



Air Travel Consumer Report

A Product Of The
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
Aviation Consumer Protection Division
Issued: December 2019



Flight Delays¹	OCTOBER 2019
Mishandled Baggage, Wheelchairs, and Scooters¹	OCTOBER 2019
Oversales¹	3rd QUARTER 2019
Consumer Complaints² (Includes Disability and Discrimination Complaints)	OCTOBER 2019
Airline Animal Incident Reports⁴	OCTOBER 2019
Customer Service Reports to the Dept. of Homeland Security³	OCTOBER 2019

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

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

³ Data provided by the Department of Homeland Security, Transportation Security Administration

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

The report normally is released by the end of the second week of each month. The report is available via the Internet at:

<http://www.transportation.gov/airconsumer>

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the eighteen (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 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		Commotair
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		Feb 19		Mar 19		Apr 19		May 19		Jun 19		Jul 19		Aug 19		Sep 19		Oct 19		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	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

ARRIVAL AIRPORT*																
CARRIER	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
ALLEGIAN 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*																
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 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
ALLEGIAN 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

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER*	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	HAWAIIAN AIRLINES NETWORK		0	2,884,639	0.00				
	- HAWAIIAN AIRLINES	34	0	2,828,870	0.00	284	3	2,852,308	0.01
	- BRANDED CODESHARE PARTNERS	3	0	55,769	0.00	274	3	2,802,150	0.01
2	DELTA AIR LINES NETWORK		3	50,701,859	0.00				
	- DELTA AIR LINES	24,642	3	40,050,497	0.00	10	0	50,158	0.00
	- BRANDED CODESHARE PARTNERS	21,766	0	10,651,362	0.00	30,340	2	47,374,198	0.00
3	UNITED AIRLINES NETWORK		15	38,738,623	0.00				
	- UNITED AIR LINES	9,110	7	26,963,748	0.00	17,722		37,139,292	0.00
	- BRANDED CODESHARE PARTNERS	11,592	8	11,774,875	0.01	12,618		10,234,906	0.00
4	ALLEGiant AIR	135	2	3,836,145	0.01	21,435	33	38,670,907	0.01
5	JETBLUE AIRWAYS	785	8	9,760,018	0.01	11,339		27,080,182	0.01
6	SPIRIT AIRLINES ^{20,702}	4,656	64	8,390,933	0.08	10,096		11,590,725	0.01
7	SOUTHWEST AIRLINES	4,806	314	40,777,514	0.08	0			
8	ALASKA AIRLINES NETWORK		152	12,390,436	0.12	141	78	3,529,711	0.22
	- ALASKA AIRLINES	2,730	92	9,563,449	0.10	612	7	9,824,474	0.01
	- BRANDED CODESHARE PARTNERS	700	60	2,826,987	0.21	5,718	164	7,328,762	0.22
9	FRONTIER AIRLINES	893	230	5,731,264	0.40	6,570	967	40,839,016	0.24
10	AMERICAN AIRLINES NETWORK		3,481	51,398,398	0.68	3,143		11,868,172	0.28
	- AMERICAN AIRLINES ^{3,430}	25,733	1,890	36,283,824	0.52	2,494		9,274,760	0.21
	- BRANDED CODESHARE PARTNERS	11,634	1,591	15,114,574	1.05	649	138	2,593,412	0.53
TOTAL		119,219	4,269	224,609,829	0.19	93,798	2,869	215,684,049	0.13

37,367

363

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			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	EXPRESSJET AIRLINES	1,358	0	1,433,425	0.00
1	HAWAIIAN AIRLINES	34	0	2,828,870	0.00
1	ENDEAVOR AIR	6,451	0	3,850,464	0.00
4	DELTA AIR LINES	24,642	3	40,050,497	0.00
5	UNITED AIR LINES	9,110	7	26,963,748	0.00
6	ALLEGiant AIR	135	2	3,836,145	0.01
7	JETBLUE AIRWAYS	785	8	9,760,018	0.01
8	SPIRIT AIR LINES	4,656	64	8,390,933	0.08
9	SOUTHWEST AIRLINES	4,806	314	40,777,514	0.08
10	ALASKA AIRLINES	2,730	92	9,563,449	0.10
11	SKYWEST AIRLINES	14,794	203	10,472,196	0.19
12	MESA AIRLINES	1,861	88	3,599,017	0.24
13	FRONTIER AIRLINES	893	230	5,731,264	0.40
14	REPUBLIC AIRWAYS	5,378	219	4,900,415	0.45
15	AMERICAN AIRLINES	25,733	1,890	36,283,824	0.52
16	PSA AIRLINES	3,027	339	3,810,183	0.89
17	ENVOY AIR	3,286	561	3,861,879	1.45
	TOTAL	109,679	4,020	216,113,841	0.19

JULY- SEPTEMBER 2018			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
1,866	3	2,175,952	0.01
274	3	2,802,150	0.01
5,131	0	3,518,387	0.00
17,722	0	37,139,292	0.00
11,339	26	27,080,182	0.01
141	78	3,529,711	0.22
612	7	9,824,474	0.01
5,718	164	7,328,762	0.22
6,570	967	40,839,016	0.24
2,494	192	9,274,760	0.21
7,264	95	9,676,146	0.10
2,581	51	3,604,845	0.14
1,790	519	5,128,189	1.01
4,954	31	4,619,387	0.07
12,697	363	34,232,162	0.11
2,006	42	3,404,018	0.12
3,437	161	3,388,554	0.48
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 INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES'.

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE

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 (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
<u>TOUR OPERATORS</u>													
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
<u>MISCELLANEOUS</u>													
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 0.5 percent 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			75,301,003			72,350,984	0.88

594

635

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.
0.79

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

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.