



Air Travel Consumer Report

A Product Of The
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Issued: May 2021



Flight Delays¹	March 2021 January - March 2021
Mishandled Baggage, Wheelchairs, and Scooters¹	March 2021 January - March 2021
Oversales¹	1 st Quarter 2021
Consumer Complaints² (Includes Disability and Discrimination Complaints)	March 2021 January - March 2021
Airline Animal Incident Reports⁴	March 2021
Customer Service Reports to the Dept. of Homeland Security³	March 2021

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

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

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

⁴ Data collected by the Office of Aviation Consumer Protection.

TABLE OF CONTENTS

Section	Page	Section	Page
Flight Delays		Flight Delays (continued)	
Introduction	3	Table 8	35
Explanation	4	List of Regularly Scheduled Domestic Flights with Tarmac Delays Over 3 Hours, By Marketing/Operating Carrier	
Branded Codeshare Partners	5	Table 8A	
Table 1	6	List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Marketing/Operating Carrier	36
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier		Appendix	37
Table 1A	7	Mishandled Baggage	
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Operating Carrier		Ranking- by Marketing Carrier (Monthly)	39
Table 1B	8	Ranking- by Marketing Carrier (YTD)	40
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier, Rank by Month, and Year-to-Date (YTD)		Ranking- by Operating Carrier (Monthly)	41
Table 1C	9	Ranking- by Operating Carrier (YTD)	42
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Marketing Carrier,		Mishandled Wheelchairs and Scooters	
Table 1D	10	Ranking- by Marketing Carrier (Monthly)	44
Overall Percentage of Reported Flight Operations Arriving On-Time, by Reporting Operating Carrier, Rank by Year-to-Date (YTD)		Ranking- by Marketing Carrier (YTD)	45
Table 2	11	Ranking- by Operating Carrier (Monthly)	46
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Marketing Carrier and Airport		Ranking- by Operating Carrier (YTD)	47
Table 2A	15	Oversales	
Number of Reported Flight Arrivals and Percentage Arriving On-Time, by Reporting Operating Carrier and Airport		Explanation	48
Table 3	19	Ranking- by Marketing Carrier (Quarterly)	49
Percentage of Reporting Carriers' Flight Operations Arriving On-Time, by Airport and Time of Day		Ranking- by Operating Carrier (Quarterly)	50
Table 4	21	Consumer Complaints	
Percentage of Reporting Carriers' Flight Operations Departing On- Time, by Airport and Time of Day		Explanation	51
Table 5	23	Complaint Tables 1-5	52
On-Time Arrival and Departure Percentage, by Airport by Reporting Operating Carrier		Summary, Complaint Categories, U.S. Airlines, Incident Date and Companies Other Than U.S. Airlines	
Tables 6/6A/6B/6C	28	Table 6	59
Overall Number and Percentage of Flight Cancellations, by Reporting Marketing and Reporting Operating Carrier (Monthly/YTD)		List of U.S. Marketing Carriers (Non-Ranked, in Alphabetic Order).	
Table 7	32	Table 6A	60
Causes of the Delay by Reporting Marketing Carrier		Rankings, U.S. Operating Carriers	
Table 7A	33	Tables 1-4 (YTD)	61
Causes of the Delay by Reporting Operating Carrier		Summary, Complaint Categories, U.S. Airlines by complaint category, Companies Other Than U.S. Airlines by complaint category.	
Table 7B	34	Table 5 (YTD)	67
Causes of the Delay by Reporting Operating Carrier, chart		List of U.S. Marketing Carriers (Non-Ranked, in Alphabetic Order).	
		Table 5A (YTD)	68
		Rankings, U.S. Operating Carriers	
		Civil Rights Complaints by Air Travelers, Other than Disability (Monthly)	69
		Civil Rights Complaints by Air Travelers, Other than Disability (YTD)	70
		Complaint Categories	71
		Airline Reports to DOT of Incidents Involving the Loss, Injury, Or Death of Animals during Air Transportation (Monthly)	72
		Customer Service Reports to the Department of Homeland Security	73

INTRODUCTION

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

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the seventeen (17) U.S. air carriers that have at least 0.5 percent of total domestic scheduled-service passenger revenues.

The reportable airports with respect to which data must be submitted to the Department are those large, medium, small, or non-hub airports as defined in 49 U.S.C. 47102. Airports can be accessed through the FAA at: https://www.faa.gov/airports/planning_capacity/passenger_allcargo_stats/categories/. This report includes the 30 largest U.S. airports, except Table 5, which lists more than 200 airports in alphabetical order with the corresponding on-time arrival and departure percentages.

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 17 reporting air carriers, 14 carriers (Alaska, Delta, Endeavor, Envoy, Horizon, JetBlue, PSA, Republic, Hawaiian, Mesa, SkyWest, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS and DGS, and two carriers (Allegiant, and Frontier) use a combination of ACARS and a manual system.

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

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

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

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

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

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

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
MARCH 2021

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

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
Envoy Air	Horizon Air	Endeavor Air	Empire Airlines ¹	Air Wisconsin Airlines
Mesa Airlines	SkyWest Airlines	Republic Airways		Commutair
Piedmont Airlines		SkyWest Airlines		GoJet Airlines
PSA Airlines				Mesa Airlines
Republic Airways				Republic Airways
SkyWest Airlines				SkyWest Airlines

¹Hawaiian Airlines suspended all "Ohana by Hawaiian" service on January 14th, 2021.

AIR TRAVEL CONSUMER REPORT

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

MARCH 2021

CARRIER ¹	AT ALL US AIRPORTS		RANK
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	
DELTA AIR LINES NETWORK	205	93.1	1
- DELTA AIR LINES	106	92.4	
- BRANDED CODESHARE PARTNERS	187	93.8	
AMERICAN AIRLINES NETWORK	230	88.6	2
- AMERICAN AIRLINES	90	89.4	
- BRANDED CODESHARE PARTNERS	215	88.1	
HAWAIIAN AIRLINES	20	88.2	3
ALASKA AIRLINES NETWORK	101	87.9	4
- ALASKA AIRLINES	72	86.2	
- BRANDED CODESHARE PARTNERS	54	89.7	
JETBLUE AIRWAYS	55	87.8	5
UNITED AIRLINES NETWORK	241	87.3	6
- UNITED AIRLINES	85	88.4	
- BRANDED CODESHARE PARTNERS	227	86.6	
SOUTHWEST AIRLINES	97	86.1	7
SPIRIT AIRLINES	47	84.9	8
FRONTIER AIRLINES	95	84.1	9
ALLEGiant AIR	124	82.1	10
TOTAL AIRPORTS SERVED	366	88.5	

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

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2021

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
ENDEAVOR AIR	114	94.6	1
DELTA AIR LINES	106	92.4	2
REPUBLIC AIRWAYS	86	92.2	3
PSA AIRLINES	85	90.1	4
AMERICAN AIRLINES	90	89.4	5
HORIZON AIR	48	88.5	6
UNITED AIRLINES	85	88.4	7
HAWAIIAN AIRLINES	20	88.2	8
JETBLUE AIRWAYS	55	87.8	9
SKYWEST AIRLINES	229	87.7	10
ENVOY AIR	132	87.4	11
ALASKA AIRLINES	72	86.2	12
SOUTHWEST AIRLINES	97	86.1	13
MESA AIRLINES	91	86.0	14
SPIRIT AIRLINES	47	84.9	15
FRONTIER AIRLINES	95	84.1	16
ALLEGiant AIR	124	82.1	17
TOTAL AIRPORTS SERVED	359	88.5	

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

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2021

CARRIER	Jan 21		Feb 21		Mar 21		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	91.8	2	77.7	6	87.9	4	85.9	4
- ALASKA AIRLINES	91.8		75.8		86.2		84.6	
- BRANDED CODESHARE PARTNERS	91.7		79.4		89.7		87.2	
ALLEGiant AIR	80.5	9	75.6	9	82.1	10	79.7	9
AMERICAN AIRLINES NETWORK	86.4	8	77.6	7	88.6	2	84.7	7
- AMERICAN AIRLINES	88.9		80.7		89.4		86.8	
- BRANDED CODESHARE PARTNERS	84.8		75.6		88.1		83.4	
DELTA AIR LINES NETWORK	91.1	3	87.3	2	93.1	1	90.7	2
- DELTA AIR LINES	90.7		87.4		92.4		90.4	
- BRANDED CODESHARE PARTNERS	91.6		87.2		93.8		91.1	
FRONTIER AIRLINES	90.9	4	82.0	4	84.1	9	85.3	5
HAWAIIAN AIRLINES	94.5	1	95.0	1	88.2	3	92.5	1
- HAWAIIAN AIRLINES	94.7		95.0		88.2		92.5	
- BRANDED CODESHARE PARTNERS	89.3		-	-	-	-	89.3	-
JETBLUE AIRWAYS	77.6	10	66.3	10	87.8	5	78.4	10
SOUTHWEST AIRLINES	90.9	5	81.0	5	86.1	7	86.2	3
SPIRIT AIRLINES	88.8	7	82.0	3	84.9	8	85.3	6
UNITED AIRLINES NETWORK	89.0	6	75.8	8	87.3	6	84.3	8
- UNITED AIRLINES	90.9		81.3		88.4		87.1	
- BRANDED CODESHARE PARTNERS	88.0		72.9		86.6		82.8	
TOTAL	89.0		80.1		88.5		86.2	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1C. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME: RANKING OF U.S. REPORTING MARKETING CARRIERS (YTD)

RANK	CARRIER ¹	JANUARY - MARCH 2021		JANUARY - MARCH 2020	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HAWAIIAN AIRLINES NETWORK	9,286	92.45	22,530	86.22
	- HAWAIIAN AIRLINES	9,174	92.49	20,317	87.62
	- BRANDED CODESHARE PARTNERS	112	89.29	2,213	73.38
2	DELTA AIR LINES NETWORK	281,593	90.71	429,699	83.31
	- DELTA AIR LINES	147,833	90.38	241,804	81.95
	- BRANDED CODESHARE PARTNERS	133,760	91.07	187,895	85.06
3	SOUTHWEST AIRLINES	194,614	86.22	328,040	84.79
4	ALASKA AIRLINES NETWORK	75,991	85.94	106,050	80.11
	- ALASKA AIRLINES	36,534	84.60	62,005	78.51
	- BRANDED CODESHARE PARTNERS	39,457	87.18	44,045	82.36
5	FRONTIER AIRLINES	23,732	85.32	36,781	77.50
6	SPIRIT AIRLINES	35,994	85.29	54,570	83.33
7	AMERICAN AIRLINES NETWORK	304,010	84.74	515,851	78.37
	- AMERICAN AIRLINES	120,130	86.76	229,008	79.28
	- BRANDED CODESHARE PARTNERS	183,880	83.42	286,843	77.65
8	UNITED AIRLINES NETWORK	213,283	84.35	389,277	78.69
	- UNITED AIRLINES	75,186	87.10	148,448	79.86
	- BRANDED CODESHARE PARTNERS	138,097	82.85	240,829	77.97
9	ALLEGiant AIR	25,513	79.68	28,242	70.95
10	JETBLUE AIRWAYS	32,664	78.40	73,893	80.14
	TOTAL	1,196,680	86.20	1,984,933	80.83

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1D. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME: RANKING OF U.S. REPORTING OPERATING CARRIERS (YTD)

RANK	CARRIER ¹	JANUARY - MARCH 2021		JANUARY - MARCH 2020	
		FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS	FLIGHT OPERATIONS SCHEDULED	PERCENT OF ON-TIME ARRIVALS
1	HAWAIIAN AIRLINES	9,174	92.49	20,317	87.62
2	ENDEAVOR AIR	58,255	92.19	70,687	84.12
3	DELTA AIR LINES	147,833	90.38	241,804	81.95
4	REPUBLIC AIRWAYS	67,875	88.09	86,651	83.05
5	UNITED AIRLINES	75,186	87.10	148,448	79.86
6	AMERICAN AIRLINES	120,130	86.76	229,008	79.28
7	PSA AIRLINES	40,049	86.72	72,426	72.75
8	SOUTHWEST AIRLINES	194,614	86.22	328,040	84.79
9	SKYWEST AIRLINES	156,936	85.79	212,369	82.07
10	HORIZON AIR	26,814	85.46	-	-
11	FRONTIER AIRLINES	23,732	85.32	36,781	77.50
12	SPIRIT AIRLINES	35,994	85.29	54,570	83.33
13	ALASKA AIRLINES	36,534	84.60	62,005	78.51
14	MESA AIRLINES	33,996	81.67	52,788	78.07
15	ENVOY AIR	53,073	79.94	77,434	78.07
16	ALLEGiant AIR	25,513	79.68	28,242	70.95
17	JETBLUE AIRWAYS	32,664	78.40	73,893	80.14
	TOTAL	1,138,372	86.38	1,795,463	81.10

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

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2021

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	44	77.3	78	84.6	31	87.1	0	0.0	108	94.4	145	82.8	125	81.6	26	80.8
- ALASKA AIRLINES	44	77.3	78	84.6	31	87.1	0	0.0	108	94.4	145	82.8	125	81.6	26	80.8
- 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
ALLEGiant AIR	0	0.0	42	92.9	35	85.7	0	0.0	0	0.0	26	80.8	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	801	89.1	996	94.3	366	91.8	17666	90.3	2259	94.1	777	84.0	20557	84.0	494	89.7
- AMERICAN AIRLINES	427	88.5	758	94.2	238	90.8	6192	91.2	1004	94.8	691	83.8	9411	86.1	205	89.8
- BRANDED CODESHARE PARTNERS	374	89.8	238	94.5	128	93.8	11474	89.7	1255	93.5	86	86.0	11146	82.3	289	89.6
DELTA AIR LINES NETWORK	20854	93.1	1314	93.7	387	95.1	601	92.8	570	94.4	908	86.6	763	86.1	8020	95.4
- DELTA AIR LINES	13651	93.2	935	93.0	309	94.5	326	91.7	402	92.0	819	86.4	690	86.1	3247	95.4
- BRANDED CODESHARE PARTNERS	7203	93.0	379	95.3	78	97.4	275	94.2	168	100.0	89	87.6	73	86.3	4773	95.3
FRONTIER AIRLINES	306	85.3	42	95.2	45	93.3	72	79.2	62	85.5	1667	80.9	117	82.1	62	87.1
HAWAIIAN AIRLINES	0	0.0	9	100.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	192	90.6	1794	88.7	0	0.0	8	87.5	224	83.0	55	72.7	37	78.4	16	93.8
SOUTHWEST AIRLINES	2562	87.4	331	88.8	4450	90.2	219	83.6	681	89.7	5965	78.8	0	0.0	267	86.1
SPIRIT AIRLINES	710	86.5	207	79.2	417	83.2	58	81.0	0	0.0	183	72.7	505	82.4	770	88.6
UNITED AIRLINES NETWORK	428	87.6	477	89.1	188	89.9	371	83.8	264	93.6	10964	80.8	517	78.5	392	89.3
- UNITED AIRLINES	113	79.6	369	87.8	75	88.0	34	73.5	57	93.0	4797	84.8	187	79.7	4	100.0
- BRANDED CODESHARE PARTNERS	315	90.5	108	93.5	113	91.2	337	84.9	207	93.7	6167	77.7	330	77.9	388	89.2
TOTAL	25,897	92.0	5,290	90.7	5,919	90.1	18,995	90.1	4,168	92.7	20,690	80.5	22,621	83.9	10,047	94.0

* 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)

MARCH 2021

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	95	91.6	163	81.6	183	85.8	31	80.6	31	93.5	58	86.2	551	89.1	1741	89.1
- ALASKA AIRLINES	95	91.6	163	81.6	183	85.8	31	80.6	31	93.5	58	86.2	356	90.4	741	89.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	195	86.7	1000	88.6
ALLEGiant AIR	41	87.8	355	76.9	0	0.0	0	0.0	0	0.0	0	0.0	801	83.3	103	81.6
AMERICAN AIRLINES NETWORK	412	91.0	551	86.8	273	93.0	172	89.0	693	87.9	450	91.1	910	89.3	1868	90.6
- AMERICAN AIRLINES	357	91.9	551	86.8	273	93.0	58	87.9	361	88.4	450	91.1	910	89.3	1489	90.9
- BRANDED CODESHARE PARTNERS	55	85.5	0	0.0	0	0.0	114	89.5	332	87.3	0	0.0	0	0.0	379	89.4
DELTA AIR LINES NETWORK	480	93.5	1249	92.2	234	84.6	319	92.2	583	89.4	2468	94.2	1089	94.7	3330	92.4
- DELTA AIR LINES	265	92.5	1248	92.2	234	84.6	172	93.0	369	91.6	1591	92.8	945	94.8	2054	91.3
- BRANDED CODESHARE PARTNERS	215	94.9	1	100.0	0	0.0	147	91.2	214	85.5	877	96.8	144	93.8	1276	94.2
FRONTIER AIRLINES	168	73.8	0	0.0	0	0.0	14	85.7	100	79.0	0	0.0	988	85.2	130	88.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	1384	88.9	0	0.0	0	0.0	13	69.2	40	82.5	83	75.9
JETBLUE AIRWAYS	924	85.9	1478	88.8	0	0.0	0	0.0	37	78.4	1585	88.5	143	83.2	586	93.2
SOUTHWEST AIRLINES	0	0.0	1367	86.8	699	94.0	142	85.2	0	0.0	0	0.0	3909	88.8	1363	87.6
SPIRIT AIRLINES	366	88.3	1986	84.1	0	0.0	0	0.0	563	86.0	0	0.0	1118	88.6	532	81.0
UNITED AIRLINES NETWORK	4041	91.8	692	87.4	289	88.2	4434	91.4	9464	89.6	4	75.0	724	90.6	1886	87.2
- UNITED AIRLINES	2303	90.7	692	87.4	289	88.2	1357	91.5	3317	92.1	4	75.0	642	91.0	994	86.9
- BRANDED CODESHARE PARTNERS	1738	93.3	0	0.0	0	0.0	3077	91.4	6147	88.3	0	0.0	82	87.8	892	87.4
TOTAL	6,527	90.4	7,841	86.9	3,062	89.8	5,112	91.1	11,471	89.2	4,578	91.7	10,273	88.7	11,622	89.5

* 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)

MARCH 2021

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	0	0.0	152	88.2	0	0.0	0	0.0	60	86.7	163	89.0	2409	88.7	31	83.9
- ALASKA AIRLINES	0	0.0	152	88.2	0	0.0	0	0.0	60	86.7	163	89.0	853	85.2	31	83.9
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1556	90.6	0	0.0
ALLEGiant AIR	0	0.0	0	0.0	41	73.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	807	92.9	1033	90.6	0	0.0	4336	91.8	434	87.1	6184	89.3	240	95.0	4482	90.1
- AMERICAN AIRLINES	672	92.7	975	90.6	0	0.0	3132	90.9	237	85.7	2286	91.3	240	95.0	1389	89.4
- BRANDED CODESHARE PARTNERS	135	94.1	58	91.4	0	0.0	1204	94.2	197	88.8	3898	88.1	0	0.0	3093	90.4
DELTA AIR LINES NETWORK	2388	91.8	1690	91.1	123	86.2	873	92.8	7875	93.7	743	89.5	604	94.7	469	93.8
- DELTA AIR LINES	1157	91.4	1689	91.1	0	0.0	873	92.8	3478	93.1	322	88.2	299	95.0	260	94.2
- BRANDED CODESHARE PARTNERS	1231	92.1	1	100.0	123	86.2	0	0.0	4397	94.1	421	90.5	305	94.4	209	93.3
FRONTIER AIRLINES	91	89.0	1494	81.2	0	0.0	423	83.9	76	81.6	237	83.5	45	86.7	426	84.7
HAWAIIAN AIRLINES	0	0.0	6	83.3	0	0.0	0	0.0	0	0.0	0	0.0	64	76.6	0	0.0
JETBLUE AIRWAYS	125	87.2	1087	88.0	0	0.0	396	91.9	0	0.0	56	89.3	4	100.0	202	78.2
SOUTHWEST AIRLINES	488	86.7	3040	85.1	4652	88.3	474	85.4	390	82.6	496	84.1	464	84.1	303	77.9
SPIRIT AIRLINES	254	73.2	1631	80.6	0	0.0	0	0.0	196	75.5	544	85.8	61	98.4	344	85.2
UNITED AIRLINES NETWORK	372	89.8	829	86.9	0	0.0	506	88.5	291	87.6	9363	88.1	242	89.7	271	87.8
- UNITED AIRLINES	130	86.2	829	86.9	0	0.0	502	88.6	165	87.9	3003	88.9	242	89.7	64	82.8
- BRANDED CODESHARE PARTNERS	242	91.7	0	0.0	0	0.0	4	75.0	126	87.3	6360	87.7	0	0.0	207	89.4
TOTAL	4,525	90.1	10,962	85.8	4,816	88.1	7,008	90.8	9,322	92.2	17,786	88.3	4,133	89.4	6,528	88.7

* 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)

MARCH 2021

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	530	89.6	1125	93.0	8483	89.0	1365	91.9	346	93.4	95	91.6
- ALASKA AIRLINES	396	88.9	505	90.7	5209	88.8	385	89.1	29	96.6	95	91.6
- BRANDED CODESHARE PARTNERS	134	91.8	620	94.8	3274	89.3	980	93.0	317	93.1	0	0.0
ALLEGiant AIR	0	0.0	14	78.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	6174	91.8	517	88.6	375	88.8	640	90.9	504	88.1	928	90.8
- AMERICAN AIRLINES	3275	91.9	517	88.6	375	88.8	586	90.6	292	87.0	655	89.6
- BRANDED CODESHARE PARTNERS	2899	91.8	0	0.0	0	0.0	54	94.4	212	89.6	273	93.8
DELTA AIR LINES NETWORK	1035	88.9	494	93.1	3064	94.2	802	95.4	7039	94.0	1186	92.1
- DELTA AIR LINES	894	87.8	494	93.1	1721	94.2	542	95.2	3864	93.7	1124	91.6
- BRANDED CODESHARE PARTNERS	141	95.7	0	0.0	1343	94.0	260	95.8	3175	94.4	62	100.0
FRONTIER AIRLINES	377	87.8	169	90.5	39	87.2	126	92.1	134	78.4	311	86.8
HAWAIIAN AIRLINES	31	93.5	48	91.7	62	71.0	48	89.6	0	0.0	0	0.0
JETBLUE AIRWAYS	81	81.5	62	95.2	25	80.0	165	96.4	140	89.3	460	88.9
SOUTHWEST AIRLINES	4394	87.4	1417	88.3	405	84.7	451	89.6	685	78.7	1812	84.5
SPIRIT AIRLINES	76	82.9	31	90.3	51	84.3	0	0.0	0	0.0	646	84.7
UNITED AIRLINES NETWORK	663	89.7	547	91.2	374	92.0	2902	92.7	568	87.9	606	87.0
- UNITED AIRLINES	561	88.8	492	90.4	312	92.3	1540	92.1	113	86.7	574	86.8
- BRANDED CODESHARE PARTNERS	102	95.1	55	98.2	62	90.3	1362	93.5	455	88.1	32	90.6
TOTAL	13,361	89.7	4,424	90.6	12,878	90.0	6,499	92.5	9,416	91.9	6,044	87.8

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2021

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	44	77.3	78	84.6	31	87.1	0	0.0	108	94.4	145	82.8	125	81.6	26	80.8
ALLEGiant AIR	0	0.0	42	92.9	35	85.7	0	0.0	0	0.0	26	80.8	0	0.0	0	0.0
AMERICAN AIRLINES	427	88.5	758	94.2	238	90.8	6192	91.2	1004	94.8	691	83.8	9411	86.1	205	89.8
DELTA AIR LINES	13651	93.2	935	93.0	309	94.5	326	91.7	402	92.0	819	86.4	690	86.1	3247	95.4
ENDEAVOR AIR	6015	93.7	78	98.7	78	97.4	2	100.0	17	100.0	0	0.0	1	100.0	2272	96.7
ENVOY AIR	92	82.6	0	0.0	82	92.7	0	0.0	200	90.5	0	0.0	6934	84.6	57	91.2
FRONTIER AIRLINES	306	85.3	42	95.2	45	93.3	72	79.2	62	85.5	1667	80.9	117	82.1	62	87.1
HAWAIIAN AIRLINES	0	0.0	9	100.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	192	90.6	1794	88.7	0	0.0	8	87.5	224	83.0	55	72.7	37	78.4	16	93.8
MESA AIRLINES	123	91.9	4	100.0	62	90.3	87	85.1	60	95.0	0	0.0	2225	76.3	41	90.2
PSA AIRLINES	93	91.4	0	0.0	44	95.5	7239	90.2	131	97.7	0	0.0	0	0.0	167	89.8
REPUBLIC AIRWAYS	1518	90.1	633	94.2	22	90.9	2402	91.0	731	94.7	0	0.0	94	91.5	1615	95.1
SKYWEST AIRLINES	51	78.4	10	100.0	0	0.0	170	83.5	40	100.0	6290	78.0	2295	80.0	1232	91.2
SOUTHWEST AIRLINES	2562	87.4	331	88.8	4450	90.2	219	83.6	681	89.7	5965	78.8	0	0.0	267	86.1
SPIRIT AIRLINES	710	86.5	207	79.2	417	83.2	58	81.0	0	0.0	183	72.7	505	82.4	770	88.6
UNITED AIRLINES	113	79.6	369	87.8	75	88.0	34	73.5	57	93.0	4797	84.8	187	79.7	4	100.0
TOTAL	25,897	92.0	5,290	90.7	5,888	90.1	16,809	90.4	3,717	92.6	20,638	80.6	22,621	83.9	9,981	94.0

* 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)

MARCH 2021

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	95	91.6	163	81.6	183	85.8	31	80.6	31	93.5	58	86.2	356	90.4	741	89.7
ALLEGiant AIR	41	87.8	355	76.9	0	0.0	0	0.0	0	0.0	0	0.0	801	83.3	103	81.6
AMERICAN AIRLINES	357	91.9	551	86.8	273	93.0	58	87.9	361	88.4	450	91.1	910	89.3	1489	90.9
DELTA AIR LINES	265	92.5	1248	92.2	234	84.6	172	93.0	369	91.6	1591	92.8	945	94.8	2054	91.3
ENDEAVOR AIR	66	95.5	1	100.0	0	0.0	0	0.0	0	0.0	479	97.1	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	87	79.3	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	168	73.8	0	0.0	0	0.0	14	85.7	100	79.0	0	0.0	988	85.2	130	88.5
HAWAIIAN AIRLINES	0	0.0	0	0.0	1384	88.9	0	0.0	0	0.0	13	69.2	40	82.5	83	75.9
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	93	80.6	413	86.7
JETBLUE AIRWAYS	924	85.9	1478	88.8	0	0.0	0	0.0	37	78.4	1585	88.5	143	83.2	586	93.2
MESA AIRLINES	0	0.0	0	0.0	0	0.0	485	88.2	2820	90.8	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	114	89.5	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	1274	95.3	0	0.0	0	0.0	579	91.0	112	88.4	398	96.5	0	0.0	0	0.0
SKYWEST AIRLINES	56	89.3	0	0.0	0	0.0	294	87.8	1580	87.4	0	0.0	328	91.8	3134	90.9
SOUTHWEST AIRLINES	0	0.0	1367	86.8	699	94.0	142	85.2	0	0.0	0	0.0	3909	88.8	1363	87.6
SPIRIT AIRLINES	366	88.3	1986	84.1	0	0.0	0	0.0	563	86.0	0	0.0	1118	88.6	532	81.0
UNITED AIRLINES	2303	90.7	692	87.4	289	88.2	1357	91.5	3317	92.1	4	75.0	642	91.0	994	86.9
TOTAL	5,915	90.5	7,841	86.9	3,062	89.8	3,246	90.1	9,377	90.0	4,578	91.7	10,273	88.7	11,622	89.5

* 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)

MARCH 2021

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	0	0.0	152	88.2	0	0.0	0	0.0	60	86.7	163	89.0	853	85.2	31	83.9
ALLEGiant AIR	0	0.0	0	0.0	41	73.2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	672	92.7	975	90.6	0	0.0	3132	90.9	237	85.7	2286	91.3	240	95.0	1389	89.4
DELTA AIR LINES	1157	91.4	1689	91.1	0	0.0	873	92.8	3478	93.1	322	88.2	299	95.0	260	94.2
ENDEAVOR AIR	335	93.7	1	100.0	0	0.0	0	0.0	1557	96.1	0	0.0	0	0.0	28	100.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	197	93.9	136	89.0	2490	89.0	0	0.0	0	0.0
FRONTIER AIRLINES	91	89.0	1494	81.2	0	0.0	423	83.9	76	81.6	237	83.5	45	86.7	426	84.7
HAWAIIAN AIRLINES	0	0.0	6	83.3	0	0.0	0	0.0	0	0.0	0	0.0	64	76.6	0	0.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1148	90.5	0	0.0
JETBLUE AIRWAYS	125	87.2	1087	88.0	0	0.0	396	91.9	0	0.0	56	89.3	4	100.0	202	78.2
MESA AIRLINES	89	85.4	0	0.0	0	0.0	0	0.0	20	90.0	0	0.0	0	0.0	62	87.1
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	628	91.1
REPUBLIC AIRWAYS	1095	91.9	58	91.4	123	86.2	1011	94.2	114	91.2	2237	90.2	0	0.0	1337	90.9
SKYWEST AIRLINES	32	96.9	0	0.0	0	0.0	0	0.0	2893	92.7	3072	85.0	713	92.3	87	88.5
SOUTHWEST AIRLINES	488	86.7	3040	85.1	4652	88.3	474	85.4	390	82.6	496	84.1	464	84.1	303	77.9
SPIRIT AIRLINES	254	73.2	1631	80.6	0	0.0	0	0.0	196	75.5	544	85.8	61	98.4	344	85.2
UNITED AIRLINES	130	86.2	829	86.9	0	0.0	502	88.6	165	87.9	3003	88.9	242	89.7	64	82.8
TOTAL	4,468	90.0	10,962	85.8	4,816	88.1	7,008	90.8	9,322	92.2	14,906	88.3	4,133	89.4	5,161	88.4

* 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)

MARCH 2021

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	396	88.9	505	90.7	5209	88.8	385	89.1	29	96.6	95	91.6
ALLEGiant AIR	0	0.0	14	78.6	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	3275	91.9	517	88.6	375	88.8	586	90.6	292	87.0	655	89.6
DELTA AIR LINES	894	87.8	494	93.1	1721	94.2	542	95.2	3864	93.7	1124	91.6
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	31	100.0
ENVOY AIR	87	94.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	377	87.8	169	90.5	39	87.2	126	92.1	134	78.4	311	86.8
HAWAIIAN AIRLINES	31	93.5	48	91.7	62	71.0	48	89.6	0	0.0	0	0.0
HORIZON AIR	96	89.6	166	92.2	2911	89.1	107	87.9	127	93.7	0	0.0
JETBLUE AIRWAYS	81	81.5	62	95.2	25	80.0	165	96.4	140	89.3	460	88.9
MESA AIRLINES	906	92.4	0	0.0	0	0.0	0	0.0	7	100.0	8	75.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	15	86.7	327	94.5
SKYWEST AIRLINES	2187	92.0	509	96.1	1768	93.3	2549	93.8	4010	93.4	1	100.0
SOUTHWEST AIRLINES	4394	87.4	1417	88.3	405	84.7	451	89.6	685	78.7	1812	84.5
SPIRIT AIRLINES	76	82.9	31	90.3	51	84.3	0	0.0	0	0.0	646	84.7
UNITED AIRLINES	561	88.8	492	90.4	312	92.3	1540	92.1	113	86.7	574	86.8
TOTAL	13,361	89.7	4,424	90.6	12,878	90.0	6,499	92.5	9,416	91.9	6,044	87.8

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2021

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	95.4	92.6	100.0	97.1	0.0	81.1	92.0	100.0	88.6	85.1	100.0	100.0	82.1	91.1	93.9	91.0
0700-0759	96.0	98.3	97.1	95.2	97.5	80.7	92.3	94.2	97.9	83.4	96.0	95.1	80.0	98.0	94.9	91.8
0800-0859	92.0	98.3	96.0	93.0	97.1	82.3	92.1	94.4	98.0	93.0	98.4	93.3	92.4	97.6	96.6	94.2
0900-0959	92.6	90.3	96.2	93.9	96.5	83.3	81.4	96.3	95.3	91.8	97.5	91.1	90.8	97.6	94.0	91.2
1000-1059	92.3	96.2	95.7	93.5	95.9	80.4	89.1	95.7	93.9	93.6	94.1	93.0	92.9	95.7	93.8	93.6
1100-1159	93.6	92.5	92.4	90.0	96.9	85.3	83.0	95.8	93.3	91.7	93.6	96.2	91.7	93.1	90.1	91.2
1200-1259	93.4	94.5	94.1	92.5	93.8	82.0	86.6	96.6	91.2	84.7	93.5	91.3	87.3	91.9	86.3	91.9
1300-1359	92.4	92.8	93.3	90.7	91.4	83.8	85.9	95.1	93.3	83.8	87.4	89.2	91.0	91.5	90.0	91.5
1400-1459	94.6	92.0	90.9	93.5	93.7	82.6	88.7	94.2	92.8	88.0	87.1	92.1	87.6	89.0	90.6	88.5
1500-1559	91.8	90.1	87.8	89.9	91.0	78.7	84.5	95.1	84.1	87.0	86.5	91.1	88.8	91.7	87.0	91.0
1600-1659	93.6	90.1	88.8	85.3	93.1	80.2	83.6	92.6	93.0	86.9	86.6	87.3	89.7	89.4	87.4	89.7
1700-1759	92.3	91.9	91.3	85.5	94.5	78.5	78.7	91.9	90.8	88.3	83.1	92.6	86.0	93.9	88.8	87.4
1800-1859	91.0	88.4	90.2	86.1	91.6	78.9	83.0	93.5	87.1	85.9	85.4	90.4	89.4	94.7	87.8	85.9
1900-1959	92.1	90.0	84.1	86.1	89.2	77.1	80.9	94.8	82.9	83.6	89.9	95.2	85.3	87.6	85.6	89.6
2000-2059	87.7	93.5	79.8	85.6	92.0	72.5	84.1	92.7	83.4	85.7	86.1	96.6	90.0	94.1	85.2	90.6
2100-2159	91.5	89.4	82.7	91.5	91.9	78.8	85.6	86.3	93.2	83.6	88.9	89.5	86.3	90.8	88.4	84.4
2200-2259	82.5	86.3	86.0	89.3	86.7	79.9	87.4	88.6	86.4	82.2	83.1	90.4	86.4	87.4	85.1	84.1
2300-0559	83.6	86.9	85.4	88.0	90.8	79.3	88.2	89.1	87.0	83.4	83.3	90.4	90.1	88.7	84.4	81.9
TOTAL	92.0	90.7	90.1	90.4	92.6	80.6	83.9	94.0	90.5	86.9	89.8	90.1	90.0	91.7	88.7	89.5

* 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)

MARCH 2021

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	0.0	93.0	0.0	68.9	89.6	92.6	100.0	88.9	95.0	0.0	94.0	86.0	80.3	76.0	91.2
0700-0759	92.8	85.8	95.9	97.3	95.6	90.1	93.8	95.0	93.9	96.6	92.3	96.5	91.2	92.7	92.9
0800-0859	90.9	94.4	94.9	94.5	98.4	90.5	93.9	94.6	91.6	92.7	90.4	98.8	94.2	92.7	91.9
0900-0959	91.4	95.2	91.2	94.1	95.2	89.9	91.0	97.1	92.0	93.9	92.2	95.1	93.7	95.3	90.7
1000-1059	92.1	94.3	93.1	92.0	82.1	89.1	93.3	93.3	91.3	94.2	90.5	92.3	93.2	92.9	91.0
1100-1159	88.8	88.8	92.6	91.1	94.6	91.5	91.9	93.2	90.3	89.1	90.6	94.1	91.7	89.1	90.0
1200-1259	93.2	84.4	94.0	91.4	94.1	90.3	92.2	91.4	91.7	92.1	94.3	94.8	93.1	85.5	90.4
1300-1359	91.3	79.4	85.1	89.0	92.8	89.7	89.2	88.8	89.7	91.7	92.2	95.4	91.7	83.9	89.4
1400-1459	89.6	85.3	87.3	87.7	93.9	94.7	92.7	91.6	88.0	91.7	91.7	93.0	91.2	87.9	90.3
1500-1559	87.3	85.9	91.1	91.6	89.5	90.3	93.0	87.0	90.1	89.8	87.4	94.2	92.2	88.6	88.6
1600-1659	89.0	88.3	86.9	91.6	91.5	88.6	92.0	91.7	88.8	91.8	89.7	88.8	94.7	86.6	88.7
1700-1759	88.9	84.9	83.5	90.1	91.0	86.0	87.0	86.2	87.0	91.0	91.0	90.5	87.0	89.4	86.8
1800-1859	92.5	84.0	88.8	84.8	92.4	81.0	89.9	94.2	88.0	88.3	92.8	92.0	78.1	88.7	86.8
1900-1959	88.7	82.6	88.8	90.0	91.0	85.0	87.7	81.9	88.0	90.4	88.5	89.4	93.4	87.8	87.0
2000-2059	90.5	80.2	80.9	90.0	89.8	89.6	89.3	81.7	90.0	89.7	83.9	92.5	94.3	85.4	87.2
2100-2159	89.8	83.9	78.4	95.3	79.0	88.9	85.6	84.3	86.1	89.0	86.3	90.0	90.4	85.8	87.8
2200-2259	90.2	84.1	76.7	86.4	81.3	87.9	82.9	86.3	84.5	83.5	87.3	91.8	87.2	84.7	85.3
2300-0559	86.2	80.3	79.2	89.1	88.0	88.7	84.4	84.2	84.4	92.3	86.0	89.8	77.3	85.3	85.4
TOTAL	90.0	85.8	88.1	90.8	92.2	88.3	89.4	88.4	89.7	90.6	90.0	92.5	91.9	87.8	88.9

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2021

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	85.9	95.6	95.5	94.5	96.2	83.3	93.9	92.8	92.6	94.3	94.4	96.4	89.8	94.7	94.6	92.9
0700-0759	93.8	96.7	94.5	95.0	93.9	83.5	93.9	93.1	92.1	95.8	97.8	93.8	94.7	93.1	93.3	91.8
0800-0859	94.2	95.6	90.3	95.1	94.2	82.3	92.5	95.0	93.6	90.9	94.6	92.1	90.2	96.5	92.0	92.5
0900-0959	90.6	92.0	90.0	95.1	95.4	83.0	91.5	92.4	92.5	91.9	93.2	73.3	93.2	96.1	92.9	92.7
1000-1059	91.9	91.5	77.6	93.4	90.0	82.7	85.7	94.3	95.5	93.2	97.2	92.5	92.3	94.3	92.1	91.2
1100-1159	90.7	91.3	88.9	94.2	95.0	80.3	82.0	86.0	87.4	90.2	96.0	95.3	91.0	92.3	89.7	89.5
1200-1259	92.5	91.0	85.2	93.2	93.5	78.1	87.4	93.9	91.1	89.3	89.3	90.6	89.7	91.4	86.4	88.7
1300-1359	89.9	91.7	88.4	93.2	91.7	79.6	82.4	92.5	92.5	83.6	93.9	90.4	96.2	94.4	84.7	89.1
1400-1459	93.3	91.9	83.3	91.9	93.1	80.2	84.5	93.2	89.4	80.3	89.3	50.0	90.4	88.8	86.4	89.3
1500-1559	91.3	82.7	67.9	91.4	92.4	78.4	85.3	94.5	91.2	85.0	83.8	91.0	90.6	83.9	87.7	87.4
1600-1659	89.1	90.4	72.2	90.4	90.7	77.0	86.7	93.6	83.8	85.0	94.2	87.9	88.5	90.5	85.5	91.9
1700-1759	90.9	83.5	82.1	85.2	89.0	75.7	85.0	87.7	84.6	82.5	85.3	87.2	90.7	90.1	84.4	90.6
1800-1859	87.5	90.8	80.3	89.6	91.1	76.8	79.7	87.2	89.3	84.3	92.4	91.1	88.2	90.4	81.4	89.7
1900-1959	86.8	87.4	73.1	84.1	91.0	75.5	81.4	94.8	89.6	83.6	89.0	94.9	88.7	94.1	80.1	90.9
2000-2059	89.0	90.2	75.2	87.1	90.1	74.5	82.7	95.2	69.4	84.3	85.9	0.0	90.7	94.0	75.9	91.0
2100-2159	86.7	0.0	67.9	86.3	91.9	63.4	84.3	95.2	0.0	83.0	89.5	0.0	100.0	93.7	73.4	88.2
2200-2259	89.3	0.0	100.0	91.8	0.0	80.9	80.0	72.7	84.0	84.0	92.3	0.0	0.0	0.0	88.6	94.2
2300-0559	91.9	95.2	88.2	98.3	0.0	83.1	92.4	0.0	96.3	89.7	95.6	100.0	95.9	92.1	90.8	89.5
TOTAL	90.5	91.5	82.7	91.7	92.8	79.0	85.6	93.8	90.9	87.6	91.4	91.2	90.8	92.4	87.7	90.7

* 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)

MARCH 2021

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	94.3	95.2	95.3	95.3	94.5	94.5	94.7	92.9	94.3	93.3	91.7	95.9	89.6	97.4	93.1
0700-0759	95.6	93.9	82.8	91.4	93.5	93.3	94.6	95.4	94.3	96.7	94.0	92.9	84.1	96.5	93.3
0800-0859	91.6	94.5	88.1	92.8	94.6	92.2	93.9	93.5	93.2	96.2	91.2	96.9	90.5	97.1	92.7
0900-0959	91.3	92.5	90.7	92.8	91.9	89.9	93.4	95.2	91.5	92.9	91.3	95.6	92.2	92.7	91.7
1000-1059	89.4	93.0	89.0	93.0	93.7	91.1	89.7	88.1	90.5	91.3	91.0	92.8	92.1	93.2	90.5
1100-1159	88.5	91.1	92.5	88.8	92.3	91.2	93.5	95.9	89.2	94.0	90.5	93.3	91.4	91.6	89.8
1200-1259	87.0	88.1	82.9	87.9	93.3	86.5	88.2	94.5	86.5	90.1	88.1	91.2	81.8	85.1	88.5
1300-1359	86.6	85.9	84.7	84.1	90.8	88.4	91.3	87.6	87.0	87.4	91.9	93.7	87.2	82.5	87.8
1400-1459	88.1	81.3	71.1	80.3	92.0	90.2	92.6	87.9	87.7	93.5	89.0	93.1	88.2	86.0	87.7
1500-1559	89.7	82.7	83.3	89.0	93.3	86.7	92.5	89.5	82.1	87.6	90.9	91.8	88.5	84.4	87.2
1600-1659	73.5	83.2	82.1	85.6	91.7	90.9	81.8	85.2	79.7	83.8	86.9	92.9	88.3	86.3	86.9
1700-1759	87.1	86.5	83.8	87.8	82.7	83.5	93.8	86.0	88.6	94.1	90.5	83.2	92.0	84.4	86.6
1800-1859	89.9	81.5	77.7	85.4	89.7	89.4	89.8	87.2	86.9	91.6	88.0	89.2	92.0	85.6	86.1
1900-1959	87.4	80.4	77.2	88.9	83.3	85.8	89.7	91.0	83.0	86.2	91.9	90.4	68.6	88.6	85.0
2000-2059	89.9	76.9	79.9	87.0	91.3	83.9	88.2	86.0	81.8	88.1	88.9	91.5	90.3	82.2	85.8
2100-2159	66.7	75.3	65.0	89.8	94.5	88.6	85.5	87.0	81.5	83.6	80.9	94.0	95.5	73.7	84.9
2200-2259	82.1	76.8	0.0	97.2	0.0	0.0	86.9	72.7	89.0	97.6	88.1	93.2	92.9	0.0	90.1
2300-0559	0.0	93.3	100.0	92.1	97.8	93.3	97.3	83.0	92.8	100.0	92.6	93.8	88.2	98.6	91.8
TOTAL	89.0	87.0	82.7	88.7	92.6	89.5	91.9	90.6	88.1	92.0	90.1	92.9	90.1	88.4	88.8

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	95.2	93.5	62	62
Abilene, TX (ABI)	86.2	88.7	196	195
Adak Island, AK (ADK)	44.4	66.7	9	9
Akron, OH (CAK)	91.7	85.4	206	206
Alamosa, CO (ALS)	77.4	77.4	53	53
Albany, GA (ABY)	91.0	97.8	89	89
Albany, NY (ALB)	88.3	89.6	557	557
Albuquerque, NM (ABQ)	87.8	87.9	1230	1228
Alexandria, LA (AEX)	89.0	92.2	219	219
Allentown/Bethlehem/Easton, PA (ABE)	88.6	88.5	385	384
Alpena, MI (APN)	94.3	90.6	53	53
Amarillo, TX (AMA)	84.2	84.1	291	290
Anchorage, AK (ANC)	72.7	85.2	1248	1247
Appleton, WI (ATW)	91.7	92.9	408	407
Arcata/Eureka, CA (ACV)	93.7	97.5	79	79
Asheville, NC (AVL)	85.5	86.1	710	707
Ashland, WV (HTS)	91.7	83.3	36	36
Aspen, CO (ASE)	66.4	68.1	745	747
Atlanta, GA (ATL)	92.0	90.5	25897	25918
Atlantic City, NJ (ACY)	85.9	89.2	241	240
Augusta, GA (AGS)	92.2	92.9	295	294
Austin, TX (AUS)	87.7	90.2	3699	3689
Bakersfield, CA (BFL)	90.8	88.2	229	229
Baltimore, MD (BWI)	90.1	82.7	5888	5889
Bangor, ME (BGR)	95.0	90.0	141	140
Barrow, AK (BRW)	77.4	51.6	31	31
Baton Rouge, LA (BTR)	88.3	92.3	351	351
Beaumont/Port Arthur, TX (BPT)	92.0	87.4	87	87
Belleville, IL (BLV)	80.7	80.0	119	120
Bellingham, WA (BLI)	86.2	92.3	195	195
Bemidji, MN (BJI)	93.5	95.2	62	62
Bend/Redmond, OR (RDM)	89.5	92.5	660	663
Bethel, AK (BET)	76.7	50.0	60	60
Billings, MT (BIL)	89.3	89.7	484	484
Binghamton, NY (BGM)	93.5	96.8	31	31
Birmingham, AL (BHM)	84.6	87.3	986	984
Bismarck/Mandan, ND (BIS)	87.4	87.9	389	390
Bloomington/Normal, IL (BMI)	87.1	91.4	210	210
Boise, ID (BOI)	89.4	90.8	1877	1878
Boston, MA (BOS)	90.7	91.5	5290	5290
Bozeman, MT (BZN)	89.0	87.4	915	915

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	94.3	92.5	53	53
Bristol/Johnson City/Kingsport, TN (TRI)	93.3	92.0	150	150
Brownsville, TX (BRO)	86.1	90.3	122	124
Brunswick, GA (BQK)	96.2	96.2	79	79
Buffalo, NY (BUF)	90.7	90.4	864	868
Burbank, CA (BUR)	88.0	87.7	1075	1075
Burlington, VT (BTV)	97.7	93.8	177	177
Butte, MT (BTM)	93.1	93.1	58	58
Cape Girardeau, MO (CGI)	90.6	92.5	53	53
Casper, WY (CPR)	85.8	82.6	155	155
Cedar City, UT (CDC)	94.3	92.5	53	53
Cedar Rapids/Iowa City, IA (CID)	89.7	88.9	614	613
Champaign/Urbana, IL (CMI)	89.4	84.7	85	85
Charleston, SC (CHS)	90.4	91.9	1585	1583
Charleston/Dunbar, WV (CRW)	91.8	93.1	245	245
Charlotte Amalie, VI (STT)	86.9	88.6	693	693
Charlotte, NC (CLT)	90.4	91.7	16809	16798
Charlottesville, VA (CHO)	92.7	92.7	110	110
Chattanooga, TN (CHA)	91.5	92.7	401	399
Cheyenne, WY (CYS)	71.0	67.7	31	31
Chicago, IL (MDW)	88.1	82.7	4816	4813
Chicago, IL (ORD)	88.3	89.5	14906	14914
Christiansted, VI (STX)	92.1	90.1	152	152
Cincinnati, OH (CVG)	89.0	89.9	2536	2531
Clarksburg/Fairmont, WV (CKB)	81.8	84.8	66	66
Cleveland, OH (CLE)	88.8	89.5	2286	2285
Cody, WY (COD)	83.9	83.9	31	31
Cold Bay, AK (CDB)	72.2	66.7	18	18
College Station/Bryan, TX (CLL)	90.6	90.6	106	106
Colorado Springs, CO (COS)	81.5	82.0	896	893
Columbia, MO (COU)	88.5	83.6	61	61
Columbia, SC (CAE)	91.1	94.3	384	384
Columbus, GA (CSG)	91.0	91.0	89	89
Columbus, MS (GTR)	86.1	89.9	79	79
Columbus, OH (CMH)	89.5	90.2	2167	2168
Columbus, OH (LCK)	82.6	77.1	109	109
Concord, NC (USA)	86.8	82.5	114	114
Cordova, AK (CDV)	69.4	67.7	62	62
Corpus Christi, TX (CRP)	87.2	88.8	305	304
Dallas, TX (DAL)	88.5	83.6	4379	4384
Dallas/Fort Worth, TX (DFW)	83.9	85.6	22621	22636

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dayton, OH (DAY)	90.0	93.2	468	469
Daytona Beach, FL (DAB)	89.0	93.7	301	302
Deadhorse, AK (SCC)	82.6	87.0	46	46
Decatur, IL (DEC)	88.7	90.6	53	53
Del Rio, TX (DRT)	89.8	89.8	59	59
Denver, CO (DEN)	80.6	79.0	20638	20628
Des Moines, IA (DSM)	87.6	89.6	1069	1067
Detroit, MI (DTW)	94.0	93.8	9981	9992
Devils Lake, ND (DVL)	71.7	77.4	53	53
Dickinson, ND (DIK)	78.3	79.2	23	24
Dillingham, AK (DLG)	58.1	41.9	31	31
Dodge City, KS (DDC)	79.2	79.2	53	53
Dothan, AL (DHN)	96.6	94.4	89	89
Dubuque, IA (DBQ)	87.1	100.0	31	31
Duluth, MN (DLH)	91.4	96.1	151	152
Durango, CO (DRO)	85.3	85.0	334	334
Eagle, CO (EGE)	84.8	84.6	481	482
Eau Claire, WI (EAU)	79.0	87.1	62	62
El Paso, TX (ELP)	83.4	87.9	967	965
Elko, NV (EKO)	96.6	91.4	58	58
Elmira/Corning, NY (ELM)	96.5	95.3	85	85
Erie, PA (ERI)	100.0	100.0	6	7
Escanaba, MI (ESC)	94.3	86.8	53	53
Eugene, OR (EUG)	89.9	92.4	654	654
Evansville, IN (EVV)	94.0	95.7	184	184
Everett, WA (PAE)	81.9	93.3	166	165
Fairbanks, AK (FAI)	79.3	78.2	261	261
Fargo, ND (FAR)	86.8	87.4	570	570
Fayetteville, AR (XNA)	90.4	90.4	532	533
Fayetteville, NC (FAY)	91.5	92.2	307	306
Flagstaff, AZ (FLG)	81.8	85.2	209	209
Flint, MI (FNT)	86.1	84.7	295	295
Fort Dodge, IA (FOD)	86.8	86.5	53	52
Fort Lauderdale, FL (FLL)	86.9	87.6	7841	7839
Fort Myers, FL (RSW)	87.3	87.8	4525	4524
Fort Smith, AR (FSM)	88.9	88.0	117	117
Fort Wayne, IN (FWA)	91.0	84.3	457	458
Fresno, CA (FAT)	89.9	90.0	783	782
Gainesville, FL (GNV)	91.8	92.8	291	291
Garden City, KS (GCK)	90.3	91.9	62	62
Gillette, WY (GCC)	71.8	79.5	39	39

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Forks, ND (GFK)	94.2	93.4	121	121
Grand Island, NE (GRI)	90.4	84.3	83	83
Grand Junction, CO (GJT)	87.7	89.3	391	392
Grand Rapids, MI (GRR)	87.7	88.9	1327	1326
Great Falls, MT (GTF)	88.7	90.6	265	265
Green Bay, WI (GRB)	91.6	94.6	370	370
Greensboro/High Point, NC (GSO)	87.4	91.4	493	491
Greer, SC (GSP)	89.9	91.1	861	858
Guam, TT (GUM)	77.1	97.9	48	48
Gulfport/Biloxi, MS (GPT)	88.9	90.0	271	271
Gunnison, CO (GUC)	87.1	89.2	101	102
Hagerstown, MD (HGR)	100.0	88.9	9	9
Hancock/Houghton, MI (CMX)	87.1	88.7	62	62
Harlingen/San Benito, TX (HRL)	84.8	86.3	210	211
Harrisburg, PA (MDT)	91.4	89.6	383	383
Hartford, CT (BDL)	87.0	90.0	1339	1336
Hattiesburg/Laurel, MS (PIB)	92.5	94.3	53	53
Hayden, CO (HDN)	84.5	85.5	393	393
Hays, KS (HYS)	83.0	81.1	53	53
Helena, MT (HLN)	90.3	90.3	124	124
Hibbing, MN (HIB)	96.2	96.2	53	53
Hilo, HI (ITO)	94.6	94.9	334	334
Hilton Head, SC (HHH)	87.9	92.2	306	306
Hobbs, NM (HOB)	88.9	100.0	18	17
Honolulu, HI (HNL)	89.8	91.4	3062	3049
Houston, TX (HOU)	85.1	76.2	4065	4065
Houston, TX (IAH)	90.0	90.8	9377	9398
Huntsville, AL (HSV)	89.0	90.4	499	500
Idaho Falls, ID (IDA)	90.1	89.3	243	244
Indianapolis, IN (IND)	86.8	88.3	2606	2601
International Falls, MN (INL)	96.2	98.1	53	53
Iron Mountain/Kingsfd, MI (IMT)	91.9	91.9	62	62
Islip, NY (ISP)	85.6	86.4	277	279
Ithaca/Cortland, NY (ITH)	96.8	100.0	31	31
Jackson, WY (JAC)	90.8	91.1	573	574
Jackson/Vicksburg, MS (JAN)	87.4	89.1	414	412
Jacksonville, FL (JAX)	89.0	91.0	1786	1783
Jacksonville/Camp Lejeune, NC (OAJ)	92.9	95.4	308	307
Jamestown, ND (JMS)	81.0	70.2	84	84
Johnstown, PA (JST)	88.5	90.4	52	52
Joplin, MO (JLN)	89.7	87.9	58	58

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Juneau, AK (JNU)	73.0	76.2	248	248
Kahului, HI (OGG)	87.6	86.8	1720	1720
Kalamazoo, MI (AZO)	98.4	97.6	124	124
Kalispell, MT (FCA)	86.0	87.5	392	391
Kansas City, MO (MCI)	87.2	90.5	2640	2639
Kearney, NE (EAR)	90.3	91.9	62	62
Ketchikan, AK (KTN)	66.9	79.8	124	124
Key West, FL (EYW)	85.7	83.8	1019	1016
Killeen, TX (GRK)	81.9	89.0	210	209
King Salmon, AK (AKN)	71.0	64.5	31	31
Knoxville, TN (TYS)	86.3	89.5	940	940
Kodiak, AK (ADQ)	84.6	89.7	78	78
Kona, HI (KOA)	88.3	91.1	935	936
Kotzebue, AK (OTZ)	71.0	61.3	31	31
La Crosse, WI (LSE)	89.5	91.5	153	153
Lafayette, LA (LFT)	81.5	93.0	216	215
Lake Charles, LA (LCH)	90.1	90.1	91	91
Lansing, MI (LAN)	96.1	95.3	128	127
Laramie, WY (LAR)	75.5	75.5	53	53
Laredo, TX (LRD)	90.9	89.9	99	99
Las Vegas, NV (LAS)	88.7	87.7	10273	10279
Latrobe, PA (LBE)	85.4	85.4	89	89
Lawton/Fort Sill, OK (LAW)	72.0	74.4	82	82
Lewisburg, WV (LWB)	90.0	88.0	50	50
Lewiston, ID (LWS)	94.9	98.7	79	79
Lexington, KY (LEX)	89.1	90.2	543	543
Liberal, KS (LBL)	84.9	84.9	53	53
Lihue, HI (LIH)	93.6	94.7	358	357
Lincoln, NE (LNK)	84.2	87.9	57	58
Little Rock, AR (LIT)	86.6	87.3	807	808
Long Beach, CA (LGB)	89.3	88.7	931	930
Longview, TX (GGG)	88.5	88.5	78	78
Los Angeles, CA (LAX)	89.5	90.7	11622	11637
Louisville, KY (SDF)	88.7	89.1	1270	1272
Lubbock, TX (LBB)	83.3	85.6	390	389
Madison, WI (MSN)	90.6	92.4	693	694
Manchester, NH (MHT)	91.8	95.0	317	317
Manhattan/Ft. Riley, KS (MHK)	83.3	83.3	90	90
Marquette, MI (MQT)	86.4	85.2	88	88
Mason City, IA (MCW)	86.8	84.6	53	52
Medford, OR (MFR)	91.0	91.4	709	709

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Melbourne, FL (MLB)	90.6	90.5	233	232
Memphis, TN (MEM)	86.9	86.3	1548	1543
Meridian, MS (MEI)	92.5	94.3	53	53
Miami, FL (MIA)	90.8	88.7	7008	7020
Midland/Odessa, TX (MAF)	82.5	86.4	617	617
Milwaukee, WI (MKE)	86.6	89.8	1810	1807
Minneapolis, MN (MSP)	92.2	92.6	9322	9319
Minot, ND (MOT)	91.7	90.6	277	277
Mission/McAllen/Edinburg, TX (MFE)	82.9	89.5	334	333
Missoula, MT (MSO)	88.1	88.5	444	443
Moab, UT (CNY)	82.4	82.4	51	51
Mobile, AL (MOB)	89.5	92.5	228	227
Moline, IL (MLI)	85.5	88.6	297	297
Monroe, LA (MLU)	91.5	94.5	165	165
Monterey, CA (MRY)	87.5	90.4	273	272
Montgomery, AL (MGM)	87.9	92.9	198	198
Montrose/Delta, CO (MTJ)	86.7	84.9	436	436
Mosinee, WI (CWA)	93.2	94.9	117	117
Muskegon, MI (MKG)	88.5	80.8	52	52
Myrtle Beach, SC (MYR)	91.3	91.9	851	849
Nashville, TN (BNA)	87.2	85.3	5226	5225
New Bern/Morehead/Beaufort, NC (EWN)	89.9	93.7	79	79
New Haven, CT (HVN)	87.0	91.3	23	23
New Orleans, LA (MSY)	87.7	90.0	2852	2853
New York, NY (JFK)	91.7	92.4	4578	4575
New York, NY (LGA)	90.0	89.0	4468	4474
Newark, NJ (EWR)	90.5	90.9	5915	5915
Newburgh/Poughkeepsie, NY (SWF)	81.3	78.1	32	32
Newport News/Williamsburg, VA (PHF)	88.2	97.1	34	34
Niagara Falls, NY (IAG)	71.7	79.2	53	53
Nome, AK (OME)	77.4	87.1	31	31
Norfolk, VA (ORF)	90.6	92.8	1200	1196
North Bend/Coos Bay, OR (OTH)	84.6	100.0	13	13
North Platte, NE (LBF)	77.4	84.9	53	53
Oakland, CA (OAK)	89.1	87.0	2610	2609
Ogden, UT (OGD)	88.9	88.9	9	9
Ogdensburg, NY (OGS)	90.4	80.4	52	51
Oklahoma City, OK (OKC)	87.4	88.9	1443	1445
Omaha, NE (OMA)	87.2	91.0	1576	1573
Ontario, CA (ONT)	88.5	89.6	1524	1522
Orlando, FL (MCO)	85.8	87.0	10962	10954

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Owensboro, KY (OWB)	88.9	77.8	9	9
Paducah, KY (PAH)	82.3	90.3	62	62
Palm Springs, CA (PSP)	91.4	92.7	1470	1470
Panama City, FL (ECP)	84.6	86.7	767	765
Pasco/Kennewick/Richland, WA (PSC)	91.9	94.7	493	492
Pellston, MI (PLN)	98.1	92.5	53	53
Pensacola, FL (PNS)	84.6	87.2	878	876
Peoria, IL (PIA)	86.7	88.8	271	269
Petersburg, AK (PSG)	71.0	75.8	62	62
Philadelphia, PA (PHL)	88.4	90.6	5161	5158
Phoenix, AZ (AZA)	85.1	86.8	756	756
Phoenix, AZ (PHX)	89.7	88.1	13361	13373
Pierre, SD (PIR)	83.0	84.9	53	53
Pittsburgh, PA (PIT)	88.1	91.4	2004	2003
Plattsburgh, NY (PBG)	82.1	77.1	95	96
Pocatello, ID (PIH)	93.3	95.5	89	89
Portland, ME (PWM)	91.3	92.5	416	416
Portland, OR (PDX)	89.4	91.9	4133	4133
Portsmouth, NH (PSM)	94.4	88.9	36	36
Prescott, AZ (PRC)	85.5	85.5	62	62
Providence, RI (PVD)	89.3	90.2	666	664
Provo, UT (PVU)	80.7	86.4	88	88
Pueblo, CO (PUB)	81.1	84.9	53	53
Pullman, WA (PUW)	93.5	85.5	62	62
Punta Gorda, FL (PGD)	77.6	84.8	833	833
Raleigh/Durham, NC (RDU)	91.2	92.4	3043	3040
Rapid City, SD (RAP)	86.8	84.1	364	364
Redding, CA (RDD)	76.6	95.8	47	48
Reno, NV (RNO)	87.8	88.6	1593	1591
Rhineland, WI (RHI)	91.9	98.4	62	62
Richmond, VA (RIC)	89.1	92.3	956	953
Riverton/Lander, WY (RIW)	85.3	76.5	34	34
Roanoke, VA (ROA)	93.1	93.1	102	102
Rochester, MN (RST)	92.1	94.0	216	216
Rochester, NY (ROC)	92.2	91.6	500	501
Rock Springs, WY (RKS)	83.8	83.8	37	37
Rockford, IL (RFD)	84.3	84.3	108	108
Roswell, NM (ROW)	93.1	94.8	58	58
Sacramento, CA (SMF)	89.2	90.0	2868	2868
Saginaw/Bay City/Midland, MI (MBS)	97.9	96.8	94	94
Saipan, TT (SPN)	94.1	88.2	17	17

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Salina, KS (SLN)	79.2	92.5	53	53
Salt Lake City, UT (SLC)	91.9	90.1	9416	9420
San Angelo, TX (SJT)	91.2	87.2	148	148
San Antonio, TX (SAT)	86.6	90.3	2037	2034
San Diego, CA (SAN)	90.6	92.0	4424	4425
San Francisco, CA (SFO)	92.5	92.9	6499	6503
San Jose, CA (SJC)	91.8	93.6	2634	2634
San Juan, PR (SJU)	86.8	88.0	2368	2362
San Luis Obispo, CA (SBP)	89.5	91.3	276	275
Sanford, FL (SFB)	80.8	85.1	1083	1083
Santa Ana, CA (SNA)	90.9	91.3	2665	2661
Santa Barbara, CA (SBA)	89.5	93.2	351	352
Santa Fe, NM (SAF)	86.2	82.9	116	117
Santa Maria, CA (SMX)	76.5	82.4	17	17
Santa Rosa, CA (STS)	90.5	94.7	168	169
Sarasota/Bradenton, FL (SRQ)	85.2	83.9	1537	1535
Sault Ste. Marie, MI (CIU)	95.2	90.3	62	62
Savannah, GA (SAV)	89.7	90.3	1275	1273
Scottsbluff, NE (BFF)	79.2	77.4	53	53
Scranton/Wilkes-Barre, PA (AVP)	88.7	85.2	150	149
Seattle, WA (SEA)	90.0	90.1	12878	12881
Sheridan, WY (SHR)	92.3	76.9	39	39
Shreveport, LA (SHV)	87.0	89.7	370	370
Sioux City, IA (SUX)	84.5	82.8	58	58
Sioux Falls, SD (FSD)	86.5	88.4	666	666
Sitka, AK (SIT)	74.2	83.9	31	31
South Bend, IN (SBN)	89.8	88.9	432	432
Spokane, WA (GEG)	89.9	92.9	1511	1512
Springfield, IL (SPI)	88.8	86.3	80	80
Springfield, MO (SGF)	86.3	89.9	621	624
St. Cloud, MN (STC)	81.5	85.2	27	27
St. George, UT (SGU)	90.3	90.9	319	318
St. Louis, MO (STL)	89.2	87.7	3304	3305
St. Petersburg, FL (PIE)	79.9	84.6	844	845
State College, PA (SCE)	87.5	95.0	40	40
Staunton, VA (SHD)	81.2	84.1	69	69
Stillwater, OK (SWO)	100.0	96.8	31	31
Stockton, CA (SCK)	85.5	85.5	55	55
Sun Valley/Hailey/Ketchum, ID (SUN)	89.2	87.8	222	222
Syracuse, NY (SYR)	86.4	90.4	595	592
Tallahassee, FL (TLH)	89.2	89.4	407	407

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tampa, FL (TPA)	87.8	88.4	6044	6051
Texarkana, AR (TXK)	88.9	84.0	81	81
Toledo, OH (TOL)	80.3	77.0	61	61
Traverse City, MI (TVC)	95.2	95.7	186	186
Trenton, NJ (TTN)	82.4	84.3	102	102
Tucson, AZ (TUS)	87.7	89.1	1297	1297
Tulsa, OK (TUL)	85.8	90.0	949	949
Twin Falls, ID (TWF)	91.0	93.5	89	93
Tyler, TX (TYR)	91.7	91.7	144	144
Valdosta, GA (VLD)	93.3	95.0	119	119
Valparaiso, FL (VPS)	85.4	86.3	789	786
Vernal, UT (VEL)	79.2	79.2	53	53
Victoria, TX (VCT)	96.2	96.2	53	53
Waco, TX (ACT)	92.7	92.0	137	137
Walla Walla, WA (ALW)	93.5	88.7	62	62
Washington, DC (DCA)	92.6	92.8	3717	3717
Washington, DC (IAD)	90.1	91.2	3246	3250
Waterloo, IA (ALO)	93.5	93.5	31	31
Watertown, SD (ATY)	83.0	81.1	53	53
Wenatchee, WA (EAT)	90.3	91.9	62	62
West Palm Beach/Palm Beach, FL (PBI)	86.8	88.9	2199	2198
White Plains, NY (HPN)	86.2	88.0	419	417
Wichita Falls, TX (SPS)	90.8	90.8	87	87
Wichita, KS (ICT)	89.5	90.9	727	728
Williston, ND (XWA)	79.0	79.0	62	62
Wilmington, DE (ILG)	91.7	91.7	12	12
Wilmington, NC (ILM)	91.5	92.8	400	400
Wrangell, AK (WRG)	72.6	79.0	62	62
Yakima, WA (YKM)	87.1	88.7	62	62
Yakutat, AK (YAK)	64.5	66.1	62	62
Yuma, AZ (YUM)	89.5	87.5	209	208

AIR TRAVEL CONSUMER REPORT

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

MARCH 2021

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES NETWORK	205	104997	169	0.2	1
- DELTA AIR LINES	106	55856	150	0.3	
- BRANDED CODESHARE PARTNERS	187	49141	19	0.0	
HAWAIIAN AIRLINES	20	3268	7	0.2	2
SPIRIT AIRLINES	47	14687	56	0.4	3
JETBLUE AIRWAYS	55	13724	71	0.5	4
AMERICAN AIRLINES NETWORK	230	118297	830	0.7	5
- AMERICAN AIRLINES	90	47648	296	0.6	
- BRANDED CODESHARE PARTNERS	215	70649	534	0.8	
ALLEGiant AIR	124	11709	87	0.7	6
ALASKA AIRLINES NETWORK	101	28459	341	1.2	7
- ALASKA AIRLINES	72	14531	229	1.6	
- BRANDED CODESHARE PARTNERS	54	13928	112	0.8	
SOUTHWEST AIRLINES	97	80574	1782	2.2	8
UNITED AIRLINES NETWORK	241	80525	2236	2.8	9
- UNITED AIRLINES	85	28946	728	2.5	
- BRANDED CODESHARE PARTNERS	227	51579	1508	2.9	
FRONTIER AIRLINES	95	10886	325	3.0	10
TOTAL AIRPORTS SERVED	366	467,126	5,904	1.3	

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

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2021

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
ENDEAVOR AIR	114	21394	0	0.0	1
PSA AIRLINES	85	15943	21	0.1	2
REPUBLIC AIRWAYS	86	25776	36	0.1	3
HAWAIIAN AIRLINES	20	3268	7	0.2	4
DELTA AIR LINES	106	55856	150	0.3	5
SPIRIT AIRLINES	47	14687	56	0.4	6
JETBLUE AIRWAYS	55	13724	71	0.5	7
AMERICAN AIRLINES	90	47648	296	0.6	8
ALLEGiant AIR	124	11709	87	0.7	9
MESA AIRLINES	91	12573	133	1.1	10
HORIZON AIR	48	9572	110	1.1	11
ENVOY AIR	132	19760	231	1.2	12
ALASKA AIRLINES	72	14531	229	1.6	13
SOUTHWEST AIRLINES	97	80574	1782	2.2	14
UNITED AIRLINES	85	28946	728	2.5	15
SKYWEST AIRLINES	229	57629	1504	2.6	16
FRONTIER AIRLINES	95	10886	325	3.0	17
TOTAL AIRPORTS SERVED	359	444,476	5,766	1.3	

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6B. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS: RANKING OF U.S. REPORTING MARKETING CARRIERS (YTD)

RANK	CARRIER ¹	JANUARY - MARCH 2021			JANUARY - MARCH 2020		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	HAWAIIAN AIRLINES NETWORK	9,286	18	0.19	22,530	940	4.17
	- HAWAIIAN AIRLINES	9,174	18	0.20	20,317	667	3.28
	- BRANDED CODESHARE PARTNERS	112	0	0.00	2,213	273	12.34
2	DELTA AIR LINES NETWORK	281,593	2,341	0.83	429,699	26,685	6.21
	- DELTA AIR LINES	147,833	1,110	0.75	241,804	19,716	8.15
	- BRANDED CODESHARE PARTNERS	133,760	1,231	0.92	187,895	6,969	3.71
3	SPIRIT AIRLINES	35,994	504	1.40	54,570	1,636	3.00
4	JETBLUE AIRWAYS	32,664	596	1.82	73,893	4,465	6.04
5	FRONTIER AIRLINES	23,732	444	1.87	36,781	3,018	8.21
6	ALASKA AIRLINES NETWORK	75,991	2,024	2.66	106,050	5,244	4.94
	- ALASKA AIRLINES	36,534	993	2.72	62,005	3,399	5.48
	- BRANDED CODESHARE PARTNERS	39,457	1,031	2.61	44,045	1,845	4.19
7	AMERICAN AIRLINES NETWORK	304,010	8,793	2.89	515,851	34,683	6.72
	- AMERICAN AIRLINES	120,130	2,694	2.24	229,008	16,692	7.29
	- BRANDED CODESHARE PARTNERS	183,880	6,099	3.32	286,843	17,991	6.27
8	ALLEGiant AIR	25,513	807	3.16	28,242	3,008	10.65
9	SOUTHWEST AIRLINES	194,614	6,299	3.24	328,040	22,901	6.98
10	UNITED AIRLINES NETWORK	213,283	8,434	3.95	389,277	30,207	7.76
	- UNITED AIRLINES	75,186	1,983	2.64	148,448	12,746	8.59
	- BRANDED CODESHARE PARTNERS	138,097	6,451	4.67	240,829	17,461	7.25
	TOTAL	1,196,680	30,260	2.53	1,984,933	132,787	6.69

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6C. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS: RANKING OF U.S. REPORTING OPERATING CARRIERS (YTD)

RANK	CARRIER ¹	JANUARY - MARCH 2021			JANUARY - MARCH 2020		
		FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
1	HAWAIIAN AIRLINES	9,174	18	0.20	20,317	667	3.28
2	DELTA AIR LINES	147,833	1,110	0.75	241,804	19,716	8.15
3	ENDEAVOR AIR	58,255	547	0.94	70,687	3,595	5.09
4	SPIRIT AIRLINES	35,994	504	1.40	54,570	1,636	3.00
5	JETBLUE AIRWAYS	32,664	596	1.82	73,893	4,465	6.04
6	PSA AIRLINES	40,049	748	1.87	72,426	4,898	6.76
7	FRONTIER AIRLINES	23,732	444	1.87	36,781	3,018	8.21
8	REPUBLIC AIRWAYS	67,875	1,428	2.10	86,651	4,634	5.35
9	AMERICAN AIRLINES	120,130	2,694	2.24	229,008	16,692	7.29
10	UNITED AIRLINES	75,186	1,983	2.64	148,448	12,746	8.59
11	SKYWEST AIRLINES	156,936	4,176	2.66	212,369	10,228	4.82
12	ALASKA AIRLINES	36,534	993	2.72	62,005	3,399	5.48
13	ALLEGiant AIR	25,513	807	3.16	28,242	3,008	10.65
14	SOUTHWEST AIRLINES	194,614	6,299	3.24	328,040	22,901	6.98
15	HORIZON AIR	26,814	888	3.31			
16	ENVOY AIR	53,073	2,795	5.27	77,434	4,935	6.37
17	MESA AIRLINES	33,996	1,813	5.33	52,788	3,395	6.43
	TOTAL	1,138,372	27,843	2.45	1,795,463	119,933	6.68

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

MARCH 2021

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK	28459	25014	87.89	341	1.20	48	0.17	1116	3.92	45	0.16	1029	3.62	35	0.12	832	2.92
- ALASKA AIRLINES	14531	12524	86.19	229	1.58	25	0.17	507	3.49	31	0.21	724	4.98	30	0.21	462	3.18
- BRANDED CODESHARE PARTNERS	13928	12490	89.68	112	0.80	23	0.17	610	4.38	14	0.10	305	2.19	4	0.03	370	2.66
ALLEGiant AIR	11709	9610	82.07	87	0.74	21	0.18	573	4.89	52	0.44	550	4.70	9	0.08	808	6.90
AMERICAN AIRLINES NETWORK	118297	104866	88.65	830	0.70	284	0.24	4445	3.76	695	0.59	4064	3.44	81	0.07	3032	2.56
- AMERICAN AIRLINES	47648	42600	89.41	296	0.62	95	0.20	1970	4.13	137	0.29	1544	3.24	49	0.10	958	2.01
- BRANDED CODESHARE PARTNERS	70649	62266	88.13	534	0.76	189	0.27	2476	3.50	559	0.79	2520	3.57	32	0.05	2074	2.94
DELTA AIR LINES NETWORK	104997	97711	93.06	169	0.16	122	0.12	3486	3.32	367	0.35	2126	2.02	30	0.03	986	0.94
- DELTA AIR LINES	55856	51620	92.42	150	0.27	56	0.10	1698	3.04	100	0.18	1554	2.78	18	0.03	660	1.18
- BRANDED CODESHARE PARTNERS	49141	46091	93.79	19	0.04	66	0.13	1788	3.64	267	0.54	572	1.16	12	0.02	326	0.66
FRONTIER AIRLINES	10886	9154	84.09	325	2.99	10	0.09	434	3.99	20	0.18	579	5.32	0	0.00	364	3.34
HAWAIIAN AIRLINES	3268	2883	88.22	7	0.21	1	0.03	271	8.29	14	0.43	4	0.12	3	0.09	86	2.63
JETBLUE AIRWAYS	13724	12045	87.77	71	0.52	20	0.15	802	5.84	12	0.09	434	3.16	12	0.09	328	2.39
SOUTHWEST AIRLINES	80574	69384	86.11	1782	2.21	128	0.16	3662	4.54	101	0.13	1794	2.23	82	0.10	3641	4.52
SPIRIT AIRLINES	14687	12462	84.85	56	0.38	20	0.14	559	3.81	44	0.30	1117	7.61	37	0.25	393	2.68
UNITED AIRLINES NETWORK	80525	70274	87.27	2236	2.78	153	0.19	3608	4.48	397	0.49	2374	2.95	11	0.01	1473	1.83
- UNITED AIRLINES	28946	25593	88.42	728	2.52	24	0.08	919	3.17	126	0.44	1041	3.60	0	0.00	515	1.78
- BRANDED CODESHARE PARTNERS	51579	44681	86.63	1508	2.92	129	0.25	2689	5.21	270	0.52	1333	2.58	11	0.02	958	1.86
TOTAL	467,126	413,403	88.50	5,904	1.26	807	0.17	18,955	4.06	1,747	0.37	14,068	3.01	298	0.06	11,943	2.56

* 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

MARCH 2021

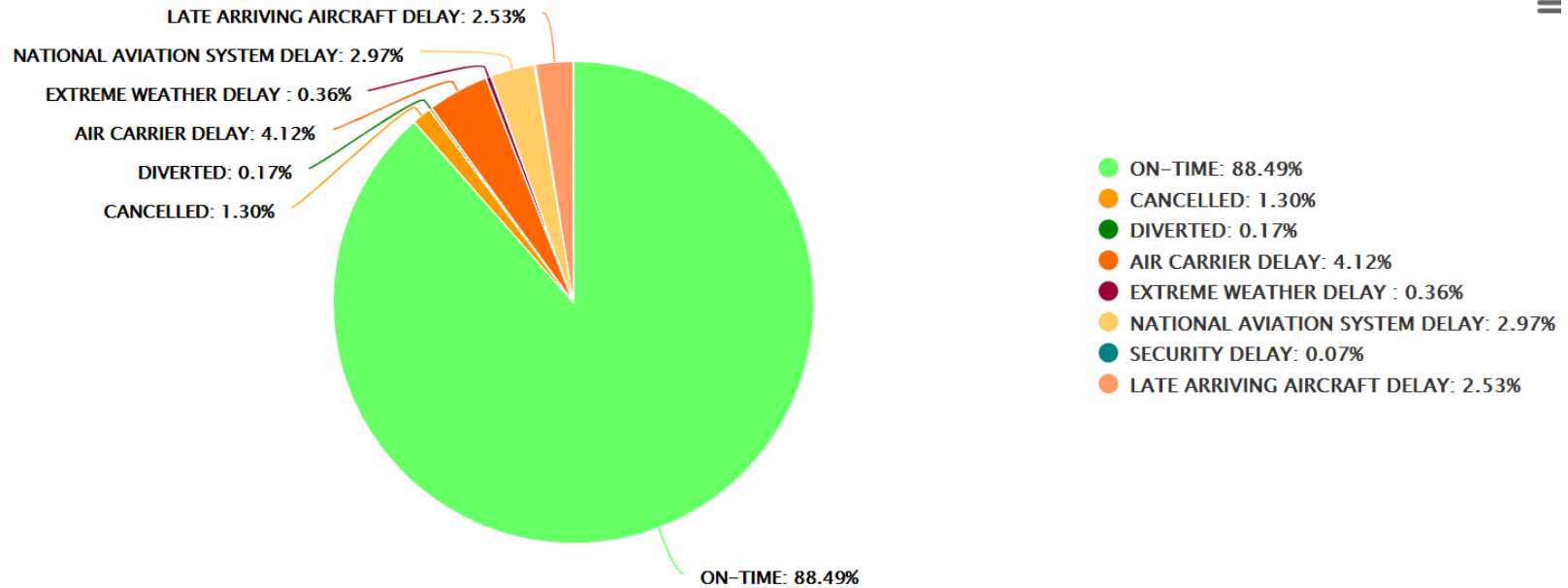
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	14531	12524	86.19	229	1.58	25	0.17	507	3.49	31	0.21	724	4.98	30	0.21	462	3.18
ALLEGiant AIR	11709	9610	82.07	87	0.74	21	0.18	573	4.89	52	0.44	550	4.70	9	0.08	808	6.90
AMERICAN AIRLINES	47648	42600	89.41	296	0.62	95	0.20	1970	4.13	137	0.29	1544	3.24	49	0.10	958	2.01
DELTA AIR LINES	55856	51620	92.42	150	0.27	56	0.10	1698	3.04	100	0.18	1554	2.78	18	0.03	660	1.18
ENDEAVOR AIR	21394	20248	94.64	0	0.00	24	0.11	427	2.00	44	0.21	405	1.89	3	0.01	243	1.14
ENVOY AIR	19760	17267	87.38	231	1.17	42	0.21	516	2.61	136	0.69	1011	5.12	9	0.05	548	2.77
FRONTIER AIRLINES	10886	9154	84.09	325	2.99	10	0.09	434	3.99	20	0.18	579	5.32	0	0.00	364	3.34
HAWAIIAN AIRLINES	3268	2883	88.22	7	0.21	1	0.03	271	8.29	14	0.43	4	0.12	3	0.09	86	2.63
HORIZON AIR	9572	8468	88.47	110	1.15	22	0.23	364	3.80	13	0.14	295	3.08	4	0.04	296	3.09
JETBLUE AIRWAYS	13724	12045	87.77	71	0.52	20	0.15	802	5.84	12	0.09	434	3.16	12	0.09	328	2.39
MESA AIRLINES	12573	10814	86.01	133	1.06	38	0.30	509	4.05	85	0.68	628	4.99	5	0.04	361	2.87
PSA AIRLINES	15943	14358	90.06	21	0.13	58	0.36	358	2.25	129	0.81	575	3.61	9	0.06	435	2.73
REPUBLIC AIRWAYS	25776	23761	92.18	36	0.14	58	0.23	664	2.58	66	0.26	734	2.85	7	0.03	449	1.74
SKYWEST AIRLINES	57629	50531	87.68	1504	2.61	103	0.18	4066	7.06	493	0.86	225	0.39	17	0.03	690	1.20
SOUTHWEST AIRLINES	80574	69384	86.11	1782	2.21	128	0.16	3662	4.54	101	0.13	1794	2.23	82	0.10	3641	4.52
SPIRIT AIRLINES	14687	12462	84.85	56	0.38	20	0.14	559	3.81	44	0.30	1117	7.61	37	0.25	393	2.68
UNITED AIRLINES	28946	25593	88.42	728	2.52	24	0.08	919	3.17	126	0.44	1041	3.60	0	0.00	515	1.78
TOTAL	444,476	393,322	88.49	5,766	1.30	745	0.17	18,297	4.12	1,603	0.36	13,211	2.97	294	0.07	11,237	2.53

*** 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
MARCH 2021



*** Causes of Delay:**

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

AIR TRAVEL CONSUMER REPORT

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

MARCH 2021

LENGTH OF TARMAC DELAY	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	MINUTES OF TARMAC DELAY
JETBLUE	JETBLUE	100	LAX	FLL	3/31/2021	Destination Airport	3:01

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

MARCH 2021

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

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

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

APPENDIX

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

30 Largest U.S. Airports

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

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

AS	Alaska Airlines
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
9E	Endeavor Air
MQ	Envoy Air
EV	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
QX	Horizon Air
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 #34, issued October 15, 2020, effective January 1, 2021: <https://www.bts.gov/topics/airlines-and-airports/number-34-time-reporting-carriers-effective-jan-1-2021>

MISHANDLED BAGGAGE

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

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

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

AIR TRAVEL CONSUMER REPORT
MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING MARKETING CARRIERS (MONTHLY)

RANK	CARRIER*	March 2021			March 2020		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	439,820	511	1.16	409,214	734	1.79
2	HAWAIIAN AIRLINES	244,391	518	2.12	315,424	1,242	3.94
3	FRONTIER AIRLINES	685,365	1,573	2.30	523,600	2,153	4.11
4	DELTA AIR LINES NETWORK	4,365,635	10,920	2.50	4,526,275	18,516	4.09
	- DELTA AIR LINES	3,046,001	7,965	2.61	3,349,085	14,191	4.24
	- BRANDED CODESHARE PARTNERS	1,319,634	2,955	2.24	1,177,190	4,325	3.67
5	SOUTHWEST AIRLINES	7,144,494	19,055	2.67	5,196,074	15,817	3.04
6	SPIRIT AIRLINES	921,197	2,646	2.87	735,669	3,534	4.80
7	UNITED AIRLINES NETWORK	3,761,630	12,865	3.42	3,494,921	16,438	4.70
	- UNITED AIRLINES	2,194,629	7,836	3.57	2,043,044	9,683	4.74
	- BRANDED CODESHARE PARTNERS	1,567,001	5,029	3.21	1,451,877	6,755	4.65
8	ALASKA AIRLINES NETWORK	1,519,673	6,014	3.96	1,233,423	6,321	5.12
	- ALASKA AIRLINES	1,014,026	4,251	4.19	909,626	4,949	5.44
	- BRANDED CODESHARE PARTNERS	505,647	1,763	3.49	323,797	1,372	4.24
9	JETBLUE AIRWAYS	565,707	2,369	4.19	700,797	2,736	3.90
10	AMERICAN AIRLINES NETWORK	6,567,977	37,414	5.70	5,332,363	31,500	5.91
	- AMERICAN AIRLINES	3,687,358	22,172	6.01	3,143,756	20,254	6.44
	- BRANDED CODESHARE PARTNERS	2,880,619	15,242	5.29	2,188,607	11,246	5.14
TOTAL		26,215,889	93,885	3.58	22,467,760	98,991	4.41

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - MARCH 2021			JANUARY - MARCH 2020		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	918,189	1,108	1.21	1,423,706	2,315	1.63
2	HAWAIIAN AIRLINES NETWORK	536,409	1,045	1.95	1,324,152	5,273	3.98
	- HAWAIIAN AIRLINES	534,479	1,044	1.95	1,286,878	4,943	3.84
	- BRANDED CODESHARE PARTNERS	1,930	1	0.52	37,274	330	8.85
3	FRONTIER AIRLINES	1,392,924	3,188	2.29	2,205,778	8,399	3.81
4	SOUTHWEST AIRLINES	15,686,612	42,409	2.70	22,918,504	79,187	3.46
5	DELTA AIR LINES NETWORK	10,669,981	29,532	2.77	20,733,404	93,836	4.53
	- DELTA AIR LINES	7,365,768	20,848	2.83	15,563,640	71,175	4.57
	- BRANDED CODESHARE PARTNERS	3,304,213	8,684	2.63	5,169,764	22,661	4.38
6	SPIRIT AIRLINES	1,977,075	5,847	2.96	2,781,763	13,845	4.98
7	JETBLUE AIRWAYS	1,461,663	5,650	3.87	3,174,075	12,285	3.87
8	ALASKA AIRLINES NETWORK	3,420,023	14,406	4.21	5,623,965	31,799	5.65
	- ALASKA AIRLINES	2,211,546	9,587	4.34	4,043,067	21,798	5.39
	- BRANDED CODESHARE PARTNERS	1,208,477	4,819	3.99	1,580,898	10,001	6.33
9	UNITED AIRLINES NETWORK	8,964,996	38,868	4.34	15,501,422	88,414	5.70
	- UNITED AIRLINES	5,216,426	22,815	4.37	9,108,645	51,040	5.60
	- BRANDED CODESHARE PARTNERS	3,748,570	16,053	4.28	6,392,777	37,374	5.85
10	AMERICAN AIRLINES NETWORK	15,024,984	99,855	6.65	24,118,278	171,502	7.11
	- AMERICAN AIRLINES	8,308,832	56,876	6.85	14,624,647	108,212	7.40
	- BRANDED CODESHARE PARTNERS	6,716,152	42,979	6.40	9,493,631	63,290	6.67
TOTAL		60,052,856	241,908	4.03	99,805,047	506,855	5.08

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	March 2021			March 2020		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	439,820	511	1.16	409,214	734	1.79
2	HAWAIIAN AIRLINES	244,391	518	2.12	306,151	1,156	3.78
3	ENDEAVOR AIR	662,954	1,439	2.17	507,675	2,084	4.11
4	FRONTIER AIRLINES	685,365	1,573	2.30	523,600	2,153	4.11
5	DELTA AIR LINES	3,046,001	7,965	2.61	3,349,085	14,191	4.24
6	SOUTHWEST AIRLINES	7,144,494	19,055	2.67	5,196,074	15,817	3.04
7	SPIRIT AIRLINES	921,197	2,646	2.87	735,669	3,534	4.80
8	HORIZON AIR	392,447	1,398	3.56	-	-	-
9	UNITED AIRLINES	2,194,629	7,836	3.57	2,043,044	9,683	4.74
10	SKYWEST AIRLINES	1,762,112	6,325	3.59	1,017,592	6,796	6.68
11	PSA AIRLINES	791,967	3,172	4.01	641,153	2,505	3.91
12	REPUBLIC AIRWAYS	762,932	3,131	4.10	383,385	1,978	5.16
13	JETBLUE AIRWAYS	565,707	2,369	4.19	700,797	2,736	3.90
14	ALASKA AIRLINES	1,014,026	4,251	4.19	909,626	4,949	5.44
15	MESA AIRLINES	518,030	2,400	4.63	454,996	2,188	4.81
16	AMERICAN AIRLINES	3,687,358	22,172	6.01	3,143,756	20,254	6.44
17	ENVOY AIR	697,458	5,011	7.18	528,927	2,951	5.58
	TOTAL	25,530,888	91,772	3.59	20,850,744	93,709	4.49

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - MARCH 2021			JANUARY - MARCH 2020		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 1000 ENPLANED
1	ALLEGiant AIR	918,189	1,108	1.21	1,423,706	2,315	1.63
2	HAWAIIAN AIRLINES	534,479	1,044	1.95	1,286,878	4,943	3.84
3	FRONTIER AIRLINES	1,392,924	3,188	2.29	2,205,778	8,399	3.81
4	ENDEAVOR AIR	1,676,940	4,111	2.45	2,244,711	10,386	4.63
5	SOUTHWEST AIRLINES	15,686,612	42,409	2.70	22,918,504	79,187	3.46
6	DELTA AIR LINES	7,365,768	20,848	2.83	15,563,640	71,175	4.57
7	SPIRIT AIRLINES	1,977,075	5,847	2.96	2,781,763	13,845	4.98
8	JETBLUE AIRWAYS	1,461,663	5,650	3.87	3,174,075	12,285	3.87
9	HORIZON AIR	938,015	3,771	4.02	-	-	-
10	ALASKA AIRLINES	2,211,546	9,587	4.34	4,043,067	21,798	5.39
11	UNITED AIRLINES	5,216,426	22,815	4.37	9,108,645	51,040	5.60
12	SKYWEST AIRLINES	4,277,947	18,985	4.44	6,021,625	36,867	6.12
13	PSA AIRLINES	1,856,046	8,771	4.73	2,792,821	17,226	6.17
14	REPUBLIC AIRWAYS	1,815,667	8,737	4.81	1,778,537	11,319	6.36
15	MESA AIRLINES	1,215,299	6,971	5.74	1,982,608	11,553	5.83
16	AMERICAN AIRLINES	8,308,832	56,876	6.85	14,624,647	108,212	7.40
17	ENVOY AIR	1,650,357	14,687	8.90	2,245,247	16,468	7.33
	TOTAL	58,503,785	235,405	4.02	94,196,252	477,018	5.06

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

MISHANDLED WHEELCHAIRS AND SCOOTERS

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	March 2021			March 2020		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	HAWAIIAN AIRLINES	283	1	0.35	327	8	2.45
2	DELTA AIR LINES NETWORK	6,805	47	0.69	10,004	58	0.58
	- DELTA AIR LINES	4,583	35	0.76	7,687	52	0.68
	- BRANDED CODESHARE PARTNERS	2,222	12	0.54	2,317	6	0.26
3	UNITED AIRLINES NETWORK	5,314	50	0.94	4,958	83	1.67
	- UNITED AIRLINES	3,204	30	0.94	3,156	39	1.24
	- BRANDED CODESHARE PARTNERS	2,110	20	0.95	1,802	44	2.44
4	SOUTHWEST AIRLINES	5,217	58	1.11	5,647	75	1.33
5	ALASKA AIRLINES NETWORK	1,275	15	1.18	1,210	19	1.57
	- ALASKA AIRLINES	918	11	1.20	950	14	1.47
	- BRANDED CODESHARE PARTNERS	357	4	1.12	260	5	1.92
6	AMERICAN AIRLINES NETWORK	5,508	69	1.25	5,889	108	1.83
	- AMERICAN AIRLINES	3,574	42	1.18	4,213	80	1.90
	- BRANDED CODESHARE PARTNERS	1,934	27	1.40	1,676	28	1.67
7	FRONTIER AIRLINES	1,411	27	1.91	1,540	23	1.49
8	ALLEGiant AIR	235	5	2.13	834	3	0.36
9	JETBLUE AIRWAYS	1,067	23	2.16	1,357	18	1.33
10	SPIRIT AIRLINES	580	15	2.59	926	23	2.48
	TOTAL	27,695	310	1.12	32,692	418	1.28

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - MARCH 2021			JANUARY - MARCH 2020		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	HAWAIIAN AIRLINES NETWORK	613	3	0.49	1,357	20	1.47
	- HAWAIIAN AIRLINES	604	3	0.50	1,222	20	1.64
	- BRANDED CODESHARE PARTNERS	9	0	0.00	135	0	0.00
2	DELTA AIR LINES NETWORK	15,547	103	0.66	36,414	267	0.73
	- DELTA AIR LINES	10,290	80	0.78	28,602	218	0.76
	- BRANDED CODESHARE PARTNERS	5,257	23	0.44	7,812	49	0.63
3	UNITED AIRLINES NETWORK	11,444	110	0.96	20,505	309	1.51
	- UNITED AIRLINES	6,722	68	1.01	13,333	194	1.46
	- BRANDED CODESHARE PARTNERS	4,722	42	0.89	7,172	115	1.60
4	ALLEGiant AIR	545	6	1.10	3,407	9	0.26
5	SOUTHWEST AIRLINES	10,527	133	1.26	25,698	424	1.65
6	ALASKA AIRLINES NETWORK	2,761	38	1.38	5,574	76	1.36
	- ALASKA AIRLINES	1,925	24	1.25	4,526	62	1.37
	- BRANDED CODESHARE PARTNERS	836	14	1.67	1,048	14	1.34
7	FRONTIER AIRLINES	2,832	44	1.55	6,010	101	1.68
8	AMERICAN AIRLINES NETWORK	11,932	187	1.57	25,266	471	1.86
	- AMERICAN AIRLINES	7,731	121	1.57	18,685	331	1.77
	- BRANDED CODESHARE PARTNERS	4,201	66	1.57	6,581	140	2.13
9	JETBLUE AIRWAYS	2,338	53	2.27	6,693	73	1.09
10	SPIRIT AIRLINES	1,216	35	2.88	3,907	108	2.76
	TOTAL	59,755	712	1.19	134,831	1,858	1.38

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	March 2021			March 2020		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	HORIZON AIR	323	1	0.31	-	-	-
2	HAWAIIAN AIRLINES	283	1	0.35	308	8	2.60
3	ENDEAVOR AIR	1,195	5	0.42	981	2	0.20
4	DELTA AIR LINES	4,583	35	0.76	7,687	52	0.68
5	SKYWEST AIRLINES	1,966	18	0.92	2,077	35	1.69
6	UNITED AIRLINES	3,204	30	0.94	3,156	39	1.24
7	ENVOY AIR	568	6	1.06	447	6	1.34
8	SOUTHWEST AIRLINES	5,217	58	1.11	5,647	75	1.33
9	AMERICAN AIRLINES	3,574	42	1.18	4,213	80	1.90
10	ALASKA AIRLINES	918	11	1.20	950	14	1.47
11	REPUBLIC AIRWAYS	909	12	1.32	571	5	0.88
12	PSA AIRLINES	433	6	1.39	344	2	0.58
13	MESA AIRLINES	565	9	1.59	510	14	2.75
14	FRONTIER AIRLINES	1,411	27	1.91	1,540	23	1.49
15	ALLEGiant AIR	235	5	2.13	834	3	0.36
16	JETBLUE AIRWAYS	1,067	23	2.16	1,357	18	1.33
17	SPIRIT AIRLINES	580	15	2.59	926	23	2.48
	TOTAL	27,031	304	1.12	31,548	399	1.26

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

AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	JANUARY - MARCH 2021			JANUARY - MARCH 2020		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ENDEAVOR AIR	3,069	9	0.29	3,079	15	0.49
2	HAWAIIAN AIRLINES	604	3	0.50	1,222	20	1.64
3	DELTA AIR LINES	10,290	80	0.78	28,602	218	0.76
4	UNITED AIRLINES	6,722	68	1.01	13,333	194	1.46
5	REPUBLIC AIRWAYS	1,971	21	1.07	2,368	28	1.18
6	MESA AIRLINES	1,201	13	1.08	1,975	37	1.87
7	SKYWEST AIRLINES	4,464	49	1.10	7,660	105	1.37
8	ALLEGiant AIR	545	6	1.10	3,407	9	0.26
9	ALASKA AIRLINES	1,925	24	1.25	4,526	62	1.37
10	SOUTHWEST AIRLINES	10,527	133	1.26	25,698	424	1.65
11	HORIZON AIR	762	10	1.31	-	-	-
12	PSA AIRLINES	971	15	1.54	1,464	26	1.78
13	FRONTIER AIRLINES	2,832	44	1.55	6,010	101	1.68
14	ENVOY AIR	1,153	18	1.56	1,603	34	2.12
15	AMERICAN AIRLINES	7,731	121	1.57	18,685	331	1.77
16	JETBLUE AIRWAYS	2,338	53	2.27	6,693	73	1.09
17	SPIRIT AIRLINES	1,216	35	2.88	3,907	108	2.76
	TOTAL	58,321	702	1.20	130,232	1,785	1.37

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

OVERSALES

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

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

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

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

AIR TRAVEL CONSUMER REPORT
PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER*	JANUARY - MARCH 2021				JANUARY - MARCH 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	2,892	0	17,278,004	0.00	27,841	5	35,636,685	0.00
	- DELTA AIR LINES	1,386	0	12,861,197	0.00	16,399	0	27,870,231	0.00
	- BRANDED CODESHARE PARTNERS	1,506	0	4,416,807	0.00	11,442	5	7,766,454	0.01
2	UNITED AIRLINES NETWORK	1,906	0	13,767,731	0.00	9,236	11	27,418,090	0.00
	- UNITED AIRLINES	591	0	8,723,919	0.00	2,842	7	18,412,040	0.00
	- BRANDED CODESHARE PARTNERS	1,315	0	5,043,812	0.00	6,394	4	9,006,050	0.00
3	ALLEGiant AIR	3	0	2,322,946	0.00	272	0	3,197,140	0.00
4	HAWAIIAN AIRLINES NETWORK	3	0	203,239	0.00	132	1	2,227,422	0.00
	- HAWAIIAN AIRLINES	3	0	201,737	0.00	125	1	2,185,709	0.00
	- BRANDED CODESHARE PARTNERS	0	0	1,502	0.00	7	0	41,713	0.00
5	ALASKA AIRLINES NETWORK	269	20	4,611,884	0.04	1,944	75	8,621,461	0.09
	- ALASKA AIRLINES	117	2	3,007,066	0.00	1,515	30	6,420,719	0.05
	- BRANDED CODESHARE PARTNERS	152	18	1,604,818	0.11	429	45	2,200,742	0.20
6	JETBLUE AIRWAYS	81	16	3,875,067	0.04	250	2	7,303,799	0.00
7	AMERICAN AIRLINES NETWORK	4,807	184	22,754,303	0.08	12,399	1,512	39,047,799	0.39
	- AMERICAN AIRLINES	1,453	80	14,719,488	0.05	6,127	465	27,440,927	0.17
	- BRANDED CODESHARE PARTNERS	3,354	104	8,034,815	0.13	6,272	1,047	11,606,872	0.90
8	SOUTHWEST AIRLINES	1,439	192	17,781,836	0.11	2,355	112	29,539,107	0.04
9	SPIRIT AIRLINES	1,680	108	5,236,309	0.21	3,585	64	7,195,275	0.09
10	FRONTIER AIRLINES	626	223	4,812,979	0.46	481	96	4,685,687	0.20
	TOTAL	13,706	743	92,644,298	0.08	58,495	1,878	164,872,465	0.11

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

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	AIRLINE*	JANUARY - MARCH 2021				JANUARY - MARCH 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	1,386	0	12,861,197	0.00	16,399	0	27,870,231	0.00
2	UNITED AIRLINES	591	0	8,723,919	0.00	2,842	7	18,412,040	0.00
3	ALLEGiant AIR	3	0	2,322,946	0.00	272	0	3,197,140	0.00
4	ENDEAVOR AIR	385	0	1,940,986	0.00	3,775	0	2,964,249	0.00
5	HAWAIIAN AIRLINES	3	0	201,737	0.00	125	1	2,185,709	0.00
6	ALASKA AIRLINES	117	2	3,007,066	0.01	1,515	30	6,420,719	0.05
7	MESA AIRLINES	359	6	1,625,143	0.04	962	18	2,681,520	0.07
8	JETBLUE AIRWAYS	81	16	3,875,067	0.04	250	2	7,303,799	0.00
9	PSA AIRLINES	599	8	1,922,953	0.04	1,291	204	3,039,515	0.67
10	SKYWEST AIRLINES	2,295	26	5,427,962	0.05	9,991	211	8,355,310	0.25
11	AMERICAN AIRLINES	1,453	80	14,719,488	0.05	6,127	465	27,440,927	0.17
12	REPUBLIC AIRWAYS	766	31	3,171,190	0.10	1,101	85	3,098,354	0.27
13	SOUTHWEST AIRLINES	1,439	192	17,781,836	0.11	2,355	112	29,539,107	0.04
14	HORIZON AIR	126	15	1,111,080	0.14	-	-	-	-
15	ENVOY AIR	849	32	2,172,455	0.15	1,895	281	2,863,191	0.98
16	SPIRIT AIR LINES	1,680	108	5,236,309	0.21	3,585	64	7,195,275	0.09
17	FRONTIER AIRLINES	626	223	4,812,979	0.46	481	96	4,685,687	0.20
	TOTAL	12,758	739	90,914,313	0.08	52,966	1,576	157,252,773	0.10

* 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.

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	MARCH 2021				MARCH 2020			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,065	32	0	181	2,098	100	0	259
FOREIGN AIRLINES	2,059	6	0	84	2,675	15	0	194
TRAVEL AGENTS	703	1	0	39	291	0	0	26
TOUR OPERATORS	4	0	0	1	1	0	0	0
MISCELLANEOUS	0	26	0	98	17	17	0	80
INDUSTRY TOTALS	3,831	65	0	403	5,082	132	0	559

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	MARCH 2021			MARCH 2020		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	2,881		1	2,760	
FARES	2	319		3	477	
RESERVATIONS/TICKETING/BOARDING	3	198		2	1,068	
CUSTOMER SERVICE	4	130		4	274	
FLIGHT PROBLEMS	5	126		5	225	
CANCELLATION			54			117
DELAY			37			55
MISCONNECTION			15			20
BAGGAGE	6	72		6	123	
DISABILITY	7	49		8	34	
OTHER	8	26		7	101	
FREQUENT FLYER			13			80
OVERSALES	9	17		9	11	
DISCRIMINATION	10	11		10	6	
ADVERTISING	11	2		11	3	
ANIMALS	12	0		12		
COMPLAINT TOTAL		3,831			5,082	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES

AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*

U.S. AIRLINES** ALPHABETICAL	MARCH 2021											TOTAL	
	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS		OTHER
ALASKA AIRLINES	2	0	0	6	17	0	12	0	0	0	0	1	38
ALLEGiant AIR	7	0	1	2	3	0	1	5	0	0	0	0	19
AMERICAN AIRLINES	17	3	18	27	127	8	25	4	1	0	0	1	231
DELTA AIR LINES	6	0	5	2	38	7	5	8	0	0	0	2	73
ENDEAVOR AIR	0	0	2	1	7	1	0	0	0	0	0	0	11
ENVOY AIR	3	0	2	0	10	0	1	0	0	0	0	0	16
FRONTIER AIRLINES	5	2	7	7	39	3	5	1	1	0	0	1	71
HAWAIIAN AIRLINES	1	0	1	5	16	0	0	0	0	0	0	0	23
JETBLUE AIRWAYS	6	1	7	12	35	3	11	2	0	1	0	2	80
PIEDMONT AIRLINES	2	0	1	0	0	0	0	1	0	0	0	1	5
PSA AIRLINES	0	0	0	0	4	2	0	0	0	1	0	0	7
REPUBLIC AIRWAYS	1	0	1	1	2	1	4	1	0	0	0	0	11
SKYWEST AIRLINES	3	0	1	0	6	2	3	1	0	2	0	0	18
SOUTHWEST AIRLINES	7	0	6	13	31	4	13	7	0	2	0	2	85
SPIRIT AIRLINES	11	2	9	12	36	8	17	3	0	0	0	3	101
UNITED AIRLINES	25	4	12	30	152	6	15	8	0	2	0	4	258
Other U.S. Airlines	2	0	1	3	9	0	1	0	0	1	0	1	18
TOTAL MARCH 2021	98	12	74	121	532	45	113	41	2	9	0	18	1,065
% of TOTAL COMPLAINTS	9.2	1.1	6.9	11.4	50.0	4.2	10.6	3.8	0.2	0.8	0	1.7	
TOTAL MARCH 2020	114	9	111	199	1,351	61	134	28	1	3	0	87	2,098
% of TOTAL COMPLAINTS	5.4	0.4	5.3	9.5	64.4	2.9	6.4	1.3	0.0	0.1	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*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN MAR	INCI- DENTS IN MAR	PERCENT	INCI- DENTS IN FEB	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	38	9	23.7	1	2.6	21	55.3	7	18.4
ALLEGiant AIR	19	11	57.9	2	10.5	2	10.5	4	21.1
AMERICAN AIRLINES	231	71	30.7	16	6.9	112	48.5	32	13.9
DELTA AIR LINES	73	12	16.4	9	12.3	45	61.6	7	9.6
ENDEAVOR AIR	11	1	9.1	2	18.2	6	54.5	2	18.2
ENVOY AIR	16	2	12.5	2	12.5	10	62.5	2	12.5
FRONTIER AIRLINES	71	23	32.4	5	7.0	33	46.5	10	14.1
HAWAIIAN AIRLINES	23	4	17.4	0	0.0	15	65.2	4	17.4
JETBLUE AIRWAYS	80	28	35.0	5	6.3	38	47.5	9	11.3
PIEDMONT AIRLINES	5	2	40.0	1	20.0	1	20.0	1	20.0
PSA AIRLINES	7	2	28.6	0	0.0	4	57.1	1	14.3
REPUBLIC AIRWAYS	11	3	27.3	3	27.3	2	18.2	3	27.3
SKYWEST AIRLINES	18	9	50.0	1	5.6	6	33.3	2	11.1
SOUTHWEST AIRLINES	85	31	36.5	7	8.2	27	31.8	20	23.5
SPIRIT AIRLINES	101	33	32.7	11	10.9	44	43.6	13	12.9
UNITED AIRLINES	258	56	21.7	21	8.1	134	51.9	47	18.2
Other U.S. Airlines	18	7	38.9	1	5.6	5	27.8	5	27.8
Totals	1,065	304	28.5	87	8.2	505	47.4	169	15.9
Previous Year's Totals	2,098	786	37.5	113	5.4	1,024	48.8	175	8.3

* 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**/ MARCH 2021

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
PRICELINE.COM	0	0	2	3	17	0	0	0	0	0	0	0	22
TRAVELGENIO	0	0	0	0	5	0	0	0	0	0	0	0	5
TRAVELOCITY.COM	0	0	1	5	20	0	0	0	0	0	0	0	26
VAYAMA	0	0	1	1	39	0	0	0	0	0	0	0	41
OTHER TRAVEL AGENTS	1	0	5	10	91	1	1	0	0	0	0	0	109
TOTALS	6	0	24	54	617	1	1	0	0	0	0	0	703
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	1	2	0	1	0	0	0	0	0	4
TOTALS	0	0	0	1	2	0	1	0	0	0	0	0	4
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0

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

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

AIR TRAVEL CONSUMER REPORT

TABLE 6

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

MARCH 2021		MARCH 2020	
AIRLINE	COMPLAINTS	COMPLAINTS	
ALASKA AIRLINES NETWORK	44	41	
- ALASKA AIRLINES	38	37	
- BRANDED CODESHARE PARTNERS	6	4	
ALLEGiant AIRLINES	19	76	
AMERICAN AIRLINES NETWORK	276	348	
- AMERICAN AIRLINES	231	337	
- BRANDED CODESHARE PARTNERS	45	11	
DELTA NETWORK	90	149	
- DELTA AIR LINES	73	146	
- BRANDED CODESHARE PARTNERS	17	3	
FRONTIER AIRLINES	71	146	
HAWAIIAN AIRLINES NETWORK	23	35	
JETBLUE AIRWAYS	80	149	
SOUTHWEST AIRLINES	85	167	
SPIRIT AIRLINES	101	133	
UNITED AIRLINES NETWORK	258	819	
- UNITED AIRLINES	258	815	
- BRANDED CODESHARE PARTNERS	0	4	
TOTAL	1,047	2,063	

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

AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

RANK	AIRLINE	MARCH 2021			MARCH 2020		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HORIZON AIRLINES	1	446,386	0.22	1	0	0.00
2	MESA AIRLINES	2	745,126	0.27	1	663,009	0.15
3	SKYWEST AIRLINES	18	2,302,500	0.78	4	1,921,241	0.21
4	PSA AIRLINES	7	841,087	0.83	5	690,566	0.72
5	REPUBLIC AIRWAYS	11	1,298,799	0.85	2	819,750	0.24
6	SOUTHWEST AIRLINES	85	8,447,658	1.01	167	6,418,211	2.60
7	DELTA AIR LINES	73	5,651,068	1.29	146	6,485,159	2.25
8	ENDEAVOR AIR	11	787,417	1.40	4	676,474	0.59
9	ENVOY AIR	16	970,032	1.65	2	699,361	0.29
10	ALLEGiant AIR	19	1,113,218	1.71	76	904,422	8.40
11	ALASKA AIRLINES	38	1,472,802	2.58	37	1,397,642	2.65
12	AMERICAN AIRLINES	231	7,180,598	3.22	337	6,546,233	5.15
13	SPIRIT AIRLINES	101	2,402,701	4.20	133	1,958,771	6.79
14	JETBLUE AIRWAYS	80	1,897,324	4.22	149	1,813,379	8.22
15	FRONTIER AIRLINES	71	1,570,359	4.52	146	1,157,181	12.62
16	UNITED AIRLINES	258	4,150,646	6.22	815	4,533,957	17.98
17	HAWAIIAN AIRLINES	23	341,824	6.73	35	532,287	6.58
	TOTAL	1,045	41,619,545	2.51	2,059	37,217,643	5.53

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

AIR TRAVEL CONSUMER REPORT

TABLE 1 (YTD)

CONSUMER COMPLAINTS
SUMMARY

	JANUARY - MARCH 2021				JANUARY - MARCH 2020			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	2,791	64	0	488	3,555	194	0	479
FOREIGN AIRLINES	6,155	16	1	274	3,618	19	0	287
TRAVEL AGENTS	2,161	1	0	108	370	0	0	45
TOUR OPERATORS	8	0	0	1	1	0	0	0
MISCELLANEOUS	0	64	0	293	39	102	0	256
INDUSTRY TOTALS	11,115	145	1	1,164	7,583	315	0	1,067

AIR TRAVEL CONSUMER REPORT

Table 2 (YTD)

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - MARCH 2021			JANUARY - MARCH 2020		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	8,859		1	3,115	
FARES	2	696		2	647	
RESERVATIONS/TICKETING/BOARDING	3	493		3	1,351	
FLIGHT PROBLEMS	4	340		4	723	
CANCELLATION			155			296
DELAY			91			223
MISCONNECTION			39			105
CUSTOMER SERVICE	5	298		5	602	
BAGGAGE	6	207		6	537	
DISABILITY	7	117		7	176	
OTHER	8	50		8	327	
FREQUENT FLYER			28			264
OVERSALES	9	24		9	74	
DISCRIMINATION	10	23		10	23	
ADVERTISING	11	8		11	7	
ANIMALS	0	0		0	1	
COMPLAINT TOTAL		11,115			7,583	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3 (YTD)

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*
JANUARY - MARCH 2021

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	4	0	1	13	69	2	18	3	0	0	0	1	111
ALLEGIAN AIR	15	0	2	5	13	1	5	12	0	1	0	0	54
AMERICAN AIRLINES	49	3	36	57	332	17	52	16	2	2	0	4	570
DELTA AIR LINES	16	0	11	11	99	19	14	14	0	1	0	3	188
EASTERN	3	0	1	0	6	1	0	0	0	0	0	0	11
ENDEAVOR AIR	1	0	2	1	9	1	4	0	0	0	0	0	18
ENVOY AIR	7	0	4	1	15	2	2	1	0	0	0	1	33
FRONTIER AIRLINES	16	3	10	37	119	9	17	4	1	0	0	1	217
HAWAIIAN AIRLINES	1	0	3	8	30	0	1	0	0	0	0	0	43
JETBLUE AIRWAYS	13	1	18	28	102	5	25	10	0	2	0	2	206
PSA AIRLINES	1	0	0	0	13	2	2	0	0	1	0	0	19
REPUBLIC AIRWAYS	4	0	1	1	8	1	6	1	0	0	0	0	22
SILVER AIRWAYS	0	0	0	2	14	0	1	1	0	0	0	0	18
SKYWEST AIRLINES	11	0	1	0	13	4	6	2	0	3	0	1	41
SOUTHWEST AIRLINES	15	0	10	38	78	14	29	17	0	3	0	2	206
SPIRIT AIRLINES	29	3	17	45	161	18	29	3	0	0	0	5	310
SUN COUNTRY AIRLINES	0	0	1	3	9	0	1	0	0	0	0	0	14
UNITED AIRLINES	60	6	38	56	423	21	42	15	0	2	0	7	670
Other U.S. Airlines	10	0	2	1	16	1	2	1	0	1	0	6	40
TOTAL JAN - MARCH 2021	255	16	158	307	1,529	118	256	100	3	16	0	33	2,791
% of TOTAL COMPLAINTS	9.1	0.6	5.7	11.0	54.8	4.2	9.2	3.6	0.1	0.6	0	1.2	
TOTAL JAN - MARCH 2020	477	54	234	283	1,438	253	364	142	2	16	0	292	3,555
% of TOTAL COMPLAINTS	13.4	1.5	6.6	8.0	40.5	7.1	10.2	4.0	0.1	0.5	0	8.2	

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

** AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES'.

AIR TRAVEL CONSUMER REPORT

Table 4 (YTD)

COMPLAINTS AGAINST COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY** / JANUARY - MARCH 2021

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	0	0	0	8	47	1	0	0	0	0	0	0	56
AEROFLOT	0	0	2	0	33	2	0	0	0	0	0	0	37
AEROLINEAS ARGENTINAS	0	0	0	0	15	0	0	0	0	0	0	0	15
AEROMEXICO	3	0	3	7	150	3	2	1	0	1	0	0	170
AIR ASIA	0	0	1	0	25	0	1	0	0	0	0	0	27
AIR CANADA	2	0	10	2	536	1	0	0	0	0	0	1	552
AIR EUROPA	0	0	0	0	27	1	0	0	0	0	0	0	28
AIR FRANCE	3	0	10	8	70	7	0	2	0	0	0	2	102
AIR INDIA	2	0	16	5	282	2	0	1	0	0	0	4	312
AIR NEW ZEALAND	0	0	1	0	12	0	0	0	0	0	0	0	13
AIR TAHITI NUI	0	0	0	2	26	0	0	0	0	0	0	0	28
ALITALIA AIRLINES	1	0	1	2	34	1	1	0	0	0	0	0	40
ANA ALL NIPPON AIRWAYS	0	0	0	0	18	0	0	0	0	0	0	0	18
ASIANA AIRLINES	0	0	2	0	10	1	0	0	0	0	0	1	14
AUSTRIAN AIRLINES	0	0	0	1	16	0	0	0	0	0	0	0	17
AVIANCA	2	1	25	20	402	1	4	0	0	0	0	1	456
AZUL BRAZILIAN AIRLINES	0	0	0	1	15	0	0	1	0	0	0	0	17
BRITISH AIRWAYS	1	0	11	8	121	2	1	1	0	1	0	2	148
BRUSSELS AIRLINES	0	0	2	0	14	0	0	0	0	0	0	0	16
CARIBBEAN AIRLINES	1	0	0	1	35	0	0	0	0	0	0	0	37
CATHAY PACIFIC AIRWAYS	0	0	1	0	10	0	0	0	0	0	0	0	11
COPA	2	3	6	7	112	2	1	0	0	0	0	0	133
EASY JET	0	0	0	2	10	0	0	0	0	0	0	0	12
EGYPTAIR	2	0	2	0	35	2	1	0	0	0	0	0	42
EL AL ISRAEL	1	1	3	1	203	1	0	0	0	0	0	0	210
EMIRATES AIRLINES	3	0	3	0	22	1	1	0	0	0	0	0	30
ETHIOPIAN AIRLINES	1	0	2	3	14	5	1	0	0	0	0	0	26
ETIHAD AIRWAYS	1	0	2	2	19	0	0	0	0	0	0	1	25
EVA AIRWAYS	1	0	1	0	17	0	0	0	0	0	0	0	19
FIJI AIRWAYS	0	0	1	0	97	0	0	0	0	0	0	0	98
FINNAIR OY	1	0	1	1	12	0	0	0	0	0	0	0	15
FRENCH BEE	0	0	0	0	11	0	0	0	0	0	0	0	11
IBERIA AIRLINES	2	0	4	6	99	6	1	0	0	0	0	1	119
ICELANDAIR	0	1	1	0	30	0	0	0	0	0	0	0	32
INTERJET	0	0	16	3	291	0	0	0	0	0	0	0	310
JAPAN AIR LINES COMPANY	0	0	1	2	14	0	0	0	0	0	0	0	17
KENYA AIRWAYS	0	0	1	1	13	0	0	0	0	0	0	0	15
KLM	3	0	4	2	34	3	1	2	0	0	0	0	49
KOREAN AIR LINES	0	0	0	0	11	1	0	0	0	0	0	0	12

TABLE 5 (YTD)

AIR TRAVEL CONSUMER REPORT

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

JANUARY - MARCH 2021		JANUARY - MARCH 2020	
AIRLINE	COMPLAINTS		COMPLAINTS
ALASKA AIRLINES NETWORK	128		80
- ALASKA AIRLINES	111		70
- BRANDED CODESHARE PARTNERS	17		10
ALLEGiant AIRLINES	54		106
AMERICAN AIRLINES NETWORK	662		898
- AMERICAN AIRLINES	570		835
- BRANDED CODESHARE PARTNERS	92		63
DELTA NETWORK	228		289
- DELTA AIR LINES	188		276
- BRANDED CODESHARE PARTNERS	40		13
FRONTIER AIRLINES	217		237
HAWAIIAN AIRLINES NETWORK	43		46
- HAWAIIAN AIRLINES	43		46
- BRANDED CODESHARE PARTNERS	0		0
JETBLUE AIRWAYS	206		214
SOUTHWEST AIRLINES	206		221
SPIRIT AIRLINES	310		278
UNITED AIRLINES NETWORK	670		1,088
- UNITED AIRLINES	670		1,057
- BRANDED CODESHARE PARTNERS	0		31
TOTAL	2,724		3,457

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

TABLE 5A (YTD)

AIR TRAVEL CONSUMER REPORT							
CONSUMER COMPLAINTS: RANKINGS							
U.S. AIRLINES*							
RANK	AIRLINE	JANUARY - MARCH 2021			JANUARY - MARCH 2020		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	5	1,736,331	0.29	10	2,910,614	0.34
2	HORIZON AIRLINES	7	1,048,216	0.67	-	-	-
3	REPUBLIC AIRWAYS	22	3,056,785	0.72	7	3,780,262	0.19
4	SKYWEST AIRLINES	41	5,464,226	0.75	26	8,554,617	0.30
5	ENDEAVOR AIR	18	1,944,976	0.93	9	3,070,917	0.29
6	PSA AIRLINES	19	1,927,170	0.99	23	3,080,680	0.75
7	SOUTHWEST AIRLINES	206	17,929,320	1.15	221	29,780,939	0.74
8	DELTA AIR LINES	188	13,617,374	1.38	276	30,577,655	0.90
9	ENVOY AIR	33	2,246,189	1.47	23	2,981,978	0.77
10	ALLEGiant AIR	54	2,356,691	2.29	106	3,197,140	3.32
11	ALASKA AIRLINES	111	3,151,191	3.52	70	6,675,014	1.05
12	AMERICAN AIRLINES	570	16,040,537	3.55	835	30,352,767	2.75
13	JETBLUE AIRWAYS	206	4,472,782	4.61	214	8,164,973	2.62
14	SPIRIT AIRLINES	310	5,467,439	5.67	278	7,554,781	3.68
15	HAWAIIAN AIRLINES	43	735,004	5.85	46	2,319,774	1.98
16	FRONTIER AIRLINES	217	3,252,229	6.67	237	4,959,502	4.78
17	UNITED AIRLINES	670	9,686,165	6.92	1,057	21,191,352	4.99
	TOTAL	2,720	94,132,625	2.89	3,438	169,152,965	2.03

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

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for March 2021

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

Airline	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AEROMEXICO			1				
JETBLUE AIRWAYS	1						
MESA AIRLINES	1						
PSA AIRLINES	1						
QATAR AIRWAYS	1						
SKYWEST AIRLINES	2						
SOUTHWEST AIRLINES	1				1		
UNITED AIRLINES	1						1
TOTAL	8		1		1		1

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

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

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for January - March 2021

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

Airline	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AEROMEXICO			1				
ALLEGIAN				1			
AMERICAN AIRLINES	2						
BRITISH AIRWAYS	1						
DELTA AIR LINES	1						
JETBLUE AIRWAYS	1					1	
LUFTHANSA						1	
MESA AIRLINES	1						
PSA AIRLINES	1						
QATAR AIRWAYS	2					1	
SKYWEST AIRLINES	3						
SOUTHWEST AIRLINES	2				1		
TURKISH AIRLINES					1		
UNITED AIRLINES	1						1
TOTAL	15		1	1	2	3	1

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

AIR TRAVEL CONSUMER REPORT

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

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

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

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

Carrier	Death	Injury	Loss
Totals:	0	0	0

AIR TRAVEL CONSUMER REPORT

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of March 2021
as provided by the Transportation Security Administration ^a**

The Transportation Security Administration (TSA) screened approximately 37 million airline passengers and their 30 million checked bags in the month of March 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 March.

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
338	0.00091%	55	0.00015%	25	0.00007%	182	0.00049%

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 March.

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.