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# *Air Travel Consumer Report*

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A PRODUCT OF  
THE OFFICE OF AVIATION CONSUMER PROTECTION

**Issued: April 2021**



<b>Flight Delays<sup>1</sup></b>	February 2021
<b>Mishandled Baggage, Wheelchairs, and Scooters<sup>1</sup></b>	February 2021
<b>Oversales<sup>1</sup></b>	4 <sup>th</sup> Quarter 2020
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	February 2021
<b>Airline Animal Incident Reports<sup>4</sup></b>	February 2021
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	February 2021

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

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

<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

<sup>4</sup> Data collected by the Office of Aviation Consumer Protection

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## **INTRODUCTION**

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

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

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

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

## FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

Airline Service Quality Performance data from the most recent six months is available for free download at: <https://www.bts.gov/topics/airlines-and-airports/airline-information-download>. Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <https://www.bts.gov/browse-statistical-products-and-data/bts-publications/airline-service-quality-performance-234-time>. Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp).

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

**AIR TRAVEL CONSUMER REPORT**

**BRANDED CODESHARE PARTNERS**

**FEBRUARY 2021**

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

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2021

CARRIER <sup>1</sup>	AT ALL US AIRPORTS		RANK
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	
<b>HAWAIIAN AIRLINES</b>	<b>18</b>	<b>95.0</b>	<b>1</b>
<b>DELTA AIR LINES NETWORK</b>	<b>202</b>	<b>87.3</b>	<b>2</b>
- DELTA AIR LINES	97	87.4	
- BRANDED CODESHARE PARTNERS	184	87.2	
<b>SPIRIT AIRLINES</b>	<b>47</b>	<b>82.0</b>	<b>3</b>
<b>FRONTIER AIRLINES</b>	<b>94</b>	<b>82.0</b>	<b>4</b>
<b>SOUTHWEST AIRLINES</b>	<b>95</b>	<b>81.0</b>	<b>5</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>101</b>	<b>77.7</b>	<b>6</b>
- ALASKA AIRLINES	70	75.8	
- BRANDED CODESHARE PARTNERS	54	79.4	
<b>AMERICAN AIRLINES NETWORK</b>	<b>230</b>	<b>77.6</b>	<b>7</b>
- AMERICAN AIRLINES	88	80.7	
- BRANDED CODESHARE PARTNERS	215	75.6	
<b>UNITED AIRLINES NETWORK</b>	<b>236</b>	<b>75.8</b>	<b>8</b>
- UNITED AIRLINES	81	81.3	
- BRANDED CODESHARE PARTNERS	224	72.9	
<b>ALLEGiant AIR</b>	<b>122</b>	<b>75.6</b>	<b>9</b>
<b>JETBLUE AIRWAYS</b>	<b>56</b>	<b>66.3</b>	<b>10</b>
<b>TOTAL AIRPORTS SERVED</b>	<b>364</b>	<b>80.1</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2021

AT ALL US AIRPORTS			
CARRIER <sup>1</sup>	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
HAWAIIAN AIRLINES	18	95.0	1
ENDEAVOR AIR	101	88.6	2
DELTA AIR LINES	97	87.4	3
PSA AIRLINES	82	83.6	4
SPIRIT AIRLINES	47	82.0	5
FRONTIER AIRLINES	94	82.0	6
UNITED AIRLINES	81	81.3	7
SOUTHWEST AIRLINES	95	81.0	8
REPUBLIC AIRWAYS	84	80.7	9
AMERICAN AIRLINES	88	80.7	10
SKYWEST AIRLINES	219	80.4	11
HORIZON AIR	47	76.0	12
ALASKA AIRLINES	70	75.8	13
ALLEGiant AIR	122	75.6	14
MESA AIRLINES	90	70.7	15
ENVOY AIR	129	67.1	16
JETBLUE AIRWAYS	56	66.3	17
<b>TOTAL AIRPORTS SERVED</b>	<b>357</b>	<b>80.5</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2021

CARRIER <sup>1</sup>	Jan 21		Feb 21		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank
<b>ALASKA AIRLINES NETWORK</b>	<b>91.8</b>	<b>2</b>	<b>77.7</b>	<b>6</b>	<b>84.8</b>	<b>6</b>
- ALASKA AIRLINES	91.8		75.8		83.5	
- BRANDED CODESHARE PARTNERS	91.7		79.4		85.8	
<b>ALLEGiant AIR</b>	<b>80.5</b>	<b>9</b>	<b>75.6</b>	<b>9</b>	<b>77.7</b>	<b>9</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>86.4</b>	<b>8</b>	<b>77.6</b>	<b>7</b>	<b>82.2</b>	<b>8</b>
- AMERICAN AIRLINES	88.9		80.7		85.0	
- BRANDED CODESHARE PARTNERS	84.8		75.6		80.5	
<b>DELTA AIR LINES NETWORK</b>	<b>91.1</b>	<b>3</b>	<b>87.3</b>	<b>2</b>	<b>89.3</b>	<b>2</b>
- DELTA AIR LINES	90.7		87.4		89.1	
- BRANDED CODESHARE PARTNERS	91.6		87.2		89.5	
<b>FRONTIER AIRLINES</b>	<b>90.9</b>	<b>4</b>	<b>82.0</b>	<b>4</b>	<b>86.4</b>	<b>3</b>
<b>HAWAIIAN AIRLINES</b>	<b>94.5</b>	<b>1</b>	<b>95.0</b>	<b>1</b>	<b>94.7</b>	<b>1</b>
- HAWAIIAN AIRLINES	94.7		95.0		94.9	
- BRANDED CODESHARE PARTNERS	89.3				89.3	
<b>JETBLUE AIRWAYS</b>	<b>77.6</b>	<b>10</b>	<b>66.3</b>	<b>10</b>	<b>71.6</b>	<b>10</b>
<b>SOUTHWEST AIRLINES</b>	<b>90.9</b>	<b>5</b>	<b>81.0</b>	<b>5</b>	<b>86.3</b>	<b>4</b>
<b>SPIRIT AIRLINES</b>	<b>88.8</b>	<b>7</b>	<b>82.0</b>	<b>3</b>	<b>85.6</b>	<b>5</b>
<b>UNITED AIRLINES NETWORK</b>	<b>89.0</b>	<b>6</b>	<b>75.8</b>	<b>8</b>	<b>82.6</b>	<b>7</b>
- UNITED AIRLINES	90.9		81.3		86.3	
- BRANDED CODESHARE PARTNERS	88.0		72.9		80.6	
<b>TOTAL</b>	<b>89.0</b>		<b>80.1</b>		<b>84.7</b>	

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

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



## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2021

ARRIVAL AIRPORT*																
CARRIER	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>28</b>	<b>85.7</b>	<b>56</b>	<b>78.6</b>	<b>28</b>	<b>75.0</b>	<b>0</b>	<b>0.0</b>	<b>92</b>	<b>90.2</b>	<b>125</b>	<b>84.0</b>	<b>96</b>	<b>75.0</b>	<b>20</b>	<b>90.0</b>
- ALASKA AIRLINES	28	85.7	56	78.6	28	75.0	0	0.0	92	90.2	125	84.0	96	75.0	20	90.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>25</b>	<b>76.0</b>	<b>16</b>	<b>75.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>11</b>	<b>72.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>556</b>	<b>80.9</b>	<b>717</b>	<b>83.1</b>	<b>269</b>	<b>80.3</b>	<b>12509</b>	<b>83.7</b>	<b>1526</b>	<b>82.8</b>	<b>538</b>	<b>79.7</b>	<b>15971</b>	<b>65.3</b>	<b>377</b>	<b>80.9</b>
- AMERICAN AIRLINES	320	79.4	558	84.8	208	80.8	4619	85.7	704	83.9	494	78.5	6890	72.1	165	80.6
- BRANDED CODESHARE PARTNERS	236	83.1	159	77.4	61	78.7	7890	82.6	822	81.9	44	93.2	9081	60.2	212	81.1
<b>DELTA AIR LINES NETWORK</b>	<b>16829</b>	<b>89.1</b>	<b>1038</b>	<b>86.4</b>	<b>294</b>	<b>83.7</b>	<b>436</b>	<b>89.2</b>	<b>506</b>	<b>87.2</b>	<b>742</b>	<b>87.1</b>	<b>604</b>	<b>72.7</b>	<b>6666</b>	<b>87.7</b>
- DELTA AIR LINES	10859	89.8	756	87.2	252	85.3	260	91.9	358	91.3	672	87.1	512	72.5	2640	91.2
- BRANDED CODESHARE PARTNERS	5970	87.8	282	84.4	42	73.8	176	85.2	148	77.0	70	87.1	92	73.9	4026	85.4
<b>FRONTIER AIRLINES</b>	<b>165</b>	<b>85.5</b>	<b>41</b>	<b>90.2</b>	<b>33</b>	<b>81.8</b>	<b>43</b>	<b>72.1</b>	<b>56</b>	<b>89.3</b>	<b>1191</b>	<b>81.0</b>	<b>90</b>	<b>68.9</b>	<b>35</b>	<b>88.6</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>7</b>	<b>85.7</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>130</b>	<b>62.3</b>	<b>1311</b>	<b>73.5</b>	<b>0</b>	<b>0.0</b>	<b>8</b>	<b>100.0</b>	<b>142</b>	<b>77.5</b>	<b>40</b>	<b>60.0</b>	<b>32</b>	<b>40.6</b>	<b>15</b>	<b>46.7</b>
<b>SOUTHWEST AIRLINES</b>	<b>1661</b>	<b>83.6</b>	<b>223</b>	<b>78.0</b>	<b>3226</b>	<b>78.8</b>	<b>160</b>	<b>75.0</b>	<b>235</b>	<b>82.1</b>	<b>4250</b>	<b>81.2</b>	<b>0</b>	<b>0.0</b>	<b>200</b>	<b>76.0</b>
<b>SPIRIT AIRLINES</b>	<b>560</b>	<b>81.3</b>	<b>150</b>	<b>88.7</b>	<b>263</b>	<b>90.5</b>	<b>41</b>	<b>95.1</b>	<b>0</b>	<b>0.0</b>	<b>87</b>	<b>90.8</b>	<b>388</b>	<b>79.4</b>	<b>530</b>	<b>89.2</b>
<b>UNITED AIRLINES NETWORK</b>	<b>355</b>	<b>74.4</b>	<b>416</b>	<b>77.2</b>	<b>134</b>	<b>77.6</b>	<b>299</b>	<b>74.6</b>	<b>235</b>	<b>78.3</b>	<b>8733</b>	<b>77.5</b>	<b>386</b>	<b>67.4</b>	<b>325</b>	<b>71.1</b>
- UNITED AIRLINES	94	78.7	327	76.8	56	87.5	10	60.0	38	86.8	3743	81.4	144	75.7	37	75.7
- BRANDED CODESHARE PARTNERS	261	72.8	89	78.7	78	70.5	289	75.1	197	76.6	4990	74.5	242	62.4	288	70.5
<b>TOTAL</b>	<b>20,284</b>	<b>87.7</b>	<b>3,984</b>	<b>80.1</b>	<b>4,263</b>	<b>79.9</b>	<b>13,496</b>	<b>83.6</b>	<b>2,792</b>	<b>83.3</b>	<b>15,717</b>	<b>79.3</b>	<b>17,567</b>	<b>66.0</b>	<b>8,168</b>	<b>86.5</b>

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2021

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		HNL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>69</b>	<b>82.6</b>	<b>138</b>	<b>76.8</b>	<b>127</b>	<b>77.2</b>	<b>28</b>	<b>85.7</b>	<b>28</b>	<b>78.6</b>	<b>44</b>	<b>81.8</b>	<b>471</b>	<b>87.0</b>	<b>1390</b>	<b>86.8</b>
- ALASKA AIRLINES	69	82.6	138	76.8	127	77.2	28	85.7	28	78.6	44	81.8	287	84.0	536	82.3
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	184	91.8	854	89.7
<b>ALLEGIANT AIR</b>	<b>24</b>	<b>62.5</b>	<b>234</b>	<b>72.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>609</b>	<b>81.6</b>	<b>67</b>	<b>79.1</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>280</b>	<b>81.8</b>	<b>416</b>	<b>78.1</b>	<b>160</b>	<b>86.9</b>	<b>98</b>	<b>84.7</b>	<b>458</b>	<b>73.6</b>	<b>316</b>	<b>81.3</b>	<b>650</b>	<b>82.2</b>	<b>1319</b>	<b>84.9</b>
- AMERICAN AIRLINES	252	82.1	416	78.1	160	86.9	37	81.1	233	72.1	316	81.3	650	82.2	1101	84.4
- BRANDED CODESHARE PARTNERS	28	78.6	0	0.0	0	0.0	61	86.9	225	75.1	0	0.0	0	0.0	218	87.6
<b>DELTA AIR LINES NETWORK</b>	<b>414</b>	<b>87.2</b>	<b>936</b>	<b>83.8</b>	<b>198</b>	<b>83.8</b>	<b>274</b>	<b>88.0</b>	<b>496</b>	<b>74.4</b>	<b>1730</b>	<b>82.3</b>	<b>858</b>	<b>88.5</b>	<b>2780</b>	<b>88.4</b>
- DELTA AIR LINES	238	90.3	916	84.0	198	83.8	136	91.2	284	78.5	1217	83.3	754	87.7	1684	85.8
- BRANDED CODESHARE PARTNERS	176	83.0	20	75.0	0	0.0	138	84.8	212	68.9	513	79.7	104	94.2	1096	92.4
<b>FRONTIER AIRLINES</b>	<b>65</b>	<b>93.8</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>12</b>	<b>100.0</b>	<b>78</b>	<b>78.2</b>	<b>0</b>	<b>0.0</b>	<b>536</b>	<b>86.0</b>	<b>70</b>	<b>85.7</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>1144</b>	<b>96.2</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>12</b>	<b>83.3</b>	<b>56</b>	<b>87.5</b>	<b>56</b>	<b>85.7</b>
<b>JETBLUE AIRWAYS</b>	<b>712</b>	<b>69.7</b>	<b>1117</b>	<b>63.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>30</b>	<b>26.7</b>	<b>1180</b>	<b>73.1</b>	<b>93</b>	<b>58.1</b>	<b>408</b>	<b>78.7</b>
<b>SOUTHWEST AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>824</b>	<b>77.8</b>	<b>504</b>	<b>95.2</b>	<b>56</b>	<b>82.1</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>2506</b>	<b>84.9</b>	<b>928</b>	<b>85.1</b>
<b>SPIRIT AIRLINES</b>	<b>247</b>	<b>81.4</b>	<b>1450</b>	<b>79.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>410</b>	<b>73.2</b>	<b>0</b>	<b>0.0</b>	<b>950</b>	<b>84.7</b>	<b>446</b>	<b>77.8</b>
<b>UNITED AIRLINES NETWORK</b>	<b>3075</b>	<b>76.9</b>	<b>468</b>	<b>79.9</b>	<b>228</b>	<b>85.5</b>	<b>3555</b>	<b>77.7</b>	<b>7652</b>	<b>71.2</b>	<b>0</b>	<b>0.0</b>	<b>550</b>	<b>85.8</b>	<b>1580</b>	<b>85.4</b>
- UNITED AIRLINES	1739	79.6	467	79.9	228	85.5	1082	86.5	2423	79.8	0	0.0	485	84.3	845	83.3
- BRANDED CODESHARE PARTNERS	1336	73.4	1	100.0	0	0.0	2473	73.8	5229	67.3	0	0.0	65	96.9	735	87.8
<b>TOTAL</b>	<b>4,886</b>	<b>77.5</b>	<b>5,583</b>	<b>76.4</b>	<b>2,361</b>	<b>92.3</b>	<b>4,023</b>	<b>78.7</b>	<b>9,152</b>	<b>71.6</b>	<b>3,282</b>	<b>78.9</b>	<b>7,279</b>	<b>84.8</b>	<b>9,044</b>	<b>85.7</b>

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2021

ARRIVAL AIRPORT*																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>0</b>	<b>0.0</b>	<b>127</b>	<b>81.9</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>47</b>	<b>76.6</b>	<b>136</b>	<b>82.4</b>	<b>1996</b>	<b>75.1</b>	<b>28</b>	<b>82.1</b>
- ALASKA AIRLINES	0	0.0	127	81.9	0	0.0	0	0.0	47	76.6	136	82.4	558	72.9	28	82.1
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1438	75.9	0	0.0
<b>ALLEGIAN AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>30</b>	<b>73.3</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>630</b>	<b>81.9</b>	<b>776</b>	<b>83.4</b>	<b>0</b>	<b>0.0</b>	<b>3243</b>	<b>84.6</b>	<b>306</b>	<b>82.7</b>	<b>4396</b>	<b>79.0</b>	<b>162</b>	<b>73.5</b>	<b>3932</b>	<b>81.5</b>
- AMERICAN AIRLINES	518	83.2	720	82.8	0	0.0	2205	84.2	189	85.7	1680	84.2	162	73.5	1086	86.8
- BRANDED CODESHARE PARTNERS	112	75.9	56	91.1	0	0.0	1038	85.5	117	77.8	2716	75.8	0	0.0	2846	79.5
<b>DELTA AIR LINES NETWORK</b>	<b>1504</b>	<b>84.8</b>	<b>1292</b>	<b>86.8</b>	<b>84</b>	<b>83.3</b>	<b>642</b>	<b>85.2</b>	<b>6423</b>	<b>88.3</b>	<b>598</b>	<b>83.1</b>	<b>528</b>	<b>79.9</b>	<b>394</b>	<b>90.4</b>
- DELTA AIR LINES	848	85.7	1264	86.8	0	0.0	642	85.2	2762	90.7	252	84.9	266	79.3	210	92.4
- BRANDED CODESHARE PARTNERS	656	83.7	28	89.3	84	83.3	0	0.0	3661	86.5	346	81.8	262	80.5	184	88.0
<b>FRONTIER AIRLINES</b>	<b>66</b>	<b>90.9</b>	<b>949</b>	<b>75.2</b>	<b>0</b>	<b>0.0</b>	<b>264</b>	<b>76.9</b>	<b>24</b>	<b>87.5</b>	<b>140</b>	<b>79.3</b>	<b>23</b>	<b>73.9</b>	<b>233</b>	<b>73.4</b>
<b>HAWAIIAN AIRLINES</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>56</b>	<b>91.1</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>65</b>	<b>47.7</b>	<b>848</b>	<b>60.6</b>	<b>0</b>	<b>0.0</b>	<b>226</b>	<b>67.3</b>	<b>2</b>	<b>100.0</b>	<b>58</b>	<b>62.1</b>	<b>2</b>	<b>100.0</b>	<b>139</b>	<b>58.3</b>
<b>SOUTHWEST AIRLINES</b>	<b>254</b>	<b>78.3</b>	<b>1882</b>	<b>78.0</b>	<b>3284</b>	<b>81.3</b>	<b>260</b>	<b>77.3</b>	<b>225</b>	<b>81.8</b>	<b>240</b>	<b>78.8</b>	<b>328</b>	<b>75.0</b>	<b>246</b>	<b>80.1</b>
<b>SPIRIT AIRLINES</b>	<b>159</b>	<b>81.8</b>	<b>1131</b>	<b>78.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>99</b>	<b>78.8</b>	<b>357</b>	<b>77.0</b>	<b>28</b>	<b>89.3</b>	<b>194</b>	<b>84.5</b>
<b>UNITED AIRLINES NETWORK</b>	<b>336</b>	<b>77.4</b>	<b>621</b>	<b>80.7</b>	<b>0</b>	<b>0.0</b>	<b>335</b>	<b>73.1</b>	<b>272</b>	<b>80.5</b>	<b>7396</b>	<b>76.1</b>	<b>215</b>	<b>79.5</b>	<b>241</b>	<b>69.3</b>
- UNITED AIRLINES	134	86.6	621	80.7	0	0.0	335	73.1	134	85.8	2237	83.5	215	79.5	84	79.8
- BRANDED CODESHARE PARTNERS	202	71.3	0	0.0	0	0.0	0	0.0	138	75.4	5159	72.9	0	0.0	157	63.7
<b>TOTAL</b>	<b>3,014</b>	<b>82.0</b>	<b>7,626</b>	<b>78.0</b>	<b>3,398</b>	<b>81.3</b>	<b>4,970</b>	<b>82.3</b>	<b>7,398</b>	<b>87.4</b>	<b>13,321</b>	<b>77.5</b>	<b>3,338</b>	<b>76.5</b>	<b>5,407</b>	<b>80.7</b>

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2021

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
<b>ALASKA AIRLINES NETWORK</b>	<b>420</b>	<b>88.3</b>	<b>888</b>	<b>84.6</b>	<b>7116</b>	<b>72.0</b>	<b>1137</b>	<b>86.0</b>	<b>322</b>	<b>84.5</b>	<b>81</b>	<b>88.9</b>
- ALASKA AIRLINES	279	88.2	369	78.9	4186	71.9	292	79.8	25	84.0	81	88.9
- BRANDED CODESHARE PARTNERS	141	88.7	519	88.6	2930	72.0	845	88.2	297	84.5	0	0.0
<b>ALLEGiant AIR</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>4507</b>	<b>87.0</b>	<b>354</b>	<b>81.9</b>	<b>283</b>	<b>73.1</b>	<b>410</b>	<b>82.2</b>	<b>365</b>	<b>75.9</b>	<b>684</b>	<b>82.2</b>
- AMERICAN AIRLINES	2267	86.7	354	81.9	283	73.1	363	81.0	205	74.1	475	82.5
- BRANDED CODESHARE PARTNERS	2240	87.2	0	0.0	0	0.0	47	91.5	160	78.1	209	81.3
<b>DELTA AIR LINES NETWORK</b>	<b>866</b>	<b>83.7</b>	<b>408</b>	<b>88.2</b>	<b>2487</b>	<b>87.0</b>	<b>668</b>	<b>86.8</b>	<b>5897</b>	<b>87.7</b>	<b>995</b>	<b>84.4</b>
- DELTA AIR LINES	740	81.8	408	88.2	1389	86.5	456	84.6	3003	86.0	963	84.1
- BRANDED CODESHARE PARTNERS	126	95.2	0	0.0	1098	87.6	212	91.5	2894	89.6	32	93.8
<b>FRONTIER AIRLINES</b>	<b>212</b>	<b>88.7</b>	<b>100</b>	<b>90.0</b>	<b>18</b>	<b>77.8</b>	<b>51</b>	<b>98.0</b>	<b>103</b>	<b>89.3</b>	<b>150</b>	<b>74.7</b>
<b>HAWAIIAN AIRLINES</b>	<b>20</b>	<b>90.0</b>	<b>45</b>	<b>86.7</b>	<b>56</b>	<b>89.3</b>	<b>44</b>	<b>88.6</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>JETBLUE AIRWAYS</b>	<b>54</b>	<b>51.9</b>	<b>50</b>	<b>76.0</b>	<b>13</b>	<b>69.2</b>	<b>125</b>	<b>66.4</b>	<b>86</b>	<b>59.3</b>	<b>368</b>	<b>59.2</b>
<b>SOUTHWEST AIRLINES</b>	<b>2839</b>	<b>85.0</b>	<b>866</b>	<b>85.2</b>	<b>299</b>	<b>77.9</b>	<b>308</b>	<b>88.0</b>	<b>441</b>	<b>71.9</b>	<b>1163</b>	<b>77.3</b>
<b>SPIRIT AIRLINES</b>	<b>56</b>	<b>85.7</b>	<b>27</b>	<b>88.9</b>	<b>28</b>	<b>71.4</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>371</b>	<b>80.3</b>
<b>UNITED AIRLINES NETWORK</b>	<b>475</b>	<b>85.5</b>	<b>434</b>	<b>86.9</b>	<b>256</b>	<b>77.7</b>	<b>2590</b>	<b>87.7</b>	<b>444</b>	<b>77.9</b>	<b>434</b>	<b>75.8</b>
- UNITED AIRLINES	379	83.6	383	85.9	228	75.4	1352	85.7	107	78.5	398	76.4
- BRANDED CODESHARE PARTNERS	96	92.7	51	94.1	28	96.4	1238	89.8	337	77.7	36	69.4
<b>TOTAL</b>	<b>9,449</b>	<b>85.9</b>	<b>3,172</b>	<b>85.3</b>	<b>10,556</b>	<b>75.9</b>	<b>5,333</b>	<b>86.4</b>	<b>7,658</b>	<b>85.3</b>	<b>4,246</b>	<b>78.4</b>

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 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	28	85.7	56	78.6	28	75.0	0	0.0	92	90.2	125	84.0	96	75.0	20	90.0
ALLEGiant AIR	0	0.0	25	76.0	16	75.0	0	0.0	0	0.0	11	72.7	0	0.0	0	0.0
AMERICAN AIRLINES	320	79.4	558	84.8	208	80.8	4619	85.7	704	83.9	494	78.5	6890	72.1	165	80.6
DELTA AIR LINES	10859	89.8	756	87.2	252	85.3	260	91.9	358	91.3	672	87.1	512	72.5	2640	91.2
ENDEAVOR AIR	4985	88.9	40	85.0	42	73.8	50	86.0	14	71.4	0	0.0	22	68.2	1960	86.1
ENVOY AIR	8	87.5	0	0.0	33	66.7	0	0.0	4	100.0	0	0.0	5766	60.6	16	75.0
FRONTIER AIRLINES	165	85.5	41	90.2	33	81.8	43	72.1	56	89.3	1191	81.0	90	68.9	35	88.6
HAWAIIAN AIRLINES	0	0.0	7	85.7	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	130	62.3	1311	73.5	0	0.0	8	100.0	142	77.5	40	60.0	32	40.6	15	46.7
MESA AIRLINES	111	77.5	1	100.0	46	71.7	77	79.2	67	83.6	0	0.0	1751	57.3	96	78.1
PSA AIRLINES	63	93.7	0	0.0	16	93.8	5036	83.6	59	59.3	0	0.0	0	0.0	129	82.2
REPUBLIC AIRWAYS	1284	80.3	485	80.8	41	75.6	1515	81.5	656	85.2	0	0.0	69	60.9	1482	85.9
SKYWEST AIRLINES	16	81.3	4	100.0	3	66.7	138	84.1	63	69.8	5104	74.8	1807	62.6	785	79.2
SOUTHWEST AIRLINES	1661	83.6	223	78.0	3226	78.8	160	75.0	235	82.1	4250	81.2	0	0.0	200	76.0
SPIRIT AIRLINES	560	81.3	150	88.7	263	90.5	41	95.1	0	0.0	87	90.8	388	79.4	530	89.2
UNITED AIRLINES	94	78.7	327	76.8	56	87.5	10	60.0	38	86.8	3743	81.4	144	75.7	37	75.7
<b>TOTAL</b>	<b>20,284</b>	<b>87.7</b>	<b>3,984</b>	<b>80.1</b>	<b>4,263</b>	<b>79.9</b>	<b>11,957</b>	<b>84.2</b>	<b>2,488</b>	<b>84.2</b>	<b>15,717</b>	<b>79.3</b>	<b>17,567</b>	<b>66.0</b>	<b>8,110</b>	<b>86.6</b>

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 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	69	82.6	138	76.8	127	77.2	28	85.7	28	78.6	44	81.8	287	84.0	536	82.3
ALLEGiant AIR	24	62.5	234	72.2	0	0.0	0	0.0	0	0.0	0	0.0	609	81.6	67	79.1
AMERICAN AIRLINES	252	82.1	416	78.1	160	86.9	37	81.1	233	72.1	316	81.3	650	82.2	1101	84.4
DELTA AIR LINES	238	90.3	916	84.0	198	83.8	136	91.2	284	78.5	1217	83.3	754	87.7	1684	85.8
ENDEAVOR AIR	92	87.0	20	75.0	0	0.0	0	0.0	0	0.0	174	85.1	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	43	67.4	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	65	93.8	0	0.0	0	0.0	12	100.0	78	78.2	0	0.0	536	86.0	70	85.7
HAWAIIAN AIRLINES	0	0.0	0	0.0	1144	96.2	0	0.0	0	0.0	12	83.3	56	87.5	56	85.7
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	95	87.4	405	86.9
JETBLUE AIRWAYS	712	69.7	1117	63.5	0	0.0	0	0.0	30	26.7	1180	73.1	93	58.1	408	78.7
MESA AIRLINES	0	0.0	0	0.0	0	0.0	438	77.9	2477	71.2	0	0.0	0	0.0	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	61	86.9	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	932	75.1	0	0.0	0	0.0	609	77.0	91	76.9	339	77.0	0	0.0	0	0.0
SKYWEST AIRLINES	0	0.0	1	100.0	0	0.0	184	70.7	1279	67.9	0	0.0	258	95.7	2498	90.6
SOUTHWEST AIRLINES	0	0.0	824	77.8	504	95.2	56	82.1	0	0.0	0	0.0	2506	84.9	928	85.1
SPIRIT AIRLINES	247	81.4	1450	79.9	0	0.0	0	0.0	410	73.2	0	0.0	950	84.7	446	77.8
UNITED AIRLINES	1739	79.6	467	79.9	228	85.5	1082	86.5	2423	79.8	0	0.0	485	84.3	845	83.3
<b>TOTAL</b>	<b>4,370</b>	<b>78.2</b>	<b>5,583</b>	<b>76.4</b>	<b>2,361</b>	<b>92.3</b>	<b>2,643</b>	<b>81.9</b>	<b>7,376</b>	<b>73.8</b>	<b>3,282</b>	<b>78.9</b>	<b>7,279</b>	<b>84.8</b>	<b>9,044</b>	<b>85.7</b>

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 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	127	81.9	0	0.0	0	0.0	47	76.6	136	82.4	558	72.9	28	82.1
ALLEGiant AIR	0	0.0	0	0.0	30	73.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	518	83.2	720	82.8	0	0.0	2205	84.2	189	85.7	1680	84.2	162	73.5	1086	86.8
DELTA AIR LINES	848	85.7	1264	86.8	0	0.0	642	85.2	2762	90.7	252	84.9	266	79.3	210	92.4
ENDEAVOR AIR	232	84.5	28	89.3	0	0.0	0	0.0	1287	89.4	0	0.0	0	0.0	78	92.3
ENVOY AIR	0	0.0	0	0.0	0	0.0	132	81.1	98	77.6	1854	76.3	0	0.0	0	0.0
FRONTIER AIRLINES	66	90.9	949	75.2	0	0.0	264	76.9	24	87.5	140	79.3	23	73.9	233	73.4
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	56	91.1	0	0.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1000	75.5	0	0.0
JETBLUE AIRWAYS	65	47.7	848	60.6	0	0.0	226	67.3	2	100.0	58	62.1	2	100.0	139	58.3
MESA AIRLINES	83	72.3	0	0.0	0	0.0	0	0.0	55	76.4	0	0.0	0	0.0	56	75.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	653	79.3
REPUBLIC AIRWAYS	606	80.7	56	91.1	84	83.3	906	86.1	90	73.3	1899	77.8	0	0.0	1158	84.5
SKYWEST AIRLINES	29	69.0	0	0.0	0	0.0	0	0.0	2386	84.9	2166	70.8	700	78.3	18	33.3
SOUTHWEST AIRLINES	254	78.3	1882	78.0	3284	81.3	260	77.3	225	81.8	240	78.8	328	75.0	246	80.1
SPIRIT AIRLINES	159	81.8	1131	78.0	0	0.0	0	0.0	99	78.8	357	77.0	28	89.3	194	84.5
UNITED AIRLINES	134	86.6	621	80.7	0	0.0	335	73.1	134	85.8	2237	83.5	215	79.5	84	79.8
<b>TOTAL</b>	<b>2,994</b>	<b>82.1</b>	<b>7,626</b>	<b>78.0</b>	<b>3,398</b>	<b>81.3</b>	<b>4,970</b>	<b>82.3</b>	<b>7,398</b>	<b>87.4</b>	<b>11,019</b>	<b>78.4</b>	<b>3,338</b>	<b>76.5</b>	<b>4,183</b>	<b>82.6</b>

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 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	279	88.2	369	78.9	4186	71.9	292	79.8	25	84.0	81	88.9
ALLEGiant AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	2267	86.7	354	81.9	283	73.1	363	81.0	205	74.1	475	82.5
DELTA AIR LINES	740	81.8	408	88.2	1389	86.5	456	84.6	3003	86.0	963	84.1
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	14	92.9
ENVOY AIR	72	69.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	212	88.7	100	90.0	18	77.8	51	98.0	103	89.3	150	74.7
HAWAIIAN AIRLINES	20	90.0	45	86.7	56	89.3	44	88.6	0	0.0	0	0.0
HORIZON AIR	96	87.5	134	77.6	2536	71.6	149	82.6	106	84.0	0	0.0
JETBLUE AIRWAYS	54	51.9	50	76.0	13	69.2	125	66.4	86	59.3	368	59.2
MESA AIRLINES	633	88.3	0	0.0	0	0.0	0	0.0	17	76.5	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0	252	81.0
SKYWEST AIRLINES	1802	88.5	436	92.7	1520	84.3	2193	89.9	3564	87.7	11	72.7
SOUTHWEST AIRLINES	2839	85.0	866	85.2	299	77.9	308	88.0	441	71.9	1163	77.3
SPIRIT AIRLINES	56	85.7	27	88.9	28	71.4	0	0.0	0	0.0	371	80.3
UNITED AIRLINES	379	83.6	383	85.9	228	75.4	1352	85.7	107	78.5	398	76.4
<b>TOTAL</b>	<b>9,449</b>	<b>85.9</b>	<b>3,172</b>	<b>85.3</b>	<b>10,556</b>	<b>75.9</b>	<b>5,333</b>	<b>86.4</b>	<b>7,658</b>	<b>85.3</b>	<b>4,246</b>	<b>78.4</b>

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



## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2021

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	88.9	75.7	100.0	0.0	0.0	100.0	82.3	91.1	79.2	38.9	100.0	89.5	0.0	89.2	78.7	89.1
0700-0759	91.5	79.6	77.5	91.3	79.8	79.6	72.2	83.5	87.4	83.7	100.0	94.0	100.0	81.5	91.2	90.4
0800-0859	85.1	80.0	78.6	85.7	87.3	78.0	60.9	83.4	76.7	87.0	98.4	100.0	71.4	76.5	90.2	89.7
0900-0959	84.3	85.9	84.6	83.6	79.5	80.9	59.4	86.9	79.4	68.1	96.4	77.7	78.8	88.7	88.4	88.7
1000-1059	87.5	88.5	77.2	82.0	82.8	72.8	76.4	91.7	80.4	78.6	100.0	80.0	68.3	87.9	82.4	85.5
1100-1159	86.7	91.0	79.6	82.6	85.1	88.0	60.2	86.6	82.4	78.2	95.7	87.5	66.5	85.2	85.1	84.4
1200-1259	88.0	85.7	79.0	84.1	84.1	80.8	68.6	89.2	76.6	74.8	94.4	81.8	75.6	79.8	81.0	86.0
1300-1359	90.1	81.7	87.0	81.8	82.3	81.5	65.3	86.9	75.9	76.0	92.0	77.3	77.6	73.9	85.2	88.2
1400-1459	88.5	74.7	76.9	82.1	83.9	80.9	66.5	88.0	71.6	77.7	91.2	85.9	78.5	75.4	90.7	85.9
1500-1559	88.0	78.0	83.2	85.8	87.5	84.9	67.2	88.7	80.7	74.3	85.0	82.8	74.3	81.7	84.9	86.3
1600-1659	87.7	79.6	81.0	79.5	82.9	82.7	67.8	87.1	79.2	79.6	86.5	81.0	80.8	78.4	81.8	84.7
1700-1759	87.8	81.7	76.5	85.9	87.8	81.0	62.5	90.7	76.1	80.5	92.7	88.5	74.8	82.0	85.1	84.2
1800-1859	89.5	76.3	79.5	84.0	87.0	73.0	70.7	87.0	68.8	73.6	96.4	94.4	73.1	79.2	84.3	83.7
1900-1959	88.5	70.9	82.7	83.4	80.9	77.3	70.0	88.3	78.2	75.9	92.4	85.7	75.1	66.3	88.5	85.9
2000-2059	87.8	75.9	79.5	83.3	88.0	83.1	75.8	82.1	78.1	74.9	96.7	84.4	84.0	75.1	86.4	87.7
2100-2159	86.3	79.5	80.5	85.1	84.3	78.6	72.6	80.4	81.4	77.9	92.8	90.6	72.4	76.7	78.2	80.3
2200-2259	79.9	82.4	77.6	93.4	77.0	89.3	77.5	84.9	73.7	73.1	64.8	80.9	74.4	79.6	81.0	76.3
2300-0559	90.6	79.5	82.9	86.2	82.2	81.9	78.3	84.7	86.6	82.8	0.0	84.8	78.0	77.7	84.0	90.6
<b>TOTAL</b>	<b>87.7</b>	<b>80.1</b>	<b>79.9</b>	<b>84.2</b>	<b>84.2</b>	<b>79.3</b>	<b>66.0</b>	<b>86.6</b>	<b>78.2</b>	<b>76.4</b>	<b>92.3</b>	<b>81.9</b>	<b>73.8</b>	<b>78.9</b>	<b>84.8</b>	<b>85.7</b>

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 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	86.5	100.0	100.0	100.0	83.5	95.0	100.0	94.4	0.0	83.8	92.0	80.4	0.0	86.4
0700-0759	0.0	90.9	67.5	93.8	88.6	76.6	75.9	87.3	84.1	95.5	64.3	92.1	86.0	92.9	82.0
0800-0859	85.7	83.1	85.8	92.7	86.0	75.0	77.2	88.2	86.1	78.1	76.6	94.0	86.8	93.8	82.1
0900-0959	88.0	78.2	84.7	84.3	83.2	77.0	76.1	93.6	90.8	91.1	76.7	87.5	92.9	85.1	79.2
1000-1059	83.9	77.9	91.0	83.3	78.3	84.3	83.3	81.5	87.5	88.3	71.3	90.3	82.0	78.4	80.4
1100-1159	78.1	77.8	78.8	80.4	89.4	75.4	76.8	88.7	84.1	75.4	83.7	81.5	74.9	78.6	78.5
1200-1259	78.1	77.3	82.2	71.6	91.0	80.8	76.6	84.6	80.7	82.4	82.4	88.6	82.7	78.8	82.4
1300-1359	81.1	80.8	82.3	81.1	88.1	83.8	81.1	80.6	83.7	89.5	76.6	84.7	88.4	78.3	80.6
1400-1459	82.6	78.5	84.1	83.0	87.6	81.4	78.2	83.6	86.3	89.2	77.1	85.2	86.1	73.9	83.0
1500-1559	80.0	77.2	82.3	79.0	92.9	82.2	71.9	82.2	88.0	87.9	78.5	86.7	84.8	76.3	80.3
1600-1659	87.3	77.1	83.7	85.0	88.0	79.0	80.5	88.0	86.9	86.6	74.8	85.3	90.4	78.2	82.1
1700-1759	85.0	78.6	81.9	86.7	88.3	76.2	78.6	83.6	85.7	90.2	70.0	88.0	87.6	77.0	82.0
1800-1859	84.8	75.6	76.7	68.0	85.5	71.5	66.0	80.0	84.4	84.6	79.9	86.8	82.5	76.9	78.4
1900-1959	80.9	67.8	80.4	81.4	89.5	81.9	75.3	78.7	86.7	87.8	78.0	86.6	90.0	75.3	81.7
2000-2059	80.7	79.5	71.9	80.9	85.7	83.2	78.4	75.9	85.9	84.9	74.1	81.3	87.2	78.2	81.9
2100-2159	72.9	78.1	81.2	74.2	83.0	81.7	71.3	76.9	83.7	81.3	67.8	81.6	77.1	78.6	79.5
2200-2259	81.8	78.1	64.0	80.9	97.4	77.5	75.6	79.6	87.5	82.0	74.7	82.2	70.2	83.9	79.5
2300-0559	80.5	82.9	90.8	76.3	87.1	80.8	72.2	78.9	80.2	90.5	78.7	81.4	77.3	77.9	82.1
<b>TOTAL</b>	<b>82.1</b>	<b>78.0</b>	<b>81.3</b>	<b>82.3</b>	<b>87.4</b>	<b>78.4</b>	<b>76.5</b>	<b>82.6</b>	<b>85.9</b>	<b>85.3</b>	<b>75.9</b>	<b>86.4</b>	<b>85.3</b>	<b>78.4</b>	<b>80.9</b>

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2021

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	90.9	89.3	88.2	91.7	86.6	89.9	83.7	92.5	81.8	97.0	0.0	82.0	80.5	82.3	92.8	92.1
0700-0759	92.6	90.1	83.2	91.4	89.3	88.8	83.3	91.8	83.7	92.6	95.5	90.0	80.5	83.4	92.8	92.9
0800-0859	91.7	89.0	82.2	85.7	86.4	86.3	75.3	89.1	78.7	89.5	98.7	84.1	78.6	83.3	92.5	92.0
0900-0959	89.7	87.6	68.6	92.1	85.5	80.1	77.8	85.4	79.2	86.3	95.8	0.0	76.1	79.8	89.3	89.9
1000-1059	89.0	84.2	77.9	89.2	83.3	80.7	66.6	90.3	77.6	81.8	92.0	74.9	77.7	78.2	89.4	87.6
1100-1159	87.1	91.5	75.4	89.7	90.1	77.7	70.5	88.9	76.6	86.8	85.7	76.5	68.7	79.4	88.7	87.7
1200-1259	87.4	89.2	76.6	87.4	84.9	80.2	68.4	90.6	73.4	81.6	95.2	86.6	72.8	76.2	84.1	87.3
1300-1359	87.2	83.4	80.6	86.2	89.0	79.7	64.6	88.2	83.7	86.4	96.0	90.3	79.4	75.0	85.9	85.1
1400-1459	90.5	88.3	77.1	86.0	88.5	82.0	67.9	90.2	72.8	81.1	91.2	100.0	80.4	75.3	84.1	87.5
1500-1559	87.8	73.5	73.7	84.6	86.4	77.8	68.8	88.3	72.0	82.7	94.4	84.1	76.4	74.6	88.3	88.1
1600-1659	89.3	76.9	76.0	86.5	82.8	80.5	70.7	90.0	75.7	72.8	94.1	81.7	76.9	78.7	81.9	87.4
1700-1759	85.8	78.7	70.8	83.6	84.7	77.9	69.9	91.0	73.5	79.2	92.3	80.2	79.4	79.1	85.5	92.1
1800-1859	86.5	81.7	66.5	87.4	85.9	78.2	68.3	85.9	75.4	83.4	96.7	84.5	78.3	77.9	86.2	82.6
1900-1959	91.6	78.7	61.4	83.3	87.2	72.6	67.2	84.6	71.6	66.5	91.1	92.9	76.1	82.5	83.2	90.8
2000-2059	88.2	75.9	69.8	89.0	82.3	79.7	71.4	85.5	62.5	77.6	80.6	0.0	77.2	93.1	83.0	90.2
2100-2159	89.0	0.0	70.6	83.9	85.7	0.0	72.9	87.6	75.0	63.5	95.2	0.0	100.0	87.7	95.7	90.7
2200-2259	91.1	0.0	50.0	100.0	0.0	84.4	60.0	0.0	0.0	80.0	92.7	100.0	100.0	0.0	93.9	90.6
2300-0559	81.8	91.4	33.3	0.0	0.0	75.4	78.9	0.0	78.9	100.0	89.4	100.0	78.6	94.1	89.0	90.4
TOTAL	88.9	85.3	74.3	88.4	86.5	79.4	70.2	88.8	76.9	82.5	93.3	81.0	77.2	80.1	88.1	89.1

\* 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)

FEBRUARY 2021

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	83.2	94.1	88.3	96.6	91.0	87.0	85.9	90.8	93.4	94.4	88.3	92.5	93.1	94.5	89.6
0700-0759	83.3	91.3	81.7	88.8	89.3	84.1	82.7	86.5	93.0	92.3	88.8	94.2	87.3	94.0	89.2
0800-0859	81.9	89.7	71.7	93.3	89.6	81.3	79.5	94.3	92.4	92.5	82.7	93.0	92.4	94.0	86.7
0900-0959	80.5	87.4	77.0	90.3	94.0	81.2	83.2	87.4	91.4	92.4	82.5	91.4	86.3	92.5	85.3
1000-1059	83.2	86.0	80.7	87.5	86.5	84.1	85.2	88.3	90.4	91.9	78.7	91.2	88.9	90.2	82.8
1100-1159	79.1	81.8	81.7	84.5	93.6	82.6	84.2	86.3	85.9	92.2	82.9	90.0	88.1	84.3	84.2
1200-1259	81.7	84.0	72.7	83.7	91.9	82.9	77.8	89.8	88.2	87.3	82.3	93.1	77.3	81.7	81.6
1300-1359	77.2	75.5	76.6	72.6	88.3	79.9	81.7	88.1	86.7	88.6	86.8	89.5	79.2	77.7	82.8
1400-1459	83.9	82.1	61.3	78.3	87.2	84.4	86.4	81.8	86.3	87.1	84.2	87.7	82.4	84.5	82.1
1500-1559	78.3	81.5	76.4	81.8	89.5	78.4	79.7	83.7	82.6	88.9	85.4	80.6	87.6	82.7	83.1
1600-1659	79.8	79.0	72.7	75.5	89.8	81.5	80.0	78.8	87.2	83.6	81.0	92.1	88.9	80.2	81.3
1700-1759	83.6	81.2	71.2	81.8	87.7	77.5	82.3	83.7	89.4	91.5	82.1	85.0	86.2	80.8	80.9
1800-1859	81.2	75.9	73.0	83.7	88.7	77.8	82.4	72.7	86.5	87.2	80.8	89.3	91.2	75.2	82.4
1900-1959	82.6	83.6	59.8	80.8	88.0	71.3	78.4	79.6	87.5	83.9	86.2	93.1	81.8	86.0	80.3
2000-2059	86.7	67.8	66.4	72.6	84.5	81.8	85.5	82.5	85.3	92.0	81.0	88.5	86.9	76.4	81.0
2100-2159	0.0	84.0	100.0	86.4	91.7	75.0	81.6	84.0	78.6	82.6	75.6	86.0	91.8	90.3	85.4
2200-2259	60.0	90.9	0.0	0.0	0.0	0.0	89.1	0.0	100.0	92.9	73.9	91.7	88.7	0.0	87.8
2300-0559	0.0	86.4	91.7	84.6	97.6	89.0	90.2	87.8	90.0	0.0	87.9	92.9	81.3	0.0	88.2
<b>TOTAL</b>	<b>81.5</b>	<b>83.1</b>	<b>73.5</b>	<b>84.5</b>	<b>89.0</b>	<b>80.3</b>	<b>82.6</b>	<b>86.3</b>	<b>88.2</b>	<b>90.4</b>	<b>83.3</b>	<b>90.8</b>	<b>87.4</b>	<b>85.1</b>	<b>83.6</b>

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	91.1	87.5	56	56
Abilene, TX (ABI)	75.5	70.6	143	143
Adak Island, AK (ADK)	25.0	37.5	8	8
Akron, OH (CAK)	85.7	89.9	119	119
Alamosa, CO (ALS)	91.7	87.5	48	48
Albany, GA (ABY)	91.0	89.7	78	78
Albany, NY (ALB)	82.3	83.8	401	400
Albuquerque, NM (ABQ)	83.1	86.6	818	819
Alexandria, LA (AEX)	73.0	69.5	174	174
Allentown/Bethlehem/Easton, PA (ABE)	83.0	80.4	270	270
Alpena, MI (APN)	89.6	87.5	48	48
Amarillo, TX (AMA)	70.0	71.0	210	210
Anchorage, AK (ANC)	65.9	85.0	1070	1070
Appleton, WI (ATW)	83.7	85.9	306	305
Arcata/Eureka, CA (ACV)	94.4	95.8	71	71
Asheville, NC (AVL)	84.2	86.3	474	473
Ashland, WV (HTS)	60.0	52.0	25	25
Aspen, CO (ASE)	55.0	61.2	600	598
Atlanta, GA (ATL)	87.7	88.9	20284	20283
Atlantic City, NJ (ACY)	86.2	90.1	130	131
Augusta, GA (AGS)	89.4	90.2	246	246
Austin, TX (AUS)	71.1	73.1	2349	2349
Bakersfield, CA (BFL)	86.3	80.6	160	160
Baltimore, MD (BWI)	79.9	74.3	4263	4262
Bangor, ME (BGR)	83.8	80.6	68	67
Barrow, AK (BRW)	64.3	57.1	28	28
Baton Rouge, LA (BTR)	74.6	78.5	283	284
Beaumont/Port Arthur, TX (BPT)	63.9	72.2	36	36
Belleville, IL (BLV)	78.3	72.9	69	70
Bellingham, WA (BLI)	74.6	79.1	134	134
Bemidji, MN (BJI)	85.7	91.1	56	56
Bend/Redmond, OR (RDM)	80.3	84.2	548	546
Bethel, AK (BET)	79.2	70.8	48	48
Billings, MT (BIL)	84.9	85.4	370	370
Binghamton, NY (BGM)	82.1	89.3	28	28
Birmingham, AL (BHM)	79.5	85.8	751	748
Bismarck/Mandan, ND (BIS)	83.9	81.5	286	286
Bloomington/Normal, IL (BMI)	83.2	81.5	173	173
Boise, ID (BOI)	82.7	87.1	1609	1608
Boston, MA (BOS)	80.1	85.3	3984	3983
Bozeman, MT (BZN)	74.8	78.9	762	763

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Brainerd, MN (BRD)	89.6	83.3	48	48
Bristol/Johnson City/Kingsport, TN (TRI)	93.3	94.0	134	134
Brownsville, TX (BRO)	66.1	69.9	124	123
Brunswick, GA (BQK)	91.4	91.4	70	70
Buffalo, NY (BUF)	79.8	84.1	665	662
Burbank, CA (BUR)	89.7	94.3	698	698
Burlington, VT (BTV)	89.6	90.4	125	125
Butte, MT (BTM)	90.4	86.5	52	52
Cape Girardeau, MO (CGI)	62.5	72.9	48	48
Casper, WY (CPR)	85.3	89.9	129	129
Cedar City, UT (CDC)	91.7	93.8	48	48
Cedar Rapids/Iowa City, IA (CID)	77.7	78.9	449	451
Champaign/Urbana, IL (CMI)	75.0	80.0	60	60
Charleston, SC (CHS)	78.0	84.1	1064	1065
Charleston/Dunbar, WV (CRW)	79.1	74.9	196	195
Charlotte Amalie, VI (STT)	85.9	88.3	469	469
Charlotte, NC (CLT)	84.2	88.4	11957	11959
Charlottesville, VA (CHO)	86.7	84.7	98	98
Chattanooga, TN (CHA)	89.6	89.9	317	318
Cheyenne, WY (CYS)	89.3	89.3	28	28
Chicago, IL (MDW)	81.3	73.5	3398	3398
Chicago, IL (ORD)	78.4	80.3	11019	11016
Christiansted, VI (STX)	94.3	94.3	123	123
Cincinnati, OH (CVG)	82.3	84.5	1895	1895
Clarksburg/Fairmont, WV (CKB)	70.2	75.4	57	57
Cleveland, OH (CLE)	84.0	88.8	1835	1837
Cody, WY (COD)	66.7	87.5	24	24
Cold Bay, AK (CDB)	43.8	62.5	16	16
College Station/Bryan, TX (CLL)	71.4	69.8	63	63
Colorado Springs, CO (COS)	76.8	81.0	539	536
Columbia, MO (COU)	80.8	71.2	52	52
Columbia, SC (CAE)	86.9	90.4	312	312
Columbus, GA (CSG)	91.0	93.6	78	78
Columbus, MS (GTR)	84.3	82.9	70	70
Columbus, OH (CMH)	84.4	87.9	1509	1508
Columbus, OH (LCK)	62.1	65.5	58	58
Concord, NC (USA)	76.3	76.3	80	80
Cordova, AK (CDV)	85.7	94.6	56	56
Corpus Christi, TX (CRP)	74.1	74.7	263	265
Dallas, TX (DAL)	79.4	75.0	2888	2888
Dallas/Fort Worth, TX (DFW)	66.0	70.2	17567	17564

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dayton, OH (DAY)	86.5	87.2	400	399
Daytona Beach, FL (DAB)	84.9	89.0	272	272
Deadhorse, AK (SCC)	87.8	100.0	41	41
Decatur, IL (DEC)	66.7	79.2	48	48
Del Rio, TX (DRT)	67.9	71.4	28	28
Denver, CO (DEN)	79.3	79.4	15717	15730
Des Moines, IA (DSM)	84.2	84.5	773	775
Detroit, MI (DTW)	86.6	88.8	8110	8107
Devils Lake, ND (DVL)	62.5	60.4	48	48
Dickinson, ND (DIK)	66.7	58.3	24	24
Dillingham, AK (DLG)	64.3	60.7	28	28
Dodge City, KS (DDC)	72.9	89.4	48	47
Dothan, AL (DHN)	88.5	89.7	78	78
Dubuque, IA (DBQ)	67.9	92.9	28	28
Duluth, MN (DLH)	82.1	91.4	140	140
Durango, CO (DRO)	81.3	80.5	268	267
Eagle, CO (EGE)	70.4	75.2	467	468
Eau Claire, WI (EAU)	69.6	78.6	56	56
El Paso, TX (ELP)	77.6	81.9	662	662
Elko, NV (EKO)	96.0	96.0	50	50
Elmira/Corning, NY (ELM)	89.7	94.9	78	78
Erie, PA (ERI)	91.3	84.4	46	45
Escanaba, MI (ESC)	87.5	77.1	48	48
Eugene, OR (EUG)	81.7	90.6	514	513
Evansville, IN (EVV)	82.1	82.8	162	163
Everett, WA (PAE)	68.5	85.6	111	111
Fairbanks, AK (FAI)	59.7	68.4	231	231
Fargo, ND (FAR)	79.0	77.6	414	415
Fayetteville, AR (XNA)	78.7	75.6	450	450
Fayetteville, NC (FAY)	93.4	94.2	226	226
Flagstaff, AZ (FLG)	84.0	82.7	156	156
Flint, MI (FNT)	87.5	84.1	200	201
Fort Lauderdale, FL (FLL)	76.4	82.5	5583	5577
Fort Myers, FL (RSW)	75.8	82.0	2997	2996
Fort Smith, AR (FSM)	64.8	72.5	91	91
Fort Wayne, IN (FWA)	82.5	79.3	349	348
Fresno, CA (FAT)	86.5	89.5	631	631
Gainesville, FL (GNV)	88.4	91.1	225	225
Garden City, KS (GCK)	73.2	73.2	56	56
Gillette, WY (GCC)	67.9	67.9	28	28
Grand Forks, ND (GFK)	91.3	93.2	103	103

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Grand Island, NE (GRI)	74.7	69.3	75	75
Grand Junction, CO (GJT)	84.7	87.3	339	339
Grand Rapids, MI (GRR)	82.4	83.3	994	994
Great Falls, MT (GTF)	82.3	83.1	220	219
Green Bay, WI (GRB)	87.7	93.1	260	260
Greensboro/High Point, NC (GSO)	80.0	83.1	360	361
Greer, SC (GSP)	83.9	88.9	658	657
Guam, TT (GUM)	85.0	97.5	40	40
Gulfport/Biloxi, MS (GPT)	80.8	83.8	229	229
Gunnison, CO (GUC)	64.9	70.2	94	94
Hagerstown, MD (HGR)	87.5	62.5	8	8
Hancock/Houghton, MI (CMX)	57.1	66.1	56	56
Harlingen/San Benito, TX (HRL)	68.8	75.9	138	137
Harrisburg, PA (MDT)	79.3	78.9	294	294
Hartford, CT (BDL)	76.0	84.8	956	955
Hattiesburg/Laurel, MS (PIB)	79.2	77.1	48	48
Hayden, CO (HDN)	78.3	79.7	374	375
Hays, KS (HYS)	77.1	89.6	48	48
Helena, MT (HLN)	82.1	88.4	112	112
Hibbing, MN (HIB)	79.2	85.4	48	48
Hilo, HI (ITO)	96.0	97.1	272	272
Hilton Head, SC (HHH)	71.8	73.9	142	142
Hobbs, NM (HOB)	87.5	81.3	16	16
Honolulu, HI (HNL)	92.3	93.3	2361	2360
Houston, TX (HOU)	75.3	70.8	2880	2880
Houston, TX (IAH)	73.8	77.2	7376	7373
Huntsville, AL (HSV)	80.4	80.2	378	378
Idaho Falls, ID (IDA)	84.3	88.7	204	203
Indianapolis, IN (IND)	83.2	86.8	1779	1776
International Falls, MN (INL)	91.7	91.7	48	48
Iron Mountain/Kingsfd, MI (IMT)	87.5	89.3	56	56
Islip, NY (ISP)	77.9	77.2	190	193
Ithaca/Cortland, NY (ITH)	82.1	85.7	28	28
Jackson, WY (JAC)	72.0	75.2	510	509
Jackson/Vicksburg, MS (JAN)	73.4	73.4	278	278
Jacksonville, FL (JAX)	76.8	85.5	1252	1252
Jacksonville/Camp Lejeune, NC (OAJ)	92.5	91.6	213	214
Jamestown, ND (JMS)	55.3	52.6	76	76
Johnstown, PA (JST)	62.5	72.9	48	48
Joplin, MO (JLN)	53.6	58.9	56	56
Juneau, AK (JNU)	72.8	85.3	224	224

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Kahului, HI (OGG)	90.6	91.8	1303	1303
Kalamazoo, MI (AZO)	81.3	86.6	112	112
Kalispell, MT (FCA)	78.3	83.7	300	300
Kansas City, MO (MCI)	81.4	85.7	1910	1910
Kearney, NE (EAR)	67.9	73.2	56	56
Ketchikan, AK (KTN)	75.9	88.4	112	112
Key West, FL (EYW)	78.8	78.3	750	750
Killeen, TX (GRK)	50.9	48.0	173	173
King Salmon, AK (AKN)	64.3	64.3	28	28
Knoxville, TN (TYS)	80.6	86.5	666	667
Kodiak, AK (ADQ)	77.6	82.8	58	58
Kona, HI (KOA)	91.9	93.1	767	767
Kotzebue, AK (OTZ)	89.3	89.3	28	28
La Crosse, WI (LSE)	81.8	87.1	132	132
Lafayette, LA (LFT)	81.4	83.2	172	173
Lake Charles, LA (LCH)	71.4	72.7	77	77
Lansing, MI (LAN)	84.8	90.2	112	112
Laramie, WY (LAR)	81.3	89.6	48	48
Laredo, TX (LRD)	66.2	67.6	71	71
Las Vegas, NV (LAS)	84.8	88.1	7279	7274
Latrobe, PA (LBE)	96.7	90.0	30	30
Lawton/Fort Sill, OK (LAW)	42.9	32.1	56	56
Lewisburg, WV (LWB)	78.6	64.3	28	28
Lewiston, ID (LWS)	88.6	92.9	70	70
Lexington, KY (LEX)	80.6	83.4	403	404
Liberal, KS (LBL)	70.8	77.1	48	48
Lihue, HI (LIH)	92.9	96.3	267	267
Lincoln, NE (LNK)	67.8	78.0	59	59
Little Rock, AR (LIT)	72.2	71.9	690	688
Long Beach, CA (LGB)	92.7	95.6	586	586
Longview, TX (GGG)	63.5	65.1	63	63
Los Angeles, CA (LAX)	85.7	89.1	9044	9048
Louisville, KY (SDF)	78.5	78.3	904	904
Lubbock, TX (LBB)	67.7	68.7	291	291
Madison, WI (MSN)	83.5	86.9	526	526
Manchester, NH (MHT)	81.1	85.2	249	250
Manhattan/Ft. Riley, KS (MHK)	73.2	69.6	56	56
Marquette, MI (MQT)	67.5	73.8	80	80
Medford, OR (MFR)	79.4	84.5	557	554
Melbourne, FL (MLB)	89.7	91.3	184	184
Memphis, TN (MEM)	67.2	69.4	1179	1179

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Meridian, MS (MEI)	79.2	75.0	48	48
Miami, FL (MIA)	82.3	84.5	4970	4967
Midland/Odessa, TX (MAF)	69.4	69.8	507	506
Milwaukee, WI (MKE)	82.4	85.7	1180	1180
Minneapolis, MN (MSP)	87.4	89.0	7398	7400
Minot, ND (MOT)	85.3	88.9	191	190
Mission/McAllen/Edinburg, TX (MFE)	74.0	75.8	215	215
Missoula, MT (MSO)	80.1	87.5	312	311
Moab, UT (CNY)	92.9	96.4	28	28
Mobile, AL (MOB)	82.4	84.7	170	170
Moline, IL (MLI)	75.4	77.9	232	231
Monroe, LA (MLU)	67.2	64.9	174	174
Monterey, CA (MRY)	81.2	85.7	197	196
Montgomery, AL (MGM)	85.8	85.8	162	162
Montrose/Delta, CO (MTJ)	75.0	76.1	376	377
Mosinee, WI (CWA)	81.6	84.7	98	98
Muskegon, MI (MKG)	59.1	63.6	44	44
Myrtle Beach, SC (MYR)	78.9	82.7	403	404
Nashville, TN (BNA)	74.2	72.3	3704	3707
New Bern/Morehead/Beaufort, NC (EWN)	83.3	90.3	72	72
New Haven, CT (HVN)	75.0	79.2	24	24
New Orleans, LA (MSY)	79.0	84.5	2015	2014
New York, NY (JFK)	78.9	80.1	3282	3285
New York, NY (LGA)	82.1	81.5	2994	2996
Newark, NJ (EWR)	78.2	76.9	4370	4366
Newburgh/Poughkeepsie, NY (SWF)	82.6	73.9	23	23
Newport News/Williamsburg, VA (PHF)	87.0	93.5	46	46
Niagara Falls, NY (IAG)	88.9	88.9	36	36
Nome, AK (OME)	89.3	100.0	28	28
Norfolk, VA (ORF)	83.6	89.4	958	959
North Bend/Coos Bay, OR (OTH)	76.9	92.3	13	13
North Platte, NE (LBF)	81.3	93.8	48	48
Oakland, CA (OAK)	89.3	91.5	1911	1913
Ogden, UT (OGD)	62.5	62.5	8	8
Ogdensburg, NY (OGS)	72.9	79.2	48	48
Oklahoma City, OK (OKC)	77.8	80.5	1144	1143
Omaha, NE (OMA)	81.3	84.8	1174	1176
Ontario, CA (ONT)	87.5	90.9	1105	1104
Orlando, FL (MCO)	78.0	83.1	7626	7628
Owensboro, KY (OWB)	75.0	75.0	8	8
Paducah, KY (PAH)	51.8	58.9	56	56

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Palm Springs, CA (PSP)	84.4	87.1	1268	1268
Panama City, FL (ECP)	79.6	85.8	422	422
Pasco/Kennewick/Richland, WA (PSC)	76.7	81.8	348	347
Pellston, MI (PLN)	91.7	93.8	48	48
Pensacola, FL (PNS)	78.7	82.9	591	591
Peoria, IL (PIA)	77.4	86.0	186	186
Petersburg, AK (PSG)	69.6	83.9	56	56
Philadelphia, PA (PHL)	82.6	86.3	4183	4187
Phoenix, AZ (AZA)	81.1	84.4	514	514
Phoenix, AZ (PHX)	85.9	88.2	9449	9452
Pierre, SD (PIR)	77.1	83.3	48	48
Pittsburgh, PA (PIT)	82.3	88.6	1522	1520
Plattsburgh, NY (PBG)	74.0	77.9	77	77
Pocatello, ID (PIH)	88.5	96.2	78	78
Portland, ME (PWM)	81.8	84.0	325	326
Portland, OR (PDX)	76.5	82.6	3338	3339
Portsmouth, NH (PSM)	89.2	91.9	37	37
Prescott, AZ (PRC)	89.3	85.7	56	56
Providence, RI (PVD)	77.9	82.9	380	381
Provo, UT (PVU)	72.1	80.3	61	61
Pueblo, CO (PUB)	79.2	81.3	48	48
Pullman, WA (PUW)	75.0	66.1	56	56
Punta Gorda, FL (PGD)	67.5	80.0	593	594
Raleigh/Durham, NC (RDU)	83.7	88.3	2224	2222
Rapid City, SD (RAP)	80.1	80.2	302	303
Redding, CA (RDD)	85.2	81.5	27	27
Reno, NV (RNO)	83.8	88.4	1114	1114
Rhineland, WI (RHI)	92.9	92.9	56	56
Richmond, VA (RIC)	79.5	84.6	745	745
Riverton/Lander, WY (RIW)	82.1	96.4	28	28
Roanoke, VA (ROA)	83.7	84.9	86	86
Rochester, MN (RST)	78.5	86.0	214	214
Rochester, NY (ROC)	81.7	85.0	356	354
Rock Springs, WY (RKS)	67.9	92.9	28	28
Rockford, IL (RFD)	82.5	75.0	63	64
Roswell, NM (ROW)	71.4	60.7	56	56
Sacramento, CA (SMF)	86.5	90.6	2279	2279
Saginaw/Bay City/Midland, MI (MBS)	86.9	89.3	84	84
Saipan, TT (SPN)	91.7	91.7	12	12
Salina, KS (SLN)	75.0	87.5	48	48
Salt Lake City, UT (SLC)	85.3	87.4	7658	7657

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
San Angelo, TX (SJT)	60.5	62.2	119	119
San Antonio, TX (SAT)	70.7	72.8	1389	1391
San Diego, CA (SAN)	85.3	90.4	3172	3170
San Francisco, CA (SFO)	86.4	90.8	5333	5342
San Jose, CA (SJC)	88.2	91.0	1955	1955
San Juan, PR (SJU)	78.3	82.6	1670	1671
San Luis Obispo, CA (SBP)	82.8	90.6	233	233
Sanford, FL (SFB)	71.0	81.6	739	739
Santa Ana, CA (SNA)	87.1	89.0	1897	1897
Santa Barbara, CA (SBA)	81.9	86.0	315	315
Santa Fe, NM (SAF)	68.5	74.8	111	111
Santa Maria, CA (SMX)	86.7	86.7	15	15
Santa Rosa, CA (STS)	83.2	88.7	107	106
Sarasota/Bradenton, FL (SRQ)	75.3	80.5	1020	1018
Sault Ste. Marie, MI (CIU)	92.9	85.7	56	56
Savannah, GA (SAV)	81.9	86.2	740	738
Scottsbluff, NE (BFF)	79.2	87.5	48	48
Scranton/Wilkes-Barre, PA (AVP)	86.0	83.0	100	100
Seattle, WA (SEA)	75.9	83.3	10556	10557
Sheridan, WY (SHR)	67.9	71.4	28	28
Shreveport, LA (SHV)	65.6	66.6	305	305
Sioux City, IA (SUX)	82.7	78.8	52	52
Sioux Falls, SD (FSD)	82.5	82.7	502	502
Sitka, AK (SIT)	71.4	89.3	28	28
South Bend, IN (SBN)	85.5	86.6	372	373
Spokane, WA (GEG)	78.4	88.6	1266	1265
Springfield, IL (SPI)	71.0	68.1	69	69
Springfield, MO (SGF)	78.8	79.0	471	472
St. Cloud, MN (STC)	90.0	80.0	20	20
St. George, UT (SGU)	85.8	89.9	218	218
St. Louis, MO (STL)	81.1	81.5	2380	2384
St. Petersburg, FL (PIE)	71.7	82.3	587	587
State College, PA (SCE)	92.1	94.7	38	38
Staunton, VA (SHD)	68.8	70.8	48	48
Stillwater, OK (SWO)	71.4	71.4	28	28
Stockton, CA (SCK)	88.6	86.4	44	44
Sun Valley/Hailey/Ketchum, ID (SUN)	82.5	80.2	212	212
Syracuse, NY (SYR)	83.7	87.8	369	369
Tallahassee, FL (TLH)	87.9	87.0	330	330
Tampa, FL (TPA)	78.4	85.1	4246	4243
Texarkana, AR (TXK)	65.0	63.8	80	80



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Toledo, OH (TOL)	87.9	88.2	33	34
Traverse City, MI (TVC)	80.0	85.4	150	151
Trenton, NJ (TTN)	70.1	66.2	67	68
Tucson, AZ (TUS)	84.5	86.7	1008	1007
Tulsa, OK (TUL)	77.3	78.9	741	740
Twin Falls, ID (TWF)	84.6	92.5	78	80
Tyler, TX (TYR)	58.0	53.8	119	119
Valdosta, GA (VLD)	88.5	89.7	78	78
Valparaiso, FL (VPS)	80.6	86.2	465	464
Vernal, UT (VEL)	85.4	83.3	48	48
Victoria, TX (VCT)	79.2	77.1	48	48
Waco, TX (ACT)	64.3	60.7	84	84
Walla Walla, WA (ALW)	62.5	69.6	56	56
Washington, DC (DCA)	84.2	86.5	2488	2489
Washington, DC (IAD)	81.9	81.0	2643	2638
Waterloo, IA (ALO)	75.0	78.6	28	28
Watertown, SD (ATY)	70.8	56.3	48	48
Wenatchee, WA (EAT)	80.4	76.8	56	56
West Palm Beach/Palm Beach, FL (PBI)	75.3	82.1	1502	1508
White Plains, NY (HPN)	70.0	77.8	230	230
Wichita Falls, TX (SPS)	57.9	51.3	76	76
Wichita, KS (ICT)	78.3	80.6	511	511
Williston, ND (XWA)	61.8	70.9	55	55
Wilmington, DE (ILG)	87.5	75.0	8	8
Wilmington, NC (ILM)	86.1	89.0	310	310
Wrangell, AK (WRG)	75.0	80.4	56	56
Yakima, WA (YKM)	80.4	76.8	56	56
Yakutat, AK (YAK)	83.9	89.3	56	56
Yuma, AZ (YUM)	80.5	85.9	128	128

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2021

CARRIER <sup>1</sup>	AT ALL US AIRPORTS			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
<b>HAWAIIAN AIRLINES</b>	<b>18</b>	<b>2707</b>	<b>4</b>	<b>0.1</b>
<b>FRONTIER AIRLINES</b>	<b>94</b>	<b>6582</b>	<b>98</b>	<b>1.5</b>
<b>DELTA AIR LINES NETWORK</b>	<b>202</b>	<b>83997</b>	<b>2002</b>	<b>2.4</b>
- DELTA AIR LINES	97	43738	868	2.0
- BRANDED CODESHARE PARTNERS	184	40259	1134	2.8
<b>SPIRIT AIRLINES</b>	<b>47</b>	<b>10105</b>	<b>349</b>	<b>3.5</b>
<b>JETBLUE AIRWAYS</b>	<b>56</b>	<b>10003</b>	<b>426</b>	<b>4.3</b>
<b>ALLEGiant AIR</b>	<b>122</b>	<b>7977</b>	<b>443</b>	<b>5.6</b>
<b>ALASKA AIRLINES NETWORK</b>	<b>101</b>	<b>23585</b>	<b>1478</b>	<b>6.3</b>
- ALASKA AIRLINES	70	11375	689	6.1
- BRANDED CODESHARE PARTNERS	54	12210	789	6.5
<b>SOUTHWEST AIRLINES</b>	<b>95</b>	<b>52733</b>	<b>3840</b>	<b>7.3</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>230</b>	<b>87883</b>	<b>6568</b>	<b>7.5</b>
- AMERICAN AIRLINES	88	34256	2140	6.2
- BRANDED CODESHARE PARTNERS	215	53627	4428	8.3
<b>UNITED AIRLINES NETWORK</b>	<b>236</b>	<b>64598</b>	<b>4993</b>	<b>7.7</b>
- UNITED AIRLINES	81	22280	1093	4.9
- BRANDED CODESHARE PARTNERS	224	42318	3900	9.2
<b>TOTAL AIRPORTS SERVED</b>	<b>364</b>	<b>350,170</b>	<b>20,201</b>	<b>5.8</b>

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

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2021

CARRIER <sup>1</sup>	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
HAWAIIAN AIRLINES	18	2707	4	0.1	1
FRONTIER AIRLINES	94	6582	98	1.5	2
DELTA AIR LINES	97	43738	868	2.0	3
ENDEAVOR AIR	101	17360	524	3.0	4
PSA AIRLINES	82	11491	354	3.1	5
SPIRIT AIRLINES	47	10105	349	3.5	6
JETBLUE AIRWAYS	56	10003	426	4.3	7
SKYWEST AIRLINES	219	47307	2084	4.4	8
UNITED AIRLINES	81	22280	1093	4.9	9
REPUBLIC AIRWAYS	84	20379	1121	5.5	10
ALLEGiant AIR	122	7977	443	5.6	11
ALASKA AIRLINES	70	11375	689	6.1	12
AMERICAN AIRLINES	88	34256	2140	6.2	13
SOUTHWEST AIRLINES	95	52733	3840	7.3	14
HORIZON AIR	47	8336	656	7.9	15
ENVOY AIR	129	15648	2233	14.3	16
MESA AIRLINES	90	10191	1508	14.8	17
<b>TOTAL AIRPORTS SERVED</b>	<b>357</b>	<b>332,468</b>	<b>18,430</b>	<b>5.5</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

FEBRUARY 2021

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
<b>ALASKA AIRLINES NETWORK</b>	<b>23585</b>	<b>18316</b>	<b>77.66</b>	<b>1478</b>	<b>6.27</b>	<b>49</b>	<b>0.21</b>	<b>1019</b>	<b>4.32</b>	<b>226</b>	<b>0.96</b>	<b>1703</b>	<b>7.22</b>	<b>15</b>	<b>0.06</b>	<b>779</b>	<b>3.30</b>
- ALASKA AIRLINES	11375	8624	75.82	689	6.06	27	0.24	379	3.33	108	0.95	1193	10.49	12	0.11	343	3.02
- BRANDED CODESHARE PARTNERS	12210	9692	79.38	789	6.46	22	0.18	640	5.24	118	0.97	511	4.19	3	0.02	436	3.57
<b>ALLEGiant AIR</b>	<b>7977</b>	<b>6029</b>	<b>75.58</b>	<b>443</b>	<b>5.55</b>	<b>13</b>	<b>0.16</b>	<b>348</b>	<b>4.36</b>	<b>98</b>	<b>1.23</b>	<b>551</b>	<b>6.91</b>	<b>1</b>	<b>0.01</b>	<b>494</b>	<b>6.19</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>87883</b>	<b>68198</b>	<b>77.60</b>	<b>6568</b>	<b>7.47</b>	<b>237</b>	<b>0.27</b>	<b>3456</b>	<b>3.93</b>	<b>1441</b>	<b>1.64</b>	<b>5144</b>	<b>5.85</b>	<b>57</b>	<b>0.06</b>	<b>2782</b>	<b>3.17</b>
- AMERICAN AIRLINES	34256	27644	80.70	2140	6.25	68	0.20	1459	4.26	444	1.30	1756	5.13	35	0.10	710	2.07
- BRANDED CODESHARE PARTNERS	53627	40554	75.62	4428	8.26	169	0.32	1997	3.72	997	1.86	3388	6.32	23	0.04	2072	3.86
<b>DELTA AIR LINES NETWORK</b>	<b>83997</b>	<b>73344</b>	<b>87.32</b>	<b>2002</b>	<b>2.38</b>	<b>130</b>	<b>0.15</b>	<b>3409</b>	<b>4.06</b>	<b>935</b>	<b>1.11</b>	<b>3040</b>	<b>3.62</b>	<b>25</b>	<b>0.03</b>	<b>1111</b>	<b>1.32</b>
- DELTA AIR LINES	43738	38241	87.43	868	1.98	58	0.13	1432	3.27	284	0.65	2146	4.91	16	0.04	693	1.58
- BRANDED CODESHARE PARTNERS	40259	35103	87.19	1134	2.82	72	0.18	1978	4.91	652	1.62	894	2.22	8	0.02	419	1.04
<b>FRONTIER AIRLINES</b>	<b>6582</b>	<b>5396</b>	<b>81.98</b>	<b>98</b>	<b>1.49</b>	<b>3</b>	<b>0.05</b>	<b>296</b>	<b>4.50</b>	<b>65</b>	<b>0.99</b>	<b>503</b>	<b>7.64</b>	<b>0</b>	<b>0.00</b>	<b>221</b>	<b>3.36</b>
<b>HAWAIIAN AIRLINES</b>	<b>2707</b>	<b>2572</b>	<b>95.01</b>	<b>4</b>	<b>0.15</b>	<b>1</b>	<b>0.04</b>	<b>94</b>	<b>3.47</b>	<b>20</b>	<b>0.74</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>15</b>	<b>0.55</b>
<b>JETBLUE AIRWAYS</b>	<b>10003</b>	<b>6632</b>	<b>66.30</b>	<b>426</b>	<b>4.26</b>	<b>23</b>	<b>0.23</b>	<b>1028</b>	<b>10.28</b>	<b>67</b>	<b>0.67</b>	<b>1208</b>	<b>12.08</b>	<b>14</b>	<b>0.14</b>	<b>605</b>	<b>6.05</b>
<b>SOUTHWEST AIRLINES</b>	<b>52733</b>	<b>42706</b>	<b>80.99</b>	<b>3840</b>	<b>7.28</b>	<b>73</b>	<b>0.14</b>	<b>2428</b>	<b>4.60</b>	<b>122</b>	<b>0.23</b>	<b>1898</b>	<b>3.60</b>	<b>44</b>	<b>0.08</b>	<b>1623</b>	<b>3.08</b>
<b>SPIRIT AIRLINES</b>	<b>10105</b>	<b>8286</b>	<b>82.00</b>	<b>349</b>	<b>3.45</b>	<b>17</b>	<b>0.17</b>	<b>266</b>	<b>2.63</b>	<b>68</b>	<b>0.67</b>	<b>908</b>	<b>8.99</b>	<b>10</b>	<b>0.10</b>	<b>201</b>	<b>1.99</b>
<b>UNITED AIRLINES NETWORK</b>	<b>64598</b>	<b>48961</b>	<b>75.79</b>	<b>4993</b>	<b>7.73</b>	<b>150</b>	<b>0.23</b>	<b>4313</b>	<b>6.68</b>	<b>934</b>	<b>1.45</b>	<b>3306</b>	<b>5.12</b>	<b>5</b>	<b>0.01</b>	<b>1936</b>	<b>3.00</b>
- UNITED AIRLINES	22280	18118	81.32	1093	4.91	23	0.10	894	4.01	310	1.39	1256	5.64	0	0.00	587	2.63
BRANDED CODESHARE PARTNERS	42318	30843	72.88	3900	9.22	127	0.30	3419	8.08	624	1.47	2050	4.84	5	0.01	1350	3.19
<b>TOTAL</b>	<b>350,170</b>	<b>280,440</b>	<b>80.09</b>	<b>20,201</b>	<b>5.77</b>	<b>696</b>	<b>0.20</b>	<b>16,656</b>	<b>4.76</b>	<b>3,977</b>	<b>1.14</b>	<b>18,261</b>	<b>5.21</b>	<b>171</b>	<b>0.05</b>	<b>9,768</b>	<b>2.79</b>

**\* Causes of Delay:**

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

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

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

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER**  
**FEBRUARY 2021**

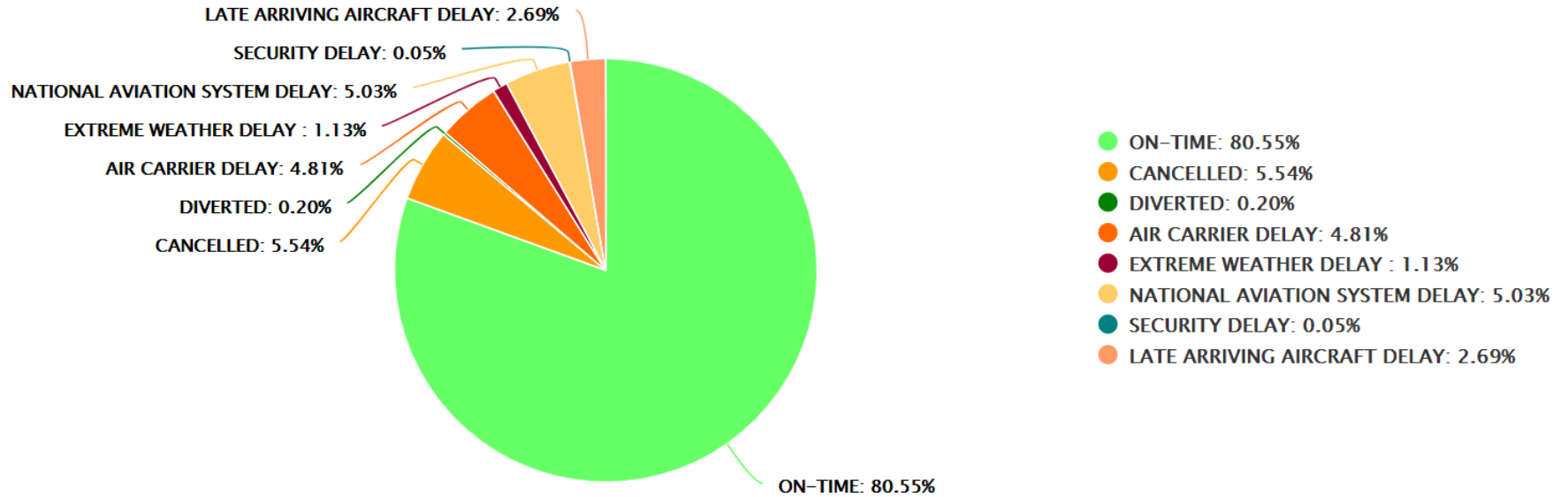
CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	11375	8624	75.82	689	6.06	27	0.24	379	3.33	108	0.95	1193	10.49	12	0.11	343	3.02
ALLEGIAN AIR	7977	6029	75.58	443	5.55	13	0.16	348	4.36	98	1.23	551	6.91	1	0.01	494	6.19
AMERICAN AIRLINES	34256	27644	80.70	2140	6.25	68	0.20	1459	4.26	444	1.30	1756	5.13	35	0.10	710	2.07
DELTA AIR LINES	43738	38241	87.43	868	1.98	58	0.13	1432	3.27	284	0.65	2146	4.91	16	0.04	693	1.58
ENDEAVOR AIR	17360	15386	88.63	524	3.02	28	0.16	440	2.53	107	0.62	550	3.17	2	0.01	322	1.85
ENVOY AIR	15648	10505	67.13	2233	14.27	45	0.29	393	2.51	396	2.53	1465	9.36	3	0.02	609	3.89
FRONTIER AIRLINES	6582	5396	81.98	98	1.49	3	0.05	296	4.50	65	0.99	503	7.64	0	0.00	221	3.36
HAWAIIAN AIRLINES	2707	2572	95.01	4	0.15	1	0.04	94	3.47	20	0.74	0	0.00	0	0.00	15	0.55
HORIZON AIR	8336	6339	76.04	656	7.87	18	0.22	341	4.09	106	1.27	506	6.07	3	0.04	368	4.41
JETBLUE AIRWAYS	10003	6632	66.30	426	4.26	23	0.23	1028	10.28	67	0.67	1208	12.08	14	0.14	605	6.05
MESA AIRLINES	10191	7210	70.75	1508	14.80	16	0.16	361	3.54	166	1.63	627	6.15	1	0.01	302	2.96
PSA AIRLINES	11491	9609	83.62	354	3.08	32	0.28	352	3.06	139	1.21	632	5.50	8	0.07	365	3.18
REPUBLIC AIRWAYS	20379	16450	80.72	1121	5.50	47	0.23	786	3.86	111	0.54	1303	6.39	9	0.04	552	2.71
SKYWEST AIRLINES	47307	38048	80.43	2084	4.41	158	0.33	4702	9.94	1158	2.45	219	0.46	12	0.03	926	1.96
SOUTHWEST AIRLINES	52733	42706	80.99	3840	7.28	73	0.14	2428	4.60	122	0.23	1898	3.60	44	0.08	1623	3.08
SPIRIT AIRLINES	10105	8286	82.00	349	3.45	17	0.17	266	2.63	68	0.67	908	8.99	10	0.10	201	1.99
UNITED AIRLINES	22280	18118	81.32	1093	4.91	23	0.10	894	4.01	310	1.39	1256	5.64	0	0.00	587	2.63
<b>TOTAL</b>	<b>332,468</b>	<b>267,795</b>	<b>80.55</b>	<b>18,430</b>	<b>5.54</b>	<b>650</b>	<b>0.20</b>	<b>15,998</b>	<b>4.81</b>	<b>3,770</b>	<b>1.13</b>	<b>16,719</b>	<b>5.03</b>	<b>171</b>	<b>0.05</b>	<b>8,936</b>	<b>2.69</b>

**\* Causes of Delay:**

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

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

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

FEBRUARY 2021

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	LENGTH OF TARMAC DELAY
AMERICAN	AMERICAN	2566	SEA	DFW	2/13/2021	Origin Airport	5:16
UNITED	UNITED	252	HNL	IAH	2/17/2021	Origin Airport	4:49
ALASKA	ALASKA	81	SEA	ANC	2/13/2021	Origin Airport	4:16
ALASKA	ALASKA	1468	SEA	BNA	2/14/2021	Destination Airport	3:37
UNITED	SKYWEST	5906	BNA	ORD	2/15/2021	Origin Airport	3:17
ALASKA	ALASKA	918	SEA	ONT	2/13/2021	Origin Airport	3:14
UNITED	AIR WISCONSIN	3919	IAD	GSP	2/13/2021	Origin Airport	3:08
DELTA	DELTA	2231	PIT	ATL	2/10/2021	Origin Airport	3:05
ALASKA	ALASKA	404	SEA	LAX	2/13/2021	Origin Airport	3:03
UNITED	COMMUTAIR	4890	IAD	HSV	2/13/2021	Origin Airport	3:02

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

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

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2021

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	LENGTH OF TARMAC DELAY
AIR INDIA	AIR INDIA	102	JFK	DEL	2/19/2021	Origin Airport	4:17

\*AIR INDIA's tarmac delay for flight 102 on February 19, 2021, was reported to the Department in June of 2021.

*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
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*	February 2021			February 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	258,533	347	1.34	538,112	776	1.44
2	HAWAIIAN AIRLINES	147,060	293	1.99	473,294	1,728	3.65
3	FRONTIER AIRLINES	356,510	863	2.42	793,623	2,613	3.29
4	SPIRIT AIRLINES	512,239	1,375	2.68	1,020,362	4,900	4.80
5	SOUTHWEST AIRLINES	4,056,367	11,677	2.88	8,423,996	27,252	3.24
6	DELTA AIR LINES NETWORK	3,096,212	9,610	3.10	7,930,479	38,066	4.80
	- DELTA AIR LINES	2,130,588	6,720	3.15	6,001,373	29,427	4.90
	- BRANDED CODESHARE PARTNERS	965,624	2,890	2.99	1,929,106	8,639	4.48
7	JETBLUE AIRWAYS	455,942	1,854	4.07	1,200,689	4,543	3.78
8	ALASKA AIRLINES NETWORK	980,217	5,544	5.66	2,101,315	10,377	4.94
	- ALASKA AIRLINES	617,786	3,594	5.82	1,486,477	6,999	4.71
	- BRANDED CODESHARE PARTNERS	362,431	1,950	5.38	614,838	3,378	5.49
9	UNITED AIRLINES NETWORK	2,547,592	16,119	6.33	5,813,062	33,489	5.76
	- UNITED AIRLINES	1,471,262	9,629	6.54	3,392,703	19,138	5.64
	- BRANDED CODESHARE PARTNERS	1,076,330	6,490	6.03	2,420,359	14,351	5.93
10	AMERICAN AIRLINES NETWORK	4,043,620	32,183	7.96	9,058,335	65,027	7.18
	- AMERICAN AIRLINES	2,203,006	18,830	8.55	5,514,743	41,360	7.50
	- BRANDED CODESHARE PARTNERS	1,840,614	13,353	7.25	3,543,592	23,667	6.68
<b>TOTAL</b>		<b>16,454,292</b>	<b>79,865</b>	<b>4.85</b>	<b>37,353,267</b>	<b>188,771</b>	<b>5.05</b>

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

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

RANK	CARRIER*	February 2021			February 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	ALLEGIAN AIR	258,533	347	1.34	538,112	776	1.44
2	HAWAIIAN AIRLINES	147,060	293	1.99	459,232	1,636	3.56
3	FRONTIER AIRLINES	356,510	863	2.42	793,623	2,613	3.29
4	ENDEAVOR AIR	485,640	1,284	2.64	835,436	3,849	4.61
5	SPIRIT AIRLINES	512,239	1,375	2.68	1,020,362	4,900	4.80
6	SOUTHWEST AIRLINES	4,056,367	11,677	2.88	8,423,996	27,252	3.24
7	DELTA AIR LINES	2,130,588	6,720	3.15	6,001,373	29,427	4.90
8	JETBLUE AIRWAYS	455,942	1,854	4.07	1,200,689	4,543	3.78
9	PSA AIRLINES	531,172	2,790	5.25	1,034,545	6,880	6.65
10	REPUBLIC AIRWAYS	518,522	2,756	5.32	678,806	4,347	6.40
11	HORIZON AIR	280,808	1,542	5.49	-	-	-
12	ALASKA AIRLINES	617,786	3,594	5.82	1,486,477	6,999	4.71
13	SKYWEST AIRLINES	1,248,563	7,576	6.07	2,447,918	14,681	6.00
14	UNITED AIRLINES	1,471,262	9,629	6.54	3,392,703	19,138	5.64
15	MESA AIRLINES	318,539	2,179	6.84	747,962	4,146	5.54
16	AMERICAN AIRLINES	2,203,006	18,830	8.55	5,514,743	41,360	7.50
17	ENVOY AIR	430,800	4,483	10.41	823,194	5,722	6.95
	<b>TOTAL</b>	<b>16,023,337</b>	<b>77,792</b>	<b>4.85</b>	<b>35,399,171</b>	<b>178,269</b>	<b>5.04</b>

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

## **MISHANDLED WHEELCHAIRS AND SCOOTERS**

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER*	February 2021			February 2020		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED
1	ALLEGiant AIR	91	0	0.00	1,247	2	0.16
2	DELTA AIR LINES NETWORK	4,635	26	0.56	13,443	99	0.74
	- DELTA AIR LINES	2,909	22	0.76	10,513	77	0.73
	- BRANDED CODESHARE PARTNERS	1,726	4	0.23	2,930	22	0.75
3	UNITED AIRLINES NETWORK	2,930	32	1.09	7,456	103	1.38
	- UNITED AIRLINES	1,705	17	1.00	4,848	64	1.32
	- BRANDED CODESHARE PARTNERS	1,225	15	1.22	2,608	39	1.50
4	ALASKA AIRLINES NETWORK	745	10	1.34	2,145	33	1.54
	- ALASKA AIRLINES	539	5	0.93	1,762	28	1.59
	- BRANDED CODESHARE PARTNERS	206	5	2.43	383	5	1.31
5	HAWAIIAN AIRLINES	148	2	1.35	469	7	1.49
6	SOUTHWEST AIRLINES	2,589	38	1.47	9,932	155	1.56
7	FRONTIER AIRLINES	735	12	1.63	2,152	38	1.77
8	AMERICAN AIRLINES NETWORK	3,043	57	1.87	9,477	175	1.85
	- AMERICAN AIRLINES	1,968	33	1.68	7,088	125	1.76
	- BRANDED CODESHARE PARTNERS	1,075	24	2.23	2,389	50	2.09
9	JETBLUE AIRWAYS	630	18	2.86	2,473	24	0.97
10	SPIRIT AIRLINES	319	11	3.45	1,456	42	2.88
	<b>TOTAL</b>	<b>15,865</b>	<b>206</b>	<b>1.30</b>	<b>50,250</b>	<b>678</b>	<b>1.35</b>

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

## AIR TRAVEL CONSUMER REPORT

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

RANK	CARRIER	February 2021			February 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	1,175	0	0.00	1,137	5	0.44
2	ALLEGiant AIR	91	0	0.00	1,247	2	0.16
3	MESA AIRLINES	267	1	0.37	720	14	1.94
4	DELTA AIR LINES	2,909	22	0.76	10,513	77	0.73
5	ALASKA AIRLINES	539	5	0.93	1,762	28	1.59
6	UNITED AIRLINES	1,705	17	1.00	4,848	64	1.32
7	REPUBLIC AIRWAYS	525	6	1.14	864	16	1.85
8	HAWAIIAN AIRLINES	148	2	1.35	429	7	1.63
9	SOUTHWEST AIRLINES	2,589	38	1.47	9,932	155	1.56
10	FRONTIER AIRLINES	735	12	1.63	2,152	38	1.77
11	AMERICAN AIRLINES	1,968	33	1.68	7,088	125	1.76
12	SKYWEST AIRLINES	1,172	22	1.88	2,892	32	1.11
13	PSA AIRLINES	264	5	1.89	548	11	2.01
14	HORIZON AIR	180	4	2.22	-	-	-
15	JETBLUE AIRWAYS	630	18	2.86	2,473	24	0.97
16	ENVOY AIR	278	9	3.24	518	8	1.54
17	SPIRIT AIRLINES	319	11	3.45	1,456	42	2.88
	<b>TOTAL</b>	<b>15,494</b>	<b>205</b>	<b>1.32</b>	<b>48,579</b>	<b>648</b>	<b>1.33</b>

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

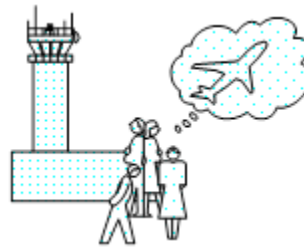
## **OVERSALES**

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

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

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

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





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

RANK	CARRIER*	OCTOBER - DECEMBER 2020				OCTOBER - DECEMBER 2019			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	<b>DELTA AIR LINES NETWORK</b>	<b>1,199</b>	<b>0</b>	<b>15,206,962</b>	<b>0.00</b>				
	- DELTA AIR LINES	570	0	11,484,571	0.00	47,037	0	46,654,452	0.00
	- BRANDED CODESHARE PARTNERS	629	0	3,722,391	0.00	26,246	0	36,796,401	0.00
2	<b>JETBLUE AIRWAYS</b>	<b>62</b>	<b>0</b>	<b>2,560,789</b>	<b>0.00</b>	<b>637</b>	<b>16</b>	<b>9,504,092</b>	<b>0.02</b>
3	<b>ALLEGiant AIR</b>	<b>6</b>	<b>0</b>	<b>2,180,397</b>	<b>0.00</b>	<b>347</b>	<b>2</b>	<b>3,613,426</b>	<b>0.01</b>
4	<b>HAWAIIAN AIRLINES NETWORK</b>	<b>8</b>	<b>0</b>	<b>477,358</b>	<b>0.00</b>				
	- HAWAIIAN AIRLINES	8	0	469,717	0.00	113	0	2,725,238	0.00
	- BRANDED CODESHARE PARTNERS	0	0	7,641	0.00	101	0	2,674,636	0.00
5	<b>ALASKA AIRLINES NETWORK</b>	<b>7</b>	<b>1</b>	<b>3,606,481</b>	<b>0.00</b>				
	- ALASKA AIRLINES	0	0	2,247,354	0.00	4,053	162	11,384,249	0.14
	- BRANDED CODESHARE PARTNERS	7	1	1,359,127	0.01	3,147	108	8,547,197	0.13
6	<b>UNITED AIRLINES NETWORK</b>	<b>767</b>	<b>5</b>	<b>14,096,177</b>	<b>0.00</b>				
	- UNITED AIRLINES	289	5	8,860,807	0.01	906	54	2,837,052	0.19
	- BRANDED CODESHARE PARTNERS	478	0	5,235,370	0.00	13,514	27	36,739,818	0.01
7	<b>SOUTHWEST AIRLINES</b>	<b>487</b>	<b>28</b>	<b>16,011,098</b>	<b>0.02</b>				
	- SOUTHWEST AIRLINES	487	28	16,011,098	0.02	5,668	13	25,141,731	0.01
	- BRANDED CODESHARE PARTNERS	478	0	5,235,370	0.00	7,846	14	11,598,087	0.01
8	<b>AMERICAN AIRLINES NETWORK</b>	<b>1,986</b>	<b>106</b>	<b>22,451,466</b>	<b>0.05</b>				
	- AMERICAN AIRLINES	591	28	14,695,523	0.02	4,339	269	40,839,000	0.07
	- BRANDED CODESHARE PARTNERS	1,395	78	7,755,943	0.10	24,920	2,649	50,242,753	0.53
9	<b>FRONTIER AIRLINES</b>	<b>167</b>	<b>51</b>	<b>2,619,595</b>	<b>0.19</b>	15,503	1,071	35,416,937	0.30
10	<b>SPIRIT AIRLINES</b>	<b>685</b>	<b>99</b>	<b>5,010,558</b>	<b>0.20</b>				
	- SPIRIT AIRLINES	685	99	5,010,558	0.20	9,417	1,578	14,825,816	1.06
	- BRANDED CODESHARE PARTNERS	685	99	5,010,558	0.20	821	249	5,764,965	0.43
<b>TOTAL</b>		<b>5,374</b>	<b>290</b>	<b>84,220,881</b>	<b>0.03</b>	<b>101,356</b>	<b>3,495</b>	<b>215,744,212</b>	<b>0.16</b>

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

## AIR TRAVEL CONSUMER REPORT

## PASSENGERS DENIED BOARDING BY REPORTING OPERATING U.S. AIRLINES

RANK	AIRLINE*	OCTOBER - DECEMBER 2020			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	570	0	11,484,571	0.00
2	JETBLUE AIRWAYS	62	0	2,560,789	0.00
3	ALASKA AIRLINES	0	0	2,247,354	0.00
4	ALLEGiant AIR	6	0	2,180,397	0.00
5	ENDEAVOR AIR	233	0	2,013,531	0.00
6	HAWAIIAN AIRLINES	8	0	469,717	0.00
7	REPUBLIC AIRWAYS	217	21	2,613,252	0.01
8	UNITED AIRLINES	289	5	8,860,807	0.01
9	SKYWEST AIRLINES	720	5	5,122,330	0.01
10	MESA AIRLINES	170	3	1,769,553	0.02
11	SOUTHWEST AIRLINES	487	28	16,011,098	0.02
12	AMERICAN AIRLINES	591	28	14,695,523	0.02
13	PSA AIRLINES	360	19	2,083,641	0.09
14	ENVOY AIR	408	30	2,164,410	0.14
15	FRONTIER AIRLINES	167	51	2,619,595	0.19
16	SPIRIT AIRLINES	685	99	5,010,558	0.20
	<b>TOTAL</b>	<b>4,973</b>	<b>289</b>	<b>81,907,126</b>	<b>0.04</b>

OCTOBER - DECEMBER 2019			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
26,246	0	36,796,401	0.00
637	16	9,504,092	0.02
3,147	108	8,547,197	0.13
347	2	3,613,426	0.01
6,772	0	3,780,820	0.00
101	0	2,674,636	0.00
3,532	120	3,218,312	0.37
5,668	13	25,141,731	0.01
13,524	116	10,085,483	0.12
1,428	102	3,528,613	0.29
4,339	269	40,839,000	0.07
15,503	1,071	35,416,937	0.30
2,683	459	3,816,412	1.20
2,427	544	3,703,185	1.47
821	249	5,764,965	0.43
5,575	121	8,276,219	0.15
<b>92,750</b>	<b>3,190</b>	<b>204,707,429</b>	<b>0.16</b>

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

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

## AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS  
SUMMARY

	FEBRUARY 2021				FEBRUARY 2020			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	797	14	0	146	711	19	0	104
FOREIGN AIRLINES	1,813	5	1	86	424	2	0	44
TRAVEL AGENTS	703	0	0	33	43	0	0	8
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	0	16	0	92	12	33	0	76
INDUSTRY TOTALS	3,313	35	1	357	1,190	54	0	232

## AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*			COMPLAINT CATEGORIES*		
	FEBRUARY 2021			FEBRUARY 2020		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	2,681		1	212	
FARES	2	179		7	84	
RESERVATIONS/TICKETING/BOARDING	3	139		6	115	
FLIGHT PROBLEMS	4	112		2	211	
CANCELLATION			54			73
DELAY			29			77
MISCONNECTION			11			37
CUSTOMER SERVICE	5	89		5	139	
BAGGAGE	6	60		3	174	
DISABILITY	7	32		8	72	
OTHER	8	11		4	154	
FREQUENT FLYER			5			135
DISCRIMINATION	9	6		10	7	
ADVERTISING	10	2		11	1	
OVERSALES	11	2		9	21	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>3,313</b>			<b>1,190</b>	

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

## AIR TRAVEL CONSUMER REPORT

Table 3

**COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\***  
**FEBRUARY 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	0	0	1	4	17	0	4	1	0	0	0	0	27
ALLEGiant AIR	5	0	1	3	6	1	4	5	0	1	0	0	26
AMERICAN AIRLINES	20	0	10	21	92	6	16	5	0	0	0	2	172
DELTA AIR LINES	6	0	3	5	25	4	4	3	0	0	0	0	50
ENDEAVOR AIR	0	0	0	0	2	0	3	0	0	0	0	0	5
ENVOY AIR	3	0	1	0	2	1	1	0	0	0	0	1	9
FRONTIER AIRLINES	6	0	0	9	37	4	7	3	0	0	0	0	66
HAWAIIAN AIRLINES	0	0	0	1	6	0	0	0	0	0	0	0	7
JETBLUE AIRWAYS	4	0	7	9	31	1	8	4	0	0	0	0	64
SILVER AIRWAYS	0	0	0	1	6	0	0	0	0	0	0	0	7
SKYWEST AIRLINES	3	0	0	0	5	2	3	1	0	1	0	0	15
SOUTHWEST AIRLINES	5	0	1	7	17	3	9	3	0	0	0	0	45
SPIRIT AIRLINES	9	1	4	16	49	6	5	0	0	0	0	0	90
SUN COUNTRY AIRLINES	0	0	0	1	5	0	0	0	0	0	0	0	6
UNITED AIRLINES	20	1	12	7	125	7	11	1	0	0	0	1	185
Other U.S. Airlines	4	0	0	1	12	1	3	0	0	0	0	2	23
<b>TOTAL FEBRUARY 2021</b>	<b>85</b>	<b>2</b>	<b>40</b>	<b>85</b>	<b>437</b>	<b>36</b>	<b>78</b>	<b>26</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>797</b>
<b>% of TOTAL COMPLAINTS</b>	<b>10.7</b>	<b>0.3</b>	<b>5.0</b>	<b>10.7</b>	<b>54.8</b>	<b>4.5</b>	<b>9.8</b>	<b>3.3</b>	<b>0</b>	<b>0.3</b>	<b>0</b>	<b>0.8</b>	
<b>TOTAL FEBRUARY 2020</b>	<b>156</b>	<b>18</b>	<b>54</b>	<b>47</b>	<b>41</b>	<b>85</b>	<b>103</b>	<b>59</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>143</b>	<b>711</b>
<b>% of TOTAL COMPLAINTS</b>	<b>21.9</b>	<b>2.5</b>	<b>7.6</b>	<b>6.6</b>	<b>5.8</b>	<b>12.0</b>	<b>14.5</b>	<b>8.3</b>	<b>0</b>	<b>0.7</b>	<b>0</b>	<b>20.1</b>	

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

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

## AIR TRAVEL CONSUMER REPORT

Table 4

## COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE\*

U.S. AIRLINES ALPHABETICAL	COMPS	INCI-	PERCENT	INCI-	PERCENT	INCI-	PERCENT	UN-	PERCENT
	RECD	DENTS		DENTS		DENTS		KNOWN	
	IN	IN		IN		IN ALL		INCI-	
	FEB	FEB		JAN		PRIOR		IDENT	
						MONTHS		DATE	
ALASKA AIRLINES	27	4	14.8	0	0.0	19	70.4	4	14.8
ALLEGiant AIR	26	9	34.6	5	19.2	7	26.9	5	19.2
AMERICAN AIRLINES	172	42	24.4	17	9.9	93	54.1	20	11.6
DELTA AIR LINES	50	12	24.0	2	4.0	31	62.0	5	10.0
ENDEAVOR AIR	5	2	40.0	0	0.0	2	40.0	1	20.0
ENVOY AIR	9	7	77.8	0	0.0	2	22.2	0	0.0
FRONTIER AIRLINES	66	16	24.2	6	9.1	39	59.1	5	7.6
JETBLUE AIRWAYS	64	21	32.8	4	6.3	28	43.8	11	17.2
SKYWEST AIRLINES	15	8	53.3	2	13.3	5	33.3	0	0.0
SOUTHWEST AIRLINES	45	19	42.2	4	8.9	17	37.8	5	11.1
SPIRIT AIRLINES	90	21	23.3	4	4.4	43	47.8	22	24.4
UNITED AIRLINES	185	42	22.7	7	3.8	118	63.8	18	9.7
OTHER U.S. AIRLINES	23	9	39.1	2	8.7	10	43.5	2	8.7
<b>Totals</b>	<b>797</b>	<b>212</b>	<b>26.6</b>	<b>53</b>	<b>6.6</b>	<b>433</b>	<b>54.3</b>	<b>99</b>	<b>12.4</b>
<b>Previous Year's Totals</b>	<b>711</b>	<b>281</b>	<b>39.5</b>	<b>112</b>	<b>15.8</b>	<b>170</b>	<b>23.9</b>	<b>148</b>	<b>20.8</b>

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





## AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
PHILIPPINE AIRLINES	0	0	2	2	57	0	0	0	0	0	0	0	61
QATAR AIRWAYS	1	0	10	5	11	1	0	2	0	2	0	0	32
ROYAL AIR MAROC	0	0	0	0	16	0	0	0	0	0	0	0	16
ROYAL JORDANIAN AIRLINES	0	0	0	0	10	1	0	0	0	0	0	0	11
RYANAIR	0	0	1	0	4	0	0	0	0	0	0	0	5
SAS	1	0	0	0	17	0	0	0	0	0	0	0	18
SATA INTERNACIONAL	0	0	0	0	6	0	0	0	0	0	0	0	6
SOUTH AFRICAN AIRWAYS	0	0	0	0	16	0	0	0	0	0	0	0	16
SWISS AIR	0	0	0	1	4	0	0	0	0	0	0	0	5
TAP	0	0	3	2	237	0	0	0	0	0	0	0	242
TURKISH AIRLINES	3	0	8	2	23	3	3	1	0	1	0	0	44
UKRAINE INTERNATIONAL AIRLINES	0	0	0	0	5	0	0	0	0	0	0	0	5
VIRGIN ATLANTIC AIRWAYS	0	0	1	0	13	1	0	0	0	0	0	0	15
VIRGIN AUSTRALIA	0	0	0	0	9	0	0	0	0	0	0	0	9
VOLARIS AIRLINES	3	0	10	10	32	2	1	1	0	0	0	0	59
VUELING AIRLINES	0	0	0	1	4	0	0	0	0	0	0	0	5
WEST JET	1	0	0	0	17	0	0	0	0	0	0	0	18
OTHER FOREIGN AIRLINES	0	0	3	4	67	1	0	0	0	0	0	0	74
<b>TOTALS</b>	<b>22</b>	<b>0</b>	<b>76</b>	<b>63</b>	<b>1603</b>	<b>24</b>	<b>10</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>1,813</b>
<b><u>TRAVEL AGENTS</u></b>													
ASAPTICKETS.COM	0	0	2	2	28	0	0	0	0	0	0	0	32
CHASE TRAVEL	0	0	1	0	8	0	0	0	0	0	0	0	9
CHEAPOAIR.COM	0	0	0	5	35	0	0	0	0	0	0	0	40
EDREAMS.COM	0	0	1	0	5	0	1	0	1	0	0	0	8
EXPEDIA.COM	0	0	2	4	110	0	0	0	0	0	0	0	116
FLIGHT NETWORK	0	0	1	1	7	0	0	0	0	0	0	0	9
FLIGHTHUB	0	0	0	0	5	0	0	0	0	0	0	0	5
GATE 1 TRAVEL	0	0	0	0	8	0	0	0	0	0	0	0	8
GOTOGATE	0	0	0	0	35	0	0	0	0	0	0	0	35
HOPPER.COM	0	0	2	0	15	0	0	0	0	0	0	0	17
JUSTFLY.COM	1	0	5	2	32	0	0	0	0	0	0	0	40
KIWI.COM	1	0	3	2	125	0	0	0	0	0	0	0	131
MYTRIP.COM	0	0	0	0	7	0	0	0	0	0	0	0	7
ORBITZ.COM	0	0	0	3	21	0	0	0	0	0	0	0	24
OVAGO	0	0	0	1	10	0	0	0	0	0	0	0	11
PRICELINE.COM	0	0	0	0	17	0	0	0	0	0	0	0	17
SMARTFARES.COM	1	0	0	1	4	0	0	0	0	0	0	0	6
TRAVELOCITY.COM	0	0	2	2	24	0	0	0	0	0	0	0	28
VAYAMA	0	0	0	1	42	0	0	0	0	0	0	0	43
OTHER TRAVEL AGENTS	2	0	4	7	104	0	0	0	0	0	0	0	117
<b>TOTALS</b>	<b>5</b>	<b>0</b>	<b>23</b>	<b>31</b>	<b>642</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>703</b>

## AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

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

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

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

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

TABLE 6

## AIR TRAVEL CONSUMER REPORT

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

FEBRUARY 2021		FEBRUARY 2020
AIRLINE	COMPLAINTS	COMPLAINTS
<b>ALASKA AIRLINES NETWORK</b>	<b>34</b>	<b>20</b>
- ALASKA AIRLINES	27	17
- BRANDED CODESHARE PARTNERS	7	3
<b>ALLEGiant AIR</b>	<b>26</b>	<b>15</b>
<b>AMERICAN AIRLINES NETWORK</b>	<b>196</b>	<b>307</b>
- AMERICAN AIRLINES	172	281
- BRANDED CODESHARE PARTNERS	24	26
<b>DELTA AIR LINES NETWORK</b>	<b>63</b>	<b>61</b>
- DELTA AIR LINES	50	56
- BRANDED CODESHARE PARTNERS	13	5
<b>FRONTIER AIRLINES</b>	<b>66</b>	<b>41</b>
<b>HAWAIIAN AIRLINES NETWORK</b>	<b>7</b>	<b>7</b>
- HAWAIIAN AIRLINES	7	7
- BRANDED CODESHARE PARTNERS	0	0
<b>JETBLUE AIRWAYS</b>	<b>64</b>	<b>28</b>
<b>SOUTHWEST AIRLINES</b>	<b>45</b>	<b>20</b>
<b>SPIRIT AIRLINES</b>	<b>90</b>	<b>64</b>
<b>UNITED AIRLINES NETWORK</b>	<b>185</b>	<b>123</b>
- UNITED AIRLINES	185	108
- BRANDED CODESHARE PARTNERS	0	15
<b>TOTAL</b>	<b>776</b>	<b>686</b>

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

## AIR TRAVEL CONSUMER REPORT

TABLE 6A

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

RANK	AIRLINE	FEBRUARY 2021			FEBRUARY 2020		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	REPUBLIC AIRWAYS	3	884,100	0.34	1	1,509,737	0.07
2	MESA AIRLINES	3	450,746	0.67	6	1,099,485	0.55
3	PSA AIRLINES	4	551,150	0.73	10	1,165,026	0.86
4	ENDEAVOR AIR	5	563,996	0.89	3	1,175,988	0.26
5	SKYWEST AIRLINES	15	1,594,251	0.94	12	3,277,753	0.37
6	SOUTHWEST AIRLINES	45	4,697,299	0.96	20	11,483,838	0.17
7	DELTA AIR LINES	50	3,931,749	1.27	56	11,746,285	0.48
8	HORIZON AIRLINES	4	312,974	1.28	-	-	-
9	ENVOY AIR	9	583,698	1.54	7	1,125,922	0.62
10	ALASKA AIRLINES	27	896,364	3.01	17	2,565,350	0.66
11	HAWAIIAN AIRLINES	7	204,009	3.43	7	840,583	0.83
12	ALLEGiant AIR	26	687,499	3.78	15	1,215,461	1.23
13	AMERICAN AIRLINES	172	4,223,053	4.07	281	11,597,499	2.42
14	JETBLUE AIRWAYS	64	1,306,767	4.90	28	3,123,289	0.90
15	SPIRIT AIRLINES	90	1,470,943	6.12	64	2,812,460	2.28
16	UNITED AIRLINES	185	2,631,329	7.03	108	7,953,170	1.36
17	FRONTIER AIRLINES	66	869,199	7.59	41	1,837,258	2.23
	<b>TOTAL</b>	775	25,859,126	3.00	676	64,529,104	1.05

\* 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 February 2021

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

Airline	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
ALLEGIANT				1			
LUFTHANSA						1	
QATAR	1					1	
SKYWEST	1						
TURKISH AIRLINES					1		
<b>TOTAL</b>	<b>2</b>			<b>1</b>	<b>1</b>	<b>2</b>	

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

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

## COMPLAINT CATEGORIES

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

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

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

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

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

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

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

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

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

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

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

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

AIR TRAVEL CONSUMER REPORT

**February 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
<a href="#">American Airlines*</a>	1		
Totals:	1	0	0

\*American Airlines reported the incident on this table to the Office of Aviation Consumer Protection on January 12, 2022.

## AIR TRAVEL CONSUMER REPORT

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

The Transportation Security Administration (TSA) screened approximately 24 million airline passengers and their 20 million checked bags in the month of February as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations <sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of February.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
367	0.00153%	89	0.00037%	18	0.00095%	95	0.00040%

**Notes:**

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

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

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

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.