,361	108,122	9.53
	TOTAL	484,683,339	2,822,261	5.82

* All U.S. airlines with at least <u>0.5 percent</u> of total domestic scheduled-service passenger revenues.
 (-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATCR.

MISHANDLED WHEELCHAIRS AND SCOOTERS

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	DECEMBER 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	**ALLEGIANT AIR**	**1,524**	**4**	**0.26**
2	**DELTA AIR LINES NETWORK**	**16,828**	**165**	**0.98**
	- DELTA AIR LINES	12,965	136	1.05
	- BRANDED CODESHARE PARTNERS	3,863	29	0.75
3	**HAWAIIAN AIRLINES NETWORK**	**656**	**8**	**1.22**
	- HAWAIIAN AIRLINES	602	8	1.33
	- BRANDED CODESHARE PARTNERS	54	0	0.00
4	**ALASKA AIRLINES NETWORK**	**2,549**	**36**	**1.41**
	- ALASKA AIRLINES	2,101	32	1.52
	- BRANDED CODESHARE PARTNERS	448	4	0.89
5	**SPIRIT AIRLINES**	**2,208**	**32**	**1.45**
6	**UNITED AIRLINES NETWORK**	**10,185**	**158**	**1.55**
	- UNITED AIRLINES	6,797	112	1.65
	- BRANDED CODESHARE PARTNERS	3,388	46	1.36
7	**JETBLUE AIRWAYS**	**3,148**	**51**	**1.62**
8	**FRONTIER AIRLINES**	**2,299**	**41**	**1.78**
9	**SOUTHWEST AIRLINES**	**13,827**	**263**	**1.90**
10	**AMERICAN AIRLINES NETWORK**	**12,121**	**243**	**2.00**
	- AMERICAN AIRLINES	9,033	174	1.93
	- BRANDED CODESHARE PARTNERS	3,088	69	2.23
	TOTAL	**65,345**	**1,001**	**1.53**

*All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.
 (-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATCR.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - DECEMBER 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	**ALLEGIANT AIR**	**17,492**	**86**	**0.49**
2	**DELTA AIR LINES NETWORK**	**208,547**	**1,652**	**0.79**
	- DELTA AIR LINES	152,965	1,387	0.91
	- BRANDED CODESHARE PARTNERS	55,582	265	0.48
3	**ALASKA AIRLINES NETWORK**	**28,307**	**244**	**0.86**
	- ALASKA AIRLINES	23,972	200	0.83
	- BRANDED CODESHARE PARTNERS	4,335	44	1.01
4	**HAWAIIAN AIRLINES NETWORK**	**6,516**	**100**	**1.53**
	- HAWAIIAN AIRLINES	5,950	98	1.65
	- BRANDED CODESHARE PARTNERS	566	2	0.35
5	**UNITED AIRLINES NETWORK**	**116,713**	**1,792**	**1.54**
	- UNITED AIRLINES	81,879	1,283	1.57
	- BRANDED CODESHARE PARTNERS	34,834	509	1.46
6	**JETBLUE AIRWAYS**	**30,097**	**496**	**1.65**
7	**SOUTHWEST AIRLINES****	**136,411**	**2,467**	**1.81**
8	**FRONTIER AIRLINES**	**21,554**	**434**	**2.01**
9	**SPIRIT AIRLINES**	**25,134**	**521**	**2.07**
10	**AMERICAN AIRLINES NETWORK***	**95,021**	**2,756**	**2.90**
	- AMERICAN AIRLINES	71,824	1,988	2.77
	- BRANDED CODESHARE PARTNERS	23,197	768	3.31
	TOTAL	**685,792**	**10,548**	**1.54**

*All U.S. airlines with at least 0.5 percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.
 (-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATCR.

** Southwest informed the Department that for a portion of January 2019, it reported mishandlings of all power-assisted and manual wheelchairs and scooters; however, Southwest states that its enplaned wheelchairs and scooters number did not include any manual wheelchairs enplaned by the carrier. Southwest provided that it would have the ability to reliably capture manual wheelchairs enplaned on or after January 15, 2019, in its enplaned wheelchairs and scooters number submitted to the Department.

***American informed the Department that for the reporting periods January-June 2019, it reported mishandlings of all power-assisted and manual wheelchairs and scooters; however, American stated that its process for determining the enplanement number of wheelchairs and scooters for the reporting period January-May 2019 may not have consistently accounted for all wheelchairs and scooters enplaned. American has also stated that this process may have impacted American's wholly- owned subsidiary Envoy and American's other branded code share carriers ExpressJet, SkyWest, and Republic. American has indicated to the Department that it has completed enhancing its process to reliably capture all reportable enplaned wheelchairs and scooters as of June 1, 2019.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	DECEMBER 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGIANT AIR	1,524	4	0.26
2	EXPRESSJET AIRLINES	444	3	0.68
3	ENDEAVOR AIR	1,576	11	0.70
4	SKYWEST AIRLINES	3,559	37	1.04
5	DELTA AIR LINES	12,965	136	1.05
6	HAWAIIAN AIRLINES	602	8	1.33
7	ENVOY AIR	767	11	1.43
8	SPIRIT AIRLINES	2,208	32	1.45
9	ALASKA AIRLINES	2,101	32	1.52
10	REPUBLIC AIRWAYS	1,245	19	1.53
11	JETBLUE AIRWAYS	3,148	51	1.62
12	UNITED AIRLINES	6,797	112	1.65
13	FRONTIER AIRLINES	2,299	41	1.78
14	SOUTHWEST AIRLINES	13,827	263	1.90
15	AMERICAN AIRLINES	9,033	174	1.93
16	MESA AIRLINES	868	17	1.96
17	PSA AIRLINES	772	28	3.63
	TOTAL	63,735	979	1.54

* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.
 (-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATCR.

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - DECEMBER 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGIANT AIR	17,492	86	0.49
2	ENDEAVOR AIR	22,005	112	0.51
3	ALASKA AIRLINES	23,972	200	0.83
4	SKYWEST AIRLINES***	46,249	416	0.90
5	DELTA AIR LINES	152,965	1,387	0.91
6	EXPRESSJET AIRLINES***	4,036	52	1.29
7	UNITED AIRLINES	81,879	1,283	1.57
8	HAWAIIAN AIRLINES	5,950	98	1.65
9	JETBLUE AIRWAYS	30,097	496	1.65
10	SOUTHWEST AIRLINES**	136,411	2,467	1.81
11	REPUBLIC AIRWAYS***	11,220	208	1.85
12	FRONTIER AIRLINES	21,554	434	2.01
13	SPIRIT AIRLINES	25,134	521	2.07
14	MESA AIRLINES	7,924	171	2.16
15	AMERICAN AIRLINES***	71,824	1,988	2.77
16	ENVOY AIR***	5,974	193	3.23
17	PSA AIRLINES	5,339	190	3.56
	TOTAL	**670,025**	**10,302**	**1.54**

* All U.S. airlines with at least <u>0.5 percent</u> of total domestic scheduled-service passenger revenues.
 (-) Data is not available for 2018. Comparison of 2020 and 2019 will appear in 2020 January-data ATCR.

** Southwest informed the Department that for a portion of January 2019, it reported mishandlings of all power-assisted and manual wheelchairs and scooters; however, Southwest states that its enplaned wheelchairs and scooters number did not include any manual wheelchairs enplaned by the carrier. Southwest provided that it would have the ability to reliably capture manual wheelchairs enplaned on or after January 15, 2019, in its enplaned wheelchairs and scooters number submitted to the Department

***American informed the Department that for the reporting periods January-June 2019, it reported mishandlings of all power-assisted and manual wheelchairs and scooters; however, American stated that its process for determining the enplanement number of wheelchairs and scooters for the reporting period January-May 2019 may not have consistently accounted for all wheelchairs and scooters enplaned. American has also stated that this process may have impacted American's wholly- owned subsidiary Envoy and American's other branded code share carriers ExpressJet, SkyWest, and Republic. American has indicated to the Department that it has completed enhancing its process to reliably capture all reportable enplaned wheelchairs and scooters as of June 1, 2019.

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 | AIRLINE* | OCTOBER - DECEMBER 2019 | | ENPLANED PASSENGERS | INVOLUNTARY DB's PER 10,000 PASSENGERS | OCTOBER - DECEMBER 2018 | | ENPLANED PASSENGERS | INVOLUNTARY DB's PER 10,000 PASSENGERS |
| | | DENIED BOARDINGS (DB'S) | | | | DENIED BOARDINGS (DB'S) | | | |
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	47,037	0	46,654,452	0.00	33,646	3	44,353,043	0.00
	- DELTA AIR LINES	26,246	0	36,796,401	0.00	22,605	0	34,570,464	0.00
	- BRANDED CODESHARE PARTNERS	20,791	0	9,858,051	0.00	11,041	3	9,782,579	0.00
2	HAWAIIAN AIRLINES NETWORK	113	0	2,725,238	0.00	340	6	2,730,714	0.02
	- HAWAIIAN AIRLINES	101	0	2,674,636	0.00	326	6	2,680,823	0.02
	- BRANDED CODESHARE PARTNERS	12	0	50,602	0.00	14	0	49,891	0.00
3	ALLEGIANT AIR	347	2	3,613,426	0.01	46	66	3,263,797	0.20
4	UNITED AIRLINES NETWORK	13,514	27	36,739,818	0.01	15,821	37	36,493,288	0.01
	- UNITED AIRLINES	5,668	13	25,141,731	0.01	7,556	23	25,234,539	0.01
	- BRANDED CODESHARE PARTNERS	7,846	14	11,598,087	0.01	8,265	14	11,258,749	0.01
5	JETBLUE AIRWAYS	637	16	9,504,092	0.02	487	13	9,351,646	0.01
6	SOUTHWEST AIRLINES	4,339	269	40,839,000	0.07	4,688	411	41,306,125	0.10
7	ALASKA AIRLINES NETWORK	4,053	162	11,384,249	0.14	2,857	160	10,825,736	0.15
	- ALASKA AIRLINES	3,147	108	8,547,197	0.13	2,226	105	8,260,367	0.13
	- BRANDED CODESHARE PARTNERS	906	54	2,837,052	0.19	631	55	2,565,369	0.21
8	SPIRIT AIRLINES	5,575	121	8,276,219	0.15	5,417	43	6,897,416	0.06
9	FRONTIER AIRLINES	821	249	5,764,965	0.43	895	257	4,932,227	0.52
10	AMERICAN AIRLINES NETWORK	24,920	2,649	50,242,753	0.53	31,729	2,914	46,922,077	0.62
	- AMERICAN AIRLINES	15,503	1,071	35,416,937	0.30	20,168	1,573	33,312,446	0.47
	- BRANDED CODESHARE PARTNERS	9,417	1,578	14,825,816	1.06	11,561	1,341	13,609,631	0.99
	TOTAL	101,356	3,495	215,744,212	0.16	95,926	3,910	207,076,069	0.19

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

AIR TRAVEL CONSUMER REPORT

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

RANK	AIRLINE*	JANUARY - DECEMBER 2019				JANUARY - DECEMBER 2018			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	HAWAIIAN AIRLINES NETWORK	271	0	11,077,699	0.00	1,149	13	11,170,094	0.01
	- HAWAIIAN AIRLINES	246	0	10,861,548	0.00	1,105	13	10,963,660	0.01
	- BRANDED CODESHARE PARTNERS	25	0	216,151	0.00	44	0	206,434	0.00
2	DELTA AIR LINES NETWORK	189,440	6	188,705,507	0.00	126,719	40	177,650,178	0.00
	- DELTA AIR LINES	111,984	4	148,598,491	0.00	81,706	22	138,786,700	0.00
	- BRANDED CODESHARE PARTNERS	77,456	2	40,107,016	0.00	45,013	18	38,863,478	0.00
3	UNITED AIRLINES NETWORK	77,586	97	146,973,098	0.01	71,467	148	143,593,456	0.01
	- UNITED AIRLINES	35,028	65	101,781,698	0.01	35,724	93	99,595,563	0.01
	- BRANDED CODESHARE PARTNERS	42,558	32	45,191,400	0.01	35,743	55	43,997,893	0.01
4	JETBLUE AIRWAYS	2,784	54	38,177,205	0.01	2,500	36	37,997,354	0.01
5	SPIRIT AIRLINES	22,641	380	32,267,945	0.12	21,464	1,529	27,468,604	0.56
6	ALASKA AIRLINES NETWORK	15,030	865	45,674,792	0.19	11,648	1,440	42,092,330	0.34
	- ALASKA AIRLINES	11,563	513	34,758,957	0.15	8,721	743	32,302,771	0.23
	- BRANDED CODESHARE PARTNERS	3,467	352	10,915,835	0.32	2,927	697	9,789,559	0.71
7	SOUTHWEST AIRLINES**	31,509	3,108	161,202,016	0.19	21,622	2,423	161,516,687	0.15
8	FRONTIER AIRLINES	3,139	831	21,752,607	0.38	4,625	1,219	19,423,432	0.63
9	ALLEGIANT AIR	541	637	15,121,937	0.42	403	202	13,829,801	0.15
10	AMERICAN AIRLINES NETWORK**	163,628	14,890	199,113,396	0.75	108,176	4,785	188,200,185	0.25
	- AMERICAN AIRLINES	111,160	7,983	140,895,239	0.57	61,274	2,614	133,844,068	0.20
	- BRANDED CODESHARE PARTNERS	52,468	6,907	58,218,157	1.19	46,902	2,171	54,356,117	0.40
	TOTAL	506,569	20,868	860,066,202	0.24	369,773	11,835	822,942,121	0.14

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

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

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

AIR TRAVEL CONSUMER REPORT

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

RANK	AIRLINE*	JANUARY - DECEMBER 2019				JANUARY - DECEMBER 2018			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	ENDEAVOR AIR	25,666	0	14,512,535	0.00	16,907	7	13,291,396	0.01
1	HAWAIIAN AIRLINES	246	0	10,861,548	0.00	1,105	13	10,963,660	0.01
3	DELTA AIR LINES	111,984	4	148,598,491	0.00	81,706	22	138,786,700	0.00
4	EXPRESSJET AIRLINES	5,340	3	5,612,854	0.01	7,979	40	8,773,854	0.05
5	UNITED AIRLINES	35,028	65	101,781,698	0.01	35,724	93	99,595,563	0.01
6	JETBLUE AIRWAYS	2,784	54	38,177,205	0.01	2,500	36	37,997,354	0.01
7	SPIRIT AIR LINES	22,641	380	32,267,945	0.12	21,464	1,529	27,468,604	0.56
8	ALASKA AIRLINES	11,563	513	34,758,957	0.15	8,721	743	32,302,771	0.23
9	SOUTHWEST AIRLINES**	31,509	3,108	161,202,016	0.19	21,622	2,423	161,516,687	0.15
10	SKYWEST AIRLINES	52,709	765	39,576,519	0.19	28,470	549	36,071,823	0.15
11	REPUBLIC AIRWAYS	18,944	581	17,312,533	0.34	15,718	196	18,109,139	0.11
12	FRONTIER AIRLINES	3,139	831	21,752,607	0.38	4,625	1,219	19,423,432	0.63
13	ALLEGIANT AIR	541	637	15,121,937	0.42	403	202	13,829,801	0.15
14	AMERICAN AIRLINES**	111,160	7,983	140,895,239	0.57	61,274	2,614	133,844,068	0.20
15	MESA AIRLINES	9,989	989	14,005,526	0.71	8,763	209	13,384,310	0.16
16	PSA AIRLINES	13,140	1,552	14,944,610	1.04	9,332	309	13,522,038	0.23
17	ENVOY AIR	13,959	2,132	14,454,239	1.47	14,653	734	13,051,610	0.56
	TOTAL	470,342	19,597	825,836,459	0.24	340,966	10,938	791,932,810	0.14

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	DECEMBER 2019				DECEMBER 2018			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	791	189	0	144	544	35	2	81
FOREIGN AIRLINES	402	9	1	53	411	7	0	45
TRAVEL AGENTS	35	2	0	14	40	1	0	6
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	14	31	0	67	9	7	0	51
INDUSTRY TOTALS	1,242*	231	1	278	1,004	50	2	183

* Of the 1242 complaints that the Department received in December 2019, 163 of the complaints involved family seating issues.   Of the 163 family seating complaints received, 20 concerned incidents that occurred prior to calendar year 2019. The increase in family seating complaints corresponds with a group's efforts to encourage air travelers to file complaints with the Department if they are dissatisfied with an experience related to family seating.

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. OPERATING CARRIERS
BY COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	DECEMBER 2019			DECEMBER 2018		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	292		1	248	
DELAY			123			104
CANCELLATION			87			82
MISCONNECTION			44			37
CUSTOMER SERVICE	2	259		2	100	
BAGGAGE	3	191		3	200	
RESERVATIONS/TICKETING/BOARDING	4	148		5	146	
REFUNDS	5	98		4	90	
DISABILITY	6	88		6	67	
FARES	7	68		7	92	
OVERSALES	8	42		8	22	
OTHER		40	19		34	18
FREQUENT FLYER	9			9		
DISCRIMINATION	10	9		10	4	
ADVERTISING	11	7		10	1	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,242			1,004	

*A detailed explanation of the complaint categories is attached.

**Includes figures for sub-categories.

AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. OPERATING CARRIERS BY COMPLAINT CATEGORIES*
DECEMBER 2019

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	7	1	3	0	0	9	16	2	1	0	0	1	40
ALLEGIANT AIR	5	0	1	3	1	2	5	5	0	0	0	0	22
AMERICAN AIRLINES	35	4	13	8	7	19	38	20	0	1	0	12	157
DELTA AIR LINES	15	3	8	1	1	12	51	8	1	2	0	0	102
ENVOY AIR	8	2	1	0	0	0	0	1	0	0	0	0	12
EXPRESSJET AIRLINES	6	0	0	0	0	0	0	0	0	0	0	1	7
FRONTIER AIRLINES	16	3	8	3	6	5	8	2	1	0	0	0	52
HAWAIIAN AIRLINES	1	0	1	1	0	1	0	1	0	0	0	0	5
JETBLUE AIRWAYS	11	0	6	0	1	2	6	3	0	0	0	0	29
MESA AIRLINES	5	0	0	0	0	0	2	0	0	0	0	1	8
SKYWEST AIRLINES	16	0	1	0	0	0	2	0	0	0	0	0	19
SOUTHWEST AIRLINES	10	1	3	0	1	4	8	8	0	2	0	1	38
SPIRIT AIRLINES	20	4	10	9	2	10	20	8	0	0	0	1	84
SUN COUNTRY AIRLINES	1	1	0	0	0	4	7	0	1	0	0	0	14
UNITED AIRLINES	47	2	10	6	3	22	50	16	0	2	0	4	162
OTHER U.S. AIRLINES	19	1	0	0	4	1	7	1	0	0	0	7	40
TOTAL DECEMBER 2019	222	22	65	31	26	91	220	75	4	7	0	28	791
% of TOTAL COMPLAINTS	28.1	2.8	8.2	3.9	3.3	11.5	27.8	9.5	0.5	0.9	0	3.5	
TOTAL DECEMBER 2018	167	11	66	38	30	87	68	57	1	3	0	16	544
% of TOTAL COMPLAINTS	30.7	2.0	12.1	7.0	5.5	16.0	12.5	10.5	0.2	0.6	0	2.9	

* 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. OPERATING CARRIERS BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN DEC	INCI-DENTS IN DEC	PERCENT	INCI-DENTS IN NOV	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
ALASKA AIRLINES	40	19	47.5	4	10.0	16	40.0	1	2.5
ALLEGIANT AIR	22	11	50.0	3	13.6	5	22.7	3	13.6
AMERICAN AIRLINES	157	74	47.1	28	17.8	43	27.4	12	7.6
DELTA AIR LINES	102	44	43.1	19	18.6	36	35.3	3	2.9
ENVOY AIR	12	7	58.3	3	25.0	1	8.3	1	8.3
EXPRESSJET AIRLINES	7	6	85.7	1	14.3	0	0.0	0	0.0
FRONTIER AIRLINES	52	33	63.5	6	11.5	12	23.1	1	1.9
HAWAIIAN AIRLINES	5	1	20.0	0	0.0	3	60.0	1	20.0
JETBLUE AIRWAYS	29	16	55.2	8	27.6	3	10.3	2	6.9
MESA AIRLINES	8	6	75.0	0	0.0	2	25.0	0	0.0
SKYWEST AIRLINES	19	10	52.6	5	26.3	3	15.8	1	5.3
SOUTHWEST AIRLINES	38	18	47.4	8	21.1	7	18.4	5	13.2
SPIRIT AIRLINES	84	54	64.3	12	14.3	15	17.9	3	3.6
SUN COUNTRY AIRLINES	14	5	35.7	0	0.0	7	50.0	2	14.3
UNITED AIRLINES	162	85	52.5	25	15.4	45	27.8	7	4.3
Other U.S. Airlines	33	21	63.6	3	9.1	9	27.3	0	0.0
Totals	784	410	51.8	125	15.8	207	27.1	42	5.3
Previous Year's Totals	544	298	54.8	97	17.8	113	20.8	36	6.6

* 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.'

Table 5

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

DECEMBER 2019

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	0	0	1	0	2	1	2	0	0	0	0	0	6
AEROFLOT	1	0	0	0	0	2	1	1	0	0	0	0	5
AEROMEXICO	2	2	2	3	2	2	0	1	0	0	0	0	14
AIR CANADA	2	1	16	2	4	1	5	0	0	0	0	1	32
AIR FRANCE	6	0	3	1	2	4	4	1	0	0	0	0	21
AIR INDIA	1	1	0	0	1	2	0	0	0	0	0	0	5
ALITALIA AIRLINES	0	0	2	1	1	1	0	0	0	0	0	0	5
AVIANCA	2	1	0	0	3	2	0	0	0	0	0	0	8
BRITISH AIRWAYS	2	1	1	0	2	4	1	0	0	0	0	0	11
COPA	0	1	0	0	0	4	0	0	0	0	0	0	5
EGYPTAIR	0	0	0	1	1	4	0	0	0	0	0	0	6
EMIRATES AIRLINES	1	1	1	0	3	3	2	0	0	0	0	0	11
ETHIOPIAN AIRLINES	0	0	0	1	0	6	0	0	0	0	0	1	8
ETIHAD AIRWAYS	1	1	3	0	0	1	0	0	0	0	0	0	6
FIJI AIRWAYS	2	0	0	0	0	3	0	1	0	0	0	0	6
IBERIA AIRLINES	2	2	1	1	1	3	1	0	0	0	0	0	11
INTERJET	3	1	3	0	7	1	0	0	0	0	0	0	15
LATAM	4	0	4	3	6	3	1	0	0	0	0	0	21
LEVEL	2	1	1	0	1	2	0	0	0	0	0	0	7
LUFTHANSA	3	0	7	0	3	0	4	1	0	0	0	0	18
NORWEGIAN AIR SHUTTLE	5	0	2	1	1	2	1	2	0	0	0	0	14
QANTAS AIRWAYS	1	0	0	1	1	3	0	0	0	0	0	0	6
QATAR AIRWAYS	2	0	3	1	2	1	1	1	0	1	0	1	13
ROYAL AIR MAROC	2	0	1	0	0	6	0	0	0	0	0	0	9
SWISS AIR	0	0	2	1	1	2	0	0	0	0	0	0	6
TAP	3	0	1	0	2	3	0	1	0	0	0	0	10
TURKISH AIRLINES	3	0	5	0	2	5	2	0	0	0	0	1	18
VOLARIS AIRLINES	2	4	6	1	2	3	0	0	0	0	0	0	18
OTHER FOREIGN AIRLINES	16	3	10	8	5	23	13	4	1	1	0	3	87
TOTALS	68	20	75	26	55	97	38	13	1	2	0	7	402

Table 5 (cont'd)

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2019

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
TRAVEL AGENTS													
CHEAPOAIR.COM	0	0	2	0	3	0	0	0	0	0	0	0	5
JUSTFLY.COM	0	0	1	2	2	0	0	0	1	0	0	0	6
OTHER TRAVEL AGENTS	0	0	5	6	11	0	0	0	1	0	0	1	24
TOTALS	0	0	8	8	16	0	0	0	2	0	0	1	35
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
MISCELLANEOUS													
Other Miscellaneous	2	0	0	3	1	3	1	0	0	0	0	4	14
TOTALS	2	0	0	3	1	3	1	0	0	0	0	4	14

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6

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

	DECEMBER 2019	DECEMBER 2018
AIRLINE	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	**42**	**16**
- ALASKA AIRLINES	*40*	*15*
- BRANDED CODESHARE PARTNERS	*2*	*1*
ALLEGIANT AIR	**22**	**11**
AMERICAN AIRLINES NETWORK	**183**	**172**
- AMERICAN AIRLINES	*157*	*152*
- BRANDED CODESHARE PARTNERS	*26*	*20*
DELTA AIR LINES NETWORK	**113**	**62**
- DELTA AIR LINES	*102*	*53*
- BRANDED CODESHARE PARTNERS	*11*	*9*
FRONTIER AIRLINES	**52**	**41**
HAWAIIAN AIRLINES NETWORK	**5**	**9**
- HAWAIIAN AIRLINES	*5*	*9*
- BRANDED CODESHARE PARTNERS	*0*	*0*
JETBLUE AIRWAYS	**29**	**31**
SOUTHWEST AIRLINES	**38**	**29**
SPIRIT AIRLINES	**84**	**58**
UNITED AIRLINES NETWORK	**191**	**96**
- UNITED AIRLINES	*162*	*79*
- BRANDED CODESHARE PARTNERS	*29*	*17*
TOTAL	**759**	**525**

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

* All U.S. airlines with at least <u>0.5 percent</u> of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS: REPORTING U.S. OPERATING CARRIERS*

RANK	AIRLINE	DECEMBER 2019			DECEMBER 2018		
		COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEM-WIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	PSA AIRLINES	1	1,320,027	0.08	2	1,100,509	0.18
2	REPUBLIC AIRWAYS	4	1,701,591	0.24	6	1,521,375	0.39
3	SOUTHWEST AIRLINES	38	14,141,163	0.27	29	13,626,686	0.21
4	ENDEAVOR AIR	4	1,392,510	0.29	4	1,180,840	0.34
5	HAWAIIAN AIRLINES	5	986,628	0.51	9	964,516	0.93
6	SKYWEST AIRLINES	19	3,678,280	0.52	10	3,236,401	0.31
7	MESA AIRLINES	8	1,283,881	0.62	8	1,198,288	0.67
8	DELTA AIR LINES	102	13,358,126	0.76	53	11,959,686	0.44
9	JETBLUE AIRWAYS	29	3,635,582	0.80	31	3,543,380	0.87
10	ENVOY AIR	12	1,304,534	0.92	7	1,137,448	0.62
11	AMERICAN AIRLINES	157	13,403,138	1.17	152	12,145,984	1.25
12	EXPRESSJET AIRLINES	7	549,232	1.27	3	601,683	0.50
13	ALASKA AIRLINES	40	3,071,384	1.30	15	2,794,831	0.54
14	UNITED AIRLINES	162	9,868,435	1.64	79	9,409,187	0.84
15	ALLEGIANT AIR	22	1,328,793	1.66	11	1,079,531	1.02
16	FRONTIER AIRLINES	52	2,085,813	2.49	41	1,659,001	2.47
17	SPIRIT AIRLINES	84	2,993,308	2.81	58	2,520,998	2.30
	TOTAL	746**	76,102,425	0.98	518	69,680,344	0.74

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

*All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

** Of the 746 complaints shown on this table, 142 involved family seating issues. Of these 142 family seating complaints, 20 concerned incidents that occurred prior to calendar year 2019. The increase in family seating complaints corresponds with a consumer advocacy group's efforts to encourage air travelers to file complaints with the Department if they are dissatisfied with an experience related to family seating.

AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

CONSUMER COMPLAINTS
SUMMARY

	JANUARY - DECEMBER 2019				JANUARY - DECEMBER 2018			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	9,547	535	8	1,495	8,876	830	13	1,323
FOREIGN AIRLINES	5,147	44	2	874	6,017	59	0	765
TRAVEL AGENTS	436	14	0	127	464	9	0	164
TOUR OPERATORS	1	0	0	2	0	0	0	0
MISCELLANEOUS	201	236	0	799	187	161	1	922
INDUSTRY TOTALS	15,332	829	10	3,297	15,544	1,059	14	3,174

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

Table 2 (YTD)

COMPLAINT CATEGORY	JANUARY - DECEMBER 2019			JANUARY - DECEMBER 2018		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	4,756		1	4,517	
CANCELLATION			1,911			1,882
DELAY			1,582			1,537
MISCONNECTION			706			648
BAGGAGE	2	2,565		2	2,728	
RESERVATIONS/TICKETING/BOARDING	3	1,823		3	1,908	
CUSTOMER SERVICE	4	1,703		4	1,618	
REFUNDS	5	1,568		5	1,329	
FARES	6	1,033		6	1,542	
DISABILITY	7	905		7	827	
OTHER	8	433		8	510	
FREQUENT FLYER			169			237
OVERSALES	9	376		9	409	
DISCRIMINATION	10	107		10	97	
ADVERTISING	11	61		11	57	
ANIMALS	12	2		12	2	
COMPLAINT TOTAL		15,332			15,544	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3 (YTD)

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*
JANUARY - DECEMBER 2019

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	18	0	1	0	0	1	4	0	0	0	0	0	24
ALASKA AIRLINES	49	8	24	16	5	36	43	19	2	3	1	6	212
ALLEGIANT AIR	69	2	25	17	7	17	36	56	0	1	0	4	234
AMERICAN AIRLINES***	1,088	65	242	145	106	299	310	217	3	24	0	54	2,553
BOUTIQUE AIR	7	0	2	0	1	1	2	1	0	0	0	0	14
CALIFORNIA PACIFIC AIRLINES	15	0	1	0	58	0	2	0	0	0	0	0	76
COMMUTAIR	30	0	0	0	0	1	1	0	0	0	0	1	33
COMPASS AIRLINES	11	0	1	0	0	2	3	0	0	1	0	1	19
DELTA AIR LINES	232	18	60	42	6	133	165	130	4	13	0	23	826
ENDEAVOR AIR	43	1	2	0	0	0	6	3	0	1	0	1	57
ENVOY AIR	108	15	12	0	0	9	12	4	0	2	0	2	164
EXPRESSJET AIRLINES	41	0	0	0	0	0	1	0	0	0	0	1	43
FRONTIER AIRLINES	263	9	47	34	41	90	53	23	9	5	0	7	581
GOJET AIRLINES	23	0	0	0	1	2	2	0	0	0	0	0	28
HAWAIIAN AIRLINES	17	1	13	15	3	7	9	17	1	1	0	1	85
HORIZON AIRLINES	10	3	4	0	0	2	3	2	0	0	0	3	27
JETBLUE AIRWAYS	149	3	39	18	14	66	62	43	1	6	0	11	412
MESA AIRLINES	94	3	1	0	0	1	9	2	0	1	0	7	118
PIEDMONT AIRLINES	50	8	6	0	0	5	3	1	0	0	0	0	73
PSA AIRLINES	67	0	2	0	0	1	10	2	0	0	0	1	83
RAVN ALASKA	19	0	1	0	0	1	0	0	0	0	0	0	21
REPUBLIC AIRWAYS	59	0	0	0	0	0	10	1	0	0	0	3	73
SEABORNE AIRLINES	2	0	4	0	4	1	0	0	0	0	0	0	11
SILVER AIRWAYS	32	6	4	1	16	8	0	0	0	1	0	1	69
SKYWEST AIRLINES	148	0	5	0	2	1	17	4	0	2	0	0	179
SOUTHWEST AIRLINES***	200	6	57	15	17	73	74	63	3	10	0	17	535
SPIRIT AIRLINES	382	32	136	86	74	68	108	53	10	4	0	11	964
SUN COUNTRY AIRLINES	31	1	16	8	9	29	18	5	1	0	0	0	118
TRANS STATES AIRLINES	20	0	0	0	0	0	2	0	0	0	0	1	23
UNITED AIRLINES	504	37	181	92	99	288	236	125	2	21	0	58	1,643
VIAAIR	24	0	4	0	161	1	0	0	0	0	0	2	192
OTHER U.S. AIRLINES	17	0	3	0	3	2	1	2	0	0	0	29	57
TOTAL JAN - DECEMBER 2019	3,822	218	893	489	627	1,145	1,202	773	36	96	1	245	9,547
% of TOTAL COMPLAINTS	40.0	2.3	9.4	5.1	6.6	12.0	12.6	8.1	0.4	1.0	0.0	2.6	
TOTAL JAN - DECEMBER 2018	3,273	246	895	770	417	1,156	1,076	665	26	81	1	270	8,876
% of TOTAL COMPLAINTS	36.9	2.8	10.1	8.7	4.7	13.0	12.1	7.5	0.3	0.9	0.0	3.0	

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

***On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. American Airlines and Southwest Airlines received consumer complaints that relate to the Boeing 737 Max aircraft which negatively impacted their complaint statistics immediately following the grounding.

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY**/ JANUARY - DECEMBER 2019

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	10	1	9	4	9	31	8	3	0	0	0	0	75
AEROFLOT	13	1	16	3	6	37	6	3	0	0	0	0	85
AEROLINEAS ARGENTINAS	2	0	5	0	0	2	1	0	0	0	0	0	10
AEROMEXICO	29	12	38	25	23	32	9	3	0	0	0	0	171
AIR CANADA	62	9	50	16	20	33	18	5	0	1	0	2	216
AIR CHINA	8	1	4	3	6	17	5	0	0	0	0	0	44
AIR FRANCE	50	5	24	15	22	75	27	11	0	2	0	4	235
AIR INDIA	21	3	11	7	19	33	9	2	0	0	0	1	106
AIR ITALY	6	0	5	3	3	11	2	0	0	0	0	0	30
AIR SERBIA	3	1	1	1	4	3	0	0	0	0	0	1	14
ALITALIA AIRLINES	13	1	10	9	9	28	6	1	0	0	0	1	78
ANA ALL NIPPON AIRLINES	4	0	5	1	2	3	2	0	1	0	0	0	18
ARUBA AIRLINES	6	0	0	0	15	0	1	0	0	0	0	0	22
ASIANA AIRLINES	2	0	4	1	3	0	2	1	0	0	0	1	14
AUSTRIAN AIRLINES	2	1	4	2	2	14	3	1	0	0	0	0	29
AVIANCA	32	9	16	7	17	19	6	2	1	0	0	6	115
AZUL BRAZILIAN AIRLINES	1	1	4	1	0	7	1	0	0	0	0	0	15
BRITISH AIRWAYS	32	5	34	16	22	49	13	10	0	0	0	9	190
BRUSSELS AIRLINES	3	0	1	1	1	12	0	0	0	0	0	0	18
CARIBBEAN AIRLINES	9	0	2	1	1	5	2	1	1	1	0	0	23
CATHAY PACIFIC AIRWAYS	6	0	7	3	6	11	4	7	0	0	0	1	45
CHINA AIRLINES	0	0	1	3	2	4	1	1	0	0	0	0	12
CHINA EASTERN AIRLINES	3	0	17	4	5	7	4	2	0	0	0	3	45
CHINA SOUTHERN AIRLINES	3	1	4	3	0	5	0	0	0	0	0	1	17
CONDOR	16	3	8	2	5	24	6	1	0	0	0	3	68
COPA	13	8	18	8	8	14	3	2	0	0	0	0	74
EGYPTAIR	0	2	3	4	3	10	5	1	0	0	0	4	32
EL AL ISRAEL	2	0	2	2	2	14	3	1	0	0	0	1	27
EMIRATES AIRLINES	10	2	25	15	18	53	22	3	1	0	0	4	153
ETHIOPIAN AIRLINES	27	1	5	8	7	48	14	1	0	0	0	3	114
ETIHAD AIRWAYS	7	8	8	9	4	25	5	0	0	0	0	5	71
EUROWINGS	10	0	0	0	2	7	2	1	0	0	0	1	23
EVA AIRWAYS	2	0	1	2	6	5	1	1	0	1	0	1	20
FIJI AIRWAYS	3	1	2	2	3	4	3	1	0	0	0	1	20
FINNAIR	3	1	8	1	1	2	3	2	0	0	0	0	21
FLY JAMAICA	2	0	0	0	46	0	0	0	0	0	0	0	48
FRENCH BEE	2	0	7	1	1	5	1	0	0	0	0	0	17
GOL AIRLINES	4	1	3	3	1	3	0	0	0	0	0	1	16
HAINAN	7	0	6	1	5	8	2	1	0	0	0	0	30
HONG KONG AIRLINES	1	0	4	1	0	8	0	0	1	0	0	1	16
IBERIA AIRLINES	15	7	16	10	15	45	8	1	1	0	0	5	123
ICELANDAIR	7	2	7	5	15	13	2	2	2	1	0	1	57

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)(cont'd)

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY**/ JANUARY - DECEMBER 2019

*

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
INTERJET	24	3	27	6	83	36	8	0	0	0	0	0	187
JAPAN AIR LINES	3	1	3	0	0	0	4	0	0	0	0	0	11
JET AIRWAYS	15	0	10	3	8	11	4	1	0	0	0	1	53
KLM	12	1	6	6	6	13	5	3	1	0	0	2	55
KOREAN AIR LINES	0	1	0	2	2	0	5	0	0	0	0	0	10
KUWAIT AIRWAYS	1	0	2	1	2	8	3	0	0	0	0	0	17
LATAM	17	2	33	15	39	24	11	0	0	0	0	4	145
LEVEL	6	1	4	1	5	5	2	0	0	0	0	0	24
LOT POLISH AIRLINES	21	0	1	1	5	15	5	1	0	0	0	0	49
LUFTHANSA	33	6	61	28	46	68	46	10	0	1	1	3	303
NORWEGIAN AIR SHUTTLE	86	7	51	33	18	44	25	12	1	0	0	3	280
PHILIPPINE AIRLINES	7	1	7	5	5	12	1	1	1	0	0	1	41
QANTAS AIRWAYS	7	0	3	6	7	9	5	3	0	0	0	3	43
QATAR AIRWAYS	21	2	28	15	26	28	19	3	1	1	0	2	146
ROYAL AIR MAROC	24	3	7	1	2	74	5	0	0	0	0	0	116
ROYAL JORDANIAN AIRLINES	5	1	2	1	2	11	1	1	0	0	0	0	24
SAS	5	0	4	6	6	11	7	0	1	0	0	2	42
SAUDI ARABIAN AIRLINES	5	0	6	1	3	8	3	0	0	0	0	0	26
SINGAPORE AIRLINES	3	1	3	5	2	4	1	0	0	0	0	6	25
SOUTH AFRICAN AIRWAYS	5	1	8	3	4	5	3	1	0	0	0	1	31
SWISS AIR	13	1	13	11	9	13	4	1	0	1	0	1	67
TAP	11	2	11	4	11	24	3	5	1	0	0	0	72
THOMAS COOK AIRLINES	5	0	2	0	11	2	0	0	0	0	0	0	20
TURKISH AIRLINES	39	7	40	15	30	114	25	8	0	0	0	6	284
UKRAINE INTERNATIONAL	2	3	3	8	1	7	6	0	0	0	0	0	30
VIRGIN ATLANTIC AIRWAYS	1	2	7	2	5	10	2	3	0	0	0	1	33
VIRGIN AUSTRALIA	3	0	0	0	0	6	1	0	0	0	0	0	10
VIVAAEROBUS	3	2	6	1	2	2	1	0	1	0	0	0	18
VOLARIS AIRLINES	12	15	32	9	16	21	10	1	1	1	0	0	118
VUELING AIRLINES	4	1	3	0	4	12	0	0	0	0	0	0	24
WEST JET	4	1	1	0	0	4	3	3	0	0	0	0	16
WOW AIR	15	0	4	2	10	8	2	0	0	0	0	0	41
XIAMEN AIRLINES	1	1	5	3	0	1	0	1	0	0	0	1	13
XL AIRWAYS	3	1	6	0	5	2	1	0	0	0	0	0	18
OTHER FOREIGN AIRLINES	37	3	25	23	42	46	16	2	0	0	0	4	198
TOTALS	904	157	819	420	756	1,384	447	131	16	10	1	102	5,147

COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)(cont'd)

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY/ JANUARY - DECEMBER 2019**

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
TRAVEL AGENTS													
CHEAPOAIR.COM	1	0	14	12	18	0	3	0	0	0	0	0	48
EXPEDIA.COM	1	0	19	13	28	1	3	0	1	0	0	0	66
JUSTFLY.COM	0	0	14	22	18	0	6	0	1	0	0	0	61
KIWI.COM	0	0	3	17	20	0	3	0	0	0	0	0	43
ORBITZ.COM	1	0	3	5	4	0	1	0	1	0	0	0	15
PRICELINE.COM	2	0	7	7	6	0	1	0	1	0	0	0	24
VAYAMA	0	0	9	4	14	0	0	0	1	0	0	0	28
OTHER TRAVEL AGENTS	3	0	35	30	70	0	7	0	4	0	0	2	151
TOTALS	8	0	104	110	178	1	24	0	9	0	0	2	436
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	1	0	0	0	0	0	1
TOTALS	0	0	0	0	0	0	1	0	0	0	0	0	1
MISCELLANEOUS													
FAA	4	0	0	0	0	3	1	0	0	0	0	38	46
TSA	0	0	0	2	0	20	20	0	0	0	0	9	51
OTHER MISCELLANEOUS	18	1	7	12	7	12	8	1	0	1	0	37	104
TOTALS	22	1	7	14	7	35	29	1	0	1	0	84	201

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

AIR TRAVEL CONSUMER REPORT

TABLE 5 (YTD)

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

JANUARY - DECEMBER 2019		JANUARY - DECEMBER 2018
AIRLINE	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	**239**	209
- ALASKA AIRLINES	*212*	*190*
- BRANDED CODESHARE PARTNERS	*27*	*19*
ALLEGIANT AIR	**234**	**228**
AMERICAN AIRLINES NETWORK	**3,015**	**2,492**
- AMERICAN AIRLINES**	*2,553*	*2,047*
- BRANDED CODESHARE PARTNERS	*462*	*445*
DELTA AIR LINES NETWORK	**963**	**1,117**
- DELTA AIR LINES	*826*	*984*
- BRANDED CODESHARE PARTNERS	*137*	*133*
FRONTIER AIRLINES	**582**	**791**
HAWAIIAN AIRLINES NETWORK	**85**	**128**
- HAWAIIAN AIRLINES	*85*	*128*
- BRANDED CODESHARE PARTNERS	*0*	*0*
JETBLUE AIRWAYS	**412**	**419**
SOUTHWEST AIRLINES**	**535**	**590**
SPIRIT AIRLINES	**964**	**814**
UNITED AIRLINES NETWORK	**1,944**	**1,756**
- UNITED AIRLINES	*1,644*	*1,455*
- BRANDED CODESHARE PARTNERS	*300*	*301*
TOTAL	**8,973**	**8,544**

* All U.S. airlines with at least <u>0.5 percent</u> of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

**On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. Some of these consumer complaints relate to the Boeing 737 Max aircraft and have negatively impacted American Airlines' and Southwest Airlines' complaint statistics immediately following the grounding.

AIR TRAVEL CONSUMER REPORT

TABLE 5A (YTD)

CONSUMER COMPLAINTS: REPORTING U.S. OPERATING CARRIERS*

RANK	AIRLINE	JANUARY - DECEMBER 2019			JANUARY - DECEMBER 2018		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	535	162,708,552	0.33	590	163,657,449	0.36
2	ENDEAVOR AIR	57	15,127,656	0.38	59	13,775,181	0.43
3	REPUBLIC AIRWAYS	73	18,844,915	0.39	94	18,639,605	0.50
4	SKYWEST AIRLINES	179	42,328,839	0.42	169	38,955,705	0.43
5	DELTA AIR LINES	826	162,708,455	0.51	984	152,231,451	0.65
6	PSA AIRLINES	83	15,092,232	0.55	104	13,613,918	0.76
7	ALASKA AIRLINES	212	35,529,908	0.60	190	33,544,584	0.57
8	EXPRESSJET AIRLINES	43	6,031,433	0.71	33	9,260,676	0.36
9	HAWAIIAN AIRLINES	85	11,530,675	0.74	128	11,630,320	1.10
10	MESA AIRLINES	118	15,049,426	0.78	90	14,293,179	0.63
11	JETBLUE AIRWAYS	412	42,837,163	0.96	419	42,194,314	0.99
12	ENVOY AIR	164	15,047,722	1.09	114	13,633,325	0.84
13	UNITED AIRLINES	1,643	116,372,380	1.41	1,455	113,310,802	1.28
14	ALLEGIANT AIR	234	15,121,937	1.55	228	13,847,439	1.65
15	AMERICAN AIRLINES	2,553	155,821,230	1.64	2,047	148,227,592	1.38
16	FRONTIER AIRLINES	581	22,593,694	2.57	791	19,689,926	4.02
17	SPIRIT AIRLINES	964	33,868,007	2.85	814	28,739,805	2.83
	TOTAL	8,762	886,614,224	**0.99**	8,309	849,245,271	**0.98**

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

* All U.S. airlines with at least <u>0.5 percent</u> of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

**On March 13, 2019, the Federal Aviation Administration ordered the immediate grounding of Boeing 737 MAX aircraft operated by U.S. airlines or in U.S. territory based on data arising out of the relevant accident investigations. Some of these consumer complaints relate to the Boeing 737 Max aircraft and have negatively impacted American Airlines' and Southwest Airlines' complaint statistics immediately following the grounding.

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for December 2019

This table includes complaints to the U.S. Department of Transportation's Aviation Consumer Protection Division* that allege discrimination in air travel based on race, ancestry/ethnicity, national origin, color, religion and sex**. All complaints alleging discrimination are investigated to determine if there has been a violation(s) of the passenger's civil rights.

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AMERICAN AIRLINES	1						
DELTA AIR LINES	2						
EVA AIRWAYS	1						
QATAR AIRWAYS	1						
SOUTHWEST AIRLINES	1				1		
UNITED AIRLINES	2						
TOTAL	8	0	0	0	1	0	0

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

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

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for January - December 2019

This table includes complaints to the U.S. Department of Transportation's Aviation Consumer Protection Division* that allege discrimination in air travel based on race, ancestry/ethnicity, national origin, color, religion and sex**. All complaints alleging discrimination are investigated to determine if there has been a violation(s) of the passenger's civil rights.

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AIR CANADA	0	0	1	0	0	0	0
AIR FRANCE	0	0	1	1	0	0	0
AIR CHOICE ONE	1	0	0	0	0	0	0
ALASKA AIRLINES	2	0	0	0	1	0	0
ALLEGIANT AIR	1	0	0	0	0	0	0
AMERICAN AIRLINES	15	0	2	2	2	2	0
AMERICAN AIRLINES	0	0	0	1	0	0	0
CARIBBEAN AIRLINES	1	0	0	0	0	0	0
COMPASS AIRLINES	1	0	0	0	0	0	0
DELTA AIR LINES	8	0	3	0	0	2	0
ENDEAVOR AIR	0	0	1	0	0	0	0
ENVOY AIR	2	0	0	0	0	0	0
EVA AIRWAYS	1	0	0	0	0	0	0
FRONTIER AIRLINES	3	1	0	1	0	0	0
HAWAIIAN AIRLINES	0	1	0	0	0	0	0
ICELANDAIR	1	0	0	0	0	0	0
JETBLUE AIRWAYS	3	1	0	1	0	0	1
LUFTHANSA	1	0	0	0	0	0	0
MESA AIRLINES	0	0	1	0	0	0	0
QATAR AIRWAYS	1	0	0	0	0	0	0
SILVER AIRWAYS	1	0	0	0	0	0	0
SKYWEST AIRLINES	1	1	0	0	0	0	0
SOUTHWEST AIRLINES	7	0	1	0	1	1	0
SPIRIT AIRLINES	2	0	1	1	0	0	0
SWISS AIR	0	0	0	0	0	0	1
UNITED AIRLINES	14	0	2	1	2	1	1
VOLARIS AIRLINES	1	0	0	0	0	0	0
TOTAL	67	4	13	8	6	6	3

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

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

COMPLAINT CATEGORIES

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

Oversales: All bumping problems, whether 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, tours credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.

December 2019 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
Alaska Airlines	1	1	0
Totals:	1	1	0

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

Annual Report of 2019 Incidents

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

Carrier*	Death	Injury	Loss	Total Incidents	Total Transported	Incidents per 10,000 animals transported
SkyWest Airlines	0	0	0	0	29,568	0.00
American Redacted Animal Incident Reports 2019Horizon Air	0	0	0	0	25,788	0.00
Envoy Air	0	0	0	0	11,219	0.00
Republic Airways	0	0	0	0	8,272	0.00
Mesa Airlines	0	0	0	0	6,731	0.00
ExpressJet Airlines	0	0	0	0	4,775	0.00
Endeavor Air	0	0	0	0	4,475	0.00
PSA Airlines	0	0	0	0	3,583	0.00
GoJet Airlines	0	0	0	0	2,941	0.00
Compass Airlines	0	0	0	0	1,980	0.00
CommutAir	0	0	0	0	1,358	0.00
Alaska Airlines	1	1	0	2	149,303	0.13
Delta Air Lines	3	0	0	3	41,965	0.71
American Airlines	4	2	0	6	53,646	1.12
United Airlines	1	5	0	6	49,587	1.21
Hawaiian Airlines	2	0	0	2	9,365	2.14
TOTAL	11	8	0	19	404,556	0.47

*The rankings of the carriers that had no incidents are based on total number of animals transported.

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

Annual Report of 2019 Incidents, cont'd.

The following air carriers do not transport animals:

Carrier	Death	Injury	Loss	Total Incidents	Total Transported	Incidents per 10,000 animals transported
Allegiant	0	0	0	0	0	0
Frontier Airlines	0	0	0	0	0	0
JetBlue Airways	0	0	0	0	0	0
Southwest Airlines	0	0	0	0	0	0
Spirit	0	0	0	0	0	0
Sun Country Airlines	0	0	0	0	0	0

Customer Service Reports to the U.S. Department of Homeland Security for the Month of December 2019 as provided by the Transportation Security Administration [a]

The Transportation Security Administration (TSA) screened approximately 71 million airline passengers and their 57 million checked bags in the month of December as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations [b]. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of December.

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

Courtesy [c]		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public [c]	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
868	0.00122%	16	0.00002%	82	0.00012%	588	0.00083%

NOTES

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

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

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

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.