Air Travel Consumer Report

A Product Of The

OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Aviation Consumer Protection Division

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Flight Delays[1]	**OCTOBER 2019**
Mishandled Baggage, Wheelchairs, and Scooters [1]	**OCTOBER 2019**
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<u>INTRODUCTION</u>

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 (18) 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

OCTOBER 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
American Airlines	Alaska Airlines	Delta Air Lines	Hawaiian Airlines	United Airlines
Compass Airlines	Horizon Air	Compass Airlines	Empire Airlines	Air Wisconsin Airlines
Envoy Air	Peninsula Airways	Endeavor Air		Commutair
Mesa Airlines	SkyWest 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

OCTOBER 2019

AT ALL US AIRPORTS		
CARRIER*	**NUMBER OF AIRPORTS REPORTED**	**PERCENT OF ON-TIME ARRIVALS**
DELTA AIR LINES NETWORK	**221**	**85.5**
- DELTA AIR LINES	143	86.6
- BRANDED CODESHARE PARTNERS	198	84.0
ALASKA AIRLINES NETWORK	**97**	**85.0**
- ALASKA AIRLINES	71	84.3
- BRANDED CODESHARE PARTNERS	53	86.0
SPIRIT AIRLINES	**50**	**84.5**
SOUTHWEST AIRLINES	**88**	**84.0**
ALLEGIANT AIR	**119**	**83.4**
HAWAIIAN AIRLINES NETWORK	**22**	**83.0**
- HAWAIIAN AIRLINES	19	83.9
- BRANDED CODESHARE PARTNERS	4	74.0
JETBLUE AIRWAYS	**66**	**80.7**
AMERICAN AIRLINES NETWORK	**236**	**80.3**
- AMERICAN AIRLINES	106	80.5
- BRANDED CODESHARE PARTNERS	219	80.2
UNITED AIRLINES NETWORK	**234**	**79.5**
- UNITED AIRLINES	111	82.0
- BRANDED CODESHARE PARTNERS	218	77.8
FRONTIER AIRLINES	**102**	**74.5**
TOTAL AIRPORTS SERVED	**369**	**82.2**

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

OCTOBER 2019

AT ALL US AIRPORTS			
CARRIER*	**NUMBER OF AIRPORTS REPORTED**	**PERCENT OF ON-TIME ARRIVALS**	**RANK**
DELTA AIR LINES	143	86.6	1
SPIRIT AIRLINES	50	84.5	2
ALASKA AIRLINES	71	84.3	3
SOUTHWEST AIRLINES	88	84.0	4
HAWAIIAN AIRLINES	19	83.9	5
ALLEGIANT AIR	119	83.4	6
ENDEAVOR AIR	97	83.2	7
SKYWEST AIRLINES	246	83.1	8
UNITED AIRLINES	111	82.0	9
REPUBLIC AIRWAYS	93	81.9	10
JETBLUE AIRWAYS	66	80.7	11
PSA AIRLINES	88	80.5	12
AMERICAN AIRLINES	106	80.5	13
ENVOY AIR	144	80.4	14
MESA AIRLINES	113	75.4	15
FRONTIER AIRLINES	102	74.5	16
EXPRESSJET AIRLINES	93	73.7	17
TOTAL AIRPORTS SERVED	**353**	**82.5**	

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

OCTOBER 2019

CARRIER*	Jan 19 %	Jan 19 Rank	Feb 19 %	Feb 19 Rank	Mar 19 %	Mar 19 Rank	Apr 19 %	Apr 19 Rank	May 19 %	May 19 Rank	Jun 19 %	Jun 19 Rank	Jul 19 %	Jul 19 Rank	Aug 19 %	Aug 19 Rank	Sep 19 %	Sep 19 Rank	Oct 19 %	Oct 19 Rank	YTD %	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	81.8	3
- ALASKA AIRLINES	80.5		68.0		81.2		83.7		82.6		81.8		83.4		77.7		81.5		84.3		80.6	
- BRANDED CODESHARE PARTNERS	81.5		65.2		81.9		88.1		87.9		85.4		87.3		84.5		85.1		86.0		83.6	
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	79.0	5
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	76.7	7
- AMERICAN AIRLINES	80.0		75.8		78.3		75.6		70.4		67.1		73.7		74.6		82.9		80.5		75.8	
- BRANDED CODESHARE PARTNERS	75.7		72.2		82.1		79.3		77.2		73.1		75.9		75.3		82.6		80.2		77.4	
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	83.1	2
- DELTA AIR LINES	86.7		81.6		88.3		86.2		86.7		79.9		80.8		83.2		88.6		86.6		84.8	
- BRANDED CODESHARE PARTNERS	77.9		73.4		82.3		81.0		83.8		77.1		79.7		80.7		87.7		84.0		80.8	
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	72.3	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	87.6	1
- HAWAIIAN AIRLINES	87.3		82.1		87.3		89.4		90.0		89.7		89.5		90.4		90.8		83.9		88.1	
- BRANDED CODESHARE PARTNERS	86.3		78.4		82.1		84.9		79.6		88.5		77.9		83.4		85.0		74.0		82.0	
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	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	80.0	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	78.6	6
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	74.5	8
- UNITED AIRLINES	78.8		77.0		78.8		79.7		75.5		70.2		73.6		75.4		80.2		82.0		77.1	
- BRANDED CODESHARE PARTNERS	68.0		67.4		76.0		77.1		74.2		65.5		71.3		72.4		78.3		77.8		72.9	
TOTAL	78.4		73.8		80.9		79.8		77.9		73.3		76.9		77.6		84.1		82.2		78.5	

: 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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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 NETWORK	57	89.5	272	80.1	122	93.4	0	0.0	403	86.6	155	89.7	148	79.1	119	89.1
- ALASKA AIRLINES	57	89.5	272	80.1	122	93.4	0	0.0	0	0.0	155	89.7	148	79.1	119	89.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	403	86.6	0	0.0	0	0.0	0	0.0
ALLEGIANT AIR	0	0.0	0	0.0	35	85.7	0	0.0	0	0.0	0	0.0	9	44.4	0	0.0
AMERICAN AIRLINES NETWORK	1533	77.5	2314	75.3	736	80.2	20069	85.4	0	0.0	7183	83.9	957	73.9	23227	76.8
- AMERICAN AIRLINES	1178	76.9	2162	76.0	505	80.0	8876	86.9	0	0.0	2392	84.3	864	73.6	13308	76.9
- BRANDED CODESHARE PARTNERS	355	79.4	152	64.5	231	80.5	11193	84.3	0	0.0	4791	83.7	93	76.3	9919	76.6
DELTA AIR LINES NETWORK	26414	84.3	3648	80.8	827	89.8	958	87.0	143	80.4	1589	84.2	1098	84.3	1158	75.1
- DELTA AIR LINES	21036	85.6	1683	81.3	596	89.1	679	90.9	143	80.4	856	86.6	1022	84.1	918	72.7
- BRANDED CODESHARE PARTNERS	5378	79.2	1965	80.4	231	91.8	279	77.4	0	0.0	733	81.4	76	88.2	240	84.6
FRONTIER AIRLINES	381	71.9	79	82.3	31	80.6	157	76.4	0	0.0	93	71.0	2655	72.0	119	69.7
HAWAIIAN AIRLINES NETWORK	0	0.0	21	76.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
- HAWAIIAN AIRLINES	0	0.0	21	76.2	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	282	81.6	4806	77.5	154	79.9	146	77.4	0	0.0	888	81.4	88	72.7	57	78.9
SOUTHWEST AIRLINES	3334	80.5	901	78.5	5989	88.5	298	83.2	5877	77.5	1383	83.8	6308	82.0	0	0.0
SPIRIT AIRLINES	803	79.0	366	78.1	837	85.7	124	73.4	0	0.0	0	0.0	400	80.3	736	79.3
UNITED AIRLINES NETWORK	882	77.3	1265	79.4	305	86.9	662	78.9	0	0.0	1117	80.2	13799	79.3	990	74.2
- UNITED AIRLINES	333	80.8	1262	79.3	305	86.9	134	76.9	0	0.0	386	82.4	6052	82.8	655	73.9
- BRANDED CODESHARE PARTNERS	549	75.2	3	100.0	0	0.0	528	79.4	0	0.0	731	79.1	7747	76.6	335	74.9
TOTAL	33,686	83.1	13,672	78.3	9,036	87.5	22,414	85.1	6,423	78.1	12,408	83.4	25,462	79.2	26,406	76.7

* 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)

OCTOBER 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	100.0	332	81.0	62	88.7	175	88.0	58	84.5	426	83.1	707	83.2	2065	86.2
- ALASKA AIRLINES	31	100.0		81.0	62	88.7	175	88.0	58	84.5	426	83.1	635	81.7	1734	86.4
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	72	95.8	331	84.6
ALLEGIANT AIR	0	0.0	68	95.6	239	63.2	0	0.0	0	0.0	0	0.0	718	85.0	72	83.3
AMERICAN AIRLINES NETWORK	1032	83.0	762	64.7	484	72.3	347	77.5	963	70.5	1724	84.0	1224	75.8	5245	85.8
- AMERICAN AIRLINES	394	85.5	710	66.1	484	72.3	172	79.1	710	68.7	1320	84.0	1224	75.8	3327	84.6
- BRANDED CODESHARE PARTNERS	638	81.5	52	46.2	0	0.0	175	76.0	253	75.5	404	83.9	0	0.0	1918	88.0
DELTA AIR LINES NETWORK	11808	91.1	1008	70.1	867	79.9	601	86.7	769	68.0	4892	87.6	1665	87.6	4027	85.1
- DELTA AIR LINES	5359	91.8	524	72.9	867	79.9	277	87.4	475	65.7	2766	86.9	1206	89.6	2983	86.4
- BRANDED CODESHARE PARTNERS	6449	90.6	484	67.1	0	0.0	324	86.1	294	71.8	2126	88.5	459	82.4	1044	81.2
FRONTIER AIRLINES	105	72.4	0	0.0	87	77.0	108	87.0	139	66.9	0	0.0	1056	67.9	124	65.3
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	67.7	84	72.6	183	80.3
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	67.7	84	72.6	183	80.3
- 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	106	80.2	718	66.0	1981	82.1	0	0.0	10	70.0	3471	83.5	349	81.4	588	81.0
SOUTHWEST AIRLINES	503	85.7	494	59.9	1637	88.5	151	82.8	0	0.0	0	0.0	6254	85.9	3524	84.2
SPIRIT AIRLINES	861	87.6	341	69.5	1703	87.5	0	0.0	612	79.1	0	0.0	1672	85.7	699	86.1
UNITED AIRLINES NETWORK	782	82.2	10371	70.1	517	77.6	6734	85.1	12842	74.4	0	0.0	1278	82.6	4144	86.4
- UNITED AIRLINES	154	79.2	5022	75.1	517	77.6	2545	88.6	5144	77.7	0	0.0	1273	82.6	2338	83.7
- BRANDED CODESHARE PARTNERS	628	83.0	5349	65.4	0	0.0	4189	83.0	7698	72.2	0	0.0	5	80.0	1806	89.9
TOTAL	15,228	89.6	14,094	69.6	7,577	82.9	8,116	85.0	15,393	74.0	10,544	85.4	15,007	83.3	20,671	85.2

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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	144	86.8	0	0.0	0	0.0	123	87.0	326	85.3	4214	87.6	123	84.6
- ALASKA AIRLINES	0	0.0	144	86.8	0	0.0	0	0.0	92	82.6	326	85.3	1675	87.1	123	84.6
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	31	100.0	0	0.0	2539	87.9	0	0.0
ALLEGIANT AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	4586	71.6	1459	84.4	0	0.0	6061	87.3	862	83.6	14521	80.4	374	71.7	10195	83.4
- AMERICAN AIRLINES	2281	73.1	1459	84.4	0	0.0	4002	85.6	619	80.0	5751	81.7	286	70.6	4055	84.5
- BRANDED CODESHARE PARTNERS	2305	70.1	0	0.0	0	0.0	2059	90.7	243	93.0	8770	79.6	88	75.0	6140	82.7
DELTA AIR LINES NETWORK	6987	69.0	1492	87.1	515	90.7	667	80.1	10843	89.2	1685	85.6	851	88.0	937	87.5
- DELTA AIR LINES	2431	70.5	1492	87.1	203	88.7	667	80.1	6038	90.1	1223	86.0	661	89.9	592	88.2
- BRANDED CODESHARE PARTNERS	4556	68.1	0	0.0	312	92.0	0	0.0	4805	88.1	462	84.6	190	81.6	345	86.4
FRONTIER AIRLINES	93	64.5	1066	78.7	0	0.0	137	71.5	146	76.0	282	72.0	62	58.1	587	75.3
HAWAIIAN AIRLINES NETWORK	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	66.1	0	0.0
- HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	66.1	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	493	69.2	1632	82.6	0	0.0	0	0.0	85	85.9	238	72.7	79	75.9	276	79.7
SOUTHWEST AIRLINES	1053	65.0	3180	86.9	7025	84.6	0	0.0	672	84.4	0	0.0	1106	84.3	611	84.5
SPIRIT AIRLINES	341	73.6	1395	87.7	0	0.0	0	0.0	301	85.7	802	82.0	83	88.0	334	85.3
UNITED AIRLINES NETWORK	1190	64.6	1065	85.2	0	0.0	330	81.8	823	80.6	17669	84.3	637	80.5	449	84.6
- UNITED AIRLINES	780	65.8	1065	85.2	0	0.0	330	81.8	393	83.0	7162	86.1	616	80.7	388	84.0
- BRANDED CODESHARE PARTNERS	410	62.4	0	0.0	0	0.0	0	0.0	430	78.4	10507	83.0	21	76.2	61	88.5
TOTAL	14,743	69.2	11,433	85.2	7,540	85.1	7,195	86.1	13,855	87.9	35,523	82.6	7,468	85.2	13,512	83.4

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2019

| | ARRIVAL AIRPORT* | | | | | | | | | | | |
| CARRIER | PHX | | SAN | | SEA | | SFO | | SLC | | TPA | |
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	**279**	**89.2**	**1485**	**88.6**	**9248**	**80.4**	**2490**	**85.7**	**336**	**86.9**	**31**	**90.3**
- ALASKA AIRLINES	186	88.2	889	86.2	5789	80.3	1908	84.6	71	83.1	31	90.3
- BRANDED CODESHARE PARTNERS	93	91.4	596	92.3	3459	80.7	582	89.3	265	87.9	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	**7359**	**85.8**	**912**	**78.2**	**765**	**75.6**	**1235**	**77.7**	**484**	**77.1**	**984**	**80.7**
- AMERICAN AIRLINES	4735	85.6	757	76.6	635	75.3	1115	77.0	338	76.3	984	80.7
- BRANDED CODESHARE PARTNERS	2624	86.2	155	85.8	130	76.9	120	84.2	146	78.8	0	0.0
DELTA AIR LINES NETWORK	**872**	**83.7**	**1014**	**82.1**	**4040**	**85.4**	**1389**	**89.1**	**7399**	**90.6**	**1036**	**87.6**
- DELTA AIR LINES	676	85.8	747	83.8	2600	88.3	1389	89.1	4164	89.2	957	87.5
- BRANDED CODESHARE PARTNERS	196	76.5	267	77.5	1440	80.1	0	0.0	3235	92.3	79	89.9
FRONTIER AIRLINES	**214**	**77.1**	**151**	**75.5**	**76**	**61.8**	**155**	**74.2**	**135**	**68.9**	**235**	**81.3**
HAWAIIAN AIRLINES NETWORK	**31**	**58.1**	**62**	**64.5**	**62**	**59.7**	**78**	**67.9**	**0**	**0.0**	**0**	**0.0**
- HAWAIIAN AIRLINES	31	58.1	62	64.5	62	59.7	78	67.9	0	0.0	0	0.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	**93**	**84.9**	**200**	**84.0**	**176**	**81.3**	**477**	**89.9**	**220**	**81.8**	**383**	**85.1**
SOUTHWEST AIRLINES	**5293**	**85.9**	**3524**	**85.6**	**904**	**80.2**	**1234**	**85.7**	**927**	**81.4**	**2157**	**84.6**
SPIRIT AIRLINES	**31**	**74.2**	**156**	**92.9**	**135**	**69.6**	**0**	**0.0**	**0**	**0.0**	**454**	**88.8**
UNITED AIRLINES NETWORK	**846**	**83.2**	**1026**	**84.3**	**912**	**80.9**	**7671**	**86.4**	**626**	**83.7**	**645**	**80.3**
- UNITED AIRLINES	675	80.6	849	82.3	846	80.6	4821	87.1	117	87.2	617	80.2
- BRANDED CODESHARE PARTNERS	171	93.6	177	93.8	66	84.8	2850	85.1	509	82.9	28	82.1
TOTAL	**15,018**	**85.4**	**8,530**	**84.5**	**16,318**	**81.2**	**14,729**	**85.6**	**10,127**	**88.1**	**5,925**	**84.3**

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2019

CARRIER	ATL # OF ARR	ATL % ON TIME	BOS # OF ARR	BOS % ON TIME	BWI # OF ARR	BWI % ON TIME	CLT # OF ARR	CLT % ON TIME	DAL # OF ARR	DAL % ON TIME	DCA # OF ARR	DCA % ON TIME	DEN # OF ARR	DEN % ON TIME	DFW # OF ARR	DFW % ON TIME
ALASKA AIRLINES	57	89.5	272	80.1	122	93.4	0	0.0	0	0.0	155	89.7	148	79.1	119	89.1
ALLEGIANT AIR	0	0.0	0	0.0	35	85.7	0	0.0	0	0.0	0	0.0	9	44.4	0	0.0
AMERICAN AIRLINES	1178	76.9	2162	76.0	505	80.0	8876	86.9	0	0.0	2392	84.3	864	73.6	13308	76.9
DELTA AIR LINES	21036	85.6	1683	81.3	596	89.1	679	90.9	143	80.4	856	86.6	1022	84.1	918	72.7
ENDEAVOR AIR	3075	82.6	397	84.4	231	91.8	230	74.3	0	0.0	84	85.7	0	0.0	169	84.6
ENVOY AIR	0	0.0	0	0.0	62	77.4	486	88.7	0	0.0	116	87.1	0	0.0	5172	79.5
EXPRESSJET AIRLINES	60	78.3	0	0.0	0	0.0	45	88.9	0	0.0	136	69.1	0	0.0	0	0.0
FRONTIER AIRLINES	381	71.9	79	82.3	31	80.6	157	76.4	0	0.0	93	71.0	2655	72.0	119	69.7
HAWAIIAN AIRLINES	0	0.0	21	76.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	282	81.6	4806	77.5	154	79.9	146	77.4	0	0.0	888	81.4	88	72.7	57	78.9
MESA AIRLINES	196	72.4	1	100.0	0	0.0	206	79.6	0	0.0	85	89.4	0	0.0	3637	71.5
PSA AIRLINES	112	74.1	0	0.0	0	0.0	8243	85.0	0	0.0	2537	79.5	0	0.0	0	0.0
REPUBLIC AIRWAYS	544	77.9	1432	79.7	44	93.2	879	85.6	0	0.0	2743	86.9	533	81.1	69	81.2
SKYWEST AIRLINES	2256	74.5	138	76.8	31	80.6	70	78.6	391	86.4	76	80.3	4672	78.0	1433	79.2
SOUTHWEST AIRLINES	3334	80.5	901	78.5	5989	88.5	298	83.2	5877	77.5	1383	83.8	6308	82.0	0	0.0
SPIRIT AIRLINES	803	79.0	366	78.1	837	85.7	124	73.4	0	0.0	0	0.0	400	80.3	736	79.3
UNITED AIRLINES	333	80.8	1262	79.3	305	86.9	134	76.9	0	0.0	386	82.4	6052	82.8	655	73.9
TOTAL	33,647	83.1	13,520	78.5	8,942	87.6	20,573	85.7	6,411	78.1	11,930	83.6	22,751	79.9	26,392	76.7

* 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)

OCTOBER 2019

	ARRIVAL AIRPORT*															
CARRIER	**DTW**		**EWR**		**FLL**		**IAD**		**IAH**		**JFK**		**LAS**		**LAX**	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	31	100.0	332	81.0	62	88.7	175	88.0	58	84.5	426	83.1	635	81.7	1734	86.4
ALLEGIANT AIR	0	0.0	68	95.6	239	63.2	0	0.0	0	0.0	0	0.0	718	85.0	72	83.3
AMERICAN AIRLINES	394	85.5	710	66.1	484	72.3	172	79.1	710	68.7	1320	84.0	1224	75.8	3327	84.6
DELTA AIR LINES	5359	91.8	524	72.9	867	79.9	277	87.4	475	65.7	2766	86.9	1206	89.6	2983	86.4
ENDEAVOR AIR	1198	92.6	48	52.1	0	0.0	117	87.2	101	69.3	1704	88.8	0	0.0	0	0.0
ENVOY AIR	88	81.8	52	46.2	0	0.0	0	0.0	27	70.4	372	83.6	0	0.0	0	0.0
EXPRESSJET AIRLINES	39	79.5	1333	62.5	0	0.0	0	0.0	2651	72.1	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	105	72.4	0	0.0	87	77.0	108	87.0	139	66.9	0	0.0	1056	67.9	124	65.3
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	67.7	84	72.6	183	80.3
JETBLUE AIRWAYS	106	80.2	718	66.0	1981	82.1	0	0.0	10	70.0	3471	83.5	349	81.4	588	81.0
MESA AIRLINES	152	79.6	0	0.0	0	0.0	1721	84.7	3245	73.5	0	0.0	0	0.0	0	0.0
PSA AIRLINES	65	80.0	0	0.0	0	0.0	175	76.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	794	87.8	2394	73.0	0	0.0	140	90.7	1064	74.9	170	92.4	0	0.0	0	0.0
SKYWEST AIRLINES	4237	88.7	0	0.0	0	0.0	429	80.7	1124	66.6	284	84.2	164	89.0	2680	90.5
SOUTHWEST AIRLINES	503	85.7	494	59.9	1637	88.5	151	82.8	0	0.0	0	0.0	6254	85.9	3524	84.2
SPIRIT AIRLINES	861	87.6	341	69.5	1703	87.5	0	0.0	612	79.1	0	0.0	1672	85.7	699	86.1
UNITED AIRLINES	154	79.2	5022	75.1	517	77.6	2545	88.6	5144	77.7	0	0.0	1273	82.6	2338	83.7
TOTAL	14,086	89.4	12,036	71.4	7,577	82.9	6,010	86.1	15,360	74.0	10,544	85.4	14,635	83.4	18,252	85.5

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2019

CARRIER	ARRIVAL AIRPORT*															
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	0	0.0	144	86.8	0	0.0	0	0.0	92	82.6	326	85.3	1675	87.1	123	84.6
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	2281	73.1	1459	84.4	0	0.0	4002	85.6	619	80.0	5751	81.7	286	70.6	4055	84.5
DELTA AIR LINES	2431	70.5	1492	87.1	203	88.7	667	80.1	6038	90.1	1223	86.0	661	89.9	592	88.2
ENDEAVOR AIR	2522	66.5	0	0.0	3	100.0	0	0.0	1127	89.6	157	87.3	0	0.0	207	88.9
ENVOY AIR	738	67.2	0	0.0	0	0.0	1037	91.4	4	100.0	6106	80.6	0	0.0	0	0.0
EXPRESSJET AIRLINES	167	66.5	0	0.0	0	0.0	0	0.0	45	73.3	1033	82.7	0	0.0	0	0.0
FRONTIER AIRLINES	93	64.5	1066	78.7	0	0.0	137	71.5	146	76.0	282	72.0	62	58.1	587	75.3
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	62	66.1	0	0.0
JETBLUE AIRWAYS	493	69.2	1632	82.6	0	0.0	0	0.0	85	85.9	238	72.7	79	75.9	276	79.7
MESA AIRLINES	154	61.7	0	0.0	0	0.0	0	0.0	77	80.5	0	0.0	0	0.0	61	88.5
PSA AIRLINES	189	64.6	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1287	81.6
REPUBLIC AIRWAYS	2532	71.0	0	0.0	0	0.0	1022	89.9	498	84.7	1307	87.3	0	0.0	1761	88.7
SKYWEST AIRLINES	925	70.9	0	0.0	283	92.6	0	0.0	3698	87.8	5728	79.0	739	90.5	0	0.0
SOUTHWEST AIRLINES	1053	65.0	3180	86.9	7025	84.6	0	0.0	672	84.4	0	0.0	1106	84.3	611	84.5
SPIRIT AIRLINES	341	73.6	1395	87.7	0	0.0	0	0.0	301	85.7	802	82.0	83	88.0	334	85.3
UNITED AIRLINES	780	65.8	1065	85.2	0	0.0	330	81.8	393	83.0	7162	86.1	616	80.7	388	84.0
TOTAL	**14,699**	**69.3**	**11,433**	**85.2**	**7,514**	**85.1**	**7,195**	**86.1**	**13,795**	**87.9**	**30,115**	**82.4**	**5,369**	**85.0**	**10,282**	**84.5**

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 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	186	88.2	889	86.2	5789	80.3	1908	84.6	71	83.1	31	90.3
ALLEGIANT AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	4735	85.6	757	76.6	635	75.3	1115	77.0	338	76.3	984	80.7
DELTA AIR LINES	676	85.8	747	83.8	2600	88.3	1389	89.1	4164	89.2	957	87.5
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	79	89.9
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	5	60.0	0	0.0
FRONTIER AIRLINES	214	77.1	151	75.5	76	61.8	155	74.2	135	68.9	235	81.3
HAWAIIAN AIRLINES	31	58.1	62	64.5	62	59.7	78	67.9	0	0.0	0	0.0
JETBLUE AIRWAYS	93	84.9	200	84.0	176	81.3	477	89.9	220	81.8	383	85.1
MESA AIRLINES	1554	82.4	0	0.0	0	0.0	0	0.0	39	71.8	28	82.1
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	84	85.7	0	0.0
SKYWEST AIRLINES	1242	91.9	635	94.0	790	86.1	3217	85.3	3715	91.2	0	0.0
SOUTHWEST AIRLINES	5293	85.9	3524	85.6	904	80.2	1234	85.7	927	81.4	2157	84.6
SPIRIT AIRLINES	31	74.2	156	92.9	135	69.6	0	0.0	0	0.0	454	88.8
UNITED AIRLINES	675	80.6	849	82.3	846	80.6	4821	87.1	117	87.2	617	80.2
TOTAL	**14,730**	**85.5**	**7,970**	**84.7**	**12,013**	**81.8**	**14,394**	**85.5**	**9,815**	**88.2**	**5,925**	**84.3**

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2019

SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
							ARRIVAL AIRPORT*									
0600-0659	92.4	90.7	98.9	91.0	91.4	91.1	89.7	87.3	93.1	92.3	84.2	93.6	92.2	88.2	92.1	89.4
0700-0759	94.4	93.6	95.1	92.2	92.5	91.2	85.0	83.4	93.7	91.9	94.7	94.4	93.5	91.1	92.7	93.0
0800-0859	85.6	94.3	94.5	91.2	86.1	92.6	83.8	84.0	91.0	93.8	94.7	81.8	71.7	91.2	93.5	88.3
0900-0959	83.7	95.1	93.7	90.7	85.8	89.3	81.6	77.8	94.4	92.7	92.7	93.2	69.9	95.9	89.6	90.6
1000-1059	84.5	92.1	90.4	88.1	89.7	85.8	77.7	80.4	91.6	93.2	86.2	89.5	71.6	95.2	86.3	88.8
1100-1159	88.5	86.4	91.3	87.5	80.7	86.4	79.1	83.5	92.2	93.2	87.4	88.5	70.7	91.3	86.6	86.7
1200-1259	89.1	87.6	92.1	87.1	83.8	86.6	81.0	81.3	88.9	92.1	87.2	96.9	77.4	89.0	85.3	85.3
1300-1359	86.3	86.6	91.0	84.2	85.5	80.6	78.0	79.5	91.5	82.4	84.5	84.0	72.2	87.8	84.6	87.8
1400-1459	81.1	83.7	87.4	86.0	76.6	83.1	79.8	79.1	92.1	71.7	81.9	86.6	73.4	85.0	83.3	87.7
1500-1559	83.3	75.6	88.7	84.1	76.4	83.9	76.7	76.4	91.0	62.2	80.5	87.0	77.9	86.3	81.8	84.5
1600-1659	81.4	77.7	85.7	81.8	69.3	83.9	82.4	76.5	89.1	60.3	79.0	82.0	77.5	82.0	80.7	85.3
1700-1759	82.0	71.6	85.4	82.7	74.8	80.6	76.0	72.5	88.1	51.6	81.4	93.2	68.6	81.8	79.6	83.3
1800-1859	79.1	64.1	81.5	82.4	66.5	77.5	78.9	73.7	83.1	52.3	80.3	83.3	72.7	80.9	80.0	81.6
1900-1959	75.0	63.7	84.6	79.4	76.4	79.3	77.5	70.2	88.1	52.1	82.0	86.1	72.0	82.6	79.7	84.7
2000-2059	77.1	63.4	85.1	80.4	69.4	77.5	75.5	61.9	81.3	52.7	71.8	79.2	76.5	81.8	81.7	81.7
2100-2159	80.1	65.9	79.5	85.5	73.2	80.2	74.8	64.1	85.0	52.1	74.4	81.1	74.0	85.0	79.9	83.4
2200-2259	80.2	68.2	82.7	81.4	70.1	79.3	77.6	67.3	75.7	54.0	78.3	77.2	71.2	77.3	81.7	77.8
2300-0559	79.4	76.6	82.8	79.6	70.5	81.2	79.1	79.8	84.5	74.7	77.1	88.4	79.1	80.9	73.9	81.9
TOTAL	83.1	78.5	87.6	85.7	78.1	83.6	79.9	76.7	89.4	71.4	82.9	86.1	74.0	85.4	83.4	85.5

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2019

SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	0.0	86.9	91.3	90.0	93.5	92.5	90.2	91.2	91.5	100.0	85.5	92.5	92.6	83.6	90.7
0700-0759	93.8	92.4	90.9	95.0	85.8	89.9	89.3	90.8	90.7	93.5	93.3	89.9	94.1	92.7	90.9
0800-0859	89.4	92.1	91.5	94.2	90.8	86.0	95.1	93.0	89.8	90.0	80.9	86.6	93.0	95.2	87.4
0900-0959	87.1	91.5	88.2	92.2	91.4	83.5	93.0	91.8	86.8	87.6	82.5	87.9	94.3	93.1	87.2
1000-1059	80.9	92.8	88.7	86.8	91.0	90.0	88.2	90.1	88.5	87.5	84.8	90.2	91.8	88.5	86.8
1100-1159	76.2	87.0	89.1	86.5	86.9	87.3	83.4	89.2	88.5	83.4	89.3	83.7	82.4	87.4	85.9
1200-1259	76.2	88.2	90.8	84.4	90.6	85.1	84.5	88.6	87.6	82.8	84.1	85.9	88.5	86.3	85.8
1300-1359	74.9	86.0	86.8	87.1	92.6	83.8	88.9	90.4	88.1	88.0	88.7	84.7	91.1	86.7	84.2
1400-1459	73.1	87.1	85.2	87.9	89.6	80.8	83.7	85.8	85.0	88.7	83.3	86.2	87.1	91.5	83.3
1500-1559	66.9	88.0	84.1	79.5	88.0	78.1	89.7	83.2	84.2	89.1	87.5	87.6	91.2	89.1	81.6
1600-1659	60.2	82.8	87.6	83.7	88.8	78.9	87.9	80.1	85.3	85.8	83.9	87.6	89.2	79.5	81.0
1700-1759	60.7	85.9	81.7	88.4	84.9	79.5	83.1	80.0	82.1	84.0	82.0	84.6	86.5	83.1	77.7
1800-1859	57.8	85.4	83.6	82.3	85.3	78.1	84.7	79.6	83.2	82.9	86.7	87.3	84.1	81.2	78.5
1900-1959	56.4	81.4	80.4	81.9	83.7	69.5	85.7	77.0	81.2	82.6	79.8	84.9	86.5	81.3	77.4
2000-2059	54.5	79.7	80.7	83.9	85.0	76.6	85.0	76.7	82.1	79.2	74.8	82.6	74.8	83.2	76.2
2100-2159	51.8	78.5	81.4	80.2	84.6	79.4	79.5	72.4	84.5	77.2	72.8	84.6	89.2	73.3	77.5
2200-2259	57.5	79.4	78.9	75.4	78.8	79.2	78.1	79.7	75.8	81.5	70.9	84.3	77.4	77.7	75.6
2300-0559	61.3	77.8	71.0	82.4	82.7	87.4	77.3	80.6	79.2	82.8	86.9	78.1	69.6	77.2	79.2
TOTAL	69.3	85.2	85.1	86.1	87.9	82.4	85.0	84.5	85.5	84.7	81.8	85.5	88.2	84.3	82.4

* 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)

OCTOBER 2019

	DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX
0600-0659	93.6	93.7	94.7	88.3	89.9	95.9	89.6	87.8	93.5	94.7	95.9	97.6	88.5	95.3	92.1	94.8
0700-0759	93.3	90.2	94.6	90.9	89.1	90.6	84.6	85.3	92.6	91.4	92.6	91.3	91.3	92.0	90.3	92.6
0800-0859	93.1	90.4	91.2	83.0	82.5	90.2	82.1	84.2	92.7	90.1	94.7	91.7	87.6	94.7	85.8	89.3
0900-0959	87.1	90.7	85.3	88.6	79.5	90.5	79.7	81.6	92.8	91.2	94.1	88.1	78.3	93.3	85.3	87.0
1000-1059	86.8	89.5	88.5	81.4	79.8	86.7	74.6	81.4	90.9	91.5	88.0	91.1	80.2	91.7	87.5	85.6
1100-1159	84.6	87.9	83.8	87.3	79.0	84.3	73.5	76.8	88.8	86.7	86.3	85.6	78.4	91.1	82.0	83.7
1200-1259	86.6	81.3	88.1	74.1	71.0	81.6	75.9	80.0	90.3	87.7	81.4	85.4	79.1	87.9	81.1	82.1
1300-1359	85.2	83.9	83.9	82.2	79.0	82.0	78.1	77.6	81.8	87.4	80.4	88.1	69.1	87.9	81.3	80.0
1400-1459	82.5	79.8	77.0	78.7	78.7	81.4	72.7	73.0	86.4	79.7	82.8	83.1	78.4	84.6	79.4	84.0
1500-1559	78.7	79.7	76.8	76.8	64.9	82.8	74.9	73.7	89.0	70.0	75.3	88.7	73.0	80.7	79.4	81.6
1600-1659	78.7	73.3	79.4	79.6	63.9	76.3	70.6	73.7	80.0	66.4	81.0	84.3	78.1	81.6	76.5	82.7
1700-1759	80.2	71.2	78.6	79.5	63.6	77.6	76.2	70.8	83.4	63.3	74.0	80.5	73.6	82.0	79.3	82.9
1800-1859	77.7	69.3	72.5	79.5	65.5	75.7	72.3	70.0	75.7	59.4	80.9	89.1	75.5	77.1	76.2	84.1
1900-1959	79.1	61.3	69.3	77.0	63.8	75.8	75.6	70.9	79.3	60.8	83.6	82.4	76.8	80.8	74.3	84.5
2000-2059	78.5	62.8	70.9	79.7	60.6	81.4	74.3	67.4	87.2	60.6	79.4	100.0	81.0	79.6	75.9	81.9
2100-2159	81.9	61.7	74.6	76.0	60.9	77.4	65.8	62.3	92.9	56.9	80.3	100.0	82.0	81.2	82.1	81.8
2200-2259	84.2	67.3	61.1	86.0	54.3	84.8	73.7	68.0	88.4	28.1	78.9	87.1	82.0	82.9	80.8	86.9
2300-0559	89.5	92.9	92.9	91.3	0.0	93.4	83.0	85.5	94.4	93.8	91.7	94.3	88.2	85.5	82.7	88.3
TOTAL	**83.9**	**81.1**	**82.1**	**83.1**	**73.5**	**83.8**	**76.9**	**76.2**	**88.3**	**77.1**	**85.1**	**86.8**	**80.0**	**86.4**	**82.3**	**85.5**

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2019

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT*														
	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	93.6	95.6	90.4	92.6	94.9	93.3	95.4	92.5	94.0	95.0	91.1	95.6	96.1	96.0	93.3
0700-0759	93.9	93.1	85.5	89.6	94.0	90.2	93.2	90.3	87.9	92.8	92.0	91.6	89.6	94.4	90.7
0800-0859	93.4	93.5	83.5	94.2	89.9	88.7	91.9	91.5	87.0	88.6	87.3	86.3	92.1	91.5	89.5
0900-0959	88.1	89.6	82.6	90.7	92.7	85.7	91.8	92.4	84.3	86.3	83.9	84.1	90.3	94.4	86.7
1000-1059	86.1	87.8	80.8	91.9	90.2	84.7	94.2	92.0	85.2	88.0	79.1	84.6	87.2	86.8	85.2
1100-1159	84.1	86.4	79.5	86.0	90.9	86.7	91.6	89.7	83.8	83.7	84.3	81.3	89.8	84.5	84.6
1200-1259	77.2	83.8	81.6	81.1	82.7	83.1	85.1	86.2	84.3	83.7	87.3	79.6	83.3	84.5	82.7
1300-1359	79.7	82.4	80.1	86.4	89.5	82.4	85.7	81.6	82.4	83.0	85.8	78.9	88.1	76.6	82.5
1400-1459	75.3	75.7	69.8	86.1	85.6	80.1	88.6	84.1	84.7	86.5	85.3	79.8	86.5	85.3	79.9
1500-1559	71.2	79.4	76.4	82.1	86.5	79.0	77.1	82.3	79.7	84.9	82.3	83.0	87.4	82.6	79.5
1600-1659	67.1	82.2	70.3	83.4	81.0	79.5	92.2	81.6	80.8	87.3	86.7	83.7	82.1	85.9	77.9
1700-1759	61.1	77.5	74.6	79.6	84.8	76.0	84.5	79.4	80.6	85.1	84.2	84.4	89.9	74.3	78.2
1800-1859	62.4	77.0	63.0	80.7	80.4	81.5	77.2	75.8	75.4	85.0	83.6	83.6	81.4	81.0	75.5
1900-1959	57.3	81.2	70.3	79.3	87.0	79.6	86.3	78.3	78.1	81.4	84.4	85.7	85.7	74.6	76.5
2000-2059	55.2	71.1	69.2	81.5	87.4	75.8	81.2	80.3	79.9	82.3	76.1	84.9	88.5	78.4	77.3
2100-2159	55.3	72.1	74.4	88.1	88.0	81.1	82.2	84.1	78.7	78.5	76.6	84.1	73.8	78.6	76.6
2200-2259	62.9	73.3	72.6	77.2	88.1	82.0	91.0	71.4	84.7	88.4	85.4	88.6	93.8	76.5	81.9
2300-0559	97.0	84.2	98.9	79.4	95.4	94.6	94.5	84.9	91.0	0.0	89.9	89.4	87.5	95.7	88.6
TOTAL	76.1	83.6	77.3	85.6	88.4	83.1	89.1	85.3	83.7	86.6	85.2	85.0	89.2	85.2	82.7

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

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AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
OCTOBER 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)	91.5	87.3	71	71	Brainerd, MN (BRD)	96.3	98.1	54	54
Abilene, TX (ABI)	84.1	83.7	208	208	Branson, MO (BKG)	85.7	85.7	35	35
Adak Island, AK (ADK)	77.8	66.7	9	9	Bristol/Johnson City/Kingsport, TN (TRI)	83.1	85.4	254	254
Aguadilla, PR (BQN)	79.4	85.3	165	163	Brownsville, TX (BRO)	82.0	87.6	250	250
Akron, OH (CAK)	73.9	86.9	464	465	Brunswick, GA (BQK)	81.8	85.2	88	88
Albany, GA (ABY)	71.6	81.8	88	88	Buffalo, NY (BUF)	83.4	84.4	2092	2090
Albany, NY (ALB)	85.7	88.3	1051	1052	Burbank, CA (BUR)	83.0	85.6	3006	3006
Albuquerque, NM (ABQ)	81.4	82.9	2227	2230	Burlington, VT (BTV)	83.3	81.4	820	821
Alexandria, LA (AEX)	81.7	84.1	295	295	Butte, MT (BTM)	87.9	86.2	58	58
Allentown/Bethlehem/Easton, PA (ABE)	87.8	87.1	426	427	Concord, NC (USA)	83.6	86.2	116	116
Alpena, MI (APN)	90.7	88.7	54	53	Cape Girardeau, MO (CGI)	80.0	85.9	85	85
Amarillo, TX (AMA)	72.9	75.3	454	454	Casper, WY (CPR)	93.0	95.8	71	71
Anchorage, AK (ANC)	81.7	90.2	1334	1333	Cedar City, UT (CDC)	92.6	88.9	54	54
Appleton, WI (ATW)	84.6	88.7	338	337	Cedar Rapids/Iowa City, IA (CID)	82.0	80.8	866	864
Arcata/Eureka, CA (ACV)	80.3	77.3	208	207	Champaign/Urbana, IL (CMI)	78.8	85.1	269	269
Asheville, NC (AVL)	73.7	77.0	919	919	Charleston, SC (CHS)	83.7	84.6	2317	2318
Ashland, WV (HTS)	69.2	65.4	26	26	Charleston/Dunbar, WV (CRW)	80.6	80.7	408	409
Aspen, CO (ASE)	67.4	72.3	276	278	Charlotte Amalie, VI (STT)	83.0	83.0	182	182
Atlanta, GA (ATL)	83.1	83.9	33647	33643	Charlotte, NC (CLT)	85.7	83.1	20573	20569
Atlantic City, NJ (ACY)	85.9	93.0	227	228	Charlottesville, VA (CHO)	75.4	78.0	549	549
Augusta, GA (AGS)	86.4	85.2	413	413	Chattanooga, TN (CHA)	80.7	79.4	781	782
Austin, TX (AUS)	80.6	82.3	5955	5951	Cheyenne, WY (CYS)	87.9	79.4	33	34
Bakersfield, CA (BFL)	80.6	89.9	217	217	Chicago, IL (MDW)	85.1	77.3	7514	7516
Baltimore, MD (BWI)	87.6	82.1	8942	8946	Chicago, IL (ORD)	82.4	83.1	30115	30125
Bangor, ME (BGR)	73.2	75.9	373	373	Christiansted, VI (STX)	87.5	87.5	48	48
Barrow, AK (BRW)	95.2	95.2	62	62	Cincinnati, OH (CVG)	83.5	84.0	4084	4086
Baton Rouge, LA (BTR)	80.4	87.4	698	700	Clarksburg/Fairmont, WV (CKB)	77.5	76.1	71	71
Beaumont/Port Arthur, TX (BPT)	87.0	88.0	92	92	Cleveland, OH (CLE)	84.7	86.6	4159	4160
Belleville, IL (BLV)	85.2	72.1	61	61	Cody, WY (COD)	90.0	85.0	20	20
Bellingham, WA (BLI)	87.8	89.4	123	123	College Station/Bryan, TX (CLL)	84.7	92.9	209	210
Bemidji, MN (BJI)	93.5	85.5	62	62	Colorado Springs, CO (COS)	74.3	78.1	868	869
Bend/Redmond, OR (RDM)	83.8	88.8	340	340	Columbia, MO (COU)	62.9	78.9	186	185
Bethel, AK (BET)	87.3	80.3	71	71	Columbia, SC (CAE)	81.0	85.5	621	621
Billings, MT (BIL)	83.6	86.4	317	317	Columbus, GA (CSG)	77.4	87.0	115	115
Binghamton, NY (BGM)	84.3	89.9	89	89	Columbus, MS (GTR)	73.2	79.5	112	112
Birmingham, AL (BHM)	79.5	82.8	1740	1742	Columbus, OH (CMH)	85.1	87.0	4210	4212
Bismarck/Mandan, ND (BIS)	80.7	81.1	379	380	Columbus, OH (LCK)	78.3	71.0	69	69
Bloomington/Normal, IL (BMI)	79.0	88.2	272	271	Cordova, AK (CDV)	88.7	95.2	62	62
Boise, ID (BOI)	86.0	89.2	1631	1632	Corpus Christi, TX (CRP)	76.8	82.6	530	530
Boston, MA (BOS)	78.5	81.1	13520	13530	Dallas, TX (DAL)	78.1	73.5	6411	6411
Bozeman, MT (BZN)	86.3	87.0	431	431	Dallas/Fort Worth, TX (DFW)	76.7	76.2	26392	26396

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Dayton, OH (DAY)	77.3	83.7	1236	1236	Green Bay, WI (GRB)	83.4	88.8	506	508
Daytona Beach, FL (DAB)	82.2	86.6	269	269	Greensboro/High Point, NC (GSO)	82.0	84.1	1216	1217
Deadhorse, AK (SCC)	86.9	97.6	84	84	Greenville, NC (PGV)	87.1	87.1	31	31
Del Rio, TX (DRT)	75.8	80.6	62	62	Greer, SC (GSP)	80.2	83.7	1430	1430
Denver, CO (DEN)	79.9	76.9	22751	22752	Guam, TT (GUM)	83.3	94.4	72	72
Des Moines, IA (DSM)	84.3	88.1	1398	1397	Gulfport/Biloxi, MS (GPT)	80.2	84.4	424	424
Detroit, MI (DTW)	89.4	88.3	14086	14083	Hagerstown, MD (HGR)	100.0	90.0	10	10
Devils Lake, ND (DVL)	77.4	75.5	53	53	Hancock/Houghton, MI (CMX)	79.0	80.6	62	62
Dothan, AL (DHN)	63.8	75.0	116	116	Harlingen/San Benito, TX (HRL)	77.1	81.1	371	371
Dubuque, IA (DBQ)	78.3	85.9	92	92	Harrisburg, PA (MDT)	86.4	85.4	568	568
Duluth, MN (DLH)	80.0	82.3	350	350	Hartford, CT (BDL)	84.2	87.5	2334	2334
Durango, CO (DRO)	75.2	78.9	266	266	Hattiesburg/Laurel, MS (PIB)	81.0	77.6	58	58
Eagle, CO (EGE)	86.4	86.7	44	45	Hays, KS (HYS)	75.0	73.1	108	108
Eau Claire, WI (EAU)	77.4	90.3	62	62	Helena, MT (HLN)	94.8	93.9	115	115
El Paso, TX (ELP)	78.9	82.0	1484	1485	Hibbing, MN (HIB)	96.3	98.1	54	54
Elko, NV (EKO)	96.6	98.3	58	58	Hilo, HI (ITO)	90.1	90.3	526	526
Elmira/Corning, NY (ELM)	88.9	88.9	18	18	Hilton Head, SC (HHH)	74.2	83.9	186	186
Erie, PA (ERI)	82.8	88.5	122	122	Hobbs, NM (HOB)	79.4	81.0	63	63
Escanaba, MI (ESC)	75.9	74.1	54	54	Honolulu, HI (HNL)	84.1	87.2	4422	4421
Eugene, OR (EUG)	88.1	89.9	513	514	Houston, TX (HOU)	82.2	74.7	5166	5163
Evansville, IN (EVV)	83.3	82.7	335	335	Houston, TX (IAH)	74.0	80.0	15360	15344
Everett, WA (PAE)	80.6	90.0	180	180	Huntsville, AL (HSV)	81.8	84.4	885	885
Fairbanks, AK (FAI)	84.4	92.2	359	359	Idaho Falls, ID (IDA)	88.5	86.2	217	218
Fargo, ND (FAR)	78.2	84.6	537	538	Indianapolis, IN (IND)	84.3	87.0	4267	4269
Fayetteville, AR (XNA)	77.1	78.7	1299	1300	International Falls, MN (INL)	96.2	96.2	53	53
Fayetteville, NC (FAY)	78.8	79.9	344	344	Iron Mountain/Kingsfd, MI (IMT)	89.7	89.7	58	58
Flagstaff, AZ (FLG)	87.8	89.4	188	188	Islip, NY (ISP)	87.6	89.6	394	394
Flint, MI (FNT)	85.5	86.8	311	311	Ithaca/Cortland, NY (ITH)	91.4	86.0	93	93
Fort Lauderdale, FL (FLL)	82.9	85.1	7577	7572	Jackson, WY (JAC)	82.5	83.7	206	208
Fort Myers, FL (RSW)	80.3	82.5	2099	2093	Jackson/Vicksburg, MS (JAN)	76.4	81.6	716	716
Fort Smith, AR (FSM)	76.9	78.4	208	208	Jacksonville, FL (JAX)	82.5	85.3	2806	2809
Fort Wayne, IN (FWA)	81.4	84.4	636	636	Jacksonville/Camp Lejeune, NC (OAJ)	83.8	87.3	229	229
Fresno, CA (FAT)	87.0	87.5	1058	1060	Jamestown, ND (JMS)	73.8	75.0	84	84
Gainesville, FL (GNV)	80.6	84.4	468	468	Joplin, MO (JLN)	78.6	82.2	145	146
Garden City, KS (GCK)	87.1	85.5	62	62	Juneau, AK (JNU)	84.2	87.5	360	360
Gillette, WY (GCC)	68.8	74.0	77	77	Kahului, HI (OGG)	88.1	88.8	2314	2313
Grand Forks, ND (GFK)	87.3	86.2	189	188	Kalamazoo, MI (AZO)	83.6	87.7	225	227
Grand Island, NE (GRI)	88.3	83.0	94	94	Kalispell, MT (FCA)	84.8	91.5	224	224
Grand Junction, CO (GJT)	87.0	90.7	355	356	Kansas City, MO (MCI)	83.9	85.6	4796	4794
Grand Rapids, MI (GRR)	80.1	84.6	1686	1686	Kearney, NE (EAR)	67.2	79.3	58	58
Great Falls, MT (GTF)	87.5	88.1	168	168	Ketchikan, AK (KTN)	88.5	91.8	182	182

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Key West, FL (EYW)	88.9	86.7	422	422	Minneapolis, MN (MSP)	87.9	88.4	13795	13788
Killeen, TX (GRK)	76.6	81.7	256	257	Minot, ND (MOT)	79.1	85.5	235	235
Knoxville, TN (TYS)	79.6	83.0	1575	1575	Mission/McAllen/Edinburg, TX (MFE)	75.5	79.8	485	485
Kodiak, AK (ADQ)	67.9	66.0	53	53	Missoula, MT (MSO)	83.4	84.5	277	277
Kona, HI (KOA)	90.1	90.3	1231	1232	Moab, UT (CNY)	81.2	82.6	69	69
Kotzebue, AK (OTZ)	93.4	91.8	61	61	Mobile, AL (BFM)	72.7	72.7	22	22
La Crosse, WI (LSE)	77.3	84.9	185	185	Mobile, AL (MOB)	76.3	76.7	502	503
Lafayette, LA (LFT)	80.3	82.1	456	457	Moline, IL (MLI)	83.6	86.0	420	420
Lake Charles, LA (LCH)	75.4	83.8	179	179	Monroe, LA (MLU)	77.7	78.1	251	251
Lansing, MI (LAN)	82.0	83.5	278	278	Monterey, CA (MRY)	84.3	86.7	362	362
Laramie, WY (LAR)	75.9	81.5	54	54	Montgomery, AL (MGM)	76.2	75.9	319	319
Laredo, TX (LRD)	76.8	82.7	237	237	Montrose/Delta, CO (MTJ)	64.7	72.0	51	50
Las Vegas, NV (LAS)	83.4	82.3	14635	14645	Mosinee, WI (CWA)	85.0	89.7	233	233
Latrobe, PA (LBE)	89.7	92.3	78	78	Muskegon, MI (MKG)	62.9	83.9	62	62
Lawton/Fort Sill, OK (LAW)	89.1	87.4	119	119	Myrtle Beach, SC (MYR)	84.9	84.1	976	976
Lewisburg, WV (LWB)	68.5	74.1	54	54	Nantucket, MA (ACK)	73.7	71.1	38	38
Lewiston, ID (LWS)	95.7	95.7	93	93	Nashville, TN (BNA)	83.7	82.4	7561	7561
Lexington, KY (LEX)	81.4	86.0	783	784	New Bern/Morehead/Beaufort, NC (EWN)	75.5	84.3	216	216
Liberal, KS (LBL)	72.2	83.3	54	54	New Haven, CT (HVN)	93.8	92.7	96	96
Lihue, HI (LIH)	89.1	88.6	1103	1103	New Orleans, LA (MSY)	79.1	78.6	5106	5104
Lincoln, NE (LNK)	81.7	85.3	191	191	New York, NY (JFK)	85.4	86.4	10544	10548
Little Rock, AR (LIT)	78.6	83.2	1274	1277	New York, NY (LGA)	69.3	76.1	14699	14701
Long Beach, CA (LGB)	88.0	89.7	1337	1337	Newark, NJ (EWR)	71.4	77.1	12036	12036
Longview, TX (GGG)	83.5	84.8	79	79	Newburgh/Poughkeepsie, NY (SWF)	85.9	79.9	149	149
Los Angeles, CA (LAX)	85.5	85.5	18252	18244	Newport News/Williamsburg, VA (PHF)	88.4	91.8	267	268
Louisville, KY (SDF)	80.4	84.0	2271	2271	Niagara Falls, NY (IAG)	96.5	87.5	57	56
Lubbock, TX (LBB)	73.8	78.1	634	634	Nome, AK (OME)	93.5	95.2	62	62
Lynchburg, VA (LYH)	80.3	86.9	122	122	Norfolk, VA (ORF)	83.1	84.2	2155	2157
Madison, WI (MSN)	83.3	87.1	1280	1279	North Bend/Coos Bay, OR (OTH)	83.9	87.1	31	31
Mammoth Lakes, CA (MMH)	77.4	77.4	31	31	North Platte, NE (LBF)	79.6	83.3	54	54
Manchester, NH (MHT)	86.7	88.8	772	770	Oakland, CA (OAK)	87.1	83.1	4607	4606
Manhattan/Ft. Riley, KS (MHK)	75.0	81.7	180	180	Ogden, UT (OGD)	87.5	62.5	8	8
Marquette, MI (MQT)	85.8	84.2	120	120	Ogdensburg, NY (OGS)	74.6	79.7	59	59
Martha's Vineyard, MA (MVY)	66.7	71.4	21	21	Oklahoma City, OK (OKC)	77.3	82.9	2044	2046
Medford, OR (MFR)	82.1	86.0	441	442	Omaha, NE (OMA)	82.5	84.8	2177	2178
Melbourne, FL (MLB)	83.9	81.5	211	211	Ontario, CA (ONT)	84.6	88.4	2046	2045
Memphis, TN (MEM)	78.8	81.2	2272	2272	Orlando, FL (MCO)	85.2	83.6	11433	11437
Meridian, MS (MEI)	67.7	83.9	62	62	Owensboro, KY (OWB)	90.0	80.0	10	10
Miami, FL (MIA)	86.1	85.6	7195	7192	Paducah, KY (PAH)	81.9	86.2	116	116
Midland/Odessa, TX (MAF)	74.6	80.3	877	877	Pago Pago, TT (PPG)	55.6	66.7	9	9
Milwaukee, WI (MKE)	81.4	85.6	2609	2610	Palm Springs, CA (PSP)	82.3	85.1	885	884

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TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Panama City, FL (ECP)	81.8	85.0	512	513	San Antonio, TX (SAT)	80.9	83.4	3547	3546
Pasco/Kennewick/Richland, WA (PSC)	84.5	89.9	316	316	San Diego, CA (SAN)	84.7	86.6	7970	7971
Pellston, MI (PLN)	92.4	91.3	79	80	San Francisco, CA (SFO)	85.5	85.0	14394	14386
Pensacola, FL (PNS)	81.7	84.6	1059	1060	San Jose, CA (SJC)	86.3	86.8	5604	5605
Peoria, IL (PIA)	75.9	83.0	377	377	San Juan, PR (SJU)	84.4	85.5	1868	1865
Petersburg, AK (PSG)	87.1	83.9	62	62	San Luis Obispo, CA (SBP)	81.8	78.9	484	484
Philadelphia, PA (PHL)	84.5	85.3	10282	10280	Sanford, FL (SFB)	83.9	88.6	814	814
Phoenix, AZ (AZA)	82.1	80.9	446	446	Santa Ana, CA (SNA)	86.0	86.4	3414	3416
Phoenix, AZ (PHX)	85.5	83.7	14730	14720	Santa Barbara, CA (SBA)	84.7	87.2	712	713
Pierre, SD (PIR)	77.6	74.1	58	58	Santa Fe, NM (SAF)	83.0	85.8	176	176
Pittsburgh, PA (PIT)	85.2	86.7	4404	4405	Santa Maria, CA (SMX)	94.1	88.2	17	17
Plattsburgh, NY (PBG)	80.5	84.1	87	88	Santa Rosa, CA (STS)	69.0	74.3	268	268
Pocatello, ID (PIH)	91.4	90.3	93	93	Sarasota/Bradenton, FL (SRQ)	81.6	82.1	683	682
Ponce, PR (PSE)	75.9	83.3	54	54	Sault Ste. Marie, MI (CIU)	84.5	86.2	58	58
Portland, ME (PWM)	83.5	83.3	1043	1044	Savannah, GA (SAV)	80.9	83.7	1538	1540
Portland, OR (PDX)	85.0	89.1	5369	5369	Scottsbluff, NE (BFF)	81.5	81.5	54	54
Portsmouth, NH (PSM)	94.1	94.1	17	17	Scranton/Wilkes-Barre, PA (AVP)	81.8	87.7	341	341
Prescott, AZ (PRC)	77.4	74.2	62	62	Seattle, WA (SEA)	81.8	85.2	12013	12008
Providence, RI (PVD)	84.8	86.3	1617	1617	Shreveport, LA (SHV)	77.3	77.8	608	608
Provo, UT (PVU)	89.7	85.3	68	68	Sioux City, IA (SUX)	68.1	78.2	119	119
Pueblo, CO (PUB)	77.8	77.8	81	81	Sioux Falls, SD (FSD)	78.4	82.6	630	632
Punta Gorda, FL (PGD)	81.5	89.3	384	384	Sitka, AK (SIT)	85.4	86.5	89	89
Quincy, IL (UIN)	77.8	75.9	54	54	South Bend, IN (SBN)	81.6	78.8	614	613
Raleigh/Durham, NC (RDU)	83.4	83.5	5630	5627	Spokane, WA (GEG)	80.7	87.8	932	933
Rapid City, SD (RAP)	77.0	80.6	495	495	Springfield, IL (SPI)	73.1	80.0	160	160
Redding, CA (RDD)	77.4	85.5	124	124	Springfield, MO (SGF)	79.6	83.0	725	725
Reno, NV (RNO)	84.5	87.9	1770	1773	St. Cloud, MN (STC)	62.5	37.5	8	8
Rhinelander, WI (RHI)	79.0	87.1	62	62	St. George, UT (SGU)	79.8	87.2	337	337
Richmond, VA (RIC)	83.1	84.5	2069	2071	St. Louis, MO (STL)	85.7	82.4	6047	6050
Roanoke, VA (ROA)	84.8	84.8	277	277	St. Petersburg, FL (PIE)	83.5	82.3	606	606
Rochester, MN (RST)	86.3	91.8	292	293	State College, PA (SCE)	81.1	83.7	190	190
Rochester, NY (ROC)	83.1	86.5	1182	1182	Staunton, VA (SHD)	79.3	91.4	58	58
Rock Springs, WY (RKS)	77.4	90.3	62	62	Stillwater, OK (SWO)	82.1	85.9	78	78
Rockford, IL (RFD)	89.4	75.8	66	66	Stockton, CA (SCK)	86.2	82.9	123	123
Roswell, NM (ROW)	87.0	85.4	123	123	Sun Valley/Hailey/Ketchum, ID (SUN)	86.4	88.6	88	88
Sacramento, CA (SMF)	86.0	87.8	4636	4634	Syracuse, NY (SYR)	83.4	87.0	1180	1182
Saginaw/Bay City/Midland, MI (MBS)	84.3	89.3	204	205	Tallahassee, FL (TLH)	84.5	88.4	550	550
Saipan, TT (SPN)	92.7	87.8	41	41	Tampa, FL (TPA)	84.3	85.2	5925	5926
Salina, KS (SLN)	70.4	76.5	81	81	Texarkana, AR (TXK)	81.7	86.2	109	109
Salt Lake City, UT (SLC)	88.2	89.2	9815	9809	Toledo, OH (TOL)	84.1	87.5	176	176
San Angelo, TX (SJT)	82.3	84.5	181	181	Traverse City, MI (TVC)	83.0	85.2	330	331

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Trenton, NJ (TTN)	76.8	79.9	280	279
Tucson, AZ (TUS)	79.2	84.8	1556	1554
Tulsa, OK (TUL)	79.8	86.0	1443	1442
Twin Falls, ID (TWF)	88.8	88.8	89	89
Tyler, TX (TYR)	73.1	71.9	160	160
Valdosta, GA (VLD)	78.7	79.8	89	89
Valparaiso, FL (VPS)	78.9	81.1	705	705
Vernal, UT (VEL)	70.4	77.8	54	54
Waco, TX (ACT)	82.0	86.7	150	150
Washington, DC (DCA)	83.6	83.8	11930	11930
Washington, DC (IAD)	86.1	86.8	6010	6006
Waterloo, IA (ALO)	77.6	91.4	58	58
Watertown, SD (ATY)	71.0	74.2	62	62
West Palm Beach/Palm Beach, FL (PBI)	82.0	82.0	1892	1887
West Yellowstone, MT (WYS)	92.3	84.6	13	13
White Plains, NY (HPN)	84.1	84.9	984	983
Wichita Falls, TX (SPS)	85.2	78.7	108	108
Wichita, KS (ICT)	75.2	81.2	915	915
Williston, ND (ISN)	82.4	88.9	17	18
Williston, ND (XWA)	87.5	87.2	48	47
Wilmington, NC (ILM)	80.7	82.3	587	587
Worcester, MA (ORH)	89.4	87.9	123	124
Wrangell, AK (WRG)	83.9	82.3	62	62
Yakutat, AK (YAK)	82.3	88.7	62	62
Yuma, AZ (YUM)	78.5	87.3	181	181

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2019

CARRIER*	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ALLEGIANT AIR	**119**	**7866**	**6**	**0.1**	**1**
DELTA AIR LINES NETWORK	**221**	**151331**	**213**	**0.1**	**2**
- DELTA AIR LINES	143	86322	10	0.0	
- BRANDED CODESHARE PARTNERS	198	65009	203	0.3	
JETBLUE AIRWAYS	**66**	**24891**	**96**	**0.4**	**3**
SPIRIT AIRLINES	**50**	**16911**	**114**	**0.7**	**4**
HAWAIIAN AIRLINES NETWORK	**22**	**7875**	**64**	**0.8**	**5**
- HAWAIIAN AIRLINES	19	7121	16	0.2	
- BRANDED CODESHARE PARTNERS	4	754	48	6.4	
UNITED AIRLINES NETWORK	**234**	**136116**	**1272**	**0.9**	**6**
- UNITED AIRLINES	111	55074	151	0.3	
- BRANDED CODESHARE PARTNERS	218	81042	1121	1.4	
ALASKA AIRLINES NETWORK	**97**	**37643**	**369**	**1.0**	**7**
- ALASKA AIRLINES	71	22194	121	0.5	
- BRANDED CODESHARE PARTNERS	53	15449	248	1.6	
SOUTHWEST AIRLINES	**88**	**116465**	**1414**	**1.2**	**8**
AMERICAN AIRLINES NETWORK	**236**	**181077**	**2397**	**1.3**	**9**
- AMERICAN AIRLINES	106	81028	867	1.1	
- BRANDED CODESHARE PARTNERS	219	100049	1530	1.5	
FRONTIER AIRLINES	**102**	**12769**	**188**	**1.5**	**10**
TOTAL AIRPORTS SERVED	**369**	**692,944**	**6,133**	**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 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

OCTOBER 2019

CARRIER	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES	143	86322	10	0.0	1
ALLEGIANT AIR	119	7866	6	0.1	2
HAWAIIAN AIRLINES	19	7121	16	0.2	3
UNITED AIRLINES	111	55074	151	0.3	4
JETBLUE AIRWAYS	66	24891	96	0.4	5
REPUBLIC AIRWAYS	93	28754	126	0.4	6
ENDEAVOR AIR	97	21516	113	0.5	7
ALASKA AIRLINES	71	22194	121	0.5	8
SPIRIT AIRLINES	50	16911	114	0.7	9
EXPRESSJET AIRLINES	93	10425	96	0.9	10
SKYWEST AIRLINES	246	72350	725	1.0	11
AMERICAN AIRLINES	106	81028	867	1.1	12
SOUTHWEST AIRLINES	88	116465	1414	1.2	13
PSA AIRLINES	88	24514	316	1.3	14
FRONTIER AIRLINES	102	12769	188	1.5	15
ENVOY AIR	144	28052	420	1.5	16
MESA AIRLINES	113	19762	393	2.0	17
TOTAL AIRPORTS SERVED	**353**	**636,014**	**5,172**	**0.8**	

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

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AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

OCTOBER 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	**37643**	31991	**84.99**	**369**	**0.98**	**69**	**0.18**	**1352**	**3.59**	**79**	**0.21**	**2198**	**5.84**	**13**	**0.03**	**1573**	**4.18**
- ALASKA AIRLINES	22194	18703	84.27	121	0.55	47	0.21	801	3.61	59	0.27	1473	6.64	13	0.06	978	4.41
- BRANDED CODESHARE PARTNERS	15449	13288	86.01	248	1.61	22	0.14	551	3.57	21	0.14	725	4.69	0	0.00	595	3.85
ALLEGIANT AIR	**7866**	**6562**	**83.42**	**6**	**0.08**	**13**	**0.17**	**417**	**5.30**	**54**	**0.69**	**298**	**3.79**	**5**	**0.06**	**511**	**6.50**
AMERICAN AIRLINES NETWORK	**181077**	**145467**	**80.33**	2397	**1.32**	**422**	**0.23**	**8358**	**4.62**	**868**	**0.48**	**10471**	**5.78**	**40**	**0.02**	**13053**	**7.21**
- AMERICAN AIRLINES	81028		80.53	867	1.07	204	0.25	4371	5.39	329	0.41	4797	5.92	13	0.02	5198	6.42
- BRANDED CODESHARE PARTNERS	100049		80.18	1530	1.53	218	0.22	3987	3.99	539	0.54	5675	5.67	28	0.03	7855	7.85
DELTA AIR LINES NETWORK	**151331**	129373	**85.49**	**213**	**0.14**	**237**	**0.16**	**5787**	**3.82**	**537**	**0.35**	**8179**	**5.40**	**27**	**0.02**	**6978**	**4.61**
- DELTA AIR LINES	86322	80218	86.60	10	0.01	133	0.15	3409	3.95	188	0.22	4877	5.65	14	0.02	2941	3.41
- BRANDED CODESHARE PARTNERS	65009		84.02	203	0.31	104	0.16	2379	3.66	349	0.54	3302	5.08	14	0.02	4037	6.21
FRONTIER AIRLINES	**12769**	9509	**74.47**	**188**	**1.47**	**22**	**0.17**	**857**	**6.71**	**39**	**0.31**	**990**	**7.75**	**0**	**0.00**	**1164**	**9.12**
HAWAIIAN AIRLINES NETWORK	**7875**	6534	**82.97**		**0.81**	**5**	**0.06**	**595**	**7.56**	**30**	**0.38**	**75**	**0.95**	**21**	**0.27**	**551**	**7.00**
- HAWAIIAN AIRLINES	7121	5976	83.92		0.22	5	0.07	562	7.89	29	0.41	63	0.88	20	0.28	450	6.32
- BRANDED CODESHARE PARTNERS	754	558	74.01	48	6.37	0	0.00	33	4.38	1	0.13	12	1.59	1	0.13	102	13.53
JETBLUE AIRWAYS	**24891**	**20081**	**80.68**	**96**	**0.39**	**64**	**0.26**	**1675**	**6.73**	**20**	**0.08**	**1519**	**6.10**	**16**	**0.06**	**1420**	**5.70**
SOUTHWEST AIRLINES	**116465**	**97845**	**84.01**	**1414**	**1.21**	**181**	**0.16**	**5623**	**4.83**	**230**	**0.20**	**3652**	**3.14**	**47**	**0.04**	**7472**	**6.42**
SPIRIT AIRLINES	**16911**	**14296**	**84.54**	**114**	**0.67**	**22**	**0.13**	**557**	**3.29**	**46**	**0.27**	**1333**	**7.88**	**5**	**0.03**	**538**	**3.18**
UNITED AIRLINES NETWORK	**136116**	**108149**	**79.45**	**1272**	**0.93**	**281**	**0.21**	**5919**	**4.35**	**542**	**0.40**	**10617**	**7.80**	**4**	**0.00**	**9331**	**6.86**
- UNITED AIRLINES	55074		81.95	151	0.27	91	0.17	1962	3.56	170	0.31	4389	7.97	1	0.00	3177	5.77
- BRANDED CODESHARE PARTNERS	81042		77.76	1121	1.38	190	0.23	3958	4.88	373	0.46	6228	7.68	3	0.00	6154	7.59
TOTAL	**692,944**	**569,807**	**82.23**	**6,133**	**0.89**	**1,316**	**0.19**	**31,140**	**4.49**	**2,445**	**0.35**	**39,332**	**5.68**	**179**	**0.03**	**42,591**	**6.15**

* Causes of Delay:

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

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

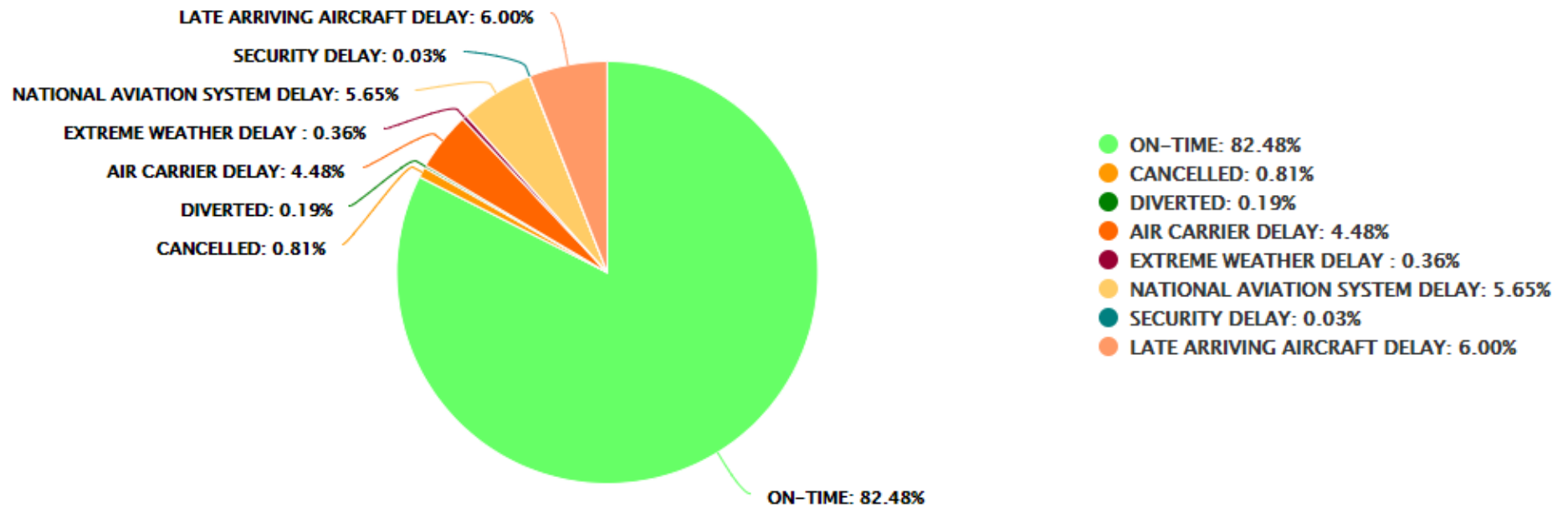## TABLE 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER

OCTOBER 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	22194	18703	84.27	121	0.55	47	0.21	801	3.61	59	0.27	1473	6.64	13	0.06	978	4.41
ALLEGIANT AIR	7866	6562	83.42	6	0.08	13	0.17	417	5.30	54	0.69	298	3.79	5	0.06	511	6.50
AMERICAN AIRLINES	81028	65249	80.53	867	1.07	204	0.25	4371	5.39	329	0.41	4797	5.92	13	0.02	5198	6.42
DELTA AIR LINES	86322	74751	86.60	10	0.01	133	0.15	3409	3.95	188	0.22	4877	5.65	14	0.02	2941	3.41
ENDEAVOR AIR	21516	17898	83.18	113	0.53	28	0.13	659	3.06	64	0.30	1379	6.41	2	0.01	1373	6.38
ENVOY AIR	28052	22547	80.38	420	1.50	62	0.22	950	3.39	249	0.89	2020	7.20	7	0.02	1797	6.41
EXPRESSJET AIRLINES	10425	7686	73.73	96	0.92	23	0.22	422	4.05	45	0.43	1342	12.87	0	0.00	811	7.78
FRONTIER AIRLINES	12769	9509	74.47	188	1.47	22	0.17	857	6.71	39	0.31	990	7.75	0	0.00	1164	9.12
HAWAIIAN AIRLINES	7121	5976	83.92	16	0.22	5	0.07	562	7.89	29	0.41	63	0.88	20	0.28	450	6.32
JETBLUE AIRWAYS	24891	20081	80.68	96	0.39	64	0.26	1675	6.73	20	0.08	1519	6.10	16	0.06	1420	5.70
MESA AIRLINES	19762	14907	75.43	393	1.99	38	0.19	1329	6.73	186	0.94	1032	5.22	7	0.04	1870	9.46
PSA AIRLINES	24514	19742	80.53	316	1.29	51	0.21	1046	4.27	89	0.36	1070	4.36	6	0.02	2194	8.95
REPUBLIC AIRWAYS	28754	23561	81.94	126	0.44	44	0.15	765	2.66	53	0.18	2412	8.39	5	0.02	1789	6.22
SKYWEST AIRLINES	72350	60144	83.13	725	1.00	177	0.24	3058	4.23	451	0.62	3288	4.54	14	0.02	4493	6.21
SOUTHWEST AIRLINES	116465	97845	84.01	1414	1.21	181	0.16	5623	4.83	230	0.20	3652	3.14	47	0.04	7472	6.42
SPIRIT AIRLINES	16911	14296	84.54	114	0.67	22	0.13	557	3.29	46	0.27	1333	7.88	5	0.03	538	3.18
UNITED AIRLINES	55074	45134	81.95	151	0.27	91	0.17	1962	3.56	170	0.31	4389	7.97	1	0.00	3177	5.77
TOTAL	636,014	524,591	82.48	5,172	0.81	1,205	0.19	28,463	4.48	2,302	0.36	35,931	5.65	175	0.03	38,175	6.00

* **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
OCTOBER 2019

LATE ARRIVING AIRCRAFT DELAY: 6.00%
SECURITY DELAY: 0.03%
NATIONAL AVIATION SYSTEM DELAY: 5.65%
EXTREME WEATHER DELAY : 0.36%
AIR CARRIER DELAY: 4.48%
DIVERTED: 0.19%
CANCELLED: 0.81%

ON–TIME: 82.48%

- ON–TIME: 82.48%
- CANCELLED: 0.81%
- DIVERTED: 0.19%
- AIR CARRIER DELAY: 4.48%
- EXTREME WEATHER DELAY : 0.36%
- NATIONAL AVIATION SYSTEM DELAY: 5.65%
- SECURITY DELAY: 0.03%
- LATE ARRIVING AIRCRAFT DELAY: 6.00%

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2019

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
UNITED	SKYWEST	5300	DEN	BZN	10/10/2019	Origin Airport	3:31
JETBLUE	JETBLUE	1374	CHS	JFK	10/17/2019	Diversion Airport (PHL)	3:28
ALASKA	ALASKA	1171	DEN	SEA	10/28/2019	Origin Airport	3:07
UNITED	TRANS STATES	4645	DEN	TUS	10/10/2019	Origin Airport	3:07
UNITED	TRANS STATES	4723	DEN	COS	10/10/2019	Origin Airport	3:06

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

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

AIR TRAVEL CONSUMER REPORT

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

OCTOBER 2019

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

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

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

APPENDIX

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

30 Largest U.S. Airports

Atlanta: Hartsfield-Jackson	ATL
Balt/Wash: Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Dallas-Fort Worth: International	DFW
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*	OCTOBER 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGIANT AIR	486,198	819	1.68
2	SOUTHWEST AIRLINES	9,900,026	35,360	3.57
3	DELTA AIR LINES NETWORK	8,832,720	35,593	4.03
	- DELTA AIR LINES	6,674,111		4.27
	- BRANDED CODESHARE PARTNERS	2,158,609		3.29
4	SPIRIT AIRLINES	990,636	4,042	4.08
5	ALASKA AIRLINES NETWORK	2,381,587	9,854	4.14
	- ALASKA AIRLINES	1,736,518		4.15
	- BRANDED CODESHARE PARTNERS	645,069		4.11
6	FRONTIER AIRLINES	910,667	4,150	4.56
7	JETBLUE AIRWAYS	1,035,010	5,167	4.99
8	UNITED AIRLINES NETWORK	6,595,537	33,908	5.14
	- UNITED AIRLINES	3,908,860		5.18
	- BRANDED CODESHARE PARTNERS	2,686,677		5.08
9	HAWAIIAN AIRLINES NETWORK	562,027	3,328	5.92
	- HAWAIIAN AIRLINES	546,954		5.81
	- BRANDED CODESHARE PARTNERS	15,073		9.89
10	AMERICAN AIRLINES NETWORK	9,910,026	66,117	6.67
	- AMERICAN AIRLINES	5,912,264		6.94
	- BRANDED CODESHARE PARTNERS	3,997,762		6.27
	TOTAL	41,604,434	198,338	4.77

*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*	OCTOBER 2019		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGIANT AIR	486,198	819	1.68
2	SOUTHWEST AIRLINES	9,900,026	35,360	3.57
3	ENDEAVOR AIR	901,430	3,254	3.61
4	SPIRIT AIRLINES	990,636	4,042	4.08
5	ALASKA AIRLINES	1,736,518	7,203	4.15
6	DELTA AIR LINES	6,674,111	28,481	4.27
7	SKYWEST AIRLINES	2,673,854	11,721	4.38
8	FRONTIER AIRLINES	910,667	4,150	4.56
9	EXPRESSJET AIRLINES	337,539	1,552	4.60
10	JETBLUE AIRWAYS	1,035,010	5,167	4.99
11	PSA AIRLINES	1,159,582	5,916	5.10
12	UNITED AIRLINES	3,908,860	20,256	5.18
13	HAWAIIAN AIRLINES	546,954	3,179	5.81
14	REPUBLIC AIRWAYS	769,896	4,707	6.11
15	MESA AIRLINES	854,325	5,805	6.79
16	AMERICAN AIRLINES	5,912,264	41,055	6.94
17	ENVOY AIR	979,246	7,353	7.51
	TOTAL	39,777,116	190,020	4.78

* 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.

(-) 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*	OCTOBER 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGIANT AIR	1,635	3	0.18
2	ALASKA AIRLINES NETWORK	3,202	16	0.50
	- ALASKA AIRLINES	2,722		0.51
	- BRANDED CODESHARE PARTNERS	480	2	0.42
3	DELTA AIR LINES NETWORK	19,418	146	0.75
	- DELTA AIR LINES	14,305		0.86
	- BRANDED CODESHARE PARTNERS	5,113		0.45
4	UNITED AIRLINES NETWORK	10,530[14]	143	1.36
	- UNITED AIRLINES	7,021		1.54
	- BRANDED CODESHARE PARTNERS	3,509		1.00
5	HAWAIIAN AIRLINES NETWORK	807[123]	11	1.36
	- HAWAIIAN AIRLINES	718[23]	11	1.53
	- BRANDED CODESHARE PARTNERS	89	0	0.00
6	SOUTHWEST AIRLINES	15,570[108]	226	1.45
7	SPIRIT AIRLINES	2,586[35]	42	1.62
8	FRONTIER AIRLINES	2,392	43	1.80
9	JETBLUE AIRWAYS	2,955	56	1.90
10	AMERICAN AIRLINES NETWORK	11,881	227	1.91
	- AMERICAN AIRLINES	8,792		1.83
	- BRANDED CODESHARE PARTNERS	3,089		2.14
	TOTAL	70,976	913	1.29

*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 OPERATING CARRIERS* (MONTHLY)

RANK	CARRIER	OCTOBER 2019		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGIANT AIR	1,635	3	0.18
2	EXPRESSJET AIRLINES	407	2	0.49
3	ENDEAVOR AIR	1,777	9	0.51
4	ALASKA AIRLINES	2,722	14	0.51
5	MESA AIRLINES	851	6	0.71
6	SKYWEST AIRLINES	4,693	35	0.75
7	DELTA AIR LINES	14,305	123	0.86
8	SOUTHWEST AIRLINES	15,570	226	1.45
9	HAWAIIAN AIRLINES	718	11	1.53
10	UNITED AIRLINES	7,021	108	1.54
11	SPIRIT AIRLINES	2,586	42	1.62
12	REPUBLIC AIRWAYS	1,219	21	1.72
13	PSA AIRLINES	733	13	1.77
14	FRONTIER AIRLINES	2,392	43	1.80
15	AMERICAN AIRLINES	8,792	161	1.83
16	JETBLUE AIRWAYS	2,955	56	1.90
17	ENVOY AIR	784	17	2.17
	TOTAL	69,160	890	1.29

* 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.
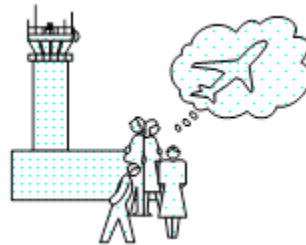
OVERSALES

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

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER*	DENIED BOARDINGS (DB'S) JULY- SEPTEMBER 2019		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S) JULY- SEPTEMBER 2018		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	HAWAIIAN AIRLINES NETWORK		0	2,884,639	0.00	284	3	2,852,308	0.01
	- HAWAIIAN AIRLINES	34	0	2,828,870	0.00	274	3	2,802,150	0.01
	- BRANDED CODESHARE PARTNERS	3	0	55,769	0.00	10	0	50,158	0.00
2	DELTA AIR LINES NETWORK		3	50,701,859	0.00	30,340	2	47,374,198	0.00
	- DELTA AIR LINES	24,642	3	40,050,497	0.00	17,722		37,139,292	0.00
	- BRANDED CODESHARE PARTNERS	21,766	0	10,651,362	0.00	12,618		10,234,906	0.00
3	UNITED AIRLINES NETWORK		15	38,738,623	0.00	21,435	33	38,670,907	0.01
	- UNITED AIR LINES	9,110	7	26,963,748	0.00	11,339		27,080,182	0.01
	- BRANDED CODESHARE PARTNERS	11,592	8	11,774,875	0.01	10,096		11,590,725	0.01
4	ALLEGIANT AIR	135	2	3,836,145	0.01	141	78	3,529,711	0.22
5	JETBLUE AIRWAYS	785	8	9,760,018	0.01	612	7	9,824,474	0.01
6	SPIRIT AIRLINES	4,656	64	8,390,933	0.08	5,718	164	7,328,762	0.22
7	SOUTHWEST AIRLINES	4,806	314	40,777,514	0.08	6,570	967	40,839,016	0.24
8	ALASKA AIRLINES NETWORK		152	12,390,436	0.12	3,143		11,868,172	0.28
	- ALASKA AIRLINES	2,730	92	9,563,449	0.10	2,494		9,274,760	0.21
	- BRANDED CODESHARE PARTNERS	700	60	2,826,987	0.21	649	138	2,593,412	0.53
9	FRONTIER AIRLINES	893	230	5,731,264	0.40	1,790	519	5,128,189	1.01
10	AMERICAN AIRLINES NETWORK		3,481	51,398,398	0.68	23,765	766	48,268,312	0.16
	- AMERICAN AIRLINES	25,733	1,890	36,283,824	0.52	12,697		34,232,162	0.11
	- BRANDED CODESHARE PARTNERS	11,634	1,591	15,114,574	1.05	11,068		14,036,150	0.29
	TOTAL	119,219	4,269	224,609,829	0.19	93,798	2,869	215,684,049	0.13

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

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

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	AIRLINE*	JULY- SEPTEMBER 2019				JULY- SEPTEMBER 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	EXPRESSJET AIRLINES	1,358	0	1,433,425	0.00	1,866	3	2,175,952	0.01
1	HAWAIIAN AIRLINES	34	0	2,828,870	0.00	274	3	2,802,150	0.01
1	ENDEAVOR AIR	6,451	0	3,850,464	0.00	5,131	0	3,518,387	0.00
4	DELTA AIR LINES	24,642	3	40,050,497	0.00	17,722	0	37,139,292	0.00
5	UNITED AIR LINES	9,110	7	26,963,748	0.00	11,339	26	27,080,182	0.01
6	ALLEGIANT AIR	135	2	3,836,145	0.01	141	78	3,529,711	0.22
7	JETBLUE AIRWAYS	785	8	9,760,018	0.01	612	7	9,824,474	0.01
8	SPIRIT AIR LINES	4,656	64	8,390,933	0.08	5,718	164	7,328,762	0.22
9	SOUTHWEST AIRLINES	4,806	314	40,777,514	0.08	6,570	967	40,839,016	0.24
10	ALASKA AIRLINES	2,730	92	9,563,449	0.10	2,494	192	9,274,760	0.21
11	SKYWEST AIRLINES	14,794	203	10,472,196	0.19	7,264	95	9,676,146	0.10
12	MESA AIRLINES	1,861	88	3,599,017	0.24	2,581	51	3,604,845	0.14
13	FRONTIER AIRLINES	893	230	5,731,264	0.40	1,790	519	5,128,189	1.01
14	REPUBLIC AIRWAYS	5,378	219	4,900,415	0.45	4,954	31	4,619,387	0.07
15	AMERICAN AIRLINES	25,733	1,890	36,283,824	0.52	12,697	363	34,232,162	0.11
16	PSA AIRLINES	3,027	339	3,810,183	0.89	2,006	42	3,404,018	0.12
17	ENVOY AIR	3,286	561	3,861,879	1.45	3,437	161	3,388,554	0.48
	TOTAL	109,679	4,020	216,113,841	0.19	86,596	2,702	207,565,987	0.13

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

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	OCTOBER 2019				OCTOBER 2018			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	637	42	1	114	676	28	2	103
FOREIGN AIRLINES	448	2	0	66	515	4	0	70
TRAVEL AGENTS	30	1	0	8	41	2	0	11
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	24	8	0	65	13	5	0	79
INDUSTRY TOTALS	1,139	53	1	253	1,245	39	2	263

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	OCTOBER 2019			OCTOBER 2018		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
ANIMALS	0	0		12	1	
FLIGHT PROBLEMS	1	261		1	323	
CANCELLATION			110			143
DELAY			76			94
MISCONNECTION			42			56
BAGGAGE	2	224		2	248	
REFUNDS	3	144		4	141	
CUSTOMER SERVICE	4	136		5	121	
RESERVATIONS/TICKETING/BOARDING	5	131		3	149	
FARES	6	87		6	115	
DISABILITY	7	77		7	67	
OTHER	8	48		8	47	
FREQUENT FLYER			16			18
OVERSALES	9	16		9	17	
DISCRIMINATION	10	9		10	10	
ADVERTISING	11	6		11	6	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,139			1,245	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED. ** INCLUDES FIGURES FOR SUB-CATEGORIES

AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*

OCTOBER 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	1	0	3	0	1	3	2	0	0	0	0	0	10
ALLEGIANT AIR	8	0	2	1	1	0	1	7	0	0	0	0	20
AMERICAN AIRLINES	49	2	10	8	9	23	23	17	0	2	0	1	144
DELTA AIR LINES	14	2	3	4	0	11	8	13	2	1	0	3	61
ENVOY AIR	8	1	0	0	0	2	1	1	0	0	0	0	13
FRONTIER AIRLINES	20	1	5	2	4	6	3	2	2	1	0	1	47
HAWAIIAN AIRLINES	1	0	1	1	1	0	0	2	0	0	0	0	6
JETBLUE AIRWAYS	7	0	5	0	1	8	5	5	0	1	0	1	33
MESA AIRLINES	7	0	0	0	0	0	0	0	0	0	0	1	8
PSA AIRLINES	4	0	0	0	0	0	0	0	0	0	0	1	5
REPUBLIC AIRWAYS	3	0	0	0	0	0	2	0	0	0	0	0	5
SKYWEST AIRLINES	6	0	1	0	1	0	1	0	0	0	0	0	9
SOUTHWEST AIRLINES	8	0	4	0	1	5	12	8	0	0	0	6	44
SPIRIT AIRLINES	23	1	12	6	6	8	9	4	1	1	0	3	74
SUN COUNTRY AIRLINES	3	0	3	3	2	1	1	0	0	0	0	0	13
UNITED AIRLINES	23	0	11	7	7	21	24	9	0	2	0	6	110
VIAAIR	0	0	0	0	9	0	0	0	0	0	0	0	9
Other U.S. Airlines	17	1	0	0	2	1	1	0	0	0	0	4	26
TOTAL OCTOBER 2019	202	8	60	32	45	89	93	68	5	8	0	27	637
% of TOTAL COMPLAINTS	31.7	1.3	9.4	5.0	7.1	14.0	14.6	10.7	0.8	1.3	0	4.2	
TOTAL OCTOBER 2018	232	10	72	56	38	99	80	55	0	6	0	28	676
% of TOTAL COMPLAINTS	34.3	1.5	10.7	8.3	5.6	14.6	11.8	8.1	0	0.9	0	4.1	

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

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

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE

OCTOBER 2019

U.S. AIRLINES ALPHABETICAL ORDER	COMPS RECD IN OCT	INCI-DENTS IN OCT	PERCENT	INCI-DENTS IN SEP	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
ALASKA AIRLINES	10	7	70.0	1	10.0	1	10.0	1	10.0
ALLEGIANT AIR	20	11	55.0	2	10.0	6	30.0	1	5.0
AMERICAN AIRLINES	144	66	45.8	27	18.8	47	32.6	4	2.8
DELTA AIR LINES	61	28	45.9	15	24.6	14	23.0	4	6.6
ENVOY AIR	13	5	38.5	5	38.5	3	23.1	0	0.0
FRONTIER AIRLINES	47	28	59.6	6	12.8	13	27.7	0	0.0
HAWAIIAN AIRLINES	6	2	33.3	1	16.7	2	33.3	1	16.7
JETBLUE AIRWAYS	33	18	54.5	9	27.3	5	15.2	1	3.0
MESA AIRLINES	8	5	62.5	3	37.5	0	0.0	0	0.0
PSA AIRLINES	5	5	100.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	5	1	20.0	3	60.0	1	20.0	0	0.0
SKYWEST AIRLINES	9	6	66.7	1	11.1	2	22.2	0	0.0
SOUTHWEST AIRLINES	44	22	50.0	10	22.7	3	6.8	9	20.5
SPIRIT AIRLINES	74	32	43.2	16	21.6	21	28.4	5	6.8
SUN COUNTRY AIRLINES	13	5	38.5	3	23.1	4	30.8	1	7.7
UNITED AIRLINES	110	49	44.5	17	15.5	34	30.9	10	9.1
VIAAIR	9	0	0.0	1	11.1	7	77.8	1	11.1
Other U.S. Airlines	26	9	34.6	4	15.4	12	46.2	1	3.8
Totals	637	299	46.9	124	19.5	175	27.5	39	6.1
Previous Year's Totals	676	314	46.4	120	17.8	182	26.9	60	8.9

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

AIR TRAVEL CONSUMER REPORT

Table 5

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY
OCTOBER 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	1	2	1	1	0	0	0	0	6
AEROFLOT	1	0	2	2	0	5	0	0	0	0	0	0	10
AEROMEXICO	4	0	4	0	2	4	0	0	0	0	0	0	14
AIR CANADA	2	0	1	1	0	2	1	0	0	0	0	1	8
AIR CHINA	2	0	0	1	0	1	1	0	0	0	0	0	5
AIR FRANCE	5	0	1	2	5	5	2	1	0	0	0	0	21
AIR INDIA	2	0	3	0	1	1	2	0	0	0	0	0	9
ALITALIA AIRLINES	0	0	3	0	0	3	4	1	0	0	0	0	11
AVIANCA	0	0	2	0	0	1	2	0	1	0	0	1	7
BRITISH AIRWAYS	5	0	2	1	3	9	0	0	0	0	0	1	21
CONDOR	2	0	1	0	2	2	1	0	0	0	0	0	8
COPA	0	0	1	3	0	0	1	0	0	0	0	0	5
EMIRATES AIRLINES	0	0	1	0	1	4	1	0	0	0	0	0	7
ETHIOPIAN AIRLINES	1	0	0	1	2	3	2	0	0	0	0	0	9
ETIHAD AIRWAYS	0	1	1	1	0	2	0	0	0	0	0	0	5
FLY JAMAICA	0	0	0	0	6	0	0	0	0	0	0	0	6
IBERIA AIRLINES	1	1	2	3	3	9	0	0	0	0	0	1	20
INTERJET	0	0	3	1	13	2	0	0	0	0	0	0	19
LATAM	2	0	2	1	7	1	1	0	0	0	0	0	14
LUFTHANSA	4	1	7	3	2	15	3	1	0	0	0	1	37
NORWEGIAN AIR SHUTTLE	9	0	7	7	1	6	1	0	0	0	0	0	31
QATAR AIRWAYS	1	0	1	2	1	3	3	0	0	0	0	0	11
ROYAL AIR MAROC	2	1	0	0	0	5	0	0	0	0	0	0	8
SWISS AIR	1	0	1	0	3	0	2	0	0	0	0	0	7
TAP	1	0	2	0	4	2	0	0	0	0	0	0	9
TURKISH AIRLINES	3	1	2	3	4	14	3	2	0	0	0	0	32
VOLARIS AIRLINES	0	1	1	1	5	3	1	0	0	0	0	0	12
OTHER FOREIGN AIRLINES	9	2	14	15	15	28	8	3	0	0	0	2	96
TOTALS	57	8	65	48	81	132	40	9	1	0	0	7	448
TRAVEL AGENTS													
CHEAPOAIR.COM	0	0	0	2	2	0	1	0	0	0	0	0	5
EXPEDIA.COM	0	0	3	0	4	0	1	0	0	0	0	0	8
OTHER TRAVEL AGENTS	1	0	2	3	11	0	0	0	0	0	0	0	17
TOTALS	1	0	5	5	17	0	2	0	0	0	0	0	30

AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

OCTOBER 2019

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
MISCELLAENOUS													
FAA	0	0	0	0	0	1	0	0	0	0	0	7	8
Other Miscellaneous	1	0	1	2	1	2	1	0	0	1	0	7	16
TOTALS	1	0	1	2	1	3	1	0	0	1	0	14	24

* 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 LARGE U.S. MARKETING CARRIERS* (NON-RANKED, IN ALPHABETICAL ORDER).

	OCTOBER 2019	OCTOBER 2018
AIRLINE	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	11	**26**
- ALASKA AIRLINES	*10*	*21*
- BRANDED CODESHARE PARTNERS	*1*	*5*
ALLEGIANT AIR	20	**14**
AMERICAN AIRLINES NETWORK	175	**218**
- AMERICAN AIRLINES	*144*	*195*
- BRANDED CODESHARE PARTNERS	*31*	*23*
DELTA AIR LINES NETWORK	73	**62**
- DELTA AIR LINES	*61*	*51*
- BRANDED CODESHARE PARTNERS	*12*	*11*
FRONTIER AIRLINES	47	**75**
HAWAIIAN AIRLINES NETWORK	6	**6**
- HAWAIIAN AIRLINES	*6*	*6*
- BRANDED CODESHARE PARTNERS	*0*	*0*
JETBLUE AIRWAYS	33	**31**
SOUTHWEST AIRLINES	44	**38**
SPIRIT AIRLINES	74	**56**
UNITED AIRLINES NETWORK	121	**129**
- UNITED AIRLINES	*110*	*105*
- BRANDED CODESHARE PARTNERS	*11*	*24*
TOTAL	**604**	**655**

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

TABLE 6A

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

		OCTOBER 2019			OCTOBER 2018		
RANK	AIRLINE	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	1	508,346	0.20	2	707,387	0.28
2	SKYWEST AIRLINES	9	3,730,611	0.24	15	3,445,505	0.44
3	REPUBLIC AIRWAYS	5	1,659,026	0.30	2	1,625,971	0.12
4	ENDEAVOR AIR	4	1,308,920	0.31	3	1,214,997	0.25
5	SOUTHWEST AIRLINES	44	14,011,724	0.31	38	14,082,078	0.27
6	ALASKA AIRLINES	10	2,943,357	0.34	21	2,887,903	0.73
7	PSA AIRLINES	5	1,319,631	0.38	6	1,190,935	0.50
8	DELTA AIR LINES	61	13,955,877	0.44	51	13,062,951	0.39
9	MESA AIRLINES	8	1,286,455	0.62	11	1,275,585	0.86
10	HAWAIIAN AIRLINES	6	963,314	0.62	5	955,280	0.52
11	JETBLUE AIRWAYS	33	3,456,081	0.95	31	3,380,799	0.92
12	ENVOY AIR	13	1,337,504	0.97	4	1,198,115	0.33
13	AMERICAN AIRLINES	144	13,084,742	1.10	196	12,499,805	1.57
14	UNITED AIRLINES	110	9,751,112	1.13	105	9,741,282	1.08
15	ALLEGIANT AIR	20	1,146,846	1.74	14	1,089,646	1.28
16	FRONTIER AIRLINES	47	2,027,887	2.32	75	1,717,585	4.37
17	SPIRIT AIRLINES	74	2,809,570	2.63	56	2,275,160	2.46
	TOTAL	594	75,301,003	0.79	635	72,350,984	0.88

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

Civil Rights Complaints by Air Travelers (Other Than Disability) for October 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 CHOICE ONE	1						
AMERICAN	2						
DELTA			1				
FRONTIER		1					
JETBLUE		1					
SPIRIT	1						
UNITED	2						
TOTAL	6	2	1				

*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

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.

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.

AIR TRAVEL CONSUMER REPORT

October 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 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
NONE			

AIR TRAVEL CONSUMER REPORT

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

The Transportation Security Administration (TSA) screened approximately 70 million airline passengers and their 56 million checked bags in the month of October as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations [b]. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of October.

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

Courtesy [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
735	0.00105%	21	0.00003%	82	0.00002%	487	0.00070%

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